

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](mailto:aess@york.cuny.edu).

**Assessment Year: 2018-2019**

**Division: Administrative Affairs**

**Unit: Business Office**

**Date: August 22, 2019**

**Completed by:** Suzette Foster-Jemmott

**Other contributors (e.g., person who analyzed data):**

**Unit Mission:** The mission of the Business Office is to ensure fiscal responsibility and provide sound financial and administrative support to the entire campus community, by providing services in accordance with the policies and procedures that govern the City University of New York (CUNY) and New York State. We handle each transaction with professionalism and procedural knowledge that promotes efficient operations.

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
<p><b>Goal 1</b> Ensure exceptional customer service to constituents.</p>	<p>1.1 Accounts Payable staff will reduce processing time for vendor payments.</p>	<p>N/A</p>	<p>1.1 Invoices will be processed within 10 business days of receipt</p>	<p>1.1 The Business Office did not succeed in the 10-day target for a number of reasons outside of our control. We also did not maintain an accurate log of when invoices were received to identify the timeliness of those invoices being paid. We will rethink about how this can be tracked accurately.</p>

Goal(s)	Outcome(s)	Student ILOs (if applicable)	Measures and Target of Success	Analysis, Findings, and Use of Results
	1.2  Business Office staff will reduce the time it takes to respond to constituents		1.2  75% of respondents will report timely response from Business Office staff.	1.2  A customer service survey was not distributed to the York College community in FY19, therefore data is unavailable. The business office will conduct a customer service survey in FY20. I recommend shifting this goal to year two.
<b>Goal 2</b>  Educate the college community about available financial platforms.	2.1  Faculty and staff will learn how to effectively use the financial modules in CUNYfirst	N/A	2.1 60% of posttest results will show participants learned how to effectively use the financial modules in CUNYfirst.	2.1 56% of posttest respondents communicated that they learned to effectively utilize modules in CUNYfirst.
<b>Goal 3</b> Communicate the financial position of the College.	3.1  The Business Office will provide information about the College's Annual Financial Audit results to diverse stakeholders	N/A	3.1  Complete annual College wide Communication Campaign	3.1  FY18 Audited financial statements shared with the various board members during the Fall of 2019. Board members include internal and external stakeholders.
<b>Goal 4</b>  Maintain compliance with City University of New York (CUNY) and New York State policies	4.1 The Business Office will coordinate a continuous "no-exception" compliance with State, Federal, and	N/A	4.1 An Unqualified Opinion will be received on each set of audited financial statements issued by	4.1 External Auditors issued an unqualified opinion for each set of audited financial statements.

Goal(s)	Outcome(s)	Student ILOs (if applicable)	Measures and Target of Success	Analysis, Findings, and Use of Results
and procedures.	Generally Accepted Accounting Principles (GAAP) regulations.		external auditors	

**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** 1.1Accounts Payable staff will reduce processing time for vendor payments

Recommended changes: Accounts payable will look to develop an In/Out log or aging software that can be utilized to track the length of time an invoice spends in our office before it is paid.

**Outcome 1.2** Business Office staff will reduce the time it takes to respond to constituents

Recommended changes: The Business Office was unable to administer the survey in FY19. The recommendation is to move this outcome to year two. The Business Office will send out a survey to the campus community and analyze the stakeholder’s response.

**Outcome 2.1** Faculty and staff will learn how to effectively use the financial modules in CUNYfirst

Recommended changes: The Business Office will incorporation step by step PDF instructions with trainings. No additional changes are needed.

**Outcome 3.1** The Business Office will provide information about the College’s Annual Financial Audit results to diverse stakeholders

Recommended changes: No changes recommended.

**Outcome 4.1** The Business Office will coordinate a continuous “no-exception” compliance with State, Federal, and Generally Accepted Accounting Principles (GAAP) regulations

Recommended changes: No changes recommended.

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

Assessment result were communicated via various related entity board meetings. Additionally, the Business Office will begin uploading financial results on the York College/business office/financial reporting site.

The Business Office failed to construct and distribute the customer service as intended, therefore results were not communicated. This goal will be moved to year two for completion.

**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).

This year includes baseline information. For Goal 2, we will utilize the results gathered from training survey's to improve our training sessions held in FY2020. Training sessions will incorporate PDF step-by-step slides.

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

Our proudest accomplishments include receiving an unqualified opinion on all related entity financial statement presentation.

**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.)

Revisions: We will move goal one to year two as we were unable to complete this task in year one. We will also looking implementing aging software to better track invoices for payment.

**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.