Report:	Assessment Plan Details for: AVC Business & Finance
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Workspace:	Operational Plan & Assessment Report - OPAR
Assessment Plan:	2010-11Cycle: Assessment Plan and Assessment Findings
Assessment Plan Template:	OPAR Assessment Plan
Report Generated:	Friday, February 25, 2011

Measures and Findings

AVC Business & Finance, Controller and Treasurer Unit Goals 2010-2011

1. Quality financial information & serv. on a timely basis

1.1. Improve Services

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 6.1.0.

Measures & Findings

1.1.1. Comments from students, faculty and staff

Details/Description: Comments received from students, faculty and staff.

Acceptable Target:

Implementation Plan (timeline): We will review comments received from students, faculty, other staff and outside agencies through phone calls and emails for ways to improve the services provided to all areas.

Key/Responsible Personnel: Directors in the AVC area: Controller, Bursar, Director of Purchasing, and Director of Contracts and Grants.

Supporting Attachments:

Findings for 1.1.1. Comments from students, faculty and staff

Summary of Findings: Mid Year Findings: We have reviewed comments received from students, faculty, other staff and outside agencies through phone calls and emails. We review each case for ways to improve the services provided to all areas.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

1.1.2. Information provided to departments

Details/Description: Information provided to departments and others, Number of attendees in training sessions.

Acceptable Target:

Implementation Plan (timeline): The business office provides training to departments several times each year. This training includes areas of purchasing, accounts payable, Banner system information, fixed assets, contracts, and payroll. Even with the budget cuts, we have continued providing the training once per month and as needed for new employees, but we are no longer providing hard copies of the manual to everyone. It is available on-line for them to print if their department has printing funds.

Key/Responsible Personnel: Director of Purchasing, AP Supervisor, Fixed Assets Coordinator, Budget Director, and Legal Council or their designee.

Supporting Attachments:

Findings for 1.1.2. Information provided to departments

Summary of Findings: Mid Year Findings: The business office has provided training to departments each month so far in FY2011, despite the budget constraints. This training includes areas of purchasing, accounts payable, Banner system information, fixed assets, contracts, and payroll. We also provide training as needed for new employees, but we no longer provide hard copies of the manual to everyone. It is available on-line for them to print if their department has printing funds.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

1.1.3. UNC FIT team review

Findings for 1.1.3. UNC FIT team review

Details/Description: UNC FIT team review comments and results of campus visit.

Acceptable Target:

Implementation Plan (timeline): FIT standards now require submission of KPI's to general administration on a monthly basis. In coordination with Earnst and Young contractors, they provide comments on the KPI's and are visiting the campus to review new areas of review and reporting. The areas of capital assets and accounts receivable will be reviewed in spring of 2011. We currently report on the areas of general accounting, contracts and grants and financial aid.

Key/Responsible Personnel: Currently the Controller and Director of Contracts and Grants.
The Bursar and Fixed Asset Coordinator will be heavily involved with the spring review as well as other staff.

Supporting Attachments:

Summary of Findings: Mid Year Findings: The KPI's (Key Performance Indicators) have been completed each month and submitted to General Administration for the areas of general accounting, contracts and grants and financial aid. The areas of capital assets and accounts receivable will be reviewed in the spring of 2011 and KPI's for these areas will be determined for future reporting.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

1.2. Reduce audit findings, while eliminating repeat finding

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 6.1.0.

Measures & Findings

1.2.1. Audit findings

Details/Description: Number of audit findings for FY2010.

Acceptable Target:

Implementation Plan (timeline): Fayetteville State University's goal has been a 'clean' audit for a number of years. The 2010 audit achieved this goal and had no findings. This is a reduction from 17 findings in 2006 and 14 findings in 2007. Our goal is to continue working to improve policies and procedures, internal controls, and training to continue to 'clean' audits.

Key/Responsible Personnel: AVC for Business and Finance and basically all staff in the AVC area contribute to having a successful audit.

Supporting Attachments:

Findings for 1.2.1. Audit findings

Summary of Findings: Mid Year Findings: Fayetteville State University's goal has been a 'clean' audit for a number of years.The 2010 audit achieved this goal and had no findings. This is a reduction from 17 findings in 2006 and 14 findings in 2007.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

1.2.2. Audit staff

Details/Description: Discussions with the audit staff.

Acceptable Target:

Implementation Plan (timeline): Fayetteville State University's goal has been a 'clean' audit for a number of years. The 2010 audit achieved this goal and had no findings. This is a reduction from 17 findings in 2006 and 14 findings in 2007. Our goal is to continue working to improve policies and procedures, internal controls, and training to continue to 'clean' audits.

Key/Responsible Personnel: AVC for Business and Finance and basically all staff in the AVC area contribute to having a successful audit.

Supporting Attachments:

Findings for 1.2.2. Audit staff

Summary of Findings: Mid Year Findings: Discussions with audit staff ocurred during all audits (university and affiliated agencies). Working through issues during these discussions allowed for the 'clean' audits and for earlier completion to meet the SACS requirements.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

1.3. Enhance collection procedures

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 6.1.0.

Measures & Findings

1.3.1. Collection procedures

Details/Description: Collection procedures performed.

Acceptable Target:

Implementation Plan (timeline): Collection procedures will be followed. These include submitting past due accounts to the attorney general's office for review and then to SODC and collection agencies for collection.

Key/Responsible Personnel: The Bursar and Director of Student accounts as well as their staff for student accounts. The Director of Contracts and Grants and his staff for contract and grant receivables.

Supporting Attachments:

Findings for 1.3.1. Collection procedures

Summary of Findings: Mid Year Findings: Collection procedures were followed in the fall for balances on the spring and summer terms and any other past due amounts. These will continue in the spring and the fall past due balances will be added for collection.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

1.3.2. Balance of Cohort Rate

Details/Description: Balance of Cohort Rate.

Acceptable Target:

Implementation Plan (timeline): The cohort rate for Perkins loans will be reviewed as well as the cohort population. Collection procedures will be reviewed with an attempt to enhance collections.

Key/Responsible Personnel: The Director of Student accounts as well as the Perkins Loan collections staff.

Supporting Attachments:

Findings for 1.3.2. Balance of Cohort Rate

Summary of Findings: Mid Year Findings: Collection procedures were followed in for Perkins loans. These collection procedures will be reviewed in the spring.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

1.3.3. Write-offs needed

Details/Description: Number and amount of write-offs needed.

Acceptable Target:

Implementation Plan (timeline): Balances on student accounts and Perkins loans will be reviewed, especially for the date of the original balance, for possible write-off. The actual write-off procedure will occur in the spring.

Key/Responsible Personnel: The Bursar and Director of Student accounts as well as their staff for student accounts and perkins loans. The Director of Contracts and Grants and his staff for contract and grant receivables.

Supporting Attachments:

Findings for 1.3.3. Write-offs needed

Summary of Findings: Mid Year Findings: Work is planned for the spring for review of write-offs that may be needed.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

1.4. Enhance training on the purchasing policy

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 6.1.0.

Measures & Findings

1.4.1. Departmental trainings

Details/Description: Departmental trainings held.

Acceptable Target:

Findings for 1.4.1. Departmental trainings

Summary of Findings: Mid Year Findings: The business office has provided training to

Implementation Plan (timeline): The business office provides training to departments several times each year. This training includes areas of purchasing, accounts payable, Banner system information, fixed assets, contracts, and payroll. Even with the budget cuts, we have continued providing the training once per month and as needed for new employees, but we are no longer providing hard copies of the manual to everyone. It is available on-line for them to print if their department has printing funds.

The goal of enhancing the purchasing training includes the implementation of the SCIQuest project, which is planned for implementation in the 2010-11 fiscal year. During the fall we have added several vendors for science supplies and are now working to add other vendors and departments. Trainings for the SCIQuest software continue to be offered to departments.

Key/Responsible Personnel: Director of Purchasing in conjuction with the AP Supervisor and Business Systems staff.

Supporting Attachments:

departments each month so far in FY2011, despite the budget constraints. This training includes areas of purchasing, accounts payable, Banner system information, fixed assets, contracts, and payroll. We plan to review the purchasing policy in the spring to incorporate reference to the SCIQuest project.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

1.4.2. Number of PO's issued

Details/Description: Number of PO's issued.

Acceptable Target:

Implementation Plan (timeline): The goal of enhancing the purchasing training includes the implementation of the SCIQuest project, which is planned for implementation in the 2010-11 fiscal year. During the fall we have added several vendors for science supplies and are now working to add other vendors and departments. Trainings for the SCIQuest software continue to be offered to departments.

We also plan to increase the use of the P-Card in many cases to reduce the number of PO's issued.

Key/Responsible Personnel: Director of Purchasing in conjuction with the AP Supervisor and Business Systems staff.

Supporting Attachments:

Findings for 1.4.2. Number of PO's issued

Summary of Findings: Mid Year Findings: We are working to implement SCIQuest and to increase the use of the P-Card in many cases to reduce the number of PO's issued.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

1.5. Improve data collection and reporting

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 6.1.0.

Measures & Findings

1.5.1. ARRA reporting

Details/Description: ARRA reporting completed.

Acceptable Target:

Implementation Plan (timeline): The ARRA funds come with a myriad of reporting requirements that have been and continue to be challenging. Although we are meeting the reporting requirements, we continue to work on reports and ways to make the collection of the data easier and faster.

Key/Responsible Personnel: The Director of Contracts and Grants and Controller in conjuction with the Business

Findings for 1.5.1. ARRA reporting

Summary of Findings: Mid Year Findings: The ARRA funds come with a myriad of reporting requirements that have been and continue to be challenging. We are meeting the reporting requirements and continue to work on reports and ways to make the collection of the data easier and faster.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

Systems group for refining reports.

Supporting Attachments:

1.5.2. FIT reporting

Details/Description: FIT reporting completed.

Acceptable Target:

Implementation Plan (timeline): FIT standards now require submission of KPI's to general administration on a monthly basis. We currently report on the areas of general accounting, contracts and grants and financial aid. Although we gather the data currently, we are working on better reporting to allow faster collection of the data.

Key/Responsible Personnel: The Director of Contracts and Grants and Controller in conjuction with the Business Systems group for refining reports.

Supporting Attachments:

Findings for 1.5.2. FIT reporting

Summary of Findings: Mid Year Findings: FIT standards now require submission of KPI's to general administration on a monthly basis. We currently report on the areas of general accounting, contracts and grants and financial aid. We gather the data currently but continue to work on better reporting to allow faster collection of the data.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence:

1.6. Prepare for the Banner payroll implementation

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 6.1.0.

Measures & Findings

1.6.1. Implementation date

Details/Description: Actual implementation date, number of successful payroll tests, number of employees paid once live with new system, number of trainings, number of incorrect payroll payments, time frame to correct issues.

Acceptable Target:

Implementation Plan (timeline): The Banner payroll project is planned for roll-out in stages with the student and temporary employees beginning in the fall and the full-time employees in the spring. This project has been fully implemented as of January 31 (with the first month-end payroll from Banner payroll). We will continue to test each payroll prior to processing in the production system for several more cycles and are continuing to work on reports from the system.

Key/Responsible Personnel: The Controller and all employees of the payroll area in conjuction with the Business Systems staff.

Supporting Attachments:

Findings for 1.6.1. Implementation date

Summary of Findings: Mid Year Findings: The Banner payroll project has been implemented in stages with the student and temporary employees beginning in the fall and the full-time employees in the spring. This project has been fully implemented as of January 31 (with the first month-end payroll from Banner payroll). We will continue to test each payroll prior to processing in the production system for several
more cycles and are continuing to work on reports from the system.

Acceptable Target Achievement:

Recommendations :

Reflections/Notes :

Substantiating Evidence: