

# AUO Statements Finance and College Operation

Unit Name	Program Level Outcome (PLO) Name	Program Level Outcome (PLO)
Dept FER - (ER) Bookstore	Book_AUO_1	Students will report they can obtain all of their textbooks and supplies at any given point.
	Book_AUO_2	Students will state that they are able to find options with textbook pricing and delivery.
	Book_AUO_3	Student will acknowledge that the bookstore is a main source of student jobs available to international students on campus.
	Book_AUO_4	Financial statements will evidence that the bookstore is self-supporting.
Dept FER - (ER) Custodial	Custo_AUO_1	Students and staff will report that classrooms, restrooms, common areas and offices are clean.
	Custo_AUO_2	Students and staff will report the custodial crew is courteous and provides assistance, when asked.
Dept FER - (ER) Dining Services	Dining_AUO_1	Students and employees will report they are able to purchase high quality food at or below cost of outside food venues.
	Dining_AUO_2	Students and employees will report that they are able to utilize the conference rooms in the Campus Center in an equitable manner and the staff they interact with are helpful and pleasant.
	Dining_AUO_3	Outside organizations and groups who rent facilities in the Campus Center will report that their request was responded to in a timely manner, the staff was helpful and pleasant and the facility was clean and equipment available and operable.
Dept FER - (ER) Facilities Rental	FacRent_AUO_1	Employees will report that requests for facility usage are responded to in a timely manner and that the Campus Facilities Rental Coordinator is courteous and informative when working with them.
	FacRent_AUO_2	Outside organizations and groups will report that requests for facility usage are responded to in a pleasant and timely manner, that events are coordinated effectively and efficiently and the facilities are clean and equipment is in working order.
Dept FER - (ER) Grounds	Grounds_AUO_1	Students and employees will report the campus grounds are aesthetically pleasing and walkways are clear of garden debris.
	Grounds_AUO_2	Students and staff will report the grounds crew is courteous and provides assistance, when asked.
Dept FER - (ER) Office of Educational Resources	OER_AUO_1	Staff will report the Office of Educational Resources supports an enhanced learning environment when it performs facilities planning; space allocations; staff moves/relocations, furniture selection and procurement, signage, disposal of confidential records, request and distribution of keys, campus carpool processes, and emergency preparedness planning.
Dept FER - (ER) Postal Services	Postal_AUO_1	Employees will report that Postal Services processes mail in a courteous and timely manner.
Dept FER - (ER) Printing Services	Print_AUO_1	Students and employees will report that Printing Services offer a comprehensive array of printing and finishing options.
	Print_AUO_2	Employees will report that printing projects are produced in a timely manner and at pricing that is competitive with outside commercial businesses.
	Print_AUO_3	Students and staff will report that the Printing Services staff is courteous and responds to questions in an informative manner.
Dept FER - (Fin) Budget Analyst	Budget_AUO_1	Administrators, deans, faculty, and associated staff will report the ability to monitor all funds for transactional data and available budget balances using specific ARGOS financial reports provided via the Portal and certified for use by the district office. (updated 10/19/11)
	Budget_AUO_2	Budgeters will have the ability to access written documentation outlining the use of role based Banner

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		screens to review fund balances as needed.
Dept FER - (Fin) Cashier	Cash_AUO_1	Students will report tuition and fees, payment and refund policy, payment methods and options are well communicated with students via our college website or MyPortal.
	Cash_AUO_2	Students will report their inquiries are handled by phone, email or in person in a timely manner.
	Cash_AUO_3	Students will report the installment payment plan is helpful in pursuing their academic goals.
Dept FER - (Fin) Payroll	Pay_AUO_1	Faculty and staff will feel more self-reliant when they have the tools to assist them with their campus payroll concerns.
	Pay_AUO_2	Faculty and staff will learn from Campus Payroll personal contact, phone and email, and through workshops and trainings the correct processes needed to complete timely payroll and minimize the request for untimely special checks that are out of the normal pay cycle and retro pay due to late acknowledgment of faculty contracts.
	Pay_AUO_4	All faculty will know how to find their CWID and understand the importance of including it on all payroll forms.
Dept FER - (Fin) Personnel	PERS_AUO_1	Faculty, Administrators and Admin Assistants can depend upon my office to receive reliable accurate information for distribution in the reports they receive and if there are any discrepancies the information will be corrected within a timely manner. I am comfortable in contract interpretation, verifying minimum qualifications for their various disciplines and the students are being served by qualified Instructors.
Dept FER - (Fin) Student Accounts	StudAcct_AUO_1	Our purpose is to have all clubs abide by the Inter-club Council (ICC) Financial Code and Student Accounts procedures for cash handling and deposits for clubs.
	StudAcct_AUO_2	Our goal is to provide the necessary information for clubs to carry out proper cash handling and submit supporting documentation to account for all money received documenting an audit trail.
Dept FER - Child Development Center	CDC_AUO_1	Students will report that CDC demonstrates high level/quality Early Childhood Education.
	CDC_AUO_2	Students will develop teaching skills to teach in the classroom in the field of Early Childhood Education.
	CDC_AUO_3	Students will work in the classroom that consists of the children from diverse ethnic, cultural, and socio-economical backgrounds.
	CDC_AUO_4	Students will be introduced to the activities to advocate for young children's well being.