

Office of Finance - Administration & Reporting

Fiscal Affairs

Administrative Unit Assessment

FY 18 (July 2017-July 2018)

Department and Assessment Report Information

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For which department or area are you reporting?	Office of Finance - Administration & Reporting
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Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY 18. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY19.

Objective 1

Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Revenue Results software will be installed to help automate billing and outstanding accounts receivable collections which will allow for timelier collections and allow staff to direct resources to other processes and analyses. Student receivables balances will be reduced by 20%.
Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Reports from Revenue Results
Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	A 20% reduction in outstanding accounts receivable balances

Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75%

Objective 3

Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Overtime pay will be monitored to ensure that processes are cost effective and efficient. Overtime pay will be less than \$3,000 for the assessment period.
Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Overtime and comp time paid for Bursar's Office and Financial Aid Office from payroll reports.
Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Overtime pay will be less than \$3,000.
Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	Overtime pay was \$22,444.75
Objective 3: Did your department meet this objective?	The department did not meet this objective.
Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We learned that trying to keep overtime pay under an absolute number is unrealistic due to the many variables that factor into overtime pay. Overtime pay will continue to be monitored, just not as a formal objective. If Objective 1 for 2018-2019 is achieved, overtime pay should decrease accordingly.

Objective 4

Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one

Future Plans

Please identify at least four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples. 1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department to X will provide training in ABC for at least 73 MGA faculty and staff.

Objective 1: The Office of Finance -

