

**REVISED**  
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**—Institutional Effectiveness Summary for Administrative Units—**

*"The institution must demonstrate planning and evaluation in its administrative and educational support services... Each unit, in its planning and evaluation processes, should consider internal and external factors and develop evaluation methods which will yield information useful to the planning processes of that unit." SACS 1998*

Date Submitted: October 13, 2000  
Division Name: Administration & Finance  
Unit Name: Finance & Accounting  
Unit Head: Linda Bonta  
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Approved by UAC Date: _____ Initials: _____	Approved by UAC Date: _____ Initials: _____	Approved by UAC Date: _____ Initials: _____	Approved by UAC Date: _____ Initials: _____	Approved by UAC Date: _____ Initials: _____
Unit Mission:	Performance Indicators	Performance Measurements	Measurement Results	Use of Results
To provide accurate and timely financial services for the University with an emphasis on integrity, customer service and positive attitudes.	<p>1. To achieve minimal (no more than 4) oral audit criticisms.</p> <p>2. To achieve at least a 95% vendor compliance rating. The vendor compliance rating is the premium rate established by the State Comptroller as the rate State Agencies must achieve in paying vendor payments within the 40 day allowed time frame. The rate is calculated based on the same criteria both on a biweekly basis and a quarterly basis.</p> <p>3. To provide readable departmental financial information to faculty and staff in an understandable format.</p>	<p>1.a. Review of Auditor General Financial Statement Audit(s)</p> <p>1.b. Review of Auditor General Federal Financial Assistance Audit(s)</p> <p>1.c. Review of Auditor General Compliance Audit(s)</p> <p>1.d. Review of Internal Inspector General Audit.</p> <p>1.e. Review of ad hoc audits performed by <del>various</del> agencies.</p> <p>2.a. Review of biweekly State Comptroller Compliance Reports</p> <p>2.b. Review of quarterly State Comptroller Compliance Reports</p> <p>3.a. Survey departments and other users of financial information with at least 70% having a satisfactory rating or better.</p>	<p>1.a. Usually available by Spring after each fiscal year end of 6/30.</p> <p>1.b. Usually available by Spring after each fiscal year end of 6/30.</p> <p>1.c. Usually available by Spring after each fiscal year end of 6/30</p> <p>1.d. Available on a recurring basis.</p> <p>1.e. Available periodically</p> <p>2.a. Recent reports are above 95%.</p> <p>2.b. Recent reports are above 95%</p> <p>3.a. The most recent survey completed by Administration &amp; Finance indicates achievement of this goal (Survey available from Dr. Clarriff's office).</p>	<p>1.a. Deficiencies will be corrected as soon as possible after notification</p> <p>1.b. Deficiencies will be corrected as soon as possible after notification.</p> <p>1.c. Deficiencies will be corrected as soon as possible after notification.</p> <p>1.d. Deficiencies will be corrected as soon as possible after notification.</p> <p>1.e. Deficiencies will be corrected as soon as possible after notification.</p> <p>2.a. Performance is constantly monitored and if rate slips, causes are determined by checking outstanding invoices and taking appropriate action.</p> <p>2.b. Performance is constantly monitored and if rate slips, causes are determined by checking outstanding invoices and taking appropriate action.</p> <p>3.a. Reports are reviewed and, if modifications are necessary, appropriate requests are submitted to the cognizant parties (usually FLAIR or the ICOPA Consortium). Both groups produce standard reports that are used by all 10 Universities and the BOR.</p>

Unit Mission:	Performance Indicators	Performance Measurements	Measurement Results	Use of Results
	<p>3 b. Review of training class participant evaluations with at least 80% having a satisfactory rating or better.</p>	<p>3 b. Review of training class participant evaluations with at least 80% having a satisfactory rating or better.</p>	<p>3 b. About 95% of the evaluations on training classes are above satisfactory. Evaluations are available in each area of F&amp;A providing training.</p>	<p>3 b. Training programs are evaluated by F&amp;A supervisors and others (such as Human Resources Training Section). We also contact other Universities to see their training programs and sometimes attend sessions to get ideas to implement at UCF.</p>
4. To achieve minimal (no more than two) written audit findings.	<p>4 a. Review of Auditor General Financial Statement Audit(s) 4 b. Review of Auditor General Federal Financial Assistance Audit(s) 4 c. Review of Auditor General Compliance Audit(s) 4 d. Review of Internal Inspector General Audits. 4 e. Review of ad hoc audits performed by granting agencies.</p>	<p>4 a. Review of Auditor General Financial Statement Audit(s) 4 b. Review of Auditor General Federal Financial Assistance Audit(s) 4 c. Review of Auditor General Compliance Audit(s) 4 d. Review of Internal Inspector General Audits. 4 e. Review of ad hoc audits performed by granting agencies.</p>	<p>4 a. Usually available by Spring after each fiscal year end of 6/30 4 b. Usually available by Spring after each fiscal year end of 6/30 4 c. Usually available by Spring after each fiscal year end of 6/30. 4 d. Available on a recurring basis. 4 e. Available periodically</p>	<p>4 a. Deficiencies will be corrected as soon as possible after notification. 4 b. Deficiencies will be corrected as soon as possible after notification. 4 c. Deficiencies will be corrected as soon as possible after notification. 4 d. Deficiencies will be corrected as soon as possible after notification. 4 e. Deficiencies will be corrected as soon as possible after notification.</p>
5. To provide adequate training to faculty and staff for them to have an understanding of the various financial reports provided to departments on a monthly basis.	<p>5 a. Survey departments and other users of financial information with at least 70% having a satisfactory rating or better. 5 b. Review of training class participant evaluations with at least 80% having a satisfactory rating or better.</p>	<p>5 a. Survey departments and other users of financial information with at least 70% having a satisfactory rating or better. 5 b. Review of training class participant evaluations with at least 80% having a satisfactory rating or better.</p>	<p>5 a. The most recent survey completed by Administration &amp; Finance indicates achievement of this goal (Survey available from Dr. Clumppit's office). 5 b. About 95% of the evaluations on training classes are above satisfactory. Evaluations are available in each area of F&amp;A providing training</p>	<p>5 a. Training is constantly monitored and adjustments are made as information is available on appropriate changes (word of mouth, memos, e-mail, etc). 5 b. Suggestions that are put on the evaluation forms are taken very seriously and suggestions that are appropriate and possible are included in the training programs.</p>