



## Student Services Program Review Report Bursar's Office

Manager: Dao Do

Names of people who contributed to this report:

Date: 05/07/2019

Date of previous program review: 12/16/16 (Employee's Survey)

### Part 1. Satisfaction with Support Services Provided

*Review the results from core items in the Student Services Program Review Survey that are summarized the table below. See Appendix A for complete survey results.*

	% Responded "Excellent"	% Responded "Good"	% Responded "Excellent" or "Good" Combined	% Responded "Excellent" or "Good" Combined in Last Review	% Difference
Hours of operation	37.5%	37.5%	75.0%	N/A	N/A
Timeliness of response	35.5%	41.9%	77.4%	N/A	N/A
Clarity of procedures	32.3%	45.2%	87.5%	N/A	N/A
Quality of materials	32.3%	38.7%	71.0%	N/A	N/A
Staff helpfulness	41.9%	41.9%	83.8%	N/A	N/A
Staff knowledge	38.7%	35.5%	74.2%	N/A	N/A
Overall quality of service	38.7%	41.9%	80.6%	N/A	N/A

*Note. No comparison is provided because previous program review was conducted with employees rather than students.*

### Part 2. Changes since last Program Review and Evaluation of Previous Goals

*Provide a brief summary of the survey results (see Appendix A) and comparative analysis of the survey results with the results from the previous cycle (see table in Part 1). Document any accomplishments or improvements and provide insight on any significant challenges or obstacles the department/program has faced since the last review, particularly in relation to the survey results. Additionally, describe whether the*

goals and objectives identified in the previous review were met or not, and please provide explanations if the goals were not met.

### Summary and Comparative Analysis of Survey Results:

**Question 1a:** Have you used the services provided by the Bursar's office at Cypress College within the past year? Only 64 students said yes, 135 students said no. The "Yes" group is 33% of the surveyed population.

**Question 1b:** If no, please share why you have not used these services. Out of 135 "No" answers, the majority of comments were:

- Have not needed to (30x),
- Do not know what it is (18x)
- Use online services (8x)
- and Mostly go to Fullerton College (6x)

That totaled up to 62/135 = 46% of the "No" group.

**Question 2:** Please rate the following aspects of the Bursar's office based on your experiences:

- Hours of operation
- Timeliness of response
- Clarity of procedures
- Quality of materials
- Staff Courtesy
- Staff Helpfulness
- Staff Knowledge

**Question 3:** What services provided by the Bursar's office have been most helpful to you:

- Tuition payments (15x)
- Reimbursements (10x)
- Obtaining ID card or bus pass (7x)
- Testing payments (4x)
- Other Comments: parking permits/citations. Was referred to Campus Safety and was not satisfied with the results (see Appendix A). [Instructions are published in the Class Schedule, posted on myGateway and we have handouts at the counter. Recently, we asked Campus Safety office to work with the PIO regarding posting information on Cypress College website and social media. The Bursar office only deal with payments, not car registrations or citation appeal process, and we try to help out as much as we can. When we cannot, we have to send students to Campus Safety for further assistance.](#)
- Knowledgeable and helpful in every way! Much appreciated!
- I only used one time

- Clarity about financial aid information – rules and regulations as well as disbursements and requirements are changing rapidly so we can only provide basic information and refer students to FA office to get more information if needed.

**Question 4:** What else can the Bursar’s office do to help you be successful?

- Nothing (14x)
- I don’t know (8x)
- Have processes be more clear (5x). Most of student related processes are published in the class schedule and/or online. Unless students ask specific questions, we do not know what they want to know

Other Comments:

- That’s all up to me
- Send information about additional services they offer – posted on Cypress College website, catalog and class schedule, such as third party payments. When we updated our website, somehow the info was not completely transferred. Will work with the Public Information Office to update needed info.
- Keep up the good work! It shows
- All staff at the Bursar office have been very professional and I trust the services they provide to always great
- Completely lacking any rational sense and unable to assist in any way. Would rather just send you to other people than aid in solving problems with paying students. We wish we could help more but we do not have authority, access, and knowledge of how to work on parking citations, financial aid, Pledge program, etc. We do not want to give out incorrect information so we have to refer students to appropriate offices. However, we are working closely with Campus Safety, Pledge program and Financial Aid office re: new/update information and what can be improved in our services

Accomplishments, Improvements, Obstacles, and/or Challenges:

Comments on Previous Goals:

### **Part 3. Mission Statement and Student Services Student Learning Outcomes (SSSLOs)**

*Provide the mission statement of your department/program and summarize the student learning outcomes (SLOs) for the department/program.*

Mission Statement: The Bursar office provides services that support and maximize the prospective and current students’ ability to achieve academic goals and future career success.

