Administrative Services Program Review

Administrative

Created on: 12/09/2014 06:50:00 PM EST
Last Modified: 10/30/2015 06:14:11 PM EST

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SAN DIEGO MIRAMAR COLLEGE

General Information (Administrative Services Program Review)

Standing Requirements

◈ Mission Statement

The Administrative & Personnel/Payroll Support Service department provides accurate and timely Personnel and Payroll services to all college staff, faculty and student employees, as well as new hire employee processing for adjunct and NANC employees, and provides campus-wide administrative support in the areas of key/alarm control, construction and facilities rental.

◈ AS Unit Goals

Administrative & Personnel/Payroll Support Outcome Set

Outcome

Outcome	Mapping
Goal 1 Provide training and guidance to all faculty, staff, and administrators in the utilization of the PeopleSoft system for time and labor reporting in the Employee Self-Service portal.	**Miramar Strategic Plan:** Strategy II.4
Goal 2 Provide training and assistance to hiring managers in the PeopleSoft Talent Acquisition Management system.	**Miramar Strategic Plan:** Strategy II.4
Goal 3 As remainder of new buildings come online, utilize Best Key code system to its full potential to be able to continue to maintain one master. This includes reviewing current and future usage and re0organization of key codes no longer being used.	**Miramar Strategic Plan:** Strategy II.3
Goal 4 Provide employment and payroll services to faculty, staff, and administrators, and process assignment offers to ensure on-time and accurate pay.	**Miramar Strategic Plan:** Strategy II.4
Goal 5 Continue development of Civic Center procedure to fine tune request process.	**Miramar Strategic Plan:** Strategy IV.2

2016-2017 Program Review

◈ **Admin Services Program Scan**

◈ **Admin Services Outcomes Report**

◈ **Action Plan**

◈ **Status Report**

2015-2016 Program Review

◈ Admin Services Program Scan

This department continues to work closely with the District HR and Payroll offices, periodically meeting to review and streamline current procedures. The Administrative & Personnel/Payroll Support Services staff continues to provide exemplary customer service to faculty and staff regarding all payroll related questions and concerns. The Senior Office Manager has been selected as the HR communication liaison for Miramar College during the PeopleSoft Implementaion. The Senior Office Manager participated in the FIT/GAP review process and continues to serve as a vital resource and advocate for the campus utilization of the software system during its configuration and design process. Once the system goes live January of 2016, and after initial training, the Senior Office Manager and staff will provided additioanl training as guidance to end users as needed. Changes to HR and Payroll processes continue to occur and on a more frequent basis due to turnover in District payroll management and their efforts to streamline and computerize many processes. Campus personnel continue to be informed of changes via e-mail notification and Payroll and HR campus workshops. District HR and Payroll offices have uploaded all new hire packet documents and information to the HR web-site, this has allowed for better efficiency to ensure current documents are being utilized.

The campus Key Control procedure continues to be reviewed and updated. Administrative Technicians retain a copy of the key request rather than logging onto a worksheet as was past practice; this assists when follow up is required and has increased turnaround time of key requests. The Senior Office Manager continues to review, in conjunction with department managers, employees who currently have key/code access who may no longer require this access or who may no longer be working for the campus. The intent is to regain outstanding keys, have alarm access no longer needed deleted and verify current access. As part of this process, District Dispatch continues to provide, as requested, a list of employees with current alarm access to rooms for verification. With continued growth of the Miramar Campus, the Senior Office Manager works closely with management of their respective departments to ensure the keying of all new buildings meets with department and campus policy, procedures and needs.

As the campus continues to grow, the BEST key system is reaching capacity. The Senior Office Manager has managed and continues to manage the system to its full potential to avoid a second master key. Efforts are going well and reuse of key codes from demolished bungalows and reorganization of some areas has resulted in better utilization of the key hierarchy.

This division works with community groups for the rental of campus rooms and parking lots for various events, collection of fees and verification of insurance as required. The division works with the Office of Instruction in the coordination of room availability, as well as Facilities and Campus Police to coordinate services as needed. A web page has been developed and continues to be fine-tuned to streamline the Civic Center rental inquiry process in order to be more efficient when conversing with potential users.

The Vice President of Administrative Services participates in various site and District meetings regarding campus construction projects. The Vice President and the Senior Office Manager attend a monthly construction update meeting with the campus Project Manager, reviewing the current construction projects and changing parking needs. With the majority of construction projects recently meeting their completion dates, campus parking and access for students and staff is opening up, a parking task force was created to review and communicate the constant changes in parking and access due to construction. These changes are communicated via e-mail, notices on the campus web site and various maps and directional signage placed around campus.

The Signage Task Force has been established with representation from each campus to review way-finding systems in conjunction with site master plans. Signage and way-finding locations have been identified and are currently in process for final review. The Vice President of Administrative Services is a representative on the task force.

◈ Admin Service Outcomes Report

◈ Action Plan

Actions

Administrative & Personnel/Payroll Support Outcome Set

Outcome

Goal 1	
Provide training and guidance to all faculty, staff, and administrators in the utilization of the PeopleSoft system for time and labor reporting in the Employee Self-Service portal.	**Action:** Goal 1 **Action details:** Payroll staff and Sr. Office Manager to provide assistance and training of faculty, staff, and administrators as needed with the PeopleSoft Employee Self-Service program.

Goal 2	
Participate in training and implementation of PeopleSoft Talent Acquisition Management system to replace PeopleAdmin process for vacant position postings. Train and assist Hiring Managers.	**Action:** Goal 2 **Action details:** Sr. Office Manager to attend PeopleSoft Talent Acquisition Management training and implementation. Sr. Office Manager to create FAQ's for hiring managers. Sr. Officer Manager to provide training and assistant to hiring manager.

Goal 3	
As remainder of new buildings come online, utilize Best Key code system to its full potential to be able to continue to maintain one master. This includes reviewing current and future usage and re0organization of key codes no longer being used.	**Action:** Goal 3 **Action details:** Sr. Office Manager to continue process of utilizing the Best Key system in the most efficient manner to assure the creation of an additional master does not become necessary.

Goal 4	
Develop processes and procedures for the Business Office implementation of PeopleSoft time and labor reporting and work with Payroll staff to integrate new processes to provide uninterrupted employment and payroll services.	**Action:** Goal 4 **Action details:** Create procedures for all levels of employees to assist with training and utilization of the PeopleSoft time and labor entry process.

Goal 5	
Continue development of Civic Center procedure to fine tune request process.	**Action:** Goal 5 **Action details:** Fine tune Civic Center procedure.

Summary of Resource Requests

No text specified

◈ Status Report

Action Statuses

created with 🔄 taskstream

Administrative & Personnel/Payroll Support Outcome Set

Outcome

Goal 1

Provide training and guidance to all faculty, staff, and administrators in the utilization of the PeopleSoft system for time and labor reporting in the Employee Self-Service portal.

▼ **Action:** Goal 1

Action details: Payroll staff and Sr. Office Manager to provide assistance and training of faculty, staff, and administrators as needed with the PeopleSoft Employee Self-Service program.

Status for Goal 1

No Status Added

Goal 2

Participate in training and implementation of PeopleSoft Talent Acquisition Management system to replace PeopleAdmin process for vacant position postings. Train and assist Hiring Managers.

▼ **Action:** Goal 2

Action details: Sr. Office Manager to attend PeopleSoft Talent Acquisition Management training and implementation.

Sr. Office Manager to create FAQ's for hiring managers.

Sr. Officer Manager to provide training and assistant to hiring manager.

Status for Goal 2

No Status Added

Goal 3

As remainder of new buildings come online, utilize Best Key code system to its full potential to be able to continue to maintain one master. This includes reviewing current and future usage and re0organization of key codes no longer being used.

▼ **Action:** Goal 3

Action details: Sr. Office Manager to continue process of utilizing the Best Key system in the most efficient manner to assure the creation of an additional master does not become necessary.

Status for Goal 3

No Status Added

Goal 4

Develop processes and procedures for the Business Office implementation of PeopleSoft time and labor reporting and work with Payroll staff to integrate new processes to provide uninterrupted employment and payroll services.

▼ **Action:** Goal 4

Action details: Create procedures for all levels of employees to assist with training and utilization of the PeopleSoft time and labor entry process.

Status for Goal 4

No Status Added

Goal 5

Continue development of

▼ **Action:** Goal 5

Civic Center procedure to fine tune request process.

Action details: Fine tune Civic Center procedure.

Status for Goal 5

No Status Added

Status Summary

No text specified

Summary of Next Steps

No text specified

◈ Resource Request Form

Form: Resource Request Form (See appendix)

2014-2015 Program Review (Training)

◈ Action Plan

Actions

Summary of Resource Requests

No text specified

◈ Status Report

Action Statuses

Status Summary

No text specified

Summary of Next Steps

No text specified

◈ Resource Request Form

Appendix

A. **Resource Request Form** (Form)

Administrative Services Program Review

Budget and Purchasing Support

Created on: 11/04/2014 06:19:00 PM EST
Last Modified: 09/30/2015 07:49:18 PM EST

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General Information (Administrative Services Program Review)

Standing Requirements

◆ Mission Statement

Administrative Services' Budget and Purchasing Support department provides fiscal assistance to faculty and staff in the areas of Budget Development, Financial Reporting, Purchasing and Travel for their management of campus programs.

