Administrative Services Program Review 2018/19 (Comprehensive)

Business Office Support

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General Information (Administrative Services Program Review 2018/19 (Comprehensive))

2018/19 Administrative Services Program Review

Program Review Data and Resources

Submission Information (REQUIRED)

- Name of Lead Writer: Lynn Lasko
- Name of Liaison: Pablo Vela
- Name of Manager/Service Area Supervisor: Lorenze Legaspi

Faculty/staff (REQUIRED)

- Number of Full-Time Classified Professionals: 4
- Number of Part-Time Classified Professionals: 0
- Number of NANCE: 1
- Number of Students: 0

Service Area Mission (REQUIRED)

The Division provides complete, accurate, and timely Employment, Payroll Services, and information for Mesa College to the District Office. Using well defined processes, the knowledgeable and customer-focused staff provide excellent customer service, collaborating with employees, departments and business offices.

Service Area Overview (REQUIRED)

Form: 2018/19 Comprehensive Program Review Administrative Services Program Overview Section (See appendix)

Outcomes and Assessment (REQUIRED)

Form: 2018/19 Comprehensive Program Review Administrative Services Outcomes and Assessment Section (See appendix)

Service Area Analysis (REQUIRED)

Form: 2018/19 Comprehensive Program Review Administrative Services Program Analysis Section (See appendix)

Service Area Goals (REQUIRED)

2018/19

Form: "2018/19 Comprehensive Program Review Administrative Services Program Overview Section"

Created with : Taskstream
Participating Area: Business Office Support

(REQUIRED) Service Area Name

Business Office Support

(REQUIRED) Service Area Strengths

Discuss strengths of the service area.

The customer service provided by this department is probably their greatest strength. Employees can come in frustrated and upset, but after talking with one of the team they leave knowing that their issue is being handled, if not resolved, and their questions have been answered.

(REQUIRED) Service Area Challenges

Discuss challenges to the service area.

Working with the District can at time create challenges when trying to get documents processed in a timely manner.

(REQUIRED) External Influences

Discuss external influences (Collegewide and beyond).

The preceived notion that this department is the final step in processing paperwork creates frustration with the employees when it can take up to several weeks before they receive any communication from the District.

(REQUIRED) Areas of Focus

Describe one or more areas that your department is focusing on. You will refer to this response in the Program Analysis Section.

To work with District Employment and Payroll offices for improved procedures to support employment and payroll services at Mesa College.

Form: "2018/19 Comprehensive Program Review Administrative Services Outcomes and Assessment Section"

Created with : Taskstream
Participating Area: Business Office Support

(REQUIRED) Service Area Name

Business Office Support

(REQUIRED) We are halfway through our 6-year cycle. Is your area on target to complete assessment by Spring 2022? Please attach your schedule for assessment, with explanations as needed.

Refer back to Direction #3 on how to attach documents.

To continue to develope an understanding of the HCM system and how it will be impacted by the implementation of Campus Solutions.

(REQUIRED) Please list your AUOs.

1) To increase communication of payroll information to campus personnel for improved understanding of employment conditions.

2) To pursue collaborative efforts with the District Human Resources Office for improved procesures to support employment and payroll services to Mesa COllege

3) To provide assistance to Mesa administration, faculty and staff to ensure that everyone is familiar with the Employee portal in PeopleSoft

(REQUIRED) What have your completed assessments revealed about your area?

Commiunication is the key. Once there is an understanding of the situation, it eleaveates the frustration and concerns.

(REQUIRED) If issues or problems were identified, what is your plan for implementing change?

No answer specified

(REQUIRED) Based on your assessments, have you identified resource needs?

- None

Please provide any other comments.

No answer specified

Form: "2018/19 Comprehensive Program Review Administrative Services Program Analysis Section"

Created with : Taskstream
Participating Area: Business Office Support

(REQUIRED) Service Area Name

Business Office Support

(REQUIRED) Given your stated area(s) of focus in Part 4, has your service area introduced new or different actions that have changed how you do your work? Please describe.

An on-line key request was implemeted. This has eliminated the need of the paper form that required several signatures and delayed processing.

(REQUIRED) How do you create an environment that fosters equity, diversity, and inclusion?

No answer specified

(REQUIRED) Do you see trends in access to your services? What changes might you foresee in the next 2-3 years?

There will be changes with the implementation of Campus Solutions, but what they are is yet to be determined.

(REQUIRED) Do you have a vision for your area's future? Do you have ideas for changes to services or procedures? Please explain.

This will be identified once Campus Solutions goes live.

