Office of Finance

Office or Department of Fiscal Affairs

Administrative Unit Assessment Report Information

Year Reporting: FY21 (July 2020 – June 2021)

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Department 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.

6. 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.

7. 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.

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 FY21. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY22.

Objective 1

8. 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.
9. Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	University business calendars and bank wire reports
10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	21% decrease in financial aid refund transmission time.
11. 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)	7 percent
12. Objective 1: Did your department meet this objective?	The department did not meet this objective.
13. Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	While the auto-refund process did reduce the number of student accounts that needed to be analyzed manually, the tendency was to continue to use the time available to analyze refunds. During the next year, staff will again be encouraged to utilize the refund window more efficiently as well as determine other student account attributes that can be included in the auto-refund process. This objective will be continued for the next year to measure the benefit of a full auto-refund implementation.

Objective 2

14. 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 100% of bank reconciliations are completed by the 15th of each month.
15. Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Bank reconciliation date
16. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100 percent
17. 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)	100 percent
18. Objective 2: Did your department meet this objective?	The department met this objective.
19. 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. We feel that this is a very important objective so implemented policies and procedures will remain in place to try to maintain a 100% completion rate.

Objective 3

20. 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 100 % of P-Card holders and approvers attend training and ePro training is provided to users at least two times through Microsoft Teams.
21. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Training sign-in sheets
22. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100 percent
23. 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 percent
24. Objective 3: Did your department meet this objective?	The department met this objective.
25. 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. P-Card training is required for both P-Card holders and their approvers but Pro training is not required (it is strongly encouraged). During the 2020-2021 assessment cycle, all training sessions were provided during the year through Microsoft Teams. This delivery method worked well and will be continued during the next assessment cycle to monitor continued success.

Objective 4

26. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	The Office of Finance - Reporting and Administration (Contracts & Grants) will ensure that 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.
27. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Emails received by the Grants Director and date forwarded to applicable faculty and staff
28. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100 percent
29. 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)	100 percent
30. Objective 4: Did your department meet this objective?	The department met this objective.
31. Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Due to state budget cuts, the uncertainty of continued levels of state funding and enrollment, the receipt of grant funds have become extremely important. Also, the Grants Director retired and a new Grants Manager has been hired. Therefore, it is important to ensure that grant opportunities are made available to appropriate faculty and staff and the Grants Manager establishes strong relationships with faculty and staff. While dissemination of this information was at an acceptable level during FY 21, this objective will be repeated in FY 22 to ensure continued success.

Future Plans

32. 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.	Objective 1 - The Office of Finance - Reporting & Administration (Bursar's Office) will process refunds via 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 2 - The Office of Finance - Reporting & Administration (Accounting) will ensure that 100% of bank reconciliations are completed by the 15th of each month. 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 through Microsoft Teams. Objective 4 - The Office of Finance - Reporting and Administration (Grants & Contracts) will ensure that 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.

Open Box for Assessment Comments

33. Based on this assessment, please share your thoughts on the current status and future direction of this department or area. Use this space to summarize overall use of assessment results for continuous improvement and open text box for assessment comments:	The Office of Finance – Administration & Reporting is lean, and while it is in a fairly good position to implement processes and procedures that will allow it to remain poised to meet its respective obligations of the University, staff positions will be reviewed to determine whether they are at optimal levels.
37. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	Objective 3 - face to face delivery of ePro training was not able to be provided due to the COVID-19 pandemic.

MGA's Strategic Plan

34. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf) by checking all associated and relevant Imperatives / Strategies from the list below. (Check all the apply)	Build Shared Culture 6. Sustain financial health through resourceful fiscal management
35. Please indicate which of the following actions you have taken as a result of the 2020/2021 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)	Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc. Operational Processes

Other

36. Please indicate (if appropriate) any local, state, or national initiatives (academic or otherwise) that are influential in the operations, or goals, and objectives of your unit. (Complete College Georgia, USG High Impact Practice Initiative, LEAP, USG Momentum Year, Low-Cost No-Cost Books, etc)	N/A
38. Mindset Update (Academic Deans ONLY) Please provide an update on the implementation of your school based mindset plan/strategy. Include any adjustments to metrics for the AY20/21 as well as outcomes associated with your appraisal of your schools activities.	N/A