



**Administrative Program Review
2018 Annual Update**

Program / Department:	Auxiliary Accounting Services
Date submitted:	4/4/18
Submitted by:	Michael Black, Keli Seyfert

Outcomes Assessment Report

Revised Plan of Action

The Annual Update is conducted by all programs at the college and consists of an analysis of changes affecting the program as well as significant new funding needs for staff, resources, facilities, and equipment. It should be submitted or renewed every year by June 30 in anticipation of budget planning for the following year, which begins at the planning retreat in November. *Note that if there is no change from the previous year, you may simply resubmit the information in that report (or any portion that remains unchanged) from the prior year as long as it is on the current form and completely responds to each question.

Programs and units should support their planning efforts with quantifiable data, conduct appropriate analyses, and make supportable conclusions.

I. Program Purpose (must align with college mission)

Describe the need that is met by the program or the purpose of the program.

The Auxiliary Accounting Services (AAS) department provides accounting, reporting, and student services for Allan Hancock College. These services encompass the auxiliary funds of the Allan Hancock Joint Community College District, the Associated Student Body Government and Intercollegiate Athletic funds of the Auxiliary Programs Corporation, the Allan Hancock College Foundation, and the Allan Hancock College Viticulture & Enology Foundation. AAS also encompasses the Cashiering and Student Accounts functions for the college through the collection and receipting of payments, processing of deposits, and issuance of student refunds.

II. Progress on Comprehensive Program Review Final Plan of Action

Summarize the progress the program has made on recommendations, including the status of any incomplete items.

The following is a summary of the progress made on the FY 2016 comprehensive self-study action plan items:	
Action Item	Progress Made
Fully Integrate cashiering function Into Auxiliary Accounting. Evaluate efficiency and effectiveness of new organization and service outcomes.	The cashiering function has been fully integrated into the Auxiliary Accounting Services department providing greater student and staff support and benefits and an opportunity to implement leaner accounting.
Implement processing of retiree benefit payments in Banner in person or on-line.	This process has been fully implemented and is fully functioning for the retirees.



Implement improved processes for management of non-resident tuition payment plans and receivable tracking.	Improvements to the management of the non-resident tuition payment plan students and accounts have been made through a collective effort on the part of the VP Administrative Services, Auxiliary Accounting Supervisor, Cashier and Student Accounts Coordinator, VP of Student Services, and Athletics Director.
Ensure compliance with new student tuition tax form reporting requirements.	Compliance was achieved through the assistance of consulting services, programmatic modifications to the software, and implementation of additional processes and procedures within the department.
Ensure compliance with all regulatory authorities with oversight over the Viticulture and Enology program.	All compliance requirements have been met and continue to be fulfilled as a part of normal business activity for the Viticulture & Enology Foundation.
Complete migration of green sheet purchasing to on-line purchasing using ONESolution for remaining ASB funds.	AAS achieved a very successful launch to online purchasing for the auxiliary managed funds. Forms were created, training was provided, and budgets were built by AAS for this much-needed implementation.

III. Program Assessment

Check here if any SAOs have changed since the last comprehensive program review and/or annual update.

What are your program service area outcomes? Which of these have been assessed since the last comprehensive program review and/or annual update? How are they measured? What did the assessment data indicate about the strengths and weaknesses of your program? What changes have you made/do you plan based on these data? *(See Administrative Service Area Outcomes SAOs Assessment Report form on last page)*

<p>Please see the results of SAO performance from the previous plan in Appendix I. Due to the significant changes in accounting activities and complexity it is necessary to redefine SAOs to provide more relevant measures of these activities. New SAOs are listed below:</p>			
Program Intended Outcomes	Assessment Method(s)	Findings	Action Plan
V&E Inventory Variance less than 1% of total dollar values	Total dollars inventory variance measured each month		
Payroll on-time and complete	Checks available as scheduled / number of manual		



	checks due to errors or omissions		
AHC Foundation Financials, Investment and bank reconciliations completed in time for AHC Foundation Finance Committee and AHC Foundation Board Meetings	Due on date required for Board information as per calendar.		
V&E Financials and Inventory Reconciliations provided on time for V& E Foundation Board Meetings	Due on date required for Board information as per calendar		
Internal Control and Financials Integrity AHC Foundation	Annual Audit, no findings clean opinion		
Internal Control and Financials Integrity V&E Foundation	Annual Audit, no findings clean opinion		

IV. Internal/External Conditions

What external conditions have influenced the program in the past year? Have there been regulatory changes, changes in technology, accreditation recommendations, demographics, labor market, or other changes? Summarize the major trends, challenges, and opportunities that have emerged in the program since the last comprehensive program review and /or annual update.

The greatest external impact to the Auxiliary accounting function is the growth of development activities in the AHC Foundation. Significant increases in fundraising activity and the type of fundraising have occurred since the 2015-16 comprehensive evaluation. These include more fundraising events as well as the introduction of the AHC Promise program. The Auxiliary Accounting Supervisor is spending significantly more time on oversight of AHC Financial documents, generated by both the Auxiliary Accounting department as well as AHC Foundation staff. The AHC Foundation has added staff, and gone to a bimonthly payroll process which has doubled payroll processing requirements. The Auxiliary Accounting Supervisor is now more engaged in the AHC Foundation operations, attending Finance Committee meetings and other ad-hoc meetings when necessary. The Viticulture and Enology accounting has also increased in complexity due to the implementation of process cost accounting and the need for weekly inventory management.