◆ AS Unit Goals

Budget and Purchasing Support Goals

Outcome

Outcome	Mapping
Goal 1 Establish Tentative & Adopted Budgets in coordination with campus' program review and planning.	**Miramar Strategic Plan:** Strategy I.2
Goal 2 Participate in PeopleSoft implementation in the areas of General Ledger, Purchasing, Travel and Reporting.	**Miramar Strategic Plan:** Strategy I.3
Goal 3 Complete annual Financial Aid, Matriculation and Basic Skills reports for campus by due dates. Complete Quarterly Grants Reports. Provide other financial data requested for campus reports.	**Miramar Strategic Plan:** Strategy I.2
Goal 4 Participate in College-wide integrated planning.	**Miramar Strategic Plan:** Strategy I.2

2016-2017 Program Review

◈ **Admin Services Program Scan**

◈ **Admin Services Outcomes Report**

◈ **Action Plan**

◈ **Status Report**

2015-2016 Program Review

◈ Admin Services Program Scan

Budget Development - Accounting Supervisor received 2015-16 general fund unrestricted tentative and adopted budget models from the district Budget Office. The district Budget Office also provided the campus an Excel budget worksheet identifying GFU budget strings and associated contract salary and benefit totals. The Accounting Supervisor reconciled the salary and benefits data in the budget worksheet to the district budget model. Discrepancies were identified, resolved and balanced to budget model and adjusted on budget worksheet. The adjunct salaries and benefits budget was allocated based on FTE identified by VPI utilizing each school's program review. The 2015-16 Adopted discretionary budget increased $60,935 from prior year due to an increase in Regular and Summer FTES targets. Discretionary budget worksheets were distributed to the President, Acting VPI/VPSS, and VPAS for allocation of funding. Completed worksheets were returned to Accounting Supervisor for inclusion in campus budget worksheet that was submitted to district budget office.

Accounting Supervisor worked with program managers, VPI, VPSS and VPAS responsible for categorical and non-GFU budgets. Accounting Supervisor provided managers with campus budget worksheets, for each detail fund within their responsibility, which included ending balances, encumbrances, apportionment dollars and/or allocations from the district. Managers completed budget allocations/realignments for their programs and returned worksheets. Accounting Supervisor verified data, entered budget into District provided Excel budget worksheets, and emailed completed files to the appropriate District personnel for budget import into Colleague.

All GFU and non-GFU Tentative and Adopted budgets worksheets were completed and submitted by deadlines established by the District Budget Office. Campus GFU Adopted Budget books were printed and bound for distribution to President, VPI, VPSS and VPAS.

Financial Reporting - In August 2015, Accounting Supervisor provided the Acting Financial Aid Director the final Financial Aid and BFAP salary/benefits reports for completion of the 2014-15 BFAP Annual Report. During fiscal year, monthly MOE and detail fund reconciliations were provided for Acting Director's review. In August 2015, final financial data for completion of the 2014-15 ESL/Basic Skills Allocation End-of-Year Report was provided to Mark Manasse, Basic Skills Coordinator. The 2013-14 Student Success and Support Program (SSSP) categorical fund expiration was extended to December 2014. The Year End Expenditure report was completed and provided to VPSS and Dean of Matriculation in January 2015 for submission to State Chancellor's office in Feburary 2015. The 2014-15 SSSP categorical fund has been extended to December 2015.

Accounting Technician provided monthly (or upon request) Adjunct/Hourly, Auxiliary, Co-curricular, and AFT Travel expenditure reports.

Accounting Supervisor provided Quarterly Grants Report to District Grants Coordinator by established quarterly deadlines.

Provided faculty and staff with training and/or assistance on Web Advisor as needed. Due to conversion to PeopleSoft, formal training on Web Advisor has ceased.

Purchasing Support - Departments provide Accounting Technician with requisition requests. Accounting Technician inputs the data into Colleague within one to two days of receipt. This starts the online process of routing the requisition for approval. If budget is not available for the items requested, the Accounting Technician notifies the requestor. The requestor will provide a new budget or request realignment of budget to accommodate requisition. Requisition input will be delayed due to lack of budget, or vendor not being set up in the system. If vendor is not set up in Colleague, a Vendor Intake Form and W-9 need completion. The turn-around time for requisitions from new vendors will be determined by how quickly the forms are completed and received from vendor.

Accounting Technician retired April 30, 2015. Accounting Supervisor took on all duties of Accounting Technician until replacement was hired on June 29, 2015. Accounting Technician position was upgraded to an Administrative Technician due to the increased responsibilites and change in duties due to conversion to PeopleSoft.

Administrative Technician is a new district employee and has not taken any leave time. If he is out of the office, Accounting Supervisor will take on his duties, if necessary, until employee returns. Accounting Supervisor is trained on the majority of duties and can ensure continued quality customer service to the campus and public. Workload does not warrant a second Administrative Technician or an Accounting Technician at this time.

Travel - Budget/Purchasing Support took over the role of Travel Liaison for the campus on September 1, 2011. Accounting Technician and Accounting Supervisor have continuously improved the efficiency of the TR approval process. Accounting Technician maintained a tracking mechanism to ensure that TRs are liquidated timely and problems resolved promptly. Monthly TR aging reports are provided by the district. Outstanding TRs are researched and resolved.

Total travel for the fiscal year increased to 273 completed Expense reports. Miramar College continued contract with POST which comprised 36 of the 273. POST contract requires multiple employees to travel to San Diego to provide In-Service training.   POST reduced their 2014-15 contract; therefore fewer TRs were processed than prior year.

When Accounting Technician was out of the office, Accounting Supervisor reviewed and routed TRs to avoid delays in approval and liquidation.

College-wide Planning - Accounting Supervisor served on the Planning & Institutional Effectiveness Committee, the Budget & Research Development Subcommittee, the Taskstream Workgroup and the Strategic Plan Assessment Workgroup providing Administrative Services input into integrated campus planning, participatory governance and support of Institutional Student Learning Outcomes.

PeopleSoft - District budget, purchasing and travel was converted to PeopleSoft on July 1, 2015. To prepare for conversion, Accounting Supervisor attended regular district meetings to provide input into General Ledgar, PO and Travel processing. Also provided ERP coordinators/consultants chartfield and routing documentation for Miramar College.

◈ Admin Service Outcomes Report

> **Web Links:**
>
> 1. **Budget and Purchasing Assessment Report**

◈ Action Plan

Actions

Budget and Purchasing Support Goals

Outcome

Goal 1	Action: Budget Development
Establish Tentative & Adopted Budgets in coordination with campus' program review and planning.	**Action details:** Provide Resource Allocation schedules to President, VPs and Dean of PRIE.
	Provide preliminary 2016-17 discretionary budget allocations to President, VPs and Dean of PRIE.
	Obtain School FTEF Allocation to determine allocation of Adjunct, Overload and Sub. Budgets.
	Develop budget worksheets for Program Managers to provide budget allocation.
	Submit Tentative and Adoptive Budgets by District deadlines.

Goal 2	Action: PeopleSoft Implementation
Participate in PeopleSoft implementation in the areas of General Ledger, Purchasing, Travel and Reporting.	**Action details:** Continue ongoing one-on-one training and support of PeopleSoft to campus employees.
	Attend training sessions for reporting and budget development.
	Host a Travel Authorization and Expense Reporting training.

Prepare and post FAQs on division website for Frequently Asked Questions.

Goal 3

Complete annual Financial Aid, Matriculation and Basic Skills reports for campus by due dates. Complete Quarterly Grants Reports. Provide other financial data requested for campus reports.

▼ **Action:** Financial Reporting

Action details: Provide monthly and annual 2015-16 BFAP financial data to Financial Aid Director.

Compile and provide 2014-15 SSSP Financial data for annual SSSP expenditure report. Estimated Due Date February 2016.

Compile 2015-16 Basic Skills financial data for End-of Year Report and provide data to VPI & Basic Skills Coordinator for submission to CCCCO.

Complete and submit Quarterly Restricted Funds Grants report to district office by due dates.

Provide financial data to Athletic Director for submission of EADA (Equity in Athletics Disclosure Act) survey.

Goal 4

Participate in College-wide integrated planning.

▼ **Action:** Integrated planning participation

Action details: Accounting Supervisor will continue to serve on PIE, BRDS and the Taskstream Workgroup and will also serve as a Tri-chair member for Accreditation Standard III.D and serve on the Strategic Plan Assessment Workgroup.

Summary of Resource Requests

1) Continued PeopleSoft financial reporting and budget development training.

2) Potential need of software necessary to process PeopleSoft financial reports and work in budget development module.

◈ **Status Report**

Action Statuses

Budget and Purchasing Support Goals

Outcome

Goal 1

Establish Tentative & Adopted Budgets in coordination with campus' program review and planning.

▼ **Action:** Budget Development

Action details: Provide Resource Allocation schedules to President, VPs and Dean of PRIE.

Provide preliminary 2016-17 discretionary budget allocations to President, VPs and Dean of PRIE.

Obtain School FTEF Allocation to determine allocation of Adjunct, Overload and Sub. Budgets.

Develop budget worksheets for Program Managers to provide budget allocation.

Submit Tentative and Adoptive Budgets by District deadlines.

