LOS RIOS

COMMUNITY
COLLEGE
DISTRICT

Los Rios CCD

2015-2016 UNIT PLAN

SUPPORT SERVICES

Unit: _____ <u>Business Services</u> _____

Submitted by: _____ <u>Rose Ramos & Carrie Bray</u> _____

Submitter   Date

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Unit Administrator   Date

Plan Approved: _____ *Susan L. Lorimer* _____ 8/17/15

Chancellor/District ALO   Date

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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, Accounting Operations, 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 attendance reporting and budgeting which includes position control. Grants and Contracts monitors and reports restricted funds as well as the District's capital projects. All the departments in business services play 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 or will be actively involved in the implementation of the financial aid PeopleSoft module. Employee Benefits and Payroll are both involved in the implementation requirements for the Affordable Care Act (ACA), GASB 68, new legislative provisions governing sick leave and full compliance of granting/managing personal necessity. A method of tracking employee hours has been developed and will begin as a manual process until processes and reports can be developed with IT's help. There has been coordination between Business Services staff and the Financial Aid implementation team in regards to the flow of data through the general ledger. Processes are being developed to track and monitor sick leave usage and accruals for sick leave that must now be provided to temporary employees under AB 1522. A new process is being developed to record the accruals and usage, as our current method of processing this data for active employees will not work, given the parameters of the new leave provision.

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 is on a five year replacement plan for computers and monitors. 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. Annual/on-going reviews are made to ensure employee work areas meet ergonomic needs. Two needs have been identified, file cabinets for Employee Benefits until a scanning system is fully implemented and Payroll needs assistance to set up Onbase (scanning system).

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

Employee Benefits is requesting an additional position (clerk level or higher). The workload in the department has grown as a result of increased regulations governing leaves, ACA and an expansion of the District's 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, scanning and distributing reports. 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.

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.

Supervisors are in need of an office, they currently are assigned to cubicles. Working in cubicles makes it challenging to concentrate on critical projects or have confidential conversations with employees, vendors or external customers. Although conference rooms can be utilized, they are not always available and require advance scheduling. However, it is recognized that existing offices are not available and this need may be a longer term project. At this time this need has been categorized as a "wish" for future consideration.

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.

Professional development has been identified in the following areas: Interest Based Bargaining for new staff, implementation requirements for the ACA and the new GASB standard 68 as well as advanced on-site Excel training.

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 is 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 is 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. Payroll has expanded the ability for direct deposit to include temporary employees on a trial basis. To date, the change is going well. After feedback from several employees on not knowing when payday is each month, a schedule was developed and added to the web and new hire packets.

The following are two examples of metrics/monitoring: The first is the monthly aging report for accounts receivable which is distributed to all business services managers for review. The second example is a project under development to provide the District's vendors with the ability to look up the status of their invoices by accessing this information via an external link. Implementing this link will significantly reduce phone calls to Accounting Operations as almost forty percent of their correspondence is related to inquiries on 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 training provided to 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 four financial related PeopleSoft modules, time and labor, absence management, work flow and financial aid. The timelines are not controlled completely by Business Services, as IT resources and other project commitments drive the implementation dates.

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.

Business services staff worked diligently with DO IT and College Business Services staff for close to a year to review the needed set-up in order to transition from a stand-alone point-of-sale system to the PeopleSoft cashiering module. With the implementation of PeopleSoft cashiering, student financial account information is now real-time. Students no longer have to wait until the following day to see payment information post to their accounts. Having real-time data is beneficial in multiple ways, but it will help in distribution of the student's regional transit UTP pass for students that pay and want to pick up their sticker on the same day. Evidence of payment will be on the student's account immediately. In addition, students that pay their enrollment fees at the College and request a refund will be able to more quickly receive a credit to their credit card after the refund has been requested. Having a cashiering system that is integrated with PeopleSoft should help with the timeliness and accuracy of postings to student's accounts.

A committee including accounting operations, general services and the College Business Services staff was formed to implement a credit card purchasing system in the college business offices. After meeting with a few vendors, and reviewing options, the committee decided that the Cal Card system would best meet the needs of the college business offices. The Cal Card was implemented April 2105. The credit

cards were implemented as a resource for the colleges to streamline purchasing for various transactions such as low dollar, one-time source, immediate need, prepayments, and subscriptions. The implementation effort should reduce processing delays and associated soft costs, minimize employee reimbursements for business purposes, increase access to product for time sensitive transactions and add alternate payment method at the college business service office.

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.