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## **2020-2021 COMPREHENSIVE REVIEW**

### **OVERVIEW OF PROGRAM REVIEW AND PLANNING FOR NON- INSTRUCTIONAL PROGRAMS**

Program Review is a self-study of your unit. For non-instructional program review, the definition of what is a unit varies based upon your division. A unit may be a department (e.g., Information Services, Institutional Research and Planning, Financial Aid), a program (e.g., EOPS, TRIO), or a division (Human Resource Services). The Vice Presidents for each division have identified/defined the units that will complete the review cycle.

Regardless of whether your unit is a program, department, or division, program review is about documenting the plans you have for improving Institutional Effectiveness in your area and sharing that information with the college community. Through the review of and reflection on key elements, program review and planning identifies program strengths as well as strategies necessary to improve the operation of your area. With that in mind, please answer the following questions.

## BASIC UNIT INFORMATION

**Program/Unit Name**

Fiscal Services

**Department Name**

Fiscal Services

**Division Name**

Finance and Administrative Services

**Name of Person responsible for the Program/Unit**

Carmen Coniglio

### Website address(es) for your program(s)/unit(s)

**Webpage URL 1****Unit webpage**<https://www2.palomar.edu/pages/fiscalservices/>**Webpage URL 2****Unit webpage**[https://www2.palomar.edu/pages/businessservices/  
/vendor-information-purchasing/](https://www2.palomar.edu/pages/businessservices/vendor-information-purchasing/)**Webpage URL 3****Unit webpage**<https://www2.palomar.edu/pages/payrollservices/>**Webpage URL 4****Unit webpage**[https://www2.palomar.edu/pages/fiscalservices  
/home/cashier-services/](https://www2.palomar.edu/pages/fiscalservices/home/cashier-services/)**Webpage URL 5****Unit webpage**[https://www2.palomar.edu/pages/fiscalservices  
/home/accounting/](https://www2.palomar.edu/pages/fiscalservices/home/accounting/)**Webpage URL 6****Unit webpage**[https://www2.palomar.edu/pages/fiscalservices  
/home/accounts-payable/](https://www2.palomar.edu/pages/fiscalservices/home/accounts-payable/)**Webpage URL 7****Unit webpage**[https://www2.palomar.edu/pages/businessservices/about-  
purchasing/](https://www2.palomar.edu/pages/businessservices/about-purchasing/)**Webpage URL 8**

**Unit webpage**

<https://www2.palomar.edu/pages/fas/fraud-hotline/>

**Please list all participants and their respective titles in this Program Review**

Participant	Title
Brandi Taveuveu	Manager, Budget and Payroll
Steven Carkey	Manager, Accounting
Cassandra Stone	Manager, Student Accounts and Cashiering
Amber Cross	Acting Supervisor, Purchasing
Heather Sutton	Administrative Specialist II
Ping Lee	Accountant
Chie Tuller	Business Systems Analyst-Payroll
Pai Wang-Smith	Accountant
Cyndi Battaglia	Payroll Technician
Catherine Macabitas	Payroll Technician
Eillen Waller	Payroll Technician
Carmen Coniglio	Sr Director Fiscal Services
Robert Threatt	Internal Auditor/Analyst

**PROGRAM/UNIT MISSION STATEMENT****What is you Program/Unit's mission statement?**

Our mission is to promote the District's financial health, transparency, and operational efficiency in support of student success.

**Describe how your mission statement aligns with and contributes to the College's Vision and Mission.**

Fiscal Services is guided by the College's vision, mission, values and our commitment to excellence. We support the community with many budgeting, accounting, administrative, and financial management services to ensure that the District meets all external (state, annual audit, accreditation) and internal requirements (services and support of all other District operations). We work to advance the District's fiscal stability strategic goals and proudly strive for integrity and efficiency in every aspect of the services we provide.

**Reminder: Data does not autosave. Save this content before moving to the next section or closing form.**

**PROGRAM/UNIT DESCRIPTION****Staffing**

Use the Permanent Staff Count link below to answer staffing questions.

Link: [Permanent Employees Staff Counts](#)

This form required a login and password to access. Please use your Palomar email and password to log in.

**Full-Time Staff**

**Total Number of Full-time Staff**  
34.00

**Number of Classified Staff**  
27.00

**Number of CAST Staff**  
1.00

**Number of Administrators**  
6.00

**Number of Full-time Faculty**  
0.00

**Part-Time Staff**

**Total Number of Permanent Part-time Staff**  
0.00

**FTE of Part-time Staff (2x19 hr/wk=.95)**  
0.00

**FTEF of Part-time Faculty**  
0.00

**Describe additional temporary hourly or contract staff who support this unit and/or department. (Include FWS/District Student Worker/Veteran Student Worker)**

> 2 part-time short term workers supporting the Warehouse operations  
> 4-5 student and short-term workers/FWS supporting the Student Accounts and Cashiering area during peak enrollment periods on site  
> 1-2 temporary hourly/FWS to scan years of payroll documents into On-Base in order to retrieve documents needed for research

**As part of the PRP cycle, Human Resource Services has sent organizational charts to all non-instructional units. Please review the charts and make any needed changes. Attach a copy of the chart when you are submitting your review or provide the link to your organizational chart if it is online.**

**OR**

**If you cannot create an organizational chart, or did not receive one from Human Resource Services, list the positions in your unit showing reporting relationships (e.g., Manager, Facilities with the following direct reports, Supervisor Position A, Supervisor Position B, Supervisor Position C; Supervisor Position A with direct reports, Position A, Position B, Position C)**

***If you need help, please contact us and we will walk you through the process ([msnyder2@palomar.edu](mailto:msnyder2@palomar.edu) or [mbarton@palomar.edu](mailto:mbarton@palomar.edu) )***

**How will you submit your organizational chart?**  
Provide web link

**Website**  
<https://www2.palomar.edu/pages/fiscalservices/organizational-chart-3/>

## **Program/Unit Description**

**Who utilizes your services**

Fiscal Services serves all students, faculty, administrators, staff, vendors, and the taxpayers in our community.

**What services does your program/unit provide (Describe your program/unit)?****FISCAL SERVICES DEPARTMENT**

Fiscal Services is a Finance and Administrative Services unit providing services in the key areas of budgeting, financial accounting and reporting, payroll, student financials/cashiering, purchasing, accounts payable, bond accounting, and PeopleSoft support services. Staff performs a full range of professional accounting, budgeting, auditing<sup>9</sup>, financial analysis, purchasing, and related functions in the preparation and maintenance of the District financial records, reports and systems; ensures all appropriate federal and state requirements are followed; provides a basis for sound operational and financial planning through financial review, analysis, monitoring, reconciliation and maintenance of financial accounts, funds, grants, programs and activities. The department consists of the following functional areas:

**> GENERAL ACCOUNTING**

General Accounting maintains the financial records of the District, including the general ledger, accounts payable, accounts receivable, accruals, and journals. Staff is responsible for providing centralized recording, posting, analysis, reconciliation and review of all of District's financial statements and reports. Activities include keeping a systematic record of financial transactions (e.g. journalizing of revenues, expenditures, and transfers, posting, reconciling system interfaces to the general ledger, and summarizing financial information) to generate financial statements that fairly reflect the financial results and condition of the District. This department assists in coordination and preparation of annual audit, IPEDS reports, ACCJC fiscal reports, quarterly and annual financial and budget reports, enrollment fee revenue reports, EPA reports, GANN Limit calculations, Bond Financial Reports, financial aid FISAP report/drawdowns/reconciliation reports, student financial GL interfaces, trust account statements, quarterly investment reports, sales and use tax returns, EDD reports, among others. Accountants monitor cash flows, prepares inter-fund transfers, and monthly bank reconciliations. This group is also engaged in 1099 reporting, sales and use tax reporting, and related functions.

**> BUDGET OFFICE**

The Budget Office is responsible for performing complex technical and analytical tasks relating to the development, adoption, maintenance, revision, and review of the District's budgets and related processes. Activities include formulating, managing, and monitoring the resources for Palomar Community College District. This office works closely with division leaders and department managers across all areas of the District to centrally coordinate budget development and to effectively support campus decision-making and effective management of resources. Staff in this area initiates, prepares, and input budget adjustments; compiles and prepares various reports regarding departmental budgets and expenditures and notifies appropriate personnel of discrepancies; trains new faculty, administrators and staff on the District's budget practices and technology; provides training on budget development at the beginning of the budget cycle; gives annual budget development trainings; calculates, creates journal entries, and obtains approval to post quarterly and annual indirect costs for the District to the general ledger; Prepares and posts payroll journal entries to the general ledger; Responds to questions and provides detailed instructions on requests for budget numbers, funding sources and proper procedures and policies for expenditure of funds. Also assists in the application process for various grants, contracts and programs from Federal, State, and Local agencies; verifies that expenditures meet guidelines of grants or contracts. Overall, Budget serves as an experienced resource to the District's administration to support sound financial decision-making.

**> PAYROLL SERVICES**

Payroll Services is responsible for processing payroll and required deductions including taxes and retirement withholdings. Activities include calculation of the wages due to each employee, deduction of taxes, pension obligations, voluntary amounts, and other pay-related obligations, management of sick pay, holiday pay, vacation pay, and leave entitlements, generation of payment instructions (e.g. County wire transfers, DDPs, etc.), provision of information and reports to federal, state, and local agencies), and maintenance of payroll-related records. Staff serves as the subject matter experts on payroll requirements, procedures and processes; interprets payroll policies and procedures, legal requirements, bargaining unit pay-related provisions and benefits plan provisions; provides accurate and timely information and assistance to internal and external customers including employees, county offices, other districts and the public; researches and handles daily inquiries from employees on a wide array of technical matters related to payroll; assists departments in analyzing and resolving payroll issues; and refers active and retired employees to other appropriate resources as necessary.

**> PURCHASING**

The Purchasing Department is responsible for coordinating the procurement of goods and services for all academic and administrative departments across all District locations. The department is engaged in tasks such as processing requisitions, ensuring appropriate procurement approvals, securing competitive quotes or bids to obtain maximum value from the expenditure of District funds, identifying vendor sources, encouraging competition among vendors, reviewing contract language and agreements, issuing purchase orders, maintaining vendor files, and advising departments and vendors on District requirements. Staff maintains the vendor/supplier database, updates vendor profiles, assures requisitions are properly authorized, prepares quality and quantity specifications for items/services to be purchased,

issues purchase orders, reviews contract and agreement language, etc.

#### > ACCOUNTS PAYABLE

The Accounts Payable is responsible for processing all of the District's payments outside of payroll. Tasks include voucher processing, verifying and reconciling invoices, bills and statements; entering payables data into PeopleSoft Financials; ensuring appropriate payment approvals, and paying vendors, independent contractors, and suppliers. Also staff coordinates all vendor relations, including maintenance and review of vendor records, with Purchasing.

#### > STUDENT ACCOUNTS AND CASHIERING

The Student Accounts and Cashiering Office is responsible for student account administration, collection of tuition fees and institutional accounts receivables, payment plan administration, third party billing, and student refund processing. The team facilitates application of financial aid, sponsorship and fee payments to student accounts, 1098-T reporting, online credit card processing, departmental receipts, and sale of student activity cards, instructional materials, and MTS/NCTD compass cards. Tasks include allocating funds appropriately between students, banks, and external funding sources. The team works directly with Student Services and other departments to coordinate enrollment activities, update student account records, and designate funds to student accounts.

#### > WAREHOUSE

The District Warehouse is responsible for the proper receiving and inspecting incoming shipments and parcels, tagging of fixed assets for inventory control, organizing and pulling requested items from stock for delivery, preparing surplus property for sale/auction/disposal, and performing related functions. Staff operates forklifts, pallet jacks, carts, dollies, floor jacks, hand trucks and motor vehicles to load, unload, and move items from the warehouse to various District locations.

#### > PEOPLESOFT FINANCIAL SYSTEM SUPPORT

The PeopleSoft Financial System Support function includes the design and configuration of the Core General Ledger module and related subsystems (e.g. Commitment Control (Budget), Purchasing, and Accounts Payable). The Business System Analyst helps manage the Financial system module, support the fiscal team and fund managers in addressing reporting requirements, provides training to various departments across the District, and works closely with Information Systems and Programming to advance business processes and provide solutions.

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## PROGRAM/UNIT ASSESSMENT

# SERVICE AREA OUTCOME ASSESSMENT

## GOT SERVICE AREA OUTCOMES?

**Outcomes are statements written in support of student learning to show direct support (instruction) or indirect support (services) provided on campus. Assessment is the way we measure how well we are achieving our outcomes.**

**For non-instructional areas, outcomes are called Service Area Outcomes (SAO).**

### So, what is an SAO?

A Service Area Outcome (SAO) is a statement about what a client will experience, receive, or know as a result of a given service. Clients can be students, faculty, staff, or community members.

As part of our three-year planning and review cycles, all non-instructional units are asked to:

- identify at least two SAOs,
- develop a plan and assess their SAOs,
- reflect on the results,
- and take action, as necessary.

Palomar has adopted Nuventive Improve (previously named TracDat) as our official repository for SLO and SAO Assessment information.

### Review and/or define your SAOs and assessment plans and ensure they are entered in Nuventive Improve by:

1) Login to Nuventive Improve (previously TracDat) <https://www2.palomar.edu/pages/sloresources/2015/08/10/tracdat/>. Your Palomar username and password is your login.

