Administrative Services Program Review 2018/19 (Comprehensive)

Student Accounting

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Table of Contents

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 Writers**
  - Lynn Dang - Accounting Supervisor
  - Zod Schult - Senior Account Clerk
  - Anthony Alfuente - Senior Accounting Technician
- **Name of Manager/Service Area Supervisor:**
  - Lorenze Lagaspi - Vice President, Administrative Services
- **Name of Liaison**
  - Pablo Vela - Digital Color Technician

Faculty/staff (REQUIRED)

- Number of Full-Time Classified Professionals - 7
- Number of Part-Time Classified Professionals - 1
- Number of NANCE - 2
- Number of Students - 0

Service Area Mission (REQUIRED)

The Student Accounting Office supports the College's mission, vision, values, and goals of the College by providing efficient, professional support services and to ensure fiscal accountability to our customers within and beyond our campus community while adhering to District's policies and procedures. The Student Accounting Office shall strive to demonstrate our fiscal accounting principles, promoting innovative means of delivering quality service, and fostering a sense of community in support of the College's mission.

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)

File Attachments:

1. **Student Accounting Employee Survey 2018.pdf** (See appendix)
   Student Accounting Employee Survey

2. **Student Accounting POS Survey 2018_Data.pdf** (See appendix)
   Student Accounting Student Survey

Service Area Analysis (REQUIRED)

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

Service Area Goals (REQUIRED)

2018-2019

Goal

Goal	Mapping
GOAL 1: FISCAL STEWARDSHIP, SCALABILITY AND SUSTAINABILITY District commitment and investment in Campus Solutions will transform both the staff, faculty and student experience by providing access to more information and enhancing existing business processes. The system is consolidating and modernizing multiple legacy systems into one integrated software solution. We are currently seeking to increase FTE for one contract Classified Staff using the "Classified Position" requests to ensure our office has enough staff resources to meet current and future demand. Under the division of Administrative Services, the Student Accounting workload capacity is highly influenced by the various Student Services activity. We have witnessed successful implementation, expansion and continued growth within the various programs and/or accounts.	**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 2.2, Strategic Goal 2.3, Strategic Goal 2.4, Strategic Goal 4.3, **Institutional Learning Outcomes 2016/17:** Professional & Ethical Behavior

GOAL 2: PROCESS DOCUMENTATION (CAMPUS SOLUTION MODULES) Process documentation is an internal and continuous method for capturing the necessary steps to complete a process and/or tasks. It can be applied to both short and long-term goals to our service area. The full implementation and integration of Campus Solutions will impact the approach to existing office workflow. The system will include eight modules that contain specific business processes and functionality. District will be provide on-going support and resources during the launch of the system. The thorough and detailed documentation and/or mapping of Student Financials is crucial. The creation of flow charts, documents and/or other supporting material that will help explain how to navigate through various options. This will guide and teach staff the best practices and procedures to deliver the required functionality.	**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 4.4, **Institutional Learning Outcomes 2016/17:** Communication, Critical Thinking, Information Literacy
GOAL 3: UPGRADING OFFICE TECHNOLOGY The upgrade and addition of office technology is vital to provide an efficient and productive work environment. It can be applied to both short and long-term goals for our service area. Student Accounting continues to encounter various issues with our multi-function (copier/printer/scanner/fax). We perform common tasks essential to record management, and an upgraded multi-function xerox	**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 6.1, **Institutional Learning Outcomes 2016/17:** Information Literacy

machine will provide staff with a reliable resource.

GOAL 4: ENHANCE STAFF DEVELOPMENT AND RESOURCES
Enhancing staff development and resources can provide opportunities for staff to engage in activities that reinforce and make meaningful contributions. It can be applied as a long-term goal, however, it can lead to short-term benefits to our service area.

Create and establish professional training opportunities that involve Student Accounting staff located at Miramar, Mesa and City campuses.

To cultivate an environment that attracts, develops, and retains knowledgeable and skilled professionals that embrace diversity to deliver the highest quality support services to our community.

