



2020-2021

Kern Community College District

District Office Administrative Unit Review

Business Services

Manager's Name: **Arlitha Harmon**

Title: **Interim Chief Financial Officer**

Submitted by: Arlitha Harmon

Executive Summary

a) In one paragraph or with bullet points, summarize the key points learned in this evaluation. *[list the highlights of the document]*

- Accounting Services has a significant volume of work load and projects, including increasing numbers of grant reporting and document processing. Review of workload and efficiencies is being conducted and may result in the need for additional staff or a possible reorg to align resources with needs.
- Contracting process has been significantly enhanced with addition of an electronic contract process. Contract management system is the next step for the Purchasing/Contracts Manager position. A contracts volume analysis reveals a 264% increase in contracts processed over the past 6 years. The addition of the manager position has reduced the number of contracts that need to be sent to legal for review, which has decreased the number of days to process contracts.
- District needs asset accounting system implemented to help manage new federal compliance requirements and have an up to date single source record of the inventory of District assets. This will require IT Support, and the project is currently on the DTAC listing of projects. This project is currently on hold.
- Items needed to automate and/or increase efficiency:
 - Contract management software system
 - Fixed Asset management system (inventory system)

Future Directions of the Unit

a) Provide a brief abstract of synopsis of your unit's current circumstances and future needs. Please include any college priorities that affect your unit, and the connection to college planning and priorities.

The unit needs to continue its efforts to leverage the Banner software program for the automation of as many processes as possible. Many of the listed projects require the use of Banner or other administrative software to complete. Maximizing technology and software will minimize cost increases associated with (1) expanding compliance requirements combined with continued growth in the number of grants/categorical programs, and (2) current manual/paper processes.

The unit has hired an additional management employee to manage the contracts and purchasing functions. In the coming year, the contracts manager will evaluate, select and implement a contract database software. The goal of implementing this software is to increase efficiency by eliminating the paper process, and to give users the ability to initiate contracts electronically.

The unit continues to review travel, contracting, grant reporting, and other processes to determine other areas that could benefit from improved processes and technology. The unit will need new and continuing support from Human Resources and Information Technology.

As the unit moves through its decision-making processes, it will focus on priorities that maximize funding across the colleges under the new Student-Centered Funding Formula (SCFF) and the Vision for Success.

Section One: Unit Overview

a) What is the purpose of the unit and what populations (internal and external) are served by the unit? *[why does the unit exist and how does the unit support the mission and vision of the Kern Community College District; who benefits directly from the services provided by the unit]*

Business Services is committed to serving our students, faculty, staff, administrators, senior managers, the Chancellor, Board of Trustees and the general public by providing business services and related support to each of the Colleges and District Office. By providing a myriad of essential business functions, including those specific to Accounting Services, Finance and Treasury Services, Economic and Cost Analysis, Budget and Financial Forecasting, Fiscal Compliance and Reporting, Financial Aid Distribution services, Business Contract Services, Purchasing, and Business Process Training. The Business Services Department reaches, facilitates and promotes success for our students and the District as a whole, in its role as an exemplary educational leader, serving to strengthen our community, faculty and staff to create an environment for life-long learning.

