

 Dept FCO - (Fin) Cashier > Administrative Unit > Program Review

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**AUO 1.A. Department/Division Name:** Cashier's Office

**AUO 1.B. Name(s) of the author(s) of this report::** Jorge Rodrigues

**AUO 1.C. What is the primary focus of your department/division?:** Process student's payments, refunds, as well as department's deposits

**AUO 1.D. How many customers are served annually and is number trending up, even, or down?:**

**AUO 1.E. Who are the typical customers served by this department/division? :**  
Students, departments & facilities rentals vendors

**AUO 2.A. What is the department/division Mission Statement?:** The Cashier's Office mission is to establish and maintain a well-integrated set of practices and processes in order to efficiently and effectively process student's payments, refunds, as well as department's deposits; and having as guideline state, district, and college regulations.

**AUO 2.B. Ways and to what extent do your services support your Mission statement:**

**AUO 3.A. Number of classified employees:** 3

**AUO 3.B. Number of management employees:** 0

**AUO 3.C. Number of student employees:**

**AUO 3.D. Position(s) Needed:** 50% Cashier (Level 39) .50 FTE. Estimated costs: \$22,483 (salary) and \$6,817 (benefits) for a total of \$29,300.

**AUO 3.E. Justification for Position(s)::**

- Process and maintain collection records
- Texting and email communication with/to students.
- Provide cashier's window support.
- Assist with Veterans Administration related processes.

**AUO 3.F. If additional position/s were hired did it result in the expected improvement? How so? :**

**AUO 4.A. Have there been any facility changes in the last five years?:**

**AUO 4.B. Are there any significant facility changes that will be needed over the next five years?:**

**AUO 4.C. Give justification for facility requests :**

**AUO 4.D. If additional facility changes occurred, did it result in the expected improvement? How so?:**

**AUO 5.A. Have there been any equipment purchases in the last five-years. If so what was purchased?:**

**AUO 5.B. Are there any equipment purchases that will be needed over the next five years?:** Updated desktop computers are highly needed. The new software is not able to run and this affects productivity. Ex. Adobe Acrobat Pro will make tasks easier. (5 work stations x \$1,500 = \$7,500).

The office would like to have available for web/phone MyPortal interface and TouchNet testing, and office use an iOS 9 (iPad) and Android OS basic tablets. (approx. \$2,000).

**AUO 5.C. Justification for equipment(s)::**

**AUO 5.D. If additional equipment was purchased, did it result in the expected improvement? How so?:**

**AUO 6.A. Amount of Department/Division discretionary (B) budget or explain.:**  
40,000

**AUO 6.B. Does the department/division need additional discretionary funding? If so, why?:** The quality of service provided by Cashiering Services depends on the full-time staff and part-time student and hourly employees. Most of the B budget allocation goes to hire student employees. Some funds are used to hire FWS (federal work study) students who have worked and were trained but have maxed out on their FWS aid and can not be paid from federal funds.

Increase the budget allocation for hiring a TEA (temporary cashier) and anticipate hourly rate increases (approximately 17%) for student employees due to minimum wage increase. Additional costs for eRefund process.

Student Workers Salaries

Student Worker Benefits

**AUO 6.C. Additional discretionary budget requests:** Student Workers Salaries \$50,000

Student Worker Benefits \$5,000

Supplies \$3,000

Operating \$12,000

**AUO 6.D. Justification for additional discretionary budget:** The discretionary budget was cut significant during the previous budget crisis and has not been restored.

**AUO 6.E. If additional discretionary budget was allocated, did it result in the expected improvement:**

**AUO 7.A. Have there been any significant organizational alignment changes over the last five years?:**

**AUO 7.B. List any significant organizational alignment changes needed over the next five years.:**

**AUO 7.C. Justification for significant organizational alignment changes:**

**AUO 7.D. If organizational alignment changes were made did it result in the expected improvement?:**

**AUO 8.A Have there been any significant changes in regulations/laws/policies over last five years?:**





**AUO 8.B. List changes in regulations/laws/policies affecting department/division over next five yrs.:**

**AUO 8.C. List any additional resources needed to meet the new regulations/laws /policies.:**

**AUO 8.D. Justification for additional resources:**

**AUO 8.E. If additional resources were made provided did it result in the expected improvement?:**

**AUO 9.A. List any significant professional development activities over the last five years.:**

**AUO 9.B. List any significant professional development needs over the next five years.:** new technology training

**AUO 9.C. Justification for significant professional development .:** The Cashier Services Department tendency over the last several years has been to increase automated tasks. Examples include the Installment Payment Plan, Bookstore Loan Program, and the department is currently working on eRefund. These processes require less manual entry and assists in the accuracy reducing human error. However, higher automation leads to an increase of review and analysis of automated reports and problem solving when transactions are not posting correctly to Student Account and Finance System.

**AUO 9.D. If additional professional development was provided did it result in expected improvement?:**

**AUO 10. List other Needed Resources & Justification:** Technology resources:

- Creation of a Student Employee Guidelines
- FA disbursement/refund automatization
- High school fees automatization (for full-time district-wide students)
- Out-of-State fees automatization (for more than 6 district-wide units enrolled).
- Updating all office forms (fillable pdf student forms)
- Improvement on invoicing process (MS excel), credit card verification process (searchable pdf document), electronic records of parking affidavits,
- Quarterly invoices available to students through MyPortal (in progress).
- Implementation of e-refund to students (in progress).
- Simplification of collection procedures.

**AUO 11.A. What are the current/active department/division outcome statements?:** Students will report the installment payment plan is helpful in pursuing their academic goals. (Active)

**AUO 11.B. How many AUO statements have been assessed since the last program review?:** 1

**AUO 11.C. Summarize the outcomes assessment findings and resulting department/division enhancements.:** 85% of students being surveyed are satisfied with our installment payment plan.

**AUO 11.D. What are the department/division outcome assessment plans for the**

next five years?:

