

**Assessment Plan
Business Office**

Fiscal Year 2012
Assessment Period Covered
October 17, 2012
Date Submitted

Worksheet 1

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, such as:**

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 fair presentation of financial statements and assisting auditor to complete the audit on time.
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 updated student records of charges and payments.

Worksheet 2

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	Refer to worksheet 3	Refer to worksheet 3
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	Refer to worksheet 3	Refer to worksheet 3
3. Do employees receive payroll checks on the scheduled payday?	Payroll register	Refer to worksheet 3	Refer to worksheet 3
4. Is the audit of the college's financial statements completed nine months after the end of fiscal year (June 30)?	Audit report	Refer to worksheet 3	Refer to worksheet 3
5. Can students get an updated balance of their accounts five working days from registration?	MIP or SIS Students Records	Refer to worksheet 3	Refer to worksheet 3

Timeline

Activity	Who is Responsible?	Date
Maintaining records for obligating documents. Consider the capability of the MIP accounting system to generate the required data.	Business Office Manager	Oct. 01, 2011 to September 30, 2012
Monitoring payments via check register	Business Office Manager	Oct. 01, 2011 to September 30, 2012
Evaluating issuance of paychecks	Payroll Accountant	Oct. 01, 2011 to September 30, 2012
Analysis and preparation of financial statements and schedules for the audit	General Accountant	Oct. 01, 2011 to September 30, 2012
Maintaining and updating students' financial records	State Campus Accountant, Fiscal Officers, FAO, OAR	Oct. 01, 2011 to September 30, 2012
Review of the data and analysis made by Business Office staffs.	Comptroller	One week after September 30, 2012

Comments:

Worksheet 3

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

1b1. Analysis for National Campus:

- Sample size: 5% of the total Purchase Orders that were certified:

Number of Days	No	%
W/in 5 days	258	92%
After 5 days	21	8%
Total	279	100%

- Results/Analysis: The data from 5% sample size provided that 92% were certified within 5 days and 8% were certified after five working days.

1b2. Analysis for State Campus:

- Sample size: 60% of the total obligating documents (purchase order, travel authorizations and contracts) that were received for fund certification were considered in determining whether Business Office certifies obligating documents within five working days.
- Results/Analysis: Based on the analysis of data, it indicated that 91% were certified within 5 days and 9% were certified after five working days. Below are the data per campus:

Analysis	Chuuk		Kosrae		Yap		State Campus	
	No.	%	No.	%	No.	%	No.	%
Processed w/in 5 days	168	90%	125	93%	73	94%	366	92%
After 5 days	19	10%	10	7%	5	6%	34	8%
Total	187	100%	135	100%	78	100%	400	100%

1c. Use of Results to Improve Unit Services: Business Office exceeded the 80% criteria for success in the certification of obligating documents for both national and state campuses. The data showed that national campus achieved 92% and state campus achieved 91% in certifying purchase order and other obligating documents within 5 days. Business Office will review the results for three cycles. If the next two cycles will again provide the same high level of performance, we will consider reducing the number of days in the fund certification of obligating documents from 5 working days 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:

Based on the requests for payments from all fund type, only 64% of check payments were processed within the three – week period from the date that complete documents were received by Business Office. Below are the details of the transactions and the corresponding percentages for each fund type:

Type of Fund	Processed Within 3 weeks		Processed After 3 weeks		Total	
	Number	Percentage	Number	Percentage	Number	Percentage
General Fund	5,841	67%	2,874	33%	8,715	100%
State Campuses	537	83%	110	17%	647	100%
Bookstore	262	81%	61	19%	323	100%
Restricted Fund	1,530	51%	1,468	49%	2,998	100%
	<u>8,170</u>	<u>64%</u>	<u>4,513</u>	<u>36%</u>	<u>12,683</u>	<u>100%</u>

2c. Use of Results to Improve Unit Services:

The result of assessment at 64% is significantly lower compared with the 80% criteria for success in the processing of payments to vendors within the three – week period. The primary cause for not achieving the 80% criteria for success was the recommendation of the job audit to remove one of the Accounts Payable Accountant. Before the job audit, there were two Accountants handling the processing of payments, one for the review of supporting documents and processing the accounts payable, and the other one for the processing of checks. Under the job audit, one of the accountants was eliminated. The elimination of one accountant has significantly affected the activities in processing payments to vendors.