(REQUIRED) Describe how your area interacts and collaborates with other College areas/programs and the effects of that interaction

No answer specified

Goal

Goal	Mapping
Process Improvement Through Technology Demonstrate efficient payroll processes through the integration of technology while minimizing manual and paper processes to maximize efficiency therefore reducing resource waste.	**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 4.3, Strategic Goal 5.1
Data Analysis for Accurate Reporting (part of Outcome) Analyze data to provide reconciled reporting to Deans, Managers and Supervisors and ensure department personnel is trained and prepared to utilize the PeopleSoft system	**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 6.3

Action Plans (REQUIRED)

Actions

2018/19

Goal

Goal: Process Improvement Through Technology
Demonstrate efficient payroll processes through the integration of technology while minimizing manual and paper processes to maximize efficiency therefore reducing resource waste.

▾ **Action:** Train Deans, Managers and Supervisors

Describe the actions needed to achieve this	Ensure department personnel is trained and prepared to utilize the PeopleSoft system to

objective:	provide education and reporting to managers, deans and supervisors.
Who will be responsible for overseeing the completion of this objective:	Business Office Support Supervisor and Staff
Provide a timeline for the actions:	Ongoing
Describe the assessment plan you will use to know if the objective was achieved and effective:	
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	

▾ **Action:** Utilize New Technology

Describe the actions needed to achieve this objective:	Streamline and innovate business practices while minimizing manual and paper processes to maximize efficiency therefore reducing resource waste
Who will be responsible for overseeing the completion of this objective:	Business Office Support Supervisor and Staff
Provide a timeline for the actions:	At the implementation of ERP

Describe the assessment plan you will use to know if the objective was achieved and effective:

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

Goal: Data Analysis for Accurate Reporting (part of Outcome)

Analyze data to provide reconciled reporting to Deans, Managers and Supervisors and ensure department personnel is trained and prepared to utilize the PeopleSoft system

No actions specified

Employment/Payroll Goal Set 2014-2015

Outcome

Goal: Goal 1 - Process Improvement through Technology

Goal 1: Demonstrate efficient payroll processes through the integration of technology while minimizing manual and paper processes to maximize efficiency therefore reducing resource waste.
Link to Department goal 1

Link to College Strategic Goals 4.3 and 5

Action: Utilize New Technology

Describe the actions needed to achieve this objective:	Objective 1: Streamline and innovate business practices while minimizing manual and paper processes to maximize efficiency therefore reducing resource waste. Link to Department goal 1
Who will be responsible for overseeing the completion of this objective:	Employment/Payroll Supervisors and Staff
Provide a timeline for the actions:	At the implementation of the ERP
Describe the assessment plan you will use to know if the objective was achieved and effective:	AUO #1 Measure: PeopleSoft Payroll module implementation scheduled to go live January 1, 2016. This phase will include online timekeeping and will eliminate paper processes.
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	

Goal: Goal 2 - Data Analysis for Accurate Reporting

Analyze data to provide reconciled reporting to Deans, Managers and Supervisors and ensure department personnel is trained and prepared to utilize the new PeopleSoft system .
Link to Department goal 2

Link to College Strategic Goals 6.3

Action: Train Deans, Managers, and Supervisors

Describe the actions needed to achieve this objective:	Objective 2: Ensure department personnel is trained and prepared to utilize the new PeopleSoft system to provide education and reporting to managers, deans, and supervisors. Link to Department goal 2
Who will be responsible for overseeing the completion of this objective:	Employment/Payroll Supervisors and Staff
Provide a timeline for the actions:	At the implementation of the ERP.
Describe the assessment plan you will use to know if the objective was achieved and effective:	AUO #2 Measure: In conjunction with the PeopleSoft Payroll implementation timing, begin to develop report training for College Deans and Management.
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	

Closing the Loop (REQUIRED)

Form: 2018/19 Comprehensive Program Review Administrative Services Closing the Loop (See appendix)

Form: "2018/19 Comprehensive Program Review Administrative Services Closing the Loop"

Created with : Taskstream
Participating Area: Business Office Support

(REQUIRED) Service Area Name

Business Office Support

(REQUIRED) Which one(s) of the following were received in past year?

- None

(REQUIRED) How have these resources benefited your service area?

NA

Request Forms

- **BARC & Facilities Requests**
- **Classified Position Request**
- **Faculty Position Request**

Reviewers

Liaison's Review

Form: Administrative Unit Program Liaison's Review 2018/19 (Comprehensive)

Manager's Review

Form: Administrative Unit Program Manager's Review 2018/19 (Comprehensive)

Appendix

A. **2018/19 Comprehensive Program Review Administrative Services Program Overview Section** (Form)
B. **2018/19 Comprehensive Program Review Administrative Services Outcomes and Assessment Section** (Form)
C. **2018/19 Comprehensive Program Review Administrative Services Program Analysis Section** (Form)
D. **2018/19 Comprehensive Program Review Administrative Services Closing the Loop** (Form)