

Indiana State University

2004 - 2005 Administrative Annual Report

Assistant Treasurer and University Bursar

Year in Review

Achievements

As you have heard, increasing public awareness of Indiana State University's accomplishments is crucial to building student enrollment, influencing policy makers, and developing a place of pre-eminence in the Midwest. What do you consider to be your department's accomplishments for the 2006-07 year that will contribute to this effort? (Please list in priority order and limit to no more than 8.)

The Assistant Treasurer and University Bursar Division of the Office of the Controller includes the Bursar Operations department and the Grants and Contracts department. The Bursar Operations department is further defined by the Fiscal Operations unit, the Receivables and Systems Management unit, and the Special Programs/Projects unit. In addition, many special projects of a fiscal nature are undertaken by this division. The division's top accomplishments for the 2004/2005 year are as follows. • The University received an unqualified audit opinion in conjunction with the financial records for the year ending June 30, 2004. Both the Bursar Operations department and the Grants and Contracts department of the Assistant Treasurer and University Bursar Division are involved in activities that fall under the purview of this audit. • The University received an unqualified audit opinion in conjunction with the A-133 federal audit for the year ending June 30, 2004. Both the Bursar Operations department and the Grants and Contracts department of the Assistant Treasurer and University Bursar Division are involved in activities that fall under the purview of this audit, with heavy emphasis being on many of the Grant and Contract's departmental activities. • Implemented required Internal Revenue Service reporting in conjunction with IRS Form 1098T. In addition, made IRS Form 1098T and associated information available via the web. This project was undertaken in a joint partnership with the Financial Accounting Division of the Office of the Controller. • Developed and offered a "beginning" training workshop for faculty and staff regarding grant management requirements. This workshop was offered twice during the fall 2004 semester and twice during the spring 2005 semester. • Conducted a comprehensive review and analysis of proposed FISAP data elements, which resulted in more accurate FISAP reporting. In addition to more accurate reporting, the corrected data could result in additional aid dollars being available for ISU in future years. Based on preliminary estimates that have been provided ISU by the US Department of Education, it appears that this may indeed be the case for 2005/2006. • Implemented web-payment capability for admission application fees in association with the School of Graduate Studies. This functionality became reality in December 2004. It is regularly used by potential students and should enhance ISU's ability to recruit. Employees of the School of Graduate Studies seem to be doing well in regard to their role associated with the daily reconciliation of web payment activity, which is a needed component of being a web-enabled office. The design and training of this process was undertaken by Assistant Treasurer and University Bursar Division personnel. • Implemented web-payment capability for admission application fees in association with the Undergraduate Admissions Office. This functionality became reality in March 200

Action Steps

In light of the new [strategic direction](#) of the University can you modify your action steps or develop new action steps that will aid in the implementation of the University's Strategic Indicators?

The Division of Assistant Treasurer and University Bursar constantly strives for fiscal integrity in all aspects of its work. As indicated in the vision statement, the division provides fiscal leadership to the University community in conjunction with programs and initiatives undertaken to provide support in moving the institution toward the goal of pre-eminence. Customer service is taken seriously, as is the safeguarding of assets and sensitive data. Ensuring compliance with regulatory and contractual requirements is also given priority attention. Action steps supporting these ideals will be those that exist within this division.

Assessment

What are two ways in which you evaluated the quality or effectiveness in your area last year? What changes did you make based on those assessments?

The University received unqualified audit opinions in regard to both the financial audit and the A-133 audit, both of which encompass activities associated with the Assistant Treasurer and University Bursar Division. Changes have not been made, given the outcome of the audit work. However, when budget reallocation models were being developed earlier this reporting period, caution was exercised resulting in reallocation decisions that will not jeopardize the integrity of the work performed within the division. In addition, evaluation forms continue to be made available to customers. Appropriate follow-up, as may be deemed necessary, is performed in response to the individual assessments.

Future Goals

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Please describe the progress you have made on these action steps.

- As previously indicated in this document, we have accomplished all of the above. In addition, we have the following technological initiatives underway.
 - o Banner 7.0 is currently in the “development instance”, without ISU modifications. Formal review of Banner documentation and existing ISU modifications has begun, the result of which will be an understanding of new/altered functionality, and an informed determination of whether or not all existing ISU modifications continue to be warranted. Implementation of Banner 7.0 is currently scheduled for October 2005.
 - o Luminus is the result of improved technology and has replaced CampusPipeline. Plans are being developed to expand its usage, with a constant awareness of its potential for communicating with students of important financial information. This tool will be especially important as we strive to maintain and/or improve customer service in times of budget constraint.
 - o TouchNet, ISU’s web-payment software, has released version 4.7. While all enhancements associated with this version are not yet known, it is known that it will correct a software deficiency in version 4.6. The implementation of version 4.7 has not yet been scheduled, but it is known that it will be occurring within the next reporting period.
 - o Significant work will continue in conjunction with the on-line cashiering system. An implementation of the latest version of the software has been scheduled, which includes a new third party product known as Websphere. In addition, another third party component, known as ICVerify, may also be replaced with another product. The implementation, once complete, will not only result in ISU staying current with the latest technology and functionality available from the vendor, but it will also better position ISU in regard to further securing the system and its data. In addition, significant strides will have been made in regard to Visa/MasterCard compliance requirements as a result of the upgrade.
 - o Significant effort has and will continue to be given in order

to move the reporting associated with the Assistant Treasurer and University Bursar Division from FOCUS to COGNOS' ReportNet tool. The ability to do reporting in-house is a critical function for the division. It is imperative this project be viewed as one of priority, given that ISU's Office of Information Technology cannot guarantee how long FOCUS will continue to function. o Work will continue to progress toward making the student refund process ACH capable. Preliminary meetings, with the establishment of some key criteria, have been successfully completed. This action item will be accomplished as a result of a team effort combining staff from both the Assistant Treasurer and University Bursar Division and the Assistant to the VP and Controller Division. Prior to fully implementing student refund ACH, the Assistant to the VP and Controller Division will need to implement vendor payments via ACH. In regard to pla