

**STRATEGIC PLANNING AND INSTITUTIONAL EFFECTIVENESS**  
**2011-2012 Unit Action Plan – Year Two**

**Unit Name: Office of the Bursar**

**Academic Year: 2011-2012 (Year Two-Strategic Planning Cycle)**

<p><b>Unit Mission</b>          The mission of the Office of the Bursar is to safeguard the assets of the University while providing courteous and proficient service to the entire University community. Our primary focus is on customer service and fiscal responsibility. We strive to accomplish this through developing, maintaining and enhancing automated system processing; by providing helpful, knowledgeable assistance to students in a timely manner and keeping student interests at the forefront of our decision making; by providing payment policies that are reasonable and with consideration for revenue objectives; by minimizing delinquent, defaulted and uncollectible accounts; and through a process of continual self-reflection and improvement.</p>
<p><b>Goal 4: Leverage Resources</b>  <i>This Unit Action Plan Specifically Supports Commitment 4.1</i></p>

Plan for 2010-2011 This section due by January 28, 2011.				Report for 2010-2011 This section due by April 1, 2011.	
Objective	Evaluation Measure	Performance Standard	Action	Data/Findings	Status
4.1 Develop, implement and advance a comprehensive technology plan, including the use of sustainable technologies	Replacement cards will be processed on campus.	Yes/No	We will develop and implement a plan to produce HigherOne replacement cards within the Office of the Bursar  Purchase the necessary equipment to process replacement cards, and provide training to personnel.	HigherOne has not yet made this option available.	Completed

**STRATEGIC PLANNING AND INSTITUTIONAL EFFECTIVENESS**  
**2011-2012 Unit Action Plan – Year Two**

**Unit Name: Office of the Bursar**

**Academic Year: 2010-2011 (Year One-Strategic Planning Cycle)**

**Unit Mission**

The mission of the Office of the Bursar is to safeguard the assets of the University while providing courteous and proficient service to the entire University community. Our primary focus is on customer service and fiscal responsibility. We strive to accomplish this through developing, maintaining and enhancing automated system processing; by providing helpful, knowledgeable assistance to students in a timely manner and keeping student interests at the forefront of our decision making; by providing payment policies that are reasonable and with consideration for revenue objectives; by minimizing delinquent, defaulted and uncollectible accounts; and through a process of continual self-reflection and improvement.

**Goal 6: Promote Community Engagement**  
**This *Unit Action Plan* Specifically Supports Commitment 6.1**

Plan for 2010-2011 This section due by January 28, 2011.				Report for 2010-2011 This section due by April 1, 2011.	
Objective	Evaluation Measure	Performance Standard	Action	Data/Findings	Status
6.1 Expand collaborations and partnerships with business and industry as well as regional schools and community organizations.	The establishment of procedures takes place	At least three partnerships	We will establish procedures and partnerships with our Agency Billing clients to provide them with electronic bills and to encourage those clients to pay their scholarships electronically through EFT.	Yes. Procedures were established on best practices.	Completed
	The review of procedures and modifications as necessary.	At least three Agency Billing clients will be evaluated	Evaluate Agency Billing clients and their payment methods.	Yes. Agency Billing clients were evaluated and best practices were integrated into RSU Bursar practices.	Completed

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**Budget Request Supplement for Academic Year 2011-2012**  
 Year Two – Strategic Planning Cycle

This section due by April 1, 2011.						
University Objective	Action for 2011-2012	Requested Resources				Estimated Cost
		Human	Financial	Physical/Capital	Other (e.g., Technology)	
No additional budget requests for 2012-2013 academic year.						