Beta Annual Program Review Questions 2019

I. PROGRAM DESCRIPTION: In one or two paragraphs, provide a description of the primary goals of your program or service area. Attach an appendix to describe your program or service area in more detail, if needed.

Note: If no changes have occurred, copy and paste from last year's review.
If it exists, feel free to copy the brief description of your program from the college catalog:
http://www.smc.edu/CollegeCatalog/Pages/default.aspx

The Business Services Unit consists of Purchasing, Accounting, Accounts Payable and Payroll. The overall purpose of the unit is to account for and facilitate the receipt and use of funds in compliance with all federal, state, local laws and regulations as well as District policies and procedures. Business Services is a support unit in nature and while it offers expertise, support and advice to the campus community, it has no decision making authority.

The Business Services Unit supports the mission of Santa Monica College by providing timely and accurate financial information and efficient processing of District wide fiscal transactions for use in research based planning and evaluation. The information provided and transactions processed are instrumental in providing others with the resources necessary to fulfill the District's mission to, "Provide the programs and services to assist students in the development of skills needed to succeed in college, prepare students for careers and transfer, and nurture a lifetime commitment to learning."

Business Services is critical in accomplishing the District's Supporting Goal of a "Stable Fiscal Environment". Business Services provides essential information so that the District can, "Respond to dynamic fiscal conditions through ongoing evaluation and reallocation of existing resources and the development of new resources."

The Accounting area is responsible for all general ledger accounting, cash management, accounts receivable and fiscal reporting to federal, state and local agencies. The Budget area of Accounting is responsible for the creation of the Annual Budget based on the data provided by the individual departments, the updating of the budget on a quarterly basis and the financial analysis of the District's financial statements.

The Accounts Payable area is responsible for all non-payroll warrant generation and ensures disbursements meet federal, state, local, grant and District laws, statutes, regulations policies and procedures.

The Payroll area is responsible for generating all payroll related warrants, filing quarterly and annual tax reports, maintaining compensation time and correcting payroll discrepancies. It is important to note that the Payroll area is mainly a processing unit and under Generally Accepted Accounting Principles cannot be involved in the creation of documents that generate payroll. As such Payroll is heavily reliant on departments outside of Business Services to provide the accurate payroll information to ensure proper payroll warrant generation.

The Purchasing/Receiving area is responsible for the District's acquisition, contracting and logistical needs. Additionally, Purchasing serves as a key contact in the development of District contracts. The

Purchasing area conducts research activities, including the collection, analyses, and interpretation of data to support campus procurement and contracting decision-making and planning processes.

II. PARTNERSHIPS: *THIS SECTION IS NOT APPLICABLE TO THE BUSINESS SERVICES UNIT*

III. PROGRESS SINCE LAST REVIEW (LAST YEAR'S OBJECTIVES):

Identify the original objectives from your last review as well as any new objectives that have emerged since then (if applicable).

For each objective, determine status and explanation for status.

Objective	Status (Completed, in progress, not started, no longer pursuing)	Status Explanation
The Accounting area will post Policies and Procedures, Instructions and Forms to the Accounting website to improve transparency and communication.	In progress	The completion of these three objectives was being coordinated by the college's then-controller, but her departure from the college has delayed their completion. The Business Services has proposed, via a PBAR, to hire a consultant to work with Business Service units.
The Accounts Payable area will post Policies and Procedures, Instructions and Forms to the Accounting website to improve transparency and communication.	In progress	
The Payroll area will post Policies and Procedures, Instructions and Forms to the Payroll website to improve transparency and communication.	In progress	
Purchasing will increase the number of online vendor registrations, on Planet Bids website in order to increase the number of suppliers readily available to quote on items when needed. This will increase the efficiency of the purchasing process.	Complete	The Purchasing Department conducted outreach with current and potential vendors and has had 565 new vendors register on the system to date during FY 2018/19. This outreach will continue.
Business Services will develop an electronic workflow solution for the process beginning with the initiation of a requisition and ending with vouchering of invoices.	On hold pending decisions regarding replacement of the ISIS system.	The college is looking at the possibility of implementing an ERP as the replacement for ISIS which could include modules for Business Services. If the college opts not to include these modules, the Business

			Services unit will implement, more fully, the Los Angeles County Office of Education's (LACOE) options for Human Resources and Procurement through its CGI system.

IV. ACHIEVEMENTS:

(Optional) List any notable achievements your program accomplished in the last year.

Business Services completed another fiscal year audit with no financial statement or federal award audit findings. This is a great accomplishment and it is the eleventh consecutive year of such success.

V. ASSESSMENT AND EVALUATION

Part 1: Outcomes and Evaluation Results

A. Reflect on the outcome assessment (PLO, SLO, UO) data that your program reviewed in the current year (2018-2019) that have yielded **notable** or **actionable** findings. Insert additional rows as needed.

Note: It is not required that you mention every outcome assessed in your program.

