Follow-up Response

Form for Response to External Review Committee

Non-Instructional

The ID number for this form is <u>45</u>. You will need this number to update or edit your submission in the future.

NOTE: ANY CHANGES MADE ON THIS PAGE WILL NOT BE SAVED.

Division	Finance and Administrative Services
Department	Business Office
Program	Accounts Receivable
Review Year	2007-2008
Names of Division/Department/Program Staff or Faculty Completing Follow-Up Response	

Questions and answers from the program review appear in the gray boxes. The external review committee's questions, commendations, concerns, and/or recommendations appear in the dark blue and light blue boxes. Use this information to respond to any recommendations.

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 accounting and business services for income an disbursements in a timely manner and to provide timely reporting for Amarillo College and other external agencies.

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

Acceptable
Not Answered

The purpose of Accounts Receivable is clearly stated. In this dialog, however, the purpose is not directly related to the AC mission. The answer can be strengthened by adding a couple of sentences showing how the purpose of Accounts Receivable and the AC mission tie together.

Followup Response

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

January 30, 2001

Does the answer indicate the last time the office's/department's purpose statements 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?

Acceptable
No Answer

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

Not Answered

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

Not Applicable

When did the office/department last receive approval?

Not Answered

When did the office/department last receive approval?

Not Applicable
No Answer

Is the reason why the office/department is required to receive this approval clear?
Not Applicable
No Answer

**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.

The goal of the PET form for 2005-06 for the billing section was to receive appropriate paperwork for billing classes and sponsored students in a timely manner. This was achieved through training of the individual departments.

After reviewing the minimum of <u>at least</u> one example of an improvement/revision which resulted from the annual PET forms for the last five years, determine the <u>extent</u> 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

CONTEXT ISSUE: To make improvements based on PET more visible, they need to be tied directly to the PET. Tell the reviewer which PET you are citing and what prompted the change. The reviewer just needs to be able to track them to a specific PET with results. In addition, provide a link to appropriate PET form.

Followup Response

Identify at least one example of improvements/revisions which resulted from the last Program Review.

The Business Office developed policy and procedure manuals for Accounts Receivable and Accounts Payable.

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

Acceptable
Commendation

COMMENDATION: The External Review Committee believes policy and procedures manuals are a vital part of a department and commend that policy and procedure manuals have been developed.

Followup Response

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.

One example would be the implementation of E-checks scheduled to be available for use for the 2008 summer and fall registration.

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
Commendation

CONTEXT ISSUE: Please provide more context for this improvement by linking it to a specific strategy or tactical objective within the Strategic Plan.

COMMENDATION: We commend that the Business Office is working with technology to improve the operations of the department and thus the College.

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

Not Applicable
Not Answered

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

Terry Berg, Dean of Finance and Administrative Services

Sara Long, Business Office Manager

Olga Bustos, Income Supervisor

Brenda Andrews, Billing Specialist

Helen Wright, Billing Specialist

Jackye Montes, Accounting Clerk III

Lisa Proctor, Accounting Clerk III

Sarah Bargas, Accounting Clerk II

Janie Roach, Cashier

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
Not Answered

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

NUMBER OF SPONSORS PER FISCAL YEAR
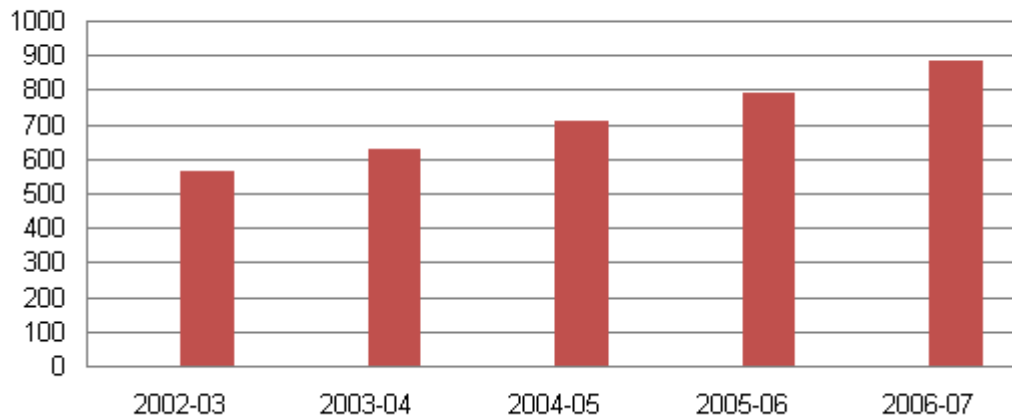
WebAdvisor for Last Day to Pay
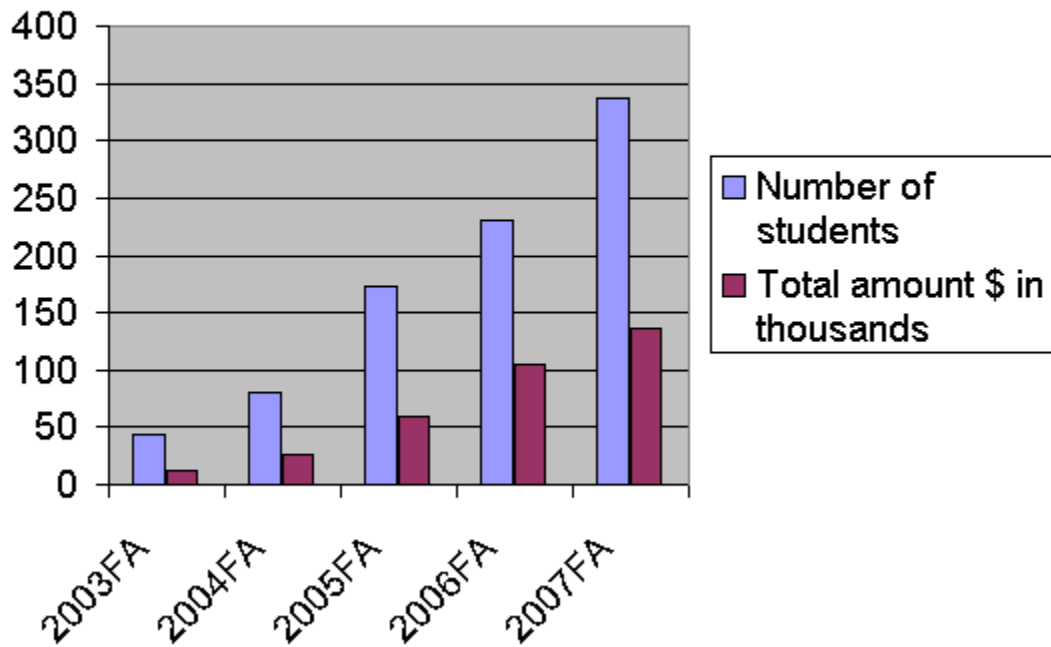
What changes have been made in the services of the office/department because of the analysis of these results?

