



Board of Governors Risk Management and Audit Committee Meeting

May 07, 2026 8:30 AM

Plaster Student Union, Ballroom East

I. Roll Call *Presented by: Governor Travis Freeman*

II. Approval of Minutes *Presented by: Governor Travis Freeman*

II.A. Approval of open and closed minutes of the Risk Management and Audit Committee meeting of February 19, 2026

III. Credit Card Voids and Refunds *Presented by: Natalie McNish, Director of Internal Audit & Risk Management*

IV. Resolution Authorizing Closed Meeting, Pursuant to the Revised Statutes of the State of Missouri 610.021

V. Adjournment *Presented by: Governor Travis Freeman*

II.A.

**MINUTES OF THE
BOARD OF GOVERNORS RISK MANAGEMENT AND AUDIT COMMITTEE
MISSOURI STATE UNIVERSITY
THURSDAY, FEBRUARY 19, 2026**

The Risk Management and Audit Committee of the Board of Governors for Missouri State University held a meeting in the Robert W. Plaster Student Union, Ballroom East, on the Missouri State University Springfield Campus on February 19, 2026, with Governor Travis Freeman, Chair of the Risk Management and Audit Committee, presiding. Governor Freeman called the meeting to order at 1:00 p.m.

Roll Call

Present – Travis Freeman, Committee Chair
Melissa Gourley, Committee Member
Lynn Parman, Committee Member

Absent – Ann Kampeter, Committee Member

Also present – Richard B. Williams, President
Jamie Birch, Chief of Staff and Assistant to the President for Governmental Relations
Brad Bodenhausen, Vice President for Community and Global Partnerships
Rachael Dockery, General Counsel and Vice President for Legal Affairs and Compliance
Tim Francka, Governor
Natalie McNish, Director of Internal Audit and Risk Management
Dawn Medley, Vice President for Enrollment Management
Matt Morris, Vice President for Administration and Finance
Andrea Mostyn, Interim Vice President for Marketing and Communications
Clarenda Phillips, Provost and Vice President for Academic Affairs
Patrick Ransdell, Director of Athletics
Jeff Schrag, Governor
Dee Siscoe, Vice President for Student Affairs
Rowena Stone, Secretary to the Board of Governors
Chris Waters, Governor

Approval of Minutes

Governor Freeman called for a motion to approve the open and closed minutes of the December 11, 2025, Risk Management and Audit Committee meeting. Governor Lynn Parman provided a motion, receiving a second from Governor Melissa Gourley.

Motion passed 3-0.

Review of NCAA Independent Accountant’s Report on Applying Agreed-Upon Procedures

Kyle Miller, Assurance Director at Forvis Mazars, provided the results of the NCAA Independent Accountant’s Report. Based upon the specific procedures completed, the university complied with the NCAA requirements. No exceptions were noted.

Fiscal year 2025 Independent Single Audit of Federal Awards

Forvis Mazars reviewed the single audit results on federal awards and grants received by the University. One finding related to student enrollment status reporting delays to the Department of

Education was noted, in which the University has implemented a corrective action plan to address the issue.

Forvis Mazars issued unmodified clean opinions for both reports, indicating no material non-compliance issues.

Closed Session

It was determined that the Board of Governors needed to meet in a closed session to consider items of business provided in the Revised Statutes of Missouri. Governor Freeman asked if a resolution authorizing a closed meeting of the Board was prepared. Thereupon, the following resolution was presented for consideration:

BE IT RESOLVED by the Risk Management and Audit Committee of the Board of Governors for Missouri State University that a closed meeting, with closed records and closed vote, be held during a recess of the Risk Management and Audit Committee meeting of the Board of Governors to consider items pursuant to:

- R.S.Mo. 610.021 (18). “Confidential or privileged communications between a public governmental body and its auditor,....”

Governor Parman provided a motion for approval to move into closed session and Governor Gourley provided a second.

A roll-call vote on the motion was as follows: those voting in favor – Governors Freeman, Gourley, and Parman; those voting against – none; those absent – Governor Kampeter.

The open meeting recessed at 1:12 p.m. to go into closed session.

The open meeting reconvened at 1:50 p.m.

Adjournment

With no additional information needing to be discussed, Governor Freeman called for a motion to adjourn the meeting. Governor Parman provided a motion; Governor Gourley provided a second.

Motion passed 3-0.

Meeting adjourned at 1:51 p.m.

Travis Freeman
Committee Chair

Passed at the meeting of
May 7, 2026

Rowena Stone
Secretary to the Board



**OFFICE of
INTERNAL AUDIT AND
RISK MANAGEMENT**

To: Lori Stanford, Accounting Manager/Bursar
Cindy Schull, Assistant Vice President of Finance and Accounting
Jim Sexton, Director of the Baker Bookstore
Dr. Melissa Bledsoe, Dean, Darr College of Agriculture
Jennifer Cox, Vice President of Administration and Finance, Director of Support Services,
University Space Manager
Ashleigh Lewellen, Director of Campus Recreation
Shannon Stanton, Box Office Manager
Sara Nimmo, Director of Magers Health and Wellness
Robert Rowley, Director of University Safety
Lauren Jones, Clinical Associate Professor, Communication Sciences and Disorders
Terry Weber, Director of Plaster Student Union
Jason DeBode, Department Head, Management
Wayne Cahoj, Bookstore Manager – West Plains
Keri Elrod, Interim Associate Vice Chancellor for Administrative Operations – West Plains
Trevor Cressman, Director of Workforce Development and Community Education – West Plains

CC: Matt Morris, Vice President of Administration and Finance
Eric Schick, Chief Financial Officer
Dee Siscoe, Vice President of Student Affairs
Patrick Ransdell, Director of Athletics
Dr. Mark Smith, Dean of McQueary College of Health and Human Services
Dr. David Meinert, Dean of College of Business
Dr. Angela Totty, Vice Chancellor of Student Services – West Plains
Dr. Michael Orf, Vice Chancellor of Academic Affairs – West Plains
Rachael M. Dockery, General Counsel
Dr. Clarendia Phillips, Provost & Vice President for Academic Affairs
Zora Mulligan, Chancellor – West Plains
Richard B. Williams, President

From: Natalie B. McNish, Director
Toni Zan, Internal Auditor

CREDIT CARD VOIDS & REFUNDS

April 21, 2026

The Office of Internal Audit & Risk Management conducted procedures to assess the controls related to voided and refunded credit card transactions across the Missouri State University system. To complete this work, we began by acquiring a list of all credit card terminals from the Bursar's Office and the Division

of Information Services. We then interviewed personnel at each location to understand their use of credit card machines and related controls, and we tested a sample of transactions to ensure proper processing. We also reviewed applicable policy and other formal guidance available to the locations. From this work we determined the following changes would improve the university's ability to monitor Payment Card Industry (PCI) compliance, ensure credit card voids and refunds are handled appropriately, and provide flexibility for the various uses of credit card machines on our campuses.

PCI Inventory List

PCI DSS Standard 9.5.1.1 requires, "an up-to-date list of POI devices is maintained, including: make and model of the device, location of device, device serial number or other methods of unique identification." Upon review of the list of POI devices maintained, we determined the list has not been kept "up to date" and is now incomplete and inaccurate. **We recommend the Bursar's Office conduct an annual inventory and update its PCI inventory list to ensure compliance with the applicable standard.**

Op.08.04 Cash Handling Policy Updates

The Cash Handling Policy addresses some key controls required for credit card processing in section 7; however, key controls related to voided or refunded transactions are not established. **We recommend Financial Services add the following requirements to the existing policy:**

- **Refunds must be applied to the same card used to make the original transaction.**
- **Original proof of purchase must be verified before a refund can be issued.**
- **The reason for any voided or refunded credit card transaction must be documented.**
- **Voids are only allowed on the same day or before the settlement/batch is closed.**

The above recommendations were discussed with members of Financial Services management team. Those representatives agreed these changes are necessary and will be implemented as possible.

Location Specific Guidance

Credit card machines are utilized for different types of transactions and at different intervals which are unique to that specific location. Implementing a single, uniform set of requirements would not be practical for all locations, and therefore, **we recommend the management of each location develop written guidelines for voided and refunded transactions which best meet their needs. These guidelines should include thresholds for managerial approval, a requirement that receipts for refunds be signed by the customer when possible and retained with other supporting documentation, and requirements to follow guidance in operating policy Op.08.04. In addition, each location should provide or make publicly available a clear refund schedule explaining what is required to receive a refund and how many days after the original transaction a refund can be provided, and Management must also ensure appropriate supervisory or independent review of voided and refunded credit card transactions is completed and documented.**

The above recommendation was communicated to each location individually with each agreeing to implement written guidelines not currently in place for voided and refunded transactions which meet the specific needs of their business use.

Sincerely,

A handwritten signature in black ink, appearing to read "Natalie B. McNish". The signature is written in a cursive style with a large, stylized initial "N".

Natalie B. McNish, CFE, CGAP
Director of Internal Audit & Risk Management
(417) 836-5110
nataliemcnish@missouristate.edu

IV.

BE IT RESOLVED by the Board of Governors for Missouri State University that a closed meeting, with closed records and closed vote, be held during a recess of the Risk Management and Audit Committee meeting of the Board of Governors to consider items pursuant to the [revised statutes of the State of Missouri 610.021](#):

- A. R.S.Mo. 610.021(1). “Legal actions, causes of action, or litigation involving a public governmental body...”
- B. R.S.Mo. 610.021(2). “Leasing, purchase or sale of real estate by a public governmental body...”
- C. R.S.Mo. 610.021(3). “Hiring, firing, disciplining or promoting of particular employees by a public governmental body...”
- D. R.S.Mo. 610.021(6). “Scholastic probation, expulsion, or graduation of identifiable individuals...”
- E. R.S.Mo. 610.021(9). “Preparation, including any discussions or work product, on behalf of a public governmental body or its representatives for negotiations with employee groups;”
- F. R.S. Mo. 610.021(11) and (12). “Specifications for competitive bidding...;” and “Sealed bids and related documents...;”
- G. R.S.Mo. 610.021(13). “Individually identifiable personnel records, performance ratings or records pertaining to employees or applicants for employment,...”
- H. R.S.Mo. 610.021(14). “Records which are protected from disclosure by law;” and
- I. R.S.Mo. 610.021(18). “Confidential or privileged communications between a public governmental body and its auditor,...”