# Program Review

Form for External Review Committee

## Non-Instructional

**The ID number for this form is <u>97</u>. You will need this number to update or edit your submission in the future.**

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## List Page

**NOTE: ANY CHANGES MADE ON THIS PAGE WILL NOT BE SAVED.**

Your form has been submitted. Thank you.

| | |
|---|---|
| Division | Finance and Administrative Services |
| Department | Business Office |
| Program | Grant Accounting |
| Review Year | 2007-2008 |
| Names of the External Review Committee Members | Richard |
| Division Overview Comments From External Review Committee | |

Questions and answers from the program review appear in the gray boxes. Use this information to answer the questions on the form.

## I. Office's/Department's Purpose

State the purpose of the office/department. How is this purpose within the mission of Amarillo College?

**Responsible for the financial record for all grants and contracts of the College in accordance with the fiscal policies adopted by the Board of Regents, and external regulatory agencies.**

**The Grant Accounting Department provides a means to effectively and efficently track, maintain, oversee, and manage the institutional resources of the College which are received from outside sources. This allows the College to fullfill it's mission statement of providing educational, cultural , and community services and resources to enhance the quality of life for the diverse population of the service area.**

Does the answer include a purpose statement for the office/department? Does the answer indicate <u>how</u> this office/department is within the mission of Amarillo College?

Acceptable

When was the last time the office's/department's purpose statement was reviewed/revised by faculty/staff in the office/department?

**The purpose statement has not changed in many years. It was the same as on the 2001-02 program review and still reflects what this department does for Amarillo College.**

## Does the answer indicate the last time the office's/department's purpose statement was reviewed/revised by faculty and staff in the office/department?

Acceptable

Is this office/discipline required to receive approval from an external agency or organization in order to offer courses?

no

Identify any external approvers for the office/department.

Not Answered

## IF the office/discipline is required to receive approval from an external agency or organization (other than the Texas Higher Education Coordinating Board),

## Was (were) the external approver(s) for the office/department identified?

Acceptable

What approval schedule is required by the external approver(s)?

Not Answered

## Was the approval schedule required by the external approver(s) identified?

Not Applicable

When did the office/department last receive approval?

Not Answered

## When did the office/department last receive approval?

Not Applicable

## Is the reason why the office/department is required to receive this

## approval clear?

Not Applicable

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**II. Office's/Department's Improvements Based on Planning, Evaluation and Assessment**

Identify at least one example of an improvement/revision which resulted from the past five-years' annual PET forms.

**Goal Statement from PET Form :The grants accounting office will oversee the reporting of time worked by grant paid employees.**

**The object of this goal is to bring Amarillo College into compliance with federal requirements concerning "Time & Effort" reporting. This includes tracking grant paid employees time worked for both the institution and the grant(s) and making any adjustments needed to ensure that the grant(s) only pay for time worked on the grant(s).**

### After reviewing the minimum of <u>at least</u> one example of an improvement/revision which resulted from the annual PET forms for the last five years, determine the <u>extent</u> that this department/office has used the PET forms to make improvements/revisions. Does this meet the minimum expectations for using PET forms to make improvements/revisions to the department/office?

Unacceptable

Concern

CONTEXT ISSUE: Please provide a link to the PET form and mention which specific item on the PET form is being referred to.

CONCERN: Grant Accounting could strengthen the answer to this topic if it commented on what efforts have been taken to improve communication since later on in the program review, Grant Accounting voices concerns about ongoing communication problems with other departments.

Identify at least one example of an improvement/revision which resulted from the last Program Review.

**The only recommendation from the 2001-2002 Program Review was "Increase staff by one accountant to cover the increased Grant billing activity"**

**There have been several discussions on this recommendation. To date no action has been taken.**

### After reviewing the minimum of one example of an improvement/revision which resulted from the last Program Review, determine the extent to which this program/department <u>values</u> the Program Review process to make improvements/revisions.

Acceptable

Concern

CONCERN: The increased workload of grants and contracts makes this issue a particularly timely one that needs to be revisited. It is also time to consider succession planning or cross training of positions.

Identify at least one example of an improvement/revision that is a response to accomplish a strategy or tactical

objective within the Strategic Plan through 2010.

