

1. Assessment Plan - Four Column



PIE - Administrative Services: Fiscal Services Resource Unit

Where We Are Now: Analysis and Summary

2018-19

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Program Planning Dialog: Continue providing high quality customer service support to the college in the area of Fiscal management. Record all transactions with the District's general ledger. Manage accounting functions for categorical programs. Develop and maintain a District-wide budget. Provide accounting data for internal and external entities. Ensure District-wide regulatory compliance as it relates to general accounting.

External Conditions, Trends, or Impacts (Student Services): 1. Changes in Federal, State, and Local regulations are the primary source of external conditions. Major changes that have financial or reporting implications for the future years are: the contribution rates for CalSTRS and CalPERS began increasing on an annual basis since July 1, 2014.

2. Due to new regulations on Federal verification for Financial aid applications students awards are being pulled back and the students now owe the College funds. This has caused an increase on pull back, student holds and maintenance on collections.

3. Warehouse Department experienced retirements leading to vacancies that need to be filled. Several attempts to fill those vacancies failed, leaving the Warehouse Coordinator position still vacant and the receiving unit short of staff for an extended period of time. This causes challenges when meeting the numerous responsibilities of the department, including the performance of tasks of recording and maintaining the records of fixed assets.

4. HR change on items being submitted to the Board of Trustees for personnel changes caused loss of data being captured to adjust the budget for those changes. Changes for personnel to our budget are now being captured through email communication between departments as they occur instead of a formalized monthly report.

Internal Conditions, Trends, or Impacts (Student Services): 1. System limitations in providing reports in Banner and Argos, such as multiple year grants and projects increase the staff time because reports are created manually.

2. Technology or method changes that do not decrease work volume, only shift work volume; sometimes increasing the volume and effort needed. As an example, the Purchasing Card Program provides convenience for the campus users, but does not relieve transaction volume and effort. The time lapse from when the purchase is made with the Pcard to when it is loaded into Banner has a one month delay. This has created extra work when maintaining grants and making sure either Pcards are not used right before the grant closes or adjusting entries after grants have closed. Also issues adjusting sales and use tax done after the entries is posted in Banner created even more adjustments to budgets.

Critical Decisions Made by Unit: 1. In order to provide customer service to the campus and meet regulatory mandates, Fiscal Services maintained critical functions by temporarily realigning responsibilities among existing employees and contracting accounting services due a vacancy in the department and implementation of new software.

2. The purchase of a new budget software, Questica. This software offers a comprehensive budgeting application which will allow the College to automate the preparation, approval and reporting of the District's operating, personnel and capital budgets. Integration with Banner will allow users to view data during peak budgeting and reporting periods.

Notable Achievements for Theme A: To Advance Academic Excellence and Student Achievement: N/A

Notable Achievements for Theme B: To Support Student Access and Success: 1. Provided timely budget and account code information and reporting for increased funding in the Unrestricted General Fund and Restricted Funds such as New Resources Allocations Requests Phases 1 through 10, Instructional Equipment, Lottery, Student Equity, Student Success and Support, Disabled Student Programs and Services, and Schedule Maintenance, Strong Workforce Program, etc.

2. To support student success, Fiscal Services processed a total \$45,544,289.56 million of financial aid payments to students and provided customer service, supported the College Foundation by assisting with the collection and disbursement of fundraising funds and donations, and assisted students clubs with the collection and disbursement of student initiatives that assist with their education.

Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources: 1. Fiscal Services maintained fiscal stability for the College. Fiscal Services closed the 2017-18 College books timely. The College obtained unmodified audit opinions for the financial audit, bond performance audit, and bond financial audit in the 17-18 fiscal year. The District annual budgets (Tentative and Adopted) were approved by the Board of Trustees as mandated by Title V regulations. The department worked efficiently to meet numerous deadlines and submit mandatory financial reports.

2. Maintained fiscal stability for the Mt SAC Auxiliary Services. Closed the 2017-18 books timely and submitted the nonprofit tax return and vendor/payroll tax reports. Obtained an unmodified audit opinion.

