



Unit Action Plan

Department Information				
Department Name:	Business Services			
Leader:	Deborah Sanders	Submitted by:		
Date Submitted:	9/2/2006	Review Period:	09/01 2006	To 08/31/ 2007
Unit Purpose Statement:	Business Services provides essential support to all divisions enabling them to accomplish the institutional purpose of TSTC Marshall through the Business Office, Student Accounting, Purchasing, Accounts Payable, and Bookstore operations.			
1st Goal/Objective				
Classification:	Non-Instructional	College Master Goal:	Service	
Unit Goal:	Business Services will continue compliance and timeliness of purchasing and accounts payable.			
Information Source Leading to This Unit Goal:	<input checked="" type="checkbox"/> Assessment of the College <input type="checkbox"/> Departmental Assessment <input type="checkbox"/> Graduation Follow-Up Survey	<input type="checkbox"/> End of Course Survey <input type="checkbox"/> Student Environment Survey (CCSSE) <input type="checkbox"/> Institutional Research Data	<input type="checkbox"/> Other <b>Explain Here:</b>	
Amount Budgeted:	\$2,500.00			
Budget Explanation:	Continuing Education/Professional Development for Purchasing and Accounts Payable staff.			
Strategies:	1.) Expedite purchasing: 90% of requisition < \$25000 will be processed within 30 days and 90% of requisitions >= \$25000 will be processed within 60 days. 2.) Expedite Accounts Payable and decrease the amount of interest paid under the State of Texas prompt payment guidelines. 3.) Review monthly reports on requisitions processed and			
Expected Outcomes:	Increased customer/vendor satisfaction; decrease in late payments; few audit findings.			
Evaluation Instruments Used To Measure Goal:	<input checked="" type="checkbox"/> Assessment of the College <input type="checkbox"/> Departmental Assessment <input type="checkbox"/> Graduation Follow-Up Survey	<input type="checkbox"/> End of Course Survey <input type="checkbox"/> Student Environment Survey (CCSSE) <input type="checkbox"/> Institutional Research Data	<input checked="" type="checkbox"/> Other <b>Explain Here:</b>	Monthly Requisition Reports; Monthly Budget Reports; and Internal Audit Reports
Mid-Cycle Outcomes				
Mid-Cycle Date:		Expected Outcomes Met?		
Extent Outcomes Were Met:				
Other Factors:				
Final Outcomes				
End-Cycle Date:	8/31/2007	Expected Outcomes Met?	No	
Extent Outcomes Were Met:	Purchasing goals of 90% of requisitions < \$25,000 processed within 30 days was exceeded with actual being 98.97%; however, the goal of 90% of requisitions exceeding \$25,000 was not met with the actual being 78.57%. One requisition over \$25,000 took 62 days and one took 76 days. The internal audits of purchasing and payables were			
Other Factors:	The purchasing department was one person short for several weeks.			
Additional Needs Identified Through Evaluation:				
Recommended Action For Next Year:	Hire and train another Buyer.			



Unit Action Plan

2nd Goal/Objective			
<b>Classification:</b>	Non-Instructional	<b>College Master Goal:</b>	Service
<b>Unit Goal:</b>	Move Bookstore Operation to the south building, and install video monitoring system in the bookstore and business office.		
<b>Information Source Leading to This Unit Goal:</b>	<input type="checkbox"/> Assessment of the College <input type="checkbox"/> Departmental Assessment <input type="checkbox"/> Graduation Follow-Up Survey	<input type="checkbox"/> End of Course Survey <input type="checkbox"/> Student Environment Survey (CCSSE) <input type="checkbox"/> Institutional Research Data	<input checked="" type="checkbox"/> Other <b>Explain Here:</b> Need to be accessible by more students, staff, and faculty, and the improvement of safety for employees.
<b>Amount Budgeted:</b>	\$15,000.00		
<b>Budget Explanation:</b>	Room renovations, supplies, decorations, small equipment, purchase and installation of video monitoring equipment.		
<b>Strategies:</b>	1.) Install a large window in the new bookstore space. 2.) Purchase decorations, supplies, and small equipment to make the bookstore more appealing. 3.) Offer additional items for the convenience of housing residents. 4.) Purchase and installation of video monitoring equipment.		
<b>Expected Outcomes:</b>	Increase in bookstore satisfaction and sales. Increase safety of personnel and better control of bookstore inventory.		
<b>Evaluation Instruments Used To Measure Goal:</b>	<input checked="" type="checkbox"/> Assessment of the College <input type="checkbox"/> Departmental Assessment <input type="checkbox"/> Graduation Follow-Up Survey	<input type="checkbox"/> End of Course Survey <input checked="" type="checkbox"/> Student Environment Survey (CCSSE) <input type="checkbox"/> Institutional Research Data	<input checked="" type="checkbox"/> Other <b>Explain Here:</b> Increase in sales revenue.
Mid-Cycle Outcomes			
<b>Mid-Cycle Date:</b>	2/28/2007	<b>Expected Outcomes Met?</b>	
<b>Extent Outcomes Were Met:</b>	Both the large window and new door have been installed in the new bookstore location. Popcorn machine, flavored coffees, and convenience items for housing residents have been purchased.		
<b>Other Factors:</b>			
Final Outcomes			
<b>End-Cycle Date:</b>	8/31/2007	<b>Expected Outcomes Met?</b>	
<b>Extent Outcomes Were Met:</b>	Increased sales of accessories and convenience items was achieved; however, installation of video monitoring system was not completed.		
<b>Other Factors:</b>			
<b>Additional Needs Identified Through Evaluation:</b>			
<b>Recommended Action For Next Year:</b>	Complete the purchase and installation of a video security system for the bookstore.		



