

## Business Office – Department Review

### Mission Statement

The mission of the Financial Services department is to safeguard the assets, both tangible and intangible, of the District, to ensure that the strategic initiatives of the institution are supported financially, and to develop and promote processes that support learning and compliance with Governing Board policy and Federal and State law.

### Major Department Goals

- Implement document management software throughout department (Bursar's office live as of August 12, Payroll department currently configuring with HR) – January 2013
- Pursue electronic payments and automatic remittance advices to reduce paper and labor in the payables area – June 2013
- Improve process efficiency. Make processes as simple as possible for front-end users while maintaining financial controls and clean audits. - Ongoing

### SWOC Analysis

#### Strengths

- Current processes are established and functional (no broken processes).
- Clean audits demonstrate strength of existing systems and compliance.
- Stable staffing through longevity and cross training. Business office not a revolving door.

#### Weaknesses

- Even with cross training long periods of individual absences could affect day to day work until permanent arrangements are made.
- Interface with HR and Financial Aid can be improved. Timing issues affecting processing still occur.

#### Opportunities

- Basic processes are all functional (not broken) which means true automation can be implemented without reinventing things from the ground up.

#### Challenges

- While the department is efficiently staffed for day to day work taking on additional projects and improvements can be difficult.
- Automation through NoliJ and scripting creates heavier reliance on Admin Computing support.
- Increased State reporting and Federal reporting including Affordable Care Act will require flexibility and training.

#### **Action Recommendations**

- Implement document management software with emphasis on finding ways to streamline processes and cope with increased volume.
- Seek alternative sources for obtaining software and database support (contracted services, IT support working remotely, etc.)
- Take the time and money to stay current on upcoming legislative and accounting changes. Proactively identifying needed changes allows for proper pacing for a smaller office.