3. The Los Angeles County Office of Education (LACOE) conducted an on-site visit to review Mt. SAC's internal controls. Fiscal Services and Information Technology staff were interviewed. The outcome are expected to be very positive.

4. This year the Tentative Budget development process took place using the Questica budget software. A 'Budget Development Questica Process Guide' was developed for the College budget managers and their respective admins. Training sessions were held through the status Quo process to train and aid about 90 managers. The software improved the budgeting process by automating the workflow and providing the dynamic functionality required for preparing, reviewing and approving the budget. This is a friendly system for users to submit changes and authorized staff to review approve and publish the proposed changes, resulting in a more efficient process. The reviewers can also see in real-time the outcomes of the proposed changes allowing for quicker decision-making and preventing any surprises at the end of the budgeting process. For Fiscal Services it removed the risk of errors by safekeeping budget data in one place and providing an audited system of checks and balances to correct errors. It eliminated manual input of budgets in Excel spreadsheets. The staff had the ability to export and import budget changes in Excel. Other changes include budgeting benefits at the department level, "What if" scenarios and forecasting for our bargaining units. This is the first year of the implementation and expect more outcomes from this product to come.

5. Provided timely budget and account code information for increased funding in the Unrestricted General Fund and Restricted Funds such as New Resources Allocations Requests Phases 1 through 10, Instructional Equipment, Lottery, including 14 new grants this year.

6. Fiscal Team designed a form that is now located on our website called EZ Salary Projection for FY 2018-19. This form will allow our campus community to calculate their own salary projections for Management, Confidential, Unit A and Unit B positions. The form allows also calculations for both FTE equal or higher than 50% and lower than 50%. All calculations include benefits, which was a big plus for our campus. This tool will not only help get better projections but can be used for different scenarios and comparison without having to wait.

7. As Measure GO has been elected, Facilities Planning and Management Department has begun work on the planning and implementing the construction program. The first

funding from Measure GO was received and will provide \$285 million dollars for construction over the next three years. Account structure and budget were established. Increased efforts are being made to furnish and equip the buildings, which in turn will result in an increasing effort in monitoring the bond funds and in maintaining books and records of the capital projects including buildings and equipment purchases.

8. A 2019 General Obligation Bond Anticipation Note was received of \$25,629,000.00 as per Measure RR in January of 2019.

Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration: 1. Collaborated with the collective bargaining process for all employee groups by participating in negotiations for faculty and classified staff and by providing financial information and estimated cost scenarios for all employee groups.

2. Fiscal Services staff provided help to our Warehouse Department workers to perform various task related to inventory and fixed assets due to recent retirements and 2 failed personnel searches. New desk procedures including flowcharts and diagrams on tagging processes were also developed and served as guidance for warehouse staff. Fiscal also assisted in the hiring of a temporary personnel to assist with the data entry of assets into the fixed assets module.

3. In order to be more effective with our time, the Financial Aid and Fiscal Services Offices have taken advantage of the Argos system by eliminating the current process of sending disbursement information by running and uploading time consuming disbursement reports, and replacing them with the new Argos RDS0001 Disbursement Summary Report and RDS0002 Disbursement Details Report. The old process required that the Financial Aid Specialist produced reports and emailed them to the Fiscal Specialist. Our new method using the RDS0001 and RDS0002 reports allows the Fiscal Specialist log into Argos and see the information in a matter of seconds.

Contributors to the Report: Marisa Ziegenhohn, Maria Correia, Maria Kline, Christine Lam, Catherine Nguyen, Yvette Shane, Emma Valenzuela, Gloria Munguia, Melanie Lazo, Kimberly Leisure, Alsace Kam and Dayana Duarte

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
Customer Service - To provide excellent customer services Status: Active Goal Year(s): 2016-17, 2017-18, 2018-19 Goal Entered: 06/01/2017	Report directly on Goal Request - Full Funding Requested - Fiscal Specialist Position \$96,551. Describe Plans & Activities Supported (Justification of Need): A new Fiscal Specialist position is needed for the Fiscal Resources team as increased categorical programs are accepted by the College. These programs are more	Reporting Year: 2018-19 % Completed: 75 Customer service continues to be a high priority. Our department continually provides individual and group training for Budget Transfers and Accounting Coding. Our goal includes reducing the amount of communication to resolve incomplete forms, improve the campuses understanding of the account structure, which will reduce the number of journal entries needed to correct account code mistakes. (09/16/2019)

