

Santa Rosa Junior College

Program Resource Planning Process

Petaluma Business Services 2016

1.1a Mission

1.1b Mission Alignment

1.1c Description

1.1d Hours of Office Operation and Service by Location

1.2 Program/Unit Context and Environmental Scan

2.1a Budget Needs

The SRJC Petaluma Warehouse requests replacement equipment of the dolly and handtruck to safely move equipment and supplies from the Warehouse around campus. These pieces of equipment are used everyday and essential tools needed for the campus.

2.1b Budget Requests

Rank	Location	SP	M	Amount	Brief Rationale
0001	Petaluma	04	07	\$150.00	mid-duty hand truck (replace existing)
0001	Petaluma	04	07	\$100.00	dolly (replace existing)

2.2a Current Classified Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Administrative Assistant I	40.00	12.00	Provide Administrative Support to Business Manager, assist running the copy center/mailroom, backfill Cashier when needed, also provides administrative support the Facilities Operations Manager.
Administrative Assistant I	40.00	12.00	Run the Faculty Support Workroom, responsible for copy center, mailroom, key and access card requests, service requests, monitors Faculty absence hotline, reviews Petaluma travel requests.
Account Technician I	20.00	12.00	Takes student payments, assists students with understanding fees and their account balances, prepares bank deposits, reconciles accounts, counts money, handles petty cash.

2.2b Current Management/Confidential Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Business Services Manager	40.00	12.00	Organize and manage the financial operations at the Petaluma Campus

2.2c Current STNC/Student Worker Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Administrative Assistant I (backfill)	25.00	3.00	To backfill for AAI on maternity leave, cover job duties in Faculty Support Workroom processing copy orders, mail room duties, assist staff and faculty in work room.
Account Technician II (backfill)	25.00	2.00	To backfill for retirement of permanent employee covering Accounting window taking payments, assisting students with fee questions, and with supervision making deposits, and counting money.

2.2d Adequacy and Effectiveness of Staffing

Need to re-write

Business Services/Faculty Support

Staffed by:

- Manager of Business Services, Petaluma Campus
- Administrative Assistant I (Supports the Manager of Business Services, the Faculty Support Workroom, and part-time assists the Manager, Buildings and Equipment Maintenance, and fills in at the Accounting window during busy periods)
- Administrative Assistant I (Faculty Support Workroom)
- Accounting Cashier (.5 FTE)
- Storekeeper I (dotted line) – supports Petaluma Warehouse activities

Petaluma Business Services provides the campus with financial and budget support.

The Cashiers window in Petaluma is staffed by a part-time permanent Account Technician (50%) who works 20 hours per week; only 10-12 of which are at the Cashiers window. Other hours are spent counting the parking and library money, preparing the daily and weekly reports, and preparing the money for deposit. Admissions and Records staff also take payments when the Cashiers window is closed. During busy periods, the Administrative Assistant I assigned to assist the Business Services Manager, and who provides coverage in Faculty Support and Facilities Operations, provides coverage at the Cashier window during busy periods. During the beginning of each semester, support is spread thin. If budget allows, it would be helpful to have an STNC provide additional coverage in Accounting to take payments for the first couple weeks of each semester. This would also allow time for the

Cashier to count parking money and prepare the deposit and daily and weekly reports, duties which typically get behind during this busy time.

The Faculty Support office is staffed by one dedicated Administrative Assistant I and another Administrative Assistant I, who also has other duties (mentioned above). Both Administrative Assistants have work stations in the Faculty Support workroom. This function could also use the help of an STNC during the first week of a semester and during finals weeks to help grade scantrons and process the influx of copy requests that are submitted at this time.

2.2e Classified, STNC, Management Staffing Requests

Rank	Location	SP	M	Current Title	Proposed Title	Type
0001	Petaluma	08	07	Administrative Assistant I	Administrative Assistant II (reclass from AAI)	Classified
0001	Petaluma	08	07	Concession Assistant/Seasonal	Concession Assistant (40 hours)	STNC
0001	Petaluma	03	05	Administrative & Events Assistant (LumaFest)	Administrative & Events Assistant (620 hours)	STNC
0001	Petaluma	03	05	Web Design Specialist (LumaFest)	Web Design Specialist (16 hours)	STNC
0001	Petaluma	03	05	Graphic Designer (LumaFest)	Graphic Designer (35 hours)	STNC
0002	Petaluma	08	07	Account Technician I	Account Tech II (reclass & inc. in time .5 to 1.0)	Classified
0003	Petaluma	08	07	Account Technician II/Seasonal	Account Technician II (110 hours)	STNC

2.3a Current Contract Faculty Positions

Position	Description
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2.3b Full-Time and Part-Time Ratios

Discipline	FTEF Reg	% Reg Load	FTEF Adj	% Adj Load	Description
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2.3c Faculty Within Retirement Range

2.3d Analysis of Faculty Staffing Needs and Rationale to Support Requests

2.3e Faculty Staffing Requests

Rank	Location	SP	M	Discipline	SLO Assessment Rationale
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2.4b Rationale for Instructional and Non-Instructional Equipment, Technology, and Software

Homework and Date/Time Stamper is important to Petaluma Faculty and used by Faculty Support staff to closely monitor when homework is submitted. The current stamper ceased working and needs to be replaced.

The heavy duty shredder is used by Faculty Support/Mailroom and Faculty and Staff on a regular basis to insure that sensitive information is immediately shredded for security purposes. This request is needed when current shredder breaks and can't be easily/economically fixed.

The current Box Office Software is slow and cumbersome and does not take credit card payments. It tends to have glitches and trouble printing. It is currently used for the Film Alliance Cinema Series, the Italian Film Series, and occasional events on campus. If there were more ticketed events on campus, then this request would rate higher on the priority list.

Scantron replacement when current machine stops working. This request is on the list as the machine is old and will need to be replaced when the current machine stops working. The machine may not be cost to the District depending on the agreement.

SRJC Petaluma continues to welcome the community onto campus through events during the year. Two of the largest are the Petaluma Community Breakfast and LumaFest. The investment of tables and chairs could be used throughout the year and eliminate the need to rent this equipment, ultimately saving the campus money.

Purchasing 72" round tables would eliminate the need for renting them for events. We spend approximately \$420 in rentals for just one event on campus and they would pay for themselves in 10 years, or less if used for other events.

Folding chairs would be useful for Petaluma Campus events and we spend almost \$500 per year to rent them for the Petaluma Community Breakfast Event. They could also be used for other events on campus.

Storage container for the 72" round tables if purchased would be helpful for storage without taking up space in the Warehouse.

2.4c Instructional Equipment and Software Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
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2.4d Non-Instructional Equipment, Software, and Technology Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
0001	Petaluma	02	07	Homework date/time stamper	1	\$600.00	\$600.00	Kat Lewis	Faculty Support Workroom	Heidi Miranda
0002	Petaluma	08	07	Heavy Duty Shredder for Faculty Support Workroom	1	\$2,500.00	\$2,500.00	Kat Lewis	Faculty Support Workroom	Heidi Miranda
0003	Petaluma	04	05	E-Z Up Canopies (Navy)	4	\$855.00	\$3,420.00	Kat Lewis	Campus Events	Kat Lewis
0005	Petaluma	07	06	Box Office Ticket System Replacement	1	\$5,000.00	\$5,000.00	Kat Lewis	Carole L. Ellis Auditorium Box Office	Kat Lewis
0006	Petaluma	04	05	Folding Chairs for Campus Events	300	\$100.00	\$3,000.00	Kat Lewis	Campus Events	Art Jahnsen
0007	Petaluma	04	07	Outdoor Storage Container for 72" Round Tables	1	\$2,500.00	\$2,500.00	Kat Lewis	Campus Events	Art Jahnsen
0007	Petaluma	04	05	Round Wood Tables for Campus Events - 72"	28	\$150.00	\$4,200.00	Kat Lewis	Campus Events	Art Jahnsen
0008	Petaluma	02	07	Scantron Machine replacement	1	\$2,500.00	\$2,500.00	Kat Lewis	Faculty Support Workroom	Heidi Miranda

2.5a Minor Facilities Requests

Rank	Location	SP	M	Time Frame	Building	Room Number	Est. Cost	Description
0001	Petaluma	04	06	1 Year	100 Jacobs	PC 110	\$5,000.00	Install automatic roll up system to security gate. Will provide ergonomic relief in daily operations, door currently being left open. Install automatic roll up system to security gate. Will provide ergonomic relief in daily operations, door currently being left open. Install automatic roll up system to security gate. Will provide ergonomic relief in daily operations, door currently being left open.

2.5b Analysis of Existing Facilities

3.1 Develop Financial Resources

3.2 Serve our Diverse Communities

3.3 Cultivate a Healthy Organization

3.4 Safety and Emergency Preparedness

3.5 Establish a Culture of Sustainability

4.1a Course Student Learning Outcomes Assessment

4.1b Program Student Learning Outcomes Assessment

4.1c Student Learning Outcomes Reporting

Type	Name	Student Assessment Implemented	Assessment Results Analyzed	Change Implemented
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4.2a Key Courses or Services that address Institutional Outcomes

Course/Service	1a	1b	1c	2a	2b	2c	2d	3a	3b	4a	4b	5	6a	6b	6c	7
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4.2b Narrative (Optional)

5.0 Performance Measures

Business Services Statistics			
		2015/2016	
Absence Forms	processed logged and tracked	531	
Parking Passes	sold & Processed	351	
Copy Requests	processed	2625	
Scantrons Graded	processed (# of instructors)	960 (44)	

Homework Assignments	logged/dispersed	216	
Scans/Fax	instructors and staff	1085	
Purchase Orders	created by Business Services	202	
Purchase Orders Kat approved	approved/reviewed	424	
Student Fee Reversals	posted	Not able to track	Not
Student Refunds	posted	53	
Transfer of Expenditures	reviewed	184	
Budget Transfers	reviewed posted	245	
PAFs	reviewed/processed	316	
Office Depot orders	reviewed	207	
Payment Requests	processed	88	
Uniform Allowances	prepared/reviewed	6	
Student Timesheets	reviewed/tracked	276	
Certificated Timesheets	reviewed/tracked	268	
STNC Timesheets	reviewed/tracked	286	
Student Employee Application	Reviewed/submitted	43	
New Employee Photo	taken	99	
STNC Employee Applications	reviewed/identification verified	28	
Payment Plans	established	20	
District Deposits	made by Petaluma Campus	\$217,876.44	Wai
Travel Request	reviewed/processed	94	
Student Travel Requests	reviewed/processed	9	
Petty Cash Payments	reviewed/processed	8	
Petaluma Access Card Requests	processed and distributed	142	
Petaluma Access Card deleted	removed and paperwork destroyed	254	N
Key Requests	processed and distributed	212	
Returned Key Requests	Requested/processed	284	
Syllabi received	scanned and filed	141	N

6.1 Progress and Accomplishments Since Last Program/Unit Review

Rank	Location	SP	M	Goal	Objective	Time Frame	Progress to Date
0000	Petaluma	08	06	1.0 In collaboration with District Business Services, the SRJC Petaluma Business Services unit will facilitate the delivery of campus support and related business services	1.1 Develop and refine Business Services at SRJC Petaluma	Throughout 2015/16	In progress. Provide budget Escape training for Petaluma staff, create business processes info folder; supported: events, categorical funding spending, spending of Foundation grants and Foundation accounts.
0000	Petaluma	08	06	1.0 In collaboration with District Business Services, the SRJC Petaluma Business Services unit will facilitate the delivery of campus support and related business services.	1.2 Work on improving the efficiency of the budget and tracking process for SRJC Petaluma.	Throughout 2015/16	In progress. Review District monthly reports, prepare multi-year historical balance analysis and suggest budget adjustments, implement on-going budget adjustments in budget development, facilitate year-end spending for Petaluma.
0000	Petaluma	07	07	1.0 In collaboration with District Business Services, the SRJC Petaluma Business Services unit will facilitate the delivery of campus support and related business services.	1.3 Work in partnership with Gateway to College Director to create budget planning tools.	Through 2016/17	Ongoing. With on-going changes in program structure and instability in K-12 partner administration, this has been a challenge. This goal will be addressed in 2016/17.
0000	Petaluma	07	03	2.0 In collaboration with District Business Services, support Department Operations Center (DOC) Emergency planning efforts for SRJC Petaluma.	2.1 Create Disaster Preparedness Forms for the District	Through 2016/17	Ongoing. Some forms are in place such as check-in and the daily activity log. Additional progress will be made in 2016/17.
0000	Petaluma	07	03	2.0 In collaboration with District Business Services, support Department Operations Center (DOC) Emergency planning efforts for SRJC Petaluma.	2.2 Refine rough draft of the Finance Section of the Department Operations Center (DOC) binder for SRJC Petaluma.	Throughout 2015/16	In progress. Minor updates were made in 2015/16 and will incorporate District Forms and incorporate District section progress in 2016/17.
0000	Petaluma	07	03	2.0 In collaboration with District Business Services, support Department Operations Center (DOC) Emergency planning efforts for SRJC Petaluma.	2.3 In collaboration with the Petaluma Leadership Council, provide Business Services support in the coordination and organization of supplies and materials for the DOC Center.	Throughout 2015/16	In progress. Additional supplies identified, purchased, inventoried, and distributed including, gloves, external battery charges, and more backpacks for the BSC/ASC/DOCs.
0000	Petaluma	05	03	3.0 In collaboration with District Business Services, improve Sustainable Practices for Business Services standard practices.	3.1 Develop sustainable processes for storage/retention/access of backup documentation throughout the Business Services function.	Throughout 2015/16	In progress. Implemented scanning process and log for PAFs, timesheets, invoices, and credit card backup for Petaluma Campus. Run and save Escape reports electronically.
0000	Petaluma	01	03	4.0 Redevelop the Accounting website to be more interactive and helpful for students.	4.1 Redevelop the Accounting website to be more interactive and helpful for students.	Through 2016/17	In progress. Developing Petaluma Business Services and Accounting website in collaboration with SR Accounting Department.
0000	Petaluma	07	06	5.0 Participate in planning to reduce SRJC's structural deficit.	5.1 Through participation in committees (BAC, FRET) continue involvement in identifying new sources of funding, best utilization of existing funding, and identification of cost savings	Through 2016/17	Ongoing. Participated in BAC and FRET to discuss on-going structural deficit problem. Brought information back to Petaluma to increase awareness, discuss ideas.

6.2a Program/Unit Conclusions

Location	Program/Unit Conclusions
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6.2b PRPP Editor Feedback - Optional

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6.3a Annual Unit Plan

Rank	Location	SP	M	Goal	Objective	Time Frame	Resources Required
0000	Petaluma	08	06	1.0 In collaboration with District Business Services, the SRJC Petaluma Business Services unit will facilitate the delivery of campus support and related business services.	1.1 Improve training and on-boarding of new employees to financial systems. Offer advanced training opportunities for existing employees on Escape, budget management, SRJC processes.	through 2017/18	None
0000	Petaluma	08	06	1.0 In collaboration with District Business Services, the SRJC Petaluma Business Services unit will facilitate the delivery of campus support and related business services.	1.2 Collaborate with departments to identify resource/reference material gaps. Create year-long calendar and organizational tools for deadlines, campus communications, collaborative meetings.	2016/17	None
0000	Petaluma	08	06	1.0 In collaboration with District Business Services, the SRJC Petaluma Business Services unit will facilitate the delivery of campus support and related business services.	1.3 Develop reference materials for processes identified as gaps and create resource materials, flow-charts, etc. Involves working collaboratively with SR departments for information.	through 2017/18	None
0000	Petaluma	07	06	2.0 To fully support new programs and initiatives and campus events on Petaluma Campus with limited resources.	2.1 Collaborate with deans and managers to refine budget request, allocation, and budget tracking process. Provide business support and assess needs.	through 2017/18	None
0000	Petaluma	07	03	3.0 Support Gateway to College financial planning and sustainability.	3.1 Work in partnership with Gateway to College Director to create budget planning tools and functional MOU.	through 2017/18	None
0000	Petaluma	07	03	4.0 Increase Emergency Preparedness for the District.	4.1 Create Disaster Preparedness forms for the District in collaboration with Budget Manager, SR. Once created, identify forms to utilize for DOC Petaluma.	through 2017/18	None
0000	Petaluma	07	03	4.0 Increase Emergency Preparedness for the District.	4.2 Update and refine DOC Finance Section. Coordinate and organize emergency supplies for DOC, BSC/ASC's in collaboration with PLC.	2016/17	\$1,000
0000	Petaluma	07	03	5.0 Participate in planning to reduce SRJC's structural deficit.	5.1 Through participation in District committees (BAC, FRET, Auxiliary Enterprises) continue involvement in identifying new sources of funding, best utilization of existing funding, and identification of cost savings and share info with Petaluma constituents.	2016/17	None
0000	Petaluma	05	03	6.0 Increase Sustainable practices at Petaluma Campus.	6.1 Develop sustainable processes for storage/retention/access to financial information throughout the Business Services function.	2016/17	None

