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## Program Review

Form for External Review Committee

### Non-Instructional

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Your form has been submitted. Thank you.

Division	Finance and Administrative Services
Department	Business Office
Program	Investment Management
Review Year	2007-2008
Names of the External Review Committee Members	Lou Ann Seaabourn and Lacey Mueggenborg
Division Overview Comments From External Review Committee	

Questions and answers from the program review appear in the gray boxes. Use this information to answer the questions on the form.

### I. Office's/Department's Purpose

State the purpose of the office/department. How is this purpose within the mission of Amarillo College?

**To provide efficient cash and investment management and reporting of College and AC Foundation monies.**

**Provide professional and efficient mail service.**

Does the answer include a purpose statement for the office/department?  
Does the answer indicate how this office/department is within the mission of Amarillo College?

Acceptable

Concern

CONCERN: This statement does not demonstrate how the departmental purpose fits within the mission of Amarillo College. A sentence or two showing the connection would make a stronger statement.

When was the last time the office's/department's purpose statement was reviewed/revised by faculty/staff in the office/department?

**The last time the purpose statement was revised was in 2005. The PBX area was moved out of the mailroom to AskAC.**

**Does the answer indicate the last time the office's/department's purpose statement was reviewed/revised by faculty and staff in the office/department?**

Acceptable

Is this office/discipline required to receive approval from an external agency or organization in order to offer courses?

no

Identify any external approvers for the office/department.

Not Answered

**IF the office/discipline is required to receive approval from an external agency or organization (other than the Texas Higher Education Coordinating Board),**

**Was (were) the external approver(s) for the office/department identified?**

Unacceptable

Concern

CONCERN: Since this Sub-division of the Business Office is part of the yearly AC audit, the audit should be included in a response to this question.

CONCERN: The AC Mail Room must follow U.S. Postal Service guidelines. An explanation of how the guidelines are monitored should be included in this and the following responses.

What approval schedule is required by the external approver(s)?

Not Answered

**Was the approval schedule required by the external approver(s) identified?**

Unacceptable

Concern

CONCERN: See the comments on the previous item.

When did the office/department last receive approval?

Not Answered

When did the office/department last receive approval?

Unacceptable

Is the reason why the office/department is required to receive this approval clear?

Not Applicable

## II. Office's/Department's Improvements Based on Planning, Evaluation and Assessment

Identify at least one example of an improvement/revision which resulted from the past five-years' annual PET forms.

[2007-08 Pet Form](#)

[2006-07 Pet Form](#)

[2005-06 Pet Form](#)

1. Prior to 2003, Stafford Loan checks were cut by the lender to Amarillo College and the student. In the summer of 2003 Stafford loan money began to be deposited electronically to our bank account. The money was awarded to the student's A/R account to be used for tuition, checks were cut for books and then balance checks were cut. These deposits to the bank account had not been fully reconciled to Financial Aid transmittals on the General Ledger. The amount of money this involved makes it extremely important that the deposits to our bank account be reconciled to the amount given to the student. The loan volume for fiscal year 2007 was \$8,484,150.00. This money must be accounted for as being awarded to the student or returned to the lender. New procedures were instituted for communication between the Business Office and Financial Aid to reconcile monies deposited to the bank to Financial Aid disbursements and loan returns posted to the General Ledger. With the use of a new query, Stafford loans (sub and unsub) have been reconciled to the current month (December 2007). All old loans from been reconciled and cleared.

2. To ensure that only authorized personnel pick up mail, a documentation log was implemented. Departments notified the Mailroom Supervisor who would be picking up mail and brought any new employees or student help over to introduce them. If someone came to pick up mail without a mailbox key, they were required to sign the incident log. A reminder email is sent out each semester since student workers and employees change.

3. A requirement of endowed accounts is that only net income from the account can be used. Corpus cannot be used. The corpus of endowed accounts in the Amarillo College Foundation was not easily determined after the move to Colleague. Legacy had a report that showed corpus. All endowed accounts in the A C Foundation were researched to determine corpus using the legacy report for the corpus balance forward and adding any contributions since the conversion to Colleague. Amounts identified as corpus was then broken out into a separate object code making it possible to easily check to make certain corpus is not used.

After reviewing the minimum of at least one example of an improvement/revision which resulted from the annual PET forms for the last five years, determine the extent that this department/office has used the PET forms to make improvements/revisions. Does this meet the minimum expectations for using PET forms to make improvements/revisions to the department/office?

Acceptable

Recommendation

STYLE ISSUE: Grammatical mistakes exist in the report. For example, "Amounts identified as corpus was then broken out...."should read, "Amounts identified as corpus were then broken out....")

Identify at least one example of an improvement/revision which resulted from the last Program Review.

The last program review was done at the same time as implementation of new administrative software. A weakness identified by the program review was the inability to access information from the new system. Becoming more familiar with the system, training on query builder and development of new queries have made access to information much easier and faster. Employees have become more aware of what information is available and where it is located in the system. If an employee is not a master at queries, they can still give IT employees enough information to write a query to give them the correct information.

After reviewing the minimum of one example of an improvement/revision which resulted from the last Program Review, determine the extent to which this program/department values the Program Review process to make improvements/revisions.

Acceptable

Concern

CONCERN: It doesn't appear from this response that there was an improvement or revision based on Program Review. It seems from this answer that experience on the Colleague system simply solved the problem. Was there a planned response to the Program Reviews finding concerning the Colleague; i.e. group training in the CF fields, query building, etc.?

Identify at least one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the Strategic Plan through 2010.

**Section 2.1.2 of the Strategic Plan stated: Implement an enrollment business process that encourages early registration and delivers multiple convenient payment options for academic students.**

A committee worked on improving the credit card readers used by the cashiers and developing the e-commerce module of Colleague. New credit card readers and software have been added to the cashiers' computers for use beginning mid January 2008. E-checks will be available for use in spring 2008 for Summer and Fall 2008 registration. The Cash Management and Investment area worked with the bank to obtain new merchant numbers and help with getting the accounts set up with the Bank of Omaha (our credit card processor). It also met with the committee to determine flow of information in our system and best practices.

**Strategy 6.2 of the Strategic Plan states: Enhance existing revenue sources.**

The Cash and Investment area continues to keep as much money invested as possible until needed for expenses to increase interest revenue. This is extremely important in times of declining interest rates when budget used average rates that were higher.

After reviewing a minimum of one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the *Strategic Plan through 2010*, determine the extent to which this office/department has contributed to the implementation success of the Strategic Plan. Does this office/department lack an understanding of how it relates to the institution's future based on the Strategic Plan?

Acceptable

Concern

CONCERN: On 6.2 of the Strategic Plan, statistical data would strengthen the response. A chart or graph would show how the interest revenue has grown.

Does this committee have recommendations as to how this office/department may contribute to the implementation of the Strategic Plan?

Not Applicable

Provide names and titles of those who determined the process used to assess the outcomes of the office/department.

