Report:	Assessment Plan Details for: Controller
	Report Generated by TaskStream
Workspace:	Operational Plan & Assessment Report - OPAR
Assessment Plan:	2009-10 Cycle: Assessment Plan and Assessment Findings
Assessment Plan Template:	OPAR Assessment Plan
Report Generated:	Friday, February 25, 2011

Measures and Findings

1.1.4 Reduce loan indebetness of students and their families by containing costs and leveraging all financial aid resources to meet the financial need of students.

Outcome

1.1.4 Reduce loan indebtness of students

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.1.4.

Measures & Findings

1. First means of assessment

Details/Description: In the past, FSU received an audit finding related to Financial Aid awards and reconciliations. These findings, if not corrected, could lead to fines and to FSU losing their ability to award Federal Financial Aid. FSU implemented reconciliation procedures and checks and balances to improve the Financial Aid process to ensure our ability to provide financial resources to students. FSU will continue to attend trainings to stay current and review and address audit concerns.

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1. First means of assessment

Summary of Findings: FSU did not receive any finding related to Financial Aid for fiscal year 2009. Staff continues to participate in training and consult with auditors regarding policies and procedures. UNC-FIT has a Financial Aid component that requires additional check and balances for Financial Aid processing.

Acceptable Target Achievement: Met

Recommendations : For FY 11, based on audit recommendations and reviews by Financial Aid, Controller's Office, Contracts and Grants, and Student Accounts staff, additional steps to reconcile Federal Financial Aid funds by student will be implemented. This will ensure all Department of Ed requirements are met for reconciliations. The Financial Aid Director has also committed to informing Student Accounts, Contracts and Grants, and Controller's Office staff of training events to keep abreast of Financial Aid changes and requirements.

Reflections/Notes : The Controller's Office continues to improve the Federal Financial Aid reconciliations, including the student by student reconciliation. The Office of Contracts and Grants implemented a measure to advise Financial Aid on a weekly basis of funds available for drawdown. The Reconciliation Accountant within the Controller's office attended the Federal Student Aid Conference November 30 to December 3, 2010. Staff from Financial Aid and Student Accounts also attended.

For 2010-11, this item was combined with other services provided in the reduce audit

findings while eliminating repeat findings goal. Further, the Controller's Operational Plan and Assessment Report was combined with and was incorporated in the Operation Plan and Assessment Report of the AVC for Business and Finance.

Substantiating Evidence:

1.6.4 Monitor and distribute budgetary resources to units based on implementation of strategic priorities, cost effectiveness, productivity, and efficiency of programs and services.

Outcome

1.6.4 Monitor and distribute budgetary resources

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.6.4.

Measures & Findings

1. First means of assessment

Details/Description: Continue to provide and track training to departments related to Business and Finance policies and spending guidelines.

Send updates to campus on budgetary concerns and changes in requirements related to purchasing and invoicing.

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1. First means of assessment

Summary of Findings: The Business Office continued to provide trainings for departments which included information concerning purchasing, accounts payable, travel and other business related functions. 18 trainings were held with 89 attendees, not including one-on-one training sessions.

Acceptable Target Achievement: Met

Recommendations : The Business and Finance staff will continue to provide training for departments and will communicate changes and updates to faculty and staff via e-mail and campus trainings.

Reflections/Notes : Business and Finance Policy and Procedure training is conducted monthly (if sufficient faculty and staff register in advance). Recently, the Legal Department has joined the training agenda and provides training on requirement for contracting for services. Information regarding budget restrictions, such as limiting the use of the Purchasing Card, has been communicated to the campus via e-mail. Evidence of the training being successful is the reduction of audit findings, especially the ones from the 2006 and 2007 audit about departments not following the FSU and state policies and procedures. The 2010 audit has not reportable findings.

For 2010-11, this item was combined with other services provided in the enhance training goal. Further, the Controller's Operational Plan and Assessment Report was combined with and was incorporated in the Operation Plan and Assessment Report of the AVC for Business and Finance.

Substantiating Evidence:

5.4.3 Increase participation in professional development

activities to build capacity in collaborating and partnering with others working towards increasing access to education in North Carolina.

