Barstow Community College

NON-INSTRUCTIONAL PROGRAM REVIEW

Update #1

PROGRAM:	BUSINESS OFFICE

Academic Year:	2012-13	Date Submitted:	10/7/13

By:

Lead:	Shawna Robbins, Director of Fiscal Services

Members:	Armie Caasi, Thelma Castelli, Maureen Davis, Dayleen Hubby, Lisa Lavarias, and Shawna Robbins

1. Mission and Vision
2. Description and Overview
3. Data
4. Policies & Processes
5. Internal Factors
6. External Factors
7. Continuing Education and Professional Development
8. Prior Goals and Objectives
9. Action Plan: Goals/Objectives/Actions
10. Resources

1. Mission and Vision

A. Service Area/Administrative Unit Mission

> **Business Office Mission Statement**
>
> The Business Office is dedicated to providing efficient and effective fiscal management by supporting the students, staff, faculty, departments, and outside constituents with exceptional accountability, accuracy, and compliance with regulations, while upholding a strong sense of professionalism and integrity.

B. Service Area/Administrative Unit Vision *(Where would you like the Program to be three years from now?)*

> The Business Office objective is to offer fiscal excellence.

C. Describe how mission and vision align with and contribute to the College's Mission and Vision

> 1. Fostering an innovative learning environment that respects the diversity of individual backgrounds, abilities, and cultures.
>
>   The Business Office is a support service area for students, staff, faculty, and community. Among the areas we support instruction, student services, Viking Shop, CTE, clubs, and the Barstow College Foundation.
>
> 2. Offering programs to prepare students in basic skills, career and technical education, lifelong learning opportunities, and comprehensive lower division courses that meet articulation agreements for student transfer to four-year colleges and universities.
>
>   We are a fiscal support service that assists the learning environment campus wide. Assistance is provided in purchasing classroom supplies/equipment as needed. There is a great deal of fiscal assistance needed for technical education courses that have been rapidly increasing in size and scope.
>
> 3. Promoting student engagement and retention through caring customer service, strong student support services, and campus involvement opportunities.
>
>   We provide the following services to our campus community:
>
>   - Disburse financial aid
>   - Club support
>   - Scholarships
>   - BC Foundation
>   - Payroll
>   - Purchasing
>   - Employment and training for student workers
>
> 4. Providing counseling and other support services to assist students in the identification of

their goals and achievement of their personal, educational, and employment potential.

We support students by offering financial aid, scholarships, club activities and travel arrangements for athletics and ASB.

5. Partnering with local agencies, businesses, schools, and military bases to promote positive community development and economic growth.

We provide fiscal support for a number of campus programs that interface with various agencies, business schools, and the military bases. Among these are CTE programs, enrollment/tuition assistance, and distance education. We interface with these agencies to ensure timely payment for various contracts/agreements entered into by the district.

6.   Providing career and technical education and workforce development programs and courses that give students the knowledge, skills, and certification necessary for success in the workplace. Fostering an innovative learning environment that respects the diversity of individual backgrounds, abilities, and cultures.

As an institution our programs in CTE have grown rapidly over the last five years. This includes extensive grant writing and development of new programs. With this the demand for support, specifically fiscal support, has grown significantly. To date this area of growth has had the most significant impact on our service area.

7. Using institutional research to further develop courses, programs, and services.

The Business Office works closely with the V.P. of Administrative Services to monitor cash flow and assist in the budgeting process.

8.   Increasing access to all students by continuing to promote and develop our extensive distance education program.

The Business Office works with the distance education programs but in particular the Ft. Irwin campus to assist faculty, staff, and students with any representative fiscal services.

DATE:	10/12/13
ANNUAL UPDATE #1:	There is no change to the mission and vision.
DATE:	
ANNUAL UPDATE #2:	

2. Service Area/Administrative Unit Description and Overview

Assume the reader does not know anything about the Service Area or Administrative Unit. Describe the unit, including—but not limited to—the following:

A. Organization, including staffing and structure

B. Who do you service (including demographics)?

C. What kind of services does your unit provide?

D. How do you provide them?

A.   The Business Office is supervised by the Director of Fiscal Services who reports to the Vice President of Administrative Services. Other positions in the Business Office are Payroll Technician, Purchasing Technician, Accounting Technician/Student Accounts, Accounting Technician Accounts Payable/Receivable, and two Accounting Assistants.

B.   We primarily serve students and all departments on campus. In addition, we serve outside agencies, Barstow College Foundation, outside vendors, etc.

C.   The services listed below are provided by the following staff:

Director of Fiscal Services: Supervises assigned staff and is responsible for reviewing work produced by assigned staff. She is also responsible for planning, organizing and participating in complex District financial and statistical record-keeping activities and operations. Prepare annual 311 and 311Q quarterly reports to the Chancellors Office, reconciles benefits with health and welfare vendors, prepares monthly budget reports to all departments, reviews all accounts payable payments including two multi-million dollar construction projects, reviews Cal-Card (college credit card) transactions, issue 1099's, ensures income and expenditure records are prepared and maintained in accordance with District, County, State, and federal policies, codes, laws, and regulations, releases journal entries and budget transfers, and monitors and prepare cash flow reports.

Payroll Technician: Process payroll for all staff which includes; payroll deductions, tax deferred annuities, IRS 125 Plans, W2 processing, balancing benefits back to the general ledger, withholding of taxes and insurances, retirement plan deductions, verifies vacation and sick leave balances, prepares salary and benefit budgets, encumbers salary and benefit amounts primarily for restricted programs, prepares journal entries, and supervises assigned student workers. Provide salary and benefit cost projections and actual costs as needed.

Purchasing Technician: Processes requisitions and prepares purchase orders for a variety of commodities, services and equipment, contracts for services, etc. Utilizes cash, terms or credit card as methods of purchasing good and services. Examines account codes and budget classifications for correctness and verifies budget availability and proper authority for requests. Ensures district is receiving best price on purchases, obtain contracts from vendors plus special documentation for insurance. Submits budget transfers and journal entries for processing. Participates in year-end inventories. Documents transactions in order to support annual audits. Delivers bank deposits to bank as needed.

Accounting Technician/Student Accounts: Using QuickBooks financial software prepares financial and statistical reports including the monthly and annual closing of books for the Viking Shop, ASB, Federal Loan Fund, and Scholarship and Loan Fund. For the Viking Shop she inputs invoices, pay's vendors, enters inventory adjustments, and daily deposits. The ASB account includes over 25 separate club accounts or other areas which include Social & Remembrance and the athletic department. The Federal Loan Fund is the account that is the most time consuming. From that account she disburses financial aid funds authorized by the Financial Aid Office. Currently types of funds disbursed are Pell, Supplemental Educational

Opportunity Grant (SEOG), Federal Work Study (FWS) and Cal Grants. In the past, additional grants such as Extended Opportunity Programs and Services (EOPS), Cooperative Agencies Resources for Education (CARE) have also been disbursed. In fiscal year ending June 30, 2012, the amount of financial aid funds disbursed was over $8 million. The Scholarship & Loan account is used to maintain individual scholarship accounts for students. From this account students fees and school expenses are paid. Also handles stop payments and reissues checks as needed for all of the above funds.

Accounting Technician, Accounts Payable/Receivable: This position is responsible for maintaining the Barstow College Foundation records using QuickBooks software. She prepares financial and statistical reports including the monthly and annual closing of books. In addition, processes accounts payable payments for the district and communicates with vendors and District personnel to obtain authorizations, exchange information to resolve order and shipment issues such as late shipments, damages, errors, and billing issues. Submit all vendor payment requests to the supervisor. Process vendor stop payments and reissues checks as needed. Prepares tuition assistance billings for all military and various outside agencies paying enrollment and tuition fees for students. Processes checks from the Revolving Cash account for athletics and miscellaneous invoices. Serves as a back-up for the other Accounting Technician. Each semester sets up various areas of responsibility in Banner, the student software system.

Accounting Assistant (full-time position): Provides clerical and accounting assistance for all Career and Technical Education (CTE), Vocational and Technical Education Act (VTEA), Foster and Kinship Care Education (FKCE), and contract education. This position works closely with the Dean of Workforce & Economic Development to accomplish duties. This position closely monitors revenues and expenditures maintained by the county software system, however separate financial records are maintained by the department. Reviews all documents for budget code validation and authorization prior to submission to the Business Office. Request budget transfers and journal entries as needed.

Accounting Assistant (part-time position): Primary function is to reconcile and process all of the daily deposits. From various reports, ensure student account records are correct. Issues student refunds for all classes, including cancelled classes. Post various transactions to student accounts including Chapter 33 Vocational Education payments deposited directly to the college bank account. Provides assistance over the phone and in person regarding basic information on registration, payment policies, account balances, college policies to students, staff, and the general public.

D. Below is a brief description on how primary services are provided:

Payroll: All staff are eligible for direct deposit of their payroll check. Those not electing direct deposit have the option of picking-up their check or having it mailed. Staff can also sign up to view their last earnings statement or W2 online by a service called Employee Self Service that is provided by San Bernardino County Superintendent of Schools (SBCSS). In the future the SBCSS wants to implement a change where there will be no check stubs printed for direct deposits. Those staff would need to log-in to the Employee Self Service to view their pay stub.

Purchasing: The vast majority of the requisitions are submitted electronically. There are still some departments that submit them on paper. Once requisitions are received the Purchasing Technician determines if the item should be purchased with a Cal-Card (college credit card) or via a purchase order. There is at least one individual in every department that are also Cal-Card holders.

Financial Aid: The current method for disbursing financial aid to students is by check that is mailed to the student's home address. Students wanting reimbursement from their scholarship account must submit their request in writing (as required by our auditors). ASB and various clubs financial transactions are processed after an ASB purchase order is received with all the required signatures as required in Education Code 76063 and according to Board Procedures.

Accounting Technician Accounts Payable/Receivable: Since the district's financial records are maintained by the San Bernardino County Superintendent of Schools (SBCSS), accounts payable warrants are requested electronically locally however warrants are printed by SBCSS and delivered via jet-mail (next day delivery) to the district. The billing for the majority of tuition assistance is done electronically through a GoArmyEd website.

DATE:	10/12/13
ANNUAL UPDATE #1:	Above item A needs to be corrected to reflect only one Accounting Assistant. The full-time Accounting Assistant was moved and is now supervised by the CTE department. We are now down a full time position. That job title has also been changed. The remaining Accounting Assistant is only part-time 20 hours a week.
	In order to cross train and assist with payroll overtime, the Accounting Technician, Accounts Payable/Receivable is currently processing the hourly payrolls for adjunct, substitute and temporary employees, and student workers.
	The district issued a Request For Proposal to implement an electronic method (debit card) of disbursing financial aid through a 3rd party provider. Staff from the affected departments met and selected SallieMae. While in the process of implementing their services the vendor changed their scope of available services after much work had already been completed by various departments. The changes were going to directly affect the students. Later SallieMae changed their offerings and once again the college considered doing business with them. Right before things were finalized with them SallieMae was bought out by another company. It has been decided the district will start all over with another RFP.
DATE:	
ANNUAL UPDATE #2:	

3. Data

A. ASSESSMENT DATA

1) List all quantitative and/or qualitative measures that you have chosen to gauge the effectiveness of your unit.

The district's financial records reside on the San Bernardino County Superintendent of Schools database. The system currently allows us to go back to fiscal year 10/11. Due to time constraints dollar amounts have not been provided. If needed, this can be provided in the future. There are some transaction reports obtained through the financial system that do not

provide a number of transactions. The best report to use for comparison purposes would be the general ledger report since it contains a list of all transaction types. The number of transactions on one page of the general ledger report contains 44 transactions, therefore the calculation was done based on the number of pages X 44.

For measuring purposes going by transaction count is not necessarily the best method. Depending on the type of transaction, it may take hours to process a single transaction. For example, a purchase order may require research that requires days to process due to needing additional information vs. processing a pay voucher payment that make take only a minute (providing all back-up information is provided).

The U.S. Bank (Cal-Card) transaction data for 10/11 and 11/12 is not available on their website since it only goes back two years, therefore the data reported is based on vendor history X 49 transaction lines per page. The biggest Cal-Card user is the purchasing department which would explain why the number of purchase orders have decreased due to more items being purchased with a Cal-Card.

Pay voucher payment data is also misleading as one pay voucher may have up to 40 different account line transactions. For example, Cal-Card payments are paid with a pay voucher, which would explain why in 12/13 there are 588 pay voucher payments but the number of Cal-Card transactions is 2,107.

Not included in the table below is time spent by staff to prepare their transactions for processing, responding to email, answering the phone, assisting BCC staff, etc.

Transaction Types	Number of Transactions or Pages		
	2010/11	2011/12	2012/13
Purchase Orders	468	371	376
Purchase Order Payments	883	808	858
Pay Voucher Payments	444	454	588
Misc. Vendor Payments (Student Refunds)	526	354	469
Travel Claim Reimbursements	403	405	364
Payable Payments	159	136	192
All payments - excluding salary	2415	2157	2471
Revolving Cash Checks Issued	243	238	240
District Cash Receipts/Multiple Lines	20	23	27
Credit Memo Transactions	20	24	36
A/R Payments approx. - (non-student)	205	180	145
Budget Transfers/Multiple Lines	295	319	270
Journal Entries/Multiple Lines	350	260	137
Cal-Card Vendor Pages X 49 trans. (estimated)	2058	1568	2107
Employees Paid - multiple times	369	393	419
Payroll Transaction Pages*	469	497	527
General Ledger Pages X 44 transactions	41,536	42,504	43,472

Below is data regarding transactions processed by our Accounting Technician, Student Accounts. These transactions are not part of the above but are separate and are produced in QuickBooks. Due to time constraints only two prior years of data is provided.

Federal Loan Fund			
Description	FY 11/12	FY 12/13	Difference
Total grant runs	21.00	25.00	4.00
Total checks released	8,162.00	7,316.00	(846.00)
Total replacement checks	37.00	46.00	9.00
Total funds disbursed	8,025,960.77	7,492,407.63	(533,553.14)
Bookstore credits used	0.00	152,524.00	152,524.00
Students with bookstore credit	0.00	748.00	748.00
R2T4 payments to BCC (x4)	121.00	119.00	(2.00)
R2T4 payments to DOE (x5)	4.00	14.00	10.00
Overpayments to DOE (x5)	282.00	361.00	79.00
Fraud issues			
Check verification (banks & check cashing facilities)			
Inquiries regarding disbursements (students)			

Scholarship & Loan			
Description	FY 11/12	FY 12/13	Difference
Incoming scholarship awards (x2)	199.00	194.00	(5.00)
Reimbursements to students	103.00	79.00	(24.00)
Funds transfer to other institutions	11.00	12.00	1.00
V/Shop purchases & returns (x2)	441.00	532.00	91.00
Enroll. & tuition fees to BCC (x2)	260.00	100.00	(160.00)

Viking Shop			
Description	FY 11/12	FY 12/13	Difference
Bookstore credits used	0.00	152,524.00	152,524.00
Students with bookstore credit	0.00	748.00	748.00
Amazon sales	82.00	271.00	189.00
Amazon purchases	237.00	638.00	401.00

Federal Loan Fund

In 12/13 the Department of Education implemented a Lifetime Eligibility Used (LEU) regulation setting a maximum of 6 years a student could receive PELL. In addition, students were required to meet a Satisfactory Academic Progress (SAP) requirement where students were dismissed after receiving a degree vs. reaching a 90 unit limit. Also the method on how financial aid was disbursed was changed so that students were only paid for attending hours vs. enrolled hours. Those three reasons help explain the decrease in total funds disbursed. R2T4 (return to Title IV) and overpayments are transactions where the student has been overpaid or there is an issue with their prior financial aid disbursement. Included in the description for R2T4 payments to Barstow Community College and Department of Education

(DOE), and the Overpayments to DOE is a number in parenthesis that represents for every student involved there are 4 or 5 transactions that must be entered into QuickBooks to record and track repayments. The number provided is the number of students.

Scholarship & Loan
Same as above explanation, (x2) indicates two steps for each transaction. One to reduce the scholarship and one to set-up an accounts payable.

Viking Shop
There has been a large increase in Viking Shop transactions. Starting in 12/13 the bookstore and the district worked together to issue a bookstore credit for students receiving financial aid. With the credit students were able to obtain their books prior to classes starting. Currently the bookstore credit program occurs once a semester. Since the financial aid department has changed the disbursement of financial aid funds based on attending hours, it occurs quite often where a student is not disbursed enough aid on their first disbursement of the semester to cover the amount utilized during the program. This leads to an increase in workload as the receivable is never paid in full with the first grant run of the semester. It is also possible for a student to use the bookstore credit and later discovered to be ineligible for financial aid. There is some discussion about running the program during the midterm. It is anticipated these transactions will be increasing next fiscal year. Also not listed in the spreadsheet are meal vouchers which provided meals for students receiving special grant funding.

Also not included is the QuickBooks data are transactions processed for ASB or the Barstow College Foundation.

2) Summarize the results of these measures.

B. PROGRESS ON SERVICE AREA/ADMINISTRATIVE UNIT OUTCOMES (SAO/AUO)

1) Summarize the progress your unit has made on SAO/AUO measures you have applied since your last program review.

We will be working on obtaining assistance on additional methods that may be used to assess our data.

2) Describe any improvements made by your unit as a result of the outcomes assessment process. What did you learn from your evaluation of these measures, and what improvements have you implemented, or do you plan* to implement, as a result of your analysis of these measures? *(*List any resources required for planned implementation in #10: Resources.)*

DATE:

ANNUAL UPDATE #1:	
DATE:	
ANNUAL UPDATE #2:	

4. Policies & Processes

A. What recent changes in policies, procedures and processes have impacted or will impact your Service Area or Administrative Unit? *(BCC BP/AP; Federal, State & local regulations; departmental guidelines)*

Chapter 6 and the travel section of Board Policies and Procedures, IRS regulations, Title 5, Chancellor's Office Budget and Accounting Manual, Public Contract Code, Civil Code, Education Code, Government Code, Labor Code, California Vehicle Code, Cal-Card manual, and SBCSS guidelines.

B. Describe the effect the changes or updates in policies and processes in 4.A have had on the unit.

In the near future we will be updating Chapter 6 and the travel section of Board Policies and Procedures. Our Cal-Card manual should also be updated soon.

C. In addition to (or in response to) those listed in 4.A, what in-house policies, procedures, and processes need to be updated, created, or deleted?

Senate Bill 189 that went into effect on 7/1/12 made changes to the laws covering stop notices. These changes required the district to seek legal advice on our processes.

The Business Office is a very busy department and having to work on updating Board Policy & Procedure is creating extra workload. The hope is when some of these are rewritten it will help assist staff to expedite some processes. In addition, having to write our first program review has also added extra workload.

There is talk of adding extra work by allowing additional students to get their books prior to when they would receive their next financial aid disbursement. While this will help the financial picture for the Viking Shop, it will be additional work for Business Office staff. There has also been talk of getting additional help, however we're already running out of office space.

Starting July 1st, 2012 the district changed the employee benefits for medical coverage there are now three different providers where we only had one before. This has created extra work for Business Office and the HRDO departments. Two of the three plans now offer a health savings account which has extra workload for the payroll technician since these funds are considered taxable by the state.

DATE:	10/15/13
ANNUAL UPDATE #1:	Board policies and procedures have not been updated. It is anticipated this will be completed by June 2014.

In the past there was only one open enrollment where staff had an opportunity to change their health and welfare benefits. Since the district now uses more than one medical provider, and each having multiple plans, there will be a third open enrollment this fiscal year. It is extremely difficult to keep up with all health and welfare changes.

It has not been determined what affect the Affordable Care Act will have on the Business Office. I anticipate there will be more part-time employees that will need to be paid.

DATE:	

ANNUAL UPDATE #2:	

5. Internal Factors *(see Handbook for worksheet)*

A. Strengths

B. Weaknesses

DATE:	10/15/13

ANNUAL UPDATE #1:	Internal Factors were not directly reported on the initial program review for last year.

Strengths:
Employees are consistently paid on time. As a general rule, all transactions are done within what is considered a reasonable amount of time considering the work load. The staff working in the Business Office are incredibly dedicated, trustworthy, and dependable. They work hard and are team players.

The Business Office receives an excellent audit report every year. If/when any findings are found they are corrected immediately.

Weaknesses:
The Business Office struggles with financial aid grant runs. There are numerous make-up runs requested. In addition, when they are received they frequently have to be adjusted making our processes even more difficult and time consuming.

Due to lack of staffing resources the current GoArmyEd program has around 140 problems with billing. This program has fallen through the cracks since we have to work around their website and their guidelines. The Business Office needs additional staffing to get these 140 cases resolved. If this is not resolved it may

impact the implementation of BCCOnline program that should be starting up in Fall 2014. A part time employee had been working on the GoArmyEd invoicing issue but due to the Affordable Care Act (ACA) we can no longer allow that position to work over 20 hours a week. Before the ACA came along good progress had been made in getting the 140 problems resolved but it has still not been completed.

In addition to adding GoArmyEd, the Business Office will be responsible for collecting unpaid student debt using the Chancellor's Office Tax Offset Program (COTOP). The Business Office has been working with IT and the Director of Enrollment Services to implement the program. Through this program the district can collect past due fees from tax refunds due to the students. The plan is to report the last two fiscal years of past due accounts with a total of over $359,000. Once the data is uploaded to the Chancellor's website, Business Office staff will be responsible for updating it when students make payments. In addition, we anticipate numerous student refunds will have to be issued due to student payments being made after their cut-off period to make changes on the Chancellor's website. This new program is being implemented without additional staffing.

A new Laser fiche system is needed for payroll/personnel files. Business Office staff scan in the payroll/personnel files for employees terminated over 7 years ago. The scanner is very old and out dated. The system is very slow and after about one hour of use the equipment stops working until it cools down. When we initially started scanning files we received hand me down equipment. We estimate we have had the equipment for over 6 years. Our IT department has recommended it be replaced.

