 Expected Outcome 1: Budget Transfers

Budget Services will analyze the reasons for disapprovals of budget transfers to improve the percentage of disapprovals to the total processed.

Assessment Method 1: Collection of data on document disapprovals

Assessment Method Description

Budget Services worked with our Information System Support (ISS) office to gather information about documents that the office had disapproved over the course of Fiscal Year 2013. Because there is a comment box for when documents are approved or disapproved, we also had ISS pair the transfers that were denied with the reasons for disapproval.

Findings

Over the course of the fiscal year, Budget Services disapproved 163 documents for various reasons. 18% were disapproved because of incorrect account codes being used (either a five digit account or a revenue account). 15% were disapproved because the preparer was trying to move money from unrestricted to restricted funds, which is unallowable by accounting rules. 10% were rejected because of the use of activity codes (which are to only be used for actual expenses). 9% were disapproved because individuals were trying to move money to the base budget fund with an org that was not base. 4% were disapproved because of rules set by Contracts & Grants accounting that do not allow the funding of cost shares across divisions. 27% were disapproved for no specific reason, at the request of the originator, or additional documentation was not provided. 17% were disapproved for various other reasons.

How did you use findings for improvement?

Budget Services worked with ISS to use the existing electronic journal voucher system to complete budget transfers. Budget Services was able to have ISS code the system such that only certain types of account codes could be entered into the system. Failure to do that would result in an error to the preparer which they must fix in order to submit the document through the system. This will eliminate the 18% disapproved because of incorrect account codes. In addition to this change, the routing structure of the system was improved such that Budget Services will always be the last approver on all budget transfers. An additional feature included with
the system is the ability to attach documentation with transfers that are required. Given certain fund types, the system will give the originator an error if documentation is not included. This will inherently reduce the 4% of disapprovals because of cross-divisional cost shares as well the category of 27% disapprovals. Budget Services is looking at making other validation changes to the system to prevent activity codes from being entered as well as the prevention of completion of a transfer from an unrestricted fund to a restricted fund. If we are able to incorporate the last two pieces, we can eliminate our disapprovals by 80% or more.

Additional Comments

Expected Outcome 2: HRD Training
Users trained by Budget Services will perceive that the training is valuable in the performance of their job duties.

Assessment Method 1: Survey of attendees

Assessment Method Description
Budget Services developed a survey to gather thoughts about the training to look for areas to improve. We gave the survey to all 8 attendees and received 5 back for a 63% response rate. The survey consisted of two sections: some statements followed by a Likert scale rating (1 being low and 5 being high) and a section for open-ended questions/statements. The statements in the first section were:
1) This class was helpful to understand new concepts.
2) This class will better allow me to complete my job responsibilities.
3) The material in this class was communicated well.
4) The format of the class allowed me to better understand the material.
The second section questions/statements were:
1) Please provide comments about the instructor’s knowledge of the material and delivery.
2) What one item do you now understand better? With what item could you use more in-depth instruction? Why?
3) What other comments or concerns do you have?

Findings
All of the responses from all of the responders in section 1 were completed with a 5 rating. The open-ended section of the survey yielded more usable information. One general comment on 3 of the responses was that they wished there had been more time because it was a lot of information crammed into a small window. 3 of the responders also commented that
they felt that they learned something about Banner Admin but wanted to learn more. 2 of the responders had comments about needing more information on E-print and generated reports in general.

**How did you use findings for improvement?**
Starting with classes in calendar year 2014, Budget Services will lengthen the class from 2.5 hours to either 3 or 3.5 hours. There will also be a focus on expanding the previously small section on E-print to include a major focus on some reports that all attendees would find helpful in their job responsibilities. We will also look at some expanded discussion of Banner Admin.

**Additional Comments**