### Faculty and Staff Satisfaction with Support Services Provided:

Please indicate the proportions (%) of respondents who rated each aspect as “excellent” or “good” (separately and combined). The Campus Support Services standard is met whenever 75% or more of responses fall in the “good” or “excellent” categories (combined).

<table>
<thead>
<tr>
<th>Satisfaction with:</th>
<th>Percent Responding</th>
<th>Percent Responding Good / Excellent (Combined %)</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>“Excellent”</td>
<td>“Good”</td>
<td></td>
</tr>
<tr>
<td>Hours of operation</td>
<td>30.3</td>
<td>53.9</td>
<td>84.2</td>
</tr>
<tr>
<td>Response time</td>
<td>42.0</td>
<td>42.7</td>
<td>84.7</td>
</tr>
<tr>
<td>Clarity of procedures</td>
<td>27.5</td>
<td>49.3</td>
<td>76.8</td>
</tr>
<tr>
<td>Quality of materials</td>
<td>31.5</td>
<td>47.7</td>
<td>79.3</td>
</tr>
<tr>
<td>Staff helpfulness</td>
<td>49.0</td>
<td>35.9</td>
<td>85.0</td>
</tr>
<tr>
<td>Staff knowledge</td>
<td>51.3</td>
<td>36.7</td>
<td>88.0</td>
</tr>
<tr>
<td>Overall quality of service</td>
<td>42.4</td>
<td>41.1</td>
<td>83.4</td>
</tr>
</tbody>
</table>

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

**Change since last quality review**

_Briefly summarize the extent to which satisfaction has improved or declined since the last quality review cycle._

As a result of extending our office hours to include 8am to 5pm on Fridays beginning with the Fall 2004 term our Hours of Operation percentage increased from 72.9% to 84.2%. All other areas dropped slightly, however, none below the 75% standard. It has become increasingly difficult to be as responsive to campus needs as we have been in the past. A new accounting technician position for our office is currently on the top of the classified needs assessment list, however, no positions for offices moving to new buildings are to be considered until after the moves. We do not foresee the move to a new location decreasing our responsibilities or workload. We look forward to the position being considered again after our move to the new Student Center.
**Narrative**

*Reflect on standards met and any standards not met.*

**Standards Met** – To be used when department wants to improve on an indicator even though a standard for this indicator has been met. Use this section to briefly reflect upon major accomplishments.

In order to improve service the Bursar’s Office has extended service hours to include Fridays 8am to 5pm, revised forms to make them more user friendly, and created a Bursar folder on the campus “J” drive containing Bursar Office forms including campus fundraising forms and Fundraising Guidelines. The Fundraising Guidelines have been revised annually. We continue to offer fundraising workshops for staff, faculty, club advisors, and students. We have also offered to conduct workshops for individual divisions. The Director of Budget and Finance and the Manager, Campus Accounting held cash handling training for staff in Admissions and Records and will continue that training this year. A new check printer was purchased in order to streamline processing large check runs. We continue to review procedures to better manage our workload.

Comments from the surveys on what they found most helpful included the words patient, polite, fast, friendly, helpful, flexible, knowledgeable, hardworking and “Hearing a HUMAN voice when I call during regular business hours!”

**Standards Not Met** – Please provide any insight into significant challenges or obstacles that may have contributed to low satisfaction. Identify the types of changes necessary for improvement.

We received a few comments requesting clarification of procedures. It is obvious that some faculty and staff are not aware of where to find forms and fundraising information although all user emails have been sent to make our employees aware of the new user friendly forms on our campus “J” drive and a series of emails sent inviting all users and specifically club advisors to our fundraising workshops. This spring we even offered flex credit in order to obtain better attendance at the fundraising workshop. This information regarding forms was also mentioned in @Cypress. In an effort to clear up procedural issues we will begin developing procedures for various forms and include those procedures in the Bursar folder on our campus “J” drive. A Bursar Office website would be another way of addressing this issue; however, our staff does not have the expertise or the time to spend developing a website.

The responses to our campus survey indicate a slightly lower percentage in all areas except hours of operation. Our turn-a-round time on processing requests has increased from two days to five working days. We are no longer able to respond to requests as quickly as in the past due to growing added responsibilities. We are tending to the highest priority items and taking “short cuts” in other areas. There is no time for the review and maintenance that is sorely needed. We have requested funding for a new Accounting Technician through the Classified Needs Assessment process and are now on the top of that 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).

I. Goal: Begin developing written Bursar Office procedures

Supports Strategic Direction (if applicable): 3

1. Objective: Write procedures for at least two Bursar Office forms
   1.1. Person(s) responsible: Renie Harter
   1.2. Timeframe: 6/30/08
   1.3. Fiscal resources needed (if not applicable, indicate “NA”): NA

2. Objective: Place written procedures in Bursar folder on campus “J” drive
   2.1. Person(s) responsible: Renie Harter
   2.2. Timeframe: 6/30/08
   2.3. Fiscal resources needed (if not applicable, indicate “NA”): NA

II. Goal: Inform staff of Rideshare opportunities

Supports Strategic Direction (if applicable): 3

1. Objective: Develop Rideshare Brochure
   1.1. Person(s) responsible: Maureen Leopold
   1.2. Timeframe: 6/30/08
   1.3. Fiscal resources needed (if not applicable, indicate “NA”): NA

2. Objective: Request District Human Resources include brochure in new employee processing documents
   2.1. Person(s) responsible: Maureen Leopold
   2.2. Timeframe: 6/30/08
   2.3. Fiscal resources needed (if not applicable, indicate “NA”): NA

3. Objective: Request new brochure information be included in Classified Employee Resource Book
   3.1. Person(s) responsible: Maureen Leopold
   3.2. Timeframe: 6/30/08
   3.3. Fiscal resources needed (if not applicable, indicate “NA”): NA

III. Goal: Obtain funding for a new full-time Accounting Technician position for the Bursar’s Office

Supports Strategic Direction (if applicable): 3
1. **Objective:** Continue to request funding as opportunities arise. This position is currently on the top of the classified needs assessment list, however, no positions for offices moving to new buildings are to be considered until after the moves. We do not foresee the move to a new location decreasing our responsibilities or workload. We look forward to the position being considered again after our move to the new Student Center. This position is needed to meet the demands of our workload. Our workload actually increased with the implementation of Banner. Processing Foundation scholarships and CCFARs (approving and monitoring fundraising activity for the campus) were added responsibilities to our already full workload. Scholarship activity has increased greatly in the last four years due in part to the increase in Golden State ScholarShare recipients. Tasks assigned to a new position may be processing CCFARs, processing Foundation scholarships as well as assisting with the counter and phones. These two tasks alone would more than constitute a full-time position.

1.1. Person(s) responsible: Renie Harter

1.2. Timeframe: 6/30/08

1.3. Fiscal resources needed (if not applicable, indicate “NA”): Yes

*Use the above outline format to add additional goals or objectives as necessary.*

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