

# Fiscal Services

# 2021

**LASSEN COMMUNITY COLLEGE**

Fiscal Services/General Services staff:

Garrett Taylor, Terry Bartley, Marguerite Lewman, Patricia Shannon, Susan Rentfrow, Clint Ramsey

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## Fiscal Services

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### SECTION 1: INSTITUTIONAL EFFECTIVENESS PLANNING

#### I. Program Overview and Objectives

The primary function of the Fiscal Services Department is to create and support an environment that allows for the business functions of running an institution, work seamlessly with all areas of campus, to insure that resources are available when needed to enhance student learning. To provide administrative support services that promotes effective delivery of education and services to students, faculty and staff. The following elements of the Lassen Community College Strategic Plan serve to guide the Fiscal Services department:

- College Vision Statement #3: Be a Trusted Steward by providing capable leadership and accountability.
- College Vision Statement #4: Be the Economic and Workforce Development Leader for the community.
- Strategic Goal #1- Institutional Effectiveness: Provide the governance, leadership, integrated planning and accountability structures, and processes to effectively support an inclusive learning environment, while ensuring responsible stewardship of public trust and resources.
- Strategic Goal #3 - Resource Management: Manage human, physical, technological and financial resources to sustain fiscal stability and to effectively support the learning environment.
- Institutional Student Learning Outcome #1: Communication- Ability to listen and read with comprehension and the ability to write and speak effectively
- Institutional Student Learning Outcome #2: Critical Thinking - Ability to analyze a situation, identify and research a problem, propose a solution or desired outcome, implement a plan to address the problem, evaluate progress and adjust the plan as appropriate to arrive at the solution or desired outcome

#### Description/Evaluation:

- a. Describe and evaluate the program objectives against the LCC strategic plan, specifically the mission statement and strategic goals [available online or in the current catalog].
- b. Evaluate any changes in the program since last review. Include summary of Annual Updates completed since last review.

The primary function of the Fiscal Services Department is to create an environment that allows for the business functions of running an institution, work seamlessly with all areas of campus, to insure that resources are available when needed to enhance student learning. Reductions in staffing since the last program review have significantly impacted the ability of the Fiscal Services department to provide service at an acceptable level that (1) meets customer satisfaction expectations, and (2) satisfactorily meets strategic goals of the College.

Mandatory annual district audits evaluate business practices to insure that we consistently follow our process. Recommendations from our auditors for improvement of our checks and balances can be

frustrating to other staff and can seem cumbersome when in reality they insure that best business practices are followed even if the result seems repetitious or unnecessary.

Departmental performance is monitored through periodic customer satisfaction surveys. In the text here, the surveys and corresponding results are discussed along with discussion of departmental changes since the last program review.

Surveys were conducted in Spring 2019 and Spring 2021 that both used the same questions to be able to uniformly evaluate how we are doing. There were 98 respondents to the Spring 2019 survey: 41.93% overall indicated Very Satisfied, 20.73% Somewhat Satisfied and 4.23% were less than satisfied. The Spring 2021 survey had dropped to 41 responses: Very Satisfied increased to 51.59% and somewhat satisfied decreased to 17.46%. Less than satisfied dropped to less than 1%. Turn-over in staffing campus wide has been significant enough since the last NIPR to reflect a need for more training among staff on budgets and account numbering. Budget reductions have decreased the number of personnel from 4 full time Accountant Techs to 2, and from 2 Full time in logistical services to 1.

Survey results for the individual department areas were, 45.5% in 2019 and 58.95% in 2021 very satisfied for Payroll , 17.8% in 2019 and 19.51% in 2021 responded with Somewhat Satisfied. The position was filled in April 2019, the comments indicated what we observed, that there is a need for someone in the position permanently and the position should not be left vacant for long periods of time. It is critical to have consistency in this position rather than parsing out the duties to existing staff.

The survey for student accounts reflects a 41.93% Very Satisfied and 20.7% somewhat satisfied, 2021 survey did not have a separate response question but overall there was improvement. Reasons given in the 2019 survey reflect prior staffing issues. The new staff that was hired at the time needed customer service training, and coverage was inadequate due to extended unforeseen absences. Our current staffing reflects a much more responsive and approachable reaction but with a much larger workload divided among the 2 remaining Accountant's. Again, it is critical to have consistency in this position rather than parsing out the duties to these existing staff members.

Survey results for Logistical Services showed 28.79% Very Satisfied in 2019 and 32.48% in 2021, 20.46% Some What satisfied in 2019 and 15.38% in 2021. The survey comments also reflect what our observation has been, that staff are finding frustration with delivery time for packages, duplicating requests overly delayed, missing or miss directed mail, and inability to contact Logistical Services staff in a timely manner. This is a direct reflection on the lack of adequate staffing to conduct the normal business for the district. This survey included 2 full time positions in 2019, showing that at that level the satisfaction was not where it should be.

The necessity of couriating instructional materials to and from the prisons has increased significantly. This makes it increasingly difficult to handle the volume and time commitment, and is detrimental to being able to perform other duties in the Logistical Services area. This duty to constantly move materials needs to be moved to the Correspondence/Incarcerated Students program area. This move would place the duty in a more appropriate program area, and would align perfectly with the effort currently underway to reorganize that program area to more effectively serve our incarcerated students.

Overall, reductions in staffing since the last program review have significantly impacted the ability of the Fiscal Services department to provide service at an acceptable level that (1) meets customer satisfaction expectations, and (2) satisfactorily meets strategic goals of the College. While the department is exploring methods to maximize the efficiency of our current staff, increases in staffing that fill our vacant positions would allow us to better serve the College and thus more effectively meet the mission of the institution.

Inventory Management: The WASP program was purchased with training to capture our Assets for Inventory control. This program today is not functional, and has never been successfully implemented. Neopost, the company that provides our postage, has training available that could possibly assist us with WASP, our inventory control software. We are looking into that option to move forward with inventory control, and also exploring the possibility of coordinating with IT to get the current program to work. We currently have two inventory systems, including the old paper-only system that many items are still inventoried in. We need to combine the inventory from both systems so that it is all in the one new system, and then finish abandoning the old paper-only system. This effort will need to be coupled with training Clint so that he is fully able to utilize the new system. Clint can continue with implementation of WASP as training is received, and then work on capturing assets around campus with either new asset tags or capturing existing tags. A hand held device was purchased so that staff can go to rooms on campus and re inventory to better track our assets annually. Establishing a robust inventory system is still a critical area for improvement. With new staff in place, this is an important aspect that must be worked on in the coming year. We are hampered by a need for additional training on the software but need to make this a priority for 2020-2021. Clint has worked diligently on at least putting inventory on an excel spreadsheet with the hope of being able to upload this document into the program.

### Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Student Services Planning, and/or Academic Planning tables at the end of the section for any recommendations requiring institutional action. Staffing of the Fiscal Services Department has suffered significantly over the previous three years:

<u>2018 Staffing:</u>	<u>2020 Staffing:</u>
2 - Accountant I	1 - Accountant I
1 - Accountant II	1 - Accountant II
1 - Accountant III	0 - Accountant III
1 - Purchasing Tech	1 - Purchasing Tech
<u>1 - Purchasing Asst</u>	<u>0 - Purchasing Asst</u>
6 - Total Staff	3 - Total Staff

These reductions have taken 50 % of our staff in the last three years. Adding to the pain of these reductions, we have also taken on additional responsibility for numerous new grants. The net results of these reductions can be seen in the decreased level of customer satisfaction in the surveys noted above, with current staff having to assume additional duties and responsibilities that continue to tax morale and performance.

For the reasons noted here, we need to fill our vacant Accountant III position and reclassify the currently filled Accountant II position to Accountant III. The skill level of the current remaining staff has been the only thing that has kept the business office functional. The Accountant 1 would support

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Accounts Receivable as well as supporting Accounts Payable. The two Accountant III positions would support Payroll, Accounts Payable, and Grants. As the district expands its role with larger grants, fiscal oversight is necessary to assist grant managers in the proper accounting and reporting.

