

Laney College
2014-15 Institutional Goals and Organizational Effectiveness

Business and Administrative Operations

Business Services contribute to the achievement of institutional goals such as organizational effectiveness and fiscal affairs, as well as overall college mission. The business services division follows the same non-instructional evaluation and outcomes assessment process together with the administration and student services.

Unit Evaluation and Outcomes Assessment

Each business service operating unit is listed below 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 2014-15	Assessment Measurement 2014-15
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 entered into Peoplesoft
	Student Parking Permits	99% accuracy of data entry of fee collections into Peoplesoft	Count data entry errors compared to total transactions entered into Peoplesoft
	EasyPass Processing	99% accuracy of data entry of fee collections into Peoplesoft	Count data entry errors compared to total transactions entered into Peoplesoft
	Payroll check Distribution		
	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
	Trust Account Deposits	Complete transfer of trust account funds to Peoplesoft by November 2014.	Determine when transfer completed and compare to due date.
	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 20 th of the following month	Count number of times out of 12 months that the bank reconciliations is complete by due date
	Document Retention		
	Customer Satisfaction	75% of campus community believes service levels meets or exceeds expectations in all service categories	Percentage of students, staff and faculty rating meeting expectations on service levels and measure in annual Business Office satisfaction survey.
	Staff Skill and Professional Development		
	Standard Operation Procedures	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

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Unit	Critical Functions	College Goal/Current Priorities 2014-15	Assessment Measurement 2014-15
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.	Count number of meetings held with each budget manager or college administrator.
		Distribute monthly reports and recommendations to budget managers or College Administrators for each cost center and for each fund.	Count number of months reports were issued for college administrator.
		Process BTRs within 48 hours and request for Budget analysis within 5 days of request	Count average number of days to process BTRs and Budget Analysis
		Complete annual carryover of funds, when applicable and in coordination with District Office.	
	Work Order - Custodial	Submit Work Orders to Custodial staff for completion same day of receipt.	Count number of days the work orders submitted to Custodial on same day
	Work Order - Engineering	Submit Work Orders to Custodial staff for completion same day of receipt.	Count number of days the work orders submitted to Custodial on same day.
Key/Parking/Access Cards	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	

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	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
	Salary/Head Count Tracking		
Business Office	Vendor Contracts		
	Utility Services Bill/Cost Management		
	Document Retention		
	Other Forms Processing		
	Customer Satisfaction	75% of campus community believes service levels meets or exceeds expectations in all service categories	Percentage of students, staff and faculty rating meeting expectations on service levels and measure in annual Business Office satisfaction survey.
	Staff Skill and Professional Development		
	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

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Unit	Critical Functions	College Goal/Current Priorities 2014-15	Assessment Measurement 2014-15
Custodial Services	Custodial Work Order – Completion	Complete 90% of Custodial works within 24-72 hours	Report completion rate at the end of 2 nd , 3 rd and 4 th fiscal quarter end
	Work Shift Scheduling		
	Custodial Service Level Tracking and Reporting	Develop a report which details Building Service Levels by Custodial Staff	Report distributed to campus 2 nd , 3 rd and 4 th fiscal quarter end.
	Safety Compliance	Complete 100% of forklift and safety training by custodial staff	Report # of employees completing renewal or new safety training
	New Skill Training		
	Cross-training for Backup		
	Customer Satisfaction	75% of campus community believes service levels meets or exceeds expectations in all service categories	Percentage of students, staff and faculty rating meeting expectations on service levels and measure in annual Business Office satisfaction survey.
	Staff Skill and Professional Development	Complete 100% general custodial training for custodial staff annually.	Report # of employees completing renewal or new safety training
	Standard Operation Procedures	Complete 100% of Custodial SOPs	Count of SOPs existing today compared to count existing at end of fiscal year
	Job Desk Manuals	Complete 100% of Custodial staff positions	Count of positions with Job Desk Manuals today compared to count existing at the end of fiscal year

