



Business Services

Component Operational Goals
2007/08

Santa Rosa Junior College



Business Services Management Plan 2007/08

Operational Goal:	Completion Date
<p>1.0 Series C and D Bonds Issue bond series C and D to complete the financing approved under Measure A. <i>This goal related indirectly to Community Outreach and Development and Institutional Planning</i></p>	
Objective	
1.1 Plan, prepare for and implement issuance of bonds.	
Activity	Timeline
1.1.1 Plan structure and features of proposed bond issuance.	done
1.1.2 Review with President and Board Finance Committee.	done
1.1.3 Review with Office of County Treasurer.	done
1.1.4 Obtain Board approval.	done
1.1.5 Obtain County Board of Supervisors approval.	August 2007
1.1.6 Issue bonds.	Sept/Oct 2007

Operational Goal:		Completion Date
2.0 Linking Planning and Budgeting Complete and implement the work of the Linkage Task Force regarding new and improved processes to better link planning and budgeting. <i>This goal relates to Institutional Planning.</i>		
Objective		
2.1 Complete planning and preparation for the new processes.		
Activity	Timeline	
2.1.1 Finalize planning of revised processes.	September 2007	
2.1.2 Finalize Program Review web template.	October 2007	
2.1.3 Obtain approval of the Institutional Planning Council (IPC) regarding proposed process.	November 2007	
Objective		
2.2 Implement first year under the new process.		
Activity	Timeline	
2.2.1 Train all staff in execution of new program review process	Aug-Oct 2007	
2.2.2 Provide needed data and other communications	December 2007	
2.2.3 Begin review process	January 2008	
2.2.4 Monitor program review process, provide support and answer questions	Jan-June 2008	

Operational Goal:		Completion Date
3.0 Program Review Conduct effective program reviews for all of Business Services. <i>This goal relates to the Institutional Planning Initiative.</i>		
Objective		
3.1 Implement the new program review process as developed by the Linkage Task Force.		
Activity	Timeline	
3.1.1 Conduct initial familiarization meeting with Business Services staff.	done	
3.1.2 Develop Section 5s (the aspects for review that are unique to each area).	done	
3.1.3 Conduct preparatory planning meeting.	Oct-Nov 2007	
3.1.4 Implement program review process	Jan-April 2008	
3.1.5 Conduct department and component reviews of results	May-June 2008	

Operational Goal:	Completion Date
<p>4.0 Internal Auditing Business services will coordinate with various departments within the district to examine for sound fiscal practices and compliance issues. <i>This goal relates to Multi-campus Coordination.</i></p>	
Objective	
<p>4.1 Identify and examine areas in the district that have cash handling.</p>	
Activity	Timeline
<p>4.1.1 Identify various departments that receive cash.</p>	<p>November 2007</p>
<p>4.1.2 Examine their processes for compliance with GAAP and responsible cash handling practices.</p>	<p>February 2008</p>
<p>4.1.3 Work with departments to bring their fiscal matters into compliance.</p>	<p>May 2008</p>
<p>4.1.4 In conjunction with Purchasing Department, conduct purchasing compliance review.</p>	<p>May 2008</p>

Operational Goal:	Completion Date
<p>5.0 Food Service Provide interim food service to the Santa Rosa campus during construction of the new Student Services building, Fall 2007 through Spring 2010 <i>This goal does not relate to any of the initiatives.</i></p>	
Objective	
5.1 Plan for, prepare and provide interim food preparation and service facilities.	
Activity	Timeline
5.1.1 Plan approach to interim food service.	done
5.1.2 Obtain industrial kitchen facilities on-site or off-site.	done
5.1.3 Prepare on-site servery and grill.	August 2007
5.1.4 Provide on-site gathering space.	October 2007
5.1.5 Provide food services on an interim basis.	2007 - 2010

Operational Goal:		Completion Date
6.0 Sell Textbooks, Supplies and SRJC Memorabilia Through Internet The Bookstore will establish a web pages to sell textbooks, supplies and college memorabilia through the Internet. <i>This goal does not relate directly to any of the initiatives.</i>		
Objective		
6.1 Purchase new software program to integrate into existing website.		
Activity		Timeline
6.1.1	Determine software program to enable online textbook, supply and gift purchases.	done
6.1.2	Create Bookstore team to work with software company.	done
Objective		
6.2 Design new website.		
Activity		Timeline
6.2.1	Assign liaison from Bookstore team to work with software company.	done
6.2.2	Determine template of website that is easy to navigate.	done
6.2.3	Design portion of website for faculty to place textbook adoptions online.	November 2007
6.2.4	Design portion of website for online textbook purchases.	done
6.2.5	Design portion of website for online supply and SRJC memorabilia purchases.	done
Objective		
6.3 Test website.		
Activity		Timeline
6.3.1	Assess functionality and layout of site.	December 2007
6.3.2	Upload course and textbook information.	February 2008
6.3.3	Determine non-textbook items to be sold on Internet.	February 2008
6.3.4	Upload nursing, art and school supplies to be sold online.	February 2008

Objective	
6.4 Integrate website with SRJC website.	
Activity	Timeline
6.4.1 Work with Computing Services to create a link between Admissions & Records and the Bookstore to order books after registering for classes.	February 2008
6.4.2 Set up proper firewalls for website.	February 2008
6.4.3 Confirm security of website for online transactions.	March 2008
6.4.4 Confirm compliance with Public Relations office.	March 2008
Objective	
6.5 Train Bookstore staff.	
Activity	Timeline
6.5.1 Re-evaluate job descriptions of staff members involved in new processes.	October 2007
6.5.2 Create Policies & Procedures Manual for Online Ordering.	February 2008
6.5.3 Create training manuals for Bookstore employees.	March 2008
6.5.4 Determine staging area to process and ship online orders.	March 2008
6.5.5 Train appropriate staff involved in online ordering.	April 2008
Objective	
6.6 Communicate new website design and features.	
Activity	Timeline
6.6.1 Email faculty with procedures to follow for placing textbook adoptions through website.	March 2008
6.6.2 Highlight link to purchase textbooks at time of online registration.	April 2008
6.6.3 Create flyers for Bookstore and Admissions & Records.	April 2008

Operational Goal:		Completion Date
7.0 Accreditation Provide Business Services support to the Accreditation process. <i>This goal relates to the Accreditation initiative.</i>		
Objective		
7.1 Ensure that Business Services sections of the Policy Manual are correct and current.		
Activity		Timeline
7.1.1	Understand timeline and plan work for each area of Business Services.	done
7.1.2	Human Resources.	Fall 2007
7.1.3	Finance.	Fall 2007
7.1.4	Police.	Fall 2007
Objective		
7.2 Provide Business Services leadership for the Financial Resources and the Human Resources portions of the District's Self Study.		
Activity		Timeline
7.2.1	Coordinate planning with accreditation process leadership.	ongoing
7.2.2	Financial Resources group plans its effort.	August 2007
7.2.3	Human Resources group plans its effort.	August 2007
7.2.4	Financial Resources group drafts document.	Fall 2007
7.2.5	Human Resources group drafts document.	Fall 2007
7.2.6	Review process and integration into overall effort.	December 2007
7.2.7	Editing and finalization.	Jan – Feb 2008

Operational Goal:	Completion Date
<p>8.0 Petaluma Campus Business Services Provide improved and expanded Petaluma Business Services. <i>This goal relates to the initiative for Multi-campus Coordination.</i></p>	
Objective	
<p>8.1 Integrate expanded finance, purchasing, and bookstore services for Petaluma Campus.</p>	
Activity	Timeline
<p>8.1.1 Plan for and execute move to new bookstore facility.</p> <p>8.1.2 Move-in date.</p> <p>8.1.3 Recruit and train Petaluma bookstore supervisor.</p> <p>8.1.4 Develop oversight plan for district oversight of Petaluma-directed finance and warehouse functions.</p>	<p>ongoing</p> <p>June 2008</p> <p>April 2008</p> <p>Spring 2008</p>

Operational Goal:	Completion Date
<p>9.0 New IT systems for Payroll and Human Resources The County Office of Education is conducting a search for new software. While not essential, there is great advantage in the District using the same software as SCOE. Also, the District's software in these two areas is effectively obsolete and significantly impairs efficient operation. <i>This goal does not relate to any of the initiatives for 2007-08.</i></p>	
Objective	
<p>9.1 Conduct research leading to the choice of appropriate new systems. (Purchase and implementation will not happen in 2007-08.)</p>	
Activity	Timeline
9.1.1 Be informed regarding SCOE's search process.	ongoing
9.1.2 Attend trials and demonstrations of candidate systems.	ongoing
9.1.3 Understand pluses and minuses of SCOE's choice.	2008
9.1.4 Monitor SCOE's implementation process.	2008-2009
9.1.5 Determine system choice for SRJC.	2009

Operational Goal:	Completion Date
<p>10.0 Medical Benefits Provide high quality, cost-effective medical benefits for District employees. <i>This goal does not relate to any of the initiatives for 2007-08.</i></p>	
Objective	
<p>10.1 Identify and contract with new insurance providers that are high quality and more cost-effective than our present providers.</p>	
Activity	Timeline
<p>10.1.1 Identify best providers or a provider (SISC PPO and Kaiser through SISC).</p>	<p>done</p>
<p>10.1.2 Plan transition to new providers for transition date of January 1, 2008.</p>	<p>June-Aug 2007</p>
<p>10.1.3 Finalize plan details.</p>	<p>Aug-Sept 2007</p>
<p>10.1.4 Conduct education effort so that employees understand the choices.</p>	<p>Oct 2007</p>