Report:	Assessment Plan Details for: AVC Business & Finance
	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

1.3.3 Increase the number of faculty and staff members who participate in professional development activities.

Outcome

1.3.3 Faculty and staff members who participate

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.3.3.

Measures & Findings

1. First means of assessment

Details/Description: Business and Finance is committed to professional development activities and encourages workers to attend trainings available. Records will be maintained of meetings and trainings attended by employees.

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1. First means of assessment

Summary of Findings: The UNC Financial Users Conference was cancelled due to budget cuts, but we have had several video conferences with similar information during 2009-2010. These sessions varied in attendance with an average of 5 people at each session. We have managed to pay for some training with totals shown below for numbers of conferences and total number of attendees (one individual may be counted more than once if they attended more than one training).

36 Workshops with a total number of attendees of 261
(average of about 10 per session)

Acceptable Target Achievement:

Recommendations : The budget has significantly affected the ability of Business and Finance staff to attend professional development activities. We hope the budget will improve, but we are also taking advantage of many webinar and teleconference activities (to save travel costs) and are working with North Carolina focus groups (for example the UNC Controllers group and the UNC Financial Users Conference) to recommend trainings (and develop agendas) that could be offered through on-line resources.
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Reflections/Notes : Given tighter budgets in the 2010-11 fiscal year, most training is on hold. We are working to take advantage of webinars available from the state. We are also holding conference calls or video conferences with other UNC schools to take the place of previous conferences. This was not added as a goal for 2010-11.

Substantiating Evidence:

1.3.4 Increase support for research and professional activities.

Outcome

1.3.4 Support for research and professional activities

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.3.4.

Measures & Findings

1. First means of assessment

Details/Description: Continue focus on departmental training related to grants and contracts and on improving departmental ability to access and analyze information for grants and contracts.

Review information available to principal investigators with them and train them on accessing and analyzing the data.

Adapt processes to streamline the ARRA reporting accuracy and requirements.

Track trainings held for principal investigators and departments having grants.

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. The Business Office held 18 trainings with 89 attendees as described above. They also held 20 P-Card trainings with 40 attendees. The contract and grants office also provided training for 15 departments related to 35 grants. The ARRA reporting was accomplished by creating a new range of funds just for this revenue source. This allowed easy identification of items that were needed for the reporting.

Acceptable Target Achievement:

Recommendations : The Business and Finance staff will continue to provide training for departments.

Reflections/Notes : Training of departments on campus continues to be a priority and is reflected in the 2010-11 goals. 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.

Substantiating Evidence:

1.5.1 Increase the % of undergraduate and graduate students who report high levels of satisfaction with their overall educational experience.

Outcome

1.5.1 Increase the percentage of undergraduate

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.5.1.

Measures & Findings

1. First means of assessment

Details/Description: Provide timely information to students and others about the amounts due on student accounts, Perkins loans, and other receivables.

Provide information to departments about resources available for Student Accounts.

Findings for 1. First means of assessment

Summary of Findings: During 2009-2010, the student accounts office helped students with over 19,000 students visiting the office during the year in addition to the telephone calls received. Tuition and fee payments were collected by the cashiers' office. The

Track comments received from students and departments.

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

credit card collections were moved to a 'hosted' environment with Touchnet to improve security and ensure PCI compliance. Student comments were collected and reviewed. Information in the Student Handbook and other publications was reviewed and updated.

Acceptable Target Achievement:

Recommendations : The Bursar's area will continue to provide service to students and information on receivables and payments policies. Comments received about the need for electronic distribution of student refunds will be reviewed along with possible solutions to implement this procedure.

Reflections/Notes : Providing students with timely and accurate information continues to be a priority. Our offices are committed to making the information available to students and training them on using the 'self-service' Banner products to find the information on their own.

For 2010-11, this item was combined with other services provided in the improve services goal.

Substantiating Evidence:

1.5.2 Increase the % of students who report high levels of satisfaction with service areas on campus.

Outcome

1.5.2 Students who report high level of satisfaction

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 1.5.2.

Measures & Findings

1. First means of assessment

Details/Description: Provide timely information to students and others about the amounts due on student accounts, Perkins loans, and other receivables.

Provide information to departments about resources available for Student Accounts.

Track comments received from students and departments.

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1. First means of assessment

Summary of Findings: During 2009-2010, the student accounts office helped students with over 19,000 students visiting the office during the year in addition to the telephone calls received. Tuition and fee payments were collected by the cashiers' office. The credit card collections were moved to a 'hosted' environment with Touchnet to improve security and ensure PCI compliance. Student comments were collected and reviewed. Information in the Student Handbook and other publications was reviewed and updated.

Acceptable Target Achievement:

Recommendations : The Bursar's area will continue to provide service to students and information on receivables and payments policies. Comments received about the need for electronic distribution of student refunds will be reviewed along with possible solutions to implement this procedure.

Reflections/Notes : Providing students with timely and accurate information continues to be a priority. Our offices are committed to making the information

available to students and training them on using the 'self-service' Banner products to find the information on their own. Our offices are also committed to tracking and providing the same information for other receivalbles such as perkins loans and grant receivables. We will continue to work on reports from Banner and verifying all information in Banner to prepare reports and billings.

For 2010-11, this item was combined with other services provided in the improve services goal. The collections procedures were combined in a seperate goal for enhancing collection procedures.

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 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 information available to principal investigators with them and train them on accessing and analyzing the data.

Adapt processes to streamline the ARRA reporting accuracy and requirements.

Track trainings held for principal investigators and departments having grants.

Amount of federal grants processed.

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1. First means of assessment

Summary of Findings: The contract and grants office also provided training for 15 departments related to 35 grants. The ARRA reporting was accomplished by creating a new range of funds just for this revenue source. This allowed easy identification of items that were needed for the reporting.

Acceptable Target Achievement:

Recommendations : The Contracts and Grants staff will continue to provide training for departments.

Reflections/Notes : Training for departments as well and complete and accurate reporting for grants and contracts continues to be a priority.

For 2010-11, this item was combined with other services provided in the improve services goal. The collections procedures were combined in a seperate goal for enhancing collection procedures.

Substantiating Evidence:

6.2.1 Improve effectiveness and efficiency of sponsored research and programs.

Outcome

6.2.1 Improve effectiveness and efficiency of programs

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 6.2.1.

Measures & Findings

1. First means of assessment

Details/Description: Review information available to principal investigators with them and train them on accessing and analyzing the data.

Continue focus on departmental training related to grants and contracts and on improving departmental ability to access and analyze information for grants and contracts.

Modify and change processes and procedures where necessary to comply with the UNC-FIT (Finance Improvement & Transformation) initiative objective while meeting the UNC-FIT reporting objectives. Areas of current concentration are General Accounting and Contracts and Grants.

Track trainings held for principal investigators and departments having grants.

Review of FIT KPI's.

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

Findings for 1. First means of assessment

Summary of Findings: The contract and grants office also provided training for 15 departments related to 35 grants. The ARRA reporting was accomplished by creating a new range of funds just for this revenue source. This allowed easy identification of items that were needed for the reporting. The FIT (Finance Improvement and Transformation) Project has been a challenge to implement. The areas in Business and Finance currently reporting data are General Accounting and Contracts and Grants. There was a lot of discussion and clarification during 2009-2010 about the requirements. Reports were created to automate where possible and other data was collected manually. 12 reports were completed.

Acceptable Target Achievement:

Recommendations : The Contracts and Grants staff will continue to provide training for departments. The areas currently reporting under FIT are collecting the data but also reviewing the required reporting and working to simplify collection methods.

Reflections/Notes : Training for departments as well and complete and accurate reporting for grants and contracts continues to be a priority.

For 2010-11, this item was combined with other services provided in the improve services goal. The collections procedures were combined in a seperate goal for enhancing collection procedures.

Substantiating Evidence:

6.2.2 Increase sponsored programs productivity university-wide.

Outcome

6.2.2 Programs productivity university-wide

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 6.2.2.

Measures & Findings

1. First means of assessment

Details/Description: Review information available to principal investigators with them and train them on accessing and analyzing the data.

Continue focus on departmental training related to grants and contracts and on improving departmental ability to access and analyze information for grants and contracts.

Findings for 1. First means of assessment

Summary of Findings: The contract and grants office also provided training for 15 departments related to 35 grants. The ARRA reporting was accomplished by creating a new range of funds just for this revenue source. This allowed easy identification of items that were needed for the reporting. The FIT (Finance Improvement and Transformation) Project has been a

Modify and change processes and procedures where necessary to comply with the UNC-FIT (Finance Improvement & Transformation) initiative objective while meeting the UNC-FIT reporting objectives. Areas of current concentration are General Accounting and Contracts and Grants.

Track trainings held for principal investigators and departments having grants.

Review of FIT KPI's.

Acceptable Target:

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

challenge to implement. The areas in Business and Finance currently reporting data are General Accounting and Contracts and Grants. There was a lot of discussion and clarification during 2009-2010 about the requirements. Reports were created to automate where possible and other data was collected manually. 12 reports were completed.

Acceptable Target Achievement:

Recommendations : The Contracts and Grants staff will continue to provide training for departments. The areas currently reporting under FIT are collecting the data but also reviewing the required reporting and working to simplify collection methods.

Reflections/Notes : Training for departments as well and complete and accurate reporting for grants and contracts continues to be a priority.

For 2010-11, this item was combined with other services provided in the improve services goal. The collections procedures were combined in a seperate goal for enhancing collection procedures.

Substantiating Evidence:

6.2.3 Ensure university compliance with rules, regulations, policies and/or procedures that apply to grant and contract awards.

Outcome

6.2.3 Ensure university compliance with polices and procedu

Mapped to:

- FSU Strategic Priorities, Initiatives, and Indicators: 6.2.3.

Measures & Findings

1. First means of assessment

Details/Description: Review information available to principal investigators with them and train them on accessing and analyzing the data.

Continue focus on departmental training related to grants and contracts and on improving departmental ability to access and analyze information for grants and contracts.

Modify and change processes and procedures where necessary to comply with the UNC-FIT (Finance Improvement & Transformation) initiative objective while meeting the UNC-FIT reporting objectives. Areas of current concentration are General Accounting and Contracts and Grants.

Track trainings held for principal investigators and departments having grants.

Review of FIT KPI's.

Acceptable Target:

Findings for 1. First means of assessment

Summary of Findings: The contract and grants office also provided training for 15 departments related to 35 grants. The ARRA reporting was accomplished by creating a new range of funds just for this revenue source. This allowed easy identification of items that were needed for the reporting. The FIT (Finance Improvement and Transformation) Project has been a challenge to implement. The areas in Business and Finance currently reporting data are General Accounting and Contracts and Grants. There was a lot of discussion and clarification during 2009-2010 about the requirements. Reports were created to automate where possible and other data was collected manually. 12 reports were completed.

Acceptable Target Achievement:

Recommendations : The Business and Finance staff will continue to provide training for departments. The areas currently reporting under FIT are collecting the data

Implementation Plan (timeline):

Key/Responsible Personnel:

Supporting Attachments:

but also reviewing the required reporting and working to simplify collection methods.

Reflections/Notes : Training for departments as well and complete and accurate reporting for grants and contracts continues to be a priority.

For 2010-11, this item was combined with other services provided in the improve services goal. The collections procedures were combined in a seperate goal for enhancing collection procedures.

Substantiating Evidence: