

Administrative and Educational Support Report

Office of the Comptroller

**Annual Action Plan
Annual Assessment Report**

June 2007 – May 2008



Annual Action Plan: June 1, 2007–May 31, 2008

Unit: **Office of the Associate Vice-President for Business Affairs/Comptroller**

UTPA Mission: The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master’s and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

Division: Business Affairs

Unit Head: Esequiel Granado, Jr.

Unit Mission: The mission of the Office of the Comptroller is to provide accurate, timely and comprehensive financial and accounting data, information, and services to The University of Texas-Pan American departments, students, faculty and staff. The Comptroller staff is dedicated to providing quality service to The University of Texas-Pan American and its customers, adhering to the policies and procedures of the University and abiding by all laws and regulations of the State of Texas.

University Goal: **Become an outstanding research institution, emphasizing collaborative partnerships and entrepreneurship**

Division Objective: Develop and support skill sets necessary to support the needs of a research institution

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
Provide grant management training	Provide training for account managers and principal investigators on grant management.	Training Post module for grant management expected to be completed by January 2008.	Completion of grant management training module by January 2008.	

University Goal: **Optimize institutional effectiveness and efficiency consistent with high quality organizational standards**

Annual Action Plan June 1, 2007–May 31, 2008

Division Objective:

Provide a financially sound institution

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
Complete Annual Financial Report (AFR) using Oracle	Complete the 2007 AFR as mandated by UT System using the new Oracle system.	Complete the AFR for fiscal year 2007 by October 4 th , 2007 for submission to UT System on October 5 th .	Completion of Annual Financial Report by UT System's deadline.	

University Goal:

Optimize institutional effectiveness and efficiency consistent with high quality organizational standards

Division Objective:

Identify and provide staff professional development opportunities – in and outside of the Division

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
Attend training sessions/workshops for professional improvement	Send Comptroller's Office staff to various trainings and/or workshops to improve professional development.	Attend various first-time trainings that include Oracle Open World, 1099 National Conference, Assets Management Western Region Conference, OMB Circular A-21 training, Tax Compliance training, etc.	Number of first-time trainings actually attended for professional development.	Funds needed to pay for travel expenses and registration fees as needed.

University Goal:

Optimize institutional effectiveness and efficiency consistent with high quality organizational standards

Annual Action Plan June 1, 2007–May 31, 2008

Division Objective:

Support on-going improvement of information systems

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
Implement Campus Loan Manager (CLM)	Convert from Loan Management System (LMS) to CLM	Conversion from LMS and implementation of new CLM system targeted for June 2008.	Progress made towards conversion from LMS to CLM as of May 2008.	Funds associated with the implementation of this new loan management system.
Implement Banner Student Receivables & Tax Compliance	Implement the student receivables and tax compliance modules within the new Banner system	System go-live target date by Fall 2008.	Progress made towards implementation of Banner Student Receivables and Tax Compliance as of May 2008.	Funds associated with the implementation of these modules.
Implement Oracle Phase II items	Address Oracle Phase II items as shown on prioritized project list	Complete at least 10 items on the Phase II list by May 2008.	Actual number of items on the list that have been completed.	Funds associated with the implementation of Oracle Phase II.
Expand CS Gold system	Expand functionality of current CS Gold System to include access control and campus debit program	Expand access control for Wellness & Rec Center by Fall 2007 and debit card readers for snack vending machines by early Spring 2008.	Actual completion date for Wellness & Rec Center access control and debit card readers in vending machines.	
Implement EIS Time Entry System	Implement timekeeping module campus-wide for all faculty, staff, and student employees.	Go-live date and elimination of paper timecards targeted for September 1, 2007.	Actual go-live date for EIS Time Entry System.	Funds associated with timekeeping module post-implementation items.

FY08 AES Assessment Results Report

UTPA

Admin - Comptroller

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Unit Head: Esequiel Granado, Jr.

Division: Division of Business Affairs

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>Admin - Comptroller - Grant Management Training - We will provide grant management training</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p> <p>End Date: 08/31/2008</p> <p>Outcome Status: No Longer Desired</p> <p>Strategies: Provide training for account managers and principal investigators in the area of grant management.</p>	<p>Assessment Method: Progress towards completion of grant management training module by January 2008</p> <p>Criterion for Success: Training Post module for grant management expected to be completed by January 2008</p>	<p>10/02/2008 - As a result of employee turnover in the department of Grants and Contracts, the implementation of the Training Post module has been postponed until August 2009.</p> <p>Result Type: Criterion Not Met</p> <p>Next Step: Continue Current Strategy(s)</p>	<p>10/02/2008 - The project will continue once recently hired employees are trained and can devote time to the Training Post.</p>
<p>Admin - Comptroller - Annual Financial Report - We will complete the Annual Financial Report (AFR) using Oracle</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p> <p>End Date: 08/31/2008</p> <p>Outcome Status: Complete</p> <p>Strategies: Complete the 2007 AFR on or before deadline as mandated by UT System using</p>	<p>Assessment Method: Date on which the Annual Financial Report was submitted to UT System's</p> <p>Criterion for Success: Complete the AFR for fiscal year 2007 by October 4th, 2007 for submission to UT System on October 5th</p>	<p>09/29/2008 - Annual Financial Report for FY 2007 was completed and electronically submitted to UT System by Friday, October 5th 2007</p> <p>Result Type: Criterion Met</p> <p>Next Step: Mark Outcome as Complete</p>	<p>09/30/2008 - Will continue to improve the coordination of end-of-year processes between Comptroller's Office staff/various module owners to ensure that all transactions are processed in a timely manner to be included in the respective Annual Financial Report.</p>

