

# 1. Assessment Plan - Four Column



## PIE - Administrative Services: Fiscal Services Accounting 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 accounting. Provide accounting data for internal and external entities. Ensure District-wide regulatory compliance as it relates to general accounting.

**Internal Conditions, Trends, or Impacts (Student Services):** 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 to several vacancies in the department including a Fiscal Specialist, Fiscal Technician II and Director, Accounting.

**Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources:** 1. Continued third party debt collection, with approximately 15% (or \$29k) of sent debt collected.

2. Implemented Banner program to pay CalPERS via ACH; Jan 2018 CalPERS requirement.

3. Implemented Banner program to pay US Bank purchasing cards via ACH.

4. Implemented Banner program for ad hoc Student Accounts Receivable Summary report.

5. Completed portion of OnBase document imaging project - Purchasing and Accounts Payable workflow (75% complete).

6. Participated in RFP process for bookstore services and implementation of Barnes & Noble as selected provider.

7. Hired one Fiscal Technicians II - replacement for Accounts Receivable position.

8. Trained and cross-trained staff on various tasks; included Chart of Accounts, Account Codes & Purchasing Requirements, Cash Receipting, Listing, and Follow-up, General Receivables Reconciliation and Follow-up, Student Receivables Reconciliation, and Follow-up, Payables including Purchasing's Pcard and other \$0 payments, Conference & Travel including Citibank software, Purchase Cards including Compliance Review, Unclaimed Property, Encumbrance Review and Follow-up, Fixed Assets, Collection of Debt, Preparation of NSF Letters, Customer Service, Third Party Billing, 1099 Misc, Independent Contractor, and Nonresident Vendor Flagging, Reporting, and Remitting, AP Special Handles, CalPERS and US Bank ACHs, Sales & Use Tax Accruals, Reporting, and Remitting, Banner Tax Table Set-up, Direct Payment Review and Follow-up, File Retention and Destruction, Mileage, Revolving Cash, and Claim Reimbursement Requests, Utility Analysis and Budget Projections, Instructional Service Contracts, Payments of Partial Fixed Assets, Ellucian/Banner, Excel, Access, Cash Management and Vault Procedures including Remote Deposit, Bursar Office.

9. Staff and manager participated in various campus and off-site training, processes, and events; such as Hiring Committee member, Hiring Committee Equal Employment Opportunity non-voting member, 1099 Misc, Independent Contractor, and Nonresident Vendors, Active Shooter, Sexual Harassment, Classified Staff Professional Development Day, New Employee Orientation, Lotus Notes, Microsoft 365, OnBase Purchasing-AP Workflow, Banner Requisition, Lynda.com, Making Documents Accessible, Ellucian Conference, various CSEA Committees, Banner 9 Testing, FRISK Evaluation, Team Communication, Board Docs.

10. Attended Emergency Preparedness Training in Anaheim along with Purchasing Director.

11. Participated in various banking and software testing; including various Banner module upgrades.

12. Completed merchant services credit card application for upcoming Restaurant Lab (Business Division).

**Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration:** 1. Continued training of additional groups of cardholders, allocators, and

approvers; program currently has more than 100 cardholders in total.

2. Internal discussions regarding Procurement Card processes and concerns have led to reassessment of procedures and as a result updates are being made to the guide to ensure compliance.
3. Worked ad hoc with campus on knowledge and use of the Desk Reference for Account Codes and Purchasing Requirements to Campus.
4. Participated in upcoming faculty/student run restaurant lab software ware review and accounting related discussions.
5. Worked ad hoc with campus on purchasing card process knowledge and compliance.
6. Training resource for Fiscal Services management at various Community Colleges, including Antelope Valley, Bellflower, and Riverside City College.
7. Participated in Banner 9 Upgrade Testing and feedback.
8. Participated in Manager Retreat, Meetings, and Training for professional development.
9. Participated in CSEA Events, Meetings, and Committees.

**Contributors to the Report:** Graciela Espinoza, Priscilla Romero, Debby McConnell, Elizabeth Jauregui, Lia Mason, Evelyn Hermosillo, Kasteel Gumban and Shirley White.

