Online Assessment Tracking Database

Sam Houston State University (SHSU)
2014 - 2015

Controller's Office

Goal   **Increase Student Participation In Office Operations** 🔑

The Controller's Office will evaluate ways to incorporate and increase student participation in office operations. This will include hiring new positions and creating specific programing with COBA.

Objective (P)   **Expand Student Employment** 🔑

The Controller's Office will evaluate current personnel needs and department operations to determine where we can enhance student participation in operations.

KPI Performance Indicator   **New Student Positions** 🔑

- Increase student employment from 2014 to 2015.
- Calculate dollar and/or operational efficiency impacts.

Result   **Increased Operations** 🔑

We have increased our student workers and we are continueing to do so. In the Controller's Office, we were able to not fill a vacant full time position by hiring a student who is an accounting major to fill the majority of those duties.

Goal   **Increase Efficiency Of Operations** 🔑

The Controller's Office will develop and deploy automated solutions.

Objective (P)   **Increase Use Of PerfectForms Or Other Workflow System** 🔑

The Controller's Office will work to evaluate paper based forms to determine the best method for automating the process into an online form that contains appropriate workflow.

KPI Performance Indicator   **Automated Processes** 🔑

- Improve Disbursement & Travel Forms that are all paper-based at this time.
- Automate journal entry process used by departments for correcting financial accounting.

Result   **Automated Journal Entry Process** 🔑

After extensive research of the possibility of automation, we have decided that the time and effort to maintain the system is not beneficial. We currently have delegated all journal entry to a student

employee. One possibility we will explore is a shared email box to avoid paper delivery of the vouchers.

Goal   **Data Driven Decisions** 🔑

Develop and implement reporting tools and reports that help identify ways university operations can become more efficient and effective.

Objective (P)   **Benchmarks And KPI's** 🔑

The Controller's Office will identify a variety of HE specific bechmarks (or private sector if applicable) and develop KPI metrics that monitor and compare institutional performance.

KPI Performance Indicator   **Departmental Efficiency/Effectiveness** 🔑

• Identify industry specific benchmarks and develop related KPI's.

Result   **Data Driven Decisions** 🔑

We have worked to identify benchmarks that are used in Texas Higher Ed and make sure that we are in line with those calculations.

Goal   **Identify Disruptive Change Opportunities** 🔑

Identify opportunities to increase institutional revenues, explore privatization/contracting, evaualte departmental effectiveness.

Objective (P)   **Privatization And Contracting** 🔑

Explore opportunities for outsourcing organizational activities to increase revenues, reduce cost or increase efficiency.

KPI Performance Indicator   **Outsourcing** 🔑

• Review operations and propose activities that could be outsourced to a third party at reduced cost to SHSU.

Result   **Outsourcing**
At this point the Controller's Office has no areas that could be effectively outsourced.