



District Annual Unit Review

Business Services
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2014

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 that 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. 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.

Plan Due Date

The initial unit plans are required to be developed by December 18, 2014 and annually, hereafter, by December 1st. and use this template. A copy of the review will be maintained in the unit and the Office of Chancellor.

Statement of Purpose

Provide your unit's statement of purpose.

ANSWER:

District Office Business Services is committed to serving our students, faculty, staff, administrators, senior managers, the Chancellor, Board of Trustees and the general public by providing business services and related support to the Colleges and District Office. By providing a myriad of essential functions, including those specific to Accounting Services, Finance and Treasury Services, Economic and Cost Analysis, Budget and Financial Forecasting, Contract Services, Risk Management, and Business Process Training, the Business Services Department reaches, facilitates and promotes success for our students and the District as a whole, in its role as an exemplary educational leader, serving to strengthen our community, faculty and staff to create an environment for life-long learning.

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

Vision Statement

The Kern Community College District is recognized as an exemplary educational leader, partnering with our communities to develop potential and create opportunities. Successful students will strengthen their communities and, along with the faculty and staff, become life-long learners.

Mission Statement

The mission of the Kern Community College District is to provide outstanding educational programs and services that are responsive to our diverse students and communities. To accomplish this mission, we will:

- Provide academic instruction to promote fulfillment of four-year college transfer requirements and encourage degree and/or certificate acquisition in our surrounding communities.
- Provide workforce skills training through Career and Technical Education programs.
- Provide basic skills education and student services programs to enable students to become successful learners.
- Establish partnerships with businesses and governmental entities as well as other educational institutions to advance economic development.
- Improve the quality of life of our students and communities through broad-based general education courses.
- Prepare students with the skills to function effectively in the global economy of the 21st century.
- Anticipate and prepare to meet challenges by continually assessing and prioritizing programs, services, and community needs.

Unit Responsibilities and Projects

List your unit's primary assigned responsibilities including those related to creating and/or supporting an effective learning environment.

ANSWER:

Business Services primary responsibility is to provide fiscal and business related services to our students, faculty staff and general public to ensure fiscal stability, awareness and controls by focusing on the following assigned responsibilities:

- Accounting Services
- Finance and Treasury Services
- Economic and Cost Analysis

- Budget and Financial Forecasting and Management
- Contract Services (Business Contracts)
- Risk Management (General Liability)
- Business Process Training

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 KCCCD 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.

ANSWER:

- A. Increased Grant and Categorical fund fiscal monitoring and reporting services;
- B. Enhanced Contract Services development, coordination, monitoring and reporting services; and
- C. Enhanced document imaging capabilities and processes.

Describe the end-user or the population that is served by the department.

ANSWER:

- A. Students
- B. Faculty and Staff
- C. Management
- D. Board of Trustees
- E. General Public

List the major projects or services performed by the department (current or one-time).

ANSWER:

We provide the following business services for the District, its Colleges, the College Foundations, the KCCCD Public Facility Corp, and the OPEB Trust, as further described below:

- A. General Services as follows:
 1. Contract Compliance/Database Management (1,500 contracts);
 2. General Liability and Property Risk Management;
 3. Facilities Planning and Construction Management;
 4. Collective Bargaining Support Services (financial);
 5. Special Economic Studies and Analysis;
 6. Local and Legislative Advocacy (Kern Tax and ACBO Board)
 7. Board of Trustees Support;