The Accounts Receivable version in Banner will soon be upgraded. Each time there is an update we receive release guides to inform staff of the changes. The current release guides are over 160 pages long. Unfortunately time doesn't allow staff to adequately review and upgrades are installed so we take a reactive approach vs. being proactive. Again, this is due to staffing levels.

In 2012/13 the Business Office spent over $18K in overtime. Staff are stressed and overworked. Due to every job being very different, it is difficult to fully cross train in any of the positions. The training that is done is basically to handle tasks requiring immediate attention. About 85% of the overtime was for payroll who works an excessive amount of overtime. The payrolls for adjunct, student workers, substitute and temporary employees, have been assigned to another position, however overtime continues to be an issue. My recommendation is to reorganize the office. Since the Account Technician Accounts Payable/Receivable position has already been trained in payroll, I recommend 50% of her position be for payroll processing and that some of her duties be completed by the Accounting Assistant. I would then also assign COTOP and BCCOnline projects to the Accounting Assistant.

The Business Office has outgrown our office space. It is difficult for staff to focus on tasks at hand due to various conversations with staff either on the phone, at the counter, or even among office staff. There are currently at least two staff members who must wear ear plugs in order to concentrate. If we are fortunate to have

additional staffing there isn't anywhere to put them. We already have a student worker desk in an unacceptable work space.

The Business Office frequently struggles with various departments not turning in required documentation. Some of the frequent problems are documents missing from HR for payroll, Cal-Card missing documentation, incomplete financial aid documentation, requisitions, ASB requests, etc. These issues add to our workload when we have to follow-up with frequent reminders. This is not a weakness of the Business Office but a weakness we must deal with from other departments.

Due to the heavy workload it is impossible to complete everything that needs to be done. Because of that, there are times where staff may feel incompetent.

DATE:

ANNUAL UPDATE #2:

6. External Factors *(see Handbook for worksheet)*

A. Opportunities

A. The majority of the Business Office challenges come from additional work load for all staff from the CTE department. Grants are requested without any consideration of the potential impact to various departments, not just the Business Office.
B. Additional challenges are keeping current with changes made to various laws and regulations such a Civil Code, tax law changes, etc.

C. Under construction are the Performing Arts Center project for over $18 million, and a new Wellness Center project for over $10 million. The contractor is not paying their subcontractors therefore a lot of extra work is being generated due to Stop Notices being filed. These notices require the district to withhold 125% of the stop notice amount. Along with stop notices are additional legal requirements that are having to be met and legal opinions are having to be requested to ensure compliance.

A Request for Proposal went out in early 2012 in search for a new delivery method for financial aid disbursements. An agreement was signed with SallieMae where we were going to offer the students the option of a free debit card with a checking account. Another disbursement option available to the student was an ACH deposit to their existing account. After a considerable amount of work had been completed by multiple departments on campus, SallieMae decided to change the free debit card with checking as an option. We will be making a decision in 2013 as to where we go from here.

B. Threats

DATE: 10/15/13

| ANNUAL UPDATE #1: | Both the Performing Arts and Wellness Centers are now in default with the original contractor. The surety company covering the Performing Arts Center has taken over the project, however slow progress is being made. The Stop Notices on the Wellness Center amount to over $1.5 million.

SallieMae offered a new solution and staff had decided to proceed with their services as they had once again changed their services offered. The district was ready to proceed and then SallieMae was purchased by another company. The package offered by Higher One was going to charge the student an ATM fee, therefore the district will be going out with another RFP.

The district will be starting up a new program titled BCCOnline to register out-of-state students a different rate than the normal out-of-state tuition. The Business Office will be responsible for billing for the students and will play an active role in the success of this new program. |
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| DATE: | |
| ANNUAL UPDATE #2: | |

7. Continuing Education/Professional Development

A. What continuing education and/or professional development activities have program/unit members participated in during the current cycle?

B. What are the continuing education and/or professional development plans for the upcoming cycle?

DATE:	10/15/13
ANNUAL UPDATE #1:	This was not part of the original program review. Below is a list of training done since completed since July 1, 2013, or will be done this fiscal year:
Shawna Robbins:
- Attended F2000 New General Ledger Budget Transfer/Budget Revision provided by SBCSS on 7/11 for 2 hours.   - Attended New General Ledger User Group Meeting provided by SBCSS on 10/3/13 for 4 hours.   - Attended BestNet Software Advisory Meeting provided by SBCSS for 4 hours.   - Attended web portal training provided in-house 3 hours.   - Provided GoArmyEd training for Lisa – 1 hour.   - On-going training provided to staff regarding questions on budget,

purchases, payroll, etc.

