

**2000 Planning Summary
for
Administration and Finance
Department: Bursar**

Goal	Indicators
1. Year 2000 planning, reviewing, and testing. (Completion required by December 1, 1999).	<ul style="list-style-type: none"> • Program inventory. • Hardware and Software inventory. • Development of test plan.
2. Direct Deposit (to be released in the fall of 2000).	<ul style="list-style-type: none"> • Program design, review, and development. • Financial Management and Treasury coordination. • Banking arrangements. • Procedure design. • Forms and application design. • Communication mechanisms development.
3. Support Student Systems (PeopleSoft) development. On-going 4 to 5 year project	<ul style="list-style-type: none"> • Product research. • Component development and release.
4. Enhance In-house and Departmental Collections.	<ul style="list-style-type: none"> • Impact on write-off. • Effect on related income. • Success rates of contracted service providers.
5. Expand Customer Surveys and Feedback.	<ul style="list-style-type: none"> • Release of new surveys. • Design of measurement tools. • Setting of standards for measurement from base year forward.