

**Los Angeles Valley College**  
**Service Outcomes – Administrative Services**

**Department Name:** Personnel and Payroll

**Department Description:** (Provide a brief description of the department.)  
 Personnel and Payroll Dept assists the students in achieving their academic goals by ensuring that the campus instructional and non-instructional staff members have correct assignments and are paid accurately and timely.

<b>Service Outcome</b>	<b>Evaluation Strategies</b>
Process personnel change requests (PCR) within five days of receipt	A report will be generated that will show the number of PCRs processed within a specific time period.
Respond to instructional as well as classified employees' personnel and payroll inquiries within 24 hours.	Campus community will be encouraged to submit their inquiries electronically (i.e. email) and thus will allow for easy tracking of those inquiries.
Process payroll timesheets in a timely manner to allow processing of remuneration statements	A report will be generated that shows the number and dates that timesheets are submitted and when the employees are paid off those timesheets. Timesheets that are timely submitted but are paid late will thus be identified.
Process budgetary requests within 24 hours	Department chairs submitting budgetary change request are required to do so electronically to help track the progress of their request.

**Provide an implementation plan/timeline:**

The department is central to the campus operation since it is where staff members get their personnel as well as payroll assistance and information. As such, it is adopting four distinct implementation phases in order to reach its goal. The first phase will be staff training. The department supervisor will ensure that staff members are trained to be highly knowledgeable in SAP system as well as PCR. This will allow the employees to easily access the systems in order to respond to staff members' inquiries. The second phase will include evaluation of existing office policies, plans, and procedures to identify aspects in need of augmentation for District compliance. The third phase will be modification of existing plans, procedures, and policies to reflect and comply with District rules. The fourth phase will verify achievement of the department, including staff knowledge and level of service to the campus community. The verification will be done through a survey that will be conducted among the campus community.

Here are the implementation timelines (periods begins in May 2008):

- Phase I – Staff training ..... 3 months
- Phase II – Evaluation of existing office policies, plans, and procedures..... 6 months
- Phase III – Modification of Existing Plans, Procedures, and Policies ..... 9 months
- Phase IV - Verify of department achievements .....12 months