2) Check your SAOs for **currency** and **sunset** any SAOs if you no longer plan to assess them.

3) Revise or edit your current SAOs by revising their wording and/or updating the assessment and assessment results.

### NEED HELP?

#### Nuventive Improve:

- 1) If you need help with anything Nuventive Improve related such as login, unit identification, entering SAO info, contact Marti Snyder at [msnyder2@palomar.edu](mailto:msnyder2@palomar.edu).
- 2) Check out this video on how to enter SAOs in Nuventive Improve: <https://youtu.be/b1sRa68wm4c>

#### Defining and Assessing SAOs:

Not sure if your SAOs make the grade? Need some help writing an SAO? Not sure about how to assess your SAOs?

1) [Hartnell's SAO Guide](#) is a nice resource! Thank you Hartnell!

2) Contact Michelle Barton at [mbarton@palomar.edu](mailto:mbarton@palomar.edu). We have a resource support team to help.

A template for entering SAOs can be found on the [IR&Ps Non-instructional Program Review and Planning website](#)

Date Identified or Last Reviewed	Description of SAO (What is your SAO?)	Assessment Method (How will/do you measure or assess it?)	Criterion (How will/do you know if you met the outcome?)	Date of Assessment	Date of Next Assessment
1)					
2)					
3)					
4)					

Are all of your unit's SAOs and assessment plans **UPDATED** and **ENTERED** in Nuventive Improve?

Yes

If **NO**, describe why and identify a date by which they will be entered.

## SAOs SUMMARIES AND REFLECTIONS

For each SAO in Nuventive Improve summarize what you learned from the assessment and what improvements you have implemented or plan to implement as a result of your SAO assessments.

### SAOs

#### SAO 1

**SAO Title**

Faculty and staff will easily understand the Budget Creation and Budget Transfer Process

**Assessment Status**

Assessed

**SAO Summary and Reflection**

Budget Creation and Budget Transfer Processes were not perceived as easy to understand in 2018 as they had been in 2013.

- Easiness of the Budget Creation Process to Understand was measured in 2018 at 16.3% for very difficult from an increase of 5.9% in 2013. In addition, a reduction of very easy to understand was measured at 14.0% in 2018 which decreased by 6.9% from 2013. Also, Easiness of the Budget Transfer Process to Understand decreased by 2.2% from 2013 to 2018 in very difficult and very easy decreased by 12.2% from 2013 to 2018.

In 2020, Fiscal Services began offering monthly trainings on Budget Creation and Budget Transfer processes. A training guide is also available on the Fiscal Services website.

#### SAO 2

**SAO Title**

Budget transfers/adjustments will be processed in a timely manner

**Assessment Status**

Assessed

**SAO Summary and Reflection**

Timeliness of Budget Transfers were perceived by half of the Budget Services users as being processed in a timely manner and almost all said they were at least somewhat timely.

- Timeliness of Budget Transfers increased by 9.60% for somewhat timely from 2013 to 2018.

In 2020, Fiscal Services has completed the configuration and workflow automation of Budget Transfer functionality. All budget transfer journals are entered directly into the PeopleSoft Commitment Accounting module and submitted for approval using Approval Workflow processes.

A limited number of budget adjustments (increases/decreases/intra- and inter-fund transfers) will continue to be processed manually.

#### SAO 3

**SAO Title**

Payroll Leave Balance Information will be easily understood by all employees

**Assessment Status**

Assessed

**SAO Summary and Reflection**

Ease of Understanding Leave Balance Information on the pay stub was perceived by most respondents as being easy to understand.

- Ease of Understanding Leave Balance Information on the pay stub increased from 30.7% in 2013 to 31.3% in 2018.

Payroll training is part of new employee onboarding process and is offered to current employees on a monthly basis.

## SAO 4

### SAO Title

Faculty and staff will have access to Online Payroll Services

### Assessment Status

Assessed

### SAO Summary and Reflection

Interest in Online Payroll Services was expressed as a definite importance.

Updating Tax Withholding Information online increased by 6.3% for yes definitely from 2013 to 2018.

Updating Direct Deposit Information online increased from 56.5% to 57.4% in yes definitely from 2013 to 2018.

Reporting Time Worked and Absences Electronically increased by 7.3% for yes definitely from 2013 to 2018.

### Additional Information:

California labor laws contain specific requirements for furnishing paystubs to employees. The receipt of paystub in an electronic manner (whether by email or access to print) is voluntary; therefore would require gathering specific consent from employees. The capability to gather this type of data is currently not available in the current HCM environment without additional system modification or manual intervention from payroll staff, e.g. collecting employees' preferences to receiving their pay stubs (via electronic or paper), updating selections when preferences change, creating individual PDFs of each pay stub, storing them on the server, and configuring the system to email out to the appropriate employees.

Technical requirements must be addressed prior to implementing Self-Service features, specifically enabling the single sign-on for PeopleSoft HCM (HR system) and implementing the Appsian software. Data security is absolutely critical to protect District records from cybersecurity risks and virus attacks. The SSO project has not been completed by I.S. Once appropriate data security is in place, self-service dashboards can be enabled to allow employees to be able to opt-in or opt-out to receive pay stubs electronically and/or provide a way to print the stubs out, should they choose to do so. Self-service will also enable employees to view current and prior pay stubs online anytime. This will also expand online services including the ability to manage W4s, direct deposit requests, address changes, open enrollment benefits, etc. This SAO supports the goal of providing the necessary services to support all employees.

## SAO 5

### SAO Title

Permanent employees will report and receive timesheet/absence reports efficiently and accurately

### Assessment Status

Not assessed

### SAO Summary and Reflection

Absence Reporting Efficiency measured through:

- Employees will agree on the accuracy of data on the timesheet
- Ease of reporting data
- Timeliness of Reporting

In 2020, Payroll assessed requirements of converting paper/manual forms into a paperless process.

The District does not have a license to operate PeopleSoft Time and Labor application that would allow time reporting and absence management, e.g. scheduling, reporting, tracking, approving time. This will need to be added to the Technology Projects list, subject to prioritization and funding.

### Next planned assesment

## SAO 6

### SAO Title

Students will report that they receive convenient options for making payments towards current and past due balances.

### Assessment Status

Assessed

**SAO Summary and Reflection**

In 2019, a past due payment plan was made available to students owing from past terms. This has been requested by many students to allow them to pay off past balances and continue their education. In addition, the current term payment plan has been reconfigured to allow more, longer options for students. This includes allowing the payments to be spread over more months for ease of payments as well as providing later starting payment plans for students enrolling in Fast Track 2 classes.

## OTHER ASSESSMENT DATA

### Quantitative Data

List all other quantitative and/or qualitative measures you use to track, monitor, and/or evaluate the effectiveness of your program/Unit.

#### Measures, Descriptions, and Annual Values

##### Measure 1

**Name of Measure**

Accounts payable voucher processing

**Description of Measure**

Quantity of voucher processed through accounts payable department

Year	Year	Year	Year
2016-17	2017-18	2018-19	2019-20
Value	Value	Value	Value
32831	41132	46868	61499

List values for years listed immediately above. Select "+ Add Measure" below to insert all measures, values, and descriptions.

##### Measure 2

**Name of Measure**

Payroll Journals

**Description of Measure**

Number of payroll journals by pay group posted to the GL for salaries and benefits

Year	Year	Year	Year
2016-17	2017-18	2018-19	2019-20
Value	Value	Value	Value
56	54	57	59

List values for years listed immediately above. Select "+ Add Measure" below to insert all measures, values, and descriptions.

##### Measure 3

**Name of Measure**

New and Edited Chart of Accounts

**Description of Measure**

Number of new and edited accounts, departments, projects, classes, programs, and funds added to the chart of accounts.

Year	Year	Year	Year
2016-17	2017-18	2018-19	2019-20

Value	Value	Value	Value
100	71	68	43

List values for years listed immediately above. Select "+ Add Measure" below to insert all measures, values, and descriptions.

#### Measure 4

**Name of Measure**

Reports Reviewed

**Description of Measure**

Number of Federal, State, and Local grants that are reviewed and approved for signature and then filed with appropriate agency.

Year	Year	Year	Year
2016-17	2017-18	2018-19	2019-20
Value	Value	Value	Value
60	70	97	110

List values for years listed immediately above. Select "+ Add Measure" below to insert all measures, values, and descriptions.

#### Measure 5

**Name of Measure**

Grants to Monitor

**Description of Measure**

Number of Federal, State, and Local grants that are monitored.

Year	Year	Year	Year
2016-17	2017-18	2018-19	2019-20
Value	Value	Value	Value
126	120	133	114

List values for years listed immediately above. Select "+ Add Measure" below to insert all measures, values, and descriptions.

#### Measure 6

**Name of Measure**

Journal Entries - Data Entry

**Description of Measure**

Number of lines in journal entries uploaded or manually input for expenditure and revenue accounts.

Year	Year	Year	Year
2016-17	2017-18	2018-19	2019-20
Value	Value	Value	Value
13742	8108	10131	11752

List values for years listed immediately above. Select "+ Add Measure" below to insert all measures, values, and descriptions.

## Measure 7

### Name of Measure

Absence Reports and Timesheets Processed

### Description of Measure

Number of absence reports and timesheets per pay group.

Year	Year	Year	Year
2016-17	2017-18	2018-19	2019-20
Value	Value	Value	Value
14906	16479	15969	15673

List values for years listed immediately above. Select "+ Add Measure" below to insert all measures, values, and descriptions.

## Measure 8

### Name of Measure

Budget Transfers

### Description of Measure

Number of lines in budget transfers uploaded or manually input for expenditure budget pools and revenue accounts.

Year	Year	Year	Year
2016-17	2017-18	2018-19	2019-20
Value	Value	Value	Value
34182	34065	34601	32347

List values for years listed immediately above. Select "+ Add Measure" below to insert all measures, values, and descriptions.

## Measure 9

### Name of Measure

Payroll Warrants

### Description of Measure

Number of manual paychecks for employees (i.e. affidavits of lost warrants; regular pay; and off-cycles.

Year	Year	Year	Year
2016-17	2017-18	2018-19	2019-20
Value	Value	Value	Value
9364	10444	9646	9267

List values for years listed immediately above. Select "+ Add Measure" below to insert all measures, values, and descriptions.

## Measure 10

**Name of Measure**

Garnishments

**Description of Measure**

Number of garnishments via pay voucher and child support (EFT).

Year	Year	Year	Year
2016-17	2017-18	2018-19	2019-20
Value	Value	Value	Value
111	117	295	215

List values for years listed immediately above. Select "+ Add Measure" below to insert all measures, values, and descriptions.

**Measure 11****Name of Measure**

Documents Used for Additional Pay

**Description of Measure**

Note: For the total number of payments in this category. One agreement can be paid over multiple payments. Number of Stipends (i.e. Bilingual Stipend, Professional Growth, etc.); Extra Hours Reports; Notice of Hourly Employment (NOHE's); Office Hours Agreement; and Overtime Reports.

Year	Year	Year	Year
2016-17	2017-18	2018-19	2019-20
Value	Value	Value	Value
1324	1380	1300	931

List values for years listed immediately above. Select "+ Add Measure" below to insert all measures, values, and descriptions.

**Measure 12****Name of Measure**

Duplicate Pay Stub Requests

**Description of Measure**

Number of requests for duplicate paystubs.

Year	Year	Year	Year
2016-17	2017-18	2018-19	2019-20
Value	Value	Value	Value
157	175	133	170

List values for years listed immediately above. Select "+ Add Measure" below to insert all measures, values, and descriptions.

**Measure 13****Name of Measure**

Verification of Employment

**Description of Measure**

Number of forms processed to verify employment status and earnings for home loans and rental confirmations.

Year	Year	Year	Year
2016-17	2017-18	2018-19	2019-20
Value	Value	Value	Value
108	190	110	160

List values for years listed immediately above. Select "+ Add Measure" below to insert all measures, values, and descriptions.

**Measure 14****Name of Measure**

Retirement Processes

**Description of Measure**

Number of retirement forms requested and retirement/savings files uploaded to retirement agencies.

Year	Year	Year	Year
2016-17	2017-18	2018-19	2019-20
Value	Value	Value	Value
19	23	18	50

List values for years listed immediately above. Select "+ Add Measure" below to insert all measures, values, and descriptions.

**Measure 15****Name of Measure**

W-2 Issuance

**Description of Measure**

Number of W-2's issued to employees – originals and duplicates.

Year	Year	Year	Year
2016-17	2017-18	2018-19	2019-20
Value	Value	Value	Value
2656	2963	2918	2809

List values for years listed immediately above. Select "+ Add Measure" below to insert all measures, values, and descriptions.

**Reflect on your quantitative data and summarize your findings or interpretations.**

The Accounts Payable Department has grown in the amount of vouchers processed on an annual basis nearly doubling over this period of time. Filling a vacant accounting tech position is critical to support this area and address increases in workload.

Through training that we provide during budget development, we are able to measure the effectiveness and efficiency of the information on the budget development submissions we receive.

By having frequent meetings with project monitors, we can assure we are tracking project expenditures according to the funding agency's guidelines.

Due to COVID-19, the Payroll area automated Absence Reports. The reports are sent through Adobe Sign to the employee to complete, then to the supervisor to review and approve, and finally to Payroll to capture in the PeopleSoft HCM database.

