

CONSENT ITEM (RESOLUTION 26-04-18)

April 9, 2026

Authorization to Implementation Supplemental Business Services (SBS)

Brief Description

This resolution allows the State Board Office to establish Supplemental Business Services (SBS)—a centrally trained staffing resource within the Business Operations Division, to provide colleges with qualified personnel for temporary, project-based, or transitional support. Colleges are currently requesting support for vacancies, personnel on leave, account reconciliations, and financial statements.

How does this item link to the State Board's Strategic Plan?

This item supports the State Board's Strategic Plan through Goal 4: Secure resources and develop systemwide strategies to support colleges' financial sustainability and resiliency. Specifically, it targets Objective 4.2: Support process improvements both within the SBCTC office and within colleges.

Background information and analysis

Colleges across the system are experiencing sustained staffing shortages and difficulty recruiting employees with expertise in governmental accounting and PeopleSoft. To maintain operations, many colleges rely on temporary staffing agencies. However, agency staff generally lack college-specific knowledge, resulting in significant retraining, increased errors, and repeated support demands on both colleges and SBCTC.

SBS offers a strategic, cost-effective alternative. By centrally hiring and training staff with the required technical and system knowledge, SBCTC can deploy employees who are ready to contribute immediately, improving accuracy and reducing operational disruption.

Key Benefits

For Colleges

- Access to skilled, system-trained staff who understand PeopleSoft and college accounting.
- Reduced onboarding time and fewer interruptions to business operations.
- Lower long-term costs compared to retraining temporary agency staff.

For SBCTC

- Fewer support tickets related to training and preventable errors.
- Ability to redirect staff time from reactive support to strategic system improvements.

Financial Model

SBCTC will front up to six months of salary to hire and train SBS employees. After training:

- Colleges will pay a flat hourly fee for all services.
- The fee structure will cover employee salary and gradually reimburse SBCTC's initial investment.
- The program is designed to become self-supporting.

Potential questions

Why is SBCTC doing this?

- Colleges require targeted operational support, and this program delivers the most cost-effective and efficient solution while reducing overall expenditure to both the college and SBCTC.

Have the Presidents and other stakeholders had input??

- The proposal has been reviewed by BAC and WACTC, both of which expressed full support for implementation.

Recommendation/preferred result

Approve Resolution 26-04-18

Policy Manual Change Yes No

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STATE OF WASHINGTON
STATE BOARD FOR COMMUNITY AND TECHNICAL COLLEGES
RESOLUTION 26-04-18

A resolution relating to the implementation of Shared Business Services at the State Board Office.

WHEREAS, system colleges' Business Offices are facing increased turnover, increased workloads, and increased requirements for financial, budget, and accounting work; and

WHEREAS, system colleges have increasingly turned to private, third-party consulting companies and temporary staffing companies to assist with these challenges; and

WHEREAS, employing such services requires onboarding and training for every temporary project and contract; and


WHEREAS, having a long-term cadre of vetted and trained employees that can be deployed by colleges is more efficient and cost effective; and

THEREFORE BE IT RESOLVED, that the State Board for Community and Technical Colleges approves the creation and implementation of Supplemental Business Services, providing colleges with skilled, project-ready staff to ensure continuous, accurate, and efficient business operations.

BE IT FURTHER RESOLVED, that the Board authorizes the Executive Director, or designee, to manage and adjust staffing and budget for this program on a self-support basis to meet the ongoing needs of the system.

APPROVED AND ADOPTED on April 9, 2026

Attest



Nate Humphrey, secretary



Martin Valadez, chair