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Unit	Critical Functions	College Goal/Current Priorities 2014-15	Assessment Measurement 2014-15
Facilities	Rental Contract Management	Rental agreements are finalized AND temporary holds of space rentals are released within 30 days of initial contact.	Count of days it takes to close a contract. Count of days for when rental space holds are released.
	Rental Contract Billing	Invoices for rental services are mailed within 10 business days of the last day of event.	Count number of days between event last day and invoice date.
	Rental Contract Collections and Reporting	Reduce Aging of rental revenue to 75% of revenue less than 30 days past due and 25% between 30-60 days past due and 0% > 60 days past due.	Invoice Aging reports shows dollar amount of invoices in aging categories: 30 days, 60 days, 90 days and >120 days old
	Cash Management	Within 72 hours of receipt, rental checks are forwarded to District Finance.	Count number of days between receipt of rental checks and mailing date to District Finance.
	Communication of Campus Events	Mail Weekly Facility Rental to campus community once a week.	Count number of weeks school in session and compare to count of Weekly Facility Reports issued weekly.
	Coordinate Campus Construction Projects		
	Accounting Reconciliation		
	Financial Reporting		
	Allocation of Shared Revenue		
	Facility Supplies and Equipment Purchasing		
	Facility Supplies and Equipment Purchasing		
	Staff Skill and Professional Development		
	Customer Satisfaction	75% of campus community believes service levels meets or exceeds expectations in all service categories	Percentage of students, staff and faculty rating meeting expectations on service levels and measure in annual Business Office satisfaction survey.
	Standard Operation Procedures	Complete 100% of Facility SOPs	Count of SOPs existing today compared to count existing at end of fiscal year
	Job Desk Manuals	Complete 100% of Facility staff positions	Count of positions with Job Desk Manuals today compared to count existing at the end of fiscal year

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Unit	Critical Functions	College Goal/Current Priorities 2014-15	Assessment Measurement 2014-15	Alignment with College Goals	Alignment with District Goals
Food Services and Catering	Purchasing/Cost Control of Food	Reduce the food cost per item sold by 2%	Cost of Food to # of sales Transactions (By Student Center, Bistro, Bakery and Catering) for fiscal year compared to last fiscal year	Goal #4: Resources (Finances)	E3: Fiscal Oversight (Develop and Manage Resources to Advance Our Mission)
	Purchasing/Cost Control of Supplies	Reduce the supplies cost per item sold by 2%	Cost of Supplies to # of sales Transactions (By Student Center, Bistro, Bakery and Catering) for fiscal year compared to last fiscal year	Goal #4: Resources (Finances)	E3: Fiscal Oversight (Develop and Manage Resources to Advance Our Mission)
	Inventory Management Food				
	Inventory Management Supplies (non-perishables)				
	Revenue, Customer Transaction and Profitability Reporting	<u>Student Center and Bistro:</u> Customer Transaction Increase 4700 or 2.7% Purchases per transaction increase \$.15 Service Unit Profitability	Percentage Volume change of transactions for fiscal year compared to last fiscal year	Goal #4: Resources (Finances) Goal #1: Student Success	E3: Fiscal Oversight (Develop and Manage Resources to Advance Our Mission) D3: Institutional Effectiveness (Strengthen Accountability, Innovation and Collaboration) E2. Budget to Improve Student Success

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	Cash Management				
	Compliance - Sanitation and Permits				
	Marketing				
	Communications				
	Collaboration with Instruction				
	Customer Satisfaction	75% of campus community believes service levels meets or exceeds expectations in all service categories	Percentage of students, staff and faculty rating meeting expectations on service levels and measure in annual Business Office satisfaction survey.	Goal #1: Student Success Goal #3 Assessment (Administrative Assessments)	E4:Support Quality Instruction
	Staff Skill and Professional Development	Monthly Staff meetings to address quality of operations and mitigation of issues. Delegated leadership roles to staff to develop increased points of view beyond their individual jobs.	Reduction in count of operational issues and measuring count of employees implementing the change. Increase employee satisfaction in environment conducive assuming leader role.	Goal #4: Resources (Personnel)	D1. Service Leadership
	Standard Operating Procedures	Complete 60% of food service SOPs Update Costing Book for Culinary Arts	Count of SOPs existing today compared to count existing at end of fiscal year	Goal #2: Accreditation Goal #3 Assessment (Administrative Assessments) Goal #4: Resources (Facilities)	D2: Institutional Effectiveness (Institutional Leadership Governance) E4. Support Quality Instruction
	Job Desk Manuals	Complete 60% of food service staff positions	Count of positions with Job Desk Manuals today compared to count existing at the end of fiscal year	Goal #2: Accreditation	D: Institutional Effectiveness (Institutional Leadership Governance) E4. Support Quality Instruction

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Unit	Critical Functions	College Goal/Current Priorities 2014-15	Assessment Measurement 2014-15
IMC – Copy Center	Copyright Compliance	Occurrence of copyright infringement 0%	Count of copyright infringements
	Copy Production	Complete copy jobs within 48 hours or 2 days of receipt	Count of days between receipt of copy request and date production is complete for each copy job
	Exam Production	Complete copy jobs same day of receipt	Count of days between receipt of copy request and date production is complete for each job
	Copy Supply Management and Reporting		
	Transaction Request Tracking and Reporting		
	Generating Invoices for Services	Issue invoice to campus clients for special project copy services on the 10 th of each month (for the prior months jobs)	Count # of days after the 10 th of the month and compare to the actual date invoices are issued
	File Maintenance		
	Document Retention		
	Customer Satisfaction	75% of campus community believes service levels meets or exceeds expectations in all service categories	Percentage of students, staff and faculty rating meeting expectations on service levels and measure in annual Business Office satisfaction survey.
	Staff Skill and Professional Development		
	Standard Operation Procedures	Complete 100% of IMC SOPs	Count of SOPs existing today compared to count existing at end of fiscal year
	Job Desk Manuals	Complete 100% of IMC staff positions	Count of positions with Job Desk Manuals today compared to count existing at the end of fiscal year

