

2017-2018 Assessment Cycle VPAF_Comptroller

Mission (due 12/4/17)

University Mission

The University of Louisiana at Lafayette offers an exceptional education informed by diverse worldviews grounded in tradition, heritage, and culture. We develop leaders and innovators who advance knowledge, cultivate aesthetic sensibility, and improve the human condition.

University Values

We strive to create a community of leaders and innovators in an environment that fosters a desire to advance and disseminate knowledge. We support the mission of the university by actualizing our core values of equity, integrity, intellectual curiosity, creativity, tradition, transparency, respect, collaboration, pluralism, and sustainability.

University Vision

We strive to be included in the top 25% of our peer institutions by 2020, improving our national and international status and recognition.

College / VP and Program / Department Mission

Mission of College or VP-area

Provide the mission for the College or VP-area in the space provided. If none is available, write "None Available in 2017-2018."

We provide high-quality, cost-effective services in support of the research, education, and service missions of the University of Louisiana at Lafayette.

The Division is responsible for the University's physical environment and business operations that contribute to providing exceptional experiences for our students, faculty, staff, and visitors.

Mission of Program / Department

Provide the program / department mission in the space provided. The mission statement should concisely define the purpose, functions, and key constituents. If none is available, write "None Available in 2017-2018."

To provide the financial services that are necessary to meet the general expectations of the governing bodies, University staff, and University students and student organizations.

The primary responsibilities of the Comptroller's Office include:

- All financial reporting
- Budget preparation, production, and finalization
- Reconciliation of the University's bank accounts
- Preparation of most and approval of all journal entries for general ledger and operating ledger data entry
- General supervision of all business operations of the University and related financial services

Attachment (optional)

Upload any documents which support the program / department assessment process.

Assessment Plan (due 12/4/17)

Assessment Plan (Goals / Objectives, Assessment Measures and Criteria for Success)

Assessment List

Goal/Objective	Analyze all outstanding checks over a year old and determine if the amount is still owed to the designee or should be returned to the State of Louisiana.								
Legends	OO - Outcome/Objective (administrative units);								
Standards/Outcomes									
Assessment Measures	<table border="1"> <thead> <tr> <th>Assessment Measure</th> <th>Criterion</th> <th>Attachments</th> </tr> </thead> <tbody> <tr> <td>Direct - Project</td> <td>Objective will be considered achieved when analysis of all outstanding checks over a year old is complete resulting in either a new check to the designee or the amount returned to the State of Louisiana.</td> <td></td> </tr> </tbody> </table>			Assessment Measure	Criterion	Attachments	Direct - Project	Objective will be considered achieved when analysis of all outstanding checks over a year old is complete resulting in either a new check to the designee or the amount returned to the State of Louisiana.	
	Assessment Measure	Criterion	Attachments						
	Direct - Project	Objective will be considered achieved when analysis of all outstanding checks over a year old is complete resulting in either a new check to the designee or the amount returned to the State of Louisiana.							

Goal/Objective	Record LaCarte credit card transactions in Banner (ERP) general and operating ledgers.								
Legends	OO - Outcome/Objective (administrative units);								
Standards/Outcomes									
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	Assessment Measure	Criterion	Attachments						
	Direct - Project	Objective will be considered achieved when LaCarte credit card transactions are recorded in the Banner general and operating ledgers.							

Goal/Objective	Implement online module, Chrome River, to process travel and LaCarte card expense transactions.		
Legends			
Standards/Outcomes			
Assessment Measures			

	Assessment Measure	Criterion	Attachments
	Direct - Project	Objective will be considered achieved when the Chrome River system is live and integrated with Banner to process travel and LaCarte card transactions online.	

Program / Department Assessment Narrative

The primary purpose of assessment is to use data to inform decisions and improve programs (student learning) and departments (operations); this is an on-going process of defining goals and expectations, collecting results, analyzing data, comparing current and past results and initiatives, and making decisions based on these reflections. In the space below, describe the program's or department's overall plan for improving student learning and/or operations (the "assessment plan"). Consider the following:

- 1) What strategies exist to assess the outcomes?
- 2) What does the program/department expect to achieve with the goals and objectives identified above?
- 3) How might prior or current initiatives (improvements) influence the anticipated outcomes this year?
- 4) What is the plan for using data to improve student learning and/or operations?
- 5) How will data be shared within the Program/Department (and, where appropriate, the College/VP-area)?

Assessment Process

A new ERP system, Banner, went live in April 2016. This implementation enabled the department to evaluate current processes and formulate goals and objectives for the future. The department expects to achieve more streamlined, automated processes with the goals and objectives identified above. The department verbally discusses the ongoing progress and anticipated outcomes of goals and objectives regularly.

Results & Improvements (due 9/15/18)

Results and Improvement Narratives

Assessment List Findings for the Assessment Measure level for Analyze all outstanding checks over a year old and determine if the amount is still owed to the designee or should be returned to the State of Louisiana.

Goal/Objective	Analyze all outstanding checks over a year old and determine if the amount is still owed to the designee or should be returned to the State of Louisiana.		
Legends	OO - Outcome/Objective (administrative units);		
Standards/Outcomes			
Assessment Measures	Assessment Measure	Criterion	
	Direct - Project	Objective will be considered achieved when analysis of all outstanding checks over a year old is complete resulting in either a new check to the designee or the amount returned to the State of Louisiana.	