Through the restructuring of the office all billings were brought under one area for better control and more accuracy.

WebAdvisor has been given as a tool so that students may register, drop and pay for tuition. This has been strongly recommended for all students.

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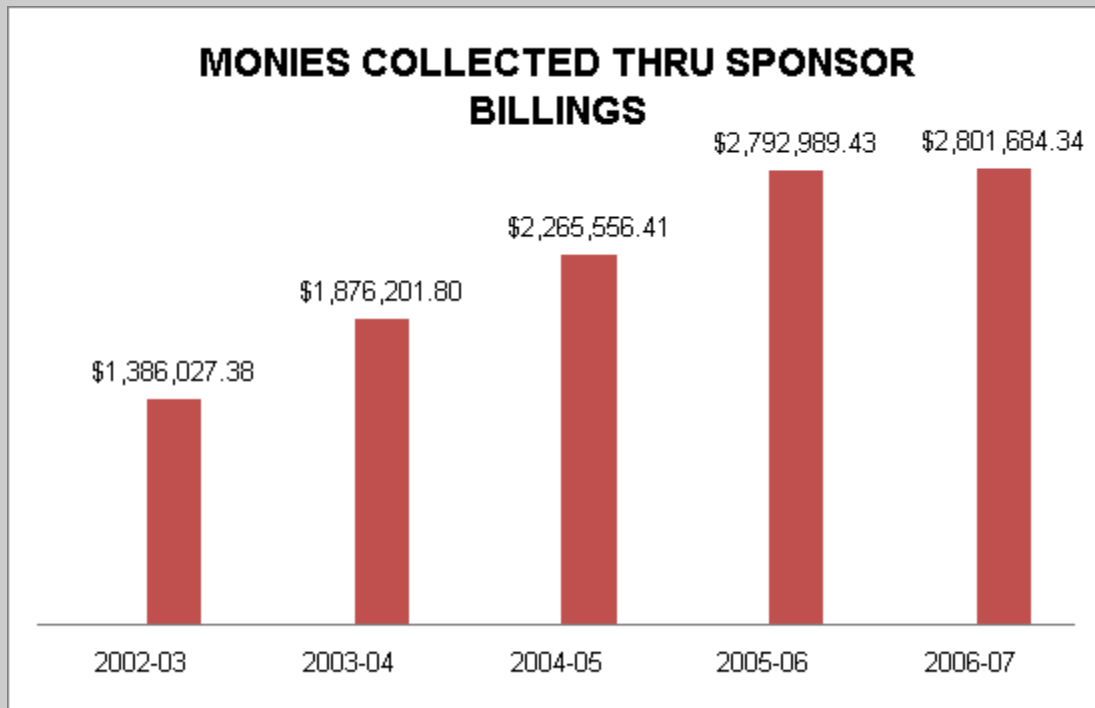
Have any changes been made in the services of the office/department because of the analysis of these results?

Acceptable
Not Answered

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

Assess the need for the office/department.