**Lola Hornstra, Director of Investment Management**

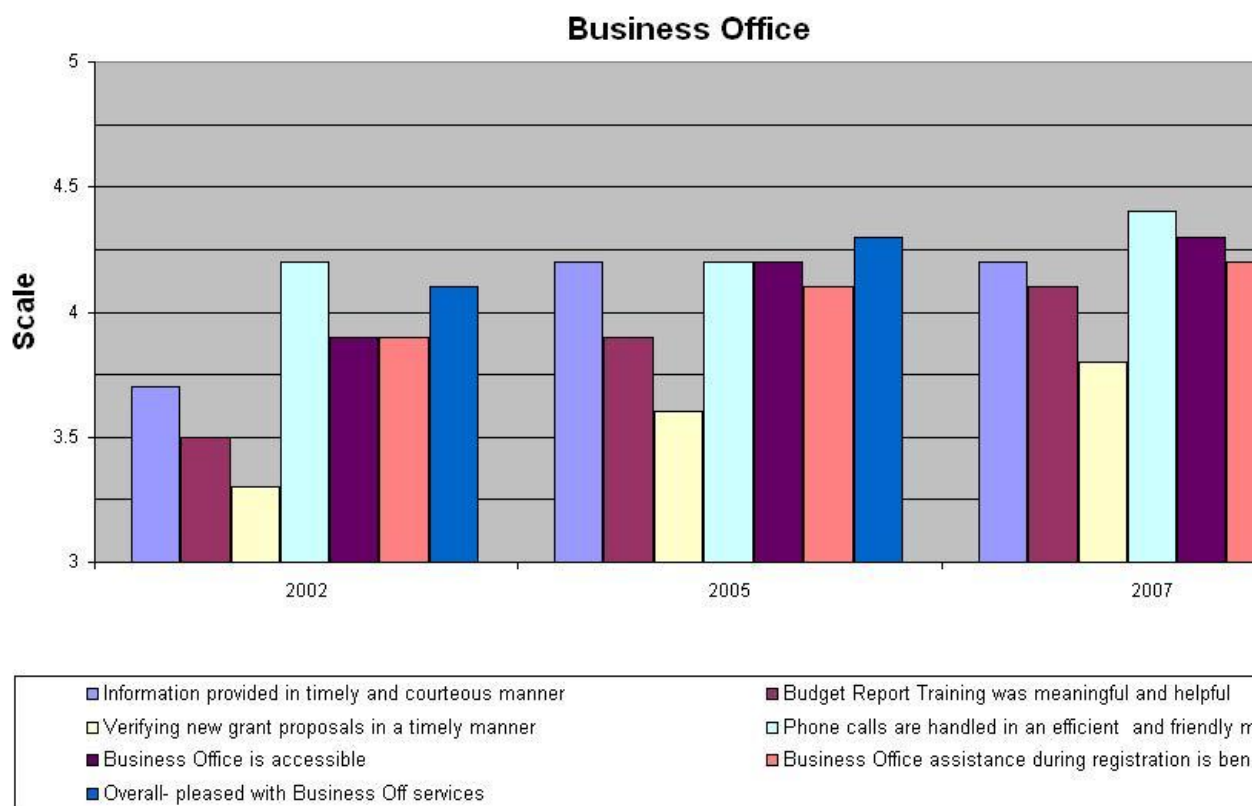
**Kathy Roth, Staff Accountant**

**Gordon Gamage, Mailroom Supervisor**

Has the office/department had a broad base of involvement from a majority of the staff within the office/department regarding implementation of student/client service or learning outcomes of the office(s) or department(s)? What recommendations does the Committee have for increasing involvement?

Acceptable

For client/student outcome assessments, review the five-year graph(s) *quantitative* results or provide a brief narrative summary of *qualitative* results.



What changes have been made in the services of the office/department because of the analysis of these results?

The Cash and Investment area had satisfactory scores. To keep those scores at a satisfactory or higher level, employees were sent

to internal training on customer service, colleague, Excel, Word, and other classes that would improve skills and knowledge. The Mailroom Supervisor attended any postal clinics given by the US Postal Service. The employees in the Cash and Investment area attended outside training on Truth in Taxation (for the taxes collected for the college), state tax seminars, and Investment Training. Cross training on the AC Foundation was increased so that more than one employee could answer questions.

For client/student service or learning outcomes, review the five-year graph(s) quantitative assessment results or provide a brief narrative summary of *qualitative* assessment results.

