### Satisfaction with Support Services Provided:

Please indicate the proportions (%) of respondents who rated each aspect as “excellent” or “good” (separately and combined).

<table>
<thead>
<tr>
<th>Student satisfaction with:</th>
<th>Percent Responding</th>
<th>Percent Responding Good / Excellent (Combined %)</th>
<th>Percent responding Good/Excellent in 2007</th>
<th>Change between 2007 &amp; 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours of operation</td>
<td>32.4</td>
<td>46.3</td>
<td>78.7</td>
<td>-5.5</td>
</tr>
<tr>
<td>Timeliness of response</td>
<td>44.0</td>
<td>38.8</td>
<td>82.8</td>
<td>-1.9</td>
</tr>
<tr>
<td>Clarity of procedures</td>
<td>35.0</td>
<td>40.0</td>
<td>75.0</td>
<td>-1.8</td>
</tr>
<tr>
<td>Quality of materials</td>
<td>34.6</td>
<td>43.3</td>
<td>77.9</td>
<td>-1.4</td>
</tr>
<tr>
<td>Staff helpfulness</td>
<td>51.1</td>
<td>36.3</td>
<td>87.4</td>
<td>+2.4</td>
</tr>
<tr>
<td>Staff knowledge</td>
<td>49.6</td>
<td>39.1</td>
<td>88.7</td>
<td>+0.7</td>
</tr>
<tr>
<td>Overall quality of service</td>
<td>44.3</td>
<td>39.7</td>
<td>84.0</td>
<td>+0.6</td>
</tr>
</tbody>
</table>

**Department-specific indicators (if applicable):**


### Changes since last quality review

Please provide a comparative analysis of current results with the previous cycle. Use this section to document accomplishments or improvements since last review. Also, please provide any insight into significant challenges or obstacles that may have contributed to lower customer satisfaction.

It is understandable that the ratings for hours of operation and timeliness of response are lower than our last results. In 2007 our percentage for hours of operation had increased 11.3% as a result of extending our office hours on Fridays from 8am to 12 noon to 8am to 5pm. For 2010 our rating decreased 5.5% as a result of returning to the 12 noon closure on Fridays. The earlier closure was to assist staff with closed door desk time to...
offset some of the loss of hourly employees. At least the decline in satisfaction rating was not as great as the
previous increase. We received six comments regarding increasing our office hours. Reopening on Friday
afternoons without additional hourly may lead to a decrease in ratings for our other areas. On our next
satisfaction survey we would like to ask the following question to determine what services may need to be
provided after our current office hours. What Bursar Office services are unavailable to you that you may need
after 5pm that could not be handled by phone during regular office hours? Our timeliness of response has
decreased 1.9% as a direct result of decreasing our use of hourly employees by 56%. A new accounting
technician position for our office remains near the top of the campus classified needs assessment list. Quality of
materials and clarity of procedures both decreased slightly even though additional procedures were added and
instructions on some forms have been revised and updated on our campus “J” drive. An email reminding all
users that our forms and procedures were available on the “J” drive for easy accessibility was sent out just prior
to this year’s survey. Our new goals include marketing efforts that may increase our ratings in the future. Staff
helpfulness was our greatest increase at 2.4% followed by slight increases in staff knowledge and overall
quality of service.

Mission/ Administrative Unit Outcomes

Please provide the mission statement of your unit (if any).

The Bursar’s Office at Cypress College provides services students and staff can easily utilize including
registration payment processing, scholarship processing, third party payment processing, fundraising
procedures, deposit and expenditure procedures and other campus support services.

Please provide a summary of Administrative Unit Outcomes (AUO) for the department. If AUOs have not been
developed, please provide a timeline for developing AUOs.

We have completed our third round of SLOs for student support services, but have not yet begun the process for
campus support services. Administrative unit outcomes will be developed by Spring 2011.

Faculty/Staff Involvement

Summarize the involvement of faculty/staff in the review process.

Results of the survey were reviewed at a Bursar’s Office meeting with all staff present. The staff discussed
appropriate objectives to reach improvement in ratings. A draft was written and all staff had the opportunity to
review and make suggestions for improvement of the document prior to submitting the draft to Vice President
of Administrative Services.

Review Previous Goals and Objectives

Please describe if the goals and objectives identified in the previous review was met or not. Please provide
explanations if the goals were not met.

Our previous goals have been met though not all within the timeframes anticipated. New Bursar Office
procedures were written and revision of instructions on a few forms were completed and placed in the Bursar
folder on the campus “J” drive. Emails were sent to all users when updates were completed and again prior to
the 2010 survey. When submitting our annual AQMD Commute Plan in 2010, new marketing efforts were
included to better inform employees of rideshare opportunities. A revised brochure will be distributed the
beginning of the fall 2010 term when faculty return. In addition a new ridematch program was launched in
summer 2010. We continue to request funding for a new accounting technician as opportunities arise and are
currently near the top of the campus classified needs assessment list.

