



Annual Assessment and Program Evaluation Review Form

College/School/Division: Business and Finance Division

Academic Year/Assessment Year: 2006-2007

Date Submitted: June 19, 2007

Submitted by: Melvine Grice for Willie T. Ellis, Jr., Vice Chancellor

Date of Review: February 12, 2008

Each unit should review the tracked edits and comments for its respective section of the e-mailed report and revise the section as noted. For the minor typographical and grammatical edits, accept the changes, if in agreement. The missing report for the Comptroller should be included, or a note explaining why the report was not submitted (transitions in the division, change in personnel, etc.). Please submit the revised report in its entirety by **March 31, 2008**.

Overall Strengths:

Each unit of the division has developed a strategic plan with specific objectives to be accomplished. Generally, the unit reports are well developed and comprehensive. In the Business Services section of the report, there are some excellent examples of statements telling how the data findings were used to improve the services offered (pp. 18, 19, 21, and 22). These statements show how data are expected to be used to enhance services, etc. Other units should review them as exemplary models.

Overall Areas of Improvement:

- Two units, Comptroller and Human Resources, did not submit reports. This was the second year that Human Resources did not submit a report, which will be shared with the Vice Chancellor for Human Resources, now supervising the unit.
- The objectives included in the report from Business Services and Facilities provide more detail than needed in the annual report submitted to Academic Affairs/Institutional Planning, Assessment and Research. This level of detail may be required in the annual report to the Vice Chancellor's office, but are not needed for this report. See the Overall Recommendations.

Overall Recommendations:

- Report only on the major goals and objectives for each unit.

- Include the three to four most important goals and one or two, at most, objectives, for each goal. For example, in the Facilities report, Goal 5 (p. 32) has four objectives that cover the details of individual projects (pp. 32-34). For Goal 5, select one objective, or at most two, that captures the highest priority and/or most achievements among the four objectives in the report. For the Business Services unit, the staff professional development for each of the units (pp. 24-26) could be summarized and condensed into one objective that captures the opportunities afforded staff across the various units.

Unit: Budget and Planning (Akua Matherson) (pp. 3-6)

The measurements used to assess goals should be objective rather than subjective and informal, such as using the observations of staff as a measure without specifying how the observations are conducted. In addition, there is no indication when the observations take place (frequency) and whether they are recorded, etc. Develop systematic processes and procedures for measuring goals that result in documented evidence on file. See the specific comments in the tracked copy of the report.

Unit: Business Services (Reginald Wade) (pp. 6-27)

The report is quite comprehensive and well developed. There are several excellent examples of statements of analysis explaining how the findings were used during the reporting period to improve the services provided by the unit (pp. 18, 19, 21, and 22). These kinds of statements should be provided throughout the report to describe how measurement data and lessons learned are used in a continuous feedback loop to make improvements. The report would be improved by condensing the level of detail (number of objectives reported). See the comments in the Overall Areas of Improvement at the beginning of this form.

Unit: Business and Finance/Comptroller (Scott Hummel)

Report not submitted.

Unit: Business and Finance/Facilities (Andrew M. Perkins, Jr.) (pp. 27-34)

The stated measurements for many of the objectives are outcomes and results rather than a description of the sources of data to be collected that will provide evidence of whether or not the objectives have been met. The findings section for each objective should include a brief discussion of any improvements to processes and procedures made during the year (past tense), in addition to those improvements planned for the future. See the specific comments in the tracked copy of the report.

Unit: Human Resources (Vanessa Lawson)

Report not submitted. Unit separated from division for 2007-2008.