SAFAB
Student Affairs Fee Advisory Board

Annual Report/Budget Increase Request Cover Sheet
To be completed annually by each department. Please attach Budget Request Forms for each proposed increase.

Department: Student Organization Finance Center

SSF Account #: 214510

UAF Account #: 237099

Department Budget History:

	FY 2012	FY 2013	FY 2014	FY 2015
Total Budget	$379,001	$382,332	$459,177	$459,177
Total Current SSF/UAF Allocation	$219,647	$222,978	$352,475	
SSF/UAF Increases Requested	$15,538	$68,432	$0	$78,793
SSF/UAF Increases Funded	$15,538	$47,902		
Total End-of-Year Reserve Balance Across All Operating Accounts	$8,975	$98,918	$76,618	$76,618

Please provide a reserve spending plan if ending FY13 reserves exceed University requirements.

Total Reserves Beginning FY 2014 - 214510		**$53,975.00**
Television Monitors for Information Disbursement (2)	($1,200.00)	
Installation Fee	($300.00)	
Touch Screen Monitors	($1,200.00)	
New Computers - Lab (3)	($3,300.00)	
Network Drop and Software	($800.00)	
FY 2014 Anticipated Reserve Balance		**$47,175.00**
Required 2 Month Operational Reserve	($76,530.00)	
Sub Total Reserve Balance		**($29,355.00)**

Total Reserves Beginning FY 2014 - 237099		**$44,943.00**
Computer Replacement FY 14	($15,500.00)	
FY 2014 Anticipated Reserve Balance		**$29,443.00**
Difference in Required 2 Month Operational Reserve	($29,355.00)	
FY 2014 Anticipated Reserve Balance		**$88.00**

SSF/UAF Increase Request History & FY 2015 Summary:

Program, Service, or Operation Requested	Amount Requested	SSFAB Recommended? (y/n)	VPSA Approved? (y/n)
FY 2013			
Student Service Fees to Replace Investment Income	$68,432	Y-Partial One Time	Y-Partial One Time
Total Request FY 2013	$68,432		
FY 2014			
No Requests	$0		
Total Request FY 2014	$0		
FY 2015 Proposal Summary (Prioritized)			
Business Coordinator II	$46,000		
Business Associate II	$32,793		
Total Request FY 2015	$78,793		

Annual Report (cont.)

Additional Questions: *(to assist the Board when informing the student body about stewardship of the University Advancement Fee)*

Briefly, what recent programs/services have been successful? Which need work? Explain.

Marketplace: Marketplace, a program originally initiated in 2009, offers student organizations the opportunity to accept credit card payments online. This program continues to offer reduced rates of 3 percent per transaction fee plus $.40 per transaction. The collected fees are applied to expenses related to the affiliated credit card companies.

The SOFC Graduate Assistant continues to manage the marketplace daily processes and training under the supervision of the Business Coordinator II. The demand for Marketplace access/training continues to grow, which has also increased the need to monitor the accounts for compliance.

Payment Card: The popularity of the SOFC payment cards have increased during the 2013 fiscal year. Overall, student organizations had payment card transactions totaling approximately $1,112,461 over the course of the last fiscal year. The previous year's expenditures were approximately $534,938. The opportunity to utilize the SOFC payment cards allows the organizations the ability to minimize the student's out of pocket expenditures. During the last fiscal year, our primary cardholder processed approximately $740,122 in expenditures. As a result, we have begun to be more intentional in delegating the numerous transactions between all payment cards that are held within the SOFC to effectively manage each employee's payment card responsibilities while also ensuring compliance.

Reconciliation Audit: The SOFC office has a mandate from the Board of Regents in response to a System Audit review which mandates that any student organization with revenues/expenditures exceeding $25,000 annually must adhere to a semi-annual audit. Approximately 92 organizations were selected to participate in the audits last year.

Training: The SOFC Financial training still remains a popular commodity within our office. Although the training is offered through the annual recognition process, many of the newer officers schedule one-on-one training sessions or group training sessions to ensure a complete understanding. Our Training Specialist has performed trainings and developed updated training material to assist the student leaders in meeting compliance standards. During the summer of fiscal year 2013, our Training Specialist began updating the student SOFC manual and online training module to reflect our current processes.

