

Sul Ross State University
Business Process Analysis – Finance Module

Process Name: BPA FIN – UC Events.

Date: 09/09/05

Time: 9:00 a.m.

Location: ACR 207

Participants: Oscar P. Jimenez, Julie Senecal, Liz Garcia, Maggie Miller, Doug Lane

Session Lead: Oscar P. Jimenez, BPA, Julie Senecal –Narrative, John Young-Visio.

Narrative/Description:

UC Services gets request from conferences and camps to use the facility. They are referred to the website for work policies, fees and schedule. UC Services develops an agreement form for the big events. Smaller event fill out their own form on website. Then UC Services mails it or faxes it. Fee and schedule on the website. They fill the event form. Clients received form for reservation, liability, etc. UC Services finds the facility to accommodate their schedule. Aramark takes care of the catering. UC Services gives them a schedule of time and place where the food service is needed. If yes, ask if they want UC services to coordinate with Aramark. UC Services can both email a pdf of the catering guide and so see what types of menu; etc and UC Services coordinate with Aramark. If no then UC Services gives then Aramark name, email, phone, etc. Verify if on campus housing is required. If yes then finds out how many students male/female. After UC Services communicate any changes to Aramark. They have to have a guaranteed number of people three days before the event. UC Services sends them a preliminary invoice to the client. After the event is over, UC Services bills for everything except catering service. UC Services sends the payment to the proper department. Email and calls are made to the client when payment has not been received and to dispute any disagreement. UC Services also sends them an evaluation form. Aramark does their own billing. UC Services frequently has to coordinator with other campus departments i.e. recreational sport center, the secretary of the dean of professional studies and the dean of art and science. The campus activity is the first place people go to. The secretary is the one who handles a request for meetings. UC Services prepares a file for client correspondence, etc. Then UC Services set up a diagram for client approval to see what their set up is going to look like. A diagram is done for set up crew with instruction. If no, UC Services finds out what kind of changes they want until they are satisfied. The set up crew does the set up the same day or the day before. Then they hold the event. Then UC Services sends the final invoice.

Electronic Inputs: none

Manual/Paper Inputs: Facility Use Request Form, Liability Waiver, Kokernot Lodge Use Form, Facilities Use Agreement

Key Decision Points (list all): Will UC Services coordinate food service? Approval of setup from client.

Related Policy(s): Facilities Use, University Center policy

Interface to Other Systems: Campus Activities Web Calendar, FastBook

Web Features: UC Services website with forms/policies

Sul Ross State University
Business Process Analysis – Finance Module

Electronic Outputs: none

Manual/Paper Outputs: Setup Diagrams

Customer(s): campus organizations, outside groups, individuals, other SRSU depts.

Regulatory Items: none

Frequency/Volume: 100 events/month

Potential Break Points: Facility availability

Automation: none

Issues: missed information deadlines, changes in approved setup, late payments