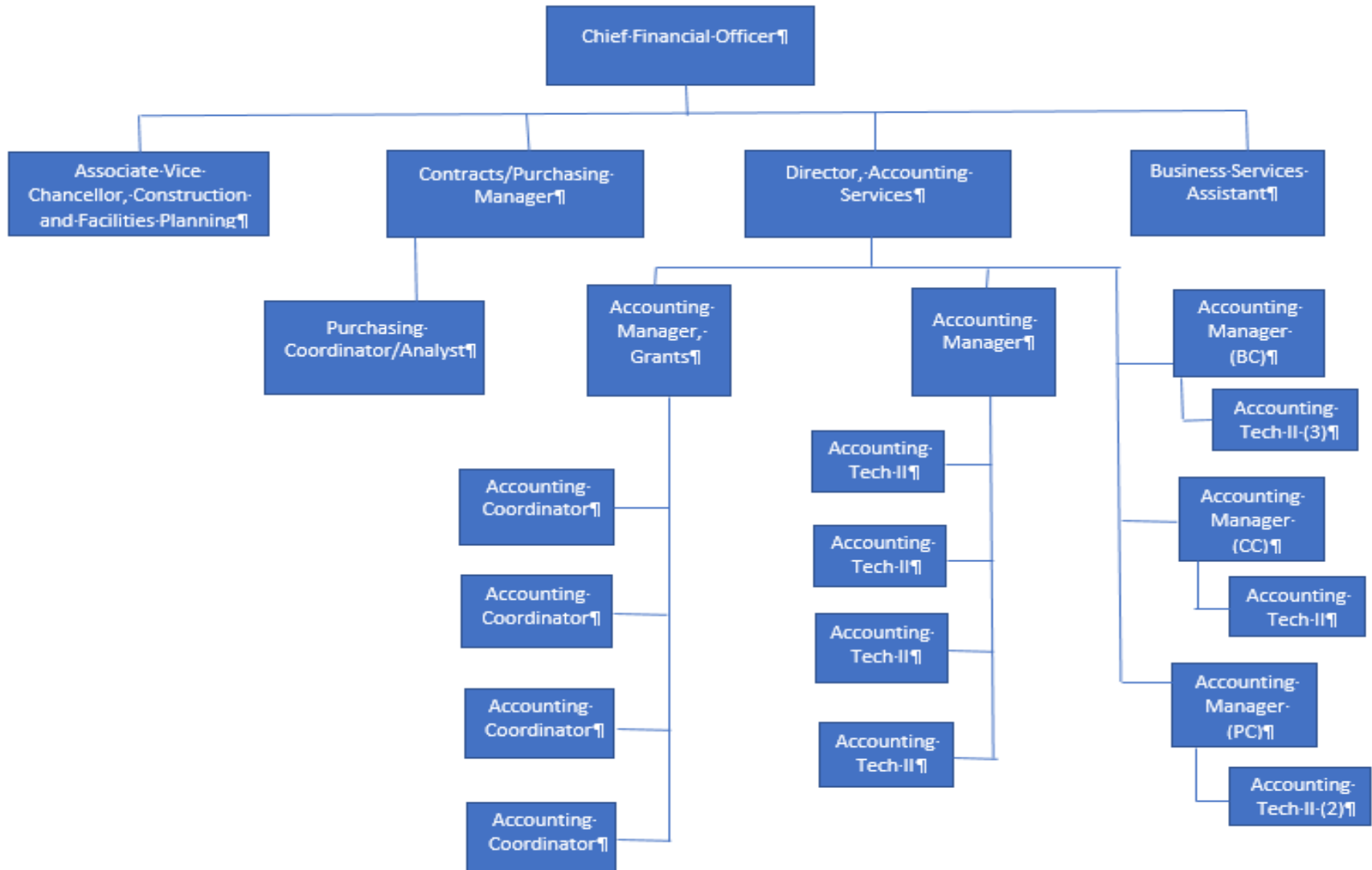
Section One: Unit Overview **Section One: Unit Overview** *(continued)*

b) Describe how the unit supports the colleges in achieving their mission and their efforts to improve student learning and achievement.

The unit supports the accounting, reporting and cashiering functions at the colleges. The unit meets monthly with the Accounting Managers to ensure consistency in treatment of all aspects of the accounting functions. The unit also meets weekly by phone and monthly in person, with the colleges' VP of Finance and Administrative Services to address issues/concerns related to these positions and the budgeting of the entire district.

Section One: Unit Overview *continued*

c) How is the unit structured within the district? Modify the org chart template below to illustrate the unit's organization.



Section One: Unit Overview *(continued)*

d) For the positions included in the unit's organizational chart, please provide a brief description of what primary processes or areas each position is responsible for as it relates to the work of the unit, district and colleges.

Position	Primary Functions/Processes	Supplemental Functions/Processes	Additional notes
Chief Financial Officer	Directs budgeting, accounting, purchasing, records management, investments, and capital projects planning and construction		
Business Services Assistant	Provides administrative and paraprofessional support in all areas of Business Services functions		
Associate Vice Chancellor, Construction & Facilities Planning	Provides administration and management of all District facilities planning, design and construction functions.		
Purchasing/Contracts Manager	Provides administration to organize, coordinate, evaluate and manage Districtwide contract programs, services, operations and activities.		
Purchasing Coordinator/Analyst	Coordinates the purchasing process of materials, supplies, equipment and services for the District.		
Director, Accounting Services	Oversees the accounting systems and procedures, directing the District accounting staff.	Coordinates with external auditors for all audits, reporting fiscal results to the appropriate agency(ies)	Provides support and direction to accounting as well as faculty and staff, preparing and monitoring financial statements
Accounting Manager (5)	Plans, organizes and manages an assigned college Business Office, or major District-wide program.	Provides supervision and guidance to assigned staff; performs a variety of complex	Each College Accounting Manager plans, organizes and manages an assigned college set

		financial transactions and reporting.	of accounts; provide supervision and guidance to staff. They work with College Management to serve the business needs of their assigned College and the District. This is the same for all College Accounting Managers. The Primary processes are Purchase Order/Invoice Compliance, Third Party and Retiree Billing, FOAPAL Change Processing, Student Refund Processing, Escheatment Processing
Accounting Coordinator (4)	Involved in the maintenance and preparation of accounting and financial records. These staff members are the grant accountants. (currently only 3 positions are filled.)	Independently performs complex accounting analysis and reporting.	
Accounting Tech II (10)	Performs a variety of technical accounting work related to the processing and maintenance of College and District accounting records.	Accounts Payable Journal entries, Check runs ERODs (county entries) Invoice/PO resolution Reconciliations Unclaimed Property PO Compliance Bank deposits Cancellation of FA/Warrants Wires/Books Transfers w/Wells Fargo CalCard/credit card processing	

Section Two: Administrative Unit Outcomes (AUOs)

a) **List all the AUOs for the unit.** AUOs describe what a customer or end-user will understand, experience or obtain as a result of the service the unit provides to the colleges and other internal stakeholders. Describe the method of assessment and the criteria used to determine success in the service provided. The assessment method should include some way of measuring college, internal or external stakeholders' demand or need for and satisfaction with the service (add additional rows as necessary.)

Administrative Unit Outcomes (AUOs)	Strategic Plan Alignment	Review Period	Method of Assessment	Criteria for determining success in service provided
Unit provides complete accounting services to ensure all fiscal transactions are processed and recorded according to Generally Accepted Governmental Accounting Standards.	Goal 5- Strengthen Organizational effectiveness	2019-20 (annual)	Annual External Audits a. District b. College Foundations c. Proposition 39 (Measure G audits) d. OPEB Retirement Board e. Measure J Audit	<u>2018-19 Outcome:</u> Completed <u>2019-20 Outcome:</u> Not yet completed <u>Desired outcomes:</u> Unmodified Audit Audits meet Federal and State compliance requirements Audits meet credit rating agency and Securities and Exchange Commission requirements

Unit provides finance and treasury services		2019-20	<p>District operations meet daily cash flow requirements.</p> <p>Efficiently manage District's long term debt obligations</p> <p>Manage Districts investment portfolios</p>	<p>Cash flow management ensuring adequate short and long term cash. No default on long term debt obligations</p> <p>Maximize credit ratings on bond issuances</p> <p>Minimize interest costs on outstanding debt issuances</p> <p>Exceed established investment benchmarks</p> <p>Investments made consistent with Board Policy</p>
Unit provides budget and financial Forecasting	Goal 5- Strengthen Organizational effectiveness	2019-20 (annual)	Annual budget development process feedback from Trustees, College Presidents and VP Administrative Services through Trustee meetings, Chancellors Cabinet, Consultation Council, District-wide Budget Committee and Business Managers meetings	<p>Budgets developed and maintained that meet Board of Trustee fiscal goals and policies as well as 50% Law and FON requirements.</p> <p>Report on State budgets and forecast implications on District fiscal resources</p> <p>Develop appropriate financial resource allocation models</p> <p>Provision of Monthly budget vs actual fiscal reports to all budget managers.</p> <p>Provision of fiscal and budget reports to District's participatory governance stakeholders</p>

Unit provides economic and cost analysis	Goal 5- Strengthen Organizational effectiveness	2019-20	<p>Timely economic and cost analysis utilizing discounted cash flow, incremental cost/benefit analysis or other appropriate economic evaluation models.</p> <p>Periodic assessments of Presidents, Vice Presidents, Deans and Vice Chancellors</p> <p>Periodic surveys of all stakeholders regarding these services</p>	Provide economic or cost analysis of proposed program or project opportunities to ensure transparency of fiscal consequences for inclusion in program or project decisions.
Unit provides Fiscal Compliance and Reporting	Goal 5- Strengthen Organizational effectiveness	2019-20	<p>Timely submission of required fiscal status reports to Federal and State agencies for grants, special contracts or categorical programs.</p> <p>Periodic assessments by Program Managers and Vice Presidents on fiscal reporting process.</p> <p>Periodic surveys of all stakeholders regarding these services</p>	<p>Coordination to completion of required fiscal reports.</p> <p>Monthly Grant Reporting updates to Directors</p> <p>Accurate and timely reporting.</p> <p>Up to date grant management manuals (documentation of fiscal expectations and regulations for Program managers)</p>
Unit coordinates Financial Aid Distribution services	Goal 5- Strengthen Organizational effectiveness	2019-20	<p>Minimum student and Financial Aid Department complaints</p> <p>Survey of Financial Aid directors and students on service levels</p>	Timely processing of Financial Aid checks to students per scheduled disbursements

Unit coordinates Business Contract Services	Goal 5- Strengthen Organizational effectiveness	2019-20	Timely submission of contracts to Trustees for approval Contracts completed before services are rendered	Processing of business contracts to meet delivery requirements for scope of services Contracts completed in manner minimizing risk to the District.
Unit provides purchasing support	Goal 5- Strengthen Organizational effectiveness	2019-20	Timely completion major non-construction purchases Surveys of department buyer satisfaction	Coordinates completion of formal bid process for non-construction purchases Identifies piggy-back contracts and purchasing consortiums for alternatives to bidding Research and evaluate purchase options for District buyers Up to date purchasing and travel guidelines Provides accounting for District assets
Unit provides business process training	Goal 5- Strengthen Organizational effectiveness	2019-20	Timely completion of training for staff in use of key business processes Periodic Surveys of trainees	Timely purchasing, travel, business contracting, expenditure approvals budget & expenditure transfers, budget monitoring, chart of accounts and other process training as needed.

b) Summarize the results from any AUOs evaluated during the past year, including feedback on services rendered during the past year. Provide details regarding findings and plans for change or improvement of service, if needed.

Administrative Unit Outcome #1:	All 2018-19 external audits were completed timely, with no findings.
Administrative Unit Outcome #2:	District met all 2019-20 cash flow requirements, efficiently managing all long-term debt obligations and investment portfolios.
Administrative Unit Outcome #3:	2020 budget completed providing all required fiscal information for timely adoption and implementation.
Administrative Unit Outcome #4:	Quarterly review and analysis of Measure J cash flow to ensure scheduled projects conform to issuance restrictions.
Administrative Unit Outcome #5:	2019-20 grant and categorical reporting not completed timely. Feedback from some of the program directors/managers regarding timeliness of reporting. Grants accounting scheduled meetings with appropriate personnel, to discuss processes and responsibilities. Monthly grant reporting report sent out to all Program Managers/Directors and VP's at each college. The area had continued staffing challenges.
Administrative Unit Outcome #6:	Timely processing of 2019-20 Financial Aid checks to students per scheduled disbursement dates. Continued use of BankMobile to process Financial Aid refunds.
Administrative Unit Outcome #7:	Timing of contracts needs improvement. Several campus contracts processed after services rendered. Contracts/Purchasing manager continue to work with CFO and college VP's of Finance & Administration to establish written procedures for contract processing.
Administrative Unit Outcome #9:	Training provided on an as-needed basis.

Section Three: Key Performance Indicators (KPIs)

- a) **List the KPIs for the unit along with the relevant outcomes for the last 3-5 years.** KPI data tracks process efficiency and demand for services. Examples of KPIs include a count of customers served, a count of services performed, the average time to complete a service, etc. They are closely related to the AUOs and should reflect the unit's core function or purpose.

Key Performance Indicators (KPIs)	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Number of District sub-funds supported by district accounting services	139	135	158	164	208	239
Value of all District funds expenditures supported by district accounting	\$284,640,777	\$288,038,381	\$276,043,987	\$283,496,806	\$352,143,516	\$454,944,359
Value of restricted general fund expenditures supported by the district	\$19,966,539	\$34,267,753	\$50,824,850	\$35,211,734	\$49,074,817	\$40,839,005
Number of invoices processed	76,953	92,489	107,727	116,280	114,543	113,964
Number of purchase orders processed	10,011	11,099	11,204	13,516	19,329	10,436
Number of warrants/checks issued	67,841	83,175	95,680	94,219	97,333	104,898
Number of journal entries processed (excluding foundation activity)	6,811	7,648	8,364	8,143	10,696	9,509
Bank and investment funds reconciled	56	56	56	58	69	72
Number of contracts processed through Business Services	601	861	845	870	906	1033
Percentage of all contracts processed over prior year	28%	43%	-2%	3%	4%	14%
Percentage of all contracts processed over base year (13-14)	28%	84%	80%	86%	93%	100%
Number of Business Services contracts processed	285	413	489	547	743	744
Percentage of Business Services contracts processed over prior year	40%	45%	18%	12%	36%	0%
Percentage of Business Services contracts processed over base year (13-14)	40%	102%	140%	168%	264%	265%
Number of Foundation and Student sub-funds supported by District	872	872	973	813	982	1,139

- b) **What unexpected changes or challenges did your unit encounter this cycle? How does your trend data impact your decision-making process for your unit?**

- Business Services experienced significant changes in the following transaction processing areas due to COVID-19:
 - Purchase orders decreased by 8,893 or 43% over prior year
 - Warrants/Checks issued increased by 7,565 or 8% over prior year
 - Journal entries decreased by 1,187 or 11% over prior year
 - Business Services contracts increased by 1 or 0% over prior year
- Sub-fund support increased by 31 or 15% - these are mostly grant funds, which Business Services grant accounting supports

- Increase in grant funds equates to increase in grant reporting. Business Services will evaluate the workload of the current staff and may result in additional resource request.
- Increases in transaction processing means more work for the current staff. Business Services has created efficiencies by reducing paper processing and moving to electronic processing. Evaluation in current fiscal year to determine if additional staff will be needed in the future to accommodate increasing processing workload.

Section Four: Progress on Unit Goals

a) List the unit's current goals. For each goal, discuss progress and changes. Provide an action plan for each goal that gives the steps to completing the goal and the timeline. If unit goal is for service to a group outside of the unit, indicate which group in the last column. (Add additional rows as necessary.)

Unit Goal	Which institutional goals from the KCCD Strategic Plan will be advanced upon completion of this goal?	Progress on goal achievement (choose one)	Status Update — Action Plan	Colleges requesting accomplishment of this goal or colleges' planning indicating this need. (Include supporting documentation.)	Other group (besides ones of the colleges) requesting accomplishment of this goal. (Include supporting documentation.)
1. Complete PY goals not yet completed	Goal #5	<input type="checkbox"/> Completed: _____ (Date) <input type="checkbox"/> Revised: _____ (Date) <input type="checkbox"/> Ongoing: _____ (Date)	PY Goals completed: 7, 12, 13. On hold/cancelled: 1, 3, 9, 11. Ongoing: See section 5 below		
2. Complete transition of paper-based contracting to electronic files	Goal #5	<input checked="" type="checkbox"/> Completed: _July 2019 <input type="checkbox"/> Revised: _____ (Date) <input type="checkbox"/> Ongoing: _____ (Date)	With the onboarding of the Contracts Manager, completion of electronic contract processing. Next step will be implementation of software to assist in workflow and contract management.	All	
3. Review/revise existing contract templates; eliminate redundant templates	Goal #5	Ongoing	After successful replacement of the Purchasing Coordinator, Contracts Manager will review current templates and recommend updates	All	