For Logistical Services, we need to either (1) fill the vacant purchasing assistant position, to just meet the minimum requirements for the volume of paperwork and packages, or (2) re-organize the currently filled position to where the duties can actually be done by one person in one work day. If the courier duties are not reassigned to a different program area, then an (additional) second part time purchasing assistant would also be ideal to assist with the courier work for correspondence. Organization is key to the efficient operation of the department, but it is difficult to maintain efficiency when the staff are constantly running to keep up, literally. Training is also needed for the staff to assist them in establishing efficient workflows and practices through all of the departmental processes.

Training: We are constantly seeking better ways to serve the staff and students at Lassen College. Part of this is maintaining currency in state and federal law, which is the responsibility of each individual within the Fiscal department. Although our staff have been very proactive in seeking out the training needed, this is an ongoing challenge, and we need assistance in obtaining additional professional training in a variety of business-related subjects. We have also recently hired a new Director of Fiscal Services, with the previous Director retiring at the end of the current fiscal year. The new Director is currently undergoing training until at least the end of this fiscal year.

Technology: We have been working with IT to create more efficient use of technology in working with students and staff. Scheduling for document imaging (Perceptive) was to begin in 2016 but has not yet begun. We are waiting for IT to assist in this process when they have time. We are also waiting for IT to implement two (2) Ellucian modules. The first is the Fiscal module, which will streamline fiscal reporting and monitoring. The second is the online leave/payroll module, which will streamline payroll/leave and save significant labor time. These are both scheduled to happen Spring 2021.

## **II Administrative Unit and/or Student Learning Outcomes Assessment**

### **Student Learning Outcome Assessment**

AUO and SLO assessment is important to maintain and improve institutional effectiveness and provide an effective learning experience for LCC students. Departments are expected to measure AUO and/or SLO annually; these records are maintained locally and are available for review at any time.

#### **Description/Evaluation:**

1. Identify and evaluate Administrative Unit and/or Student Learning Outcomes including the relationship to strategic goals for AUOs and institutional student learning outcomes for SLOs utilizing available data.
2. Attach an AUO and/or SLO assessment summary as provided by Office of Institutional Effectiveness.
3. Provide an analysis of findings of the assessment results may be leveraged to support equipment, facility, staffing, or other budget and planning need and include the justification in your analysis.



**LASSEN COMMUNITY COLLEGE**

**Last Reviewed:** 2/12/2015

**Department:** Fiscal Services

Indicate, by number, the Institutional Student Learning Outcome(s) each Administrative Unit Outcome will support. Specifically describe the assessment method(s) used to measure each outcome and the achievement target that will determine successful completion of the outcome.

ISLO	Strat Goal	AUO	ASSESSMENT MEASURE /TARGET
1, 2	3, 4	Demonstrate efficient payroll processes through the integration of technology.	<b>Measure:</b> Survey <b>Target:</b> Maintain a 90% satisfaction rate
1, 2	3, 4	Demonstrate efficient accountability, responsibility and communication in the administration of student financial obligations	<b>Measure:</b> Survey <b>Target:</b> Maintain a 90% satisfaction rate
1, 2	1, 3	Demonstrate efficiency and communication throughout fiscal processes.	<b>Measure:</b> Survey <b>Target:</b> Maintain a 90% satisfaction rate

The text here describes departmental performance against our current AUO’s. These AUO’s have not been reviewed or revised since 2015. The AUO’s are currently being reviewed and it is our intention to revise these AUO’s during the next program review period in order to more accurately reflect and represent key departmental performance measures.

Our target of 90% satisfaction was not met using the Spring 2019 and Spring 2021 surveys. Strategic Goal 3 for payroll was not met because we lacked the proper level of human resource at the time of the survey to effectively meet the needs for all staff. A Payroll Tech was hired in April of 2019 the Spring 2021 survey reflected a vast improvement in each Goal but not obtaining the 90% satisfaction we set. Reducing the number of staff in the office has shuffled additional work, reducing institutional effectiveness.



Goal 4 was lacking on the survey but gave no direct comments to address for students except for a comment on tutoring timecards that are calculated in a different department. The majority of improvements needed are to insure that the position is filled at all times with a permanent employee rather than pieced out to others. This is our observation as well, to be resource managed or to promote Institutional Effectiveness, the department needs to be fully staffed with personnel that is focused on responsible stewardship.

