

**Controllers Office**  
**SACSCOC REPORT**

# Controllers Office

## Identify Disruptive Change Opportunities

**Goal Description:**

Identify opportunities to increase institutional revenues, explore privatization/contracting, evaluate departmental effectiveness.

RELATED ITEMS

---

RELATED ITEM LEVEL 1

**Privatization And Contracting**

**Performance Objective Description:**

Explore opportunities for outsourcing organizational activities to increase revenues, reduce cost or increase efficiency.

RELATED ITEM LEVEL 2

**Outsourcing**

**KPI Description:**

- Review operations and propose activities that could be outsourced to a third party at reduced cost to SHSU.

**Results Description:**

During fiscal year 2016, the Controller's Office evaluated departmental effectiveness in order to identify opportunities to increase institutional revenue and explore the cost benefit of privatization. Through the year, the VP of Finance and Operations also worked on the same objective through the means of reorganization of the Finance and Operations division at Sam Houston State. This reorganization eliminated the most of the prior inefficiencies thus making privatization imprudent.

## Increase Efficiency Of Operations

**Goal Description:**

The Controller's Office will develop and deploy automated solutions.

RELATED ITEMS

---

RELATED ITEM LEVEL 1

**Increase Use Of PerfectForms Or Other Workflow System**

**Performance Objective Description:**

The Controller's Office will work to evaluate paper based forms to determine the best method for automating the process into an online form that contains appropriate workflow.

RELATED ITEM LEVEL 2

**Automated Processes**

**KPI Description:**

- Improve Disbursement & Travel Forms that are all paper-based at this time.
- Automate journal entry process used by departments for correcting financial accounting.

**Results Description:**

As a rule, the Controller's Office strives for efficient and effect processing of all working procedures. In efforts to improve upon these procedures, the Controller's Office evaluated the use of all paper base forms and filing systems to determine if the best method of automation was being employed. Through the evaluation, two processes were identified as candidates for improved automation and efficiency.

First, the interdepartmental orders that are processed through the Controller's Office are mostly completed in the paper form. The Controller's Office has met with supporting departments and establish a workflow for automation. The department is continuing work to automate this process into 2017.

The second process identified for increased automation is the journal voucher entry and approval processes for Disbursements and Travel. The processed was streamlined through shared folders on the Common Drive. This allowed requisitions to be posted, processors to obtain the requisition instantly, and processes batches of journal vouchers with greater efficiency. After processing information, the newly created journal voucher could then be seen in its entirety in the approval queue thus streamlining the approval process, as well.

Increase Student Participation In Office Operations

Goal Description:

The Controller's Office will evaluate ways to incorporate and increase student participation in office operations. This will include hiring new positions and creating specific programing with COBA.

RELATED ITEMS -----

RELATED ITEM LEVEL 1

Expand Student Employment

Performance Objective Description:

The Controller's Office will evaluate current personnel needs and department operations to determine where we can enhance student participation in operations.

RELATED ITEM LEVEL 2

New Student Positions

KPI Description:

- Increase student employment from 2014 to 2015.
- Calculate dollar and/or operational efficiency impacts.

Results Description:

The Controller's Office evaluated the student work force within the department and reflected upon the cost of the labor provided in comparison to the experience and expertise gained by the students. After careful consideration, the decision was made not to employ additional student workers but to invest additional time and energy into training the dedicated students currently employed. Each student has attended additional supplement training during office hours and expanded their duties to paraprofessional status. They take pride in their jobs and growing daily in knowledge and skill.

-----

-----