

San Diego Miramar College

2012-13

Program Review Annual Report

Due:

Program Name: Administrative Services

Date Submitted: October 15,

Signatures:

Accounting Supervisor: _____ Date: _____

Accounting Supervisor: _____ Date: _____

Senior Office Manager: _____ Date: _____

Hourglass Park Coordinator: _____ Date: _____

Digital Print Prod/Mail Srvs Sup: _____ Date: _____

V. P. Administrative Services: _____ Date: _____

BUDGET/PURCHASING SUPPORT

The Budget and Purchasing Support area of Administrative Services supports the Mission and Goals of Miramar College by providing support to faculty and staff in the areas of Budget Development, Financial Reporting and Purchasing issues.

Note: If you use the electronic file, the boxes will automatically expand as you write.

Did Budget/Purchasing Support work with the campus to establish Tentative and Adopted Budgets? Were budget reports provided to assist administrators with their budget management? Explain process below.

Accounting Supervisor received general fund tentative and adopted budget models from the district Budget office. Contract salaries were downloaded into the budget management module and Sr. Office Manager compared data to Payroll data base. Adjustments were made and input for Tentative and Adopted budgets. The adjunct salaries budget was allocated based on FTE identified by VPI utilizing each school's program review. The 2011-12 discretionary funds budget was reduced \$35,302 from prior year due to a reduction in Non-Credit FTES and position conversion costs partially offset by an increase to FTES discretionary allocation. The VPI and VPSS distributed their budgets to their managers and discussions were held. Worked with VPI, VPSS and VPAS to adjust budget as needed based on available funding.

Worked with program managers, VPI, VPSS and VPAS responsible for categorical and non-GFU budgets. Provided managers ending balances, apportionment dollars and/or allocations from the district. Managers provided Accounting Supervisor the allocation for their program and data was input into budget.

Established an allocation methodology for Civic Center net income to be allocated by BRDS for the purchase of equipment. This was in response to no funding in IELM and TTIP and reductions to Campus Discretionary funding.

Tentative and Adopted budgets were input into the Budget Management module by deadlines established by the District Budget. Budget detail, for the general fund and non-general funds budget, was provided to President, VPI, VPSS and VPAS for distribution to their managers.

2012-13 Budget Development Request Forms were distributed to President, VPAS, VPI and VPSS on October 17, 2011. Forms that are forwarded on to their direct reports are due back to them by December 15, 2011. The President and VPs were instructed to provide the Business Office with completed budget request forms by February 29, 2012.

Date last reviewed: 11/01/2011

Did Budget/Purchasing Support provide financial reports managers and administrators in timely manner?

In September 2010, the district office rolled out Crystal Reports. This new software emails XMGT reports directly to managers/administrators. The reports needed were identified and forwarded to the district office for creation. The reports run automatically on the 10th of each month for

the previous month. Report requests were updated on September 15, 2011 to included changes in managers/administrators and department chairs.

On October 26, 2011, the Accounting Supervisor conducted a Web Advisor training session to assist Faculty/Staff in accessing their budgets to obtain current budget and expenditures data. Contract Faculty and Staff, Deans, Department Chairs, Managers and Supervisors were invited to attend. 18 responded that they would attend, 12 actually attended. All 18 were emailed a revised Web Advisor User Guide. Attendees were asked to complete a survey provided. Of the 11 who completed the survey 10 stated that the training "met" their needs, while 1 stated that the training "somewhat met" their needs.

Date last reviewed: 11/01/2011

Did Budget/Purchasing Support provide timely assistance in providing purchasing support to departments and schools?

Departments provide Accounting Technician with requisition requests. Accounting Technician inputs the data into Colleague within one to two days of receipt. This starts the online process of routing the requisition for approval. If budget is not available for the items requested, the Accounting Technician notifies the requestor. The requestor will provide a new budget or ask for budget to be transferred to accommodate request. Requisition input is delayed due to lack of budget, or the vendor not being set up in the system. If vendor is not set up in Colleague then a Vendor Intake Form and W-9 need completion. The turn-around time for requisitions from new vendor will be determined by how quickly the forms are completed and received.

