

Supplemental Annual Assessment Report Matrix

Department/Activity: **Treasurer**

Date: 7/1/03

Program (if applicable): Institutional Support

Mission:

The mission of the Treasurer's Office is to support the larger purpose of The Citadel by billing students, faculty, staff, and outside entities for all funds due The Citadel and collecting the cash due in a timely manner

This matrix is to be completed only when an action to address an Assessment Result will require additional resources. This form will provide documentation in the budget process.

Expected Results	Assessment Tools	Assessment Results	Action(s) Taken	Resources Required
<p>A. Statements of accounts are sent in accordance with the annual schedule developed by the treasurer.</p> <p>B. Students accounts receivable decrease.</p> <p>C. Bad debt allowance will decrease.</p>	<p>A. 90% of all billings are mailed out on the date established in the Treasurer's annual schedule.</p> <p>B. Student accounts receivable will decrease by 10%.</p> <p>C. The bad debt allowance will decrease by 10%.</p>	<p>A. Billings have been mailed out on time. There have been problems with some students getting bills. This is still being investigated but applies to less than 10% of the students.</p> <p>B. The student receivable went down 24%</p> <p>C. The bad debt allowance will not be computed until mid-July. We cannot determine if we will meet this goal yet or not.</p>	<p>A matriculation subcommittee has been established to help manage the process of changing the culture of the student body so that they will know they must pay their bills on time. Additional time will be required from the members of this committee throughout the New Year to help guide this process. In addition, temporary help money will be needed to pay for a clerk in the Treasurer's Office to help with the phone calls because many people will not pay without calling and asking questions about their bill. A small amount of money is required for postage and supplies so that additional mail communications can be developed to student bill-payers helping them understand why they need to pay and what the bills are for without calling and trying to make deals about special payment schedules.</p>	<p>Temporary help 12,000 Printing 3,000</p>