

# Assessment: Annual Report



## 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.

<i>Outcomes</i>	<i>Assessment Measures</i>	<i>Results</i>	<i>Actions</i>
<p><b>Efficiency and Effectiveness</b> - 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.</p> <p><b>Outcome Status:</b> Active  <b>N/A:</b> 2012-2013  <b>Start Date:</b> 03/01/2013</p>	<p><b>Internal Tracking</b> - 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.</p> <p><b>Criterion:</b> Travel reimbursements are processed within 3 days of receipt.</p> <p><b>Notes:</b> Does not include requests with incomplete paperwork.</p>	<p><b>Reporting Period:</b> 2015-2016  <b>Criterion Met:</b> Yes</p> <p>506 travel claims were processed in FY2016 averaging 2.1 days to process. 138 or 27% had issues with the claims from processing over the weekend to requiring additional signatures, missing information, or waiting for employee data and vendor data to be entered into the system -- of those without any issues, the average processing time was 1.14 days. (08/24/2016)</p> <p><b>Related Documents:</b>  <a href="#">BA-Travel Assessment 2016.xlsx</a></p>	
	<p><b>Internal Tracking</b> - All purchase card (Pcard) information is received in the Controller's Office by the 19th of each month and processed by the 30th.</p> <p><b>Criterion:</b> Pcard reconciliation is</p>	<p><b>Reporting Period:</b> 2014-2015  <b>Criterion Met:</b> Yes</p> <p>The average amount of time to process all travel claims during 2014-15 was three days - this includes questions on mileage and paperwork and times with weekends included. The average amount of time to process straight forward travel claims during 2014-15, or those claims with no issues, was two working days. (06/01/2015)</p> <p><b>Reporting Period:</b> 2015-2016  <b>Criterion Met:</b> Yes</p> <p>Out of 13 months (including the extra June for FY processing), 2 months had all Pcard statements received by the 19th. 10 of those months, however, were processed by the last day of the month. None of the months with late</p>	

Outcomes	Assessment Measures	Results	Actions
	<p>done by the end of each month, including those from off-campus locations.</p> <p><b>Notes:</b> 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.</p>	<p>statements were late because of off campus users. Even though the majority of the statements were late, they were almost all processed on time. (08/24/2016)</p> <p><b>Related Documents:</b>  <a href="#">BA- Pcard Assessment update FY 16.xlsx</a></p> <hr/> <p><b>Reporting Period:</b> 2014-2015  <b>Criterion Met:</b> N/A  Purchasing card statements were tracked to see when the actions were completed on time.</p> <p>See spreadsheet for detailed actions  Date, Topic, Rec'd Training, Emailed, Person/Group/Notes  (03/23/2015)</p> <p><b>Related Documents:</b>  <a href="#">Pcard Assessment update FY 15 (1).xlsx</a></p> <hr/> <p><b>Reporting Period:</b> 2012-2013  <b>Criterion Met:</b> No  Off campus users don't always 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. (03/29/2013)</p>	<p><b>Action:</b> Track receipt of off-campus Pcard paperwork and either set an earlier deadline or develop a communication plan to help those users meet the deadline. Investigate and resolve jumbled up account numbers on Statement of Accounts reports. (03/29/2013)</p> <hr/> <p><b>Action:</b> Work with Battle Mountain Center in March and April, 2013, to provide training and documentation on the Pcard process. (03/01/2013)</p>
<p><b>Training and Communication</b> - 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.</p> <p><b>Outcome Status:</b> Active  <b>N/A:</b> 2012-2013  <b>Start Date:</b> 04/01/2013</p>	<p><b>Internal Tracking</b> - GBC employees are aware of and have access to easy to use and readily available reference guides to walk them through paperwork completion.</p> <p><b>Criterion:</b> 100% of the forms the Controller's Office processes have reference guides available to all GBC employees.</p>	<p><b>Reporting Period:</b> 2015-2016  <b>Criterion Met:</b> Yes  In FY2016, 13 individual training sessions and email information were provided on request to new and permanent employees. (08/25/2016)</p> <p><b>Related Documents:</b>  <a href="#">BA-Training and Communications Log FY 16.xlsx</a></p> <hr/> <p><b>Reporting Period:</b> 2014-2015  <b>Criterion Met:</b> N/A  Office kept a spreadsheet on training and communication</p>	

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		<p>that was received by employees. Every single person that asked for training received training by the controller's office? (03/23/2015)</p> <p><b>Related Documents:</b>  <a href="#">Training and Communications Log FY 15 (1).xlsx</a></p>	
<p><b>Student Accounts Receivables is efficient and effective</b> - Student Accounts Receivables is efficient and effective in providing services to students to facilitate their financial competence.</p> <p><b>Outcome Status:</b> Active  <b>N/A:</b> 2012-2013  <b>Start Date:</b> 08/25/2013</p>	<p><b>Internal Tracking</b> - Collection procedures are proactive so that students know how much they owe, when it's due and make their payments on time.</p> <p><b>Criterion:</b> An increasing percentage of students make their payments and a decreasing percentage are enrollment cancelled and sent to collection.</p>	<p><b>Reporting Period:</b> 2015-2016  <b>Criterion Met:</b> Yes  In FY15, out of a total \$3,481,580 in student fees, \$100,912 or 0.03% were sent to collections resulting in 99.97% of all student fees collected. Spring 2016 student fees owed will not be sent to collections until September 19 so we don't yet have a total for FY16. (08/25/2016)</p> <p><b>Related Documents:</b>  <a href="#">BA Student fees vs collections fy2015 and fy2016.xlsx</a></p>	
		<p><b>Reporting Period:</b> 2014-2015  <b>Criterion Met:</b> N/A  Our collection rate for student accounts for FY2014 was 96%. We sent \$147,505.03 to collections for Spring 2014 and Fall 2013. Our total student fees for FY2014 were \$3,407,446.</p> <p>We have projected a 95% collection rate for FY2015 and FY2016. (03/23/2015)</p>	
	<p><b>Survey</b> - Students are satisfied with billing policies and procedures and are informed of their bills and expected due dates in a timely fashion.</p> <p><b>Criterion:</b> 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><b>Notes:</b> These statements are taken directly from the Noel-Levitz student satisfaction survey.</p>	<p><b>Reporting Period:</b> 2012-2013  <b>Criterion Met:</b> Yes  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. (03/23/2015)</p>	<p><b>Action:</b> 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. (03/29/2013)</p>