Section I: Information on Request

1. **Title of Request:** Addressing Business Office Workload Issues

2. **Description of Request:** Increase the efficiency of the Business Office and to be able to provide proper training to departments to get overall campus efficiency.

3. **Justification for Request:** Since 2004, the amount of fiscal transactions has increased and our extramural grants have grown by 60%. The biggest impact, however, has been in the area of student registration (BANNER). Every year since its inception in 2002, the Business Office has been tasked with added responsibilities in the areas of Financial Aid refunds, Military tuition assistance, VA Chapter 33 requirements, and electronic refunds. Duties include following up on accounts receivable balances, reconciling many Banner accounts involving revenue, student & 3rd party accounts receivables, waivers, financial aid and more. Banner has benefited students by giving them the accessibility to register, pay and retrieve information more easily, without the aid of physically having to be on campus.

4. With a higher level of service to students come more complex responsibilities to those responsible for the College’s fiscal concerns. The Business Office no longer just collects cash from students, we now must be able to service students in areas concerning refunds, Title IV aid, scholarships, removing financial obligations, installment payment plans and 1098T. A number of new system changes that will lead to new demands will be effectuated.

5. What has the added demand meant to the Business Office’s operations? Currently, the following tasks are not done on a consistent basis:

6. 1. timely follow-up of outstanding accounts receivable,
7. 2. reconciling tuition, fees, financial aid and various accounts from Banner to FMIS,
8. 3. billings for contracted programs (eg: Apprenticeship, Pearl Harbor),
9. 4. provide training to campus community in the area of purchasing, travel and grants management,
10. 5. update position descriptions.

11. The ability to pay for school is critical for any student. Based on the increase in payment options and funds available, the Business Office's current level of service does not wholly support student servicing needs. This inevitably impacts a student's ability to pay, and hence their success.
12. Does this request meet the College’s Mission Statement?
13. Does this request meet the University of Hawai’i’s Mission Statement?
14. Is this request due to an identified health or safety need?
15. Is request due to an Implementation Plan objective (Implementation plan that is generated due to Strategic Plan goals)

16. **Program Review Link:** Please type the web link to your most current program review
http://honolulu.hawaii.edu/XXXXXXX

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**Estimated Cost of Resources**
Please provide your best projection of the costs of this request including positions, funds (i.e., personnel, operating, and equipment costs), and required space to implement request or activity.

**Positions:** 1.00  
**Funds:** $51,000

**Request Details:** Request is for (1.00) Administrative Officer I and related equipment funds. Position will focus on direct student interaction and servicing, specifically for student issues with regard to BANNER transactions.

A number of factors have had an impact on the Business Office operations. The amount of fiscal transactions has increased and our extramural grants have grown by 60% since 2004. The biggest impact, however, has been in the area of student registration (Banner). Every year since it's inception in 2002, the Business Office has been tasked with added responsibilities in the areas of Financial Aid refunds, Military tuition assistance, VA Chapter 33 requirements, electronic refunds. Duties include following up on accounts receivable balances, reconciling many Banner accounts involving revenue, student & 3rd party accounts receivables, waivers, financial aid and more. Banner has benefited students by giving them the accessibility to register, pay and retrieve information more easily, without the aid of physically having to be on campus. However, with the good comes more complex responsibilities. The Business Office no longer just collects cash from students, we now must be able to service students in the areas concerning refunds, Title IV aid, scholarships, removing financial obligations, installment payment plans and 1098T.

The ability to pay for school is critical for any student. Based on the increase in payment options and funds available, the Business Office's current level of service does not wholly support student servicing needs. This inevitably impacts a student's ability to pay, and hence their success.

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Section II: Strategic Plan

Relationship to HCC Strategic Plan
Link: [Honolulu Community College Strategic Plan 2010-2015](#)

Each request MUST be tied to a Strategic Goal and Outcome. Many requests will be related on multiple goals and outcomes, in these instances please choose the primary as well as any secondary goals and outcomes that the request meets. Explain the relationship between the request and the goal/outcome as necessary.

1. **Primary Goal:** Goal A.f Increase the number of students who successfully progress and graduate, or transfer to baccalaureate institutions by 3-6%
   
   Ultimately, the College's goal is to increase student success. A critical component of student success is ensuring that a student's financial agreements and obligations, including financial holds, 3rd party payments, etc. are in order. Without the proper level of business office support many students, if not all, may be impacted and inevitably not meet success.

2. **Secondary Goal:** Goal A.e Increase academic and student support services to a level that results in an increase in the CCSSE Benchmark percentile rank for Support for Learners benchmark to the 80th percentile of peer institutions by 2015.
   
   As previously discussed, the Business Office plays a critical role in supporting student success. If the college has designs on meeting this goal, it is imperative to increase the service level of the office.

3. **Secondary Goal:** Goal A.b Promoting low-income Native Hawaiian student success and graduation
   
   Not all students, in this case Native Hawaiian students, rely on traditional financial aid. There are many other forms of aid including scholarships, federal entitlements, etc. in which the Business Office must service students and attend to their financial needs.

4. **Secondary Goal:** _____

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Section III: Communicating the Request

Program Consultation

1. Programs/Offices that will be impacted by this request include: Business Office, Personnel, Admin Services

2. Impacted Program/Office: Submitter is responsible for including all programs/offices that will be impacted by the request and seek their comments on the request.
   a. Impacted Program/Office Comments: Impacted programs/offices comment/concerns section

3. Impacted Program/Office: Submitter is responsible for including all programs/offices that will be impacted by the request and seek their comments on the request.
   a. Impacted Program/Office Comments: Impacted programs/offices comment/concerns section

4. Impacted Program/Office: Submitter is responsible for including all programs/offices that will be impacted by the request and seek their comments on the request.
   a. Impacted Program/Office Comments: Impacted programs/offices comment/concerns section

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Section IV: Administration Review and Comments

NOTE: Save the form using an abbreviated title of the request in this format:
AbbreviateTitleofRequest_BudReqAY12 (example: OfficeFurnReplacement_BudReqAY12.doc).

- **Routing** -

All requests require review and comment from:
1) Division Chair (if no Division Chair then to #2), 2) Lead Dean(s), 3) VCAA, and 4) VCAS

1. [ ] Reviewed by Division Chair
   a. N/A

2. [ ] Reviewed by Program/Division Dean
   a. N/A

3. [x] Reviewed by Vice Chancellor of Academic Affairs
   a. Per email from VCAA on 2/28, "These look good..I support them"

4. [x] Reviewed by Vice Chancellor for Administrative Affairs
   a. VCAS Supports request. Request is designed to improve student success and retention. Furthermore, request will allow for a greater level of service from one of only a handful of offices that have a campus wide mission to all students and employees of the College.

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