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p><b>Customer Service</b> - To provide excellent customer services  <b>Status:</b> Active  <b>Goal Year(s):</b> 2018-19  <b>Goal Entered:</b> 06/01/2017</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2018-19  <b>% Completed:</b> 75            Customer service continues to be a high priority. Our department continually provides individual and group training for P-Cards, Purchase Orders, and Requisitions. Our goal includes reducing the amount of communication to resolve incomplete forms, and to assist staff to have fewer errors. (09/16/2019)</p>
<p><b>Fiscal Independence</b> - To maintain Fiscal Independence Status  <b>Status:</b> Active  <b>Goal Year(s):</b> 2016-17, 2017-18, 2018-19</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2018-19  <b>% Completed:</b> 75            Our department is using technology and constant review of processes to maintain fiscal independence. OnBase was initiated this year as a way to file documents electronically to ensure integrity of information and long-term storage. (09/16/2019)</p>
<p><b>Fiscal Services Door - Option for Viewing before Unlocking</b> - Add a mechanism for the staff monitoring entrance to Fiscal Services' main door, so the staff are able to see who they are letting in the office prior to unlocking the door.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2017-18, 2018-19  <b>Goal Entered:</b> 06/27/2017</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2018-19  <b>% Completed:</b> 25            The AVP of Admin Services is meeting with all Fiscal Managers to identify the process and procedures for allowing staff, students or community to enter the area. Safety is at the forefront of the discussion, including customer service and distractions by visits from external people in an open office environment. Also met with facilities to evaluate options and challenges with needed implementation and reconfiguration based on process</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
	<p><b>Report directly on Goal</b></p> <p>To add a mechanism whereby the staff may view who is at the Fiscal Services main door before unlocking the door</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> Options-mirror on opposite hallway wall; non-recording camera &amp; monitor; non-recording outside buzzer/button; camera; and monitor (like Info Tech in data/training center bldg.) New Resource Allocation 7</p> <p><b>Lead:</b> Shelly Zahrt-Egbert</p> <p><b>What would success look like and how would you measure it?:</b> Staff Satisfaction and efficiency</p> <p><b>Type of Request:</b> FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.</p> <p><b>Planning Unit Priority:</b> High</p>	<p>discussions in the 2019-20 fiscal year. (06/10/2019)</p> <hr/> <p><b>Reporting Year:</b> 2017-18 <b>% Completed:</b> 0</p> <p>Facilities was to cover cost of project instead of New Resource 7; project has not yet started. (06/26/2018)</p>
<p><b>Develop Procedures -</b> To develop Internal and external procedures to improve efficiencies and collaboration</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2015-16, 2016-17, 2017-18, 2018-19, 2019-20</p> <p><b>Goal Entered:</b> 06/15/2017</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2018-19 <b>% Completed:</b> 25</p> <p>Currently evaluating processes for travel and conference and p-card to reduce manual work being done by staff. Additionally, we are evaluating vendor distribution among accounts payable staff in anticipation of increased workload as a results of the passing of Measure GO bond. Also, a committee was created to evaluate software to automate processes for P-Cards, expense reimbursements and Conference &amp; Travel requests. (06/03/2019)</p>
	<p><b>Request - No Funding Requested -</b> Collaborate as a team to develop training materials and outline processes to discuss where</p>	

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
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improvements can be made.  
**Describe Plans & Activities Supported (Justification of Need):**  
 This is an ongoing goal to continually evaluate processes and procedures to ensure we are meeting the needs of our students and staff.  
**Lead:** Jackson Kuo  
**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:** Medium

<p><b>Fiscal Services - Panic Button in Vault</b>          - Installation of panic button in the inner vault, so staff may alert campus safety (or nearby Sheriff's dept) of a robbery  <b>Status:</b> Active  <b>Goal Year(s):</b> 2016-17, 2017-18, 2018-19, 2019-20  <b>Goal Entered:</b> 06/27/2017</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2018-19  <b>% Completed:</b> 25          This project will need to be in coordination with Police and Campus Safety and Facilities. Initial discussions were had with facilities in 2017-18 but further discussions are needed to determine a vendor that can provide this equipment and also how this would work internally to notify campus safety first and then the local police department. This will be in conjunction with the access door and button to enter fiscal services. (06/10/2019)</p>
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**Request - Full Funding Requested -**  
 Installation of panic button in the inner vault to alert Campus/Public safety of a robbery  
**Describe Plans & Activities Supported (Justification of Need):**  
 Button and connection  
**Lead:** Shelly Zahrt-Egbert  
**What would success look like and how would you measure it?:** Safety of staff  
**Type of Request:** FACILITIES: This

*Unit Goals*

*Resources Needed*

*Where We Make an Impact: Closing the Loop on Goals and Plans*

section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** High