- a. Finance and Audit Committee;
 - b. Legislative Committee;
 - 8. Business Process Training;
 - 9. Business Services Policies and Procedures Maintenance;
 - 10. District-wide Vehicle Compliance.
- B. Finance and Treasury Services:
- 1. Cashiering;
 - 2. Financial Aid Drawdowns;
 - 3. Cash and Investment Management;
 - 4. Districtwide Budget Coordination and Compilation;
 - 5. Budget Maintenance;
 - 6. Cashflow Management -- Monitoring and Maintenance;
 - 7. Bond and other Debt Management;
 - 8. Construction Bond and OPEB Oversight Committee;
 - 9. District Investment Management (COP & OPEB Portfolios);
 - 10. Support Board of Trustees Audit and Finance Committee.
- C. Accounting and Compliance
- 1. Accounts Payable Invoices, Tax and Bond Payments;
 - 2. Purchase Orders;
 - 3. Journal Entries;
 - 4. Accounts Receivable Billings:
 - a. Retiree;
 - b. Third Party;
 - c. Facility;
 - d. Food Services;
 - e. Graphics;
 - 5. Long term Debt (Bond, COP's, Loans);
 - 6. Cost and Budget Analysis;
 - 7. IRS Reporting: 1098-T, 1099, 990;
 - 8. Federal Reporting: EZ Audit, IPEDS;
 - 9. State Chancellor's Office Reporting: 311A, 311Q, Monthly, Quarterly and Annual Grant and Categorical Reporting;
 - 10. Audits: Financial, A-133, DOL, DOE, ETR;
 - 11. Business Process Training;
 - 12. System and Process implementations:
 - a. Sage Accounting System for Foundation Accounting Services;
 - b. Student Debit Card Printing and Distribution;
 - c. ASAP Software--Online Community Education Registration Process;
 - d. Student Accounts Collection;
 - e. Escheatment of Student Accounts Receivable;
 - f. BC Ticket Operations;
 - g. Contract Database;

- h. DSP&S Documentation Review;
- i. Mandated Cost Filings;

List your unit's primary functions and responsibilities (ongoing):

ANSWER:

The following activities are provided for the District, its Colleges, Associated Student Body Organizations, each College Foundation and the KCCD Public Facilities Corporation:

1. Contract Compliance/Database Management (approx. 1,500 contracts);
2. General Liability and Property Risk Management;
3. Facilities Planning and Construction Management;
4. Collective Bargaining Support Services (financial);
5. Special Economic Studies and Analysis;
6. Cashflow Management;
7. Local and Legislative Advocacy (Kern Tax and ACBO Board);
8. Board of Trustees Support;
 - a. Finance and Audit Committee;
 - b. Legislative Committee;
9. Business Process Training;
10. Business Services Policies and Procedures Maintenance;
11. District-wide Vehicle Compliance;
12. District-wide Budget Coordination and Compilation;
13. Budget Maintenance;
14. Cashiering and Depositing of Funds;
15. Disbursement Management;
16. Expense Compliance Review and Processing (includes):
 - a. Purchase Orders;
 - b. Invoices;
 - c. Cal Card;
 - d. Travel;
 - e. Invoices;
 - f. Salaries and Benefits;
17. Student Accounts: Cashiering, Review, Reconciliations;
18. Pay for Print, Disputed Charges, Collections, Returned payments, Exceptions, Bad Debt processing;
19. Third Party Accounts (Contract Education, Instructional Service Agreements, Enrollment, Facility, Food Service and Retiree), Billings, Cashiering, Review and Reconciliation Internal Charges Processing (expenditure transfer, facility and food service usage);
20. Internal and External Reporting for Colleges, District, College Foundations, ASB and Board of Trustees;
21. Accounts Payable:
 - a. Invoice entry;

- b. Compliance and check processing for all expenditures including Student Refunds;
- 22. Account Reconciliation:
 - a. Bank;
 - b. Receivables;
 - c. Prepaid;
 - d. Liability;
 - e. Fixed Asset;
 - f. Bond for District, Foundations and Associated Student Body Funds;
 - g. Budget Development, Management, Maintenance, and variance analysis;
- 23. Monthly, Quarterly and Annual Reporting:
 - a. Departmental;
 - b. Grant;
 - c. Categorical;
 - d. Board of Trustees;
 - e. Grantors;
 - f. Department of Education;
 - g. Internal Revenue Services;
 - h. Franchise Tax Board;
 - i. State Board of Equalization;
 - j. State Chancellor's Office and Accrediting agencies.
- 24. Financial Analysis;
- 25. Payroll Redistribution Review and Processing;
- 26. Process Revenue and Expenditure transfers;
- 27. One-Card printing, distribution, refund processing, reconciliation and dispute resolution;
- 28. Escheatment processing;
- 29. Credit Cards (VISA, Cal Card, Gas);
Manage, distribution and payment;
- 30. Audits;
- 31. Training;
- 32. Internal Control and Procedural review;
- 33. Insurance Claims Processing for District, its Colleges and Student-Related;
- 34. Associated Student Body Guidance and Training on Budgets and Fundraising;
- 35. Maintain Salary Position Budgets;
- 36. Maintain Vendor Accounts;
- 37. Maintain FOAPALs, Approval Queues and Database Financial Security;

