

Internal Audit

Office or Department of Office of the President
Administrative Unit Assessment
Year Reporting: FY 20 (July 2019-July 2020)

Department and Assessment Report Information

| | |
|---|---------------------------------|
| Prepared on: 7/9/2020 11:21:09 AM | Prepared by: rose.patti@mga.edu |
| For which department or area are you reporting? | Internal Audit |
| What is the name and MGA email address of the person responsible for this report? | Rose Patti, rose.patti@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.

| | |
|---|---|
| What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves. | The mission of the Office of Internal Audit is to support Middle Georgia State University management in executing its governance, risk management and compliance responsibilities while helping to improve organizational and operational effectiveness and efficiency. |
|---|---|

| | |
|--|---|
| What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years. | <ol style="list-style-type: none">1. To provide MGA management with timely information, advice and guidance that is objective, accurate, balanced and useful.2. To promote ethical conduct at MGA. |
|--|---|

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 FY20. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY21.

Objective 1

| | |
|---|--|
| <p>Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p> | <p>MGA management receives support in meeting their governance, risk management and compliance responsibilities by the office of internal audit accomplishing a minimum of 75% of the activities outlined in the near-term and medium-term areas of the rolling audit plan for FY 2019-2020.</p> |
| <p>Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p> | <p>Review of rolling audit plan activities completed.</p> |
| <p>Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p> | <p>Target outcome was 75% of activities in the near-term and medium-term areas of the rolling audit plan completed.</p> |
| <p>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)</p> | <p>57% of planned activities were completed</p> |
| <p>Objective 1: Did your department meet this objective?</p> | <p>The department did not meet this objective.</p> |
| <p>Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p> | <p>During FY 2019-2020, there were seven planned engagements. Four planned and two unplanned engagements were completed. In addition, one engagement is completed through the fieldwork phase and a second engagement is in the planning phase. The final planned engagement was moved to the FY2020-2021 period. Of the planned engagements, the Quality Assurance - OnSpring Software Implementation engagement was completed. The Financial Procedures and Purchasing Card engagements produced no findings. There were two findings noted in the Accounts Receivable engagement providing areas of improvement in the Allowance for Doubtful Accounts and overdue billing notifications to students. The two unplanned engagements included Programs Serving Non-Student Minors Self-Assessment, which provided for areas of improvement in the policy and procedures, and one investigation report.</p> |

| | |
|--|--|
| | <p>The overall completion of planned activities was 57%, indicating the Office of Internal Audit did not meet this objective. The measure of success of 75% of planned activities completed remains a goal for the Office of Internal Audit. Continued completion of activities outlined in the rolling audit plan provides management support in identifying risk areas. Internal Audit will continue this objective.</p> |
|--|--|

Objective 2

| | |
|--|---|
| Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year. | MGA management receives corrective action assurance of follow-up of issued audit findings, both internal and external recommendations, by updates of a minimum of 75% of audit findings. |
| Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort) | Review of the "Open Material and Significant Issues" report to determine follow-up during FY 2019-2020. |
| Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement) | A minimum of 75% of audit findings receive follow-up during FY 2019-2020. |
| 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) | 80% of audit findings received follow-up during FY 2019-2020 |
| 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? | <p>There were a total of 10 open findings during FY 2019-2020. Of these open findings, 8 received updates during this period and 7 findings were closed.</p> <p>Open findings updated and/or closed from previous audit work included such areas as Financial Aid, Background Checks, Information Technology Policies and Procedures and Auxiliary Services. Findings are closed when corrective action has been taken on the audit recommendation. Findings are updated when the corrective action has begun on the audit recommendation, but is not complete.</p> <p>The Office of Internal Audit will continue this objective in order to provide corrective action assurance to management. The Office of Internal Audit will continue to update and close findings as appropriate.</p> |

