



## Annual Report/Budget 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 2014	FY 2015	FY 2016	FY 2017
Total Budget	\$454,177	\$476,555	\$584,333	\$584,333
Total Current UAF Allocation	\$352,475	\$358,757	\$447,945	
UAF Increases Requested	\$0	\$78,793	\$95,000	\$0
UAF Increases Funded	\$0	\$0	\$49,000	
Total End-of-Year Reserve Balance Across All Operating Accounts	\$76,618	\$89,881	\$154,563	(Projected)

\*\*\* \$49,000.00 One Time Funding\*\*\*

**Please provide a reserve spending plan if ending FY15 reserves exceed University requirements.**

214510		
<b>Beginning Reserve FY 2016</b>		<b>21,793</b>
<b><u>CAPITAL</u></b>		
High Capacity Scanner	(8,000)	-
<b>Projected Ending Reserve FY 2016</b>		<b>13,793</b>
237099		
<b>Beginning Reserve FY 2016</b>		<b>182,008</b>
<b><u>OPERATIONS</u></b>		
Required 2 Month Operations Reserve	(97,389)	-
<b><u>CAPITAL</u></b>		
Currency Counter	(2,838)	-
Desktop Scanners (3)	(2,700)	-
Student Work Room Printer	(700)	-
<b><u>MISCELLANEOUS</u></b>		
Laserfiche	(35,000)	-
<b>Projected Ending Reserve FY 2016</b>		<b>43,381</b>
<b>Projected Beginning Reserve FY 2017</b>		<b>43,381</b>
<b><u>CAPITAL</u></b>		
Departmental Computer Replacement (3yr)	(13,000)	-
<b>Projected Ending Reserve FY 2017</b>		<b>30,381</b>

## UAF Increase Request History & FY 2017

### Summary:

<i>Program, Service, or Operation Requested</i>	<i>Amount Requested</i>	<i>SAFAB Recommended? (y/n)</i>	<i>VPSA Approved? (y/n)</i>
<b>FY 2015</b>			
Business Coordinator II	\$46,000	Y	N
Business Associate II	\$32,793	N	N
<b>Total Request FY 2015</b>	<b>\$78,793</b>		
<b>FY 2016</b>			
Business Coordinator II	\$46,000	N	N
Laserfiche Licenses - <b>One Time</b>	\$49,000	Y	Y
<b>Total Request FY 2016</b>	<b>\$95,000</b>		
<b>FY 2017 Proposal Summary (Prioritized)</b>			
No Requests	\$0		
<b>Total Request FY 2017</b>	<b>\$0</b>		

### 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.**

Existing program priorities continue to be evaluated to determine if they remain the goal of the Department under new leadership and staffing, but great strides have been made to improving existing processes with current resources.

**Training:** The SOFC Training Module and Manual are up-to-date and thorough with Just-in-Time training support. An Information Station has been established in the lobby area as well an “open door” training office which includes Marketplace support. Training is being integrated within all aspects of the SOFC operation.

**Problem Resolution:** An automated *Problems Resolution Database* has been created and is fully functional. This allows the SOFC staff to immediately track problems with transactions, communicate explanations of the problematic transactions to organization members, and measure resolution time and methodologies. The database is easy-to-use and accessible to all SOFC employees; thereby, integrating problems and the resolution methodologies into training, communication, and customer interaction. We are also identifying the recurring problems so we can intentionally focus on those during the training. Our goal is to see a reduction in the volume of problematic transactions as well as a reduction in the processing and resolution time.

**Efficiency:** Improved process accountability and office organization has greatly reduced payment processing times. All SOFC processes have been streamlined and the back log of work has been eliminated. We have also worked with student leaders to identify old encumbrances within their student organization accounts that were no longer applicable and therefore released back into their operational account. Because of the intense nature of the review process that this project requires, it will take many months to complete as we continue to work with each student leader regarding their student organization financials.

These successes that we have realized coupled with transparent communication between our students and staff have resulted in new relationships being established and strained relationships being rebuilt. We are also seeing an improvement in our relationships with on campus vendors as well as local businesses. The new team within the SOFC is truly focused on the customer and how we can serve them more efficiently while maintaining the financial integrity of each account.

**Laserfiche Credit Card Process:** The new credit card routing process thru Laserfiche is in the later stages of testing by the SOFC staff as well as our partners within the Laserfiche and TAMU CIS team. We have been able to identify some security concerns coupled with some compatibility issues with the TAMU accounting platform that have delayed the implementation. However, we are working with our partners to create effective solutions while ensuring efficient processing capabilities. While the front end of the process is looking like it is almost complete, the back office financial processing is still being reviewed to ensure compliance and appropriate segregation of duties. We are hoping to test a second round of transactions in mid - October with a small pilot group and then expand piloting based on those results.

**Electronic Check Request Forms:** Another process that has been identified to utilize Laserfiche electronic routing is the check request form. The Training Specialist within the SOFC has been instrumental in developing the proposed form and the associated routing. We are currently working with the TAMU CIS team to ensure the correct coding and retention schedule have been implemented so we can move forward with this project. We are planning to roll this out to a test group later this semester and then expand the pilot based upon those results.

#### **What do you see as your department's financial priorities in the next 3 – 5 years (FY17-FY21)?**

**Staffing:** Staffing will be a financial priority for the SOFC over the next few years. We will continue to review the best staffing pattern by monitoring the continual growth in student organizations and their financial needs. We currently have two temporary (Express Personnel) employees that have assisted with the front office cashier processes and the back office auditing due to an increase in the volume of work and the unanticipated staff turnover. While we hope to maintain these temporary employees during our staggered transition schedule from a paper driven office to a technology driven office we will continue to monitor our staffing needs while addressing the anticipated financial impact.

**Technology:** We anticipate there will be costs associated with the conversion to full electronic documentation processing. At this time, we do not have solid projections of what those costs may be. We also expect additional equipment costs to parallel the new automated formats i.e. document scanners, remote deposit capture equipment, student use credit card terminals, etc.

**How many reclassifications did you have approved in FY15? 0 Total financial impact: 0**

**How many equity adjustments did you have approved in FY15? 0 Total financial impact: 0**

**How many one-time merit increases did you have approved in FY15? 0 Total financial impact: 0**

**How many hiring adjustments did you have approved in FY15? 0 Total financial impact: 0**

**How much money in salary savings did you acquire in FY15? 0**

**Additional comments, special considerations, etc.**

*SAFAB Comments/Notes:*

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