## BUSINESS SERVICES

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| (Goal III)... Providing administrative services that support teaching and learning. | To provide accurate and timely institutional financial data utilizing multi-avenue access. | - Count Survey to other community & technical colleges. Offer 90% of what other schools offer when there is no budget impact.  
- Satisfaction Survey of Budget Managers; 85% positive response.  
- State audits – no findings or management letters  
- SBCTC operation reviews – no findings | 1 |  |
| **Unit Mission** | | - Point of use feedback form; 85% positive response.  
- Focused student survey; 75% positive response.  
- IE Survey; 85% positive response  
- Efficiency Review; remain stable or improve efficiencies | |  |
| It is the mission of business services to provide financial, budget and reporting systems and to monitor those systems for compliance with state and federal regulations and local policy. | To serve our customer base with a broad range of efficient, user-friendly processes. | | | |
| | To engage in the collaborative development and implementation of business services and to effectively communicate procedures to the college community. | - Custom survey to other departments; 90% positive response.  
- Count of interoffice committees where business services is represented; 100% participation. | | |
| To assess the possibility of integrating technology into business services processes to the degree that it is helpful and possible. | Focus Groups; assess at least 3 financial services processes per year with published outcomes. |  |  |