

## 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.

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### 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.

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### 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.

## 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.

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### 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.

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### 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.

## 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

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### 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

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### 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

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 **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 (TGRRCRCON). 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