

# SA BUSINESS OPERATIONS

## HIGHLIGHTS 2018-19

DIVISION OF STUDENT AFFAIRS

The Student Affairs Business Operations office (SABO) is a service-oriented team charged with supporting the Division of Student Affairs's vision, mission, strategic plan, and departments by providing:

- accurate and timely accounting services and financial reporting;
- recommendations and guidance on integrated financial and assessment strategies resulting in efficient resource utilization and effective planning;
- support and guidance for all personnel actions; and
- providing review and oversight of processes and systems necessary to a culture of quality and continuous improvement of programs, services, and administrative functions.

### ACCOUNTING SERVICES & FINANCIAL REPORTING

**\$127 Million** Loaded for division FY19 budgets

**\$280,000<sup>+</sup>** Generated in sponsorship revenue

**35<sup>+</sup>** Financial plan sessions facilitated with department directors

**\$490,329** Reallocated (recurring funds) toward division priorities

### INTEGRATED FINANCIAL & ASSESSMENT STRATEGIES

**40<sup>+</sup>** Sessions to facilitated to develop **18** department-level value maps and **6** program-level value maps

### HUMAN RESOURCES

**6.2** Number of FTE positions reallocated or eliminated during strategic planning process and FY20 budget development

### CONTINUOUS IMPROVEMENT

**Adopted the University's Lean Methodology;**  
Planning, Doing, Checking, Acting (PDCA)

#### Room Readiness Project

- Partners –University Housing & Dining with Student Affairs Business Operations
- Objective –improve the communication and notification process to prepare rooms for fall move-in
- Outcome –identified initial adjustments to improve for fall 2019 and will implement additional adjustments as a result of discussions and survey of staff post move-in

#### Dean on Call

- Partners –Office of Advocacy and Success with Student Affairs Business Operations and Division of Student Affairs Employees who have served or are currently serving as a “Dean on Call”
- Objective –identify a high quality, efficient option to maintain level of care and concern for students transported to the hospital after hours
- Outcome –development of a three-tier system that leverages University Housing & Dining staff since overwhelming majority of incidents involve on-campus students. Further data collection will occur to inform future adjustments to training for staff and potential revisions protocols