SSSLOs: N/A

### **Part 4. Student Services Student Learning Outcomes (SSSLO) and Program Student Learning Outcomes (PSLO) Assessment: N/A**

SSSLOs are assessed annually and are mapped to the college's PSLOs and ISLOs. SSSLO assessment provides an opportunity for dialogue regarding best practices and challenges in achieving outcomes. Review and summarize the results of the last two SSSLO cycles. Please include highlights from your SSSLO results and action plans, including best practices and challenges. What changes will be made to your programs and services, and/or the SSSLO process as a result of this assessment?

SSSLO Assessment Results from 2016-18 (theme: one-stop to non-stop) and 2018-20 (theme: guided pathways):

Changes as a Result of SSSLO Assessment:

## **Part 5. Faculty/Staff Involvement N/A**

*Summarize the involvement of faculty/staff in the review process.*

## **Part 6. Connecting Department Goals to Strategic Planning and Major Campus Initiatives.**

*Identify general goals and specific, measurable objectives your department/program plans to achieve within the next four years and respond to the related questions for each goal. These goals must directly relate to at least one of our major campus initiatives (see list below). Departments/programs should identify at least one goal per year. If any of your goals require fiscal resources, please complete Part 7.*

Major Plans and Initiatives: SSSLOs, District or College Educational Master Plan, Student Success and Support Program (SSSP) Plan, Student Equity Plan, District or College Strategic Plan, Distance Education Plan, Technology Plan, Guided Pathways, Promise Program, NOCCCD Pledge, Dual Enrollment, Strong Workforce, College Outcome Assessment and Review Cycle Plan, or another plan or initiative.

*Please modify the number of goals and objectives outlined below as needed.*

### **Goal 1: Improve processes to become more streamlined and automated**

Supports plan(s) or campus initiative(s): Strategic Plan, Educational Master Plan

Objective 1: Coordinate with district (Banner system) to improve automation of processing refunds, requisitions, POs and checks

Person(s) responsible: Bursar's office with support of VP of Admin and District Fiscal Affairs and IS. Currently, Banner 9 implementation is having many issues/problems with student module. This is district priority so our plan maybe take longer than expected. It is also involved third party vendor (provide payment gateway/dashboard) and the request for proposals process is time consuming and cumbersome.

Timeframe: 2020-2022

Objective 2: Continue to encourage and empower students to utilize the convenience of online payment options and student account information

Person(s) responsible: Bursar's office coordinates with PIO

Timeframe: on Going

What fiscal, personnel, facility, or technology resources are required for you to implement this goal and complete your stated objective(s)?

Response: N/A

What defines overall success for your goal and what metrics will be used for evaluating progress?

Response: The implementation of processes and how it runs

Which of the student services division themes and trends are supported by this goal? (Mark blank column with X for all that apply):

	Inclusion/Equity/Diversity
x	“One-stop to Non-stop” service
	Completion (Transfer/Degree/Certificate)
	Retention and/or Persistence
	Student Engagement
x	Student Access
x	Student Support
	Student Learning
	Student Advocacy
	Accessibility/Universal Design
	Other (please specify):

**Year 2: Goal 1: continue with year 1 goals. They are on-going because we need to maintain and keep improving the process.**

Supports plan(s) or campus initiative(s):

Objective 1:

Person(s) responsible:

Timeframe:

Objective 2:

Person(s) responsible:

Timeframe:

What fiscal, personnel, facility, or technology resources are required for you to implement this goal and complete your stated objective(s)?

Response:

What defines overall success for your goal and what metrics will be used for evaluating progress?

