

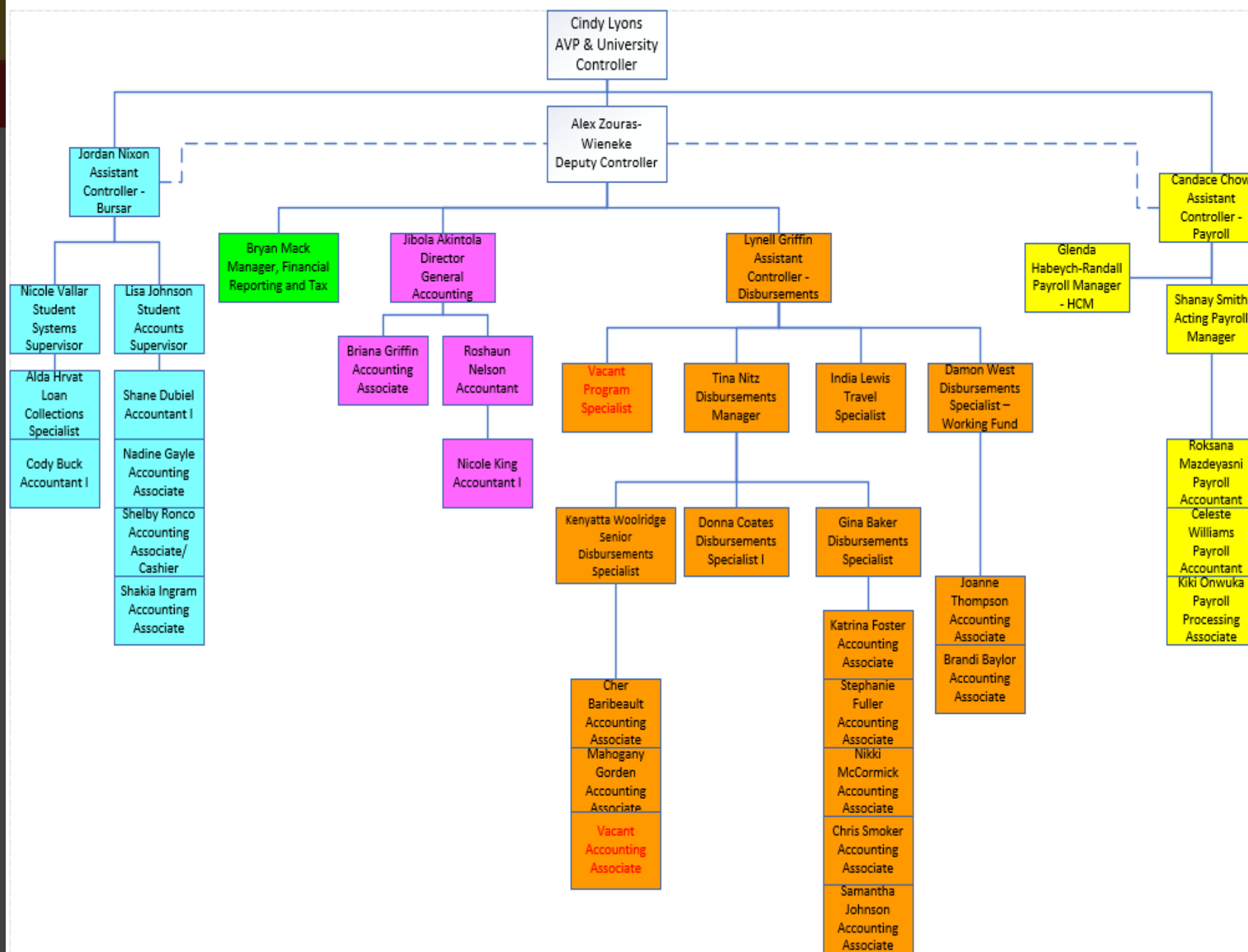
Finance & Auxiliary Services Town Hall

2/13/24

Office of the Controller (OOTC)

