



**FRANCIS MARION UNIVERSITY**  
**OFFICE OF FINANCIAL SERVICES**  
**IE DEPARTMENTAL ASSESSMENT PLAN**

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

**DEPARTMENTAL MISSION STATEMENT:** The mission of the Office of Financial Services is threefold, to provide a financial plan (budget) for the University that is sufficient to cover all necessary expenses while seeking to increase efficiency of operations, to provide reporting to management of the University that is sufficient to make timely and effective decisions that will shape the path of the University, and to provide support to the VP of Business Affairs/CFO by means of facility space reservation management and complex/significant problem resolution assistance.

Goals	Desired Outcomes	Assessment Methods and Procedures	Results	Planned Improvements Based on Assessment Results
1. Be an exemplary model of fiscal management for the University.	Zero audit findings related to operations of the Financial Services Office to include State and Federal grant reporting, Management / BOT reporting, other activities associated with the Office of Financial Services (Baseline = <u>0</u> ).	Review the annual external Auditors Report and determine if any findings were related to operations of the Financial Services Office.	There were <u>0</u> audit findings related to operations of the Financial Services Office in 2018-2019. This target was achieved.	Based on the data, we plan to make no changes to our desired outcomes in 2019-2020.
2. Ensure management reporting prepared by the Office of Financial Services is presented in a timely manner.	100% BOT reports are prepared in a timely manner (Monthly reports are prepared within 5 business days of month end and distributed within 7 business days.) (Baseline = <u>67%</u> ).	Review the Monthly BOT Report log noting monthly reports not prepared within 5 business days and distributed with 7 business days.	100% of BOT reports were prepared in a timely manner (Monthly reports were prepared within 5 business days of month end and distributed within 7 business days.) This target was achieved.	Based on the data we plan to make no changes to our desired outcomes in 2019-2020.
3. Ensure management reporting prepared by the Office of Financial Services is presented in a timely manner.	100% BOT Quarterly Reports are prepared and ready for distribution prior to the distribution deadline set by the President's Office (Baseline = <u>100%</u> ).	Determine if quarterly reports were prepared and submitted prior to the distribution deadline.	<u>100%</u> of BOT Quarterly Reports were prepared and distributed prior to the deadline set by the President's Office (and distributed to the Board Accordingly). This target was achieved.	Based on the data, we plan to make no changes to our desired outcomes in 2019-2020.
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<p>4. The Department will seek when possible training and continuing education opportunities which include: actual training and continuing professional education (CPE), annual renewal of federal grant management manuals, other periodicals such as Business Officer Magazine, and other materials that will assist with staying abreast of changes to the profession or higher education industry.</p>	<p>A. Asst. VP for Financial Services maintains at least 40 hours of continuing education annually. (Baseline = <u>40</u> ).          B. Other employees seek at least 8 hours of training or procure 1 educational/training guide that fosters and improves their ability to perform their current duties. (Baseline = <u>0</u> ).</p>	<p>A. Review the Asst. VP for Financial Services CPE Report.          B. Document training and evaluate training efforts by other department employees and document efforts. Use information noted from this review against employee performance management system EPMS' to determine planned improvements if</p>	<p>The Asst. VP for Financial Services maintained <u>40</u> hours of continuing education in 2018-2019 (reported on a calendar year for 2018). The target was achieved. Financial Services staff, on average, had <u>0</u> hours of training but procured 1 educational/training guide in 2018-2019. The target was achieved.</p>	<p>Based on the data, we plan to make no changes to our desired outcomes in 2019-2020.</p>
<p>5. The Department will seek collaboration with other SC Higher Ed Budget Departments to improve budgeting of Higher Ed in SC.</p>	<p>A. Attend at least 75% of all meetings held by the SC Budget Group. (Baseline = 0 (no meeting held in FY17-18)).</p>	<p>Document the meetings held during the fiscal year and document the dates attended and who attended.</p>	<p>In 2018-2019, there were 0 SC Budget Group meeting. By default we comply with this requirement. As compensation for an official meeting, Financial Services participates in all email correspondence between budget directors in support of the overall budgetary process in SC. The target was achieved.</p>	<p>Based on the apparent lack of desire by other state entities, we will discontinue this participation assessment for the future reports.</p>
<p>6. Properly manage facility space request for non-instructional / operational activities.</p>	<p>A. 90% success in following the Facilities Space Request procedures, securing proper approvals, processing forms in a timely manner (within 5 business days after receipt). (Baseline = 82%).</p>	<p>Randomly select two weeks of facility requests and audit the request to ensure they were prepared in accordance with the Facility Space Request policy, necessary approvals were secured, and the request was processed in a timely manner.</p>	<p>The success rate for following the Facilities Space Request procedures was <u>87</u>% (18 errors in 141 transactions reviewed. Transaction weeks reviewed were 10/7-13/18 &amp; 2/24-3/2/19.) This target was not achieved.</p>	<p>Based on the data, we plan to make no changes to our desired outcomes in 2019-2020. We believe that this year's performance was due to the ongoing implementation as the team lead for the financial implementation of our new ERP system. Financial Services effective 7/1/19 will be transitioning to a new calendar system, this system will create a new web based calendaring system and reservation request process. We will evaluate this efficiency measure for 2019-20 and determine at next report whether to continue this measure or modify the desired outcome</p>



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### Planned Improvement Metrics to implement for 2019-20

1. Provide financial support training to University Finance Users in system access and utilities.	Faculty and Staff receiving said training and guidance from the office, note that at least 80% indicate training was satisfactory.	Send annual survey to all financial system users.
2. Seek to ensure the University remains active in up to date financial system modifications as our ERP vendor develops such.	Financial Services staff stay abreast of changes and improvements via meetings, conferences, or contributions to the user community. At least 10 engagement hours a year.	Assesment via documentation of community interaction, periodicals, or agenda of conference material.
3. Seek to ensure facility reservation system and event calendaring satisfaction.	Financial Services will seek to ensure as the calendar system is implemented that users find said system satisfactory. At least 80% that indicate use of such system find the system satisfactory.	Send annual survey to at least a representative sample of all facility requestors.