Response:

Which of the student services division themes and trends are supported by this goal? (Mark blank column with X for all that apply):

	Inclusion/Equity/Diversity
X	“One-stop to Non-stop” service
	Completion (Transfer/Degree/Certificate)
	Retention and/or Persistence
	Student Engagement
X	Student Access
X	Student Support
	Student Learning
	Student Advocacy
	Accessibility/Universal Design
	Other (please specify):

**Year 3: Goal 1:**

Supports plan(s) or campus initiative(s):

Objective 1:

Person(s) responsible:

Timeframe:

Objective 2:

Person(s) responsible:

Timeframe:

*What fiscal, personnel, facility, or technology resources are required for you to implement this goal and complete your stated objective(s)?*

Response:

*What defines overall success for your goal and what metrics will be used for evaluating progress?*

Response:

*Which of the student services division themes and trends are supported by this goal? (Mark blank column with X for all that apply):*

	Inclusion/Equity/Diversity
	“One-stop to Non-stop” service
	Completion (Transfer/Degree/Certificate)
	Retention and/or Persistence
	Student Engagement
	Student Access
	Student Support
	Student Learning
	Student Advocacy
	Accessibility/Universal Design
	Other (please specify):

## Part 7. Student Services Program Review Committee Comments

Reviewer Comments: Should it be under Administrative Services review/comments instead of Student services program review?

## Appendix A: Student Services Program Review Survey Results

### Bursar's Office

A survey was sent to a random sample of Cypress College students and 199 completed the survey. The results are summarized below.

#### 1a. Have you used the services provided by the Bursar's Office at Cypress College within the past year?

	Students
Yes	64
No	135
<b>Total</b>	<b>199</b>

#### 1b. If no, please share why you have not used these services:

Frequent Comments:

- Have not needed to (30x)
- Don't know what it is (18x)
- Use online services (8x)
- Mostly go to Fullerton College (6x)

#### 2. Please rate the following aspects of the Bursar's Office based on your experiences.

	Excellent	Good	Fair	Poor	N/A or I don't know	Total
Hours of operation	37.5% 24	37.5% 24	18.8% 12	3.1% 2	3.1% 2	100.0% 64
Timeliness of response	35.5% 22	41.9% 26	16.1% 10	3.2% 2	3.2% 2	100.0% 62
Clarity of procedures	32.3% 20	45.2% 28	9.7% 6	9.7% 6	3.2% 2	100.0% 62
Quality of materials	32.3% 20	38.7% 24	16.1% 10	3.2% 2	9.7% 6	100.0% 62
Staff courtesy	38.7% 24	38.7% 24	9.7% 6	9.7% 6	3.2% 2	100.0% 62
Staff helpfulness	41.9% 26	41.9% 26	3.2% 2	9.7% 6	3.2% 2	100.0% 62
Staff knowledge	38.7% 24	35.5% 22	9.7% 6	9.7% 6	6.5% 4	100.0% 62
Overall quality of service	38.7% 24	41.9% 26	6.5% 4	9.7% 6	3.2% 2	100.0% 62

#### 3. What services provided by the Bursar's Office have been most helpful to you?

Frequent Comments:

- Tuition payments (15x)
- Reimbursements (10x)
- Obtaining ID card or bus pass (7x)
- Testing payments (4x)

Other Comments (verbatim):

- Purchased a parking permit my first semester here and registered my car. Second semester comes and I didn't know that I needed to re register so I got a parking citation. Appeals did nothing and I did not get a reimbursement for the parking pass I purchased. Complete scam and your bursar employees just brushed me off and sent me to security who were equally pathetic and just kept sending me to each other until I was told I need to get in contact with the citation agency. Total rip off and completely disappointed with your system. I re registered my car for this semester and it was already saved in the system. Why not just have your car that is already saved roll over to each semester as long as you purchase a parking pass and let the student change it if they change cars? Completely ridiculous how inefficient this school is.
- Knowledgeable and helpful in every way!! Much appreciated!
- I only used one time
- Clarity in the information about financial aid

**4. What else can the Bursar's Office do to help you be successful?**

Frequent Comments:

- Nothing (14x)
- I don't know (8x)
- Have processes be more clear (5x)

Other Comments (verbatim):

- That's all up to me
- Send information about additional services they offer
- Keep up the good work! It shows :)
- Completely lacking any rational sense and unable to assist in any way. Would rather just send you to other people than aid in solving problems with paying students.
- All staff at the Bursar office have been very professional and I trust the services they provide to always great.