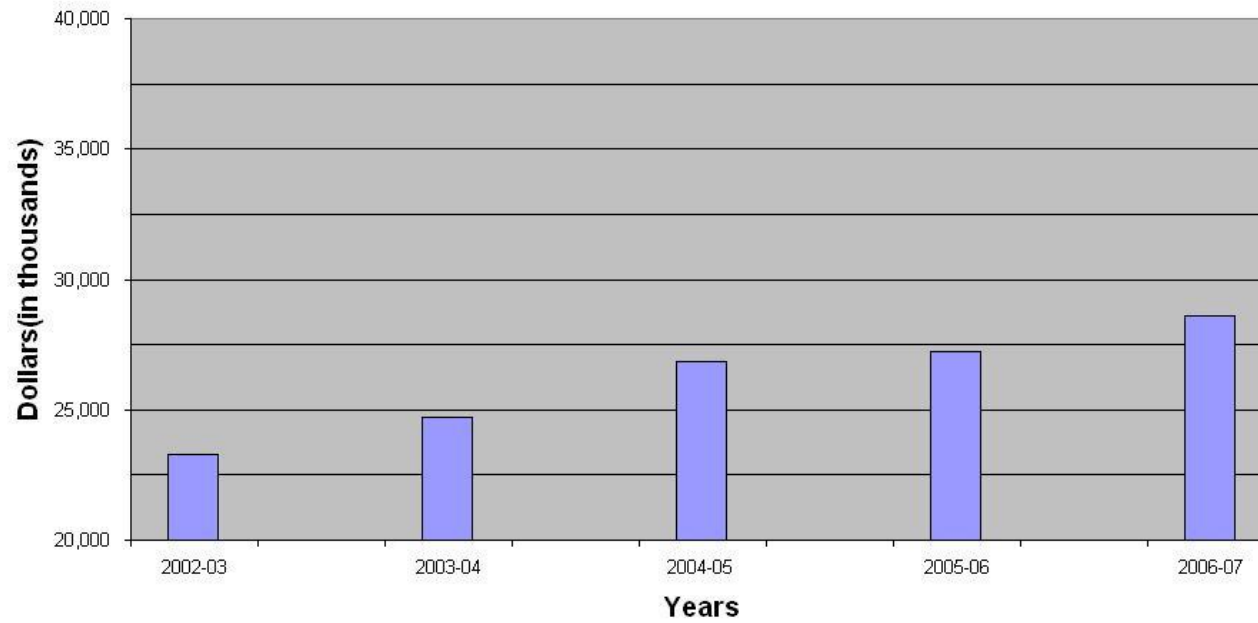
Have any changes been made in the services of the office/department because of the analysis of these results?

Acceptable

Provide the five-year graph(s) indicating the demand for the office's/department's services.

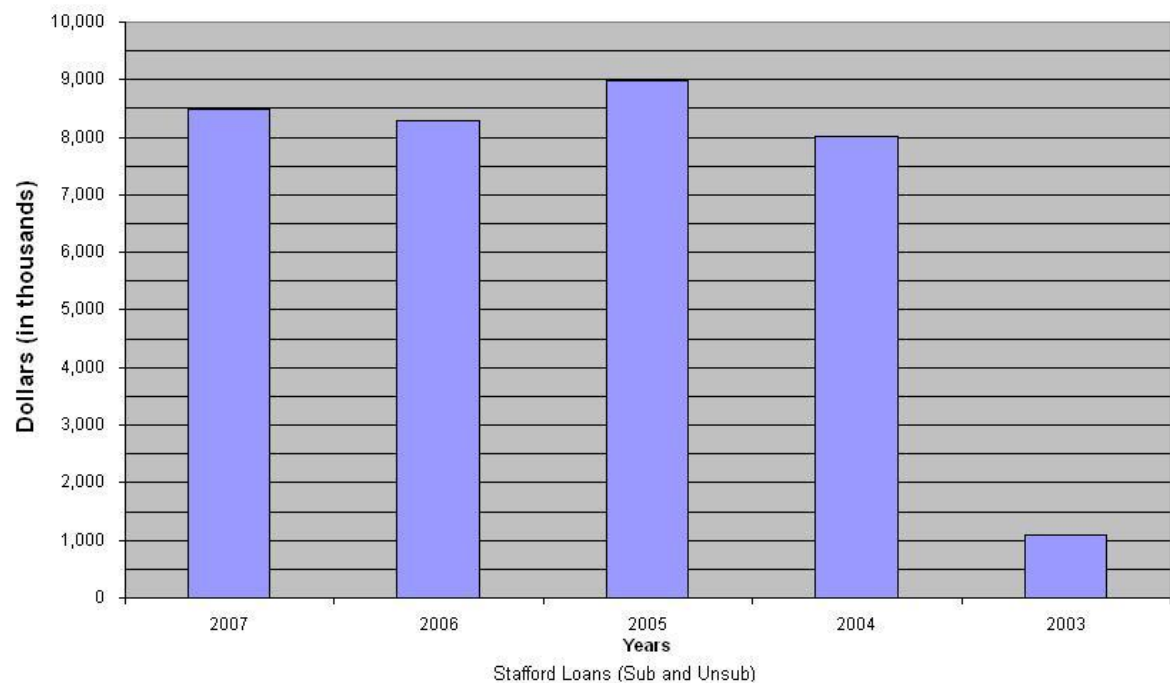
Assess the need for the office/department.

## Amarillo College Average Monthly Investments



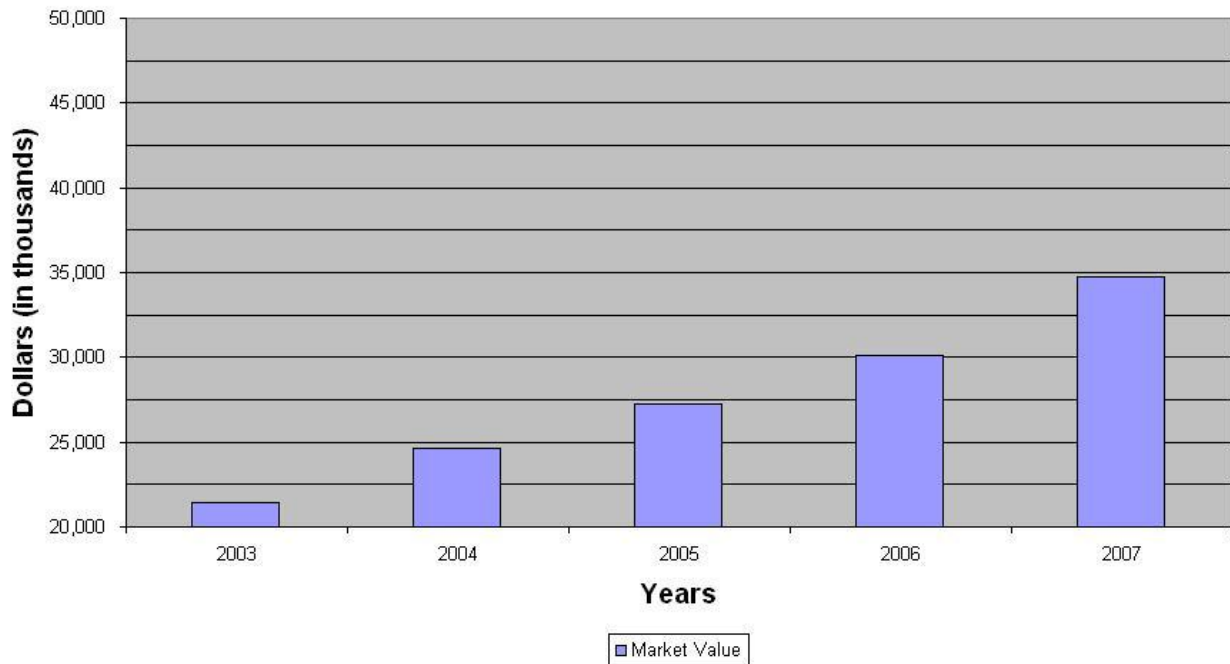
Average Monthly Investments

# Total EFT Deposits for Stafford Loans



Stafford Loans (Sub and Unsub)

## Amarillo College Foundation Market Value Growth



As indicated by the graphs, average monthly investments, Stafford Loans and the market value of the A C Foundation have all continued to increase. The addition of bond funds will add to the increased workload.

