



Internal Audit Risk Assessment update



Background

- Prior to FY20, UNC employed a single employee as our Internal Auditor. In FY23, desiring a broader level of objective expertise, UNC solicited for an audit firm to act as our Internal Auditors.
- Through a competitive process, Eide Bailly was selected. They have a variety of subject-matter experts across their firm and currently work with over 100 colleges/universities.
- Eide Bailly has completed a comprehensive Risk Assessment of operational functions in the entire university, including interviews with leaders across UNC.
- Eide Bailly previously conduct an internal audit of the Office of Research and Sponsored Programs.



Human Resources (HR) Workforce Management Assessment

Review integration and effectiveness of HR functions, including:

- Validate that roles, procedures, & communications are well-coordinated to support
 - Recruitment
 - Onboarding
 - Employee performance management
 - Training
- Ensure integration with organizational objectives
- Assess the university's workforce planning, compliance efforts, and internal control structure.



Findings and Management Response

- Finding #1 – Employee Performance Evaluations
 - Improve performance evaluation process, establishing clear guidelines and creating alignment with university priorities.
 - UNC agrees – A full review of the system and process is underway.

- Finding #2 – Service Level Agreements (SLA)
 - Establish SLA to improve accountability, efficiency, consistency and alignment with operational needs.
 - UNC agrees – SLA will allow for more clarity and defined expectations with HR processes.



Findings and Management Response

- Finding #3 – Metrics Reporting
 - Track key metrics and establish formal process for analyzing metrics to enhance retention and alignment with priorities.
 - UNC agrees – Metrics have been a topic of conversation prior to the audit.

- Finding #4 – Mandatory Compliance Trainings
 - Implement tracking system to ensure timely completion of training.
 - UNC agrees – We are aware of this gap, new Training and Professional Development Specialist starting January 2025.



Findings and Management Response

- Finding #5 – Policies & Procedures
 - Establish centralized repository and formal review process for policies and procedures.
 - UNC agrees – HR has established policies and procedures, need to create awareness and central repository for documents.

- Finding #6 – Workforce Planning & Recruitment Strategy
 - Implement comprehensive, university-wide workforce planning and recruitment strategy.
 - UNC agrees – AVP will take more active role in workforce planning with departments.



Findings and Management Response

- Finding #7 – HR Strategic Initiatives Aligned with University Goals
 - Formalize HR strategic planning process, establishing key performance indicators (KPI) to track progress, ensuring alignment with university goals.
 - UNC agrees – AVP will re-establish practices with HR team to communicate and align initiatives with University goals.



Next Step

Enrollment Trends Internal Audit

- Evaluate methods used for identifying enrollment trends
- Assess the accuracy of enrollment forecasts
- Evaluate responsiveness to changing enrollment patterns
- Review overall enrollment management strategy
- Evaluate effectiveness of student recruitment/retention efforts
- Assess alignment of enrollment goals with institutional objectives