

STUDENT FEES ADVISORY COMMITTEE (SFAC)
FY2027 PROGRAM QUESTIONNAIRE

Questionnaire completed by Gil Lizalde, Director, glizalde@uh.edu, 713-743-0874:

- 1. Please provide in brief terms: your unit's mission, goals that support your mission, and a justification of your unit's student fee allocation in terms of benefits for students.**

MISSION

DSA Business Services provides administrative, financial, auditing, human resources, and payroll support for the Division of Student Affairs.

VISION

DSA Business Services is committed to providing tier-one quality to our partners through dedicated teamwork, collaboration, and ongoing stewardship.

CORE VALUES

The Student Affairs Business Services team is committed to an ethic of care, encompassing a commitment to civility, individual growth, and learning, while upholding our core values, which guide our daily decision-making practices.

- **Accountability**—We take responsibility for our decisions and actions with honesty and transparency.
- **Integrity**—We adhere to high ethical principles.
- **Customer Service**— We strive to understand our partners' needs and consistently deliver on our promises. We self-evaluate as well as survey our partners to continually improve our services.
- **Respect**— We endeavor to treat all with dignity and courtesy.
- **Excellence**—We commit to providing quality and efficiency in our services, reporting and support in accordance with state and institutional policies and procedures.
- **Collaboration**—We build strong, robust relationships with honesty and transparency.
- **Innovation**—We embrace and invest in technology, professional development and opportunities promoting a culture of continuous improvement.

Business Services processes all financial and human resource/payroll transactions for each department/program within the Division of Student Affairs. Some of our Business Services teams are housed within the specific program areas to actively support their assigned departments. These Business Services teams also serve on various program-specific committees and volunteer for events when possible. Centralization of certain shared services enables individual teams to focus on their day-to-day operations, thereby improving efficiency and overall service. These shared services include contract processing, financial reporting, and cost center reconciliations. The use of these shared service teams has a positive impact on efficiency, compliance, and transparency. Each area has subject matter experts to address the division's needs, as well as provide for segregation of duties and reconciliation, ensuring auditable transparency.

- 2. Please discuss the means that you are utilizing to evaluate your success in achieving the DSA strategic initiatives as well as action steps in contributing to the retention of students. Where data exists, discuss any assessment measures and/or learning outcomes used to evaluate program success. Please provide the method for collecting this data.**

Support Stats

- 23 DSA Departments and 1 System Area
- 6 University-Sponsored Organizations
- 7 Colleges (portfolios) within the division
- 1,601 DSA employees (283 FT employees and 1,318 PT employees)

By The Numbers – Transactional

- 327 cost centers (budgets)
- 107 University Purchase Cards accounting for 5,525 transactions
- 40 University Travel Cards accounting for 1,743 transactions
- 306 contracts processed in FY2025
- 14,034 financial transactions processed in FY2025
- 4,196 human resource transactions processed in FY2025
- 16,920 payroll transactions processed in FY2025

- 3. Please discuss any budget or organizational changes experienced since your last (FY2026) SFAC request, their impact on your programs, and your reason for implementing them. SFAC recognizes that some programs did not receive the funds that they requested, that some programs were impacted by additional expenses after the conclusion of the budget cycle, and that some programs may be ahead of or behind their self-generated income projections.**

DSA Business Services did not have any funding changes since the last SFAC request.

- 4. Please use the following file naming conventions when submitting your pdf files to the Dean of Students:**

FY27Q_DepartmentName	Questionnaire
FY27AOT25a_DepartmentName	Add'l One time request - change "a" to "b", "c", etc. for additional one-time requests
FY27WS_DepartmentName	Excel worksheet
FY27OTa_DepartmentName	One time request - change "a" to "b", "c", etc. for multiple one-time requests
FY27PRES_DepartmentName	Presentation