### Operational Outcomes Report - 4 Column

**Great Basin College**

**Operational (Business Affairs) - Controller's Office**

<table>
<thead>
<tr>
<th>GBC Mission:</th>
<th>Great Basin College enriches people's lives by providing student-centered, post-secondary education to rural Nevada. Educational, cultural, and related economic needs of the multicounty service area are met through programs of university transfer, applied science and technology, business and industry partnerships, developmental education, community service, and student support services in conjunction with certificates and associate and select baccalaureate degrees.</th>
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<tbody>
<tr>
<td>Unit Mission:</td>
<td>The Mission of the Great Basin College Controller's Office is to provide exemplary general accounting, cashiering, accounts payable, accounts receivable, student accounts, and grant accounting services to GBC students, faculty, and staff; and to focus on providing quality service and accurate information in support of GBC’s mission.</td>
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<thead>
<tr>
<th>Outcomes</th>
<th>Means of Assessment &amp; Criteria / Tasks</th>
<th>Results</th>
<th>Action &amp; Follow-Up</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational (Business Affairs) - Controller's Office - Efficiency and Effectiveness - The Controller's Office is effective in providing accurate financial information and correctly processing a large volume of requests in a short amount of time.</td>
<td>Assessment Measure: Travel reimbursement requests are processed quickly and accurately as measured by the average number of days to complete the travel reimbursement process and reimburse via check or direct deposit to employee once paperwork is received. Assessment Measure Category: Internal Tracking Criterion: Travel reimbursements are processed within 3 days of receipt.</td>
<td>03/29/2013 - Off campus users don't always get paperwork in by the 19th. Reviewing account numbers has taken a little more time since they are jumbled up on the Statement of Account reports. Criterion Met: No Reporting Period: 2012-2013</td>
<td>03/29/2013 - Track receipt of off-campus Pcard paperwork and either set an earlier deadline or develop a communication plan to help those users meet the deadline. Investigate and resolve jumbled up account numbers on Statement of Accounts reports. 03/01/2013 - Work with Battle Mountain Center in March and April, 2013, to provide training and documentation on the Pcard process.</td>
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</tbody>
</table>

**Assessment Years:** 2012-2013

**Start Date:** 03/01/2013

**Outcome Status:** Active

03/29/2013 3:07 PM

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## Operational (Business Affairs) - Controller's Office - Training and Communication

- **The Controller's Office provides regular and thorough training on policies and procedures to all employees including new hires and refresher training on an on-going basis.**

### Assessment Years:
2012-2013

### Start Date:
04/01/2013

### Outcome Status:
Active

### Assessment Measure:
GBC employees are aware of and have access to easy to use and readily available reference guides to walk them through paperwork completion.

### Assessment Measure Category:
Internal Tracking

### Criterion:
100% of the forms the Controller's Office processes have reference guides available to all GBC employees.