I. MISSION:
Support and maintain the fiscal wellbeing of Missouri Valley College and its mission with a commitment to accuracy and financial integrity by providing ethical, accurate and personal attention to all.
The Accounting and Human Resources Department’s major areas of responsibility include budget management, payroll and personnel, purchasing, and accounting.

II. GOALS:
To achieve this mission, the Accounting and Human Resources Department strives to:
1. Maintain accurate personnel records.
2. Prepare and distribute accurate monthly payroll in a timely fashion.
3. Maintain accuracy of all internal budget usage.
4. Maintain documentation/support for all accounting transactions.
5. Ensure Accounts Payable disbursements are timely and accurate.
6. Adhere to the highest professional and ethical standards in all matters by safeguarding the integrity of confidential information entrusted to us.

III. SERVICE OUTCOMES
1. Personnel files updated and in compliance with federal and state regulations.
2. Regular payrolls completed and delivered during the morning of payday.
3. Accurately report all departmental budget transactions and provide correct balances to department supervisors.
4. Transaction documentation filed accurately per auditor’s requirements.
5. Disbursements timely so the College’s reputation is in good standing with all vendors and agencies.
6. Maintain professional discretion and office security.

IV. SERVICE DELIVERY MAP
Functions:
1. Annual review of personnel files to ensure compliance. (Outcome 1)
2. Accurate computations of timesheets, maintaining benefits deductions. (Outcome 2)
3. Verify accuracy of information collected. (Outcome 2, 3)
4. Ensure accounting entries are made in a timely manner to provide accurate budget (account) balances. (Outcome 3, 4)
5. Provide account balances to department heads as requested. (Outcome 3, 4)
6. Process purchase orders and invoices daily. (Outcome 5)
7. Process weekly disbursements. (Outcome 5)
8. Payroll processes verified by Accounting Manager. (Outcome 2)
9. Accounts Payable transactions verified by Payroll Accountant. (Outcome 5)
10. Final verification by Vice President of Business and Finance. (Outcomes 2, 3, 4, 5, 6)
V. **ASSESSMENT TOOLS:**
   1. Annual external audits. (Assesses outcomes 1, 3, 4, 5, 6)
   2. Feedback from employees, vendors, and agencies. (Assesses outcomes 2, 3, 5, 6)

VI. **SUMMARY OF FINDINGS:**
   1. External audits are performed after June 30 each year and results are received in October or November. As of the date of this submission, the audit for fiscal year 2010 has not been received. Therefore, no results are available for these criteria.
   2. Less than 2% of vendors have had issues with timely payments. Less than 5% of employees have had difficulty with payroll or benefit deductions.

VII. **LEVEL OF ACHIEVEMENT OF GOALS:**
   - Personnel files are 85% compliant with government and employment regulations. Time constraints have limited the completion of this goal.
   - Payrolls have been timely. Lack of proper communication has resulted in minimal delays. The issues have been resolved.
   - Accounts Payable disbursements are completed weekly, with additional check runs processed as needed. Purchase orders are processed daily to ensure the budgets balances are accurate. When delays occur, it has been generally determined to have been a communication error.
   - In order to increase the level of knowledge in related areas, staff members are attending instructional workshops for continuing education.

VIII. **STAFF/CLIENTELE/PROGRAM INFORMATION:**
   - Stacey Gann, Accounting Manager (F, FT, Bachelor’s Degree) – accounts payable reconciliation and disbursements, departmental budget recording, daily bank reconciliation.
   - Christi Hicks, Payroll Accountant (F, FT, Some college, 30 yrs experience) – maintain personnel records, payroll disbursements and accounting, account reconciliations, Human Resources (insurances, compliance).

IX. **ANALYSIS/INTERPRETATION:**
   All projects have been completed throughout this year in a satisfactory condition. Discussion has begun on projects for the next year. Continual improvement is anticipated.

X. **ACTION PLAN:**
   - Revamp the file storage system.
   - Continue the furthering education in related fields.
   - Continue to improve relations with vendors and employees.
   - Increase communication with Department Heads/Chairs to facilitate the flow of information.
   - Establish success criteria for meeting goals/service outcomes.