



Students Learning Outcomes for Non-Instructional Units (2007-2008)

Directions: Complete Sections “A” through “C” at the beginning of each academic school year (once prompted). Sections “D” and “E” (which deal with actual results and use of results) should not be completed until the end of each spring term. Keep comments brief and use 9 point font. In doing so, your document should not exceed one page.

Department or Division: Business Affairs Office		Department or Division Chair/Director/Dean: Tavaneka K Turner		
Academic School Year: 2007-2008				
Department or Division’s Mission: The Department of Business Affairs is dedicated to providing the day-to-day management and operation of fiscal affairs of Lawson State Community College in compliance The Alabama College System and the Alabama State Board of Education.				
A. Student Learning Outcomes (3-5)	B. Assessment Methods	C. Expected Results	D. Actual Results Obtained	E. Use of Results
Students within the reach of your division or department, should demonstrate the following proficiencies:	List what methods you plan on using to measure each student learning outcome.	List what intended results you expect to see if the outcome is reached. Results should be measurable.	When you assessed and measured your outcomes, what results did you find? Be specific.	Now that you have your results, how do you intend to use these results to improve your division or department?
1. Students will demonstrate a working knowledge of the complete registration process which ends with clearing their financial balance in the Business Office.	1. ACCESS System report showing actual number of students “registered”	1. 70% of the students will complete registration by clearing financial balances during the prescribed registration period.	1. In the Fall 2007-2008, 52% of the students, Spring 2007-2008, 67%, and Summer 2007-2008, 50%, completed registration with full tuition payment by Drop/Add. Also, 68% of the student survey stated that their understanding of the building and fee procedure is good or above.	1. This information will be used to assess other payment opportunities for students and to encourage students to participate in early registration process to ensure timely payments
2. Students will demonstrate their knowledge of the online registration and payment process.	2. Assessment will be made by measuring the number of students to complete their registration process online.	2. 50% of the students registering online will complete the process with making payments online.	2. 22% of the students pre-registering online (67 of the 313 students) completed the registration process using the online payment system.	2. This information will be used to promote technology through the online registration/payment processes as a convenience to the students.
3. Students will consider the building and fee payment procedure adequate.	3. Assessment will be made through student surveys.	3. 70% of the students registered will consider the building and fee payment procedure to be adequate.	3. 89% of the students considers the building and fee payment procedure to be adequate or above.	3. This information will be used to increase the number of methods used to make payments for tuition and fees.
4.	4.	4.	4.	4.
5.	5.	5.	5.	5.