Mission/Purpose
It is the mission of the Business Office to promptly and accurately record all transactions of the University, to receive and safeguard all funds received by the University and to execute properly authorized disbursements of University funds in accordance with Generally Accepted Accounting Principles.

I. Goals and Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans
A. Goal: Provide effective administrative services to support the mission
Provide effective administrative services to support the mission of the University.

1. Objective: receipt and deposit all monies presented to the University
To receipt and deposit all monies presented to the University from all sources and to do so in an accurate and timely manner.

   a. Measure: Monies will be properly recorded and transported
   All monies will be properly recorded and transported to the designated depository on the business day following receipt. Net cash short and over will less than one half of one percent of the total monies receipted. A statistical analysis of the time between receipt of monies and transport to the depository will be conducted.

   Source of Evidence: Document Analysis

   1. Achievement Target:
   Net cash short and over will be less than one half of one percent of the total monies receipted.

   2. Findings (2010-2011) - Achievement Target: Met
   For the FY 2010/2011 cash shortage equaled .00001219236 %. The goal was met.

2. Objective: Provide adequate and complete documentation of issued checks
Each Accounts Payable check issued will be supported by adequate and complete documentation and will be properly recorded in the official records of the University.

   a. Measure: Secure proper authorization for checks
   No checks will be issued in error or without proper authorization. Using Attribute Sampling techniques, an analysis will be performed on a random sample of Accounts Payable checks issued during the year.

   Source of Evidence: Document Analysis

   1. Achievement Target:
   Zero errors will occur in authorizing checks

   2. Findings (2010-2011) - Achievement Target: Met
   Audit by the State Examiners of Public Accounts did not detect any checks aid

3. **Objective: Maintain accurate financial records**  
Maintain accurate financial records in accordance with Generally Accepted Accounting Principles.

   a. **Measure: Audit with an Unqualified Opinion**  
   An Audit with an anticipated Unqualified Opinion will be conducted by Alabama Department of Examiners of Public Accounts. Audit report produced by the State Examiners of Public Accounts will be used as the source of evidence.

   Source of Evidence: External report

   1. **Achievement Target:**  
      An Audit with an Unqualified Opinion will be conducted

   2. **Findings (2010-2011) - Achievement Target: Met**  

b. **Measure: Cross train personnel**  
Train each employee to perform procedures in a department other than the their assigned department. This will improve efficiency and strengthen internal control.

   Source of Evidence: Professional standards

   1. **Achievement Target:**  
      Begin cross training personnel starting and develop a schedule of training for different areas.

   2. **Findings (2010-2011) - Achievement Target: Met**  
      Cross training has been started with Perkins Loans.

3. **Action Plan:**  
   Cross train personnel  
The goal is to train each employee to perform the procedures of a department other than their assigned department. This will provide qualified workers when another worker is absent. It will significantly strengthen internal control.  
   **Established in Cycle:** 2010-2011  
   **Implementation Status:** In-Progress  
   **Priority:** High  
   **Implementation Description:** We will begin by training the Perkins Loan clerk in Accounts Payable. Future schedules to be determined.  
   **Completion Date:** 09/30/2013  
   **Responsible Person/Group:** George Snow

4. **Objective: Produce an Annual Financial Report**  
To produce and publish an Annual Financial Report in compliance with the Government Accounting Standards Board Statements #34 and #35, GAO Circulars A-21, A-110 and A-133 and other standards as required.
a. **Measure: Publish an Annual Financial Report**
A published Annual Financial Report containing a Statement of Net Assets, a Statement of Changes in Net Assets, a Statement of Cash Flows, Management Discussion and Analysis and Supplemental Information will be produced. Audit report produced by the State Examiners of Public Accounts will be used as the source of evidence.

Source of Evidence: External report

1. **Achievement Target:**

2. **Findings (2010-2011) - Achievement Target: Met**
Annual Financial Report was published on July 20, 2011.

II. Other Plans for Improvement

A. **Complete Colleague installation.**
   Complete installation of all modules of Datatel Colleague administrative system.
   Established in Cycle: 2010-2011
   Implementation Status: In-Progress
   Priority: Medium
   Implementation Description: Install Fixed Assets Module.
   Completion Date: 09/30/2006
   Responsible Person/Group: George Snow
   Additional Resources Requested: none

B. **Computer equipment**
   Update computer equipment in Comptroller's Office.
   Established in Cycle: 2010-2011
   Implementation Status: On-Hold
   Priority: Medium
   Implementation Description: Purchase equipment
   Completion Date: 09/30/2011
   Responsible Person/Group: George Snow
   Budget Amount Requested: $6,000.00
   Implementation Notes: 9/1/2011 On hold until funding becomes available.

III. Analysis Answers
A. **What specific strengths did your assessments show? (Strengths)**
   1. The Colleague administrative system is working well providing data promptly and generally in the form required.
   2. Internal Control is strong. No one person
   3. We have good personnel.

B. **What specific weaknesses or challenges did your assessments show? (Weaknesses)**
   Training needs to continue and the department needs to see improvements in efficiency and accuracy. Limitations in internal control that are inherent in small organizations must also be addressed. Efficiency has improved primarily due to personnel changes. It may seem odd to sat that Internal Control is both a strength and a weakness. It is, however, true. The department has a good system in place but has more functions than people. Consequently, it cannot achieve the degree of sparation desired.
C. **What plans were implemented?**
The department updated some office equipment and some progress was made in cross training. Several PC's were replaced with newer more powerful machine. Work stations were procured for the Comptroller and the Chief Accountant. A second scanner has been added to facilitate the scanning of supporting documents into Coleague.

D. **What plans were not implemented?**
All plans have been addressed on, at least, an initial basis. Progress continues although at a slower pace than one would desire.

E. **How will assessment results be used for continuous improvement?**
Assessment results will identify areas where improvement is needed. Hopefully, they will lead us to practical solutions.

IV. **Annual Reports**
A. **Key Achievements**
The department has instituted a program of cross training personnel. It is the department’s goal to have each person proficient in more than one function of the Business Office. This will have a positive impact on efficiency and internal control. Cross training is yeilding some positive results. The department has a trained back up for Accounts Payable and for Student Accounts.

B. **Staff Achievements**
The department has had some changes in personnel consisting of a transfer to another department, and internal promotion and a new hire. The result has been a measurable improve in efficiency and accuracy.