



Financial Affairs Advisory Committee (FAAC)

Minutes of Meeting: 2/21/2024

Circulated: 4/10/2024

Approved: 4/17/24

Present: James Gulvas (Chair), Julie Boland, Amir Jawed, Romesh Saigal, Francine Dolins, Geoffrey Chatas (VP and CFO), Hsiao Sung, Daniel Nemser

Absent: Ruth Carlos, Vilma Mesa (SACUA Liaison), Ruth Person, Ragini Vittal, Pamela Wong, Samuel Konigbagbe

Guest: Pamela Gabel, Assistant Vice President of the Shared Services Center

Faculty Senate Office: Ann Marshall

Call to Order, Approval of Agenda and Minutes, Announcements

The minutes for the November FAAC meeting were approved. There were no announcements.

Updates from Faculty Senate vote

The divestment resolution ([#121123-2](#)) was approved by the Senate Assembly on January 29, 2024, and the resolution has been communicated to the Regents by SA Chair Tom Braun.

Updates from Administration

Summary: The University purchased two houses near the Law School because it seemed likely a developer was otherwise going to acquire the property. Potential plans are being reviewed for a hotel and conference center, of about 40,000 square feet, that is being proposed for North Campus. VP Chatas offered to provide an overview of the next year's budget process at an upcoming FAAC meeting.

Presentation and discussion on the Shared Services Center (SSC) with Pam Gabel, Assistant Vice President of SSC.

Summary:

- Pam Gabel provided an overview of Shared Services, including that SSC provides services for every department on campus, including Flint, Dearborn, Michigan Medicine and Athletics. While they do something for everyone, they don't do everything for any unit. Services cover support for HR, an active call center, handling suppliers, paying bills, handling funds for research, and managing services related to accounting, chart fields, payroll, and travel expenses.
- SSH has grown from about 20 staff to close to 320 staff, with a mission focused on innovating and using technology to efficiently and effectively provide services. During this time of growth, their budget has gone from 13 million to 12.9 million, saving the university money as they continue to offer more. SSH has been committed to zero job



loss and have focused on educating current staff on how to do their job better with the use of automation. SSH is interested in hearing suggestions for how they can improve and about how they can grow. SSH has been sought out by other institutions as a model. Current projects include planning for an eventual replacement of mPathways and testing Chrome River, which will replace Concur.

Discussion:

- Faculty comments included concerns about the growth in bureaucracy, that they feel they don't have administrative control in their own unit, and feeling they don't have someone to talk to. Faculty also shared stories of frustration concerning delayed response times and being questioned about expenses.
- Pam invited faculty to contact her directly if something goes wrong and said that SSH is committed to fixing issues if a request isn't responded to in a timely way or if the request ends up with the wrong person. Note that since units may opt to handle an issue locally or centrally, it is not always clear when a mistake is local or if it is due to an SSH error.
- A question was asked about where SSH savings come from if it doesn't come from people losing their jobs. Pam responded that the savings come from automation and, since the changes are made over time, the headcount can stay flat. SSH staff are typically paid entry-level wages, but SSH also encourages their staff to seek higher paying jobs across campus.

Possible Action Item: FAAC members recommended that SSH might work to improve the campus impression of SSH, sharing ideas such as: meeting with faculty within the units, developing a hotline to call if issues/questions arise, and in general talking more directly with faculty.

Adjournment

Respectfully submitted,

Ann Marshall
Faculty Governance Coordinator
Faculty Senate Office