



**Business Office**

**Norma K Bardo**

**July 2017 – June 2018**

**Mission Statement**

Our mission is to provide professional and Christ-like service to Malone University with the accurate recording and reporting of all financial transactions.

**Unit Goals:**

- To promote and maintain accurate accounting for both students and their parents.
- To process and disseminate all donations and transactions accurately and to answer all questions related to these transactions.
- To provide clear and useful accounting reports to Budgetary Officers and personnel for their fiscal responsibilities as well as facilitate and provide fiscal information for the annual audit process as performed by an independent, outside accounting firm.
- To accurately process all accounts payable invoices as well as employee expense reimbursements.
- To oversee the accuracy of employee benefit expenditures.

Expected Performance Outcomes	Means of Assessment & Criteria for Success	Summary of Data Collected	Use of Results
<i>The Business Office feels there is room for improved education and information provided to other supportive offices in regard to following Business Office procedures and policies.</i>	Students involved in university student groups need petty cash from the Business Office for their activities or they need to make deposits to their student group account as a result of fund raising activities. Many times, these students come to the	The Business Office has, in conjunction with our Information Technology Department, offered 2 seminars in the summer of 2017 and 2018 for faculty and staff that provides updated information pertaining to Business Office	The Business Office will continue to provide informational opportunities to faculty and staff who work directly with student groups. The will result in students feeling more positive and prepared when

<p><i>The updated information provided to our faculty and staff will also improve Business Office services to our students in general and specifically students involved in student extracurricular groups and activities.</i></p>	<p>Business Office with incomplete forms because their advisors have not fully informed them as to what approval needs to be provided prior to the dispensing of petty cash or in the case of deposits, what paperwork and dual control needs to be documented prior to making a deposit.</p>	<p>policies and procedures. This has reduced the number of times students have had to go back to their student group advisors to secure additional approvals for petty cash. These seminars have also improved the completion of deposit forms and check requests for student groups.</p>	<p>interacting with the Business Office. Previously we have been a source of frustration on the part of our students because they have not been fully informed on our policies and procedures for their student activity group and function.</p>
<p><i>Because the Business Office has been a more visible, viable presence at the university, our students are more aware of functions of the Business Office. Students will seek out the resources offered by Business Office as they navigate through their college experience. The added understanding will enable students to concentrate more on their academic success and not view the Business Office as one to be fearful of.</i></p>	<p>It is our hope that students will seek out the Business Office as they take responsibility for their student account and not view our office as one to avoid. Often times our students are unaware of options that may be available to them as they work out their finances. Additional information has been made available to students so they can add an authorized user to their ePioneer account. This will enable their assigned authorized user to view and pay their student account bill online. This has the potential to reduce the number of missed payments because parents will also be emailed about online billing and payment due dates.</p>	<p>The Business Office has made a concerted effort to become more visible to our students. We have displayed posters on campus, inserted flyers into bills alerting students to our switch to online billing. We have also contacted students prior to the beginning of each semester by email reminding students to change their schedule prior to the start of the semester (if needed) to avoid being charged for a course fee they no longer need. This one additional service has enabled students to lower the cost of their education with this simple reminder.</p>	<p>The Business Office has since added a brochure to each billing registration packet with additional information and resources for students and their family. It is our hope that as students become more comfortable and familiar with Business Office and that we will become an integral part of their academic success. The more information and services that we can offer to our students, the more successful our students will become as we assist them in their higher education journey.</p>
<p><i>The Business Office staff, in particular, our Former Accounts Specialist, has developed a detailed and concise “Student Financial Responsibility Agreement” for all students. This agreement has enabled the</i></p>	<p>The university has had unique policies for our many groups of students. We had separate policies for undergraduate, graduate and degree seeking students. Each group had their</p>	<p>Our Former Accounts Specialist took on this project and did extensive research as well as consulted the university’s attorney on how to best develop</p>	<p>The implementation of our new “Student Financial Responsibility Agreement” will enable Business Office staff to expand the number</p>

<p><i>university to update and unify the services provided to all students as well as secured their authorization for texting and electronic billing.</i></p> <p><i>The “Business Office Handbook” has been updated to the “Business Financial Policies and Procedures” to better serve our faculty and staff. Our staff decided that our online handbook needed to be updated as many our policies and procedures have changed. At the same time, we made many of our forms interactive, enabling faculty and staff to electronically complete and submit required forms.</i></p>	<p>own payment plan options, payment due date, and financial agreements. We also needed to expand the agreement and incorporate new services brought on by industry advances. At the same time, we are dependent on our Information Technology Department to provide the capability needed to have students accept the agreement electronically.</p> <p>The Business Office staff will have fewer questions and incorrect forms submitted as a result of updating our website which details all the financial policies and procedures for the university. The checks and balances incorporated for dual control of all cash items as directed by university auditors will also be accomplished.</p>	<p>our “Student Responsibility Agreement.” In the process, she also consulted with additional Business Office staff in her effort to be as encompassing in detail as we needed to be. We needed to be able to verify and prove that we had the students permission to text them, send them their bills and 1098-T forms electronically as well as have the student acknowledge that they are legally responsible for any debt incurred throughout their enrollment at Malone University. We also learned that the implementation of adding this agreement to our online registration process would be delayed because of IT staffing.</p> <p>Business Office staff can once again confidently direct faculty and other staff members to the updated site when questions concerning policies and procedures arise. This update has also been helpful in identifying scenarios not covered in previous handbooks.</p>	<p>of communication options we have with our students. The financial agreement will have also unified our payment plan options and most of our payment due dates. It will also alleviate miscommunication with students as we discuss their student accounts with them. The agreement will also have closed any loop holes in our previous student financial agreement as a result of new consumer protection laws.</p> <p>Because of the recent update of policies and procedures, we have decided to continually update the website as needed rather than making it annual process. Benefits have been gained by working with other support offices as some policies and procedures cross office line. This will ultimately improve the services offer by the Business Office staff as well as other offices on campus and ultimately everyone’s college experience.</p>
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