

Delta State

Finance and Administration/VPF

Student Business Services

SBS Mission Statement

Mission statement

SBS is responsible for collecting tuition, fees and fines, issuing decals, refund and work-study checks, cashing checks, university cashing, and issuing and maintaining the functions of the Okra Kard (students' identification cards) and is located for easy access to students. The SBS staff strive to accommodate and serve our students, faculty, and staff through accuracy, reliability, and friendliness thereby creating an atmosphere of harmony and trust that spreads to the people we serve.

Related Items

There are no related items.

SBS 01: Decreased incidents of financial burdens

Start: 7/1/2011


End: 6/30/2012

User Outcome

Decreased incidents of financial burdens while attending Delta State and after graduation.

Data Collection (Evidence)

- a. Compared the number of students turned over to collection in previous academic years to calculate an increase or decrease in the number of students turned over to collections.
- b. Number of students purged for non-payment decreased.
- c. Analyze the Perkins Loan Default Rates and Perkins Loan Cancellations.
- d. Analyze the Perkins Loan dollars cancelled due to graduates' choice.

 Appendix Annual Plan 2012

Results of Evaluation

- During the analysis of past due accounts, we realized that the last date uncollected accounts were turned over to collection was March of 2011.
- Procedures have changed for the new collections position to ensure students receive monthly statements, notifications of purge, notifications of issues with their student account, and updates regarding their refund of excess financial aid.
- SBS partnered with Conserve (first placement collection agency) to turn over all past due accounts by November 2012 at no additional charge to the University.
- SBS will continue to monitor the default rate and that of comparable universities. Our Perkins Loan Administrator has been challenged to individually contact these borrowers and inform them of their options for repayment and forgiveness.

Use of Results and Recommendations

- Participation in payment plans decreased from FY11 to FY12. Recommendation is to require payment plans for all students not paid in full. The TouchNet system can force the student to participate in a payment plan after the semester has begun.
- SBS will continue to monitor collections closely. As a result of our findings in FY12, SBS contacted Conserve. Conserve is the collection agency for first time placements. Conserve is working with SBS to turn over all past due accounts from 3/1/2011 forward. SBS also has contacted a new collection agency, Coast Professionals. We will turn over part of the past dues to Coast Professionals for first time placement.
- The Perkins Loan Default Rate increased for the third year although only slightly from FY2011. When compared to other similar MS universities (Alcorn State, Jackson State and MUW), Delta State's default rate is lower than all but MUW. Due to the training challenges SBS faced last fiscal year, it is not surprising that collection efforts have declined. Camesha Benson, our Perkins Loan Coordinator, has been challenged to increase collection efforts thereby decreasing the default rate. SBS will continue to communicate to graduating students that some career choices are granted cancellation of Perkins Loan debts by the Department of Education. Perkins loans are awarded based on the amount of payments received and replenished into the Perkins loans fund. Therefore, it is crucial that collections are current.

Related Items

There are no related items.

SBS 02: Solve all students' problems related to Student Business Services.

Start: 7/1/2011

End: 6/30/2012

User Outcome

Solve all students' problems related to Student Business Services to the satisfaction of the student and/or parent and offer exemplary customer service.

Data Collection (Evidence)

Compared the FY11 graduation survey to FY 12 to determine if there is an increase in the utilization of SBS services and satisfaction rates. (See Appendix A)

Results of Evaluation

The Graduation Survey for the Spring of 2012 reflected an increase in quality of service offered by Student Business Services.

Use of Results and Recommendations

- Due to confusion between Residence Life and SBS regarding meal plan applications, Dr. Blansett has agreed to purchase a user interface of Odyssey for the Residence Life Department. This UI will allow the staff in residence life to change a meal plan immediately in the card system when requested by the student. This prevents the student from going to residence life to request a change on their student account, then going to SBS to request the same change on the card.
- An emphasis in FY13 will be teamwork. SBS has new employees who support each other. This is an opportune time to encourage excellent customer service and emphasize positive attitudes toward assisting the students.

Related Items

There are no related items.