CA- Mesa College Strategic Directions and Goals: Strategic Goal 5.1,
Institutional Learning Outcomes 2016/17: Communication, Critical Thinking, Information Literacy, Professional & Ethical Behavior

Action Plans (REQUIRED)

Actions

2018-2019

Goal

Goal: GOAL 1: FISCAL STEWARDSHIP, SCALABILITY AND SUSTAINABILITY

District commitment and investment in Campus Solutions will transform both the staff, faculty and student experience by providing access to more information and enhancing existing business processes. The system is consolidating and modernizing multiple legacy systems into one integrated software solution.

We are currently seeking two (2) "Classified Position" requests to ensure our office has enough staff resources to meet current and future demand. Under the division of Administrative Services, the Student Accounting workload capacity is highly influenced

by the various Student Services activity. We have witnessed successful implementation, expansion and continued growth within the various programs and/or accounts.

Action: FISCAL STEWARDSHIP, SCALABILITY AND SUSTAINABILITY

Describe the actions needed to achieve this objective:	Develop a framework to guide employees. Conduct routine workplace analysis to help identify factors influencing service area.
Who will be responsible for overseeing the completion of this objective:	Accounting Supervisor
Provide a timeline for the actions:	
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):	Classified Hiring Priority Committee

Goal: GOAL 2: PROCESS DOCUMENTATION (CAMPUS SOLUTION MODULES)

Process documentation is an internal and continuous method for capturing the necessary steps to complete a process and/or tasks. It can be applied to both short

and long-term goals to our service area.

The full implementation and integration of Campus Solutions will impact the approach to existing office workflow. The system will include eight modules that contain specific business processes and functionality. District will be provide on-going support and resources during the launch of the system.

The thorough and detailed documentation and/or mapping of Student Financials is crucial. The creation of flow charts, documents and/or other supporting material that will help explain how to navigate through various options. This will guide and teach staff the best practices and procedures to deliver the required functionality.

Action: PROCESS DOCUMENTATION (CAMPUS SOLUTION MODULES)

Describe the actions needed to achieve this objective:	Outline the steps necessary to complete a task and/or process.
Who will be responsible for overseeing the completion of this objective:	Accounting Supervisor
Provide a timeline for the actions:	Long-term goal.
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):	District Support via Help-desk Access to Campus Solutions (Student Financials module)

Goal: GOAL 3: UPGRADING OFFICE TECHNOLOGY

The upgrade and addition of office technology is vital to provide an efficient and productive work environment. It can be applied to both short and long-term goals for our service area.

Student Accounting continues to encounter various issues with our multi-function (copier/printer/scanner/fax). We perform common tasks essential to record management, and an upgraded multi-function xerox machine will provide staff with a reliable resource.

Student Accounting is currently equipped with four (4) active credit-card terminals, which are all located at service windows. The addition of two (2) new terminals will allow both accounting leads (Senior Accounting Technician and Accounting Technician) to become more effective and productive.

Action: UPGRADING OFFICE TECHNOLOGY

Describe the actions needed to achieve this objective:	Identify and record new and/or reoccurring issues. Perform a cost-analysis.
Who will be responsible for overseeing the completion of this objective:	Accounting Supervisor Vice President of Administrative Services
Provide a timeline for the actions:	Xerox Workcenter (Spring 2020 or when budget permits).
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,	Xerox Workcenter 7845 (or similar)

Software, Facilities, Classified Staff, Faculty, Other):	

Goal: GOAL 4: ENHANCE STAFF DEVELOPMENT AND RESOURCES

Enhancing staff development and resources can provide opportunities for staff to engage in activities that reinforce and make meaningful contributions. It can be applied as a long-term goal, however, it can lead to short-term benefits to our service area.

Create and establish professional training opportunities that involve Student Accounting staff located at Miramar, Mesa and City campuses.

To cultivate an environment that attracts, develops, and retains knowledgeable and skilled professionals that embrace diversity to deliver the highest quality support services to our community.