Assessment Findings					
	Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
	Direct - Project	Has the criterion Objective will be considered achieved when analysis of all outstanding checks over a year old is complete resulting in either a new check to the designee or the amount returned to the State of Louisiana. been met yet? Met	During FY18, the analysis of outstanding checks over a year old is now up-to-date.		- Policy / Process / Procedural: The process will continue annually as it is a requirement of the State of Louisiana's Unclaimed Property Division.

Assessment List Findings for the Assessment Measure level for Record LaCarte credit card transactions in Banner (ERP) general and operating ledgers.

Goal/Objective	Record LaCarte credit card transactions in Banner (ERP) general and operating ledgers.				
Legends	OO - Outcome/Objective (administrative units);				
Standards/Outcomes					
Assessment Measures					
	Assessment Measure	Criterion			
	Direct - Project	Objective will be considered achieved when LaCarte credit card transactions are recorded in the Banner general and operating ledgers.			
Assessment Findings					
	Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
	Direct - Project	Has the criterion Objective will be considered achieved when LaCarte credit card	When the Finance module of the new ERP system (Banner) went live on April 1, 2016, Banner did not have a module to process credit card		- Policy / Process / Procedural: This process will continue until a third party solution is

		<p>transactions are recorded in the Banner general and operating ledgers. been met yet? Met</p>	<p>expense transactions. A third party vendor would need to be implemented to interface with Banner to record these financial transactions. As a temporary solution, LaCarte credit card transactions were entered, processed, and posted in UL's former ERP system (ISIS). Then, the transactions were converted to the correct Banner fund, organization, account, and program codes in an Excel spreadsheet. The spreadsheet was then "Fuploaded" into Banner Finance in order to post the credit card transactions. On June 30, 2017, ISIS was disconnected and no longer available to the University. Since the third party vendor to record credit card transactions was not implemented at June 30, 2017, another temporary solution was needed to record these financial transactions. Our office received the Bank of America credit card transaction file in Excel monthly. Using the VLOOKUP function in Excel, an employee's UL ID was compared to an Active Employee report to populate the home fund, organization, and program. Approved LaCarte logs were</p>		<p>integrated with Banner.</p>
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			given to data entry personnel and recorded in the Excel spreadsheet. Once completed, the spreadsheet was then "Fuploaded" into Banner Finance in order to post the credit card transactions.		
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Assessment List Findings for the Assessment Measure level for Implement online module, Chrome River, to process travel and LaCarte card expense transactions.

Goal/Objective	Implement online module, Chrome River, to process travel and LaCarte card expense transactions.				
Legends					
Standards/Outcomes					
Assessment Measures	Assessment Measure		Criterion		
	Direct - Project	Objective will be considered achieved when the Chrome River system is live and integrated with Banner to process travel and LaCarte card transactions online.			
Assessment Findings	Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
	Direct - Project	Has the criterion Objective will be considered achieved when the Chrome River system is live and integrated with Banner to process travel and LaCarte card	On November 8, 2017, implementation of Chrome River began. Chrome River is a third party vendor whose online module processes travel and LaCarte card expense transactions by interfacing with the Banner ERP system. Chrome River handles the pre-approval of certain expense types (travel, special meals, and invited guests),		- Policy / Process / Procedural: The initial build of UL's Chrome River was completed in early September 2018. Testing by UL is underway. The project is still in progress.

		<p>transactions online. been met yet? Met</p>	<p>expense reimbursements, and the general LaCarte credit card transactions such as services and supplies. From November 8, 2017 to June 25, 2018, meetings were held once to twice per week with Chrome River personnel to create the first build of UL's Chrome River interface. This involved building the pre-approval interface and the expense reimbursement/general expense interface. Since pre-approvals, expense reimbursements, and credit card logs are currently a manual paper process which would become automated through Chrome River, rules were built into the system along with electronic routing to reduce processing time.</p>		
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Reflection (Due 9/15/18)

Reflection

The primary purpose of assessment is to use data to inform decisions and improve programs and operations; this is an on-going process of defining goals and expectations, collecting results, analyzing data, comparing current and past results and initiatives, and making decisions based on these reflections. Recalling this purpose, respond to the questions below.

1) How were assessment results shared in the program / department?

Please select all that apply. If "other", please use the text box to elaborate.

Distributed via email

Presented formally at staff / department / committee meetings

Discussed informally (selected)

Other (explain in text box below)

2) How frequently were assessment results shared?

Frequently (>4 times per cycle)
Periodically (2-4 times per cycle) (selected)
Once per cycle
Results were not shared this cycle

3) With whom were assessment results shared?

Please select all that apply.

Department Head (selected)
Dean / Asst. or Assoc. Dean
Departmental assessment committee
Other faculty / staff (selected)

4) Consider the impact of prior applied changes. Specifically, compare current results to previous results to evaluate the impact of a previously reported change. Demonstrate how the use of results improved student learning and/or operations.

Many goals were related to the implementation and post-implementation phase of the University's new ERP system (Banner). The knowledge gained in each phase was used to continue improving the process for recording financial data. This was especially true in the case of the temporary solution for recording LaCarte credit card transactions. This exercise prepared our office for the implementation of Chrome River, online travel and expense module.

5) Over the past three assessment cycles, what has been the overall impact of "closing the loop"? Provide examples of improvements in student learning, program quality, or department operations that are directly linked to assessment data and follow-up analysis.

Closing the loop as provided documentation of met milestones especially in regard to the implementation of the University's new ERP system (Banner).

Attachments (optional)

Upload any documents which support the program / department assessment process.