

Indiana State University

2006 - 2007 Administrative Annual Report

Assistant Treasurer and University Bursar

Vision Statement

[View/Modify Vision](#)

The following is your vision statement loaded from previous submissions. Some administrative units, but not all, may wish to revise their vision statements based on the direction of the University toward pre-eminence. If this pertains to you, then please make changes in the box below:

Our vision is to provide fiscal leadership to the university community as programs and initiatives are undertaken in support of our institution becoming a university of pre-eminence. This encompasses not only the responsibilities of ensuring the fiscal integrity of the institution, accountability, and the stewardship of institutional resources, but also of providing financial services and information to the university community.

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.)

Worked in conjunction with several committees that were in existence to bring to reality new initiatives aimed at increasing enrollment from a domestic perspective. As an example, this division spent significant time from a financial perspective working to bring the laptop scholarship initiative to reality. Tasks ranged from distribution and tracking procedure development to the identification of enrollment requirements to related tax responsibilities. This initiative has found much favor in the eyes of prospective students and parents, as well as high school administrators. Other examples of domestic programs with which this division played a procedural development role are the Sycamore Pathway program and the project which utilizes anonymous donor monies to help people close to graduation that met specific criteria, that have fallen away, make the transition back to enrolled status. Fall 2007 brings with it the implementation of the University-wide laptop initiative, whereas all new incoming freshmen are expected to have at their disposal a laptop for use in a variety of ways in conjunction with their classroom experiences. In support of this initiative, in addition to the introduction of the laptop scholarship program, a computer store was needed on campus as a convenience to our students. This division was, and continues to be, involved in the development of a variety of retail/cash handling procedures that exist in this environment. The University-wide laptop initiative, in like manner as the laptop scholarship program as previously shared, is viewed as a recruitment tool that will attract students that may have otherwise chosen a different institution that is not as embracing of technology as is ISU. A significant construction project that is moving along well is one which will result in the creation of a state of the art student recreation center. It is believed that this facility will play a major role in providing significant recreational and social opportunities for our student body, and as such will serve as a physical recruitment tool for the University. The Assistant Treasurer and University Bursar division was very involved in defining the student criteria warranting assessment of the fee that is being used to support the cost of construction

of the facility. In addition, this division was very involved in the development of associated code creation and subsequent analysis of assessment accuracy. This division was at the helm “to make it happen” when it was decided to retroactively credit some of the assessed fees in response to a project scale-back determined in conjunction with state representatives. All of these components are involved in moving forward along the path to facility reality. The Grants and Contracts unit is a subdivision of the Assistant Treasurer and University Bursar division. This unit has provided financial support for a variety of grants throughout the year, as is normally the case. Noteworthy, however, is the fact that a least one new grant was received this reporting period that directly ties to student recruiting efforts. The NOYSE grant provides scholarships to students to encourage them to go into teaching in urban areas. Scholarship recipients would be required to teach secondary math and science in urban schools for at least two years. Without these grants, the enrollment generated through their financial support may not be possible to replicate. Significant fiscal support was given by this division to a variety of programming initiatives that enhanced the University’s international interests. Support came in a variety of ways including, but not limited to, budget development, break-even analysis, procedure development, and routine processing support. These programs not only supported the University’s presence around the world, but it also resulted in student enrollment that we may not have otherwise had. The Assistant Treasurer and University Bursar division led the initiative to move ISU toward PCI (Payment Card Industry) compliance. During this reporting year, ISU experienced the first of its compliancy required system scans. In addition, the PCI approved auditor was utilized in the preparation of the PCI compliancy self-assessment tool, resulting in the identification of areas needing attention. This division remains as the lead in this initiative and will continue to forge ahead with the need to address each area of identified vulnerability. The importance of this project is many faceted. It will reduce potential liability in the case of data breach, it will move ISU forward in protecting more than just credit card data, and it will position ISU to be able to provide additional web payment services to its various constituencies. The Assistant Treasurer and University Bursar division implemented a new computerized system reflective of more robust technology to manage the post-award component of the federal Perkins Loan program. The current portfolio approximates \$8 million and represents 8,256 loans. This enhancement to post-award services will hopefully not only reflect well with our student borrowers, but also with the various governmental agencies that will audit and/or receive data from the new system.

Enrollment

What steps did you take this year to aid ISU in overcoming enrollment challenges?

The Assistant Treasurer and University Bursar division of Business Affairs and Finance staff helped enrollment by ensuring that students understand their fiscal responsibilities and by providing information to help them make sound financial decisions. The division begins this process by presenting sessions at Sycamore Advantage that explain billing, university financing plans, and a myriad of other financial items. It continues through hardcopy and the web as deadlines are announced and students are made aware of the consequences of non-payment. Portal messaging and e-mails are also utilized more and more frequently to ensure complete dissemination of financial information to students. This division also has had representation in regard to many initiatives geared at growing enrollment and has provided sound fiscal guidance in regard to each initiative.

