



Advancement

Academic Affairs

Fiscal Affairs



While the auto-refund process did not reduce the number of student accounts that needed to be analyzed manually, the tendency was to continue to use the time available to analyze refunds. During the next year, staff will again be encouraged to utilize the refund window more efficiently as well as determine other student account attributes that can be included in the auto-refund process. This objective will be continued for the next year to measure the benefit of a full auto-refund implementation.

The department did not meet this objective.

The department met this objective.

- The department did not meet this objective.
- The department met this objective.







