

Administrative Services Program Review 2019/20 UPDATE

Student Accounting

**Created on: 07/31/2019 03:39:00 PM PST
Last Modified: 02/07/2020 02:10:32 PM PST**

Table of Contents

General Information	1
2019/20 Administrative Services Program Review	2
Submission Information and Updates (REQUIRED)	2
Outcomes and Assessment (REQUIRED)	2
Program Analysis for Equity and Excellence (REQUIRED)	2
Program Goals (REQUIRED)	2
Action Plans for Goals (REQUIRED)	4
Goal Status Report (REQUIRED)	9
Request Forms	17
Classified Position, BARC and Faculty Position Request	17
Reviewers	18
Liaison's Review	18
Manager's Review	18
Appendix	19

General Information (Administrative Services Program Review 2019/20 UPDATE)

2019/20 Administrative Services Program Review

SUBMISSION INFORMATION AND UPDATES (REQUIRED)

A

- Name of Lead Writer - Lynn Dang, Accounting Supervisor/ Nathan Talo, Accounting Technician
- Name of Liaison - Pablo Vela, Digital Color Technician
- Name of Manager/Service Area Supervisor - Lorenze Legaspi, Vice President of Administrative Services

B

Our department has some staff changes. Compared to last year's program review where our department had 2 NANCE, this year our department only has one Project Assistant due to budget cuts. The ERP team were extended to work on the Project until the end of December of this year.

As mentioned in our last review, the PeopleSoft Campus Solutions Implementation will be an on-going service area challenge. The implementation of Campus Solutions for Student Financials launched in May 2019 for our Summer registration. When we first launched the integrated system, there were many challenges. Our department has integrated with Financial Aid module as well as the Finance pillar. Even though we were integrated in the Summer, we continued to work with both student systems until we totally converted data from old system to the new system at the end of September 2019.

OUTCOMES AND ASSESSMENT (REQUIRED)

Form: 2019/20 Program Review Outcomes and Assessment Section (See appendix)

PROGRAM ANALYSIS FOR EQUITY AND EXCELLENCE (REQUIRED)

Form: 2019/20 Program Review Administrative Services Analysis Section (See appendix)

PROGRAM GOALS (REQUIRED)

2018-2019

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 from .75 to 1.0 for one contract Classified Staff and another Accounting Technician at 1.0 FTE using the "Classified Hiring Priority (CHP)" 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.

Mapping

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 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.

Mapping

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 machine will provide staff with a reliable resource. Student Accounting often communicates with other campuses and assist students via mobile devices but the WIFI signal is very weak in our office. We need a stronger WIFI signal in our office to communicate and assist staff and students.

Mapping

CA- Mesa College Strategic Directions and Goals: Strategic Goal 6.1,

Institutional Learning Outcomes 2016/17: Information Literacy

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.

Mapping

CA- Mesa College Strategic Directions and Goals: Strategic Goal 5.1,

Institutional Learning Outcomes 2016/17: Communication, Critical Thinking, Information Literacy, Professional & Ethical Behavior

GOAL 5: ADDITIONAL CREDIT CARD TERMINALS

Install two additional credit card terminals for accepting Campus Solutions payments via written authorizations to be processed inside the office.

Mapping

CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.4, Strategic Goal 4.3, Strategic Goal 4.4,
Institutional Learning Outcomes 2016/17: Information Literacy

Student Accounting Outcome Set

1

Student Accounting Office will provide educational information and training to internal and external stakeholders to ensure accuracy of processing.

Mapping

Institutional Learning Outcomes: Communication:, Critical Thinking:, Personal Actions and Civic Responsibility:, Self-awareness and Interpersonal Skills:

2

The Student Accounting Office will improve website presence of important information to the campus community.

Mapping

Institutional Learning Outcomes: Communication:, Critical Thinking:, Personal Actions and Civic Responsibility:, Self-awareness and Interpersonal Skills:, Technological Awareness:

3

The Student Accounting Office will increase communication to assist students with understanding the registration payment process.

Mapping

Institutional Learning Outcomes: Communication:, Personal Actions and Civic Responsibility:, Self-awareness and Interpersonal Skills:

4

The Student Accounting Office will collaborate with District Student Services to improve the student registration process through the implementation of the Enterprise Resource Planning System in support of the college-wide mission.

Mapping

Institutional Learning Outcomes: Communication:, Global Awareness:, Personal Actions and Civic Responsibility:

ACTION PLANS FOR GOALS (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 to increase FTE from .75 to 1.0 for one contract Classified Staff and another Accounting Technician at 1.0 FTE using the "Classified Hiring Priority (CHP)" 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 to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

Classified Hiring Priority Committee

Action: Additional Accounting Technician 1.0 FTE

Describe the actions needed to achieve this objective:

With this position, our department will support these various program requirements and focus on the college as well as our department's mission and vision. Our department supports and services a diverse student population of equity and excellence. With this requested position, it will help our department to build and strengthen a sense of community within the campus environment and nurture departmental collaboration.