Long-range Plan and Objectives

In the following section, identify general goals and specific, measurable objectives your area plans to achieve
within the next three years. Programs should identify 3-5 goals, with at least one goal per year. Goals set for
next year that require fiscal resources must also be submitted as a Budget Request and Action Plan (separate form). Identify if the goal is aligned with any of the following plans (provide details):

Educational Master Plan, Student Services Plan, Matriculation Plan, Distance Education Plan,
Student Equity Plan, Technology Plan, Basic Skills Plan

I. Goal: Increase staff awareness of Bursar Office functions, forms and procedures
Supports plan: Student Services Master Plan, Educational Master Plan, Strategic Plan-Directions 2, 3, & 4

1. Objective: Send individual emails to all club advisors the beginning of each fall term with information regarding club activities, deposits, expenditures and fundraising procedures
   1.1 Person(s) responsible: Campus Accounting Manager
   1.2 Timeframe: 8/31/2010 and continue practice each fall
   1.3 Fiscal resources need (if not applicable, indicate “NA”): NA

2. Objective: As new clubs are formed and new advisors selected, send individual emails with information regarding club activities, deposits, expenditures and fundraising procedures
   1.1.2 Person(s) responsible: Campus Accounting Manager
   2.2 Timeframe: 2/28/2011 and continue practice
   2.3 Fiscal resources needed (if not applicable, indicate “NA”): NA

3. Objective: Resume offering annual fundraising workshops each fall
   1.1 3.1 Person(s) responsible: Campus Accounting Manager
   3.2 Timeframe: 9/30/11
   3.3 Fiscal resources needed (if not applicable, indicate “NA”): NA

II. Goal: Obtain funding for a new full-time Accounting Technician position for the Bursar’s Office
Supports plan: Student Services Master Plan, Educational Master Plan, Strategic Plan-Directions 2 & 3

1. Objective: Continue to request funding as opportunities arise. This position is currently near the top of the campus classified needs assessment list and is needed to meet the demands of our office workload and the responsibilities added over the past few years to our already full workload.
   1.1 1.1 Person(s) responsible: Campus Accounting Manager
   1.2 Timeframe: 6/30/12
   1.3 Fiscal resources need (if not applicable, indicate “NA”): Yes

III. Goal: Enhance delivery of services to students and staff
Supports plan: Student Services Master Plan, Educational Master Plan, Strategic Plan-Directions 2 & 3

1. Objective: Explore new methods for distributing optional fee items to students in order to reduce lines and free up staff time for other duties
   1.1 Person(s) responsible: Campus Accounting Manager
   1.2 Timeframe: 8/1/11
   1.3 Fiscal resources need (if not applicable, indicate “NA”): Most likely
2. Objective: Request paychecks for adjunct faculty be distributed in their mailboxes for easier access now that the mailroom area is more secure than it has been in the past
   2.1 Person(s) responsible: Campus Accounting Manager
   2.1 Timeframe: 9/1/10
   2.3 Fiscal resources needed (if not applicable, indicate “NA”): NA

3. Objective: Work with Director, Financial Aid to advise BOGW students to pay all but enrollment fees after registering instead of waiting for PELL to cover fees. This change in student behavior would allow more optional fee items to be mailed prior to the beginning of each term and potentially decrease the numbers of students requiring in-person services at the beginning of each term
   3.1 Person(s) responsible: Campus Accounting Manager
   3.2 Timeframe: July 2010
   3.3 Fiscal resources needed (if not applicable, indicate “NA”): NA

Additional resource requirement identified by the results of the Quality Review
Identify the resources needed by the department. The resource identification process should link the findings of survey with AUOs and departmental mission. The resource needs should address three distinct areas:

- Facilities
- Technology
- Personnel – require funding to hiring additional Accounting Technician to meet the demands of the office.

Fiscal resources and planning
Describe how the department wants to utilize the resources to accomplish its goals. Please provide an analysis of how the department plans to achieve its goals if resources identified are not available immediately.
Elimination of $40,000 of hourly from the budget and increased demands on Bursar services requires additional staff to meet the day-to-day operational demands and responsibilities of the office.

Reviewed by
President/EVP/VP/Dean/Director/Manager
Karen Cant
Vice President

Reviewer's comments
It may be possible, in cooperation with other departments, to evaluate current practices and procedures with the goal to reduce workload to the Bursar Staff. This may help manage the current workload issues and replace the need for hiring additional staff.

Reminder: If fiscal resources are needed for next year’s goals, submit a separate Budget Request and Action Plan for budget unit review.