Century Community and Technical College

Financial Audit
For the Period July 1, 1995, through June 30, 1998

June 1999

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99-30

SUMMARY

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Century Community and Technical College

Financial Audit
For the Period July 1, 1995, through June 30, 1998

Public Release Date: June 25, 1999 No. 99-30

Background

Century Community & Technical College (Century College) was created on January 1, 1996, when Northeast Metro Technical College merged with Lakewood Community College. The individual colleges merged with other state universities, community colleges, and technical colleges on July 1, 1995, to for the Minnesota State Colleges and Universities (MnSCU). Dr. James Meznek was the college presiden from February 14, 1994, to December 31, 1997. Dr. Gary Langer served as interim president until the MnSCU Board of Trustees appointed Dr. Charles Hays as president effective August 15, 1998.

Our audit scope included a review of college financial management, tuition revenue, payroll, administrative expenditures, bookstore activities, and other revenue for the period July 1, 1995, through June 30, 1998. We also reviewed the college's internal controls over compliance with federal studen financial aid for fiscal year 1999.

Conclusions

The college designed controls to provide reasonable assurance that it operated within available financia resources in compliance with legal provisions and management's authorization and had an appropriate operating relationship with related organizations. We found, however, that the college did not record certain financial activity accurately and timely on MnSCU accounting and did not adequately restric access to its computerized business systems. In addition, the college did not perform key reconciliations in a timely manner or resolve a cash difference between MnSCU accounting and its local bank accounts.

The college had several internal control weaknesses during fiscal years 1996, 1997, and part of 1998. Significant improvements have been made by the current administration of the college. While the college has made progress, our audit identified some internal control weaknesses in which the college still needs to resolve. The college needs to improve controls over computer security for its key financial management systems and reconciliation of its business systems. It also needs to improve controls over student tuition receipts, federal financial aid, and bookstore activities. For example, as discussed in Finding 2, the college did not reconcile its bank accounts to MnSCU accounting during fiscal years 1996, 1997, and part of 1998. With this example, and others, the college has taken steps to improve its interna control structure. For example, the college has gone from having seventeen accounts in five banks to three accounts in two banks. According to the college, it plans to move its accounts to a single bank.

In its audit response, Century Community and Technical College agreed with the audit findings and is taking corrective action to resolve the issues.

Representative Dan McElroy, Chair
Legislative Audit Commission

Members of the Legislative Audit Commission

Mr. Morrie J. Anderson, Chancellor
Minnesota State Colleges and Universities

Members of the Minnesota State Colleges and Universities Board of Trustees

Dr. Charles Hays, President
Century Community & Technical College

We have audited Century Community & Technical College for the period July 1, 1995, through June 30, 1998, as further explained in Chapter 1. Our audit scope included: financia management, tuition revenue, payroll, other administrative expenditures, bookstore activities, and other revenue. We also reviewed the college's internal controls over compliance with federa student financial aid for fiscal year 1999.

We conducted our audit in accordance with generally accepted auditing standards and *Government Auditing Standards*, as issued by the Comptroller General of the United States. These standards require that we obtain an understanding of management controls relevant to the audit. The standards also require that we design the audit to provide reasonable assurance tha Century Community & Technical College complied with the provisions of laws, regulations, contracts, and grants significant to the audit. The management of Century Community & Technical College is responsible for establishing and maintaining the internal control structure and for compliance with applicable laws, regulations, contracts, and grants.

This report is intended for the information of the Legislative Audit Commission and the management of Century Community & Technical College. This restriction is not intended to limit the distribution of this report, which was released as a public document on June 25, 1999.

James R. Nobles
Legislative Auditor

Claudia J. Gudvangen, CPA
Deputy Legislative Auditor

End of Fieldwork: March 31, 1999

Report Signed On: June 21, 1999

Century Community & Technical College

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Audit Participation

The following members of the Office of the Legislative Auditor prepared this report:

Claudia Gudvangen, CPA	Deputy Legislative Auditor
Renee Redmer, LP	Audit Manager
Eric Wion, CPA, CISA	Auditor-In-Charge
Anna Lamin	Senior Auditor
Patrick Phillips, CPA	Staff Auditor
Neal Dawson	Staff Auditor
April Snyder	Intern

Exit Conference

We discussed the findings and recommendations with the following representatives of Centur Community & Technical College and the MnSCU system office at the exit conference held on June 8, 1999:

System Office	
Laura King	Vice Chancellor – Chief Financial Officer
Rosalie Greeman	Associate Vice Chancellor for Financial Reporting
Deb Winter	Director of Campus Auditing
John Asmussen	Executive Director, Internal Audit
Paul Portz	Internal Audit Coordinator, Metro Region
Century College	
Dr. Charles Hays	President
Scott Erickson	Vice President of Finance
David Piechowski	Business Manager

Chapter 1. Introduction

On January 1, 1996, Northeast Metro Technical College merged with Lakewood Community College to form Century Community & Technical College (Century College). The college is a two-year college whose mission is to provide quality lifelong educational opportunities for a diverse citizenry. Dr. James Meznek was the college president from February 14, 1994, to December 31, 1997. Dr. Gary Langer served as interim president until the MnSCU Board o Trustees appointed Dr. Charles Hays as president effective August 15, 1998.

The college offers a wide array of educational opportunities to its students, including liberal arts and science programs as well as over 60 technical and career programs. The college also provides noncredit continuing education and customized training programs. For fiscal year 1998, the full-time equivalent student population at the college was 4,297.

Century College is affiliated with the Century College Foundation, a separate nonprofit organization. The foundation provides student scholarships and other financial support to the college. The college has a formal signed contract with the foundation that outlines the duties and responsibilities of both parties. The foundation received staffing and other administrative support from the college totaling approximately $106,000 in fiscal year 1998. In return, the foundation provided student scholarships and grants that benefit the educational mission of the college. The foundation's fiscal year 1998 financial statements show that it awarded $143,490 in scholarships and tuition grants and provided an additional $137,400 in support to the college.

Table 1-1 provides a summary of the college's sources and uses of funds reported in the Genera Fund and the Enterprise Fund for fiscal year 1998.

Table 1-1
Sources and Uses of Funds
For the Fiscal Year Ended June 30, 1998

Description	General Fund	Enterprise Fund
Beginning Balance	$ 3,073,252	$ 869,308
State Appropriations	16,133,183	0
Revenue:		
Tuition and Fees	10,654,109	0
Grants	36,664	0
Sale of Goods	372,193	2,143,647
Other	1,093,516	259,432
Total Revenue	$31,362,917	$3,272,387
Expenditures:		
Payroll	$21,568,640	$ 296,323
Financial Aid	0	1,977
Purchased Services	631,793	76,397
Supplies/Material	1,739,235	1,705,552
Equipment	1,123,343	8,130
Utilities	647,549	0
Other	2,556,354	70,202
Total Expenditures	$28,266,914	$2,158,581
Fund Balance as of June 30, 1998 (Note 3)	$ 3,096,003	$1,113,806

Note 1: Table 1-1 is prepared using the budgetary basis of accounting. This basis does not include long-term assets and liabilities. Examples of financial activities not included in the table are tuition receivables not collected as of the close of books and compensated absence liabilities. The college's June 30, 1998, compensated absence liability was estimated to be about $2.8 million.

Note 2: The Special Revenue Fund was not reported in the above table because the college had not properly recorded its federal grant and financial aid activity in MnSCU accounting (see Chapter 2, Finding 1).

Note 3: Acc rding to the college, it has budgeted $1.5 million for reserve.

Source: MnSCU to MAPS Trial Balance as of September 30, 1998.

Chapter 2. Financial Management

Chapter Conclusions

The college designed and implemented internal controls to provide reasonable assurance that it operated within available financial resources in compliance with legal provisions and management's authorization. The college also had an appropriate operating relationship with related organizations.

We found, however, that the college:

- ***did not record certain financial activity accurately and timely on MnSCU accounting;***
- ***did not adequately restrict access to its computerized business systems; and***
- ***did not perform key reconciliations timely or resolve a cash difference between MnSCU accounting and its local bank accounts.***

The college has faced several challenges over the last three years, including the MnSCU merger and the implementation of new business systems. According to the college, the challenges resulting from a changing environment were compounded even further because the college experienced a large turnover of staff.

The college had serious internal control weaknesses during fiscal years 1996, 1997, and part o 1998. For example, as discussed in Finding 2, the college did not reconcile its bank accounts to MnSCU accounting during fiscal years 1996, 1997, and part of 1998. With this example, and others, the college has taken steps to improve its internal control structure. For example, the college has gone from having seventeen accounts in five banks to three accounts in two banks. According to the college, it plans to move its accounts to a single bank. While the college has made progress, our audit identified several internal control weaknesses in which the college still needs to resolve.

MnSCU receives the majority of its funding for operations from General Fund appropriations and tuition and fees assessed to students. The MnSCU system office allocates state appropriations to its colleges and universities based upon an allocation formula.

The statewide accounting system (MAPS) is the primary accounting system for funds held in the state treasury. Campuses use the MnSCU accounting system to initiate transactions tha interface into MAPS to generate warrants from the state treasury. Campuses also administer funds in local bank accounts, separate from the state treasury, for enterprise and special revenue activities such as the bookstore and student financial aid. MnSCU requires that colleges record all local activities on MnSCU accounting to provide a complete and comprehensive view of all college finances.

Audit Objectives and Methodology

Our review of Century College's overall financial management focused on the following objectives:

Century Community & Technical College

- Did the college design and implement internal controls to provide reasonable assurance that its financial activities were properly recorded on the MnSCU and MAPS accounting systems?
- Did the college design and implement internal controls to provide reasonable assurance that it operated within available financial resources in compliance with legal provisions and management's authorization
- Did the college design and implement internal controls to provide reasonable assurance that it had an appropriate operating relationship with related organizations?
- Did the college properly account for and control local bank accounts

To answer these questions, we interviewed college personnel to gain an understanding of the college's use of MnSCU accounting. We gained an understanding of management controls, such as budget monitoring and reconciliations, in place over state treasury and local bank accounts. We analyzed and reviewed transactions posted to the accounting records to determine if Century College properly recorded revenues and expenditures for both state treasury and local bank account activities. Finally, we reviewed the college's relationship with the Century College Foundation.

Conclusion

The college designed and implemented internal controls to provide reasonable assurance that it operated within available financial resources in compliance with legal provisions and management's authorization, and had an appropriate operating relationship with related organizations.

We found, however, that the college:

- did not record certain financial activity accurately and timely on MnSCU accounting;
- did not adequately restrict access to its computerized business systems; and
- did not perform key reconciliations in a timely manner or resolve a cash difference between MnSCU accounting and its local bank accounts.

We discuss these issues in Findings 1 through 3.

1. The college did not properly record certain financial activity accurately or timely on the MnSCU accounting system.

The college did not properly record certain financial activities in MnSCU accounting. The untimely or incorrectly recorded financial activity related to the payroll clearing account, federa grant revenue, and federal financial aid revenue.

<u>Payroll Clearing Account (Agency Fund)</u>

-- The account was not reimbursed in a timely manner. On several occasions, the college went more than two months without reimbursing the account. We found several months where cumulative expenditures exceeded revenue or reimbursements by more than $100,000.

-- The account had an artificial fund balance in excess of $750,000 as of September 30, 1998. The large balance was primarily caused by the college not posting the appropriate MnSCU accounting entries, resulting in a cash overstatement.

-- Finally, the college did not transfer federal and state work-study expenditures from the payroll clearing account in a timely manner. For example, the fiscal year 1998 expenditures were transferred to the respective accounts only once over two months after the end of the fiscal year.

Federal Grant Revenue (Special Revenue Fund)

-- The college had not recorded $650,000 in federal grant revenue in MnSCU accounting for fiscal years 1998 and 1999 as of March 1999.

-- The college initially deposited federal grant revenue in the local student organization account (Agency Fund) and subsequently transferred the funds to the federal grant account (Special Revenue Fund) in the state treasury. However, the college did no transfer these funds to the state treasury in a timely manner. Also, the college erroneously deposited $110,500 of federal grant revenue in the federal financial aid account (Special Revenue Fund). Although the college did not record this amount in the local student organization account, the college transferred $110,500 to the federal grant account in the state treasury.

-- Finally, the local student organization account had a negative fund balance of $491,000 on MnSCU accounting as of September 1998. We believe the negative fund balance was primarily the result of the college not properly recording its federal revenue as discussed above.

Federal Financial Aid Revenue (Special Revenue Fund)

-- The college had not recorded $100,000 of federal financial aid revenue in MnSCU accounting for fiscal year 1998 and over $900,000 in fiscal year 1999 as of March 1999.

-- The fiscal year 1998 federal financial aid revenue (Special Revenue Fund), was overstated by $110,500 as discussed previously.

-- The ending fiscal year 1998 fund balance reported on MnSCU accounting was negative $172,360. The fund balance would have been negative $282,860 had the $110,500 federal grant revenue transaction, discussed previously, been recorded properly. We believe that the negative fund balance may be the result of the college not recording its revenue properly in MnSCU accounting.

-- The college did not request federal funds in a timely manner, as discussed in Finding 7.

The college has started to investigate and resolve these errors; however, further work is necessary to properly record its financial activity in MnSCU accounting. Complete and accurate accounting records are essential to evaluate the financial status of the college.

Recommendation

- *The college should properly record all financial activity on MnSCU accounting.*

2. The college did not adequately limit access to its computerized business systems.

Century College did not adequately administer and limit access to its computerized business systems. The college has primary authority and responsibility to ensure individual access is necessary based upon job responsibilities. Table 2-1 lists the security weaknesses discovered during our audit.

Table 2-1
Business System Access Weaknesses

Audit Area	Business System	Weaknesses
Payroll/Personnel	SCUPPS (personnel) & SEMA4 (payroll)	Four human resource (HR) employees had the highest, incompatible payroll access available in SEMA4. Two of these four HR employees also had unnecessary HR access.
		Thirteen MnSCU system office employees and one college employee had inappropriate SCUPPS access that was not required to complete their job responsibilities.
Procurement and Disbursements	Purchase Control System (PCS) and MnSCU Accounting	Twelve system office employees had inappropriate access. Of the twelve, one subsequently worked at another college and nine had the ability to both initiate a purchase order and a vendor payment.
		Two college staff had the ability to initiate both a purchase order and a vendor payment. Thre individuals no longer employed by the college had access.
Financial Aid	SAFE	Users were not required to change their password frequently enough. Two employees were required to change their password every 999 days, whil two others were required to every 360 days.
		The college had not deleted a login-id that was previously shared by student workers.
		Several users had common words for their passwords. For example, three employees used either their first or last name as their password.
Tuition and Fees	MnSCU Accounting	We found approximately $50,000 in transactions that were performed in 1996 using an unauthorized user ID. The user was on leave from the college when the transactions occurred.

By not limiting access to its computerized business system, unauthorized transactions could occur and go undetected.

Recommendations

- *The college should periodically review system access, limit access to current staff requiring it to complete their job responsibilities, and eliminate any incompatible access. If the college is unable to eliminate incompatible access, it must periodically and independently review the employees' work.*

- *The college should review the propriety of the tuition and fees transactions totaling $50,000.*

3. The college did not perform key reconciliations in a timely manner or resolve a cash difference between MnSCU accounting and its local bank accounts.

During our audit period, the college did not perform complete or timely reconciliations between the activity recorded on MnSCU Accounting and MAPS. For example, during fiscal years 1996 and 1997, the college only reconciled a few of its accounts. In addition, the fiscal year 1996 reconciliation was performed only once at year-end. The college began reconciling all of its accounts on a more frequent basis in fiscal year 1998. However, at the time of our audit, the college did not complete the reconciliations on a regular and timely manner.

The college did not resolve a cash difference between MnSCU accounting and its local bank accounts. During fiscal years 1996, 1997 and part of fiscal year 1998, the college did not reconcile MnSCU Accounting to its local bank accounts. In October 1997, the college began reconciling these accounts from June 1997 forward. Once completed, the college began working its way backward. According to the college, staff had put significant effort into the reconciliations, reviewing transactions back to January 1997. According to the college, the bank balance was approximately $20,000 more than MnSCU accounting.

In addition, the college did not reconcile its deposits recorded in MnSCU accounting to the state treasury bank account activity during all of fiscal year 1996, 1997, and part of 1998. The college began reconciling this activity on a monthly basis in October 1997.

Recommendations

- *The college should reconcile MnSCU and MAPS accounting in a timely manner.*

- *The college should resolve the difference between its local bank account and MnSCU accounting, adjusting its accounting records as necessary.*

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Chapter 3. Tuition Revenue

Chapter Conclusions

The college needs to strengthen its controls over tuition receipts. We found th college did not verify that total receipts collected were deposited and posted to the registration and accounting systems.

For the items tested, the college complied with applicable finance-related legal provisions, except that the college did not promptly deposit all of its receipts or post them to MnSCU accounting in a timely manner.

Credit-Based Tuition and Fee Revenue

Century College used the Collegiate Information System (CIS) for registration, fee assessment, and accounts receivable functions during the audit period. The college also recorded tuition refunds on CIS. Students paid their tuition and fees at the cashier windows in the business office. Each morning, a cashier reconciled the previous day's receipts to a daily report generated by CIS, prepared the deposit and entered the receipts into MnSCU accounting. A courier delivered the deposit to the bank each day.

During fiscal year 1996, the college did not promptly deposit or record the tuition and fee revenue collected through CIS. For example, we found one week to two-month delays in depositing and posting the receipts to MnSCU accounting. Since fiscal year 1996, the college has made significant improvements. For the items tested in fiscal year 1998, the college promptly deposited and recorded the revenue collected through CIS.

During fiscal year 1996, the resident tuition rate for community college courses was $42.25 per credit hour plus fees. The non-resident rate was $84.50 per credit hour plus fees. The technical college charged $40 per credit hour. For fiscal year 1997, the college established a residen tuition rate of $44.25 per credit hour. And in fiscal year 1998, the college assessed residen students $45.10 per credit hour.

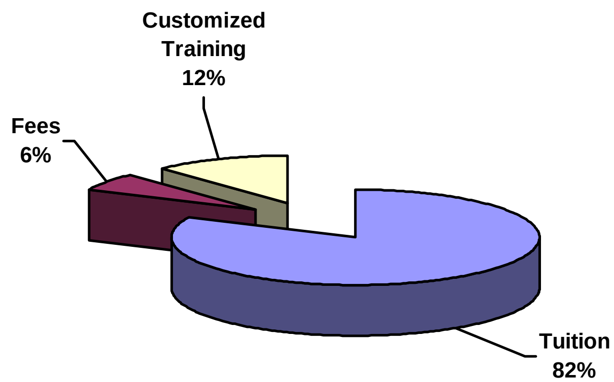
Customized Training

In addition to credit-based tuition revenue, the college collected revenue from customized training, including continuing education courses and contract training courses. The college offered continuing education courses to the general public, while it developed contract training courses to meet the educational needs of a specific business or industry. The college used the ACEware system to register, bill, and collect payments from students for continuing education courses. The program also tracked and analyzed enrollment information and provided customer service features for the department.

