### Intended Outcomes

**Admin - Fiscal Services (Outcomes) - 1.1**  
No Significant Audit Findings - 1.1  
We will achieve an audit report with no significant audit findings.

**Start Date:** 08/01/2009  
**End Date:** 05/31/2012  
**Outcome Status:** Active - Currently Assessing  
**If specific to a functional unit, indicate here:** All fiscal services

**Strategies for Outcome:**  
Follow up on all prior audit findings. Work to strengthen internal controls. Keep up with accounting and reporting requirements. Keep up with new audit requirements and standards.

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#### Means of Assessment & Resources Needed

**Assessment Task:**  
External audit firm will report audit results in their annual audit report.

**Assessment Method Category:** Audit - External

**Criteria/Expected Level of Achievement:**  
Our goal is to have no audit findings. Beyond that, we want to ensure that there are no significant findings and that when findings do exist, we will work with the area(s) that the finding(s) most affect and provide a response and an action plan to clear the finding. We will work to mitigate the negative affects of audit findings.

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#### Results of Assessment

12/15/2011 - 2010-11 annual audit reports have been completed and the results include: District financial audit - unqualified (clean) audit opinion; 1 finding - To Be Arranged (TBA) class hours - some not properly classified. FTES impact is less than 1 FTES and apportionment impact is $0. Bond financial audit - unqualified (clean) audit opinion; no findings. Bond performance audit - unqualified (clean) audit opinion; no findings.

**Result Type:** Criteria Met  
**Action Status:** Action Complete

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12/14/2010 - The 2009-10 audit has been completed and approved by the District's Board of Trustees. Once again, no audit findings for the 2009-10 audit. The District has received a clean opinion (unqualified) by the auditors.

**Result Type:** Criteria Met  
**Action Status:** Action Complete

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12/14/2010 - The audit has been posted to the Long Beach City College and the Fiscal Services websites.

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**Admin - Fiscal Services (Outcomes) - 1.2**  
Timely Reporting - 1.2  
The following

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### Intended Outcomes

Reports will be filed timely and accurately on a monthly/quarterly/annually basis: Grants, Sales Tax, Payroll Tax Return, and Quarterly and annual reports, tri-annual Enrollment Fees Revenue reports. 2010 has been completed and available in the Fiscal website.

| Start Date: | 08/01/2009 |
| End Date: | 05/31/2012 |

**Outcome Status:**
Active - Currently Assessing

**Strategies for Outcome:**
Fiscal Services will work with grant directors/deans/ and granting agencies to track requirements and deadlines, create master spreadsheet with due dates and follow up to assure timely and accurate filings.

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| **Assessment Task:**
In coordination with Deans, Grants managers/directors, and Fiscal Staff create a master calendar of report deadlines with details on who is involved with the filing of the report, signers required, online or mail, and time needed to prepare. Work with all involved to get reports filed timely. Then create a spreadsheet with all of the details from the above calendar with an additional column with date report is actually filed. **Assessment Method Category:** Log Books  
**Criteria/Expected Level of Achievement:**
would like to achieve a 90% timely filing record | 12/15/2011 - The college remains in compliance and in good standing with local, state and federal funding sources and regulators. Timely reporting - We have prepared a master spreadsheet listing all of our report due dates throughout the fiscal year.  
**Result Type:** Criteria Met  
**Action Status:** Action Complete | 12/14/2010 - The Board of Trustees approved the 2010-11 First Quarterly Financial Status Report for the Long Beach Community College District, and authorized transmittal of the report to the California Community Colleges Chancellor’s Office. The first quarter budget performance report was presented to The Board of Trustees informing the board members and the college community of the Unrestricted General Fund and the financial activity occurring during the first quarter of the 2010-2011 fiscal year. This report has been posted to the LBCC and Fiscal Services websites. Board of Trustees approved the 2009-10 CCFS-311 Annual Financial and Budget Report including the 2010-2011 Appropriations Limit of the Long |

12/14/2010 - Major reports filed timely. Fiscal Services continues to work with program managers to help submit more quarterly reports on a timely basis.  
**Result Type:** Criteria Met  
**Action Status:** Action In Progress

The Enrollment Fee report will be submitted to the Board of Trustees in the January board meeting.

12/14/2010 - The Board of Trustees approved the 2010-11 First Quarterly Financial Status Report for the Long Beach Community College District, and authorized transmittal of the report to the California Community Colleges Chancellor’s Office. The first quarter budget performance report was presented to The Board of Trustees informing the board members and the college community of the Unrestricted General Fund and the financial activity occurring during the first quarter of the 2010-2011 fiscal year. This report has been posted to the LBCC and Fiscal Services websites. Board of Trustees approved the 2009-10 CCFS-311 Annual Financial and Budget Report including the 2010-2011 Appropriations Limit of the Long.
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<tr>
<td>Admin - Fiscal Services (Outcomes) - 2.1 Fraud Reporting - 2.1</td>
<td>Staff will learn what constitutes fraud, the best ways to effectively safeguard against fraud, and how to respond in the event a fraudulent act is suspected.</td>
<td>12/15/2011 - Fraud training - The Internal Audit Manager offered two Fraud Prevention Trainings in Fiscal Year 09-10 to train staff about fraud indicators and how to prevent fraud. The training dates for these trainings were 11/3/09 at PCC and 2/2/10 at LAC. A total of 94 staff members were trained. The Internal Audit Manager also offered two Fraud Prevention trainings in Fiscal Year 10-11. The first training was held on 9/21/10 at LAC and the second training was held on 11/9/10 at PCC. Approximately 90 staff members were trained. The Internal Audit Manager also offered Fraud Prevention trainings tailored for CalWORKS on 11/23/10 and for Financial Aid on 12/1/10. Additional staff was trained, but no count was provided. This year, Managers attended Fraud Prevention training on 11/17/11 (about 50 Managers attended). Remaining Managers will attend training in February 2012.</td>
<td>Beach Community College District and authorized transmittal of the report to the Chancellor's Office, California Community Colleges.</td>
</tr>
</tbody>
</table>

**Start Date:** 08/01/2009  
**End Date:** 05/31/2012  
**Outcome Status:** Active - Currently Assessing  
**If specific to a functional unit, indicate here:** Internal Audit  
**Strategies for Outcome:** A mandatory training will be offered, which will introduce the District's new code of ethics, define fraud, outline common indicators of fraud, and introduce the District's new fraud hotline and email address to encourage staff to report suspected fraud. In the past two years all managers have attended mandatory fraud & ethics training. Fiscal staff attended additional training.  
**Assessment Task:** Record the number of District staff members who have attended the Fraud Prevention training annually, and establish a baseline for measurement for the following year.  
**Assessment Method Category:** Audit - Internal  
**Criteria/Expected Level of Achievement:** For the first year, training an initial group of staff members  
12/14/2010 - In the past two years all managers have attended mandatory fraud and ethics training. Fiscal Services staff attended additional training. Beginning with the Fraud Prevention Training sessions offered in Fiscal Year 2012 - 2013, the Internal Audit Manager will offer a pre-
**Intended Outcomes**

Admin - Fiscal Services (Outcomes) - 3.1
Student Assistance - 3.1
Cashiers will help students improve their understanding of the payment process and the related deadlines, and the impact of late payments.

**Start Date:**
08/01/2009

**End Date:**
05/31/2012

**Outcome Status:**
Active - Currently Assessing

**Strategies for Outcome:**
The Bursar's Office will expand email communication with students continuing to improve communications and shorten processing time to help students complete their educational goals on a timely basis.

**Assessment Task:**
Cashier's office will continue to improve the method of communications with students to include email, mail and phone to inform students of deadlines. A log will be kept of all phone calls received in the Cashier's office to include the reason for the call and the method of satisfying the problem. Data collected from these logs will be used to identify problem areas for students, to be corrected by improving the college schedule, communications methods and/or staff training.

**Assessment Method Category:**
Log Books

**Criteria/Expected Level of Achievement:**
The number of students dropped for non-payment should decline each term by 10%. Calls for Cashiering assistance due to a student not understanding the payment process will decline by 20%.

**Results of Assessment**

training and post-training quiz to document learning as a result of the training session.
Evaluations of the training session are currently collected and a summary of these evaluations is attached to this document.

**Result Type:**
Criteria Met

**Action Status:**
Action In Progress

**Action Taken & Follow-Up**

12/15/2011 - A debit/credit machine has been installed in the Cashier's Office allowing students to pay for classes & fees with fewer delays while reducing credit card processing expense for college.
Cashier's Office increased communications to students to reduce students dropped for non-payment.
Cashier's Office has expanded email notification to more effectively communicate with students.
Cashier's Office sent over 10,000 email notifications in 2011 to more effectively communicate with students on drop deadlines.
Each semester we receive increased numbers and positive responses from students.
Cashier's Office sent over 6,000 delinquent notices sent to students which increased dialogue between students and school to resolve balances or correct problems identified.
Cashier's Office has worked to improve communications between departments (Admissions & Records, Financial Aid & Student Services). Department training included frequently requested information regarding A&R, Financial Aid and Assessment. We continue to improve in this area.

