Annual Program Review
2011-2012 ADMINISTRATIVE PROGRAMS

FISCAL SERVICES

Authorization

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Dean:
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Overview of the Program

Statement of Purpose – briefly describe in 1-3 sentences.

The Fiscal Services Unit, directly through the Tuition Office and/or indirectly through all other offices, provides students with opportunity, support and services during their academic endeavor here at Glendale Community College.

Please list the **most significant achievement** accomplished since your last program review.

Although ongoing, we have improved efficiency and accuracy in our Tuition Office by expanding our knowledge and usage of the PeopleSoft Enterprise System.

List the current major strengths of your program

1. Passing the District's Annual Audit with no or minimum recommendations.
2. Providing friendly, helpful, and courteous customer service to the entire campus.
3. Getting the job done while short staffed (4 positions, a saving of $250K for the District).

List the current weaknesses of your program

1. Vacancies (budget issues)
2. Training needs (budget issues)
3. Technology needs

1.0. Trend Analysis

Use the data provided to indicate trends (e.g., steady, increasing, decreasing, etc.) for each of the following measures.

Service Area	Service Provided	Contacts/ Recipients/ Production	Academic Year			
			2007-2008	2008-2009	2009-2010	2010-2011
Accounts Payable	Make payments owed by the college to suppliers and other creditors	Various vendors, sub contractors & creditors	33,283 checks	65,004 checks	53,689 checks	40,258 checks
Accounts Receivable	Receive payments which are owed to the college	Various Vendors	2,280 transactions	2,872 transactions	2,806 transactions	3,108 transactions
General Ledger Office	Financial Account analysis, Month-end closing, Reconciliation of financial statement, Recording monthly journal entries into general ledger system	N/A	N/A	N/A	N/A	N/A
Grants	Produce a budget and expense analysis report, Send out periodic invoices and submit financial documents	Various Organizations	20 Grants	22 Grants	25 Grants	27 Grants
Payroll Office	Process paychecks and ensure they are compliant with state and Federal tax laws, Analyze time sheets, Wage garnishments and levies.	Faculty, Classified Staff and Student Workers	2,500 ± Employees	2,500 ± Employees	2,500 ± Employees	2,200 ± Employees
Tuition	Develop and implement financial policies and systems to track and record college expenditures and revenues	Students, Faculty and Classified Staff	46,050 Students	46,050 Students	46,050 Students	42,275 Students

STAFFING	Management.	Classified	Hourly	Student Workers Hrs.
2007-2008	2	12	5 (seasonal)	4
2008-2009	1	12	5 (seasonal)	4
2009-2010	1	12	5 (seasonal)	4
2010-2011	1	12	5 (seasonal)	5

1.1. Describe any trends and how this affects students (if applicable) and your service recipients, area or the district.

The data reflects a decreasing trend within the Fiscal Services Unit. In Fiscal Year 2010-11, as a result of the State fiscal issues, the District's budget was reduced. This budget cut reduced college's purchasing power, reduced the number of individuals employed by the District (including student employment), and reduced the number of the classes offered by the District. These all translate to servicing less and less students.

1.2. Is there other relevant quantitative/qualitative information that affects the evaluation of your service area?

In June 2003, the Fiscal Services unit lost 3 positions to retirement.

1. Tuition Office:
   The Tuition Fee Supervisor retired June 30, 2003 and this position has remained vacant. In addition to helping an increasing number of students from one year to another, the implementation of New Enterprise System, PeopleSoft, has had its own impact on the Tuition staff.

   *The District budget issues have disallowed the Fiscal Services Unit to start the hiring process for the vacant Tuition Fees Supervisor position.
   Note: Currently supervision is provided by the Interim Controller.

2. Payroll Office:
   The Payroll Manager retired June 30, 2003 and this position is still vacant. It is almost unheard of that an organization with close to 2,500 employees operates without a payroll manager. Although this position is currently back filled on an hourly basis, still the negative impact of this vacancy is tremendous.

   *Once again, the District's budget issues have disallowed Fiscal Services Unit to start the hiring process for this position.
   Note: Currently supervision is provided by the Interim Controller.

3. Accounts Receivable Office:
   The Accounting Technician assigned to this office retired June 30, 2003 and this position is still vacant. Currently this office is operating with no employee. Day to day operations is performed by the Interim Controller and/or with help from the staff members. Once again, the District's budget issues have disallowed Fiscal Services unit to start the hiring process for this position.

2.0. Outcomes

Please provide the following information for each service/function within this area.

Program Service/Function	Outcome Developed	Have outcomes been assessed? Yes or No	Has the assessment data been analyzed? Yes or No	Has the data been used for program improvement?
Accounts Payable	Goal is to reach 100% accuracy in order to avoid duplicate payments.	Yes	Yes	Yes
Accounts Receivable	Note: Currently this office is operating with no employee.	N/A	N/A	N/A
General Accounting	After the implementation of PeopleSoft, our goal is to create an accurate interface between Oracle and PeopleSoft	Yes	Yes	Yes
Grants	The goal is a campus wide automation of the quarterly and year-end financial reporting processes.	Yes	Yes	Yes
Payroll Office	To implement Sick/Leave Accounting for full-time (Certificated or Classified) and our Adjunct Faculties.	Yes	Yes	Yes
Tuition	The goal is to complete the implementation of the new Enterprise Systems, PeopleSoft.	Yes	Yes	Yes

2.1. Please comment on your answers above. Include whether evidence from assessments shows that the program is improving and/or achieving desired outcomes.

Assessment results show improvement within each of the service area stated above. The desired outcomes yet are to be achieved.

2.2 Briefly summarize any elements of your program/services that have been changed or will be changed as a result of assessments.

The implementation of new goals/processes have enabled fiscal services unit to provide: - Students with the real-time account information
- Staff with the real-time Sick-Leave information

2.3 Based on the program assessment evidence you have gathered, please comment briefly on how far along your department/program is in the assessment process and your plans to continue progress.

It varies for each service area. We will continue this process until the desired outcomes are achieved.

Accounts Payable: 80%
General Accounting: 70%
Grants: 50%
Payroll Office: 65%
Tuition: 60%

3.0. Reflection and Action Plans

3.1 What recent activities, dialogues, discussions, etc. have occurred to improve program outcomes or processes?

Training and technology needs will be provided to the Fiscal Services Unit by IT Department.

3.2 Using the weaknesses, trends and assessment outcomes listed on the previous pages as a basis for your comments, please briefly describe your plans and/or modifications for program improvements.

Plans or Modifications	Anticipated Improvements
Fill Vacancies	To reduce Classified Hourly expenditure. To improve services within the office.
Receive Training	To use PeopleSoft Enterprise System to its potentials.

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2011 PROGRAM REVIEW

FISCAL SERVICES *Tuition Fees Supervisor*	A: FIS-1

Section 4
Resource Request

Type of Resource Request:

___ Facilities/Maint. ___ Classroom Upgrades ___ New space ___ Conference/Travel
___ Instructional Equip. ___ Non-Instructional Equip ___ Training ___ Other
___ Computer/Hdware ___ Software/Licenses ___ Supplies

Mandatory: Is this request for one-time funding? ___ OR Does this request require ongoing funding?___

If this is a repeat request, please list the Resource ID code or year requested: ____________

Mark if the following apply to this request: ___ Health & Safety Issue ___ Legal Mandate
___ Accreditation Requirement ___ Contractual Requirement

4.1. Clearly describe the resource request.

Tuition Fees Supervisor
This position is to supervise, plan, organize and direct the processing of all District Payrolls and related reporting and record keeping.

Examples of these duties are, but not limited to:

- Ensure compliance with internal control, laws, codes, rules, regulations, policies, and Collective Bargaining Agreements.
- Maintain correct knowledge of Payroll laws related to IRS, FTB, Social Security, PERS and STRS.
- Create and maintain salary schedules, benefits and work calendar.
- Determine the appropriate Payroll Schedule.

Amount requested $ 64,776 plus the variable District costs and employee benefits

4.2. Justification and Rationale: What planning goal, core competency or student outcome does this request address? Use data from your report to support your request.

Please see 4.3.

4.3. What measurable outcome will result from filling this resource request?

- The goal is to fill the position of Tuition Fees Supervisor which has been vacant since June 2003.
- To reduce Classified Hourly expenditure.
- To improve services within the office.
- To release the Interim Controller from backfilling this vacant position since June 2003.
- To reduce Classified Stipends expenditures.

APPROVALS

<table>
<tr><th>AGENCY</th><th colspan="8">DECISION</th></tr>
<tr><td rowspan="4">The Program Review Committee has reviewed the data, outcomes and plans in the report and finds this request to be:</td><td colspan="7">Well supported</td><td></td></tr>
<tr><td colspan="7">Adequately supported</td><td></td></tr>
<tr><td colspan="7">Not supported</td><td></td></tr>
<tr><td>Reason:</td><td>Sect.1: Data</td><td></td><td>Sect.2: SLOs</td><td></td><td>Sect.3: Plans</td><td></td><td>Other:</td></tr>
<tr><td colspan="9"></td></tr>
<tr><td colspan="4">Standing Committee Review of Resource Request
Committee: Academic Affairs</td><td colspan="4">Prioritization Score</td><td></td></tr>
</table>

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