Unit Action Plan

3rd Goal/Objective			
Classification:	Non-Instructional	College Master Goal:	Service
Unit Goal:	Participate in the selection, purchase, and training for a new system-wide Point-Of-Sale system.		
Information Source Leading to This Unit Goal:	<input type="checkbox"/> Assessment of the College <input type="checkbox"/> Departmental Assessment <input type="checkbox"/> Graduation Follow-Up Survey	<input type="checkbox"/> End of Course Survey <input type="checkbox"/> Student Environment Survey (CCSSE) <input type="checkbox"/> Institutional Research Data	<input checked="" type="checkbox"/> Other <b>Explain Here:</b> Need for an automated system to better serve customers.
Amount Budgeted:	\$20,000.00		
Budget Explanation:	Travel for review of different Point-of-Sale systems before final purchase decision is made. Travel for training once vendor is selected. Quarterly payments for the Point-of-Sale System.		
Strategies:	1.) Travel to Waco for Point-of-Sale Vendor presentations. 2.) Travel to review Point-of-Sale systems in actual use. 3.) Participate in the selection of a Point-of-Sale vendor. 4.) Participate in training for use of the selected Point-of-Sale system.		
Expected Outcomes:	Better control of Bookstore inventory. Increased sales. Faster processing of bookstore purchases. Faster and more stream-lined processing of Financial Aid and Sponsored student purchases. Increased customer satisfaction.		
Evaluation Instruments Used To Measure Goal:	<input checked="" type="checkbox"/> Assessment of the College <input type="checkbox"/> Departmental Assessment <input type="checkbox"/> Graduation Follow-Up Survey	<input type="checkbox"/> End of Course Survey <input checked="" type="checkbox"/> Student Environment Survey (CCSSE) <input type="checkbox"/> Institutional Research Data	<input checked="" type="checkbox"/> Other <b>Explain Here:</b> Increased sales. Reduced inventory.
Mid-Cycle Outcomes			
Mid-Cycle Date:	2/27/2007	Expected Outcomes Met?	
Extent Outcomes Were Met:	Participated in Point-of-Sale Vendor presentations. Traveled to review actual use of Point-of-Sale systems. Participated in the selection fo Point-of-Sale vender, and have began training.		
Other Factors:			
Final Outcomes			
End-Cycle Date:	8/31/2007	Expected Outcomes Met?	
Extent Outcomes Were Met:	Completed training; however, implementation was delayed due to change of vendor for Colleague interface.		
Other Factors:			
Additional Needs Identified Through Evaluation:			
Recommended Action For Next Year:	Implement the new Point-of-Sale system.		



Unit Action Plan

4th Goal/Objective			
Classification:	Non-Instructional	College Master Goal:	Service
Unit Goal:			
Information Source Leading to This Unit Goal:	<input type="checkbox"/> Assessment of the College <input type="checkbox"/> Departmental Assessment <input type="checkbox"/> Graduation Follow-Up Survey	<input type="checkbox"/> End of Course Survey <input type="checkbox"/> Student Environment Survey (CCSSE) <input type="checkbox"/> Institutional Research Data	<input type="checkbox"/> Other <b>Explain Here:</b>
Amount Budgeted:	\$12,000.00		
Budget Explanation:			
Strategies:			
Expected Outcomes:			
Evaluation Instruments Used To Measure Goal:	<input type="checkbox"/> Assessment of the College <input type="checkbox"/> Departmental Assessment <input type="checkbox"/> Graduation Follow-Up Survey	<input type="checkbox"/> End of Course Survey <input type="checkbox"/> Student Environment Survey (CCSSE) <input type="checkbox"/> Institutional Research Data	<input type="checkbox"/> Other <b>Explain Here:</b>
Mid-Cycle Outcomes			
Mid-Cycle Date:		Expected Outcomes Met?	
Extent Outcomes Were Met:			
Other Factors:			
Final Outcomes			
End-Cycle Date:		Expected Outcomes Met?	
Extent Outcomes Were Met:			
Other Factors:			
Additional Needs Identified Through Evaluation:			
Recommended Action For Next Year:			