2018-19 Annual Program Update

Program Overview

Please verify the mission statement for your program. If there is no mission statement listed, please add it here.

> The mission of **Business and Administrative Services Department** (Fiscal Services – Business Office, Cashier/Bursar) is to provide financial and operational services to support institutional goals and the college mission, with a commitment to student learning at Laney College. The Department reporting units include: Business/Cashier's Office, Information Technology, Facilities and College Operations and Food Services

List your Faculty and/or Staff

> **Business Office:** VP Business & Administrative Services (Derek Pinto), Staff Assistant (Diana Davaasuren), Principal Accounting Technician (Lena Tang), Staff Services Specialist (Pak Ho), Principal Financial Analyst (Chungwai Chum)
>
> **Bursar/Cashier's Office:** Bursar/Principal Accounting Technician (Kinh Tran), Account Technician (Leticia Vilchis-Lent)

The Program Goals below are from your most recent Program Review or APU. If none are listed, please add your most recent program goals. Then, indicate the status of this goal, and which College and District goal your program goal aligns to. If your goal has been completed, please answer the follow up question regarding how you measured the achievement of this goal.

> The business services division follows the same non-instructional evaluation and outcomes assessment process together with the administration and student services.
> **Unit Goals** include:
> 1. Successful budget management for funds 1-82, collection of student fees/other fee collection
> 2. Efficient/timely processing of: purchase related transactions, vendor/independent contracts, personnel related items
> 3. Frequent, high profile communication with all stakeholders on the status of College finances and all related business transactions
>
> **College Strategic Goal** include: offer high quality services
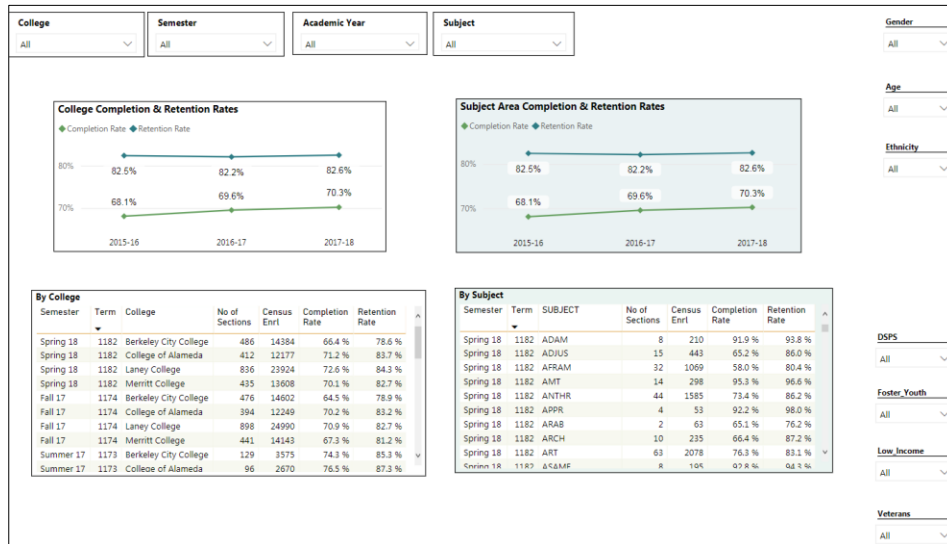> **Status**: In process
> See **Administrative Unit Outcomes (AUO)** section below

Describe your current utilization of facilities, including labs and other space

> **Business Office:** T-213, T-215, T-214, T-216
> **Bursar/Cashier's Office:** A-201

Program Update

[Program Update Power BI dashboard](#)

Using the dashboard, review and reflect upon the data for your program. Describe any significant changes and discuss what the changes mean to your program. Consider whether performance gaps exist for disproportionality impacted students. Focus upon the most recent year and/or the years since your last comprehensive program review. Cite data points from the dashboard to support your answer.

Describe the department's progress on Student Learning Outcomes (SLOs) and/or Administrative Unit Outcomes (AUOs) since the last Program Review/APU. If your discipline offers a degree or certificate, please describe the department progress on Program Learning Outcomes (PLOs).

Each business service operating unit is listed below (Bursar's Office/Business Office) and is followed by a brief description of the critical functions provided to students, faculty and staff. Also, the list includes the key elements of the unit's evaluation and outcomes assessment activities to support continuous improvement.

Unit	Critical Functions	College Goal/Current Priorities	Assessment/Measurement
Bursar's Office	**Student Fee and Other Fee Collections**	99% accuracy of data entry of fee collections into Peoplesoft	Count data entry errors compared to total transactions
	Student Parking Permits	99% accuracy of data entry of fee collections into Peoplesoft	Count data entry errors compared to total transactions
	EasyPass Processing	99% accuracy of data entry of fee collections into Peoplesoft	Count data entry errors compared to total transactions
	Payroll Check Distribution	Effectively distribute 100% of the checks received	All checks received have been distributed.
	Petty Cash Reimbursement	Process Petty Cash replenishment from District Finance within 30 business days.	Count of days between Petty Cash Distribution to date replenishment received from District Finance
	Cash Management	Deposit Cash to Bank Account twice a week.	Count of Deposits per week school is in session.
	Bank Account Reconciliations	Complete prior month's Bank Reconciliations and Distribute to District Finance by the 20th of the following month	Count number of times out of 12 months that the bank reconciliations are complete by due date
	Customer Satisfaction	90% of campus community believes service levels meets or exceeds expectations in all service categories	Initiate an annual Business Office satisfaction survey for students, staff and faculty to complete.
	Standard Operation Procedures (department wide)	Complete 100% of Bursar SOPs	Count of SOPs existing today compared to count existing at end of fiscal year
	Job Desk Manuals	Complete 100% of Bursar staff positions	Count of positions with Job Desk Manuals today compared to count existing at the end of fiscal year