**Strategy 6.3 states "Secure new sources of revenue" . 6.3.2 states "Identify new grant opportunities and increase external funding for strategic plan initiatives."**

**The Grants Area of the Business Office needs to be much more intimately involved in the grant RFP (Request For Proposal) process. Especially the building of the budget. This needs to take place before the proposal is submitted. Many times the Business Office doesn't know, let alone have seen the RFP on grants that Amarillo College has received. This causes delays in getting the accounts set up and the budgets in place. There needs to be much, much more communication between the Grants Accounting Office and the Grants Development Office.**

## After reviewing a minimum of one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the *Strategic Plan through 2010*, determine the extent to which this office/department has contributed to the implementation success of the Strategic Plan. Does this office/department lack an understanding of how it relates to the institution's future based on the Strategic Plan?

Unacceptable

Concern

CONCERN: This statement needs to be written. The External Review Committee thinks it would be unproductive to include the Grant Accounting office in the initial RFP because grant rquests are often turned down. In addition, budgets often change in the process of gaining approval. A more effective use of time would be to set up accounts after a grant has been awarded to the College. The committee agrees, however, that effective communication is important and key to all departments involved in a grant or contract process from all parties.

## Does this committee have recommendations as to how this office/department may contribute to the implementation of the Strategic Plan?

Not Applicable

Provide names and titles of those who determined the process used to assess the outcomes of the office/department.

**Britt D. Sosebee Grant Accounting Manager**

**Terry Berg Dean of Finance and Administrative Services**

## Has the office/department had a broad base of involvement from a majority of the staff within the office/department regarding implementation of student/client service or learning outcomes of the office(s) or department(s)? What recommendations does the Committee have for increasing involvement?

Acceptable

For client/student outcome assessments, review the five-year graph(s) *quantitative* results or provide a brief narrative summary of *qualitative* results.

**There were really no statistical records kept on T & E reporting, so graphs would be very difficult to do. However the**

**following is a brief history of Time & Effort reporting at Amarillo College for the last five years.**

**The reinitiative of T & E reporting began in the summer of 2004. Begining in FY05 we started a T & E reporting program based on the old program we had before on the Legacy accounting system. Basically this process consisted of an annual report, prepared by the Business Office, sent to all Board Appointed, monthly paid grant employees. This report was then signed by the employee and the employee's supervisor. There was a very high return rate on these because all they had to do was sign the report.**

**In FY06 we changed the procedures several times during the year. The main changes were: 1. That all T & E reports were to be filled out by the grant paid employee. 2. All grant paid employees, reguardless of how paid (Monthly, Bi-Weekly, or Hourly) would need to fill out a T & E report. 3. All hours worked would be shown on the T & E report, reguardless of if it was for the grant or the institution. 4. All grant paid employees were to turn in a T & E report monthly. 5. Any adjusting entries would be made at the end of each quarter. Needless to say the return rate dropped drastically and the Grant Accounting Office spent many, many hours trying to get employees to send in the forms.**

**FY07 we continued with the same program but concentrated on three things. 1. Improving and refining the return process in order to have more information to make adjusting entries. 2. Refining the calculations used to make the quarterly adjusting entries. 3. Putting the T & E Report Form on-line.**

**In FY08 the T & E reporting moved on-line. Currently all grant paid employees fill out a report form that is on-line, print it off, secure the proper signatures and send it in to the Grants Accounting Office. We are currently exploring the possibility of eletronic signatures on the report to make it totally on-line. We are also continuing to refine the return process to the point where we get 100% of the forms turned returned.**

What changes have been made in the services of the office/department because of the analysis of these results?

**See Above**

## For client/student service or learning outcomes, review the five-year graph(s) quantitative assessment results or provide a brief narrative summary of *qualitative* assessment results.

## Have any changes been made in the services of the office/department because of the analysis of these results?

Unacceptable

Concern

STYLE ISSUE: Rewrite to get rid of 'we' statements.

CONCERN: It would be more effective to expand the answer so that information about other aspects of the department is given. Provide, for example, information about the outcomes of the accounting end of the department. Grants and contracts are increasing as is paperwork. Limiting an answer to T & E does not allow the bigger picture of this department to emerge. T & E is only a small part of what this department does.

