Business Services
Administrative Services

Vision/Narrative

The Business Office adds value to Gavilan College by providing services to students and college staff. The Business Office directly serves students by processing financial aid payments, disbursing loan checks, paying work study students and processing ASB financial transactions. Its Purchasing, Payroll, Benefits, General Ledger, Accounts Payable, Accounts Receivable, Cashier, Budget, Reporting, Audit and Cash Management functions allow the rest of campus staff to focus their efforts on students services and instruction. Though these functions may not require direct interaction with students, they are essential for the smooth working of the rest of the college departments. The Business Office provides fiscal accountability for all revenue and disbursement activities in the college. Business Office staff also must balance the "gatekeeper" perspective of not only providing customer service to their constituents, but also ensuring that all applicable rules and regulations are being followed.

The duties of the Business Office employees include maintaining the college budgets, placing orders for supplies and services, processing payments to vendors/students/staff, cash management, bank and other balance sheet reconciliations, collection of past due balances, payroll processing, reconciling benefit costs, state and federal reporting, performing internal audits and providing assistance to project managers and employees. A large portion of time is also spent on working with the auditors to obtain information needed to complete the fiscal year-end audits.

In the last few years, the responsibilities of the Business Office have significantly increased. STRS and PERS now have a zero error tolerance, so the Payroll Office must complete additional reporting requirements as part of the bi-monthly payroll process. Employer-paid medical benefits are now reported on employees' W-2's requiring a more stringent reconciliation and adjustment processing through the QSS payroll system. Due to issues at the state, the District has had to participate in the TRAN program to maintain sufficient cash flow. For planning purposes, greater analysis of variances between year-end actuals and budget is now being presented to the Board and Gavilan management. Increased tracking of current year budget changes has also been implemented, resulting in a wider scale mid-year budget review, as well as closer tracking of ongoing changes throughout the year. The scope of audit requirements continues to change, resulting in more testing and a higher level of data collection and reporting from Business Office Staff. While Measure E projects are winding down, Business Office staff still need to track ongoing actuals and changes to the project budgets. New grants continue to be obtained by the college; in addition to requiring greater tracking and analysis from Business Office staff, they also increase the workload of various staff members in areas such as Payroll, Purchasing and A/P. These duties are in addition to the ongoing regular duties of the Business Office; meeting new requirements, while still maintaining the current level of customer service, is placing a high level of burden and pressure on Business Office staff.

The Business Office is also undergoing a position reorganization. In Spring 2013, the decision was made to replace the two existing Accounting Assistant positions with an Office Assistant and an Accounting Technician. The change serves two purposes: (1) the higher technical level of the Accounting Technician position allows for more flexibility in the workload distribution of the office, a special concern due to the changing responsibilities listed above and (2) it provides a promotional career path that allows accounting employees to advance in their duties. These two positions are being recruited in Fall 2013 with the intent to be staffed in January 2014.

In Spring 2013 the Santa Clara County Office of Education announced that they would start billing community colleges for payroll processing. After negotiations, the cost was reduced to an amount that the college could fund. However, this does raise the potential issue of the need to have an alternative plan in case the county either raises its rates above what the college can fund or refuses to offer service.

In spite of workload and staffing challenges, the Business Office continues to strive to offer the best customer service and financial information possible.

Feedback from Supervisor / Dean

Program Objective 1: Contract for technical services to help develop reports and train staff to generate reports from Banner Financials (I.E.C. Recommendation #3, 2013/14).

Strategy and Goal(s):

Not Applicable: RESUBMITTED: Copied from Academic Year 2014-15

IEC Program Review:

Yes, this Objective is based from the last IEC Program Review.

Progress:

No- None -

Activity 1: Determine specific needs for financial data for internal and exernal users.

    Personnel Request - *none*
    Non-Personnel Request - *none*

Activity 2: Identify resource (consultant) with Banner and ARGOS skills to bild reports or templates.

    Personnel Request - *none*
    Non-Personnel Request - *none*

Activity 3: Contract services of consultant.

    Personnel Request - *none*

    Non-Personnel Request

Specific Item(s) Needed	Amount Requested ($)	Fund Source / Type
Consultant	$ 15000.00	General Fund / One-Time
Total Requested	*$ 15000.00*	

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President		
Budget Committee		

President's Council

Program Objective 2: Implement Banner System payroll processing "in house".

