

## **BERGEN COMMUNITY COLLEGE**

**Assessment Report for (Department or Unit):** Financial Operations/Admin. Services

**Department/Unit Leader:**Deborah Sousa/Caroline Ofodile

**Assessment Period:** (2011-2012)

**Submitted by:** Caroline Ofodile

### **1. Intended Outcome (Goal):**

Implement ACH/E-check payment process for employee/students/vendors

### **2. General Education Requirement(s) to which the intended outcome relates:**

### **3. Section(s) of the Strategic Plan to which the intended outcomes relates:**

4.3 Expand the campus sustainability initiatives to reduce use of resources and make Bergen a model “green school”.

### **4. Means of assessment, sources of data, and desired result:**

Number of students, vendors/employees participating in E-check payment process.  
Quantity of paper checks generated compared to prior year.

### **5. Summary of Results:**

A pilot of the student E-check process was completed during 2012 Summer. Comparable data for analysis will not be available until 2012FA student refunds are processed.

**6. Recommendations for improvement:**In order to enroll a significant number of students in the program, there is a need for continuous communication explaining the advantages of E-check process. This will include the use of post cards, posters, banners and email blasts. We will be conducting a major campaign during the Fall term to ensure that the students get educated and fully take advantage of the direct deposit of student refunds. A high student participation rate will ensure that the goal of reducing resources allocated to the AP process and expansion of campus sustainability will be achieved