Los Rios CCD

2014-2015 Unit Plan

Support Services

Unit: _____ Business Services _____

Submitted by: _____ Rose Ramos & Carrie Bray _____
                                 Submitter   Date

Approved for Submission: _____ Theresa Matista _____ 2/27/15
                                       Unit Administrator   Date

Plan Approved: _____ Susan T. Lorimer _____ 3/6/15
                               Chancellor/District ALO   Date

1

Table of Contents

I. Unit Plan

Definition of a Support Services Department/Unit
For purposes of this planning document, a support services unit is defined as a District department which is responsible for providing services throughout the District in a manner which creates and maintains an optimal learning environment for students and/or provides services necessary to support the overall operation of the District and colleges.

Unit Plan Purpose
Unit plans are annual documents created and used by District units to develop and maintain high quality services to support student learning and District and college operations. This operational plan allows the department/unit to appropriately implement its specific responsibilities to support accreditation standards, the LRCCD Vision/Mission/Values Statement, the LRCCD Strategic Directions document, changes to federal and state laws that impact the colleges and District, annual LRCCD executive staff goals, and other major district plans. Plan implementation is supported by allocations provided in the annual District Budget. Together these documents make up a major portion of the ongoing institutional planning, implementation, and evaluation cycle necessary to ensure continuous program and service improvement. The Accrediting Commission's Standard 1.B.3-4 states:

> *The institution assesses progress toward achieving its stated goals and makes decisions regarding the improvement of institutional effectiveness in an ongoing and systematic cycle of evaluation, integrated planning, resource allocation, implementation, and re-evaluation. Evaluation is based on analyses of both quantitative and qualitative data.*

> *The institution provides evidence that the planning process is broad-based, offers opportunities for input by appropriate constituencies, allocates necessary resources, and leads to improvement of institutional effectiveness.*

The Role of Unit Plans in the Overall Institutional Evaluation, Planning, and Improvement Cycle
LRCCD supports the concept of evaluating current services to determine opportunities for improvement. Unit plans are used by units to identify growth and improvement needs at the operational level, and then provide information to the appropriate administrative and governance levels about the resources and activities required to meet the identified needs.

The District recognizes that its current rate of change, increased enrollment demand, unstable state budget allocations, ongoing facility expansion, changing technology requirements and the rapid growth and demographic changes in its surrounding communities require both short-term and long-term planning efforts. Therefore, unit plans focus on a 1-year time frame directly linked to resource allocations, while also encouraging departments/units to reference or append long-term plans where appropriate.

Plan Due Date
Unit plans are required to be updated annually by June 1 of each year and use this template. A copy of the review will be maintained in the unit and the Office of Education and Technology

II. Mission Statement

Provide your unit's mission statement below. Your statement must align with the District's mission statement.

Provide your unit's mission statement below.

To honor the District's core value of financial stability through the careful management of resources while providing the best service possible to our students, faculty, staff and community.

For reference, the following are LRCCD's Vision and Mission statements.

Vision Statement
We, the Los Rios community colleges, provide outstanding programs and services so that all students meet and exceed their educational, career, personal and social goals. We meet the social and economic needs of the community.

Mission Statement
Relying on their professional and organizational excellence, the Los Rios community colleges:

- Provide outstanding undergraduate education, offering programs that lead to certificates, associate degrees, and transfer;
- Provide excellent career and technical educational programs that prepare students for job entry and job advancement through improved skills and knowledge, including the demands of new technologies;
- Provide a comprehensive range of student development programs and services that support student success and enrich student life;
- Provide educational services that address needs in basic skills, English as a second language, and lifelong learning; and
- Promote the social and economic development of the region by educating the workforce and offering responsive programs such as service learning, business partnerships, workforce literacy, training, and economic development centers.

III. Unit Responsibilities and Projects

List your unit's primary assigned responsibilities including those related to creating and/or supporting an effective learning environment. Also, identify any expected changes in responsibilities or major new projects (e.g. opening of new facilities, IT infrastructure upgrades, etc.) for the next academic year (summer, fall, spring). Please reference any LRCCD Strategic Plan strategies, accreditation standards or policies, or changes to state or federal laws that are informing your changes in primary responsibilities or new projects.

List your unit's primary responsibilities (ongoing):

District Business Services consists of the following departments: Accounting Services, Accounts Payable, Employee Benefits, Fiscal Services, Grants and Contracts, Internal Audit, and Payroll. The unit is responsible for processing almost all financial transactions of the District and has oversight for any not processed directly. In addition, all financial and attendance reporting, both internal and external, occurs through the unit as well as most compliance reporting. Each department within the unit has its own primary responsibilities as indicated by the title. Accounting Services is responsible for maintaining the general ledger for all district funds, except bookstore, as well as financial aid disbursements, and the District's Foundation accounting. Accounting services performs other accounting functions such as cash management and financial reporting, including the annual audit of the District. Fiscal Services specifically has responsibility for budgeting which includes position control. Grants and Contracts monitor and report restricted funds as well as the District's capital projects. All the departments in business services lay a vital role in supporting the learning environment through timely and accurate processing of transactions as well as providing support services to the colleges and our employees.

List any new or expected changes in primary responsibilities this year (ongoing):

None.

List any new projects your unit expects to implement this year (one-time only):

As noted in the 2013-14 unit plan, Accounting services and Internal Audit staff are actively involved in the implementation of two Peoplesoft modules, financial aid and cashiering. Employee Benefits and Payroll are both involved in the implementation of the requirements under the Affordable Care Act (ACA) as well as newly legislated provisions governing sick leave and personal necessity. Accounts Payable is supporting a project to expand the use of credit cards at the colleges.

IV. Unit Plans

Based on your unit's listed responsibilities and projects, most recent Program Review, and any additional information provided by the appropriate administrator and/or DIR, use the following question prompts and linked forms to document how your unit will complete your assigned responsibilities and projects. State your unit's plans to:

A. Identify appropriate **equipment, software, supplies** needed to support new projects, expanded responsibilities, and necessary upgrades.

The department routinely requires refreshes of desktops and has a replacement plan. Typically, the oldest machines are replaced; however, there is an allowance for upgrading a newer machine dependent upon the work requirements for a given position. We have installed dual monitors for most staff positions and currently are evaluating whether we should move to a larger monitor. Annual/on-going reviews are made to ensure employee work areas meet ergonomic needs.

We need a microfiche reader as we are unable to repair our current one. An option being considered is to convert the media to digital. We need assistance in Payroll for Onbase (scanning) set up. Accounting services would like a shredder, although some additional review is necessary given that there are the secured materials containers located in Payroll that can be used by all of business services.

B. Identify appropriate **staffing** needed to support new projects or expanded responsibilities.

Accounting Services received an additional position during 2014-15. As a result of the bookstore consolidation, an accountant position was added by converting an open unfilled position from Fiscal Services. This position was added following the elimination of an analyst position resulting in the assignment of additional tasks to Accounting Services.

Employee benefits is requesting an additional position. The workload in the department has grown as a result of increased regulations governing leaves and an expansion of the Districts benefit options.

Two areas identified the need for some temporary staff support, fiscal services and payroll. The workload need in fiscal services is for entering budget entries in busy periods as well as filing. In payroll, it is for scanning. The nature of the work fits well in terms of temporary assignments. The need is relatively small and existing discretionary budget is sufficient to support.

Two supervisor positions, Fiscal Services and General Accounting, received an upgrade in placement following the revision of the job descriptions. With the elimination of a supervisor and senior analyst position (as described in the appendix) these positions had been assigned additional responsibilities warranting a review of the placement.

C. Identify **new buildings or major renovations** needed to support the completion of unit responsibilities.

None.

D. Identify **minor remodels or alterations** needed to support the completion of unit responsibilities.

None.

E. Identify **professional development** activities that help unit members stay current with their job requirements. Please list expected individual and department requests for professional development activities.

Interest Based training for new staff. As well as training on the implementation requirement for the ACA and for implementation of the new GASB standard 68.

F. Ensure required **safety and information security procedures** are followed to create and maintain a safe work environment. If individuals in your unit require training, please refer to the LRCCD Human Resources online safety and information security training opportunities.

Staff completed the information security module developed by the District's Information Security Officers. Staff are encouraged to attend training on safety such as CPR as well as "brown bag" training from HR regarding safety.

G. Ensure unit members participate, and provide **leadership** to the district, in their areas of expertise.

Staff are encouraged to attend the Classified Leadership academy. Supervisors attend regularly scheduled training for supervisors covering topics such as evaluations and training.

H. Ensure that the results from **assessments on quality and satisfaction** are used to improve services.

Briefly describe the techniques/assessments currently used to ensure quality or required external standards (e.g., audits, inspections). Also, describe techniques/assessments being developed for use next fiscal year.

