

# 1. Assessment Plan - Three Column

## PIE - Administrative Services: Cashier's Office Unit

### 2. Where We Are Now: Year at a Glance

#### 2019-20

**Contact Person:** Jackson Kuo

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**Summary of Notable Achievements:** 1. Processed 10,661 Payment transactions

2. Processed 9,975 Miscellaneous fee transactions (print cards, clay cards, supply cards, test and certification fees, etc.)

3. Sold 10,665 Parking permits

4. Processed 169 parking permit replacements

5. Processed 1,322 parking permit returns for refund

6. Received 6,243 incoming calls and assisted students with questions regarding fees, BankMobile refund selection, holds, 1098-T, etc.

7. Prepared BankMobile Refund Selection Instructions to assist students on how to make their refund selection.

**Program Planning (Equity, Retention and Success):** N/A

**External and Internal Conditions Analysis:** Enrollment has decreased by nearly 26,000 between FY 18/19 and 19/20, in part due to COVID 19 and other factors.

Student Headcount:

FY 19/20 - 40,569

FY 18/19 - 66,559

FY 17/18 - 66,061

**Critical Decisions Made by Unit:** In collaboration with Instruction, Admissions & Records, Financial Aid, IT, and Public Safety, the Cashier's Office participated in the development and implementation of online processes related to Excused Withdrawals (EW), Refunds for EWs, and Petition Process for the Reimbursements for Parking Permits for the Summer and Fall terms.

**Contributors to the Report:** Gabriela Sesma, Linda Tackett, Lisa Marie Hanlon & Judy Kim

#### Unit Goals

#### Resources Needed

#### 1. Where We Make an Impact: Closing the Loop on Goals and Resources

**Professional Development - To** promote training and cross-training to enhance employee knowledge that will increase productivity, encourage collaboration and personal growth.

**Status:** Active

**Report directly on Goal**

**Reporting Year:** 2019-20

**% Completed:** 100

An internal employee served in an out-of-class role as an interim Coordinator in the Cashier's Office from July 2019-October 2019. This provided an opportunity for the individual to develop new skills and experience in a higher

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p><b>Goal Year(s):</b> 2015-16, 2016-17, 2017-18, 2018-19, 2019-20, 2020-21  <b>Goal Entered:</b> 06/14/2017</p>	<p><b>Report directly on Goal</b></p>	<p>level role. The recruitment process was also completed and the employee was selected as the permanent Coordinator, effective November 2019. (08/12/2020)</p> <hr/> <p><b>Reporting Year:</b> 2018-19  <b>% Completed:</b> 25</p> <p>Three staff were trained on the student refund process to provide additional resources and coverage for this weekly task during critical times, employee vacations, etc. With the resignation of our Coordinator in the Cashier's Office, we were also able to open the opportunity for a Fiscal Specialist to temporarily work out-of-class in this position, which has provided an opportunity to gain new experience and professional growth. (07/01/2019)</p>
<p><b>Develop Procedures -</b> To develop internal and external procedures to improve efficiencies and collaboration  <b>Status:</b> Active  <b>Goal Year(s):</b> 2015-16, 2016-17, 2017-18, 2018-19, 2019-20, 2020-21  <b>Goal Entered:</b> 06/14/2017</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2019-20  <b>% Completed:</b> 50</p> <p>With a full staff of permanent employees in the Cashier's Office the team is working diligently to document processes and procedures and look for opportunities to cross train to provide coverage of essential duties. Additionally, starting in May 2019 the Cashier's Office now reports to Jackson Kuo, Accounting Director, which streamlines all cash receipts, accounts receivable and banking under one manager. (08/12/2020)</p> <hr/> <p><b>Reporting Year:</b> 2018-19  <b>% Completed:</b> 25</p> <p>With the hiring of a new Fiscal Technician I and the resignation of the Coordinator, many of the departments processes and procedures were reviewed. Several updates were made to these processes. This is an ongoing departmental goal. (06/17/2019)</p>
<p><b>Customer Service -</b> To provide excellent customer service  <b>Status:</b> Active  <b>Goal Year(s):</b> 2015-16, 2016-17, 2017-18, 2018-19, 2019-20, 2020-21  <b>Goal Entered:</b> 06/14/2017</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2019-20  <b>% Completed:</b> 100</p> <p>The Cashier's Office continues to prioritize the needs of our students, which has involved providing increased communication via email in 2019-20 due to the remote work situation. We have also worked closely with Student Services and Marketing to communicate important updates</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
	<b>Report directly on Goal</b>	<p>related to parking permits and course refunds via email and social media. (08/12/2020)</p> <hr/> <p><b>Reporting Year:</b> 2018-19  <b>% Completed:</b> 100</p> <p>In an effort to improve communication and better serve our students we have increased the signage posted around the Cashier's Office to explain processes and deadlines related to student fees. In addition, funding was authorized for the 2019-20 fiscal year to install a TV monitor to assist in answering questions from students when the Cashier's Office is closed, and new credit card machines with updated chip compliance.</p> <p>Name tags have also been provided for the student workers. (06/04/2019)</p> <hr/> <p><b>In Progress</b> - Cross-Training between Fiscal Services staff and Bursar's Office</p> <p><b>Type of Request:</b> OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.</p> <p><b>Planning Unit Priority:</b> Medium</p> <hr/> <p><b>In Progress</b> - Remodel of individual Bursar work stations</p> <p><b>What would success look like and how would you measure it?:</b> Staff and customers are communicating effectively with each other.</p> <p><b>Type of Request:</b> FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.</p> <p><b>Planning Unit Priority:</b> Medium</p> <hr/> <p><b>Request - Full Funding Requested -</b></p>

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Increase our Fiscal Technician I position from 47.5% to 100% FTE (New Resource Allocation - Phase 10)

**Describe Plans & Activities Supported (Justification of Need):**  
 To increase customer service support to students, meet Internal control standards and protect the safety of our employees. The Bursar's office consist of two full-time and one part-time Fiscal Technician I and one full-time Bursars Coordinator. Due to limited staff, vacation, sick time, personal necessity, etc. there are instances when there is only one full-time Fiscal Technician to assist students, answer calls, and count out their cash drawer at the end of the day. There should always be two employees counting and verifying each other's cash drawer at the end of the day for internal control purposes. For these reasons it is our recommendation to increase our part-time staff member from 47.5% to 100% FTE.

**Lead:** Bernice Rose

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** High

**On-Going Funding Requested (if applicable):** 43626

<p><b>Upgrade of Banner system - Upgrade of Banner for Student Accounts Receivable module to improve department processes</b></p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2019-20  <b>% Completed:</b> 25          Funding was secured to go through training with a consultant on the Student Accounts Receivable module and</p>
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**Status:** Active  
**Goal Year(s):** 2016-17, 2017-18, 2018-19, 2019-20, 2020-21  
**Goal Entered:** 06/26/2017

**Report directly on Goal**

will be completed in 2020-21. This is a great opportunity for the new Coordinator to go through formal training and also learn how we may be able to improve the efficiency of our processes for key duties like the issuance of refunds, which is done on a weekly basis. (08/12/2020)

**Request - No Funding Requested -**  
Banner has transitioned to quarterly upgrades. A list of upgrades is sent from the IT department for us to review and test. The next quarterly upgrade is due in September 2019.  
**What would success look like and how would you measure it?:** To implement the quarterly upgrade with no effect on day-to-day operations and to see an improvement from Ellucian of the software.  
**Type of Request:** IT SUPPORT:  
Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.  
**Planning Unit Priority:** Medium