Status for Budget Development

No Status Added

Goal 2	▼ **Action:** PeopleSoft Implementation
Participate in PeopleSoft implementation in the areas of General Ledger, Purchasing, Travel and Reporting.	**Action details:** Continue ongoing one-on-one training and support of PeopleSoft to campus employees.

Attend training sessions for reporting and budget development.

Host a Travel Authorization and Expense Reporting training.

Prepare and post FAQs on division website for Frequently Asked Questions.

Status for PeopleSoft Implementation

No Status Added

Goal 3	▼ **Action:** Financial Reporting
Complete annual Financial Aid, Matriculation and Basic Skills reports for campus by due dates. Complete Quarterly Grants Reports. Provide other financial data requested for campus reports.	**Action details:** Provide monthly and annual 2015-16 BFAP financial data to Financial Aid Director.

Compile and provide 2014-15 SSSP Financial data for annual SSSP expenditure report. Estimated Due Date February 2016.

Compile 2015-16 Basic Skills financial data for End-of Year Report and provide data to VPI & Basic Skills Coordinator for submission to CCCCO.

Complete and submit Quarterly Restricted Funds Grants report to district office by due dates.

Provide financial data to Athletic Director for submission of EADA (Equity in Athletics Disclosure Act) survey.

Status for Financial Reporting

No Status Added

Goal 4	▼ **Action:** Integrated planning participation
Participate in College-wide integrated planning.	**Action details:** Accounting Supervisor will continue to serve on PIE, BRDS and the Taskstream Workgroup and will also serve as a Tri-chair member for Accreditation Standard III.D and serve on the Strategic Plan Assessment Workgroup.

Status for Integrated planning participation

No Status Added

Status Summary

No text specified

Summary of Next Steps

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No text specified

◈ Resource Request Form

Form: Resource Request Form (See appendix)

2014-2015 Program Review (Training)

◈ Action Plan

Actions

Summary of Resource Requests

◈ Status Report

Action Statuses

Status Summary

No text specified

Summary of Next Steps

No text specified

◈ Resource Request Form

Form: Resource Request Form (See appendix)

Appendix

A. **Resource Request Form** (Form)

Administrative Services Program Review

Digital Print Production and Mailroom Support

Created on: 02/26/2015 06:48:00 PM EST
Last Modified: 10/09/2015 02:59:48 PM EST

SAN DIEGO MIRAMAR COLLEGE

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General Information (Administrative Services Program Review)

Standing Requirements

◈ Mission Statement

The Missions and Goals of Miramar College is supported by the Reprographics Department through our commitment to obtain the most accurate and timely support services to our campus operations by providing our faculty/staff/departments and Administrators with high quality printing products and services, switchboard/telephone services, as well as providing District/USPS mail services to the campus community. Overall, the efficient support services we make available helps our campus meet the educational goals of our students and ensures that they succeed in all levels of their academic endeavor.

◈ AS Unit Goals

Digital Print Production and Mailroom Support Goals

Outcome

Outcome	Mapping
Goal 1 Support faculty and staff members by providing high quality printing, telephone, and mail services.	**Miramar Strategic Plan:** Strategy I.2, Strategy I.3, Strategy III.2, Strategy IV.1
Goal 2 Assist departments in production of marketing materials and assist in the outreach of the college to the incoming callers on our switchboard by promoting campus education excellence.	**Miramar Strategic Plan:** Strategy II.1, Strategy III.2, Strategy IV.2
Goal 3 Work with ABSO/Bookstore in finding better ways to produce teaching materials efficiently so that it benefits the students.	**Miramar Strategic Plan:** Strategy I.2, Strategy I.3, Strategy II.1
Goal 4 Work closely with Miramar Business Services and rest of Miramar departments to help monitor Reprographics/Mail services budget.	**Miramar Strategic Plan:** Strategy I.3
Goal 5 Work with the District Telephony Department to help with Miramar telephone requests, new building office relocations and continuously work to implement new safety communication practices/features on our telephone/E-phone units in case of emergencies.	**Miramar Strategic Plan:** Strategy IV.2

2016-2017 Program Review

◈ **Admin Services Program Scan**

◈ **Admin Services Outcomes Report**

◈ **Action Plan**

◈ **Status Report**

2015-2016 Program Review

◆ Admin Services Program Scan

The Reprographics Department provides copying services for departments, staff and faculty members. Copying services are provided on a walk-in basis, through on-line requests (which have a 24-hour turnaround time) and through a paper-based request form (again with a 24-hour turnaround time). Most college departments do their own routine copying. Reprographics serves the faculty by word processing and duplicating course syllabi, handouts, tests and quizzes. Due to the ongoing campus building projects, Reprographics is continuing to provide temporary way-finding sign services to ensure that students, staff, and faculty find their way around the campus without difficulties. The department continues to provide oversize print services for City College. This service is provided on a chargeback basis.

The Reprographics Department provides switchboard services for our entire campus. All incoming calls first come to our switchboard lines and we either answer the callers' questions or transfer the calls to the pertinent department/s. The Reprographics Department also provides all Telephone maintenance services. All physical telephone device and the campus voicemail system service requests is directed to our department first. The Reprographics supervisor handles basic maintenance problems. However, services that can not be resolved are passed off to our 'District Telephony Service Department'. Continuing the development and maintenance of the campus Emergency Broadcast System through existing campus phone sets.

The Reprographics Department provides all USPS and District mail services. All incoming and outgoing items are processed by our staff members which entails the delivery, dispersement, stamping, packaging of all USPS and District mail items in a timely manner. The maintenance, usage, and security of the mailroom is also under our control (i.e. Per semester, re-organization of mailbox slots for Contract/Adjunct faculty and departments is carried out. Ensure packages that are delivered are secured properly and monitor activities of individuals in the mailroom to prevent possible theft).

◆ Admin Service Outcomes Report

Reprographics/Telephone/Mailroom ASO #6

Faculty and Staff are provided high quality and reliable printing and mail services.

◆ Action Plan

Actions

Digital Print Production and Mailroom Support Goals

Outcome

Goal 1 Support faculty and staff members by providing high quality printing, telephone, and mail services.	▼ **Action:** Reprographics/Telephone/Mailroom Customer Services
	Action details: Provide high quality reprographics services (copying, printing, word processing) services for Miramar's staff and faculty members. Provide telephone customer service (transfer calls and provide backup telephone support for the President's Office and Business Office when needed) for Miramar's staff and faculty members. Provide Mailroom services (internal District and all USPS mail services) for Miramar's staff and faculty members.

Goal 2

Assist departments in production of marketing materials and assist in the outreach of the college to the incoming callers on our switchboard by promoting campus education excellence.

▼ **Action:** Marketing & Campus Information Line Services

Action details: Provide high quality marketing services for all our campus departments with our reprographics services.
Provide all incoming callers with all campus department pertinent information.

Goal 3

Work with ABSO/Bookstore in finding better ways to produce teaching materials efficiently so that it benefits the students.

▼ **Action:** Bookstore Support

Action details: Provide high quality, timely, and new cost saving methods for our campus Bookstore.

Goal 4

Work closely with Miramar Business Services and rest of Miramar departments to help monitor Reprographics/Mail services budget.

▼ **Action:** Department's Supply Budget Monitoring

Action details: Work with our Purchasing Supervisor to help monitor each department's supply budget with regards to Reprographics chargebacks.

Goal 5

Work with the District Telephony Department to help with Miramar telephone requests, new building office relocations and continuously work to implement new safety communication practices/features on our telephone/E-phone units in case of emergencies.

▼ **Action:** Technical Telephone Services

Action details: Provide technical telephone services (troubleshoot simple telephone failures, place service requests to our District Telephony Department, update changes in staff/faculty/department changes in our telephone database system) for our Miramar faculty and staff members.
Assist District Telephony Department with new building moves.
Work in conjunction with our District Telephony Department in regards to campus emergency communication systems.

Summary of Resource Requests

No text specified

◈ Status Report

Action Statuses

Digital Print Production and Mailroom Support Goals

Outcome

Goal 1

Support faculty and staff members by providing high quality printing, telephone, and mail services.

▼ **Action:** Reprographics/Telephone/Mailroom Customer Services

Action details: Provide high quality reprographics services (copying, printing, word processing) services for Miramar's staff and faculty members.
Provide telephone customer service (transfer calls and provide backup telephone support for the President's Office and Business Office when needed) for Miramar's staff and faculty members.
Provide Mailroom services (internal District and all USPS mail services) for Miramar's staff and faculty members.

Status for Reprographics/Telephone/Mailroom Customer Services

No Status Added

Goal 2

Assist departments in production of marketing materials and assist in the outreach of the college to the incoming callers on our switchboard by promoting campus education excellence.

▼ **Action:** Marketing & Campus Information Line Services

Action details: Provide high quality marketing services for all our campus departments with our reprographics services.
Provide all incoming callers with all campus department pertinent information.

Status for Marketing & Campus Information Line Services

No Status Added

Goal 3

Work with ABSO/Bookstore in finding better ways to produce teaching materials efficiently so that it benefits the students.

▼ **Action:** Bookstore Support

Action details: Provide high quality, timely, and new cost saving methods for our campus Bookstore.

Status for Bookstore Support

No Status Added

Goal 4

Work closely with Miramar Business Services and rest of Miramar departments to help monitor Reprographics/Mail services budget.

