

FINANCIAL SERVICES – Accounts Payable/Accounts Receivable/Payroll

Controller:

Gail Pitts

I. Recommendations: Require Cabinet Approval for Implementation			
OPPORTUNITY	COST SAVINGS/EFFICIENCY	CASC NOTES	Implementation Plan
II. Recommendations: CASC Implementing/Current Projects			
OPPORTUNITY	COST SAVINGS/EFFICIENCY	CASC NOTES	Implementation Plan
Increase use of E-Checks for vendors	Reduce cost of checks, postage Savings: \$10,000 Reduce processing time Savings: 10 hrs/month	<u>CHALLENGE</u> : Non-acceptance of e-checks by vendor; Employee training.	We have implemented ACH payment for some vendors and reviewing others.
Streamline Payroll Implement web-time entry	Elimination of data entry	<u>CHALLENGE</u> : Faculty load issues.	Able to implement for student employees, process pending.
Provide electronic statements to students and sponsors	Reduce cost of statements, postage, labor for printing and mailing Reduce processing time and effort Timely communication of up-to-date information	Preliminary discussions being held with IT. Survey sent to MCCBOA and Datatel schools to review best practices. <u>CHALLENGE</u> : Custom programming required. Approx 1,200 invoices per semester.	
Review and streamline student refund process	Reduce processing time and manual effort	Recommend cross-functional task force for process review. <u>CHALLENGE</u> : Limited staff and technology resources. Approximately 43,000 refunds issued per year.	

Implement Communications Management for Accounts Receivable	Reduced collection fees Reduced manual effort Improve invoicing and collection efforts Track communications history	<u>CHALLENGE</u> : Training Implementation.	
Document Imaging – 3 rd party vouchers, escrow authorizations, tuition refund petitions	Reduced document storage and retrieval costs Improved document retrieval and availability Facilitate document analysis Improved communication	<u>CHALLENGE</u> : Data security Implementation. Training.	
Automate XMMD report Some data must be entered manually on each retirement account	Eliminate fines paid to the state for late reports Eliminate manual entry of additional retirement data	<u>CHALLENGE</u> : IT support for extensive programming.	
III. Opportunities: Require Further Research Prior to Recommendation			
OPPORTUNITY	COST SAVINGS/EFFICIENCY	CASC NOTES	Implementation Plan
Archive student and sponsor records	Improve response time Improve accounts receivable file system processing time	Need dedicated person or dedicated time from each staff member Limited staff resources. Is this already performed on academic side? Support if standard Datatel operations can be done to improve efficiency.	The college is currently working with digitalizing student records. The process is in progress and should be implemented over the next 18 months.
Increased use of Datatel expert for consistent review every 3-5 years	Elimination of redundancy Ensure maximum system use and upgrades		

IV. Recommendations: Not Supported by CASC; No Action Needed			
OPPORTUNITY	COST SAVINGS/EFFICIENCY	CASC NOTES	Implementation Plan
Increase use of payroll direct deposit	Reduce cost of check postage Reduce processing time	Lack of employee interest Already offered; further promotion unnecessary.	This is highly encouraged upon hire.
Provide automatic process to prioritize distribution of financial aid, 3 rd party sponsorships, and escrow awards	Reduced manual effort Prevent refunds issued in error Improve student refund processing time	Recommend that rule be created for use of Informer/query reports. Limited staff and technology resources Training. Needs to be performed on case basis since 3 rd parties have different requirements.	
Dedicated IT person within Financial Services (at DO) for daily support and efficiencies within AR, AP and Payroll	To effectuate continuous technological improvements	Not necessary – DMT prioritization needs follow-up and college-wide review; political nightmare to do for only one area.	
Improved technology and staff training	To run better reports, remove manual processes, and allow more staff direct deposits	Manual processes unacceptable when attempting to service 35,000 students.	

FINANCIAL SERVICES – Budgeting/Campus Business Offices

Controller:

Gail Pitts

I. Recommendations: Require Cabinet Approval for Implementation			
OPPORTUNITY	COST SAVINGS/EFFICIENCY	CASC NOTES	Implementation Plan
Provide Payment Plan for students	Reduce staff time in providing emergency loans by using vendor Save approx. 100 staff hours per semester	Many students are not able to make full payment for all of their classes. They are then forced to drop their class load down to what they can pay for and then forced to try to pick classes back up after payment deadlines. This would also improve the image of OCC in the students' eyes. <u>CHALLENGE:</u> Getting payment plan system to work with Datatel. Communicating the payment plan to students and the College community. Ensuring the system operates correctly, especially when deregistration for non-payment occurs.	Requires discussion among CASC
Allow multiple payments options on the web	Currently, this type of transaction can only be cashiered in-person at the Business Office. Enabling students to do this on their own online would reduce the on-campus traffic and processing time.	This would be a student-friendly approach to handling tuition payments. It may also result in more paid tuition (less deregistration for non-payment) if students have this option available to them. <u>CHALLENGE:</u> Establish the process whereby this can occur through Online Services.	
Implement an electronic timesheet system	Staff time in the Campus Business Office would not be spent collecting and verifying timesheets and re-	Payroll, supervisor who review and approve timesheets. <u>CHALLENGE:</u> Switching from the paper	Requires discussion at CASC