Objective 3

| | |
|---|---|
| <p>Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p> | <p>MGA faculty and staff receive ethics/fraud awareness education by the development of an ethics/fraud awareness program at MGA in which a minimum of 50% participate in an online training/activity during Ethics Awareness Week.</p> |
| <p>Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p> | <p>Review of completed Ethics training</p> |
| <p>Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p> | <p>50% of faculty and staff complete Ethics training</p> |
| <p>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)</p> | <p>Although 100% of faculty/staff did complete Ethics training, oversight of this activity was conducted by the Office of Human Resources, not the Office of Internal Audit.</p> |
| <p>Objective 3: Did your department meet this objective?</p> | <p>The department did not meet this objective.</p> |
| <p>Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p> | <p>USG Ethics Awareness week was held November 11-15, 2019. During this time, the Offices of Internal Audit, University Counsel and Human Resources planned for activities at MGA to celebrate ethics awareness including training opportunities such as an Ethics Panel during Faculty Development Days and USG Ethics Training. In the past, the Office of Internal Audit was participating in the oversight of USG Ethics Training. However, during FY 2019-2020, this oversight was provided by the Office of Human Resources.</p> <p>As this activity moved to the Office of Human Resources for FY 2019-2020, the Office of Internal Audit will no longer include this as an objective for ongoing assessment. The Office of Internal Audit will continue to promote ethics/fraud awareness for the MGA community by participating in the planning of events for the upcoming USG Ethics Awareness Week during November 2020.</p> |

Objective 4

| | |
|---|---|
| <p>Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p> | <p>MGA faculty, staff and students receive resolution to reports to the Ethics and Compliance Reporting Hotline by resolution of a minimum of 75% of all hotline cases within 60 days of report.</p> |
| <p>Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p> | <p>Review of hotline case list report which includes "days open" field</p> |
| <p>Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p> | <p>Minimum of 75% of all hotline cases resolved within 60 days of report</p> |
| <p>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)</p> | <p>93% of cases were resolved within 60 days of report</p> |
| <p>Objective 4: Did your department meet this objective?</p> | <p>The department exceeded this objective.</p> |
| <p>Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p> | <p>During FY 2019-2020, 13 of 14 hotline cases were resolved within 60 days of report. There was one case that was resolved in 93 days due to ongoing investigation of the matter reported.</p> <p>Topics reported included inappropriate behavior, environment, health and safety concerns, unfair employment practices, harassment, threats and physical violence and gifts, bribes and kickbacks. Hotline report investigation is generally assigned to a department director or Dean of an academic school for investigation. The Office of Internal Audit is then tasked with the coordination of hotline reports to ensure investigation (if necessary) and reports are followed up in a timely manner. The Office of Internal Audit also investigates any reports of fraud, waste and abuse.</p> <p>The average days open during FY 2019-2020 for the 14 hotline reports was 17 days, thus indicating most reports were closed well within the 60 days of report. This objective remains a priority of the Office of Internal Audit in order to provide timely investigation of hotline reports.</p> |

Future Plans

| | |
|---|---|
| <p>Please identify and detail three to 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 of X will provide training in ABC for at least 73 MGA faculty and staff.</p> | <ol style="list-style-type: none"> 1. The Office of Internal Audit will provide governance, risk management and compliance support to management by accomplishing a minimum of 75% of the audit activities planned on the rolling audit plan for FY 2020-2021. 2. The Office of Internal Audit will provide corrective action assurance to management by updates of a minimum of 75% of audit findings during FY 2020-2021. 3. The Office of Internal Audit will provide resolution of hotline reports to MGA faculty, staff and students by a resolution of a minimum of 75% of all hotline cases within 60 days of report. |
| <p>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</p> | <p>The Office of Internal Audit will continue to provide management with timely information, advice and guidance and promote ethical conduct at MGA. The three measurable objectives planned for FY 2020-2021 resemble three of the objectives measured for FY 2019-2020, as these areas are of highest priority for the Office of Internal Audit in the achievement of its goals and the goals of MGA.</p> <p>As the Office of Internal Audit did not oversee USG Ethics Training during FY 2019-2020, this goal has been removed for FY 2020-2021. However, the Office of Internal Audit will participate in the planning of events for the USG Ethic Awareness Week to be held during November 2020.</p> |

Open Box for Additional Comments

| | |
|---|--|
| <p>Open Text Box For Assessment Comments:</p> | |
| <p>If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</p> | <p>The COVID-19 pandemic may have slowed the progress on Objective 1, in that the two engagements that are currently in progress possibly could have been further along or completed without the pandemic interruption of on-campus work and additional assignments brought on by the pandemic. These two engagements will continue, however, and be completed during the FY 2020-2021 year.</p> |