SBS 03: Illustrate awareness of services offered.

Start: 7/1/2011

End: 6/30/2012

User Outcome

Illustrate awareness of services offered.

Data Collection (Evidence)

- Graduation Survey
- On-line Okra Kard reports
- TouchNet reports

Results of Evaluation

- Participation in social media accounts: Okra Kard, SBS and Workforce Investment Act (WIA) is still low.
- Payment plan participation decreased in FY12.
- Transactions remain steady in the Okra Kard 24/7 Online Office.

Use of Results and Recommendations

- Redesign of the SBS web site was completed with the assistance of the Office of Marketing and Communications.
- SBS is currently working with the Office of Marketing and Communications to provide an Okra Kard commercial for the "Fear the Okra" website.
- The redesign of the TouchNet products in FY 2013 will allow SBS to closely monitor payment plans and payments via the web.

Related Items

There are no related items.

SBS 2012_01: Transcript Payments Online

Start: 7/1/2011

End: 6/30/2012

Unit Goal

Assist the Registrar's Office in implementing the TouchNet module for requesting and paying for transcripts on-line.

Evaluation Procedures

The evaluation process will include analyzing the numbers of requests and payments made on-line for transcripts.

Actual Results of Evaluation

Current students and alumni have utilized the on-line requests and payment of transcripts.

Use of Evaluation Results

The most effective means of ease of delivery for transcripts and transcript payments on-line is the TouchNet/Banner integration. The implementation was finalized in the summer of 2012 and all systems are operating smoothly with heavy usage of the on-line payment.

Related Items

 **SP4.Ind08: Campus Efficiencies**

SBS 2012_02: Direct Deposit of Student Refunds

Start: 7/1/2011

End: 6/30/2012

Unit Goal

Begin the implementation process of TouchNet's direct deposit of student refunds.

Evaluation Procedures

The evaluation process will include a survey of on-line students to determine the utilization and effectiveness of the direct deposit feature.


Actual Results of Evaluation

In place conducting an on-line survey, SBS spoke to students during the refund process regarding their desire to have access to the direct deposit of their excess financial aid. All students responded positively to the option and were eager to enroll in the process.

Use of Evaluation Results

The direct deposit implementation was delayed until October of 2012, FY13, due to the need to upgrade the Bill+Payment Suite module to the latest version. The version upgrade will take approximately 7 days to implement and fully test. The implementation of the direct deposit will take place simultaneously with the version upgrade.

Related Items

 [SP2.Ind02: Retention](#)

SBS 2012_03: Okra Kard iPhone App

Start: 7/1/2011

End: 6/30/2012

Unit Goal

Go live with the 24/7 Okra Kard on-line app for the iPhone.

Evaluation Procedures

The evaluation process will include testing the functions of the iPhone app for the Okra Kard 24/7 on-line office.

Actual Results of Evaluation

The iPhone app was successfully tested and released to the students, faculty, and staff.

Use of Evaluation Results

JSA Technologies, Inc., the University's partners with the Okra Kard 24/7 Online Office, has not informed us to date of the utilization of the iPhone app. The information will aid the University in the decision to offer an Android app which will cost the University \$500 annually.

Related Items

 [SP4.Ind08: Campus Efficiencies](#)

SBS 2012_04: Internal Control Project

Start: 7/1/2011

End: 6/30/2012

Unit Goal

Continue working as the functional leader of the Internal Control Project as required by the Mississippi Department of Finance and Administration.

Evaluation Procedures

The evaluation process included ensuring identified internal control issues were corrected and tested.


Actual Results of Evaluation

SBS worked with the Internal Auditor to ensure that internal controls were tested.

Use of Evaluation Results

Internal controls issues will be monitored and tested annually. Procedures and processes will be revised as needed.

Related Items

 [SP4.Ind01: IHL reports](#)

 [SP4.Ind02: Audits](#)

 [SP4.Ind08: Campus Efficiencies](#)

SBS 2012_05: Textbook vendor

Start: 7/1/2011
End: 6/30/2012

Unit Goal

Evaluate current textbook offerings for students by issuing a Request for Proposal (RFP) for bookstore vendors.