**Result Type:**
Criteria Met

**Action Status:**

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<tr>
<td>Admin - Fiscal Services (Outcomes) - 3.2</td>
<td>Student Web Enhancement - 3.2 Cashiers will add the Student Center view and parking permit option on the student self service front page.</td>
<td>Action Complete</td>
<td>12/14/2010 - Bursars Office continues to improve communications and shorten processing time to assist students in completing their goals on a timely basis. <strong>Result Type:</strong> Criteria Met <strong>Action Status:</strong> Action In Progress</td>
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<td></td>
<td>Assessment Task: Peoplesoft will now default to the Student Center page which allows a student to see in one page their schedule, fees due, personal data, link to financial aid, add a class, etc. A survey will be conducted at the end of the academic year to determine if students are satisfied with this new change and ease of adding a parking permit. <strong>Assessment Method Category:</strong> Survey - Satisfaction</td>
<td>12/15/2011 - Cashier's Office set up 1098T student statement access online reducing postage expenses and the cost of purchasing and printing forms. <strong>Result Type:</strong> Criteria Met <strong>Action Status:</strong> Action Complete</td>
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<td>Criteria/Expected Level of Achievement: Student satisfaction will be 80% or greater with the new ability of the Student Center on Peoplesoft.</td>
<td></td>
<td>12/14/2010 - The IITS department successfully implemented student web enhancement process. This change helped the students' experience and reduced questions to the Cashier's Office. <strong>Result Type:</strong> Criteria Met <strong>Action Status:</strong> Action Complete</td>
</tr>
<tr>
<td>Admin - Fiscal Services (Outcomes) - 4.1</td>
<td>Vendor Payment Processing - 4.1 Increase staff awareness of procedures and ensure</td>
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<td>12/15/2011 - Accounts Payable continues to increase the number of vendors set up on electronic payments (EFT) by offering that option</td>
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<td>Assessment Task: Quarterly we will compare the change in the number of vendors using electronic file</td>
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<td>vendors are receiving payment faster.</td>
<td>transfer of funds.</td>
<td>to vendors.</td>
<td>Accounts Payable department has continued to increase the number of vendors set up to pay utilizing the EFT (electronic) payment process. We started using EFT processing in 2007-08. We added 19 new EFT vendors in 2010-11 for a net increase of 56%. Through October 2011, an additional 23 EFT vendors have been added for a net increase of 25%. This brings the total number of EFT vendors to 66.</td>
</tr>
</tbody>
</table>
| **Start Date:** 08/01/2009  
**End Date:** 05/31/2012  
**Outcome Status:** Active - Currently Assessing  
If specific to a functional unit, indicate here: Staff and faculty, students | **Assessment Method Category:** Computerized Tracking System  
**Criteria/Expected Level of Achievement:** Increase the number of vendors using the electronic file transfer method of payment by 10% each year. | **Result Type:** Criteria Met  
**Action Status:** Action Complete | 12/14/2010 - Accounts Payable increased the number of vendors set up on electronic payment by 30%. The A/P staff continues to encourage vendors to trust the process and benefit from more timely payments. Contracts and ERD now give "set up form" for EFT to all new vendors. A/P mails set up form to vendors with a lot of activity with paper. **Result Type:** Criteria Not Met  
**Action Status:** Action In Progress | 12/15/2011 - Fiscal training:  
- March 19, 2010 - District-Wide training, "Understanding Your Budget & General Ledger Reports."  
- November 18, 2010 - Department Head Budget Workshop.  
- August 2, 2011 - Student Support Services Presentation.  
- March 30, 2012 - Faculty Training is scheduled for faculty.  
- Ongoing - One on One Department Assistance |  
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**Admin - Fiscal Services (Outcomes) - 4.2  
Staff Awareness - 4.2  Staff will be more aware of procedures and effectively, this will improve processing time for vendor payment.**  
**Start Date:** 08/01/2009  
**End Date:** 05/31/2012  
**Outcome Status:** Active - Currently Assessing  
**Assessment Task:** Quarterly we will run Peoplesoft query "LBC_FIN_REQ_ATER_INVOICE3_JB. This report will indicate how many invoices were received prior to Purchase Order/Contracts being processed. This will help identify staff that needs additional**  
**Assessment Method Category:** Reporting System - Internal  
**Criteria/Expected Level of Achievement:** Use the data collected in first year and to
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<td>Strategies for Outcome:</td>
<td>To refresh all new and current staff's memory, Fiscal Services will put Documents needed before a payment of services or goods can be processed in the loop quarterly.</td>
<td>from budget analysts and accountants. The fiscal business analyst has led the testing of the PeopleSoft Financials 9.1 upgrade, which went into production on November 11, 2011. More staff continues to be trained on an individual basis and through past and upcoming fiscal training sessions.</td>
<td>Result Type: Criteria Met</td>
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<tr>
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<td>compare it with data each quarter thereafter. We would like to reduce the number of invoices received prior to Purchase Order being processed each year by 10%.</td>
