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 the University in accordance with Generally Accepted Accounting Principles.

I. Goals and Outcomes/Objectives, Related Measures, Targets, Findings, and Action Plans

A. Goal: Provide effective administrative services.
   Provide effective administrative services to support the mission.

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. A statistical analysis of the time between receipt of monies and transport to the depository will be conducted.

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

      2. Findings (2011-2012) - Target: Met
         For the FY 2011/2012 cash shortage equaled .0031%. The target 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.

   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.

      1. Achievement Target:
         Zero errors will occur in authorizing checks.
2. Findings (2011-2012) - Target: Met
This measure has been met based on an internal analysis. However, 2011-2012 State Examiners audit report is not available at this time. Audit will begin at the end of the fiscal year which is 9/30/12.

3. Objective: Maintain accurate financial records
The UWA Business Office will maintain accurate financial records in accordance with Generally Accepted Accounting Principles.

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

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

2. Findings (2011-2012) - Target: Not Met
2010-2011 fiscal year audit is currently in progress. The Business Office will revisit and review this measure upon completing on the State Examiner's audit report.

3. Action Plan:
a. Unqualified Audit Opinion
   Established in Cycle: 2011-2012
   The 2010-2011 fiscal year audit is currently in progress. The Business Office will revisit and review this measure upon completing on the State Exam.

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

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

2. Findings (2011-2012) - Target: Partially Met
Perkins Loan Officer was crosstrained to assist in the Purchasing Office, Student Accounts Office, Accounts Payable Office as well as the Switchboard. However, a schedule for other areas is still in development.

3. Action Plans:
a. Cross train personnel
   Established in Cycle: 2010-2011
   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. This plan will significantly strengthen internal control of the Business Office.
4. **Objective: Produce an Annual Financial Report**
   The Business Office will produce an Annual Financial Report in compliance with the Government Accounting Standards Board Statements #34 and #35.

   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.

   1. **Achievement Target:**

   2. **Findings (2011-2012) - Target: Met**
      Annual Financial Report was published in April 2012.

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:** Finished
      **Priority:** Medium
      **Implementation Description:** Install Fixed Assets Module.
      **Projected Completion Date:** 09/29/2011
      **Responsible Person/Group:** George Snow
      **Additional Resources Requested:** none

   B. **Business Office/Office of Sponsored Programs Coordination**
      Achieve maximum efficiency in the application of established procedures between the Business Office and the Office of Sponsored Programs regarding the establishment of new grants.
      **Established in Cycle:** 2011-2012
      **Implementation Status:** Finished
      **Priority:** High
      **Implementation Description:** Develop short training program to instruct new program administrators and principal investigators in financial policies and procedures as they apply to grants management.
      **Projected Completion Date:** 09/29/2012
      **Responsible Person/Group:** Grants Accounting
      **Additional Resources Requested:** Dependent upon the volume of new grants, an additional accountant may be required.
      **Budget Amount Requested:** $45,000.00 (recurring)
D. Workstation
Procure one additional work station for the Comptroller's Office.

Established in Cycle: 2011-2012
Implementation Status: In-Progress
Priority: Medium
Implementation Description: Purchase workstation
Projected Completion Date: 09/29/2011
Responsible Person/Group: George Snow
Additional Resources Requested: none
Budget Amount Requested: $3,000.00 (recurring)

III. Analysis Answers

A. What specific strengths did your assessments show? (Strengths)
The Business Office was able to operate with accuracy in receipts and disbursements of funds. The Business Office, in conjunction with the Sponsored Programs Office, was successful in developing policies and procedures for new grant awards.

B. What specific weaknesses or challenges did your assessments show? (Weaknesses)
Developing a schedule for crosstraining has not yet been accomplished due to the limited staff and excessive workload for each area. The Business Office would also like to be more efficient in producing financial reports.

C. What plans were implemented?
The Business Office was successful in crosstraining the Perkins Loan Office with other areas. Workstations were purchased for the Business Office. The Business Office in conjunction with the Sponsored Programs Office implemented policies and procedures for new grants.

D. What plans were not implemented?
The Business Office has yet to implement a schedule for crosstraining.

E. How will assessment results be used for continuous improvement?
The Business Office will use the assessment plan to continue to improve on crosstraining, financial reporting, efficiency, and working in coordination with other offices.

