



## FISCAL SERVICES DEPARTMENT and PROGRAM REVIEW: DEPARTMENT PLAN

### Part 1: Department Mission Statement

Fiscal Services is a collaborative partner to the COCC Community, ensuring compliance while responsibly managing funds and supporting employees with financial training resources.

### Part 2: Strategic Plan Connection

[College Sustainability](#): COCC creates processes and systems to foster high-quality and operationally sustainable work, learning, and natural environments.

### Part 3 and 4: Goals/Outcomes and Activities

1. Educate Staff on financial procedures, compliance, and best practices. Outcome: Improved employee financial proficiency
  - a. Offer trainings on processes and reporting tools quarterly, or as needed for new employees
  - b. Maintain Fiscal Website with current instructional resources
2. College-wide customer satisfaction. Outcome: College employees feel confident in fiscal services business operations.
  - a. Obtain baseline satisfaction with fiscal services on forms, approachability, and reporting tools
  - b. Based on survey results, modify outreach to improve customer satisfaction
3. Compliance with state and federal regulations
4. Modernize Fiscal Operations

### Part 5: Measurement Tool and Timeline

Goal 1 – quantify the number of trainings offered per year and record attendance totals. Measurement dates will be July 2025 – June 2026.

Goal 2 – Create a survey for COCC employees to understand baseline satisfaction with current Fiscal operations. Identify metrics that need improvement.