



The Student Affairs Business Operations office (SABO) is a service-oriented team charged with supporting the Division of Student Affairs' vision, mission and strategic plan while providing recommendations on integrated financial, personnel management and assessment strategies. SABO continues to enable the Division of Student Affairs to be more efficient, resourceful and accountable while not negatively impacting the student experience. The department consists of four full-time and one part-time staff member.

FINANCIAL MANAGEMENT AND RESOURCE ALIGNMENT

- Developed and submitted the FY23 Division of Student Affairs Budget, totaling **\$31.1M**
- Held **120** monthly department financial review meetings, more than **30** financial long-term planning and budget development meetings and provided over **15** departmental and one-on-one financial trainings across the division
- **15,445** total financial transactions processed division-wide (does not include Payroll, Banner system revenue or expenditure auto hits)

STUDENT ORGANIZATION FINANCIAL ADVISEMENT AND SUPPORT

85+

One-on-one meetings including CUSG, GSG, Student Funding Board and other Student Organizations

1,702

Student organization financial transactions processed

1,571

Hours of monthly financial reviews, annual transition retreats, Senate meetings, student organization requested meetings regarding strategy, operational compliance and transaction processing

\$1,916,429

In Undergraduate student activity fee allocations processed and distributed to more than **300** recognized student organizations

\$2,307,720

In Undergraduate and Graduate Student Activity Fee dollars, student organization generated revenues and funded initiatives/activities managed

HUMAN RESOURCE (HR) INITIATIVES

16

Division HR Liaisons attended an initial SABO Community of Practice (CoP) meeting and four quarterly CoP meetings with special trainings and presentations

533

Personnel actions processed (excluding COLA)

178

Professional employees completed **2,405** trainings (**16.9%** increase from FY22)

261

Undergraduate and graduate employees completed **719** trainings (**16.9%** increase from FY22)

PLANNING, ASSESSMENT AND OPERATIONAL EXCELLENCE

74

Consultations to support department's assessment efforts

28

Division-level metrics identified as part of alignment with Clemson Elevate

17

Division and guest presenters shared **14** continuous improvement successes through the virtual Experience: IMPACT series

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 Student Affairs Business Operations office provides support and acts as a strategic thought partner, participant and/or project management lead as requested to provide business operational expertise and service.

- Clemson Elevate
- Clemson University Graduate Assistant Recruitment and Selection Process (CU-GARS)
- Enterprise Resource Planning Project
- Human Resources
- Institutional Excellence Assessments
- Mental Health Symposium
- MUSC
- Policy Partners
- SACSCOC Reaffirmation and Quality Enhancement Plan
- University Committee Representation
- Well-being Initiative

CUSTOMER SERVICE SURVEY

At two points during the fiscal year, SABO solicits feedback from Division and University colleagues and students to support continuous improvement in customer service. Data below reflects survey respondents indicating "strongly agree" or "agree" on a four-point scale.



"I think the SABO team is wonderful! I have worked directly with many of you in the office and everyone is so responsive and helpful."

— *Clemson Student*

"The SABO team is exceptional. Their passion for Clemson students was evident in all my interactions with the team."

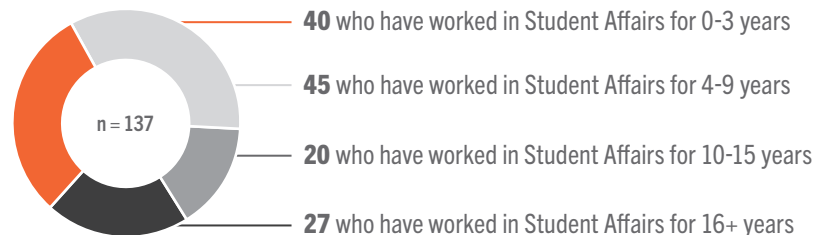
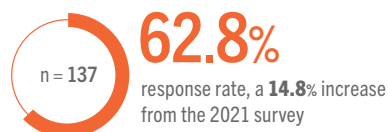
— *University Partner*

DIVISION STAFF SATISFACTION SURVEY

One of the four core themes of the division's strategic plan is Staff Experience. To better understand and support staff, the Division of Student Affairs began conducting a survey every two years beginning in 2019 to:

- Identify division and department-level strengths and opportunities
- Measure impact of adjustments and articulate areas of focus
- Prompt quarterly leadership discussions regarding progress on action items

SURVEY RESPONDENTS:



Data below reflects survey respondents indicating "strongly agree" or "agree" on a 6-point scale.

