

TBCC Business Office and Store Service Area Review 2017-2020

I. Program/Service Area Description

The Business Office oversees budget development and prepares periodic budget reports for all college divisions. We prepare the annual budget, fulfill internal and external budget reporting requirements, process budget transfers and funding requests for new programs and new initiatives, review and monitor budget requests and provide financial analysis for the College.

The Business Office prepares the audited financial statements and works with the auditor during the annual audit. This includes scheduling, preparing working papers, providing documentation, and answering questions.

The Business Office provides support for grant proposal development and post-award grant management. We work closely with each grant manager to provide fiscal oversight and management of awards throughout the grant, contract or cooperative agreement and assist with all financial aspects of the grant including, but not limited to entering budgets and monitoring grant expenditures for compliance with requirements and federal and state regulations.

The Business Office and Store is responsible for student account management, including tuition payments, charges, billing, payments and payment plans. The Business Office also manages third-party billing, veteran benefit payments, determines post award eligibility and applies scholarships from all sources, financial aid refunds, and other cash transactions.

The Business Office and Store also handles purchasing, office supply fulfillment, accounts payable, travel, and manages mail, shipping, and receiving. Office staff also tags fixed assets for inventory tracking and issues keys to faculty and staff.

The Business Office processes and distributes payroll checks for all employees and manages payroll fringe expense allocations and reporting.

The Business Office prepares and distributes all required year end reporting, including 1099-MISC, 1098-T, and W-2

The Business Office also manages the vending machine. Stock is replaced nearly daily along with depositing vending proceeds.

The Business Office and Store coordinates internal and external facility rentals, insurance certification, vending, and bank deposits. The Business Office and Store interacts with college departments and staff, students, business and community members, contractors, vendors, governmental agencies, and nonprofit organizations daily to facilitate these transactions.

The Business Office and Store also oversees the online bookstore. The Store staff enters book adoptions and orders instructor desk copies. The Business Office and Store staff orders school apparel and supplies and snacks and school supplies for resale. The Business Office also issues student book vouchers for students with federal or state aid and/or scholarships and third party payment authorizations.

Provides bookkeeping services for the Associated Student Body and Phi Theta Kappa (PTK) to include processing revenues, making payments, and providing reports. Office staff train student organization representatives in financial record keeping, fee collection, and transaction procedures. Office staff are also advisors for PTK.

The TBCC Business Office acts as fiscal agent for Economic Development Council of Tillamook County, including Visit Tillamook Coast. It also provides bookkeeping and reporting services for the TBCC Foundation.

The Business Office also has a Staff member that participates on CI Facilitator Team.

II. Program/Service Area Details

The Business Office and Store has 4 full time employees: a Chief Finance Officer and 3 Business Office Specialists.

The Chief Finance Officer is responsible to provide strategic leadership for the development, implementation, maintenance, analysis and general supervision and promotion of operational improvements of business services. This includes the accuracy and integrity of all accounting related activities (payables, receivables, payroll, general ledger, budget development and maintenance, auditing, reporting, etc.) for all College programs and Board Policy development regarding business practices. This also includes research and resolution of department issues. The CFO also oversees the Jenzabar system software and effective use by the college. The Chief Finance Officer provides leadership and guidance to the college and is responsible when the President is not available. This function is shared with the Chief Academic Officer.

Each Business Office Specialist has a focus area.

The TBCC Store/Cashier determines eligibility and accuracy of all receipt transactions for the college; coordinates text information and other learning materials for all courses and programs offered by the college; and manages event scheduling.

Purchasing and Accounts Payable is responsible for the accounts payable process, 1099 reporting requirements, and related activities. Purchasing and Accounts Payable is also responsible for all aspects of purchasing process, including asset inventory. This position also serves as backup cashier, maintains control of keys to college properties, and performs general accounting and clerical duties.

Payroll and Accounts Receivable is responsible for the generation of employee payroll and related functions, accounts receivable process, reconciling, billing, and related activities. This position also serves as backup cashier and performs general accounting and clerical duties.

The Purchasing and Accounts Payable and Payroll and Accounts Receivable positions also share the duties of acting as Advisor for Phi Theta Kappa Honor Society at TBCC.

III. Service Needs

- a. Discuss any emerging needs or trends in the service area

No emerging needs or trends for the Business Office and Store at this time.

- b. Provide relevant data to support these trends
- c. Explain how these needs or trends impact your work

IV. Program/Service Area Outcomes

TBCC Service Area Outcomes Assessment Plan and Summary Form

Origination Date of Form March 20, 2018 Completion Date of Form 07/17/2018
 Service Area Business Office and Store Individual Completing Form Kyra Williams

Intended Outcomes	Assessment Tool, Criteria for Measurement, Target Semester for Assessment, and Procedure	Assessment Results	Refinements/Modifications
<p>Students will pay their balance or receive financial aid before registration opens for the next term</p>	<p>Assessment Tool: Data from Jenzabar</p> <p>Criteria for Assessment: 5% or fewer students with Business Office Holds from a Fall 2018 account balance when registration opens for Winter 2019</p> <p>Target Term for Assessment: Fall 2018</p> <p>Procedure: Pull report from Jenzabar</p>	<p>8% (34/407) of students had an outstanding balance from Fall 2017 when registration for Winter 2018 opened and had a Business Office hold put on their account.</p>	<p>A new collection process was developed during 17-18. We will begin using it Summer 2018.</p>

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Intended Outcomes	Assessment Tool, Criteria for Measurement, Target Semester for Assessment, and Procedure	Assessment Results	Refinements/Modifications
<p>Employees are able to efficiently reserve campus rooms</p>	<p>Assessment Tool: Employee Survey Question 1. I am able to efficiently reserve a campus room</p> <p>Criteria for Assessment: Question on Employee Survey shows minimum 70% Strongly Agree or Agree</p> <p>Target Term for Assessment: Spring 2018</p> <p>Procedure: Assess survey results</p>	<p>Only 48% of employees reported a satisfied result. However 28% of employees were neutral. Assuming that neutral employees were those that didn't have a need to reserve a room, the results would improve.</p>	<p>On the Spring 2019 survey, we need to add a yes/no question to filter out employees that don't have a need to reserve a room. The Business Office is also still working on a project to implement the new event scheduling software that will allow staff that have a need to reserve rooms to complete the process online rather than filling out a paper form and/or email communication.</p>

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<p>Students and employees have access to business office and store services</p>	<p>Assessment Tool: Employee and Student Survey Questions: 1. I have ready access to the business office and store services 2. The Business Office is accessible and provides services that meet my needs.</p> <p>Criteria for Assessment: Question on Employee and Student Surveys show minimum 70% Strongly Agree or Agree</p> <p>Target Term for Assessment: Spring 2018</p> <p>Procedure: Assess survey results</p>	<p>95% of employees reported ready access to the business office and store. 75% of students reported business office and store services are accessible.</p>	<p>No refinements or modifications required.</p>

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<p>Employees will be informed and participate in the annual budget development process</p>	<p>Assessment Tool: Employee Survey Questions: 1. I was kept informed about the budget development process this year. 2. I participated in the budget development process this year.</p> <p>Criteria for Assessment: Questions on Employee Survey show minimum 70% Strongly Agree or Agree</p> <p>Target Term for Assessment: Spring 2018</p> <p>Procedure: Assess survey results</p>	<p>78% of employees reported being kept informed about the budget. In addition, no employees reported that they disagreed. Only 38% of employees reported participating in the budget process.</p>	<p>No refinements or modifications should be made on informing employees about the budget process. For the 19-20 budget cycle, all budget managers need to make sure that they ask their employees for input regarding budget. This should be stressed at the Leadership Team level to improve assessment results.</p>

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<p>Students have access to accurate and timely text/OER information for courses</p>	<p>Assessment Tool: Student Survey Question 1. I know how to find textbook and OER information online.</p> <p>Criteria for Assessment: Question on Student Survey shows minimum 70% Strongly Agree or Agree</p> <p>Target Term for Assessment: Spring 2018</p> <p>Procedure: Assess survey results</p>	<p>91% of students reported knowing how to access their textbook and OER information</p>	<p>No refinements or modifications required.</p>

V. Project list for current year

Project List 2017-18

Department Business Office/Store

Project	Project Description	Intended Outcome	Core Theme Objective	Measure (Y/N)	Lead Person	Year (1-3)	Budget Requirements
Develop and implement collections process for student accounts with multiple points and methods of contact	Sheryl will work with other EX schools, Kyra and Jenzabar to create a standardized, automated collections process that starts at the beginning of the term that includes mailings, phone calls, and emails. And if accounts remain unpaid by term end, send a file to the State for collection.	Students will pay their balance or receive financial aid before registration opens for the next term.	EE1: Students make consistent and timely progress toward their educational goals.	Y	Sheryl Vanselow	1	None at this time. May need training from Jenzabar on creating effective Action List(s), but we also have an EX user contact willing to work with us
Implement Event Scheduling Software	Training for software scheduled for Dec 12-14, 2017. Kyra will work with Pat, Sheryl N, Holly, and Sheryl V to standardize the room reservation process within new software.	Employees will be able to efficiently reserve campus rooms.	LPCE4: TBCC provides services and information that benefit the community.	Y	Kyra Williams	1	Expenses are already planned in Title III budget, no additional budget required.
Create Web Presence for Event Scheduling	Sheryl will work with Holly, Pat, and George to add FAQ's, photos of room setups, etc to the main website or JICS to enhance information available via Event Scheduling.	Employees will be able to efficiently reserve campus rooms.	LPCE4: TBCC provides services and information that benefit the community.	Y	Sheryl Vanselow	1	No budget required. Sheryl will do the web site development. Development and completion dependent on implementation of scheduling software.
Department of Veterans Affairs training	Sheryl V and Kyra will get trained to do VA billings to improve veteran student account accuracy.	Students will pay their balance or receive financial aid before registration opens for the next term.	EE4: Students needs are met through comprehensive support services.	N	Kyra Williams	1	Registration fees and travel costs. Expected to be minimal.
Develop and implement enhanced budget planning process	Kyra and Ross will work together to enhance staff understanding of budget development. Will also work with budget managers to help them submit budgets that meet their departmental needs.	Employees will be informed and participate in the annual budget development process.	ES2: College operations generate sufficient resources to support long term financial stability of the college.	N	Kyra Williams	1	None
Textbook/OER Adoption Process	Holly will work with the Office of Instruction and/or faculty to	Students have access to accurate and	EE4: Students needs are met through	N	Holly Kraus	2	None

standardize text/OER adoptions for the online bookstore.	timely text/OER information for courses.	comprehensive support services.				
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b. Summarize your progress on each project.

Collections Process – Sheryl V received training on Communication Management with a consultant that also helped with development of two separate collections process. One for the current term and a second for sending past due accounts to the State for collection by the Department of Revenue. Database queries were developed to help facilitate the collections process. Implementation hasn't yet happened. Planning to use Summer term to work out any issues with the process and begin using fully in the Fall. In the meantime, all eligible past due accounts prior to the 17-18 academic year have been sent to the State. In addition, we will use the past due process to alert all students that owe for the 17-18 year beginning in early June 2018.

Implement Event Scheduling Software – Everybody was trained in December 2017. Reports have been developed to help facilitate use of the system. One event coordinator was trained in how to request room use. Work still needs to be done to standardize the process and create user friendly forms for the public. This project will continue into Year 2.

Web Page for Event Scheduling – This hasn't been started due to the previous project. This project will move to Year 2.

Veterans Training – Sheryl V completed the online training but hasn't been approved for billing. Kyra hasn't completed the training. Kyra's training will move to Year 2 along with getting Sheryl V approved for billing.

Budget Process – Employees were informed at a variety of college council and staff meetings of the current status of the budget for the upcoming year. Budget managers worked with staff to create informed budgets. I worked with budget managers to help facilitate adjustments to budgets to make them more closely align with the reality of ongoing expenditures in all areas. I think all of these things worked better than in previous years. Results from the employee survey will determine if we met their needs. This is likely to be an ongoing process for many years.

c. Which projects will carry over to next year?

Progress was made on all year 1 projects except creating a web page for event scheduling. Full implementation of all projects will be the key to next year's project list, along with creating the "how to" events web page.