

**PALO VERDE COMMUNITY COLLEGE**  
**ADMINISTRATIVE SERVICES**  
**PROGRAM REVIEW**  
**2011**

**Programs**

**Business Services**

**Information Technology**

**Maintenance & Operations**

# EXECUTIVE SUMMARY

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## BUSINESS SERVICES

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1. Program Strengths
  - a. Cross-training of staff to perform various functions has been accomplished
  - b. Willingness to assist staff and students in explaining financial procedures
  
2. Program Weaknesses
  - a. Requirement for duplicate entries between Datatel and Galaxy is time consuming and creates potential for errors
  
3. Recommendations for Program Improvement
  - a. Work with RCOE to allow access to database
  
4. Committee Determination

## **BUSINESS SERVICES**

### **FIVE YEAR PROGRAM REVIEW SUMMARY**

#### **1. Support College Mission**

##### **A. Summarize the program in terms of key functions and responsibilities:**

Finance staff is responsible for maintaining the financial management, maintenance of fiscal integrity, budgeting, accounting and cash management.

Accounts Payable staff is responsible for auditing invoices, matching receiving documents with purchase orders or contracts and issuing payments to vendors.

Accounts Payable also processes employee and student reimbursements.

Construction payments are also a part of accounts payable in that payments are submitted for review and processed. Labor compliance and retention accounts are maintained according to contractual requirements.

Accounts Receivable staff is responsible for collecting student fees during registration, invoicing for contract education fees and banking for various organizations within the district.

Budgeting staff is responsible for preparing and maintaining budgets for the district.

Clubs and Scholarships staff are responsible for receiving scholarship funds and disbursing funds according to rules and regulations of each scholarship.

Categorical programs ensures that all programs are in compliance with guidelines as set forth by County, State, Federal and GASB regulations and is responsible for purchasing equipment and supplies for the program as well as reports. The staff also ensures that all categorical programs stay within their budgets and all purchases follow guidelines as outlined by program regulations.

Payroll/health and welfare staff is responsible for preparing and processing payroll in a timely and accurate manner. Monitors health and welfare benefits and distribute any applicable information to the staff

Human Resources staff is responsible for all employment processes, ensures that the district follows all State, County, and Federal guidelines. The HR manager also serves as a member of the bargaining team representing the District.

Bookstore staff is responsible for all student textbooks, supplies and other educational materials for student success.

**B. Describe how the program supports the overall mission of the College as adopted by the Board of Trustees.**

Business Services supports the overall mission through strict adherence and compliance with sound business practices, policies and procedures and regulatory requirements. These measures ensure that district resources are financially stable. The Bookstore offers educational supplies and textbooks for students, faculty and staff to support course completions. We also support students, faculty and staff by providing a clean and friendly environment for meals.

**C. Describe, in qualitative and quantitative terms, the population served by the program.**

Accounts Payable and Receivable staff serves all of the student population either through collection of fees or disbursement of scholarship checks or billing for unpaid fees and general questions and answers. Accounts payable works with 500+ vendors on a monthly basis including construction payables. Accounts payable staff process between \$225,000 and \$350,000 a month for the district. Staff processes an average of \$1.5M monthly in construction expenses.

Categorical programs serves Federal (Title III Grant, Student Support Services and VATEA 1-C) Programs for a total of \$760,459. State programs include Basic Skills, Financial Aid Administration, CalWorks, CARE, DSPS, EEO, EOPS, Lottery, Matriculation and Non-Credit Matriculation for a total of \$980,957. Partnerships include College of the Desert and Technical Prep for a total of \$94,192. These are all student based programs both on and off campus.

Clubs and Scholarships staff serves approximately 135 students per semester for distribution of scholarship checks and serves 25 clubs for banking, balancing bank statements and writing checks.

Human Resources population base is approximately 275 employees which includes faculty, classified, administration, students, adjunct faculty as well as contract education.

Payroll staff serves approximately 120 full-time employees and 150 part-time employees (faculty, staff, Board Members, adjunct faculty, student workers and

retirees). Staff process insurance and payroll expenses of approximately \$1.2M per month.

The Bookstore serves approximately 3,000 students district wide. The prison population consists of approximately 600 students throughout the State with locations in Blythe, Coalinga, Solano, Norco, Avenal, Chowchilla, Represa, San Luis Obispo and Fallbrook.

## **2. ACCOMPLISHMENTS IN ACHIEVING GOALS**

### **A. Describe progress in achieving goals outlined in the previous program review, including evidence documenting such achievements.**

#### **1. Increase level of cross-training for all areas within Business Services**

Personnel in the Business Office have all received training for cross coverage in case of an absence. H/R can cover for Payroll and vice versa, A/P and A/R are now covered by two individuals, the Bookstore has dual coverage and can also be covered by personnel in the Business Office. This goal has been accomplished.

#### **2. Maintain the level of accuracy achieved during the past independent audits.**

Once a task is completed (such as payroll) by one person, another individual has been assigned to review for accuracy. We have the same process for accounts payables and receivables. Before checks are issued to vendors, a second person audits the checks along with the purchase orders for accuracy. The system is working well.

#### **3. Convert purchasing and accounts payable to a new computerized system with the County (One Source to Galaxy).**

The system was converted by the County and we are now using the new system. The system has been a time saver for our department with no more paper entries being mailed to the County. Goal accomplished.

#### **4. Set up a process to track sick leave earned by part-time faculty.**

Since this goal was established, we learned that this had to be set-up within the Galaxy County system and their system is not yet available to track part-time faculty sick leave. Payroll personnel, therefore continues to track at the local level by hand.

#### **5. Keep students informed on new editions of textbooks, International Standard Book Number (SBN) #'s and consignment sales.**

Accomplished and an on-going goal for the Bookstore.

**B. Explain modifications of goals outlined in the previous program review, including evidence documenting such modifications.**

No modifications were made to the previous goals.

**C. Describe specific, documented accomplishments that support and facilitate the achievement and assessment of student learning outcomes, including measures employed to evaluate program effectiveness in achieving such outcomes.**

Student learning outcomes were not addressed in the previous non-instructional program review. However, the Business Office supports student learning outcomes by providing necessary textbooks and instructional supplies for students to complete courses. The Business Office also provides a pleasant place for student's meals, and serves students by addressing concerns such as scholarship funds, payroll, student fees, and textbook information.

**3. NEW GOALS**

**A. Outline new goals including an explanation how the program supports the achievement of student learning outcomes, and state timelines for completion, measures for evaluating achievement of such goals and a process for implementing improvements.**

1. Implement textbook rental program – to be implemented Fall, 2011  
A taskforce was formed and has developed a student textbook rental agreement. The rental program will be offered for eight classes at one-third of the cost of a textbook. If successful, the program will assist those students who are not able to purchase books and will increase their ability for course completions
2. Payroll/Health & Welfare – work closely with Keenan & Associates on the new Bridge System to ease Health and Welfare processes, to be implemented Spring 2011. The system will allow all health vendors (Blue Cross, Delta Dental, Vision Care) Keenan and the District to have information on employees in one data base.
3. Human Resources – learn new federal laws for Health Care Reform and how they affect the district and employees.
4. Create manuals for both Galaxy and Colleague HR process, to assist in training new employees and reference guide, Spring 2012.
5. Business Services is dedicated to provide leadership to Palo Verde College through the budget crisis.

#### 4. **PERSONNEL SUMMARY**

**A. Provide an organizational chart of the program, showing personnel coverage of key functions and responsibilities.**

See attached chart on page 10.

**B. Are current management and staff adequate to perform functions and responsibilities satisfactorily and to achieve program goals? Explain.**

The Bookstore has one manager and one assistant and is adequate to sustain the program at this time.

Currently, there is one full-time employee in the Human Resources Department. The Human Resource Manager is responsible for all aspects of Human Resources. There is a need for an additional part-time person to help with the everyday clerical functions of HR. However due to budget constraints it is not financially feasible at this time. All human resource legal issues and grievances are handled by the Vice President of Administrative Services.

Payroll has one full-time person: however, the Executive Secretary has been able to assist when needed. A part-time position should be considered, as budget allows.

Other areas of Business Services have adequate personnel coverage at this time.

**C. Describe organizational changes that will improve program performance, provide timelines for the achievement of such changes and describe measures that will assess the effectiveness of such changes.**

No additional changes at this time.

#### 5. **STAFF DEVELOPMENT**

**A. Describe specific professional development activities in which program members participate, and explain how such activities benefit or enhance the program and support and facilitate student learning outcomes.**

Business Services personnel attend Local, State and County workshops and conferences that pertain to their area at least twice a year (for example, Assoc. of Chief Human Resources Officers/Equal Employment Officers, State Budget Workshops, Association of Chief Business Officers workshops, Galaxy Training and workshops offered by RCOE). RCOE is now meeting quarterly via Website for updates for Business Services. Health and Welfare workshops are offered through Keenan for our campus liaison as well as monthly meetings for updates on district benefit programs.

