

Administrative Services

Institutional Program Review



2001-2002

Fiscal Services Department

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Mission Statement

The mission of the Fiscal Services Department is to provide a diverse package of services which supports the academic mission of Monterey Peninsula College, and further to be responsive to the needs of our customers – the students, faculty, and staff of Monterey Peninsula College.

The units, which constitute the Fiscal Services Department, include Accounting; Budget; Payroll; and Purchasing.

The accounting unit has two key elements that it focuses on for the college; first, to maintain the fiscal integrity of the College's financial data by assuring financial transactions are recorded accurately and reconciled with the appropriate documentation. Second, to efficiently and effectively disseminate this information to the campus community while providing education and training to assist them in making sound financial decisions.

The accounting unit also effectively and efficiently administers financial aid programs, trust fund accounting, scholarship and loan accounting, accounts payable, categorical program accounting of both federal and state funds, revolving fund reimbursement processing, student refunds, collections, invoicing, in a manner which best serves students, faculty, staff and the campus.

The budget unit assists in the preparation, analysis, and management of the financial resources of the college in support of the strategic priorities. This includes offering knowledge and understanding of budgetary authority and structure, training and development in the use of financial information systems, and assistance to the campus at large in a variety of budgetary areas.

The payroll unit's mission is to provide timely and accurate payment to college employees.

The purchasing unit mission is to provide quality, cost-effective and timely procurement services to the campus community in support of educational goals of Monterey Peninsula College.

Fiscal Services Department

Principles & Goals

- Create a customer-focused and service-oriented environment in which a “customer comes first” attitude and atmosphere is pervasive.
- A commitment to continuously monitor our operations to ensure that we are providing innovative, efficient, and effective services.
- To perform our services with integrity, flexibility and clarity.
- To train students, faculty, and staff of the college in the use of services and systems.
- Assist departments in the effective management of financial resources.
- Expand and enhance the use of technology.
- To invest in staff development, resources, and practices that will ensure excellence as a service provider now and in the future.
- Conduct a formal assessment of customer satisfaction for the Fiscal Services department no less than once during the five-year period.
- Conduct a comprehensive review and evaluation of current business practices within each unit to determine that services provided are of the highest possible quality and being provided in the most cost efficient manner.

The last piece of information gathered was finding out what the atmosphere of the Fiscal Service Department is when an employee visits the office and the overall service that is being received.

Characteristics of the environment of the survey:

- The employees that were reached in the survey are identifiable by a budget manager list that is updated each fiscal year.
- This group all receive the monthly financial expenditure reports on the same date each month for the department budget that they manage.
- Communication is exchanged on a regular basis with this group.
- All employee groups were covered in this survey.

Distribution and Return of the Survey:

Based on the type of information we wanted to receive, we focused on the budget manager group to sample.

There were 75 surveys sent out, and 26 surveys were returned, 21 were returned by the return date requested, and 5 after the return date.

The distribution of the survey was that the survey was placed in the employee mailbox, or the employee department mailbox in the administration building.

The return procedure, the survey had information on returning the survey to Rosemary Barrios and a return date.

Results and Conclusion of the Survey:

The results of the survey show that our department budget managers see the overall service that they are receiving from the Fiscal Services Department as good to excellent.

They believe there is still some work to be done in the areas of budget transfers showing up on the financial expenditure reports, having some form of on-line access to financial information, and intranet forms kept updated.

There were also a number of items to be noted in terms of new processes and procedures. Many were happy to see the cash reimbursement process for purchases of \$75 and under, the implementation of on-line ordering from office depot, and the use of the cal card for small purchases.

We are continually working with the Monterey County Office of Education on glitches in the new financial management system. We here the complaint of not having the budget transfers on the report very clearly, this is something we have been addressing at our county office meetings and are hoping that the programming can happen in the early part of next fiscal year to make this change happen.

Survey Methodology

The context of the survey:

This survey was conducted for part of the Fiscal Services Program Review for FY 2001-2002.

The method used to conduct this survey was there were 11 questions written up that we as a department thought were very important to are operation, the questions relate directly to the various functions that the Fiscal Service Department handles for the institution, these questions were distributed to all department budget managers, which include instructional staff, classified staff, and administrative staff. The cover sheet of the survey informed the budget manager of the reason the survey was being conducted. The first page of the survey gave instructions on completing the survey.

The information gathered related to the following functions:

- Accounting – Accounts Payable, Accounts Receivable, Categorical Accounting, Trust Fund Accounting, Student Financial Aid Accounting, Student Club Accounting, and Revolving Fund.
- Budget
- Payroll
- Purchasing

Information was also gathered on new processes implemented in the last couple of fiscal years, which include:

- Cash reimbursement process for purchases under \$75
- Cal Card for the use of small purchases
- Office Depot On-line purchasing

Information was gathered on the new financial reports that have been generated from the new financial management system we are using through the Monterey County Office of Education and the timeliness and usefulness of the reports to the user.

Information was gathered on communicating in a timely manner.