<u>Final</u>

Internal Audit Report 2022.01 Performance Based Funding Data Integrity



Issued to:

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The Swoop

Executive Summary

Pursuant to Section 1001.92, Florida Statutes, the Board of Governors (BOG) adopted a Performance-Based Funding (PBF) model, which is intended to build upon the BOG's strategic plans, goals, and annual accountability reports. This model seeks to further elevate the State University System of Florida (SUS) while acknowledging each university's distinct mission.

The integrity of data provided by the universities is critical to the BOG decision-making process. Therefore, in 2014 the BOG developed a *Data Integrity Certification Form* to provide assurances that the data submitted by universities for PBF is reliable, accurate, and complete. This certification form is approved by each university's board of trustees (BOT) and executed by the university president and their board chairman, affirmatively certifying each representation.

On June 14, 2021, the chairman of the BOG informed each university's BOT that "As required by Florida Statutes¹, university boards of trustees shall direct the university chief audit executive to perform, or cause to have performed by an independent audit firm, an audit of the university's processes that ensure the completeness, accuracy, and timeliness of data submissions" to the BOG. This audit will provide an objective basis of support for the president and BOT chair to certify the required representations.

The Office of Internal Auditing (OIA) completed our eighth iteration of this Performance Based Funding Data Integrity audit to support the data certification representation. The primary objective of this audit was to determine the adequacy of University controls in place to ensure the completeness, accuracy, and timeliness of data submissions to the BOG, which support the PBF metrics. This year, we focused on the following metric supporting data submission files.

- Student Instruction File Degrees Awarded (SIFD)
- Student Instruction File (SIF)
- Student Financial Aid (SFA)
- Hours to Degree (HTD)
- Retention (RET)

The audit was conducted in accordance with professional auditing standards and is to be submitted to the BOG prior to their annual meeting in March 2022. The audit results provide the basis for the UNF president's and chairman's certification.

Overall, based on the results of our audit procedures, we concluded that controls over the University's data submission processes were adequate to ensure the completeness, accuracy, and timeliness of submitted data for PBF metrics. Additionally, we noted that the University's Data Administrator and their team has regular contact with the SUS Office of Data & Analytics and Chief Data Officer, reinforcing their accuracy of submission files.

We categorized the overall residual risk ranking to be <u>low</u>. Internal Audit would like to note the staff who took part in the audit were knowledgeable of their area, responded quickly to questions, and showed patience throughout the review. Their cooperation was greatly appreciated.

¹ Florida Statutes, sections 1001.7065, *Preeminent State Research Universities Program*, and 1001.92, *State University System Performance-based Incentive*



Summary of Recommendations

The Office of Internal Auditing's (OIA) mission is to provide an independent objective assurance and consulting activity which adds value and helps improve operations. Ensuring the integrity of data submitted to the BOG requires a holistic approach that involves many areas and technological controls. We did not identify any reportable observations or recommendations as defined in <u>Appendix I</u>.



Background

Section 1001.706, Florida Statutes, states that each university shall conduct an annual audit to verify that the data submitted for Preeminent State Research Universities Program and State University System Performance-Based Incentive complies with the data definitions established by the board and submit the audit to the Board of Governors Office of Inspector General as part of the annual certification process required by the Board of Governors. Additionally, this audit is included in our fiscal year 2021-22 risk-based audit plan approved by the University President and Board of Trustees (BOT).

The Performance Based Funding Model was approved by the BOG in January 2014 and has incentivized universities and their boards of trustees to achieve excellence and performance improvements in key areas aligned to the State University System (SUS) Strategic Plan goals. The PBF Model includes ten metrics to evaluate an institution's performance in a variety of different strategic areas:

- Eight of the ten metrics are common to all institutions. These include metrics on employment after graduation, cost to the student, graduation rates, academic progress, programs of strategic emphasis, and university access rates.
- The ninth metric was updated by the BOG on November 5, 2020 and replaced Metric 9 (percent of bachelor's degrees without excess hours) with two (2) new metrics. These two new metrics, Metrics 9a and 9b (worth 5 points each for a combined 10), are regarding 2-year graduation rates for Florida College System (FCS) full-time transfer students with an earned Associate of Arts; and 6-year graduation rates for first-time in college students who are awarded a Pell Grant in their first year.
- The final metric is chosen by each university board and must be applicable to the mission of the university and have not been previously chosen for the model. UNF BOT selected the percent of undergraduate full-time equivalent students enrolled in online courses.

For each metric, institutions are evaluated on either Excellence (a raw score) or Improvement (the percentage change from the prior year). The benchmarks for Excellence are based on the BOG 2025 System Strategic Plan goals and analysis of relevant data trends, whereas the benchmarks for Improvement are determined after reviewing data trends for each metric. Performance is based on data from one academic year. The BOG uses data to perform calculations from the files provided by the Office of Institutional Research (IR). <u>Appendix III</u> states each metric and the data files used by the BOG for calculations and <u>Appendix III</u> defines the ten metrics and their corresponding data elements.

BOG Regulation 3.007, SUS Management Information System, states universities shall provide accurate data to a management information system established and maintained by the BOG Office. The BOG has created a web-based State University Database System (SUDS) Master File Submission Subsystem for the SUS to report their data.

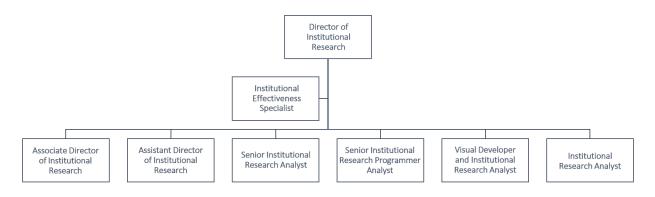
The number of files to be uploaded is dependent on the submission type. Once all required files and any desired optional files for the submission are uploaded, the University checks the submission based on edits and standard reports generated by SUDS. The SUDS system will identify errors or anomalies which may cause the file to be rejected. These items are to be corrected or explained on the source file and uploaded to the system to be checked again. This process is repeated until the submission is free of all significant errors and/or the errors



are explained. Once accomplished, the University will 'officially' submit the data to the BOG for approval. The electronic submission certifies that the file/data represents the position of the University for the term reported.

Once submitted, BOG staff review the results and the submission will either be accepted or rejected. If rejected, the reason will be posted to the user and a resubmission request will be completed. If accepted, the submitted data will be promoted to the production database.

IR performs the University's data administration function by producing or coordinating all official data reports and electronic files submitted to federal, state, regional, and local agencies. IR has the following organizational structure:



Additionally, IR is actively involved in the following committees:

- <u>Data Management Council</u>: Provides key leadership to the institutional data governance initiative by providing oversight and strategic decision making within the following data areas:
 - policies and standards,
 - security and privacy,
 - o access,
 - quality and consistency,
 - retention, archiving and disposition, and
 - o adherence to federal and state compliance laws.
- <u>Council of Data Administrators</u>: UNF's Data Administrator participates on a council with other Florida university data administrators. Collectively, this council can improve communication or find solutions that institutions consistently address related to SUDS such as standardizing codes or edits between data elements.
- <u>Data Management Working Group</u>: Provides oversight to the data governance initiative to document new and existing data integrations in the Data Cookbook.

Therefore, data integrity controls exist throughout the University regarding the collecting, formatting, reviewing, and submission of data to the BOG that are used in metric calculations. Audit testing was conducted on data submitted to the BOG in order to evaluate accuracy and



completeness. We determined internal controls to be strong and therefore make no recommendations.

Topics	Results				
Appointment of Institutional Data Administrator	The President has appointed the Director of IR as the Institutional Data Administrator to certify and manage the submission of UNF data to the BOG Office.				
Data Submission Process	IR has data submission building instructions along with a copy of all individual Structured Query Language (SQL) used. These building instruction files have a step-by-step listing of the pull, formatting, and review process.				
Data Owner Reviews	Data owners review data submission files prior to final submission to the BOG. Data owners have their own review process in addition to IR's review processes.				
Timeliness of file submissions (Reviewed 9 Submissions)	Six (6) were submitted on the actual defined due dates. Three (3) were submitted earlier than the defined due dates.				
Data Resubmissions (Reviewed 9 Submissions)	Six (6) data submissions required no adjustments. Two (2) submissions were re-opened by the BOG for update at the request of the DA. No formal resubmission form was needed as the data file had not yet been formally accepted by the BOG. One (1) submission was officially resubmitted to the BOG due to an issue related to Person ID Change adjustments. DA completed the required file resubmission and justification form.				
Data Submission Integrity (Reviewed 5 Submissions)	Per our data analysis or record tracing of specific elements within each submission file type (SIFD, SIF, SFA, HTD, & RET), we noted no material errors.				

Audit Objective

The objectives of the audit were to:

- Determine whether the University has adequate controls in place to ensure the completeness, accuracy, and timeliness of data submissions to the BOG, which support the Performance Based Funding metrics;
- Provide an objective basis of support for the president and Board of Trustees chair to sign the required representations in the Performance Based Funding - Data Integrity Certification which will be filed with the BOG on or before March 1, 2022;



Follow-up on the implementation of corrective action plans reported in the prior audit.

Scope and Methodology

The scope of this audit included data submitted to the BOG from January 5, 2021 (the date of our last audit) through November 12, 2021. To satisfy our objectives, we performed the following:

- Ensured the president has appointed an institutional data administrator.
- Reviewed metric definitions, benchmarks, and other key documents to identify any changes to the BOG PBF metrics and data definitions used for these metrics.
- Identified any material changes to key processes used by the data administrator and/or functional data owners to ensure the completeness, accuracy, and timeliness of data submissions to the BOG.
- Ensured the timely submission of data submission files to the BOG as outlined on the SUS Due Date Master Calendar for the 2021 calendar year.
- Reviewed the data administrator's data resubmissions to the BOG for the 2021 calendar year to ensure these resubmissions were necessary, authorized, and included actions taken to ensure that the issue does not happen in the future.
- Performed data analysis and/or record sample tracing to Banner for the following data submission file types:
 - Student Instruction File, Degrees Awarded (SIFD)
 - Student Instruction File (SIF)
 - Student Financial Aid (SFA)
 - \circ Hours to Degree (HTD)
 - Retention (RET)

We conducted employee interviews, analytical reviews, performed process walkthroughs, and evaluated risks in the processes and their impact on metrics.

Audit fieldwork began October 8, 2021 and concluded on December 6, 2021. We conducted the audit in accordance with the International Standards for the Professional Practice of Internal Auditing published by the Institute of Internal Auditors (IIA). We relied on UNF Policies and Regulations, State of Florida Board of Governors Regulations and best business practices to support strong internal controls.

Prior Audit Recommendations

Our examination generally includes a follow-up on observations and recommendations of prior internal audits, where the subjects of such findings are applicable to the scope of the current audit being performed. There were no reportable findings in the prior year's audit.

Conclusion

In our opinion, based upon the work performed, the internal controls, processes and procedures in place to ensure the completeness, accuracy, and overall timeliness of data submissions that affect performance-based funding metrics are operating effectively.

We believe our audit can be relied upon by the president and the University of North Florida Board of Trustees as a basis for certifying representations to the Board of Governors related to the integrity of data required for its Performance Based Funding Model.



Appendix I

Report and Item Ranking Scale

Overall Report Residual Risk Ranking

- Low
 - The internal control system scoped within the audit is functioning satisfactorily, and remaining operating risks are low.
 - The collective audit issues are considered minor deficiencies.
 - Related corrective action need only be addressed to improve current operations.

Moderate

- The internal control system scoped within the audit is functioning in a manner that provides reasonable assurance that most major risks will be mitigated.
- Corrective action to address the audit issues may not be critical to the university's business operations as a whole, but needs to be addressed to minimize financial, reputational, operational, and strategic risks.

• High

- The internal control system scoped within the audit needs major improvement.
- The deficiencies identified could significantly impair operations.
- If corrective action is not implemented timely, issues may escalate to cause critical financial, reputational, operational, or strategic risks.
- Corrective action plans should be given a priority.

Reportable Item Ranking Scale

Minor Risk [Osprey Opportunity]

- Observation reportable to address a nominal risk.
- Recommendations provide opportunities for improvement.
- $_{\odot}$ $\,$ Minor violations of procedures, rules, or regulations.
- Routine administration attention requested.
- Corrective action strongly recommended to improve quality or processes of area being audited.

Notable Risk

- Significant observation reportable to address an increased risk.
- Multiple violations of policies and procedures, and/or weak internal controls.
- Important opportunity to improve effectiveness and efficiency.
- Corrective action required.

Critical Risk

- Major observation reportable due to a critical risk to the university.
- Material violation of policies/procedures/laws, and/or unacceptable internal controls, and/or high risk for fraud/waste/abuse, and/or major opportunity to improve effectiveness and efficiency.
- Material risk identified.
- Immediate corrective action required.



Appendix II

Data Files

Metric	Description	SUDS Data File Used	Additional Data Used in Calculation	Functional Data Owner
1	Percent of Bachelor's Graduates Enrolled or Employed (\$25,000+)	SIFD	Florida Department of Economic Opportunity (DEO) analysis of the State Wage Interchange System (SWIS) ⁱ , and National Student Clearinghouse (NSC).	Registrar
2	Median Wages of Bachelor's Graduates Employed Full-time	SIFD	Florida Department of Economic Opportunity (DEO) analysis of the State Wage Interchange System (SWIS) ⁱ .	Registrar
3	Average Cost to the Student [Net Tuition & Fees per 120 Credit Hours for Resident Undergraduates]	HTD, SFA, SIF	The Legislature's annual General Appropriations Act, and university required fees.	Registrar, Financial Aid
4	FTIC Four-Year Graduation Rate	SIF, SIFD, RET	None	Registrar
5	Academic Progress Rate [Second Year Retention Rate with At Least a 2.0 GPA]	SIF, RET	None	Registrar
6	Percentage of Bachelor's Degrees Awarded within Programs of Strategic Emphasis	SIFD	None	Registrar
7	University Access Rate [Percent of Undergraduates with a Pell grant]	SFA, SIF	None	Financial Aid, Registrar
8	Percentage of Graduate Degrees Awarded within Programs of Strategic Emphasis	SIFD	None	Registrar, Graduate School
9a ⁱⁱ	Two-Year Graduation Rate for FCS Associate in Arts Transfer Student	SIF, SIFD, RET	None	Registrar
9b ⁱⁱ	Six-Year Graduation Rate for Students awarded a Pell Grant I-in First Year	SIF, SIFD, RET, SFA	None	Registrar, Financial Aid
10	BOT Choice: Percent of Undergraduate FTE in Online Courses	SIF	Accountability Plan KPI 11	Registrar

RET = Retention File HTD = Hours to Degree SFA = Student Financial Aid SIF = Student Instruction File SIFD = Student Instruction File, Degrees Awarded

ⁱ Effective this Performance Based Funding cycle, the State Wage Interchange System (SWIS) has replaced WRIS2 as the source of wage data for Metrics 1 and 2.

ⁱⁱ These two new metrics, Metrics 9a and 9b, are regarding 2-year graduation rates for Florida College System transfer students with an earned Associate of Arts; and 6-year graduation rates for students who are awarded a Pell Grant in their first year replaced Metric 9, formerly the Percent of Baccalaureate Degrees Awarded without Excess Hours.



Appendix III

2021 Metric Definitions²

1. Percent of Bachelor's Graduates Enrolled or Employed (\$25,000+) One Year After Graduation	This metric is based on the percentage of a graduating class of bachelor's degree recipients who are enrolled or employed (earning at least \$25,000) somewhere in the United States. Students who do not have valid social security numbers and are not found enrolled are excluded. This data now includes: non-Florida data from 44 states and districts, including the District of Columbia and Puerto Rico; and military enlistment as reported by the institutions. Sources: State University Database System (SUDS), Florida Department of Economic Opportunity (DEO) analysis of Wage Record Interchange System (WRIS2), and National Student Clearinghouse (NSC).
2. Median Wages of Bachelor's Graduates Employed Full-time One Year After Graduation	 This metric is based on annualized Unemployment Insurance (UI) wage data from the fourth fiscal quarter after graduation for bachelor's recipients. This data does not include individuals who are self-employed, employed by the military, those without a valid social security number, or making less than minimum wage. This data now includes non-Florida data from 44 states and districts, including the District of Columbia and Puerto Rico. Sources: State University Database System (SUDS), Florida Department of Economic Opportunity (DEO) analysis of Wage Record Interchange System (WRIS2).
3. Cost to the Student Net Tuition & Fees for Resident Undergraduates per 120 Credit Hours	This metric compares the average sticker price and the average gift aid amount. The sticker price includes: (1) tuition and fees for resident undergraduates; (2) books and supplies (we use a proxy as calculated by the College Board); and (3) the average number of credit hours attempted by students who were admitted as an FTIC student who graduated with a bachelor's degree from a program that requires only 120 credit hours. The gift aid amount includes: (1) financial aid (grants, scholarships, waivers and third-party payments) provided to resident undergraduate students during the most recent academic year; (2) the total number of credit hours for those resident undergraduates. The average gift aid award per credit hour was multiplied by 120 and compared to the sticker price. Source: State University Database System (SUDS), the Legislature's annual General Appropriations Act, and university required fees

² <u>https://www.flbog.edu/wp-content/uploads/2021/11/2021 PBF METRIC DEFINITIONS 1.pdf</u>



4. Four Year FTIC Graduation Rate	This metric is based on the percentage of first-time-in-college (FTIC) students who started in the Fall (or summer continuing to Fall) term and were enrolled full-time in their first semester ³ and had graduated from the same institution by the summer term of their fourth year. FTIC includes 'early admit' students who were admitted as a degree-seeking student prior to high school graduation. Students who were enrolled in advanced graduate programs during their 4th year were excluded.
	Source: State University Database System (SUDS).
5. Academic Progress Rate 2nd Year Retention with GPA Above 2.0	This metric is based on the percentage of first-time-in-college (FTIC) students who started in the Fall (or summer continuing to Fall) term and were enrolled full-time in their first semester ⁴ and were still enrolled in the same institution during the next Fall term with a grade point average (GPA) of at least 2.0 at the end of their first year (Fall, Spring, Summer) ⁵ .
	Source: State University Database System (SUDS).
6. Bachelor's Degrees within Programs of Strategic Emphasis	This metric is based on the number of baccalaureate degrees awarded within the programs designated by the Board of Governors as 'Programs of Strategic Emphasis'. A student who has multiple majors in the subset of targeted Classification of Instruction Program codes will be counted twice (i.e., double-majors are included).
	Source: State University Database System (SUDS).
7. University Access Rate Percent of Undergraduates with a Pell-grant	This metric is based the number of undergraduates, enrolled during the fall term, who received a Pell-grant during the fall term. Students who were not eligible for Pell grants (e.g., Unclassified, non-resident aliens, post-baccs) were excluded from the denominator for this metric.
	Source: State University Database System (SUDS).
8a. Graduate Degrees within Programs of Strategic Emphasis	This metric is based on the number of graduate degrees awarded within the programs designated by the Board of Governors as 'Programs of Strategic Emphasis'. A student who has multiple majors in the subset of targeted Classification of Instruction Program codes will be counted twice (i.e., double-majors are included).
	Source: State University Database System (SUDS).

³ Noted for additional clarification, this metric is based on FTIC students who started at UNF in the Fall (or summer continuing to Fall) term and were enrolled full-time in their first **Fall** semester and had graduated from UNF by the summer term of their fourth year. ⁴ See Footnote 3.

⁵ Noted for additional clarification, if the student started in Summer and continued to Fall, the end of their first year would include (Summer, Fall, Spring, and Summer) for GPA calculation.



BOG Choice Metric	
9a. Two-Year Graduation Rate for FCS Associate in Arts Transfer Student	This transfer cohort is defined as undergraduates entering in fall term (or summer continuing to fall) from the Florida College System with an Associate in Arts (AA) degree. The rate is the percentage of the initial cohort that has either graduated from the same institution by the summer term of their second academic year. Full-time students are used in the calculation. Students who were flagged as enrolled in advanced graduate programs that would not earn a bachelor's degree were not excluded.
	Source: State University Database System (SUDS).
BOG Choice Metric	
BOG CHOICE METRIC	
9b. Two-Year Graduation Rate for FCS Associate in Arts Transfer Student	This metric is based on the percentage of students who started in the Fall (or summer continuing to Fall) term and were enrolled full-time or part-time in their first semester and who received a Pell Grant during their first year and who graduated from the same institution by the summer term of their sixth year. Student who were flagged as enrolled in advanced graduate programs that would not earn a bachelor's degree were excluded.
	Source: State University Database System (SUDS).
BOT Choice Metric	
10g. Percent of Undergraduate FTE in Online Courses UNF	This metric is based on the percentage of undergraduate full-time equivalent (FTE) students enrolled in online courses. The FTE student is a measure of instructional activity that is based on the number of credit hours that students enroll by course level. Distance Learning is a course in which at least 80 percent of the direct instruction of the course is delivered using some form of technology when the student and instructor are separated by time or space, or both (per 1009.24(17), F.S.).
	Source: Accountability Plan KPI 11, State University Database System

(SUDS).



