

BUSINESS OFFICE / PERSONNEL / PAYROLL

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PROGRAM REVIEW REPORT
Business Office/Personnel/Payroll

Part I: Mission

1. Describe the department/program function and purpose.

To use generally accepted accounting principles in processing business transactions of the college. The Primary business transactions include: (1) preparing cashier resources so that funds paid by students can be processed; (2) collecting time cards and entering data into the district office's system, so that staff may be paid in a timely manner; and (3) processing staff's personnel records to ensure that employment information is kept current.

2. Previous goals and objectives.

- (1) Ensure that staff's payroll and personnel information are processed efficiently and accurately.
- (2) Ensure that cashiering processes are accurate and kept in compliance with generally accepted accounting principles.

2.1 List the goals, objectives, services, and action plans from the unit's current program.

- Goal: (1) Ensure that staff's payroll and personnel information are processed efficiently and accurately
- Objective: (2) Implement the district's new human resource system by January 1, 2005. Person Responsible: Senior Administrative Analyst,, and the personnel department
- Goal: Ensure that the accounting functions that are transferred from the old DEC system to SAP are accurate.
- Objective: Work with the district's staff in converting the existing accounting system from its dependence on DEC to SAP. Person Responsible: Vice President

2.2 Discuss in detail the successes of and barriers to completing the above goals.

The primary barrier is the lack of training resources and staff time that are needed to make the campus aware of how the new systems are to operate. Because the campus does not budgeted resources that allows staff to take away from the job to learn the system, staff may require a much longer learning curve.

3. Recent college and state developments.

The college continues to operate within tight budget constraints. These constraints make it difficult to allow staff to adequately learn how to operate new technologies.

3.1 List recent college and state developments which significantly impact the unit's ability to provide services to students.

Budget constraints have limited the department's ability to hire additional staff that are needed to process student materials. In addition proposed changes in the new human resource system may require additional support staff to implement. However, while we may need the additional staff to operate the system, limited resources will prevent LAHC from hiring.

3.2 Describe the positive and negative impacts of these developments on the unit.

Positive impacts cannot be identified due to the lack of experience with the proposed system. Negative impacts are expected to be in the area of lack of training, and minimal staff resources to adequately implement/operate the system.

4. Describe the unit's active participation in the college's mission.

The units actively participate by helping department heads and staff resolve issues that adversely impact their ability to perform.

Part II: Need

5. List the number of full-time (filled and unfilled positions part-time classified staff, unclassified (student workers) and managers in the program/department.

Business Office:	Accounting Supervisor (1) Sr. Accounting Tech (2) Accounting Assistant (2) Part time Account Asst (1) Part time Cashiers (Varies during the year from 2-5) Student Workers (Varies during the year from 1-3)
Payroll	Payroll Assistants (2)
Personnel	Sr. Personnel Assistant (1) Personnel Assistant (1) needed Student Worker (Part time) 1
Clerical Services	Campus Operator (1) Campus Repro Operator (1) Mail Room Rep (1)

5.2 Significance of faculty, staff, and student survey results (where available) and/or trends in the following areas (refer to data packet):

N/A

5.3 Identify the ratio of students to staff, where available

N/A

5.4 Improvement and expansion of delivery of support services. For example, Evening/Day/Saturday availability of services.

N/A

5.5 Classified load by position.

N/A

Part III: Quality

6. Improvement of Delivery of Services (address all applicable topics).

Improvements can about by providing additional monetary resources to buy updated technologies, furniture, air conditioning, etc.

6.1 Departmental activities toward improving services. List participation in staff development, conference attendance/participation, and academic preparation and training.

Staff are encouraged to attend training classes. On occasion permission is given to close the department so that staff can attend training sessions.

6.2 Describe how these activities have enriched and been implemented into the department's services.

Where possible staff have participated in SAP training, and have become involved with training that is associated with the new human resource system. Attendance at these sessions have provided am outlet for staff to learn more about the organization and to meet other employees from different locations.

7. Supportive Working Environment

7.1 General morale of staff in the department, including results of employee surveys.

An audit of the business office found that staff morale was low. The primary reason identified for low staff morale was due to insufficient staff to share the work load. Additional staff was hired through the cooperation of a department that was able to provide funding for the accounting services it receives from the business office. Staff morale has improved considerably as a result of the hire

7.2 Involvement of all staff in department activities.

Staff regularly participate in department meetings and are encouraged to present ideas on how to improve operations.

7.3 Promotion of respect for diversity and tolerance of differences among staff and students.

The business office is represented by a wide variety of ethnic groups, and staff are encouraged to participate in various campus wide diversity activities.

8. Facilities Renewal

8.1 Adequacy of departmental facilities with respect to size, layout and location.

Staff are providing services from locations that distant to the primary campus population. The current locations require air conditioning

8.2 Current condition of departmental facilities.

Department facilities are not adequate. Newer equipment, coupled with air conditioned facilities would help to improve the work environment.

8.3 Identify any unresolved safety or hazardous conditions in your departmental facilities

None Noted.

8.4 Describe recent significant facility changes and their effect on departmental operations.

Personnel was recently moved to a new location (remodeled storage closet). The area has made it possible for the business department to expand in personnel's old area.

8.5 If applicable, identify proposed modifications to facilities (within the next 5 years) and rationale for those changes.

Part V:

14. Compliance

14.1 List any current program-specific compliance requirements (if any), with state and/or national agencies, and any other outside agencies.

14.2 Describe any other outside agencies.

Part VI:

15. Five Year Plan

15.1 List measurable departmental goals and objectives for the next five years (based on the College's mission statement and strategic plan), and the unit's plan for completing these goals and objectives. Include proposed timelines, budget and persons responsible.

Personnel and payroll will be moved to a new location that is being constructed in the Prop A expansion. Clerical services will also be moved to the new location.

9. Technology

New copying equipment is needed for clerical services; the business office needs currency/coin counting machines.

9.1 Departmental utilization of technology in the delivery of services.

The department uses old equipment to perform its functions.

9.2 Types of technology used and where (i.e., labs, classroom, and offices.)

Technology includes currency counters, computers, reprographics equipment. Copiers.

9.3 Status of staff training in technology applications currently needed.

Staff is trained on current technology, but budget constraints hamper additional training needs.

9.4 Appropriateness of technology to departmental mission/functions.

Technology is required so that the department can complete tasks in a timely manner.

9.5 Describe proposed technology-based services delivery in your department/program, both hardware and software.

N/A

9.6 Identify required employee training to meet these plans for the future.

SAP, BW

9.7 Describe the campus upgrades required to achieve these plans.

Build out of the Prop A Northeast academic building.

10 Equipment and Supplies

10.1 Current condition of the department's major equipment inventory.

The equipment is old, but is used to perform job duties.

10.2 Need and rationale for any major new equipment (a cost must be included).

Color copier (\$12,500) for clerical services. To minimize jobs going off the campus.
Coin counters (\$2,000) to replace old equipment.