Administrative Annual Program Assessment

Program/Department: Business Services
Fiscal Operations - Risk Management - Food Services

Completed by: Julie Venable
Director of Budget and Accounting
I. Executive Summary

The Business Services Department provides service and support for students, faculty, and staff for all departments in the district. Business Services interacts with most departments on a daily or weekly basis, processing payroll checks, purchase requisitions, accounts payable, accounts receivable, cashiering, reimbursement requests, travel and conference attendance requests, food service requests, textbook requests, student accounts including refunds and financial aid disbursements, risk management, and other common business issues. Also, accounting, budget, categorical reporting, and all contracts are handled through the Business Services Department.

Some of the main accomplishments of the department for fiscal year 2012 and 2013 include the assistance and involvement in community events such as a successful Foundation gala and silent auction, the grand opening event for the Humanities Classroom and Jazz Fest, and the Fiesta of the Decades celebration. The department facilitated a successful external audit with no audit findings. The district Cal Card program was implemented, a new RFP and contract for food services beverages was initiated, and the department participated in the successful Follow-up Accreditation Report. The first RAP (Resource Allocation Proposal) cycle was completed and the RAP AP (Administrative Procedure) was written. The department held two open houses and held trainings and workshops. The new risk management area completed risk walk throughs and analysis district wide, coordinated the training of the NIMS/SEMS compliance trainings, and implemented the new Company Nurse and AED programs.

II. Department Overview

Mission

It is the mission of the Business Services Department to provide extraordinary service and support in a manner that promotes efficient and effective use of financial resources, engaging in sound business practices and assuring regulatory compliance. Goals:

• Ensure that budget development is integrated with and supports all institutional planning
• Foster accountability in the prudent use of public funds
• Provide expedient, reliable and comprehensive data to meet the decision-making needs of the campus community
• Demonstrate the importance of staff by maintaining quality resources and opportunities for professional growth in a cohesive and positive work environment

~ Working As One To Achieve Financial Integrity ~

Staffing Structure
See attached Department Organizational Chart

Goal(s)
Develop written procedures for all accounting related positions
Continue with our green initiative
Fill Business Services vacancies
Increase safety awareness and build on current health and safety programs
Update waivers and forms to reduce risk exposure involving students

Objective(s)
See attached Business Services Goals, Action Plan, and Outcomes

Outcome(s)
See attached Business Services Goals, Action Plan, and Outcomes

IIA. Strategic Plan Linkages
Briefly summarize how the department/unit objectives support the MSJC Strategic Plan 2011-2014. Please address the Strategic goal, how the goal supports your objective or department goal, what action(s) has been taken, and what is the status of the action.

<table>
<thead>
<tr>
<th>STRATEGIC PLAN GOAL</th>
<th>OBJECTIVES</th>
<th>ACTION PLAN</th>
<th>STATUS OF ACTION PLAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>See Attached Business Services Strag Plan</td>
<td>Click here to enter text.</td>
<td>Click here to enter text.</td>
<td>Click here to enter text.</td>
</tr>
<tr>
<td>Click here to enter text.</td>
<td>Click here to enter text.</td>
<td>Click here to enter text.</td>
<td>Click here to enter text.</td>
</tr>
<tr>
<td>Click here to enter text.</td>
<td>Click here to enter text.</td>
<td>Click here to enter text.</td>
<td>Click here to enter text.</td>
</tr>
<tr>
<td>Click here to enter text.</td>
<td>Click here to enter text.</td>
<td>Click here to enter text.</td>
<td>Click here to enter text.</td>
</tr>
<tr>
<td>Click here to enter text.</td>
<td>Click here to enter text.</td>
<td>Click here to enter text.</td>
<td>Click here to enter text.</td>
</tr>
</tbody>
</table>

IIB. Strengths, Opportunities and Challenges
Provide a brief SWOT analysis of your department/unit
1.) What are the department/unit strengths?
Employee longevity and historical experience, office camaraderie and team work, staff cross training, process consistency, clean audits, clean and safe facilities, electronic approvals, accurate and timely compliance and mandated reporting, electronic budget
development process, cross training for continued service, and courteous service to students and staff.

2.) What are the department/unit weaknesses?
   Current department vacancies and long-term interim positions.

3.) What are the department/unit opportunities?
   Increase of online processes and procedures, the continuance of the green initiatives including scanning of files, filling office vacancies, increase of safety awareness and safety programs and forms/waivers updates. District growth with increased funding, a presence at Menifee campus, and at the Pass and Temecula sites.

4.) What are the department/unit challenges?
   Currently the Business Services Department is only at the San Jacinto Campus.

III. Key Performance Indicators
   Provide a reporting of the number of customers served and/or provide a general description of the populations (students, faculty, staff, community, etc.) served by the department in academic year 2012-2013
   See Attached file: 2012-13 Bus Serv Indicators

IV. Administrative Unit Outcomes and Assessment
   List AUOs
   Cross training in areas of accounts payables, accounts receivables, grants, payroll, and Colleague.
   Expand Business Services presence to Menifee, the Pass, and Temecula
   Hold regular fiscal services meetings to promote internal communication among staff
   Develop chemical hygiene plan
   Fill interim and vacant positions

   What types of data will you collect during the academic year to more appropriately assess the effectiveness of the department/unit?
   Quantity of contacts- recipients served including staff, students, community, number of contracts processed, reduction of paper resources used, number of written online procedures and processes, and audit results. Also, Business Services key performance indicators to compare with previous quantities.

V. Assessment Results from 2012-2013/Administrative Improvement Plan
   Which AUOs were assessed?
   Implementation of departmental email boxes
   Implement AED program
   MOU for beverage contract to maximize district benefits
Implemented scanning filing system
Cross training of staff for continuous coverage

What adjustments in infrastructure, policy, practice, procedure, or any other area did the results signify?
Successful cross training allowed for sustained cashier, accounts payable, and bookstore services during times of absences and leaves. The AED program was implemented and an AP (Administrative Procedure) was written. The RAP process went through a complete cycle and an AP was written. New online approval processes and contract procedures were written, workshops held, and forms posted online. The beverage MOU partnered with Pepsi included $25,000 in sponsorships to MSJC and the Foundation.

What improvements/changes will result from the analysis of this assessment data?
The continuance of cross training of staff, and expansion of departmental email boxes, an improvement of communication with monthly departmental meetings, increased safety training and awareness campaign, and additional AED’s to be acquired. Need to expand the use and add processes on our online scanning procedures.

What modifications or enhancements need to be made to the assessment to more accurately assess the outcome?
An update on statistical information and an analysis for results will be processed, and the department will revisit goals and accomplishments to ensure departmental adherence. Additional statistical reports for increased area assessments will be considered.

VI. Resource Allocation Prioritizations
List all of the RAPS submitted during the last academic year and indicate whether or not they were funded
New storage room for the departmental storage needs $2,000 – Not funded
Colleague Credit Card Readers $2,100 – Not funded
Remodel of Menifee Modular $40,000 – Not funded

Does the current staffing structure meet the department/unit’s needs?
No

Based on the data analysis outlined in this review please outline additional resources (faculty, staff, equipment, software, materials, travel, and facilities) that would enhance and assist the department/unit in running more efficiently?
Office furniture, equipment, and supplies for the MVC modular set up, additional scanning equipment for electronic file storage, an I-Pad for electronic credit card processing for off site events. With the addition of the District’s Risk Management to the department funding is required to establish and develop budget to meet accreditation needs, to create safety culture at the college, and fund campus safety improvements.

Which of these resources (from above) do you plan on submitting a RAP for in the 2014-2015 cycle (next fiscal year)?
1. Office furniture, equipment and supplies for the MVC modular, the I-Pad for district off site credit card processing, funding for safety and risk management, as well as the three previous RAPS that were submitted, yet unfunded for last year. 2. The Business Services Department
has been planning on taking on the position control functions from Human Resources. This task would require an additional staff accountant to handle all of the processes involved in budget, account change forms, faculty load sheets, parity pay, etc. 3. With the development of the new Risk Coordinator in the Business Services Department comes the requirement of funding. A RAP will be written to request funding to handle District compliance reports, safety renovations, and additional staff to accommodate the increased workload and to ensure District compliance.

VII. Final Summary

What information and analysis should be forwarded for future decision making and planning by your respective division?

Historical statistical outputs that are ever-increasing yet handled by the same amount of staff.

Discuss any major activities/highlights/achievements/innovations specific to your assessments that have been implemented or used within your department?

Electronic scanning processes to enable more efficient and green procedures, online approvals, and Foundation and SGA contracts are now being approved and handled through Galaxy. Additional procedures have been written, new safety policies and procedures are being implemented and training workshops, open houses, and meetings have been increased to better communicate with the district departments and to facility streamlined processes and procedures.

VIII. Assessment of MSJC Program Review

Any suggestions, concerns or constructive criticism regarding the MSJC Program review process?

One suggestion would be to hold a specific training workshop for Administrative Program reviews since this area is specific and unique in reporting. Also, this form was not easy for me to format and review but that could be operator issues.

Please list all staff who participated in the preparation or review of this document: Julie Venable, Jennifer Marrs, Gail Jensen, Teri Jerabek, Martha Hall, and Cecilia Shoffner
## 2013-2014 Goals

<table>
<thead>
<tr>
<th>Goal</th>
<th>Action Plan/Measurable Outcome</th>
<th>Timeline</th>
<th>Institutional Priority/Strategic Goal Link</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Develop Written Procedures for all Accounting Related Positions</strong></td>
<td>a. 50% of procedures to be written (5 positions)</td>
<td>06/30/14</td>
<td>Systematic Planning &amp; Assessment</td>
</tr>
</tbody>
</table>
| **2. Continue with Green Initiative** | a. Work with RCOE in report printing reduction, request reports on line.  
b. Reduce Paper consumption by 10%  
  - increase scanning  
  - request vendors/District Partners to e-mail invoices, reports, agenda, etc.  
c. Increase Menifee Site Presence beginning Spring 2014  
d. Introduce Office Energy Conservation Initiative  
  - i.e., turn off lights, equipment, and air cond.  
e. In coordination with M&O, support recycling efforts  
  - 100% of desks to have recycle container  
f. Café changing to paper instead of Styrofoam  
g. Now using plastic containers recycled water bottles  
h. New water dispenser for filling containers to be installed at the San Jacinto Campus | 06/30/14 | 5.1 |
| **3. Fill Business Services Vacancies** | a. Fill 100% of vacancies | 06/30/14 | Institutional Pride & Organization Culture |
| **4. Increase Safety awareness & build on current health & safety programs** | a. Establish Active Emergency Management Plan  
  - Complete & Implement the EOP  
  - Create and implement building captain program  
  - Have 100% of all departments complete SIMS/NIMS/ICS training  
  - Have an active CERT program  
  - Build relationships with other Emergency Management staff from other community colleges | 11/1/13  
  12/1/13  
  1/1/14  
  5/1/14  
  On going | 8.2 |
<table>
<thead>
<tr>
<th>Goal</th>
<th>Action Plan/Measurable Outcome</th>
<th>Timeline</th>
<th>Institutional Priority/Strategic Goal Link</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>by attending trainings</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. Reduce WC accidents by 10%</td>
<td></td>
<td>8.2</td>
</tr>
<tr>
<td></td>
<td>-Increase Safety Awareness through trainings (1 department per month)</td>
<td>On going</td>
<td></td>
</tr>
<tr>
<td></td>
<td>-Stryker Evacuation Chair Training (1 training at each site)</td>
<td>10/1/13</td>
<td></td>
</tr>
<tr>
<td></td>
<td>-Ladder safety trainings for multi-departments (1 on each site)</td>
<td>12/1/13</td>
<td></td>
</tr>
<tr>
<td></td>
<td>-Organize Supervisor’s Academy for Success and Risk (Keenan)</td>
<td>10/5/13</td>
<td></td>
</tr>
<tr>
<td></td>
<td>-Defensive Driver training</td>
<td>6/30/14</td>
<td></td>
</tr>
<tr>
<td></td>
<td>-Continue to close worker’s comp cases, at least one case a month</td>
<td>Monthly</td>
<td></td>
</tr>
<tr>
<td></td>
<td>-Update Keenan safe schools to reach all employees</td>
<td>8/15/13</td>
<td></td>
</tr>
<tr>
<td></td>
<td>-Pilot a Buddy WC System in Business Services</td>
<td>On Going</td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. Increase health and safety programs</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>-Obtain AED devices through Grants or request for donations</td>
<td>6/1/14</td>
<td></td>
</tr>
<tr>
<td></td>
<td>-Initiate a health and wellness committee</td>
<td>6/1/14</td>
<td></td>
</tr>
<tr>
<td></td>
<td>-Create and implement chemical hygiene plan with assistance of laboratory staff</td>
<td>11/1/13</td>
<td></td>
</tr>
<tr>
<td></td>
<td>-Finalize IIPP plan and post to website</td>
<td>9/1/13</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Update forms process to reduce risk exposure involving students</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1) Work with SGA to develop guidelines for fundraisers</td>
<td>On Going</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2) Review/Revise Cheerleading enrollment packet</td>
<td>10/1/13</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3) Review/Revise Athletic enrollment packet</td>
<td>10/1/13</td>
<td></td>
</tr>
</tbody>
</table>
Fiscally Sound Position -
Goal 5: Become a Greener Campus at all Four Learn Sites

- Objective/Strategy:
  - 5.1 Move closer to a paperless campus through adoption of more electronic processes (i.e. digital signatures).
    - Department: Business Services
    - Goal: Continue with Green Initiative
    - Outcome Measures:
      - Work with RCOE in report printing reduction, request reports on line.
      - Reduce Paper consumption by 10%
      - Increase scanning
      - Request vendors/District Partners to e-mail invoices, reports, agenda, etc.
      - Increase Menifee Site Presence beginning Spring 2014
      - Introduce Office Energy Conservation Initiative
      - In coordination with M&O, support recycling efforts, 100% of desks to have recycle container
      - Café changing to paper instead of Styrofoam
      - Now using plastic containers recycled water bottles
      - New water dispenser for filling containers to be installed at the San Jacinto Campus
    - Deliverable Timeline: June 2014

Systemic Planning & Assessment -
Goal 6: Emphasize College-wide data-driven assessment and decision-making utilizing internal and external data.

- Objective/Strategy:
  - 6.1 Better facilitate end-user access to key district-wide internal and external statistical data for planning.
    - Department: Business Services
    - Goal: Develop Written Procedures for all Accounting Related Positions
    - Outcome Measures: 50% of procedures to be written (5 positions)
    - Deliverable Timeline: June 2014
Institutional Pride and Organizational Culture -

Goal 7: Promote quality institutional communication as a key College priority and practice.

- Objective/Strategy:
  - 7.1 Provide for increased faculty/staff/administrative interaction within and across learning sites.
    - Department: Business Services
    - Goal: Fill Business Services Vacancies
    - Outcome Measures: 100% of Business Services vacancies filled
    - Deliverable Timeline: June 2014

Institutional Pride and Organizational Culture -

Goal 8: Advance and celebrate student learning, sense of community, safe and positive environment, diversity, and employee and student pride.

- Objective/Strategy:
  - 8.2 Promote message that MSJC is an excellent, safe, positive, and diverse place to learn and work.
    - Department: Business Services
    - Goal: Increase Safety awareness & build on current health & safety programs
      - Establish Active Emergency Management Plan
    - Outcome Measures:
      - Complete & Implement the EOP
      - Create and implement building captain program
      - Have 100% of all departments complete SIMS/NIMS/ICS training
      - Have an active CERT program
      - Build relationships with other Emergency Management staff from other community colleges by attending trainings
    - Deliverable Timeline: June 2014
Institutional Pride and Organizational Culture -
Goal 8: Advance and celebrate student learning, sense of community, safe and positive environment, diversity, and employee and student pride.

- **Objective/Strategy:**
  - 8.2 Promote message that MSJC is an excellent, safe, positive, and diverse place to learn and work.

  **Department:** Business Services

  **Goal:** Increase Safety awareness & build on current health & safety programs
  - Reduce WC accidents by 10%

  **Outcome Measures:**
  - Increase Safety Awareness through trainings (1 department per month)
  - Stryker Evacuation Chair Training (1 training at each site)
  - Ladder safety trainings for multi-departments (1 on each site)
  - Organize Supervisor’s Academy for Success and Risk (Keenan)
  - Defensive Driver training
  - Continue to close worker's comp cases, at least one case a month
  - Update Keenan safe schools to reach all employees
  - Pilot a Buddy Worker Comp. System in Business Services

  **Deliverable Timeline:** June 2014

- **Objective/Strategy:**
  - 8.2 Promote message that MSJC is an excellent, safe, positive, and diverse place to learn and work.

  **Department:** Business Services

  **Goal:** Increase Safety awareness & build on current health & safety programs
  - Increase health and safety programs

  **Outcome Measures:**
  - Obtain AED devices through Grants or request for donations
  - Initiate a health and wellness committee
  - Create and implement chemical hygiene plan with assistance of laboratory staff
  - Finalize IIPP plan and post to website

  **Deliverable Timeline:** June 2014
Institutional Pride and Organizational Culture -

Goal 8: Advance and celebrate student learning, sense of community, safe and positive environment, diversity, and employee and student pride.

- Objective/Strategy:
  - 8.2 Promote message that MSJC is an excellent, safe, positive, and diverse place to learn and work.
    - Department: Business Services
    - Goal: Update forms process to reduce risk exposure involving students
    - Outcome Measures:
      - Work with SGA to develop guidelines for fundraisers
      - Review/Revise Cheerleading enrollment packet
      - Review/Revise Athletic enrollment packet

- Deliverable Timeline: October 2013
Fiscally Sound Position

**Goal 4: Intensify the pursuit of grants, contracts, and other income streams.**

- 4.2 Build the capacity of the MSJC Foundation.
  - **Business Service & Procurement and General Services**
    - Successful Sunset Jazz Fest – sold over 200 tickets
    - Successful Annual Gala – Raised more than $40,000 & over $7,000 in the silent auction

**Goal 5: Become a greener campus at all four learning sites.**

- 5.1 Move closer to a paperless campus through the adoption of more electronic processes (i.e. digital signatures).
  - **Business Service**
    - Online approvals, field trip forms, WC Forms
    - The Business Office has begun this initiative with the scanning of contracts into the Access Database system.

Institutional Pride & Organizational Culture

**Goal 7: Promote quality institutional communication as a key College priority and practice.**

- 7.1 Provide for increased faculty/staff/administrative interaction within and across learning sites

**Goal 8: Advance and celebrate student learning, sense of community, safe and positive environment, diversity, and employee & student pride.**

- 8.5 Host division- and department-based open houses each year to facilitate pride and communication.
  - **Business Services**
    - The Business Office held workshops for Budget Development, Faculty Convocation, contracts, payroll distribution, field trips, SEMS/NIMS, Active shooter, AEDs, first aid, & CPR,
    - The Business Office Web Site updated to include forms, audits and contact lists. This is addition to the Budget Watch Web Page that houses Budget PowerPoints & budget information
    - Held department meetings to keep staff updated on MSJC events
    - The Front Desk was able to assist students & Staff by obtaining information online as students enter the Business Services office looking for Enrollment we provide them maps of the campus
    - The “Did you know” became a monthly update that is included in the MSJC Links newsletter
    - With the assistance of IT the Business Office was able to create e-mail boxes for contracts and account payable.
Institutional Pride & Organizational Culture

• **Goal 7: Promote quality institutional communication as a key College priority and practice.**
  – 7.4 Conduct “all hands on deck” meetings of staff across campus units and divisions to identify issues.
  – **Business Services Division**
    • Hosted 2nd and 3rd Annual All Hands on Deck Meeting for Division

• **Goal 8: Advance and celebrate student learning, sense of community, safe and positive environment, diversity, and employee & student pride.**
  – 8.5 Host division- and department-based open houses each year to facilitate pride and communication.
  – **Business Services Division**
    • Hosted second annual Open House at the Menifee & San Jacinto Campuses. Conducted a toy drive and phone card drive for service men and women.

• **Goal 8: Advance and celebrate student learning, sense of community, safe and positive environment, diversity, and employee & student pride.**
  – 8.2 Promote message that MSJC is an excellent, safe, positive, and diverse place to learn and work.
  – **Business Services**
    • AED Implementation Completed
    • Active Shooter Awareness, Utility Cart, back lifting training SEMS/NIMS Training
    • Implemented Company Nurse, Custodian Trainings, RSRMP goals required by Keenan and obtained
Community Partnerships and Service

- **Goal 10: Increase the College’s visibility, value, and recognition in our service area.**
  - 10.4 Create a “charity volunteer team” that is available to volunteer at local community charity functions.
  - Information Technology, Facilities and Business Services
    - Lead a team to refurbish the Boy Scout Troop Clubhouse and assisted with Barbeque fundraiser

- **Goal 11: Intensify our reputation as a leader and important partner in all communities that we serve.**
  - 11.1 Increase MSJC presence in community via event sponsorships, info booths, banners at venues, etc.
  - Bookstore, Facilities, & Business Services
    - Hosted a booth at the Hemet Valley Chamber’s Fiesta of the Decades
Additional Accomplishments
2012-2013

- Business Services Cross Training
- Successful Beverage RFP
- No Finding Audit
- Successful Opening of the Humanities and Social Science Building
- Filled Director & Supervisor of Business Services
- Approval of Five Year Construction Plan and FPPs
- Passage of Tentative Budget
- RSRMP Goals Completed
- Awarded $500 Mini Grant for Safety
- Posted Snake Awareness Signs
- Completed SASH (School Action for Safety & Health)
- Completed Risk walk thru with DRCCC
- Successful Follow-up Accreditation Report
- Pilot testing of the Payroll distribution of warrants /direct deposit notifications
- Cal Card Implementation
- Begun Business Services Procedure Manual
- Completed the first RAP Cycle with Assessments
- Construction Claims closed for HSS Classroom Project
- Catered Trig Star, Into the Future, Elect Her Brunch and Diversity lunch; 930 people in one day
- Catered MSJC academy, SGA monthly BBQ’s, Graduation and rehearsal, and all FAVE events
- Catered for Talent Search & Upward Bound Summer Program
- Distributed Foundation and SGA Financial Statements electronically
- Student Injuries Managed by Bus. Serv.
Mt. San Jacinto Community College
Board of Trustees Workshop

Business Services Division
Strategic Plan Update

January 31, 2013
The five Institutional Priorities of Mt. San Jacinto College are:

1. Student Success
2. Fiscally Sound Position
3. Systematic Planning & Assessment
4. Institutional Pride and Organizational Culture
5. Community Partnerships and Service
The 12 consolidated, key institutional goals at the core of the student success-focused 2011-14 MSJC Strategic Plan are:

**Student Success**
- 1. Improve Course Completion Rate
- 2. Accelerate “time-to-completion” rate
- 3. Integrate learning, engagement, access & teaching initiatives

**Fiscal Sound Position**
- 4. Intensify the pursuit of grants, contracts, and other income streams
- 5. Become a Greener Campus

**Systematic Planning & Assessment**
- 6. Emphasize College wide data driven assessment & decision making utilizing internal & external data

**Institutional Pride & Organizational Culture**
- 7. Promote quality institutional community
- 8. Advance & celebrate student learning, community, and employee & student pride
- 9. Promote more Student Engagement in campus life

**Community Partnerships & Services**
- 10. Increase the college’s visibility in our services area
- 11. Intensify reputation as a leader & partner in communities
- 12. Enhance interaction between MSJC, middle schools, high schools, & colleges
Student Success

• **Goal 1:** Improve course completion rates.

**Objective/Strategy:**

1.2 Encourage early enrollment in, and completion of, core basic skills for all at-risk students. *Information Technology*

**Action:**

In consultation with the Counseling & the Institutional Effectiveness Department, the Information Technology Department recommended the purchase of a web-based Student Course Planning & Student Ed Plan applications.

**Status:** This purchase was approved by the Board of Trustees at the January 2013 Meeting. Implementation will begin in Spring 2013 with full deployment by Fall 2014.
Student Success

• Goal 3: Integrate learning, engagement, access, and teaching initiatives that support student academic growth.

Objective/Strategy:

3.4 Increase assistance to students during first two weeks of each semester (physical & process navigation). Information Technology

Action:

• Improved the time to provision new applicant accounts in Blackboard and Colleague to 20 minutes.
• Blackboard will be separated from EagleAdvisor in order to allow email with links to processes.

Status: Project completion in March 2013
Student Success

• Goal 3: Integrate learning, engagement, access, and teaching initiatives that support student academic growth.

Objective/Strategy:

3.5 Improve campus signage & GPS mobile app to aid students in locating essential departments and services by learning site. Facilities

Action:

• Added lot identification signage to the main campus parking lots, an improvement which was identified during the assessment process. This will provide assistance to students, staff, visitors and emergency personnel.
• Continue to assess signage needs with the goal of updating or installing at least twenty (20) new signs each semester.
• Updated and installed evacuation maps in all classrooms and public areas.

Status: Annual targets complete. On-going additions per plans.
Fiscally Sound Position

• Goal 4: Intensify the pursuit of grants, contracts, and other income streams.

Objective/Strategy:

4.2 Build the capacity of the MSJC Foundation. Procurement & General Services & Business Services

Action:

• Assisted the Foundation and President’s Office with the Sunset Jazz Fest at MVC in September 2012.
• Changed the concept of a friend-raiser event to a fund-raising event.
• Coordinated the opening of the new Humanities and Social Sciences building with the Jazz Fest.
• Assisting with the annual Foundation Gala.

Status: On-going.
Fiscally Sound Position

• Goal 5: Become a greener campus at all four learning sites.

**Objective/Strategy:**

5.2 Move closer to a paperless campus through the adoption of more electronic processes (i.e. digital signatures). *Information Technology*

**Action:**

MSJC is in negotiations for the migration to a new Enterprise Imaging System that supports e-signatures, workflow management, and online forms submission.

**Status:** Negotiations will be complete in February 2013 with system implementation complete by December 2013.
Fiscally Sound Position

• Goal 5: Become a greener campus at all four learning sites.

Objective/Strategy:

5.2 Move closer to a paperless campus through the adoption of more electronic processes (i.e. digital signatures). Business Services

Action:

The Business Office converted many internal processes to automated electronic processing & approvals. Below are examples:

• Acceptance of e-mail approvals from Administrators instead of wet signatures for contract requests.
• Copies of all contracts are now available on the p:drive for requestor (no hard copies will be distributed)
• Field trip requests can be submitted and approved electronically
• Accounts payable invoices can be submitted & approved electronically.
• Vendors can submit invoices for accounts payable electronically through an “accounts payable” mailbox.

Status: Completed in July 2012
Fiscally Sound Position

• Goal 5: Become a greener campus at all four learning sites.

Objective/Strategy:

5.2 Reduce monthly energy costs by focusing on and pursuing energy-saving programs. Facilities

Action:

• Develop a scope of work for the full build-out of the Energy Management System (EMS) which will provide the capabilities of monitoring and controlling electrical consumption in all district owned facilities. Currently undergoing feasibility and constructability review with Southern California Edison.
• Apply for rebate programs with utility companies.
• Investigate sustainability projects eligible for Proposition 39 funding eligibility. Partner with schools and cities where feasible.

Status: Target completion by May 2013.
Objective/Strategy:

6.1 Better facilitate end-user access to key district-wide internal and key external statistical data for planning. Business Services & Information Technology

Action:

• Through the research office, training sessions have been conducted to facilitate end user access to data. The MSJC Academy is an example of the training sessions conducted.
• The Information Technology and Research departments are in the beginning stages of designing an enterprise class data warehouse.

Status: On-going.
Systematic Planning and Assessment

- Goal 6: Emphasize College-wide data-driven assessment and decision-making utilizing internal and external data.

Objective/Strategy:

6.4 Develop an assessment process for all programs, services, and departments with project prioritization. 

Action:

- The current assessment process has been integrated into the Program Review procedures.
- Project Prioritization has been incorporated into the Resource Allocation Process (RAP) through the standardized rubric.
- Assessment of the RAP process and outcomes for all funded requests.

Status: On-going.
**Objective/Strategy:**

6.4 Develop an assessment process for all programs, services, and departments with project prioritization. *(Business Services)*

**Action:**

- Provide extensive trainings during the MSJC Teaching & Learning Academy and fall Convocation forums to provide faculty, staff and administrators an opportunity to review the annual program assessment and the new data resources.
- Schedule one-on-one meetings with individual faculty members, departments and committees.
- Schedule formal trainings to inform and increase awareness of the available data & research and how to analyze the data for use in the annual program assessment process.

**Status:** Annual training complete. Process is on-going.
Institutional Pride & Organizational Culture

- Goal 7: Promote quality institutional communication as a key College priority and practice.

Objective/Strategy:

7.1 Provide for increased faculty/staff/administrative interaction within and across learning sites (e.g. brown bag, informal presentations, etc.).

Business Services

Action:

- The Business Services Division hosted its second annual Open House on the Menifee Campus and on the San Jacinto Campus. At this event we collected phone cards for our veterans and toys for local charities.
- Use the “Budget Watch Web Page” as one method of disseminating information on the State and District Budget.
- Provide budget information at Faculty Convocation, Brown Bag lunch events, State of the College event and at the @MSJC Academy in January 2013.