Unit	Critical Functions	College Goal/Current Priorities	Assessment/Measurement
Business Office	**Processing request for purchase orders**	Submit PO to District within 72 hours of receipt in Business Office	Count average number of days to issue approved POs to District Office
	Processing request for requisitions	Submit PO to District within 72 hours of receipt in Business Office	Count average number of days to issue approved POs to District Office
	Cash Management	Distribute to District Finance all checks within 48 hours of receipts.	Count number of days between date of receipt and date transferred to District Office.
	Budget management for Funds 1-82	• Hold monthly meetings with budget managers/college administrators to review monthly Budget vs. Actual results to avoid deficits by fund. • Distribute monthly reports and recommendations to budget managers or College Administrators for each cost center and for each fund. • Process BTRs within 48 hours and request for Budget analysis within 5 days of request • Complete annual carryover of funds, when applicable and in coordination with District Office.	• Count number of meetings held with each budget manager or college administrator. • Count number of months reports were issued for college administrator. • Count average number of days to process BTRs and Budget Analysis
	Key/Parking/Access Fobs	Process key request forms within 48 – 72 hours, depending on availability in college inventory of keys	Count number of days between request submission to date key request processed.
	Timesheet Processing	Submit approved Timesheets to the District by District Due Date.	Count number of times timesheet submissions meet District Due Date
	ICC (Independent Contractor Processing)	Submit approved ICC to President's Office within 3 days of Receipt	Count average number of days to deliver to President's office
	Travel Request Processing	Submit travel request to President's Office within 3 days of receipt (except PFT Professional Development request requiring Committee approval)	Count average number of days to deliver to President's office
	EPAF Processing	Approval ePAF processing in Business Office within 5 days of receipt	Count average number of days to issue approved ePAFs to President's Office

Business Office	Position Control	Review of position control documents as shared by the district office.	Verify all positions in all departments have been accounted for.
	Vendor Contracts	Ensuring vendor is established with the College, W-9 received, contract has gone through the appropriate vetting process.	Vendor successfully established with the district.
	Customer Satisfaction	90% of campus community believes service levels meets or exceeds expectations in all service categories	Initiate an annual Business Office satisfaction survey for students, staff and faculty to complete.
	Standard Operation Procedures	Complete 100% of Business Office SOPs	Count of SOPs existing today compared to count existing at end of fiscal year
	Job Desk Manuals	Complete 100% of Business Office staff positions	Count of positions with Job Desk Manuals today compared to count existing at the end of fiscal year

Describe the outcomes and accomplishments from previous year's funded resource allocation request.

Brief description of funded request	Source (any additional award outside your base allocation)	Total Award Amount	Outcome/Accomplishment

Prioritized Resource Requests Summary

In the boxes below, please add resource requests for your program. If there are no resource requested, leave the boxes blank.

Resource Category	Description/Justification	Estimated Annual Salary Costs	Estimated Annual Benefits Costs	Total Estimated Cost
Personnel: Classified Staff	Principal Clerk needed (position was frozen) Tower lobby, other administrative tasks	$38,724 (Range 36 Step 1 $3,227, 12 mo.)	$35,352	$74,142
	½ time Cashier needed at the Bursar's Office to manage volume of clientele	$12,545 (Range 25 Step 1 $2,509, 10 mo.)	$26,361	$38,927
Personnel: Student Worker				
Personnel: Part Time Faculty				
Personnel: Full Time Faculty				

Resource Category	Description/Justification	Total Estimated Cost
Professional Development: Department wide PD needed	Continued training for personnel as necessary for backup to Bursar	N/A
Professional Development: Personal/Individual PD needed		

Prioritized Resource Requests Summary - Continued

Resource Category	Description/Justification	Total Estimated Cost
Supplies: Software	N/A	
Supplies: Books, Magazines, and/or Periodicals	N/A	
Supplies: Instructional Supplies	N/A	
Supplies: Non-Instructional Supplies	N/A	
Supplies: Library Collections	N/A	

Resource Category	Description/Justification	Total Estimated Cost
Technology & Equipment: New	2 new computers (Bursar's Office) 2 new printers (Bursar's Office)	$1600 $300
Technology & Equipment: Replacement	N/A	

Prioritized Resource Requests Summary - Continued

Resource Category	Description/Justification	Total Estimated Cost
Facilities: Classrooms	N/A	
Facilities: Offices	N/A	
Facilities: Labs	N/A	
Facilities: Other	N/A	

Resource Category	Description/Justification	Total Estimated Cost
Library: Library materials	N/A	
Library: Library collections	N/A	

Resource Category	Description/Justification	Total Estimated Cost
OTHER	N/A	