Highline College Institutional Effectiveness Department Report

2020-2021

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| **Department information**  |
| Department name | Financial Services |
| Date this report was completed | September 9, 2020 |
| Staff who contributed to this report | Cathy Cartwright, Edith Dillard, Dianna Thiele and Chau Trac |
| Department Mission statement (if applicable) | (The) Financial Services, consisting of Accounting, Cashiering, and Purchasing, is responsible for safeguarding the college’s fiscal assets and ensuring college compliance with federal, state and local laws, rules and regulations, policies and in training of college staff. Our department is committed to providing responsive business services and accurate financial information to the students, employees, and customers of Highline College.  |

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| **Taking stock of 2019-2020**  |
| **Describe 2-5 major accomplishments for 2019-2020. For each accomplishment, identify the related objective or indicator from the Mission Fulfillment Report (MFR), and describe the evidence you used assess this accomplishment** |
| 1. Finance, (Accounting, Cashiering and Purchasing) have been fully staffed during the FY2019-20 with no turnover or vacancies. (Core Theme 4, Objective 1, indicator 1.3)
2. The Director of Finance, as part of her CPA requirements, has continued to pursue CPE credits during the year. All staff has been participating in ctcLink Canvas training in preparation of move to PeopleSoft as well as other professional development and training opportunities. The Procurement & Supply Specialist 1 received his associate’s degree this past year. (Core Theme 4, Objective 1, indicator 1.1).
3. The College successfully completed the 2019 financial audit with no findings. It was mentioned by the State auditors that Highline’s process should serve as a model for our state system. (Core Theme 4, Objective 2, indicator 2.2)
4. Performance evaluations for all of the finance staff have been completed. (Core Theme 4, Objective 1)
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| **Department strengths** |
| 1. Finance has a very experienced and professional team with an average of 10.5 years (12 employees, years of service high of 38 and low of 2) of working experience within the WA community college system.
2. In addition to the extensive relevant working experience, the Financial Services Department is highly qualified. The director is a CPA with over thirty years of accounting experience. Most of the accounting staff have at least an associate’s degree and several hold master’s in their field of expertise.
3. The Financial Services Department is knowledgeable about how our work supports Highline College and is dedicated to serving the faculty, staff and students in the most efficient way possible.
4. A major strength of the Financial Services staff is the diverse backgrounds that comprise our team. The Financial Services Team is committed to diversity, equity and inclusion in the workplace as well as meeting the needs of our diverse community.
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| **Department challenges**  |
| 1. The pandemic is creating challenges for employee working environments (remote working) as well as inter-departmental communication and the maintenance of internal control procedures.
2. Imminent implementation of the ctcLink project and workload has created challenges for the team
3. Transitioning from one merchant services agreement to another has also posed challenges, especially in the current remote working environment
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| **Areas you would like to improve** |
| 1. Communications among departments as well as institution-wide
2. Working relationships with other divisions and departments to be able to promptly and collaboratively respond to fiscal challenges
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| **2020 - 2021 work plan development**  |
| **Goals:** Identify 3-6 goals for your department for 2020-2021. Each goal should be associated with the core theme objective or indicator that best relates to the desired outcome of your work. In parentheses after each of your goals, describe the evidence you plan to use to assess the achievement of that goal.Not every objective or indicator will have an associated goal from your department, and you are welcome to delete the Core Themes/Objectives/Indicators that are NOT directly related to your goals for 2020-2021.  |
| Finance:* ctcLink implementation for finance (core theme 2, objective 2)
* Accreditation education for finance staff (how do we each fit into the mission and core themes of the college)

General Accounting* Document our risk assessment and internal control processes (Core theme 4, objective 2, indicator 2.2)

Purchasing* Improve process around small and attractive inventory controls (Core theme 4, objective 2, indicator 2.2)
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