The departments use different metrics both objective and subjective for measuring their effectiveness. For example, accounts payable monitors the turnaround time between receipt of invoice to payment. Accounts receivable maintains an aging report for regular follow up on outstanding items. Fiscal Services reviews processing time for position control and budget entries.

Subjectively, the departments monitor the nature of requests from users to determine service areas that may need improvement. For example, paystubs can be securely accessed on-line by employees which eliminated the need for mailing or making duplicate paystubs and resulted in greater service to our employees.

Three examples are attached of metrics/monitoring. One is the monthly aging report for accounts receivable. This report is distributed to all business services managers for review. The other two are the results of tracking emails and phones calls to Accounts Payable and Accounting services over a three week period in calendar year 2014. The supervisors use this data to identify areas where service could be improved through either increased training or through additional communication. One example is a project underway to provide the District's with an external link so that they can check on the status of their invoices. Almost forty percent of Accounts Payables correspondence was related to invoice status.

I. Ensure unit members know where and how to **refer employees or members of the public** needing support assistance not provided by your unit. Briefly describe what is being done in this regard.

This hasn't been an issue. Each department works in relatively close proximity and there is awareness of what each department does. Typically, a call would be transferred to a supervisor.

J. State how your department/unit encourages participation in **individual service activities** and volunteerism supporting students (e.g., access/success, e-recycling, presentations, leading workshops, district committees, etc.).

Because we are not located on a college campus, there is less opportunity to participate in activities that directly support students. Staff do present at workshops such as employee benefit workshops or attendance accounting. In addition, they participate in training such as the annual new deans and supervisors.

K. State your unit's plans to develop and implement **any special or long term projects,** including those identified in your most recent Program Review (if applicable) and the LRCCD Strategic Plan (if applicable). If project plan(s) are contained in another document, list each plan below and attach a copy to your unit plan. For all other project plans, briefly describe projects and indicate implementation timelines below.

The unit will support collective bargaining activities during 2014-15 including providing language and data for negotiations with the LRSA and analysis for negotiations regarding the District contribution for medical premiums. The unit will support the implementation of two financial related Peoplesoft modules, cashiering and financial aid. The timelines are not controlled by Business Services.

L. Please provide any **suggestions for improving** the District's unit plan process, including how to more effectively align with other District and college processes (strategic plan, other planning, resource allocation, etc.).

None.

V. Appendix

List your unit's accomplishments based on completion of last year's unit plan.

The unit reduced four total FTE in response to the budget crisis. Of the positions, one was a supervisor over grants and contracts and another was the senior financial analyst. The duties of those two positions were distributed amongst staff and management and the unit has been able to maintain its high level of service. In addition, the child development analyst position was eliminated when that position became vacant which resulted in savings for the Child Development program. Also, one additional position, the account clerk II in the fiscal services has been held vacant.

This reflects an important accomplishment in terms of teamwork across the unit.

List sources you used to support your unit plan statements.

Attach supporting documents (Supporting Data from the DIR, etc.) following this page, identifying those you have attached in the text box, below.

LOS RIOS COMMUNITY COLLEGE DISTRICT

LOG OF EMAILS/PHONE CALLS RECEIVED IN ACCOUNTING OPERATIONS

WEEKS OF 2/24, 3/3, 3/10

FY 2014

(Note: Response time is generally same day or within one business day. Longer response time is due to employee time off, i.e. sick leave, vacation, etc.)

CATEGORY	RANK	PERCENT	COUNT	
Payment related	1	38.182%	147	22% need invoices, 21% for paid invoices, 19% for invoices to be paid, 17% for AO staff follow up action requested, 6% for College BSO follow up action requested, 2% each for follow up on credits, follow up on statements, and need for revolving check payment, and 9% other; i.e. additional documentation or information needed and follow up with other departments,
Travel problem related	2	14.026%	54	26% for additional documentation needed, 17% for information provided on general travel questions, 15% for adjustments on allowable expenses, 9% each for budget errors and special handling needs, 3% each for remit address verification, W2 reportable expenses, duplicate payments, payment status, and use of PO to pay registration, and 9% for other; i.e. input error, cancel, authorized signer needed, amount verification, and return document to college.
Check/warrant problem related	3	9.610%	37	24% for stop payments, 22% for cancels, 19% for requests on paid status, 11% for stale dates, 8% for mail date of checks, and 16% for other; i.e. FM check contact update, duplicate payment, revolving check and state date process, check not received by vendor, additional information needed.
Voucher error related	4	8.571%	33	30% need change orders, 33% need receivers/releases, 15% need additional budget, and 22% for miscellaneous problems; i.e. no PO number on invoice, new contact at DO, duplicate shipment, or additional information required.