Payroll affects all employees in a very personal way and it's critical that they have confidence and the public trust. Student Accounts is divided between accounts payable so this limits staff time in responding to students. GOAL 4 was affected as well with staff that were on leave at the time of the survey. A year later, the survey shows that the fiscal department has improved with the very competent if not overworked current staff, there is a need to reorganize the current staff to reflect the additional responsibilities that have been added as well as the need to add additional staff to mitigate the small errors that are occurring because of the amount of the workload.

Logistical Services has the worst ratings from both survey's making it impossible to meet the target with the current staffing level. The Purchasing Tech needs to be able to spend more time on processing Purchase Orders and refining shipping and receiving. Either that position needs to be reorganized for maximum efficiency, or the vacant Purchasing Assistant position needs to be hired to help manage the mail pickup and delivery. A further additional Purchasing Assistant (half time) is needed to run the courier operation between the institutions for correspondence or moving that task to someone within the correspondence/incarcerated students program. Additionally, the main color copier failed over a year ago, and the substitute machine that the vendor brought in is sub-standard and does not meet our needs. We are currently exploring options for replacement of this machine with one that will meet our needs. The current staff have worked very hard to meet the ISLO's by applying strategies to meet the needs of the institution with the volume of additional workload. Communication breaks down when there are not enough hours in a day to meet certain demands.

### **Planning Agenda:**

List recommendations and actions by the above evaluation of AUO and/or SLO results. Complete Institutional Effectiveness Planning, Student Services Planning and/or Academic Planning tables at the end of the section for any recommendations requiring institutional action. For any items needing Human Resources Planning, Institutional Technology Planning, or Facilities Planning action, please make sure to include the information within the appropriate section and table later in the program review document.

- Reclassify the current staff from Accountant II to Accountant III to reflect the additional responsibilities that require enhanced critical thinking and accounting skills.
- Fill the vacant Accountant Tech III position to address Payroll, Accounts Payable, and Grants support needs.
- Hire a full time purchasing assistant to manage mail pick up and delivery as well as duplicating orders.
- Re-evaluate the need for a courier to run correspondence packets to the institutions, either attach it to the correspondence office or hire an additional part time purchasing assistant to accommodate those needs.

### **III. Equipment**

### **Description/Evaluation:**

1. List capital outlay equipment, age of equipment and replacement schedule.
2. Identify any existing equipment maintenance/service agreements.
3. Evaluate the condition of capital outlay equipment in light of the replacement schedule and available funds.
4. Evaluate the effectiveness of and need for additional maintenance /service agreements.
5. Justify any proposed modification or additions to equipment available for students and/or faculty/instructional assistants within the program.

Equipment needs for computers fall into the normal replacement cycle IT has established. It may need to have the memory capacity reevaluated to insure it meets the needs of the department for the size of spread sheets that are being run—with current application needs, all of our business office computers need a minimum of 16 GB of RAM.

Logistical Services has depended on a contract for the duplicating machines. The contract for leasing the equipment often extends beyond the useful life of the machines. We also need to re-evaluate those contracts to insure that the equipment—and the contractually prescribed printing volumes—meet the needs of the College throughout the entire term of the contract. Along with this, we need to consider the long-term demands for correspondence and OER books to insure that we have the proper equipment to meet the needs of the College’s instructional mission, and that we are printing this in the most cost effective way.

### **Planning Agenda:**

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Student Services Planning, and/or Academic Planning table at the end of the section for any recommendations requiring institutional action. Continue to fund professional development to insure that State and Federal requirements are being met.

## **IV. Outside Compliance Issues (if appropriate for program)**

### **Description:**

If appropriate, describe the role of outside compliance issues on the program.

All community college districts, regional occupational centers and programs, and all other public local educational agencies are required to have an annual audit. Section 84040.5 of the Education Code requires the Board of Governors and the Department of Finance to prescribe the statements and other information to be included in the audit report filed with the state and to develop audit procedures for carrying out these audits.

Annual financial and compliance audits of community college districts were developed to encourage sound fiscal management practices among community college districts. The intent is to promote efficient and effective use of public funds for education in California by strengthening fiscal accountability at the district, county and state levels.

Purchasing compliance code references: Education Code section: 81050 to 81641, 81641 to 81656, 80030 to 81149, 81150 to 81152, 81836 to 81839, include definitions, governing board purchasing requirements and references to following the Public Contract Code when purchasing.

The Public Contract Code section: 20651 to 20662 also lists definitions. Its primary function is to describe the required bid threshold and bid requirements.

The Assistant Vice Chancellor annually adjusts the dollar amount specified in section 20651(a), by the change in the annual average value of the Implicit Price Deflator for the prior fiscal year. The Board of Governors has delegated this responsibility to the Chancellor

The latest RFP was awarded to CWDL Certified Public Accountants beginning with the 2020 Audit. . The contract was for 3 years with the option of a 2 year extension. This is the second contract issued to the same firm, to offer compliance, different leads will be used to insure an new perspective on the audits.

### **Evaluation:**

Assess changes in compliance or identification of compliance-related needs and the impact on the program.

Fiscal Services has met the requirements for several years with unmodified responses on the fiscal side of the audits. We have met both State and Federal requirements for accountability and accuracy. We have lacked positive outcomes in accountability for the numbers reported for our actual student contact hours by Admissions and Records. These have been minor reporting errors, but have remained an issue over the last three years resulting in a modified response on State Compliance. The primary role falls with Admissions and Records to comply. This could impact how we are funded through the State and is critical that improvements are met.

A new requirement was identified from the 2019-2020 audit. The Gramm-Leach Bliley Act (GLBA) requires districts to have a documented response to the Safeguards Rule. Specifically, this response covers key requirements including:

- Designate an information security officer and related oversight responsibilities for the institution's security.
- Assess the risks to confidential information, assess the level of mitigating controls in place, and identify action plans to accept or further mitigate remaining risks.
- Implement an information security program, including various technical and physical underlying controls, such as data encryption and secure shredding processes.
- Oversee vendor relationships to ensure confidential data are secured at their locations when applicable and access is controlled when vendors connect to the institution.
- Perform an ongoing evaluation of their program to keep content current with an ever-evolving security environment.
- Full implementation of these GLBA requirements is ongoing (near completion) with the primary role falling on IT.

### **Planning Agenda:**

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Facilities Planning, Technology Planning and Human Resource Planning Forms as appropriate for any recommendations requiring institutional action.

Ensure that staff are trained well on proper fiscal compliance and assist Admissions and Records if necessary by performing spot audits to determine that numbers are being collected properly for reporting.

**VI. Prioritized Recommendations**

**A. Prioritized Recommendations for Implementation by Program Staff**

List all recommendations made in Section One that do not require institutional action (ie. curriculum development) in order of program priority.

1. Fill vacant Accountant III position
2. Reclassify Accountant II to Accountant III
3. Hire Purchasing Assistant Full Time
4. Hire Purchasing Assistant ½ Time

**B. Prioritized Recommendations for Inclusion in the Planning Process**

List all recommendations made in Section One that should be included in Lassen College’s planning and budgeting process, specifically in the Educational Master Plan, Student Services Master Plan, or Institutional Effectiveness Master Plan. Separate recommendations into the appropriate plan(s). Items to be included in the Human Resource Master Plan, Institutional Technology Master Plan, or Facilities Master Plan should be addressed in Sections Two, Three or Four in lieu of or in addition to inclusion in the Academic Master Plan. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

**Prioritized Recommendations for Inclusion in Institutional Effectiveness Master Plan**

Fiscal Services - 2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	N/A			

**Prioritized Recommendation for Inclusion in Student Services Master Plan**

Fiscal Services - 2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	N/A			

**Prioritized Recommendations for Inclusion in Educational Master Plan**  
 Fiscal Services - 2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	N/A			

**Section Two: Human Resource Planning**

**I. Program Staffing**

**Description/Evaluation:**

- List the current staffing for the program include: managers, faculty positions, and classified staff.  
 Director of Fiscal Services, Accountant II, Accountant I, Purchasing Tech, Purchasing Asst.
- This section provides an opportunity for analysis and justification of projected staffing needs to support the program. Work-study student needs may be included.

