Program Name: Business Office

Assessment Period: FY 2019 to FY 2020

College Mission:
At Leeward Community College, we work together to nurture and inspire all students. We help them attain their goals through high-quality liberal arts and career and technical education. We foster students to become responsible global citizens locally, nationally, and internationally. We advance the educational goals of all students with a special commitment to Native Hawaiians.

Part I. Brief Description
The mission of the Business Office is to provide exceptional customer service to students, parents, faculty, staff, administrators, vendors, auditors, and external customers. The Business Office serves as trustee of the financial records and guardian of the College’s assets; we maintain the College’s fiscal integrity through accurate record keeping and adherence to UH and State policies and procedures. We serve students directly thru the Cashier’s Office where inquiries related to student accounts, student payments and refunds are directed. We process financial and procurement transactions such as: purchase orders, procurement card applications, cashiering, credit card merchant account set-up and maintenance, customer billings, vendor invoices, employee travel reimbursements, post-award financial and budget reporting, asset inventory verification, negotiation of vendor terms and conditions, fiscal year-end closing activities, fund certification for various personnel actions, payroll processing, W-2 distribution, and chart of accounts maintenance. The Business Office is responsible for requesting user access to the various financial systems (i.e., Kuali Financial system, RCUH Financial system, BANNER Accounts Receivable module). We serve as campus liaison with the system Financial Management Office (FMO), Office of Procurement Management (OPM), Office of Research Services (ORS), UH Foundation, and the Research Corporation of the University of Hawaii (RCUH). We are also point of contact for, both, internal and external financial auditors.

Part II. Analysis of Program/Unit Data
Average processing time for UH Purchase Orders is 5 days compared to 3.42 days last year.

Average processing time for submitting payment documents to UH Disbursing is 3.02 days compared to 3.35 last year.

The increase in processing time for purchase orders is attributed to recent additional approvals required. An example is the UH policy, EP 8.200 III.B.4.f, whereby purchase of software or hardware requires review and approval by the Office of the Vice President for Information.
Technology (OVPIT) and Office of Data Governance (ODG). In addition to new approval requirements, an increasing number of vendors have terms and conditions that are not UH compliant. This requires negotiations with vendors which has also added to the processing time (of purchase orders).

Part III. Analysis of Major Functions/Services

The Business Office provides procurement services for, both, academic and administrative departments, from requisition and contract negotiation through ordering, receiving, invoicing, and payment. We support the purpose and goals of the College by purchasing quality goods and services at competitive prices, proper financial stewardship for payments, and providing responsive and responsible service to departments.

The Business Office provides Cashiering services to the campus. We are responsible for properly documenting and collecting monies owed to the campus by students, faculty/staff, campus customers, etc… such as tuition fees, tuition installment payments, student fees, returned checks, library fees and fines, facility use rental fees, parking lot rental fees, and other miscellaneous cash collections. We are also responsible for coordinating campus merchant account (credit card) activities with the UH Treasury Office. This includes setting up new merchant accounts for campus departments, insure departments are compliant and current with Payment Card Industry Data Security Standard (PCI DSS) requirements, and the timely completion and submission of the annual merchant Self Assessment Questionnaire (SAQ).

The Business Office provides centralized billing and collection services for the campus. We are responsible for generating non-student invoices for services provided by the campus to external customers. We follow-up with customers on the payment of these invoices and act as liaison between customers and departments for disputes, appeals, and payment arrangements.

The Business Office provides accounts payable support for campus departments. We ensure expenditures are in compliance with policies and procedures; serve as liaison between departments and vendors; audit vendor invoices and forward them for payment processing to the System Disbursement Office.

The Business Office oversees the financial management of campus external funding sources such as Grants and Contracts and UH Foundation. We work closely with PIs and program directors on matters of financial compliance and proper cost accounting as it relates to these funding sources.

The Business Office coordinates payroll for the campus by making sure timesheets are submitted and paychecks are distributed in a timely manner. We are also responsible for the distribution of W-2s to campus employees.

The Business Office supports campus revenue generating programs. We review business plans and monitor the financial status of each program. We work with program managers in evaluating the financial performance of their programs and assist with calculating fee rates.

The Business Office is responsible for coordinating the completion of the annual inventory verification report. Once a year, asset listings are distributed to campus asset representatives with instructions to perform their physical inventory.
The Business Office is responsible for coordinating the fiscal year-end close process for the campus. We establish the year-end closing calendar of events and guide departments with posting of transactions to insure a smooth and successful year-end close. We also generate and distribute the monthly, as well as, year-end financial reports to campus account supervisors/managers.

**Part IV. Overview Analysis of Program/Unit**

Summary of key findings and conclusions (N/A)

Recommendations for improving outcomes (N/A)

**Part V. Action**

Like most departments, the Business Office is modifying our operation due to the pandemic. We practice social distancing by participating in the Work From Home (WFH) program. We maintain our presence on campus by alternating WFH with work-on-campus. In addition, we converted many of our hard-copy processes to electronic version.

Our goal is to convert more of our processes to on-line/electronic version to enable our customers to conduct business with us while teleworking.

Lastly, the UHCC is evaluating, planning, and discussing ideas for centralization and realignment in response to the anticipated major budget shortfalls. Financial Management (Business Office) is among the operational units on the list for possible consolidation by the UHCC. As of this writing, the Business Offices at the various UHCC campuses are evaluating Business Office functions to determine which functions can be centralized at the system level and which ones will need to remain on campus.

**Part VI. Resource and Budget Implications**

Business Office ARPD Resource Requests:

Personnel:

**APT Band B, Bursar, 1.0 FTE:** Request to make this authorized temporary position permanent. No cost as position is funded; need is for FTE only. $0.00

**APT Band A, Fiscal Specialist, 1.0 FTE:** Request for a new position to meet compliance requirements of EP8.200 and UH Policy 8.200, Revenue Generating Programs (salary and fringe). $98,719.91