

2016-2017 Assessment Cycle VPAF_Administrative Services: Bursar

Mission (due 1/20/17)

University Mission

The University of Louisiana at Lafayette offers an exceptional education informed by diverse worldviews grounded in tradition, heritage, and culture. We develop leaders and innovators who advance knowledge, cultivate aesthetic sensibility, and improve the human condition.

University Values

We strive to create a community of leaders and innovators in an environment that fosters a desire to advance and disseminate knowledge. We support the mission of the university by actualizing our core values of equity, integrity, intellectual curiosity, creativity, tradition, transparency, respect, collaboration, pluralism, and sustainability.

University Vision

We strive to be included in the top 25% of our peer institutions by 2020, improving our national and international status and recognition.

College / Department / Program Mission

College Mission

Provide the college mission in the space provided. If none is available, write "None Available in 2016-2017."

We provide high-quality, cost-effective services in support of the research, education, and service missions of the University of Louisiana at Lafayette.

The Division is responsible for the University's physical environment and business operations that contribute to providing exceptional experiences for our students, faculty, staff, and visitors.

Department / Program Mission

Provide the department / program mission in the space provided. If none is available, write "None Available in 2016-2017".

To provide to our student body, courteous, efficient, and cost effective fee collection and financial aid disbursement procedures.

The University is dedicated to achieving excellence in undergraduate and graduate education. The University has been and will always be committed to diversity and integration. The agency goals will be advanced through this commitment and through instruction, research, and service.

Assessment Plan (due 1/20/17)

Assessment List (Goals / Objectives, Assessment Measures and Criteria for Success)

Assessment List

Goal/Objective	Online payments as opposed to in-house payments. Online payments cut down on labor such as receiving and processing payment, balancing daily processing deposits, auditing and reconciling cashier sessions. It also improves the process of reconciling bank statements and minimizes the cash kept on hand.
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Legends	OO - Outcome/Objective (administrative units);		
Standards/Outcomes			
Assessment Measures			
	Assessment Measure	Criterion	Attachments
	Direct - Online Payments (Other)	Daily balance reports of the online payments will determine the progress of online payments. PowerPoints on bursar.louisiana.edu and educating students when making payments or question how to do such. The Payment Plan is online so students don't have to come into the office to make a payment. Authorized User option allows for student account to be accessed by parent(s) or sponsor eliminating the need to wait on the student for information.	

Goal/Objective	Develop a more concise online student account bill form for students to download their statement / invoice which lists classes, cost of tuition & housing, and payments credited to student's account.		
Legends	OO - Outcome/Objective (administrative units);		
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	Direct - Statement of Account (Other)	RN2BSN students require this service more than any other student. Contact with the RN2BSN program director will determine if these students were successful in printing their bills. The students and authorized user are sent emails alerting them that the statement is available. We also have PowerPoints on the Bursar website (bursar.louisiana.edu) to assist in accessing their statement. This online program has grown throughout the years, eliminating the need to do manual receipts which saves a great deal of time in processing.	

Goal/Objective	To develop a more streamlined research and documentation process in digital format that will enable staff members in both the disbursement and the cashier section quicker access to documents for research and job duty purposes. This will save valuable time previously lost when searching for paper documents. This will also provide our office with a more efficient paperless disbursement process. CV sessions are now scanned which allows digital storage of all receipts, deposit slips, etc. This efficient storage of records allows more physical space in the office. The plan is to keep only the current and previous year physical files in storage and shred all older
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Results & Improvements (due 9/15/17)

Results and Improvement Narratives

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Assessment List Findings for the Assessment Measure level for To develop a more streamlined research and documentation process in digital format that will enable staff members in both the disbursement and the cashier section quicker access to documents for research and job duty purposes. This will save valuable time previously lost when searching for paper documents. This will also provide our office with a more efficient paperless disbursement process. CV sessions are now scanned which allows digital storage of all receipts, deposit slips,

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Assessment List Findings for the Assessment Measure level for Direct Deposit forms have not been a priority in the past. Direct deposit forms were made a priority for 2016 - 2017. The students received mass emails; UL direct deposit forms were stuffed in with their refund checks; and cashiers remind students of the direct deposit option when students request information concerning student refunds.

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Reflection (Due 9/15/17)

Reflection

1) How were assessment results shared in the unit?

Please select all that apply. If "other", please use the text box to elaborate.

Distributed via email

Presented formally at staff / department / committee meetings

Discussed informally (selected)

Other (explain in text box below)

2) How frequently were assessment results shared in the unit?

Frequently (>4 times per cycle) (selected)

Periodically (2-4 times per cycle)

Once per cycle

Results were not shared this cycle

3) With whom were assessment results shared?

Please select all that apply.

Department Head (selected)

Dean / Asst. or Assoc. Dean

Departmental assessment committee

Other faculty / staff (selected)

4) What were the measurable or perceivable effects on your current (2016-2017) findings based on prior action plans (created in 2015-2016)?

Statements and tax forms published online for students has eliminated numerous hours of time of processing manual statements and reprinting tax forms.

5) What has the unit learned from the current assessment cycle?

Teamwork makes the dream work.

Attachments

Attachments

Upload any supporting documents related to your assessment plans, results, or improvements. Documents may include rubrics, survey questions, reports, etc. There is no limit to the number of documents you can upload.

Click "Select File" to upload document(s)