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	<p>complex and require more customized reporting information. As the Chancellors Office moves on to a new system that requires special review and certifications such as NOVA and Fi\$cal invoicing. Changes in staffing in the campus have cause a lot of re-training and extra efforts to review and maintain more financial information.</p> <p>Lead: Marisa Ziegenhohn</p> <p>What would success look like and how would you measure it?: Fiscal would be able to provide more timely and customized reports to budget and grant managers. Each grant required different reporting and program goal setting. Fiscal would be able to help monitor grants as deadlines are approaching with reminders and a greater emphasis on grant end dates and spend downs. Ongoing unrestricted budgets would have monitoring and we could provide more one-one trainings with Admins. The training could be more subject focused with budget review, faculty loads, encumbrance review and such.</p> <p>Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.</p> <p>Planning Unit Priority: Medium</p> <p>On-Going Funding Requested (if applicable): 96551</p>	
<p>Fiscal Independence - To maintain Fiscal Independence Status</p> <p>Status: Active</p> <p>Goal Year(s): 2016-17, 2017-18,</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2018-19</p> <p>% Completed: 75</p> <p>Our department is using technology and constant review of processes to maintain fiscal independence. OnBase was</p>

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2018-19	Report directly on Goal	initiated this year as a way to file documents electronically to ensure integrity of information and long-term storage. (09/16/2019)
Professional Development-Cross-training - Continue promoting training and cross-training for all Fiscal Services areas to enhance employee knowledge, which will increase productivity, encourage collaboration and personal growth (2015-16). Fiscal Services will continue promoting training and cross training for all Fiscal Services staff. Status: Active Goal Year(s): 2016-17, 2017-18, 2018-19 Goal Entered: 06/14/2017	Report directly on Goal	Reporting Year: 2017-18 % Completed: 75 Cross training will continue as new duties are being reassigned with new hires. (06/26/2018)
Budget Training for Campus users - Offer budget training classes through POD. This will be a basic overview of our budget process. Learning of our chart of accounts, what restricted and unrestricted funds are. Also what ongoing and one time funds are. Learning how to use some of Fiscal Services administrative forms such as appropriation transfer, claims statement, conference and travel, immediate needs, etc. Status: Active Goal Year(s): 2017-18, 2018-19 Goal Entered: 06/29/2017	In Progress - Develop training materials and a presentation of basic information to present to the College campus. Gather information from different sources such as Budget and Accounting Manual and the Chancellors Office. Develop quick guides and Banner shortcuts in look at their budget and expenses. Allow some question and answer session. Work with POD on scheduling times and getting ideas on presentation formats. Lead: Marisa Ziegenhohn What would success look like and how would you measure it?: Campus feedback. Type of Request: PROFESSIONAL & ORGANIZATION DEVELOPMENT	Reporting Year: 2017-18 % Completed: 25 Waiting for Budget Software implementation. Only performed one on ones with new staffing. (06/26/2018)

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	(POD): Requests that provide professional learning opportunities for Mt. SAC employees. Planning Unit Priority: Medium	
<p>Additional Fiscal Services Access Button - A second access button inside Fiscal Services to unlock the Fiscal Services' door. Button requested for another desk near the door for when the other staff member is away from their desk (the first button).</p> <p>Status: Active</p> <p>Goal Year(s): 2017-18, 2018-19</p> <p>Goal Entered: 06/27/2017</p>	<p>Report directly on Goal</p> <hr/> <p>Request - Full Funding Requested - To add an additional door access button and connection to Fiscal Services main entrance.</p> <p>Describe Plans & Activities Supported (Justification of Need): Access button and connection; Approved as part of New Resources Allocation 7</p> <p>Lead: Shelly Zahrt-Egbert</p> <p>What would success look like and how would you measure it?: Staff satisfaction and efficiency; reduce up and down motion to access the one button</p> <p>Type of Request: FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.</p> <p>Planning Unit Priority: Medium</p>	<p>Reporting Year: 2017-18</p> <p>% Completed: 0</p> <p>Facilities was to cover the cost of the project instead of New Resource 7; project has not yet started. (06/26/2018)</p>
<p>Develop a report to help capture changes personnel so Fiscal Services can budget salary expenses for Position control more accurately. -</p> <p>To create efficiencies, this report will be audited by Fiscal Services staff and will be used to upload changes in the Budget Software. Contracted services to develop Self Service Salary Planner</p>	<p>Request - Full Funding Requested - Contracted services with SIG Consulting company to help us develop Self Service Salary Planner to extract daily/weekly job/position control transactional changes. Funding approved through NRA Phase 9.</p> <p>Describe Plans & Activities</p>	

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<p>to extract daily/weekly job/position control transactional changes.</p> <p>Status: Active</p> <p>Goal Year(s): 2018-19</p> <p>Goal Entered: 06/26/2018</p>	<p>Supported (Justification of Need): The consultant will work with Fiscal Services for about a weeks to develop a report through Banner Self Service. We currently rely on email communication from HR and items that are brought to the Board for approval. This will consolidate and capture all changes in one solid document. Not only will this provide efficiency it will provide a document for audit trail. This document could also be used for Human Resource team.</p> <p>Lead: Marisa Ziegenhohn, Christine Lam and Alsace Kam</p> <p>What would success look like and how would you measure it?: A report that can provide changes related to personnel and salary which is the biggest portion of our budget will aid in maintaining our budget. Fiscal will reflect a more accurate budget with regards to salary and benefits.</p> <p>Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.</p> <p>Planning Unit Priority: High</p> <p>One-Time Funding Requested (if applicable): 12000</p>	
<p>Banner Payroll Redistribution in Self Service and approval - Currently, we don't have payroll redistribution approval and the journals are</p>	<p>Request - Full Funding Requested - Consultants with SIG to help with the implantation of this process. This would be through Banner Self</p>	

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<p>processed in paper. This will allow the electronic approval that will include department users and the process will be in a more intuitive manner. This would require bring in a SIG consultants to help with the implementation and testing of this process.</p> <p>Status: Active</p> <p>Goal Year(s): 2018-19, 2019-20</p> <p>Goal Entered: 06/28/2018</p>	<p>service.</p> <p>Describe Plans & Activities Supported (Justification of Need):</p> <p>Work with SIG consultant to implement and test the use of Banner Self Services which we already have. This will be a three week minimum implementation. Training to the campus budget managers and Banner users will follow.</p> <p>Lead: Marisa Ziegenhohn, Christine Lam, Julie Ann Moreno</p> <p>What would success look like and how would you measure it?:</p> <p>Efficiency producing a paperless approval system of changes to distribution of labor expenses. It will create an audit trail for every change we make to labor expenses. Reduce workload in Fiscal Services as changes could possible be initiate by campus users.</p> <p>Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.</p> <p>Planning Unit Priority: Medium</p> <p>One-Time Funding Requested (if applicable): 24000</p>	
<p>Banner Time and Effort Reporting through Banner Self Service - Time reporting is currently tracked in excel spreadsheets. The goal is to automate time reporting for grants in</p>	<p>Request - Full Funding Requested - Contracted Services to help with the set up in Banner Self Service, implementation and testing.</p> <p>Describe Plans & Activities</p>	

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the Self Service Banner module.

Status: Active

Goal Year(s): 2018-19, 2019-20

Goal Entered: 06/28/2018

Supported (Justification of Need):

Time reporting is currently tracked in excel spreadsheets. The goal is to automate time reporting for grants in the Self Service Banner module. Time and Effort reporting is required for all federal grants.

Lead: Yvette Shane

What would success look like and

how would you measure it?: Fully automated tracking of time and effort for federal grants.

Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

Planning Unit Priority: Low

One-Time Funding Requested (if applicable): 24000