

FY2013 Accomplishments

Accounting Services

Expanded the T&E module to include all reimbursements to employees.

Initiated quarterly e-mails to fiscal contacts, known as "Accounting Quick Tips", that provided a refresher of accounting and business policies and procedures.

Collaborated with UM System and other business units in the development of the ARR rewrite, procure to pay, and the electronic work flow and imaging of non-po vouchers.

Business Services

Maintained and provided oversight for more than 5,000 long term contract files consistent with our record keeping responsibilities under the formal delegations of authority.

We are in the process of exercising the option to take equity interest in journalism fellow Sokoloff's project and have worked with the J School to expand the RJI-funded fellowship program to include both resident and non-resident fellows. We have also worked with CAFNR on its investment in Eternogen, a faculty start-up.

Maintained a presence on various boards and committees that support the institutions missions. Some of these committees include: UMPA, UM Retirement and Benefits Committee, Fan Behavior Task Force, Conflict of Interest Committee, and the Council on International Initiatives.

Created a vending web portal that allows individuals to report vending issues electronically.

Updated and improved the Business Services website to provide more useful information, while also increasing the attractiveness of the site.

Cashiers

Number of students who have e-consented at 99.5%.

Streamlined and documented the bad debt write off process.

Student A/R phone calls answered in less than two minutes 96.4% of the time.

Concert Series/KBIA

Received four Murrow's and two MBA's.

Increased spring fund drive by 15% to \$175,000

Added to new cash clients since January.

Event Production Services

Wrote a new mission statement for the department. This was completed with the staff to encourage participation and buy in.

Developed more streamlined business processes. This included everything from the process of requesting a date, to generating a contract, to advancing each event, to billing and reconciling post event. This also included collaborating between Concert Series and University Catering on shared processes.

Introductory phases of a student usher corps program are underway.

Golf Course

Purchased a new fleet of electric golf carts and replaced the roof of the clubhouse.

Projected to have 43 tournaments with greater than 60 players attending.

Hosted free lesson days to increase Gustin's presence in the community.

Student Loan Repayment Center

100% of all borrowers over 9 month past due are in the process of paying or started the collection process.

Perkins cohort default rate down to 7.67%.

Started and exit session to answer questions students have about their loans that online exit counseling did not answer.