CATEGORY	RANK	PERCENT	COUNT	
IRS/FTB related	5	5.455%	21	38% for incorrect sales tax on invoice, 20% for W9 information request, and 14% each for incorrect sales tax payment on invoice, procedure to get college information for IRS foreign vendor filing, and BOE tax information request.
Procedure related	6	2.338%	9	Clarification on procedure for following up with college, closing of POs for year-end, determining proper coding on PO, off-line receiving, or using Calstore credit card.
Student refund related	7	2.078%	8	Student did not receive refund (*cancel/reissue refund*), special handling/mailing of refund, or credit card payment declined. Requests for
Vendor information related	7	2.078%	8	Changes to remit address, new rep contacts, or ownership. Requests for how to send invoices, email address, or fax number.
1098T related	8	1.818%	7	Questions on amount reported on 1098T. Request for 1098T form (*students forgot to access on-line form or student s had BOGG waivers*)
Other	9	1.299%	5	Peoplesoft vendor update problems, information request from subcontractor, account reconciliation problem, or vendor contact with no information.
Vendor problem related	10	1.299%	5	Questions on short payments on invoices (based on quote adjustment or short shipment); account on hold due to misapplied payments.
Non-issue	11	13.247%	51	General information among departments or with vendors. Provide updates to existing information, testing new processes, or conducting routine recurring work.
Total		100.000%	385	

Program Review Business Services
keep a log of emails and phone calls that deal with issues or a need for clarification
FOR THE 3 WEEK PERIOD 3/17/2014-4/4/2014

	GA STAFF	EMAIL/PHONE	DATE	TIME	PERSON/STAFF	College	DEPT/LOCATION	CONDITION/ISSUE/REASON	TIME TO COMPLETE	Min/HRS/DAYS
1	RAY	EMAIL	3/17/2014-4/4/2014	VARIOUS TIMES	HEATHER PARSONS	N/A	BOFA MERCHANT SERVICES	CH AUTHORIZATION REQUEST FOR STUDENT CREDIT CARD REFUNI	10	DAYS
2	RAY	EMAIL	3/17/2014	VARIOUS TIMES	KOREY WARZALA	N/A	CYBERSOURCE	Y AS TO FEE CHARGED TO DISTRICT FOR PROCESSING STUDENT RE	2	DAYS
3	VAN	EMAIL	3/17/2014	VARIOUS TIMES	PETER HEFLER	DO	IT	RESEARCH GL POSTING OF FINANCIAL AID CHECK	3	DAYS
4	RAY	EMAIL	3/17/2014	12 NOON	TANIA WALDEN	DO	GENERAL SERVICES	PROVIDE OPINION ON CORRECT ACCOUNT CODE FOR SURVEYS	30	MIN
5	RAY	EMAIL	3/20/2014	8:45 AM	THERESA MATISTA	DO	ACCOUNTING	PROVIDE INPUT RECORDING INSURANCE PROCEEDS FOR COLLEGE	20	MIN
6	VAN	PHONE	3/21/2014	8:27AM	YELENA RUD	SCC	FAO	REQUEST STOP PAYMENT FOR DAS	5	MIN
7	JULIE	PHONE	3/21/2014	9:45 AM	NANCY HAFER	ARC	BSO	CALL FOR DEBBIE KASSIS, WRONG NUMBER IN DIRECTORY	0.5	MIN
8	JULIE	EMAIL	3/21/2014	10:04 AM	JOANY HARMAN	FLC	BSO	NEED INVOICE COPIES FOR VAPA COSTS	0.5	MIN
9	AVIS	EMAIL	3/19/2014	2:02 PM	MERLLENE BENDIXON	DO	FOUNDATION	NEED BUDGET STRING FOR REFUND	2	MIN
10	AVIS	EMAIL	3/19/2014	3:48 PM	ENA ILANGAN	CRC	FOUNDATION	REQUEST FOR EARNINGS ALLOCATION BACK UP	2	MIN
11	RAY	PHONE	3/24/2014	9:00 AM	JOANY HARMAN	FLC	BSO	FEEDBACK ON TRANSFER PROCESS BETWEEN RPAC & FOUNDTN	2	MIN
12	RAY	EMAIL	3/24/2014	2:00 PM	MERLLENE BENDIXON	DO	FOUNDATION	CLARIFICATION ON POSTING OF GRANT FUNDS, NOT FOUNDTN	2	DAYS
13	AVIS	EMAIL	3/26/2014	12:56 PM	MERLLENE BENDIXON	DO	FOUNDATION	JEST TO PREPARE HISTORICAL REPORT ON CROSSROADS SCHOLAR	1.25	HRS
14	RAY	EMAIL	3/26/2014	2:26 PM	ROB HEIDT	SCC	BSO	PROVIDE DOCUMENTATION ON GRANT. IDENTIFY CFDA NUMBER	3	DAYS
15	AVIS	PHONE	3/26/2014	2:15 PM	JOANY HARMAN	FLC	BSO	QUESTION ON DONATED ASSET XFER TO FLC	2	MIN
16	AVIS	PHONE	3/27/2014	4:00 PM	DON JACKSON	FLC	RECEIVING	ICORRECT ASSET TAG. INFORMED NEED TO CONTACT PURCHASIN	2	MIN
17	RAY	PHONE	3/28/2014	8:30 AM	JANICE (ANALYST)	N/A	LAIF	DIRECTIONS ON CHANGING BOARD AGENDA AND USERS	0.5	MIN
18	RAY	EMAIL	3/28/2014	9:15 AM	KATIE DELEON	CRC	BSO	UPDATE ON LAIF ACCOUNT FORMS	0.08	MIN
19	RAY	EMAIL	3/28/2014	9:10 AM	CARRIE BRAY	DO	DIRECTOR	UPDATE ON LAIF ACCOUNT FORMS	0.25	MIN
20	RAY	EMAIL	3/28/2014	10:21 AM	ROB HEIDT	SCC	BSO	APPROVE LEVEL 1 REQUESTS	0.08	MIN
21	AVIS	PHONE	3/28/2014	10:25 AM	BRIDGETTE	DO	IT	INQUIRY ON STATUS OF SCC SERVER	0.33	MIN
22	AVIS	PHONE	3/28/2014	11:25 AM	JAMES STROH	DO	IT	ASSIST FINDING TAG NO FOR EW NOTEBOOK	0.17	MIN
23	JULIE	EMAIL	3/31/14-4/2/14	3:53 PM	JANET ALVERADO	CRC	FINANCIAL AID	CRC BOOKSTORE EMPLOYING FWS STUDENT REVIEW	20	MIN
24	RAY	EMAIL	3/31/2014	11:26 AM	CINDY VELEZ	DO	IT	SPOND TO INQUIRY TO RUN DATABASE EXTRACT FOR CRYSTAL RP	2	MIN
25	RAY	EMAIL	3/31/2014	1:03 PM	TANIA WALDEN	DO	GENERAL SERVICES	RESPOND TO DISCUSSION ON SCC FEDERAL ASSET DISPOSAL	5	MIN
26	RAY	EMAIL	3/31/2014	1:11 PM	TERESA MATISTA	DO	ACCOUNTING	RESPOND TO INQUIRY ON STUDENT DEBT COLLECTION	2	MIN
27	RAY	EMAIL	4/1/2014	11:05 AM	KIRSTEN DUBRAY	ARC	FOUNDATION	REVIEW & RESPOND TO ENDOWMENT MOU	10	MIN
28	RAY	EMAIL	4/1/2014	8:19 AM	KOUE VANG	ARC	BOOKSTORE	PROVIDE ACCESS TO MYCLIENTLINE	1	ON-GOING
29	RAY	EMAIL	4/1/2014	2:54 PM	MIKE MUZINICH	DO	IT	REVIEW & RESPOND TO MERCHANT TRANSMISSION ISSUE	5	MIN
30	RAY	EMAIL	4/2/2014	3:53 PM	JOHN HALLBERG	ARC	BSO	TO PROCESS ON INSTRUCTIONALLY RELATED FUNDS PURCHASING	0.08	MIN
31	RAY	EMAIL	4/2/2014	3:33 PM	ROB HEIDT	SCC	BSO	REPOND TO INQUIRY ON CASH NEEDS FOR FOUNDATION	0.17	MIN
32	RAY	EMAIL	4/4/2014	3:00 PM	JOHN HALLBERG	ARC	BSO	TO PROCESS ON INSTRUCTIONALLY RELATED FUNDS PURCHASING	30	MIN
33	RAY	EMAIL	4/4/2014	3:30 PM	STEPHANIE SMITH	ARC	BSO	ESPOND TO INQUIRY ON STUDENT CREDIT CARD REFUND PROCES	15	MIN