

# The Audit Insight



ISSUE No. 16, Fall 2024

## IN THIS ISSUE:

- NEW Ethical Leadership Training Video! .....1
- Challenge Question – Chance to Win \$25! .....1
- Best Practices – Policies & Procedures ..... 2
- Best Practices – Customer Service..... 2
- Getting Ahead of the Curve... 2
- How to Be Successful at This Stuff..... 2
- Training with Internal Audit .... 3
- In The News ..... 3
- CWU Speak Up ..... 3

## NEW Ethical Leadership Training Video!

Ethical leadership involves acting with integrity, leading by example, being fair, making ethical decisions, and creating a culture of respect for one another and compliance with our policies and the law. Check out our new training video and learn both the basics and the finer points of how to better understand Ethical Leadership in a work setting.

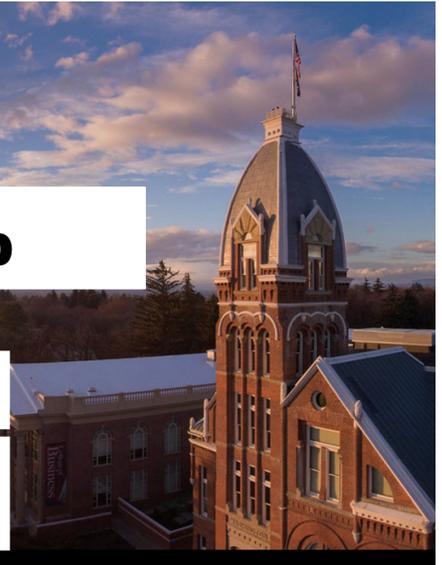


## Ethical Leadership

By CWU Internal Audit

*Directed By:*  
Jesús Baldovinos

*Featuring:*  
Jeremy Rexus, Daniella Garcia, Samantha Stern, and Serena Perez



## Challenge Question – Chance to Win \$25!

True or False. According to the training video, communication and collaboration are the cornerstones of being an ethical leader?

- A. True
- B. False

Send responses to Jesús Baldovinos at [jesus.baldovinos@cwu.edu](mailto:jesus.baldovinos@cwu.edu) by Thursday, October 17, 2024.

Correct responses will be entered into a drawing for a \$25 Wildcat Shop gift card.



# Best Practices

## Policies & Procedures

University departments/programs should have formal written policies and procedures in place to guide their practices and objectives. Policies are meant to be established, applied, monitored, and reviewed consistently and appropriately. Such a policy will:

- Help ensure compliance with relevant legislation, industry and other standards, community expectations, and reporting requirements, if applicable;
- Assist the department/program to attain its mission and strategic goals;
- Promote operational efficiency; and
- Reduce risks.

## Customer Service

The importance of customer service for the University cannot be overstated. Our staff are a direct connection between students and the University. Something as simple as treating students with kindness and respect is enough to make them feel valued. The University's focus is to create an environment of equity and belonging to ensure student success.

Internal Audit evaluated customer service University-wide using response time to a student inquiry as a proxy for customer service.

Things we liked:

- Admissions staff members responded timely to student inquiries, underscoring their commitment to student success.
- Career Services staff responded timely to student inquiries, demonstrating the prioritization of student success.

# Getting Ahead of the Curve

Serena Perez, Internal Audit Student & CWU Softball Athlete, was among a team of students that emerged as finalists in the 2024 Student Corporate Engagement Challenge.

The competition challenged students to create pitches and focus on engagement strategies. Serena's team highlighted United Airlines' financial resilience and impressive recovery in the post-pandemic landscape.

There were significant ESG challenges that were identified, ones that can impact the airline's reputation. The team plans to engage with the airline to talk more about the risks associated with safety, discrimination and harassment, and employee well-being. The team is advocating for changes in policies, procedures, and support systems for victims of sexual harassment and assault within the organization.



Internal Audit Student: Serena Perez, Master of Accountancy and CWU Softball Athlete

## How to Be Successful at This Stuff

### Segregation of Duties

Duties within the department or function should be separated so that one person does not perform processing from the beginning to the end of a process. Duties that should be segregated include:

- Authorization
- Custody of the assets
- Recording transactions

If an adequate segregation of duties does not exist, the following could occur:

- Misappropriation of assets
- Misstated financial statements
- Inaccurate financial documentation (i.e., errors or irregularities)
- Improper use of funds or modification of data could go undetected

### What should I do?

Design a system of checks and balances to decrease the likelihood of errors and irregularities. The person who prepares documentation should not be the same person to authorize and execute the transaction (i.e. one person should not be able to accept cash, record deposits for banking, make the bank deposits, and reconcile the account).



CWU Internal Audit  
Barge Hall, Room  
311, Ext. 1191

[cwu.edu/internal-audit/hotline](http://cwu.edu/internal-audit/hotline)

CWU is an EEO/AA/Title IX Institution. For accommodation email: DS@cwu.edu. 19-BFA-21RN

# TRAINING WITH INTERNAL AUDIT

## Check out our past trainings!

- Unsure what to do when you receive an audit recommendation? No worries, the [How to Respond to Audit Recommendations training video](#) provides tips on what to do and what to avoid when writing a solid response.
- Take a look at our [Conflict of interest training video](#) to learn what constitutes a conflict of interest, how to avoid them, and how to proceed if employees recognize one.
- Check out our [Giving and Receiving Gifts training video](#) and learn both the basics and the finer points of how to better understand giving and receiving gifts in a work setting.
- Make sure to have a look at our [Travel and entertainment training video](#) to get a better understanding of travelling in a work setting and reducing potential risks.
- Need help deciding on what to do when something doesn't feel right? The [reporting misconduct training video](#) has you covered!
- The [Avoiding retaliation training video](#) covers various resources and strategies to minimize and eliminate retaliation in the workplace.
- Confused on what to disclose on your Conflict of Interest Disclosure? In this [Conflict of Interest 2<sup>nd</sup> Edition training video](#), we explain how to recuse yourself from a situation when a conflict of interest arises.
- Need help understanding giving and receiving gifts? In this [Giving and Receiving Gifts 2<sup>nd</sup> Edition training video](#), we explain

## In The News

Former CWU director sentenced in theft case.

- Daily Record

Six people charged in bank fraud scheme, over \$345,000 in theft.

- United States Attorney's Office, Western District of Washington

Largest theft in 15 years: WA employee charged with \$878K fraud.

- KIRO 7

# CWU SPEAK UP

## Internal Audit Hotline

[www.cwu.edu/internal-audit/hotline](http://www.cwu.edu/internal-audit/hotline)

The Hotline is intended for faculty, staff, students and others to report suspected fraud or irregular activities such as improper transactions, suspected thefts, losses, misuse, or inappropriate action involving public funds, equipment, supplies, or other assets. To report a violation, click [Hotline](#).

Key characteristics of the internal audit hotline:

- Online reporting at [cwu.edu/internal-audit/hotline](http://cwu.edu/internal-audit/hotline)
- Discrete and confidential treatment of concerns to the extent possible under applicable laws.
- Employees may provide their names and contact information or may choose to remain anonymous.

Issues you may want to report through the internal audit hotline:

- Fraud/theft
- Conflict of interest
- Waste and/or misuse of university resources
- Financial policy violations
- Operational policy violations
- Other regulatory violations

*Any employee who brings an issue to the university's attention through the Hotline should be aware that university policy prohibits retaliation against employees who in good faith report apparent violations.*



### CONTACT INFORMATION

**Jesús Baldovinos**  
Internal Audit Manager  
400 E University Way

Ellensburg, WA 98926  
Barge Hall, Room 311  
Office: 509-963-1191  
Fax: 509-963-2025

Email: [Jesus.Baldovinos@cwu.edu](mailto:Jesus.Baldovinos@cwu.edu)  
<https://www.cwu.edu/internal-audit/>

Ashley Kurth  
Internal Audit Student  
[KurthA@cwu.edu](mailto:KurthA@cwu.edu)

Daniella Garcia  
Internal Audit Student  
[GarciaDaniella@cwu.edu](mailto:GarciaDaniella@cwu.edu)

Serena Perez  
Internal Audit Student  
[PerezSer@cwu.edu](mailto:PerezSer@cwu.edu)

Sammy Stern  
Internal Audit Student  
[SternSa@cwu.edu](mailto:SternSa@cwu.edu)

