I. **Unit Title:** Performance Auditor

**Unit Administrator:** Teresa I. Houston

II. **Data and information for department:** The Performance Auditor administers the Reengineering Process by conducting and/or conducting management reviews of selected functional areas and programs, both academic and administrative, to determine efficiency, effectiveness, and economy of operations.

III. **Personnel:** The office is composed of the Performance Auditor and a graduate assistant.

**Noteworthy activities and accomplishments:** The Performance Auditor oversaw the implementation of the one-card system, integrated the one-card system into the Bursar’s Office, audited the Bursar’s Office in regard to customer service and completed the facilities use project.

**New position(s) requested, with justification:** N/A

**Recommended change of status:** The Performance Auditor had a sunset clause that required the office to relinquish any and all responsibilities in October of 2005.

V. **Department Goals for 2004 or 2004-05**

**Goal #1:** To successfully merge the Okra Kard responsibilities into the Bursar’s Office.

**Institutional Goal which was supported by this goal:** Optimize the effective use of technology in support of the education process.

**Expected Results:** The Bursar’s Office will become a “one-stop shop” for students transacting financial business at Delta State, i.e. paying tuition, requesting a meal plan, requesting door access, and participating in the Okra Green debit plan.

**Evaluation Procedure(s):** Responsibilities of the one-card system will be distributed among the current Bursar’s staff.
Actual Results of Evaluation: Evaluation is not complete as the implementation of the one-card was completed during the 04-05 year.

Use of Evaluation Results: The responsibilities of the Bursar’s staff (now Student Business Services) will be monitored to ensure efficiency in distribution of tasks. Tasks will be reassigned if Bursar’s Office goals are not met.

Goal #2: To complete the Facilities Use Project began in May of 2003 and to submit an action plan to the University Cabinet for approval.

Institutional Goal which was supported by this goal: Provide the resources, facilities and the physical environment which contribute to the intellectual, cultural, ethical, physical, and social growth and development of the student and of the surrounding community.

Expected Results: The completion of the project will provide a universal policy on the leasing of facilities and equipment to the Delta State University community.

Evaluation Procedure(s): A comprehensive policy approved by the Cabinet will be proof of evaluation and success.

Actual Results of Evaluation: The Facilities Use Policy was approved by University Cabinet with planned implementation in June of 2005.

Use of Evaluation Results: The Facilities Use Policy will be distributed among affected personnel for full implementation.

VI. Learning Outcome Assessment Plan

Learning Outcome #1: Students will provide a positive rating to the overall customer service of the Bursar’s Office (Student Business Services).

Assessment Tools and Methods

Measure One: Graduation Survey

Measure Two:

Measure Three:

Data Collection and Analysis

Data Collection Procedure: The graduation survey is conducted in December and May of the academic year by Delta State University’s Office of Institutional Research.

Analysis Procedure: The survey is analyzed by the Bursar’s Office (Student Business Services).
Results of Evaluation

**Findings:** The frequency of use of the services offered by the Bursar's Office remained at 1.9 \{(2) Occasionally, (1) Frequently\} from the previous Fall semester (2003). The quality of services dropped from 1.9 \{(1) Excellent, (2) Good\} to 1.8 from the previous Fall semester. The Spring 2005 graduation survey reflected usage of the services remaining at 1.9 with quality of services at 1.8. The 1.8 rating of quality of services remained the same as the Spring 2004 semester and Fall 2004 semester.

**Recommendation 1:** Responsibilities and tasks were distributed and the new hierarchy for the Bursar's Office (Student Business Services) was implemented.

**Recommendation 2:** A request was submitted to the Delta Statement (student newspaper) to run an article on the name change of the office and the different services offered.

**Recommendation 3:** The staff of the office are to participate in various customer service and relational work shops offered by the Delta State University’s Office of Graduate and Continuing Services.

Use of Evaluation Results

**Response:** The Action Plan submitted by the Performance Auditor was implemented.

Assessment Team Members

**Members:** Teresa Houston, Marcia Lishman, Marjorie Gladden, Jerry Taylor and Barbara McKnight