What internal conditions have influenced the program in the past year? Have there been trends in SAOs/assessment data; changes in technology, budget, staffing or resources; facilities issues; etc.?



AHC is in the process of implementing the Banner system. This implementation has had significant impact on the ability of the Auxiliary Accounting Supervisor to provide review and oversight of the more complex accounting functions. This demand on the supervisor’s time will likely go on for at least another year to two years as the new software is rolled out, staff is trained and adequate reporting is developed. In the meantime activity in the AHC Foundation and Viticulture and Enology Foundation will continue to increase creating more demand for higher level accounting resources. Last year ASB, Athletics, Clubs, Trust accounts and the Viticulture and Enology Foundation were moved off of the manual green sheet process and on to the ONESolution purchasing process. While this provides better oversight of budgets and provides greater budget control, the Auxiliary Accounting staff are spending more time managing the budgets for these programs as program staff are not trained or have the capability to do these functions. All of the budgets for these programs are created by Auxiliary Accounting, monitored by this office, and are managing budget issues such as releasing budget blocks or determining if an augmentation is needed. Auxiliary personnel work with staff in determining budget transfers and managing the budget transfers.

V. Update to Final Action Plan

If you change or modify a previous recommendation, provide an explanation for the change and a new target date. For new recommendations, provide target dates and data for support. For all items, show how they are related to assessment results where possible and provide approximate costs for resources requested. Resources may include budget, facilities, staffing, research support, professional development, marketing, etc. Not all recommendations will require resources. (Plan may cover period up to the next scheduled comprehensive program review.)

See section IV, VI, Appendix II and Internal / External changes in conditions.

VI. Revised - Plan of Action (Annual Update)

The last comprehensive program review was completed 2015-16 .
 The self-study and validation teams developed a final plan of action – post validation based on information in the self-study and the recommendations of the validation team.

(If any plan was made and action not taken, please state the rationale for not pursuing that particular item. If action was delayed or postponed, provide an explanation and a new target date.)

CHANGES AND MODIFICATIONS

RECOMMENDATIONS FROM PLAN OF ACTION	ACTION TAKEN, RESULT AND STATUS
<p>During the integration of the cashiering function it was determined that students would be better served if one of the cashiering roles was modified to provide a dedicated service for helping students with development and management of student fee payment plans and with third party contracts. This change will free up cashiers at the window to better service students in real time.</p>	<p>The “Student Account Specialist” position has been developed, gone through shared governance and has been approved by the board.</p>



ADDITIONS

PLAN OF ACTION	TARGET DATE
<p>As a result of the increased activity and complexity of transactions associated with the two foundations it is recommended that an Accounting Specialist position be added to the Auxiliary Accounting Staff. While the cashiering function is well staffed and able to operate independently there is a need for a higher level accounting position to take on the more complex accounting associated with endowment activity, investment reconciliation and analysis and process cost accounting/inventory management.</p>	<p>April 2018 for Temp June 2018 for Perm</p>

RESOURCES NEEDED (Be sure there is sufficient justification and data contained in the narrative to support each of the items on your list.)

TYPE OF RESOURCE	SPECIFIC RESOURCE	APPROXIMATE COST
<p>Staffing Needs</p>	<p>Auxiliary Accounting Specialist see changes in activity and growth defined in External and Internal changes in conditions and recommendation defined in "Additions" above.</p>	<p>\$ 76,000 annually</p>



Appendix I:
“Program Review Annual Update
Administrative Service Area Outcomes (SAOs) Assessment Report”

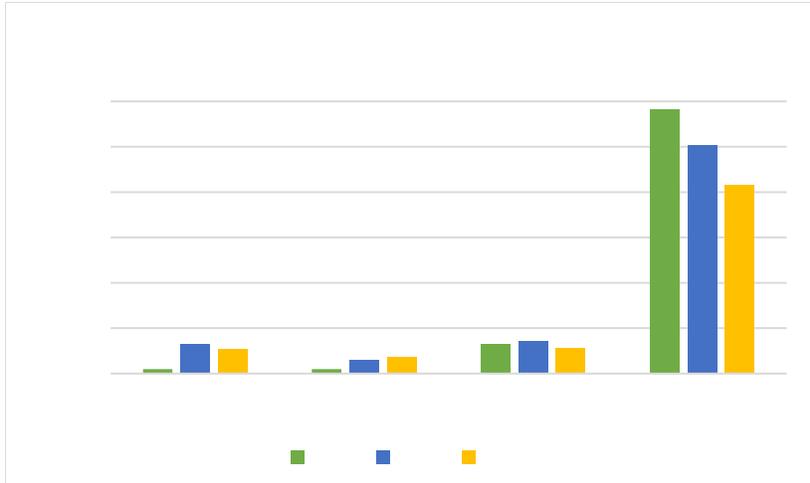
Program / Department: Auxiliary Accounting Services