Business Office has articulated this concern and the Vice – President for Administrative Services has supported to reinstate the position as soon as possible. If the position will be reinstated, Business Office is confident that the desired level of 80% criteria for success will be achieved.

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:

There were 14,758 payroll checks that were processed and 97% or 14,307 payroll checks were issued on or before the scheduled payday. Below are the details of the processed payroll checks consisting of the regular payday and special contract payday:

	No. of Checks	Paid on Time	%
Regular payday	9,277	9,253	99.7%
Special contract payday	5,481	5,054	92.2%
Total	14,758	14,307	96.9%

Details of Regular/Full-Time Employees for each pay period:

PP No.	No. of Checks	Payday	<u>Paid On or Before</u>		<u>Paid After</u>	
			No.	%	No.	%
21	371	10/12/11	365	98%	6	2%
22	361	10/26/11	361	100%	-	0%
23	363	11/09/11	363	100%	-	0%
24	362	11/23/11	362	100%	-	0%
25	362	12/07/11	362	100%	-	0%
26	372	12/21/11	372	100%	-	0%
1	359	01/04/12	359	100%	-	0%
2	361	01/18/12	361	100%	-	0%
3	362	02/01/12	362	100%	-	0%
4	364	05/15/12	364	100%	-	0%
5	363	02/29/12	363	100%	-	0%
6	373	03/14/12	372	100%	1	0.27%
7	363	03/28/12	363	100%	-	0%
8	364	04/11/12	360	99%	4	1%
9	363	04/25/12	363	100%	-	0%
10	402	05/09/12	395	98%	7	2%
11	364	05/23/12	362	99%	2	1%
12	320	06/06/12	320	100%	-	0%
13	314	06/20/12	314	100%	-	0%
14	316	07/04/12	316	100%	-	0%
15	323	07/18/12	319	99%	4	1%
16	328	08/01/12	328	100%	-	0%
17	362	08/15/12	362	100%	-	0%
18	364	08/29/12	364	100%	-	0%
19	363	09/12/12	363	100%	-	0%
20	358	09/26/12	358	100%	-	0%
	<u>9,277</u>		<u>9,253</u>	<u>99.7%</u>	<u>24</u>	<u>0.3%</u>

Details of the Special Contract/Part-time payroll for each payday:

PP No.	No. of Checks	Payday	<u>Paid On or Before</u>		<u>Paid After</u>	
			No.	%	No.	%
20	205	10/05/11	195	95%	10	5%
21	222	10/19/11	198	89%	24	11%
22	233	11/02/11	224	96%	9	4%
23	224	11/16/11	224	100%	-	0%
24	236	11/30/11	234	99%	2	1%
25	334	12/14/11	320	96%	14	4%
26	157	12/28/11	148	94%	9	6%
1	104	01/11/12	104	100%	-	0%
2	212	01/25/12	186	88%	26	12%
3	246	02/08/12	242	98%	4	2%
4	277	02/22/12	247	89%	30	11%
5	255	03/07/12	254	100%	1	0%
6	263	03/21/12	259	98%	4	2%
7	263	04/04/12	196	75%	67	25%
8	241	04/18/12	237	98%	4	2%
9	353	05/02/12	251	71%	102	29%
10	210	05/16/12	206	98%	4	2%
11	139	05/30/12	139	100%	-	0%
12	173	06/13/12	128	74%	45	26%
13	209	06/27/12	194	93%	15	7%
14	237	07/11/12	194	82%	43	18%
15	223	07/25/12	218	98%	5	2%
16	136	08/08/12	133	98%	3	2%
17	95	08/22/12	92	97%	3	3%
18	88	09/05/12	88	100%	-	0%
19	146	09/19/12	143	98%	3	2%
	<u>5,481</u>		<u>5,054</u>	<u>92%</u>	<u>427</u>	<u>8%</u>

3c. Use of Results to Improve Unit Services:

The net result of 97% performance exceeded the 95% criteria for success that payroll checks are processed and released on or before the scheduled payday. However, business office will take the challenge of improving its performance with respect to special contract payroll checks which lower by 3% from 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 due date for the audit report of the college's financial statements for fiscal year 2011 is June 30, 2012. The auditor completed and signed the audit opinion on June 29, 2012, and the electronic copy of the audit report was emailed to the Comptroller on the same day.