Evaluation Procedures

The evaluation process included comparing the responses to the RFP to determine the best partner for operation of the University bookstore.

Actual Results of Evaluation

After reviewing and interviewing the companies submitting RFPs, the University committee decided to award the contract to Barnes and Noble College Booksellers.

Use of Evaluation Results

The University liaison will continually monitor the textbook prices offered students and communication with the faculty and students regarding their textbook options.

Related Items

 [SP4.Ind08: Campus Efficiencies](#)

Bookstore

B&N Mission

Mission statement

More than a traditional on-campus bookstore, Barnes & Noble College promises to deliver students and faculty an unmatched retail and digital learning experience-providing the tools, resources and services that will help empower Delta State University for success. We are driven by a vision to take bold and imaginative steps towards bringing Delta State University "what's next" in collegiate retailing. That vision feeds our dedication to retail excellence and fuels our advances in educational content.

Barnes and Noble delivers on this promise through five unyielding commitments:

- **Student and Faculty Insight** - We understand your Delta State University students and faculty preferences and will bring merchandise strategies that include sought-after products and services that Delta State University students need and want.
- **Innovation** - Barnes and Noble is committed to bringing Delta State University next-generation resources and digital solutions to help the future of learning. We will bring unrivaled access to affordable course materials and exceptional in-store and online shopping experience on your campus.
- **Advanced Technologies** - Barnes and Noble will continue to invest in next-generation technology and systems to deliver an optimized customer experience to all students and faculty.
- **Superior Products & Services** - Barnes and Noble offers students and faculty the most robust - customized - assortment of popular school-spirit merchandise, must-have apparel, technology gadgets, food and beverage options and more.
- **Higher Ed Focus** - Barnes and Noble will advocate for and use our resources to help support Delta State University's mission and goals.

Related Items

There are no related items.

B&N_2012_02: Communication

Start: 7/1/2011
End: 6/30/2012

Unit Goal

Barnes and Noble will communicate face-to-face with faculty and students regarding the availability of alternative textbook offerings and the less expensive route for students in order to minimize the students' costs.

Evaluation Procedures

Actual Results of Evaluation

Use of Evaluation Results

Related Items

There are no related items.

BN_2012_01: Textbook ordering

Start: 7/1/2011
End: 6/30/2012

Unit Goal

Barnes and Noble will strive to raise the adoption completion figures above the Barnes and Noble College's national average.

Evaluation Procedures

Actual Results of Evaluation

Use of Evaluation Results

Related Items

There are no related items.

Food Services

Aramark Mission

Mission statement

Aramark Food Services will continue to work with Delta State University to promote healthier lifestyles, attract and retain students, and provide variety in food choices for Delta State's students, faculty, and staff.

Related Items

There are no related items.

Aramark_2012_01: Engage population

Start: 7/1/2011

End: 6/30/2012

Unit Goal

Aramark will develop an engaged, high-quality student population by creating exciting dining venues that are appealing to Delta State University's prospective and current students.

Evaluation Procedures

Actual Results of Evaluation

Use of Evaluation Results

Related Items

There are no related items.

Aramark_2012_02: Effectiveness

Start: 7/1/2011

End: 6/30/2012

Unit Goal

Aramark will enhance institutional effectiveness by striving to provide financial growth to offset budget cuts and expand their partnership to provide operational efficiency solutions. Aramark will accomplish this goal via three activities:

- Provide a single-source solution for Teach for America, supporting the dietary and dining needs of these individuals.
- Provide special discounts through catering and retail locations on campus.
- Implement a food waste management program to lower food waste and increase awareness of the impacts of food waste.

Evaluation Procedures

Actual Results of Evaluation

Use of Evaluation Results

Related Items

There are no related items.

Aramark_2012_03: Aramarks student centered campus

Start: 7/1/2011

End: 6/30/2012

Unit Goal

Aramark will commit to a student-centered campus by recognizing their responsibility to create a dining environment that encourages student interaction in campus and community activities. Aramark will accomplish this goal through several activities:

- DSU Dining sponsored activities and hosted events at Young Mauldin Caf and The Mill Food Court throughout the year.
- Partner with DSU Relay for Life at the Dessertapalooza event and donate breakfast for the Multiple sclerosis event.
- Provide services for Delta Council.

- Employ Delta State's students.

Evaluation Procedures

Actual Results of Evaluation

Use of Evaluation Results

Related Items

There are no related items.

Section IV.a

Brief Description

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

SBS is responsible for collecting tuition, fees and fines, issuing decals, refund and work-study checks, cashing checks, university cashiering, and issuing and maintaining the functions of the Okra Kard (students' identification cards). SBS also administers MPACT, WIA, and Perkins Loan programs. SBS assesses tuition, fees, room and board and is responsible for the accuracy of the students' accounts. SBS also administers the Okra Kard system, which includes pay for print, door access, meal plan, access to activities, maintaining the card database, and management reporting.

Section IV.b

Comparative data

Enrollment, CHP, majors, graduation rates, expenditures, trends, etc.

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

N/A

Section IV.c

Diversity Compliance Initiatives and Progress

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

SBS has a diverse staff made up of all women. Three of the women are minorities. Plans are to ensure that the diversity of the staff is in line with the diverse population of students.

Section IV.d

Economic Development Initiatives and Progress

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

N/A

Section IV.e

Grants, Contracts, Partnerships, Other Accomplishments

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

Student Business Services has increased its outreach in the community through merchants accepting the Okra Kard as a tender for payment. The merchants now accepting the Okra Kard are Abraham's Men's Shoppe, Andy's Quick Stop, Backyard Burgers, Domino's Pizza, Gaines On-the-Go, The Huddle House, Knight Rider, Lenny's, Mississippi Grounds, Pump 'n Save, Sonic Drive-In, Vowell's Grocery, and Wendy's.

Section IV.f

Service Learning Data

List of projects, number of students involved, total service learning hours, number of classes, faculty involved, accomplishments.

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

N/A

Section IV.g

Strategic Plan Data

Only use this section if you have strategic plan info to report that is not covered in other areas of your report

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

Section IV.h

Committees Reporting To Unit

Each unit includes in the annual plan and report a list of the committees whose work impacts that unit or any other aspect of the university; along with the list will be a notation documenting the repository location of the committee files and records. Committee actions affecting the unit's goals may be noted in other applicable sections of the annual reports. Not required to be included in the unit's annual plan and report, but required to be maintained in the repository location, will be a committee file that includes, for each committee: Mission and by-laws, Membership, Process, Minutes.

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

N/A

Section V.a

Faculty (Accomplishments)

Noteworthy activities and accomplishments

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

Section V.b

Staff (Accomplishments)

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

Teresa Houston served on Administrative Staff Council, the University Textbook Committee, the Student Organizations Committee, and as the liaison for the University bookstore and food services. Marjorie Gladden attended the Veterans Affairs Training Conference in Natchez, MS. Camesha Benson served on Administrative Staff Council, the University Courtesy Committee, and the Student Organizations Committee. Camesha Benson is also attending class to obtain an accounting degree. Barbara McKnight serves on the Delta Sigma Theta fraternity and is also attending classes to obtain her Bachelors of Social Work degree. Barbara is also active in the Make-A-Wish Foundation. Gloria Hudson, the new WIA Coordinator and Collections Clerk, attended a South Delta Workforce Investment Area board meeting for updates pertaining to WIA activities for the Delta area.

Section V.c

Administrators (accomplishments)

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

Section V.d

Position(s) requested/replaced with justification

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

Marcia Lishman transferred to the Registrar's Office. Plans are to hire a new employee as the Students' Accounts Receivables Coordinator in FY13.

Section V.e

Recommended Change(s) of Status

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

Section VI.a

Changes Made in the Past Year

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

N/A

Section VI .b

Recommended Changes for the Coming Year

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative