

Unit Planning for Student Services
Student Financial Services/Student Accounts

For 2007-2008 Implementation

Preamble: Planning parameters at the Institutional level

Example:

- \$6 million recurring deficit for FY 08
- Recovery of deficit will occur in the general Fund 111100
- *****

Section I: Data Elements.

	<i>2003-04</i>	<i>2004-05</i>	<i>2005-06</i>
Unit Effectiveness			
<u>Enhances Student Engagement</u>			
Number of service contacts	~ 37,500	~ 37,500	~ 37,500
Number of unduplicated participants	13,914 + 3,499	14,163 + 3,499	14,621 + 3,499
Demographics of individuals served	Loan & Inst. debt holders	Loan & Inst. debt holders	Loan & Inst. debt holders
Other evidence of enhancing engagement			
<u>Enhances Student Learning</u>			
Enhances one of the five CCSSE Benchmarks (Active & Collaborative Learning, Student Effort, Faculty/Staff and Student Interactions, Academic Challenge, Support for Learners)	Perkins Loan Financial Support: \$1,191,422	Perkins Loan Financial Support: \$820,157	Perkins Loan Financial Support: \$1,209,243
Enhanced student persistence			
Other learning enhancement data			
<u>Enhances Student Satisfaction</u>			
ACT student satisfaction data			
CCSSE satisfaction data			
Other evidence of enhancing satisfaction			
Unit Efficiency			
Faculty/Staff to student ratios relative to benchmarks	3 / 17,413	3 / 17,662	2 / 18,120
Demand/capacity analysis (i.e. waitlists, complaints about access, etc.)	Adequate	Adequate	Beyond capacity.
Total general fund budget	\$231,219	\$276,565	279,545
Budget from other sources (i.e., student fees, grants, etc.)			
Other evidence of efficient use of resources			
Unit Essentialness			
Essential to completing a business process with students	Collection of past due accts.	Collection of past due accts.	Collection of past due accts.
Essential to an effective educational experience	Fiscal Stability	Fiscal Stability	Fiscal Stability
Legally mandated	Cohort default management.	Cohort default management.	Cohort default management.
Other evidence of essential service	Bad debt reduction/	Bad debt reduction/	Bad debt reduction/

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Comments/Clarifications to Student Services data elements

1. Unit Effectiveness: none
2. Unit Efficiency
 - a. Staff/student ratios: #'s = active Perkins Loan accounts and average # of institutional past-due accounts.
 - b. Lost 1 position in 2005-06. Office closures for production activities.
 - c. Budget reduced by \$81,135 for FY07.

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Section II: Program Analysis

- 1. What did your unit accomplish last year in relationship to your 04-05 and 05-06 planning initiatives? What were other accomplishments not related to the annual planning initiatives?**

The unit continues to progress in recovering past-due accounts and lowering our bad debt.

- 2. How efficiently did you use the resources you were given?**

The available resources are not adequate in providing significant efficiencies. Most processes continue to be paper processes, and the systems and automation needed to remedy have yet to be addressed. In the current budget circumstance, investment in collection efforts are lagging. Efficiency has been affected via limiting access hours to students and staff.

- 3. How well are you utilizing current technology?**

The current technology is not amenable to collection efforts. The systems available are outside of our control authority and programming resources are largely unavailable.

- 4. Overall, what strengths do you believe your unit demonstrated in 2005-2006?**

The strength of the unit lies in the two remaining veterans who are carrying the workload. Their expertise and ability to prioritize has minimized the impact of losing a 1.0 FTE position.

- 5. Overall, what challenges do you believe your unit faced in 2005-2006?**

Student Accounts was able to absorb the additional workload with diminished personnel. Uninterrupted production time was difficult to obtain. The office had to resort to limited hour availability to the public and staff.

- 6. What conclusions do you draw from this analysis about needed improvements or changes in 2007-2008?**

A focus on collection activities would mean an investment in resources to pursue past due accounts. Independent software is available, but at significant cost. Additional personnel to make contact with debt holders would be necessary. Contracting with additional collection agencies might assist.