When Accounting Technician is out of the office, there is no back-up to input requisitions; therefore these will be held until she returns. If an emergency exits, the supervisor will work with the district purchasing department to accommodate request.

Date last reviewed: 11/01/2011

Did Budget/Purchasing Support provide timely assistance in providing Travel Expense support to departments and schools?

Budget/Purchasing Support took over the role of Travel Liaison for the campus effective 9/01/11. Accounting Technician and Accounting Supervisor initially worked on resolving 14 "Past Due Travel Request". By 9/22/11, 12 outstanding TRs were resolved. The remaining two were resolved the first week of October 2011. The Business Office received several compliments from faculty/staff for the efficient and smooth handling of Travel Requests. Accounting Technician established a tracking mechanism to ensure that TRs are liquidated timely and problems resolved promptly.

Date last reviewed: 11/01/2011

ADMINISTRATIVE & PERSONNEL/PAYROLL SUPPORT SERVICES

The Administrative & Personnel/Payroll Support Service Division supports the Mission and Goals of Miramar College by providing accurate and timely Personnel and Payroll services to all college staff, faculty and student employees in an efficient and cost effective manner and with high quality customer service, and provides administrative support in the areas of key/alarm control, construction and facilities rental. Our key purpose is to support administrators, faculty and staff in their efforts to ensure student's success as defined in the campus's mission statement. This division adheres to relevant District policies and procedures, and state and federal regulations.

Did the Administrative & Personnel/Payroll Support Services Division provide accurate and timely personnel and payroll services to campus employees?

Beginning October 11, 2010 one of the department Administrative Technicians began her second medical leave (OJI). The second Administrative Technician, the Senior Office Manager and a non-academic non-classified short-term employee shared the absent employee's duties, with additional assistance from the Budget and Purchasing Support Accounting Technician. In April of 2011 the Senior Office Manager was promoted to a District position. The two Administrative Technicians assumed the majority of her duties until a replacement was hired. These absences caused minimal delays in some regular duties being completed on time, but overall, primary payroll duties and priority tasks continued to be completed during the allotted time and within established deadlines.

This department continues to work closely with the District HR and Payroll offices, periodically meeting to review and streamline current procedures. The Administrative & Personnel/Payroll Support Services staff continues to provide exemplary customer service to faculty and staff regarding all payroll related questions and concerns. This office assists campus faculty and staff with access to and the understanding of personnel and payroll information that may be viewed on WebAdvisor. This service is available to all contract employees and adjunct faculty who have a district e-mail address. Adjunct faculty continue to be notified that they may request access to WebAdvisor as well. This service is currently not available to non-academic non-classified short-term employees. October 2010 all contract and adjunct positions were converted to new positions which are tied to specific GLs. The Colleague HR system no longer supports the process of having the GL tied to the person. It is also expected that discussions will begin again regarding timecard web time entry. Other changes to HR and Payroll processes are anticipated due to turnover in District payroll management.

Date last reviewed: 11/08/11

Did the Administrative & Personnel/Payroll Support Services Division provide appropriate support services for campus key/alarm control and facilities rental?

- The campus Key Control procedure is being reviewed and updated. A new process has been implemented in which the Administrative Technicians retain a copy of the key request; this assists when follow up is required. The Senior Office Manager has begun a project to review, in conjunction with department managers, employees who currently have key/code access who may no longer require this access or who may no longer be working for the campus. The intent of this project is to regain outstanding keys, have alarm access no longer needed

deleted and verify current access. As part of this process, District Dispatch has provided a list of employees with current alarm access to rooms for verification. With continued growth of the Miramar Campus, the Senior Office Manager works closely with management of their respective departments to ensure the keying of all new buildings meets with department and campus policy, procedures and needs.

- This division works with community groups for the rental of campus rooms and parking lots for various events, collection of fees and verification of insurance as required. The division works with the Office of Instruction in the coordination of room availability, as well as Facilities and Campus Police to coordinate services as needed.

Date last reviewed: 11/08/11

Did the Administrative & Personnel/Payroll Support Services Division provide adequate communication to the campus regarding current and future construction projects?

The Vice President of Administrative Services participates in various site and District meetings regarding campus construction projects. The Vice President and the Senior Office Manager attend a weekly construction update meeting with the campus Project Manager, reviewing the current construction projects and changing parking needs. With the number of construction projects currently in progress effecting campus parking and access for students and staff, a parking task force was created to review and communicate the constant changes in parking and access due to construction. These changes are communicated via e-mail, notices on the campus web site and various maps and directional signage placed around campus.

The Signage Task Force has been established with representation from each campus to review way-finding systems in conjunction with site master plans. The Vice President of Administrative Services and the Senior Office Manager are representatives on the task force.

Date last reviewed: 11/08/11

ACCOUNTING OFFICE

The mission of the Accounting Office is to enhance institutional effectiveness by providing quality customer service to all areas of the college community while maintaining fiscal accountability of cash operations and financial reporting through adherence to and compliance with sound business practices, district policies and regulatory agencies' requirements. We are dedicated to the success of our students and committed to providing financial integrity and accountability to all whom we serve.

Identify how this unit serves the mission of the College. What type of services does this unit provide?

The Accounting Office provides centralized business functions which supports student services and instructional departments, and prepares financial reporting as necessary for internal and external requirements. This unit focuses on four main functional areas:

- Student Financial Services: The Accounting Office is the central collection point used by students to facilitate the completion of the registration process through the collection of mandatory fees and fees for other services. Basic areas of direct services include student charges, collections, returned checks, disbursement of financial aid grants, loans and scholarships to student accounts, and refunds.
- Sponsor Account Services: The Accounting Office is responsible for the control, collection and maintenance of records concerning money due to the College generated by contracts with third party agencies that have authorized payment for student accounts. This includes billing, delinquent account collection, preparation of aging reports and agency statements.
- Cash Management and Banking: This unit handles all banking relations and manages the cash operations of the college, including control of Petty Cash and Revolving Cash Funds, cash receipts and disbursement functions.
- General Accounting and Financial Reporting: This unit maintains all college ancillary accounts and provides accounting services for: Associated Student Body, Fiduciary Trust and Agency Fund, and Co-Curricular Program Fund. This unit also provides financial and tax reporting services for the Miramar College Foundation, Inc.

Date last reviewed: 10/31/2011

What are this unit's strengths and weaknesses?

STRENGTHS:

- Experienced and knowledgeable accounting staff able to assist students and the community with the wide ranging facets of registration procedures and accounting services.
- Sound financial accounting and compliance reporting. No major deficiencies exist in the financial statements generated by this office.
- High level of student satisfaction with Accounting services, reflected on the Point of Service Survey conducted in Spring 2009
- Staff is committed to ensure accuracy, transparency and timely operations in all services provided
- Cross-training has allowed the opportunity for the staff to grow professionally and provides for additional flexibility during our peak registration times in utilizing the staff more efficiently.
- Our daily cash procedures continue to be diligently practiced. Record of overages and shortages is very rare and accounted for.
- Continued collaborative efforts between Accounting and Student Services Units provide for cyclical planning of activities that enhance the student registration process
- Student Financial Services are integrated with District advertisements via the Student Web Portal and class schedules
- Location and proximity to Admissions and Records offer convenience to students

- Staff has actively participated on campus Shared Governance committees and served in Classified Senate executive positions.