## **Qualitative Data**

**Describe any qualitative measures you use and summarize the results.**

The Accounts Payable department has worked to ensure departments are well informed of delays and issues through implementing a system workflow for vouchers, "Payment Request". This gave better visibility into users vouchers.

Through the integration of the HCM and Finance PeopleSoft databases, we would eventually like to automate the posting of salaries and benefits for payroll journals. We are currently working with ERPA Consultants on the Commitment Accounting Project and want to use delivered functionalities. Our "Go Live" date is June 2021.

We would like to implement training at the beginning of the grant process (i.e. before we receive the grant) with all project monitors.

We would like to provide online services in Payroll for timesheets, absence reports, paystubs, direct deposits, and W-2's.

**What improvements have you implemented or plan to implement as a result of your assessment of quantitative and/or qualitative data described above?**

We would like to extend the AP's ability to process payments based on terms, see goal 3, allowing the college to pay based on supplier terms.

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## **ACHIEVEMENTS AND OTHER RELEVANT INFORMATION**

**Describe your program's achievements this past year. Where possible, describe how these achievements are related to our students and their success!**

**PAYROLL:** Payroll developed an electronic absence reporting form that collects data that can be uploaded into PeopleSoft. Form accepts electronic and digital signatures. Workflow approvals are automated using Power Automate, driven by the "supervisor" information pulled from HCM. This has increased efficiency in absence reporting across the District.

**STUDENT FINANCIALS/CASHIERS-** Implemented past due payment plan to assist students with balances from past terms- allowing students to continue to attend while paying off past fees. Implemented Credentials Services with our Police office to allow students to purchase parking permits through an online portal- students now use their license plates as their permit instead of needing to get a physical permit. Put in a credit card machine in the Police Office to allow for payments of citations and Livescan in the police office. Implemented new Student Activity Card process with Student Life and Leadership to allow for a simplified way of issuing Activity Cards. Researched and implemented new refunding process due to COVID-19 for student enrollment fee refunds and Parking

**BUDGET-**Implemented the Budget Transfer functionality in PeopleSoft financials to allow automated budget transfer processing. We have new Grant Funded Student Project managers that we were able to communicate with and develop new procedures that both monitor their expense and their revenue reporting; Successfully renewed 2 Grant Funded Student Projects; Set up new on-line procedures for Payroll, Budget and Grants monitoring; DRC received additional State apportionment due to the improvement of grant monitoring and adhering to State guidelines; Continuous monitoring of Federal and State COVID-19 related funding to ensure that the District transitioned from F2F (Face-To-Face) classes to an online environment that serves our student population; Using approved Federal and State awards allocations to provide student aid during COVID-19.

**ACCOUNTS PAYABLE-**Implemented the Payment Transfer functionality in PeopleSoft financials to allow for automated voucher processing. Document Attachment associated with payment requests provides paperless accounts payable solutions. External auditors commented on ease of use and are pleased with level of detail provided during field work.

**PEOPLESOFT FINANCIALS SUPPORT-**Monthly Fiscal Trainings are offered throughout the year. Fiscal Services developed a custom process for vice presidents to run Available Budget Reports. In 2020, use of this report was extended to all PRP preparers, managers and staff. Standard Available Budget Reports display budget, actual, encumbrance, and available balance for all budgets associated with a department. The report can be generated in a 3-year comparative format. In addition, nVision Reporting Tool instructions have been updated.

**PURCHASING-**First DRAFT of the Purchasing Manual has been completed. This manual covers procurement options, compliance requirements, federal and state guidelines, and responsibilities of requesters, approvers, and buyers.

**INTERNAL AUDIT**

The District approved its first formal internal audit plan in Spring 2020 and established a formal internal audit capacity. This plan represents a schedule of audits or assessments to be performed. The reports and general results that come from the areas under audit provide the District's leadership with valuable tools for decision-making and improving the efficiency and effectiveness of District operations. Effective and efficient District practices translate directly into cost savings which permit the District to deliver an elevated level of service that our students benefit from directly.

**Describe any recent changes in legislation, policies, procedures, processes, and/or technology (software and hardware) that have impacted or will impact your program/unit. What effect will these changes have on your program/unit?**

STUDENT FINANCIALS/CASHIERING: Student Health Services recently changed the criteria for who is charged the Student Health Fee each term. We implemented the new changes into the system so that students are charged correctly. Due to COVID-19, we had to restructure how refunds were processed- working with Student Services we changed our system to allow for students to receive a refund of Enrollment fees due to COVID drops. In 2020, Student Representation Fee legislation changed, which required system modification in Tuition and Fee calculation. District is required to calculate payments to be remitted to the CCCCCO at year-end.

FISCAL: Due to COVID-19, several Executive Orders were issued by the state governor which impacted budget assumptions and calculations. The Budget Act also incorporated state deferrals which increased our cash monitoring requirements. Fiscal Services implemented a daily Cash tracking system and developed Cash Flow Reports for up to 18 months out to assure the District is able to meet its monthly obligations.

The Student Centered Funding Formula extended hold harmless provisions through 2022-23. This impact budget calculations and short/long-term planning.

Navigating new COVID regulations directly impacted Fiscal Services and created new challenges that will exist past the coronavirus pandemic. Federal and state legislations impacted payroll and fiscal processes and added several layers of complexity in accounting for expenditures and reporting aspects. Reporting for grants need to be supplemented with additional control activities. Accounting and Budget staff developed new reports to help track emergency purchases. The pandemic increased the number of student financial aid checks processed weekly as well as the number of student refunds and check deposits.

PAYROLL: Upgrading PeopleSoft HCM will require training and time to learn the system

BUDGET: As more grants are received by the College, additional training for staff will be needed to ensure compliance.

**In addition to (or in response to) the changes listed above, what board policies, procedures, and processes need to be updated, created, or deleted?**

STUDENT FINANCIALS/CASHIERING- Students that have a returned physical check are charged \$20. However, if they have an ACH return, our credit card processor charges us \$9 but we do not pass this on to the student at this time. Would like to charge all students with a return or no students with a return.

BUDGET: Continue implementation of PeopleSoft Commitment Accounting to enable integration between HCM and Financials and tracking of payroll expenditures. Procedures for managing/budgeting for vacancies will need to be established.

ACCOUNTING: New procedures related to the use of federal and state grants were established to ensure compliance with grant requirements and transparency in reporting. Instructions provided to the campus community will be updated as regulations change and new information is received.

General Campus Training Materials related to Travel, PeopleSoft End-User Manual, Purchasing Manual

INTERNAL AUDIT: There remain a small group of fiscal Board Policies (BP) and Administrative Procedures (AP) that require review and update. This group includes the District's AP for Travel, Fiscal Management and Other Facilities Use (Civic Center Act).

