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Program Review - 2015-2016

Business Office

Module: Department Purpose

Question: Describe the purpose of the Discipline/Program/Service.

Answer: The Business Office maintains integrity in its fiscal responsibility of accounting of all aspects of college financial transactions including, but not limited to, daily collections, budgets, student refund disbursements, revolving fund reimbursements, accounts payable, ASO accounting, College Custodial Fund accounting, conference attendance, mileage reimbursement, student travel reimbursements.

Question: Describe how the stated purpose aligns with the college mission statement.

Answer: The WLAC Business Office strives to provide the "quality...supportive services" specifically stated in our mission statement. Quality for the Business Office means that staff will present a helpful, friendly demeanor in all work encounters, will be able to accurately answer all questions relating to the Business Office, and will be able to refer individuals to the correct person or office if needed.

Module: Enrollment Trends.

Question: Describe the trends in Enrollment and FTES. Given the data, what are the implications for your program/ service?

Answer: FTES for FY 2015 was about 7,227, about 4.75% increase from FY 2014. For FY 2016, West is targeting a growth of about 3-5%. This increase in FTES will increase the demand for Business Office services.

Module: Students and Student Success.

Question: Based on the demographic trends in enrollment, what are the implications for your Program/ Service?

Answer: The demographic trends in enrollment have no implication for our Program.

Question: Given the data, describe the trends in Success Rates and Retention Rates. What are the implications for the Program / Service?

Answer: Success rates and retention rates have no implications in our service.

Question: Given the data, describe the trends in Degrees and Certificates awarded. What are the implications for your Program/ Service?

Answer: No implications.

Module: Staffing Trends

Question: Describe the trends in FTEF. What are the implications for your program?

Answer: Not applicable.

Question: Are staffing levels adequate to fulfill the purpose of the Discipline/Program/Service? Explain.

Answer: No, staffing levels are not adequate to fulfill the purpose of this service. In order to ensure sufficient full-time

staff expertise for counter service and to comply with District standards of internal control, the Business Office needs one more regular staff member. An additional staff member would allow the office to maintain service standards during employee planned and unplanned absences and during peak registration periods. Secondly, tasks need to be re-assigned in order to achieve proper segregation of duties to address adequacy of internal controls. Also, there are additional tasks that need to be performed by the Business Office but are not done because of lack of sufficient staff to perform the procedures.

Question: Describe the Reassigned and Release time assigned to faculty in the division. Include the faculty name, amount of release/reassigned time, length of time the assignment will last (one semester, one year, if it's renewable, etc.), and the purpose of the release/reassigned time.

Answer: Not applicable

Module: Functions and Services.

Question: List the functions and services provided by the Office / Program / Service.

Answer: Services to students include: collection of fees and other amounts due; reconciliation of on and off-line collections to student accounts; sale of parking permits; collection of fees for transcripts, third-party billing and collection of student fees; administration of student book advance program; preparation and processing of refunds; researching and re-ordering Higher One debit cards; distribution of scholarship checks; bookkeeping and funds custodial services for the Associated Student Organization and student clubs. Services for faculty and staff include: payment of vendor invoices; payment of revolving fund reimbursement requests; processing of conference requests and travel claims; processing of mileage claims; processing of student travel advances; reconciliation and documentation of the College's monthly Cal-Card charges; bookkeeping services in connection with College Custodial Accounts; preparing and processing journal vouchers, budget transfers. and salary distribution adjustments

Question: What are the emerging trends in technology that affect the program?

Answer: Advances in software and hardware technology can address inefficiencies in processes due to the use of the current accounting system (DEC). Current system is more prone to human errors, because a lot of manually input transactions have to be made due to system limitations. Our operations have evolved so much in the past years that the system is already obsolete. Fortunately, the District have invested in the upgrade of our current systems and the preparations have started to make sure that the transition to the new system will be smooth.

Automated invoicing and check processing can also improve the efficiency of the Business Office operations. Currently, these are manually done.

Question: Describe the technological advances that have been implemented to improve and streamline the Program/ Service.

Answer: There are no technological advances that have been implemented in the prior year that improved and streamlined the processes at the Business Office.

Module: Survey Results

Question: Describe the results of relevant surveys (point-of-service surveys, student surveys, staff surveys).

Answer: N/A

Question: Discuss the implications of the survey results for the program.

Answer: N/A

Module: Service Level Outcomes/ SAOs

Question: Describe the program Service Level Outcomes/ SAO assessment methods and results in the prior year.

Answer: There were none.

Question: How has dialogue regarding assessment results and improvement plans been conducted and documented?

Answer: Not applicable

Module: Departmental Engagement.

Question: What interoffice collaboration has your office/program/service been involved in during the past six years?

Answer: Business Office staff collaborates almost daily with staff from the offices of Academic Affairs, of Student Services, grant program Directors, the Admissions Office, and the Financial Aid Office. We have infrequent contact with faculty and daily contact with students. We are in daily contact with various offices at the District.

Question: What has your department/ program done since the last review to establish connections with schools, institutions, organizations, businesses, and corporations in the community?

Answer: N/A

Module: Professional Development.

Question: For each regular full-time person in your program, provide the committees in which each person is active, and list the 2 most significant professional development activities engaged in over the last 2 years.

1 Employee Name	2 Committees	3 Role in committees	4 First Prof Dev Activity	5 Year First PD Activity
Rasel Menendez	WLAC Budget Committee	Resource		
Rasel Menendez	District-wide CFA Group	Member		

Question: In order to keep current with new developments in your field, are there areas of unmet professional development needs among staff in this program? If yes, please describe.

Answer: In order to be prepared for the transition to a new Student Information System, all Business Office staff must be trained in the new software. Business Office Staff also needs regular training to further develop their soft skills (interpersonal skills, time management skills, communication skills, etc.) to better serve the students and the college employees.

College Financial Administrator also needs to stay abreast of the budget issues that affect the College Budget, by attending relevant trainings. This will help make her a better resource at monitoring and managing the College finances.

Module: Facility Planning.

Question: List and describe any current facilities challenges (e.g., location, quantity, quality) affecting your program's ability to achieve its goals and meet institutional needs.

Answer: The Business Office handles transactions that involve huge amount of money. The team suggests the installation of security cameras in the money room, as well as near the counters, to tighten the security of the employees, as well as the cash held at the cash registers and in the money room. Currently, the College is vulnerable to theft, as some students and employees go inside the Business Office to meet and discuss with the team. In addition, we employ student workers in the Business Office, whose ethical standards, may not be controlled due to their short-term relationship with the College. Security cameras will help protect the resources of the College.

Question: Specify the division/ department's short term goals (1 year) for facilities improvement and functionality.

Answer: Installation of security cameras inside the Business Office for the safety of the employees and for the protection of College financial resources.

Question: Specify the division/ department's long term goals (2-6 years) for facilities improvement and functionality.

Answer: None.

Module: Completion.

Question: List the people who participated in this Program Review.

Name	Role
Rasel Menendez	Administrator

Question: Program Manager: Fill out your name and date of final approval, save, and submit the program review.

Answer: