

2010/2011 Assessment Report
Division of Finance and Administration
Chief Financial Officer

Desired Outcome—Achieve high levels of efficiency and effectiveness in performing key Finance & Accounting functions.

Assessment Item #1

1. Target activity:

Implement electronic processing of student employee payments through existing contract with electronic student refund vendor.

2. Describe criteria for success and methodology of assessment:

Criteria: Through a third party processor, convert to a method of electronic disbursement of student payroll payments.

Methodology: The Payroll Office will monitor the number of student payroll payments processed through electronic means, with an eventual goal of 100% after full implementation.

3. Provide a summary of data collected:

As of April 2011, we achieved 100% participation in electronic processing of student employee payroll payments through our electronic student residual payment vendor.

4. Describe how assessment results were used to improve administrative operations (closing the loop):

Through a collaborative effort that included WKU Payroll, Bursar, Student Financial Assistance and Information Technology staff, we successfully implemented electronic student payroll processing in a very short time. The process was initially proposed by the Student Government Association (SGA). Feedback from the SGA and the general student population has been very positive. Aside from the benefits of a substantial ongoing reduction in paper consumption, we gain even greater efficiencies by eliminating printing, sorting, mailing and distributing paper checks. Students gain through later cutoff of student charges to university accounts, as well as a reduction in efforts associated with cashing and/or depositing checks. We are able to devote the time formerly spent by our staff members in handling paper checks to their core job duties, thereby improving overall service to students.

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Assessment Item #2

1. Target activity:

Expand the use of document imaging to eliminate hard copy files and to improve accessibility of records.

2. Describe criteria for success and methodology of assessment:

Criteria: Begin conversion to document scanning for employee pay documents in the Payroll Office.

Methodology: The Payroll Office will monitor the number of payroll documents (such as Form 16) scanned, with an eventual goal of scanning all such documents and providing access to scanned images through employee pay records in Banner.

3. Provide a summary of data collected:

Process analysis and testing began in July 2010 and was completed in November 2010 after appropriate software modifications were in place. The Payroll Office began scanning Form 16 documents in January 2011, beginning with documents dated July 2010. Once scanned documents were up to date, scanning of documents for the 2009/10 fiscal year was begun and completed. The goal is to scan Form 16's for the previous three fiscal years in order to assist with retirement reporting. We plan to expand the use of document imaging in the payroll office by scanning tax forms and SIA forms in the near future.

4. Describe how assessment results were used to improve administrative operations (closing the loop):

This initiative has been extremely helpful to payroll staff for ad hoc questions from employees. No longer is it necessary to pull hard copy pay documents from file cabinets in order to inform employees of the items they have been paid for. Our Internal Audit staff use this function often in their audit procedures, thereby allowing them to review pay history from their desktops rather than coming to the Payroll Office to review hard copies. This change has resulted in a significant reduction in staff time required to research and review pay documents.

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Assessment Item #1

1. Target activity:

Update all policy and procedures documents within areas reporting to the CFO in the new format approved by the WKU Administrative Council.

2. Describe criteria for success and methodology of assessment:

Criteria: The offices of Bursar, Purchasing & Accounts Payable, Accounting and GCA, Payroll and CFO will update all policies and procedures and convert them to the new policy format for inclusion in the online policy documents webpage.

Methodology: All appropriate policies and procedures used by campus offices should be documented and published on the policies webpage to be accessed by users. Our goal is to have 100% of current published policies converted by July 15, 2011, with new policy documents to be drafted, approved and published by December 31, 2011.

3. Provide a summary of data collected:

4. Describe how assessment results were used to improve administrative operations (closing the loop):

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Assessment Item #2

1. Target activity:

Improve procedures for billing and collection associated with WKU Study Abroad initiatives. This should improve internal controls and restrict the responsibility for cash handling to Business Office employees.

2. Describe criteria for success and methodology of assessment:

Criteria: Convert student billing/collection for WKU Study Abroad travels to the WKU Billings & Receivables Office from the respective academic department offices who are overseeing the courses.

Methodology: The Billings & Receivables and Accounting Offices will monitor the number of WKU Study Abroad courses billed and collected through the billings office rather than through departmental offices.

3. Provide a summary of data collected:

4. Describe how assessment results were used to improve administrative operations (closing the loop):