The results of the audit for fiscal year 2012 are as follows:

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:

The college has complied in completing the audit report before the due date of June 30, 2012. In addition, the results of the audit for fiscal year 2011 provided 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 and updated within five working days after the final enrollment list is received from OAR, and refund checks to students are issued within fourteen days from the date that the credit balance of the students' account was established.

5b. Summary of Assessment Data Collected:

- **Sample size:** Total number of transactions (charges) posted in Student Information System (SIS) was 7,478, consisting of the following:
 - Fall 2011 - 3,218 transactions
 - Spring 2012 - 2,850 transactions
 - Summer 2012 - 1,410 transactions
 - Total 7,478
- **Results/Analysis:** Based on the table below, it indicated that there are 6,743 transactions out of the total 7,478 transactions or 90% were posted in the students' records within 5 days from the time that business office received the enrollment list from admissions and records. It was noted that the remaining 10% were not posted within the five – day period due to adjustments, withdrawals or dropping of subjects and other changes affecting the charges.
- Below are the details of the above transactions that were generated from the SIS:

Fall 2011 Charges entered	National		Pohnpei		Chuuk		Kosrae		Yap		Campus Wide	
	No.	Rate	No.	Rate	No.	Rate	No.	Rate	No.	Rate	No.	Rate
Within 5 days	1,060	94%	936	92%	381	76%	261	93%	195	68%	2,833	88%
6 to 10 days	63	6%	-	0%	104	21%	-	0%	7	2%	174	5%
After 10 days	5	0%	86	8%	15	3%	20	7%	85	30%	211	7%
Total	1,123	100%	1,022	100%	500	100%	281	100%	287	100%	3,218	100%

Spring 2012 Charges entered	National		Pohnpei		Chuuk		Kosrae		Yap		Campus Wide	
	No.	Rate	No.	Rate	No.	Rate	No.	Rate	No.	Rate	No.	Rate
Within 5 days	945	93%	769	91%	425	99%	244	97%	193	63%	2,576	90%
6 to 10 days	76	7%	1	0%	-	0%	-	0%	11	4%	88	3%
After 10 days	-	0%	74	9%	4	1%	8	3%	100	33%	186	7%
Total	1,021	100%	844	100%	429	100%	252	100%	304	100%	2,850	100%

Summer 2012 Charges entered	National		Pohnpei		Chuuk		Kosrae		Yap		Campus Wide	
	No.	Rate	No.	Rate	No.	Rate	No.	Rate	No.	Rate	No.	Rate
Within 5 days	524	97%	281	97%	200	99%	244	97%	85	67%	1,334	95%
6 to 10 days	16	3%	8	3%	-	0%	-	0%	27	21%	51	4%
After 10 days	1	0%	-	0%	2	1%	8	3%	14	11%	25	2%
Total	540	100%	289	100%	202	100%	252	100%	126	100%	1,410	100%

Summary Charges entered	National		Pohnpei		Chuuk		Kosrae		Yap		Campus Wide	
	No.	Rate	No.	Rate	No.	Rate	No.	Rate	No.	Rate	No.	Rate
Within 5 days	2,529	94%	1,986	92%	1,006	89%	749	95%	473	66%	6,743	90%
6 to 10 days	155	6%	9	0%	104	9%	-	0%	45	6%	313	4%
After 10 days	6	0%	160	7%	21	2%	36	5%	199	28%	422	6%
Total	2,690	100%	2,155	100%	1,131	100%	785	100%	717	100%	7,478	100%

Ic: Use of Results to Improve Unit Services:

The data concluded that 90% of students can access via online an updated record of their account. However, the timeliness on how soon can business office start entering the data is primarily dependent from the receipt of the final enrollment list from admissions and records. The Business Office will target an increment of 2% or a 92% level of success or at least maintain the 90% level in the next fiscal year.