Agenda

• Audit and Advisory Services Update
  • Best Practices/Industry Standards
• Policy and Compliance Update
  • CANRA Update
• ERM Update
  • Unemployment Insurance Claim Trend Analysis
  • Ongoing Campus-wide Risk Assessment
  • Business Continuity Work Group Update
  • Updated Alcohol Clearance Form and Process
• Upcoming Trainings
Audit and Advisory Services Update

• Introduction
  • Meet The Staff
• Our Role on Campus
  • Internal Audit and Advisory Services
• We’re Here to Help
  • Our Services
• Hot Topics
  • Emerging Risks in Higher Education
• Myths vs. Facts
  • Game of Wits
• Questions
Introduction
Meet the Internal Audit Staff

Gary Norton, Interim Director
Autumn Gray, Internal Auditor
Mark Ohanesian, Business Systems Analyst

We make the right thing happen!
Most Interesting Department

Audit & Advisory Services
Our Role on Campus

Internal Audit and Consulting Services
So What Exactly Do We Do?

Types of Campus Audits

What we Audit

• Operations and compliance
• Colleges or Departments
• University wide processes

What we Do Not Audit

• Title IX - Sexual harassment or other civil rights issues
• Humans Resource / Labor Relations
We’re Here to Help

Our Services in Detail

Partner with you to find solutions:
Work with Colleges and Departments to understand their objectives, goals, and activities in order to evaluate and improve the effectiveness of operations.

Prevent problems:
Monitor compliance with policies and procedures that help ensure management directives are carried out.

Identify Risks:
In collaboration with Enterprise Risk Management (ERM), actively identify new and existing potential risks to our campus.

Find better ways and best practices:
Provide consultation to various stakeholders to ensure creative and innovative ideas to improve campus operations are heard and positioned for success.
We’re Here to Help

Internal Controls – Definition and Examples

Trying to make the things we want to happen, happen and the things we don’t want to happen, **not** happen.
## We’re Here to Help

### Internal Controls - Warning Signs

<table>
<thead>
<tr>
<th>If you hear this...</th>
<th>Then...?</th>
</tr>
</thead>
<tbody>
<tr>
<td>“I didn’t know that!”</td>
<td>Inadequate knowledge of policies or governing regulations</td>
</tr>
<tr>
<td>“We trust ‘A’ who does all those things.”</td>
<td>Inadequate segregation of duties</td>
</tr>
<tr>
<td>“We share a password, it’s easier.”</td>
<td>Inappropriate access to assets</td>
</tr>
<tr>
<td>“You mean I’m supposed to do something besides initial/sign it?”</td>
<td>Form over substance</td>
</tr>
<tr>
<td>“I know that’s policy, but we do it this way.” Or “ Just get it done; I don’t care how!”</td>
<td>Control override</td>
</tr>
</tbody>
</table>
Trending Issues in Higher Education

- **Health Services**: Mental health services, access to drugs, privacy of confidential student health information

- **IT/Cybersecurity**: Changing technology, governance, cloud services, mobile devices, phishing

- **International Students/Faculty**: Compliance with state and federal laws, emergency response, hiring practices, immigration

- **Campus Security**: Access to residence halls, harassment and assault, free speech/hate speech, active shooter, laboratories, vehicles
Myths vs Facts
Game of Wits

If a policy doesn’t exist, we don’t have to do it

FACT
A lack of formal policies does NOT preclude good business practices
MYTH
Internal controls are just about finance and accounting

Internal controls are integral to every aspect of university systems and processes
Myths vs Facts

Myth vs Fact

**MYTH**
Auditors are out to get you

**Fact**
Auditors assist with process improvement and change management
Questions?
REVISED CANRA Acknowledgement Form

Child Abuse and Neglect Reporting Act
• 3-tiered reporter designation matrix
  ❖ Non-Reporters, Limited and General
• HR is required to notify every employee of their reporter status
• Mandatory reporters must sign a new Acknowledgement Form
• Job announcements must have prescribed language for mandatory reporter jobs
• New hires/volunteers must sign Acknowledgement Forms at start date
IMPLEMENTATION TIME LINE

- July 17, 2018– Revised Executive Order 1083 issued (January 31, 2018 deadline)
- 15 September, 2017 – MPP pilot group notifications sent
- 2 October, 2017 – non-MPP notifications sent to designated reporters
- 9 October, 2017 – non-MPP notifications sent to non-reporters
- 19 December, 2017 - MPP reminder notice
- 6 February, 2018 – non-MPP 2nd reminder
- 8 February, 2018 – MPP 3rd reminder notice
<table>
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<th></th>
<th># OF MANDATED REPORTERS</th>
<th># OF RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>MPP</td>
<td>220</td>
<td>160</td>
</tr>
<tr>
<td>NON-MPP</td>
<td>3478</td>
<td>1154</td>
</tr>
</tbody>
</table>
Unemployment Insurance Basics

Who can claim unemployment insurance benefits?
• Past earning must meet certain minimum thresholds
• You must be unemployed through no fault of your own
• You must be able, willing and actively seeking work

How much can an individual receive in unemployment benefits?
• Based on employers reported wages and can range between $40 and $450 weekly

How long can an individual receive unemployment benefits?
• A claim is effective for one year
• During the year, claimants can receive from 12-26 weeks of full benefits
• Additional benefits can be granted by Congress in times of high unemployment
Unemployment Insurance Trend Analysis

SFSU Unemployment Insurance Annual Costs (CSURMA)
Unemployment Insurance Trend Analysis

Number of Unemployment Claims by Department
FY14/15 to FY16/17

- CEL: 54%
- English Language & Literature: 10%
- Latino/Latina Studies: 8%
- UPM: 7%
- ORSP: 6%
- Communication Studies: 5%
- Art: 5%
- Philosophy: 4%
- Athletics: 3%
- Other: 2%
Unemployment Insurance Trend Analysis

Number of Unemployment Claims by Job Title
FY14/15 to FY16/17

- Lecturer - Academic Year: 58%
- Student Assistant/Trainee: 20%
- Instructional Faculty, Extension Non-Credit: 2%
- Custodian: 2%
- Admin Analyst: 2%
- Summer Session Support: 2%
- Instructional Faculty, Special Programs - For Credit: 3%
- Other: 6%
Ongoing Campus-wide Risk Assessment

Goal: Year-long Project to aggregate campus risks in our Risk Registry

Process:
• Manager and staff level discussions
• Department-specific risks as well as greater campus risks
  • Bursar’s Office
  • Associated Students

Documents:
• Annual Risk Assessment Questionnaire
Business Continuity Work Group Update

• Currently working on updating and finalizing individual department plans:
  • Fiscal Affairs
  • Enterprise Risk Management
  • Quality Assurance
  • Compliance
  • Housing, Dining & Conference Services
  • Information Technology Services
  • University Corporation
  • Advancement

• Once plans are updated/finalized, the Work Group will begin to build plan templates for other like-departments

• Still working on funding approval for Fusion Risk Management Solutions
Updated Alcohol Clearance Form and Process

• Form now includes:
  • Insurance-Related Questions
  • Alcohol Serving Fact Sheet
  • Incident Reporting Form
• All University-sponsored events that will serve alcohol on or off campus must have an approved alcohol-clearance form
• Please submit alcohol clearance forms at least two weeks ahead of time to Enterprise Risk Management

Alcohol Clearance Form
Upcoming Trainings

- **NERT Certification and Re-Certification Training**
  - March 1, 8 and 15; Re-certification only on March 15th
- **First Aid, CPR & AED Training**
  - April 20, 2018
- **Risk Talk – Subpoenas and Public Records Act (PRA) Requests**
  - March 14\(^{th}\) 11am to 12pm; LIB 121
- **Open Public Forum – Time, Place and Manner Directive Update**
  - March 12\(^{th}\) 10am to 11am; LIB 121
2018 ARC Committee Schedule

Thursdays, 1 pm – 2 pm on:

April 26
June 21
August 23
October 25
December 13