



ADMINISTRATIVE UNIT PROGRAM PLAN

1. **Name of Unit:** Business Office
2. **Completed by (Writing Team):**
Victoria Nunes , Dave Vigo and Rachel Corrales
3. **List of staff/personnel in Unit with titles**
Victoria Nunes-College Business Officer, Dave Vigo-Financial Analyst,
Christine Huynh-Payroll Clerk, Gail Kamei-Reprographics Technician,
Rachel Corrales-Senior Accounting Coordinator, Mario Peña-Accounting Technician,
Sarita Ramos-Accounting Technician, Hugo Enciso-Accounting Technician

4. **Unit Mission. Describe the purpose of the unit, its objectives, goals and connection to the Mission of Cañada College.**

Business office provides budget information, implementation and oversight on all funds, HR, hourly payroll for classified and faculty, mail and duplicating services, process payments for student fees. In addition we provide oversight and support ASB and in-house and outside facility rentals.

5. **Explain to what extent your Unit supports other programs and/or units at this institution. Please include any student and/or staff demographics relevant to your Unit and its purpose.**

We support all areas of the college such as financial aid, payments for bookstore, staff and students, parking, third party billing, facility rental, in-house facility request, ASB accounting, budget, purchase requisition, payroll, printing and mailing.

6. **Assessment of last year's plan and the impact that your efforts had toward achieving your objectives and outcomes – and ultimately the mission of the institution.**

- Adding one additional staff, we were able to support more students that led to better customer service and relationship with students (allowing us to help more students both day and night).
- Conducted 3 Banner trainings. These trainings provided managers and staff with the location of

resource documents, including training documents to improve their skills. This gave them access and information allowing them to run additional financial reports, showed their budget availability and activity and communicated new purchasing procedures. We also reviewed HR and payroll procedures in coordination with the District HR.

- We did two major staff meetings to discuss program review and assessment of our goals. We realized that we need additional information including student headcount to better assess our results.
- Cañada initiated and assisted with the district in developing the new procard scanning procedures. The district developed training modules and videos, we provided the location of these training documents in each of our trainings.
- We implemented a new payroll process to capture short term and student payroll which allowed us to verify paper checks issued in our college.

7. Identify the sufficiency of the physical, financial and personnel resources available to support your unit this past year.

There have been significant increases in the activities required of the central duplicating which may lead to the request for additional help.

- Central Dup: There has been a dramatic increase in duplicating due to increased work requests from the Bookstore. We will continue to assess work load.

8. Unit Action Plan for 2013/14

- Schedule more Banner trainings for managers and staff
- Conduct monthly staff meetings
- Continue to develop training documents/procedures for managers and staff
- Continue to update existing business office procedures

9. Identify anticipated future changes and resource needs necessary to pursue your Action Plan. Respond to each area listed below and include any cost/budget estimates.

Personnel:

Additional hourly staff or student assistants at Central Duplicating/Mail office may be needed

Professional Development:

- Plan to have a separate session of BPA for cashiers in 2014 to review the current business processes and create a plan to implement the recommended changes and continuously update our program plan for the following year.
- Attend conferences and seminars for self-enrichment/enhance job skills.
- Attend this year's Cañada's classified retreat.
- Train additional staff for webXtender/indexing

Supplies & Equipment:

- Additional 3-hole punch for copier in Central Duplicating
- Headset for Reprographics Technician
- Accurate bill counter for cashier's office (due to increase in parking income)
- Printer for Dave and Sarita (current printer jamming)

Facilities: None

Other:

10. Administrative Unit Outcomes: List the administrative unit outcomes for the administrative dept/area.

Program Learning Outcome: With better communication and awareness of resources, more students will pay their fees.

11. Administrative Unit Outcome assessment

Assessment results:

- We had a brief meeting with all cashiers to determine when would be the best time for the BPA. Need to coordinate with Skyline and CSM.
- Initial assessment showed no significant change, we wanted to continue gathering data to see that if with more time, the results would change.

Summary of dialogue about results:

12. Commentary: Other thoughts regarding your administrative unit you would like to be included in future planning or decision making

- BPA for Cashiers
- Continued analysis for Parking and new vendor for payment plan and effectiveness of our communication – GWAMAIL, SARS Calls and personal calls from Drop Report