▼ **Action:** Department's Supply Budget Monitoring

Action details: Work with our Purchasing Supervisor to help monitor each department's supply budget with regards to Reprographics chargebacks.

Status for Department's Supply Budget Monitoring

No Status Added

Goal 5

Work with the District Telephony Department to help with Miramar telephone requests, new building office relocations and continuously work to implement new safety communication practices/features on our telephone/E-phone units in case of emergencies.

▼ **Action:** Technical Telephone Services

Action details: Provide technical telephone services (troubleshoot simple telephone failures, place service requests to our District Telephony Department, update changes in staff/faculty/department changes in our telephone database system) for our Miramar faculty and staff members.
Assist District Telephony Department with new building moves.
Work in conjunction with our District Telephony Department in regards to campus emergency communication systems.

Status for Technical Telephone Services

No Status Added

Status Summary

No text specified

Summary of Next Steps

No text specified

◈ Resource Request Form

Form: Resource Request Form (See appendix)

1) Un-Freeze the current Reprographics Lead Position (Please See Resource Request Form for details).

2) Allocate budget to purchase 1 High-Production Copier and 2 Walk-up Copiers since all 3 are no longer serviceable (Please See Resource Request Form for details).

2014-2015 Program Review (Training)

◈ Action Plan

Actions

Digital Print Production and Mailroom Support Goals

Outcome

Goal 1

Support faculty and staff members by providing high quality printing, telephone, and mail services.

No actions specified

Goal 2

Assist departments in production of marketing materials and assist in the outreach of the college to the incoming callers on our switchboard by promoting campus education excellence.

No actions specified

Goal 3

Work with ABSO/Bookstore in finding better ways to produce teaching materials efficiently so that it benefits the students.

No actions specified

Goal 4

Work closely with Miramar Business Services and rest of Miramar departments to help monitor Reprographics/Mail services budget.

No actions specified

Goal 5

Work with the District Telephony Department to help with Miramar telephone requests, new building office relocations and continuously work to implement new safety communication practices/features on our telephone/E-phone units in case of emergencies.

No actions specified

Summary of Resource Requests

No text specified

◈ Status Report

Action Statuses

Digital Print Production and Mailroom Support Goals

Outcome

Goal 1

Support faculty and staff members by providing high quality printing, telephone, and mail services.

No actions specified

Goal 2

Assist departments in production of marketing materials and assist in the outreach of the college to the incoming callers on our switchboard by promoting campus education excellence.

No actions specified

Goal 3

Work with ABSO/Bookstore in finding better ways to produce teaching materials efficiently so that it benefits the students.

No actions specified

Goal 4

Work closely with Miramar Business Services and rest of Miramar departments to help monitor Reprographics/Mail services budget.

No actions specified

Goal 5

Work with the District Telephony Department to help with Miramar telephone requests, new building office relocations and continuously work to implement new safety communication practices/features on our telephone/E-phone units in case of emergencies.

No actions specified

Status Summary

No text specified

Summary of Next Steps

No text specified

◈ Resource Request Form

Form: Resource Request Form (See appendix)

1 FTE to cover reprographics/stockroom

$40,000-$50,000 for Replacement Production Xerox copier

$ X,XXX in Hourly Budget

Appendix

A. **Resource Request Form** (Form)
B. **Resource Request Form** (Form)

Administrative Services Program Review

Hourglass Support

Created on: 02/18/2015 04:27:00 PM EST
Last Modified: 10/12/2015 11:56:58 PM EST

SAN DIEGO MIRAMAR COLLEGE

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General Information (Administrative Services Program Review)

Standing Requirements

◈ Mission Statement

The Hourglass Park Support Services Department provides quality service and support to its vast array of users including, but not limited to students, instructional staff, athletes, co-curricular programs, community representatives, and community users participating in programs with the City of San Diego Park and Recreation Department. Our key purpose is to collaborate successfully in partnership with the City of San Diego to operate our joint use facilities.

◈ AS Unit Goals

Hourglass Support Goals

Outcome

Outcome	Mapping
Goal 1 Collaborate with City of San Diego partners to develop a plan to market and promote activities and programs.	**Miramar Strategic Plan:** Strategy III.1, Strategy III.2, Strategy IV.1, Strategy IV.2
Goal 2 Assist Business Office with the development and implementation of an online application process of joint use Hourglass faciities for Civic Center.	**Miramar Strategic Plan:** Strategy II.3, Strategy III.1, Strategy III.2, Strategy IV.1, Strategy IV.2
Goal 3 Improve collaborative relationship between SDCCD Miramar College and City of San Diego constituents.	**Miramar Strategic Plan:** Strategy I.2, Strategy II.3, Strategy III.1, Strategy III.2, Strategy IV.1, Strategy IV.2
Goal 4 Provide consistent staffing to align with the duties and responsibilities of a women's Athletic Equipment Attendant.	**Miramar Strategic Plan:** Strategy II.1, Strategy II.3, Strategy III.2

2016-2017 Program Review

◈ **Admin Services Program Scan**

◈ **Admin Services Outcomes Report**

◈ **Action Plan**

◈ **Status Report**

2015-2016 Program Review

◈ Admin Services Program Scan

Hourglass Field Community Park, Ned Baumer Aquatic Center and Hourglass Fieldhouse are joint use facilities shared between the City of San Diego and the San Diego Community College District located at SD Miramar College. The Hourglass Support Services (HSS) Department provides support to various College programs including Physical Education and Athletics and Hourglass FIeld Community Park community users. These joint use facilities offer programs 12-14 hours a day, five to seven days a week to over 500,000 students and public patrons per year.

Hourglass Field Community Park

- Filled Athletic Groundskeeper position.

- Purchased capital equipment-deep tine aerator- to effectiveely maintain turf; as a result, manpower requirement curtatiled.

- Water Main line was replaced at the Comfort Station $32,000; adjusted planned budget to accomodate this emergency repair by removing emergency telephone repair in park and by scaling back on turf renovation.

- Turf renovation completed: purchased sand, soil, and CALSTRA; $85,000 spent to address turf drainage issues.

Aquatic Center

- Annual maintenance for heat exchangers and domestic hot water system performed.
- Budgeted and planned for heat exchangers to be completed in December

Hourglass Fieldhouse

- Gym floor refinishing completed

- Replaced 3 backboard motors

- Recaptured additional storage for P.E. and Athletics

- Painted upper members of the exterior to J-100 building

Joint Use Efforts and Civic Center

- Offered to promote City of San Diego programs, linked City Center Director to the College's PIO.
- Submitted language for marquee to be erected at the entrance to Hourglass Field Community Park driveway.
- Generated over $70,000 in Civic Center revenue.
- Budget and Planning for FY 16/17 projects list started.

◈ Admin Service Outcomes Report

◈ Action Plan

Actions

Hourglass Support Goals

Outcome

Goal 1 Collaborate with City of San ...	▼ **Action:** Market and Promote

Diego partners to develop a plan to market and promote activities and programs.

Action details: Schedule meetings with City Center Director and/or assistant to discuss marketing strategies.
Develop marketing material appropriate for City and College constituents.
Collaborate with City representatives, community, and campus to promote activities and programs.

Goal 2

Assist Business Office with the development and implementation of an online application process of joint use Hourglass faciities for Civic Center.

▼ **Action:** On-line Civic Center Processing

Action details: Schedule meetings with Business Office personnel to discuss online processes.
Develop on-line procedure to streamline application process and test.
Create a routing/tracking system and implement.

Goal 3

Improve collaborative relationship between SDCCD Miramar College and City of San Diego constituents.

▼ **Action:** Collaborate w/City

Action details: Establish successful methods of communicating between City and College constituents on all levels to include: event calendar, schedules, meetings, and permit processing.
Forward College schedules and information directly to City Center Director.
Refine quality of follow-up and follow through of work order requests.

Goal 4

Provide consistent staffing to align with the duties and responsibilities of a women's Athletic Equipment Attendant.

▼ **Action:** Women's A.E.A. NANCe

Action details: Interview, hire, and train a female NANCe.
Schedule female NANCe to provide consistent support for the Athletics department.

Summary of Resource Requests

No text specified

◈ Status Report

Action Statuses

Hourglass Support Goals

Outcome

Goal 1

Collaborate with City of San Diego partners to develop a plan to market and promote activities and programs.

▼ **Action:** Market and Promote

Action details: Schedule meetings with City Center Director and/or assistant to discuss marketing strategies.
Develop marketing material appropriate for City and College constituents.
Collaborate with City representatives, community, and campus to promote activities and programs.

Status for Market and Promote

No Status Added

Goal 2

Assist Business Office with the development and implementation of an online application process of joint use Hourglass facilities for Civic Center.

▼ **Action:** On-line Civic Center Processing

Action details: Schedule meetings with Business Office personnel to discuss online processes.
Develop on-line procedure to streamline application process and test.
Create a routing/tracking system and implement.

Status for On-line Civic Center Processing

No Status Added

Goal 3

Improve collaborative relationship between SDCCD Miramar College and City of San Diego constituents.

▼ **Action:** Collaborate w/City

Action details: Establish successful methods of communicating between City and College constituents on all levels to include: event calendar, schedules, meetings, and permit processing.
Forward College schedules and information directly to City Center Director.
Refine quality of follow-up and follow through of work order requests.

