The Student Affairs Business Operations office (SABO) is a service-oriented team charged with supporting the Division of Student Affair’s 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.

- 100% of Division and University colleagues and students had an overall positive experience with SABO
- 100% of Division colleagues reported SABO recommends considering an integrated approach with resource allocation and data
- 96.4% of University colleagues and students reported SABO handled their inquiry or need competently

“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:

- 62.8% response rate, a 14.8% increase from the 2021 survey

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

- 96.7% believe they make a positive impact on students
- 94.6% believe their department is a respective, supportive environment
- 93.8% believe their work contributes to their department, division, and university