Outcome

5.4.3 Increase participation in professional development

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 5.4.3.

Measures & Findings

1. First means of assessment

Details/Description: Continue to provide and track training to departments related to Business and Finance policies and spending guidelines.

Participate in training with other units, such as Title III, Financial Aid, etc to ensure Business and Finance has all the information needed to successfully assist other divisions.

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1. First means of assessment

Summary of Findings: The Business Office continued to provide trainings for departments which included information concerning purchasing, accounts payable, travel and other business related functions. 18 trainings were held with 89 attendees, not including one-on-one training sessions. Controller's Office staff also worked with and trained with Financial Aid, Facilities, Purchasing, Systems Accounting, and Human Resources to ensure all parties has all needed information to work together.

Acceptable Target Achievement: Met

Recommendations : The Controller's Office will more aggressively participate in training with Financial Aid to ensure all areas of Financial Aid are compliant. We will continue to train departments to ensure adherence to policies and procedures that will ensure operations are effective and efficient to students and the public.

Reflections/Notes : The Reconciliation Accountant within the Controller's office attended the Federal Student Aid Conference November 30 to December 3, 2010. Business and Finance Policy and Procedure training continues to be conducted monthly and has been updated to now include training on contracting for services. However, budget restrictions have affected the amount of outside training staff are able to attend.

For 2010-11, this item was combined with other services provided in the improve services/enhance training goal. Further, the Controller's Operational Plan and Assessment Report was combined with and was incorporated in the Operation Plan and Assessment Report of the AVC for Business and Finance.

Substantiating Evidence:

6.1.1 Establish a budget development process that is transparent, provides checks and balances, provides efficiency of operations and expenditures, and supports the university's priorities.

Outcome

6.1.1 Establish a budget development process

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 6.1.1.

Measures & Findings

1. First means of assessment

Details/Description: Continue to provide and track training to departments related to Business and Finance policies and spending guidelines. Be familiar with budget process to answer questions related to it.

Provide budget development information for Controller's Office by established deadlines.

Establish spending guidelines for faculty and staff.

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1. First means of assessment

Summary of Findings: The Budget Office established an updated budget procedure for FY 11. The Controller's Office will ensure all staff is aware of the process to answer any needed questions from faculty and staff. The Controller's Office submits budget development request timely. The Controller's Office created a formal Spending Guidelines document and quick reference guide, which is pending approval.

Acceptable Target Achievement: Met

Recommendations : Spending guidelines will be posted on the Controller's website and used in training sessions.
Guidelines will be updated as necessary based on policy and regulation changes.

Reflections/Notes : Spending guidelines have been developed and reviewed internally. They will be posted on the Controller's website upon approval by the Executive Cabinet.

For 2010-11, this item was combined with other services provided in the improve services goal. Further, the Controller's Operational Plan and Assessment Report was combined with and was incorporated in the Operation Plan and Assessment Report of the AVC for Business and Finance.

Substantiating Evidence:

6.1.2 Incorporate and maximize the use of Federal funding to supplement State funding in keeping with funding guidelines and grant priorities.

Outcome

6.1.2 Incorporate and maximize the use of Federal funding

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 6.1.2.

Measures & Findings

1. First means of assessment

Details/Description: Review cash balances and expenditures ongoing and analyze data.

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1. First means of assessment

Summary of Findings: Review of cash balance reports can indicate funding availability and determine if any funding is available to utilize for potential funding shortfalls in other areas.

Acceptable Target Achievement: Met

Recommendations : Review of balances will continue to maximize use of all funds.

Reflections/Notes : Cash balances are

reviewed approximately every six weeks. A report is formulated by the Controller and shared with the Vice Chancellor for Business and Finance, Budget Director and Associate Vice Chancellor for Business and Finance. Deficits are identified and potential funding that can be utilized for budget shortfalls is identified. Once approved, transfers are processed based on the recommendations.

For 2010-11, this item was combined with other services provided in the improve services goal. Further, the Controller's Operational Plan and Assessment Report was combined with and was incorporated in the Operation Plan and Assessment Report of the AVC for Business and Finance.

Substantiating Evidence: