

Overhead Proposal for Sioux Falls

The following is a proposal for the Community College for Sioux Falls to cover overhead costs at a rate of 8.74% of total revenue to recognize the costs of USD to provide support services. The methodology was established as a result of the implementation of the Responsibility Centered Management (RCM) budget model and is consistently applied across campus. In FY18, the indirect rates under the RCM budget model, by RCM support center, are:

- 6.28% Central Administration
- 0.51% Purchasing
- 0.77% Human Resources
- 1.18% Academic Affairs

The total of the four support centers above equals 8.74%. The Community College for Sioux Falls would not get assessed for the other support centers (certain departments under Academic Affairs, Library, Continuing & Distance Education (CDE), Office of Research and Student Support) because there is not a direct correlation between the Community College for Sioux Falls and the services in those centers. Facilities Management and Information Technology Services costs are paid directly by the Community College for Sioux Falls operations and therefore not assessed the RCM rate.

Charging the revenue system 8.74% of their total revenue is consistent with charges assessed throughout campus in the RCM budget model.

The following represents the minimum service levels provided by the departments included in the four support centers noted above.

Central Administration

Office of the President

- Represents the institution as a whole related to all university business including interactions with current students, the Board of Regents, community, legislature, alumni and current and prospective donors.

EEO/Title IX

- EEO, Harassment and Discrimination
 - All allegations, reports, inquiries or complaints of discrimination, harassment or retaliation reported to the office of EEO/Title IX will be acknowledged within 5 working days for response and/or investigation. The complainant will be contacted within 5 working days.
 - Mandatory anti-harassment and anti-discrimination training will be conducted on the main campus on the last Wednesday of every month.
 - Remote employees may make arrangements with the EEO/Title IX office to receive the information provided in the monthly training.
- Staff Professional Development & Competencies
 - Provide regularly scheduled monthly EEO/Title IX and new employee training sessions.
- Recruitment

- Search committee procedures and files will be audited by Human Resources or the assigned EEO representative within 10 working days after the process is complete to ensure the recruitment and selection process complies with applicable employment laws, regulations and University/BOR policies.

Accounting

- Audit direct pays and travel vouchers for payment approval. Vouchers are audited within 5 days of submittal to Accounting.
- Audit journal vouchers. Vouchers are audited within 5 days of submittal to Accounting.
- Audit payroll transactions monthly.
- Monthly audit and process payment for procurement cards within 4 days of receipt of statements.
- Yearly cash box audits.
- SAS 115 assistance for 85 organization managers and annual audits.
- Annually prepare 1099-M tax forms.
- Monthly cash reconciliation for local and State bank.
- Account for department inventory (fixed assets) which includes a yearly audit.
- Preparation of annual Finance Statements for CAFR.
- Monthly training sessions for all financial super users.
- Prepare Agreed Upon Procedures for the Auxiliary System.
- Tuition and fee projections reports bi-annually.
- Preparation of Financial Aid annual FISAP report.
- Bond/Lease payment preparation.
- Audit, monitor and review PCI (Payment Card Industry) standards for University.
- Process group travel advances within 5 business days of travel.
- Distribute student revenue to department funds within two weeks of student receipt of money.

Budget Office

- Process budget transfers within 7 business days.
- Budget check on funding included on all Electronic Personnel Action Forms (EPAF).
- Process permanent position budget adjustments from EPAF and Compensation Action Request (CAR) forms.
- Process all labor distribution changes (PHAREDS).
- Complete Annual Statement of Operations of prior year financials for each org center.
- Ensure most effective utilization of available fund sources at fiscal year-end.
- Administer the carryover of budget and encumbrances to the next fiscal year.
- Process position budget approvals in PeopleAdmin.
- Direct the University budget process and prepare University Budget process agenda and items for the University Budget Committee (UBC) and Support Center Review Council (SCRC).
- Direct the various functions that make up the budget including the maintenance & repair (M&R) budget, fees, general activity fee (GAF), user charges, salary policy, next fiscal year's state budget request, revenue distribution and Institutional rep.
- Prepare reports for Board of Regents requests related to budget.
- Quarterly financial reports to the University President.
- Revenue system financial oversight for bonded facilities.
- FTE utilization reporting.

