

UNIT: *Business Office*

FY12 Student and Academic Support Services Five Year Program Review

WHY DO A PROGRAM REVIEW?

As a part of accreditation, the Higher Learning Commission (HLC) requires institutions to have an established process to regularly review all programs. Each institution is allowed the latitude to develop and administer a review process that is suited to the institution’s unique circumstances and needs.

The Illinois Community College Board (ICCB) requires all instructional programs and all student and academic support services to conduct a program review at least once every five years. The program review process should...

- Examine the need for the program, its quality, and its cost of operation.
- Involve employees of the unit as well as individuals not employed in the unit.
- Examine current information and data.
- Produce results that are considered in campus planning, quality improvements, and budget allocation decisions.

The College’s annual *Program Review Report* to the ICCB comes directly from the approved program reviews.

The purpose of Sauk’s program review process is to promote continuous improvement and to link those improvements to other internal processes, including curriculum development, assessment, budgeting, facility planning, and to the strategic plan through operational plans. Information provided in program reviews will be used in internal reports, reports to other agencies, and for institutional planning.

TIMELINE	
April/May	Units informed that they are scheduled to conduct a program review in the fall
Beginning of the fall semester	Program review orientation sessions conducted
Fall semester	Units conduct their program reviews
December 1	Program reviews are due
Early Spring semester	Unit’s administrator and the Program Review Committee will consider program reviews, request revisions, and approve final reviews
April 1	Equipment Requests, Personnel Change Requests, and Major Project Requests from <i>approved</i> program reviews, will be forwarded for consideration in the budget allocation process
End of spring semester	Instructional units submit next year’s operational plans, including all activities identified in the program review
Early July	Student and academic support services submit next year’s operational plans, including all activities identified in the program review

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INSTRUCTIONS

- The program review is to be conducted by a team of 5 to 10 individuals consisting of the following:
 - Department/unit staff and administrator
 - Employees not part of the department
 - 1 or 2 students
 - Community members and/or industry representatives who are not SVCC employees
- Use this document as a template. Do not use alternate formats.
- Complete all items on all pages
- Use past *Operational Plans* as resources
- The ICCB Best Practices Report may describe the entire unit or a specific practice. *This is the only optional component* of the program review
- Insert the names of the program review team on the SIGNATURES AND APPROVAL page
- Complete any appropriate request forms:
 - Equipment Request
 - Personnel Change Request
 - Major Project Request
 - Request forms are available in *FAST* under *Documents and Forms*
 - Requests will be forwarded to the budget allocation process, *after all program review revisions have been submitted and the review has been approved by the Program Review Committee*. The requests will not be forwarded to the budgeting process until the Committee informs the unit that the review has been approved.
- The approval process:
 - Submission of the review alone does not constitute approval
 - The Program Review Committee may request additional analysis, clarification, or information, and will not approve the review until it is satisfied that its requests have been addressed
 - Reviews must be *approved by April 1* for requests to be forwarded for budgetary consideration
 - The program administrator may request a meeting to discuss the review and/or request modifications, and approves the review after the Committee approves it
 - The President provides the final approval of every review

QUESTIONS: Contact the Program Review Committee Chair, Janet Lynch, with any questions regarding your program review.

HOW to SUBMIT the PROGRAM REVIEW

- Program reviews are due on December 1
- The program review, appropriate request documents, and any other support documents should be submitted as an e-mail attachment to:
 - The program's immediate administrative supervisor (dean or vice president), *and*
 - The chair of the Program Review Committee, Janet Lynch.
- A printed copy of the review *is not required*, and is discouraged.
- A printed copy of the SIGNATURES AND APPROVAL page, with signatures from all team members, should be sent to the Program Review Committee Chair, Janet Lynch.

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ALIGNMENT WITH THE COLLEGE MISSION

College Mission *Tells who we are as an institution and what we do*

SAUK VALLEY COMMUNITY COLLEGE is an institution of higher education that provides quality learning opportunities to meet the diverse needs of its students and community.

College Vision *Tells where we want to go as an institution*

SAUK VALLEY COMMUNITY COLLEGE will be recognized as a benchmark institution of higher education that provides exceptional learning opportunities in response to the diverse needs of its students and community.

Unit Mission

Maintain a system to account for student tuition, payments and financial assistance, purchasing, budgetary control, payroll and financial reporting to support the educational mission of the college.

Identify the major functions carried out by this Unit (include as many are appropriate):

1. Cashiering
2. Financial Assistance compliance and reporting
3. Accounts receivable
4. Accounts payable
5. Payroll
6. Financial reporting & budgets

PREVIOUS PROGRAM REVIEW

1. Was the previous program review studied?

Yes
 No

2. Were the plans identified in the previous program review carried out?

Yes, skip to question #4
 No, continue with question #3

3. Why were plans *not completed*?

In 2007 it was determined that there was going to be the creation of a “One Stop Shop” for all services rendered to students. This would relocate the Business Office to the 1st floor. Plans for this have been put on hold per the master plan. A cross-training refresher was another action to be taken to improve operations per the 2007 program review. The Business Office has several staff members that are in new positions and are continuing to learn their jobs as well as the jobs of others within the Business Office. Therefore, the cross-training refresher is not complete at this time. All staff has been trained on the cashiering function and are able to help students

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make their payments. The Business Office will continue to cross train its staff to better serve the students and to become knowledgeable in the areas of payroll, accounts payable and accounts receivable.

4. What innovations have been introduced since the previous program review?

An identity theft prevention program was added to the board policy to reduce the risk of data loss and identity theft to the College, students and employees. The program shall follow the requirements provided in the Federal Fair and Accurate Credit Transaction Act of 2003 and the Fair Credit Reporting Act. A couple of examples of requirements that the Business Office complies with in regards to these two acts is that we securely dispose of any forms that have consumer information such as social security numbers and credit card information. We also show no more than 5 digits on the credit card receipts that are generated in the Business Office. Upon the advisement of our auditors, the Business Office developed a “team input” and “team output” segregation of duties in order to boost the internal controls with the limited number of staff members in the Business Office. “Team input” includes the Administrative Assistant to the Dean, Accounts Payable Assistant and Dean of Business Services. Members of this team are responsible for entering information into Banner such as payroll information, contracts, purchase orders and check requests. “Team output” consists of the Payroll Assistant, Accounts Receivable Assistant and the Business Manager. The members of this team are responsible for printing payroll and general checks, generating tax forms and generating reports for governmental units, auditors and staff.

FINANCES

5. Describe what was done to improve the program’s financial viability during the past five years.

<u>Year</u> <u>group average</u>	<u>SVCC Actual</u>	<u>Peer</u>
2008	\$364,486	\$389,871
2009	\$382,949	\$502,753
2010	\$464,941	\$689,654

The above summary demonstrates that the fiscal operation expenses are at an acceptable level compared to similar expenses at our peer schools. The peer schools are Danville CC, Sandburg CC, John Wood CC, Highland CC, Spoon River CC, Shawnee CC and Southeastern CC. Expenses included in the figures above are salaries, employee benefits, contractual services, general materials/supplies and conference/meeting expense.

6. Describe how the program’s financial viability may be improved during the next five years.

The Business Office is currently looking into utilizing the Filebound system. The Business Office would like to be able to print some of their larger accounts receivable feed reports and payroll reports directly into Filebound to reduce the amount of paper. Electronic copies of these reports would also make it less time consuming to look for specific information for

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reconciling and auditing purposes.

7. Summarize the activities identified above in the operational plan under Goal 3. Indicate below if activities will be included in the operational plan.

Activities will be included in the operational plan.
 Activities will not be included in the operational plan.

STAFF

8. Have 100% of the staff participated in professional development during the past 5 years?

Yes, skip to question 10
 No, continue with question 9

9. Describe what can be done to assure that 100% of staff participates in professional development during the next 5 years?

10. Will staff need any specialized professional development in the next five years?

Yes, continue with question 11
 No, skip to question 12

11. Summarize the *specialized* professional development what will be needed, who will participate and estimated expenses.

Most of the services that the Business Office offers are regulated by the state and federal government. As rules and regulation change our staff will need to be updated on that information through seminars. Recently staff has attended conferences discussing changes in Purchase Card Industry (PCI) Compliance. In order for our office to be PCI Compliant we must have a secure system in which students personal payment card information cannot be obtained by an outside source. Our third party credit card processor holds many free seminars to discuss changes in PCI rules. Staff members have also participated in regional meetings to share collaborative ideas between the Financial Aid Office and the Business Office. The Business Office will also need to keep up to date on any changes in fraud protection policies and will have to go to informational meetings to stay current.

12. Describe any proposed staffing changes along with a rationale; indicate any announced retirements, and submit a completed *Personnel Change Request* form, **OR** indicate "None."

None

13. Summarize activities that the department will perform to address professional development needs, or to propose staffing changes as described above, in the operational plan in the (under Objective 1.6); Indicate below if activities will be included in the operational plan, and indicate if a completed *Personnel Change Request* is attached.

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<p><input checked="" type="checkbox"/> Activities will be included in the operational plan. <input type="checkbox"/> Activities will not be included in the operational plan. <input type="checkbox"/> A <i>Personnel Change Request Form</i> is attached.</p>
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EQUIPMENT AND SUPPLIES

14. Identify *current deficiencies* in equipment, software, and/or supplies that negatively impact the program (be as specific as possible), **OR** indicate “None.”

None

15. Identify *new and/or replacement* equipment, software, and/or supplies which are anticipated during the next five years, with cost estimates, **OR** indicate “None.” Do not include items associated with the curriculum changes noted in prior section.

The current proposed use of Filebound will not require the use of a scanner but if our process changes we could possibly need to purchase a scanner. The estimated price of a new scanner is about \$3,000. If any rules or regulations change in the area of credit card processing there may be the need to purchase new credit cards scanners. The estimated cost of three new credit card scanners is about \$600.
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16. Summarize activities to acquire the needed equipment, software, and supplies as described above in the operational plan (under Goal 1 or 2), **OR** submit a completed *Equipment Request Form*. Indicate below if activities will be included in the operational plan, and if an *Equipment Request Form* is attached.

<p><input type="checkbox"/> Activities will be included in the operational plan. <input checked="" type="checkbox"/> Activities will not be included in the operational plan. <input type="checkbox"/> A completed <i>Equipment Request Form</i> accompanies this program review.</p>

FACILITIES

17. Identify facility deficiencies that negatively impact this Unit, **OR** indicate “None.”

None

18. Identify anticipated facility improvements and/or additional facilities that will be required during the next five years on-campus, **OR** indicate “None.”

Currently all student service offices are located on the 1 st floor except for the Business Office. Currently the master plan does not show a relocation of the Business Office but it should possibly be something that is kept in mind for the future. Admissions has offered in the past to be trained on taking payments from students but this would cause internal control compliance issues as we cannot have the same person registering the students and taking their payments.

19. Summarize activities to initiate on-campus facility improvements and/or additions as described above, in the operational plan (under Objective 5.1) **AND/OR** submit a completed

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Major Project Request Form. Indicate below if activities will be included in the operational plan, and if a *Major Project Request Form* is attached.

- Activities will be included in the operational plan.
 Activities will not be included in the operational plan.
 A completed *Major Project Request Form* accompanies this program review.

SERVICES

20. Describe the efforts used by the Unit to evaluate the quality of services, the findings of those efforts, and how the Unit responded to the findings (include Unit surveys and graduate follow-up surveys); **OR** indicate “None.”

200 surveys were handed out to day and evening classes in November. Surveys were handed out to students in Biology, Chemistry, Business and Rad Tech classes. 134 day students and 27 evening students participated in the survey.

-Our first question asked how many times in a semester the student visited the Business Office. 80% visit the Business Office zero to one time a semester. 10% of the students surveyed did not know that the Business Office existed.

-To find out what services are used by the students we asked why the students visit the Business Office during the semester. 42% of the students come to the Business Office to pay bills, 19% ask financial aid related questions, 14% purchase punch a lunch cards, 7% have billing questions, 7% have payment plan questions, 7% pick up their paychecks and the remaining 4% either purchase transcripts, get change or have athletic scholarship questions.

