**University Mission:**
Texas A&M University-Corpus Christi is devoted to discovering, communicating, and applying knowledge in a complex and changing world. The university identifies, attracts, and graduates students of high potential, especially those from groups who have been historically under-represented in Texas higher education. Through a commitment to excellence in teaching, research, and service, Texas A&M University-Corpus Christi prepares students for lifelong learning and for responsible participation in the global community.

**Unit Mission:**
It is the mission of the Business Office to safeguard the University's assets for which we are responsible, while providing friendly and courteous service to your customers. It is necessary to adhere to the rules of the University, Texas A&M University System, state and federal policies and procedures are followed. It is also necessary to have an understanding of which of these rules would take precedence in any given situation.

<table>
<thead>
<tr>
<th>Relevant Sections of University Goals, Principles, and Planning Imperatives</th>
</tr>
</thead>
<tbody>
<tr>
<td>P2. Establishing a culture of professionalism and responsibility.</td>
</tr>
<tr>
<td>P4. Ensuring respectful, fair, and equitable treatment of all individuals.</td>
</tr>
<tr>
<td>P6. Promoting efficient and effective use of time, resources and technology.</td>
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</tbody>
</table>

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<tr>
<th>Unit Objectives</th>
<th>Performance Assessment Method</th>
<th>Expected Performance Level</th>
<th>Actual Performance Level: Summary of Assessment Findings</th>
<th>Actions in Response to Assessment Findings</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Process refunds for students accurately and timely.</td>
<td>1a. Data collected from SIS comparing total transactions to the total transactions sent by direct deposit. 1b. Data collected from SIS comparing total dollars refund to total dollars refund by direct deposit.</td>
<td>1a. 40% of all refund transactions will be direct deposit. 1b. 50% of all dollars refunded will be direct deposited.</td>
<td>1a. Percentage of total refund transactions sent to students by direct deposit was 38.44%. Percentage increase of 4.59. 1b. Percentage of total dollars refunded to students that were sent via direct deposit was 41.97%. Percentage increase of 0.88.</td>
<td>1a. Sending Direct Deposit application form with all checks mailed. Will be sending a mailing out to all students who are not on direct deposit to inform them of the availability of the program. 1b. Sending Direct Deposit application forms with all checks mailed. Will be sending a mailing out to all students who are not on direct deposit to inform them of the availability of the program.</td>
</tr>
<tr>
<td>2. Collect outstanding receivables and monitor the collection agencies under contract.</td>
<td>2a. Data collected from SIS. 2b. Collection agencies reports and reconciliation.</td>
<td>2a. Less than 5% of outstanding receivables to be assigned to a collection agency each year. 2b. Collection agencies maintain a 5% collection rate on accounts assigned to them.</td>
<td>2a. Out of 35.1 million dollars billed for FY 2006, 76% was assigned to a collection agency. 2b1. General Revenue Corporation is maintaining a collection rate of 55.55%. 2b2. Todd, Bremer &amp; Lawson is maintaining a collection rate of 48.79%.</td>
<td>2a. Currently maintaining unit goal. Will continue to monitor. 2b1. Currently maintaining unit goal. Will continue to monitor. 2b2. Currently maintaining unit goal. Will continue to monitor.</td>
</tr>
<tr>
<td>3. Provide good customer service.</td>
<td>3a. Graduating Survey</td>
<td>3a. Graduating Survey results a rating of 3.0 will be achieved.</td>
<td>3a. Results for 2006, average rating of 3.24</td>
<td>2a. Currently maintaining unit goal. Will continue to monitor.</td>
</tr>
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<tr>
<td>4. Use resources effectively and efficiently.</td>
<td>3b. Noel Levitz Survey</td>
<td>3b. Noel Levitz Survey results will be above national average.</td>
<td>3b. Results from the survey indicate that we are .01 above the national standard for Billing Policies and .50 above the national standard for Business Office Hours.</td>
<td>3b. Currently maintaining unit goal. Will continue to monitor.</td>
</tr>
<tr>
<td>4a. Data collected from SIS.</td>
<td>4a. Reduce the ratio of in person payment transactions per student by 1% each year.</td>
<td>4b. There were 4.16 payment transactions processed per student in person. This is an increase of 5.32%.</td>
<td>4b. 50% of all credit card transactions will be online.</td>
<td>4b. Will be looking for new ways to market online payment options and also will discuss with other comparable institutions on their policies. A majority of the transactions received in person are for parking permits in which student must be present to pick up.</td>
</tr>
<tr>
<td>4b. Data collected from SIS comparing total payments received by credit cards to total payments received by credit cards on line.</td>
<td>4b. 50% of all credit card transactions will be online.</td>
<td>4b. 34.15% of all credit card transactions were online in FY 2006. This is a decrease of 3.38%</td>
<td>4b. Will be looking for new ways to market online payment options and also will discuss with other comparable institutions on their policies. Dollar amount collected on line was 77.80%. A majority of payments received in person are for parking permits in which the student must be present so that they may receive the permit.</td>
<td></td>
</tr>
</tbody>
</table>
University Vision, Mission, Goals, Principles and Planning Imperatives

Vision
Texas A&M University-Corpus Christi is committed to becoming one of the leading centers of higher education in the Gulf of Mexico region while serving the intellectual, cultural, social, environmental, and economic needs of South Texas. As a result, Texas A&M University-Corpus Christi will invigorate and strengthen the region and state through its educational programs, research initiatives, and community engagement.

Mission
Texas A&M University-Corpus Christi is devoted to discovering, communicating, and applying knowledge in a complex and changing world. The university identifies, attracts, and graduates students of high potential, especially those from groups who have been historically under-represented in Texas higher education. Through a commitment to excellence in teaching, research, and service, Texas A&M University-Corpus Christi prepares students for lifelong learning and for responsible participation in the global community.

University Goals
By 2010, Texas A&M University-Corpus Christi will establish:

G1. A student body, or more than 10,000 students, which is representative of the demographics of the State of Texas and a corresponding increase of faculty and staff to support the students.
G2. A faculty dedicated to the continuous improvement of teaching, learning, scholarly research, and creative activity.
G3. A statewide reputation for an exemplary undergraduate education, anchored by an integrated core curriculum and learning communities.
G4. Recognized master's degree programs that enable students to be leaders in their fields and/or to continue their education at the doctorate level.
G5. Strong doctoral programs which include degrees in a discipline related to the Harte Research Institute for Gulf of Mexico Studies, education, computer science and clinical psychology, bringing the institution to the doctoral intensive institution.
G6. An enhanced research mission and growing international reputation for research focusing on the Gulf of Mexico, early childhood, geographic information systems, and reading education.
G7. Collaborations with independent school districts, social agencies, public broadcasting, businesses, community colleges, medical schools, and other entities to provide access to lifelong learning and technological resources so that Texas A&M University-Corpus Christi is considered to be a leader in establishing successful partnerships, particularly to benefit the community.
G8. An intellectual and cultural climate that inspires South Texans through the South Texas Institute for the Arts, Performing Arts, and other cultural programs.
G9. Programs for students, faculty, and staff to develop leadership, collegiality, and university involvement.
G10. Access to the array of information resources and technology infrastructure necessary to support university programs, services, and research.

Institutional Principles:
Texas A&M University-Corpus Christi is committed to the realization of its vision, the accomplishment of its mission, and the following principles:
P1. Recruiting, retaining, and supporting a diverse, highly qualified student body, faculty and staff.
P2. Establishing a culture of professionalism and responsibility.
P3. Fostering free and open intellectual inquiry, accomplishment and expression.
P4. Ensuring respectful, fair, and equitable treatment of all individuals.
P5. Fostering an open, shared and participatory decision making process.
P6. Promoting efficient and effective use of time, resources and technology.
P7. Providing an active campus life that extends teaching and learning beyond the classroom.
P8. Providing a safe and secure campus environment for students, faculty and staff.
P9. Involving the university community, alumni, civic and government leaders, and other friends of the university in the Texas A&M University-Corpus Christi vision and mission.

"Momentum 2015" Strategic Plan Imperatives:

Excellence
M1. Build and Sustain Academic Excellence and Competitive Programs
M2. Enhance a Culture of Discovery and Innovation
M3. Instill Global Perspectives into the Academic Life of the University
M4. Establish Targeted Areas of State, Regional and National Recognition and Distinction
M5. Achieve Doctoral Comprehensive Status and Aspire to Emerging Research Designation

Engagement
M6. Recruit, Retain and Graduate a Diverse and Highly Qualified Student Body
M7. Recruit, Mentor and Retain a Diverse, Highly Qualified Faculty and Staff
M8. Design and Cultivate Initiatives to Increase Lifelong Alumni Involvement
M9. Live, Learn and Work Together to Promote a Vibrant Coastal Bend Community

Expansion
M10. Extend the Reach of the Island University
M11. Preserve and Foster an Inviting Island Environment
M12. Establish a Culture of Assessment, Investment, and Stewardship
PARTICIPATION

Head Count Enrollment

   All
   White
   African-American
   Hispanic
   Asian
   Other

Full Time Equivalent Enrollment

   All
   White
   African-American
   Hispanic
   Asian
   Other

SUCCESS

Graduation Rate: 4-year
Graduation Rate: 5-year
Graduation Rate: 6-year
6-Year Persistence/Graduation

   All
   White
   African-American
   Hispanic
   Asian
   Other

Degrees Awarded by Ethnicity

   All
   White
   African-American
   Hispanic
   Asian
   Other

Degrees Awarded by Level

   Bachelor
   Master
   Doctoral

EXCELLENCE

LD SCH by Tenured/Tenure-track Faculty
FTE Student / FTE Faculty Ratio
Percent of Bachelors Graduates Employed or Graduate School
Lower Division Average Class Size
Percent of FTE Faculty Tenured

RESEARCH

Federal Research $ per tenure/tenure-track FTE faculty
Sponsored Research expenditures as a percent of GR

EFFICIENCY

Administrative Cost Ratio
Classroom Utilization (Hours per Week)
Lab Utilization (Hours per Week)
State Appropriation per FTE Student
State Appropriation per FTE Faculty
All-funds Expenditures per FTE Student