Administrative Unit Assessment Report

Assessment is a term commonly used to encompass the process of gathering and using evidence to guide improvements.

SACSCOC requires that "The institution <u>identifies</u> expected outcomes, <u>assesses</u> the extent to which it achieves these outcomes, and <u>provides evidence of seeking improvement</u> based on analysis of the results".

Be sure to SAVE your progress as you work!

Administrative Unit
Financial Affairs

Submission Year
2023-2024

Assessment Coordinator Name
Ashley Wilkie

Enter Assessment Coordinator Email
awilkie@lander.edu

Unit Goal

Goal

Goal 1

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
(Internal Oversite) To maintain current funds for E&G and Auxiliary Enterprises within acceptable limits as compared to industry standards

Pillar of Success Supported
Financially Stable and Operationally Efficient

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome

The university's expected current funds are within $3-5 million as compared to comparable colleges and universities

Timeframe for this Outcome
Annual

Performance Target for "Met"
To successfully "Meet" this performance target, the university's current funds at the end of the fiscal year should be within the $3-5 million dollar expectation goal for current funds as compared to comparable colleges and universities.

Performance Target for "Partially Met"
N/A

Performance Target for "Not Met"
To "Not Meet" this performance target, the university's current funds at the end of the fiscal year would be less than the $3-5 million dollar expectation goal for current funds as compared to comparable colleges and universities.

Assessment Measure Used	Frequency of Assessment
ERP fund balance for the fiscal year ended 2023 for E&G, Bookstore, Housing, Food Services and E&G Reserves.	Annually

Data Collected for this Timeframe (Results)	Score (Met=3, Partially Met=2, Not Met=1)
4,141,704	3

Comments/Narrative
For institutions Lander's size, $3-5 million is a current fund balance standard for E&G and Auxiliary Enterprise Funds. The university saw a decrease in its fund balances in the prior fiscal year. This was, in part, due to a decrease in tuition revenue and spending levels not remaining in line with lower revenues. The university made improvements to its management of expenses in the prior fiscal year and continues to make improvements in the current year. For example, the p-card program was cut in half and allowable uses of the cards were reduced, many contractual expenditures have been centralized, and all contracts were reviewed to reduce redundancy and cost. The university plans to increase its reserves over the next 3 fiscal years to approximately 5% of total revenues for these areas which will exceed these values.

Resources Needed to Meet/Sustain Results
There are no other resources required to achieve this indicator than continued prudent management of the university's fiscal resources.

Explanation of How Resources Will Be Used
These resources will be used to support the university's strategic plan.

Goal Summary

Goal Summary/Comments
The university was able to meet the requirements of this goal in large part due to excess revenue in its Auxiliary Enterprises, specifically Housing. With continued improvement in expenditure management, the university is on track to grow its fund balances during FY 2023-2024.

Changes Made/Proposed Related to Goal

Financial Aid continues its resolve to reduce the number of housing residential assistance awards which will enhance the university's Housing reserves. The university recently signed a new contractual agreement with Aramark for its food services with expanded meal options for students, which is expected to further increase the Food Service fund balance.

Upload Files (if needed)

Goal 2

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
(Internal Oversite) Debt to current tuition revenues ratio

Pillar of Success Supported
Facilities Positioned for Growth and Efficient Utilization

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
(Internal Oversite) Debt to current tuition revenues ratio

Timeframe for this Outcome
Annually

Performance Target for "Met"
To successfully "Meet" this performance target, the university should remain below it's maximum ceiling for issuing new debt as defined by State Statue which is less than 90% of the previous year tuition and fees collected to support debt service.

Performance Target for "Partially Met"
N/A

Performance Target for "Not Met"
To "Not Meet" this performance target, the university would be out of compliance with State Statute.

Assessment Measure Used   **Frequency of Assessment**

Annual Ratio analysis and Audited Financial Statements	Annually

Data Collected for this Timeframe (Results)
Percent of debt as compared to total tuition and required fees is 69.96% leaving 20.04% before reaching the university's ceiling limitation.

Score (Met=3, Partially Met=2, Not Met=1)
3

Comments/Narrative
During Fiscal Year 2013 the university issued new debt to build a modern technologically advanced residence hall equipped with instructional and meeting space. In Fiscal Year 2016 the university successfully refunded 2 previously issued bonds saving over $100,000 annually in interest paid. Specifically, the refunding was instrumental in reducing the overall debt load on the university as it was issued at a discount which realized a savings on behalf of the university.

Resources Needed to Meet/Sustain Results
N/A

Explanation of How Resources Will Be Used
Monitoring the available debt capacity and ultimate ceiling for Lander will provide an instrument by which senior leadership can use to make decisions regarding the issuance of new debt

Goal Summary

Goal Summary/Comments
As debt is retired, the university is increasing its capacity for issuing new debt should the need arise.

Changes Made/Proposed Related to Goal
Increased student enrollment will further increase the university's ability to issue new debt.

Upload Files (if needed)

Goal 3

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
Percent of Tuition payments made via on-line payment gateway

Pillar of Success Supported
Financially Stable and Operationally Efficient

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of

an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Increase the number of students using an on-line payment option.

Timeframe for this Outcome
Annually

Performance Target for "Met"
To successfully "Meet" this performance target, the university must recognize an increase in the number of on-line payments from prior terms.

Performance Target for "Partially Met"
To "Partially Meet" this target, the number of student would stay at the same levels of the previous measuring period.

Performance Target for "Not Met"
To "Not Meet" this performance target would equate to a decline in the percentage of students using on-line options.

Assessment Measure Used	**Frequency of Assessment**
Microsoft Access query written off of Banner table TBRACCD	Each Fall and Spring Semester. Summer is omitted.
Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
82% of students are using the web to pay their student account.	3

Comments/Narrative
The Business Office and Student Accounts have made a significant effort to encourage more students to pay their student bill online thus taking advantage of technology resources. As more students become aware of the online capabilities, more students will use the online payment method. This goal was set in order to lessen the impact to the cashier and walk in traffic and encourage usage of the university's investment in technology.

Resources Needed to Meet/Sustain Results
No additional resources are required as the university's annual maintenance agreement with our Cashiering partner provides for upgrades and enhancements as the parent company deems prudent in a very competitive market driven environment.

Explanation of How Resources Will Be Used
The annual maintenance agreement will provide the flexibility needed continue to grow the university's on-line presence in an effort to make payments easier and more convenient.

Goal Summary

Goal Summary/Comments
Each year more students are utilizing technology to pay their student accounts bill. This is reducing the walk up traffic in the Business Office allowing us to redirect some of the cashiers daily functions to other business office activities such as reconciliations and other assignments as needed. We anticipate more and more students will be using on-line payments as TouchNet (the university's cashiering system) rolls out enhancements.

Changes Made/Proposed Related to Goal
This is an on-going project hoping to get 90% of our student populations paying online by 2025.

Upload Files (if needed)