# Service Outcomes Assessment Follow-Up
# 2022-2023 Service Outcome (SO) Year End Reporting Form

**In response to SACSCOC 8.2, *"The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results …"***

**Name of Service:** Business Affairs

**Outcome #1:** Improve the travel processes and procedures.

**Action Items from Service Review:**

| Item # | **Action Items:** *(Action item identified in the 2021-22 service review.)* | **Results / Use of Results:** *(Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)* |
|---|---|---|
| 1 | Improve the travel processes and procedures (Assessed by: Modify the satisfaction survey on the Employee Services Survey to reflect the new electronic Etrieve forms and satisfaction of the process.) | The 89.47% agreement that travel reimbursements are done on a timely basis does not meet our target. We had planned on implementing a new Etrieve form to assist in making the travel process less burdensome and more efficient. Due to the turnover of Softdoc (software provider for Etrieve) employees, the Etrieve form has been at a standstill. IT has just recently hired an independent contractor to assist in moving along the travel forms, so we anticipate the travel forms to be implemented in the next three to six months. |
| 2 | Provide training guide or instructions in submitting travel through Etrieve (Assessed by: Instructions or guide developed and shared with employees) | Unless we can work with the independent contractor to complete the travel documents, we will not be able to provide training on travel. We would like to continue this action item because we anticipate that these forms will be completed within the next year. |

**Baseline:** 83.13% (Employee Services Survey; 3-Year Average – Fall 2019, Fall 2021, and Fall 2022
**Standard:** 86.7 %
**Target:** 90 %

Travel reimbursements are processed accurately and in a timely manner.

| Choices | Fall 2019 | | Fall 2021 | | Fall 2022 | | Fall 2023 | |
|---|---|---|---|---|---|---|---|---|
| | Count | Percent | Count | Percent | Count | Percent | Count | Percent |
| Strongly Agree | 25 | 18.52% | 23 | 26.14% | 28 | 28.87% | 21 | 27.63% |
| Agree | 82 | 60.74% | 53 | 60.23% | 55 | 56.70% | 47 | 61.84% |
| Disagree | 20 | 14.81% | 11 | 12.50% | 10 | 10.31% | 6 | 7.89% |
| Strongly Disagree | 8 | 5.93% | 1 | 1.14% | 4 | 4.12% | 2 | 2.63% |

**Provide narrative for analysis of (<u>improve travel processes and procedures</u>).** *(How will you use this data to improve the effectiveness of your service unit? Please discuss any changes you intend to address that may improve the effectiveness of your service unit.)*

Because there has not been a significant improvement in the percentages, we want to continue using these metrics to provide information when the Etrieve forms are complete, and training has begun.

The results of Fall 2023 WCC Employee Satisfaction Survey indicated that 89.47% of employees strongly agree/agree that travel reimbursements are processed accurately and in a timely manner.

**2023-2025 Action Items:**

| **Item** | **Action Items** *(What actions can be taken to increase the success of the outcome in your service unit?)* | **Assessment of Action Items** *(How will you assess the results of action items?)* |
|---|---|---|
| 1 | Improve the travel processes and procedures. | We will assess the outcome after the Etrieve forms are complete. After Etrieve forms are created, we will evaluate the satisfaction of the process through the Employee Satisfaction Survey. |
| 2 | Provide training guide or instructions in submitting travel through Etrieve. | Once the Etrieve forms project is complete, we will assess based on the Fall 2024 survey. Create training guide / instruction manual for employees and post to the internal website. |

**Outcome #2:** Increasing the amount of purchases processed via p-card which will demonstrate more efficiency and paperless workload for purchasing and accounts payable transactions.

**Action Items from Service Review:**

| Item # | **Action Items:** *(Action item identified in the 2021-22 service review.)* | **Results / Use of Results:** *(Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)* |
|---|---|---|
| 1 | Improve faculty and staff understanding of the new purchasing process (p-card purchases) which will be implemented. (Assessed by: Satisfaction survey will be sent out regarding the use of the new p-card process when the Etrieve form is developed and ready for use.) | The use of p-cards has increased to our target range. The purchasing guidelines have been updated, and the use of the p-cards is increasing steadily. This action item was successful, and there is no need to continue with this action item. |

**Baseline:** $1 Million Dollars (For the fiscal year 2021-2022, the total amount of p-card purchases totaled approximately $1 Million Dollars)
**Standard:** $1.5 Million
**Target:** $1.7 Million

**Provide narrative for analysis of (<u>purchasing and accounts payable transactions</u>).** *(How will you use this data to improve the effectiveness of your service unit? Please discuss any changes you intend to address that may improve the effectiveness of your service unit.)*

The p-card purchases have exceeded the target range, as employees have become more confident about using this new way of purchasing.

**2023-2025 Action Items:**

| Item | **Action Items** *(What actions can be taken to increase the success of the outcome in your service unit?)* | **Assessment of Action Items** *(How will you assess the results of action items?)* |
|---|---|---|
| 1 | Implement the use of direct deposit for students with Financial Aid. This will help the Business Office's efficiency in getting funds to the students on a timelier basis and save the Business Office money by utilizing less paper and stamps. | Once implemented, a survey needs to be sent to students to ask their opinion on whether they are satisfied with the new approach to receiving aid. |

**Approvals**

1. Using DocuSign (electronic signature), the Office of Institutional Effectiveness (IE) will review and approve the Program/Service Outcome Assessment when completed by the responsible program/service personnel.
2. Using DocuSign (electronic signature), appropriate Department Chair, Division Dean, Director, and/or AVP is asked to read and approve the Program/Service Outcome Assessment.

**IE Acceptance / Date:** Dorothy Moore 11/14/2023

**Department Chair, Dean, Director, and/or VP / Date:** Joy Kornegay 11/14/2023