SERVICE PROGRAM

Service Program Assessment and Planning Report

Missouri Valley College

Year: 2012-13

Service Program: Business Office       Supervisor: Greg Silvey

Mission:

The mission of the Business Office is to provide exceptional service to students, parents, faculty and staff and to support Missouri Valley College’s educational goals through the efficient assessment of student fees, collection procedures and receipting of institutional funds.

Goals:

The service goals of the Business Office are:

- Helping students to meet their personal financial responsibilities by providing courteous service regarding their student accounts
- Assisting students in obtaining their educational goals by providing an affordable and convenient method of payment
- Providing accurate statements to students with knowledgeable service and assistance
- Maximizing the collection of delinquent student accounts
- Efficiently handling the posting of institutional funds

Service Outcomes:

The desired results of the Business Office service program are:

- Increased satisfaction from students, parents, faculty and fellow staff members with the performance of the Business Office staff
- Students reaching their educational goals with convenient and affordable payment methods
- Delivery of timely and accurate student billing statements
- Reduce outstanding student receivables
- Timely and efficiently posting institutional funds

Service Delivery Map: (attached)
Staff/Clientele/Program Information

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Year: 2013

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IV. Staff/Clientele/Program Information

Table 1. Staff Profile

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*Part time is defined as 20 work hours a week or less.
**Assessment Tools:**

Assessment of all service outcomes follows:

**Increased Satisfaction from Students, Parents, Faculty & Staff with the Business Office** – classified as an indirect measure of assessment. Surveys are made available online through the Business office website for all students, parents, faculty and staff for satisfaction levels and suggestions to improve Business Office processes.

**Students reaching educational goals with convenient and affordable payment methods** – classified as an indirect measure of assessment. Students have the option of paying the amount due on their student accounts by yearly payment, semester payment or a pre-authorized monthly payment plan using either a debit/credit card or by supplying a routing and account number for the monthly payment. Monthly payments for the semester are 4 payments per semester, but are adjusted on an individual basis for circumstances beyond the student or parent’s control.

**Delivery of timely & accurate student billing statements** – classified as an indirect measure of assessment. Student surveys are analyzed, software provider is consulted to develop more easily understood student statements, and periodic staff meetings are held to discuss billing statement problems.

**Reduce outstanding student receivables** – classified as a direct measure of assessment. Year-end balance reports are maintained to compare current year performance to past years, and collection agency reports are reviewed to compare the percentage of balances collected for current year to past years to make sure that the collection agency is performing to anticipated expectations. Close contact between the CFO and other department heads is maintained to determine the best collection procedures.

**Timely and efficiently posting institutional funds** – classified as an indirect measure of assessment. Student payments and institutional funds are posted as the funds are received in the Business Office. Daily cut-off times of 3:00 p.m. have been established to allow for time to balance the day’s business and to run processing reports. Posting is checked for accuracy by the Business Office and the Accounting Office.
Summary of Findings:

- **Increased satisfaction from students, parents, faculty and staff** - At the end of the Spring 2013 semester students, parents, faculty and staff were encouraged to complete a satisfaction survey that is available on the Business Office site of the Missouri Valley web page. One of our biggest complaints received outside of this survey is the need for online payments. We have been continuing to work with Commerce Bank and our IT Department to roll this service out.

- **Students reaching their educational goals with convenient and affordable payment methods** - Students continue to have the option of paying yearly, by semester or a pre-authorized monthly payment plan. We also offered the opportunity for students to set up a payment plan that began earlier for the Fall 2013 semester for students enrolled and financial aid processes complete. These students began payment plans in June with 6 payments for the semester. This helped lower the monthly payment plan amount. A $50.00 per semester payment plan fee was added to help offset the college’s credit and debit card processing fee.

- **Delivery of timely & accurate student billing statements** - At the end of the Spring 2013 semester, students were directed to complete a satisfaction survey that is available on the Business Office site of the Missouri Valley web page. Participation in the survey was very minimal with only 35 students actually completing it. No complaints were listed from these students. EDC completely redid our billing routine before billing for the Fall of 2013 and the accuracy of the student billing statements was drastically improved. This made the need for manual adjustments on student statements much less than in the Fall of 2012. Billing for the Fall of 2013 was done on July 9, 2013 and statements sent to students that were enrolled during that week.

- **Reduce outstanding student receivables** - A comparison of the current student receivables from the 2011-12 school year to the 2012-13 was performed. Collections continue to be a problem from students who withdraw during the semester or earn all “F’s” and aid having to be returned. A new collections administrator was hired in June 2012 and the classification of students into types has become much more accurate and timely. More accounts have been placed with the S&S Recovery Services and as many as possible have been moved from Green Flag Collections to place them with S&S. All accounts that were with the Credit Reporting Services in Sedalia, MO have been written off.

- **Timely and efficiently posting institutional funds** – Every effort is made to post institutional funds as timely and efficiently as possible. If errors of posting are made it seems to happen during the hectic registration times. Processes have been implemented to double check student names and account numbers as payments are
Level of Achievement of Goals:

- **Increased Satisfaction from Students, Parents, Faculty & Staff** – Given the resources that are available to the Business Office I feel like we have done a good job at achieving this goal. It is difficult to analyze with such minimal participation in the satisfaction survey.

- **Students reaching their education goals with convenient and affordable payment plans** – For the majority of students the payment plans offered by MVC seem to be satisfactory. Every effort is made to work with students with circumstances beyond their control and exceptions are made on a case-by-case situation. MVC funding remains tuition driven, so collection of outstanding balances must remain a priority.

- **Delivery of timely & accurate student billing statements** – Students were initially billed for the semester on July 10, 2013. After manual review of the statements, they were mailed to the students who were enrolled at that time between the second and third week in July. As in the past, there were still a large group of students who had not completed financial aid, paid their down payment, signed a housing contract or enrolled full-time. All of these conditions have an impact on the accuracy of the student statement. The billing customization that was completed by EDC helped tremendously in eliminating the billing problems that we experienced with different types of students (i.e. graduate students, online students, face to face students taking online classes, dual credit students) The online check in process that was started continues to improve the wait time during registration.

- **Reduce outstanding student receivables** – Our goal of reducing outstanding student receivables remains a struggle. The largest balance of these receivables comes from students, who either withdrawal during the semester and aid being returned, or leaving at the end of the semester with a balance due and not returning to MVC. S&S Recovery Services seems to do a good job, but there are still a huge amount of students that are placed at collections that make no payment.

- **Timely and Efficiently Posting Institutional Funds** – The timely and efficiently posting of institutional funds is an area that is handled very well. Errors are minimal and the staff of the Business Office does an exceptional job of posting funds as they are received in the office.
**Analysis:**

After analyzing the service program findings and the level of achievement of the goals from the programs assessed, the reduction of student receivables is a top priority. All campus offices work closely together to track students and contact is made on a regular basis to students concerning outstanding balances. Statements are mailed monthly, and calls, e-mails and pulling of ID’s to discuss matters with students are all performed. This will always be an area of concern for MVC as it is for all higher educational institutions.

**Action Plan:**

Efforts will continue by the Business Office to reach the desired results of the service program. The customer service survey will continue to be promoted with the results monitored and consideration taken to suggestions listed for improvement. The online payment process should be implemented during the Spring 2014 semester. Monthly payment plans will be continued with the option for students to begin these payment plans earlier to reduce the monthly payment amount. The timeliness of the delivery of the student statements will remain a top priority but much of the billing and delivery of students statements is out of the control of the Business Office for students who enroll late or do not complete the necessary financial aid processes. The customization that was completed by EDC has eliminated much of the manual billing process.

The biggest concern and the hardest goal to reach is reducing outstanding student receivables. Timely contact and monitoring of outstanding balances will be continued with placement of past due balances at collection agencies as necessary.