Century Community & Technical College

Figure 3-1 shows the breakdown of the major tuition and fee types collected for fiscal years 1996, 1997, and 1998.

Figure 3-1
Fiscal Year 1996-1998 Tuition Revenue



Source: MnSCU accounting.

Audit Objectives and Methodology

Our review of the college's tuition and fee revenue focused on answering the following question:

- Did Century College design and implement internal controls to provide reasonable assurance that tuition and fee revenue was safeguarded, accurately reported in the accounting records, and in compliance with applicable legal provisions and management's authorization?

To address this objective, we interviewed college employees to gain an understanding of the controls over billing, collecting, depositing, and recording tuition and fee revenue. We reviewed student registration and accounts receivable records and MnSCU accounting records to determine if Century College charged students appropriate tuition and fee rates, collected the amounts due, and properly recorded revenue transactions on the MnSCU accounting system. We also reviewed bank deposit documentation to determine if Century College complied with applicable legal provisions regarding prompt deposit.

Conclusion

The college needs to strengthen its controls over tuition receipts. As discussed in Finding 4, the college did not verify that total receipts collected were deposited and posted to the registration and accounting systems.

For the items tested, the college complied with applicable finance-related legal provisions, except, as discussed in Finding 5, the college did not promptly deposit all of its receipts or post them to MnSCU accounting in a timely manner.

4. The college's control procedures did not ensure that all receipts collected were deposited and posted to the registration and accounting systems.

The college's control procedures did not ensure that all receipts collected were deposited and posted to the registration and accounting systems.

- The college did not adequately verify that the credit-based tuition receipts recorded on the Collegiate Information System (CIS) were actually deposited in the bank and accurately recorded on MnSCU accounting. During the bank reconciliation process, the college indicated that it independently traced a few days' deposits during each month to source document (CIS report). However, for the majority of the days, the document used to independently verify the accuracy of each deposit was a manual recap prepared by the same individual who collected the cash and prepared the deposit. To adequately verif the accuracy of its deposits, the college should have independently traced each day's deposit to a source document, such as a CIS report.

- The college allowed three continuing education staff to register continuing education students, collect their tuition payments, and post the payments to the registration system. These duties are incompatible since staff could change the registration data to conceal misappropriation of tuition funds. Colleges often prevent this weakness by separating the registration responsibilities from cashiering and accounts receivable responsibilities. Alternatively, the college could detect material errors or irregularities through reconciliations of the tuition received to the registration and accounting systems. The college could review the detailed transactions initiated by the individuals performing incompatible duties. We found, however, as noted below, that the college's reconciliation and review processes were inadequate.

- The college did not reconcile continuing education tuition receipts recorded on ACEware to MnSCU accounting. The customized training office registers continuing education students on the ACEware system, collects the payments, and posts them to ACEware. The daily receipts and an ACEware report are forwarded to an employee in the business office that prepares the deposits and posts the receipts to MnSCU accounting. The business office did not independently verify the amount deposited and posted to MnSCU accounting to the receipts recorded on ACEware.

- The college did not review continuing education fee adjustments. The employees tha register students and collect the payments also have the ability to reduce the course fees charged to students. Also, if the entire course fee were eliminated, the adjustment would not appear on the daily ACEware reports. Fee adjustments are particularly sensitive transactions because they decrease the amounts charged and collected. The college should properly authorize, document, and review these transactions. Failure to perform these procedures increases the risk that fee adjustments could conceal the theft of funds.

Recommendations

- *The college should:*
  - -- *use source documentation to verify the accuracy of its tuition ;*
  - -- *consider separating registration responsibilities from cashiering responsibilities;*
  - -- *reconcile the continuing education receipts recorded on the registration system to the receipts recorded on MnSCU accounting; and*
  - -- *independently review and authorize all adjustments that decrease the amounts charged and collected.*

5. The college did not promptly deposit continuing education and other miscellaneous revenue and did not record it on MnSCU accounting in a timely manner.

The college did not promptly deposit and record receipts for continuing education programs and miscellaneous receipts. Minnesota Statute 16A.275 requires that state agencies deposit all receipts over $250 on a daily basis. The continuing education office does not have a back-up employee to process deposits and forward them to the business office. We found instances where receipts were not sent to the business office for several days because the responsible individual could not find sufficient time to perform the function.

Finally, the business office did not promptly deposit receipts that it received from miscellaneous activities, such as room rentals. According to college staff, it typically receives approximatel five checks each day for miscellaneous activities exceeding $250. However, the college may not deposit receipts collected each day, but may wait several days before depositing the receipts and posting the items to MnSCU accounting.

Recommendations

- *The college should deposit receipts, totaling $250 or more, on a daily basis as required by Minn. Stat. Section 16A.275.*

- *The college should post continuing education and miscellaneous receipts to MnSCU accounting on a daily basis.*

Chapter 4. Employee Payroll

Chapter Conclusions

Century College designed and implemented internal controls to provide reasonable assurance that payroll expenditures were accurately processed and reported in the accounting records and complied with material finance-related legal provisions and management's authorization. However, as discussed in Chapter 2, Finding 2, the college did not adequately limit access to its payroll and personnel systems. For the items tested, the college complied with applicable bargaining unit agreements.

Century College's payroll expenditures for fiscal years 1996, 1997, and 1998 were approximately $19 million, $22 million, and $23 million, respectively. Payroll represents the college's largest expenditure category. College employees belong to various compensation plans, including the Minnesota Community College Faculty Association (MCCFA), United Technical College Educators Plan (UTCE), the Middle Management Association (MMA), the Minnesota Association of Professional Employees (MAPE), the Personnel Plan for MnSCU Administrators, and the American Federation of State, County, and Municipal Employees (AFSCME).

During fiscal year 1996, the college used the state's personnel and payroll system (PPS) and the State Colleges and Universities Personnel and Payroll System (SCUPPS) to process payrol information. SCUPPS stored pay rate information and bargaining agreement history. PPS calculated the amounts paid to employees and tracked leave accruals for classified employees and excluded administrators. In August 1996, the college began processing payroll information in the state's new SEMA4 payroll system while continuing to use SCUPPS. The functions of the two systems have remained the same.

Century College has institution-wide human resources and payroll functions. The human resources section enters all new employee data and makes changes to employee's records directly in SCUPPS. The payroll section gathers timesheets from classified and part-time employees and enters the payroll information into SEMA4. Faculty payroll does not require biweekly entries into SEMA4. However, the human resources section verifies that biweekl payroll is properly processed for all employees, including faculty.

Audit Objectives and Methodology

The primary objectives of our review were as follows:

- Did the college design and implement internal controls to provide reasonable assurance that it accurately recorded payroll expenditures in the accounting records and complied with material finance-related legal provisions and management's authorization

- Did college payroll expenditures comply with applicable bargaining unit agreements

To address these objectives, we interviewed college staff to obtain a general understanding of the internal control structure over the payroll and personnel process, analyzed payroll data to determine unusual trends, reviewed source documents to determine proper authorizations, and recalculated payroll amounts to ensure proper payment.

Conclusion

Century College designed and implemented internal controls to provide reasonable assurance that it accurately reported payroll expenditures in the accounting records and complied with applicable legal provisions and management's authorization. However, as discussed in Chapter 2, Finding 2, the college did not adequately limit computer access to its computerized payroll and personnel systems. For the items tested, the college complied with applicable bargaining unit agreements.

Chapter 5. Student Financial Aid

Chapter Conclusions

Century College designed and implemented internal controls to provide reasonable assurance that it was managing state and federal student financial aid programs in compliance with program requirements. However, the college did not properly record its financial aid revenue in MnSCU accounting. In addition, the college awarded one student an amount in excess of the student's need. Finally, the college did not draw federal and state financial aid funds in a timely manner.

Century College participates in various student financial aid programs administered by the U.S. Department of Education. Table 5.1 shows federal financial aid payments, as of February 3, 1999, made to students during the 1998-99 academic year.

Table 5.1
Federal Financial Aid Payments to Students
1998-1999 Academic Year, As of February 3, 1999

CFDA	Financial Aid Program	Students	Payments
84.063	Federal Pell Grant	1,190	$1,808,960
84.032	Federal Family Education Loan (FFEL) - Subsidized Stafford Loan	822	$1,766,595
84.032	Federal Family Education Loan (FFEL) - Unsubsidized Stafford Loan	595	$1,425,667
84.033	Federal Work-Study (FWS)	549	$45,019
84.007	Federal Supplemental Education Opportunity Grant (FSEOG)	306	$169,819

Source: College Student Financial Aid System (SAFE) as of February 3, 1999.

The Federal Pell Grant is the first source of assistance to the students. Pell Grant payments are not limited to the available funds at the colleges; therefore, all eligible students receive funding. The maximum Federal Pell Grant for a full-time student in the 1998-99 award year was $3,000.

Under the Federal Family Education Loan Program, private lenders provide the loan principal and the federal government guarantees the loan. For Federal Subsidized Stafford Loans, the federal government pays interest to the lender while the student is in school and during certain deferment periods. For Unsubsidized Federal Stafford Loans and the Federal PLUS Loans, interest accrues from the date of origination and is the responsibility of the student.

The Federal Work-Study Program (FWS) and Federal Supplemental Educational Opportunit Grants (FSEOG) are additional sources of student federal financial aid. The federal share for both of these programs may not exceed 75 percent of the total FWS wages and FSEOG grants. Colleges must contribute a non-federal share of 25 percent.

The college also participated in student financial aid programs funded by the State of Minnesota. These programs complement the federal financial aid available to eligible students and include funding for tuition, fees and books, employment of students, and childcare. The largest state program is the Minnesota State Grant. For the 1998-1999 academic year, as of February 3, 1999, the college disbursed Minnesota State Grants totaling $561,511.

In addition, the Century College Foundation provided scholarships and grants to students attending the college.

Audit Objectives and Methodology

The primary objectives of our audit were to answer the following questions:

- Did the college design internal controls to provide reasonable assurance that it was managing federal student financial aid programs in compliance with applicable laws and regulations?

- Did the college comply with applicable laws and regulations for managing federal cash and reporting federal expenditures?

To address these questions, we evaluated and tested controls over compliance for determining student eligibility and awarding, packaging, and disbursing federal and state financial aid. We also tested compliance with regulations for managing federal cash and reporting federal expenditures.

Conclusion

Century College designed and implemented internal controls to provide reasonable assurance that it was managing state and federal student financial aid programs in compliance with program requirements. However, as discussed in Finding 2 in Chapter 2, the college did not properly record financial aid revenue in MnSCU accounting. In addition, the college awarded one student an amount in excess of the student's need, as discussed in Finding 6. Finally, the college did not draw federal and state financial aid funds in a timely manner, as discussed in Finding 7.

6. The College did not coordinate efforts between the financial aid office, business office, and bookstore to ensure all scholarships and third-party agency authorized funds are reported to the financial aid office.

Century College did not coordinate efforts between the financial aid office, business office, and bookstore to ensure all student financial aid was reported to the financial aid office. The business office and bookstore were often notified when students were awarded scholarships and third-party agency funds. We reviewed eight students that received agency-authorized funds and found five students whose aid was not recorded on the financial aid system. Therefore, the financial aid office did not consider these amounts when calculating the students need and financial aid awards. The additional agency authorized funds did not result in an over-award for any of the five students.

One student was, however, awarded $1,429 in excess of the student's calculated need. After awarding the student financial aid, the financial aid office became aware of additional need-based aid that the student had received from a third-party agency. After learning of this additional aid, the financial aid office determined the student had been over-awarded $1,219. We found the student had been authorized by the third-party agency and charged $210 in books and supplies at the bookstore. The financial aid office was unaware of this additional amount. As a result of the $210 in aid, the total over-award increased to $1,429. After we concluded our audit, the student enrolled in summer classes and was awarded additional financial aid. The college offset the summer session awards with the previous $1,429 over-award to prevent a financial aid overpayment from occurring.

Recommendation

- *The college should coordinate efforts between the financial aid office, business office, and bookstore to ensure all scholarships, and third-party agency authorized funds are reported to the financial aid office.*

7. The college did not request federal and state financial aid funds in a timely manner.

Century College did not request federal and state financial aid funds in a timely manner. The college typically drew federal funds at the start of the semester. However, the college did no properly estimate its cash needs and match its requested funds with its anticipated expenditures. For example, the college began disbursing the 1998-99 fall semester financial aid on August 31, 1998. The college disbursed $439,000 in Pell funds in the first four days; however, the college only made two draws totaling $400,000 during this same period resulting in a negative cash flow. A month later, after the college expended another $312,000, it requested $200,000 in Pel funds. The college did not draw any additional amounts from the federal government until another month had passed.

The college also did not request SEOG and federal work study funds in a timely manner. The college had not drawn $79,000 in SEOG funds for fiscal year 1998 as of March 1999. The college made its first fiscal year 1999 SEOG draw of $95,000 on November 11, 1998. At this point, the college had disbursed approximately $90,000, of which $60,000 was expended at the beginning of fall semester, from August 31 to September 3, 1998. For the Federal Work-Study Program, the college had disbursed over $47,000 in fiscal year 1998 and $30,000 in fiscal year 1999; however, it had not drawn any of these funds as of March 1999.

Finally, the college did not request Minnesota State Grant Funds in a timely manner. The college obtained an initial $336,244 advance for the 1998-1999 fall term beginning August 24, 1998. By January 20, 1999, the college's cumulative Minnesota State Grant disbursements exceeded the initial advance by more than $32,000. By January 30, 1999, disbursements exceeded the advance by more than $137,000. The college did not draw any additional funds until February 17, 1999, at which time the cumulative disbursements exceeded the initial advance by more than $220,000.

Century Community & Technical College

The college's failure to draw funds in a timely manner resulted in college funds being used to essentially subsidize the federal and state financial aid programs.

Recommendation

- *Century College should request federal and state financial aid funds in a timely manner.*

Chapter 6. Purchased Services, Supplies, Utilities, and Equipment

Chapter Conclusions

Century College designed internal controls to provide reasonable assurance that other administrative expenditures were authorized, properly procured, and accurately and properly recorded in the accounting records. However, the college did not adequately limit access to its computerized business systems as discussed in Chapter 2, Finding 2. In addition, the college did not separate its purchasing and accounts payable responsibilities. For the items tested, the college complied with material finance-related legal provisions.

Century College incurred other administrative expenditures mainly for purchased services, supplies, utilities, and equipment totaling $6,108,810 in fiscal year 1998. To make a purchase, staff are required to complete a requisition form that is subsequently authorized by the appropriate college dean or staff. The requisition is forwarded to the college's purchasing agent. The purchasing agent solicits bids, if necessary, prepares the purchase order, and places the order with the vendor. Goods are accepted at the college's centralized receiving dock and delivered to the staff member who requested the purchase. The employee verifies the accuracy of the shipment and authorizes the business office to make the vendor payment. The accounts payable clerk matches invoices to the respective purchase order and receiving evidence before processing the payment. Table 6-1 recaps the fiscal year 1998 purchases.

Table 6-1
Purchased Services, Supplies, Utilities, and Equipment Expenditures
Fiscal Year 1998

Description	Amount
Purchased Services	$783,565
Supplie	3,526,105
Utilities	647,549
Equipment	1,151,591
Total	$6,108,810

Source: MnSCU accounting.

Audit Objectives, Scope, and Methodology

The primary objectives of our audit for other administrative expenditures were to answer the following questions:

- Did the college design internal controls to provide reasonable assurance that expenditures for goods and services were properly documented and processed and accurately reported in the accounting records

- Did the college's purchasing and expenditure process comply with applicable lega requirements?

To address these questions, we made inquiries of college staff to gain an understanding of the internal controls over the purchasing and disbursement process for services, supplies, utilities, and equipment. We performed analytical reviews and tested a sample of expenditure transactions by tracing to supporting documentation and the accounting records. Transactions were tested to ensure that MnSCU and Century College purchasing policies were followed and management's authorization was provided.

Conclusion

Century College designed internal controls to provide reasonable assurance that expenditures for purchased services, supplies, utilities, and equipment were authorized, properly procured, and accurately recorded in the accounting records. However, as discussed in Chapter 2, Finding 2, the college did not adequately limit access to its computerized business systems. In addition, Finding 8 discusses the performance of incompatible duties by an employee. For the items tested, the college complied with material finance-related legal provisions.

8. The college did not adequately separate purchasing and accounts payable responsibilities.

Century College did not effectively separate procurement and payment responsibilities. The college employee who does the bookstore purchasing also processes bookstore payments in MnSCU accounting. This results in one individual performing incompatible duties. The college also indicated the employee serves as the back-up to both the purchase clerk and the paymen clerk for non-bookstore transactions. A proper separation of duties is essential to protect college assets and minimize risks. If responsibilities cannot be effectively separated, the college should provide for a periodic, independent review of the employee's work.

Also, as discussed in Finding 2, the college lacked adequate access controls over its computerized business systems, which resulted in several individuals having incompatible access rights. These individuals had the capability of both creating purchase orders and processing vendor payments.

Recommendation

- *Century College should adequately separate the purchasing and accounts payable responsibilities.*

Chapter 7. Bookstore and Other Revenue

Chapter Conclusions

Century College needs to strengthen its controls over bookstore, auto parts and services, and cosmetology receipts. Specifically, the college did not:

- ***verify that total receipts collected were deposited and posted to MnSCU accounting;***
- ***promptly deposit receipts;***
- ***prepare complete and accurate financial statements to monitor the status of bookstore financial activities, and;***
- ***safeguard bookstore inventory.***

Century College currently operates one bookstore that sells textbooks, supplies, clothing, and other miscellaneous items to its students. Revenues from sales of these items totaled approximately $2.2 million in fiscal year 1998. Prior to February 1997, the college operated a bookstore at each of its two campuses.

The bookstore manager supervises two full-time staff and six part-time staff. The bookstore processes sales through a point-of-sale cash register system. Students have the option of paying by check, cash, credit card, or charges to financial aid. At the end of each day, the cashier closes out the cash register and secures the receipts in a safe. The next morning a bookstore employee reconciles the cash collected to the sales recorded on the register tape and prepares the deposit. A courier picks up and deposits the receipts daily. Daily receipt information is also forwarded to the business office and recorded on MnSCU accounting.

We found that during fiscal year 1996 and 1997 the bookstore receipts were not deposited in the bank or recorded in MnSCU accounting on a timely manner. In addition, we were unable to substantiate the accuracy of the deposits for Northeast Technical College's bookstore due to lack of adequate documentation. The college has since resolved these issues.

The college also collected miscellaneous revenue in its cosmetology and auto repair programs. These two programs generated $191,000 of additional revenues while providing educationa training to its students.

Audit Objectives and Methodology

We focused our review of bookstore and other revenue on the following objectives:

- Did Century College design and implement internal controls to provide reasonable assurance that the bookstore and other revenue collections were accurately recorded in the accounting records and in compliance with applicable legal provisions and management's authorization?

- Did the college have an effective process to monitor the status of financial activities

Century Community & Technical College

To address these questions, we interviewed bookstore, business office, and other staff to gain an understanding of internal controls over bookstore and other revenue. We performed analytical reviews and tested transactions to determine if the college properly documented and accuratel recorded transactions on the MnSCU accounting system. In addition, we made inquiries about the overall financial management of the bookstore.

Conclusion

Century College needs to strengthen its controls over bookstore, auto parts and services, and cosmetology receipts. We found that the college did not verify that total receipts collected were deposited and posted to MnSCU accounting, as discussed in Finding 9. In addition, the college did not promptly deposit receipts, safeguard bookstore inventory, or prepare complete and accurate financial statements to monitor the status of bookstore financial activities. These issues are discussed in Findings 10, 11, and 12.

9. The college did not ensure that bookstore, auto parts and services, and cosmetology receipts collected were deposited and posted to the accounting system.

The college did not perform key reconciliations to ensure that all collected receipts were deposited and posted to the accounting system, document certain transactions, nor segregate incompatible receipt duties.

- The college did not verify that the receipts recorded on the bookstore’s, auto parts and service’s, and cosmetology’s cash registers were actually deposited in the bank and posted to MnSCU accounting. To adequately verify the accuracy of each day's deposit, the business office should trace the deposit to a source document, such as a cash register tape or report. Instead the business office staff relied upon the manual recap of receip information.

- The college did not properly document, for management's review, the circumstances surrounding the bookstore's void transactions. We reviewed thirteen days and found seven where the submitted void documentation lacked any evidence of managemen review. Voids are sensitive transactions because they decrease cash collections. Since the cash register tape is the college's first record of receipts, any changes to this firs record (for example, due to voids or refunds) should be authorized and documented. The lack of documentation and independent review of these transactions increased the risk that voided transactions could conceal the theft of funds.

- The college did not segregate incompatible receipt duties for the account receivable control cycle. A bookstore employee is responsible for establishing customer accounts in the bookstore's point-of-sale system, billing customers, following up on delinquen accounts, and collecting payments on account. Although the employee does not regularly enter payments in the point-of-sale system, the employee does have the ability to perfor such transactions. These duties are incompatible since the employee could change the data to hide a misappropriation of bookstore revenue. Colleges often prevent this weakness by separating the cashiering, billing and collecting responsibilities.

Recommendations

- *The college should use source documentation to verify the accuracy of each deposit.*
- *The College should document its voided transactions. Someone in th business office should independently review void and refund transactions.*
- *The college should consider separating the bookstore cashiering duties from the account receivable duties.*

10. The college did not promptly deposit bookstore, auto parts, and service receipts.

The bookstore withheld $1,000 of its daily receipts at the start of each semester for anticipated refunds. The withheld funds were deposited later in the semester. This practice creates an unnecessary risk exposure. Management should authorize, issue, and recover imprest cash funds using MnSCU accounting. Furthermore, Minnesota Statute 16A.275 requires that state agencies deposit all receipts over $250 on a daily basis. In addition, the auto parts and services department did not conduct daily cash counts, reconciliations, or deposits. College staff indicated they may have accumulated up to four days of receipts prior to preparing the deposit.

Recommendations

- *The college should authorize, issue, and recover imprest cash funds using MnSCU accounting.*
- *The college should deposit receipts, totaling $250 or more, on a daily basis as required by Minn. Stat. Section 16A.275.*

11. Century College did not prepare complete financial statements to monitor bookstore activities.

The college did not prepare complete accrual-based financial statements to monitor bookstore activities. In addition, the bookstore was not charged any indirect costs. The bookstore is an auxiliary enterprise and should account for operations in a manner similar to private business. Accordingly, an income statement should include a measurement of cost of goods sold and indirect costs. An income statement can also help determine if the correct markup is being applied to the cost of goods sold or whether the bookstore needs to pursue methods to reduce its costs.

Recommendation

- *The college should produce complete income statements for its bookstore activity.*

12. The College did not adequately safeguard inventory assets.

The college left the bookstore's storeroom unlocked, unattended, and easily accessible. The storeroom is a separate room accessible through the college's hallway. The failure to secure this room increased the risk of loss or theft of books, supplies, and other miscellaneous merchandise.

Recommendation

- *The college should lock the bookstore's storeroom when it is unattended.*

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Status of Prior Audit Issues
As of March 25, 1999

Most Recent Audit

<u>Legislative Audit Report 99-19</u>, issued in March 1999, covered the material federal financial aid programs administered by the State of Minnesota in fiscal year 1998. We audit the federa financial aid programs on an annual basis as part of the Single Audit of the state's federal expenditures. This report did not include any findings related specifically to Centur Community & Technical College.

<u>Legislative Audit Report 98-16</u>, issued in March 1998, covered the material federal financial aid programs administered by the State of Minnesota in fiscal year 1997. This report did no include any findings related specifically to Century Community & Technical College.

Other Audit History

<u>Legislative Audit Report 97-29</u>, issued in June 1997, covered federal financial aid program administered by the State of Minnesota in fiscal year 1996. This report did not include an findings related specifically to Lakewood Community College or Northeast Metro Technica College.

<u>Legislative Audit Report 96-35,</u> issued in August 1996, covered fiscal year 1996 and addressed the Transition of Technical Colleges into State Government. The report contained six findings related specifically to Century College. The findings were resolved.

State of Minnesota Audit Follow-Up Process

The Department of Finance, on behalf of the Governor, maintains a quarterly process for following up on issues cited in financial audit reports issued by the Legislative Auditor. However, Finance ha delegated this responsibility for audits of the Minnesota State Colleges and Universities (MnSCU) to the MnSCU Office of Internal Auditing. MnSCU's Office of Internal Auditing process consists of quarterly activity reports documenting the status of audit findings. The follow-up process continues until the Office of Internal Auditing is satisfied that the issues have been resolved. The process covers all colleges and universities within the MnSCU system.

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CenturyCollege

Office of the President

June 16, 1999

Charles Hays, Ph.D.
President

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3300 Century Avenue North
White Bear Lake, MN 55110

Mr. James R. Nobles
Legislative Auditor
100 Centennial Building
658 Cedar Street
St. Paul, MN 55155

Dear Mr. Nobles:

Thank you for the opportunity to respond to the legislative audit report of Century College for the period from July 1, 1995 through June 30, 1998. Our formal written response to the audit findings is enclosed.

It is important to note that the audit period covered the process period during which two higher educational institutions merged into one; the former Lakewood Community College and Northeast Technical College into Century College. This was a period of significant change. The finance unit experienced a high percentage of personnel changes and also implemented a new accounting and purchasing system.

We are pleased with the audit process. I want to take this opportunity to particularly thank Claudia Gudvangen, Deputy Legislative Auditor, Renee Redmer, Audit Manager, Eric Wion, Auditor-In-Charge and team members Anna Lamin, Patrick Phillips, Neal Dawson and April Snyder for the professionalism and courtesy displayed by all of them throughout the audit.

We are committed to quality improvement. I believe the audit process has enhanced our efforts to improve our methods of conducting business.

We have already made significant progress in resolving the audit findings. We appreciate the opportunity to share the improvements we have made since the audit and our plans to implement the recommendations.

Please feel free to respond to any of our comments and/or plans should you have questions.

Sincerely,

Charles Hays

Dr. Charles Hays
President

Encl.

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Century College
Response to Legislative Audit Findings
June 16, 1999

Finding 1: The college did not properly record certain financial activity accurately or timely on the MnSCU accounting system.

Century College is making every effort to enter the financial activity in a timely manner. The expenditure and revenue transaction mentioned in the audit report for the payroll clearing, federal grant revenue and federal financial aid accounts are being reviewed. The necessary accounting entries are being made on the MnSCU accounting system.

Person Responsible: Dave Piechowski, Business Manager
Projected Completion Date: July 31, 1999 and Ongoing

Finding 2: The college did not adequately limit access to its computerized business systems.

Century College Information Technology (IT) unit will implement a security policy tha covers all computer access to systems, including MnSCU, State and local area networks. The policy will address access, password security, and rights/access allocation to the financial management, payroll, financial aid and procurement systems.

The policy will also ensure:

- Prior to system access, the department supervisor, IT staff person and Director of IT will review each request.
- That staff are encouraged to use passwords of a certain length, contain certain characters and are changed regularly.
- That no college data be stored on a local hard drive.
- That an entrance and exit procedure will exist for employee access to information.

Century College has sent a request to the MnSCU regional computer center to delete the system office employees with inappropriate MnSCU system access.

Person Responsible: Greg Anderson, Director of IT
Projected Completion Date: July 31, 1999 and Ongoing

Century College will also review the propriety of the tuition and fees transaction totaling $50,000 for FY 1996.

Person Responsible: Dave Piechowski, Business Manager
Projected Completion Date: July 1, 1999

Finding 3: The college did not perform key reconciliation in a timely manner o resolve a cash difference between MnSCU accounting and its local bank account.

Century College will continue to use the MnSCU Central Service unit for the services o MnSCU to MAPS reconciliation. The reconciliation will be performed quarterly.

The accounting entries for the cash reconciled difference between the local bank accoun and the MnSCU accounting system will be made by June 30, 1999.

Person Responsible: Dave Piechowski, Business Manager
Projected Completion Date: June 30, 1999 and Ongoing.

Finding 4: The college's control procedures did not ensure that all receipts collected were deposited and posted to the registration and accounting system.

The Century College business office is now reviewing and comparing the source documentation to the deposit form, verifying completion and accuracy.

Century College will separate the continuing education registration and cashiering duties from those individuals performing both duties.

A business office employee has been identified who will perform the daily reconciliation of continuing education receipts recorded on the registration system to the receipts recorded on MnSCU accounting.

Person Responsible: Mary McKee, Vice President for Continuing Education and Customized Training (CE/CT) and Dave Piechowski, Business Manager
Projected Completions Date: July 15, 1999

Finding 5: The college did not promptly deposit continuing education and othe miscellaneous revenue and did not record it on MnSCU in a timely manner.

Century College Continuing Education and Customize Training unit has identified a backup person to balance the daily receipts so that the receipts may be delivered to the business office daily.

Century College is depositing receipts of $250 or more on a daily basis.

Person Responsible: Mary McKee, Vice President of CE/CT and Dave Piechowski Business Manager
Projected Completion Date: Completed

Finding 6: The College did not coordinate efforts between the financial aid office, business office, and bookstore to ensure all scholarships and third-party agency authorized funds are reported to the financial aid office.

Century College has coordinated our efforts between the financial aid office, business office and bookstore to ensure all third-party agency authorization are reported to the financial aid office. We have notified the third-party agencies to send the authorizations directly to the financial aid office. The financial aid office will forward copies to the business office and bookstore.

Person Responsible: Lois Larson, Director of Financial Aid
Projected Completion Date: Completed

Finding 7: The college did not request federal and state financial aid funds in a timely manner.

Century College will request federal and state funds in a more timely manner.

Person Responsible: Dave Piechowski, Business Manager
Projected Completion Date: Completed and Ongoing

Finding 8: The college did not adequately separate purchasing and accounts payable responsibilities.

Century College has separated the incompatible duties of the individual that was performing the purchasing and payments for the bookstore. We will also perform periodic reviews of the employee that provides backup to purchasing, to ensure protection of college assets.

Person Responsible: Dave Piechowski, Business Manager
Projected Completion Date: Completed and Ongoing

Finding 9: The college did not ensure that bookstore, auto parts and services, and cosmetology receipts collected were deposited and posted to the accounting system.

Century College cashiers are using the source documentation to verify the accuracy of each deposit.

All bookstore voids will include an explanation with a review by the bookstore manager or assistant manager.

The bookstore has separated the accounts receivable duties. The bookstore manager will keep all checks and remit the advice to the accounts receivable person. The checks wil be given to the cashier's for deposit.

Person Responsible: Karen Larson, Bookstore Manager
Projected Completion Date: Completed

Finding 10: The college did not promptly deposit bookstore, auto parts and service receipts.

Century College Bookstore will request an imprest cash check from the Business Office to fund refunds.

Deposits from the bookstore, auto parts and service will be performed on a daily basis when the total is over $250.

Person responsible: Karen Larson, Bookstore Manager and Dave Piechowski, Business Manager.
Projected Completion Date: Completed and Ongoing

Finding 11: Century College did not prepare complete financial statements to monitor bookstore activities.

Century College has prepared financial statements at the auxiliary enterprise or appropriation level. We have submitted a report enhancement to the MnSCU System Office requesting the ability for the MnSCU accounting system to prepare and prin financial statements at the MnSCU fund level. For FY 99, we will hand prepare the financial statement for the bookstore.

Person Responsible: Dave Piechowski, Business Manager
Projected Completion Date: August 31, 1999

Finding 12: The college did not adequately safeguard inventory assets.

The storeroom door will be closed and locked when a staff member is not present in the room.

Person Responsible: Karen Larson, Bookstore Manager
Projected Completion Date: Completed.