

**Educational Support Unit Review Committee Report
Business and Financial Services
Fall 2008**

I. Director: Ed Nieskes

II. ESURC Review Team: Jerry Addie, Joy Becker, and Tammy Cutsforth

III. Purpose of the Review:

In response to changing university needs and in order to facilitate continuous improvement support for academic programming, the purpose of ESURC is to examine services and processes, provide feedback, and encourage continued planning within educational support units.

IV. Overview:

Business and Financial Services (BFS) consists of the Director, Assistant Controller, Director of Accounting Services (AS), Director of Procurement and Materials Management (PMM), and Director of Student Business Services (SBS). Under the Assistant Controller, there are two staff in grants and contracts (one part-time) and one e-Scholar specialist. In Accounting Services, there four staff, including one shared position with grants and contracts. In Procurement and Materials Management, there are nine staff, with a vacant assistant director position. In Student Business Services, there are six staff, with a vacant assistant director position.

BFS Mission:

Our mission is to safeguard and account for the university's assets; respond to the university community, UW System, legislators, Wisconsin State agencies and other entities; and assist with their fiscal and administrative needs.

BFS Goals:

1. Enhance service and efficiency through technology.
2. Improve communication and knowledge sharing within BFS.
3. Ensure security and integrity of financial activities through continuous improvement of internal controls, training, and monitoring.
4. Implement a BFS organizational structure and office layout that maximizes the use of our resources and streamlines work processes.
5. Provide support for the university's e-Scholar laptop initiative.
6. Implement a training and development plan.

V. Process Followed for the Current Review:

Information requested by the ESURC was provided through the written report and a presentation given by the BFS Director. The Office of Budget, Planning and Analysis conducted two surveys each for AS, PMM, and SBS. The first AS survey went to the AS staff (12 surveys sent, 6 replies for a 50% response rate). The second AS survey was sent to a random sample of faculty and staff (300 surveys sent, 50 replies for a 17% response rate). The first PMM survey went to the PMM staff (12 surveys sent, 8 replies for a 67% response rate). The second PMM survey was sent to a random sample of faculty and staff (300 surveys sent, 38 replies for a 13% response rate). The first SBS survey went to

the SBS staff (19 surveys sent, 8 replies for a 42% response rate). The second SBS survey was sent to a random sample of students (300 surveys sent, 42 replies for a 14% response rate). The returned surveys were summarized by the Budget, Planning and Analysis Office and examined by the full ESURC. The review team and the full ESURC discussed the report, presentation and surveys.

VI. Previous Review: The first review on this unit was done in 2002-2003.

VII. Unit Review

A. Unit Strengths

- Unit staff members are dedicated to providing excellent customer service by being helpful and knowledgeable. (self-study, presentation, and surveys)
- Unit staff continues to look for ways to improve efficiency, especially in the use of technology. (self-study and presentation)
- Unit follows policies and procedures consistently. (self-study, presentation, and surveys)

B. Opportunities for Improvement

- Participate in team-building efforts to improve internal relations and communications and to increase efficiency of the unit. (surveys)
- Provide opportunities for staff development and cross-training of job duties. (self-study, presentation, and surveys)
- Develop tools and collect data for continuous improvement within the unit. (self-study and presentation)

Accounting Services

A1. AS Strengths

- Services are provided in a timely manner. (presentation and surveys)

B1. AS Opportunities for Improvement

- Continue to increase efficiency through the use of technology. (self-study and presentation)

Procurement and Materials Management

A2. PMM Strengths

- Staff are knowledgeable and approachable. (surveys)
- Staff handle ongoing changes in state and federal regulations in a professional manner. (presentation and surveys)

B2. PMM Opportunities for Improvement

- Provide opportunities for team-building activities. (presentation and surveys)
- Look for ways to improve efficiency and timeliness. (self-study and surveys)
- Participate in cross-training training activities and look for ways to redistribute workload. (self-study and surveys)

Student Business Services

A3. SBS Strengths

- Information is provided accurately. (self-study and surveys)
- Staff are helpful and courteous. (surveys)

B3. SBS Opportunities for Improvement

- Explore opportunities to increase accessibility of services. (surveys)
- Strengthen communication and provide team-building opportunities. (self-study and surveys)
- Analyze front office security risks and, if necessary, explore options to mitigate the risks identified. (surveys)