



Department of

BUSINESS OPERATIONS

Division of Student Affairs

FY22 HIGHLIGHTS

The Student Affairs Business Operations office (SABO) is a service-oriented team charged with supporting the Division of Student Affairs' (DOSA) vision, mission and strategic plan and provides recommendations on integrated financial, human and assessment strategies. SABO continues to enable DOSA to be more efficient, resourceful and accountable while not negatively impacting the student experience.

FINANCIAL MANAGEMENT AND RESOURCE ALIGNMENT

- Developed and submitted the FY22 DOSA Budget, totaling **\$27.8M**
- Increased division costs for capital projects; enrollment growth; and return to on-campus activities, programs and services
- Increases in actual FY22 revenues are due to the recovery of COVID-19 revenue loss from FY21 — remaining recovery amount of FY21 COVID-19 revenue loss expected in FY23
- Managed, approved, tracked and submitted all DOSA COVID-19 related expenditures for Redfern Student Health Center and got its **\$1.5M** budget approved by meeting quarterly with the Medical Director and Finance and Operations representatives
- Created a Capital Projects report showing all division projects and the related financials and reviewed fundraising commitments and cash in-hand balances with the Student Affairs development officers shown on the CU PeopleSoft system

STUDENT ORGANIZATION FINANCIAL ADVISEMENT AND SUPPORT

- Held **77** direct, one-on-one meetings with Clemson University Student Government, Graduate Student Government and Student Funding Board totaling over **192** hours including monthly financial reviews; annual transition retreats; and Senate meetings and Student organization requested meetings regarding strategy, operational compliance and building key relationships for successful projects
- Processed over **\$1.8M** in Undergraduate Student Activity Fee allocations to over **200** recognized student organizations
- Managed over **\$126k** in Graduate Student Activity Fee dollars and **\$24,000** in GRAD/3MT project funds
- Developed and implemented a consistent division process for CU Select Grants-in-Aid; **seven** GIAs in total

Student on SABO customer service

"I thoroughly appreciate SABO's responsiveness to issues or questions that we have as a student org. They are fantastic at responding timely and providing context around decisions."

HUMAN RESOURCE (HR) INITIATIVES

- Decreased payroll errors by **74 percent** from FY21 to FY22
- Completed a DOSA-wide project in partnership with CUHR; focusing on over **100** position description reviews and classification
- Hosted quarterly trainings with **16** staff HR liaisons
- Professional Development through Tiger Training and Academic Impressions:
 - **203** professional employees completed **2,057** trainings
 - **228** undergraduate and graduate employees completed **567** trainings
- In response to 2021 Staff Experience Survey data, SABO developed the PrePAIRing Tigers program to launch in FY23 that will create the following outcomes for:
 - **New Employees:** ease personal and professional transitions and support relationships and community
 - **Current Employees:** enhance advising, supporting and leadership competency by providing more support to a new employee
 - **Division of Student Affairs:** improve staff recruitment, retention and satisfaction

Human Resource partner on SABO collaboration

"Our collaboration allows us to work quickly and efficiently to meet HR needs and ensure an environment that allows Student Affairs to meet and exceed the needs of Clemson students."

PLANNING, ASSESSMENT AND OPERATIONAL EXCELLENCE

- **93** consultation meetings to support department's assessment efforts
- **65** employees completed new data governance and data quality training
- **22** employees trained on Anthology Baseline
- **26** DOSA and guest presenters shared **20** continuous improvement successes through the virtual Experience: IMPACT series
- **Three** departments completely refreshed their value map and dashboard to reflect shift in core functions and strategies

University partner on SABO assessment

"Interactions with the team were fantastic. Really thoughtful about the way they approach assessment and using data to improve the overall student experience."

DIVISIONAL STRATEGIC PARTNERSHIPS AND PROJECTS

The Division of Student Affairs collaborates with a variety of partners to enhance its and the University's mission. The following are examples outcomes related to ongoing and new strategic partnerships and projects.

- **Medical University of South Carolina (MUSC)**
 - Reviewed existing procurement agreements with MUSC within Student Affairs and/or related to student health
- **Well-Being Initiative**
 - **33** student and campus leaders are taking an enterprise-wide approach to holistic well-being to support students and employees having the knowledge, skills and confidence to invest in their lifelong health
- **Clemson University Graduate Assistant Recruitment and Selection Process (CU-GARS)**
 - Provided the first-ever hybrid interview weekend experience to support health and safety preferences of prospective students and hiring supervisors
 - Perspective student feedback on post-CU-GARS survey: *"Thank you for your organization and communication! By far the best out of all four schools I'm interviewing with."*
 - Faculty partner on SABO project management: *"Thorough, beyond competent, strategic and dependable. The leadership for graduate recruitment has been a master class in substantive, collaborative project management."*
- **Increasing Student Awareness and Usage of the Snow Family Outdoor Fitness and Wellness Complex**
 - **80** one-on-one interviews with students conducted at **seven** campus locations that generated recommendations that informed marketing and signage and enhancements to accessibility and program offerings
- **Isolation and Quarantine (I/Q)**
 - **14.8 percent** increase from FY21 to FY22 in the quality of information provided as students prepared to exit I/Q because of continued cross-division communication and support and leveraging feedback from **723** students

CUSTOMER SERVICE SURVEY

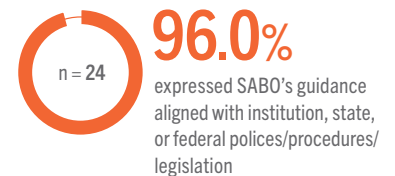
At two points during the fiscal year, SABO solicits feedback from division and University colleagues to support continuous improvement in customer service.



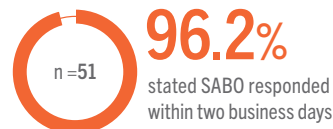
Reflective of Division colleagues indicating "strongly agree" or "agree" on a four-point scale



Reflective of University colleagues indicating "strongly agree" or "agree" on a four-point scale



Reflective of Division and University colleagues indicating "strongly agree" or "agree" on a four-point scale



Division colleague on SABO services

"I am extremely grateful for the excellent service provided by the SABO team. We feel well supported in all areas of finance, HR and planning."

Division colleague on SABO professionalism

"Positive energy is always nice. Dedication to solving/resolving problems is appreciated."