Who will be responsible for overseeing the completion of this objective:	Accounting Supervisor and VPA
Provide a timeline for the actions:	Spring 2020
Describe the assessment plan you will use to know if the objective was achieved and effective:	
List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	This position needs to be approved by Classified Hiring Priority Committee/President and funding must be available.

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 to achieve this objective and associated costs (Supplies,	District Support via Help-desk Access to Campus Solutions (Student Financials module)

**Equipment, Computer
Equipment, Travel &
Conference, Software,
Facilities, Classified Staff,
Faculty, Other):**

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 often communicates with other campuses and assist students via mobile devices but the WIFI signal is very weak in our office. We need a stronger WIFI signal in our office to communicate and assist staff and students.

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 to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other): Xerox Workcenter 7845 (or similar)

Action: Stronger WIFI Signal for our department

Describe the actions needed to achieve this objective: To have a stronger WIFI signal in our office in order to assist students and communicate with other departments via mobile devices.

Who will be responsible for Accounting Supervisor and VPA

overseeing the completion of this objective:

Provide a timeline for the actions: Spring 2020

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

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

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 to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel &

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

Goal: GOAL 5: ADDITIONAL CREDIT CARD TERMINALS

Install two additional credit card terminals for accepting Campus Solutions payments via written authorizations to be processed inside the office.

Action: Installation of two additional credit card terminals

Describe the actions needed to achieve this objective:	District needs to order two additional credit card terminals and connect them to Campus Solutions for Mesa Student Accounting to take payments inside the office.
Who will be responsible for overseeing the completion of this objective:	Accounting Supervisor and District Student Services
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 to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	Equipment and IT

GOAL STATUS REPORT (REQUIRED)

Action Statuses

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 to increase FTE from .75 to 1.0 for one contract Classified Staff and another Accounting

Technician at 1.0 FTE using the "Classified Hiring Priority (CHP)" 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 to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	Classified Hiring Priority Committee

Status for FISCAL STEWARDSHIP, SCALABILITY AND SUSTAINABILITY

Current Status:	In Progress
If the Current Status was marked Completed, what was the impact of the completed objective on your program:	
If the Current Status was not marked Completed, what are the implications and next steps:	District was impacted with a great budget cut. The next step is keep this goal by requesting it with the CHP process in this year's review.

Action: Additional Accounting Technician 1.0 FTE

Describe the actions needed to achieve this objective:	With this position, our department will support these various program requirements and focus on the college as well as our department's mission and vision. Our department supports and services a diverse student population of equity and excellence. With this requested position, it will help our department to build and strengthen a sense of community within the campus environment and nurture
---	--

departmental collaboration.

Who will be responsible for overseeing the completion of this objective:

Accounting Supervisor and VPA

Provide a timeline for the actions:

Spring 2020

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

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

This position needs to be approved by Classified Hiring Priority Committee/President and funding must be available.

Status for Additional Accounting Technician 1.0 FTE

Current Status:

In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

This is a new action to the goal. Waiting for approval and funds from CHP and President.

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 to 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)

Status for PROCESS DOCUMENTATION (CAMPUS SOLUTION MODULES)

Current Status: In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

This is an ongoing goal because not all business process and procedures have been defined. The department will continue to work with District.

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 often communicates with other campuses and assist students via mobile devices but the WIFI

signal is very weak in our office. We need a stronger WIFI signal in our office to communicate and assist staff and students.

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 to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other): Xerox Workcenter 7845 (or similar)

Status for UPGRADING OFFICE TECHNOLOGY

Current Status: Completed

If the Current Status was marked Completed, what was the impact of the completed objective on your program: This goal is completed. By upgrading the Xerox, the new technology enhances the department workflow. No more slowness or paper jam in the machine.

If the Current Status was not marked Completed, what are the implications and next steps:

Action: Stronger WIFI Signal for our department

Describe the actions needed to achieve this objective: To have a stronger WIFI signal in our office in order to assist students and communicate with other departments via mobile devices.

Who will be responsible for overseeing the completion of this objective: Accounting Supervisor and VPA

Provide a timeline for the actions: Spring 2020

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

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

Status for Stronger WIFI Signal for our department

Current Status: In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

This is a new action plan for the goal. Need to get a quote and submit for approval of funding.

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 Accounting Supervisor

overseeing the completion of this objective:

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

Status for ENHANCE STAFF DEVELOPMENT AND RESOURCES

Current Status: In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

Due to the Implementation of the new integrated system, the goal is still in progress. Staff were given trainings prior to the launch of the new system but it was not sufficient. More cross functional trainings will need to be offered.