WEAKNESSES:

- Lack of work space, meeting space and storage space hinder the support and growth of our program. Our physical space is woefully inadequate.
- Inadequate staffing as indicated in the 2005 Staffing Study conducted by HR. The Accounting Office remains to be severely short staffed despite workload increases due to new programs and growth in student population. On June 3, 2010, the Accounting Office lost a 1.0 FTE Senior Account Clerk position due to an employee resignation. Due to the current hiring freeze, the position was defunded. Duties of this position were distributed to the remaining employees despite an already elevated work load. The Accounting Office currently relies on the assistance of non-academic non-classified short-term employees in order to prevent major interruptions in student services. The NANCE employees require extensive training to gain the skills necessary to operate the student system, and due to security and control issues, their access to confidential student information is limited.
- Reduced service hours to students and hourly staffing due to budget constraints. No evening office support for evening students, but Reg-e is available to students until midnight.
- Technology limitations: Processes for third billing, producing checks for ancillary accounts, and student/vendor refunds are all manual.
- High level of day-to-day interruptions and unexpected surprises on an almost daily basis (especially during peak periods) inundate employees with workload twice as large.

Date last reviewed: 10/31/2011

What activities would you recommend phasing into or enhancing within your unit?

- A more efficient method/system for issuing student refunds. On September 16, 2010, the Accounting Supervisor met with the Vice Chancellor of Student Services and I.T. manager to discuss the current manual refund processes and the feasibility of automating specific processes within the capabilities of the current technology. The proposal is still in the analysis stage and listed in the list of programming priorities. *As of October 2011, IT is analyzing the impact of this project on the web end.*
- Enhancing our customer service to students by incorporating the e-commerce capability to setup payment arrangements and providing additional payment options online (previously limited to Visa and MasterCard only). Effective Spring 2010, option for electronic check payment processing (e-CHECKs) was added to REG-e. Procedures for returned check items (conventional paper and electronic checks) were updated. Disclaimer regarding dishonored checks was added to Reg-e.
- Need a student system with an Accounts Receivable module. Accounting Office can operate more efficiently if a Third Party Billing Module or system is in place with the capability to generate third party invoices and past due notices as well as process payments online. Current student system (ISIS) lacks the ability to produce and track sponsor invoices, payments and sponsor refunds. Accounting relies on other software platforms to manually bill agencies and reconcile sponsor accounts.
- Need to automate the collection of student holds and delinquent account balances
- Need to integrate credit card point-of-service processing with ISIS. Window station credit card terminals do not interface with ISIS and the process of authorizing and recording a transaction occurs separately each time and payments are posted manually.
- Need to integrate the activities of college ancillary accounts into Colleague Finance. Accounting currently relies on other software platforms for financial reports and databases.
- Develop methods to issue book vouchers for those students eligible and capability to transmit the data to the bookstore system

Date last reviewed: 10/31/2011

HOURGLASS SUPPORT SERVICES

The purpose of the Hourglass Support Services Department is to flawlessly integrate the numerous academic and co-curricular campus activities with the community members participating in programs with the City of San Diego Park and Recreation Department.

Did Hourglass Support Service provide an adequate level of support to Physical Education, Athletics, and Hourglass user groups?

As a department Hourglass Support Services continues to face challenges with supporting the needs of Physical Education, Athletics, Civic Center user groups, and community patrons in the City's recreation programs. Combine the Hourglass joint use facilities offer programs eighteen hours a day and seven days a week. In 2010, the total daily attendance of College student and community patrons was just over 490,000. Measures were taken to promote staff growth and development through on-going trainings and monthly department meetings. We were successfully able to cross-train department staff to assist with the daily operations. The enhanced skills of hourly staff persons were critical to accommodate the vacant Athletics Grounds Keeper position and the Women's Athletic Equipment Attendant position which was defunded. On the positive side, the department was able to fill a vacant 1.0 Athletics Grounds Keeper position. The short term hourly staff is well trained, easy to manage, and perform good quality work in a reasonable amount of time. The department has initiated a staffing and supervision model for the weekend activities to ease the burden for providing direct supervision seven days a week. Dependable hourly staff persons have been trained to provide weekend services and are given a beat alarm code and set of keys. The Hourglass Supervisor and Coordinator positions now share days on the weekend to be on call if needed instead of being onsite. The change in the supervision model has freed up sixteen hours of oversight that will now be used during the demanding work week. This should correct the challenges faced with taking days off during the work week for the supervisors.