Action: ENHANCE STAFF DEVELOPMENT AND RESOURCES

Describe the actions needed to achieve this objective:	A thorough and transparent plan to provide employees with opportunities and clear directions on how to increase their skills and advance their career.
Who will be responsible for overseeing the completion of this objective:	Accounting Supervisor
Provide a timeline for the actions:	Fall 2020
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):

Closing the Loop (REQUIRED)

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

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) (See appendix)

Manager's Review

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. **Student Accounting Employee Survey 2018.pdf** (Adobe Acrobat Document)
D. **Student Accounting POS Survey 2018_Data.pdf** (Adobe Acrobat Document)
E. **2018/19 Comprehensive Program Review Administrative Services Program Analysis Section** (Form)
F. **2018/19 Comprehensive Program Review Administrative Services Closing the Loop** (Form)
G. **Administrative Unit Program Liaison's Review 2018/19 (Comprehensive)** (Form)

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

Created with : Taskstream
Participating Area: Student Accounting

(REQUIRED) Service Area Name

Student Accounting

(REQUIRED) Service Area Strengths

Discuss strengths of the service area.

The Student Accounting Office strives to provide prompt, reliable and secure service to students, faculty, staff, alumni and other affiliated agencies/parties who make up the Mesa College Community. We are committed to provide services that meet and exceed expectations. Our staff members perform routine paraprofessional accounting work to support, maintain and enhance various academic programs. We continue to reinforce and apply the basic principles of teamwork, dedication and leadership to accomplish various tasks and/or challenges we encounter. We provide academic-related services to contribute, educate and promote the overall student development and/or experience.

(REQUIRED) Service Area Challenges

Discuss challenges to the service area.

Under the division of Administrative Services, the Student Accounting workload is highly influenced by various Student Services activity. We are challenged to meet individual expectations, and/or demands that influence the approach of staff duties and responsibilities. We accept new programs and create new accounts, where staff is responsible for performing a variety of paraprofessional accounting work such as bookkeeping, accounts receivables and accounts payable. We establish and document various internal controls to ensure that reporting requirements are in accordance with established guidelines, regulations and/or specifications.

The San Diego Community District (SDCCD) is expected to launch and implement the final PeopleSoft pillar, Campus Solutions. This Campus Solutions implementation is part of a technology modernization effort that strives to provide students and employees with an integrated, mobile friendly, student information system. The system will integrate all crucial student information, which will require a review of existing policy and procedure and/or new development of a systematic plan. When the implementation is completed, we do anticipate that this will be an on-going service area challenge. As an integrated system, the Student Financials module will be influenced from Finance pillar as well as all other modules of Campus Solutions, see additional modules below.

There are eight modules in Campus Solutions.
(Each module contains specific business processes and functionality)

1. Academic Advisement
2. Admissions
3. Campus Community
4. Financial Aid
5. Student Records

6. Curriculum Management
7. Portal
8. Student Financial

The Campus Solutions implementation will enhance existing business processes and provide a comprehensive student experience. This presents service area challenges, which will require additional resources and effort.

In addition, the Student Accounting has seen substantial growth within our various academic programs and accounts. This increased volume effects and challenges to both service area and to our organizational structure. We provide both administrative and financial support, however, we do reinforce the importance of providing a thorough, educated, and proactive experience. We do want to ensure that we capable of fulfilling requirements, meeting the demand and effectively manage the workload of these academic programs and accounts.

As stated within the Program Review, Student Accounting is responsible for performing a variety of accounts receivable functions. We approach new and/or existing academic programs and accounts with a standard accounting approach related to the overall reconciliation. These academic programs and accounts all have different requirements, guidelines and restrictions (if any) that influence the workload and the management of these accounts.

Here is a list of the academic programs and accounts:

1. **California College Promise**
    - Assembly Bill 19 (AB19)
    - San Diego Promise
2. **Department of Veteran Affairs**
3. **Department of Rehabilitation**
4. **Military Tuition Assistance**
5. **Miscellaneous Third Party Accounts**
    - Diocese of San Diego
    - Prepaid Tuition Plans
    - Foreign Embassy Tuition Contracts
    - Workers Compensation Benefits
    - Retail Management Certificate Program
6. **Extend Opportunity Programs and Services (EOPS/CARE)**
7. **Private Scholarship Awards, Agencies, Clubs and Associated Students**

(REQUIRED) External Influences

Discuss external influences (Collegewide and beyond).

