

**2009/2010 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 #2

1. Target activity:

Expand use of online time input and approval for student employees.

2. Describe criteria for success and methodology of assessment:

Criteria: Achieve 100% participation in online student time entry and approval through TopNet.

Methodology: The Payroll Office will continue the expansion of this service throughout campus departments with the goal of 100% participation.

3. Provide a summary of data collected:

As of June 2010, we have achieved 100% participation in online time input and approval for student employees through TopNet.

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

Both the student employee population and university faculty and staff seem to appreciate the functionality of online time input through TopNet. It allows students access to their time records from any location with internet access, and it allows university supervisors the ability to review and approve as well. From the standpoint of payroll processing, it provides an upload of data collected by online time input that virtually eliminates manual time entry in the payroll office. Some challenges were created in terms of reconciliation and balancing, but we believe in the long term that it will greatly enhance our ability to efficiently process student employee payments.

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Assessment Item #1

1. Target activity:

Implement electronic processing of student refunds.

2. Describe criteria for success and methodology of assessment:

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

Methodology: The Bursar's Office will monitor the number of student refunds processed through electronic means, with an eventual goal of 100% after full implementation.

3. Provide a summary of data collected:

As of January 1, 2010, WKU processes all student residual payments through an electronic process. We make three wire transfer payments to an external vendor each week in conjunction with the upload of a data file containing student identification and refund information.

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

The automated refund process seems to be working very well. WKU students, for the most part, seem to be very happy with the changes brought about as a result of electronic refund processing. We have recognized greater accuracy in refund processing due to our ability to slightly delay the cutoff for processing so that all appropriate charges may offset residual amounts. This has drastically reduced the manual task of reviewing student accounts and pulling residual checks to be voided and reissued. The electronic process has also improved the timeliness of student refunds, thereby increasing student satisfaction.

**2010/2011 Assessment Report
Division of Finance and Administration
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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:

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

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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:

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