The City of San Diego has continued to have significant budget reduction beyond what the San Diego Community College District is facing, which has resulted in the City obligations having to be addressed by the Hourglass Support Services Department by default. This is evident with clean up of the weekend user groups as well as with managing the daily logistics of public patrons. The Hourglass Support Services Department will be advocating in the Hourglass Joint Use Committee for one .40 Custodial position, 8 hours Saturday and Sunday, to address the needs of the City patrons. Per the joint use agreement and the opinion of the Chair of the Hourglass Joint Use Committee this should be 100% funded by the City of San Diego.

In conclusion to this review, I can confidently state that the basic needs of instructional and co-curricular classes in the Hourglass facilities were met only because of a significant effort exerted by the dedication of the supervisors and highly qualified staff.

Date last reviewed:12/2/11

Does the Hourglass Support Service Department have sufficient staffing to support Physical Education, Athletics, and Hourglass user groups?

It is ever apparent that the Hourglass Support Service Department is severely short staffed yet is highly creative in problem resolution and getting critical tasks completed. This has required working cooperatively with the Physical Education Department chair and the Athletic Director to coordinate efforts to support basic instructional needs. The hourly staff has been a tremendous help, however; short term hourly

staff requires an intensive effort on the part of the supervisors to train in the many diverse skills required to operate one of the largest athletic complexes in San Diego County. Student workers prove to be the best choice for the part time work force but class schedules often conflict with peak activity periods. In light of the budget crisis the Hourglass Support Services Department continues to develop systems of management and supervision for optimal support of programs with shrinking budgetary resources.

Date last reviewed: 10/31/11

REPROGRAPHICS

The Missions and Goals of Miramar College is supported by the Reprographics Department through our commitment to obtain the most accurate and timely support services to our campus operations by providing our faculty/staff/departments and Administrators with high quality printing products and services, switchboard/telephone services, as well as providing District/USPS mail services to the campus community. Overall, the efficient support services we make available helps our campus meet the educational goals of our students and ensure that they succeed in all levels of their educational goals.

How does the Reprographics Department support the Miramar faculty, staff, and departments with its printing services?
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<p>The Reprographics Department provides copying services for departments, staff and faculty members. Copying services are provided on a walk-in basis, through on-line requests (which have a 24-hour turnaround time) and through a paper-based request form (again with a 24-hour turnaround time). Most college departments do their own routine copying. Reprographics serves the faculty by word processing and duplicating course syllabi, handouts, tests and quizzes. Due to the ongoing campus building projects, Reprographics is continuing to provide temporary way-finding sign services to ensure that students, staff, and faculty find their way around the campus without difficulties. In addition, the department has expanded its service by making signs for City College and the District as well. This service is provided on a chargeback basis.</p>

Date last reviewed:11/3/11

In what ways does the Reprographics Dept. support communication operations for the campus?

<p>The Reprographics Department provides switchboard services for our entire campus. All incoming calls first come to our switchboard lines and we either answer the callers' questions or transfer the calls to the pertinent department/s. The Reprographics Department also provides all Telephone maintenance services. All physical telephone device and the campus voicemail system service requests is directed to our department first. The Reprographics supervisor handles basic maintenance problems. However, services that can not be resolved are passed off to our 'District Telephony Service Department'. Currently responsible for the development and maintenance of the campus Emergency Broadcast System through existing campus phone sets.</p>

Date last reviewed: 11/3/11

What are Reprographics Department's responsibilities regarding the handling of the US Mail, District Mail, and the management of the mailroom?