<td>Action Status: Action Complete</td>
<td>Action In Progress</td>
</tr>
<tr>
<td>Admin - Fiscal Services (Outcomes) - 5.1</td>
<td>User Education &amp; Training - 5.1 We will work to increase awareness and effective utilization of policies &amp; procedures and the usage and understanding of forms.</td>
<td>12/14/2010 - More staff continue to be trained on an individual basis and through past and upcoming Fiscal training sessions.</td>
<td>Result Type: Criteria Not Met</td>
</tr>
<tr>
<td>Start Date:</td>
<td>08/01/2009</td>
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<td>Strategies for Outcome:</td>
<td>Fiscal Services will document accounting policies &amp; procedures, develop ongoing training courses, and make forms more user-friendly. Fiscal Services staff will assist users with access to forms. Fiscal Services staff will create a Fiscal Services website</td>
<td>12/15/2011 - Fiscal forms are now all online and in writeable format. Fiscal policies and procedures are online. Periodic fiscal reminders are published to staff through &quot;In the Loop.&quot;</td>
<td>Result Type: Criteria Met</td>
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<td>Assessment Task: Through the creation of a Fiscal Services website, we will increase awareness of all fiscal policies and procedures, as well as keep forms and instructions up to date. Fiscal Services will prepare and lead two workshops in coordination with the Professional Development Coordinator to inform and enhance the learning in the college community staff regarding our website and also help to show and explain fiscal policies and procedures. One workshop will be general on all of the processes, including Conferences, Revolving Cash reimbursements, Requisitions, Budget Transfers, Expense Transfers and PeopleSoft reports and one workshop will focus on all of the procedures</td>
<td>Action Status: Action Complete</td>
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<td>and keep current all forms, policies, and procedures that are pertinent to the</td>
<td>and reasoning behind the year end closing processes. The Workshop will allow time for questions and from these questions we will develop a FAQ to include in our Website. Assessment Method Category: Survey - Satisfaction Criteria/Expected Level of Achievement: We would like to achieve a 90% satisfaction survey and also at the beginning of the workshop prepare a pre test and at the end a post test to increase knowledge and awareness of the website.</td>
<td>12/14/2010 - All Fiscal forms are now writeable electronically. Policies and procedures are online. Reminders are in “The Loop”. Ongoing training by accountants continues. Result Type: Criteria Met Action Status: Action Complete</td>
<td>12/15/2011 - Payroll has tried to work with IITS to try to improve the print capabilities of the online check stub. Payroll has been working on online W-2 forms for employees Result Type: Criteria Met Action Status: Action Complete</td>
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<td>department on that website. Fiscal Services will increase awareness of the website in the college community and assist in the usage of the information contained in the website.</td>
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<td>12/15/2011 - Payroll has tried to work with IITS to try to improve the print capabilities of the online check stub. Payroll has been working on online W-2 forms for employees Result Type: Criteria Met Action Status: Action Complete</td>
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<td>Admin - Fiscal Services (Outcomes) - 6.1 Employee Self-Service to View/Print Pay Stubs - 6.1 Employees will be able to access their current &amp; historical pay stub information according to their need, in a secure environment, and will experience enhanced satisfaction with the payment process. &quot;Hard copy&quot; production of direct deposit advices will be reduced and requests for information from Payroll will also be reduced. Start Date: 08/01/2009 End Date: 05/31/2012 Outcome Status: Active - Currently Assessing If specific to a functional unit, indicate</td>
<td>Assessment Task: 2.1 We will keep a log of Employee Self-Service calls to both Payroll and the Self-service hot line. Log will be tracked for the number of calls and type of question/problem. A survey will be sent out asking to rate the satisfaction with the process. Employees will be asked for suggestions for improvement which will be evaluated by such criteria as 1) how many would be affected by the enhancement; 2) how hard is it to implement; 3) what would the enhancement accomplish. Assessment Method Category: Survey - Satisfaction Criteria/Expected Level of Achievement: 90% of employees who respond to the satisfaction survey will give an average</td>
<td>12/15/2011 - Payroll has tried to work with IITS to try to improve the print capabilities of the online check stub. Payroll has been working on online W-2 forms for employees Result Type: Criteria Met Action Status: Action Complete</td>
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| Payroll Strategies for Outcome: E-mail notices of procedures, secure mailings with Passwords and directions sent to home address; ID sent separately from Password; No password issued over the phone or via e-mail; self-service hot-line manned by payroll to answer questions and help with IDs and passwords. | 12/14/2010 - Current and past paystubs can now be viewed online and printed electronically. Payroll & Benefits Manager continues to inform District staff of any changes. Employees can still call the Payroll Office if they have forgotten their password and/or ID for assistance. | Result Type: Criteria Met  
Action Status: Action Complete |