- Vacant position reporting.
- Monthly clearing position summaries.
- Oversight of the institutions spending authority.
- Manage the university credit card used for travel purchases.
- Serve as a budget partner to various departments throughout campus as a resource for budget and financial related items.

Business Office

- Post billing statements for students, including high school dual credit courses.
- Collect tuition and manage past due accounts with holds and move accounts to collection agencies.
- Perkins/Nursing Loans-Create, upload and disburse loans to borrowers.
- Manage prior Perkins/Nursing loans with UAS.
- Issue refunds to students for excess financial aid or dropped classes
- Enter department deposits in Banner for various departments.
- Bill and collect third-party payments.
- Enter all housing and admissions deposits for housing contracts, commuters, law, med, PT, OT, PA, DH and nursing students. Allocate and apply deposit forfeiture charges to student accounts.
- Manage FACTS payment plan increases and decreases for USD students.
- Sell parking permits online, payroll deduct, or face to face. Collect ticket fines. Apply ticket charges to student accounts.
- Manage Greek Chapter disbursements.
- Reconcile Authnet deposits daily.
- Add miscellaneous charges to student accounts, including student health insurance and library fines.
- Compare housing file to meal plan charges each semester to ensure all students living in University housing have been charged for a meal plan.
- Reconcile meal plan charges and pay Aramark.

Financial Services

- Process travel requests including a 24-hour turnaround with an approved travel number.
- Receive, review and submit W9 to Accounts Payable Shared Services for entry on a bi-weekly basis.
- Completion of SAS 115 monthly reports for all Financial Services orgs.
- Completion of Financial Ratios for the University.
- Set-up of new index, fund, organization and activity codes in Banner.
- Review invoices with issues received from Accounts Payable Shared Services, troubleshoot problems and find resolutions in order for invoices to be paid as received.
- Process individual travel advances within 5 business days and provide related payroll deduction amount to payroll by the 21st of each month.
- Review and process stale-dated checks on a monthly basis.
- Oversight of all financial related issues and matters for the University as a whole.

Marketing Communications & University Relations

- Marketing Communications & University Relations provides leadership and resources to

promote USD's image and mission through publications, news releases, social media, websites, portal, advertising and logo licensing and internal communications.

- Issue press releases, handle media inquiries daily, assist university staff with media interviews.
- Website and Portal – Manage main website, www.usd.edu, and internal website, myU Portal.
- Charlie's – oversees the retail marketing operations for USD including the campus bookstore.
- Creative Services – in-house design team which supports the campus on designing publications or any outbound communications pieces.
- Implement enrollment marketing plans for Admissions
- Publications
 - Monthly publication of the USD employee newsletter Aviso.
 - Six magazine publications, including The South Dakotan, The South Dakotan M.D., The South Dakotan Lawyer, The South Dakotan Arts & Sciences, The South Dakotan Health and The South Dakotan Business
 - USD Annual Fire Safety & Security Report for compliance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act.
 - Annual Auxiliary Business plan & presentation for the Board of Regents.
 - Periodic Residential Facility Report to the Board of Regents.

Enrollment & Admissions

- Responsible for high school visits, college fairs, outgoing phone calls, personal handwritten notes to students and social network contracts for potential incoming students.
- Provide on-campus tours to incoming students and families, as well as alumni and other groups.
- Coordinate and administer campus visits which include: Fall open houses, admitted student days, junior visit days, scholarship recognition days, fast track registration days, overnight registration program, virtual registrations, individual registrations and transfer registrations.
- Provide copy, images, updates and maintenance for enrollment services websites, which include Admissions, Financial Aid, Registrar, Veterans Services and third-party scholarship application.
- Monitor annual communication plans.
- Provide concept/copy for Office of Admissions publications, which include brochures, postcards, cards, visit folders and posters.
- Coordinate production for Office of Admissions materials.
- Create/Monitor Admissions social media sites.
- Produce materials for Office of Admissions including PowerPoint presentations, photography/images, custom maps, video projects, program/major fact sheets and surveys/web forms.
- Answer inbound Admissions calls and provide outbound calls following-up from campus visit surveys, visit days, applications and messages.

Financial Aid

- Oversee and administer the financial student aid programs authorized under the Title IV act.
- Responsibility for institutional eligibility, program eligibility and student eligibility.
- Process and disburse federal student loans, Plus loans, Parent Plus loans and private loans.