Student Worker Expanded Duties: Previously, the SOFC student workers were utilized in a limited manner. Their responsibilities included assisting in scanning financial documents, filing, and running errands. Due to the significant increase in the volume of document submissions, we have developed and implemented a training plan that immerses each student worker into multiple areas of responsibility within the office. Currently, they are assisting the customers with accepting and processing documents, entering information into the FAMIS operating system, and assisting with the preparation of correspondence and the execution of other streamlined processes.

Focus Groups/Benchmarking Process: During fiscal year 2013, the SOFC office performed some benchmarking and conducted focus group meetings to assess our effectiveness. Benchmarking was conducted with approximately 15 universities of varying sizes. The focus groups consisted of advisors and student leaders within each category of organization types. In addition, Student Activities and SOFC managers' performed a self-assessment of the SOFC Services. The congregation of all information sources highlighted the following areas of concern: customer service, transaction processing time, and antiquated processes. The Student Activities management and SOFC manager have taken the following steps to address these concerns:

- Developed Task Force of TAMU constituents to assist in the identification, development and implementation of future stream-lined processes in the SOFC, including Maroon Link and I-Payments.
- Identified the need for a Peer Trainer to assist our Training Specialist
- Addition of a Temporary Cashier to assist in the processing of a high volume of documents.

What do you see as your department's financial priorities in the next 3 – 5 years (FY15-FY19)?

During the next few years, the financial priority will be in moving the SOFC processes into the online format with a more customer friendly interface. The Division of Student Affairs has purchased the license for Collegiate Link software (known as Maroon Link in Aggieland). Collegiate Link has a finance module that we have begun working with our Collegiate Link partners to develop the foundational framework to ensure a smooth implementation. Maroon Link is expected to allow students to process most documents for payment via the web. Supporting documentation is simply scanned in and attached to the electronic file.

The addition of staff is necessary to address the increase in processing of various documents. Our goal is to decrease the processing time that it takes for each individual transaction. During the past year, the processing time has increased from three days up to seven or more days due to the volume of documents. Cashiers are not able to handle the front window deposits and forms and enter documents into the accounting system, which results in a bottleneck, delays in processing, as well as considerable amounts of overtime. The audit

staff, which consists of two full time staff members, is responsible for auditing all financial documents along with other responsibilities which include processing transfers, working fund maintenance, cash advances, semi-annual audits, Marketplace oversight, Maroon Out daily reconciliations, payment card transactions and reconciliations, payroll payment processing, accounts payable billings from TAMU vendors, and Special funding requests. The volume of auditing the financial documents coupled with the additional duties that the auditors have absorbed over the years has been identified not only as a constraining factor in the processing turnaround time but also has negatively impacted our staff. They are feeling overwhelmed with the amount of overtime required to keep the processing time at an acceptable level. The end result of having an inadequate staffing pattern to handle the volume of work that is required for over 900 recognized student organizations has resulted in considerable overtime and job burnout. This past year the entire SOFC staff turned over due to burnout. Excessive turnover in cashier and audit staff is extremely costly, and the process of adding additional staff will decrease the amount of workplace stress.

The SOFC is working on identifying necessary upgrades to the workroom and computer rooms which will make our processes accessible for those who may not have scanners or may need assistance. We are proposing to add a touchscreen "how to" computer for self-help trainings and additional computer work centers and scanners for those groups who do not possess scanning equipment. We are also proposing to add two TV monitors that scroll information about the SOFC to keep our customers up to date on what is going on within our offices.

How many reclassifications did you have approved in FY13? 0 Total financial impact: $0.00

How many equity adjustments did you have approved in FY13? 0 Total financial impact: $0.00

How many one-time merit increases did you have approved in FY13? 0 Total financial impact: $0.00

How many hiring adjustments did you have approved in FY13? 0 Total financial impact: $0.00

How much money in salary savings did you acquire in FY13? $32,406.00

Additional comments, special considerations, etc.

SAFAB Comments/Notes:

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