Describe the mechanisms used to monitor the department's budget and fit with student and institutional needs.

ANSWER:

- A. Districtwide Budget reports are generated, distributed and reviewed monthly, quarterly and annually.
- B. Distribution of Financial Aid to students;
- C. Student Refund processing;
- D. Provision of cashiering services;
- E. Provision of fiscal reporting, controls, policies and procedures;
- F. Cashflow management;
- G. Investment management;
- H. Transaction monitoring and approvals.

Is there a desire or plan to add or expand services provided by the department? Explain how added or modified services will help improve an institutional process or customer satisfaction. Also, what is the strategy to implement and/or modify those services?

ANSWER:

The following are projects we believe will improve the services we provide to Students, Faculty and Staff:

Services/Projects for Students and Related Third Parties:

- A. Processing refunds for all credit balances without refund paperwork. Under the current process, many students do not realize that they are owed monies after a BOG waiver and/or financial aid has been applied. Financial Aid is refunded automatically and by not refunding all credit balances, the current system generates confusion and has historically created a large number of accounts to be escheated. The plan is to open discussions with US Bank about adding additional students into the One-Card Program. By tying all refunds to the One Card Program and by paying without paperwork from the student, we will be assisting our students and reducing Business Services staff time spent managing the current process.
- B. Implement E Billing. Electronic Billing will provide quicker notification to students of the amounts owed. Currently a lot of monies are spent by the District

printing and mailing out invoices and they are returned as the address is no longer accurate. In addition, we are not invoicing for all amounts due which has the effect of increasing our bad debt expense.

- C. Implement Electronic 1098-Ts. Electronic 1098-T processing will provide better access to students and decrease costs.
- D. Auto Hold on past due accounts. Currently the process is manual and not consistently applied across all campus. The will prevent students from registering when they have a balance due and keep them out of future collection proceedings.
- E. Bad Address Cleanup. Review to develop a process to implement to ensure address changes for former students are updated.
- F. Automation of BOG Waiver un-apply/re-apply posting. The problem occurs when a student makes payment in advance of the BOG waiver posting. The un-apply/re-apply process is required to ensure that the student is refunded the overpayment. Currently this is a manual process dependent upon the availability of one staff member.
- G. Automation of Student Refund postings. Currently this is a manual process dependent upon the availability of one staff member.
- H. Automate Third Party and Retiree Billings. Currently this is a manual process.

Services/Projects for Faculty/Staff:

- A. Work with Information Systems to develop adhoc detailed payroll reports for grant managers. Currently the process is to ask Grant Accounting to provide details as requested. By giving Grant and Categorical Program Managers the ability to run their own reports, they will be better able to review their budgets for compliance.
- B. Develop a Grant Procedure Manual for Program Managers. Having a manual with information regarding paperwork compliance requirements will benefit new and existing program managers fulfill their obligations.
- C. Grant Compliance Services. Currently due to the high volume of transactions processed with limited staff, Business Services is often not in a position to monitor fiscal compliance with grant requirements until the reporting process has begun. With additional staffing, Grant Accounting will be able to review transactions in a timelier manner with Grant Program Managers to ensure compliance and timely reporting.
- D. Contracts Coordinator Services. Currently the contracts are manually listed on a worksheet which has become inefficient considering the volume of contracts that

flow through the department. A Contracts Coordinator would provide centralized contract processing to assist staff, further define district wide forms, contract templates, customized drafting, and provide interim cursory contract review of drafts and modified version, as well as serve staff to answer questions on the contract drafting/approval process. This position would act as a contract liaison between CFO, General Counsel, and District-wide staff for supervising contract-related issues and processing, and to intercede issues of contract compliance, risk management, database maintenance, and interface with staff to coordinate, expedite, and monitor the flow of contract processing throughout the District. This position would serve to assist in implementation and start-up of new contract electronic database management systems and processes and be responsible for managing and tracking contract workflow, facility approvals and ratifications, and disseminate notices of required renewals or initiation of new contracts, as maintained in the contract database/files.

- E. Implementation of a Contract Database with selective authorized view access. Currently, this information is held with one person and accessible on-line.
- F. Integration of Food Services cash receipts processing through Sale Point or another mechanism.
- G. Automate approved Purchase Order distribution to vendors.
- H. Develop regular training sessions for Purchase Order processing.
- I. Review Purchasing Process to develop enhanced efficiencies by centralizing some functions and types of purchases.
- J. Review Purchase Orders and dollar limits to locate areas where we could negotiate better pricing.
- K. Develop regular training sessions to educate on compliance issues.
- L. Work with DSPS, EOPS and CARE program Managers to standardize student files for better auditability.
- M. Develop a process for DE542 Independent Contractor processing for both the District, Associated Student Body groups and the foundations.
- N. Review of Budget Documents for possible standardization of forms used for grants and categorical budget development and modification.

Unit Plans

Use the following question prompts to document how your unit will complete your assigned responsibilities and projects. State your unit's plans to:

Describe the adequacy of the unit's equipment, software, supplies needed to support new projects, expanded responsibilities, and necessary upgrades. Be specific.

ANSWER.

- A. The District needs to implement an enhanced contract development, management, and maintenance process to manage some 1,500 service contracts and some 500 facility construction project contracts.
- B. The District's Student Payment Gateway should be improved to add the following functionality: Electronic Checks, Student Billing and 1098T processing. Currently thousands of dollars are being spent on mailing to bad addresses on file which can be eliminated under this initiative.
- C. The Accounting Services would like imaging software to capture and manage scanned documents. In the future, we would like to use this for sending Travel and Entertainment expenditures for payment and ensure compliance.
- D. BC Food Services cashiering needs to be reviewed to integrate the credit card processor with the others in the District and to investigate automating the posting of income to our financial software system.

How adequate and appropriate are departmental facilities and equipment? Be specific about current deficiencies and projected needs at the colleges and the District Office.

ANSWER.

- A. The Business Services facilities are adequate and appropriate at all sites except that the Bakersfield College campus requires some space redesign. Ideally, certain facility spacing modifications could be made to the District Office to integrate the Facilities Construction department with the Business Services Department inasmuch as the Chief Financial Officer of Business Services supervised, oversees and interfaces with it daily. Moreover, we would like to be able to accommodate visiting intradistrict staff with an office for business use. Presently, there is not space dedicated for such use.
- B. Expansion of Financial Aid cards to include photographs will precipitate the need for additional card printing equipment.

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

ANSWER.

- A. Contract Coordinator.
A Contracts Coordinator would provide centralized contract processing to assist staff in contract drafting, further define and enable access to improved district wide forms, contract templates, provide customized drafting as needed, and provide interim cursory contract review of drafts and modified version, as well as serve staff to answer questions on the contract drafting/approval process. Act as a contract liaison between CFO, General Counsel, and District-wide staff for supervising contract-related issues and processing, and intercede issues of contract compliance, risk management, database maintenance, and interface with staff to coordinate, expedite, and monitor the flow of contract processing throughout the District. This position would serve to assist in implementation and start-up of new contract electronic database management systems and processes and would be responsible for managing contract workflow and notices of required renewals or initiation of new contracts, as maintained in the contract database/files (as detailed above).
- B. Grant Compliance Accounting Technician.
An additional staff member is needed to handle compliance for Federal, State and Private Grants and Categorical Programs. Business Services is unable to ensure fiscal compliance for all grant and categorical funds with current staffing. There are more than 120 Non GU001 funds to manage.

Describe the adequacy of the department's staffing levels to provide quality services to the colleges and the District.

ANSWER.

- A. The District contract services needs to be enhanced. Presently, one person in the District Business Services Office currently maintains 1,531 business contracts, and an additional annual average of 123 construction contracts are maintained in the facilities department. Through implementation of an electronic contracts management program, a Contracts Coordinator dedicated to this area of responsibility would significantly benefit the District by effectively streamlining, monitoring, tracking, reporting, and ensuring contract compliance for all business contracts on a district-wide basis.
- B. District Grant accounting is in need of additional staffing to handle grant and categorical compliance. The volume (over 120 non GU001 budgets) and complexity of funds being managed has increased significantly as has federal and

state oversight. We are in need of someone dedicated to working with Program Managers to ensure that our files are in compliance with all requirements.

- C. The District Office is heavily dependent upon having a student worker provide filing services. In addition, it is difficult with current staffing to have back up personnel for key functions in the office in the event of sickness, injury or vacation absences. The Office would benefit from having a “floater” person who is trained in multiple areas and whose focus is maintaining non-contract files (paper and electronic) as well as to provide back up support for multiple functions in the office. This person would assist in maintaining the grant and categorical files as well so that the District is better prepared for an audit. For example, with the DOL audit in Spring 2014, one staff member spent two weeks gathering data for the auditors. If our files were complete, this would not have been necessary. In addition, Bakersfield College could benefit from additional part time staffing assistance during the start of each term to handle student questions and assist with OneCard printing and distribution. With the addition of this staff member, we would be able to better serve the needs of our students, faculty and staff.
- D. The Bakersfield College Business Office relies on student labor to assist with the cashiering services of the department. With proper internal controls put into place, a transition to either Admissions & Records or a location in closer proximity to them of student accounts payments would provide increased customer service to our students.

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

ANSWER.

- A. We could benefit from a space redesign at both Bakersfield College in light of changes resulting from One Card and Ticket Processing.
- B. Business Services could benefit from a space redesign and the addition of a work station for staff to use if their current workstation is not available or when Business Service Staff from the College’s come to the College for meetings.

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.

ANSWER.

- A. Intermediate/Advanced Excel training for all members of the BC Business Office staff.

- B. Additional non-profit fund accounting training for Business Office Foundation Accounting Personnel.
- C. Training on Federal Financial Aid Fiscal responsibilities for Accounting Managers
- D. Training on ODS reporting for Accounting Technicians
- E. Webinars and Conferences on changes to Federal and State regulations.
- F. Training on Sales and Use Taxes

Are there unmet professional development needs of department staff? If yes, describe.

ANSWER.

There are no unmet needs for professional development. There are areas needing enhancement as noted above.

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.

ANSWER.

1. Annual financial and compliance audits and periodic internal district plan services are performed.
2. Reporting directly to Board of Trustees, Bond Oversight Committee, Board Audit and Finance Committee and OPEB Board.
3. Weekly CFO/College Admin Director meetings and Accounting Managers meetings.
4. Climate Surveys.
5. Internally, regular staff evaluations are performed.

Provide 3-5 years of data on usage or services provided by the department to each college. Provide separate data by college and comment on significant information that emerges from the data.

ANSWER.

Below is a review of Fiscal 14 transaction review and processing

Fiscal 14	BC	CC	PC	District Wide	Student Refunds	Totals
# of Invoices	9,915	3,945	3,320	6,100	51,552	74,832
# of Line items on Invoices	20,478	8,203	7,395	8,644	51,552	96,272
# of Purchase Orders	3,793	2,129	1,637	1,975		9,534
# of Line items on Purchase Orders	7,194	5,016	3,201	3,990		19,401
Student/Third Party A/R Transactions						
Payroll Entries						
Warrants/Checks issued						12,757
Journal Entries						6,130
Journal Entry Line Items						64,442
Bank and Investment Accounts Reconciled						55
	BC Founda tion	CC Foundation	PC Foundation	Banner		
# of Funds Maintained	505	82	165	163		915

Provide satisfaction results from end-users (use mapping survey results or other assessment tool to gather feedback from end-users). If no data is available, explain how the department currently measures satisfaction from end-users. Comment on significant information that emerges from the data.