Purchasing

- **Purchasing**
 - The Purchasing Department oversees the acquisition process for the purchase of supplies, equipment and services for all university departments while adhering to state procurement laws and SDBOR policies. Competitive bidding procedures are used to maximize savings and reduce departmental costs.
 - University departments are provided procurement cards to purchase supplies, equipment and certain services. Purchasing manages the procurement card application process and reviews all monthly expenditures.
 - Training is provided to university departments on purchasing procedures and the use of the SDezBuy/Banner systems. Help desk support is also provided as necessary.
 - Purchasing manages numerous electronic shopping catalogs that provide discounted pricing to departments. Information is solicited from departments on the development of additional catalogs.
 - Purchasing assists departments with managing outstanding encumbrances by providing detailed encumbrance reports. Additional help is provided at year-end as departments prepare for the close of the fiscal year.
- **Auxiliary Services**
 - Auxiliary Services provides oversight of all contracts and agreements prior to execution of the contract or agreement to ensure compliance with all state rules, regulations and policies. Assistance is provided to the department when preparing the contract and with negotiations of the terms and conditions of the contract with the contractor.
 - Auxiliary Services provides support to Administration on the acquisition of additional properties. Assistance is provided with researching property information, negotiating with property owners and closing the purchase process.
 - University departments are offered university issued cell phones and stipends for employees. Auxiliary Services manages the approval process and orders all equipment and cell phone plans. Auxiliary Services also determines the appropriate stipend amount to be provided to employees.
 - Auxiliary Services is the campus liaison with State Fleet & Travel Management to ensure the needs of the university are met with the use of state vehicles.
 - Assistance is provided to departments on requests to pay for registrations, job announcements and other unique services when a credit card is required.
 - Auxiliary Services manages the surplus property process for excess equipment and furniture. Departments are given an opportunity to reclaim excess furniture for departmental use prior to it being offered to state agencies or sold on a public sale.
 - Postal Service's provides mailing list cleansing software to verify mailing addresses and eliminate duplicate records. This service results in reduced postage expenses and is offered at no additional cost to university departments.
 - UPS and Federal Express outbound shipments are processed at Postal Services for departments and students.
 - Departments are billed monthly for their postage & shipping costs.

Human Resources

- **Payroll**
 - Payroll actions loaded by the originator before the end of the day on the 15th of each month will be included in the current period payroll.

- Payroll actions loaded by the originator on or after the 16th of the month will be included in the following period's payroll.
 - Emergency requests to include late actions on the current period payroll will be considered on a case by case basis. The department will be assessed the UBC approved user charges if the late transaction is processed in the current pay period.
- Time sheets and leave requests
 - Each payroll period, a sampling of timesheets and leave requests will be audited for accuracy and process compliance.
 - A Human Resources representative will review any errors or concerns with the appropriate staff. Additional training, formal or informal, may be offered.
 - Timesheet and leave request training for hourly and exempt employees, and for the supervisor approval process, will be offered on the main campus each month.
 - Timesheet training for students will be offered near the beginning of each fall semester.
- Job Classification
 - Within 10 working days of the receipt of Your Future classification requests, a Human Resources representative will acknowledge the request to the supervisor and/or employee. The acknowledgement will include a description of the process and discussion of an estimated timeline for HR to make a classification recommendation.
- Recruitment
 - Before recruitment begins, NFE and CSA job descriptions must be reviewed by the supervisor to ensure it is accurate and complete. If changes are required, the process of updating the job description must be completed before recruitment requests may begin.
 - Human Resources representatives will process "to the next step" all electronic Your Future recruitment actions within 2 full working days from receipt of the action in Human Resources.
 - All actions approved by the President before noon Friday will be placed on the BOR recruitment request for that week.
 - Monitor student employment practices and procedures.
- Benefits Orientation
 - Benefits orientation sessions for new hires will be conducted on the main campus on the first and third Wednesday of each month.
 - Remote staff may view the USD/BOR onboarding website, attend the main campus sessions, or attend locally conducted sessions as scheduled.
 - Employees may make appointments with a Human Resources representative to review benefits information and ask questions.
- Benefits Enrollment
 - Employee benefits will be effective when all the following conditions are met:
 - New employees have completed their online elections and submitted all required documents to HR.
 - The department has payroll actions loaded.
 - Bureau of Human Resources has included the employee on their benefits upload.
 - Payroll has entered benefit and deduction information.
- Technology Access

- Human Resources staff will process the initial verification of employment for the online technology request within 2 working days of the receipt of complete information from the department on the online Technology Access/Change Form. Other steps which must be completed for employee access to be complete include:
 - The HR/Payroll portion of technology setup includes access to SNAP timesheets, SNAP supervisor approvals, Your Future, and Banner HR/Payroll screens.
 - Payroll documents for new employees must be loaded by the department for technology setup requests to be processed.
 - Additional departments with responsibilities for approval of the technology setup request include:
 - ITS (email and on campus computer access)
 - BOR RIS (SNAP accounts, security roles and BOR systems access)
 - Purchasing (EZBuy)
 - Finance (Banner finance security levels)
 - Registrar (approve Datatel access)
- On completion by Regent's Information System processing, USD Human Resources will complete the final portions of the HR/Payroll setups within 2 working days.
- Staff Professional Development & Competencies
 - Human Resources will sponsor campus-wide or targeted process or professional development training on a regular basis.
 - In collaboration with other campus units, HR will assess, develop and deliver training opportunities and curriculum to ensure priorities for training are addressed.
 - Training modules may be customized and delivered to specific groups or to departments by request.
 - When feasible, "information" oriented training modules will be delivered by DDN to remote campus sites.
 - Human Resources will seek participant feedback for all training sessions. The feedback will be used to assess and improve training.
 - Human Resources will annually review the "catalogue" of training to ensure training needs are up-to-date.
- Immigration
 - Human Resources will maintain an updated immigration quick guide to assist hiring managers in planning the recruitment process when there is a potential for applicants to require immigration and/or visa sponsorship. The quick guide will include pre and post-job offer immigration information.
- Performance Management
 - CSA and NFE performance appraisals will be reviewed by a Human Resources representative within 15 working days of receipt in Human Resources. As necessary, the Human Resources representative will contact the supervisor to offer assistance with developing and implementing a plan to remedy performance deficiencies.
 - Supervisors receive notification of due dates for performance appraisals on the SNAP portal HR tab. Human Resources staff may also notify supervisors about outstanding or overdue performance documents.
 - Work Improvement Plans for NFE and CSA employees must be reviewed by a Human Resources representative before they are given to the employee. The HR representative will contact the supervisors in writing within 5 working days of the receipt of the request to make arrangements to finalize the plan.

- ADA Accommodations and FMLA
 - When an ADA accommodation request is received, within 2 working days, a Human Resources representative will contact the employee to acknowledge the request and begin the process.
 - Within 10 days of a certification decision that qualifies an employee for consideration of accommodations under ADA, the HR representative will schedule a meeting with employee to discuss requested accommodations.
 - Following the meeting with the employee, the HR representative will arrange, at the earliest possible time, a meeting with the employee and the supervisor to interactively discuss possible accommodations.
 - Notice of possible FMLA qualifying events may come to HR from the employee or supervisor.
 - The FMLA Eligibly Notice, along with certification documentation and information, will be sent to the employee by email within 5 working days of notification to HR of a possible event. The materials will normally be sent by email, unless other means are requested by the employee.
 - FMLA Designation Notifications will be sent to the employee and supervisors within 5 working days of receiving sufficient FMLA medical documentation.

Academic Affairs

- **Provost Office**
 - Provide academic curricular oversight to the Colleges and Schools, including review of potential new programs.
 - Provides academic program reviews, assessments and accreditation visits to promote academic quality.
 - Course management including the implementation of the program scheduling to ensure degree completion within 2- or 4-year program plan.
 - Management of all BOR paperwork required for dual credit delivery, including faculty hiring, certification and contracts.
- **Registrar**
 - Coordinates schedule of all classes, including the oversight of the academic calendar and coordination of finals schedules.
 - Provides official transcripts that can be mailed or picked up from the Office of the Registrar.
 - Oversight of graduation and commencement ceremony.
 - Conducts degree audits for students prior to graduation.
 - Assists veterans and their families with application and receipt of education benefits.
 - Provides personalized schedules, instructors and grades to students.