MONIES COLLECTED THRU SPONSOR BILLINGS

$1,386,027.38 — 2002-03
$1,876,201.80 — 2003-04
$2,265,556.41 — 2004-05
$2,792,989.43 — 2005-06
$2,801,684.34 — 2006-07

Daily operations of the office include the receipting of all the monies that are received from the sponsored billings as well as all mail that needs to be receipted to any account. The cashiers have a duty to receipt all monies that include payment to student accounts, any monies collected at such places as, AC Theatre, Library, Carter Fitness Center, Children's Theatre, Tech Training On-line payments, Traffic Citations, Distinguished Lecture Series Ticket Sales, Dual Credit payments, Suzuki and Prep Music enrollments, Community Link registrations along with many others. Also included are all bookstore reports from both campuses. Our office also handles the process of all refunds for student accounts that include both academic and continuing education, all scholarships checks that need to be processed, keep up with all payment plans, maintain files for collections of past due accounts as well as writing off any old accounts. Assisting student with issues when any problems arise. During peak times, help the assistance center and many other daily tasks.

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: The response includes several sentence mistakes. Please rewrite to correct mistakes. Also, replace 'our' with "Accounts Receivable" or "the office."

Followup Response

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 Video conferencing

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

Acceptable
Not Answered

Followup Response

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?

Not Applicable

NotAnswered

Followup Response

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
Not Answered

Followup Response

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
Not Answered

Followup Response

When did the office/department last receive approval?

Not Answered

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

Not Applicable
Not Answered

Followup Response

Technology and Security/Privacy

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

WebAdvisor and myAC have been set up for students to be able to access information about their account at AC.

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?

Not Answered
Not Answered

Followup Response

What improvements would ensure that students use technology?

An email address assigned to students by AC would provide them the capability to utilize this option.

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
Not Answered

Followup Response

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
Not Answered

Followup Response

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
Not Answered

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.

Inform outside agency about the deadline for payment of tuition and fees and also the ability to go on-line for payment plans.

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
Recommendation

STYLE ISSUE: Edit the sentence to make the suggested improvements parallel in structure.

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

The Business Office is in the process of building a half wall to better secure the area of our cashiers. This will be helpful during peak times of registration and when there is lots of cash that is being deposited.

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
Not Answered

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

There is no handicap door openers for the second floor of the Student Service Center.

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
Not Answered

IV. Budget

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

A Budget request was made for the building of the wall in the income area.

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

reasonable?

Acceptable
Recommendation

CONTEXT ISSUE: Provide the rationale for wanting this wall and which outcomes the addition of the wall addresses.

Followup Response

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

The Income area is involved in a Beta testing for on-line payment plans. This will take a few semesters to complete. There is a plan to help with the set up of payment plans on-line in the future.

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?

Acceptable
Not Answered

Followup Response

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
Recommendation

Please provide links to at least one copy of each document that Accounts Receivable publishes. If the office does not publish documents, then change the Program Review answer to 'Not Applicable."

Followup Response

After further review of this question, we have found that we do not publish any advertisements nor do we handle any recruitment documents for the college or our department. therefore, we are changing our answer to N/A.

If no, explain what is inaccurate.

Not Answered

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

Not Applicable
Not Answered

Followup Response

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
Not Answered

Followup Response

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
Not Answered

Followup Response

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

Not Applicable
Not Answered

Followup Response

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

NotAnswered

Followup Response

VI. Other

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

Within the next 5 years, the business office would like to be billing students electronically. This will mean that we will use less postage and paper products. Students will need to get more familiar with receiving e-mails and checking their e-mails for this process to work.

The Business Office faces the problems of data being entered incorrectly. All of the income and accounts receivable flow into the business office and not all of it is correct. The cashiers in various areas are new in their positions and it is difficult to keep them trained because of the turnover of employees. We are constantly making corrections.

Our employees are expected to make more corrections and be paid less. In order to keep the level of expertise in the Business Office we need to compare salaries with other departments that deal with business related areas. We might also find ways to reward our employees as an office or department.

Balancing our accounts with financial aid is another problem that we encounter. Sometimes the student is awarded a scholarship and we don't have the money in the business office and sometimes it goes the other way. We need to find a consistent method of balancing with financial aid. Also, we have large amounts of emergency checks that we issue. We see

this as a problem if we start issuing debit cards instead of checks. We will need cut off times that are defined and utilized.

We are working with a beta group to set up payment plans on the web and also we are implementing e-checks for 2008 summer and fall registrations. This will give students additional options on paying for tuition and fees.

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.

STYLE ISSUE: Please change "we" to the appropriate name, such as "Business Office" or "Accounts Receivable."

COMMENTS:

The External Review Committee agrees with Accounts Receivable on the following:

1. that the Business Office should implement electronic billing and help students adapt to this process.

2. that the Business Office should be staffed with trained employees to minimize data entry errors.

3. that it is important for Business Office staff to be paid equitably for job duties. Human Resources should conduct job audits and adjust pay according to results of the audits.

4. that procedures be established for debit card use which define cut-off times .

RECOMMENDATIONS:

1. Appropriate representatives from the Business Office and Financial Aid need to work together to minimize the problems encountered between the two departments.

2. Results from the e-check beta group need to be analyzed . Any needed changes should then be implemented to make the process successful.

Followup Response

Name:

Comments :

Send To Administrator   Cancel