ANSWER.

The department currently measures the level of satisfaction from end-users by maintaining accountability, reporting to and receiving feedback from the following:

1. Board of Trustees
2. Board Audit and Finance Committee
3. OPEB Board
4. Chancellors Cabinet
5. Consultation Council
6. Bond Oversight Committee
7. CFO/Admin Directors Meeting
8. Accounting Managers Meeting
9. Climate Surveys

Are there specific fiscal needs that have not been previously identified? If yes, specify.

ANSWER. None

State your unit's plans to develop and implement any special or long term projects. List each plan below and attach a copy to your unit plan. Briefly describe projects and indicate implementation timelines below.

ANSWER.

For Students and Related Third Parties:

- A. Implementation of new automated contract database and maintenance process.
- B. Processing refunds for all credit balances without refund paperwork. Under the current process, many students do not realize that they are owed monies after a BOG waiver and/or financial aid has been applied. The plan is to open discussions with US Bank about adding additional students into the One-Card Program. By tying all refunds to the One Card Program and by paying without paperwork from the student, we will be assisting our students and reducing Business Services staff time spent managing the current process. Contract renegotiations Spring 2015 and with IS assistance - full roll out by Fall 2015

- C. Implement E Billing. Electronic Billing will provide quicker notification to students of the amounts owed. Currently a lot of monies are spent by the District printing and mailing out invoices and they are returned as the address is no longer accurate. In addition, we are not invoicing for all amounts due which has the effect of increasing our bad debt expense. With IS assistance - Spring 2015.
- D. Implement Electronic 1098-Ts. Electronic 1098-T processing will provide better access to students and decrease costs. With IS assistance - January 2016
- E. Auto Hold on past due accounts. Currently the process is manual and not consistently applied across all campus. This will prevent students from registering when they have a balance due and keep them out of future collection proceedings. With College and IS assistance - Summer 2015
- F. Bad Address Cleanup – review to develop a process to implement to ensure address changes for former students are updated. Roll out in 2015
- G. Automation of BOG Waiver posting. Currently this is a manual process dependent upon the availability of one staff member. With IS assistance Summer 2015
- H. Automation of Student Refund postings. Currently in process with roll out by Summer 2015
- I. Automate Third Party and Retiree Billings. With IS Assistance - Fall 2015

For Faculty/Staff:

- A. Work with Information Systems to develop adhoc detailed payroll reports for Grant and Categorical Program Managers. Currently the process is to ask Grant Accounting to provide details as requested. By giving Grant and Categorical Program Managers the ability to run their own reports, they will be better able to review their budgets for compliance. With IS Assistance Fall 2015
- B. Develop a Grant Procedure Manual for Program Managers. Having a manual with information regarding paperwork compliance requirements will benefit new and existing program managers fulfill their obligations. Begin Fall 2014 and estimated completion Fall 2015
- C. Grant Compliance services. Currently due to the high volume of transactions processed with limited staff, Services, Business Services is often not in a position to monitor fiscal compliance with grant requirements until the reporting process has begun. With additional staffing, Grant Accounting will be able to review transactions in a timelier manner with Grant Program Managers to ensure compliance and timely reporting. With approval.
- D. Implementation of a Contract Database with view access. Currently, this information is held with one person and accessible on-line. Spring 2015
- E. Integration of Food Services cash receipts processing through Sale Point or another mechanism. Summer 2016
- F. Automate approved Purchase Order distribution to vendors. TBD
- G. Develop regular training sessions for Purchase Order processing Summer 2015
- H. Review Purchasing Process to develop enhanced efficiencies by centralizing some functions and types of purchases Summer 2015
- I. Review Purchase Orders and dollar limits to locate areas where we could negotiate better pricing.

- J. Develop regular training sessions to educate on compliance issues. Spring 2016
- K. Work with DSPS, EOPS and CARE program Managers to standardize student files for better auditability. Start Spring 2015
- L. Develop a process for DE542 Independent Contractor processing for both the District, Associated Student Body groups and the foundations. Spring 2015
- M. Capitalized Fixed Asset Review for write off. Begin Spring 2015 complete by September 2015.
- N. Review Budget and Expenditure Transfer process for enhancements. Fall 2015
- O. Convert ASB funds from QuickBooks to Sage Software. Fall 2015

Business Services Staff Cross-training on the following functions:

- A. Check processing
- B. Grant Compliance
- C. Grant reporting
- D. Federal Drawdown
- E. Financial Aid reconciliations
- F. Account Reconciliations
- G. One Card processes

Describe the strengths of the department.

ANSWER.

- A. Each Business Services staff member is dedicated, hardworking and takes pride and accepts responsibility for their work. Each one contributes significantly to the success of the department's function and operation and a unit.
- B. High level users of BANNER System and ODS reporting tool

List your unit's accomplishments.

ANSWER.

- A. Successful long term farm lease negotiations for Kratzmyer Property
- B. Participated in State wide fiscal group for development of new growth funding model
- C. Assist with completion of classified employee contract re-opener negotiations;
- D. Reorganization of contract data information via master contract lists and scanning all contracts into one file enabling new electronic access, versus manual file access; initiated semi-annual district-wide follow-up notifications of current and expired contracts to facilitate timely contract renewals; proposed implementation of electronic database management system and reviewed contract management program options to improve customer service, reduce operating costs and

minimize risk, and to define reporting, tracking, comparisons and contract compliance;

- E. Collections process to a Third Party and write off of Bad Debt
- F. Review of BC Ticket Operations which resulted in a Third Party Contract providing increased services for a lower cost
- G. Reorganization to enhance Mandated Cost Filings
- H. Set up One Card Ombudsman for Student Financial Aid Refund card printing, reissuance and dispute resolutions.
- I. Audit of each College's Foundation revenue stream
- J. Financial Audit for Fiscal 14 on time with no findings
- K. BC DSP&S documentation review and successful removal of audit finding from Fiscal 13.
- L. Financial Aid FISAP review of PELL, SEOG and FWS funds with additional processes implemented.
- M. Banner Student Accounts Receivable Subsystem review and reconciliation to General Ledger. Now in balance for the first time in over 10 years.
- N. Review of Debit Fund Balances in grants and categorical funds
- O. Close out of college bookstore enterprise funds into student development funds
- P. Implementation of an Escheatment process.
- Q. Implementation of additional account reconciliation processes.
- R. Completion of comprehensive review of procurement process

List sources you used to support your unit plan statements.

ANSWER.

Annual Audit, minutes from CFO/Admin Directors Meeting, Chancellors Cabinet, Consultation Council, Board Audit and Finance Committee, OPEB Board, and BANNER and SAGE systems data.

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

ANSWER.

Detailed schedules with supporting data are available in the District and College Business Services Offices and available upon request.

Describe departmental areas for improvement and how the department plans to correct identified weaknesses. Suggest timelines and required resources as appropriate.

ANSWER.

The Department does not have adequate back up support to handle staff absences and to effectively perform financial and compliance review and analysis. We are requesting additional support.

In addition, we are reviewing our internal processes to develop greater efficiencies and a training plan.

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.).

ANSWER.

Need to eliminate duplicative information requests.

Routing and Review Process

After completion of the program review report, the following steps are to be followed:

Step 1: District Department Head shall review the completed report with his/her department manager/director. Any suggested revisions shall be made before proceeding to Step 2.

Review date: _____

Signature of District Department Head: _____

Step 2: Final district unit review report shall be submitted to the Chancellor's Office.

Review date: Dec 18, 2014

Signature of Chancellor: *Shirley Serrano*

Step 3: Date posted on the District's website under the Chancellor's Office.
