

SSFAB

STUDENT | SERVICE | FEE | ADVISORY | BOARD

Annual Report FY2010 Budget Increase Request Cover Sheet

To be completed annually by each department. Please attach Budget Request Forms for each proposed increase if applicable.

Department: Student Organization Finance Center

Account #: 214510

Department Budget History:

| | FY 2007 | FY 2008 | FY 2009 | FY 2010 |
|---|-----------|-----------|-----------|----------|
| Total Budget | \$322,114 | \$331,460 | \$336,359 | |
| Total Current SSF Allocation | \$163,887 | \$173,233 | \$181,755 | |
| SSF Increases Requested | \$0 | \$0 | \$0 | \$69,370 |
| SSF Increases Funded | \$5,301 | \$9,346 | \$8,522 | |
| Total End-of-Year Reserve Balance Across All Operating Accounts | \$456,179 | \$450,880 | \$206,190 | \$0 |

Please provide a reserve spending plan if ending FY08 reserves exceed University requirements.

| | | |
|---|-----------|------------------|
| Total Reserves Beginning Fy 2009 | | \$450,880 |
| Less 2 Month Operational Reserve | (56,060) | |
| Reserve for Investment Pool Shortfall | (100,000) | |
| Student Tech Position (FY 09) | (9,500) | |
| Ergonomic Staff Furniture | (50,000) | |
| Business Coordinator III - 6 months salary + benefits | (26,600) | |
| IP Based Video Security Camera Maintenance | (2,530) | (\$244,690) |
| Fiscal Year 09 Reserve Spending Plan Balance | | \$206,190 |
| <i>Future Initiatives for Reserves</i> | | |
| Replace Lab Computers (2010) | (20,000) | |
| Moving Expenses, including safes (to Koldus or larger area) | (186,190) | (\$206,190) |
| Unobligated Reserve Balance Remaining | | \$0 |

SSF Increase Request History & FY2010 Summary:

| Program, Service, or Operation Requested | Amount Requested | SSFAB Recommended? (y/n) | VPSA Approved? (y/n) |
|---|------------------|--------------------------|----------------------|
| FY 2008 | | | |
| State Mandated Merit Increase + Benefits | | | Y |
| University Mandated Increase 420/210 + Benefits | | | Y |
| FY 2009 | | | |
| State Mandated Merit Increase + Benefits | | | Y |
| University Mandated Pay Plan + Benefits | | | N |
| FY 2010 Proposal Summary (Prioritized) | | | |
| Business Coordinator III new position | \$53,200 | | |
| Equity Pay for Training Specialist | \$6,670 | | |
| Student Technician | \$9,500 | | |
| Total Request | \$69,370 | | |

Annual Report (cont.)

Additional Questions: *(to assist the Board when informing the student body about the stewardship of the student service fee)*

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

Positive Results from Customer Service Survey

Overall, SOFC customers seem to be satisfied with the level of customer service that they receive from staff. The Fall 2007 survey shows that 92% of those participating had positive interactions with SOFC staff; this is an improvement from the 2003 assessment that showed only 79% satisfaction. The SOFC will continue to build strong relationships with students in order to enhance personal, interpersonal, and organizational development.

On-Line Pre Event Planning Process

In 2008, we re-designed our SOFC web page and aligned our processes to better interface with the Student Activities' Stuact On-Line Recognition system which also houses the Pre Event Planning form. Through this instrument, pre-event planning forms are routed to the SOFC when financial resources will be utilized. This advance notification informs us when further SOFC assistance may be needed. Currently, the SOFC does not have staff available to respond to these requests.

Training

The SOFC on-line training is sufficient for experienced student leaders, however, about 93% of those responding to our survey said that additional training was necessary to help them transition into their organizational role. Feedback received states that live, interactive, training presentations are most useful. Last year, 272 students and advisors requested and received our live, interactive training. As the Training Specialist is called upon to provide more trainings, this position is often unavailable for processing day to day documents. This causes the SOFC to operate with a less than full staff, which has caused processing delays.

Supporting the Vision

The SOFC supports the more than 800 unique and diverse student organizations. These organizations are a vital component that will help attain the Vision 2020 goal. Typical programs sponsored by organizations include 1)International Travel, 2)Diversity and Cultural Education, 3)Service and Volunteer Opportunities, and 4) Career Fairs. The SOFC has supported this programming by processing more than 25,000 documents, and about \$13,250,000, per year.

Please list actions taken in FY08 that helped reduce the pressure of increased fees, e.g.,

The SOFC identified 23% of their operating budget (\$9,824) to help meet the Department's strategic objective of retaining quality staff. Additionally, the SOFC has absorbed the initial costs incurred when the University issued mandated pay increases. Likewise, the SOFC has absorbed costs of the Federally mandated minimum wage increase. In order to reduce the impact to our operating budget caused by US postal increases, the SOFC is encouraging the use of direct deposit services.

What do you see as your department's financial priorities in the next 3 - 5 years (FY12-FY14)?

Attaining resources that will enable us to recruit, value, develop and retain quality staff. The SOFC will continue providing superior support and customer service to all customers while demonstrating how SOFC practices are a learning lab of what is taught in the classroom. We will also help connect student organization service to transferable skills and offer resources, information, service, and support to student organizations who are faced with challenges in unfamiliar financial processing.

Researching and gaining services that move the SOFC forward to being more in line with today's typical banking

operations. While achieving the ability to accept on-line payments is a hefty step toward this goal, the SOFC would like to also like to look for ways that student organizations may conveniently and securely access their funds through wire transfers and debit cards.

Preparing for the possibility that the SOFC will be moving from the MSC to Koldus, or another space on campus. This would allow the SOFC to gain much needed space.

Additional Comments, Special Considerations, Etc.

During the past 3-5 years, the SOFC has been charged with additional responsibilities and added new programs. Each of these has brought an increased financial impact which we have been able to absorb. Though we have been presented with new and exciting possibilities, we have reached a point where we cannot consider any additional services without added staff support. In 2005-2007 System Audit identified "Fiscal Accountability - segregation of duties, reconciliations, timely deposits, and documentation of procedures" as the most common audit finding. With the current SOFC structure, and number of staff, we could face difficult challenges in meeting System expectations.

SSFAB Comments/Notes:

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