Action Steps

Do you have any further progress you would like to report?

Future Goals 05/06 IE – The Assistant Treasurer and University Bursar division of Business Affairs and Finance staff, in conjunction with Information Technology staff, will continue to review and evaluate the University’s Visa/MasterCard compliance. It is planned that the Visa/MasterCard compliance quarterly system scans will begin during the 2006-2007 fiscal year. Much effort has

been, and will continue to be, given in preparation of such an audit, with appropriate corrective action being taken as may subsequently be deemed necessary. TCH - Staff within the Assistant Treasurer and University Bursar division of Business Affairs and Finance will continue to work with Information Technology staff on the conversion to a new loan management system. Campus Loan Manager (CLM) has been purchased and is scheduled to be installed in the next fiscal year. This will provide staff with the latest technology, and enable them to provide better service to students. This project will require a significant amount of resources, as the accurate conversion of loan data is essential to a successful conversion and resultant unqualified audit opinions. TCH - Web payment will be extended to other campus areas once Visa/MasterCard compliancy is assured. Banner has increased the number of baseline web payment applications, many of which will benefit the campus community. OTHER - New initiatives in the Academic Affairs area will involve the Assistant Treasurer and University Bursar division of Business Affairs and Finance. As an example, the Laptop Initiative will introduce challenges with collecting the amounts and student data to be added to the 1098T forms as scholarships. A variety of other new initiatives are underway as well that require the involvement of the Assistant Treasurer and University Bursar division staff. TCH – The Assistant Treasurer and University Bursar division of Business Affairs and Finance staff will be deeply involved in the rewriting of current FOCUS programming in the Argos language. This will be a significant task given the number of FOCUS programs that are currently in the portfolio of repeat use programs. This, of course, will be in addition to the training sessions and learning curve that the report writers will experience. All reporting will need to be analyzed, and the most efficient method of rewriting must be employed. Do you have any further progress you would like to report? Quarterly system scans did begin in 2006/2007. In addition, the PCI auditor completed the 2006/2007 self assessment tool. Vulnerabilities found have either been addressed or are being reviewed for further action. The Campus Loan Manager system was successfully converted to, and is presently being used in the production environment. The Office of Information Technology has asked that there be no new web development until PCI compliancy can be achieved. Should this position change, the next scheduled web payment activity had been web payment for transcripts. The laptop initiative was successfully implemented. A variety of other new initiatives have also been undertaken by this office from a financial perspective as well. Many are associated with the University interest that exists in association with international programming. Appropriate staffing is currently participating in ARGOS training. Very little has been done thus far in actual conversion work, although some has occurred. This continues to be a very big undertaking for the area.

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 an unqualified audit opinion in conjunction with the financial records for the year ending June 30, 2006. An unqualified opinion was also received in conjunction with the A-133 federal audit, which covered the same period of time. Both of these are good indicators of the integrity of the work performed within the division. In addition, we are currently conducting a 2006/2007 survey that measures customer satisfaction in association with both Bursar Operations and Grants and Contracts. Benchmarking activities continued as well. The audit results did not require any changes, given the favorable reports issued. In like manner, the customer satisfaction survey results of 2005/2006 were very favorable. It is too early to know if the current survey will identify areas of concern.

Budget

As you know, ISU is facing significant budget challenges. Finding ways to overcome these while increasing efficiency requires innovation. How are you overcoming your budget challenges this year?

There are several ways in which this division has addressed budget challenges. In order to minimize the impact of the elimination of two support staff positions, which was necessary to meet budget reduction requirements, technology was utilized to both save on human time and related S & E expenditures. For example, the introduction of portal messaging regarding billings and other financially related information dissemination will save significant dollars in postage and printing costs, as well as staff time associated with the preparation of the items that were once mailed. This allowed us to cope with the postal increase that was in effect for this year. The web was also utilized when possible, resulting in the same type of savings, with the best example being the elimination of the production and mailing of thousands of 1098T supplemental information forms, the information of which can now be obtained via the web. Additionally, hard copy promotional material was reviewed and redesigned in order to generate a reduction in printing costs. Professional development opportunities were also prioritized given a reduction in travel funds, with some opportunities not being realized due to limited funding.

Quality

Quality

Please provide 1-2 suggestions to increase the ability of your department or the University to meet the criteria above.

We are essentially a service department that supports a variety of initiatives across campus, and as such, attempts to provide fiscal support in whatever manner is needed in order to help move the various initiatives of the campus forward in a fiscally responsible manner. There are more and more such initiatives undertaken as time progresses; the biggest need we have is simply having enough personnel available in order to provide the timely quality support that is needed in order not to impede the progress of the initiatives as a whole.

Feedback

This section is to allow you to share your ideas for enhancing enrollment, dealing with budget and other challenges facing the university community.

More effort needs to be spent on recruiting local students as opposed to focusing on large urban populations.