What outcome were you assessing?	How was the outcome assessed?	What were the results of the assessments?	Describe any changes that are planned or in progress to address the results
The Purchasing Department will increase supplier registrations to the SMC on-line Purchasing web site to increase the efficiency of the Purchasing process and maximize transparency regarding the purchasing process.	Tracking the number of registrants on the purchasing unit's website.	There was an increase in the number of vendors who registered on the purchasing website. Year to date, 565 new vendors have registered.	Continue outreaching to current potential vendors
Payroll will process transactions with less than a 1% error rate to decrease time consuming payroll corrections and maintain employee confidence in Payroll Department	Tracking the number of payroll warrants issued and the number of supplemental warrants. The ratio between the two indicates the error rate.	The department has been visually reviewing payroll warrants as a whole and have consistently achieved the <1% goal.	The department will be formalizing and enhancing the process by tracking error rates by employee group/payroll cycles and documenting the results.

What outcome were you assessing?	How was the outcome assessed?	What were the results of the assessments?	Describe any changes that are planned or in progress to address the results
Accounting processes will generate accurate and complete information to avoid financial statement audit findings	Audit findings as communicated in the auditor's report to the college.	The 2017-18 audit was completed with no financial findings in the college's accounting of federal, state and local funds.	This is the 11th consecutive audit with no financial findings. The Business Services unit intends to continue this exemplary record of performance.
Accounting will track the total volume of Restricted Program funding accounted for to monitor trends and plan for staffing.	Accounting maintains a report showing the accountants assigned to various grants and other restricted programs.	Adjustments to staffing levels are made based on the size and number of grants and other restricted programs to ensure optimal staffing levels.	Annual reallocation of staff assigned various programs will continue to ensure that the needs of the program managers of restricted fund programs are met and the grants/programs comply with the funding agencies' requirements.

B. Reflect on other effectiveness data you collected and analyzed for the program this year.

These questions are not applicable to the Business Services Unit.

Part 2: Analyses of Results

This question is designed to bridge the results of your evaluation and outcomes assessment with next year's objectives (VI).

In one or two paragraphs, describe what you have learned about your program and how this knowledge will inform your plans for next year.

The lack of a modern, functioning work flow system is making it difficult to track and collect data on a day-to-day basis. Tracking is currently done manually (e.g., via Excel spreadsheets) which is time consuming and an inefficient use of resources. An improved system (e.g., via an ERP or the county's CGI system) with the ability to review and analyze data would provide the ability to assess and effect changes in the components of Business Services.

VI. NEXT YEAR'S OBJECTIVES:

Itemize any specific strategies or projects you plan to accomplish next year to improve the effectiveness of your program. *Limit 3 objectives.*

Objective	Rationale for Setting Objective *Link to data, if applicable.*
Implement the County's new Finance and Human Resources software (i.e., CGI) to the extent determined by the decision to move forward (or not) with a new ERP	In absence of the pursuit of a new ERP, Business Services must move to a new work flow system.
Provide training to campus on new workflow systems related to the processing of goods and services.	Implementation of the CGI system will improve the ability for all college departments to secure the goods and services they need, but effective use of the system will require training.

VII. CURRENT PLANNING AND RESOURCE NEEDS:

Part 1: Narrative

Broadly discuss issue or needs impacting program effectiveness for which institutional support or resources will be needed for the coming year.

The College currently interfaces with the Los Angeles County Office of Education's PeopleSoft system. We were supposed to implement the county's upgrade to the CGI system, including the Human Resources and Financial components. However, the college is currently contemplating the procurement of a new ERP to replace ISIS. If the college pursues this full replacement (rather than just replacing ISIS), it would include the student enrollment, financial and Human Resources components. Thus, we would not fully implement the workflow advantages of CGI but simply use it as an interface with the new ERP. This is a pivotal decision and is impacting the ability of Business Services to implement improved processes that would better serve the college.

Additionally the loss of the Controller in early 2019 has impacted the unit as has the vacancy in the position of the Director of Facilities Finance and Vice President of Business and Administration, because the Chief Director is performing many of the duties of the positions in addition to the myriad duties of his own position. This leads to inefficiencies and impacts the effectiveness of all four positions. Filling these positions is vital to ensuring the District remains complaint with Federal, State, and local laws and regulations regarding the use of government funds.

The department needs resources and approval to backfill these positions. PBARs are in place, but the recruitment for the positions needs take place as soon as possible. Additionally, because these positions are traditionally difficult to fill, repeated recruitment efforts may be required.

Part 2: List of Resources Needed

Itemize the specific resources you will to improve the effectiveness of your program, including resources and support you will need to accomplish your objectives.

While this information will be reviewed and considered in institutional planning, this information does not supplant the need to request support or resources through established channels and processes.

Resource Category	Resources Description/Item	Rationale for Resource Need (Including Link to Objective)
Human Resources	Controller and Director of Facilities Finance	Inability to get objectives completed, impact to various operations, inefficiencies in the processes and procedures of the unit.
Facilities *(information inputted here will be provided to DPAC Facilitates)*	N/A	
Equipment, Technology, Supplies *(information inputted here will be provided to TPC)*	N/A	
Professional Development	N/A	

VII. CHALLENGES:

(Optional) List significant challenges your program faced in the past year (optional)

As stated earlier, the loss of the Controller and the vacancy in the Director of Facilities Finance position (due to a promotion of the incumbent) has impacted the unit. Filling these positions is vital to ensuring the District remains complaint with Federal, State, and local laws and regulations regarding the use of government funds.