Staffing of the Fiscal Services Department has suffered significantly over the previous three years: Staffing levels prior to budget cuts were

2018 Staffing:

- 2 - Accountant I
- 1 - Accountant II
- 1 - Accountant III
- 1 – Purchasing Tech
- 1 – Purchasing Asst
- 6 - Total Staff

2020 Staffing:

- 1 - Accountant I
- 1 - Accountant II
- 0 - Accountant III
- 1 – Purchasing Tech
- 0 – Purchasing Asst
- 3 - Total Staff

Surveys show that satisfaction has dropped from 90% to 60% fiscal, 30% Logistical Services. This clearly shows that the departments are lacking in the number of staff to process the districts resources in an efficient and responsible manner. Current staff are performing multiple tasks that were assigned to other personnel creating a slowdown in responses and effective support.

**Planning Agenda:**

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

- Fill vacant Accountant III position
- Reclassify Accountant II to Accountant III
- Hire Purchasing Assistant Full Time
- Hire Purchasing Assistant ½ Time

## **II. Professional Development**

### **Description/Evaluation:**

1. Describe the professional development and professional activities of the program staff relevant to program improvements that has occurred during the period under review. (workshops, conferences, staff development, work experiences, etc.)

Staff has been limited in the attendance of workshops, this last year due to Coronavirus Training have been limited. Prior to that, the decrease in personnel has not allowed for employees to have time to attend outside conferences which creates issues with compliance changes.

### **Planning Agenda:**

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

Outside training opportunities need to be funded and encouraged in order to keep up with compliance issues. Joining CASBO (and/or ACBO) and participating in training provided would insure relevant training that pertains to schools. Participating in 3CDUG would also be of tremendous benefit to learn new information on Ellucian as well as networking with other Colleges for best practices to insure that we are meeting compliance requirements. Attending PERS/STRS employer training would protect employee's retirement benefits as they pertain to reporting.

## **III. Administrative Unit and/or Student Learning Outcome Assessments**

### **Description/Evaluation:**

1. Describe any results from assessment of administrative units and/or student learning outcomes that affect human resource planning

As described above in Section II, decreased staffing has effected efficiency to the point that the staffing levels need to be restored. The most appropriate method to address needed improvements here is to fulfill the HR requests noted within this program review.

### **Planning Agenda:**

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

As described above in Section II, decreased staffing has effected efficiency to the point that the staffing levels need to be restored. The most appropriate method to address needed improvements here is to fulfill the HR requests noted within this program review.

1. Fill vacant Accountant III position
2. Reclassify Accountant II to Accountant III
3. Hire Purchasing Assistant Full Time
4. Hire Purchasing Assistant ½ Time

## **IV. Prioritized Recommendation**

### **Prioritized Recommendations for Implementation by Program Staff**

List all recommendations made in Section Two that do not require institutional action (ie. curriculum development) in order of program priority.

N/A

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**Prioritized Recommendations for Inclusion in the Planning Process**

List all recommendations made in Section Two that should be included in Lassen College’s planning and budgeting process. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

**Prioritized Recommendations for Inclusion in Human Recourse Master Plan**

Fiscal Services - 2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1,3	Fill vacant Accountant III position	2021-2022	\$86,276.00	Efficient and effective management of financial resources, and responsible stewardship of public trust/resources
1,3	Reclassification to Accountant III	2021-2022	\$6,000.00	Efficient and effective management of financial resources, and responsible stewardship of public trust/resources
3	Hire Purchasing Assistant	2022-2023	\$68,333.00	Increased Efficiency, manage human resource
3	Hire ½ Purchasing Assistant	2023-2024	\$24,000.00	Increased Efficiency, Correspondence support

**Section Three: Facilities Planning**

**I. Facilities**

**Description/Evaluation:**

1. Describe and evaluate the Lassen Community College facilities available to the program. Facilities used by the department need security enhancements. We need a secure window at Shipping and Receiving to reduce the potential risk for break-ins. We also need security to be improved at our offices where the public has access directly to business office staff and documents/cash.
2. Describe and evaluate additional facilities utilized off-campus by the program (attach any relevant rental agreements)  
N/A
3. Describe any facilities needs identified by assessments of administrative unit and/or student learning outcomes  
N/A
4. Justify any proposed modifications or additions to existing facilities that would better serve the program planned for the next five years.
  - Installing a secure window at Shipping and Receiving would serve to reduce the potential risk for break-ins.
  - Restricting physical access at the business offices, where the public has access directly to office staff and documents/cash, would reduce the risk of potential security incidents.

### Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness, Facilities Planning, and Technology Planning Forms as appropriate for any recommendations requiring institutional action.

- Install a secure window at Shipping and Receiving would serve to reduce the potential risk for break-ins.
- Restrict physical access at the business offices, where the public has access directly to office staff and documents/cash, would reduce the risk of potential security incidents.

## II. Prioritized Recommendations

### Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section Three that do not require institutional action (ie. curriculum development) in order of program priority.

N/A

### Prioritized Recommendations for Inclusion in the Planning Process

List all recommendations made in Section Three that should be included in Lassen College's planning and budgeting process. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

### Prioritized Recommendations for Inclusion in the Facilities Master Plan Fiscal Services - 2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1,3	Increased Security at shipping/receiving	2021-2022	\$1,500	Secure window at Shipping and Receiving from potential break in
1, 3	Identify and Enhance security for offices where the public currently has direct access.	2021-2022	\$20,000	Increased security for staff that has contact with the public.

## Section Four: Technology Planning

### I. Institutional Technology

#### Description/Evaluation:

1. Describe and evaluate technology and technology support provided for instruction and instructional support.
  - Computers in the business office need to have a minimum of 16 GB RAM to support application needs of the department.
2. Describe any technology and technology support needs identified by assessment of administrative unit and/or student learning outcomes.
  - Computers in the business office need to have a minimum of 16 GB RAM to support application needs of the department.

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Fiscal Services



- Need large capacity color copier to be replaced with one that realistically serves the needs of the College.

**Planning Agenda:**

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Facilities Planning, Technology Planning and Human Resource Planning Forms as appropriate for any recommendations requiring institutional action.

- Need large capacity color copier to be replaced with one that realistically serves the needs of the College.

**II. Prioritized Recommendations**

**Prioritized Recommendations for Implementation by Program Staff**

List all recommendations made in Section Four that do not require institutional action (ie. curriculum development) in order of program priority.

N/A

**Prioritized Recommendation for Inclusion in the Planning Process**

List all recommendations made in Section Four that should be included in Lassen Community College’s planning and budgeting process. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

**Prioritized Recommendations Inclusion in Institutional Technology Master Plan**

**Fiscal Services - 2021**

<b>Strategic Goal</b>	<b>Planning Agenda Item</b>	<b>Implementation Time Frame</b>	<b>Estimated Cost (implementation &amp; ongoing)</b>	<b>Expected Outcome</b>
1, 2, 3, 4	Higher quality/capacity reproduction machine	2021-2022	\$75,000	Higher quality duplicating/reproduction machines in logistical services

### Lassen Community College Master Plan Overview

*Six master plans comprise the Comprehensive Institutional Master Plan. Recommendations from program reviews will be input into the selected master plans as determined by faculty in the prioritized recommendation spreadsheets. To better understand which master plan might be most appropriate for each program recommendation, a summary/objective of each plan is included below. More information can be found in the Shared Governance and Consultation Council Handbook and the Comprehensive Institutional Master Plan.*

- **Institutional Effectiveness Master Plan (IEMP):** the IEMP addresses college needs not addressed in other plans. These needs include research, governance, outcome assessment, and administrative operations.
- **Educational Master Plan (EMP):** The EMP addresses the instructional planning needs of the college.
- **Student Services Master Plan (SSMP):** The SSMP highlights the services needed to maximize the student experience through a variety of key student support services.
- **Institutional Technology Master Plan (ITMP):** The ITMP addresses the technology needs of the campus.
- **Facilities Master Plan (FMP):** The FMP addresses the physical infrastructure, facility, and maintenance needs of the campus.
- **Human Resources Master Plan (HRMP):** The HRMP identifies and manages the administrative functions of recruitment, selection, evaluation, and professional development needs of the College to ensure a fully-staffed and highly functioning team of employees.