

NEVADA STATE COLLEGE
STUDENT ACCOUNTS - PEOPLESOFT
Internal Audit Report
Fall 2012 and Spring 2013

GENERAL OVERVIEW

In recent years, institutions within the Nevada System of Higher Education (NSHE) have implemented a new student information system, PeopleSoft, as part of the first phase of the iNtegrate project. At Nevada State College (NSC) the system was implemented beginning with the Fall 2011 semester. PeopleSoft includes a student accounts module, which allows students to access their account information through a self-service portal, myNSC. This portal provides students, faculty, and staff with 24-hour online information and self-service capabilities. This portal allows students, faculty, and staff with 24-hour online information and self-service capabilities. PeopleSoft allows students to check for important dates, access and update personal data, apply for financial aid, , search for classes, register and pay for classes, and much more.

NSC is authorized in Title 4, Chapter 17 of the Board of Regents Handbook to charge Fees and Expenses to students. These applicable fees and tuition are identified in the Nevada System of Higher Education (NSHE) Procedures and Guidelines Manual, Chapter 7.

At NSC, the Bursar's Office is primarily responsible for charging and collecting tuition and fees. Tuition and fees charged to student accounts for the Fall 2012 and Spring 2013 terms totaled \$10,026,881, which were collected from an average of 3,867 students per term.

SCOPE OF AUDIT

The Internal Audit Department has completed a review of Nevada State College Student Accounts – PeopleSoft for the Fall 2012 and Spring 2013 terms.

The scope of our review included tests of the operating procedures and other auditing procedures as we considered necessary. The tests included, but were not necessarily limited to these areas.

1. Reviewing Fees and Tuition charged to students to determine that they were processed in compliance with the Procedures and Guidelines Manual, Chapter 7.
2. Reviewing refunds provided to students to determine that they were processed in compliance with the Procedures and Guidelines Manual, Chapter 7.
3. Reviewing processes in place for entering, updating or rolling over fee and tuition rates within the myNSC fee tables.
4. Validating the Registration Fees were distributed in compliance with the approved distributions approved in the Procedures and Guidelines Manual, Chapter 7.

In our opinion, we can be reasonably assured that the administration of fees and tuition processed through myNSC is being performed in a satisfactory manner. However, implementation of the following recommendations would further improve this process.

FEES AND TUITION

During our review, we noted two of the 60 student accounts tested included Western Undergraduate Exchange Tuition (WUE), and that the tuition was not charged at the 2012-13 catalog rate of \$61.75 per credit, but at \$56.63 per credit, a \$5.12 per credit variance. Total units enrolled applicable to WUE charges during the audit period totaled 1,091, which resulted in a \$5,586 undercharge. Although our review of the process for entering, updating and rolling over fees was noted to be adequate, there was an administrative oversight noted for this instance.

We recommend NSC review the process breakdown that occurred in this instance, and seek to institute an improved control that will eliminate this from occurring again.

Institution Response

NSC agrees with the audit finding and recommendation.

Correction: Prior to Summer 2013 term, setup of tuition and fees was done primarily by one individual. To ensure accuracy, the fee setup needs to be reviewed and tested by multiple individuals. NSC previously identified this error and has already implemented controls to ensure accuracy.

Prevention and Monitoring: The NSC Bursar's Office has implemented several control mechanisms for verifying all fees being charged are correct. First, after the initial term setup in PeopleSoft is completed, a second individual manually reviews and verifies that the tuition and fees amounts input are accurate. In addition, the accounts of any students who are pre-enrolled in courses after the setup for the term are reviewed for accuracy of charges. All tuition and fee types are included in these tests.

Follow Up: The control mechanisms mentioned above in Prevention and Monitoring above continue to be used. The review and pre-enrollment fee testing processes have corrected any issues prior to the term enrollment date. There have been no fee setup issues with the Fall 2013 or Spring 2014 terms. NSC's Bursar, Cory McDonald, has taken responsibility for this item. NSC has fully implemented the audit recommendations and respectfully requests that this item be closed.

COURSE FEES

The Procedures and Guidelines Manual, Chapter 7, Section 9 "Special Course Fees" notes responsibility is delegated to institutional Presidents for implementing course fees up to \$50 per course. Our review noted some of NSC's older course fees were not supported with records retained to document presidential approval of the course fees. However, we were able to verify course fees implemented by the current president were supported with approval documentation.

We recommend that NSC develop a central repository to retain approval support for each course fee.

Institution Response

NSC agrees with the audit finding and recommendation.

Correction: All current special course fees, up to \$50 per course, have received presidential approval. Due to a lack of clear policies and procedures, departments have used different processes for approval and documentation. Going forward, the academic departments will be required to follow a standardized process for requesting approval for special course fees, including course fees \$50 and under.

Prevention and Monitoring: The NSC Bursar's Office is developing a Special Course Fee request policy and procedure. Once implemented, the Bursars office will ensure proper approvals are affixed to any fee request prior to data entry and will be the central repository for all approved course fee documentation. All fees will be reviewed to source documentation during the setup of fees for each term.

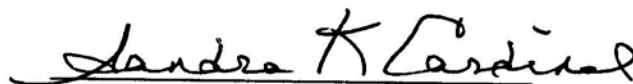
Follow Up: NSC has completed and implemented a Special Course fee policy and procedure which has standardized the course fee approval process. The Bursar's Office is the central repository for all approved course fee documentation and reviews course fee approvals during the setup of each term. NSC's Bursar, Cory McDonald, has taken responsibility for this item. NSC has fully implemented the audit recommendations and respectfully requests that this item be closed.

The Internal Audit Department appreciates the assistance and cooperation received from the NSC staff during this review.

Las Vegas, Nevada
June 05, 2013



J. Vito Hite
Internal Audit Manager



Sandra K. Cardinal
Assistant Vice Chancellor for Internal Audit



NEVADA STATE
COLLEGE

January 13, 2014

Mr. Scott Anderson
Internal Audit Manager
Nevada System of Higher Education
2601 Enterprise Road
Reno, Nevada State College

RE: Nevada State College Student Accounts – PeopleSoft for the Fall 2012 and Spring 2013 terms.

Dear Scott:

Please find attached the recommendations, including NSC's response and update, to the above referenced audit.

AUDIT: Nevada State College Student Accounts – PeopleSoft

AUDIT PERIOD: Fall 2012 and Spring 2013

NUMBER OF FINDINGS: 2

NUMBER OF RECOMMENDATIONS COMPLETELY IMPLEMENTED: 2

NBR.	RECOMMENDATION	AGREE	IMPLEMENTED
1.	Tuition and Fees - Improve Internal Controls	Yes	Yes
2.	Course Fees - Central Repository	Yes	Yes

Thank you and your staff for your thorough review and continued assistance in support of NSC operations.

Sincerely,

Harry E. Neel, Jr.
Senior Vice President for Finance and Administration