-To evaluate the quality of service that the Business Office provides we asked if the Business Office staff was courteous, helpful and knowledgeable.

- 92% of students either strongly agree or agree that the Business Office staff is courteous. Of the 8% that either disagree or strongly disagree two students felt the Business Office staff was rude.
- 91% of the students strongly agree or agree that the staff is helpful. Of the 9% that either disagree or strongly disagree one student was dissatisfied when no one in the Business Office was able to answer his or her question.
- 93% of the students strongly agree or agree that the Business Office staff is knowledgeable. No additional comments were offered from students that either strongly disagree or disagree.

-We also evaluated our quality of service by how well the students were able to use the deferred payment plan. We asked students if the deferred payment plan was easy to find on the website, was easy to use and was easy to understand.

- 86% of students strongly agree or agree that the deferred payment plan is easy to find on the SVCC website.
- 83% of the students strongly agree or agree that the deferred payment plan is easy to use.
- 84% of the students strongly agree or agree that the deferred payment plan is easy to understand.

No additional comments were made from the students that disagree with any of the three questions about the deferred payment plan. 4% of students stated that they did not know that

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the payment plan existed.

21. Describe the results of the Unit’s efforts to improve efficiencies, **OR** indicate “None.”

With the addition of new staff and changing positions of other staff the department will continue to cross train employees to be able to assist in all areas of the Business Office. The Business Office staff will continue to assist students the best that they can but may need to transfer students to other departments in the event that they are unable to answer a student’s question. In regards to the need for assistance with the deferred payment plan there currently is an extra computer set up in the Business Office that students can use to enroll in the deferred payment plan and all staff in the Business Office can offer assistance with setting up the plan and answering any questions that students may have in regards to the payment plans. The Business Office has revised the current brochure that explains how to set up the deferred payment plan as well as how to make full payments online.

22. Describe changes to improve efficiencies or services that will be proposed during the next five years; **OR** indicate “None.”

The Business Office will continue to provide information to students and the other departments of the college about the deferred payment plan. The Business Office will make sure that Admissions and Financial Aid have the brochures to give to students and that they make the student aware that they only need to come to the Business Office if they need assistance with setting up the plan; otherwise they can use any computer on campus or at their home.

23. Summarize changes that will be made to improve efficiencies as described above, in the operational plan under Objective 1.4, or 1.6, or 3.3. Indicate below if activities will be included in the operational plan.

Activities will be included in the operational plan.
 Activities will not be included in the operational plan.

FUTURE DIRECTION

24. Describe possible changes that may be imposed on the College that could impact the Unit, such as changing laws, regulations, demographic or environmental changes: **OR** indicate “None.”

Tax laws could change over the next 5 years. In order to facilitate these changes we must stay current to reporting requirements for tuition, financial aid and accounts receivable. We must also make sure that we are reporting correct information to students through the issuing of 1098-Ts. Red flag rules are constantly changing as well so we must make sure that all of the student’s confidential information is secure. Since we do accept credit cards as a method of payment we must make sure that we are PCI compliant, meaning the storage of credit card information is prohibited in any form and our transmission of credit card information must be secure. Currently no credit card information is stored in Banner and our credit card terminals are PCI approved. Any forms in which credit card information is written are destroyed and our web credit card payments are run through a third party administrator who also must be PCI

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Compliant. Without staying current on all of the rules and regulation the Business Office could cause the college to incur fines or lawsuits.

25. Describe the future vision of the Unit.

Most of the tasks that are performed by the Business Office are restricted by laws and regulations. As the laws and regulation change the Business Office will update procedures promptly to accommodate these changes. The Business Office will also continue to look for more ways to increase efficiencies and provide exceptional customer service to our students and our staff by taking note of any suggestions that are offered by students and staff and try to modify current processes if possible.

