

Office of Finance

Unit Mission Statement

Educational Support or Administrative Unit Mission Statement

Insure the financial integrity of Old Dominion University by maintaining accurate financial records, reconciling all accounts, paying vendors promptly, recording revenues timely, processing all payrolls accurately, and providing excellent customer service.

Expanded Statement of Institutional Purpose

Institutional Mission Reference

The mission and major goals of Old Dominion University can be found in the University Catalog and the 2000-2005 Strategic Plan. The educational experience, including administrative interaction, is an issue addressed in several areas within the mission and goals. "The increasing consumer orientation of its students and other constituencies will require the University to emphasize quality customer service in all its administrative functions."

Institutional Goal(s) Supported

Empowering the student by allowing greater access and information regarding the administrative functions enhances overall customer satisfaction. Improved satisfaction will translate favorably towards a more positive educational experience.

Intended Objectives for your unit, Methods for Assessment, and Criteria for Success for each Intended Objective

Intended Objective 1

Implement Banner Web for Students to provide students with self service access to information related to administrative services and academic/course information

Method for Assessing Objective 1 and Criterion for Success: System utilization statistics - Increasing utilization will demonstrate satisfaction of enhanced Web service vs. traditional service methods.

Intended Objective 2

Develop a method of tuition payments on the web to include E-Checks; establish a policy that all tuition must be paid in U.S. currency

Method for Assessing Objective 2 and Criterion for Success: System utilization statistics - Increasing utilization will demonstrate satisfaction of enhanced Web service vs. current payment methods.

Intended Objective 3

Modify the current billing practices to provide enhanced statements and clearer description of charges, including financial aid awarded.

Method for Assessing Objective 3 and Criterion for Success: Customer satisfaction survey

Intended Objective 4

Increase on-line documents available on Web for the Office of Finance.

Method for Assessing Objective 4 and Criterion for Success: Customer utilization statistics

Intended Objective 5

Resolve Multi-State employment and taxation issues

Method for Assessing Objective 5 and Criterion for Success: Remission of tax withholdings or implementation of contractual agreements to address outstanding issues

Intended Objective 6

Increase Disbursements operational efficiency by implementation of an automated interface of EDI & CDS transactions from Banner to CARS.

Method for Assessing Objective 6 and Criterion for Success: Successful implementation of interface.

Intended Objective 7

Successful Financial Statement preparation and Audit

Method for Assessing Objective 7 and Criterion for Success: Unqualified Audit