

Administrative, Educational and Student Support Units
Annual Assessment Findings Report

Directions: Use content from your 5-Year Assessment Plan, and data collected and analyzed to complete the Annual Assessment Findings Report for the corresponding year. Submit report electronically to aess@york.cuny.edu.

Assessment Year: 2018-2019

Division: Administrative Affairs

Unit: Office of the Bursar

Date: September 13, 2019

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Other contributors (e.g., person who analyzed data): [Click here to enter text.](#)

Unit Mission: The Office of the Bursar is dedicated to providing courteous and efficient financial services to students, faculty, staff and external organizations. We collect revenues and maintain student financial records with a focus on financial integrity and accountability in accordance with York College, The City University of New York (CUNY), State and Federal policies and procedures.

1. Record each goal, corresponding outcome(s), measure(s), the target(s) of success, and if applicable, the student ILO(s). For each outcome listed above, describe the conclusions, significance and implications of the data collected for the assessment year indicated above (e.g., 2018-2019). Describe the results in comparison to the target of success, and if applicable, the student ILO(s) identified prior to data collection. What is your interpretation of the results?

Remember to use information from your approved 5-Year Assessment Plan.

Goal(s)	Outcome(s)	Student ILOs (if applicable)	Measures and Target of Success	Analysis, Findings, and Use of Results
Goal 1. Deliver exceptional customer service to all stakeholders	Third party vendors will report they received invoices in a timely manner.	n/a	Of the third party vendors that participated in the survey, 9 out of 9 or 100% agreed the invoices were received within 30 business days after the change of program	According to the responses from the third party vendor survey, 100% of the vendors were satisfied and agreed their invoices were received within 30 business days.

Goal(s)	Outcome(s)	Student ILOs (if applicable)	Measures and Target of Success	Analysis, Findings, and Use of Results
			period. The target of success was 90%	
Goal 1. Deliver exceptional customer service to all stakeholders	Students will report satisfaction with services.	n/a	55% of respondents will report satisfaction with services	The survey was not performed during the targeted time.

2. Action Plan. Using information from the Analysis, Findings, and Use of Results section above, what steps will you take to ensure recommended changes will be implemented and sustained? If no changes are being recommended, provide an explanation with supporting evidence. *(Add additional rows for outcomes, as needed by copying and pasting the appropriate outcome textbox. You may delete any unneeded textboxes.)*

Outcome 1.1 Because all of the responses received from the vendors were favorable, the Office of the Bursar will not make any changes to the billing process. The office did not receive any recommendations from the vendors that would improve the services or make the billing process more efficient.

Recommended changes: The Office of the Bursar attempted to contact 24 vendors to complete the office survey. Initially, phone calls were time consuming and did not appear to be effective as only 5 responses were received from the calls. After resending the surveys via email and mail, 4 responses were received by email. Based on this rate, contacting the vendors via phone was most successful. Moving forward no changes should be made in the method of receiving responses.

Outcome 1.1 The online survey was not completed during the spring 2019 semester.

Recommended changes: The Office of the Bursar must continue to work with Institutional Research to review the past surveys to consider possible changes and timing of survey.

3. Communicating Results: Describe how you communicated assessment results, recommendations, and changes to appropriate stakeholders (e.g., staff, supervisor, students).

The results of the vendor survey were shared with the Assistant Vice President. In addition, the results were shared with the staff member and supervisor responsible for the third party billing.

The results from the online survey will be shared with the staff during a monthly staff meeting.

4. Action Taken: Describe how you used the results from last year to inform your action this year. Narrative should include action(s) taken or changes implemented as identified by assessment activities completed (i.e., closing the loop). Indicate when the changes were implemented and when they will be reassessed to see if they helped to improve support outcomes (SOs) and/or student learning outcomes (SLOs).

Prior to the 2018-2019 year, the Office of the Bursar had not previously surveyed the third vendors. When initial attempts to complete the survey via the telephone were not yielding the expected results, the third party vendors were contacted via email and mail.

When phone calls were unanswered, messages were left for each vendor with a statement that the Office of the Bursar was conducting a quick survey to find out if the office was servicing its clientele with exceptional customer service. Although the survey yielded a 38% completion rate, all the results were positive. Future changes will not be made when surveying vendors.

5. Achievement Summary: York College is excited to hear about what is going well! Share your unit's proudest accomplishments for this assessment period.

Although the responses from the third party vendor survey were not plentiful, all of the responses were very positive, indicating the Office of the Bursar is following the billing guidelines set by the third parties and meeting the vendors' expectations. The billing is timely and the staff has been professional and effective in resolving student issues.

6. Assessment Plan Year 2018-2019: Briefly outline the assessment plan for next year. Explain any revisions you will need to make based on results (e.g., revision in outcomes, target for success, measuring instrument). Attach an updated 5-Year Assessment Plan for your unit. (Remember to revise the years.)

The initial goal, identified in Year 2018-2019 as Goal 1 to deliver exceptional customer service to all stakeholders, with the expected outcome of students reporting their satisfaction with services delivered by the Office of the Bursar was moved to Year 2019-2020. A survey will also be completed to determine if students feel they receive accurate information from the Office of the Bursar.

During the New Student Orientation that will be held mid-January 2020, the parents will be surveyed to determine satisfaction and if the information shared during the orientation was helpful.

7. Annual/Special Reporting (optional): Highlight accomplishments directly related to how assessment activities in your area contributed to the mission of the division and the College--not assessed elsewhere, but related to operational effectiveness.