	<p>verifying revised timesheets. Staff time in Payroll would be reduced through the electronic processing of timesheets. The feature for an online timesheet system is already available in the Online Services package OCC already owns. OCC would also be able to improve its sustainability image.</p>	<p>timesheets to an electronic timesheet would take some time to implement throughout the organization. Enabling the features in Online Services would also take some work.</p>	
II. Recommendations: CASC Implementing/Current Projects			
OPPORTUNITY	COST SAVINGS/EFFICIENCY	CASC NOTES	Implementation Plan
<p>Enforce consistency in following budgeting rules</p>	<p>Greater accountability would improve budget planning and budget usage with the focus on what is available, not on what is desired.</p>	<p>The Budget Analyst is currently working with the business managers to eliminate inconsistencies. This would also eliminate some tension that exists between the campuses and District Office.</p> <p>In progress. Budget Analyst working with Business Managers to ensure consistent decision-making.</p> <p><u>CHALLENGE</u>: The notion that the inconsistencies between how campuses handle their budgets and how District Office handles its budgets is not really a problem and that DO <i>has</i> to operate that way.</p>	<p>The Budget Analyst works with the Business Managers on a regular basis (has monthly meetings) to ensure that there is a consistency application of rules and procedures as they relate to the budget.</p>
<p>Ensure campus-based requests with a 91 location code receive adequate representation at District Office</p>	<p>There would be less staff time spent finding out what happened to requests due to a smoother furniture/equipment request process. There would also be less frustration for staff, which results in more productive staff.</p>	<p>Challenges would be communication of the status of requests and ensuring the campus-based requests receive good representation.</p>	<p>Budget Analyst is making sure that furniture and equipment requests make it through the DO approval process.</p>

<p>Work toward utilizing Colleague to provide the information that is maintained by the Position Control</p>	<p>Reduction in time spent by Human Resources in maintaining two separate programs. Provides more accurate, more efficient, real-time position control information.</p>	<p>Human Resources and the Budget analyst are currently in the process of finding a way to have Colleague provide this information. Budget Analyst has recommended a representative from Human Resources and the Budget Analyst take part in a Datatel focus group. <u>CHALLENGE:</u> Finding an effective way to have Colleague track the information while waiting for Datatel enhancements. Switching to a single list may also alter some of the processes that currently take place in Human Resources.</p>	<p>Budget Analyst is following up with Datatel to see where they are in the process of developing their program to take the place of Position Control and eliminating the need for a separate database to track positions.</p>
<p>Improve the software approval process</p>	<p>Purchasing software closer to the software release date might result in a higher price being paid for cutting-edge software. The cost would vary by software package. Faculty would be able to plan their curriculum for an upcoming year better. Faculty and classrooms would benefit from having the “state-of-the-art” software. Students would benefit from learning the latest software packages being used in various industries. OCC’s image would benefit with students using the most-recent software packages, thus presenting OCC as a state-of-the-art institution.</p>	<p>Departments impacted would involve IT (specifically, the Executive Director of IT Infrastructure), academic deans, faculty department chair people, Financial Services, and the Campus Business Offices. Complete. Process already created and implemented last fiscal year. <u>CHALLENGE:</u> Improving the turn-around time for software requests would for a change in how the software-request process works and with how software budgeting occurs.</p>	
<p>Enable campuses to print official</p>	<p>OCC could charge an additional fee</p>	<p>Up-front costs would be very small,</p>	

<p>transcripts in the Business Offices at all campuses</p>	<p>for a student to receive an immediate transcript on campus, perhaps double the normal price.</p> <p>Registrar's Office staff would have to spend less time processing transcripts since the immediate requests would be handled at the campuses. (Currently after a transcript is paid for on campus, the student must make an appointment to come to DO to pick up the transcript.)</p>	<p>primarily the cost of envelope seals currently used by the Registrar's Office. <u>CHALLENGE:</u> The Registrar's Office would need to agree with this and allow secure transcript paper to be stored and used at every campus. Additional fee for an immediate transcript may need to be approved by the Board of Trustees. If the bulk of immediate transcript requests occur once a semester's grades have been posted, then that traffic would occur during Final Registration the next semester.</p>	
<p>Cross Train Business Office Staff in Student Support Services</p>	<p>This could save \$100,000 per year. (Cost of 2 full-time positions if each cashier gave 8 hours per week during down times)</p> <p>Improve efficiencies in other departments of the college. Savings of 80 hours per week.</p>	<p>During some off-weeks, the Cashiering staff could have up to 8 hours of down time where they could assist Financial Aid, Enrollment Services, etc. This work would need to be done in the Business Offices so that they could monitor the cashiering window, but multi-tasking could save the college significantly. <u>CHALLENGE:</u> Need Upper Administration to support and make this a requirement. The Classified Bargaining Unit may feel this is something that needs to be negotiated.</p>	
<p>Eliminate promotional activity for Summer II Walk In Registration</p>	<p>Many staffing accommodations need to be put in place each year to handle Summer II Final Registration and Drop/Add. This is unnecessary because by the time these registration periods occur, most of the Summer II classes are already full</p>	<p>A way that it may be possible to negotiate with faculty to eliminate Summer II Final Registration and Drop/Add would be to offer to move the start of registration. <u>CHALLENGE:</u> Summer II Final Registration and Drop/Add are</p>	