Provide the five-year graph(s) indicating the demand for the office's/department's services.

Assess the need for the office/department.

Not Answered

## Does the review of the five-year graph(s) of the office's/department's services demonstrate that an analysis has been used to make action plans for the future?

## Will the program's/department's plan of action for improving any identified problem or results directly improve demand for the office's/department's services?

| |
|---|
| Unacceptable |
| Concern |
| CONCERN: Please provide an answer. |

**III. Resources**

| Library |
|---|
| Which of the following library collections/resources/services have been used by the staff and/or students within the past five years? (Select all that apply.) |
| Meeting services |

| Does it appear that the library collections/resources/services used by the staff and/or students within the past five years is <u>accurate and thorough</u>? |
|---|
| Acceptable |
| |
| |

| Which 2 or 3 collections/resources/services should be improved to support Amarillo College's mission regarding teaching and service? |
|---|
| N/A |

| Has the office/department identified why 2 or 3 collections/resources/services should be improved to support Amarillo College's mission regarding teaching and service? |
|---|
| Not Applicable |
| |
| |

| Does your office/department have an external approver (other than the Texas Higher Education Coordinating Board)? |
|---|
| no |
| How has the library participated in the approver's evaluation? |
| Not Answered |

| If the office/department has an external approver (other than the Texas Higher Education Coordinating Board), has the library participated in completing the approver's evaluation? |
|---|
| Acceptable |
| |
| |

| What approval schedule is required by the external approver? |
|---|
| Not Answered |

## Did the office/department identify the approval schedule that is required by the external approver?

Not Applicable

## When did the office/department last receive approval?

Not Answered

## Did the office/department indicate when the last approval was received?

Not Applicable

**Technology and Security/Privacy**

After assessing the strengths and weaknesses of the office's/department's access to technology, what improvements would <u>ensure</u> that the <u>students</u> have <u>access</u> and <u>training</u> in the use of technology?

N/A

## Does the office's/department's assessment of strengths and weaknesses of students' access to technology and training use of technology include ways to improve both?

What improvements would ensure that students use technology?

N/A

## Does the office's/department's answer include the improvements that would ensure students use technology? Are the recommendations of this office/department feasible?

Not Applicable

Review office/department operations. Does any operation present the possibility for violations of security, confidentiality, or integrity of student records?

no

## After a review of this office's/department's operations based on this Self-Study and any other information available to this Committee, does any operation present the possibility for violations of security, confidentiality, or integrity of student records? If so, describe those operations and identify the violation possibility in detail.

Acceptable

What changes need to be made to prevent violations of this nature?

Not Answered

## What changes need to be made to prevent violations of this nature?

Not Applicable

Which support services need to be strengthened to better serve the students in or served by this office/department? Explain what aspects of the services need to be strengthened.

N/A

## Do the Self-Study recommendations of this office/department for support services which need to be strengthened to better serve the students appear to have merit?

Not Applicable

Describe any indicators or problems that prevent a healthy, safe and secure environment for staff and students of this office/department.

**Many time I receive Personnel 310 forms from various Departments that are not in routing envelopes. These forms have the Employees social security number on them. In this day and age where identy theft is a very real problem, and can be done with nothing more than a SSN, this information deserves to be guarded as closely as possible. It does not need to be left where the information can be seen in someones in-box, by anyone just walking by an office.**

## Are recommendations to assure a healthy, safe and secure environment for staff and students of this office/department valid? Are any of these recommendations more significant and/or urgent?

Acceptable

Recommendation

STYLE ISSUE: Please rewrite to get rid of "I" statements.

Describe any indicators or problems that hamper adequate physical facilities, both on and off campus, to meet the needs of the office/department.

None

## Do any of the problems or concerns regarding adequate physical facilities, both on and off campus, to meet the needs of the office/department appear to be significant and/or urgent? Are there any other needs of this nature which this Self-Study didn't cite but which this Committee feel are critical based on other information? Which of these does this Committee deem most significant and/or urgent?

| Acceptable |
| --- |
| |
| |

## IV. Budget

| Which office/department outcomes have resulted in budget requests to date? |
| --- |
| N/A |
| **Have any of this office's/department's outcomes resulted in budget requests to date? If not, why? Was the explanation valid or reasonable?** |
| Not Applicable |
| |

| Project the office's/department's strategic initiatives for the next five years based on the office's/department's outcomes. |
| --- |
| N/A |
| **Has this office/department been able to project strategic initiatives for the next five years based on the office's/department's outcomes? If not, what appears to be blocking this office/department from accomplishing this?** |
| Unacceptable |
| Concern |
| |
| CONCERN: Please address this question. |

## V. Publications

| If the office/department publishes any advertising or recruitment documents (electronic or paper), do the documents accurately represent Amarillo College and the program/department? |
| --- |
| yes |
| **IF the office/department has published any advertising or recruitment documents (electronic or paper), check at least one copy of each document and determine whether it accurately represents Amarillo College and the office/department.** |
| Unacceptable |
| Concern |
| |
| CONCERN: Please provide copies of documents. If you do not publish, then the Program Review answer needs to be changed to "The office does not publish such documents." |

If no, explain what is inaccurate?

Not Answered

## IF anything appears to be inaccurate, identify the apparent violation.

Not Applicable

Does the office/department publish any documents (electronic or paper) with references to SACS accreditation?

no

Are the references in compliance with SACS approved statement?

Not Answered

## IF the office/department has published any document(s) with a reference to SACS accreditation, are all references consistent with the approved statement? (Approved reference: Amarillo College is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award associate degrees. Contact the Commission on Colleges at 1866 Southern Lane Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Amarillo College.)

Acceptable

Which reference is not in compliance? Describe how you will assure compliance for all references in the future.

Not Answered

## IF any references are inconsistent, identify all documents with the inconsistent reference(s).

Not Applicable

## IF the Self-Study did identify inconsistencies, does the plan for assuring future compliance appear to correct the problem?

Not Applicable

## IF the Self-Study did NOT identify all inconsistencies, what plan does this Committee recommend?

**VI. Other**

State any additional comments/concerns which may impact this office/department during the next five years.

A review of the Annual Audits, Single Audit Findings for the last ten years yeilds some interesting facts. From FY98 to FY07 there were twelve Single Audit Findings (Single Audit Findings are findings related to grants) during the ten year span. Breaking these Findings down by the Department responsible and the type of finding (Programatic, fiscal, or award) you get the following results.

1 Finding Business Office - Fiscal

5 Findings Financial Aid Office - Awards

6 Findings Instructional Departments - Programmatic

Terry Berg, Dean of Finance and Administrative Services, as a part of his job duties, is responsible for the Annual External Audit. However, from the above information, only 8% of the Singlt Audit Findings were from an area where he has administrative oversight. Of the Single Audit Findings, 92% were from departments where his office has no oversight, yet he has responsibility for the entire audit. Would it not be advantageous to the College to give this Dean some form of administrative oversight over all areas that effect the audit?

It would be inpractical to give Dean Berg administrative oversight of all academic departments. That is not logical. However, would it not be logical to have the Grants Compliance Area under Dean Berg's administrative oversight? The Dean of Finance and Administrative Services is an office with no ties, no loyalities to any grant or any grant administrator. With the Grant Compliance Office needing to act in the same mannor as an internal auditor, the Dean of Finance and Administrative Services office is one of the best places for it to be.

There are many institutions where the Financial Aid Office is under the Cheif Financial Officer. This is because of the close working relationship between the Financial Aid Office and the Business Office.

The result of this would be better coordinated efforts by the Institution resulting in fewer Single Audit Findings, meaning cleaner audits.

<u>IF</u> additional comments/concerns were included in the Self-Study regarding items which may impact this office/department during the next five years, does this Committee feel that recommendations and/or concerns have merit. <u>IF NO</u> such items were included in the Self-Study but this Committee feels such comments or concerns are valid, cite them and include any relevant recommendations.

STYLE ISSUE: Remove Terry Berg's name. Simply use "Dean of Finance and Adminstrative Services."

The External Review Committee thinks that the idea needs to be studied and discussed among the proper representatives at the college.