

2007-2008 Accomplishments

Annual Productivity

- \$1.4 billion in fund expenditures
- \$739 million in gross payroll, \$474 million in net pay and \$265 million in deductions
- \$102 million in electronic vendor payments
- \$157 million in electronic student payments
- \$83 million, 33,800 transactions in electronic deposits for over 25,700 self-selecting students
- \$35 million in student disbursement checks
- 219,000 student bills
- \$54 million student financial aid disbursement
- 165 active construction project accounts
- \$93 million in progress payment requests and invoices
- \$402 million in physical property/equipment
- 24,256 CatCards for campus identification
- 141,282 active CatCards
- \$748,000 in smart chip deposits and payments
- Bursar's Office responded to over 5,900 email questions in a single day
- 5,100 campus users with 1,010 distinct reports and 102 campus and departmental applications hosted on Information Services Web
- 385,500 reports and documents accessible via ISW
- Coordinated 249 classes offered to 2,483 participants
- 6,500 technology service helpdesk requests completed

Consistency and Reliability

- Completed Property Management/Real Estate Administration land reconciliation process to ensure data integrity
- Continued security awareness and diligence with no reportable issues for FY 07-08
- Submitted Employee Related Expense rates for fiscal year 2009
- Implemented a new EIN and Sales Tax License Number
- Successfully negotiated Facilities and Administrative cost rates through 2011
- Significantly reduced printing costs by providing university-wide electronic reports through a Stop-the-Presses initiative
- Developed Property Management ISW reports to assist with physical inventory, capital budgeting, financial and federal audits to provide assistance with inventory management reports and improve departmental reporting for fixed assets
- Improved departmental student reporting by combining tuition revenue and special tuition codes into one condensed report
- Improved Bursar's Office website to provide a more user friendly interface

Compliance without Additional Customer Effort

- Developed new system for classifying, tracking and booking FFX trade-ins resulting in accurate financial reporting for these transactions
- Designed and implemented a new and efficient Net Investment in Plant (NIP) Schedule, reducing reconciliation time and facilitating use by year-end auditors
- Automated Property Disposal Reconciliation reporting
- Comprehensively revised the FRS Departmental Manual 9.16— Payments to Nonresident Aliens as a result of the implementation of Glacier
- Successfully transitioned to the use of the new Federal Tax ID and obtained a new Arizona Business License, resulting in campus training, preparation and submission of the following:
 - NRA tax training—Eller College of Management
 - Tax Orientation for new international students
 - 2007 1042-s informational tax form data for scholarship payments made to nonresident alien students
 - FY06-07 Unrelated Business Income Tax return
 - 2007 1042 Annual Withholding Tax Return with significant improvement of accuracy
 - Medical Residents FICA Refund Protective Claim for 2004
 - 2008 quarterly Federal Tax Withholding Return (Form 941) and quarterly Arizona state tax withholding Return (Form a1-QTR)

Positive Working Relationships

- Kuali Financial System Release 2.0 available for download November 2007
- Offered P-Card Summer School Sales & Use Tax classes
- Foreign Payments presentation to CALS Admin, Ecology & Evolutionary Biology and College of Medicine
- Accounts Payable representation at PACS Buyer meetings

Staff Development

- Incorporated FSO Values into values-based performance appraisals
- Established COPS (Collaboration on Policies) collaboration meetings between Accounts Payable and Financial Management
- Participated in the development and presentation of a Financial Administrator Development Series to provide current, new and prospective financial administrators with the knowledge, skills and contacts to build and improve their financial management skills.



FINANCIAL SERVICES OFFICE

STRATEGIC DIRECTIONS

2008-2009

University Services Building

888 N. Euclid Ave.

Tucson, AZ 85721

520-621-3220

www.fso.arizona.edu

Vision

Stewardship without bureaucracy

Mission

We are dedicated to providing quality financial services in support of the University's mission.

Values

- Effective professional two-way communication
- Mutual trust and respect
- High work quality
- Job knowledge, effective and efficient processes and technical skills
- Passion and pride, self-motivation, creativity and initiative
- Confidentiality and integrity
- Continuous growth, learning and adaptability
- Dependability and trustworthiness
- Teamwork and cooperation
- Adaptability and flexibility
- Customer service
- Camaraderie

Strategic Directions

Compliance without Additional Customer Effort:

Improve service delivery in ways that increase efficiencies and ensure consistency with minimal extra effort from our customers while still meeting our fiduciary responsibilities.

Staff Development: Create a working environment that encourages and supports staff to obtain the knowledge, skills and abilities they need to excel at performing assigned functions and providing excellent support to our customers.

Initiatives 2008—2009

Compliance without Additional Customer Effort

- Reorganization of FSO File Server
- Development of credit-card merchant policies
- Improve current reporting system for 1200+ university vehicles
- Create computerized system for tracking new property additions
- New paperless process for the Office of Naval Research and State of Arizona University-wide Inventories
- Real Property Depreciation System (RPDS) enhanced reports
- Increase security through Personal Information Sweep
- Completion of Annual Financial Report
- Utilize Audit Command Language Software (ACL) for improved post-transaction review

Staff Development

- Cross training for Mosaic
- Mandatory cash handling training for cash handling merchants
- Incorporate Payroll, Tax and Payroll Accounting into Financial Management

Positive Working Relationships

- Measure customer satisfaction of Accounts Payable services
- Pilot departmental review programs with Eller College of Management

Consistency & Reliability

- Mosaic—Enterprise Systems Replacement Project
- Kuali Financial System & PeopleSoft Human Capital Management (PS-HCM) implementation
- Kuali Financial System (KFS) development
- Kuali—Accounts Receivable module testing
- Kuali—Coelus Research Administration Release 1.0
- Implement Microsoft Office 2007 within FSO
- Upgrade to Project Server 2007 and SharePoint 3.0

Positive Working Relationships: Develop our organization to exhibit understanding, respectfulness and professionalism in interactions with co-workers, colleagues, customers and stakeholders.

Consistency & Reliability: Provide work output, information dissemination, behaviors, attitudes, and projects that have an underlying commitment to quality, consistency, dependability and timeliness.

Continued Process Improvements

Compliance without Additional Customer Effort

- Biometrics and departmental CatCard services
- Student Tuition eBilling
- Processing 1099's with UA's New Employer Identification Number (EIN)

Staff Development

- FSO team-building
- FSO management weekly team meetings
- FSO new employee orientation
- Refine uniform appraisal for all FSO employees based on FSO Values
- Continue to focus on cross training and effective use of staffing resources in key areas
- BOPS team within FSO to improve communication and collaboration between Bursar and Operations

Positive Working Relationships

- Business Community Open Forum, FSO Newsletter, Biz.Comm website (bizcomm.arizona.edu)
- Kuali updates/Subject Matter Expert meetings
- Ongoing participation with University groups: CABO, RAG, DITC, Investment Committee, IDC Committee, UA Foundation, Bi-Weekly Core Payroll Committee, Human Resources Application Architecture (HRAA), PSOS Steering Committee, Telecom Funding Model, Docuware Issues Committee, PSOS Service Request Team
- New UA employee outreach
- FSO employees "Meet and Greet"

Consistency & Reliability

- Server and desktop technology refresh