

## Office of Finance - Administration & Reporting

### Fiscal Affairs

### Administrative Unit Assessment

FY 18 (July 2017-July 2018)

### Department and Assessment Report Information

Prepared on:8/2/2018 10:10:06 AM	By:brian.stanley@mga.edu
For which department or area are you reporting?	Office of Finance - Administration & Reporting
What is the name and MGA email address of the person responsible for this report?	Brian Stanley brian.stanley@mga.edu

### Departmental Mission and Goals

The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

<b>What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.</b>	The Middle Georgia State University Office of Finance - Administration & Reporting promotes the mission of the University by providing students with the necessary services to fulfill their financial obligations to the University while maintaining the University's commitment to an affordable education. These services are provided in accordance with the policies and procedures of the University, the USG, and the State of Georgia to ensure sound fiscal responsibility.
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<b>What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.</b>	To implement processes and programs to ensure that the resources in the Office of Finance, Administration & Reporting are being utilized effective and efficiently.
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## Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY 18. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY19.

### Objective 1

<b>Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	Revenue Results software will be installed to help automate billing and outstanding accounts receivable collections which will allow for timelier collections and allow staff to direct resources to other processes and analyses. Student receivables balances will be reduced by 20%.
<b>Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Reports from Revenue Results
<b>Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	A 20% reduction in outstanding accounts receivable balances
<b>Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>	34% increase in outstanding accounts receivable balances
<b>Objective 1: Did your department meet this objective?</b>	The department did not meet this objective.
<b>Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	With the implementation of Revenue Results, all outstanding accounts receivable that had not been in the billing cycle were added to the system, therefore increasing the balance. Now that the billing process is current, we feel that a more modest decrease of 5% in outstanding accounts receivable balances is more realistic.

## Objective 2

<b>Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	Automic software will be installed to reduce manual processes in the Office of Financial Aid and allow staff to direct resources to other processes and analyses. Manual processes run by the FAO will be decreased by 50%.
<b>Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Report of Automic processes run
<b>Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	A 50% reduction in processes being run manually
<b>Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>	0% - due to the migration of MGA's Banner system to the USG hosted environment as well as the upgrade to Banner 9, the implementation was temporarily suspended.
<b>Objective 2: Did your department meet this objective?</b>	The department did not meet this objective.
<b>Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	OTR plans to begin the implementation of Automic soon. The FAO however will report to the newly created Division of Enrollment Management starting 8/1/18 so this goal will no longer be reported under the Office of Finance - Administration & Reporting.

### Objective 3

<b>Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	Overtime pay will be monitored to ensure that processes are cost effective and efficient. Overtime pay will be less than \$3,000 for the assessment period.
<b>Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Overtime and comp time paid for Bursar's Office and Financial Aid Office from payroll reports.
<b>Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	Overtime pay will be less than \$3,000.
<b>Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>	Overtime pay was \$22,444.75
<b>Objective 3: Did your department meet this objective?</b>	The department did not meet this objective.
<b>Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	We learned that trying to keep overtime pay under an absolute number is unrealistic due to the many variables that factor into overtime pay. Overtime pay will continue to be monitored, just not as a formal objective. If Objective 1 for 2018-2019 is achieved, overtime pay should decrease accordingly.

**Objective 4**

<b>Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	N/A
<b>Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	N/A
<b>Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	N/A
<b>Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>	N/A
<b>Objective 4: Did your department meet this objective?</b>	The department did not meet this objective.
<b>Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	N/A

## Future Plans

<p><b>Please identify at least four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples.1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department to X will provide training in ABC for at least 73 MGA faculty and staff.</b></p>	<p>Objective 1: The Office of Finance - Reporting &amp; Administration (Bursar's Office) will implement the "auto-refunding" process in Banner so that financial aid refunds can be delivered three days sooner than the federally mandated 14-day deadline each semester.</p> <p>Objective 2: The Office of Finance - Reporting &amp; Administration (Accounting) will ensure that 60% of bank reconciliations are completed by the 15th of each month.</p> <p>Objective 3: The Office of Finance - Reporting &amp; Administration (Procurement Office) will ensure that ePro and P-Card training is provided to at least 95% of users.</p>
<p><b>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</b></p>	<p>While the Office of Finance – Administration &amp; Reporting is lean, it is in a fairly good position to implement processes and procedures that will allow it to remain poised to meet its respective obligations to the University.</p>

Form run:

Tuesday, February 12, 2019

