

2000-2001 Institutional Effectiveness Plan

Department: Business Office
Submitted by: Mary Elizondo

Unit Mission Statement

Promoting and facilitating excellence in relevant and reliable fiscal management, reporting and services to its internal and external users. Securing compliance and accountability through a controlled cost effectiveness environment. Contributing to the district wide success and growth of the College and its students by anticipating needs and implementing innovative solutions. Providing a supportive working environment for our staff which facilitates their career development and which is conducive to the attainment of the above objectives.

List of Clients:

- Students
- Faculty
- Staff
- Vendor - Suppliers
- Vendor - Third Party Scholarships
- Grantors
- College Responsibility Units
- State Agencies
- Federal Agencies
- Private Agencies
- Local Agencies
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Intended Outcomes

Department: **Business Office**

Intended Outcome: 1

The Business Office will provide improved services to it's clients.

Intended Outcome: 2

The Business Office will improve cash receipts and cash disbursement activities.

Intended Outcome: 3

The Business Office will develop planning activities .

Intended Outcome: 4

The Business Office will be prepared to be in compliance with regulatory agencies.

Intended Outcome: 5

The Business Office staff will improve their knowledge, skills and abilities.

Intended Outcome: 6

The Business Office will improve organization and storage of active and inactive files.

Intended Outcome: 7

Continuation of Outcome 2

Performance Indicators

Department: Business Office

Outcome: 1 The Business Office will provide improved services to it's clients.

Performance Indicator:	A	Implement the automation of invoices for 3rd party agencies.
Performance Standard		Automating the invoice process for 50% of all 3rd Party accounts by August 31, 2001.
Fall Activity Plan		Research and purchase A/R collection software.
Resources Required to Support Fall Activities		Software Costs
Spring Activity Plan		Test, develop procedures, train, and implement software package.
Resources Required to Support Spring Activities		
Summer Activity Plan		Continue implementation and assess
Resources Required to Support Summer Activities		
Data Sources: (Most recent available unless otherwise noted)		IS, Vendor, A/R staff, Financial Aid
Supporting Units:		IT, IS, A/R staff, Vendor , Financial Aid

Performance Indicator:	B	Purchase Loan Management System
Performance Standard		Implement LMS by August 31, 2001.
Fall Activity Plan		Develop specifications for RFP, obtain board approval
Resources Required to Support Fall Activities		LMS software costs
Spring Activity Plan		Purchase, test, develop procedures, and train
Resources Required to Support Spring Activities		
Summer Activity Plan		Implement
Resources Required to Support Summer Activities		
Data Sources: (Most recent available unless otherwise noted)		IT, IS, Vendor, A/R staff, Financial Aid
Supporting Units:		IT, IS, Vendor, A/R staff, Financial Aid

Performance Indicator:	C	Automate Grant Reporting
Performance Standard		Complete Grant attributes screens by August 31, 2001.
Fall Activity Plan		Submit computer request for automation of grant account reconciliation and finalize grant attribute screens
Resources Required to Support Fall Activities		
Spring Activity Plan		Test and implement grant reconciliation and reporting automation.
Resources Required to Support Spring Activities		
Summer Activity Plan		

Performance Indicators

Department: Business Office

Outcome: 1 The Business Office will provide improved services to it's clients.

Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	IT and Other Colleges
Supporting Units:	IT, Resource Development

Performance Indicator:	D
Performance Standard	
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicators

Department: Business Office

Outcome: 2 The Business Office will improve cash receipts and cash disbursement activities.

Performance Indicator:	A	Negotiate and indirect cost rate from the Federal Government
Performance Standard		Obtain an indirect cost rate from the Federal Government by August 2001.
Fall Activity Plan		Complete the proposal and forward to the Federal Government.
Resources Required to Support Fall Activities		
Spring Activity Plan		Answer any questions the Federal Government may have and obtain the approved rate.
Resources Required to Support Spring Activities		
Summer Activity Plan		None
Resources Required to Support Summer Activities		
Data Sources: (Most recent available unless otherwise noted)		OMB, Other Colleges, Consultant
Supporting Units:		Accounting Clerk-Report Writer, B/R Staff, Comptroller

Performance Indicator:	B	Implement ACH for Travel.
Performance Standard		50% of all regular full time employees will be on ACH
Fall Activity Plan		Amend current travel procedures to include ACH for Travel reimbursements.
Resources Required to Support Fall Activities		Alert Notice, Comptrollers input, IT programming
Spring Activity Plan		Update employees information with Bank routing numbers, Implement ACH
Resources Required to Support Spring Activities		Completed ACH authorization forms from employees
Summer Activity Plan		Review process for problems and modify procedures if needed.
Resources Required to Support Summer Activities		Account reviewal, Monitoring
Data Sources: (Most recent available unless otherwise noted)		IT
Supporting Units:		IT, Accounts Payable staff, Comptroller

Performance Indicator:	C	Implement on-line travel for travel authorizations and travel advances.
Performance Standard		50% of all travel authorizations will be entered by departments
Fall Activity Plan		Meet with IT to check on In-Depth software solutions; Prepare specifications for RFP; Obtain Board approval
Resources Required to Support Fall Activities		In Depth information, Information Technology research, In-Depth cost
Spring Activity Plan		Implement In-Depth software or web page for travel training.
Resources Required to Support Spring Activities		Information Technology, Accounts Payable staff
Summer Activity Plan		Review Travel On-line Process

Performance Indicators

Department: Business Office

Outcome: 2 The Business Office will improve cash receipts and cash disbursement activities.

Resources Required to Support Summer Activities	Monitoring
Data Sources: (Most recent available unless otherwise noted)	In-Depth Information, IT
Supporting Units:	Accountant, Comptroller, IT

Performance Indicator:	D	Communicate and monitor collection agency performance
Performance Standard		Collect 30% of current year student uncollectibles.
Fall Activity Plan		Submit uncollectible student accounts for FY2000 to collection agencies.
Resources Required to Support Fall Activities		
Spring Activity Plan		Submit uncollectible student accounts for the Fall 2000 semester. Review reports received by collection agencies on status of collections.
Resources Required to Support Spring Activities		
Summer Activity Plan		Submit uncollectible student accounts for the Spring 2000 semester. Review reports received by collection agencies on status of collections.
Resources Required to Support Summer Activities		
Data Sources: (Most recent available unless otherwise noted)		IS, Collection Agency Status Reports
Supporting Units:		IS, Collection Agencies, A/R Staff

Performance Indicators

Department: Business Office

Outcome: 3 The Business Office will develop planning activities .

Performance Indicator:	A	Develop a planning and development plan for all Business Office functions.
Performance Standard		Participate in 3 planning sessions and complete a master plan by August 31, 2001
Fall Activity Plan		Planning Retreat; Preliminary master plan.
Resources Required to Support Fall Activities		
Spring Activity Plan		Planning Retreat, preliminary master plan.
Resources Required to Support Spring Activities		
Summer Activity Plan		Planning Retreat; Complete Master Plan and assess.
Resources Required to Support Summer Activities		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		All Business Office staff

Performance Indicator:	B	Develop plan and procedures to integrate institutional effectiveness process into budget development process.
Performance Standard		Prepare FY2002 budget prior to IE 02 completion.
Fall Activity Plan		IE for Fall 2001- preliminary
Resources Required to Support Fall Activities		
Spring Activity Plan		IE for Fall 2001- final
Resources Required to Support Spring Activities		
Summer Activity Plan		Assess
Resources Required to Support Summer Activities		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		All departments, OIRE

Performance Indicator:	C	
Performance Standard		
Fall Activity Plan		
Resources Required to Support Fall Activities		
Spring Activity Plan		
Resources Required to Support Spring Activities		
Summer Activity Plan		

Performance Indicators

Department: Business Office

Outcome: 3 The Business Office will develop planning activities .

Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator: D	
Performance Standard	
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicators

Department: Business Office

Outcome: 4 The Business Office will be prepared to be in compliance with regulatory agencies.

Performance Indicator: A	The Business Office will train to gain an understanding of the new GASB 34 and 35 reporting model.
Performance Standard	The Business Office will train and develop procedures necessary for the new reporting model by August 31, 2001
Fall Activity Plan	Attend training and have a planning session.
Resources Required to Support Fall Activities	Professional Development, Budget
Spring Activity Plan	Develop and participate in internal sessions to plan and implement new reporting model.
Resources Required to Support Spring Activities	
Summer Activity Plan	Continue to participate in internal sessions and test new reporting model.
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	Training seminars
Supporting Units:	Fixed Assets, Facilities, All Business Office Staff.

Performance Indicator: B	
Performance Standard	
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator: C	
Performance Standard	
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	

Performance Indicators

Department: Business Office

Outcome: 4 The Business Office will be prepared to be in compliance with regulatory agencies.

Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator:	D
Performance Standard	
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicators

Department: Business Office

Outcome: 5 The Business Office staff will improve their knowledge, skills and abilities.

Performance Indicator:	A	Develop training sessions with internal and external staff.
Performance Standard		Implement 3 training sessions by August 31, 2001.
Fall Activity Plan		Plan and schedule training sessions.
Resources Required to Support Fall Activities		
Spring Activity Plan		Implement training sessions.
Resources Required to Support Spring Activities		
Summer Activity Plan		Plan and schedule training sessions.
Resources Required to Support Summer Activities		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicator:	B	Develop training within departments
Performance Standard		50% of B.O. clerical staff will be cross-trained by August 31, 2001.
Fall Activity Plan		Plan and schedule cross-training.
Resources Required to Support Fall Activities		
Spring Activity Plan		Cross-train staff
Resources Required to Support Spring Activities		
Summer Activity Plan		Cross-train staff
Resources Required to Support Summer Activities		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicator:	C	
Performance Standard		
Fall Activity Plan		
Resources Required to Support Fall Activities		
Spring Activity Plan		
Resources Required to Support Spring Activities		
Summer Activity Plan		
Resources Required to Support Summer Activities		

Performance Indicators

Department: Business Office

Outcome: 5 The Business Office staff will improve their knowledge, skills and abilities.

Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator:	D	
Performance Standard		
Fall Activity Plan		
Resources Required to Support Fall Activities		
Spring Activity Plan		
Resources Required to Support Spring Activities		
Summer Activity Plan		
Resources Required to Support Summer Activities		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicators

Department: Business Office

Outcome: 6 The Business Office will improve organization and storage of active and inactive files.

Performance Indicator:	A	Implement Record Retention Disposal Policies
Performance Standard		Maintain on hand only records required by policy.
Fall Activity Plan		Have all departments in Business Office visit storages and tag all boxes to be destroyed
Resources Required to Support Fall Activities		
Spring Activity Plan		Submit request to state for approval of destruction of records.
Resources Required to Support Spring Activities		
Summer Activity Plan		Complete an updated inventory.
Resources Required to Support Summer Activities		
Data Sources: (Most recent available unless otherwise noted)		Local Government Records Control Schedule
Supporting Units:		FAS Vice President, BO personnel, Facilities Personnel

Performance Indicator:	B	Improve Organization of files in all areas of the Business Office.
Performance Standard		Complete reorganization of active and inactive files by April 1, 2001.
Fall Activity Plan		Review inventory of active and inactive files.
Resources Required to Support Fall Activities		
Spring Activity Plan		Request for disposal & dispose
Resources Required to Support Spring Activities		
Summer Activity Plan		Complete an updated inventory.
Resources Required to Support Summer Activities		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicator:	C	
Performance Standard		
Fall Activity Plan		
Resources Required to Support Fall Activities		
Spring Activity Plan		
Resources Required to Support Spring Activities		
Summer Activity Plan		
Resources Required to Support Summer Activities		

Performance Indicators

Department: Business Office

Outcome: 6 The Business Office will improve organization and storage of active and inactive files.

Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator:	D	
Performance Standard		
Fall Activity Plan		
Resources Required to Support Fall Activities		
Spring Activity Plan		
Resources Required to Support Spring Activities		
Summer Activity Plan		
Resources Required to Support Summer Activities		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicators

Department: **Business Office**

Outcome: 7 Continuation of Outcome 2

Performance Indicator:	A	Review student accounts for accuracy of uncollectible balance
Performance Standard		Maintain a 2% uncollectible percentage of total revenue.
Fall Activity Plan		Submit request to extract information needed to review student uncollectible balances. Review and submit to collection agencies for collection.
Resources Required to Support Fall Activities		
Spring Activity Plan		Review and submit student uncollectible to collection agency.
Resources Required to Support Spring Activities		
Summer Activity Plan		Review and submit student uncollectible to collection agency.
Resources Required to Support Summer Activities		
Data Sources: (Most recent available unless otherwise noted)		SIS information, collection agencies
Supporting Units:		IS, A/R staff, Collection Agencies

Performance Indicator:	B	
Performance Standard		
Fall Activity Plan		
Resources Required to Support Fall Activities		
Spring Activity Plan		
Resources Required to Support Spring Activities		
Summer Activity Plan		
Resources Required to Support Summer Activities		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicator:	C	
Performance Standard		
Fall Activity Plan		
Resources Required to Support Fall Activities		
Spring Activity Plan		
Resources Required to Support Spring Activities		
Summer Activity Plan		

Performance Indicators

Department: Business Office

Outcome: 7 Continuation of Outcome 2

Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator:	D
Performance Standard	
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	