



Administrative Program Review
2013-14 Annual Update

Program / Department:	Business Services
Date submitted:	7/1/2014
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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.

Business Services meets the needs of the college by conducting the daily business of the district. The department provides for the purchasing of supplies and equipment, the preparation and processing of all bids and RFPs the validating and processing of the districts invoices, the billing and the depositing of all revenue needs, the processing of monthly district payroll, the administration of district employee and retirees benefit packages, the assurance of proper or allowable use of grant funds and the submission of timely reports to the granting agencies, the providing of cashiering services for staff and students, and the coordination of the annual district external audit.

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.

Business Services completed a comprehensive review in 2004. All findings and actions were addressed with the exception of finding No. 6: Pay stub is too difficult to read. This was specific to the full time faculty and finding No: 11 The current office space and storage is insufficient. Both of these findings have been resolved and will be described in section V "Update to Findings". In 2015 Business Services will complete a comprehensive program review which will include Cashiering Services, formally under Auxiliary Accounting.

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 indicated 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*)

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.

One of the most significant conditions remaining is the reduction in funding. While State funding has improved we still have a significant reduction in the base funding.

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.?

As stated in the last program review update the results of a hiring freeze created two vacant positions; Accounting Tech I



(accounts payable) and payroll technician. The most significant impact on the department and the institution is the vacant position of payroll technician. While this vacancy has never caused the department to fail to meet a payroll deadline it has presented significant amounts of staff stress and cost to the district in overtime payments. The payroll department receives a large number of requests to verify employment for current and previous employees by outside agencies in connection with loans, mortgages and related financial matters. Yearly they are required to complete a Department of Labor census report. In addition they also receive a number of public information requests from outside agencies and requests for information from various bargaining units. Currently the payroll department is involved in the Santa Barbara County Office of Educations implementation of a new payroll software package. This implementation is time consuming and is intended to go live on July 1st of 2015. For the three months prior to the go live date the payroll department will be required to enter payroll data not only into the new system, but enter the same data into the old software to complete parallel testing of both systems. At the conclusion of the implementation of the new SBCEO payroll system they will return to implementing the District's intergrated HR and Payroll software. To temporarily meet the needs of the payroll section we have utilized an Accounting Tech I from accounts payable for the past 6 months and are scheduled to continue for the time being. This out of class assignment has created an increased workload to the remaining staff in the accounts payable section. In FY 13/14 the accounts payable department processed 6300 warrants with a value in excess of \$50 million dollars. This workload was completed by 2 accounts payable technicians where in the past there would have been 3. This accomplishment resulted in significant overtime and a delay in the closing of the district's books. This delay placed a strain on the Administrative Services department and delayed the completion of the District's Adopted Budget for 2014/2015. At this time, I would strongly recommend the filling of the vacant Payroll Tech 1 position. Filling this position would meet the needs of both the Accounts Payable and Payroll departments, reduce the overtime burden to the District and relieve stress on the current payroll staff.

Since moving into the new offices it has become increasingly apparent that there is a need for an Office Services Technician 1 for the reception area. This position is needed to open, sort, date stamp and distribute the daily mail and inter office mail, greet and direct staff, students, and the public according to their needs. This position will initiate ordering of needed supplies for department staff; log in all checks received, distribute employee reimbursement and payroll checks verifying the proper identification, maintain the conference room schedule and other duties as assigned. These duties were previously performed by an Accounting Services Tech I and student workers. The Accounting Tech I has subsequently been re-classed to a Purchasing Tech I.

In the Grants section of the business services department there is a need for additional training and education. This is a result of the increasing changes and requirements of both the Federal and State agencies from which we receive a significant volume of grant funds. While we were able to fund the access to a grant management compliance website. Additional funds are needed for staff to participate in additional training webinars and conferences as they become apparent. These webinars would also be



available to all grant management staff in the district utilizing the conference room beside Business Services. This will allow us to better serve the district in the proper use of grant funds while adhering to State and Federal guidelines.

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.)

In this past year Business Services was able to produce an acceptable gross pay statement (finding no 6) for full time faculty and have been providing it monthly. Since December 12th 2013 Business Services has occupied new offices (finding no. 11) in the Administration Building which provides adequate work space and increased storage. All findings of the 2003 program review have been completed.

VI. Revised - Plan of Action (Annual Update)

The last comprehensive program review was completed __2003/2004_____ <date>.
 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

RECOMMENDATIONS FROM PLAN OF ACTION	ACTION TAKEN, RESULT AND STATUS



ADDITIONS

<u>PLAN OF ACTION</u>	<u>TARGET DATE</u>
Fill vacant Payroll Tech 1 position	ASAP
Create new position "Office Services Technician 1" for reception area	ASAP
Fund webinars and training session for Grant staff	ASAP

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

<u>TYPE OF RESOURCE</u>	<u>SPECIFIC RESOURCE</u>	<u>APPROXIMATE COST</u>
<u>Facility Needs</u>		
<u>Technology Needs</u>		
<u>Staffing Needs</u>	<u>Payroll Technician 1</u> <u>Office Services Technician 1</u>	<u>\$78,174</u> Includes mandatory and fringe benefits <u>\$52,414</u> Includes mandatory and fringe benefits
<u>Equipment (non-technology)</u>		
<u>Other Resources</u>	<u>Education on the ever changing State and Federal Grant regulations</u>	<u>\$3500.00 Education and Webinars and \$1200 Compliance Website</u>



Program Review Annual Update
Administrative Service Area Outcomes (SAOs) Assessment Report

Program / Department:
Business Services

Use one row for each SAO

Program Intended Outcomes	Assessment Method(s)	Findings	Action Plan