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

<table>
<thead>
<tr>
<th>Objective</th>
<th>Action or Activity</th>
<th>Evaluation Measure</th>
<th>Performance Standard</th>
<th>Data/Findings</th>
<th>Status*</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.3 Promote an environment of tolerance and acceptance of diverse people and opinions</td>
<td>Promote a cohesive teamwork atmosphere by proactively sharing student information with students and other areas</td>
<td>ACT Student Opinion Survey Question #33: Satisfaction with Billing and Fee Payment Procedures</td>
<td>Score of 3.54 or higher on Q#33 (results available each year on RSU Accountability and Academics website)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Plan for 2013-2014

**Objective**

5.2 Evaluate continuously university processes, structures, activities and outcomes; modifying as appropriate

**Action or Activity**

Develop and maintain an online payment system (Dynamic Forms) for student and non-student activities

**Evaluation Measure**

Number of process improvements created and implemented

**Performance Standard**

At least one process improvement yearly

*Appropriate Status descriptors include the following: Completed, Ongoing, In Progress, Rescheduled for next year, Action/Activity withdrawn, or Other. If Other, please briefly describe whether the action or activity is completed, will continue, or has been modified for the coming year.
## Budget Request Supplement for Academic Year 2013-2014

*Year Three – Strategic Planning Cycle*

- This section due by May 17, **2013**.
- This section due by May 1, **2014**

<table>
<thead>
<tr>
<th>University Objective</th>
<th>Action for 2013-2014</th>
<th>Requested Resources</th>
<th>Estimated Cost</th>
<th>Was the Budget Request Approved?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Human</td>
<td>Financial</td>
<td>(Enter Amount Approved)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Other (e.g., Technology)</td>
<td>(Enter Amount Approved)</td>
</tr>
</tbody>
</table>

Insert rows as needed