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Unit	Critical Functions	College Goal/Current Priorities 2014-15	Assessment Measurement 2014-15
Mailroom Services	Receive Mail and Packages	0% of mail lost after receipt in mailroom.	Count of lost mail in mail room for entire fiscal year.
	Distribution of Mail and Packages	100% of US mail letters distributed to mailboxes within 24 hours.	Count of empty mail delivery cartons with mail still in box.
	Communication to Mail Recipients	100% of Recipients of mail packages are notified with 48 hours of receipt in mailroom	Count of mail notifications sent within 48 hours
	Special Handling Checks		
	Special Handling Government Letters		
	Special Handling of Biologic Packages		
	Maintain and Replenish Mail Machine		
	Mailbox Label Changes		
	Backup for Switchboard		
	Backup for Business Office Distribution Keys/Parking/Timesheet and Work order processing		
	Customer Satisfaction	75% of campus community believes service levels meets or exceeds expectations in all service categories	Percentage of students, staff and faculty rating meeting expectations on service levels and measure in annual Business Office satisfaction survey.
	Staff Skill and Professional Development		
	Standard Operation Procedures	Complete 100% of Mail Service SOPs	Count of SOPs existing today compared to count existing at end of fiscal year
Job Desk Manuals	Update 100% of Mail Service staff positions	Count of positions with Job Desk Manuals today compared to count existing at the end of fiscal year	

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Unit	Critical Functions	College Goal/Current Priorities 2014-15	Assessment Measurement 2014-15
Phone Services	Switchboard Management	Complete 8 hour daily coverage of campus switchboard 95% of time	Count of hours switchboard covered during in session and count of school days during all 3 semesters in fiscal year
	Communicate to Campus		
	Publish and Distribute Campus Phone Directory	Update and distribute Campus phone directory once a semester	count of phone directories issued in fiscal year
	Process Phone Service and Equipment Work Orders	Respond to work order for phone service, repairs or changes within 48 hours	Count of phone work orders processed and submitted to Advantel
	Complete Phone Service and Equipment Work Orders		
	Troubleshoot phone problems		
	Manage Special Phone Projects		
	Coordinate Business Office Website		
	Backup Support for Mail Services		
	Staff Skill and Professional Development		
	Customer Satisfaction	75% of campus community believes service levels meets or exceeds expectations in all service categories	Percentage of students, staff and faculty rating meeting expectations on service levels and measure in annual Business Office satisfaction survey.
	Standard Operation Procedures	Complete 100% of Phone Service SOPs	Count of SOPs existing today compared to count existing at end of fiscal year
	Job Desk Manuals	Complete 100% of Phone Service staff positions	Count of positions with Job Desk Manuals today compared to count existing at the end of fiscal year

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Unit	Critical Functions	College Goal/Current Priorities 2014-15	Assessment Measurement 2014-15
Storeroom/Warehouse	Supply Purchasing	Reduce supply cost by 5%.	Value of purchases at end of current fiscal year compared to last fiscal year.
	Inventory Management and Reporting		
	Receiving Services	Within 72 hours of notice, pickup supplies from District Warehouse	Count number of days between District Notice to physical pickup date by Laney staff.
	Delivery Services	Within 72 hours of receipt of supplies from warehouse, deliver goods to campus recipient.	Count number of days between physical receipt of goods to date delivered.
	Disposition of Assets	Within 15 business days of receipt of notice to dispose of campus property, pickup and deliver to District Office.	Count number of days between receipt of notice and date property disposition was delivered to District.
	Notification to Campus clients		
	Customer Satisfaction	75% of campus community believes service levels meets or exceeds expectations in all service categories	Percentage of students, staff and faculty rating meeting expectations on service levels and measure in annual Business Office satisfaction survey.
	Staff Skill and Professional Development		
	Standard Operation Procedures	Complete 100% of Storeroom SOPs	Count of SOPs existing today compared to count existing at end of fiscal year
	Job Desk Manuals	Complete 100% of Storeroom staff positions	Count of positions with Job Desk Manuals today compared to count existing at the end of fiscal year