Data Integrity Certification March 2022

University Name: _University of North Florida_

INSTRUCTIONS: Please respond "Yes" or "No" for each representation below. Explain any "No" responses to ensure clarity of the representation you are making to the Board of Governors. Modify representations to reflect any noted **material or significant** audit findings.

	Data Integrity Certification Representations					
	Representations	Yes	No	Comment / Reference		
1.	I am responsible for establishing and maintaining, and have established and maintained, effective internal controls and monitoring over my university's collection and reporting of data submitted to the Board of Governors Office which will be used by the Board of Governors in Performance-based Funding decision-making and Preeminence or Emerging-preeminence Status.					
2.	These internal controls and monitoring activities include, but are not limited to, reliable processes, controls, and procedures designed to ensure that data required in reports filed with my Board of Trustees and the Board of Governors are recorded, processed, summarized, and reported in a manner which ensures its accuracy and completeness.					
3.	In accordance with Board of Governors Regulation 1.001(3)(f), my Board of Trustees has required that I maintain an effective information system to provide accurate, timely, and cost-effective information about the university, and shall require that all data and reporting requirements of the Board of Governors are met.					
4.	In accordance with Board of Governors Regulation 3.007, my university provided accurate data to the Board of Governors Office.					
5.	In accordance with Board of Governors Regulation 3.007, I have appointed a Data Administrator to certify and manage the submission of data to the Board of Governors Office.					

Data Integrity Certification

Data Integrity Certification Representations				
Representations	Yes	No	Comment / Reference	
6. In accordance with Board of Governors Regulation 3.007, I have tasked my Data Administrator to ensure the data file (prior to submission) is consistent with the criteria established by the Board of Governors Data Committee. Th due diligence includes performing tests on the file using applications, processes, and data definitions provided by the Board Office.	e			
 When critical errors have been identified, through the processes identified in item #6, a written explanation of the critical errors was included with the file submission. 				
 In accordance with Board of Governors Regulation 3.007, my Data Administrator has submitted data files to the Board of Governors Office in accordance with the specified schedule. 				
9. In accordance with Board of Governors Regulation 3.007, my Data Administrator electronically certifies data submissions in the State University Data System by acknowledging the following statement, "Ready to submit: Pressing Submit for Approval represents electronic certification of this data per Board of Governors Regulation 3.007."				
10. I am responsible for taking timely and appropriate preventive/ corrective actions for deficiencies noted through reviews, audits, and investigations.				
11. I recognize that Board of Governors' and statutory requirements for the use of data related to the Performance-based Funding initiative and Preeminence or Emerging-preeminence status consideration will drive university policy or a wide range of university operations – from admissions through graduation I certify that university policy changes and decisions impacting data used fo these purposes have been made to bring the university's operations and practices in line with State University System Strategic Plan goals and have not been made for the purposes of artificially inflating the related metrics.				

Data Integrity Certification

Data Integrity Certification Representations			
Representations	Yes	No	Comment / Reference
12. I certify that I agreed to the scope of work for the Performance-based Funding Data Integrity Audit and the Preeminence or Emerging-preeminence Data Integrity Audit (if applicable) conducted by my chief audit executive.	\boxtimes		
13. In accordance with section 1001.706, Florida Statutes, I certify that the audit conducted verified that the data submitted pursuant to sections 1001.7065 and 1001.92, Florida Statutes [regarding Preeminence and Performance-based Funding, respectively], complies with the data definitions established by the Board of Governors.			

Data Integrity Certification Representations, Signatures

I certify that all information provided as part of the Board of Governors Data Integrity Certification for Performance-based Funding and Preeminence or Emerging-preeminence status (if applicable) is true and correct to the best of my knowledge; and I understand that any unsubstantiated, false, misleading, or withheld information relating to these statements render this certification void. My signature below acknowledges that I have read and understand these statements. I certify that this information will be reported to the board of trustees and the Board of Governors.

Certification:	Jamela.	Chally	Date	28	22
	President	7			

I certify that this Board of Governors Data Integrity Certification for Performance-based Funding and Preeminence or Emerging-preeminence status (if applicable) has been approved by the university board of trustees and is true and correct to the best of my knowledge.

Certification:

Board of Trustees Chair

Date 1/27/22