Cynthia Lyons, CPA - AVP and University Controller

Alexandra (Alex) Zouras-Wieneke, CPA - Deputy Controller



OOTC Current Initiatives and Projects

- ❖ Customer Service Excellence Survey sent to 775 employees and 800 students
- ❖ Staff Experience Survey Results
- ❖ Quantum HCM/Payroll System Implementation
- ❖ Sample of “Partnerships” with UMB offices
 - ❖ International Operations - Procure to Pay (Maryland Global Initiatives Corp)
 - ❖ Center for Global Engagement – Student Academic Travel Policy and Procedures
 - ❖ SAFE Center, EMBRACE – Making payments to clients
 - ❖ CITS – PCI Compliance
 - ❖ All Schools and Budget Office – Streamline Student Tuition and Fees Model
 - ❖ Human Resources – GED Program, Out-of-State Workers

OOTC- Student Financial Services

Jordan Nixon, MBA - Assistant Controller

OOTC - Student Financial Services

Mission Statement: We strive to provide exceptional customer service through providing helpful & knowledgeable assistance to UMB students in a timely manner.

The Approach: To enhance the UMB student experience by providing innovative and comprehensive services along with exceptional customer service, allowing students the ability to focus on achieving their academic goals.



OOTC - Student Financial Services

Our Team is responsible for the assessment & collection of UMB's student account receivable totaling over \$197,000,000 for FY24.

| | Total Charges (Tuition, Fees, Insurance, and Housing) | Internal Payments & Tuition Remission processed | Student Refunds Processed |
|-------------|--|---|------------------------------|
| Grand Total | 197,992,532 | 9,019,148 | 65,326,733 |

Student Accounts Receivable Transfers to CCU as of June 2023 was 0.09%

SFS Services Include:

- ❖ Student Account Customer Service
- ❖ Student Refunds
- ❖ Student Health Insurance Plan (SHIP)
- ❖ USM Tuition Remission & Internal Payments
- ❖ Third Party Billing
- ❖ 1098-Ts, Tuition Statements
- ❖ University Cashier's Office

OOTC- Student Financial Services Customer Service Initiatives

Internal efficiencies to enhance the student experience:

- Real-time account activity, eBills and online payment options via the TouchNet integration.
- Electronic consent and delivery of 1098-T tax statements.
- Delivering student and departmental forms via DocuSign and ImageNow workflows.

Bi-Annual SFS Team customer service training:

- SFS customer service standards to uphold UMB and A&F core values.
- Customer service guidelines and email response templates.

Providing responsive customer service to students via StudentAccountHelp@umaryland.edu email, in person or over the phone.

Presenting at new student orientations and resource fairs each semester.

University Cashier's Office appointment booking system:

- Departmental Deposits
- General Working Fund check pickup

OOTC- Payroll Services

Candace Chow, MBA - Assistant Controller

OOTC- PS Team Members

- Candace Chow- Assistant Controller- Payroll
- Shanay Smith- Acting Payroll Manager
- Rokšana Mazdeyasni- Payroll Accountant
- Celeste Williams- Payroll Accountant
- Nkiruka Onwuka (Kiki)- Payroll Processing Associate
- **Glenda Habeych-Randall- HCM Project Payroll Lead**

OOTC-Payroll Services- Overview

- Process bi-weekly payroll for 8000+ active employees
- Work closely with payroll reps and administrators from Campus schools and departments and process submitted forms:
 - Payroll adjustment forms
 - Overpayments
 - Stopping and Reissuing a payroll check (paper checks lost in mail)
 - Foreign national employees tax form packets
 - Review employees tax forms
- Troubleshoot payroll and Commitment Accounting related issues

OOTC-Payroll Services- Overview

| Submitted By Campus Schools/Depts | FY23 (July 22-June 23) | FY24 (July 23 - Jan 24) |
|---|------------------------|-------------------------|
| Payroll Adjustments | 4,228 | 2,906 |
| Overpayments | 107 | 96 |
| Review Foreign National employees new hire paperwork | 956 | 432 |
| Stop payments | 105 | 43 |
| Review tax/DD forms | 2,695 | 1,674 |
| Rejected forms from CPB | 480 | 289 |

OOTC-Payroll Services- Customer Service Initiative

- Monthly drop-in sessions
- Payroll related Job Aids to provide
 - clear instructions on how to do a work task to prevent mistakes
 - Standardized procedures
- Hold regular payroll reps meeting to discuss updates, training, and reminders
- Payroll Reps/Administrators are encouraged to email Payroll Help for immediate assistance

OOTC – Financial Services:

Disbursements

General Accounting

Financial Reporting

Alex Zouras-Wieneke, CPA

Deputy Controller

OOTC - Disbursements

Lynell Griffin, MBA - Assistant Controller

OOTC - Disbursements



ADMINISTRATION AND FINANCE

Mission Statement

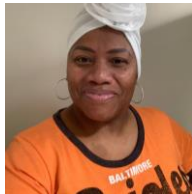
Our mission is to provide accurate, timely, and compliant payments of goods and services while building cohesive partnerships with our suppliers and campus community, maintaining a high level of customer service, and upholding the core values of the University.

