



FRANCIS MARION UNIVERSITY
ACCOUNTING
IE DEPARTMENTAL ASSESSMENT PLAN

ASSESSMENT PLAN PERIOD: July 1, 2018 - June 30, 2019

DEPARTMENTAL MISSION STATEMENT: To support the educational, research, and public service mission of the University, the Accounting/Cashier's Office provides financial services in an ethical and professional manner demonstrating our acceptance of responsibility to the public.

Goals	Desired Outcomes	Assessment Methods and Procedures	Results	Planned Improvements Based on Assessment Results
To have high borrower satisfaction of service received from FMU and ECSI (loan servicer for Perkins & Nurse Faculty Loan Programs).	80% overall borrower satisfaction of service received from both FMU and ECSI.	Online surveys were emailed to all Perkins (354) and Nurse Faculty Loan (9) borrowers who currently owe a balance. Submissions were emailed back anonymously. Borrowers were asked if they had contacted FMU and ECSI about their account within the last 12 months and their satisfaction level of the service they received. They were also asked if they had created their online account with ECSI and their satisfaction level with it. Baseline: NA Benchmark: 80% Target: 85%	We received an overall response rate of 9.4%. 81.25% of respondents indicated they were satisfied or very satisfied with FMU's service. 44.4% of respondents were satisfied or very satisfied with their online account with ECSI and 27.8% were satisfied or very satisfied with service they received from ECSI.	Share survey results with ECSI and work to improve the service they provide based on the comments & suggestions from survey responses. FMU will continue current efforts to improve borrower service on our end by providing prompt, accurate, and friendly service.
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Maintain low Cohort Default Rates (CDR) for both Perkins and Nurse Faculty Loan Programs.	CDR for Perkins: 13% CDR for Nurse Faculty Loans: 0%	Federal Regulations set the maximum CDR for Perkins at 25% and Nurse Faculty Loans at 5% at Fiscal Year End June 30th. ECSI generates monthly reports for both loan programs to show current status. The Loan Officer works on delinquent accounts by sending additional past due notices in the mail reminding these borrowers of their payment obligation and entitlements. Baseline: The official CDR for 6/30/18 was 14.61% for Perkins and 0% for Nurse Faculty Loans. Benchmark: 13% for Perkins and 0% for Nurse Faculty Loans. Target: 10% for Perkins and 0% for Nurse Faculty Loans.	Official CDR for 2018-19 were as follows: Perkins- 10.447% Nurse Faculty Loans- 0%	Our initial target was 12%, but after the official CDR was determined to be much lower than both our benchmark and target, we've adjusted our target to 10%. To reach the new outcome, emailing past due notices or cold calls from FMU to delinquent borrowers may be implemented for Perkins.



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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. An email was sent to students with a link to the survey on the FMU website. A paper survey was also available in the Cashier's Office. Baseline:88% Benchmark:77% Target: 80%	A Cashier's Office Customer Survey was completed in Fall 2018. 88 out of 500 surveys were returned. The survey asked if the Cashier's Office is doing a great job with the following standards: courteous, communication, consistent, knowledge, engaged, and respect. 77% of the responses were strongly agree or agree. Our target was not achieved for this goal.	The Cashier's Office will actively strive to improve their customer service delivery in the areas of being courteous, communication, consistent, knowledge, engaged, and respect. Our goal is to answer each student question fully and respectfully. At any time when a question is asked, we will go the extra mile to make sure that the appropriate person answers the question accurately.
Goals	Desired Outcomes	Assessment Methods and Procedures	Results	Planned Improvements Based on Assessment Results
Higher volume of student's weekly use of the Patriot Portal/Self-Service.	To increase to sixty percent (60%) of students use Patriot Portal/Self-Service weekly.	Annually, a student customer satisfaction survey will be conducted by the Cashiers Office. An email will be sent to students with a link to the survey on the FMU website. A paper survey will also available be in the Cashier's Office. Baseline:NA Benchmark: 42% Target:60%	2018 survey results showed a Forty-two percent (42%) of students used this function. 88 out of 500 surveys were returned.	The Cashier's Office will encourage each student that they have contact with to use the self-service option on the Patriot Portal/Self-Service. Pointing out the different features available and explaining the convenience of completing actions without coming into the office.



