

2006-2007 Performance Indicators
 Madisonville Community College
 November 2006

Unit: Business Office

Purpose Statement: Manage fiscal responsibilities of the college while achieving maximum satisfaction and customer relations for faculty, staff, students and patrons.

Performance Indicator	Assessment Method	Assessment Results	Use of Results
Internal Audits completed with limited number of recommendations	KCTCS Internal Audit	04-05: External auditor identified minor procedural changes 03-04: Only minor recommendations	Additional steps were taken to assure compliance with all exceptions.
Balance College Budget	PeopleSoft Year-end Report	04-05: Highest carry forward to date 03-04: Balanced with PeopleSoft with positive cash flow.	Continue conservative budget allocations to protect adequate reserves for the college.
Achieve annual income estimate within 95% of projection	Income estimate (monitor actual vs. projected)	04-05: Exceeded projections by \$468,000 03-04: Exceeded projection	Achieved 101% of projection – continue current procedures.
Students' satisfaction with convenience of business office open hours meets or exceeds national norm (Question #56)	Noel Levitz SSI NC = North Campus HC = Health Campus TC = Applied Tech Campus MC = Muhlenberg Campus NAT = National Norm Scores in Bold are above national average <u>Scores underlined are below the MCC Composite</u> Student Exit Survey	Fall 05: MCC Composite: 5.58 NC HC TC MC NAT 5.52 <u>5.46</u> 5.64 5.78 5.30 Fall 03: MCC Composite: 5.48 NC HC TC MC NAT 5.54 <u>5.02</u> 5.52 5.53 5.28 Fall 02: MCC Composite: <u>5.24</u> NC HC TC MC NAT 5.29 <u>4.87</u> <u>5.06</u> <u>5.23</u> 5.25 04-05: 95% (n=317)	Present hours will continue because additional on-line services have actually increased student satisfaction. Normal hours are to perpetuate essential services in accounting payment processes.

Performance Indicator	Assessment Method	Assessment Results	Use of Results																														
Students' belief that "billing policies are reasonable" meet or exceed national norm (Question #60)	Noel Levitz SSI	Fall 05: MCC Composite: 5.38 <table border="1"> <tr> <td>NC</td> <td>HC</td> <td>TC</td> <td>MC</td> <td>NAT</td> </tr> <tr> <td>5.25</td> <td>5.16</td> <td>5.64</td> <td>5.57</td> <td>5.21</td> </tr> </table> Fall 03: MCC Composite: 5.25 <table border="1"> <tr> <td>NC</td> <td>HC</td> <td>TC</td> <td>MC</td> <td>NAT</td> </tr> <tr> <td>5.28</td> <td>5.15</td> <td>5.26</td> <td>5.21</td> <td>5.20</td> </tr> </table> Fall 02: MCC Composite: 5.18 <table border="1"> <tr> <td>NC</td> <td>HC</td> <td>TC</td> <td>MC</td> <td>NAT</td> </tr> <tr> <td>5.22</td> <td>5.14</td> <td>5.16</td> <td>5.08</td> <td>5.17</td> </tr> </table>	NC	HC	TC	MC	NAT	5.25	5.16	5.64	5.57	5.21	NC	HC	TC	MC	NAT	5.28	5.15	5.26	5.21	5.20	NC	HC	TC	MC	NAT	5.22	5.14	5.16	5.08	5.17	On-line services are addressing any dissatisfaction because of multiple steps for notification.
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Maintain accurate and up-to-date personnel files, combine CC and Tech files	KCTCS Internal Audit	04-05: Central files completed 03-04: Satisfactory	Audit concurs that files are up-to-date and in order.																														
Post OSHA report in a timely manner	OSHA Report	04-05: Completed on time 03-04: Completed on time	Continue present procedure of notification required by OSHA.																														
Manage Workers Compensation process efficiently	First Report of Injury or Illness	04-05: Completed 03-04: Completed	Continue required reporting.																														
Maintain 100% payroll accuracy: right amount at right time	Annual KCTCS Internal Audit; use of Payroll Authorization Form; issuance of manual checks	04-05: Commendation by KCTCS 03-04: Satisfactory	Continue present procedures which produce commendable results.																														
Manage leave accruals accurately and notify in a timely manner	Annual KCTCS Internal Audit; monthly leave report; errors in time sheets and vacation requests	04-05: No deficiencies noted. 03-04: Minor deficiencies noted	Present procedures will continue due to employee satisfaction.																														
Educate employees concerning benefits and personnel policies	New Employee Orientation Follow-up Evaluation	04-05: Completed 03-04: Completed each semester	Continue group activities to enhance employee knowledge and compliance with policies/procedures.																														