

Operational Outcomes Report - 4 Column

Great Basin College

Operational (Business Affairs) - Student Accounts Receivable

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.

Outcomes	Means of Assessment & Criteria / Tasks	Results	Action & Follow-Up
Operational (Business Affairs) - Student Accounts Receivable - Efficiency and Effectiveness - Student Accounts Receivables is efficient and effective in providing services to students to facilitate their financial competence. Assessment Years: 2012-2013 Start Date: 08/25/2013 Outcome Status: Active	<p>Assessment Measure: Collection procedures are proactive so that students know how much they owe, when it's due and make their payments on time.</p> <p>Assessment Measure Category: Internal Tracking</p> <p>Criterion: An increasing percentage of students make their payments and a decreasing percentage are enrollment cancelled and sent to collection.</p>		
	<p>Assessment Measure: Students are satisfied with billing policies and procedures and are informed of their bills and expected due dates in a timely fashion.</p> <p>Assessment Measure Category: Survey</p> <p>Criterion: 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.</p>	<p>03/29/2013 - Fall 2012 SSI results indicate a strong satisfaction with question 1 for GBC students overall and students at Elko, Ely, taking internet classes, at Pahrump and Winnemucca. Students at other locations did not find this to be an important issue. Results for question 2 indicate a strong satisfaction for students overall and those in Elko, Ely, taking internet classes, and in Pahrump. Students in Winnemucca and elsewhere did not find this to be an important concern. Results for the third question indicate that students did not find the hours of operation to be an important concern for them.</p> <p>Criterion Met: Yes</p> <p>Reporting Period: 2012-2013</p>	<p>03/29/2013 - Review the extended hours of operation offered at the beginning of each semester since this is neither important to students nor are they strongly satisfied nor dis-satisfied with it.</p>

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