

## Unit Plan Annual Narrative

**Directions:** Use the "Unit Plan Narrative Guide Sheet" to complete this planning form. Be sure that under each section, you write a narrative which discusses all elements listed under each heading. If a particular element does not apply to your area, note that within your narrative. Again, this form should be completed as a narrative, not bulleted.

**Department/Unit:** Department of Business Affairs

**Unit Administrator:** Tavaneka K Turner

**Date:** June 17, 2008

### A. Unit Description

a. Connection of the unit to the institution's role and mission:

The Department of Business Affairs provides the day-to-day management and operation of all fiscal affairs of college. Practicing sound financial management ensures that the college is able to achieve its mission to the students and the community it serves.

b. Unit Achievements:

The college has maintained its fiscal responsibility. Staff is continuously receiving professional development training in areas that would enhance their accounting, reporting and customer service skills. The department has worked along with the Vice President of Administrative and Student Services and the Department of Student Financial Services to provide an alternative payment option for our students. During the Fall of 2007, 238 students with tuition and fees totaling \$177,556.70 participated in the Tuition Management Systems Program. The following two semesters showed a slight decrease in the number of participants. This decrease was largely due to the early start of the payment plan for the spring semester. In the Spring 2008, 109 students with tuition and fees totaling \$83,462.50 participated in TMS and for the Summer 2008, there are 138 students signed up for TMS with a total budget of \$92,797.34. The TMS program has proven to be beneficial for students would have to pay out of pocket for their education.

c. Instructional Units within your division N/A

### B. Unit Effectiveness

a. Staff Description:

The Department of Business Affairs is comprised of an Accounts Payable Manager, Accounts Receivable Manager, Grants and Contracts Accountant, General Ledger Accountant, (2) Cashiers, an Accounting Clerk/Inventory Specialist, and Switchboard Operator/Receptionist. The continuing staff development activities provide opportunities to retrain staff with needed policies, procedures and processes.

b. Instructional Effectiveness / Student Success:

The Department of Business Affairs' ability to maintain sound fiscal management allows for the institution to readily have available the necessary funds to provide instructional effectiveness and student success.

**c. Support Services Connection & Resource Availability:**

Sufficient resources are provided for the delivery of goods and services. The college continues to operate on limited budgets but has consistently worked effectively within the confines of limited resources.

**d. Customer Service Ranking:**

Customer Service ranking has increased over the last planning cycle with additional services being made available as need arise. It is our goal in the Business Office to continue offering Customer Service training to the staff in order to emphasize the importance of our customers to the college.

**C. Value Added**

**a. Support of the unit to other program and units:**

This unit supports the all other units of the college on all levels.

**b. Strengths:**

The ability to assist the college with necessary fiscal needs at any and all times.

**c. Areas Needing Improvement:**

The Department of Business Affairs continues to assess the processes that are in place and seek to find effective and efficient ways for improvement.

**d. Departmental or Unit Needs:**

With the rapid expansion of the college, the Department of Business Affairs is in need of an Internal Auditor to ensure the institution's ability to remain in compliance with all policies and procedures and to ensure the college's internal controls are consistently in place

**d. Recommendations:**

Recommends the employment of qualified a qualified internal auditor.

**D. Projections**

**a. Staff needs:**

Internal Auditor (1)  
Full- Time Clerical Support (1)

**b. Resources needs:**

Salaries to employ Internal Auditor (\$43,207) and Full Time Clerical Support (\$22,678). Funds to replace computers for the cashier on the Bessemer Campus, the switchboard operator, and general ledger accountant totally approximately \$3,600.

**c. Professional development needs:**

Maintain funds to continue increase level of professional development for Business Office Staff. More customer service training.

**d. Other (if applicable):**

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## Institutional Effectiveness Unit Plan (Phase I) for 2007-2008

**Directions:** Use 9 point font when completing this form. First, complete columns A-D. Make sure your Unit Outcomes are targeted, essential and measurable. Columns E & F (which serve to assess whether your goals were reached and how you intend to use the results) will *not* be completed until the end of the cycle in the spring.

**Unit :** Business Affairs Office

**Unit Administrator:** Tavaneka Turner

**Unit'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.

<b>Number each Outcome in each column</b>	<b>A. Unit Outcomes (3-5)</b>	<b>B. Outcomes Link to Institutional Goals &amp; Strategic Indicators</b>	<b>C. Methods of Assessing the Outcome</b>	<b>D. Budget Implications</b>
	<p>Should be measurable. Use percentages where possible. <u>Be brief.</u></p> <ol style="list-style-type: none"> <li>1. Establish an Audit Schedule. Complete five compliance audit institutional wide.</li> <li>2. Increase the use of technology in the Business Office through automation of many of its processes to minimize processing times.</li> <li>3. Proper disbursement of all institutional funds as required by state and federal laws and institutional policies.</li> <li>4. Image 80% of the Business Office documentation to increase efficiency in locating documentation and space saving.</li> </ol>	<p>List the goal numbers and the corresponding Strategic Indicator letters (i.e., Goal 1; Indicators B &amp; C; Goal 2; Indicators A-C, etc.)</p> <ol style="list-style-type: none"> <li>1. Goal 4; Indicators B &amp; C</li> <li>2. Goal 3: Ind. B, D</li> <li>3. Goal 4; Indicators A &amp; C</li> <li>4. Goal 3: Indicator D</li> </ol>	<p>List what methods you plan on using to measure each outcome (i.e., exit exam results, portfolios, surveys, board exams, etc.)</p> <ol style="list-style-type: none"> <li>1. Internal Audit Reports</li> <li>2. Reduction of time to process payable and complete month close; Implementation of Online Requisition Process.</li> <li>3. State Examiners Audit Report</li> <li>4. Ability to access the majority of business office documents through an image system.</li> </ol>	<p>If your outcome has budget implications (costs that will exceed \$499), list them here.</p> <ol style="list-style-type: none"> <li>1. Full time Internal Auditor - \$43,207</li> <li>2. No Cost</li> <li>3. No Cost</li> <li>4. 4 scanners for Business Office Imaging and licensing \$8000.</li> </ol>

**Unit Plan—Part II: Directions** : As noted on page one of this plan, complete columns E & F at the end of the planning cycle in the spring. As you report under each column, be sure to carry over the numbers which represent each outcome you are addressing.

**E. Actual Results Obtained**—When you assessed and measured your stated outcomes, what results did you find? Be clear and concise in your reporting.

1. The College is currently searching for a full time Internal Auditor. The Internal Audit position was announced on the Lawson State Community College website. A selection committee has been appointed by the college president.

2. The Business Office equipped the staff with 5 new computers in an effort to prepare for changing technology. Our students are encouraged to use the online processing for the convenience of paying tuition and fees each semester. The college is currently in the process of implementing the Online Requisition Processing through current managing software system.

3. The State Examiners Audit Report is the source that will be used to assess the outcome for Unit Outcome #3. The State Examiners Audit Report is not complete; therefore, at this time results are inconclusive.

4. The Administrative Services division is currently in the imaging implementation stage. The Business Affairs Office is the next department to begin the imaging process beginning with accounts payable and payroll respectively.

**F. Use of Results**—Now that you have your results, how do you intend to use these results or, if implemented early, how have you used these results to improve your overall unit for the upcoming academic year? **NOTE:** After you list how you intend to use these results, be sure to include such improvements in your new Unit Plan for the upcoming academic year.

1. The college expects to redefine job duties and strengthen the Internal Controls which will be enhanced by having a full time Internal Auditor. This will ensure that the college remains in compliance with state, federal and local regulations.

2. New equipment purchased for the Business Office Staff will allow staff to access websites to facilitate communications and transmission of data between IRS, Alabama State Department of Revenue, Tuition Management Systems, Banking Services, Department of Education, and all other reporting agencies for the institution.

3. The Examiners Audit Report will clearly identify areas of weakness that will be strengthened by the position of Internal Audit.

4. The Business Office is capable of learning the processes used in other departments as they begin to complete the imaging process. This would enable us to manage our implementation of the imaging system more efficiently based on the experiences of other departments. The implementation of the imagine system will enhance staff time management by reducing the amount of time allocated by staff in reproducing copies for grant reporting.