Status for Collaborate w/City

No Status Added

Goal 4

Provide consistent staffing to align with the duties and responsibilities of a women's Athletic Equipment Attendant.

▼ **Action:** Women's A.E.A. NANCe

Action details: Interview, hire, and train a female NANCe.
Schedule female NANCe to provide consistent support for the Athletics department.

Status for Women's A.E.A. NANCe

No Status Added

Status Summary

No text specified

Summary of Next Steps

No text specified

◈ Resource Request Form

Form: Resource Request Form (See appendix)

2014-2015 Program Review (Training)

◈ Action Plan

Actions

Hourglass Support Goals

Outcome

Goal 1

Collaborate with City of San Diego partners to develop a plan to market and promote activities and programs; implement.

No actions specified

Goal 2

Assist Business Office with the development of Civic Center on-line request form (for joint use Hourglass Facilities) for potential and returning renters to streamline initial process of availability, calculating cost, and feasibility of use.

No actions specified

Goal 4

Improve collaborative relationship between SDCCD Miramar College and City of San Diego constituents through staff trainings, meetings, and group work activities.

No actions specified

Summary of Resource Requests

No text specified

◈ Status Report

Action Statuses

Hourglass Support Goals

Outcome

Goal 1

Collaborate with City of San Diego partners to develop a plan to market and promote activities and programs; implement.

No actions specified

Goal 2

Assist Business Office with the development of Civic Center on-line request form (for joint use Hourglass Facilities) for potential and returning renters to streamline initial process of availability, calculating cost, and feasibility of use.

No actions specified

Goal 4

Improve collaborative relationship between SDCCD Miramar College and City of San Diego constituents through staff trainings, meetings, and group work activities.

No actions specified

Status Summary

No text specified

Summary of Next Steps

No text specified

◈ Resource Request Form

Form: Resource Request Form (See appendix)

Restore .40 FTE Women's Athletic Equipment Attendant

Increase two .40 FTE Athletic Equipment Attendant positions to 1.0 FTE each.

Seeking separate weight training facility to support the Fitness Specialist Program and PE classes.

Equipment - Scanner and Time Stamper for Civic Center

Hourly Budget - approx $6,000

Appendix

A. **Resource Request Form** (Form)
B. **Resource Request Form** (Form)

Administrative Services Program Review

Stockroom/ Receiving

Created on: 02/25/2015 06:12:00 PM EST
Last Modified: 11/06/2015 07:01:34 PM EST

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General Information (Administrative Services Program Review)

Standing Requirements

◈ Mission Statement

The Stockroom coordinates campus shipping and receiving needs in addition to providing instructional and operating supplies to Faculty and Staff.

◈ AS Unit Goals

Stockroom/Receiving Goals

Outcome	
Outcome	**Mapping**
Goal 1 Support faculty and staff members by providing office supplies/teaching materials through District approved vendors.	**Miramar Strategic Plan:** Strategy I.2
Goal 2 Continue providing UPS/FedEx delivery/receiving services for the campus	**Miramar Strategic Plan:** Strategy I.2

2016-2017 Program Review

◈ **Admin Services Program Scan**

◈ **Admin Services Outcomes Report**

◈ **Action Plan**

◈ **Status Report**

2015-2016 Program Review

◈ Admin Services Program Scan

The Stockroom/Receiving Department provides office supplies for the entire campus through District approved vendors. Frequently used office items are kept in inventory so that faculty and staff can purchase them without waiting for the items to be delivered. Supplies are ordered twice a week and are delivered within 1-2 business days. The Stockroom also provides UPS and FedEx delivery services so that large items can be easily shipped and delivered anytime throughout the business week. Deliveries of larger items received are either directly delivered or placed in the stockroom until they can be delivered by the stock room staff. It is customary for staff/faculty members to pick up smaller items directly from the stock room.

There is still only one fulltime stockroom staff person due to the retirement of the Lead staff member. This has created a challenge with maintaining continuity and coverage when the full time contract staff is on vacation, using sick time for extended periods, or delivering received items to other areas on campus. There are competent and available hourly student workers already working for various departments within business services that are doing a great job with providing coverage. The various staff covering sometimes has challenges with orders, deliveries, and various purchase orders that were not initiated by them. Creating a better communication system with work process flow would greatly benefit the operations when substitute staff is needed. In looking ahead, the processing of the FF&E equipment for the new buildings will be a logistical issue if the current full time contract staff person is out for an extended period of time.

◈ Admin Service Outcomes Report

Stockroom/Receiving ASO 7

Faculty and Staff are provided appropriate stockroom and receiving services.

◈ Action Plan

Actions

Stockroom/Receiving Goals

Outcome

Goal 1 Support faculty and staff members by providing office supplies/teaching materials through District approved vendors.	▼ **Action:** Stockroom Services
	Action details: Process stockroom requests (Purchasing Office Supplies with our new PeopleSoft System and delivering them to the pertinent departments).

Goal 2 Continue providing UPS/FedEx delivery/receiving services for the campus	▼ **Action:** UPS/FedEx Services
	Action details: Receive/Send items by UPS/FedEx delivery services. Input all received items into our new PeopleSoft System.

Summary of Resource Requests

No text specified

◈ Status Report

Action Statuses

Stockroom/Receiving Goals

Outcome

Goal 1

Support faculty and staff members by providing office supplies/teaching materials through District approved vendors.

▼ **Action:** Stockroom Services

Action details: Process stockroom requests (Purchasing Office Supplies with our new PeopleSoft System and delivering them to the pertinent departments).

Status for Stockroom Services

No Status Added

Goal 2

Continue providing UPS/FedEx delivery/receiving services for the campus

▼ **Action:** UPS/FedEx Services

Action details: Receive/Send items by UPS/FedEx delivery services. Input all received items into our new PeopleSoft System.

Status for UPS/FedEx Services

No Status Added

Status Summary

No text specified

Summary of Next Steps

No text specified

◈ Resource Request Form

Form: Resource Request Form (See appendix)

1) Hire 1 Fulltime Stockroom Clerk immediately then a 45% part-time Stockroom Clerk in the near future (Please See Resource Request Form for details).

2014-2015 Program Review (Training)

◈ Action Plan

Actions

Stockroom/Receiving Goals

Outcome

Goal 1

Support faculty and staff members by providing office supplies/teaching materials through District approved vendors.

▼ **Action:** Stockroom Services

Action details: Process stockroom requests

Goal 2

Continue providing UPS/FedEx delivery/receiving services for the campus

No actions specified

Summary of Resource Requests

No text specified

◈ Status Report

Action Statuses

Stockroom/Receiving Goals

Outcome

Goal 1

Support faculty and staff members by providing office supplies/teaching materials through District approved vendors.

▼ **Action:** Stockroom Services

Action details: Process stockroom requests

Status for Stockroom Services

No Status Added

Goal 2

Continue providing UPS/FedEx delivery/receiving services for the campus

No actions specified

Status Summary

No text specified

Summary of Next Steps

No text specified

◈ Resource Request Form

Form: Resource Request Form (See appendix)

Appendix

A. **Resource Request Form** (Form)
B. **Resource Request Form** (Form)

Administrative Services Program Review

Student Accounting

Created on: 02/09/2015 06:51:00 PM EST
Last Modified: 10/12/2015 05:11:46 PM EST

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General Information (Administrative Services Program Review)

Standing Requirements

◈ Mission Statement

Student Accounting enhances institutional effectiveness by providing students, staff and faculty quality customer service while maintaining fiscal accountability of cash operations and financial reporting through adherence to and compliance with sound business practices, district policies and regulatory agencies' requirements.

◈ AS Unit Goals

Student Accounting Goals

Outcome

Outcome	Mapping
Goal 1 Place increased emphasis in improving the quality, timeliness and integrity of the College's accounting data by 1) Converting the Foundation accounting files into QuickBooks; 2) Constructing and maintaining a complete and accurate database to compile Dept. Veterans Affairs and student payment and refund information; 3) Ensuring that the Accounting transaction database files are updated on a daily basis. (Student Accounting)	**Miramar Strategic Plan:** Strategy I.2, Strategy IV.2
Goal 2 Effectively manage the College's Accounts Receivable and minimize student account write offs by ensuring timely completion of the daily balancing of student and sponsor accounts and monthly reconciliation of student system reports to general ledger.	**Miramar Strategic Plan:** Strategy I.2, Strategy IV.2
Goal 3 Work closely with Student Services to evaluate RFP responses for the new administrative system.	No Mapping
Goal 4 Convert hard copy business forms to electronic format to incorporate into the Administrative Services website	**Miramar Strategic Plan:** Strategy I.2, Strategy IV.2
Goal 5 Keep current on federal and State regulations affecting Accounting and provide staff with professional development training that enable them to enhance job knowledge and skills in the workplace. Focus on improving service to students, being responsive for information and services, and continuously reinforcing the need to be sensitive and respectful to our various student populations. Utilize in-house training opportunities	No Mapping
Goal 6 Plan to increase the Co-curricular Revolving Cash Fund to support the growth the College's Athletic Programs.	**Miramar Strategic Plan:** Strategy I.2, Strategy IV.2
Goal 7 Collaborate with District Student Services and Information Technology departments to ensure accurate and timely web-	**Miramar Strategic Plan:** Strategy I.2, Strategy II.1, Strategy II.4, Strategy III.2

based/email information provided to students for registration payment, 1098-T reporting, drop-for-nonpayment notifications, etc.