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Number of students that use Patriot Portal/Self-Service to print account statements.	Increase to twenty-five percent (25%) student use of the print option to print their online statement using Patriot Portal/Self-Service.	Annually, a student customer satisfaction survey will be conducted by the Cashiers Office. An email will be sent to students with a link to the survey on the FMU website. A paper survey will also available be in the Cashier's Office. Baseline:NA Benchmark:0% Target: 25%	Patriot Portal/Self-Service. 88 out of 500 surveys were returned. 2018's survey found that zero percent (0%) students used this option.	The Cashiers Office will remind students daily that their account statements are available online for view and print on the Patriot Portal/Self Service. Email reminders will also be sent to students.
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Increase the number of students that Make a Payment online.	Fifty percent (50%) of students completed a payment transaction on Patriot Portal/Self-Service using the online payment method.	Annually, a student customer satisfaction survey will be conducted by the Cashiers Office. An email will be sent to students with a link to the survey on the FMU website. A paper survey will also available be in the Cashier's Office. Baseline:NA Benchmark:7% Target: 50%	2018 survey 88 out of 500 were returned. Findings showed that only Seven percent (7%) of student used the online payment function.	The Cashiers office will inform students making in office payments, that there is an option to make debit and credit card payments online using the Patriot Portal/Self Service. Reminder emails will also be sent to students.
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Increase the number of student employees doing online time card entry.	Have 100% of student employees doing online time card entry.	Assessment will be measured by quantity of paper time cards versus online time card entry. Baseline: NA- new process not available until 2018-19. Benchmark: Test sample of 10 student employees to work out any issues before opening process up to entire campus. Target: 100% online time card entry for student employees by December 2019.	Test sample of 10 student employees entering their time card was successful in ensuring any issues/programming errors were corrected and we are ready to begin campus wide online time card entry in Fall 2019.	As new student employees get hired, they will be given access to online time card submission and provided instructions. Supervisors will continue to be trained as needed to ensure they can assist their employees and enforce online entry.



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Increase the number of student employees utilizing Direct Deposit for payroll.	100% of all student employees enrolled in Direct Deposit.	Assessment will be measured by quantity of Direct Deposits versus paper checks processed. Baseline: NA- not required prior to 2018-19. Benchmark: 95% Target: 100%	Results showed that 95% of the 316 student employees enrolled in Direct Deposit by May 2019.	Direct Deposit forms are now a part of the hire-new package. If employee refuses to sign up for Direct Deposit, they must provide a written statement as to why. Payroll checks are no longer available for pick up or campus delivery, they are mailed to their home address on the pay date.
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Ensure that Title IV monies due back to the Department of Education are returned within 240 days.	100% refunds returned within 240 days to maintain Federal compliance.	Each quarter the outstanding checks report is generated and reviewed to see if any are Title IV monies. Efforts are made to contact the student to get them to cash the check if they still have it or reissue the check if they don't. If we can't contact the student, the money is returned to the Dept of Ed on their behalf within 240 days of initial refund. Baseline: 50% Benchmark: 98% Target: 100%	Reports show that we did 10 Title IV refunds and 100% were sent back to the Dept of Ed within 240 days for 2018-19.	Begin contacting payees sooner for updated address information for any uncashed or returned checks to ensure we remain in Federal Compliance. Continue to enforce Direct Deposits for student refunds to prevent checks being lost or not cashed.



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Decrease the dollar value of Stale Dated write offs.	Decrease State Dated write offs by 60%.	Each quarter the outstanding checks report is generated and reviewed to see what isn't Title IV monies. Efforts are made to contact the payee to see if they received the check or if we need to reissue. If contact attempts fail, the check is stale dated and sent to the SC Unclaimed Funds on the payees' behalf. Baseline: 54% reduction from 2016-17 totals. Benchmark: 60% reduction from previous year totals (2017-18). Target: 63% reduction from current year totals 2018-19.	Stale Dated write offs were decreased by 53% (\$4,264.56) for the 2018-19 fiscal year, but we did not meet our benchmark of 60% (\$4854.86).	Begin contacting payees sooner for updated address information for returned checks. Enforce Direct Deposits for payroll, student refunds, and accounts payable payments to prevent checks being lost or not cashed.
Goals	Desired Outcomes	Assessment Methods and Procedures	Results	Planned Improvements Based on Assessment Results
Ensure vendor payments are made as quickly as possible and within payment terms.	95% of vendor payments are made within 30 days of receipt of either the invoice or the goods/services receiving report.	A random sample of twenty accounts payable invoices will be annually reviewed and evaluated. Payments made outside of payment terms will be investigated and procedural changes will be made if needed. Baseline: 98% Benchmark: 95% Target: 100%	Random sampling found that 100% of invoices were processed within 30 days from receiving the invoice or the goods/services.	Due to the increase of delayed receipt of invoices from some vendors, we will now measure the 30 days from when the department /end user submits the receiving report. This will let Accounts Payable know to contact the vendors for an invoice if not received in a timely manner.