

Assessment Plan – Business Office

Business Office
Unit/Office/Program

Fiscal Year 2011
Assessment Period Covered
September 16, 2011
Date Submitted

Institutional Mission/Strategic Goal:

Mission: Historically diverse, uniquely Micronesian and globally connected, the College of Micronesia-FSM is a continuously improving and student centered institute of higher education. The college is committed to assisting in the development of the Federated States of Micronesia by providing academic, career and technical educational opportunities for student learning.

Strategic Goal (which strategic goal(s) most support the services being provided): **Ensure sufficient and well-managed fiscal resources that maintain financial stability.**

Administrative Unit/Program Mission Statement (First present a philosophical statement related to your units/program/office followed by a listing of the services you provide): **Business Office is committed in providing the college’s fiscal services to students, employees, vendors, governments, agencies and other institutions. The services provided by Business Office are as follows:**

- 1. Monitoring budgets and certifying obligating documents as to availability of fund.**
- 2. Reviewing and processing payments to vendors.**
- 3. Processing and releasing payroll checks to employees.**
- 4. Providing audit requirements to complete the audit.**
- 5. Maintaining records of students’ charges and payments.**

Administrative Unit/Program Objectives:

Objective 1:

Business Office will provide certification of funds within five working days from receipt of obligating documents.

Objective 2:

Business Office will process payments to vendors no later than three weeks from receipt of supporting documents.

Objective 3:

Business Office will process and release payroll checks on or before the scheduled pay period.

Objective 4:

Business Office will provide audit requirements to complete the audit of financial statements nine months after the end of fiscal year (June 30).

Objective 5:

Business Office will maintain students’ records of charges and payments.

| Evaluation questions | Data sources | Sampling | Analysis |
|--|------------------------------------|-----------------|-----------------|
| 1. What is the percentage of obligating documents that were certified by Business Office within 5 working days from date of receipt? | Business Office Logbook | | |
| 2. Are check payments to vendor ready for pick-up no later than three weeks from the date of submission of supporting documents to Business Office? | Check register | | |
| 3. Do employees receive payroll checks on the scheduled payday? | Payroll register | | |
| 4. Is the audit of the college's financial statements completed nine months after the end of fiscal year (June 30)? | Audit report | | |
| 5. Can students get an updated balance of their accounts five working days from registration and scholarship awards? | MIP or SIS Students Records | | |

Timeline

| Activity | Who is Responsible? | Date |
|--|--|-------------------------------|
| Maintaining records for obligating documents. Consider the capability of the MIP accounting system to generate the required data. | Comptroller, Business Office Manager | Starting Oct. 01, 2010 |
| Monitoring payments via check register | Comptroller, Business Office Manager | Starting Oct. 01, 2010 |
| Evaluating issuance of paychecks | Comptroller, Payroll Accountant | Starting Oct. 01, 2010 |
| Analysis and preparation of financial statements and schedules for the audit | Comptroller, General Accountant | Starting Oct. 01, 2010 |
| Maintaining and updating students' financial records | Comptroller and State Campus Accountant | Starting Oct. 01, 2010 |

Comments:

Assessment Report Worksheet #3

Administrative and Support Units

Business Office

Oct 01, 2010 – Sept 30, 2011

Unit/Office/Program

Assessment Period Covered

Formative Assessment

Summative Assessment

Date Submitted

Administrative Evaluation Question (Use a different form for each evaluation question):

First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1. What is the percentage of obligating documents that were certified by Business Office within 5 working days from date of receipt?

1a. Means of Unit Assessment & Criteria for Success:

80% and more are certified within 5 working days.

1b. Summary of Assessment Data Collected: Per logbook of obligating documents

- Determine the total number of obligating documents (Purchase Order, Travel Authorization, Contracts and replenishments requests) and the date that documents were received to get the number of documents/transactions that were processed for fund certification for the year.
- Determine the number of days that each transaction was processed to provide the following information:
 - Number of transactions that were certified within 5 working days and the corresponding percentage;
 - Number of transactions that were not certified within 5 working days and the corresponding percentage.

Status: The Business Office Manager and State Campus Accountant are assigned to gather the aforementioned data. In addition, the Business Office is researching on how to input in the MIP accounting system the information that can generate the desired data and analyses.

1c. Use of Results to Improve Unit Services:

Based on the above data, the Business Office will be able to determine the percentage of obligating documents that were processed within 5 working days. The results will be used to increase the percentage of obligating documents that have to be processed within 5 working days and the possibility of reducing the number of days in processing obligating documents from 5 working days to 3 to 4 working days.

Second Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan): Are check payments to vendor ready for pick-up no later than three weeks from the date of submission of supporting documents to Business Office?

2a. Means of Unit Assessment & Criteria for Success:

80% and higher percentage of check payments to vendor are ready for pick – up at Business Office after three weeks from the date of receiving complete documents.

2b. Summary of Assessment Data Collected:

The Business Office is determining the number requests for check payments received for the fiscal year 2011 and the number of days that the checks was processed from the date that the request for check payment was received. The data will be presented per campus as follows, and a system wide analysis will be provided.

- National campus
- Pohnpei campus
- Chuuk campus
- Kosrae campus
- Yap campus
- FSM – FMI campus
- Sponsored programs and other programs
- CRE

The Business Office Manager and State Campus Accountant are assigned to provide the above data before September 30, 2011.

2c. Use of Results to Improve Unit Services:

The Business Office will be able to determine the percentage of requests for payments that were processed within three weeks from the date of receiving complete documents. The results will be used to increase the percentage of obligating documents that have to be processed within the set timeline and/or reduce the number of days in processing check payments from three weeks to two weeks from the date the complete documents were received by business office.

Third Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan): Do employees receive payroll checks on the scheduled payday?

3a. Means of Unit Assessment & Criteria for Success:

95 % of payroll checks with complete supporting documents are released on scheduled payday.

3b. Summary of Assessment Data Collected:

The Payroll staff was assigned to gather data on the following:

- Number of transactions for each pay period
- Comparison of the “date of the check” and “the issue date” with the “scheduled date of payroll”
- Determining the number of checks that were issued on or before the scheduled date of payroll and the corresponding percentage

3c. Use of Results to Improve Unit Services:

The data from 3b will be measured against the criteria that 95% of payroll checks with complete documents are released on scheduled payday. If the result is more than 95%, the services can be improved by setting a higher percentage. However, if the result is less than 95%, the data has to be analyzed the causes and areas for improvements to achieve the 95% level.

Fourth Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

Is the audit of the college's financial statements completed nine months after the end of fiscal year (June 30)?

4a. Means of Unit Assessment & Criteria for Success: External assessment per date of audit report.

Audit report is completed within nine months (on or before June 30) after the end of the fiscal year.

4b. Summary of Assessment Data Collected:

The audit report has to be completed within nine months (on or before June 30) after the end of the fiscal year. Below is the data on the date that the audit was completed for fiscal year 2005 to 2010:

Fiscal Year 2010 – completed on June 14, 2011
Fiscal Year 2009 – completed on June 28, 2010
Fiscal Year 2008 – completed on June 05, 2009
Fiscal Year 2007 – completed on June 15, 2008
Fiscal Year 2006 – completed on May 22, 2007
Fiscal Year 2005 – completed on June 14, 2006

In addition, the audit provided the following results for the above fiscal years:

1. Unqualified opinion on the audit of the financial statements;
2. No material weaknesses identified on internal control over financial reporting;
3. None reported on significant deficiencies on internal control over financial reporting;
4. No noncompliance on the preparation of financial statement;
5. No material weaknesses identified on internal control over major programs;
6. None reported on significant deficiencies on internal control over major programs;
7. Unqualified opinion on compliance on major programs;
8. No audit findings under OMB A-133;
9. The college qualified as low risk auditee;
10. No financial statement findings;
11. No federal award findings and questioned costs.

4c: Use of Results to Improve Unit Services:

Since 2005, the college has complied in completing the audit report within nine months after the end of the fiscal year. In addition, the college attained the best audit opinion that an auditor can render in financial and single audits.

**Fifth Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):
Can students get an updated balance of their accounts five working days from registration and scholarship awards?**

5a. Means of Unit Assessment & Criteria for Success: External assessment per date of audit report.

Updated balances of students' accounts are posted on line five working days after the final enrollment list is received from OAR, and checks for student refunds are processed within fourteen days from the date that the credit balance of the students' account was established.

5b. Summary of Assessment Data Collected:

The Business Office is in the process of compiling the following data:

- Determining the number of transactions (charges and awards) posted in Student Information System (SIS);
- Analyzing the data to determine the following:
 - Number of days that students' charges are posted after the final enrollment list is received from OAR, and the corresponding percentage;
 - Number of days that the refund checks are issued after credit balance of the students' account was established, and the corresponding percentage.

1c: Use of Results to Improve Unit Services:

The above data will provide information if updated balance of students' accounts are available on line five working days. If so, the Business Office will determine what other criteria can be used to improve its services to students. If not, the process will be reviewed and analyzed to determine actions to be taken.