

Delta State University FY2013 Unit Level Report

Department: Student Business Services

Unit Missions

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.

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.

SBS Mission Statement

Mission statement

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) 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.

Delta State University FY2013 Unit Level Report

Department: Student Business Services

User Outcomes

SBS 01: Decreased incidents of financial burdens

Start: 7/1/2012


End: 6/30/2013


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

 Appendix FY13

Results of Evaluation

Results of evaluation are on Appendix FY13. The Perkins loans default rate remained steady from FY12-FY13.

Use of Results and Recommendations

SBS will continue to monitor the default rate and devote more time to collecting Perkins loans.

Due to the percentage of unpaid students on payment plans, SBS may consider mandatory enrollment of unpaid balances.

Related Items

There are no related items.

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

Start: 7/1/2012

End: 6/30/2013

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)

The higher ratings in student satisfaction reported on the graduation survey are an indication that SBS is solving many of the students' problems. Few complaints were reported to the Vice President of Finance and Administration.

**See Appendix A

Results of Evaluation

Utilization of services is not reported on the graduation survey. Students may not associate Student Business Services with online payment systems, Okra Kard functionality, etcetera. SBS may conduct their own survey to determine utilization of services.

Use of Results and Recommendations

Related Items

There are no related items.

SBS 03: Illustrate awareness of services offered.

Start: 7/1/2012

End: 6/30/2013

User Outcome

Illustrate awareness of services offered.

Data Collection (Evidence)

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

**SEE APPENDIX A

Results of Evaluation

Students may not associate SBS with services such as online payment systems, Okra Kard functionality, etcetera. SBS may conduct its own survey to determine utilization.

Use of Results and Recommendations

Related Items

There are no related items.

Delta State University FY2013 Unit Level Report

Department: Student Business Services

Unit Goals

SBS 2013_01: Training Manual

Start: 7/1/2012

End: 6/30/2013

Unit Goal

Strengthen the training and understanding of processes and procedures by writing and compiling a training manual utilized by Student Business Services' employees thereby ensuring that students/parents/DSU departments are receiving consistent and reliable information.

Evaluation Procedures

Analysis of the completed manual and the ease of understanding processes and procedures.

Actual Results of Evaluation

The training manual is not complete for all procedures and tasks within SBS. The plan is to employ a graduate assistant to complete the project in FY14.

Use of Evaluation Results

Evaluations results will be used to update and edit the manual to ensure its utilization by employees. The manual should be easily understood by all employees, long-term and/or short-term.

Related Items

  **SP4.Ind11: Process manuals**

SBS 2013_02: Students' direct deposit

Start: 7/1/2012

End: 6/30/2013

Unit Goal

Complete the implementation of TouchNet's direct deposit module in TouchNet's Bill+Payment Suite and ensure its accuracy and ease of use.

Evaluation Procedures

Analysis of the completed implementation.

Actual Results of Evaluation

Direct deposit of student refunds was implemented in the spring 2013 semester. Thus far, the implementation has been a success. We expect to see a growth in direct deposit enrollment during FY14. This growth will reduce the costs of printing paper checks and the time involved with the paper check process. Lines for the refund check distribution during the peak of fall and spring semesters should also decrease.

Use of Evaluation Results

The results will provide information as to the obstacles and/or issues preventing the implementation of the processes.

Related Items

  **SP4.Ind06: Technology infrastructure**

  **SP4.Ind08: Campus Efficiencies**

SBS 2013_03: Workforce Investment Act (WIA)

Start: 7/1/2012

End: 6/30/2013

Unit Goal

Ensure the accuracy of reporting WIA funds and act as an advocate to ensure monies are available to fund students' education.

Evaluation Procedures

SBS will continually monitor the WIA program. In 2012 Delta State lost the BS in Education due to students not meeting job requirements in the Delta after graduation.

Actual Results of Evaluation

Unfortunately, WIA funds are dwindling due to two important factors: (1) Students are not able to secure employment in the MS Delta which is required by the WIN Job Centers and the WIA; and (2) WIA funds were sequestered in the FY13 operating cycle.

Use of Evaluation Results

The evaluation results will be used to contact career services, the University's colleges, and community development to educate them on the consequences of losing WIA funding.

Related Items

  **SP4.Ind02: Audits**

  **SP4.Ind08: Campus Efficiencies**

Delta State University FY2013 Unit Level Report
Department: Student Business Services

 **SBS 2013_04: Accounts Receivable**

Start: 7/1/2012

End: 6/30/2013

Unit Goal

Work with University Accounting to ensure that students' accounts receivable are recorded properly and reconciled with the general ledger. Obtain training for the new employee on Banner reconciliation and collections of current semester accounts.

Evaluation Procedures

Analysis of the completed reconciliation with University Accounting and on-going reconciliation by SBS.



Actual Results of Evaluation

The Coordinator of Students' Accounts and the Director of Student Business Services obtained additional training from Ellucian for the Banner accounts receivable reconciliation report (TGRRCN). The report is confusing but we were able to identify errors within the application of payment process and corrected those errors.

Use of Evaluation Results

The accounts used by SBS to reconcile accounts receivable aging to the general ledger are different from the accounts reported by the Controller's Office. The Controller and the Director of SBS will meet during FY14 to clarify accounts receivable reconciliation.

Related Items

  **SP3.Ind08: Evaluations**

  **SP4.Ind02: Audits**

  **SP4.Ind08: Campus Efficiencies**

Section IV.a

Brief Description

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

Section IV.b

Comparative data

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

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

Section IV.c

Diversity Compliance Initiatives and Progress

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

Section IV.d

Economic Development Initiatives and Progress

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

Section IV.e

Grants, Contracts, Partnerships, Other Accomplishments

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

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

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

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

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

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

Section VI.b
Recommended Changes for the Coming Year

Judgment

Meets Standards Does Not Meet Standards Not Applicable

Narrative

Appendix A

Payment Plans

	Fall 2010		Spring 2011		Fall 2011		Spring 2012	
	5-Pay	4-Pay	5-Pay	4-Pay	5-Pay	4-Pay	5-Pay	4-Pay
Plans in Dollars	7,158	45,636	204,321	123,622	18,298	323,350	88,344	118,382
Plans in Participants	12	121	107	72	10	172	54	70

	Fall 2010	Fall 2011	
5-Pay	12	107	
4-Pay	121	172	
	133	279	412

	Spring 2011	Spring 2012	
5-Pay	107	54	
4-Pay	72	70	
	179	124	303

In the Spring of 2011, SBS offered a five payment plan beginning in January and ending in May. Due to the increased enrollment, DSU should consider offering the plan arrangement used in the Spring of 2011.

Quality of Service*

Fall		Spring	
2011	1.7	2012	1.7
2010	1.8	2011	1.8
2009	1.7	2010	1.7
2008	1.8	2009	1.7

*Quality based on a Likert Scale with (1) Excellent, (2) Good, (3) Fair and (4) Poor. Results were taken from the Spring 2011 Graduation Survey.

Perkins Loan Default Rate

	FY10	FY11	FY 12
Delta State	14.15%	20.61%	20.79%
Alcorn State	100.00%	40.00%	N/A
Jackson State	34.88%	37.93%	N/A
MUW	22.22%	5.10%	N/A

Perkins Loan Cancellations

	Principal	Borrowers
FY12	\$ 37,936.62	77
FY11	\$ 62,702.37	92
FY10	\$ 53,909.61	141
	\$ 154,548.60	310

Appendix A

Payment Plans				
	Fall 2010		Spring 2011	
	5-Pay	4-Pay	5-Pay	4-Pay
Plans in Dollars	7,158	45,636	204,321	123,622
Plans in Participants	12	121	107	72
	Fall 2011		Spring 2012	
	5-Pay	4-Pay	5-Pay	4-Pay
Plans in Dollars	18,298	323,350	88,344	118,382
Plans in Participants	10	172	54	70
	Fall 2012		Spring 2013	
	5-Pay	4-Pay	5-Pay	4-Pay
Plans in Dollars	172,170	375,546	277,393	157,866
Plans in Participants	69	172	133	77

	Fall 2010	Fall 2011	Fall 2012	
5-Pay	12	107	69	
4-Pay	121	172	172	
	133	279	241	653
	Spring 2011	Spring 2012	Spring 2013	
5-Pay	107	54	133	
4-Pay	72	70	77	
	179	124	210	513

The fall 2012 4-pay plan remained constant while the fall 2012 5-pay plan decreased in enrollment. The spring 2013 4-pay enrollment increased and the 5-pay enrollment increased dramatically.

Quality of Service*

	Fall		Spring	
2012	2.1		2013	1.9
2011	1.7		2012	1.7
2010	1.8		2011	1.8
2009	1.7		2010	1.7
2008	1.8		2009	1.7

*Quality based on a Likert Scale with (1) Excellent, (2) Good, (3) Fair and (4) Poor. Results were taken from the Spring 2011 Graduation Survey.

**Student Business Services fall 2012 was the highest rating experienced in many years. Although the rating dropped slightly in the spring 2013 survey, the rating was still higher than average for previous spring semesters.

Perkins Loan Default Rate

	FY10	FY11	FY 12	FY 13
Delta State	14.15%	20.61%	20.79%	20.79%
Alcorn State	100.00%	40.00%	40.00%	Not Available
Jackson State	34.88%	37.93%	37.23%	Not Available
MUW	22.22%	5.10%	7.41%	Not Available

Perkins Loan Cancellations

	Principal	Borrowers
FY13	Not Available	Not Available *
FY12	\$ 37,936.62	77
FY11	\$ 62,702.37	92
FY10	\$ 53,909.61	141
	\$ 154,548.60	310

*FISAP report not available for FY13