

**Finance & Administration Assessment Plan
2005**

Outcomes	Related University Goals	Method(s) of Assessment	Who Assessed (population)	When Assessed (dates)	Standard of Mastery Criterion of Achievement	What is Hoped to Be Learned?
Provide excellent Customer Service to Faculty, Staff Students, and external Customers:						
1. Maintaining and beautifying campus buildings and grounds		Facilities Satisfaction Survey	Faculty, staff, students and community	Every two years	Reduced customer complaints based on statistics compiled from the surveys	What customers value in the services and target areas that need improvement
2. Provide students with complete and clear information regarding student financial aid and billing		Focus Groups Noel Levitz Survey Web Feedback form	Faculty, staff, students, prospective students and families	Each semester Every two years (Noel Levitz) Analyze yearly (web feedback form)	Improvements in data including smaller % of collectibles # of Financial aid forms processed	Have we provided the information needed Are our constituents understanding our services and processes and how can we improve
3. Provide convenient one-stop services through the Campus Hub		Noel Levitz Survey MSU Focus Groups Phone calls abandoned	Faculty, staff, students and other customers	Every two years (Noel Levitz) Once a year (Focus Group) Once a year	Improvement in survey results Fewer customer complaints Increased Efficiency	What do customers value in our services and what processes need improvement Comparison of the two surveys will reveal changes in

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						satisfaction and target areas for review and improvement Are there changes in the perception of customer service by the students
4. Providing timely completion of customer job orders for repairs and other general maintenance		Through summarizing data from online feedback form	Faculty and staff	Upon completion of job order	% of feedback complaints reduced	What changes need to be made in process
5. Providing direct deposit opportunities for student payroll		Number of direct deposits	Students	Once a year	Changes in % of students on direct deposit between fiscal years	What is the feedback to make changes so we have 100% participation of direct deposit
Provide excellence in Professional Development and establish high morale by providing opportunities for division employees		Survey	Division staff	Once a year	Number of employees taking advantage of events and number of offerings to the staff	Were the conferences and training sessions a valuable tool in both personal and professional development for the employee What changes to the staff meetings could be made to better fit the needs of the employees

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Continually Work on Process Improvement:						
1. Process of Work Study Assignments		Survey of work study assignments	Campus community	Every three years	Fewer department complaints and clearer campus communication After survey in Fall 2005, there will be a review of responses and a comparison of the percentages of satisfaction in the procedure	Better communication with campus community Assignments provided to departments earlier Changes to student questionnaire to include specific department needs Better distribution of work study students
2. Providing Financial Aid packaging in a timely manner to all students		Comparison of data Noel Levitz Survey	Student Financial Services Department	Reviewed at beginning of each semester Every two years (Noel Levitz)	Comparisons of the changes in number of applications, number of awards, and timeline for completing packaging; comparison of number of payments versus total payments	Is the process working and easily accessible to students and do they understand the process What improvements need to be made

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3. Providing options for accepting tuition and fee payments online		Comparison of data	Students and their families	Once a year	Changes in the number of online payments	Does this service provide a more convenient method of payment and eliminate lines at the Cashier window
4. Develop and updating policies and processes for administering M&E Budgets		Budget Sub Group	Budget Sub Meet & Confer made up of representatives of various BU and also student representation	1.Monthly meetings during the academic year 2.Budget website available for comments		Are the budget policies easily understood by members of campus community
5. Facilitating the process of the repair and replacement needs for the University		Comparison of data	Group representatives from each division	Once a year in the fall	Number and amount of needs funded	Is the process working and providing departments with the necessary repairs, replacements and facilities improvements
6. Facilitating the distribution of the Institutional Equipment Allocation		Comparison of data between fiscal years	Group representatives from each division	Once a year	Number and amount of needs funded	Is this process working and meeting equipment and classroom furniture needs

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7. Processing all contracts and/or leases in a timely manner to the University community and to outside contractors		Survey Data collection	Customers both internal and external	Once a year	Numbers of contracts, dates of requests for a contract and timeline for processing and completion	Is the contract process work Are there improvements in process or communication that need to be made