26. List the top five priorities to strengthen the Unit during the next five years.

- 1) Continue cross training new personnel
- 2) Adjust processes for any new regulations
- 3) Have meetings when changes or issue arise within the Business Office
- 4) Keep other departments informed of any changes in Business Office procedures
- 5) Continue to educate students and staff on the deferred payment plan and look for ways to make it easier to understand

KEY QUESTIONS

27. List two key questions that the Unit will research and answer for this program review.

1	Do the hours of the Business Office meet our student’s needs?
2	Is the location of the Business Office convenient for our students?

28. For each question, discuss why the question is important to answer, the data that was collected, conclusions drawn, and actions that will be taken in response to the conclusions. Limit discussion to one page or less per question.

1	<p>In order for the Business Office to meet the needs of our students we must determine if our hours of operation are sufficient. Of the 161 students that responded to the survey 134 were daytime students and 27 were evening students. The survey asked if the current hours of operation currently met their needs and if not, why not. Only one student did not feel that the current hours met their needs and requested the Business Office be open later.</p> <p>During the time between the “last day to pay” and the beginning of the new semester the Business Office extends their hours to be the same as the other student service offices to make it convenient for registered students to pay their bills. To make paying bills more convenient for our students that are not on campus during normal business hours we offer online payments with either their checking account information or a credit card. We also</p>
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	accept payment over the phone via credit card or debit card and have a locked drop off box outside of the Business Office where payments can be dropped off anytime.
2	The Business Office would like to know how the students feel about the Business Office being on the 3 rd floor whereas the other student service offices are on the 1 st floor. We surveyed 161 students and of those students 20 (12%) had issues with the Business Office being on the 3 rd floor and of those 20 students, 15 of them only visit the Business Office once a semester. Similar results were found during the program review in 2007. When comparing 12% to the entire population of the College it may be worthy to keep track of students who have issues with having to come up to the third floor to make payments.

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**STUDENT & ACADEMIC SUPPORT SERVICES REVIEW
SUMMARY REPORT**

Required ICCB Report

Sauk Valley Community College

Academic Year 2010-2011

Service Area (Unit)	Business Office
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Major Findings and Improvements/Modifications

A brief description (150 words or less) of the improvements made since the last review or reasons for other program decisions, proposed action plan for future improvements and an estimated timeline.

Since the past program review the Business Office has created a “team input” and “team output” segregation of duties to assuage the auditor’s internal control concerns. With the low number of employees in the Business Office it is difficult for us to have the proper controls in place to assure internal control recommendations. With the creation of the two team process in 2011 our auditors reported no deficiencies in internal control over financial reporting that they would consider to be a material weakness.

Statewide Program Issues (if applicable)

A brief description of emerging state-level problems and/or program issues that will eventually affect programs offered by the colleges and cannot be addressed at the local level. Such problems/issues might include licensure changes, trends in occupational demand, and developments in disciplines or modifications to university transfer policies.

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BEST PRACTICES REPORT

Optional ICCB Report

Sauk Valley Community College

Academic Year 2010 – 2011

Title of Best Practice

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Programmatic Area

- Academic Discipline
- Career and Technical Education
- Cross-Disciplinary
- Student & Academic Support Services

Description of the innovation/best practice (150 word limit)

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What are the results/measurable outcomes?

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Contact Information

Sauk Valley Community College Name & Title: Phone Number: E-mail Address:
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SIGNATURES and APPROVALS

NAMES AND SIGNATURES OF THE PROGRAM REVIEW TEAM Add lines if needed Signatures indicate that team members concur with the findings of the program review.	
NAMES (Indicate chair/co-chairs)	SIGNATURES
Melissa Dye-Chair	
Paula Meyer	
Nancy Breed	
Rhonda Tompkins	
Deanna Stees	
Sandi Krause	

PROGRAM REVIEW COMMITTEE	
This Program Review is complete and acceptable.	
This Program Review is complete but the conclusions <i>are not</i> fully substantiated.	
This Program Review is incomplete and unacceptable.	
Comments are attached (optional)	
Program Review Committee Chair; Date	
Program Review Committee Co-Chair; Date	

ADMINISTRATIVE APPROVALS Administrative signatures indicate an acceptance of the program review	
Dean or Program Administrator	
Academic Vice President (if appropriate)	
President	