1. Assessment Plan - Three Column

PIE - Administrative Services: Fiscal Services Accounting Unit

2. Where We Are Now: Year at a Glance

2019-20

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Summary of Notable Achievements: 1. The Accounting Unit is doing its best to stay flexible as we work through the various challenges posed by the coronavirus outbreak. Several processes, such as, JV submission and approval, invoice processing, check printing and etc., have been changed to allow individuals to work off campus as much as possible.

2. Accounts Payable has transitioned to paperless processing and has notified all vendors that invoices should be submitted via email.

3. Communication has remained a top priority and we have also emailed all vendors and established an auto-reply email from the accountspayable@mtsac.edu address to inform them of process changes due to remote work schedule.

4. All ACH payments can be processed remotely.

5. Retrained staff on check cancellation and reissuance process. A written procedure document was also developed.

6. Implemented credit card payment for Café 91.

7. Staff and manager participated in various campus and off-site training, processes, and events; such as sales/use tax training, hiring committee member, various CSEA Committees and more.

8. Staff and manager continue to participate in ChromeRiver configuration and implementation.

9. Implemented Citizen's Business Bank check positive pay.

Program Planning (Equity, Retention and Success): N/A
External and Internal Conditions Analysis: As a result of COVID-19 and the campus closure staff have experienced many challenges as a result of working remotely. While many documents are sent electronically we have not fully transitioned all processes to be remote. Staff is working through this transition and we will continue to make remaining process changes where possible to support our staff and the greater campus community.
Critical Decisions Made by Unit: The use of electronic signatures using Adobe Sign, DocuSign and/or OnBase for approvals on various accounting documents including p-cards, invoices, reimbursement requests, etc. has provided benefits with more efficient processing, paper waste reduction, and simplified electronic storage.

Unit Goals	Resources Needed	1. Where We Make an Impact: Closing the Loop on Goals and Resources
Customer Service - To provide excellent customer services **Status:** Active **Goal Year(s):** 2018-19, 2019-20, 2020-21 **Goal Entered:** 06/01/2017	**Report directly on Goal**	**Reporting Year:** 2019-20 **% Completed:** 100 Accounts Payable has transitioned to paperless processing and has notified all vendors that invoices must be submitted via email. We have also emailed all vendors and established an auto-reply email from the accountspayable@mtsac.edu address to inform them that there may be processing delays due to remote work schedule. (08/05/2020)
		Reporting Year: 2018-19 **% Completed:** 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)
Fiscal Independence - To maintain Fiscal Independence Status **Status:** Active **Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20, 2020-21	**Report directly on Goal**	**Reporting Year:** 2019-20 **% Completed:** 75 This is an ongoing process. We are continuing to use technology where possible. This includes configuring OnBase to process invoices for payment and Chrome River for conference and travel expenses. (08/10/2020)
		Reporting Year: 2018-19 **% Completed:** 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)
Fiscal Services Door - Option for Viewing before Unlocking - Add a mechanism for the staff monitoring entrance to Fiscal Services' main door, so the staff are able to see who	**Report directly on Goal**	**Reporting Year:** 2019-20 **% Completed:** 25 There has been no change during fiscal year 19-20. This project has been discussed with facilities but due to other priorities and limitations within the space no progress was

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they are letting in the office prior to unlocking the door. **Status:** Active **Goal Year(s):** 2017-18, 2018-19, 2019-20, 2020-21 **Goal Entered:** 06/27/2017	**Report directly on Goal**	made in 2019-20. (08/10/2020)
		Reporting Year: 2018-19 **% Completed:** 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 discussions in the 2019-20 fiscal year. (06/10/2019)
	To add a mechanism whereby the staff may view who is at the Fiscal Services main door before unlocking the door **Describe Plans & Activities Supported (Justification of Need):** Options-mirror on opposite hallway wall; non-recording camera & monitor; non-recording outside buzzer/button; camera; and monitor (like Info Tech in data/training center bldg.) New Resource Allocation 7 **Lead:** Shelly Zahrt-Egbert **What would success look like and how would you measure it?:** Staff Satisfaction and efficiency **Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas. **Planning Unit Priority:** High	**Reporting Year:** 2017-18 **% Completed:** 0 Facilities was to cover cost of project instead of New Resource 7; project has not yet started. (06/26/2018)
Develop Procedures - To develop Internal and external procedures to improve efficiencies and collaboration	**Report directly on Goal**	**Reporting Year:** 2019-20 **% Completed:** 50 The Accounting Unit has experienced higher than usual employee turn over in the last year, with two being the