<p>The Reprographics Department provides all USPS and District mail services. All incoming and outgoing items are processed by our staff members which entails the delivery, dispersement, stamping, packaging of all USPS and District mail items in a timely manner. The maintenance, usage, and security of the mailroom is also under our control (i.e. Per semester, re-organization of mailbox slots for Contract/Adjunct faculty and departments is carried out. Ensure packages that are delivered are secured properly and monitor activities of</p>

individuals in the mailroom to prevent possible theft).

Date last reviewed: 11/3/11

STOCKROOM/RECEIVING DEPARTMENT

The function of the stock room is to coordinate the shipping and receiving needs for the campus in addition to providing general office supplies. These services helps staff and faculty members of Miramar College to support our Mission Statement by providing all the essential office needs to help provide all the learning resources the students need in order to achieve their educational goals.

How does the Stockroom/Receiving Department meet the needs of faculty and staff?

<p>The Stockroom/Receiving Department provides office supplies for the entire campus through District approved vendors. Frequently used office items are kept in inventory so that faculty and staff can purchase them without waiting for the items to be delivered. Supplies are ordered twice a week and are delivered within 1-2 business days. The Stockroom also provides UPS and FedEx delivery services so that large items can be easily shipped and delivered anytime throughout the business week. Deliveries of larger items received are either directly delivered or placed in the stockroom until they can be delivered by the stock room staff. It is customary for staff/faculty members to pick up smaller items directly from the stock room.</p>
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Date last reviewed: 11/3/2011 (This segment done by S. Um & D. Gutowski)
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Does the Stockroom/ Receiving Department have sufficient staffing to support the needs of the campus?
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<p>Currently there is only one fulltime stockroom staff person due to a recent retirement. This has created a challenge with maintaining continuity and coverage when the full time contract staff is on vacation, using sick time for extended periods, or delivering received items to other areas on campus. There are competent and available students already working for various departments within business services that are doing a great job with providing coverage. The various staff covering sometimes has challenges with orders, deliveries, and various purchase orders that were not initiated by them. Creating a better communication system with work process flow would greatly benefit the operations when substitute staff is needed. In looking ahead, the processing of the FF&E equipment for the new buildings will be a logistical issue if the current full time contract staff person is out for an extended period of time.</p>

Date last reviewed: 11/3/2011 (This segment will be done by S. Um & D. Gutowski).

Question 3:

Date last reviewed:

ADMINISTRATIVE SERVICES

STAFFING NEEDS

Is additional staff needed to support your program? If so, please summarize below and include a clear justification for each position.

Administrative & Personnel/Payroll Support Services – Due to the absence of one of the Administrative Technicians since October 5, 2009, it **is** has been difficult for the remaining Administrative Technician and the Senior Office Manager to maintain all the division duties. Due to leaves and meetings, there have been some occurrences where no staff from this division has been available. In the interim, “hourly” assistance is requested to assist in answering office phones, greeting customers and keeping up with minor duties such as filing.

Accounting Office: It was the finding of the Hay Group that conducted a Staffing Study in 2005 that additional 1.40 FTE was needed to support both the General Accounting and Student Accounting functions. FTE incremental increase is also based on a change of 2,650 student registrations per year. In 2006, a .60 FTE Senior Account Clerk position was increased to 1.0 FTE. Since then the need for the additional 1.0 FTE still remains and staff continues to be over-worked. In June 2010, the Accounting Office lost a 1.0 FTE Senior Account Clerk position, forcing the remaining employees to absorb additional responsibilities despite the already elevated work load. As enrollment continues to increase and new programs implemented, it is important to increase the number of Accounting staff to provide adequate support and maintain a high level of service to the students and the community. Many of the functions performed by staff are extremely technical in nature, requiring a high level of skill and a high learning curve. Staff requires extensive training beyond accounting to learn the intricacies of the student system and the registration process. Currently, the Accounting Office relies heavily on trained NANCE short-term employees and at times, has staff working on comp-time to avoid service interruptions.

