

1999-2000 Institutional Effectiveness Plan

Department: Business Office
Submitted by: Mary G. Elizondo, Comptroller

Unit Mission Statement

The Business Office is committed to: promoting and facilitating excellence in relevant and reliable 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
- Vendors - Suppliers
- Vendors- 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 the students.

Intended Outcome: 2

The College will increase additional funds from indirect costs.

Intended Outcome: 3

The Business Office will develop planning activities.

Intended Outcome: 4

Business Office will make disbursements on a more timely basis.

Intended Outcome: 5

Intended Outcome: 6

Intended Outcome: 7

Intended Outcome: 8

Intended Outcome: 9

Intended Outcome: 10

Performance Indicators

Department: Business Office

Outcome: 1 The Business Office will provide improved services to the students.

Performance Indicator:	A	Purchase Cashnet System
Performance Standard		Implement the Cashnet System district-wide by August 2000.
Fall Activity Plan		Develop specifications for RFP
Spring Activity Plan		Obtain board approval, purchase, test and train
Summer Activity Plan		Continue testing and implement
Data Sources: (Most recent available unless otherwise noted)		IT, Cashiers, Bursar, Vendor
Supporting Units:		IT, Cashiers, Bursar, Vendor, Other Colleges

Performance Indicator:	B	Plan for Collection Program implementation in November 2000
Performance Standard		Complete the action plan by August 2000.
Fall Activity Plan		Complete the action plan and develop the budget
Spring Activity Plan		Visit Other Colleges, Write Procedures
Summer Activity Plan		Review all items with legal counsel
Data Sources: (Most recent available unless otherwise noted)		Legal Counsel, Collection Software Vendors, Other Colleges
Supporting Units:		IT, B/R Staff, Comptroller

Performance Indicator:	C	
Performance Standard		
Fall Activity Plan		
Spring Activity Plan		
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

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

Performance Indicators

Department: Business Office

Outcome: 2 The College will increase additional funds from indirect costs.

Performance Indicator:	A	Negotiate an indirect cost rate with the Federal Government
Performance Standard		Obtain an indirect cost rate from the Federal Government by August 2000.
Fall Activity Plan		Obtain square footage information from Dir. For Facilities and start proposal using FY 99 figures.
Spring Activity Plan		Complete the proposal and forward to the Federal Government
Summer Activity Plan		Answer any questions the Federal Government may have and obtain the approved rate.
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	
Performance Standard		
Fall Activity Plan		
Spring Activity Plan		
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicator:	C	
Performance Standard		
Fall Activity Plan		
Spring Activity Plan		
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

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

Performance Indicators

Department: Business Office

Outcome: 3 The Business Office will develop planning activities.

Performance Indicator:	A	Develop a master computer system automation plan
Performance Standard		Complete a plan which has been approved by IT.
Fall Activity Plan		
Spring Activity Plan		Obtain approval from IT, review and update the master plan, prepare budget requests
Summer Activity Plan		Review and update plan
Data Sources: (Most recent available unless otherwise noted)		Staff, IT, Vice President-FAS
Supporting Units:		IT, IE Office, All Business Office Staff

Performance Indicator:	B	Develop a planning and development plan for all Business Office functions
Performance Standard		Complete a comprehensive plan which includes all Business Office functions
Fall Activity Plan		Conduct a planning and development retreat and identify projects and timelines
Spring Activity Plan		Review and update the plan, prepare budget requests
Summer Activity Plan		Review and update plan
Data Sources: (Most recent available unless otherwise noted)		Staff, IT, Vice President-FAS
Supporting Units:		IT, IE Office, All Business Office Staff

Performance Indicator:	C	Develop plan and procedures to integrate institutional effectiveness process into budget development process.
Performance Standard		I. E. process will be integrated with budget development for FY 01 budget.
Fall Activity Plan		Explore options and computer based systems.
Spring Activity Plan		Develop plan and procedures. Implement.
Summer Activity Plan		Finalize implementation.
Data Sources: (Most recent available unless otherwise noted)		Budget Development Forms
Supporting Units:		OIRE

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

Performance Indicators

Department: **Business Office**

Outcome: 4 Business Office will make disbursements on a more timely basis.

Performance Indicator:	A	Vendors will be paid within payment terms.
Performance Standard		The Dunn and Bradstreet Credit Report rating will rise to 76
Fall Activity Plan		Prepare action plan to monitor and improve rating, obtain list of vendors, analyze vendor history, improve payment procedures
Spring Activity Plan		Continue analyzing D&B vendor's and other vendor's payment history and improve turnover report.
Summer Activity Plan		Continue analyzing D&B vendor's and other vendor's payment history and turnover report.
Data Sources: (Most recent available unless otherwise noted)		Dunn and Bradstreet, turnover report
Supporting Units:		IT, Accounts Payable Staff, Comptroller

Performance Indicator:	B	Implement ACH for travel reimbursements
Performance Standard		95% of all regular full-time employees will be asked to be an ACH for travel reimbursements.
Fall Activity Plan		Met with IT personnel on status of computer request., do preliminary planning
Spring Activity Plan		Distribute ACH forms to all eligible employees.
Summer Activity Plan		Test and implement ACH for travel reimbursement
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 the departments.
Fall Activity Plan		Met with IT personnel on status of computer request, do preliminary planning
Spring Activity Plan		Test and train on on-line travel
Summer Activity Plan		Implement on-line travel
Data Sources: (Most recent available unless otherwise noted)		IT, Accounts Payable Staff
Supporting Units:		IT, Accounts Payable Staff, Comptroller

Performance Indicator:	D	Students, employees and vendors will receive their payments and other mail quicker.
Performance Standard		Lease mailing system equipment
Fall Activity Plan		Prepare specifications for bid
Spring Activity Plan		Obtain board approval, purchase equipment, train and implement
Summer Activity Plan		Continue implementation
Data Sources: (Most recent available unless otherwise noted)		Vendor, Accounts Payable Staff, Payroll Staff, Cashiers, Comptroller, IT
Supporting Units:		IT, Accounts Payable Staff, Payroll Staff, Cashiers, Comptroller