

**Service Outcomes Assessment Follow-Up
2023-2024 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 2022-23 Service Outcome Year-End Report:

Item #	Action Items: <i>(Action item identified in the 2022-23 service outcome year-end report.)</i>	Results / Use of Results: <i>(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 2024-2025 action items table below.)</i>
1	Improve the travel processes and procedures. (Assessed by: 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.)	Currently, we are working with Softdocs to complete the travel forms through Etrieve. We reviewed the travel request and reimbursement forms. Then, we met in October with the Softdocs’s programmer to discuss our recommended changes. She made notes of our changes, but indicated that she would not be able to address the changes until November. We are still waiting for her to complete the changes to move forward. Since we do not have a completed form, we can’t evaluate employee satisfaction. We will have to keep this as an action item for 2024-2025.
2	Provide training guide or instructions in submitting travel through Etrieve. (Assessed by: 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.)	Since we do not have a completed form, we have not begun the process of developing a training guide or instructions for using the form. We will have to keep this as an action item for 2024-2025.

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 2021		Fall 2022		Fall 2023		Fall 2024	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Strongly Agree	23	26.14%	28	28.87%	21	27.63%	29	26.61%
Agree	53	60.23%	55	56.70%	47	61.84%	61	55.96%
Disagree	11	12.50%	10	10.31%	6	7.89%	16	14.68%
Strongly Disagree	1	1.14%	4	4.12%	2	2.63%	3	2.75%

Provide narrative for analysis of (improve travel processes and procedures). *(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.)*

We did not meet our baseline because we have not been able to complete the Etrieve Travel Forms. The forms are still being filled out manually. We would like to continue conducting surveys because we believe that when the forms are complete, employee satisfaction will increase.

2024-2025 Action Items:

Item	Action Items <i>(What actions can be taken to increase the success of the outcome in your service unit?)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
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 it based on the Fall 2025 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 2022-23 Service Outcome Year-End Report:

Item #	Action Items: <i>(Action item identified in the 2022-23 service outcome year-end report.)</i>	Results / Use of Results: <i>(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 2024-2025 action items table below.)</i>
1	Improve faculty and staff understanding of the new purchasing process (p-card purchases) which will be implemented.	The use of p-cards has surpassed our target range of \$1.7 Million. The use of p-cards is being used throughout the campus now. Therefore, the action item was successful.

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 (purchasing and accounts payable transactions). *(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 amount of purchases paid with p-cards exceeded the target of \$1.7 Million in 2022-2023. Based on the target, we have seen less paperwork in the office. It also has shown that more employees are understanding the new p-card purchases.

2024-2025 Action Items:

Item	Action Items <i>(What actions can be taken to increase the success of the outcome in your service unit?)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
1	Improve faculty and staff understanding of the new purchasing process (p-card purchases) which will be implemented.	We will continue to monitor the p-card purchases to ensure that we meet the same target of \$1.7 Million in the 2024-2025 fiscal year

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 5/12/2025

VP / Date: Joy Komegay 5/12/2025