As stated in the faculty/staff section, a majority of Student Accounting transactions are related to accounts receivable functions. We provide the administrative and financial support to various Student Services Programs throughout the campus and to affiliated agencies/parties. Though accounting work is routine, we are challenged to meet individual expectations and/or demands that influence the approach of staff duties and responsibilities. We have logistically adjusted and restructured workload to ensure an efficient and streamlined process.

The creation and expansion of California College Promise has significantly bolstered the existing San Diego Promise Program, which increased in volume significantly during the Fall 2018 term. The program is designed to ensure students complete their educational goals, and involves coordination with multiple Student Services Offices. We are responsible for monitoring individual student accounts, program account reconciliation, and the timely processing of benefits.

Once fully implemented, Campus Solutions will provide a fully-integrated student information system. The modules will focus and contain specific business processes and functionality, which will require departments to work more closely together. Starting Fall 2018, Financial Aid officially went live with their module and Student Accounting provided the technical and staff support.

An overview of additional external influences are listed below.

1. Mesa College Foundation
2. Mesa College, Fiduciary Departments Accounts (i.e. Athletics Dept, Culinary Arts Program)
3. Associated Students/Representation Accounts
4. Private Scholarships and Awards
5. Child Development Center

(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.

Student Accounting is challenged and focused to meet the individual expectations and/or demands that influence the approach of staff duties and responsibilities. A majority of the workload is influenced by Student Services activity and we are committed to serve the areas within and around the Mesa College Community.

As we prepare for the final Campus Solutions implementation, we will continue to engage in activities that reinforce and make meaningful contributions to improve and/or enhance the quality of service to students, faculty, staff, alumni and other affiliated agencies/parties who make up the Mesa College Community. We will focus on strategy and finding value in various practices such as cross-training, campus involvement and participation.

Our department will focus on a benchmarks to help push goals forward and create and encourage more personalized goal setting. Lead capacity roles within our department, will focus on facilitating opportunities to help develop professional growth and provide the necessary tools to help staff develop transferable skills. Collectively, the focus will be establishing specific, measurable, achievable and realistic goals.

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

Created with : Taskstream
Participating Area: Student Accounting

(REQUIRED) Service Area Name

Student Accounting

(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.

Student Accounting is not on target because we have revised our AUOs and have not truly started our assessment due to the delay of our ERP implementation of PeopleSoft Campus Solutions. This project has been extended a few times and having uncertainties of the final timeline, it was difficult to assess our program. This year, we are mainly focused on our current business process which will change in the upcoming years. Starting with next yearâ€™s program review, our plan is to assess the process of Financial Aid check disbursements because of the impact of Financial Aid "go live" date before Student Financials (Student Accounting) by constructing the SDCCD/Hurion bridge, which partially connects some of Campus Solutions Student Financials tables with our current legacy student information system.

Student Financials is set to go live Summer 2019 starting with summer registration. Student Accounting will continue to utilize dual student information systems until July 2019 when our legacy system will cease. The business process for the third party contracts will change with our external organizations as well as our Fiscal Services department. Student Accounting will work collaboratively with District Student Services to improve communication and offer training of the student registration process to our students as well as department staff.

With all the changes in business processes and student information systems, our program forsee assessments for our outcomes.

(REQUIRED) Please list your AUOs.

AUO#1: The Student Accounting Office will provide information for interested parties to improve understanding of mandated processing requirements.

AUO#2: The Student Accounting Office will provide online information to improve campus communityâ€™s understanding and use of the process.

AUO#3: The Student Accounting Office will increase communication to assist students with understanding of the registration payment process.

AUO#4: The Student Accounting Office will collaborate with District Student Services to

improve student registration process through the implementation of the Enterprise Resource Planning System in support of the college-wide mission.

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

Student Accounting have not completed assessment of our area because new integrated system have not been implemented. They are still in the integration testing phase. As of Fall 2018, PeopleSoft Campus Solutions is set to go live Summer 2019. But we do have an assessment of our current business process and we will improve assessment plan as changes in business process comes along the way.