IV. Annual Report Section Responses

A. Key Achievements
The Business Office is currently implementing a new service for international students which will allow them to transfer funds electronically to the University for tuition and fee payments. The Business Office is assisting the University Bookstore in implementing a new program that will allow students with excess financial aid funds to charge their textbooks to their student account. By using an electronic filing system, the Business Office is making great strides in
reducing the space required to store paper data while also preserving it's financial data.

B. **Staff Achievements**
The Business Office sent three representatives from the Student Accounts Office and Accounting to the National Datatel Users Group Conference in Washington D.C. While there, the Business Office representatives learned about new features available through Datatel and collaborated with other Universities to find more efficient methods for operation.

C. **Public/Community Service**
The Business Office is actively participating in recycling efforts by recycling plastic bottles and shredding paper documents. The Business Office also aids local area schools by saving Box Tops for Education and Campbell's Soup labels.
Planning and Assessment Approval

Department or Division: Business Office/Financial Affairs
Chair or Director: George Snow
Dean or Vice President: R. Noland

<table>
<thead>
<tr>
<th>Item</th>
<th>Approved</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Goals</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Goals are broad statements describing what the unit wants to accomplish. Goals relate to both the unit's mission and the University's mission. The goal(s) is stated as the University goal(s) a unit is attempting to meet.</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td></td>
<td>NO</td>
<td></td>
</tr>
<tr>
<td><strong>Outcomes/Objectives</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outcomes and objectives are statements that describe in some detail what the unit plans to accomplish. Outcomes/objectives are associated with all applicable goals, strategic plans, standards, and institutional priorities.</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td></td>
<td>NO</td>
<td></td>
</tr>
<tr>
<td>Objectives are active-verb descriptions of specific points or tasks the unit will accomplish or reach. Outcomes are active-verb descriptions of a desired end result related to student learning and the unit's mission.</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td></td>
<td>NO</td>
<td></td>
</tr>
<tr>
<td><strong>Measures</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Measures are statements to judge success in achieving the stated outcome or objective. Measures contain information on the type of evidence and assessment tool that a unit will use to verify if stated outcome/objective has been met.</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td></td>
<td>NO</td>
<td></td>
</tr>
<tr>
<td><strong>Achievement Targets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Achievement targets are the thresholds that the measures must meet for the unit to determine that it has been successful in meeting its specified outcomes/objectives. Achievement targets are measurable statements.</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td></td>
<td>NO</td>
<td></td>
</tr>
<tr>
<td>Item</td>
<td>Approved</td>
<td>Remarks</td>
</tr>
<tr>
<td>---------------</td>
<td>----------</td>
<td>---------</td>
</tr>
<tr>
<td><strong>Findings</strong></td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Findings are indications whether an outcome/objective was met or not. Findings are put into the system under each achievement target. Findings include an interpretation of results, possible uses of results, reflection on problems encountered, indicated improvements/changes and strengths or weakness.</td>
<td>NO</td>
<td></td>
</tr>
<tr>
<td><strong>Action Plans</strong></td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Action plans are detailed plans created by the unit to meet an outcome/objective that was only partially met or not met or to make improvement to those outcomes/objectives that were met but still need some strengthening. The plan includes a projected completion date, implementation description, responsible person(s)/group, resources required, and budget amount (if applicable).</td>
<td>NO</td>
<td></td>
</tr>
<tr>
<td>Action plans created in previous cycles have been updated with implementation notes.</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td><strong>Annual Report</strong></td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>The Annual Report section contains information on key achievements, faculty and/or staff achievements, and community/public.</td>
<td>NO</td>
<td></td>
</tr>
<tr>
<td><strong>Analysis Report</strong></td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>The unit has reflected on and created narratives for each of the following areas: specific strengths and progress made on outcomes/objectives, specific weaknesses or challenges, plans that were and were not implemented, and how assessment results will be used for continuous improvement.</td>
<td>NO</td>
<td></td>
</tr>
</tbody>
</table>

Approved by: [Signature of Dean or Vice President]

Date: 7-23-12

Received by OIE: [Signature of Coordinator of Planning and Assessment]

Date: 8-8-12