

Santa Rosa Junior College

Program Resource Planning Process

Petaluma Business Services 2019

1.1a Mission

The mission of Business Services, Petaluma is to provide superior service, support and direction in the areas of accounting, budget, finance, faculty support, mailroom, and warehouse to all students, faculty, staff, administration, the community and all other interested parties.

Business Services, Petaluma is a department committed to a cost-effective, value-added services that that supports the Petaluma Campus through a rapidly changing environment with an emphasis on compliance and success for all.

1.1b Mission Alignment

The mission of Business Services Petaluma encompasses the mission and values of the District, particularly the value of sustainability through fiscal solvency. Without sound fiscal management, the District could not properly carry out its mission of passionately cultivating learning through creative, intellectual, physical, social, emotional, aesthetic and ethical development of our diverse community.

1.1c Description

Business Services is responsible for accounts payable, accounts receivable, general ledger, budget, student accounts, deposits and all other fiscal matters for the Petaluma Campus. Faculty Support is responsible for supporting all faculty with all their needs, including: faculty absence reporting, supplies, mail and copy services. The warehouse conducts receiving and incoming inspection of all goods as well as inter and intra-campus deliveries, provides resources for fixed asset tracking and annual fixed asset inventory, coordinates surplus property and archived records, and manages stores supplies distribution. Additionally, the Petaluma Warehouse plays a major role in setting up and supporting an increasing number of campus events.

1.1d Hours of Office Operation and Service by Location

Petaluma Accounting is open Monday – Thursday from 10am – 2pm

Faculty Support hours of operation are Monday – Thursday from 7am – 10pm and Fridays from 7am – 1pm

The Petaluma Warehouse hours of operation are Monday – Friday from 7am – 3:30pm

1.2 Program/Unit Context and Environmental Scan

The funding formula has switched from being solely based on FTES to now being very student centered. Additionally, we have experience major budget cuts in the past couple years, plus we have an early retirement incentive on the horizon. Business Services will be an invaluable resource during this time to help implement innovative solutions, increase efficiency, and to ensure compliance while we serve our students and community with less funding and a smaller workforce.

In addition to changes in the funding formula, budget and workforce, the Petaluma Campus will also be completing Measure H projects in the near future and increase the number of events hosted on campus. This will require the warehouse balance a multitude of projects simultaneously.

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.

The SRJC Petaluma Faculty Support requests \$1,500 to support the increasing cost of copier/printer equipment for faculty in the workroom and common upstairs faculty office area.

2.1b Budget Requests

Rank	Location	SP	M	Amount	Brief Rationale
0001	Petaluma	04	07	\$125.00	heavy duty carpeted dolly (replace existing)
0001	Petaluma	04	07	\$200.00	Increase in Storekeepers cell phone plan to allow him to take pictures of items received and to document date and time received.
0001	Petaluma	02	07	\$1,500.00	Increased cost of new copier contract for entire Petaluma Campus. We need \$1000 more annually to provide copier and \$500 annually to provide printing services to faculty.

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
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2.2d Adequacy and Effectiveness of Staffing

Business Services/Faculty Support

Staffed by:

- Manager of Business Services, Petaluma Campus
- Administrative Assistant I (Supports the Manager of Business Services, Accounting, Facility/Operations, Faculty Support and Event Management. This position has been working out of class as an Administrative Assistant III for almost 2 years. This position has grown and has taken on more broad and complex duties to keep up with the needs of the college and the Business Services Department. This position also assists the Petaluma Facilities department with all tracking, PO's and Invoices. With the departure of the Director of Facilities, Petaluma and the increase in skill level needed for this position, it should be reclassified to a coordinator at level O.
- Administrative Assistant I (Faculty Support Workroom) This position has been working out of class as an Administrative Assistant II for almost 2 years. This position has grown and has taken on more broad and complex duties to keep up with the needs of the college and faculty support. This position also assists the Petaluma Facilities department with service requests, van use and keys. This position will also be taking on classroom bookings for faculty and door lock schedules with the departure of our Scheduling Tech. This position should be reclassified to an Administrative Assistant III.
- Accounting Technician (.5 FTE) (vacant)
- Storekeeper I (dotted line) – supports Petaluma Warehouse activities.

Petaluma Business Services provides the campus with financial and budget support. Additionally, Business Services oversees Faculty Support which serves as a central location for all faculty needs. Business Services is also responsible for the administrative duties of the Facility Operations department and will be taking on events management when the scheduling technician departs in October, 2019. Plus, the Warehouse has a dotted line to the Manager of Business Services.

The department accomplishes so much and is extremely effective with the small staff it has, but staffing is not adequate. The Administrative Assistant I of Business Services should be upgraded to a Coordinator. This position could oversee a student worker to help work the accounting window. This position supports every department campus- wide with PO's and invoices, works with staff on multiple campuses, provides training to other administrative assistants, trains A&R staff on accounting, assists in A&R when they are understaffed, performs all deposits for the entire campus, will be the responsible for the event management duties previously done by the scheduling technician, is the central hot-line for facility/operation needs and much more.

The Administrative Assistant I should be upgraded to an Administrative Assistant III. This position manages key cards and key requests for the whole campus, is responsible for all supplies for all faculty on the campus, is responsible for tracking timesheets and travel for the entire campus, will take on door

locks and classroom bookings when the scheduling technician retires in October, 2019, is the central hot-line for facility/operations and much more. This position has high level, campus-wide responsibilities.

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 III (reclass from AAI)	Classified
0001	Petaluma	07	07	Administrative Assistant I	Coordinator	Classified
0002	Petaluma	08	07	Concession Assistant/Seasonal	Concession Assistant (60 hours)	STNC
0003	Petaluma	08	07	Account Technician/Seasonal	Account Technician (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.

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 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 and Technology Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
0001	Petaluma	07	06	ITG Box Office Ticket System Replacement	1	\$500.00	\$500.00	Whitney Schultz	Carole L. Ellis Auditorium Box Office	Whitney Schultz
0001	ALL	00	00	6' Tables, 72" Rectangular	20	\$80.00	\$1,600.00			
0002	Petaluma	02	07	Homework date/time stamper	1	\$600.00	\$600.00	Whitney Schultz	Faculty Support Workroom	Heidi Miranda
0004	Petaluma	04	05	Folding Chairs for Campus Events	300	\$100.00	\$3,000.00	Whitney Schultz	Campus Events	Art Jahnsen
0005	Petaluma	04	05	Round Wood Tables for Campus Events - 72"	28	\$150.00	\$4,200.00	Whitney Schultz	Campus Events	Art Jahnsen
0006	Petaluma	04	07	Outdoor Storage Container for 72" Round Tables	1	\$2,500.00	\$2,500.00	Whitney Schultz	Campus Events	Art Jahnsen

2.5a Minor Facilities Requests

Rank	Location	SP	M	Time Frame	Building	Room Number	Est. Cost	Description
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2.5b Analysis of Existing Facilities

3.1 Develop Financial Resources

Petaluma Business Services directly aligns with the college-wide goal of developing financial resources. Petaluma Business Services is involved in the District's financial budgeting and reporting activities on the Petaluma Campus. These activities influence District decisions on the use of financial resources and potential revenue enhancement on the Petaluma Campus.

3.2 Serve our Diverse Communities

Hiring committees for Petaluma Business Services positions are provided orientation regarding diversity issues and address each candidate's experience and awareness about diversity. Petaluma Business Services promotes diversity by recognizing and appreciating the wide variety of individuals we serve. Awareness, sensitivity, respect and appreciation are keys to successful human interaction and are demonstrated and valued in Petaluma Business Services.

3.3 Cultivate a Healthy Organization

Petaluma Business Services employees are encouraged to participate in activities that promote their health and overall wellness. For example, employees participate in FitSRJC and are encouraged to pursue their educational goals using release time and tuition reimbursement opportunities.

3.4 Safety and Emergency Preparedness

Petaluma Business Services is very involved and committed to Safety and Emergency Preparedness. The Business Services Manager sits on DOC as the Finance/Admin lead. The administrative assistants in Petaluma Business Services play a major role in the administrative and prep work that goes into emergency preparedness for the DOC, BSCs and ASCs. The storekeeper is prepared with a radio to serve as the ICP, should the need arise.

Further, the warehouse is dedicated to safety and following all procedures for vehicles and equipment operation.

3.5 Establish a Culture of Sustainability

Petaluma Business services is committed to the District’s goal of sustainability. The Manager of Petaluma Business Services sits on the Auxiliary Enterprise Committee and has worked with vendors to provide more sustainable options in the forms of paper boxed water, reusable water bottles and compostable utensils. Further, Petaluma Business Services has worked to reduce the number of paper copies made. For example, CalCard reconciliations are no longer printed and kept in a binder, they are scanned and kept in a folder.

Petaluma Business Services has also gotten on board to follow the paperless process for student refunds, reversals and charge requests.

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

		2018/2019	2017/2018	2016/2017
Absence reporting	processed logged and tracked	200	189	254
Absence reporting/Facilities		155	83	no counted
Parking Passes	sold & Processed	157	209	316
Copy Requests	processed	2483	2310	2475
Scantrons Graded	processed (# of instructors)	1262 (48)	1475 (57)	1105 (42)
Homework Assignments	logged/dispersed	130	195	210
Scans/Fax	instructors and staff	No longer preformed	No longer preformed	980
Purchase Orders	created by Business Services	112	157	102
Purchase Orders Manager, Bus. Svcs. Approved	approved/reviewed	385	377	438
Student Fee Reversals	posted	Not able to track	Not able to track	Not able to track
Student Refunds	posted	Not able to track-SR	16	12
T of Es / Journal Entry	reviewed/processed	185	168	175
Budget Transfers	reviewed/posted (Mgr. Approves for Entire District)	665	32	58
PAFs	reviewed/processed	248	279	302
Employees Payment Requests	processed	117	108	57
Uniform Allowances	prepared/reviewed	11	20	14
Student Timesheets	reviewed/tracked	566	476	447
Certificated Timesheets	reviewed/tracked	320	527	425

STNC Timesheets	reviewed/tracked	145	145	388
New Employee Photo	taken	37	62	74
STNC Employee Applications	reviewed/identification verified	5	5	12
Payment Plans	established	4	58	17
District Deposits	made by Petaluma Campus	\$145,162.71	\$182,005.32	\$ 193,471.36
Travel Request	reviewed/processed	85	104	101
Student Travel Requests	reviewed/processed	10	2	3
Petty Cash Payments	reviewed/processed	5	9	8
Petaluma Access Card Requests	processed and distributed	129	115	108
Petaluma Access Card deleted	removed and paperwork destroyed	133	105	no counted
Petaluma Access Cards updated	Process and verify	847	344	no counted
Key Requests	processed and distributed	234	122	99
Returned Key Requests	Requested/processed	93	153	178
Syllabi received	scanned and filed	422	377	250
RFD	process	78	93	106
Credit Card Recon	verified and processed	99		
Service requests	created by Business Services	944	760	904
Service requests	Closed	302		not counted

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 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 2019/20	Ongoing: Trained each new employee in purchasing, Escape and SRJC processes. Still working on developing advanced training.
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.	through 2020/21	Ongoing: Gaps have been identified, but due to other areas of focus such as ERI, budget cuts and reorg; more work remains to be done.
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 2020/21	In progress, will update after reorg.
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 2019/20	In progress. We were able to fund one-time budget requests, but are still working towards ongoing requests.
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 2018/19	Completed MOU and re-evaluated budget for 2018/19. 2019/20 MOU and budget are still in progress.
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 2020/21	In progress with EHS.
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.	through 2019/20	Emergency supplies replenished and organized.
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.	through 2020/21	In progress.
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.	through 2019/20	All files moved to Business Services shared drive, accessible only by Business Services staff.

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 2021/22	Existing Resources
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.	through 2021/22	Existing Resources
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 2020/21	Existing Resources
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 2022/23	Existing Resources
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 updated, functional MOU.	through 19/20	Existing Resources
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 2020/21	Existing Resources
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.	through 2022/23	\$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.	Ongoing	Existing Resources