Status: On-going.
Institutional Pride & Organizational Culture

• Goal 7: Promote quality institutional communication as a key College priority and practice.

Objective/Strategy:
7.3 Develop and implement a strategic and comprehensive service area-wide MSJC branding, image, message/advertising campaign.

Procurement & General Services

Action:
• The office of Public Information successfully launched the Faces of MSJC campaign. The office continually adds new “faces” to the branding campaign.
• Current year concentration has been focused on the 50th Anniversary launch through 2013. Public Information has been instrumental will all marketing/advertising for all anniversary events. 50th logo launched in August 2012.
• Update current marketing plan and send through committee for approval.

Status: Target completion by Fall 2013.
Institutional Pride & Organizational Culture

• Goal 7: Promote quality institutional communication as a key College priority and practice.

Objective/Strategy:
7.4 Conduct “all hands on deck” meetings of staff across campus units and divisions to identify key issues. Business Services

Action:
• The Business Services Division held its second annual all hands on deck on the San Jacinto Campus.
• At this meeting District and Departmental goals were reviewed along with division accomplishments.
• An earthquake evacuation drill was held during the meeting. Discussion regarding safety preparedness followed the drill.

Status: Annual meeting held August 9, 2012.
Institutional Pride & Organizational Culture

• Goal 7: Promote quality institutional communication as a key College priority and practice.

Objective/Strategy:

7.5 Improve website user friendliness through redesign and training of web module leaders to administer and maintain their own website areas. Business Services Division

Action:

• Business Services Departments have updated web sites to include forms, contact information, administrative procedures, payroll deadlines, adopted budgets and audits.

Status: On-going.
Institutional Pride & Organizational Culture

• Goal 8: Advance and celebrate student learning, sense of community, safe and positive environment, diversity, and employee & student pride.

Objective/Strategy:

8.4 Encourage employees wearing MSJC logo apparel to increase visibility to students and community. Bookstore

Action:

• The T-Shirt of the Every-Other-Month club has been in effect for over a year.
• Bookstore continues to brand the district logo with its décor and available merchandise. More emblem merchandise will be available for purchase.
• Bookstores have implemented special employee sales to assist with the purchase of logo merchandise.

Status: On-going.
Community Partnerships and Service

• Goal 11: Intensify our reputation as a leader and important partner in all communities that we serve.

Objective/Strategy:

11.1 Increase MSJC presence in community via event sponsorships, info booths, banners at venues, etc.

Action:

MSJC has participated in or sponsored the following: Hemet Christmas Parade, Beaumont Cherry Festival Parade, Banning Stage Coach Days Parade, Temecula Christmas Parade, District Wide Chamber of Commerce Events, Komen Race for the Cure, Relay for Life, Beaumont Spirit Run, Environmental Conservation Workshop, Banning Chamber of Commerce Golf Tournament, San Gorgonio Hospital Golf Tournament, Professional Women’s Roundtable sponsorship, Riverside Economic Forums.

Status: On-going.
Questions??

Mt. San Jacinto Community College
Board of Trustees Workshop
Strategic Plan Update

January 31, 2013
Business Services for 2012-2013 Fiscal Year

Fiscal Services
Accounts Receivable invoices processed - #1049
Accounts Receivable receipts processed - #4197
AP claims processed - #5864
Expense and Budget transfers processed - #2106
PR processed - #4436
Contracts processed - #700
Conference Attendance Requests processes- #895

Auxiliary Cash Receipts – Amount and # processed
Student fees - $9,074,475.24
Awards- #296, $19,201,704.39
Student Rep Fee – #29, $4,123.37
Foundation- #164, $488,750.26
SGA -#215, $141,515.98

Auxiliary Cash Disbursements # processed
Awards- #28,440, $19,207,094.43
Students fees – checks and web –Checks #2,276, $4,325,502.89 and Web Refunds #3,253, $622,389.71
Foundation - #57, $386,114.58
SGA- #234, $143,866.50
Student Rep- #6, $3,895.18

Payroll - # of employees and # of paychecks issued
FT Certificated Faculty/Admin
Associate Faculty
FT/PT Classified Permanent/Admin
Temporary Classified
Fee Based/Professional Experts
Student Workers