Goal 8	No Mapping
Work with VPA, Gafcon and FFE vendors to address remaining issues on the K-building Student Accounting punch list	
Goal 9	**Miramar Strategic Plan:** Strategy I.2, Strategy II.3
Improve Accounting Office staff knowledge of Department of Veterans Affairs Policies, Rules and Regulations for students receiving Post 9/11 Chapter 33 GI Bill regarding certifications, payments, refunding of overpayments to students and to the VA by sending at least 1 accounting official to VA Waves Training and NAVPA Conference and Events as recommended by the DVA Site Surveyor. Work with VPA to secure funding for this training.	
Goal 10	**Miramar Strategic Plan:** Strategy I.2, Strategy IV.2
Provide full accounting support for the Miramar College Foundation, Inc. and its industry partners and individual donors.	
Goal 11	**Miramar Strategic Plan:** Strategy I.2, Strategy II.1, Strategy II.3
Participate in District Registration Planning Task Force to review and update policies and procedures for registration and payment processes, and ensure consistent policy enforcement during registration. Note all student requests and registration problems for future improvement.	
Goal 12	**Miramar Strategic Plan:** Strategy I.2, Strategy II.1, Strategy II.3
Incorporate the goals and objectives of District Student Services and Business Services in all of the objectives of campus Accounting Office.	
Goal 13	**Miramar Strategic Plan:** Strategy I.2, Strategy IV.2
Promote assurances of financial integrity by following the annual audit process and providing fraud training to employees.	

2016-2017 Program Review

◈ **Admin Services Program Scan**

◈ **Admin Services Outcomes Report**

◈ **Action Plan**

◈ **Status Report**

2015-2016 Program Review

◈ Admin Services Program Scan

The Accounting Office provides centralized business functions which supports student services and instructional departments, and prepares financial reporting as necessary for internal and external requirements. This unit focuses on four main functional areas:

- Student Financial Services: The Accounting Office is the central collection point used by students to facilitate the completion of the registration process through the collection of mandatory fees and fees for other services. Basic areas of direct services include student charges, collections, returned checks, disbursement of financial aid grants, loans and scholarships to student accounts, and refunds.
- Sponsor Account Services: The Accounting Office is responsible for the control, collection and maintenance of records concerning money due to the College generated by contracts with third party agencies that have authorized payment for student accounts. This includes billing, delinquent account collection, preparation of aging reports and agency statements.
- Cash Management and Banking: This unit handles all banking relations and manages the cash operations of the college, including control of Petty Cash and Revolving Cash Funds, cash receipts and disbursement functions.
- General Accounting and Financial Reporting: This unit maintains all college ancillary accounts and provides accounting services for: Associated Student Body, Fiduciary Trust and Agency Fund, and Co-Curricular Program Fund. This unit also provides financial reporting services for the Miramar College Foundation, Inc.

STRENGTHS:

- Experienced and knowledgeable accounting staff able to assist students and the community with the wide ranging facets of registration procedures and accounting services.
- Sound financial accounting and compliance reporting. No major deficiencies exist in the financial statements generated by this office.
- Staff is committed to ensure accuracy, transparency and timely operations in all services provided
- Our daily cash procedures continue to be diligently practiced. Record of overages and shortages is very rare and accounted for.
- Continued collaborative efforts between Accounting and Student Services Units provide for cyclical planning of activities that enhance the student registration process
- Student Financial Services are integrated with District advertisements via the Student Web Portal and class schedules
- Location and proximity to Admissions and Records offer convenience to students; new office in the K1-Building now offers two additional cashier windows and room for growth.
- Staff has actively participated in campus Shared Governance committees and served in Classified Senate executive positions.

WEAKNESSES:

- Move to the new building was completed in June 2013; however, several punch list items still needs to be addressed
- Staffing level has not improved. The Accounting Office remains severely understaffed despite workload increases resulting from new instructional programs, growth in student population, and greater service expectations by the community. The Accounting Office is understaffed by 2.0 FTE, based on the HAY Staffing Study in 2005 and due to the resignation of a 1.0 FTE Senior Account Clerk in 2010.
- With a skeletal crew, Accounting is experiencing difficulties aligning its service hours with other Student Services and accounting offices, thus creating inconveniences to the general public
- Processes for third billing, producing checks for ancillary accounts, and student/vendor refunds are all manual due to limitations in technology.

- The highest priority of the department is to fund and restore the 1.0 FTE Senior Account Clerk position previously lost due to employee resignation. This will help provide the necessary office coverage as the college (and/or district) slowly expands the hours of operation of major Student Services operations that were previously compressed due to budget reductions.
- Increase the Co-curricular Revolving Cash Fund, which was established at $5,000 to support the women's water polo activities. Since inception of the checking account, the PE department added men's basketball, women's soccer, and men's water polo, and related accounting activities increased progressively. With the upcoming addition of men's volleyball, it will be necessary

increase the amount of revolving fund from $5,000 to $10,000. Processing of check requests are delayed due to increased program expenses and slow turn-around time of district fund replenishments. Workload increase now warrants a third Accounting Technician to serve as permanent custodian of the Co-curricular RCF account.

- Increase in staffing is also necessary to address the high volume of manually processed refunds for student veterans and reporting adjustments for the Department of Veterans Affairs as a result of the CH33 Post/911 program implementation; Effective December 2013, the US Department Treasury Offset Program came into effect, offsetting debts from other federal programs. This resulted in a more aggressive approach in reconciling student accounts and following up with VA offices.
- The Accounting Office is in desperate need of additional NANCE cashiers during high traffic periods (specifically during 11 weeks of registration for fall, 11 weeks for spring and 6 weeks of peak summer registration. Additional $2,500 hourly budget is requested to assist with increased parking permit sales (due to the elimination of the parking enforcement grace period), increased financial aid check disbursements, and increased bus pass sales (due to the opening of the MTS station on campus) for spring and summer 2015; and increasing the hourly budget from $8500 to $13500 for FY 2015-16 to fund a second NANCE employee (to provide approximately additional 450 hours of service during the fiscal year).
- Increase in salary budget to support 16-20 hours of overtime for employees scheduled to work during extended Friday hours of operation and special Saturday hours.
- Since the District has moved forward with the new ERP (PeopleSoft Application), Accounting Supervisor will be participating with validation and testing during the configuration and implementation phases. Impact of the ERP Project with staffing should be evaluated during the duration of the project.

◈ Admin Service Outcomes Report

The Accounting Office has efficiently operated to serve the needs of the students, faculty, College's other offices and departments, external companies and other government agencies. It has adequately assisted students with full satisfaction in regards to their financial enrollment segment where its operations run without difficulty and problems. The Office handles its student's registration, Associated Students Accounts, Fiduciary Trust Accounts, Miramar College Foundation Accounts and other accounts with utmost professionalism, efficiency, and effectiveness. The Accounting Office has delivered internally and externally, the requirements and what's needed for its purpose.

External Auditors has always had an unqualified or clean opinion as to their findings of the accounting records and its financial statements of Miramar College, Accounting Office.

◈ Action Plan

Actions

Student Accounting Goals

Outcome

Goal 1	
Place increased emphasis in improving the quality, timeliness and integrity of the College's accounting data by 1) Converting the Foundation accounting files into QuickBooks; 2) Constructing and maintaining a complete and accurate database to compile Dept. Veterans Affairs and student payment and refund	▾ **Action:** Updated, Balanced & Reconciled Accounts **Action details:** Maintenance of updated subsidiary ledgers are reconciled and balanced with the general ledger. Preparation, completion, approval and submission of monthly bank reconciliations and financial statements.

information; 3) Ensuring that the Accounting transaction database files are updated on a daily basis. (Student Accounting)

Goal 2

Effectively manage the College's Accounts Receivable and minimize student account write offs by ensuring timely completion of the daily balancing of student and sponsor accounts and monthly reconciliation of student system reports to general ledger.

▼ **Action:** Updated, Balanced & Reconciled Accounts

Action details: Maintenance of updated subsidary ledgers are reconciled and balanced with the general ledger. Preparation, completion, approval and submission of monthly bank reconciliations and financial statements.

Goal 3

Work closely with Student Services to evaluate RFP responses for the new administrative system.

No actions specified

Goal 4

Convert hard copy business forms to electronic format to incorporate into the Administrative Services website

▼ **Action:** Electronic Format Business Form Availability

Action details: Occurent posting of needed electronic format Business Forms into the Administrative Services website.

Goal 5

Keep current on federal and State regulations affecting Accounting and provide staff with professional development training that enable them to enhance job knowledge and skills in the workplace. Focus on improving service to students, being responsive for information and services, and continuously reinforcing the need to be sensitive and respectful to our various student populations. Utilize in-house training opportunities

No actions specified

Goal 6

Plan to increase the Co-curricular Revolving Cash Fund to support the growth the College's Athletic Programs.

▼ **Action:** Updated, Balanced & Reconciled Accounts

Action details: Maintenance of updated subsidary ledgers are reconciled and balanced with the general ledger. Preparation, completion, approval and submission of monthly bank reconciliations and financial statements.

