

Actual Outcomes & Implications

Business Office

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.

Intended Outcome:

01 The Business Office will provide improved services to its clients.

Performance Indicator:

01A 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.

Actual Outcome:

0% of the 3rd party account invoice processing was automated. The LMS module was purchased this year. The automation of loans was completed as Phase I. Automation of 3rd party accounts is Phase II. This standard was not met.

Implication for Next Year:

During Fiscal Year 2002, processing of 3rd party invoices and reconciliations will be implemented in the new Loan Management System (LMS). See item 2B on 2001-2002 IE Plan.

Performance Indicator:

01B Purchase Loan Management System (LMS)

Performance Standard:

Implement LMS by August 31, 2001.

Actual Outcome:

Implemented on 8/13/01 with Fall 2001 Emergency Loans.

Implication for Next Year:

None. See item 2B on 2001-2002 IE Plan.

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Performance Indicator:

01C Automate Grant Reporting

Performance Standard:

Complete Grant attributes screens by August 31, 2001.

Actual Outcome:

Testing Phase - 75% of attributes. Standard not met.

Implication for Next Year:

Testing and production phases completed and automation implemented.

Intended Outcome:

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

Performance Indicator:

02A Negotiate an indirect cost rate from the Federal Government

Performance Standard:

Obtain an indirect cost rate from the Federal Government by August 2001.

Actual Outcome:

Indirect Cost Rate Proposal Submitted - Response from the Division of Cost Allowance (DCA) dated 6/27/01. " Due to the prioritization of available DCA reduces it is the Grants Management Policy of HHS for DCA to not process one Notice of Grant Award or similar type document which specifically requires the reimbursement of indirect costs utilizing a rate approved by DCA."

Implication for Next Year:

The indirect cost rate will be re-calculated once the college obtains a grant that requires a federal government approved rate. This indicator will not be carried forward into next year's plan.

Performance Indicator:

02B Implement ACH for Travel.

Performance Standard:

50% of all regular full time employees will be on ACH

Actual Outcome:

Not completed. Standard not met.

Implication for Next Year:

Information Technology is working on program. Schedule complete date is December 2001. See item 2C on 2001-2002 IE Plan.

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Performance Indicator:

02C Implement on-line travel for travel authorizations and travel advances.

Performance Standard:

50% of all travel authorizations will be entered by departments

Actual Outcome:

In depth system was too costly. Purchase of this module was postponed indefinitely.

Implication for Next Year:

None. Not in near-term IE Planning.

Performance Indicator:

02D Communicate and monitor collection agency performance

Performance Standard:

Collect 30% of current year student uncollectibles.

Actual Outcome:

The collection rate for accounts written off at the end of FY 2000 was 26% as of 7/31/01.

FY 2001 accounts written off during the month of August 2001 - unable to determine percentage collected this fiscal year.

Implication for Next Year:

Collect at least 30%. See item 3E on 2001-2002 IE Plan.

Intended Outcome:

03 The Business Office will develop planning activities .

Performance Indicator:

03A 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

Actual Outcome:

Developed and implemented departmental planning sessions and tickler plans.

Implication for Next Year:

None. Continue to improve planning processes and implementation of plans. See item and 4F (activities) on 2001-2002 IE Plan.

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Performance Indicator:

03B Develop plan and procedures to integrate institutional effectiveness process into budget development process.

Performance Standard:

Prepare FY2002 budget prior to IE 02 completion.

Actual Outcome:

Completed. The budget calendar incorporated the Institutional Effectiveness Process.

Implication for Next Year:

Maintain calendar and revise as needed and in cooperation with IE. See item 4F on 2001-2002 IE Plan.

Intended Outcome:

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

Performance Indicator:

04A 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

Actual Outcome:

All accountants and accounting specialist were trained on GASB 34 & 35. Preliminary procedures were developed.

Implication for Next Year:

The new GASB reporting model must be implemented in FY 2002. See item 4A on 2001-2002 IE Plan.

Intended Outcome:

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

Performance Indicator:

05A Develop training sessions with internal and external staff.

Performance Standard:

Implement 3 training sessions by August 31, 2001.

Actual Outcome:

Conducted 3 training sessions by August 31, 2001.

Implication for Next Year:

Continue. See item 1A and 1C on 2001-2002 IE Plan.

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Performance Indicator:

05B Develop training within departments

Performance Standard:

50% of B.O. clerical staff will be cross-trained by August 31, 2001.

Actual Outcome:

50% of B.O. clerical staff has been cross-trained.

Implication for Next Year:

Train other 50% of staff and new employees. See item 2A on 2001-2002 IE Plan.

Intended Outcome:

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

Performance Indicator:

06A Implement Record Retention Disposal Policies

Performance Standard:

Maintain on hand only records required by policy.

Actual Outcome:

Files to be destroyed had been identified. Files in storage have been organized and Record Shredder company is being solicited. Standard not fully met.

Implication for Next Year:

See item 3C Activities on 2001-2002 IE Plan.

Performance Indicator:

06B Improve Organization of files in all areas of the Business Office.

Performance Standard:

Complete reorganization of active and inactive files by April 1, 2001.

Actual Outcome:

Completed database of files for identification of active and inactive files.

Implication for Next Year:

Maintain. See item 3C on 2001-2002 IE Plan.

Intended Outcome:

07 Continuation of Outcome 2

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Performance Indicator:

07A Review student accounts for accuracy of uncollectible balance

Performance Standard:

Maintain a 2% uncollectible percentage of total revenue.

Actual Outcome:

As of 7/31/01 the FY 01 uncollectible percentage of total revenue was 2.599. The increase in the percentage is due to the new emergency loan program, which started Fall 2000. Standard was not met.

Implication for Next Year:

Emergency Loans will be sent to the collection agency for collections in a more timely manner during FY 2002. This indicator was not carried forward to next year. See item 3E on 2001-2002 IE Plan.