COMPREHENSIVE NON-INSTRUCTIONAL PROGRAM PLANNING AND ASSESSMENT
(Program Review)

ADMINISTRATIVE SERVICES

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COLLEGE MISSION STATEMENT
Hartnell College provides the leadership and resources to ensure that all students shall have equal access to a quality education and the opportunity to pursue and achieve their goals. We are responsive to the learning needs of our community and dedicated to a diverse educational and cultural campus environment that prepares our students for productive participation in a changing world.

ADMINISTRATIVE SERVICES MISSION STATEMENT
(This statement should directly or indirectly answer the following questions: “How does the Administrative Services mission statement jibe with the college’s mission statement?” And, “Why does the college have an Administrative Services area?”)

1. How does the Administrative Services area support/strengthen the college’s ability to fulfill its mission?
2. **What are the key duties, responsibilities, functions, activities, and tasks of the Administrative Services area?**

- General accounting, financial reporting, and analyses
- Fiscal Management and Program Compliance for Grant funds
- Fiscal Management and support activities for the Hartnell Foundation
- Evaluation and development of financial policies for recommendation to the Board
- Financial planning and budgeting
- Support accreditation
- Management of cash flow and cash management services
- Accounts Payables services
- Payroll services
- Receivables management
- Datatel financial system
- Cashiering and student accounts administration
- Productivity of staff including coaching and feedback to improve efficiency, accuracy, and work output
- Customer service

3. **What data are used to measure how well Administrative Services is performing with respect to the above-identified duties, responsibilities, functions, activities, and tasks? What do these data suggest about Administrative Services’ effectiveness and its need for continuous quality improvement?**

- Survey results
- Timelines and accuracy of reports
- Audit results
- Balanced budget
- Compliance with laws and regulations
- Reconciled accounts – reconciling items cleared within 30 days of reconciliation date
- Timeliness and accuracy of payroll
- Timeliness and accuracy of vendor payments – no penalties, payment within due dates
- Established internal control processes and procedures
- Training and workshops provided
- responsiveness to requests – 48 hour turn around
4. **What are the Administrative Services area’s greatest strengths and most significant accomplishments during the past three years? (Feel free to use information provided in the response to question #3, above.)**
   - Unqualified opinion on audits
   - No material audit findings
   - Completion of several processes and procedures
   - Delivery of several training and workshops
   - Balanced budget for FY 2012-13
   - Timely submission of state required reports
   - Compliance with 50% law
   - Submission of 1099, 1098T, and W-2 within deadlines
   - Completion of audit on time

5. **What are the Administrative Services area’s major challenges during the past three years—that is, what aspects of the service area are most in need of improvement? (Feel free to use information provided in the response to question #3, above.)**
   - Maximize the use of Datatel functionalities – too many external systems
   - Provide friendly access to accurate student accounts
   - Provide professional development
   - Enhance the annual budget process
   - Review and analyze business processes

6. **What are the Administrative Services area’s service area outcomes?**
   - Timely and clean audit
   - Efficient processes and best practices
   - Integrated budget process and planning
   - Procedures manual
   - Responsive staff – satisfied customers
   - Compliance
   - Balanced budget
   - Communication and collaboration with other areas

7. **How are these service area outcomes assessed?**
   - Satisfaction surveys
   - Audit results
   - Various monitoring/accountability reports
   - State requirements
   - Service utilization
8. Identify the service area outcomes that have been successfully met during the past three years, and explain how they were successfully met. Also, discuss the steps that are being taken to ensure continuous quality improvement with respect to these outcomes.

The District received unqualified opinion on its financial audit with no material weakness findings on its internal controls. The District managed a balanced budget and maintained a healthy fund balance which far exceeds the state and the accreditation benchmarks.

The Business Office has instituted a monthly staff meeting and has maintained a list of issues which are monitored for resolution. There is a plan to develop monitoring tools to measure all the major activities of each unit within the Business Office.

9. Identify the service area outcomes that have not been met successfully during the past three years. Explain the ways in which Administrative Services is engaging in continuous quality improvement with respect to this challenge. (Note: Be sure to include and to elaborate upon at least some of this information in the “Annual Action Plan”).

- Efficiency in financial reporting
- Automated processes
- Maximum utilization of ERP

The Business Office staff is aggressively evaluating the system functionality and making ongoing changes to the office processes and procedures replacing manual processes with more electronic and automated processes.

10. How successfully has the Administrative Services area collaborated with other areas at the college (both instructional and non-instructional)? What steps are being taken to ensure continuous quality improvement in the area of collaboration?

There is still a need to collaborate more with the other departments of the District.
11. Describe the professional development opportunities taken advantage of by members of the Administrative Services area within the past two years. In addition, please explain the ways in which Administrative Services personnel’s engagement in these opportunities has helped Administrative Services meet its various obligations and fulfill both its own mission and the college’s mission.

Several members were sent to conferences and workshops sponsored by ERP providers, the state and organizations for best practices, and new trends that are being adopted for office procedures.

12. Does the college provide adequate support and resources for the Administrative Services area (financial, administrative, facilities-related, equipment-related, and so on)? Does the Administrative Services area have sufficient staffing to support its ability to meet its service area outcomes? Please use relevant, specific examples and evidence to support and clarify your responses.

The Business Office needs additional accounting assistant support, new computers, cashing equipment such as remote deposit machine, wireless credit card machines, professional development funding and more ergonomic workstations.

13. If the Administrative Services area’s current needs—identified in the response to item #12—are not being met, explain the ramifications of this state of affairs.

- Less efficient and effective handling of business activities, staff are engaged in more mundane and laborious tasks.
- Opportunity lost in time and money.

14. How successfully has the Administrative Services area addressed external compliance regulations and issues, and what steps have been taken to ensure complete success concerning this matter? Please use relevant, specific examples and evidence in your response.

- The Business Office has been very successful in complying with external regulations. Audits are completed timely and are submitted to all the external agencies. The District continues to comply with the 50% law and the Business Office is regularly monitoring compliance to the rule.
15. Please provide any other information or comments that are relevant to this review of the service area.

16. Please provide an EXECUTIVE SUMMARY of this comprehensive program review, using the Administrative Services “Executive Summary” template.

17. The information requested during this comprehensive review process is intended to be meaningful and useful for the purpose of continuous quality improvement for the Administrative Services area. To this end, each year the Administrative Services area will develop a workable, year-long, follow-up action plan (entitled “Annual Action Plan”) that both derives from and addresses key information provided by the comprehensive review. Each yearly action plan will outline specific initiatives focusing on the Administrative Services area’s identified areas in need of strengthening, its identified challenges that need to be met, and the like. (Please use the Administrative Services “Annual Action Plan” template.)