OOTC - Disbursements



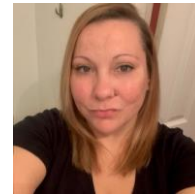
ADMINISTRATION AND FINANCE

The Disbursements Team



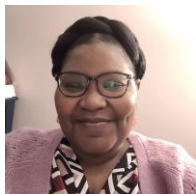
Lynell Griffin

Assistant Controller



Tina Nitz

Manager



Gina Baker

Program Specialist/
Supervisor



Kenyatta Woolridge

Sr. Program
Specialist/Supervisor



Damon West

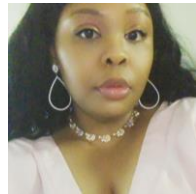
Disbursements
Specialist/Supervisor

OOTC - Disbursements

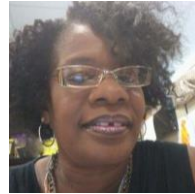
The Disbursements Team



Cherylann Baribeault
Accounting Associate



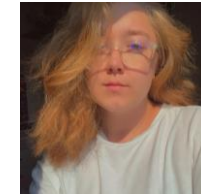
Brandi Baylor
Accounting Associate



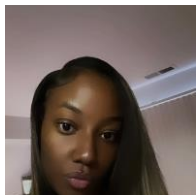
Donna Coates
Program Specialist



Katrina Foster
Accounting Associate



Stephanie Fuller
Accounting Associate



Mahogany Gorden
Accounting Associate



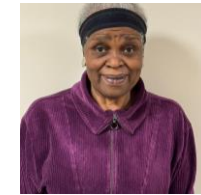
India Lewis-Taylor
Travel Program Specialist



Nikki McCormick
Accounting Associate



Chris Smoker
Accounting Associate



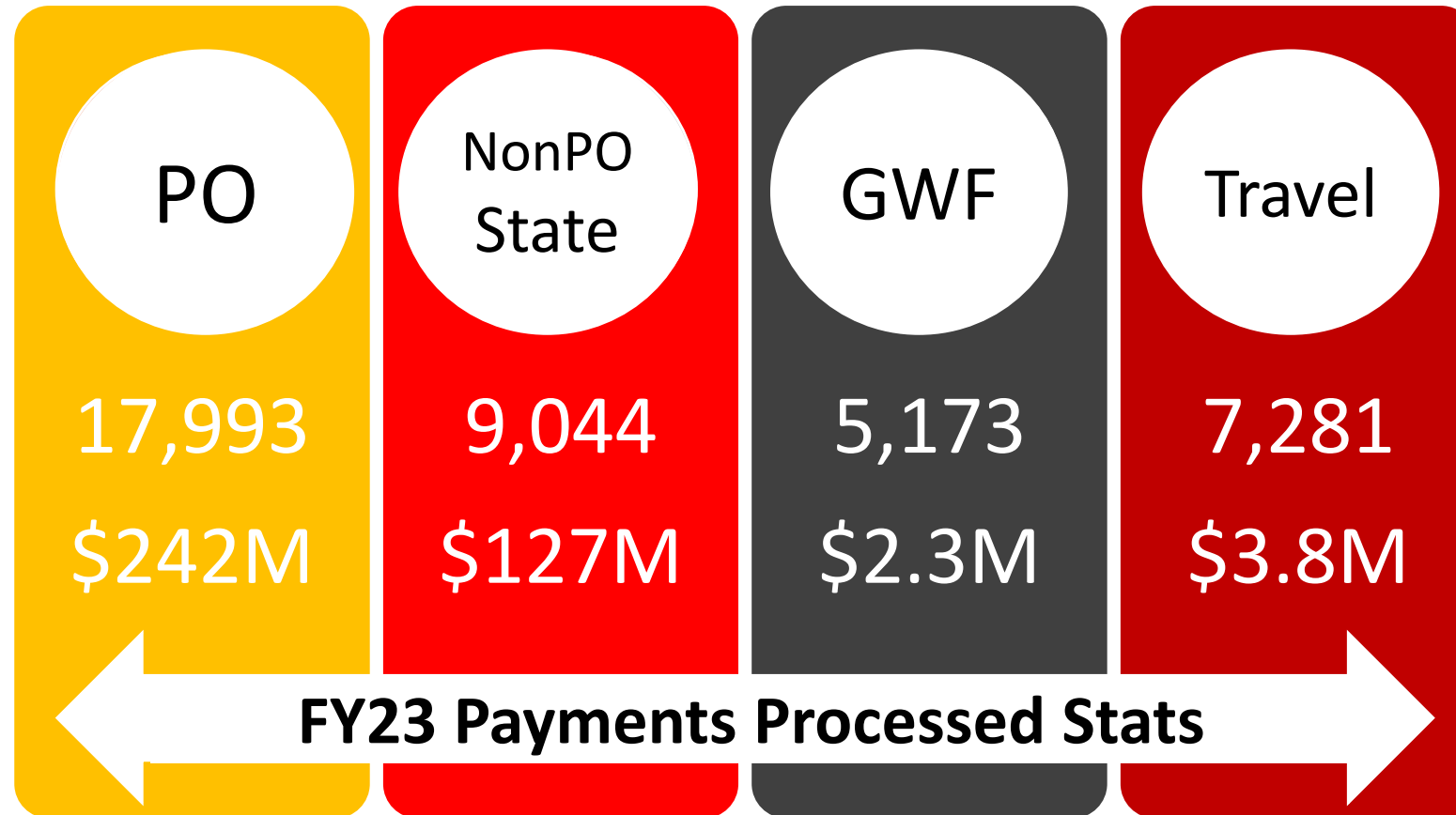
Joanne Thompson
Accounting Associate

OOTC - Disbursements

Responsibilities and Duties

- ❖ Manage and Administer University-Wide Disbursement Operations
- ❖ Payment Types Processed:
 - PO and NON-PO
 - General Working Fund
 - Wire (Federal and International)
 - Travel (Employees, Non-Employees, and Students)
- ❖ Manage Supplier Registration
- ❖ Interpret and Adhere to Policy/Procedures (State, USM, and UMB)

OOTC - Disbursements



OOTC - Disbursements

Customer Service Initiatives

- ✓ Provide workshops and information sessions
 - Biweekly Travel Talks
 - Quarterly Travel Professionals Group
 - Procure 2 Pay (collaboration with SSAS)
- ✓ DL email box for inquiries
- ✓ Upcoming – virtual office hours and routine workshops for other payment types e.g. GWF/Study participant

OOTC - General Accounting

Ajibola Akintola, CPA - Director

OOTC - General Accounting



ADMINISTRATION AND FINANCE

Mission Statement

Our mission is to provide exceptional accounting and professional services to the University while maintaining a high level of customer service and upholding the core values of the University.

OOTC - General Accounting

Team Members

- ❖ Ajibola Akintola, Director
- ❖ Roshawn Nelson, Accounting Supervisor
- ❖ Nicole King, Accountant
- ❖ Briana Griffin, Accounting Associate

OOTC - General Accounting

Responsibilities and Duties

- ❖ Asset Management
- ❖ Customer Billing System/Accounts Receivable (NON SPON)
- ❖ Interagency Transfers (RSTARS)
- ❖ Monthly Reconciliation of various accounts
- ❖ PCard Accounting
- ❖ Equipment Loan Program
- ❖ Common Trust Fund
- ❖ Month End/Year End Close Out

OOTC - General Accounting



ADMINISTRATION AND FINANCE

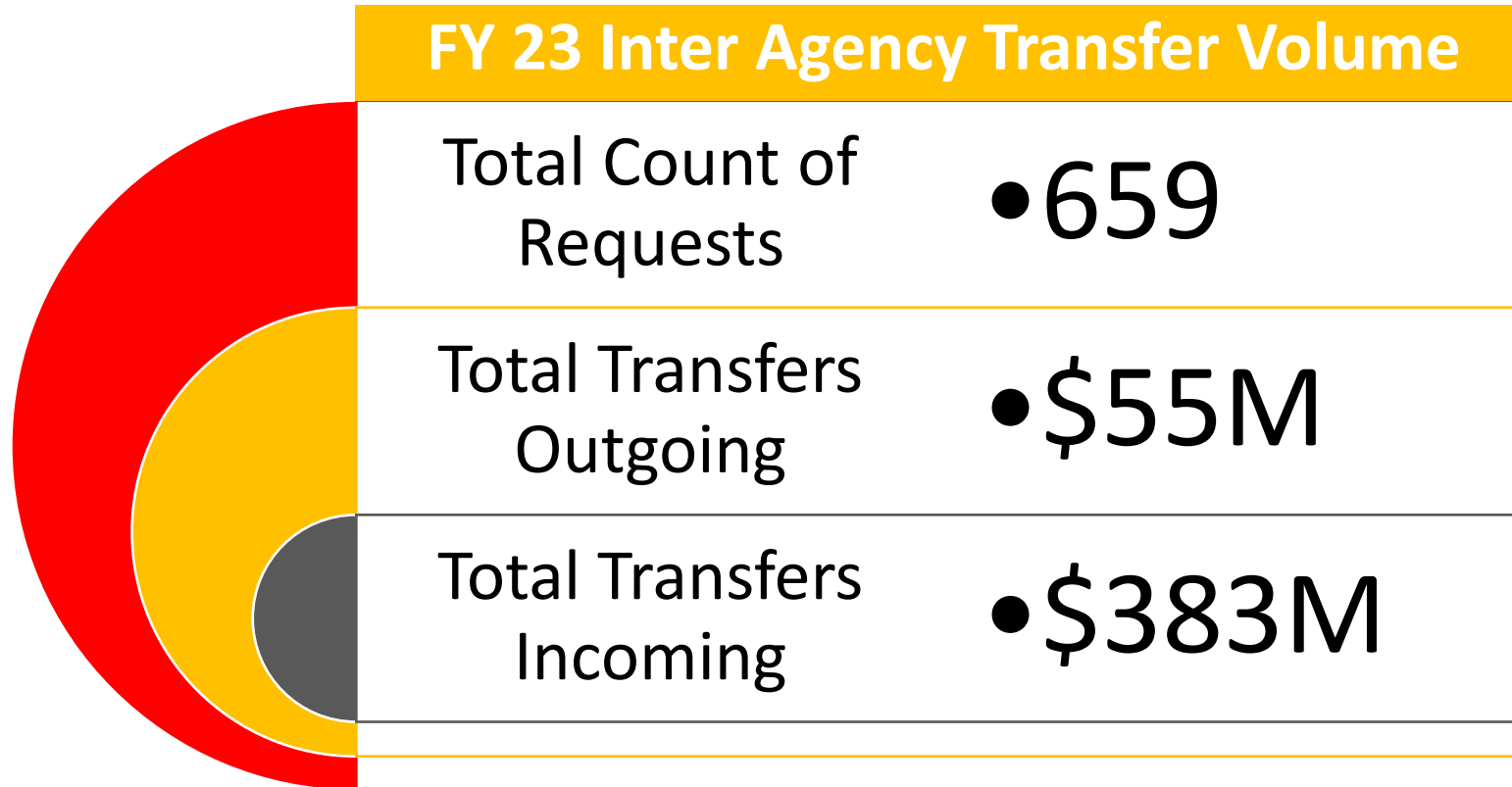
FY23 Customer Billing System Stats

\$283M Total Bills added to CBS in FY2023

\$272M Total Payments Posted to Bills in FY2023

\$891K Total Sent to Central Collections in 2023

OOTC - General Accounting



OOTC – General Accounting

Customer Service Initiatives

- ✓ Provide workshops and information sessions
 - Asset Management
 - Deposits and Collections (collaboration with SFS and SPAC)
 - Weekly Q&A for Capital Inventory Process
- ✓ DL email box for inquiries
- ✓ Upcoming – virtual office hours

OOTC - Financial Reporting

Bryan Mack, CPA - Manager

OOTC – Financial Reporting



ADMINISTRATION AND FINANCE

Mission Statement

Our mission is to provide accurate and timely financial information while promoting transparency and collaboration across the campus community, maintaining a high level of customer service, and upholding the core values of the University.

OOTC – Financial Reporting

Responsibilities and Duties

- ❖ Manage Daily Accounting Transfers (Debit Memos/Journals)
- ❖ Prepare Financial Statements (Interim/Annual)
- ❖ Coordinate Annual Financial Statement Audit
- ❖ Track and Monitor Account Reconciliations
- ❖ Prepare External Financial Surveys
- ❖ Manage Unrelated Business Income Transactions (UBIT)
- ❖ Track and Monitor Lease Transactions

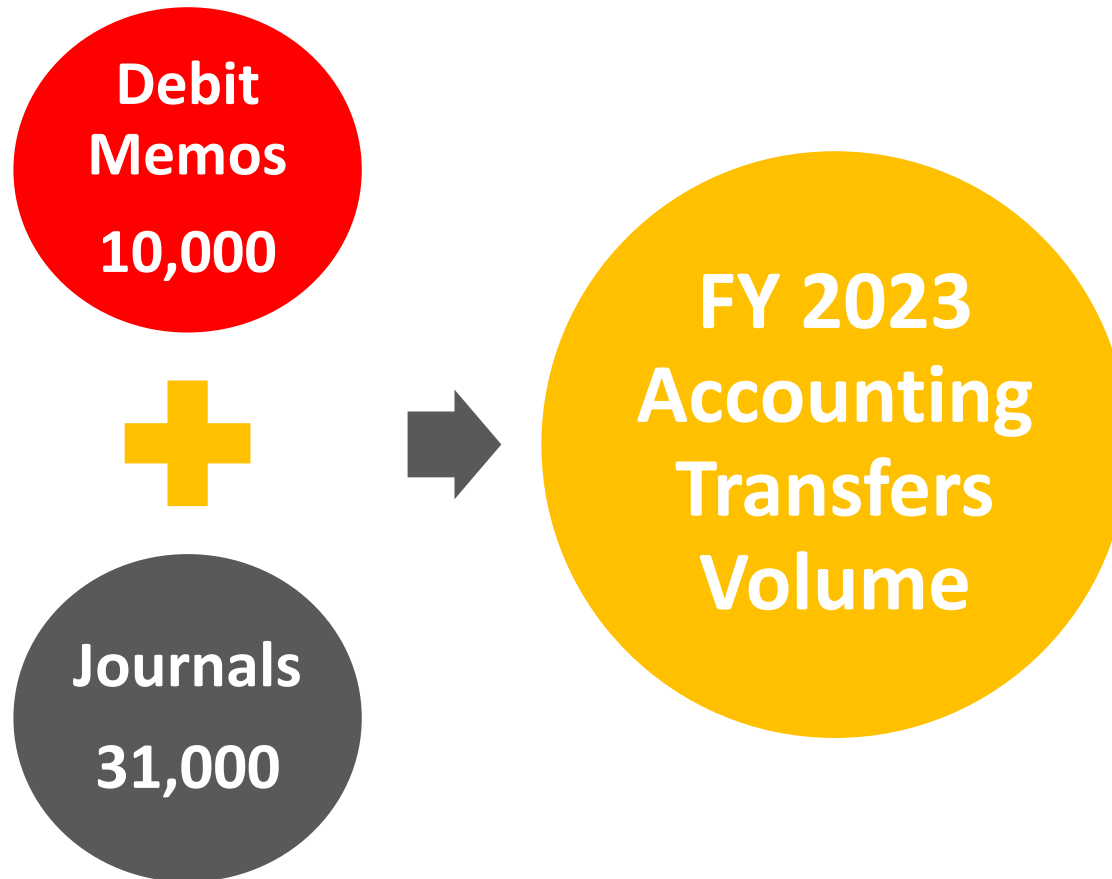
**Fun Fact – Bryan is an official member of the National Association of Professional Bureaucrats (NATAPROBU)

OOTC – Financial Reporting

UMB financial statements

- ✓ Prepared in accordance with the Governmental Accounting Standards Board (GASB) and University System of Maryland requirements.
- ✓ Primary ledger is based on the current financial resources basis and must be converted to accrual basis GASB via a secondary GAAP ledger.
- ✓ High transaction volume and complex organizational structure complicates financial reporting. Raw trial balance report has 35,000 rows of data.
- ✓ Financial Reports and auditor opinions are available on the OOTC Webpage [Financial Reports - Office of the Controller \(umaryland.edu\)](#)

OOTC – Financial Reporting





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BALTIMORE

ADMINISTRATION AND FINANCE

End