

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

**Unit Name: Comptroller, Business Office**

**Unit Mission**

The Office of the Comptroller will meet its fiduciary responsibilities to Rogers State University by maintaining financial integrity and providing effective, quality service to our University through sound accounting practices and the establishment of internal controls. We will examine, evaluate, and report on the adequacy and reliability of existing systems and controls to ensure that:

- Revenues are accurately and completely captured and processed
- Expenses are reasonable, appropriate and properly approved
- Financial reporting is accurate and reliable
- Automated processing of financial and operating data is timely, accurate, reliable, and complete
- Laws, regulations, and internally developed policies and procedures are followed
- Assets are properly safeguarded

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

Plan for 2012-2013 This section due by May 1, 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	100% of reports submitted on time and accurately.	100% on time and zero resubmissions.	Submit all OSRHE and US DOE reports on time and accurately.	100% of reports submitted on time and with no errors.	Ongoing

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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 #36: <i>Satisfaction with Attitude of college non-teaching staff towards students</i>	Score of 3.0 or higher on Q#36 on 5 point Likert scale (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	<p>Results of Question #4 from the Survey of Student Opinions is as follows:</p> <p><b>Table 4: Descriptive Statistics for Survey Items</b></p> <p><i>(Items with higher satisfaction and higher importance are highlighted in medium green. Items with higher satisfaction and lower importance are highlighted in light green.)</i></p> <table border="1"> <thead> <tr> <th>Item #</th> <th>Item Description</th> <th>N</th> <th>Mean Importance</th> <th>Std. Dev.</th> <th>N</th> <th>Mean Satisfaction</th> <th>Std. Dev.</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>Academic calendar</td> <td>523</td> <td>3.04</td> <td>.967</td> <td>462</td> <td>2.96</td> <td>.974</td> </tr> <tr> <td>Q2</td> <td>Academic probation and suspension policies</td> <td>518</td> <td>2.26</td> <td>1.265</td> <td>459</td> <td>2.64</td> <td>.971</td> </tr> <tr> <td>Q3</td> <td>Accuracy of information before enrolling</td> <td>521</td> <td>3.41</td> <td>.829</td> <td>461</td> <td>2.62</td> <td>1.139</td> </tr> <tr> <td>Q4</td> <td>Attitude of the non-teaching staff towards students</td> <td>521</td> <td>3.23</td> <td>.903</td> <td>462</td> <td>2.73</td> <td>1.124</td> </tr> </tbody> </table>	Item #	Item Description	N	Mean Importance	Std. Dev.	N	Mean Satisfaction	Std. Dev.	Q1	Academic calendar	523	3.04	.967	462	2.96	.974	Q2	Academic probation and suspension policies	518	2.26	1.265	459	2.64	.971	Q3	Accuracy of information before enrolling	521	3.41	.829	461	2.62	1.139	Q4	Attitude of the non-teaching staff towards students	521	3.23	.903	462	2.73	1.124	Completed; standard met.
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Goal 4: Leverage Resources  
This *Unit Action Plan* Specifically Supports Commitment(S) 4.4

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Objective	Evaluation Measure	Performance Standard	Action	Data/Findings	Status
4.4 Update the capital project master plan for all campuses	Assembly of the Capital Project Master Plan committee and completion of the updated plan	Yes/No	Work with Capital Project Master Plan committee to update, prioritize, and rank all capital projects for the University	Yes. The Capital Project Master Plan was developed and presented to key constituents.	Completed with next steps ongoing

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

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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 new process improvement each year	Develop benchmarking process through ratio analysis with comparison to each fiscal year.	Process improvements identified as follows: <ul style="list-style-type: none"> <li>• Use Image Now software to streamline accounts receivables</li> </ul>	Ongoing

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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.						