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
the new Oracle system.			
<p>Admin - Comptroller - Professional Improvement - We will attend training sessions/workshops for professional improvement</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p> <p>End Date: 08/31/2008</p> <p>Outcome Status: No Longer Desired</p>	<p>Assessment Method: Number of first-time trainings actually attended for professional development</p> <p>Criterion for Success: Attend various first-time trainings that include Oracle Open World, 1099 National Conference, OMB Circular A-21 training, Tax Compliance training, etc.</p>	<p>10/02/2008 - Attended the following trainings for the first time: *Oracle Open World-San Francisco (AP, LD, and GL) *Oracle Higher Education Conference-Las Vegas (all modules) *OMB Circular A-21-Colorado (G&C)</p> <p>Result Type: Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p>	<p>10/02/2008 - These trainings are essential to keep informed on changes to the financial system, as well as rules, laws, and/or regulations that affect the University as a whole.</p> <p>Follow-Up: 10/02/2008 - Comptroller's Staff will continue attending workshops for professional improvement.</p>
<p>Strategies: Send Comptroller's Office staff to various trainings and/or workshops to improve professional development</p>			
<p>Admin - Comptroller - Campus Loan Manager - We will implement the Campus Loan Manager (CLM) system</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p> <p>End Date: 08/31/2008</p> <p>Outcome Status: Complete</p> <p>Strategies: Convert from Loan Management System (LMS) to CLM.</p>	<p>Assessment Method: Progress made towards conversion from LMS to CLM as of August 2008</p> <p>Criterion for Success: Conversion from LMS and implementation of new CLM system targeted for August 2008</p>	<p>09/30/2008 - Implementation of the Campus Loan Manager module within the new Banner Student System was completed and rolled out into production in July 2008.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Mark Outcome as Complete</p>	<p>09/30/2008 - The new software is an upgrade from a 1990s system which provides real-time balances on student loans including interest calculations.</p>
<p>Admin - Comptroller - Banner System - We will implement Banner Student Receivables and Tax Compliance</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p>	<p>Assessment Method: Progress made towards implementation of Banner Student Receivables and Tax Compliance as of August 2008</p> <p>Criterion for Success: System go-live target date by August 2008</p>	<p>10/06/2008 - Banner Student Receivables was implemented and rolled out into production in August 2008</p> <p>Result Type: Criterion Met</p> <p>Next Step: Mark Outcome as Complete</p>	<p>10/06/2008 - The new system will be evaluated for possible required changes and items that need to be addressed/fixed</p>

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>End Date: 08/31/2008</p> <p>Outcome Status: No Longer Desired</p> <p>Strategies: Implement the student receivables and tax compliance modules within the new Banner system</p>		<p>10/02/2008 - Tax Compliance module is currently in progress and expected to go live by the end of the Fall 2008 (December)</p> <p>Result Type: Criterion Not Met</p> <p>Next Step: Continue Current Strategy(s)</p>	<p>10/06/2008 - The new system will be evaluated for possible required changes and items that need to be addressed/fixed</p>
<p>Admin - Comptroller - Oracle Phase II - We will implement Oracle Phase II items</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p> <p>End Date: 08/31/2008</p> <p>Outcome Status: No Longer Desired</p> <p>Strategies: Address Oracle Phase II items as shown on prioritized project list</p>	<p>Assessment Method: Actual number of items on the list that have been completed</p> <p>Criterion for Success: Complete at least 10 items on the Phase II list by August 2008</p>	<p>10/02/2008 - Only the following 8 projects on the Phase II list were completed:</p> <ul style="list-style-type: none"> *Blanket Work Orders-in production July 2008 *Federal Workstudy LD Funding Split (to redirect benefit portion)-in production April 2008 *Miscellaneous Funds Checking-in production August 2008 *Annual Project Manager Certification Process (GMS)-in production August 2008 *Financials Year End-completed October 2007 *Family Pack Testing (K, G, and M)-completed November 2007, May 2008, and July 2008 respectively *E-Mail Notification for Salary Employees-in production April 2008 *Online Responsibility Request Form-in production June 2008 <p>Result Type: Criterion Not Met</p> <p>Next Step: Continue Current Strategy(s)</p> <p>Resources Needed - Classified Five Business Analysts and increased support from IT staff</p> <p>Resources Needed - Salaries: \$220,000 to cover salaries for new Business Analysts</p>	<p>10/02/2008 - The lack of funding for new positions, IT support, and consultant services prevented the completion of all Oracle Phase II items.</p> <p>Follow-Up: 10/02/2008 - A new project list with items that need to be addressed/fixed were submitted to IT for FY2009.</p>
<p>Admin - Comptroller - CS Gold System - We will expand the CS Gold System</p>	<p>Assessment Method: Actual completion date for Wellness & Rec Center access control and debit card</p>	<p>11/06/2008 - Bid for the snack vending machines has not been finalized; therefore, debit card readers have not been installed</p>	<p>11/06/2008 - Snack vending contract to be re-bid in FY2009 to incorporate investment options for</p>