Does the review of the five-year graph(s) of the office's/department's services demonstrate that an analysis has been used to make action plans for the future?

Will the program's/department's plan of action for improving any identified problem or results directly improve demand for the office's/department's services?

Acceptable

Recommendation

STYLE ISSUE: Why does one graph show the most recent data first and then previous years coming after while all other graphs show a time progression from previous years to most recent? A consistent format would make the presentation clearer.

### III. Resources

#### Library

Which of the following library collections/resources/services have been used by the staff and/or students within the past five years? (Select all that apply.)

Meeting services Reference collection Seminars/conferences Video conferencing

Does it appear that the library collections/resources/services used by the staff and/or students within the past five years is accurate and thorough?

Acceptable

Which 2 or 3 collections/resources/services should be improved to support Amarillo College's mission regarding teaching and service?

N/A

Has the office/department identified why 2 or 3 collections/resources/services should be improved to support Amarillo College's mission regarding teaching and service?

Acceptable

Does your office/department have an external approver (other than the Texas Higher Education Coordinating Board)?

no

How has the library participated in the approver's evaluation?

Not Answered

If the office/department has an external approver (other than the Texas Higher Education Coordinating Board), has the library participated in completing the approver's evaluation?

Acceptable

What approval schedule is required by the external approver?

Not Answered

Did the office/department identify the approval schedule that is required by the external approver?

Not Applicable

When did the office/department last receive approval?

Not Answered

Did the office/department indicate when the last approval was received?

Not Applicable

#### Technology and Security/Privacy

After assessing the strengths and weaknesses of the office's/department's access to technology, what improvements would ensure that the students have access and training in the use of technology?

None Identified

Does the office's/department's assessment of strengths and weaknesses of students' access to technology and training use of technology include ways to improve both?

What improvements would ensure that students use technology?

We need to continue to work on full implementation of the e-commerce module of Colleague to make it easier for the student to register and pay online.

Does the office's/department's answer include the improvements that would ensure students use technology? Are the recommendations of this office/department feasible?

Acceptable

Review office/department operations. Does any operation present the possibility for violations of security, confidentiality, or integrity of student records?

no

After a review of this office's/department's operations based on this Self-Study and any other information available to this Committee, does any operation present the possibility for violations of security, confidentiality, or integrity of student records? If so, describe those operations and identify the violation possibility in detail.

Acceptable

What changes need to be made to prevent violations of this nature?

Not Answered

What changes need to be made to prevent violations of this nature?

Not Applicable

Which support services need to be strengthened to better serve the students in or served by this office/department? Explain what aspects of the services need to be strengthened.

**Financial Aid and the Business Office need to continue to work together to establish deadlines and check run dates for Financial Aid so that workload conflicts can be minimized and deadlines can be met.**

Do the Self-Study recommendations of this office/department for support services which need to be strengthened to better serve the students appear to have merit?

Acceptable

Describe any indicators or problems that prevent a healthy, safe and secure environment for staff and students of this office/department.

**The entire office had training on health and safety issues to become informed on how to handle emergencies. One thing brought out in the training was that all stairway exits from the second floor where we are housed to the first floor have large panels of glass which are unsafe in tornadoes.**

Are recommendations to assure a healthy, safe and secure environment for staff and students of this office/department valid? Are any of these recommendations more significant and/or urgent?

Acceptable

Describe any indicators or problems that hamper adequate physical facilities, both on and off campus, to meet the needs of the office/department.

**None indicated**

Do any of the problems or concerns regarding adequate physical facilities, both on and off campus, to meet the needs of the office/department appear to be significant and/or urgent? Are there any other needs of this nature which this Self-Study didn't cite but which this Committee feel are critical based on other information? Which of these does this Committee deem most significant and/or urgent?

Acceptable

#### IV. Budget

Which office/department outcomes have resulted in budget requests to date?

**There have been expenses for outside training seminars and some traveling. New credit card readers were ordered and installed at all income stations.**

**Have any of this office's/department's outcomes resulted in budget requests to date? If not, why? Was the explanation valid or reasonable?**

Acceptable

Concern

CONCERN: Provide a context for these changes. How are these expenses tied to outcomes of the department?

Project the office's/department's strategic initiatives for the next five years based on the office's/department's outcomes.

**The Cash and Investment area will continue to evaluate e-commerce offerings and implement those that will increase efficiency and make registration easier.**

**We will work closely with the Construction Manager At Risk and the Director of the Physical Plant to have bond proceed funds available when needed.**

**The Business Office as a whole needs to address records management. We have records which are permanent, but many more that are five years or less. A decision needs to be made on electronic records versus paper records. Meetings between Records Management personnel and the administrators in the Business Office have already begun the discussion.**

**Has this office/department been able to project strategic initiatives for the next five years based on the office's/department's outcomes? If not, what appears to be blocking this office/department from accomplishing this?**

Unacceptable

Concern

CONCERN: The writer does not indicate to which outcome these initiatives are tied. There is nothing in the PET forms that relate to the Bond or to records management. These are good initiatives; but, they need to be tied to strategic planning.

## V. Publications

If the office/department publishes any advertising or recruitment documents (electronic or paper), do the documents accurately represent Amarillo College and the program/department?

yes

**IF the office/department has published any advertising or recruitment documents (electronic or paper), check at least one copy of each document and determine whether it accurately represents Amarillo College and the office/department.**

Unacceptable

Concern

CONCERN: The reviewers need to know what you publish. How do accurately represent AC? It is difficult for the reader to know if

this accomplished or not. Can you link to something you publish?

If no, explain what is inaccurate?

Not Answered

**IF anything appears to be inaccurate, identify the apparent violation.**

Not Applicable

Does the office/department publish any documents (electronic or paper) with references to SACS accreditation?

no

Are the references in compliance with SACS approved statement?

Not Answered

**IF the office/department has published any document(s) with a reference to SACS accreditation, are all references consistent with the approved statement? (Approved reference: Amarillo College is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award associate degrees. Contact the Commission on Colleges at 1866 Southern Lane Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Amarillo College.)**

Acceptable

Which reference is not in compliance? Describe how you will assure compliance for all references in the future.

Not Answered

**IF any references are inconsistent, identify all documents with the inconsistent reference(s).**

Not Applicable

**IF the Self-Study did identify inconsistencies, does the plan for assuring future compliance appear to correct the problem?**

Not Applicable

**IF the Self-Study did NOT identify all inconsistencies, what plan does this Committee recommend?**

## VI. Other

State any additional comments/concerns which may impact this office/department during the next five years.

The office as a whole is looking at many retirements in the next five years. Many years of experience will be gone. There is an effort underway that will need to continue to cross train not only in the different areas of the office, but across the office to give a broader knowledge to employees of how the areas interconnect. The Director of Investment Management and the Staff Accountant have cross trained in the AC Benefit Plan area in an effort to be able to handle questions when that employee is out. That employee and the Staff Accountant in the Cash and Investment have cross trained on the AC Foundation.

The passage of the bond issue in November 2007 will increase the cash management and investment activity for the next five years. Bonds will be sold in stages as funds are needed. Cash needs for ongoing projects will need to be determined and investments layered to meet those needs. This will increase the workload in the Cash and Investment area.

The Mailroom Supervisor will retire in May 2008. We will be looking at replacing that position and analyzing the two positions that report to the Mailroom Supervisor.

IF additional comments/concerns were included in the Self-Study regarding items which may impact this office/department during the next five years, does this Committee feel that recommendations and/or concerns have merit. IF NO such items were included in the Self-Study but this Committee feels such comments or concerns are valid, cite them and include any relevant recommendations.