

STRATEGIC PLANNING AND INSTITUTIONAL EFFECTIVENESS
2012-2013 Unit Action Plan – Year Three

Unit Name: Office of the Bursar

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 1: Advance Academic Excellence
 This Unit Action Plan Specifically Supports Commitment(S) **1.5**

Plan for 2012-2013 This section due by May 4, 2012.				Report for 2012-2013 This section due by May 1, 2013.	
Objective	Evaluation Measure	Performance Standard	Action	Data/Findings	Status
1.5 Provide opportunities to achieve and maintain essential program accreditation	Number of personnel properly trained	All personnel properly trained annually (Yes/No; if no, how many were trained)	Provide training to Bursar personnel to properly post transactions to student accounts	Bursar employees have been provided a list of accounts and are trained to verify deposit codes. Training is provided for new employees.	Completed
1.5 Provide opportunities to achieve and maintain essential program accreditation	Required information provided to auditors annually	All required information provided to each auditor (Yes/No; if no, what were the problems)	Provide external auditors of the University requested information	Auditors are provided all information requested.	Completed

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Goal 3: Increase Diversity
 This *Unit Action Plan* Specifically Supports Commitment(S) 3.3

Plan for 2012-2013 This section due by May 4, 2012.				Report for 2012-2013 This section due by April 1, 2013.	
Objective	Evaluation Measure	Performance Standard	Action	Data/Findings	Status
3.3 Promote an environment of tolerance and acceptance of diverse peoples and opinions	ACT Student Opinion Survey Question #33: <i>Satisfaction with Billing and Fee Payment Procedures</i>	Score of 3.54 or higher on Q#33 (results available each year on RSU Accountability and Academics website)	Promote a cohesive teamwork atmosphere by proactively sharing student information with students and other areas	Spring 2012 report was 3.65	Completed

Goal 5: Enhance Institutional Accountability
 This *Unit Action Plan* Specifically Supports Commitment(S) 5.2

Plan for 2012-2013 This section due by May 4, 2012.				Report for 2012-2013 This section due by April 1, 2013.	
Objective	Evaluation Measure	Performance Standard	Action	Data/Findings	Status
5.2 Evaluate continuously university processes, structures, activities and outcomes; modifying as appropriate	Number of process improvements created and implemented	At least one process improvement yearly	Review student accounts and report issues to Executive Vice President for Administration & Finance	Updated the statement program to now be able to send statements electronically to the students email. The updated statement program has been installed and we are working to finalize electronic statements.	In process

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Budget Request Supplement for Academic Year 2012-2013
 Year Three – Strategic Planning Cycle

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