

# The Audit Insight



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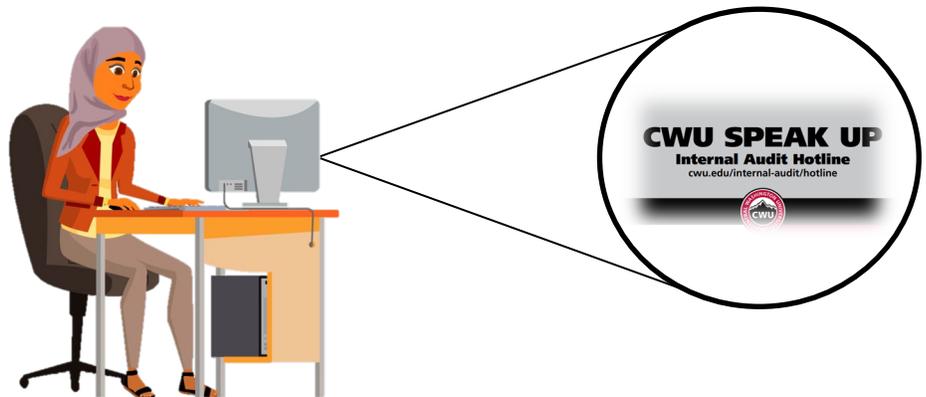
## Authority Ensuring Accountability

The authority of our Internal Audit Department is underscored by its direct link to the Board of Trustees Audit Committee. This enables full autonomy for assessments, including resources, focus, methods, and external expertise. Our Internal Audit Department's strong authority ensures comprehensive evaluations that uphold transparency and excellence.



## NEW Avoiding Retaliation Training Video!

Speaking up for what is right can be hard and can sometimes lead to retaliation from fellow employees. There are plenty of resources you can use to report this behavior and we made a video to explain how you can use these resources to avoid retaliation for yourself and others. Have a look at our new [Avoiding Retaliation training video](#).



## Reflecting on Fiscal Year 2023: Embracing Accountability and Transparency at CWU

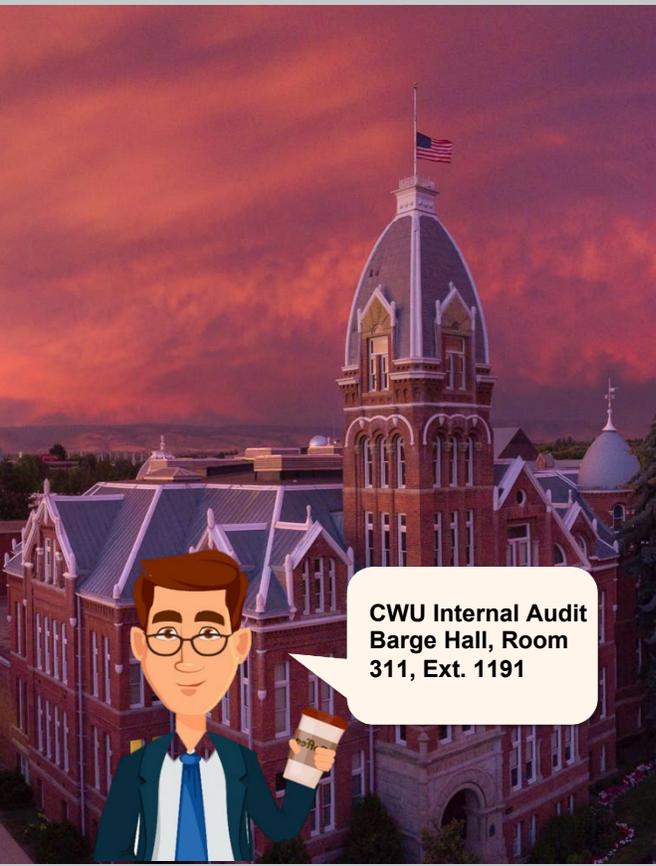
As we have concluded fiscal year 2023, we at CWU Internal Audit want to thank you for your commitment to accountability and transparency.

We know it takes people like you, people who care and put in the effort, to make good happen.

One priority for us has always been staying connected to our University through clear and ongoing communication, and this Audit Newsletter – The Audit Insight – is one example of that. One of our goals is to share the message on a variety of topics geared toward increasing awareness and understanding of operational and compliance issues facing our campus and higher education in general to assist in implementing and maintaining well controlled work environments.

For example, our new training video covers various ways to report retaliation and how to eliminate it from the work place. This is a way for us to help you make the right choices for both yourself and for the University and feel a whole lot better in the process. [Watch it here.](#)

On behalf of Internal Audit, best wishes for the current fiscal year.



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

## Internal Audit Student Employees win National Corporate Engagement Competition

In the recent Intentional Endowments Network competition, Internal Audit student employees, Betty Mittelstaedt and Jaap Donker won in the undergraduate category. They developed a tailored Environmental, Social, and Governance (ESG) evaluation for Starbucks, focusing on curbing workplace issues like harassment. Their focus on tackling harassment was pivotal for their victory. This highlights the increasing importance of ESG work. Congrats Betty and Jaap!

## Getting Ahead of the Curve

Exceptional customer service plays a vital role in the success of our University, offering a multitude of advantages that enhance our standing and impact:

### Student Success and Engagement

Effective customer service has a direct impact on student satisfaction, a cornerstone of student success. When students feel supported and valued, their academic performance and overall experience improve, contributing to higher retention rates. Moreover, this positive engagement fosters a sense of community, encouraging students to actively participate in campus activities and discussions.

### Positive Reputation and Recruitment

A strong commitment to exceptional customer service cultivates a positive reputation for the University. Satisfied stakeholders, including students, parents, and faculty, become enthusiastic advocates, spreading the word about their positive experiences.

### Alumni Relations and Institutional Excellence

Exceptional customer service extends beyond the academic journey, shaping long-term relationships with alumni. Alumni who have experienced outstanding support during their time at the University are more likely to stay engaged and contribute back to the institution. Furthermore, a commitment to excellent customer service creates a positive work environment for faculty and staff, boosting morale and productivity and ultimately enhancing the overall quality of education and services.

In conclusion, exceptional customer service is not just a service; it's a cornerstone of a thriving university ecosystem. It shapes perceptions, influences decisions, and paves the way for success, creating a positive cycle that benefits students, faculty, alumni, and our institution as a whole.

[- livehelpnow.net, April 1, 2023](https://livehelpnow.net)

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

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

### 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!

### Challenge Question

True or False: Effective customer service has a direct impact on student satisfaction, a cornerstone of student success?

- a. True
- b. False

Send responses to Jesús Baldovinos at [jesus.baldovinos@cwu.edu](mailto:jesus.baldovinos@cwu.edu) by Friday, September 8<sup>th</sup>, 2023. Correct responses will be entered into a drawing for a \$15 Wildcat Shop gift card.

## CWU SPEAK UP

### Internal Audit Hotline

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

If you suspect an incident, situation or conduct violates a law, regulation, requirement, or university policy, it is your duty to report it. To report a violation, click [Hotline](#).

### FAQ'S

**Q:** What happens when I make an online report to the Internal audit hotline?

**A:** We review all hotline submissions, and assess each one before deciding how to proceed. Submissions can be made anonymously. However, if you opt to tell us your name and how to reach you, it can help us follow up on the complaint, and we can tell you our conclusions.

**Q:** Where can I find more information?

**A:** For more information please visit: [cwu.edu/internal-audit/hotline](http://cwu.edu/internal-audit/hotline)

**Q:** Who can report issues/concerns to the hotline?

**A:** Anyone can report fraud, conflict of interest, financial policy violations, etc., to the [hotline site](#).

**Q:** How do I start a hotline report?

**A:** Report a concern using the [hotline web form](#).

*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.*



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