Strategy and Goal(s):

Not Applicable: RESUBMITTED: Copied from Academic Year 2014-15

IEC Program Review:

Yes, this Objective is based from the last IEC Program Review.

Progress:

Yes: Gavilan College owns the module to implement Human Resources/Payroll in-house. A consultant has been retained to develop an implementation plan and it is estimated that conversion from the SCCOE system (QSS/QCC) will begin in FY 15/16. Initial discussions on payroll conversion with the County Office of Ed have taken place

Activity 1: Train and implement Payroll/Human Resources modules of Banner system

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested ($)	Fund Source / Type
Training for Payroll and Human Resources modules	$ 250000.00	General Fund / One-Time
Purchase of printer specific to payroll checks	$ 10000.00	General Fund / One-Time
Check stock specific to payroll printing	$ 2500.00	General Fund / On-Going
Total Requested	*$ 262500.00*	

Activity 2: Hire a Payroll Supervisor

Personnel Request

Job Classification	Quantity	FTE	Amount ($)	Fund Source / Type
Classified	1	100%	$ 119000.00	General Fund / On-Going

Non-Personnel Request - *none*

Activity 3: Hire a Payroll Assistant

Personnel Request

Job Classification	Quantity	FTE	Amount ($)	Fund Source / Type
Classified	1	100%	$ 75000.00	General Fund / On-Going

Non-Personnel Request - *none*

Activity 4: Hire a MIS Computer Technician

Personnel Request

Job Classification	Quantity	FTE	Amount ($)	Fund Source / Type
Classified	1	100%	$ 102000.00	General Fund / On-Going

Non-Personnel Request - *none*

Activity 5: Hire a Human Resources Technician

Personnel Request

Job Classification	Quantity	FTE	Amount ($)	Fund Source / Type
Classified	1	100%	$ 89000.00	General Fund / On-Going

Non-Personnel Request - *none*

Activity 6: Computer hardware for four new positions

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested ($)	Fund Source / Type
4 new computers	$ 4000.00	General Fund / One-Time
Total Requested	*$ 4000.00*	

Activity 7: Furniture for two new Business Office positions

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested ($)	Fund Source / Type
Extend existing cubicles to include two new workstations	$ 10000.00	General Fund / One-Time
Total Requested	*$ 10000.00*	

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President		
Budget Committee		
President's Council		

Program Objective 3: Implement Banner electronic requisitions system that will provide enhanced customer service to the college by increasing turnaround time for requisitions and product delivery.

Strategy and Goal(s):

Not Applicable: RESUBMITTED: Copied from Academic Year 2014-15

IEC Program Review:

Yes, this Objective is based from the last IEC Program Review.

Progress:

Yes: Consultant hired to provide detailed implementation plan in the current year.

Activity 1: Install Banner System Workflow module.

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested ($)	Fund Source / Type
Installation & training of Workflow module	$ 20000.00	Categorical / One-Time
Total Requested	*$ 20000.00*	

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President		
Budget Committee		
President's Council		

Program Objective 4: Customer service shall exceed campus demands (I.E.C. Recommendation #4, 13/14).

Strategy and Goal(s):

Not Applicable: RESUBMITTED: Copied from Academic Year 2014-15

IEC Program Review:

Yes, this Objective is based from the last IEC Program Review.

Progress:

Yes: When the Accounting Assistant position was re-filled in January 2014, the operating hours of the Cashier's Office were extended to five days/week, 9:00 a.m. - 3:00 p.m., thus providing additional access to our services. The Accounting Technician position was also re-filled in January 2014 after a nearly 2-year vacancy. This position provides a tremendous amount of support to college staff and external vendors as it relates to accounts payable, travel requests and reimbursements.

Activity 1: Provide additional access to Business Office services for our internal/external customers.

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested ($)	Fund Source / Type
Training	$ 3000.00	General Fund / One-Time
Total Requested	*$ 3000.00*	

Activity 2: Provide access to customer service and job-oriented technical training for Business Office staff.

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested ($)	Fund Source / Type
Customer Service Training	$ 2500.00	General Fund / On-Going
Technical Training	$ 2500.00	General Fund / On-Going
Total Requested	*$ 5000.00*	

Activity 3: Encourage Business Office staff to participate in Districtwide activities, e.g. committee assignments.

Personnel Request - *none*
Non-Personnel Request - *none*

Activity 4: Assess current customer service practices by surveying our 'customers'.

Personnel Request - *none*
Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President		
Budget Committee		
President's Council		