Goal: GOAL 5: ADDITIONAL CREDIT CARD TERMINALS

Install two additional credit card terminals for accepting Campus Solutions payments via written authorizations to be processed inside the office.

Action: Installation of two additional credit card terminals

Describe the actions needed to achieve this objective: District needs to order two additional credit card terminals and connect them to Campus Solutions for Mesa Student Accounting to take payments inside the office.

Who will be responsible for overseeing the completion of this objective: Accounting Supervisor and District Student Services

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

Equipment and IT

Status for Installation of two additional credit card terminals

Current Status:

In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

Need to wait for District approval and funding.

Request Forms

CLASSIFIED POSITION, BARC AND FACULTY POSITION REQUEST

Reviewers

LIAISON'S REVIEW

Form: Administrative Services Liaison's Review 2019/20 UPDATE

MANAGER'S REVIEW

Form: Administrative Services Manager's Review 2019/20 UPDATE

Appendix

-
- A. **2019/20 Program Review Outcomes and Assessment Section** (Form)
 - B. **2019/20 Program Review Administrative Services Analysis Section** (Form)
-

Form: "2019/20 Program Review Outcomes and Assessment Section"

Created with : Taskstream

Participating Area: Student Accounting

(REQUIRED) Program name

Student Accounting

(REQUIRED) Are you on target with your assessment schedule?

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 community'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.

We are still working on the assessment. We recently conducted a student survey with the help of our campus Student Services, District Student Services, and Institutional Effectiveness Office.

(REQUIRED) What have your assessments revealed about your courses/programs/service area/school/division/office?

Pending survey for student feedback on our services.

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

In order to better serve our international students with their application fee and the other department requests, we need to install two (2) more credit card terminals for Campus Solutions inside the office.

We need to have more office downtime Districtwide for additional cross functional trainings so we can better serve our student population.

We need more technical staffing for more diverse, complex responsibilities.

Please provide any other comments.

No answer specified

Form: "2019/20 Program Review Administrative Services Analysis Section"

Created with : Taskstream

Participating Area: Student Accounting

Administrative Service Area Name

(REQUIRED) Type your service area name.

Student Accounting

Part A: In this section, please analyze your service area in terms of its role in promoting equity and excellence as well as its contribution to the College's identity of being a Hispanic Serving Institution.

(REQUIRED) A1. How does your area help foster equity and excellence across the campus?

Student Accounting collaborates with other offices across campus ensuring equity & excellence for our HSI students. Student Accounting works closely with EOPS by monitoring & reconciling weekly reports to ensure HSI students receive benefits for their health fees, parking, & ASG cards.

(REQUIRED) A2. How does your area contribute to the College's identity of being an Hispanic Serving Institution (HSI)?

Our department is handling the business processes for the campus via club and Fiduciary accounts. We have fiduciary accounts that reach out to our HSI students such as African American Latino Male Summit, HSI program, Puente project, Raza Grad celebration, and Spanish/Drama. Student Accounting oversees the budget for Student Affairs which involves several club accounts such as Society of Hispanic Engineers, EOPS, HIS, MECHA, & Spanish.

(REQUIRED) A3. Have you made any changes to services or procedures in support of the topics discussed in A1 and A2? Explain.

No changes have been made other than encouraging our students at the window to get involved with our various HSI programs/clubs.

(REQUIRED) A4. What data do you collect to inform your practices, policies, and procedures? How do you use this data? What have you learned from this data? If you don't collect any data, how can the Mesa Research Office support you in this area?

The data collected are from business transactions on the club/AS and Fiduciary accounts.

Part B: In this section, look at the area of focus you identified in last year's program review and answer the following questions.

(REQUIRED) B1. How have you developed this focus? Are you seeing any results? What are your next steps?

To reiterate the area of focus identified from last year's program review were: meeting individual's expectations and/or demands that influence the approach of staff duties and responsibilities, finding strategy and value in various practices, and facilitating opportunities to develop professional growth.

We have developed this focus by implementing the PeopleSoft Campus Solutions in May 2019 with the summer registration. The system can be easily accessed online. Like any new systems, there are some technical issues that are being addressed and resolved in order to improve the quality of service to students, faculty, staff, and other parties.

Before the system was launched, there were staff trainings offered but it was not sufficient for the staff to fully grasp the process of utilizing the new system. Last month, District Student Services offered additional trainings but it was more focused on the student's journey. Based on the last training of the student journey, department staffs were expecting more cross functional training from the perspective of the staff.

Recently, District offered staff some professional development classes such as Microsoft classes. This would help department staff develop modernized computer skills.