

Assessment Plan

Great Basin College

Operational (Business Affairs) - Student Accounts Receivable

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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

Student Accounts Receivables is efficient and effective in providing services to students to facilitate their financial competence.

Assessment Year: 2012-2013

Start Date: 08/25/2013

Outcome Status: Active

| Means of Assessment | | | |
|--|--|---|--------|
| Assessment Measure | Criterion | Notes | Active |
| Collection procedures are proactive so that students know how much they owe, when it's due and make their payments on time. Assessment Measure Category: Internal Tracking | An increasing percentage of students make their payments and a decreasing percentage are enrollment cancelled and sent to collection. | | Yes |
| Students are satisfied with billing policies and procedures and are informed of their bills and expected due dates in a timely fashion. Assessment Measure Category: Survey | Students are satisfied with these statements: 1) there are convenient ways of paying my school bill; 2) billing policies are reasonable; and 3) the business office is open during hours which are convenient for most students. | These statements are taken directly from the Noel-Levitz student satisfaction survey. | Yes |

Related Items

NWCCU - Core Themes

* 3.3 Serve Rural Nevada - Provide needed services to students at all GBC sites