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## **PROGRAM/UNIT EVALUATION AND THREE-YEAR PLANNING**

## **Program Evaluation and Planning is completed in two steps.**

First, you will complete an overall evaluation of your unit drawing from your unit assessment data.

Second, working from that evaluation, you will establish your goals for the upcoming three years.

### **Section 1: Overall Evaluation of Program**

Reflect on your unit, the results of your assessments in Part 2 above, and your vision for the future. Then, working together answer the following questions. Summarize your answers in the grid below.

1. What are our greatest strengths?
2. What are our best opportunities?
3. What is our preferred future, what do we aspire to do?
4. What are the measurable results that will tell us we've achieved that vision of the future?

### **Section 2: Establish Goals and Strategies for the Next Three Years**

Once you have completed your overall evaluation, identify a set of goals and strategies for accomplishing them for this upcoming three-year planning cycle. Use the template in Section 2 below to document your goals, strategies, and timelines for completion. Goals should be Specific, Measurable, Attainable, Relevant, and Time –Specific (SMART). Following the goal template below will help you create SMART goals!

## **OVERALL EVALUATION OF PROGRAM**

Discuss your Program's/Unit's Strengths, Opportunities, Aspirations, and Results (SOAR) and summarize your discussion below.

### **Strengths:**

Courtesy and Professionalism

Developing collegial relationships through attentive interactions when problems are reported.

Forward-thinking when recommending and implementing new technology.

Commitment

Ability to prioritize issues and dedicate the time required to resolve them. Strong commitment to meeting all deadlines for compliance requirements.

Integrity and Stewardship

Desire to do the job right and to increase transparency of financial information

### **Opportunities:**

Communication

Educate campus community regarding budget, fiscal processes, and compliance requirements

Communicate accomplishments to the campus community

Staff Development

Strengthen the skillsets of our team through additional training and sharing of best practices; provide growth opportunities within the institution

**Aspirations:**

Update all financial policies and procedures

Create a FORMS CENTRAL webpage, an easy one-stop shop for all forms, listed alphabetically

Implement Self-Service Dashboards for employee services upon completion of SSO implementation by IS

Implement Self-Service Dashboards for Financials and add Reporting and Analytics that can be created by end-users

Train BSAs on BI Publisher

Update PeopleSoft Financials to a more modern User Interface

Investigate automated solutions for Travel and Expense Reporting

Leverage use of GT e-Forms where applicable

**Results:**

Increased productivity through innovation

Increased customer satisfaction

Improved security

Effective internal control structure

More modern, robust, resilient, and consistent user experience

Sufficient funds, staffing, and service levels

Consistent unmodified opinion on all financial, performance, and compliance audits

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## PROGRESS ON PRIOR PRP GOALS

List current or prior PRP goals your unit has been working on and provide an update by placing an "X" in the appropriate status box.

### Prior PRP Goals

#### Goal 1

**Goal**

Provide additional training during the budget development process and throughout the fiscal year.

**Choice**

Ongoing

#### Goal 2

**Goal**

Provide online services in Payroll for timesheets, absence reports, paystubs, direct deposits, and W-2's.

**Choice**

Ongoing

#### Goal 3

**Goal**

Continue to meet with project monitors on their grants and communicate and provide training.

**Choice**

Ongoing

**Add any comments related to your work on prior goals, if needed (e.g., successes, challenges, reasons for eliminating a goal).**

Successes in meeting these goals are largely dependent on getting additional support. Fiscal Services department is not staffed adequately to address its normal work load and has suffered staffing reductions throughout the past few years.

Time requirements

to address FCMAT recommendations, respond to numerous inquiries on financial information, respond to public records requests (usually with very short turnaround time), respond to the needs of faculty/staff/students during the pandemic, respond to governing board questions along with preparing agenda items that require scrutiny to make sure the information is concise and clear for Board members, provide analysis and presentations to various constituents, inquiries and requests from HR for the purpose of negotiations, working through accreditation writing/program review requirements, facilitating system implementation projects, updating policies and procedures, providing fiscal training to campus community -- all these have directly impacted staff's time and their ability respond to normal work flow and routine functions. Providing financial reports require extensive preparation and research in the areas of finance, procurement, budget, and related operational items. Our goal in 2020-21 is to fully replace all positions that were vacated due to retirements in recent months and train staff accordingly.

## ESTABLISH GOALS AND STRATEGIES FOR THE NEXT THREE YEARS

**New Goals:** Please list all goals for this three-year planning cycle.

### Goal 1

#### Description

STUDENT FINANCIAL/CASHIERING- Implement Third Party Billing in Peoplesoft. By implementing the third party billing application in Peoplesoft, we will be able to better serve our students and potentially reduce our AR. Third party billing would allow our office the ability to create a type of contract with any vendors/outside sources paying the tuition and fees on a student's account. We would place all eligible charges to be paid by the vendor in this contract which leaves the correct amount for the student to pay on the student account instead of student showing the entire balance and being unable to pay just that amount online.

#### Strategies for implementation

Request funding for Consultant to assist with implementing this application at Palomar College. Include all appropriate departments (Admissions, Veterans, Financial Aid, Cashiers) in the training and implementation.

#### Timeline for implementation

3-6 months

#### Outcome(s) expected (qualitative/quantitative)

Allow students to be able to see only the balance that they personally owe that is not covered by a third party agency. As a result, students can pay this balance through their online portal or even sign up for a payment plan if needed.

#### How does this goal align with your unit's mission statement?

Promotes student success as students are no longer worried about large balances on their account.

#### How does this goals align with the College's Strategic Plan 2022?

Inclusiveness- Many of our students that have a third party paying for their schooling have suffered injuries, are physically or developmentally disabled, or are part of a unique group that may need additional assistance. Our current operation shows the total balance owed on the account and often worries our students in these groups. By implementing this application, we would no longer alarm our students and they would be able to have the exact same experience as other 12/students.

#### Expected Goal Completion Date

12/31/2021

### Goal 2

#### Description

STUDENT FINANCIALS/CASHIERING- Implement an electronic (non-check) option for Student refunds and Financial Aid Refunds

#### Strategies for implementation

Work with Financial Aid to implement a software/program that allows all refunds to be sent to students electronically either via direct deposit (ACH) or another electronic refunding form. Ensure all processes on Fiscal and Financial Aid's side can be supported with electronic refunds.

#### Timeline for implementation

Should take 3-6 months to implement once product is product/service is acquired.

#### Outcome(s) expected (qualitative/quantitative)

Largely reduce the number of physical checks being sent to students on a weekly basis. This would decrease costs related to envelopes, stamps, check paper, ink to print checks, fees assigned to us because of checks. Increase satisfaction of students as they receive their refund or financial aid check in a quicker, more convenient manner.

