

Department/Unit: University Audit and Consulting Services

Year: 2018/19

Contact Name: C. Peter Cheng

Contact Title: AVP and Chief Auditor

Unit Overview/Mission/Purpose

Short (1 paragraph) narrative of the unit’s overarching purpose and primary customer base.

To provide BOT and Senior Administrators with independent assessment on individual unit/function’s operational efficiency/effectiveness and compliance with regulations, policies and best practice for continuous management improvement.

Staffing

	FY16	FY17	FY18	FY19
# Full Time Staff	3	2	2	2
# Student Employee FTE	1.5	1	0.9	0.75

Success Outcome 1:

Identify management deficiency and offer recommendations to address the weakness

KPI 1.1 Fiscal and non-monetary returns from our audits and recommendations

Data: Audit reports

Result: Board of Trustees and senior administrators rely upon our reports to better assess the university operations

Response/Action Plan: Suggestions and comments from Board of Trustees and senior administrators are to be considered into our future engagements.

Success Outcome 2:

Post Audit survey to identify improvement on my office’s operation

KPI 2.1 post audit survey results

Data: survey from auditees

Result: Average 3.4 at a scale of 1-4, 4 being excellent

Response/Action Plan: To improve our engagement quality by adopting any major meaningful feedback.

Concluding Remarks (optional):

Summary of Activities for Program Effectiveness