Employees regularly attend staff meetings and various campus meetings to continue to support each department.

**B. Describe areas of unmet professional development needs among personnel in this program, if applicable, and outline plans to address those needs.**

Current professional development is adequate at this time.

**6. FACILITIES AND EQUIPMENT**

**A. Are current facilities, such as classrooms, office and equipment, adequate to support the program? Explain.**

Additional storage space is needed by all business services units. Equipment is excellent and adequate to perform and support programs.

**B. Is available dedicated space adequate to support the program? Explain.**

The bookstore is more than adequate to meet the current needs of students, staff, faculty and the community. Current space in the Business Services area is adequate at this time.

**C. Is available equipment adequate to support the program? Explain.**

Equipment is more than adequate to support the needs of Business Services

**D. Describe plans for future changes in support facilities or equipment.**

None at this time.

**7. FINANCIAL RESOURCES**

**A. Provide a financial report showing, for each year of the preceding 3 years, budgeted vs. actual expenditures for each of these line items, at a minimum:**

**Business Office**

	2009-2010		2008-2009		2007-2008	
	Budget	Actual	Budget	Actual	Budget	Actual
Salaries	\$ 568,624	\$ 494,654	\$ 505,387	\$ 499,819	\$ 488,133	\$ 419,550
Benefits	\$ 154,206	\$ 182,058	\$ 177,551	\$ 136,322	\$ 219,461	\$ 65,729
Supplies	\$ 8,944	\$ 8,702	\$ 71,843	\$ 5,410	\$ 10,251	\$ 7,905
Contracts*	\$ 312,811	\$ 289,444	\$ 429,975	\$ 385,512	\$ 344,822	\$ 382,621
Capital	\$ -0-	\$ (75)	\$ 1,500	\$ 3,071	\$ 80,500	\$ 6,751
<b>Total</b>	<b>\$1,044,585</b>	<b>\$ 974,783</b>	<b>\$1,186,256</b>	<b>\$1,030,134</b>	<b>\$1,143,167</b>	<b>\$ 882,556</b>

\*Includes internal and external plant operations (contracts, leases, utilities, postage, H/R Advertising, property insurance, H/W)



Salaries change – 07/08 through 08-09 hired additional personnel  
 Benefits – change due to increase in benefits and additional personnel

**Bookstore**

	2009-2010		2008-2009		2007-2008	
	Budget	Actual	Budget	Actual	Budget	Actual
Salaries	\$ 66,600	\$ 57,702	\$ 55,164	\$ 59,246	\$ 62,520	\$ 50,785
Benefits	\$ 38,150	\$ 26,431	\$ 25,000	\$ 25,665	\$ 28,000	\$ 23,493
Supplies	\$	\$ 155,478	\$ 443,179	\$ 471,207	\$ 430,000	\$ 416,313
Contracts	\$ 10,000	\$ 2,742	\$	\$ 6,719	\$ 16,300	\$ 4,558
Capital	\$	\$	\$	\$	\$	\$
<b>Total</b>	<b>\$ 114,750</b>	<b>\$ 242,353</b>	<b>\$ 523,343</b>	<b>\$ 562,837</b>	<b>\$ 536,820</b>	<b>\$ 495,149</b>

NOTE: Shown separately – Bookstore is a self-operating entity.

**B. Describe change for future budget changes.**

Due to budget constraints, there are no anticipated changes. However, some employees may retire but will have to be replaced.

**8. Strengths and Weaknesses**

**A. List and comment on major strengths of the program**

1. Assisting students via bookstore visit
2. Disbursing scholarships checks in a timely manner
3. Employees are very knowledgeable in their respective areas
4. Willingness to assist students and staff at any time
5. Knowledge of RCOE Galaxy and Colleague systems
6. Willingness to learn new systems
7. Friendly atmosphere

**B. List and comment on the major weaknesses of the program.**

1. Determine how many textbooks to order for classes to avoid over/under ordering
2. Lost revenue due to textbook returns (shipping and restocking fees)
3. Additional personnel to support H/R and Payroll
4. Lack of storage space for proper fireproof file cabinets
5. Time spent completing dual entries between Datatel and Galaxy