	since registration had been going on for 3 ½ months already.	currently a negotiated item in the Faculty Master Agreement. College thinking would have to get beyond the notion that Summer II is a separate term.	
Enforce consistency among the Campus Business Offices with how they track keys	Consistent practices would create a seamless system to those working in the office (thus making better use of staff time) and those requesting keys at various campuses (making better use of their time).	Completed. The Business Offices have been using the same database for at least the past three years. Orchard Ridge is in the process of preparing to re-key their campus. They will update the database when the process is completed. <u>CHALLENGE</u> : Campus Business Offices would need to agree to a consistent practice and, where necessary, upgrade operations.	
Leave the assigning of e-loan late fees to the Campus Business Offices	Staff time better utilized with accurate posting of e-loan late fees. Less staff time spent working with students with erroneous financial holds	Already occurring. <u>CHALLENGE</u> : A manual application of e-loan late fees would take more time than the automated posting of the e-loan late fees. There may be resistance to this process being decentralized.	
Fixed Assets: Convert the paper Asset Transfer / Disposal Form in triplicate to electronic form. Status and tracking through an Access Database as opposed to a hand written hard copy form.	Eliminate the cost of form production and stocking. \$0.28 per form just to print then stocking shipping and ordering costs can be eliminated. Eliminate time and effort of interoffice mail service back and forth several times for approvals and disposal method communications. Once a transfer or disposal has been created, it can be approved	Access can systematically assign a unique identification number to each record of an asset transfer or disposal created. This can be used to replace the internal control of pre-numbering the forms, which currently is not logged or monitored for sequence anyway. This unique identification record can be used to insure that all approved disposals are disposed of in the manner approved by the warehouse management. This identification	

	<p>electronically in Access or Outlook. The form can then be electronically updated in the Access database. This will facilitate reporting by purchasing, warehouse management, and fixed asset management staff using a report created in Access. This should speed the process up days or even weeks from initiation to delivery to the disposal location.</p> <p>Efficiencies: closing gaps</p>	<p>number can also be used to reference the status of pending transfers and disposals.</p> <p>Leave as multi-part form.</p> <p><u>CHALLENGE</u>: Database design and user training</p>	
<p>Fixed Assets: The proposed database can be used to report surplus items available to other campuses looking for items prior to purchasing new items. such as furniture.</p>	<p>Reduction in purchases of items that may be available at other campuses.</p> <p>Reduction in the time to procure new furniture and equipment if already available at another campus.</p>	<p>Checking this database for available items can easily be incorporated as a step in the furniture and equipment request process.</p> <p><u>CHALLENGE</u>: Training for consistent use across the college at all campuses.</p>	
<p>Fixed Assets: Designation of a single loading dock at each campus for the purpose of pickup and delivery by the warehouse staff</p>	<p>Reduce time and effort of warehouse staff by selecting the best dock for warehouse staff speed and efficiency.</p> <p>Reduce confusion or delivery and pick up locations. Best dock locations will reduce time and effort of using unsuitable locations.</p>	<p>Consistency is the key to improve efficiencies. Campus staff can get items to one location and warehouse can arrive at the same location for all pick up and deliveries.</p> <p><u>CHALLENGE</u>: Training for consistent use across the college at all campuses.</p>	
<p>Fixed Assets: Originator should contact fixed asset analyst with model and serial number information pertaining to asset and requests an OCC tag. Analyst should update fixed asset that is on the shared drive. Analyst should provide inventory update per campus twice a year to business managers and facilities</p>	<p>Items are depreciated using the date of purchase, not the date of delivery. This means the sooner an item is put to use, the college gets more use per dollar spent.</p> <p>Reduce process time. Increase usage time of fixed assets.</p>		

managers.			
<p>Surplus Equipment Disposal: Create an internal shipping document or “Shipper” to verify and track items as they go through the disposal process.</p>	<p>Streamline to process for pick-up by warehouse personnel and insure all items intended for the surplus sale reach the warehouse in a timely manner.</p> <p>This will provide greater internal control and improve efficiency of those responsible for the inter and intra campus movements. The shipper can be used to initiate a pick up schedule by the warehouse staff.</p>	<p>This shipper can easily be attached to work orders to the grounds department to reduce confusion and improve efficiencies in moving items to the receiving dock for pick up by the warehouse staff.</p> <p><u>CHALLENGE:</u> Training for consistent use across the college at all campuses.</p>	
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