Reprographics Support Services – The Reprographics Department at Miramar College had a total of 4 staff members to take care of printing materials, mail(USPS/District), telephone services requests, and copier service requests. As a side-note, the Reprographics Department has a steady flow of work year round and does not have seasonal high demand times like other departments. The Reprographics Department at San Diego Miramar College served a total of **655** instructors in the Fall of 2011 semester. This included: 390 Adjunct/Contract faculty, 200 Police/Sheriff Academy teachers/officers, 65 Fire Technology & EMT teachers. Serving this volume of teachers from 7:30am-8:00pm, Monday-Thursdays and on Fridays, 7:30am-5:30pm with a staff of 4 is quite an endeavor. To follow, our Lead Position was vacated and subsequently the position has been frozen. Consequently, if one or more of our staff members is out or if the Lead Service Assistant position is not filled again in the near future, the critical services we provide would be jeopardized. We anticipate that disruptions in Reprographics services for the faculty & staff could result in delays with overall productions. Recently, with the retirement of the Lead Stockroom clerk, the current Reprographics staffing is not sufficient enough to help fulfill all responsibilities of the retired stockroom clerk on a daily basis. Consequently, by unfreezing the current Reprographics staff position, it will allow us to cover the stockroom on a long term basis without any negative impact on the Reprographics operations. (11/4/2011)

Hourglass Support Service - The classified staff necessary to support the academic and co-curricular programming in Hourglass Park, aquatic center, and the new Fieldhouse has been at a critical level after one of the two .40 Athletic Equipment Attendant positions were defunded. To offer a perspective, prior to the completion of the Fieldhouse there were only two athletic teams and this required two .40 Athletic Equipment Attendants. Since this time we have expanded into a 56,000 sq. ft. facility, more than doubled the Physical Education offerings, and added two

more athletic programs. All of these classes and programs are being supported by one .40 male Athletic Equipment Attendant and numerous short term hourly employees performing a wide array of year round tasks. The Athletic Equipment Attendants ensure the 1.4 million dollars in athletic and physical education equipment in the three highly used joint use facilities can be properly issued, received, stored, inventoried, secured, maintained, and repaired between the hours of 6 a.m. to 9 p.m. Monday through Thursday. The reduction of support personnel has also created a gender equity issue since we do not have a female Athletic Equipment Attendant to support the needs of either of our women's athletic teams.

The Physical Education and Athletic departments requested a total of 10.2 FTE support positions spread out over 3 years of hiring to assist with the daily functioning of the new Fieldhouse back in Fall of 2008. None of these positions were funded. In view of the situation the department is making two separate requests for positions:

1. Restore the one .40 women's Athletic Equipment Attendant position – Total of .40 FTE
2. Increase the two .40 Athletic Equipment Attendant positions to 1.0 FTE to begin to address the necessary support for the Athletic teams and new facilities – Total of 1.2 FTE

Stockroom Receiving

There is a strong need to fill the vacant Stock Clerk II that resulted from a retirement in 5/1/11. Currently there is only one Stock Clerk I in this operation. When there are vacations, illness, or other absences this function must be covered by classified in other operations that are not specifically classified to do this work. Additionally, it is difficult to provide ongoing staffing with hourly assistance.

Date last reviewed: 11/29/2010

STAFF DEVELOPMENT

Is any training or professional development needed for staff in order to support your program? If so, please summarize below and include a clear justification for each position.