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Status: Active **Goal Year(s):** 2015-16, 2016-17, 2017-18, 2018-19, 2019-20, 2020-21 **Goal Entered:** 06/15/2017	**Report directly on Goal**	result of internal promotions. We will conduct procedure reviews to walk through and where necessary, to redesign procedures. A procedure manual will be produced with each procedure review. (08/10/2020)
		Reporting Year: 2019-20 **% Completed:** 50 New software has been identified, funding has been secured, and implementation has started to utilize Chrome River for management of p-card and conference and travel expenses. (08/05/2020)
		Reporting Year: 2018-19 **% Completed:** 25 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 & Travel requests. (06/03/2019)
	Request - No Funding Requested - Collaborate as a team to develop training materials and outline processes to discuss where 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	
Fiscal Services - Panic Button in Vault **-** Installation of panic button in the inner vault, so staff may alert campus safety (or nearby Sheriff's dept) of a robbery **Status:** Active **Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20, 2020-21 **Goal Entered:** 06/27/2017	Report directly on Goal	**Reporting Year:** 2019-20 **% Completed:** 25 Additional conversations have taken place with facilities and public safety. Additional discussion is needed to include IT to discuss if we have existing software or if additional software is needed to support what the line of communication between vault room, public safety and the Sheriff's department in an emergency situation would look like. (08/10/2020)
		Reporting Year: 2018-19 **% Completed:** 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)
	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 section includes minor building improvement projects and alterations to specific rooms or operational areas. **Planning Unit Priority:** High	

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Lock box for incoming checks - Procure lock box services from Citizen's Business Bank to receive and deposit recurring payments received by Mt. SAC such as retiree health benefit premiums. **Status:** Active **Goal Year(s):** 2019-20, 2020-21 **Goal Entered:** 08/10/2021	**Report directly on Goal**	**Reporting Year:** 2018-19 **% Completed:** 50 Configuration specifications have been completed with the Bank. Director of Accounting will work with staff to establish business process, starting with retiree health benefit premium checks. When approved to proceed, we will work with purchasing on agreement with the bank. (08/11/2020)
		Reporting Year: 2019-20 **% Completed:** 50 Working to set up 3 new processes with Citizen's Business Bank (CBB): 1. ACH payments from Mt. SAC CBB accounts to Mt. SAC county accounts at Bank of America. 2. Interfund transfers between general fund accounts and Auxiliary and Foundation. This will eliminate the need to cut checks. 3. Create a lockbox to have Accounts Receivable checks received and processed by CBB to reduce the need to receive, reconcile, and send checks to CBB for processing. Updated pricing was received from CBB and ongoing funding has been requested as a new resource for these services. (08/11/2020)
	Request - Full Funding Requested - Funding needed to procure lock box service from Citizen's Business Bank **Lead:** Jackson Kuo **What would success look like and how would you measure it?:** Reduce manual processing and depositing of checks received **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:** Urgent **One-Time Funding Requested (if applicable):** 0 **On-Going Funding Requested (if applicable):** 16000 **Total Funding Requested:** 16000	
OnBase Invoice Payment Process - Utilize OnBase workflow to initiate, gather approval and enter invoices for payment. **Status:** Active **Goal Year(s):** 2019-20, 2020-21 **Goal Entered:** 08/10/2020	**Report directly on Goal**	**Reporting Year:** 2019-20 **% Completed:** 0 Pending implementation of Chrome River to determine which invoices will be routed through Chrome River vs OnBase. Once determined, Accounting Unit will work with IT to map business process. (08/11/2020)
	Request - No Funding Requested - Assistance from IT for implementation **Lead:** Jackson Kuo **What would success look like and how would you measure it?:** Discontinue paper based invoice payment process. **Type of Request:** IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies. **Planning Unit Priority:** High **One-Time Funding Requested (if applicable):** 0 **On-Going Funding Requested (if applicable):** 0 **Total Funding Requested:** 0	