

PROGRAM REVIEW
2013-2014 Program Year
BUSINESS SERVICES DIVISION

PROGRAM DESCRIPTIONS AND CONDITIONS:

PURCHASING:

The Purchasing Department continues to experience increased activity and is significantly impacted by the Measure “E” fund expenditures, particularly the construction, furnishings, and acquisition of instructional and non-instructional equipment. The large dollar value of these expenditures has required more competitive bidding, quotes, proposals, and public works bid processing, along with non-bond fund activity (capital outlay) that occurs annually. Within the next five years, and again within the following 5-year increment, computer equipment and staffing will be closely monitored to assure we meet all processing requirements. Additionally, improvement in processing is continually reviewed in order to enjoy organization and proper distribution of the work load for staff. In December 2013, a 25-year District Buyer retired and was replaced by a newly hired District Buyer in September 2014.

ACCOUNTS PAYABLES:

The Accounts Payables operation is more severely impacted as we move further into the Measure “E” activity. We are experiencing multiple construction and other public works projects occurring simultaneously and this requires an efficient payment process and prompt payment to contractors and vendors. Two, 20-year plus, employees within the department have recently retired and it is anticipated that the Lead Accounting Assistant II in Accounts Payables will resign by December 2014. This will create a hardship for the department. One position has been filled with an internal lateral transfer of an employee from the Bookstore Division. This employee is progressing well with her learning of the District’s Accounts Payables processes. A Selection Committee has been established to replace the other open position. Approval to replace the Lead will be sought, if indeed, the employee does resign in December as indicated.

CONTRACT MANAGEMENT:

The Contract Management function is a critical piece of District operations. Staffing is currently adequate; however, the current Business Services Division Administrative Assistant has been hired less than one year but is progressing at a very satisfactory manner as she educates herself with District contracts with the assistance of the Director of Business Services and other assistance from professional development workshops. The Administrative Assistant’s responsibilities include, but not limited to, providing relief and assistance to the Director who thoroughly reviews all contracts to assure the requirements of the various state and other governmental codes are followed.

INSURANCE, JPA’s, and CLAIMS MANAGEMENT:

The insurance program, JPA involvement, policy renewal and management are critical areas of District operations to protect the District against property and liability claims and workers’ compensation claims, and well as to protect faculty, staff, students and visitors.

SAFETY AND HEALTH AND WORKERS’ COMPENSATION:

The Office of Safety and Health continues to assure a safe and healthful working and learning environment. Several staff safety and health trainings are provided throughout the year as well as assuring that divisions conduct safety self-inspections on a regular and routine basis. Emergency Preparedness evaluations, planning, and training are provided to all staff through this office.

GOAL:

Institutional Strategic Initiative B – Strengthen quality educational and support services to promote student success.

PERFORMANCE INDICATORS:

During the last several years, significant improvements have been realized with the development of key performance indicators with targets established for Division Standards and High-Efficiency Goals. Examples are as follows:

A. Purchasing –

1. Purchase requisitions are processed into purchase orders within a 48 hour period with the high-efficiency goals within 24 hours.
2. The purchase of items under \$5,000 is accomplished within 36 hours with the high-efficiency goals within 24 hours.
3. Response to customer service resolution will be addressed within 48 hours with the high-efficiency goals of 24 hours.

Total Purchase Orders per fiscal year for the last 5 year period:

09/10	10/11	11/12	12/13	13/14
4011	4181	2922	2829	3011

B. Accounts Payables –

1. From receipt of invoice and the merchandise received in the Warehouse, payment requests are submitted to LACOE within 36 hours to assure receipt of payment within the usual 7 working day requirement of LACOE.
2. The creation of a daily tracking board and report assures that the number of invoices over the District policy of 30 day net is minimal.

Since tracking began in 2009, no invoices over 30 days have been recorded!

Total Vouchers per fiscal year for the last 5 year period:

09/10	10/11	11/12	12/13	13/14
12,085	12,297	11,530	11,629	12,014

Total Accruals per fiscal year for the last 5 year period:

09/10	10/11	11/12	12/13	13/14
532	619	356	438	517

Note: It is anticipated that totals for the next fiscal years will decrease due to increased communication by the AP staff to department staffs. This allows for the necessary documents to be processed in a timely manner. Also, mid-year release of Special Funds for equipment may have attributed to the increase in accruals in 13/14.

CUSTOMER SATISFACTION SURVEYS

Based on previous data provided by the District’s Institutional Research Department, all areas of the Business Services Division customer satisfaction has significantly increased during each of the previous survey periods. It is anticipated that a new survey will be developed in the near future by the Administrative Services Area and conducted by the Office of Institutional Research.

FACILITIES AND EQUIPMENT

The Business Services Division relocation to the renovated Bookstore Building (upper level) in the third quarter of 2010 has proved beneficial to the District. This relocation allowed for improved services and communication with the Fiscal Services Division that was also move to this location. Offices for buyers and the Safety and Health/Workers’ Compensation Technician provide confidentiality and improved environment for meetings with vendors and insurance and legal representatives. An additional work station to accommodate the three District Buyers has been requested and supported by the Administrative Services Area Managers; Cabinet approval is pending.

STAFFING

As stated above, current staffing levels in the Division are considered insufficient due to recent retirement of three, 20-year plus employees, and the anticipated resignation of the Lead Accounting Technician in the Accounts Payables Department. However, one buyer has recently been hired and the Selection Committee is progressing with the replacement of one Accounts Payables technician. It must be noted that Capri Blount, ECC Lead Accounting Technician (Accounts Payables) and Linda Mobley (ECC Lead Purchasing Assistant) are actively engaged throughout the year with the El Camino College Compton Educational Center staff and activities within these departments. Ms. Blount and Ms. Mobley assist in all areas, including training of Accounts Payables and Purchasing Departments staff at the Compton Center.

PLANNING

In order to maintain the level of production currently realized and with the increase in projects over the next five years, the following goals and objectives will be pursued:

- A. Support and develop effective and motivated employees – It is essential to increase employee moral, training, and communication as the work load increases with an expected stable staff. Employees are asked to increase production with increased requirements of each department within the Business Services Division. Our employees are the District's number one asset and priority to their work environment, appreciation for accomplishments, and their well being is paramount.
- B. All Division procedures are currently under review and will be updated as time permits. New procedures will also be developed and implemented for increased efficiency.
- C. The Division will incorporate flexibility into institutional structure and processes. Process improvement will continue to be stressed and integrated into planning and budgeting as well as other District-wide processes (i.e. program review, unit planning, etc.) to assure continuation of pursuit of excellence within the District.
- D. Increased training for campus-wide staff to assure thorough understanding of processes and procedures within the Business Services Division. As a customer service driven division, the goal of our staff is provide our customers excellent service to provide the needs of the others, both internally and externally.

CONCLUSION

The departments of Purchasing, Accounts Payable, Contract Management, Risk Management, Safety and Health, and Workers' Compensation, and Food Services are at the direction of the Director of Business Services responsible to the Vice-President of Administrative Services. The increased challenges in the next five years due to increased construction projects, replacement of long-term employees, and the commitment to continue to engage in our institutional goals with other staff, faculty and students, has stimulated the Division staff to continue work smarter and to strive for excellence and to maintain the current excellent reputation and status of El Camino Community College District within its community.

Rocky Bonura
Director of Business Services

September 2, 2014