Amy Caasi:
- Attended web portal training provided in-house 5 hours.

Thelma Castelli:
- Provided cross training in-house with Maureen on purchasing 4 hours.
- Will be providing training to James Daniels, Heather Caldon, Melissa Meadows, and Christina Calderon on electronic requisitions – 1 hour.

Maureen Davis:
- New User Payroll Training provided by SBCSS for 3 days 10/9-10/11/13.
- Listened to COTOP website training – approximately 1 hour.
- Cross trained in-house with Thelma Castelli on purchasing 4 hours.
- Cross trained in-house with Dayleen on payroll 4 days.
- Payroll W2 Workshop provided by SBCSS for 1 day on 10/24/13.
- EPICS Fall User Meeting provided by SBCSS for 1 day on 11/8/13.

Dayleen Hubby:
- Payroll W2 Year-End Workshop provided by SBCSS for 1 day on 10/24/13.
- EPICS Fall User Meeting provided by SBCSS for 1 day on 11/8/13.
- Provided cross training in-house with Maureen on payroll 4 days.
- Provided training in-house with EOPS regarding payroll budget expenditures 4 hours.
- End of fiscal year training provided by SBCSS for 1 day.

Lisa Lavarias:
- GoArmyEd in-house training from Shawna 1 hour.
- GoArmyEd web site tutorial training 4 hours.
- COTOP website training – approximately 1 hour.

Various Business Office staff provide student workers required training on an on-going basis regarding anything from basic office procedures to specific tasks. They are currently working on collecting forwarding address from the COTOP letters sent to the students and submitting the information to Admission & Records to update or delete the addresses in Banner.

DATE:	
ANNUAL UPDATE #2:	

8. Prior Goals/Objectives

Briefly summarize the progress your program/unit has made in meeting the goals and objectives identified in the most recent Program Review or Annual Update. *(Include measurements of progress or assessment methods.)*

> I will work with the Vice President of Administrative Services on goals as part of the evaluation process and will review/update those goals as needed.

DATE: 10/15/13

ANNUAL UPDATE #1: The following goals were provided to the Vice President in November 2012:
1. Have additional cross training done for payroll. Ensure Maureen is able to process hourly payrolls on her own.
2. Ensure financial aid disbursement records between the Financial Aid Office, Business Office, COD, and G5 are reconciled and match.
3. Provide monthly cash flow reports to the Vice President of Administrative Services.
4. Implement a new delivery method for financial aid disbursements.
5. Ensure the Performing Arts Center and Wellness Center construction project payments are processed timely and legal requirements regarding payment processing are followed. This includes tracking stop notices, release of stop notices, bonds to cover stop notices, affidavits, etc. In addition, these same records may be needed for possible future litigation.
6. Create a program review for the Business Office.
7. Expand the usage of online requisitions by other departments.

Update:
1. Completed. Additional payroll training will be done in hopes to reduce the number of overtime hours done by payroll.
2. This is an ongoing challenge. The Business Office always reconciles the disbursements back to G5. We do not have access to COD records. We must depend on the financial aid office to reconcile.
3. Due to time constraints this was not done monthly, however if/when needed information has been provided.
4. This office made numerous attempts to implement an electronic method of disbursing financial aid. Due to the 3rd party provider not following their original contract and due to them being sold to another company, the district has decided to issue another RFP.
5. Projects are still under construction. Stop notices and current legal requirements have been met.
6. Program review and this update have been completed.
7. We added the Secretary and Vice President of Instruction as new users. The interim director of SPS was added for accounts look-up. HR staff were added as EPICS (HR county software) users. We have added the Vice President of Student Services, his secretary, Director of Enrollment Services, and a staff member from EOPS. Training for them to use the system should be completed by the end of the month.

DATE:

ANNUAL UPDATE #2:	

9. Goals/Objectives/Actions (ACTION PLAN)

A. **GOALS:** Formulate Goals to maintain or enhance unit strengths, or to address identified weaknesses.

B. **ALIGNMENT:** Indicate how each Goal is aligned with the College's Strategic Priorities.

C. **OBJECTIVES:** Define Objectives for reaching each Goal.

D. **ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE:** Create a coherent set of specific steps (Actions/Tasks) that must be taken to achieve each Objective.