Accounting: Since Accounting offers a wide array of services to staff and students, *continuous* training of personnel is critical and needed in the areas of customer service, technology advances (i.e. e-commerce, Microsoft applications, Accounting software), tax laws, emergency response, and routine accounting procedures. The Accounting Office will continue to integrate training during quarterly meetings with staff to address customer service issues and/or new methods or ideas to improve our delivery of customer service. As in the past several years, the Accounting Office will continue to set aside select Fridays for at least 4 to 8 hours for training on team building and customer service activities.

Personnel/Payroll: The District Employment & Professional Development Office offers a Classified Leadership Development Academy (CLDA) which is open to Non-Supervisory Classified Staff, this is an ongoing program and new classes are offered periodically. The class is offered to those working in a lead position or who have a desire to advance to a lead position. The class is 20 hours of facilitated training and approximately 8 hours of guided self-study, and includes 3 hours of self-study group discussion. Class curriculum includes leadership training, self-management, time-management, culture sensitivity and diversity, District Mission/Vision/Values and Strategic Plan, as well as introduction and discussion on District Shared Governance and Domains and Departments. The final class assists the student in creating a Professional Development Plan. One of the Administrative Technician from Personnel/Payroll is currently attending the CLDA. The class offers valuable skills for both personal and professional development. It has been recommended and encouraged for the second staff member to attend the next class offering.

Date last reviewed: 12/05/2011

FACILITIES

(Formal requests should be submitted to Facilities Committee)

Do you require any new or renovated facilities in order to support your program? If so, please summarize below and include justification for each need.

Accounting: The Accounting Office requires a secure environment for the maintenance of student financial records, accounting forms and negotiable instruments. The office has outgrown its current location in the C-300 building. Narrow walkways, cramped areas, limited work stations and inadequate storage have been the biggest challenge. In addition, the lobby area shared with Admissions gets congested, confusing and is not conducive to the increasing student traffic flow. Future plans call for the Accounting Office to relocate in the new Student Union Building in 2013.

Date last reviewed: 10/19/2010

TECHNOLOGY

(Formal requests should be submitted to Technology Committee)

Do you require any new technology in order to support your program? If so, please summarize below and include justification for each need.

Administrative Services: Our division will continue to look to technology to deal with increasing workload, to communicate more effectively with students, faculty, staff, and the public, and to improve our overall service to the community.

Accounting:

- Will continue to collaborate with Student Services and Information Technology to improve Reg-e, student online registration system and the District Student Web Services portal.

Date last reviewed: 10/19/2010

EQUIPMENT

(Formal requests should be submitted to appropriate committee)

Do you require any new or replacement equipment to support your program? If so, please summarize below and include a clear justification for each need.

Accounting:

- Need to replace *minimum* 2 broken office chairs to prevent injuries. Existing office chairs are about 9-10 years old and need to be serviced or replaced. (Note: Need for office chairs will be included in the Student Union FFE list for 2012).
- Need to replace 3 laser printers used at cashiering window stations. Accounting staff use these printers to print student registration receipts/schedule. All 3 produce low quality prints and warranties expired several years ago (will be included in the Student Union FFE for 2012)
- Need 1 scanner for document imaging to store digital copies of backup documents for check disbursements
- Need to acquire QuickBooks (Nonprofit edition) for 5 users
- The shared Copy Machine located in Admissions is no longer in good working condition and relies on salvage parts to repair defects. Warranty for the copier expired in July 2009. (Note: Need for separate copy machine will be included in the Student Union FFE list for 2012 since Accounting will no longer share a physical space with Admissions).
- Need to identify funds to replace 2 back office printers; 3-year warranties are expiring in May 2010 (will be included in the Student Union FFE).
- Need to identify funds to replace 7 desktop computers; 4-year warranties are expiring in June 2011 (will be included in the Student Union FFE).

Date last reviewed: 12/4/09

ADDITIONAL BUDGETARY NEEDS

(Formal requests should be submitted to appropriate committee)

Does your program have any additional budgetary needs that are not included in the previous categories? If so, please summarize below and include a clear justification for each need.

Date last reviewed:

