Program Operations Survey

Buffalo State College Program Operations Survey
FY 2007-2008

Responses to this survey will assist review and evaluation of campus programs to determine whether circumstances may exist which could compromise the effectiveness of a program. At the conclusion of the open period for the survey, all respondents will be provided additional information for viewing the campus-wide survey results. The survey results will provide a framework for additional campus planning, communications, and training.

The survey will take approximately 20 minutes to complete. You will have the opportunity to stop, save your work, and resume at a later time; however, we recommend you complete the survey in one session. Please use the "Comments" box at the end of each section to provide additional detail and/or share questions or comments you may have.

Thank you.

Note: Each screen reflects shaded rectangles in the lower left corner which indicate the stage of survey completion. Please select the "start" button to advance to the next page.

1. Unit:
   This is the unit for which you are responsible and on which you are basing your responses. If questions, please contact R. Schenk at ext. 4312.

2. My unit includes operational support from the following (check all that apply):

   ☐ State Funds   ☐ Income Fund Reimbursable   ☐ Buffalo State College Foundation, Inc.   ☐ Other (please specify):

3. If your unit has more than one source of support and that may affect how you answer questions about the unit, please select the primary source of support from the following and base your answers accordingly:

   ○ State Funds   ○ Income Fund Reimbursable   ○ Buffalo State College Foundation, Inc.   ○ Other (please specify):

4. Manager Responding:

5. Telephone Number or Ext:

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A. Management Environment

6. My unit has established high expectations for honesty, integrity, and conformity to institutional policies and procedures.

   ⬚ Strongly Agree   ⬚ Agree   ⬚ Neither Agree nor Disagree   ⬚ Disagree   ⬚ Strongly Disagree

7. My unit holds regular staff meetings.

   ⬚ Strongly Agree   ⬚ Agree   ⬚ Neither Agree nor Disagree   ⬚ Disagree   ⬚ Strongly Disagree

8. Comments related to Management Environment:

   This section addresses the context or environment in which all activities of a unit are carried out.

B. Organizational Structure

9. Does the unit you direct have a curent organizational chart? If yes, please send a copy to Rebecca Schenk, Cleveland Hall 507, schenkrj@buffalostate.edu.

   ⬚ Yes   ⬚ No

10. Is there a succession plan established for your unit? A succession plan is a designation, by position or person, whereby someone assumes responsibility in the event of a key position vacancy.

    ⬚ Yes   ⬚ No

11. Comments related to Organizational Structure:

    This section addresses how positions are distributed and managed within the unit.

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C. Personnel

12. Employees in the unit, including managers, are trained properly to perform the duties of their respective positions.

○ Strongly Agree   ○ Agree   ○ Neither Agree nor Disagree   ○ Disagree   ○ Strongly Disagree

13. Are accurate and up to date position descriptions available?

○ Yes   ○ No

14. Unit employees complete timesheets / monthly leave records / absence from class forms, etc., regularly as required.

○ Strongly Disagree   ○ Disagree   ○ Neither Agree nor Disagree   ○ Agree   ○ Strongly Agree

15. Key personnel are aware of federal, state, SUNY and college regulations and/or policies as they relate to the unit. (HIPPA / ADA / Affirmative Action / FERPA / Discrimination / Sexual Harassment, etc.)

○ Strongly Agree   ○ Agree   ○ Neither Agree nor Disagree   ○ Disagree   ○ Strongly Disagree

16. Employees (as applicable) are familiar with Public Officers Law encouraging ethical behavior and preventing conflicts of interest in state government.

○ Stongly Agree   ○ Agree   ○ Neither Agree nor Disagree   ○ Disagree   ○ Strongly Disagree

17. Comments related to Personnel:

This section addresses defined expectations for positions and the information provided to employees that allows them to discharge successfully their duties and responsibilities.

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D. Delegation and Communication Authority

18. Unit employees have a clear understanding of the mission, goals & objectives of the unit.

   ◯ Strongly Agree   ◯ Agree   ◯ Neither Agree nor Disagree   ◯ Disagree   ◯ Strongly Disagree

19. In administrative functions, responsibilities are divided so that no single individual controls all phases of a critical transaction.

   ◯ Strongly Agree   ◯ Agree   ◯ Neither Agree nor Disagree   ◯ Disagree   ◯ Strongly Disagree

20. Comments related to Delegation and Communication Authority:

   This section addresses the core reason for the unit's existence, plans, and procedures to adminster functions within the unit.

E. Policies and Procedures

21. Policies and procedures for my unit are documented. (Please be prepared to provide a copy of documentation if requested.)

   ◯ Strongly Agree   ◯ Agree   ◯ Neither Agree nor Disagree   ◯ Disagree   ◯ Stongly Disagree

22. Unit procedures include enough detail for all systems and functions such that the unit could continue to operate should key employees leave.

   ◯ Strongly Agree   ◯ Agree   ◯ Neither Agree nor Disagree   ◯ Disagree   ◯ Stongly Disagree

23. Comments related to Policies and Procedures:

   This section adresses documentation that establishes regulatory guidance for unit activities and provides for continuity of program operations in the event of personnel turnover.

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F. Organizational Checks and Balances

24. Has any area of your unit been audited or reviewed by an independent body within the last 3 years? If so, please send a copy of the audit findings or final report to Rebecca Schenk, Cleveland Hall 507, schenkrj@buffalostate.edu.

    Please note: You are responding specifically for the unit identified in answer to Question #1.

    ◯ Yes   ◯ No   ◯ Unable to Evaluate

25. Are the functions of your unit governed by an accrediting organization (other than Middle States accreditation for the College as a whole)?

    Please note: You are responding specifically for the unit identified in answer to Question #1.

    ◯ Yes   ◯ No   ◯ Unable to Evaluate

26. If your unit can be accredited, please identify the accrediting organzation in the section below.

    Please note: You are responding specifically for the unit identified in answer to Question #1.

    ◯ N/A   ◯ Unable to Evaluate   ◯ The accrediting body is:

    [   ]

27. If your unit can be accredited, is it accredited currently? If so, please indicate below the period of current accreditation.

    Please note: You are responding specifically for the unit identified in answer to Question #1.

    ◯ N/A   ◯ Unable to Evaluate   ◯ No   ◯ Yes and the period of accreditation is:

    [   ]

28. If your unit can be accredited, but is not accredited currently, please describe the major reason(s) for current status:

    Please note: You are responding specifically for the unit identified in answer to Question #1.

    ◯ N/A   ◯ Unable to Evaluate   ◯ The major reason(s) unit is not accredited currently:

    [   ]

29. Comments related to Organizational Checks and Balances:

    This section addresses the extent to which organizational programs or units may be reviewed by external entities.

    [   ]

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G. Budgeting and Monitoring

30. Key personnel in my unit understand how the departmental budget is developed, utilized, and monitored.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Stonrgly Disagree

31. Comments related to Budgeting and Monitoring:

This section addresses how budgetary resources are established and how financial transactions (e.g., expenditures, encumbrances) are reviewed compared to the budget.

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H. Procurement

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32. Key personnel are aware of current purchasing guidelines other than the competitive or bid process.

    ○ Strongly Agree   ○ Agree   ○ Neither Agree nor Disagree   ○ Disagree   ○ Strongly Disagree

33. Key personnel are aware of current purchasing guidelines for the competitive bid or quote process.

    ○ Strongly Agree   ○ Agree   ○ Neither Agree nor Disagree   ○ Disagree   ○ Strongly Disagree

34. Key personnel review the budget to ensure that allocations are adequate for purchasing prior to submitting a purchase requisition.

    ○ Strongly Agree   ○ Agree   ○ Neither Agree nor Disagree   ○ Disagree   ○ Strongly Disagree

35. Do key personnel in your unit responsible for purchasing using state funds have a Procurement Card?

    ○ Yes   ○ No

36. If yes, are they familiar with the card's transaction limits, non-allowable expenses and certification procedures?

    ○ Strongly Agree   ○ Agree   ○ Neither Agree nor Disagree   ○ Disagree   ○ Strongly Disagree

37. If yes, is the Procurement Card used routinely for purchases within the approved limit (currently $2,500)?

    ○ Strongly Agree   ○ Agree   ○ Neither Agree nor Disagree   ○ Disagree   ○ Stongly Disagree

38. Employees in my unit utilize on-line procurement options (i.e., Office Max, Dupli, or Grainger).

    ○ Strongly Agree   ○ Agree   ○ Neither Agree nor Disagree   ○ Disagree   ○ Strongly Disagree

39. Comments related to Procurement:

This section addresses the purchasing of supplies, equipment, or services in the context of New York State procurement regulations and guidelines.

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I. Property Control

40. Employees in my unit follow the College's Property Control Procedures.

   ○ Strongly Agree   ○ Agree   ○ Neither Agree nor Disagree   ○ Disagree   ○ Stongly Disagree

41. Someone in my area verifies the existence and location of all items when inventory lists are sent to the area.

   ○ Strongly Agree   ○ Agree   ○ Neither Agree nor Disagree   ○ Disagree   ○ Strongly Disagree

42. Comments related to Property Control:

   This section addresses the monitoring of equipment in the unit.

   [   ]

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J. Impact Outside of the College

43. My unit has significant interaction with the public or external entities.

    ⚪ Yes   ⚪ No

44. Have there been significant changes in staff size, funding, functions, systems, key positions and/or
responsibilities in your unit which might reflect negatively on your department or the College? If yes,
please explain in the comments section below.

    ⚪ Yes   ⚪ No

45. Comments related to Impact Outside of the College:

This section addresses those circumstances which may impair a unit's effectiveness, possibly also
impairing its ability to represent the institution positively to outside entities.

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K. Cash Activities

46. My unit's activities involve the handling of cash collections.

    ⬤ Yes ⬤ No

47. If yes, are there clearly stated procedures in place to administer and safeguard properly the handling and control of cash collections? If yes, please send a copy of the documented procedures to Rebecca Schenk, Cleveland Hall 507, schenkrj@buffalostate.edu.

    ⬤ Stongly Agree   ⬤ Agree   ⬤ Neither Agree nor Disagree   ⬤ Disagree   ⬤ Strongly Disagree

48. My unit's activities involve the handling of disbursements.

    ⬤ Yes ⬤ No

49. If yes, are procedures in place to ensure the proper funds and accounts are charged and that disbursements are used for authorized purposes only?

    ⬤ Strongly Agree   ⬤ Agree   ⬤ Neither Agree nor Disagree   ⬤ Disagree   ⬤ Stongly Disagree

50. Comments related to Cash Activities:

    This section addresses administrative procedures for handling cash transactions.

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L. Travel

51. Key personnel in my unit are familiar with the College's travel guidelines and New York State's travel rules and regulations including out-of-state travel.

    ⊙ Strongly Agree   ⊙ Agree   ⊙ Neither Agree nor Disagree   ⊙ Disagree   ⊙ Stongly Disagree

52. Comments related to Travel:

    This section addresses making travel arrangements, traveling, and filing appropriate documents afterwards, in the context of New York State guidelines for travel.

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M. Information Technology

53. My unit has a disaster recovery plan in place.

    ○ Strongly Agree   ○ Agree   ○ Neither Agree nor Disagree   ○ Disagree   ○ Strongly Disagree

54. Controls are in place in my unit to ensure that only authorized employees can enter data in on-line systems.

    ○ Strongly Agree   ○ Agree   ○ Neither Agree nor Disagree   ○ Disagree   ○ Strongly Disagree

55. Are all unit employees familiar with the desk and cell phone policy and procedures?

    ○ Always   ○ Usually   ○ Occasionally   ○ Never   ○ N/A   ○ Unable to Evaluate

56. Comments related to Information Technology:

This section addresses accessing and protecting data-sensitive information, and using systems as designated.

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N. Supplies / Materials

57. Control procedures have been established in my unit to ensure that state supplies/materials are used only for authorized purposes.

   ○ Strongly Agree   ○ Agree   ○ Neither Agree nor Disagree   ○ Disagree   ○ Strongly Disagree

58. Does your unit handle hazardous materials?

    ○ Yes   ○ No

59. If yes, are policies and procedures in place to ensure proper handling of such materials?

   ○ Strongly Agree   ○ Agree   ○ Neither Agree nor Disagree   ○ Disagree   ○ Strongly Disagree

60. Comments related to Supplies/Materials:

This section addresses the safeguarding of both employees and material goods within the unit.

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N. Supplies / Materials

57. Control procedures have been established in my unit to ensure that state supplies/materials are used only for authorized purposes.

   ⚬ Strongly Agree   ⚬ Agree   ⚬ Neither Agree nor Disagree   ⚬ Disagree   ⚬ Strongly Disagree

58. Does your unit handle hazardous materials?

   ⚬ Yes   ⚬ No

59. If yes, are policies and procedures in place to ensure proper handling of such materials?

   ⚬ Strongly Agree   ⚬ Agree   ⚬ Neither Agree nor Disagree   ⚬ Disagree   ⚬ Strongly Disagree

60. Comments related to Supplies/Materials:

   This section addresses the safeguarding of both employees and material goods within the unit.

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O. Documents & Records

61. Does your unit handle documents or records (including student records) containing confidential information or financial data?

   ○ Yes   ○ No

62. If yes, are these documents or records safeguarded against unauthorized access?

   ○ Strongly Agree   ○ Agree   ○ Neither Agree nor Disagree   ○ Disagree   ○ Strongly Disagree

63. If yes, are these documents or records shredded or destroyed when no longer needed?

   ○ Strongly Agree   ○ Agree   ○ Neither Agree nor Disagree   ○ Disagree   ○ Strongly Disagree

64. If yes, are irreplaceable documents or records safeguarded against fire, theft, flood, etc.?

   ○ Strongly Agree   ○ Agree   ○ Neither Agree nor Disagree   ○ Disagree   ○ Strongly Disagree

65. Comments related to Documents & Records:

This section addresses the safeguarding of documents and records under routine operations and in the event of a catastrophic occurence.

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Concluding Comments: Please Share Yours

Thank you for taking the time to complete this survey. Your responses will help guide review of the Internal Controls function at Buffalo State College.

While additional information and training opportunities are planned to assist program managers and employees, it would help us to hear from you as to how we may be more effective in this capacity. Please use the comment fields below to share your remarks.

66. Was this survey easy to understand and did it take a reasonable amount of time to complete?

67. How might we improve this survey and its usefulness to you in evaluating your unit (please be specific)?

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Thank you for taking our survey.

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