

# 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 identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results".

## Administrative Unit

Financial Affairs

## Submission Year

2019-2020

*Academic year you are submitting report. Not necessarily the year that data is being reported on. Ex. If the report you are submitting is due October 1, 2019, choose 2019-2020.*

## Assessment Coordinator Name

James T Covar

## Enter Assessment Coordinator Email

tcovar@lander.edu

*If more than one coordinator, please choose one for emails to be sent to.*

## 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.

(Internal Oversight) To maintain current funds for E&G and Auxiliary Enterprise Funds compared to industry standards

#### Pillar of Success Supported

- High-Demand, Market-Driven Programs
- Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students
- Robust Student Experience
- Graduates Who Are Gainfully Employed or Admitted to Graduate School
- Advancement Activities Leveraged to Further the University's Mission
- Engaged and Supportive Alumni
- Financially Stable and Operationally Efficient
- Facilities Positioned for Growth and Efficient Utilization
- Employer of Choice
- Highly-Valued Community Partner

*Choose the Pillar of Success that your goal best aligns with.*

## 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

*Ex. Academic Year 2017-2018*

### Performance Target for "Met"

The university's current funds are \$3.9 million and within \$3-5 million of current funds as compared to comparable colleges and universities

*The anticipated level of achievement for this Outcome to be considered "Met".*

### Performance Target for "Partially Met"

N/A

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

### Performance Target for "Not Met"

The university's current funds are not within \$3-5 million of current funds as compared to comparable colleges and universities.

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

### Assessment Measure Used

ERP fund balance for the fiscal year ended 2019 for E&G, Bookstore, Housing, Food Services and E&G Reserves.

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).*

### Frequency of Assessment

Annually

### Data Collected for this Timeframe (Results)

\$3,221,528

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

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

3

### Comments/Narrative

For institutions Lander's size, \$3-5 million is current fund balance standard for E&G and Auxiliary Enterprise Funds. The university has plans to increase these reserves over the next 3 fiscal years to approximately 3% of total revenues for these areas which may exceed these values.

*Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

### Resources Needed to Meet/Sustain Results

There are no other resources required to achieve this indicator other than prudent management of the university's fiscal resources.

*Include estimate of cost.*

### Explanation of How Resources Will Be Used

These resources will be used to support the university's strategic plan.

## Goal Summary

### Goal Summary/Comments

While the university has met the requirements of this goal, it's overall unrestricted current funds for Auxiliary Enterprises were intentionally reduced in an effort to increase on campus resident occupancy through the award of housing dorm grants.

*Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

### Changes Made/Proposed Related to Goal

Financial Aid did not award as many housing dorm grants in for Fall 2019 which in turn will should bolster the university's auxiliary enterprise unrestricted reserves.

*Describe changes that will be made in response to assessment results. Essential to "close the loop".*

### 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.

(Internal Oversight) Debt to current tuition revenues ratio

### Pillar of Success Supported

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- Engaged and Supportive Alumni
- Financially Stable and Operationally Efficient
- ⊙ Facilities Positioned for Growth and Efficient Utilization
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## Outcomes

### Outcome 1

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

Operational Outcome

#### Enter Outcome

(Internal Oversight) Debt to current tuition revenues ratio

#### Timeframe for this Outcome

Annually

*Ex. Academic Year 2017-2018*

#### Performance Target for "Met"

The university is 41.38% below it's ceiling for issuing new debt

*The anticipated level of achievement for this Outcome to be considered "Met".*

#### Performance Target for "Partially Met"

The university cannot exceed 90% of the previous year tuition and fees collected to support debt service per statute

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

#### Performance Target for "Not Met"

N/A

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

#### Assessment Measure Used

#### Frequency of Assessment

Annual Ratio analysis and Audited Financial Statements	Annually
<p><i>Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).</i></p>	
<b>Data Collected for this Timeframe (Results)</b>	<b>Score (Met=3, Partially Met=2, Not Met=1)</b>
Percent of debt as compared to total tuition and required fees is 58.62% leaving 41.38% to before reaching the university's ceiling limitation.	3
<p><i>If this is a new outcome and no data has been collected, you should explain when data will be available for entry.</i></p>	
<p><b>Comments/Narrative</b></p>	
<p>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.</p>	
<p><i>Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.</i></p>	
<p><b>Resources Needed to Meet/Sustain Results</b></p>	
<p>N/A</p>	
<p><i>Include estimate of cost.</i></p>	
<p><b>Explanation of How Resources Will Be Used</b></p>	
<p>Monitoring the available debt capacity and ultimate ceiling for Lander will provide an instrument by which senior leadership can use to made decisions regarding the issuance of new debt</p>	

## Goal Summary

### Goal Summary/Comments

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

*Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

### Changes Made/Proposed Related to Goal

Increased student enrollment with further increase the university's ability to issue new debt.

*Describe changes that will be made in response to assessment results. Essential to "close the loop".*

### 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.

Percent of Tuition payments made via on-line payment gateway

### Pillar of Success Supported

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## Outcomes

### Outcome 1

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

Operational Outcome

### Enter Outcome

58.3% of students use on-line payment option

### Timeframe for this Outcome

Annually

*Ex. Academic Year 2017-2018*

### Performance Target for "Met"

Recognize an increase in the number of on-line payments from prior terms

*The anticipated level of achievement for this Outcome to be considered "Met".*

### Performance Target for "Partially Met"

Alleviate some burden on a single cashier waiting on 3000 students to make payments for tuition and fees

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

### Performance Target for "Not Met"

No increase in the percentage of students using on-line options

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

### Assessment Measure Used

Microsoft Access query written off of Banner table TBRACCD

### Frequency of Assessment

Each Fall and Spring Semester. Summer is omitted

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).*

### Data Collected for this Timeframe (Results)

55.47% of students are using the web to pay their student account.

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

3

*If this is a new outcome and no data has been collected, you should explain when data will be available for entry.*

### Comments/Narrative

The Business Office and Student Accounts have made an effort to encourage more students to pay their student bill on-line thus taking advantage of technology resources. As more students become aware of the on line capabilities, more students will use the on line payment method. The goal was set in order to lesson the impact to the cashier and walk in traffic and encourage usage of the university's investment in technology.

*Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

### 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.

*Include estimate of cost.*

### Explanation of How Resources Will Be Used

The annual maintenance will agreement will 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 (our cashiering system) rolls out enhancements.

*Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Changes Made/Proposed Related to Goal**

This is an on-going project hoping to get 75% of our student populations paying on-line by 2023.

*Describe changes that will be made in response to assessment results. Essential to "close the loop".*

**Upload Files (if needed)**