

ADMINISTRATIVE UNIT PERFORMANCE REPORT

Division: Administration and Finance

Unit: Finance and Accounting

FY: 1996-97

Unit Mission	Performance Indicators	Performance Measurements	Measurement Results	Results Utilization
<p>The mission of the division of Finance and Accounting is to provide accurate and timely financial services for the University with an emphasis on customer service and positive attitudes.</p> <p>Customers of F&A include students, parents, faculty, staff, vendors, other governmental agencies, departments and other operating units, and banks and other financial institutions.</p>	<p>1. To comply with the State rules and regulations as evidenced by minimal audit criticisms.</p>	<p>1. To receive no more than four oral audit comments and no more than two written comments on each of the three audit components: financial, compliance and federal financial assistance.</p>	<p>1. In 96-97, F&A received comments on audits as follows: - Financial – 3 oral and 0 written. - Compliance – 8 oral and 2 written. - Federal – 0 oral and 2 written.</p>	<p>1. Target not met. All recommendations were implemented within one year. Improvements made included: - More review of certified list prior to finalization by supervisor in A?P - Assoc, Controller will review A/P and the reserve for encumbrance more carefully - F&A policies will be more frequently communicated to campus offices through newsletters and other campus-wide media - Property and Inventory control personnel will document all spot-checks taken with read-only scanners to assure accuracy. - Investment in Plant statements will report plant facilities separately - All items deleted from property inventory will be submitted to the property board for approval - All cashiers will now properly document transfers of deposits - Computer Services has completed a correction to the cashier records system to assure proper reporting of interdepartmental receipts.</p>

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	<p>2. Process payments to vendors on a timely basis.</p>	<p>2. Payment rates are tracked semi-monthly and quarterly based on reports provided by the State Comptroller. The targeted compliance rate is 95% for all reporting periods.</p>	<p>2. Compliance rates did not exceed 95% for 96-97.</p>	<p>2. Target not met. The following actions have been taken as a result of the lower compliance rates:</p> <ul style="list-style-type: none"> - Additional training for staff. - In order to reduce turnover of our OPS staff, an hourly increase was put in effect on May 30, 1997. - Reassigned processing responsibilities to allow for tracking production. - Established a process to track source of compliance errors (dept., F&A, etc.) so that specific training can be scheduled for those areas having a high incidence of errors. - Set aside time for processors to accomplish production work without telephone interference. - Reclassified a data entry position to processing work.
	<p>3. To receive satisfactory ratings on surveys conducted with students, faculty/staff and departments.</p>	<p>3. Surveys of customers completing F&A report training classes will show at least an 85% satisfaction level with information provided.</p>	<p>3. Surveys in 96-97 resulted in a satisfactory or better rating of 44%.</p>	<p>3. Target not met. The survey was general in nature and not specific enough to provide a valid result. We believe the individuals responding to the survey were not the individuals involved in reading and utilizing the reports. Therefore, the survey will be revised with assistance from Quality Initiatives and administered again in the 97-98 fiscal year.</p>

08/13/97

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	<p>4. To receive satisfactory ratings on seminars and workshops provided to faculty/staff and departments.</p>	<p>4. Evaluations are monitored with 90% of attendees rating classes to be above satisfactory.</p>	<p>4. Evaluations in 96-97 resulted in over 95% of the attendees rating the classes above satisfactory.</p>	<p>4. Target met. All evaluations are reviewed and comments are evaluated for incorporation into training programs.</p>