Goal 7

Collaborate with District Student Services and Information Technology departments to ensure accurate and timely web-based/email information provided to students for registration payment, 1098-T reporting, drop-for-

▼ **Action:** Efficient Student Enrollment Registration Computer System

Action details: Accounting Supervisor participates in meetings in the maintenance of an effective and efficient computer system

nonpayment notifications, etc.

Goal 8

Work with VPA, Gafcon and FFE vendors to address remaining issues on the K-building Student Accounting punch list

No actions specified

Goal 9

Improve Accounting Office staff knowledge of Department of Veterans Affairs Policies, Rules and Regulations for students receiving Post 9/11 Chapter 33 GI Bill regarding certifications, payments, refunding of overpayments to students and to the VA by sending at least 1 accounting official to VA Waves Training and NAVPA Conference and Events as recommended by the DVA Site Surveyor. Work with VPA to secure funding for this training.

▼ **Action:** Updated, Balanced & Reconciled Accounts

Action details: Maintenance of updated subsidiary ledgers are reconciled and balanced with the general ledger. Preparation, completion, approval and submission of monthly bank reconciliations and financial statements.

Goal 10

Provide full accounting support for the Miramar College Foundation, Inc. and its industry partners and individual donors.

▼ **Action:** Updated, Balanced & Reconciled Accounts

Action details: Maintenance of updated subsidiary ledgers are reconciled and balanced with the general ledger. Preparation, completion, approval and submission of monthly bank reconciliations and financial statements.

Goal 11

Participate in District Registration Planning Task Force to review and update policies and procedures for registration and payment processes, and ensure consistent policy enforcement during registration. Note all student requests and registration problems for future improvement.

▼ **Action:** Streamline Student Registration Process

Action details: Accounting Supervisor attends ongoing District Registration Planning meetings usually before and during registration periods and as needed.

Goal 12

Incorporate the goals and objectives of District Student Services and Business Services in all of the objectives of campus Accounting Office.

▼ **Action:** Streamline District Student Services and Business Services Processes

Action details: Accounting Supervisor attends occurent meetings in regards to the processes and plans of the District.

Goal 13

Promote assurances of financial integrity by following the annual audit process and providing fraud training to employees.

▼ **Action:** Updated, Balanced & Reconciled Account Balances

Action details: Maintenance of updated subsidiary ledgers are reconciled to the general ledger. Preparation, completion, approval and submission of monthly bank reconciliations and financial statements.

Summary of Resource Requests

No text specified

◈ Status Report

Action Statuses

Student Accounting Goals

Outcome

Goal 1

Place increased emphasis in improving the quality, timeliness and integrity of the College's accounting data by 1) Converting the Foundation accounting files into QuickBooks; 2) Constructing and maintaining a complete and accurate database to compile Dept. Veterans Affairs and student payment and refund information; 3) Ensuring that the Accounting transaction database files are updated on a daily basis. (Student Accounting)

▼ **Action:** Updated, Balanced & Reconciled Accounts

Action details: Maintenance of updated subsidiary ledgers are reconciled and balanced with the general ledger. Preparation, completion, approval and submission of monthly bank reconciliations and financial statements.

Status for Updated, Balanced & Reconciled Accounts

No Status Added

Goal 2

Effectively manage the College's Accounts Receivable and minimize student account write offs by ensuring timely completion of the daily balancing of student and sponsor accounts and monthly reconciliation of student system reports to general ledger.

▼ **Action:** Updated, Balanced & Reconciled Accounts

Action details: Maintenance of updated subsidiary ledgers are reconciled and balanced with the general ledger. Preparation, completion, approval and submission of monthly bank reconciliations and financial statements.

Status for Updated, Balanced & Reconciled Accounts

No Status Added

Goal 3

Work closely with Student Services to evaluate RFP responses for the new administrative system.

No actions specified

Goal 4

Convert hard copy business forms to electronic format to incorporate into the Administrative Services website

▼ **Action:** Electronic Format Business Form Availability

Action details: Occurent posting of needed electronic format Business Forms into the Administrative Services website.

Status for Electronic Format Business Form Availability

No Status Added

Goal 5

Keep current on federal and State regulations affecting Accounting and provide staff with professional development training that enable them to enhance job knowledge and skills in the workplace. Focus on improving service to students, being responsive for information and services, and continuously reinforcing the need to be sensitive and respectful to our various student populations. Utilize in-house training opportunities

No actions specified

Goal 6

Plan to increase the Co-curricular Revolving Cash Fund to support the growth the College's Athletic Programs.

▼ **Action:** Updated, Balanced & Reconciled Accounts

Action details: Maintenance of updated subsidiary ledgers are reconciled and balanced with the general ledger. Preparation, completion, approval and submission of monthly bank reconciliations and financial statements.

Status for Updated, Balanced & Reconciled Accounts

No Status Added

Goal 7

Collaborate with District Student Services and Information Technology departments to ensure accurate and timely web-based/email information provided to students for registration payment, 1098-T reporting, drop-for-nonpayment notifications, etc.

▼ **Action:** Efficient Student Enrollment Registration Computer System

Action details: Accounting Supervisor participates in meetings in the maintenance of an effective and efficient computer system

Status for Efficient Student Enrollment Registration Computer System

No Status Added

Goal 8

Work with VPA, Gafcon and FFE vendors to address remaining issues on the K-building Student Accounting punch list

No actions specified

Goal 9

Improve Accounting Office staff knowledge of Department of Veterans Affairs Policies, Rules and Regulations for students receiving Post 9/11 Chapter 33 GI Bill regarding certifications, payments, refunding of overpayments to students and to the VA by sending at least 1 accounting official to VA Waves

▼ **Action:** Updated, Balanced & Reconciled Accounts

Action details: Maintenance of updated subsidiary ledgers are reconciled and balanced with the general ledger. Preparation, completion, approval and submission of monthly bank reconciliations and financial statements.

Status for Updated, Balanced & Reconciled Accounts

No Status Added

Training and NAVPA Conference and Events as recommended by the DVA Site Surveyor. Work with VPA to secure funding for this training.

Goal 10

Provide full accounting support for the Miramar College Foundation, Inc. and its industry partners and individual donors.

▼ **Action:** Updated, Balanced & Reconciled Accounts

Action details: Maintenance of updated subsidiary ledgers are reconciled and balanced with the general ledger. Preparation, completion, approval and submission of monthly bank reconciliations and financial statements.

Status for Updated, Balanced & Reconciled Accounts

No Status Added

Goal 11

Participate in District Registration Planning Task Force to review and update policies and procedures for registration and payment processes, and ensure consistent policy enforcement during registration. Note all student requests and registration problems for future improvement.

▼ **Action:** Streamline Student Registration Process

Action details: Accounting Supervisor attends ongoing District Registration Planning meetings usually before and during registration periods and as needed.

Status for Streamline Student Registration Process

No Status Added

Goal 12

Incorporate the goals and objectives of District Student Services and Business Services in all of the objectives of campus Accounting Office.

▼ **Action:** Streamline District Student Services and Business Services Processes

Action details: Accounting Supervisor attends occurent meetings in regards to the processes and plans of the District.

Status for Streamline District Student Services and Business Services Processes

No Status Added

Goal 13

Promote assurances of financial integrity by following the annual audit process and providing fraud training to employees.

▼ **Action:** Updated, Balanced & Reconciled Account Balances

Action details: Maintenance of updated subsidiary ledgers are reconciled to the general ledger. Preparation, completion, approval and submission of monthly bank reconciliations and financial statements.

Status for Updated, Balanced & Reconciled Account Balances

No Status Added

Status Summary

No text specified

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Summary of Next Steps

No text specified

◈ Resource Request Form

Form: Resource Request Form (See appendix)

Restore 1.0 Senior Account Clerk

Add 1.0 Accounting Tech

Increase Hourly budget for 2015-16 from $8,500-$13,500

Increase budget to pay 16-20 OT

Equipment requests: Typewriter, Priority 2 items for K-Bldg, K-Bldg punch list & desktop computers in line with staffing increases.

Hourly Budget

Staff Development training

2014-2015 Program Review (Training)

◈ Action Plan

Actions

Student Accounting Goals

Outcome

Goal 1

Place increased emphasis in improving the quality, timeliness and integrity of the College's accounting data by 1) Converting the Foundation accounting files into QuickBooks; 2) Constructing and maintaining a complete and accurate database to compile Dept. Veterans Affairs and student payment and refund information; 3) Ensuring that the Accounting transaction database files are updated on a daily basis. (Student Accounting)

▼ **Action:** Updated, Balanced & Reconciled Accounts

Action details: Maintenance of updated subsidiary ledgers are reconciled and balanced with the general ledger. Preparation, completion, approval and submission of monthly bank reconciliations and financial statements.

Goal 2

Effectively manage the College's Accounts Receivable and minimize student account write offs by ensuring timely completion of the daily balancing of student and sponsor accounts and monthly reconciliation of student system reports to general ledger.

▼ **Action:** Updated, Balanced & Reconciled Accounts

Action details: Maintenance of updated subsidiary ledgers are reconciled and balanced with the general ledger. Preparation, completion, approval and submission of monthly bank reconciliations and financial statements.

Goal 3

Work closely with Student Services to evaluate RFP responses for the new administrative system.

No actions specified

Goal 4

Convert hard copy business forms to electronic format to incorporate into the Administrative Services website

▼ **Action:** Electronic Format Business Form Availability

Action details: Occurent posting of needed electronic format Business Forms into the Administrative Services website.

Goal 5

Keep current on federal and State regulations affecting Accounting and provide staff with professional development

No actions specified

training that enable them to enhance job knowledge and skills in the workplace. Focus on improving service to students, being responsive for information and services, and continuously reinforcing the need to be sensitive and respectful to our various student populations. Utilize in-house training opportunities

Goal 6
Plan to increase the Co-curricular Revolving Cash Fund to support the growth the College's Athletic Programs.

▼ **Action:** Updated, Balanced & Reconciled Accounts

Action details: Maintenance of updated subsidiary ledgers are reconciled and balanced with the general ledger. Preparation, completion, approval and submission of monthly bank reconciliations and financial statements.

Goal 7
Collaborate with District Student Services and Information Technology departments to ensure accurate and timely web-based/email information provided to students for registration payment, 1098-T reporting, drop-for-nonpayment notifications, etc.

▼ **Action:** Efficient Student Enrollment Registration Computer System

Action details: Accounting Supervisor participates in meetings in the maintenance of an effective and efficient computer system

Goal 8
Work with VPA, Gafcon and FFE vendors to address remaining issues on the K-building Student Accounting punch list

No actions specified

Goal 9
Improve Accounting Office staff knowledge of Department of Veterans Affairs Policies, Rules and Regulations for students receiving Post 9/11 Chapter 33 GI Bill regarding certifications, payments, refunding of overpayments to students and to the VA by sending at least 1 accounting official to VA Waves Training and NAVPA Conference and Events as recommended by the DVA Site Surveyor. Work with VPA to secure funding for this training.

▼ **Action:** Updated, Balanced & Reconciled Accounts

Action details: Maintenance of updated subsidiary ledgers are reconciled and balanced with the general ledger. Preparation, completion, approval and submission of monthly bank reconciliations and financial statements.

Goal 10
Provide full accounting support for the Miramar College Foundation, Inc. and its industry partners and individual donors.

▼ **Action:** Updated, Balanced & Reconciled Accounts

Action details: Maintenance of updated subsidiary ledgers are reconciled and balanced with the general ledger. Preparation, completion, approval and submission of monthly bank reconciliations and financial statements.

Goal 11

Participate in District Registration Planning Task Force to review and update policies and procedures for registration and payment processes, and ensure consistent policy enforcement during registration. Note all student requests and registration problems for future improvement.

▼ **Action:** Streamline Student Registration Process

Action details: Accounting Supervisor attends ongoing District Registration Planning meetings usually before and during registration periods and as needed.

Goal 12

Incorporate the goals and objectives of District Student Services and Business Services in all of the objectives of campus Accounting Office.

▼ **Action:** Streamline District Student Services and Business Services Processes

Action details: Accounting Supervisor attends occurent meetings in regards to the processes and plans of the District.

Goal 13

Promote assurances of financial integrity by following the annual audit process and providing fraud training to employees.

▼ **Action:** Updated, Balanced & Reconciled Account Balances

Action details: Maintenance of updated subsidiary ledgers are reconciled to the general ledger. Preparation, completion, approval and submission of monthly bank reconciliations and financial statements.

Summary of Resource Requests

No text specified

◈ Status Report

Action Statuses

Student Accounting Goals

Outcome

Goal 1

Place increased emphasis in improving the quality, timeliness and integrity of the College's accounting data by 1) Converting the Foundation accounting files into QuickBooks; 2) Constructing and maintaining a complete and accurate database to compile Dept. Veterans Affairs and student payment and refund information; 3) Ensuring that the Accounting transaction database files are updated on a daily basis. (Student Accounting)

▼ **Action:** Updated, Balanced & Reconciled Accounts

Action details: Maintenance of updated subsidiary ledgers are reconciled and balanced with the general ledger. Preparation, completion, approval and submission of monthly bank reconciliations and financial statements.

Status for Updated, Balanced & Reconciled Accounts

Current Status: In Progress

Budget Status:

Additional information: The maintenance of records, subsidiary and general ledgers and the monthly reconciliation and preparation of financial reports and other requirements are a continuing process. All of the aforementioned financial processes or transactions are up to date.

Next Steps:

Goal 2

Effectively manage the College's Accounts Receivable and minimize student account write offs by ensuring timely completion of the daily balancing of student and sponsor accounts and monthly reconciliation of student system reports to general ledger.

▼ **Action:** Updated, Balanced & Reconciled Accounts

Action details: Maintenance of updated subsidary ledgers are reconciled and balanced with the general ledger. Preparation, completion, approval and submission of monthly bank reconciliations and financial statements.

Status for Updated, Balanced & Reconciled Accounts

No Status Added

Goal 3

Work closely with Student Services to evaluate RFP responses for the new administrative system.

No actions specified

Goal 4

Convert hard copy business forms to electronic format to incorporate into the Administrative Services website

▼ **Action:** Electronic Format Business Form Availability

Action details: Occurent posting of needed electronic format Business Forms into the Administrative Services website.

Status for Electronic Format Business Form Availability

No Status Added

Goal 5

Keep current on federal and State regulations affecting Accounting and provide staff with professional development training that enable them to enhance job knowledge and skills in the workplace. Focus on improving service to students, being responsive for information and services, and continuously reinforcing the need to be sensitive and respectful to our various student populations. Utilize in-house training opportunities

No actions specified

Goal 6

Plan to increase the Co-curricular Revolving Cash Fund to support the growth the College's Athletic Programs.

▼ **Action:** Updated, Balanced & Reconciled Accounts

Action details: Maintenance of updated subsidary ledgers are reconciled and balanced with the general ledger. Preparation, completion, approval and submission of monthly bank reconciliations and financial statements.

Status for Updated, Balanced & Reconciled Accounts

No Status Added

Goal 7

Collaborate with District Student Services and Information Technology departments to ensure accurate and timely web-based/email information provided to students for registration payment, 1098-T reporting, drop-for-nonpayment notifications, etc.

▼ **Action:** Efficient Student Enrollment Registration Computer System

Action details: Accounting Supervisor participates in meetings in the maintenance of an effective and efficient computer system

Status for Efficient Student Enrollment Registration Computer System

No Status Added

Goal 8

Work with VPA, Gafcon and FFE vendors to address remaining issues on the K-building Student Accounting punch list

No actions specified

Goal 9

Improve Accounting Office staff knowledge of Department of Veterans Affairs Policies, Rules and Regulations for students receiving Post 9/11 Chapter 33 GI Bill regarding certifications, payments, refunding of overpayments to students and to the VA by sending at least 1 accounting official to VA Waves Training and NAVPA Conference and Events as recommended by the DVA Site Surveyor. Work with VPA to secure funding for this training.

▼ **Action:** Updated, Balanced & Reconciled Accounts

Action details: Maintenance of updated subsidiary ledgers are reconciled and balanced with the general ledger. Preparation, completion, approval and submission of monthly bank reconciliations and financial statements.

Status for Updated, Balanced & Reconciled Accounts

No Status Added

Goal 10

Provide full accounting support for the Miramar College Foundation, Inc. and its industry partners and individual donors.

▼ **Action:** Updated, Balanced & Reconciled Accounts

Action details: Maintenance of updated subsidiary ledgers are reconciled and balanced with the general ledger. Preparation, completion, approval and submission of monthly bank reconciliations and financial statements.

Status for Updated, Balanced & Reconciled Accounts

No Status Added

Goal 11

Participate in District Registration Planning Task Force to review and update policies and procedures for registration and payment processes, and ensure consistent policy enforcement during registration. Note all student requests and registration problems for future improvement.

▼ **Action:** Streamline Student Registration Process

Action details: Accounting Supervisor attends ongoing District Registration Planning meetings usually before and during registration periods and as needed.

Status for Streamline Student Registration Process

No Status Added

Goal 12

Incorporate the goals and objectives of District Student Services and Business Services in all of the objectives of campus Accounting Office.

▼ **Action:** Streamline District Student Services and Business Services Processes

Action details: Accounting Supervisor attends occurent meetings in regards to the processes and plans of the District.

Status for Streamline District Student Services and Business Services Processes

No Status Added

Goal 13

Promote assurances of financial integrity by following the annual audit process and providing fraud training to employees.

▼ **Action:** Updated, Balanced & Reconciled Account Balances

Action details: Maintenance of updated subsidiary ledgers are reconciled to the general ledger. Preparation, completion, approval and submission of monthly bank reconciliations and financial statements.

Status for Updated, Balanced & Reconciled Account Balances

No Status Added

Status Summary

No text specified

Summary of Next Steps

No text specified

◈ Resource Request Form

Form: Resource Request Form (See appendix)

Restore 1.0 Senior Account Clerk

Add 1.0 Accounting Tech

Increase Hourly budget for 2014-15 by $2,500 and 2015-16 from $8,500-$13,500

Increase budget to pay 16-20 OT

Equipment requests: Document shredder, Currency Counter, Time & Date Stamp, Typewriter, Priority 2 items for K-Bldg, K-Bldg punch list & desktop computers in line with staffing increases.

Hourly Budget

Staff Development training

Appendix

A. **Resource Request Form** (Form)
B. **Resource Request Form** (Form)