

UNIVERSITY OF NEVADA LAS VEGAS
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 the University of Nevada Las Vegas (UNLV) the system was implemented beginning with the Fall 2010 semester. PeopleSoft includes a student accounts module, which allows students to access their account information through a self-service portal, myUNLV. This portal provides 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.

UNLV 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 NSHE Procedures and Guidelines Manual, Chapter 7.

At UNLV, the Cashiering & Student Accounts 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 \$208,802,226, which were collected from an average of 26,130 students per term.

SCOPE OF AUDIT

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

Our review was conducted in accordance with the *International Standards for the*

Professional Practice of Internal Auditing issued by the Institute of Internal Auditors, and included tests of the accounting records and other auditing procedures, as we considered necessary. The tests included, but were not necessarily limited to these areas.

1. Testing student accounts to determine whether tuition and fees, and refunds, were accurately assessed and recorded.
2. Reviewing the procedures for updating the tuition and fee tables within the PeopleSoft application.
3. Reconciling student registration fees collected and distributed by the university, and verifying the distribution complied with the Procedures and Guidelines Manual, Chapter 7, Section 15.

In our opinion, we can be reasonably assured that the administration of fees and tuition processed within the PeopleSoft application is being performed in a satisfactory manner. However, implementation of the following recommendation would further improve operations.

EMERGENCY LOANS

We noted emergency loans were granted to students in excess of the Financial Aid and Scholarships website published limit of \$200. We also noted the loans were being made to both graduate and undergraduate students, even though the website qualification requirements note the loans are awarded to undergraduate students. There were 72 emergency loans made in excess of \$200 during the audit period totaling \$45,262. We also noted some inconsistency in charging the required \$1 fee for every \$100 borrowed to student accounts as identified in accordance with the website guidance.

We recommend the website guidance on emergency loans be reviewed and updated to agree with institutional requirements for emergency loans and the fee applicable to every \$100 of emergency loans be consistently applied.

Institution Response

We agree with this recommendation

Background/Policy Issues

The Financial Aid and Scholarships Office administers the emergency loan program for UNLV students meeting certain criteria but primarily intended to provide bridge funds when needed typically due to timing to allow for pending financial aid disbursements. In a typical year, \$70,000 in loans would be made from a self-supporting account to about 150 students. A large percentage of the funds are collected, but over the course of the entire program, uncollected funds have totaled about \$14,000. Our review of existing policy revealed that this institutional policy had not been updated to match current business practices.

Correction

The Financial Aid and Scholarships Office, working with the Cashiering and Student Accounts Office as well as General Counsel, has updated the policy and procedures document and made necessary changes to the application form and promissory note. The revised procedures, application and note will go into effect for the spring semester 2014. Since the existing loan limit of \$200 had not been updated for many years, the amount was insufficient to meet current needs. The new policy has an upper limit of \$650, which can be adjusted subject to certain discretion allowed within the new policy. In addition, the service fee, which had not been reviewed or updated for some time, is revised in the new policy to a flat loan service fee of \$20 per transaction, which is consistent with similar programs surveyed at other institutions offering an emergency loan program. The new policy specifies that the loan service fee will apply to all students but may be waived by a supervisor for good cause which must be documented.

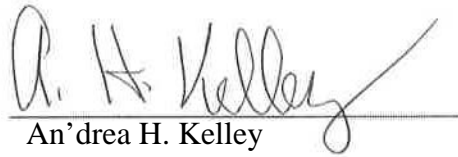
Prevention & Monitoring

The emergency loan program is cooperatively administered by the Financial Aid and Scholarships Office and the Cashiering and Student Accounts Office. The Director of Financial Aid and Scholarships will ensure that the offices review the loan program policy prior to the start of each academic year to identify any updates or revisions needed to prevent the policy from becoming out of date.

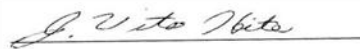
We respectfully request that this item be closed.

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

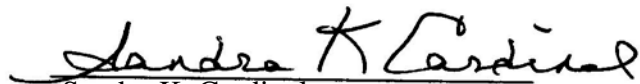
Las Vegas, Nevada
September 19, 2013



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AUDIT: Student Accounts (PeopleSoft)

AUDIT PERIOD: Fall 2012 and Spring 2013

NUMBER OF FINDINGS: 1

NUMBER OF RECOMMENDATIONS IMPLEMENTED: 1

Nbr	Finding	Agree	Implemented	Est Date of Completion
1	Emergency loans not provided in compliance with established policy	Yes	Yes	