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

The issues our area is facing is allowing sufficient time to fully test the integrated student system before the "go live" date and have sufficient time for department staff training.

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

- Budget
- Equipment
- Classified Professionals

Please provide any other comments.

No answer specified

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

Created with : Taskstream
Participating Area: Student Accounting

(REQUIRED) Service Area Name

Student Accounting

(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.

Student Accounting encompasses various strengths, skills and attitude that contributes to daily operations. As mentioned, we are challenged to meet individual expectations and/or demands that influence the approach of various duties and responsibilities. We have introduced and applied new internal controls within our service area. We simplified the verification and processing of various student benefits, which has enabled our service area become more streamlined and effective. This positive action has enabled our staff to set new goals, and provide constructive feedback. The staff understands the importance of positive action and the benefits it provides. For example, this Fall 2018, with Financial Aid going partial live before Student Financials, it introduced a new business process of Financial Aid check disbursements and the timely application process of CCPG (Community College Promise Grant) Enrollment Fee Waiver. We worked together with Financial Aid Office and District Student Services as well as District Fiscal Services to ensure the process runs smoothly for our students.

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

Student Accounting provides a variety of administrative and financial services that encourages and/or promotes the student development. We focus on the importance of providing a service that contributes, promotes, enhances and/or fosters equity, diversity and inclusion. We oversee programs and accounts that service a variety of backgrounds and students, which include Active-military (Tuition Assistance), Veterans (GI Bill Benefits) and California College Promise Program.

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

The funding, expansion and successful growth of various programs is an obvious trend. The changes that I foresee in the next couple of years is integrating more with Financial Aid Office as well as other departments such as Bookstore, Library, and Parking Offices due to the implementation of the newly integrated student system PeopleSoft Campus Solutions.

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

Student Accounting plays an important and vital role to various programs and/or accounts, especially with the service areas located within Student Services. Over the past years, we have witnessed the successful implementation and growth of multiple programs within the Mesa College Community. I do envision our service area to still be actively involved and engaged in the future. We are structured to meet current the demands and workload, however, the gradual growth will eventually require for additional resources and/ or position reclassification(s). A majority our organizational structure is comprised of Senior Account Clerk positions, reference faculty/staff part. As academic-programs and/ accounts become more increasingly complex (example: reporting requirements), these positions will start to handle accounting duties outside their classification. As a priority, we are including a "Classified Position Request" that states a reclassification to convert a full-time employee (FTE) from 0.75 to 1.00 percent.

We have started to integrate and implement ideas for changes to our services and/or procedures, which will prepare us for future challenges. Student Accounting performs various back-office operations throughout a semester and/or within a given fiscal-year. These accounting operations include, but not limited to, fulfilling time-sensitive billing agreements, record maintenance and performing account reconciliation on a daily, weekly and/or monthly basis. The full integration of Campus Solutions will directly impact current services, policies and procedures within our service area. The system will automate certain mundane tasks, which will current eliminate outdated and inefficient operating procedures. There will be a continuous but extensive review to document these changes to services and/ or procedures.

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

Student Accounting interacts and collaborates with various college areas and/or programs, especially with service areas within Student Services. We perform various accounting and budgetary functions for service areas that are increasing in both demand and growth. We provide feedback to our services and help establish a foundation that supports the vision and/or goals of higher education. The college experience is not exclusively limited to classroom interaction but is also highly influenced by various support services that contribute, educate and promote student development.

The list below identifies the major service areas we support and interact with each academic cycle. As mentioned, our organizational structure is challenged to meet individual area/programs expectations, reporting requirements and/or demands that influence the approach of duties and responsibilities.

1. **Outreachâ€‹**

2. **Mesa Foundation**
3. **Admissions**
4. **Associated Students Government**
5. **EOPS/CARE**
6. **Financial Aid**
7. **Veterans**
8. **Student Equity**

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

Created with : Taskstream
Participating Area: Student Accounting

(REQUIRED) Service Area Name

Student Accounting

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

- None

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

We did not request any funds.