



The Student Affairs Business Operations office (SABO) oversees, manages and supports the maximization of the strategic integration and resource allocation of the division’s overall budget of **\$38M+**. SABO is responsible for the development, tracking and processing of departmental and division finances, compliance oversight and human resource functions for **225+** staff in **15** departments that comprise the Division of Student Affairs while ensuring operational efficiency, integrity, accuracy and sustainability. In addition, SABO supports Clemson Undergraduate Student Government, Graduate Student Government, the Student Funding Board and registered student organizations by providing compliance oversight and financial management, advisement and transaction processing.

## DEPARTMENT GROWTH AND STAFF EXPERIENCE

SABO’s team increased by **three** staff members through divisional realignment efforts and will see an addition of another staff member in early FY25. This expansion has and will continue to allow SABO to develop and implement strategies to improve full-time staff engagement and manage initiatives designed to foster a culture of belonging and well-being aimed at creating a positive work environment.

## FINANCIAL MANAGEMENT AND RESOURCE ALIGNMENT

- Developed and submitted the FY25 Division of Student Affairs Budget, totaling **\$41.7M**
- Held **78** monthly department financial review meetings, more than **24** financial long-term planning and budget development meetings and provided over **15** departmental and one-on-one financial trainings across the division
- **16,374** total financial transactions processed (does not include Payroll, Banner system revenue or expenditure auto hits)
- Below is the FY24 Actuals for the division that reflects all fund sources managed by Student Affairs to include Foundation, Endowment and Student Activity Fee dollars (previously SABO only reported departmental operation accounts)

Sources	FY24 Actuals
External Revenues	\$14,453,816
Student Fees: Mandatory	\$13,975,948
State Appropriations, Tuition and Fees	\$6,669,023
Student Activity Fee/Student Orgs	\$2,301,016
Internal Revenues	\$654,133
Foundation and Endowments	\$587,491
Interest Income	\$129,839
<b>Total Sources:</b>	<b>\$38,771,266</b>

Uses	FY24 Actuals
Staff Wages and Benefits	\$19,722,093
Operating Expenses and Supplies	\$7,645,150
Student Wages and Benefits	\$4,005,845
Student Activity Fee/Student Orgs	\$2,278,767
Foundation and Endowments	\$1,205,467
University General and Administrative	\$1,061,360
Capital Projects/Fund Balance	\$717,700
Professional Development and Travel	\$362,695
Equipment	\$298,429
<b>Total Uses:</b>	<b>\$37,297,506</b>

## HUMAN RESOURCE (HR) INITIATIVES

**3**

HR Liaison meetings with special trainings and presentations

**22**

Division employees enrolled in coursework at Clemson through the Employee Tuition Assistance Program

**614**

Personnel actions processed (excluding cost of living adjustments)

**235**

Professional employees completed **2,651** trainings in Tiger Training, a **10.2%** increase from FY23

**5**

Division-level staff recognition and engagement socials for new employees and existing staff

# STUDENT ORGANIZATION FINANCIAL ADVISEMENT AND SUPPORT

60+

One-on-one meetings including CUSG, GSG, Student Funding Board and other Student Organizations; **eight** of which were annual, mid-year and student leader transition meetings

1,669

Financial transactions processed

1,548.23

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

\$2,014,442

In Undergraduate student activity fee allocations processed and distributed to **250+** recognized student organizations

\$2,278,767

In Undergraduate and Graduate student activity fee dollars, student organization generated revenues and funded initiatives/activities managed

## PLANNING AND OPERATIONAL EXCELLENCE

- Co-led two business operations and organizational assessments for Student Health Services in partnership with the Office of Institutional Excellence and the CUHR Strategic Consultant team which resulted in the net reduction of three vacant positions allowing for reallocation of more than roughly **\$350,000** to offset the department's operational priorities
- Collaborated with three department heads to assess departmental workforce, identify gaps and needs, and realign positions to increase capacity and opportunity, create a career path for existing staff and received approval of additional resource allocations and realignment divisionally to enhance the No. 1 Student Experience

## UNIVERSITY AND DIVISION STRATEGIC PARTNERSHIPS AND PROJECTS

The Division of Student Affairs collaborates with a variety of partners, listed below, to enhance its and the University's mission. The Student Affairs Business Operations office provides support and acts as a strategic partner, participant and/or project management lead as requested to provide business operational expertise and service.

- Emergency Management
- Enterprise Resource Planning Project
- Finance and Operations
- Human Resources
- Institutional Excellence
- Medical University of S.C. (MUSC)
- Policy Partners
- Provost and Academic Affairs
- University Committee Representation

## CUSTOMER SERVICE SURVEY

To support customer service and continuous improvement, SABO solicited feedback from students and Division and University colleagues. Data below reflects survey respondents indicating "strongly agree" or "agree" on a 4-point scale.



"SABO is very helpful! Does a great job of helping me flush out ideas and find solutions."

— Division Partner

"SABO has perceptively been so engaged during my past four years and continuing to press into enhancing the student life since COVID-19 has died down."

— Clemson Student



"I value my relationship with the team and appreciate their ongoing collaboration."

— University Partner