E. **OUTCOMES:** State intended Outcomes and list appropriate measures and assessment methods for each Outcome.

F. **ADDITIONAL INFORMATION:** This provides space for the additional communication of information necessary to further "close the loop" on the goal or action plan, as it relates to Institutional Planning. This may include references to other institutional documents, such as governing or compliance documents (i.e. Board Policy, Administrative Procedures, Title V), institutional planning documents (i.e. Strategic Plan, Educational Master Plan, Facilities Plan, Technology Plan), or Board, Presidential, Supervisory or Departmental recommendations or goals, etc. *(See Handbook for additional examples.)*

Complete the following table with your Program's **ACTION PLAN**, which must include a **minimum of 3 goals**:

	ACTION PLAN				
	GOAL	ALIGNMENT WITH BCC STRATEGIC PRIORITIES (click link for list of Strategic Priorities)	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#1	Address staffing issues	*List all that apply:* 3. Promote and support student engagement. 4. Cultivate and enhance local partnerships. 5. Attract, retain, and develop excellent employees. 6. Strengthen college planning and informed decision-making	#1 Reduce overtime	Revise job description for Accounting Technician to include payroll duties. Change Accounting Assistant position from part-time to full-time.	Critical component is to have a back-up person for payroll, reduce overtime.
			#2 Support new programs	Implement COTOP and assist with BCCOnline programs.	Support new programs.
			#3		
	Additional Information:				
	DATE:	ANNUAL UPDATE #1:			
	DATE:	ANNUAL UPDATE #2:			
#2	Replace laser fiche equipment	*List all that apply:* I'm unable to determine which strategic priority this is aligned with. Perhaps a 7th priority should be added. The priorities are all student/instruction driven.	#1 Laser fiche permanent records over 7 years old	Replace laser fiche equipment. Once completed old records are shredded.	Reduce amount of records on paper.
			#2		
			#3		
	Additional Information:				
	DATE:	ANNUAL UPDATE #1:			
	DATE:	ANNUAL UPDATE #2:			

ACTION PLAN

	GOAL	ALIGNMENT WITH BCC STRATEGIC PRIORITIES (click link for list of Strategic Priorities)	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#3	Implement new electronic method of financial aid disbursement.	*List all that apply:* 1 Foster an innovative learning environment that respects diversity. 2. Provide students a successful college learning experience. 3. 4. Cultivate and enhance local partnerships. 5. Attract, retain, and develop excellent employees.	#1 Provide students with debit card/EFT option for receiving their financial aid check.	Issue a new Request for Proposal for 3rd party provider.	Enhance services to students and their overall college experience.
			#2 Reduce workload for Accounting Technician – Student Accounts.	Implement new services.	Reduce workload and overtime.
			#3		
	Additional Information:				
	DATE:	ANNUAL UPDATE #1:			
	DATE:	ANNUAL UPDATE #2:			
#4	Expand office space.	*List all that apply:*	#1 Reduce number of distractions among Business Office staff.	Locate additional office space.	More productive staff.
			#2		
			#3		
	Additional Information:				
	DATE:	ANNUAL UPDATE #1:			
	DATE:	ANNUAL UPDATE #2:			
#5		*List all that apply:*	#1		
			#2		

ACTION PLAN

	GOAL	ALIGNMENT WITH BCC STRATEGIC PRIORITIES (click link for list of Strategic Priorities)	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
			#3		
	Additional Information:				
	DATE:	ANNUAL UPDATE #1:			
	DATE:	ANNUAL UPDATE #2:			
#6		*List all that apply:*	#1		
			#2		
			#3		
	Additional Information:				
	DATE:	ANNUAL UPDATE #1:			
	DATE:	ANNUAL UPDATE #2:			

10. Resources Required

List all significant resources needed to achieve the objectives shown in the table above, including personnel, training, technology, information, equipment, supplies, and space. Every request for additional resources must support at least one objective.

Also list any resources required to implement planned improvements noted in 3.C.

IMPORTANT: A **BUDGET ALLOCATION PROPOSAL** must be completed and submitted for **EACH** new resource requested. *(Click the link to access the form.)*

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source
1	1 & 2	Human Resource/Staffing	$35,492.00	Yes	
2	1	Repalce Equipment	$3,307.57	Yes	
3	1 & 2	Electronic f/a disbursement	$5,000.00	Yes	
4	1	Increase/move office space	Unknown	Yes	

ANNUAL UPDATE #1:   **DATE:**

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source

ANNUAL UPDATE #2:   **DATE:**

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source