



Budget Request Form FY2015

Department should complete one form for each individual request

Department: Student Counseling Service

Program, Service, or Operation Requested

Senior Customer Service Assistant

SAFAB Use Only	
YES	NO

General Description:

This position would provide general administrative support to the two SCS psychiatrists, including calling in prescriptions or refills, checking coverage with insurance companies, coordinating telephone calls and faxes for hospital admissions and discharges, and providing other clerical support as needed.

Request Type: Full Increase One-Time Partial/Matching

Type of Funds Requested UAF Other

General Questions:

Why is this important to your department? How does this increase impact students, and what motivated this request?

At this time the Student Counseling Service employs two full-time psychiatrists who typically carry a pretty heavy caseload. Because calling pharmacies and insurance providers, and returning calls of student-patients takes time away from direct service, the addition of a dedicated administrative support person would allow the psychiatrists to see more patients and improve the flow of their work.

Is it part of your strategic plan? What will be the impact if it is not funded?

This funding request is not part of the SCS strategic plan, but definitely would impact the strategic plan in that it would allow very busy doctors to be more efficient. If the request is not funded, current associate staff will continue to provide service as they are available to do so.

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

No other sources of funding have been considered for this request.

What sort of input did you receive (student, faculty, staff, other) to determine this need?

Because this is more a behind-the-scenes function, students will typically not notice; however, both psychiatrists have requested this help.

What actions have you implemented internally to address the identified need?

Current associate staff do their best to help as they are able to do so. Because of rising student demand for service, increased phone calls from students, faculty, staff, and parents, and administrative support of other staff, this is often a hit-or-miss situation.

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

Number of patients served by the two psychiatrists will be the criteria for evaluating this change.

Funding Description:

	Dollar Amount
Total Estimated Cost	
Salary	\$22,634
Benefits	\$13,466
<i>Less Estimated Partial/Matching Funds (if applicable)</i>	
TOTAL UAF INCREASE REQUEST	\$36,100

SAFAB Comments/Notes: