



## Budget Request Form FY2012

*Department should complete one form for each individual request*

**Department:** Student Organization Finance Center

**Program, Service, or Operation Requested**

*Equity Pay for Training Specialist*

SSFAB Use Only	
YES	NO

**General Description:**

*The SOFC submits this budget request to bring the Training Specialist position in line with the University's pay scale for this title. In September, 2010, Employee Services provided data that shows this SOFC employee is one of the lowest paid Training Specialists across the University.*

**Request Type:**     Full     Increase     One-Time     Partial/Matching

**General Questions:**

***How does this increase impact students, and what motivated this request (needs, strategic planning, etc.)?***

The Training Specialist position was designed to address feedback from students and advisors who expressed a desire for more comprehensive SOFC training. The Training Specialist is available during normal business hours, and also schedules evening sessions for those students who prefer training after their classes. These trainings have had a significant impact on student learning, development, and SOFC customer service satisfaction.

The Training Specialist's office is conveniently located within the SOFC lobby making her more accessible to those who request individual assistance. Last year, this position presented approximately 280 training sessions to students. This enriched interaction has resulted in our customers being better informed about policies, processes and procedures. Assessments document a 13% increase in customer satisfaction and many comments are directly related to the Training Specialist's position.

The Training Specialist has taken on duties related to the Credit Card Payment Request, Cash Advance Request, Customer Service Assessment, and Web Site information and development.

The SOFC Training Specialist is one of the lowest paid within her University title code.

***How do other sources of funding (fundraising, sponsorship, reserves, etc.) been considered? Please explain.***

The SOFC operating budget is derived from Student Service Fee support and the interest earned on student organization deposits.

No other sources of funding are currently available to provide full or partial support for this request.

**Generally, what assessment tools will you use to evaluate this program/service?**

*Funding this request will assist the SOFC in successfully recruiting, developing and retaining quality staff.*

**Funding Description: Training Specialist Equity Pay**

Dollar Amount	
<b>Total Estimated Cost</b>	
Salary and Benefits	\$6,380.00
<i>Less Estimated Partial/Matching Funds (if applicable)</i>	
<b>TOTAL SSFAB INCREASE REQUEST</b>	<b>\$6,380.00</b>

*SSFAB Comments/Notes:*

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