

The University of Virginia's College at Wise  
Planning and Institutional Effectiveness

<b>Unit/Department or Functional Area</b>	<b>Name and Title of Person Completing Form</b>
Comptroller's Office	Chuck Banner

<p><b>Mission of Department or Functional Area</b></p> <p>To provide financial and administrative leadership, and services of the highest quality, to our faculty, staff and students.</p> <ul style="list-style-type: none"> <li>● To collect monies owed to the College</li> <li>● To record and report the movement of monies through the college's accounts</li> <li>● Developing and implementing the College's annual operating budget and biennial budget</li> <li>● Conduct financial studies and analyses and prepare executive and departmental management information</li> <li>● Ensure compliance with Federal, State, and University fiduciary rules and regulations</li> <li>● Track material College assets</li> </ul>
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2005-2006						
	Outcome Goals in Measurable Terms	Desired Accomplishments /Goals	Critical Priorities	How Outcomes Will Be Achieved (Action Plan)	Method(s) of Assessment (Be Specific)	Results
	1. Demonstrate a 25% increase of project managers reporting satisfaction with communication on financial information	All		1. Increased use of Discoverer. Financial reconciliation training sessions. 2. Post minutes from project managers meeting to list serve. 3. Conduct workshops and training sessions in conjunction with project managers.	Feedback on training sessions with travel card, credit card processing, Discoverer, and processing funds.  FY2006 Project Managers Survey	Satisfaction surveys were distributed and the results were extremely positive. Eighty eight percent of those surveyed were completely satisfied with the current communication of financial information.
	2. 25 % decrease in major audit comments from internal college audits of projects. 50 % Decrease in repeat audit findings and follow up audits.	All		1. Provide timely information to project managers regarding balances. 2. Train project managers on budget planning and forecasting techniques. 3. Quarterly reporting to project managers. 4. Offer more individualized training opportunities. 5. Involvement of Vice-Chancellors in project management and financial stewardship.	Compare FY2005 audit reports with FY2006 audit reports and calculate percentage of major audit findings and repeat audit findings.	Achieved the 50% decrease in repeat audit findings within the projects. Major audit comments did not decrease and remained constant. Follow up on findings with a periodic review of projects will be required.

**Outcome Goal #1:** Demonstrate a 25% increase of project managers reporting satisfaction with communication on financial information.

Based on your results, analyze and document the reasons the expected outcome was a) met, b) partially met, or c) not met.

1. If outcome goal was b) partially met or c) not met, what further actions will you take to address this shortcoming? **Goal was met. Satisfaction survey revealed that information communicated was relevant, detailed and clearly explained.**
2. What improvements have been made as a result of your efforts on this goal? **Increased ways of communicating to project managers through list serve, regular meetings, email, and increased use of the financial administration website.**
3. Did your assessment suggest other areas for further improvement? **Yes. Schedule, duration, and reminders about meetings had recommendations from users as to improvement.**
4. Provide a one paragraph executive summary for the annual institutional effectiveness report: **Communication remains an important goal due to the fact that project reconciliations are performed at the department and office level. It will remain a priority to effectively and efficiently communicate information to project managers to assist them in managing their financial resources. It will be a key indicator to determine how well project managers are informed especially when project audits are performed.**

**Outcome Goal #2:** 25 % decrease in major audit comments from internal college audits of projects. 50 % decrease in repeat audit findings and follow up audits.

Based on your results, analyze and document the reasons the expected outcome was a) met, b) partially met, or c) not met.

1. If outcome goal was b) partially met or c) not met, what further actions will you take to address this shortcoming? **Goal was partially met. Major audit findings showed virtually no change. Minor audit findings decreased by 2%. Follow up audits increased by 7% but these are all from new projects. The follow up audits required from FY 05 resulted in the recommendations being implemented.**
2. What improvements have been made as a result of your efforts on this goal? **Given the number of projects audit issues will change from year to year. The projects with areas of concern in FY 05 are no longer problems hopefully this trend will continue with the projects in which they were findings for FY 06.**
3. Did your assessment suggest other areas for further improvement? **Yes. It identified other areas which improvements could be made and alerted us to review other areas for potential problems.**
4. Provide a one paragraph executive summary for the annual institutional effectiveness report: **Given the decentralization of project management maintaining and constantly reviewing projects through audits will be a required business practice. Audit findings will be shared with senior management and also be shared through various forums to all individuals involved in the reconciliation process. These audits will benefit the college during the University's internal audits and also with APA. For planning purposes in the future this will be an ongoing measure of institutional effectiveness the percentages goals will be adjusted given the comparison data that is now available.**