

Assessment Plan

Great Basin College

Operational (Business Affairs) - Controller's Office

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GBC Mission: Great Basin College enriches people's lives by providing student-centered, post-secondary education to rural Nevada. Educational, cultural, and related economic needs of the multicounty service area are met through programs of university transfer, applied science and technology, business and industry partnerships, developmental education, community service, and student support services in conjunction with certificates and associate and select baccalaureate degrees.

Unit Mission: The Mission of the Great Basin College Controller's Office is to provide exemplary general accounting, cashiering, accounts payable, accounts receivable, student accounts, and grant accounting services to GBC students, faculty, and staff; and to focus on providing quality service and accurate information in support of GBC's mission.

Outcome: Efficiency and Effectiveness

The Controller's Office is effective in providing accurate financial information and correctly processing a large volume of requests in a short amount of time.

Assessment Year: 2012-2013

Start Date: 03/01/2013

Outcome Status: Active

Means of Assessment			
Assessment Measure	Criterion	Notes	Active
Travel reimbursement requests are processed quickly and accurately as measured by the average number of days to complete the travel reimbursement process and reimburse via check or direct deposit to employee once paperwork is received. Assessment Measure Category: Internal Tracking	Travel reimbursements are processed within 3 days of receipt.	Does not include requests with incomplete paperwork.	Yes
All purchase card (Pcard) information is received in the Controller's Office by the 19th of each month and processed by the 30th. Assessment Measure Category: Internal Tracking	Pcard reconciliation is done by the end of each month, including those from off-campus locations.	I've been having some trouble getting off campus users to get paperwork in by the 19th. Reviewing account numbers has taken a little more time since they are jumbled up on the Statement of Account reports.	Yes

Related Items

NWCCU - Core Themes

* 3.2 Serve Rural Nevada - Provide resources to meet needs of service area

Outcome: Training and Communication

The Controller's Office provides regular and thorough training on policies and procedures to all employees including new hires and refresher training on an on-going basis.

Assessment Year: 2012-2013

Start Date: 04/01/2013

Outcome Status: Active

Means of Assessment			
Assessment Measure	Criterion	Notes	Active
GBC employees are aware of and have access to easy to use and readily available reference guides to walk them through paperwork completion. Assessment Measure Category: Internal Tracking	100% of the forms the Controller's Office processes have reference guides available to all GBC employees.		Yes

