

	A	B	C	D	E
1	 FRANCIS MARION UNIVERSITY ACCOUNTING IE DEPARTMENTAL ASSESSMENT PLAN				
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6	ASSESSMENT PLAN PERIOD: July 1, 2015 - June 30, 2016				
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9	DEPARTMENTAL MISSION STATEMENT: To support the educational, research, and public service mission of the University,				
10	the Accounting/Cashier's Office provides financial services in an ethical and professional manner				
11	demonstrating our acceptance of responsibility to the public.				
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15	Goals	Desired Outcomes	Assessment Methods and Procedures	Results	Planned Improvements Based on Assessment Results
16	1 Financial Systems are maintained within Generally Accepted Accounting Standards (GAAP) as establish by the Government Accounting Standards Board(GASB)	Dates as established by the Comptroller Generals Office of South Carolina will be met. The audit will have an unqualified opinion.	A. Annual audits will be conducted by an Independent Auditor within the time frame established by the Comptroller General of South Carolina. B. The Auditor's report will contain the auditor's Report with an unqualified opinion	The annual financial statements and independent auditor's report was submitted to the Comptroller General by the required date. The auditors issued an unqualified opinion. There were no findings related to the financial statements and there we no findings and questioned costs relating to federal awards.	The University will continue to diligently monitor our system so that it conforms to GAAP.

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17	Goals	Desired Outcomes	Assessment Methods and Procedures	Results	Planned Improvements Based on Assessment Results
18	2. Service to users of Cashier's Office is courteous and prompt.	Refunds will be made as soon as possible, not more than 10 days, and always within the timelines set by the Department of Education for the year being measured (currently 14 days). If more than 10% of the return of credit balance require more than 10 days, a determination will be made as to the cause and a report documenting the cause and the correction maintained.	Annually the Director of Financial Services and Student Accounts will analyze the student accounts receivable. A report of findings will be prepared for the Assistant Vice President of Accounting. If more than 10% of the credit balance remain on the student account more than 10 days, an analysis of those accounts will be documented and recommendations for improvements prepared.	Less than 10% of the credit balances were held greater than 10 days. There was only one instance where a Title IV balance was held over 10 days. The credit balance was \$1.00. Our target was achieved for the goal.	The Director of Financial Services and Student Accounts will continue to monitor credit balances.

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21	Goals	Desired Outcomes	Assessment Methods and Procedures	Results	Planned Improvements Based on Assessment Results
22	4. Service to users of Cashier's Office is courteous and prompt.	Eighty percent (80%) of respondents on the annual survey agree or strongly agree to the statement: "Cashiers are courteous and prompt."	Annually, a student customer satisfaction survey will be conducted by the Cashiers Office.	A Cashier's Office Customer Survey was completed in Fall 2015. The survey asked if the Cashier's Office is doing a great job with the following standards: courteous, communication, consistent, knowledge, engaged, and respect. 98% of the responses were strongly agree or agree. Of the 200 surveys given to customer, 100 were returned. Our target was achieved for this goal.	The Cashier's Office will continue to perform customer surveys.

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23	5. Continued collaboration with other state supported institutions of higher education.	A. Attend at least 75% of all quarterly meetings held by the SC Controller's Group. B. Collaboration and sharing of ideas amongst institutions will strengthen the entire SC Higher Ed system.	Document the meetings held during the fiscal year and document the dates attended and who attended.	Staff attended 75% of the meeting held by the SC Controller's Group. Our target was achieved for this goal.	Continued emphasis will be placed on staff attendance.					