

Office of Finance - Administration & Reporting

Fiscal Affairs

Administrative Unit Assessment

FY 19 (July 2018-July 2019)

Department and Assessment Report Information

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| Prepared on:7/23/2019 2:03:28 PM | 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.

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| What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves. | 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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| What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years. | To implement processes and programs to ensure that the resources in the Office of Finance, Administration & Reporting are being utilized effective and efficiently. Also, to more evenly distribute duties among staff and to provide back-up support for processes. |
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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 FY19. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY20.

Objective 1

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| Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year. | The Office of Finance - Reporting & 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. |
| Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort) | Business calendars and bank wire reports |
| Objective 1: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement) | 21% decrease in financial aid refund transmission time |
| 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) | 0%. |
| Objective 1: Did your department meet this objective? | The department did not meet this objective. |
| Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year? | The auto-refund process was implemented during 201805 but was only utilized in a limited capacity during the year. This objective will be continued for the next year to measure the benefit of a full auto-refund implementation. |

Objective 2

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| Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year. | The Office of Finance - Reporting & Administration (Accounting) will ensure that 60% of bank reconciliations are completed by the 15th of each month. |
| Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort) | Bank reconciliation date |
| Objective 2: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement) | 60% completion rate |
| 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) | 75%. |
| Objective 2: Did your department meet this objective? | The department exceeded this objective. |
| Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year? | Timely completion of bank reconciliations ensure that errors are identified sooner and therefore can be corrected sooner. Implemented policies and procedures will remain in place to try to achieve a 100% completion rate. |

Objective 3

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| Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year. | The Office of Finance - Reporting & Administration (Procurement Office) will ensure that ePro and P-Card training is provided to at least 95% of users. |
| Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort) | Training sign-in sheets |
| Objective 3: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement) | 95%. |
| 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) | 100% of P-Card holders attended training. However, less than 20% of E-Pro users attended training. |
| Objective 3: Did your department meet this objective? | The department did not meet this objective. |
| Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year? | Training is provided to both P-Card and E-Pro users through the year. ePro training is required for both P-Card holders and their approvers but E-Pro training is not required. This objective will be continued for the next year but modified - 100% of P-Card holders and approvers will attend required training and training will be provided to ePro users at least twice on Macon Campus and twice on the Cochran Campus during the year. |

Objective 4

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

Future Plans

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| <p>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.</p> | <p>Objective 1: The Office of Finance - Reporting & 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 & Administration (Accounting) will ensure that 100% of bank reconciliations are completed by the 15th of each month.</p> <p>Objective 3: The Office of Finance - Reporting & Administration (Procurement Office) will ensure that 100 % of P-Card holders and approvers attend training and ePro training is provided to users at least two times on the Macon Campus and two times on the Cochran Campus.</p> <p>Objective 4: The Office of Finance - Reporting and Administration (Grants & Contracts) will ensure that all 100% of grant opportunities received are forwarded to the appropriate faculty/staff for consideration and that all grant proposal requests made by faculty/staff are responded to within one business day.</p> |
| <p>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</p> | <p>While the Office of Finance – Administration & 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, January 14, 2020