4.Create and implement a grants training program for the colleges	Goal #5	Ongoing	Due to staffing constraints, this goal is not yet complete.	All	
5.facilitate the DWBC to establish a new SCFF allocation model and District chargeback model	Goal #5	Ongoing	DWBC continues to meet monthly. Working with consultant to review other district models and collaborate to recommend new models	All	

Section Five: New or Revised Goals

a) List new or revised goals, if applicable. (Add additional rows as necessary.)

Replacement Goal	Which institutional goals from the KCCD Strategic Plan will be advanced upon completion of this goal?	Status Update — Action Plan	Colleges requesting accomplishment of this goal or colleges' planning indicating this need. (Include supporting documentation.)	Other group (besides ones of the colleges) requesting accomplishment of this goal. (Include supporting documentation.)
2018-19 Goal #2 – Automation of BOG Waiver un-apply/reapply posting	Goal #5	In progress	All	
2018-19 Goal #4 – work with IT to develop ad-hoc detailed payroll reports for grant managers	Goal #5	In progress	All	
2018-19 Goal #5 – Develop a grant procedure manual for program managers	Goal #5	In progress	All	
2018-19 goal #6 – Selection and Implementation of a Contract Database	Goal #5	In progress	All	
2018-19 goal #8 – Integration of Food Services cash receipts processing through SalePoint or another mechanism	Goal #5	In progress – BC/PC is reviewing new POS system for Food Services	Bakersfield College/Porterville College	
2018-19 goal #10 – Revise District Procurement Manual	Goal #5	In progress	All	

2019-20 – Replace manual and spreadsheet budgeting with a budget software system	Goal #5	CFO/VPFAS are working with the selected vendor	All	BC Budget Analysts
2019-20 – update CalCard manual/instructions	Goal #5	Purchasing/Contracts manager has been assigned to update these procedures	All	
2019-20 – implement new Facility Scheduling Software	Goal #5	CFO/VPFAS are working with the selected vendor	All	
2019-20 – Student Accounts Receivable collection efforts	Goal #5	Work with all VP's on process/procedures for student collections	All	

Section Six: Current Unit Resources

- a) List the unit's current resource levels by outlining existing staff, listing (major) technology/equipment the unit uses, describing the space the unit occupies, and the unit's current budget.

Resources	Current Level
Staffing (list current staffing levels)	District Office Chief Financial Officer Business Services Assistant Director, Accounting Services Accounting Manager (2) Accounting Coordinator (4) Accounting Technician II (4) Contracts/Purchasing Manager Purchasing Coordinator/Analyst Students (2) Bakersfield College Accounting Manager Accounting Technician II (3) Students (2) Cerro Coso Community College Accounting Manager Accounting Technician II Porterville College Accounting Manager Accounting Technician II (2)
Technology / Equipment	*Personal computers, printers, copiers, safes, check printing equipment, modular furniture
Space / Facilities	•Offices located at Bakersfield College, Cerro Coso CC, Porterville College & Weill Center
Budget (Unrestricted) Total	\$10,762,558
1000 (Academic Salaries)	\$ -0-
2000 (Classified Salaries)	\$ 1,758,196
3000 (Employee Benefits)	\$ 977,015
4000 (Supplies & Materials)	\$ 31,150
5000 (Operating Expenses and Services)	\$ 2,248,633
6000 (Capital Outlay)	\$ 10,600
7000 (Other Outgo)	\$ 5,730,964
Budget (Restricted) Total	\$ -0-
Budget (Contract/Community Ed) Total	\$ -0-

Section Seven: Resource Request Analysis

Discuss the impact of new resources your unit is requesting for next year's cycle that are in addition to what your unit currently has in this cycle. Indicate the expected cost along with the rationale. If a college is not requesting the new resource, leave the "College(s) requesting" column blank. Rank the proposals in order of their importance to the unit ("1" is most important; "5" is least important)

Resource Category	Resource Requested (Include Cost)	Discuss how the new resource will impact your unit's effectiveness in providing service to the colleges or other groups and what college planning reflects or suggests this need.	College(s) requesting this new resource to your unit. (Leave blank if no college requests the new resource.)	Rank
Positions: <i>Discuss the impact new and/or replacement management and/or staff will have on your unit's service to the colleges.</i>	<input checked="" type="checkbox"/> 1: Classified Staff <input type="checkbox"/> 2: Administrator Possibly grant coordinator and/or accounting staff	As document processing/grant numbers increase, the current staff will not be able to process all documents/reports in a timely manner.	All – with the increase in number of grants, accounting may need additional resource for grant reporting	
Professional Development: <i>Describe briefly, the effectiveness of the professional development your unit will be engaged in (either providing or attending) during the next cycle</i>	<input checked="" type="checkbox"/> 1: Provide Professional Development <input checked="" type="checkbox"/> 2: Attend Professional Development	Ongoing Professional Development – unit has one retreat per fiscal year. Grant accountants complete annual Federal update course via webinar.		
Facilities: <i>If your unit receives a building remodel or renovation, additional furniture or beyond routine maintenance, explain how this request or requests will impact your unit's service to the colleges.</i>	<input type="checkbox"/> 1: Space Allocation <input type="checkbox"/> 2: Renovation <input type="checkbox"/> 3: Furniture <input type="checkbox"/> 4: Other <input type="checkbox"/> 5: Beyond Routine Maintenance			
Technology: <i>If your unit receives technology (audio/visual – projectors, TV's, document cameras) and computers, explain how this request or requests will impact your unit's service to the colleges.</i>	<input checked="" type="checkbox"/> 1: Replacement Technology <input type="checkbox"/> 2: New Technology <input type="checkbox"/> 3: Software <input type="checkbox"/> 4: Other _____	Regular replacement of computers when return to the office (Post-COVID)		

Section Seven: Resource (cont.)

Discuss the impact of new resources your unit is requesting for next year's cycle that are in addition to what your unit currently has in this cycle. Indicate the expected cost along with the rationale. If a college is not requesting the new resource, leave the "College(s) requesting" column blank. Rank the proposals in order of their importance to the unit ("1" is **most** important; "5" is least important)

Resource Category	Resource Requested (Include Cost)	Discuss how the new resource will impact your unit's effectiveness in providing service to the colleges or other groups and what college planning reflects or suggests this need.	College(s) requesting this new resource to your unit. (Leave blank if no college requests the new resource.)	Rank
Other Equipment: <i>If your unit receives equipment that is not considered audio/visual or computer equipment technology, , explain how this request or requests will impact your unit's service to the colleges.</i>	<input type="checkbox"/> 1: Replacement <input type="checkbox"/> 2: New <input type="checkbox"/> 3: Other _____			
Total cost of resource needs over and above current budget allocation:			\$115,000 – additional budget analyst	

Section Eight: Conclusions

Present any conclusions and findings about the unit and its connection to the work of the colleges. (ACCJC Std IV.D.2, IV.D.5, IV.D.7):

District Office Business Services supports the College's business objectives, and Districtwide policies and processes. We provide business service functions for students, faculty, staff, management, Board of Trustees and the general public. Additionally, our role is also to provide direction to the college Business Services Offices, providing them direct support in accomplishing their service objectives at each of the district's colleges. Business Services is highly confident in our ability to support the colleges, through responsive and reliable financial services.

Routing and Review

Submitter's Name: Arlitha Harmon

Title: Interim Chief Financial Officer

Submitter's Signature: _____

Date Submitted: _____

Submitter's Immediate Supervisor: _____

Date of Review: _____

Chancellor's Signature: _____

Date of Review: _____

Date of Presentation to Administrative/Consultation Council: _____