

Administration and Finance - 2020

# DEPARTMENT ASSESSMENT PLAN



CSUSB WE DEFINE THE *Future*

# Department Assessment Plans

- Professional Development Tracking and Reporting
  - Accounts Payable/Travel – Jay Wood and Mona Sinha

# Department Assessment Plans

## ■ Assessment Purpose

- To accurately track “Professional Development” expenses for campus and the auxiliaries through Concur
- Eliminate having to cobble numbers together from Peoplesoft, Concur and ProCard
- Provide accurate and timely reporting of this activity to the management team
- Convert travelers from paper-based expense reconciliation to online Concur reconciliation

# Department Assessment Plans

## ■ Assessment Methodology

- Reviewed the past reporting of this activity
- Validated the accuracy of the Concur reporting
- Reviewed the data in Peoplesoft
- Examined the data that was lacking in Concur and reviewed paper-based expenses



CSUSB

WE DEFINE THE *Future*

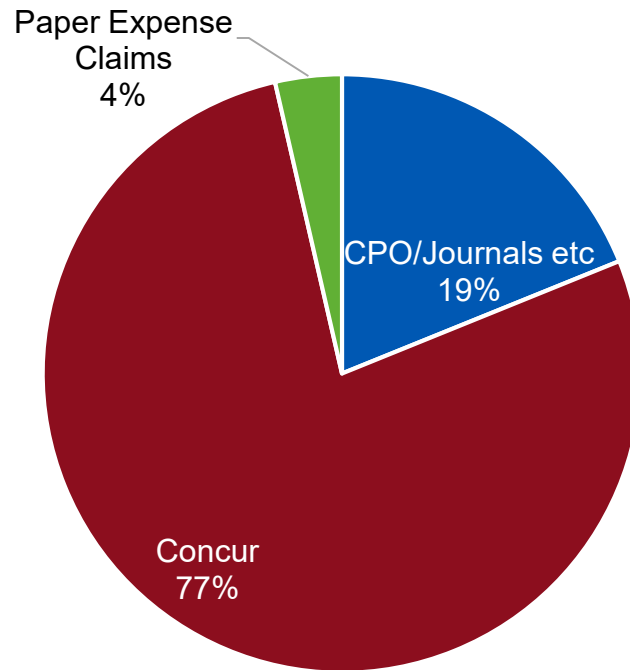
# Department Assessment Plans

## ■ Assessment Data

– Professional Development Expenditures for 2018/19

FY 2018/19	ASI	Campus	UEC	Phil	Student Union	Total
CPO/Journal etc.	-	\$526,638	\$95,567	\$7,037	\$9,742	\$638,984
Concur	-	\$2,427,715	\$139,242	\$58,138	-	\$2,625,095
Paper Vouchers	\$78,338	\$ 5,733	\$11,980	\$24,602	\$1,123	\$121,777
Totals	\$78,338	\$2,960,086	\$246,790	\$89,777	\$10,865	\$3,385,856

# Professional Development Expenditure Summary



CSUSB

WE DEFINE THE

*Future*

# Department Assessment Plans

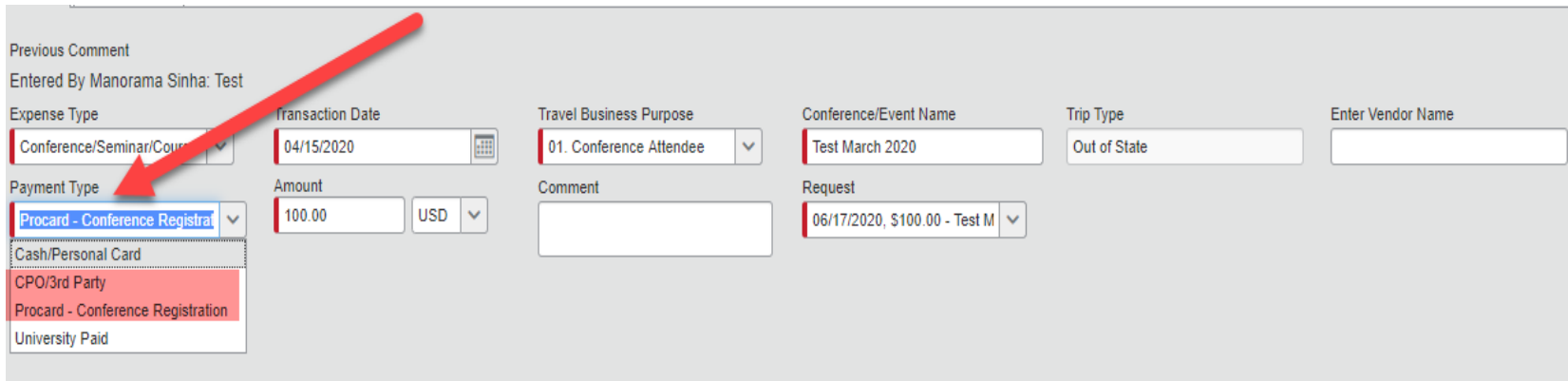
## ■ Assessment Findings

- Overall, the reporting available in Concur is accurate:
  - Concur reporting allows us to factor in costs for specific categories of charges, these include:
    - “Seminars”, “Conferences”, “Registration Fees”, “Meetings” and “Professional Development” categories.
  - We can account for costs associated with the above categories for all costs related to the travel, including mileage reimbursement, meals, transportation/lodging and registration fees
  - With Concur reporting, we get concise information

# Department Assessment Plans

## ■ Assessment Findings

- The pain points in finalizing the reporting occurs with the following:
  - **CPO (Cash Posting Orders)/ProCard** - These are expenses paid by a third party, or paid via a department ProCard. Such expenses can be accounted for by using the **Payment Type** dropdown list available in Concur. However, this is dependent on individuals completing this information as they reconcile



Previous Comment  
Entered By Manorama Sinha: Test

Expense Type: Conference/Seminar/Cour...  
Transaction Date: 04/15/2020  
Travel Business Purpose: 01. Conference Attendee  
Conference/Event Name: Test March 2020  
Trip Type: Out of State  
Enter Vendor Name:

Payment Type: Procard - Conference Registrat...  
Amount: 100.00 USD  
Comment:   
Request: 06/17/2020, \$100.00 - Test M

Payment Type dropdown options:  
Cash/Personal Card  
CPO/3rd Party  
Procard - Conference Registration  
University Paid



## ■ Assessment Findings Continued

- **Paper Travel Claim Forms (4%)** – These are processed outside of Concur, thus requiring us to manually review these charges in order to complete reporting

# Department Assessment Plans

## ■ Implications for Practice

– Travel will address the following:

- **CPO (Cash Posting Orders)/ProCard** - A required field in Concur will need a response from the traveler. This information will only be as good as what is provided by the traveler.
- **Paper Travel Claim Forms (4%)** – Continue to push Concur over travel based travel claims.
- **Strategic Concur Training** - Hold in-person or group training for those departments, add requirements for individuals submitting paper claims
- **Prioritize Concur Reimbursements** – Essentially, make the Concur submitted claims the priority.

# Department Assessment Plans

- Benefits of Concur versus Paper Travel Claims
  - **Paperless and Faster Reimbursement**
    - Especially important during this time of working remotely!
  - **The Concur “Duty of Care” Module - “Locate” and “Active Monitoring”**
    - This is our 24/7 risk monitoring to proactively care for traveling employees. This service utilizes real-time data already provided by travelers using Concur to track expenses
    - Travelers receive alert notifications before and during a planned trip

Risk Notice: Washington D.C., United States

Our Risk Service has received the following information at 2020-04-23 15:56:07 EDT:

**Risk Notice Level**

**3**

Medium Risk

Summary (event valid from 2020-04-24 until 2020-04-27):

**UNITED STATES OF AMERICA:** COVID-19 lockdown extended in Washington, D.C. from 24 April-15 May - Update

Washington, D.C. Mayor Muriel Bowser indicated that the COVID-19 stay at home order will be extended from 24 April to 15 May. Residents engaged in essential activities such as obtaining medical care and food will be exempted as will those employed in essential businesses. Going out for recreational activities will be permitted. Violators will face steep fines or prosecution.

**ADVICE:** Follow all official directives.

1 traveller may be affected

Communication

People Alerted

Departure Time

Travellers



CSUSB

WE DEFINE THE *Future*

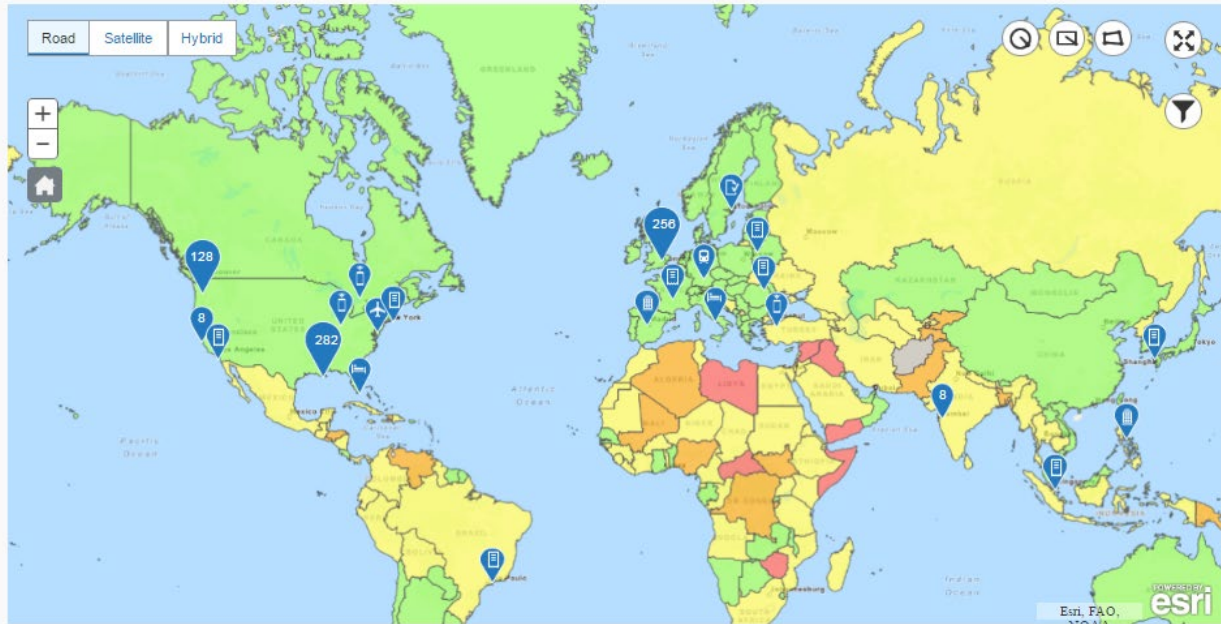
Search Communication Intelligence

## Search



Corporation: Vandelay

9/19/2016 10:05 AM UTC-04 Eastern Daylight Time (North America)

Live
  Date Range
 Start:  
 End:



Ascending
 « « 1 2 3 4 5 ... 20 » »

	<b>Florian Armstrong</b> Vandelay Germany 325711	farmstrong@vandelay.com	+49 0123 9608 6574	AR52PI
	<b>Frederick Austerlitz</b> Vandelay Germany 979248	fausterlitz@vandelay.com	+49 0123 3255 6828	MG22DQ



Search Communication Intelligence

# Flooding in Louisiana

Status: Open

Close Case

Corporation: Vandelay

9/19/2016 10:05 AM

UTC-04 Eastern Daylight Time (North America)



**Sent:**

09/19/2016 10:03:43 Eastern Daylight Time (EDT)

**Message:**

Governor Edwards has declared a State of Emergency for the city of New Orleans due to flooding. Please respond HELP if you need assistance, or OK if you are safe.

Thank you,  
Michael Westen  
Security Manager, Vandelay Industries

**Recipients:**

14

- █ 0 Other Response
- █ 0 No Response
- █ 14 Status OK

Send a Message

Request Status

More options

Show Map

Ascending

<input type="checkbox"/>		<b>Florian Armstrong</b> Vandelay Germany 325711	farmstrong@vandelay.com	+49 0123 9608 6574	AR52PI Zoom to location	Please stay at your hotel until the flooding subsides.	Status OK Set status
<input type="checkbox"/>		<b>Frederick Austerlitz</b> Vandelay Germany 979248	fausterlitz@vandelay.com	+49 0123 3255 6828	MG22DQ Zoom to location	OK	Status OK Set status
<input type="checkbox"/>		<b>Krishna Bhanji</b> Vandelay China 822527	kbhanji@vandelay.com	+86 55 2604 7854	VO40ZR Zoom to location	OK	No Response Set status
<input type="checkbox"/>		<b>Terry Bollette</b> Vandelay US 620720	tbollette@vandelay.com	+1 425 555 0542	Breech House Zoom to location	OK	Status OK Set status



# Department Assessment Plans

- Questions?
  - Thank you!

