

## **FY2005 Business Office Annual Program Review Report**

### **I. Overview of Department Mission and Functions and its relationship with Maui Community College's Mission and Strategic Plan**

The Business Office's main goal is to provide excellent customer service to Maui Community College's students, faculty, staff & community. Our vision is to increase our efficiency and decrease the number of "rush" requests.

### **II. Previous Year's Goals, Plans and Accomplishments**

Starting in January 2005, the Business Office has already moved forward with a number of improvements. Because the Business Office's main goal is to provide excellent customer service to MCC's students, faculty, staff & community, to help our office develop into more customer friendly individuals we have attended two non-credit OCET classes. On April 22, 2005 we attend OCET's "Discover Your Work Style Temperament using DiSC" Workshop and on September 16, 2005 we attended OCET's "Providing Customer Service" Workshop. We've also attended FERPA Training to be in compliance with the Privacy Act.

The Business Office also continues to become cross-trained in each other's jobs. Starting in March 2005 we met to go over a basic fiscal document. In April 2005, we met to create samples of the fiscal document to be put into a Business Office reference manual. As a result of our meetings, on April 26, 2005, the Business Office did a short UH & RCUH training on "Frequently Created Requisitions". On August 3, 2005, the Business Office held an eTravel Training done by the Director of Disbursing, Mike Wong, and his staff. The Business Office also held an eTravel follow up training for the campus on October 10, 2005 and has been meeting with people in small groups and individually to go over various UH and RCUH travel procedures. In addition, we've started a Business Office "Cut-off Dates" Calendar to help the field and our office organize/prioritize our workload taking the cut-off dates into consideration.

Currently, we have two vacant permanent positions. The first position is a Civil Service Account Clerk III position and the second position is a Civil Service Cashier position. The Cashier position is budgeted for in FY05 and is currently in recruitment. Promoting our Account Clerk II will fill the Account Clerk III position. Only one Account Clerk position has been budgeted for in FY05 therefore the Account Clerk II position must remain vacant.

To maintain the Business Office's supportive working relationship, the Business Office proposed to have a monthly breakfast "meeting" on the first Wednesday of each month starting in January 2005 of which we have not implemented. We also planned to have an occasional "special" project during our Friday lunches to help us "de-stress" and "bond" with each other. The only "special" project that we did in the last fiscal year was to create costumes for Halloween.

### **III. Analysis and Assessment of Quantitative and Qualitative Data**

An analysis and assessment of the quantitative and qualitative data, in relation to the Business Office's staff support, financial resources & facilities, the Business Office came to the following conclusions.

The Business Office is understaffed and overworked. This has led to the staff being less helpful and courteous. When new policies & procedures come out the Business Office staff does not have the time to provide adequate training to the field, which at times causes confusion and frustration for both the faculty & staff, and the Business Office. Documents that are submitted incorrectly take longer to audit, have to be returned to the requisitioner, and the entire process takes longer.

Due to staff shortages, extended registration hours and fiscal year end closing, the Business Office's financial resources are inadequate to cover the necessary overtime costs or additional personnel costs needed to accomplish our work on time.

The Business Office is in dire need of storage space. Because we have inadequate storage space boxes are piled everywhere and on top of each other. It is inefficient for us when we need to research or reference old documents for other departments and auditors. It is also a health and safety issue because at times we need to lift and carry these 75 lb. boxes to find and get to the documents we need.

#### IV. Next Year's Goals, Plans and Objectives

To carry on with the Business Office's goals and mission, we plan to continue to do the following:

1. Take advantage of any and all training opportunities available.
2. Provide more training for the campus.
3. Update our Business Office reference manual.
4. Update our Business Office calendar with important dates to remember.
5. Fill vacancies.
6. Take various professional development classes from OCET.
7. Have a monthly breakfast meeting to help us "bond" with each other and do an occasional "special" project.

By continuing to work towards our goals, we will maintain our strengths, decrease our weaknesses and reduce our workload.

#### V. Resource Needs and Priorities

The Business Office's resource requirements to accomplish our goals and mission include:

1. Funds to fill vacant positions.
2. Positions and funds for additional staff.
3. Additional funds for overtime.
4. Funds to attend off island UH & RCUH training.
5. Funds to attend professional development classes not available from OCET.
6. Additional operating funds for supplies and contracts.
7. Adequate storage space to hold up to the required 10 years of fiscal data that needs to be kept.