Program Overview - Program Mission

Program Mission

Describe the purpose of the program:

The Business Office maintains fiscal integrity in all aspects of college financial transactions including, but not limited to, day-to-day collections, accounting, budgeting, disbursment, and accounts payable.

Respondent: Isabella Chung

Validation Review

Data Evaluation: Accepted
Comments:

OBJECTIVES:

No Objectives Submitted.

Program Overview - Overview

Response to Demand

Location, days/hours:

A-13, Office Hours: Monday - Friday 8:00 - 4:30 p.m.
Student Window Hours:
A-13, Main Office Monday - Friday 8:30 - 4:15 p.m.
A-13, Admission Lobby Area Monday - Thursday 4:15 - 7:00 p.m.

Respondent: Isabella Chung

Services offered during last cycle:

<table>
<thead>
<tr>
<th>Service Offered</th>
<th>On-Going</th>
<th>Date Added</th>
<th>Date Deleted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services for Students:</td>
<td>On-going</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Collect enrollment and tuition fees</td>
<td>On-going</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- sell student parking permits</td>
<td>On-going</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- distribute student loan checks</td>
<td>On-going</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
- distribute scholarship checks  On-going
- collect payment for transcripts requests  On-going
- issue third-party billings for students  On-going
- services for Faculty & Staff  On-going
- process travel authorizations  On-going
- distribute travel reimbursement checks  On-going
- process Revolving Fund requests  On-going
- distribute Revolving Fund checks  On-going
- process mileage claims  On-going
- distribute mileage checks  On-going
- services for college wide  On-going
- budget preparation (annually)  On-going
- college operational plan (annually)  On-going
- budget transfers  On-going
- salary transfers  On-going
- college Monthly Projection  On-going
- college Quarterly Financial Report  On-going
- accounts Payable  On-going
- accounts Receivables  On-going
- ASO Accounts  On-going
- WLAC Foundation Accounts  On-going
- process refunds  On-going
- sell student I-TAP cards  On-going

Number of Participants Served

Given the data, describe the trends in Ethnicity, Age and Gender. What are the implications for your program?

The Business Office serves all students, administrators, faculty, staff, vendors, and the public.

Student Achievements

Given the data, describe the trends in Access, Success, and Persistence. What are the implications for your program(s)?
The Business Office provides continual support for student access, success, and persistence through fee collection, distribution of scholarship and student loan checks, issuing student parking permits, and selling student I-TAP cards.

### External Validation - Advisory Board

#### Advisory Board

**Members Names, Representation:**

<table>
<thead>
<tr>
<th>Advisory Board Member Name</th>
<th>Company/Affiliation</th>
<th>Title</th>
<th>Meet Once Every</th>
</tr>
</thead>
</table>

No Board Members Added.

**Respondent:**

#### Meetings

List the Date and Membership of your Advisory Board:

<table>
<thead>
<tr>
<th>Dates (mm/dd/yyyy)</th>
<th># Members</th>
<th>Members Attending</th>
</tr>
</thead>
</table>

No Meetings Added

Reminder: Keep copies of your Minutes for audit purposes.

### Recommendations

---

What have been the major recommendations resulting from your advisory board meetings? Of those recommendations, which have been acted upon, and what is your plan of action with regard to other recommendations discussed?

**External Validation - Program Accreditation**

**Response to Demand (Operational Program Review)**

Is this program subject to approval/accreditation by specialized state, regional, or national accrediting agencies?

What is the program's accreditation status?

**Recommendations**

Indicate recommendation of the most recent accreditation evaluation of the program and corrective actions taken or planned. Most recent accreditation report and all additional pertinent documentation and explanations should be available on site for consultant review.
**OBJECTIVES:**

No Objectives Submitted.

---

### SLOs - Program SLOs

**Resources**

- Curriculum Committee webpage with Institutional and Program SLOs listed
- 42 single course assessments by West faculty
- SLO Tutorial on Janet Fulks' Bakersfield CC website

---

### Student Learning & Service Outcomes

<table>
<thead>
<tr>
<th>Core Competency</th>
<th>Program Objective</th>
<th>Outcome</th>
<th>Opportunity</th>
<th>Assessment Tool</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>Establish a budget calendar and have the Budget Committee meet on a regular basis.</td>
<td>Greater budgetary understanding.</td>
<td>Fiscal transparency.</td>
<td>Faculty and staff acknowledgement of budgetary understanding.</td>
<td>Continue process in future years.</td>
</tr>
<tr>
<td>Quantitative Reasoning</td>
<td>Develop a balanced fiscal 2009-10 budget that incorporates the funds necessary to support the major square footage of our new buildings.</td>
<td>New buildings are properly maintained in future years.</td>
<td>The campus remains beautiful and attractive to students and visitors.</td>
<td>Cleanliness complaints and maintenance problems subside.</td>
<td>Need adequate staff and supplies.</td>
</tr>
<tr>
<td>Quantitative Reasoning</td>
<td>Develop a five-year financial master plan encompassing land development, revenue sources and timetable, other forms of revenue enhancement, projected enrollment growth by categories, fund raising (athletic and other), and expense controls.</td>
<td>Improved planning horizon.</td>
<td>Financial stability for the college.</td>
<td>General acceptance of the plan by all constituencies.</td>
<td>Secure multi-year commitments from all divisions.</td>
</tr>
<tr>
<td>Communication</td>
<td>The Business Office monitors the financial health of the college with Budget managers and the District.</td>
<td>Better financial management</td>
<td>Less overspending of budgets.</td>
<td>Acquaint more budget managers with the Business</td>
<td>Remove</td>
</tr>
</tbody>
</table>

---
Core Competencies Alignment

How do the department’s course and program SLOs address West's Core Competencies?

Respondent:

Assessment

Describe what has been done in developing and conducting assessment of student learning outcomes. Describe any changes implemented as a result of your findings from the assessment of student learning outcomes.

Validation Review

Data Evaluation: Accepted
Comments:

OBJECTIVES:

No Objectives Submitted.

Program Effectiveness - Surveys

Student Satisfaction Survey

Survey Name | Data Analysis
--- | ---
No Survey(s) Added.

Discuss and analyze Student Satisfaction Survey results and what program changes will be implemented in response to the survey data.

Respondent:
OBJECTIVES:

Program Outreach

What standing committees does your program maintain? What are their charges and membership?

What intra-college collaboration has your program been involved in during the past six years?

The Associate Vice President participates in the monthly Joint Administration/Divisional Chair meeting. She also serves on the budget committee and the ASO finance committee. She frequently attends other committee meetings as a resource person.

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

The Associate Vice President attends the monthly District Budget Committee meetings. She represents the college at the monthly District College Fiscal Administrator group meeting. She regularly attends the State budget workshops. She serves periodically on Personnel Commission interview panels.

Respondent: Isabella Chung
### Validation Review

Data Evaluation: Accepted  
Comments:  

### OBJECTIVES:

No Objectives Submitted.

---

## Professional Development

### Professional Development

<table>
<thead>
<tr>
<th>Name &amp; Status</th>
<th>Activities (mark all that apply)</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Isabella Chung</td>
<td>Conferences</td>
<td>State budget workshop</td>
</tr>
<tr>
<td>Isabella Chung</td>
<td>Campus-Wide Committees (Specify)</td>
<td>Joint admin/divisional meetings and budget committee</td>
</tr>
<tr>
<td>Isabella Chung</td>
<td>Other (Specify)</td>
<td>District Budget Committee and College Fiscal Administrator group meetings</td>
</tr>
<tr>
<td>Various Office Staff</td>
<td>Other (Specify)</td>
<td>Financial Aid, SAP, and Procurement workshops offered by the District</td>
</tr>
</tbody>
</table>

### Professional Development Needs

Are there areas of unmet professional development needs among faculty in this program? Please explain a proposed plan of action for addressing this need and any resources needed to achieve this development.

Respondent:

---

## Validation Review

Data Evaluation: Accepted  
Comments:  

### OBJECTIVES:

No Objectives Submitted.
Resources - Personnel

Certificated Administrator, Faculty

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

No Administrator/Faculty Added.

Classified Staff

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Isabella Chung</td>
<td>Assoc. Vice President</td>
<td>1.0</td>
</tr>
<tr>
<td>Eduardo Sawadan</td>
<td>Senior Accountant</td>
<td>1.0</td>
</tr>
<tr>
<td>Vera Brodetskaya</td>
<td>Accountant</td>
<td>1.0</td>
</tr>
<tr>
<td>Aykanush Dzhambazyan</td>
<td>Accounting Technician</td>
<td>1.0</td>
</tr>
<tr>
<td>Artsvik Khachatryan</td>
<td>Accounting Technician</td>
<td>1.0</td>
</tr>
<tr>
<td>Lolita Montenegro</td>
<td>Accounting Technician</td>
<td>1.0</td>
</tr>
<tr>
<td>Zinaida Rizhavskaya</td>
<td>Accounting Technician</td>
<td>1.0</td>
</tr>
<tr>
<td>Tatiana Boudzinskaia</td>
<td>Accounting Assistant</td>
<td>1.0</td>
</tr>
<tr>
<td>Elena Tauz</td>
<td>Accounting Assistant</td>
<td>0.5</td>
</tr>
</tbody>
</table>

Student Workers

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Hours/Week</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

No Student Workers Added.

Projections

Projected Retirements:

Are available faculty and classified staff adequate to support the program?

Not at peak demand periods.

Respondent: Isabella Chung

Validation Review

Data Evaluation: Accepted

Comments:

OBJECTIVES:

No Objectives Submitted.

Resources - Facilities
Facilities

Is space currently assigned to program adequate to support the needs of the service area? Please explain?

Not currently, but it will be when the Student Services Building is completed.

Does the program regularly utilize general campus facilities? Are they available and adequate?

Yes. Yes.

Respondent: Isabella Chung

Validation Review

Data Evaluation: Accepted
Comments: No Objectives Submitted.

OBJECTIVES:

Resources - Planning

Past Unit Plan Objectives

What is the status of the objectives in the 2007 unit plan. Areas will evaluate the objectives included in the unit plan for 2007 in a grid with following measures: completed, in progress, deleted. Please explain outcome.

Based on your evaluation, what objectives or initiatives would you develop to improve this measure?

<table>
<thead>
<tr>
<th>Objective</th>
<th>Begins</th>
<th>Ends</th>
<th>Priority</th>
<th>Status</th>
<th>Term</th>
<th>View/Modify</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable -- Send to District office in a timely manner</td>
<td>NA</td>
<td>NA</td>
<td>Low</td>
<td>In-Progress</td>
<td>2007</td>
<td>View/Modify</td>
</tr>
<tr>
<td>Fee collection -- collect all funds due to college</td>
<td>NA</td>
<td>NA</td>
<td>High</td>
<td>In-Progress</td>
<td>2007</td>
<td>View/Modify</td>
</tr>
<tr>
<td>fee collection - mail statement in a timely manner</td>
<td>NA</td>
<td>NA</td>
<td>Low</td>
<td>In-Progress</td>
<td>2007</td>
<td>View/Modify</td>
</tr>
<tr>
<td>Fee Collection - Serve student with a smile</td>
<td>NA</td>
<td>NA</td>
<td>Low</td>
<td>In-Progress</td>
<td>2007</td>
<td>View/Modify</td>
</tr>
</tbody>
</table>

Service Area Planning Assumptions

In the space below, please list the planning assumptions that will guide your program during the next 6 year period. Include assumptions for at least the following areas:

- Expected demand
- Anticipated funding trends
- Anticipated pedagogical trends
- Anticipated technological trends
- Anticipated trends in student needs and/or demographics
- Relevant Advisory Group recommendations

Respondent:

Self-Assessment of Challenges Facing Program
Please present the program’s analysis of the challenges it will face over the next 6 years in light of the measures of program effectiveness, progress toward past goals, and new planning assumptions.

*The single greatest challenge is the progressive increase in responsibilities imposed without an increase in staff. Additional personnel are essential to properly achieve these responsibilities.*

Validation Review

Data Evaluation: Accepted
Comments:

Resources - Resource Request

<table>
<thead>
<tr>
<th>Resource Quantity</th>
<th>Description</th>
<th>Status</th>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel 1 FTE</td>
<td>Move the AVP into the Administrative Services Office in January 2010, then hire a College Fiscal Administrator (CFA) to supervise the Business Office in January 2010.</td>
<td>Pending Funding</td>
<td>2007</td>
</tr>
</tbody>
</table>

Supplemental Material

Supplemental Materials:

No Supplemental File(s).

Final Summary

Summary

Based on your program review, summarize

Program Strengths - What is your program doing well?

*The office provides extremely accurate accounting records and reports to the campus and the District. It provides timely service to students coming to its service windows, seldom resulting in lines of any length.*

Program Weaknesses - What areas can your program improve?

*The program lacks sufficient personnel at peak periods.*

Discuss anything else you would like to share about your program that has not been addressed.

Respondent:
Dean's Review and Recommendations:

Student Services Council Review

Submit Program Review

Program Review has been completed for this Unit.