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Finance minutes 03/28/2012

Finance Committee

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UMM Finance Committee Minutes-3/28/12

Members Present: Roland Guyotte, Timna Wyckoff, Mary Zosel, Reed Olmscheid, Pieranna Garavaso, Michael Korth, Manjari Govada, Sara Haugen, Gwen Rudney, Laura Thielke

Members Absent: Andrew Sharpe, Lowell Rasmussen

Guests: Chancellor Jacqueline Johnson, Bryan Hermann, Bart Finzel, Colleen Miller, Amanda Krosch, Sheila Windingstad, Note taker

Chancellor Johnson handed out notes on the *One Stop Office* for the Finance Committee, dated 3/28/12. The Chancellor will try to clarify the concept of a *One Stop Office* for the Committee. Presently, no one office has the entire knowledge and expertise to answer many of our students' questions from beginning to end. It requires knowledge and expertise from several offices including the Office of the Registrar, Financial Aid and the Business Office. An integrated approach to serving our students would focus on drawing the functional areas of several offices together into one physical location.

Timna asked, "Do you see this as an efficiency issue or an added service?" Chancellor Johnson responded that it is probably considered more of an efficiency issue, even though it does add some staffing. Staff in the *One Stop Office* would have integrated and cross-functional training to focus on customer service. The Chancellor reminded the group that one of the positions is coming out of current staffing from the Financial Aid office; and there is a chance that UMM may get some funding assistance from the COMPACT process.

Roland asked if Academic Advising, the new Master Advisors group, and the Student One Stop are all separate programs. Bart pictures them as mostly separate. One of the advantages the Chancellor sees is that students and advisors could call upon the *One Stop Office* rather than having to contact several different offices. Mary asked if the American Indian Financial Aid Counselor would be in the *One Stop Office* or the Financial Aid office. Jacquie said that still hasn't been determined. Manjari asked for clarification, in that, if students had an academic issue, they should go to the Advising Office but if it's more financial, they should go to the *One Stop Office*. Is that correct? Jacquie replied, "Yes, that is how it's planned."

Michael asked what the magnitude of the problem is that needs to be solved and how many students have issues with getting assistance, etc.? The Chancellor stated we don't have empirical data, as we have not conducted surveys. There is anecdotal evidence that students often need to go between two or more of the three offices to resolve issues and that we are not supporting our students in the way we should. She believes, and has always felt, that we could improve our customer service to our students. This could very well have a direct impact on the retention and satisfaction level of students. The following questions were asked, "Do we need three full-time positions year round? What justification is there for that? Have we considered other possible options?" Chancellor Johnson responded that there are several individuals who may be better able to answer some of these questions. UMM has been looking at the Twin Cities One Stop model and is investigating what size makes the most sense for UMM.

Timna indicated that a decision needs to be made about the campus fee, but she believes we are getting bogged down with the *One Stop Office* discussion. The Committee was hoping to get input from the Planning Committee regarding the *One Stop Office*. Michael spoke to Margaret K, Chair of the Planning Committee, and she believes that the *One Stop Office* proposal was inadequate. Mary feels we do need to know the basics of the *One Stop Office* set up to make any type of decision. The Chancellor stated that these are all very good questions. Manjari asked what the time line for implementation would be. Jacquie responded that the increase in the campus fee would go into effect Fall, 2012 and *the One Stop Office* would be targeted to open Fall, 2013.

Gwen offered up, "I applaud people on campus because we look for new ideas. Is the *One Stop Office* model in the Twin Cities necessary for us? Should we ask for other models at a lesser cost?" She believes it is an expensive proposal at this point. We are moving on the idea without very much data. "Are there other ways to deliver this important service with less financial investment?" The Chancellor responded that the currently proposed model was emerging as a best practice. And, we have already dedicated a Financial Aid person, Tara Winchester.

Timna agrees with Gwen and would like more options to weigh. She asked Bart if he put this "high" on the list of services needed for students on campus. Bart has just now been introduced to the costs of this proposal; however, he does believe it could be valuable and is needed. He does think an increase in the student fee is necessary.

Pieranna also agrees with Gwen, Michael & Timna and still feels the *One Stop Office* would be an asset to recruiting students and valuable to advising students.

Roland asked for further comments?

There are several revenue sources that would be going toward this *One Stop Office*. It isn't totally funded by the increase in the campus fee. Chancellor Johnson asked the committee to recall that we charge a very low campus fee in comparison to other University of Minnesota colleges and campuses. She believes we need to invest in programs that will aid in improving our retention and student satisfaction.

Michael says he would be comfortable with a slow start, and not funding a full-blown (2-4 person) office. Roland asked if it was possible that the increase in campus fees could be used more broadly related to student services. Pieranna stated that she has never had enough money for tutors. Timna added that it would give some additional time to prioritize uses of the increased campus fee. The Chancellor suggested using wording (in a recommendation) to the effect that the increase to the campus fee be used to improve UMM student services/Registrar/Financial Aid/Business Office/Academic Assistance. Manjari stated that she doesn't want to be the only student to say "Yes" to an increase in the student fee. She is more in favor of a lower fee. If she looks at a \$35 increase over four years, that would be \$280. Gwen pointed out that if students are going to the *One Stop Office*, advisors should have more time for academic advising. Mary sees it as a benefit to students, but with potential issues. She asked, "Do we raise the rate modestly this year and then increase it more each following year if it works, or do we bite the bullet and raise it all now?"

Roland reminded the group that it was nearing time for the meeting to end and they need to make a decision.

Timna Wyckoff endorses, "Raising the UMM Student Fee at the rate of \$35.00 per semester to be used to improve UMM student services/Registrar/Financial Aid/Business Office/Academic Assistance."
Pieranna Garavaso seconded that motion.

Manjari Govada moved to substitute the motion to "Raising the UMM Student Fee at the rate of \$20.00 per semester to be used to improve UMM student services/Registrar/Financial Aid/Business Office/Academic Assistance." Michael Korth seconded that motion. Vote: 5 in favor, 3 abstentions. The substitute motion passed.

Meeting Adjourned.

Next meeting is 4/25/12 @ 1:00 p.m. in the Welcome Center Conference Room #122