

**Administrative Department Review  
Fiscal Services 2021-2022 Plan**

Due: September 30, 2021

*Being an effective institution means the College is meeting its stated mission. Measuring degrees of effectiveness and modifying where needed to meet the mission is based on a philosophy of continuous improvement. The effectiveness of an institution isn't captured on what our "inputs" are, but what effect they have on students and the community. Administrative Department Review processes help to measure the effectiveness of the activities we do, and give strategic direction for improvement when needed.*

**Administrative Department Reviews are submitted to the President's Advisory Team, the President, and the Assessment Web Page every three years, and include:**

- Review and confirmation of department mission, purpose, and expected outcomes related to College Mission and Vision.
- Identification of 1-3 assessment activities.
- Documentation of results and analysis of assessment activities.
- Identification of departmental needs related to goals.
- Data for College Planning, including resource allocation.

**Department Overview**

**Administrative Department**

FISCAL SERVICES

**Contact (Person responsible for reporting)** Cathleen Knutson, Director of Fiscal Services

**Participants**

Adrian Syrell, Accountant  
Jan Fisher, Accounting Technician  
Jenna Flanary, Accounting Technician  
Shelley Huckins, Payroll Supervisor  
Galit Miller, Payroll Specialist

**Date Review submitted**

September 24, 2021

<b>1. Mission Fulfillment</b>
<p>Safeguard public funds through the monitoring and reporting of revenues and expenses and ensuring compliance with State and Federal law. Fiscal Services provides customer service to the COCC community by being an accounting and training resource.</p>
<b>2. Department Purpose</b>
<ul style="list-style-type: none"> <li>• Pay vendors and employees in a timely and accurate manner and file appropriate reports.</li> <li>• Ensure revenues and expenses are accounted and reported accurately.</li> <li>• Ensure student accounts accurately reflect payments from third party vendors.</li> <li>• Ensure college funds are invested appropriately</li> <li>• Provide accounting and budgeting support and guidance to the College community</li> <li>• Provide external reporting</li> <li>• Ensure non-student receivable monies are collected in a timely manner</li> <li>• Ensure past due student accounts are collected while following federal and state regulations</li> <li>• Safeguard employee benefits and payments, in coordination with HR.</li> </ul>
<b>3. Department Strengths</b>
<ul style="list-style-type: none"> <li>• Fiscal Services follows Federal and State regulations, College policy and practices.</li> <li>• Work is completed accurately and timely and is used in decision making (budgets, grants, financial reporting).</li> <li>• The department provides excellent customer service across department by responding to questions and requests in a timely manner.</li> <li>• Thorough and accurate financial processing and reporting resulting in a clean audit opinion.</li> <li>• Teamwork and collaboration</li> </ul>
<b>4. Department Challenges</b>
<ul style="list-style-type: none"> <li>• Limited cross training and bandwidth to handle major duties over an extended absence or vacancy.</li> <li>• Financial training for employees – reporting, completion of forms, budgeting, deadlines</li> <li>• Getting our internal customers to understand and follow policy and practices</li> <li>• Limited resources to improve internal processes</li> </ul>

## 5. Department Outcomes

Goal 1: Ensure that college policy and regulatory requirements are followed.

Outcome: All employees and vendors will be paid in a timely manner and correctly.

Measurement: The college will receive an unqualified audit opinion from the external auditors.

Goal 2: Create better documentation of Fiscal Services processes for cross-training

Outcome: Designated fiscal services staff members can assume the responsibilities during a planned or short-term unplanned absence.

Measurement: There will be no gaps in Fiscal support when there is an absence.

Goal 3: Improve Fiscal Services website so that internal and external customers know who to contact for questions.

Outcome: Contacts, responsibilities, FAQs, and forms will be listed on the Fiscal Services website.

Measurement: A flow chart will be added to the Fiscal Services website.

## 6. Measurement Tools and Timeline

How will you measure your success toward the 1-3 outcomes and mission fulfillment? What tools will you use? (Survey, budget, Institutional Effectiveness department data, banner/Argos, etc.) How frequently will you gather relevant data? Data will be reviewed and reported at least **annually (see p 5)**.

Measurement for Goal 1: Completion and unqualified opinion of financial statement audit

Measurement for Goal 2: Annual review of work flows for any stoppages.

Measurement for Goal 3: Updated flow chart added to the fiscal services website in FY22 and maintenance in future years.

**Use the following page as a tear out organizer for your timeline.**

**Plan** submitted every **three years**.

It will serve as a reference for resource allocation, activities, and planning during the three year cycle.

## Administrative Department Review Summary and Timeline

Department: \_\_\_\_\_ Dates of Plan: \_\_\_\_\_

Department Mission: \_\_\_\_\_ Annual Report Due: \_\_\_\_\_

<b>Outcome</b>	<b>Activity(s) and Measurements</b> What are you doing to accomplish outcomes? When and how will you assess effectiveness?		<b>Data Report Schedule</b> When will you collect and report data to PAT Lead?
	<b>Term/Year</b>		<b>Term/Year</b>

**Administrative Department Review  
2021-22 Report**

Due: September 30, 2022

**Report** submitted **annually**.

Data and analysis from three annual **Reports** will inform a new **Plan**.

<b>6. Measurement Tools and Timeline</b>
How did you measure your success toward the 1-3 outcomes and mission fulfillment? What tools did you use? How frequently did you gather relevant data?  <b>Use Administrative Department Review Summary and Timeline tear out (p. 4 of Administrative Department Review) to help answer this section.</b>
<b>7. Data</b>
What data have you gathered that inform your department's effectiveness?
<b>8. Summary and Analysis: Continuous Improvement (Report-to be completed annually when data are available)</b>
What do these data suggest about your department's effectiveness? Which measurements are strong and affirming? Consider the following points. <ul style="list-style-type: none"><li>• Have you accomplished your outcomes? Is there a need for a new direction? Which measurements indicate an area that you would like to focus on for improvement?</li><li>• Identify the goals and improvements that your department is committing to over the next year to help you accomplish your outcomes.</li><li>• What support do you need from the college to carry out your planned improvements? Identify your biggest area(s) of need to help accomplish outcomes. Review question #2, including staffing, budget, services, and location.</li></ul>