Student Services and Administrative Operational Annual Program Review and Planning Update Form Fall 2024

## BACKGROUND:

**Program review is an integral part of the campus planning process. As programs and areas monitor their progress on the current comprehensive four-year program review, changes in need and scope can be expected. This Annual PR Update form is designed to outline and request modifications to the current program review that occur between comprehensive four-year review cycles, as needed.**

**Examples of a requested change include new information such as action plans, outcomes modifications, personnel changes, technology needs, and capital expenditures requirements. As programs and areas monitor their progress on the previous comprehensive four-year program review, the form provides the basis to suggest a change in plans and processes to improve student success and institutional effectiveness.**

## SUBMISSION:

**Program:**

Bursar's Office

**Principal Author(s):**

Malmi Vitharanage

**Manager:**

Henry Hua

**Submission Date:**

12/01/2024 11:07:43 PM

**Author Signature:**

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| Electronically signed by D Malmi Vitharanage on 11/20/2024 11:14:39 PM |

**Manager Signature:**

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| Electronically signed by Henry Hua on 12/01/2024 11:07:43 PM |

# Part 1: Review of Data

1. **List the outcomes from your Fall 2022 self-study. Which outcomes has your program assessed in the last year and/or which do you plan to assess in the coming year?**

1. Process Student Refunds on time- Students will receive their refunds no later than the date printed in the class schedule

2. Process Students Scholarship Payments without any delay- Students will be assisted with their scholarships and payments will be applied to their account with any refunds processed within one week of receipt.

We have assessed above outcomes in the last year, and we will continue to assess the outcomes in the coming year.

1. **What changes, if any, have been made to your program or outcomes as a result of outcomes assessment?**

The Bursar’s Office prints a report of all students that have a refund showing on their account. Last year, we have started processing refunds early without waiting until the census day to process refunds for BOGW students, drops etc. It resulted us to finish the refunds on time when all worked together.

1. **How is your area collecting or working to collect disaggregated, student-level outcomes assessment data?**

N/A

# Part 2: Additional Resource Request Reasoning and Support

[ ] **We have reviewed our most recent self-study and have not identified any significant changes that necessitate resource requests for the upcoming academic year.**

[x] **We have reviewed our most recent self-study and have identified significant changes that necessitate additional resource requests.**

**For programs that have identified significant changes that necessitate additional resource requests, answer the following questions for each separate resource request:**

1. **Briefly describe your resource request.**

Additional need for one new accounting personnel.

1. **Is this request related to an essential safety need?**

No

**Why must this resource request be processed now rather than during the Fall 2026 comprehensive self-study?**

As the students' needs and FTE's have grown, coupled with additional new projects created such as Disney Aspire project, Students Payment Plans, etc. the Bursar's Office is stretched to capacity. With only one accounting Specialists and 2 technicians and 2 Clerks to process all Bursar RQs and reimbursements, journal vouchers, students' refunds, write offs, third party payments, Scholarships, COTOP and vault transactions, all campus deposits, Bookstore transactions including Buzzy Bucks and Inclusive Access program, Ride Share program, Rentals and much more, the need is great for an additional employee.

Bursar's office needs someone who can perform complex reconciliations, prepare financial statements and reports, assists year end closing and working on some projects such as 1098-T which will be a completely new project for FC.

**How will this additional resource allocation specifically enhance your program’s services, activities, processes, etc. to continue or improve student learning and achievement?**

We assist students with the payment of registration fees and process refunds. The Bursar’s Office also administers local and state awarded scholarships and third-party payments. Receiving payments from students helps to ensure that students are not dropped from their classes and processing of scholarships and other payments on time will make sure funds are available for books and other needed supplies which will enhance student academic success and achievement.

The additional resource allocation will allow the Bursar's Office to not only process items such as scholarships, refunds, write-offs faster, but also allow for more and better auxiliary fund analysis on a regular basis, assisting the campus with their budgets.

**Is the resource request personnel-related? If so, please provide evidence to justify the requested positions such as retirements, program growth or curricular demands, full-time/adjunct ratios, etc.**

N/A

**How will this additional resource allocation help you serve the college mission or strategic initiatives, and your program’s goals for improvement, as stated in your last self-study?**

In direct relation to the campus mission, Goal 4: Commit to Accountability and continuous quality improvement, this addition would support the Bursar's Office to serve the needs of the students and programs instituted while assisting the campus with auxiliary Services.

**For each separate resource request, complete this chart with the itemized requested dollar amount:**

|  |  |
| --- | --- |
| **Type of Resource** |  |
| Personnel | Classified |
| Facilities | Equipment : Desk, Desk phone, Chair |
| Supplies | Pens, Folders, Papers |
| Computer Hardware | Laptop, 2-monitors, mouse and keyboard |
| Computer Software | Adobe, Office Suite, Zoom, TEAMS |
| Training | In-house |
| Other |  |
| **Total Requested Amount:** |  |

|  |
| --- |
| **Is the funding requested ongoing or one-time funding?**Ongoing |
| **Is the funding requested for**[**enrollment and reengagement activities?**](https://ie.fullcoll.edu/wp-content/uploads/sites/27/2024/05/ER-2.0-Program-Review-Guide.pdf)No |