Use one row for each SAO

Program Intended Outcomes	Assessment Method(s)	Findings	Action Plan
Provide excellent service to students, staff and the community	Supervisor completed a comprehensive review of work duties to assess efficiency and effectiveness of cashiering and Auxiliary staff roles.	Revised job description for one cashier to specialize in student account, third party billing, and short-term payment plans for students that need additional time to pay enrollment fees.	Job Description revised, position starts April 16, 2018.
Interaction and payment timeliness with vendors	Review of Aging report	Payables paid within payment terms	Ongoing
Accuracy in Cash Counts	Regular reconciliation of cash resources	Consistent match between cash count and accounting records.	Ongoing
Internal Control Effectiveness	Annual Audit	Clean Opinion	Ongoing
Bank Reconciliation	Bank recs completed within the month	Recs completed on time	Ongoing
Financial Statements	Annual Audit	Clean Opinion	Ongoing
100% Compliance with Regulatory agencies	Annual Audit/# of regulatory compliance issues / \$ fines	None	Ongoing



Appendix II “Increases in Auxiliary Accounting Workload”

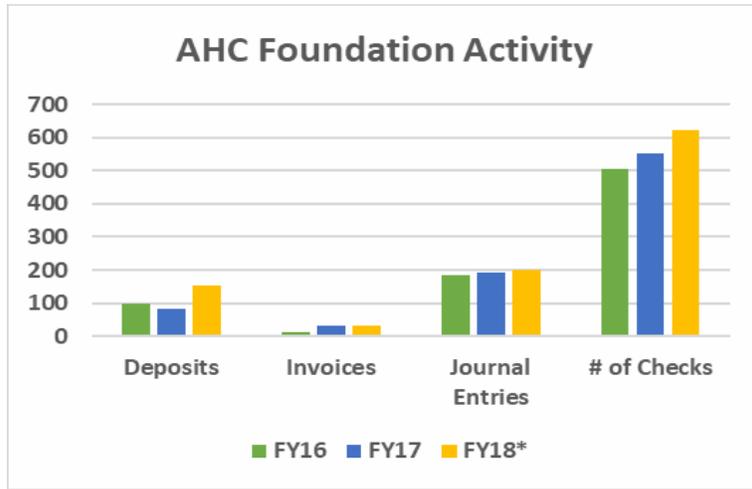


ASB/Athletic Funds			
Fiscal Year	FY16	FY17	FY18*
Deposits	20	129	108
Invoices	19	59	74
Journal Entries	132	144	114
# of Checks	1,166	1,007	831
*Projected based on 8 months of data			

There was a marked increase in the number of invoices and deposits processed for the ASB funds. This was a change made after the re-org in order to implement lean accounting. Prior to this change, these deposits were processed by cashiers. They then prepared the deposit and the reconciliation was performed by Business Services. Funds due the ASB/Athletic accounts were transferred Auxiliary staff prepared a deposit and reconciliation. Moving the deposit process to Auxiliary Accounting has removed these unnecessary steps.



Appendix II “Increases in Auxiliary Accounting Workload”

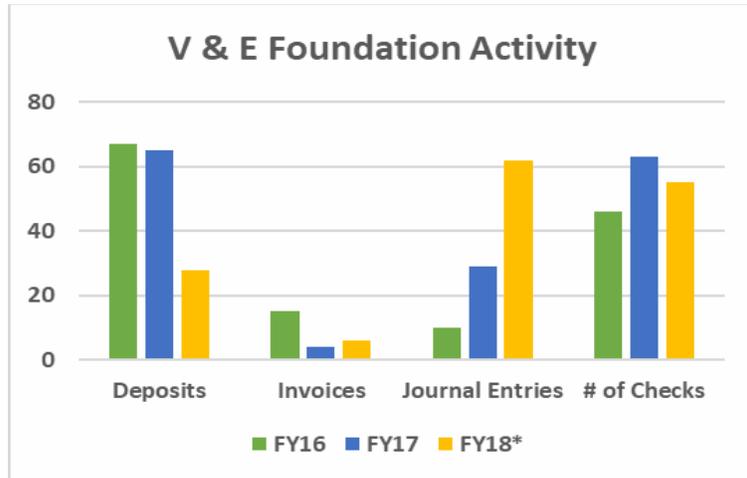


AHC Foundation			
Fiscal Year	FY16	FY17	FY18*
Deposits	99	84	155
Invoices	14	33	30
Journal Entries	186	192	201
# of Checks	506	552	621
*Projected based on 8 months of data			

For the foundation, there is an increase in activity resulting in an increase to the number of deposits Processed as well as the number of checks cut.



Appendix II “Increases in Auxiliary Accounting Workload”



AHC Viticulture & Enology Foundation			
Fiscal Year	FY16	FY17	FY18*
Deposits	67	65	28
Invoices	15	4	6
Journal Entries	10	29	62
# of Checks	46	63	55
*Projected based on 8 months of data			

With the inventory costing process implemented, there have been a substantial increase in the number of journal entries to post the activity.