

Fiscal and Facilities Support Processes (Business Operations)

Key Process	Process Needs (What are the main components or steps of the process?)	Process Management (How is the process managed on a day-to-day basis that ensures meeting student and stakeholder needs?)	Process Measures (How to we assess our processes, where can data be found on the assessment of this process?)	Use of Results (Who looks at the information and what is done with it? How do we improve our process?)
Budget Development	Yearly priorities	Departmental program review	Cash carryover	Collected by CFO, analyzed by CFO. President and President's Staff in determining yearly budget
	Available funding		Annual Audit	
	Prioritization of needs	Supervisor	Percentage increase in tuition and fees	
	Tuition and fees	Supervisor		
	Projected FTE			
Accounting	Tracking expenditures	Legal issue	Monthly reports	Collected by CFO, analyzed by CFO, President, Supervisors, Board of Trustees, and Board of Regents
		Federal guidelines	Income statement	
	Record keeping	Management of budget	Comparative date	
			Annual audit	
Payroll, Work study, Full-Time and Part-Time Employees	Set pay periods for employees	Timesheets	Payroll on schedule	Verification by direct supervisor, then to payroll office, CFO
	Special payroll	Contracts and letters of employment		
	Direct deposit	Instruction support programs	Annual audit	
	Cafeteria plan	Federal regulations		
Fee Collection through the Business Office	Courses coded	Student coding processes deadlines	Accounts receivable	Business Office collects information, reviewed by CFO and discussed in appropriate workgroup; proposed changes are taken to President's Staff
	Financial aid posted	Financial aid deadlines	Unpaid fees	
	Payment method determined	Rate of information processing	Business Office survey	
	Billing dates set		Student satisfaction	
Purchasing	Funds available	Requisition request submitted	Timely pay to vendors	Reviewed continuously
	Requisition amount (bids)	Request approval	Approval time measures	
	Major repairs	Request approval	Closure dates of request and invoices	
	Remodeling projects			
Facilities Maintenance	Preventative maintenance	Electronic work order request ticket	Number of jobs completed	Facility Maintenance supervisors, reviewed within the department and shared with the CFO
		Prioritizing requests	100% complete on critical work orders	
	Daily work orders	Budget		
		Management software	Customer satisfaction	
Facilities Management: Buildings, Grounds, Transportation	Facility/transportation forms, Itinerary	Facility request received	Internal and external complaints	Information reviewed by facilities coordinator, then to the CFO
	Which facility is being requested?	Prioritization of request		
	Group requesting (internal or external)?		Confirmation of request	
	Size of group?	Miles driven		
	Time of use?			
	Alternative facilities available?			
Safety and Emergency Response	Prepare federal reports	Site Safety Team	Comparative data on federal reports	Dorm managers and Director of Student Life review data and share it with the Board of Trustees and Director of Safety
	Posting of emergency phone numbers	Publication of policies in housing and student handbook		
	Posting of evaluation plan		College housing reports	
	Publication of security information	Evacuation drills	Time on evacuation drills	

Figure 6.1