**How does this goal align with your unit's mission statement?**

This would allow us to be more efficient with our refunding.

**How does this goal align with the College's Strategic Plan 2022?**

Would align with our Institutional Effectiveness plan

**Expected Goal Completion Date**

12/31/2021

**Goal 3****Description**

ACCOUNTS PAYABLE - Implement paying creditors by terms. Majority of creditors carry 30 day terms, however some allow even longer terms.

**Strategies for implementation**

When staffing time permits, pending Senior Accounting Technician, staff would be able to transition vendor profiles to setting contractual terms into the profiles. Once profiles are corrected, the staff will then work to validate a accounts payable aging report to utilize to ensure payments are maintained and appropriately reported.

**Timeline for implementation**

Should take 3-6 months to go through system profiles and work on adjusting existing reports.

**Outcome(s) expected (qualitative/quantitative)**

The college will be able to delay payments based on terms, giving the college flexibility in their cash flow that is a major problem during seasonally occurring cash shortages. This will also benefit the college as we'll maintain a higher cash balance further increasing our interest earned on our banking accounts.

**How does this goal align with your unit's mission statement?**

This will allow the college to be more fiscally responsible and provide better oversight into the payments of suppliers.

**How does this goal align with the College's Strategic Plan 2022?**

Would align with our Institutional Effectiveness plan

**Expected Goal Completion Date**

12/31/2021

**How do your goals align with the College's values of equity and inclusion?**

The concepts of diversity, equity, and inclusion are important to us and are embedded within our fiscal plans and goals. We are committed to collaboration, accountability, respect, and effectiveness. We will continually to adapt to evolving circumstances to uphold the College's inclusionary efforts for all employees and students.

**The Strategic Plan 2022 includes the College's Vision for Success (VFS) outcomes. Review the VFS goals and reflect on how your unit supports these outcomes. Identify one strategy your unit will implement to help the college meet these outcomes. Click here to access Strategic Plan 2022.**

All areas within Fiscal Services are taking actions to advance the FCMAT recommendations and continue to enhance business processes to ensure institutional effectiveness. We continue to improve our systems and provide training to help the campus community to understand our processes.

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**RESOURCES**

Congratulations! You are nearing completion. In this section, you will consider the resources you need to implement your three-year program review plan and/or address any findings from your assessment of your discipline.

The section is organized into the following four parts:

PART 1: Staffing Needs (Faculty and Additional Staff)

PART 2: Budget Review

PART 3: Technology and Facilities Needs

PART 4: One Time Request for Other Needs (NonTechnology Equipment, Supplies, Operating Expenses, Travel)

**Reflect upon the three year plan you created above, your current operations, and any upcoming factors (retirements, changes in legislation, and changes in policies or procedures) that will impact your unit. How will you allocate resources to implement your plan? Describe additional resources needed to improve the effectiveness of your unit/program. All resource requests must be aligned with the College's Strategic Plan 2022.**

**Summarize any reallocation/re-organization of resources you are making based upon your three-year plan, your current operations, and any other factors (e.g., legislation). Describe the impact of the reallocation of resources to your unit.**

## PART 1: STAFFING NEEDS

Are you requesting new Classified, CAST, or AA positions?

Yes

If you are requesting STAFF, please fully complete this section. If not, you can skip to the next resource section. Click "+Add Staff, CAST, AA request" below for each additional request.

When considering the funds required for a position, consult the HR website for position salary schedule and the [Benefits Worksheet](#) for additional costs related to benefits for the position.

### REQUEST FOR ADDITIONAL CLASSIFIED, CAST, AA

#### Staff, CAST, AA request 1

Title of position

Accounting Technician- Cashier's Office

Is this request for a full-time or part-time position?

Full Time

How does the position fill a critical need for current, future, or critical operations? e.g. accreditation, health and safety, regulatory, legal mandates, institutional priorities, program trend analyses of growth/stability.

In December of 2019, we lost an accounting technician to Retirement. Working remote has provided us the ability to stay afloat with just a Cashiering Staff of 2 CCE employees but one additional would allow us the ability to move forward as a department and maintain level of service to college staff and students. Our office needs another staff member so that we can move toward better collection and maintenance of AR for the college, implement new programs to assist students with balances and refunding, and implement third party billing program in Peoplesoft.

Does the position assist in establishing more efficient District Operations through either of the following: reorganization/restructuring OR use of technology?

Additional position would help us move forward with new technology and programs in the Cashier's Office.

Is there funding that can help support the position outside of general funds?

No

Describe how this position helps implement or support your three-year PRP plan.

A replacement for our retiree would allow us to provide excellent service in office to students and staff, implement new programs to streamline collection of fees from our students (both third party billing and collections), and allow us the staff to be able to streamline our refunding process to students.

#### Strategic Plan 2022 Objective

If the position is not approved, what is your plan?

Request an hourly employee or Federal Work Study student to assist with everyday responsibilities to allow my full time employees to refocus their energies to some of the smaller, new initiatives.

#### Staff, CAST, AA request 2

Title of position

Senior Accounting Technician - Accounts Payable

Is this request for a full-time or part-time position?

Full Time

**How does the position fill a critical need for current, future, or critical operations? e.g. accreditation, health and safety, regulatory, legal mandates, institutional priorities, program trend analyses of growth/stability.**

In FY19-20, a staff member was transferred out of the role due to promotion. Since that time, we have had that staff filling the role at a 100% capacity due to the role remaining unfilled. During the FY20 period the AP department processed 61,499 vouchers, meaning 1,230 vouchers a week. This constitutes a 31% increase year over year. This position is a critical need for the college, as directly affects the financial position of the college. When processing vouchers at that rate, we risk late fees, supplier relations, and legal ramifications.

**Does the position assist in establishing more efficient District Operations through either of the following: reorganization/restructuring OR use of technology?**

This position would improve the efficiency of the college through restructuring. An upgrade to the position to a Senior Accounting Technician would provide the ability to improve our payment processing and increase cash utilization.

**Is there funding that can help support the position outside of general funds?**

No

**Describe how this position helps implement or support your three-year PRP plan.**

This position would support the payment processing of the college reducing the potential delays of payments leading to financials impacts to the college due to non-payment, late-payment, or legal ramifications.

**Strategic Plan 2022 Objective**

3:4

3:5

4:3

5:1

**If the position is not approved, what is your plan?**

### **Staff, CAST, AA request 3**

**Title of position**

Manager, Procurement and Contracts

**Is this request for a full-time or part-time position?**

Full Time

**How does the position fill a critical need for current, future, or critical operations? e.g. accreditation, health and safety, regulatory, legal mandates, institutional priorities, program trend analyses of growth/stability.**

Permanent manager is needed to ensure oversight of Contracts, Purchasing, Risk Management, and Business Services functions.