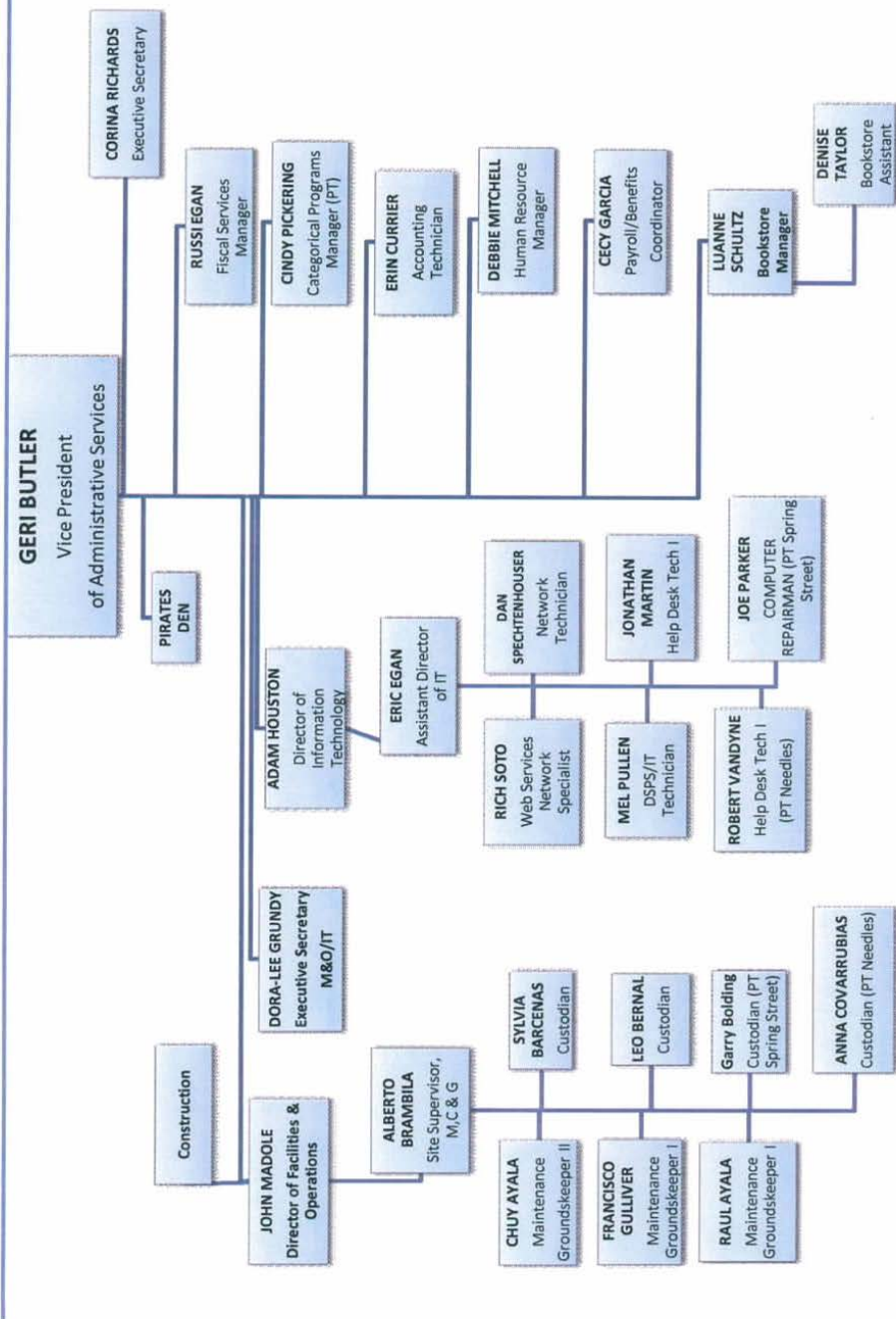
**C. List recommendations for improving and correcting identified weaknesses.**

There is no easy fix for items 1 and 2. Bookstore personnel will continue to monitor this trend and meet with faculty to perhaps limit the number of returns and the ordering process.

Items 3 and 4 - Additional personnel and additional storage space is not financially feasible at this time.

Item 5 - Until RCOE allows access to their data base, this will be an ongoing issue.

**PALO VERDE COMMUNITY COLLEGE DISTRICT**  
**Administrative Services Organizational Chart**  
**2010/2011**



September 30, 2010