

Services & Activities Fee Annual Program Review

Program Name: SURC Accounting

Program Manager: Lacy Lampkins

Fiscal Year: FY2022

1. In what ways does your program support CWU students? Please be specific, yet concise.

Our office supports the accounting needs of our students that participate in clubs and organizations. A few common topics are, travel, purchasing, funding and CWU policies and procedures. We also act like a bank for all the fundraising needs for our students. This can look like deposits, cash withdrawals and other banking related activities for our students/customers.

2. What are your specific program goals or learning/operational objectives? How are you assessing the effectiveness of your program in achieving those targets?

Our program operates as offering business services to student clubs and organizations. We don't currently solicit direct student feedback which we plan on doing moving forward with a survey option. This would help get any feedback to our operation from the student's prospective. As far as effectiveness goes when it comes to stakeholders we get feedback from those units and programs by what needs are being met or need to be adjusted.

3. What is the overall purpose of your program and what service(s) does your program provide?
 - a. Are there overlaps or intersections with other university programs who have a similar purpose or service?

The overall purpose of our program is to ensure the financial needs are met for S&A base funded units and student clubs and organizations. There are currently no overlap departments that offer that service specifically to the groups we are assigned to. The other accounting office's work with other departments across the university.

4. How does your program align with the purpose of S&A funding? *"Supporting cocurricular and extracurricular activities and programs participated in by students in the furtherance of their education."*

Our program is actually a service that is utilized by all S&A funded departments and all students that participate in the S&A funded programs like ICA, ESC, ASCWU and other student groups. We align our services to all S&A funded areas and offer support in finance and accounting practices.

5. How does your program support CWU's mission and goals? (<https://www.cwu.edu/mission/>)

Our service supports the CWU mission by offering assistance to our customers to ensure “effective stewardship” of student funds. This would primarily be the S&A, SUB and REC fees that are collected from students. Our services support opportunities for students to be engaged in co-curricular and extra-curricular programs and activities that enhance the learning environment and creative expression, as well as, encourage and support diversity and inclusion.

6. Please provide detailed information regarding who utilizes your program? (*Students, faculty, staff, community? Specific demographic information? Class standing, gender, ethnicity, transfer, campus location, etc.*)

Students are our primary users or customers of our service. We mostly assist the Ellensburg campus but are setup to help assist the Center students in regards to S&A funding and Club/Org activity. We do not currently collect demographic data. This would most closely align with departments that collect data for our active and involved student groups.

7. How many unique CWU students utilize your program or services?
- How do you gather these metrics?
 - If you do not, what is preventing you from getting that data and how are you determining usage by CWU students?

We do not currently gather that information as we look at transaction types instead of unique students.

The biggest thing preventing us from collecting that data would be because we don't currently have a software or collection tool to capture our daily traffic.

8. Are there any current vacant positions in your program?

No

9. Given the budget reductions taking place and continuing for the remainder of the funding cycle, please tell us what specific impacts those reductions have had on your program compared to what was originally planned and including in your initial base funding request.

We currently don't have any directive for budget reductions at our department level since these are handle at the VP level. What that means is we have been lucky to keep our full time employees and our student employees. If we do receive any reductions it will likely impact our staffing for both students and professional employees.

10. Are there any circumstances or challenges that are currently impacting your ability to use your base funding allocation this year?

No. Our funding mostly supports our full time positions and student wages. We have been able to operate normal this school year. We are also funded for a small office supply expense and printing charges. This has all remained consistent to a normal year.

11. What growth or increases would you like to see in your program in the future?

At this point there isn't a lot of increases or growth opportunities for our office when it comes to financial needs. We would like to be able to offer credit card payments (or online payments) to our students. This would help a lot of individuals out but currently we are not setup for those types of transactions and we do not have funding to offset any fees for credit card processing.