

Service Area Outcomes (SAOs)

Phase I: Department Mission Statement or Program Description & Identification of Outcome(s)

Date:	October 7, 2011
The Department Name:	Business Office

Contact Person & Others Involved in Process:	Lead: Carlos Fletes Others: Marcia Reyes, Betty Kakiuchi, Ana Rojas, Phyllis Gilliam and Mary Carter
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Mission Statement or Description of the Department or Program:	The Business Office is in charge of collecting all student fees and disbursing all financial aid payments and refunds to students.
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Institutional Learning Outcomes Supported: Please check the ILOs that are supported by your program:

<input type="checkbox"/> ILO1 = communication skills; <input type="checkbox"/> ILO2 = critical thinking skills; <input checked="" type="checkbox"/> ILO3 = personal responsibility; <input checked="" type="checkbox"/> ILO4 = information literacy; <input type="checkbox"/> ILO5 = global awareness
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Please identify at least one outcome and assessment method, and estimated date for the completion of Section II.
Please keep in mind the Comprehensive Program Review Schedule.

Service Areas (Student Services, Financial Aid, Student Affairs, etc.): Please analyze at least one Outcome per year.

1.Outcome #1: Increase student participation in the electronic delivery of refunds/financial aid payments via IVC Debit Card or ACH

Est. Completion Date: June 30, 2012 Way(s) to assess: Higher One Bank disbursement statistics report and IVC's own reports.

2.Outcome #2:

Est. Completion Date: Way(s) to assess:

3.Outcome #3:

Est. Completion Date: Way(s) to assess: