

Assessment: Assessment Plan



Operational (Business Affairs) - Controller's Office

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, cashing, 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.

Outcome Status: Active

Assessment Year: 2012-2013, 2013-2014, 2014-2015, 2015-2016, 2016-2017, 2017-2018, 2018-2019, 2019-2020, 2020-2021

Start Date: 03/01/2013

Assessment Measures

Internal Tracking - 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. (Active)

Criterion: Travel reimbursements are processed within 3 days of receipt.

Notes: Does not include requests with incomplete paperwork.

Internal Tracking - All purchase card (Pcard) information is received in the Controller's Office by the 19th of each month and processed by the 30th. (Active)

Criterion: Pcard reconciliation is done by the end of each month, including those from off-campus locations.

Notes: 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.

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.

Outcome Status: Active

Assessment Year: 2012-2013, 2013-2014, 2014-2015, 2015-2016, 2016-2017, 2017-2018, 2018-2019, 2019-2020, 2020-2021

Start Date: 04/01/2013

Assessment Measures

Operational (Business Affairs) - Controller's Office

Internal Tracking - GBC employees are aware of and have access to easy to use and readily available reference guides to walk them through paperwork completion. (Active)

Criterion: 100% of the forms the Controller's Office processes have reference guides available to all GBC employees.

Outcome: Student Accounts Receivables is efficient and effective

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

Outcome Status: Active

Assessment Year: 2012-2013, 2013-2014, 2014-2015, 2015-2016, 2016-2017, 2017-2018, 2018-2019, 2019-2020, 2020-2021

Start Date: 08/25/2013

Assessment Measures

Internal Tracking - Collection procedures are proactive so that students know how much they owe, when it's due and make their payments on time. (Active)

Criterion: An increasing percentage of students make their payments and a decreasing percentage are enrollment cancelled and sent to collection.

Survey - Students are satisfied with billing policies and procedures and are informed of their bills and expected due dates in a timely fashion. (Active)

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.

Notes: These statements are taken directly from the Noel-Levitz student satisfaction survey.

Related Items

NWCCU - Core Themes

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