**Does the position assist in establishing more efficient District Operations through either of the following: reorganization/restructuring OR use of technology?**

The position ensures proper completion and compliance with procurement/bidding/public works regulations, coordinates responsibilities with AP/internal/external entities, and assists in coordinating contractor and District efforts to facilitate auxiliary services to students, faculty and staff. This position will analyze existing business processes related to purchasing and contracts, assist in streamlining Amazon Business, Cal-Card, Reqs/POs, and contracts administration.

**Is there funding that can help support the position outside of general funds?**

No

**Describe how this position helps implement or support your three-year PRP plan.**

This position will help analyze existing purchasing process performance, monitor/draft complex legally binding contracts, select best contracting methods, own the procurement process and support functions such as strategic sourcing, vendor management, and assist staff in drafting requests for proposals, specifications, evaluation criteria, and sole source justifications

**Strategic Plan 2022 Objective**

3:4

3:5

4:3

5:1

If the position is not approved, what is your plan?

## PART 2: BUDGET REVIEW

Review your Budget/Expenditure reports for 2018, 2019, 2020. Consider your three-year PRP plan.

Click on the link below to access directions to the *Available Budget Report* to complete this section.

### How to Request the Available Budget Report

Reflecting on your three-year PRP plan, are there any budget considerations you would like your dean/supervisor to be aware of for the upcoming year?

Yes

What budget considerations would you like your dean/supervisor to be aware of or to consider? Please be as specific as possible. For example, if you need an increase in the 40000 account and a decrease in the 23000 account, describe what increase your department needs, how much, and a description of why the department needs the adjustment.

Increase in 500000 for Financials Systems configurations/improvements. Consulting \$90K

Send all Managers, BSAs to PeopleSoft/BSI Publisher Training \$10K

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## NOTE: PARTS 3 and 4 – TECHNOLOGY, FACILITIES AND OTHER NEEDS

This year the College is implementing two new processes related to resource needs coming from the PRP process.

1. One-Time Fund Requests. The college is implementing a process for prioritizing and allocating funds for one-time needs/requests tied to Program Review and Planning. Prioritization will take place through participatory governance in planning councils and the Budget Committee. Then, a recommendation will be made to Exec for funding of request utilizing various funding sources.

For more information about funding sources available, see [IELM BLOCK GRANT, LOTTERY, PERKINS AND STRONG WORKFORCE GUIDELINES](#) (on the left menu of the web page).

Consider submitting one-time requests only if you have verified that you cannot fund the request using your general discretionary funds or other funds.

2. Technology and Facilities Review. From now on, ALL requests for technology will go through an institutional review process. If you request technology here, you will see a description of the process below.

## PART 3: TECHNOLOGY

Will you be requesting any technology (hardware/software) this upcoming year?

No

**Note about technology requests:**

*All technology requests will now go through a review process before prioritization.*

- *Your director will send you a Technology Request Checklist (aka Technology Proposal Analysis Checklist).*
  - *You must complete this checklist and return it to your director no later than 10/30/2020.*
  - *Once the director approves the form and the request, the director will send the document to the Technology Review Committee to determine IS resources needed, any integration issues, and/or potential overlap with existing technology.*
  - *The results of the review will be sent to the director with feedback.*
  - *The director will determine whether or not the request moves forward for prioritization and/or implementation.*
    - *Requests for one-time funding will move forward for prioritization.*
    - *Requests that use funding from your department budget may move forward for purchase.*

**PART 3: FACILITIES NEEDS**

**Do you have resource needs that require physical space or modification to physical space?**

Yes

**Facilities Requests****Facility Request 1**

**What are you requesting?**

Evaluate office spaces for employees included in re-organization

**What discipline PRP plan goal/objective does this request align with?**

**What Strategic Plan 2022 Goal/Objective does this request align with?**

5:1

**Provide a detailed description of the facilities item or space requested. What is it, and why do you need it? Please be as descriptive as possible. Include in your description how the requested item aligns with your discipline's PRP goals, analysis of PRP data, SLO/SAOs.**

**Is there an associated cost with this request?**

No

**What impacts will this request have on the facilities/institution (e.g., water/electrical/ADA compliance)?**

**One Time Needs**

For more information about funding sources available, see [IELM BLOCK GRANT, LOTTERY, PERKINS AND STRONG WORKFORCE GUIDELINES](#) (on the left menu of the web page under "Instructional Funding Sources").

**Do you have one-time requests for other items (e.g., Non-Technology Equipment, Supplies, Operating Expenses, Travel) that your budget or other funding sources will NOT cover?**

Yes

## Requests

### Request 1

**What are you requesting?**

Consultant to assist with implementation of third party billing application in Peoplesoft.

**Estimated Amount of Request.**

\$25,000.00

**Will you accept partial funding?**

No

**Budget Category**

Consulting (acct 500010)

**What PRP plan goal/objective does this request align with?**

Goal #1- Third Party Billing Application

**What Strategic Plan 2022 Goal/Objective does this request align with?**

3:4

3:5

4:3

5:1

**Provide a detailed description of the item requested. What is it, and why do you need it? Please be as descriptive as possible. Include in your description how the requested item aligns with your discipline's PRP goals, analysis of PRP data, SLO/SAOs.**

Currently, many of our students have a third party paying for their tuition and fees. As it stands, a student's full balance shows on their student account until payment is received by the third party. This often occurs after the term has ended. Instead, the third party billing application would allow the students to see only the balance they personally owe to the college, if applicable. This would provide better service to many of our more vulnerable students.

**Please upload a copy of the quote, if available.**

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## FEEDBACK AND FOLLOW-UP

Once your Program/Unit PRP is completed, your division or planning council should review and discuss based on your Vice President's planning process. This area is intended for summary feedback and recommendations from the divisional review.

### Confirmation of Review by Division / Planning Council

Person/Group/Council who reviewed PRP:

Sign Date

### FEEDBACK

**Strengths and successes of the program/unit as evidenced by the data, analysis, and assessments:**

**Areas of Concern, if any:**

**Recommendations for improvement:**

**Enter your email address to receive a copy of the PRP to keep for your records.**

**I confirm that the Program Review is complete and ready to be submitted.**

Yes

## Vice President Review

**Strengths and successes of the discipline as evidenced by the data and analysis:**

Good detailed analysis of functional areas.

**Areas of concern, if any:**

Need to address growing outstanding student receivables. Also maintain ongoing cash flow analysis and cash management by paying vendors within terms, and optimizing accelerated collections of receivables.

**Recommendations for improvement:**

Reduce student receivables working more closely with Student Services to enhance payment plans, streamline the "drop for non-payment process", and as necessary stronger fee collection practices. This would include continued participation in COTOP as well as engaging services of a collection agent.

**VP Name:**

Yulian Ligioso

**Signature Date:**

1/5/2021