

CONTROLLER'S OFFICE MINUTES



Associated Students
09/24/20, 1:00 pm
Zoom Conference Call

CALL TO ORDER at 1:01 pm by Samantha Zhang

A. MEETING BUSINESS

A-1. Roll Call (Pre-entered Names)

Name	Note: absent (excused/not excused) arrived late (time) departed early (time) proxy (full name)	Name	Note: absent (excused/not excused) arrived late (time) departed early (time) proxy (full name)
Samantha Zhang	Present	Evan Whitlock	Present
Tomislav Medan	Excused	Tejal Kolte	Present
Bernie Nguyen	Present	Spencer Wilfhart	Absent
Michael Zargari	Present	Nhung Tran	Present
Irene Chen	Absent	Anne Lin	Excused
Shivani Awasthi	Present	Sarah Khoumsi	Absent

Icebreaker Question: What you're looking forward to this fall quarter.

A-2. Acceptance of Excused Absences

MOTION/SECOND: Sam Zhang/Evan Whitlock

Motion to bundle and approve excused absences this meeting.

Action: Consent

B. PUBLIC FORUM

B-1. Shivani mentions talk with IB social justice analyst

C. DISCUSSION ITEMS

C-1. Position modifications vote

- Sarah Khoumsi was a Business Analyst who has never contacted me after successive emails about her position. Therefore, I reached out to the runner-up interviewee from Spring applications to assume the position - Angeline Zhang.
- Irene Chen was a Senior Business Analyst who resigned for personal reasons. I promoted one of our internal Business Analysts, Nhung Tran, to take her place, based off of performance and engagement thus far in our duties. In order to fill Nhung's position, I referred to the second runner-up from Spring applications - Ahmed Burdette.

- **Removal action item:** Remove Sarah Khoumsi from office as BA due to non-responsiveness
 - **MOTION/SECOND:** *Shelby/Nhung*
 - **Motion language:** *Motion to remove Sarah Khoumsi from the Office of the Controller as a Business Analyst*
 - **Action:** *Motion passes*
- **Addition action item:** Add Angeline Zhang to the office as a BA (runner-up)
 - **MOTION/SECOND:** *Shelby/Evan*
 - **Motion language:** *Motion to add Angeline Zhang to the Office of the Controller as a Business Analyst*
 - **Action:** *Motion passes*
- **Removal action item:** Remove Irene Chen from office as a SBA
 - **MOTION/SECOND:** *Shelby/Shivani*
 - **Motion language:** *Motion to remove Irene Chen from the Office of the Controller as a Senior Business Analyst*
 - **Action:** *Motion passes*
- **Addition action item:** Promote Nhung Tran to SBA (runner-up)
 - **MOTION/SECOND:** *Shelby/Evan*
 - **Motion language:** *Motion to promote Nhung Tran to Senior Business Analyst from her former position as Business Analyst*
 - **Action:** *Motion passes*
- **Addition action item:** Add Ahmed Burdette to the office as a BA (runner-up)
 - **MOTION/SECOND:** *Shelby/vanE*
 - **Motion language:** *Motion to add Ahmed Burdette to the Office of the Controller as a Business Analyst*
 - **Action:** *Motion passes*

C-2. Honoraria Requirements and AS Email Checkin

- Feedback: Title 9 training
 - Not interactive
 - Not catered towards students and resources
- AS Email: Evan was having trouble with it

C-4. Marketing update?

- Should be updated within the week by JudyAnn

C-5. Project Management Debrief with the SBAs

How do we go about producing a deliverable? (SENIOR SBA GROUP MEETING)

- Project Plan: Gantt Chart (with key steps and milestones)
<https://docs.google.com/uc?id=1pLI9DXi6wFbJ9wZm0ojwwd-mdmg2DucB&export=download>
- Potential strategy - Operational Design

- Potential Questions based on “Step 1: Problem definition”
 - Identify and Classify stakeholders
 - **Interest** in program success vs. **influence** on program success chart
 - Employees, volunteers, clients
 - What external stakeholders do you work with?
 - Donors, Grant donors, etc.
 - Data about their workshop attendance
 - Understand their vision and long-term objectives
 - What do you plan on achieving with our deliverable?
 - How might this help your unit’s goals?
 - What are your internal long term goals?
 - What do you hope your organization will look like in the future? 10 years from now? 5 years?
 - What is your primary goal with our deliverable?
 - Understand their current situation
 - How are your financials organized now?
 - What does the process look like?
 - What are some common problems they face?
 - What is preventing them from achieving their long-term objectives?
 - What does your business structure look like? With employees, etc
 - What are your primary variable costs and expenditures?
 - Review the literature
 - Articulate the problem in a SMART way
 - Test your problem definition with your client
- What kind of insight do you want?
- What kind of quantitative analysis or data can you give us?
- How do you quantify your goals?

Office of the Controller 2020-21 Goals

AS Business Entities

For AS Business entities, we first want to ensure student fees are put to good use. Please request financial statements at your first meeting, so we can evaluate any problems or wasteful spending. We then want to focus on improving the following:

- Student Experience
 - How many students use their services?
 - Are students satisfied with their service?
 - What are students’ needs, and how else can businesses meet them?
- Profitability
 - What is the cost/benefit analysis of existing businesses?
 - How can we plan to increase profitability?

- How can we measure improvements in profitability for future offices?
- Student Wellbeing
 - How do these businesses serve economically disadvantaged students?
 - Are there more ways they could help students in need?
- Sustainability
 - Are there any ways we can help these businesses be more sustainable?

New Ventures

Seek out proposals for new business enterprises/endeavors. We can entertain any ideas you come up with or find that are profitable, sustainable, and most importantly improve student life.

Next Steps

Short Term

- Begin initial online research of your team's businesses
- Start the process of analyzing your businesses. You should meet with the business managers to find out what they need, but how can we gauge student and student employee satisfaction?
- Brainstorm new ventures or ways to find new ventures from other students.
- Keep an eye out for an email from me with a link to set up your appointment for your AS email. We want to get this done ASAP, so we can start communicating via Slack.
- For SBAs:
 - Find a weekly meeting time that works for your team. The teams will meet during odd weeks beginning Week 3, and we will have full office meetings during even weeks.
 - Schedule meetings with your team and the business manager at your assigned businesses ASAP. You should ask them to bring financial statements to the meeting, as those can take a long time to access. Let me know if you need help finding the contact info of whoever's in charge.

Long Term

- Around week 8, aim to have a presentation or brief regarding your businesses or new venture ideas. This should include what the business managers want or need, your team's initial thoughts, and what we should consider providing for them. You should also add the name and contact

info for the business managers as well as a background for the business, which can be passed down to help future offices. This will be a fairly short and flexible project, and we'll discuss this more as we get more information from the businesses.

D. ADJOURNMENT

MOTION/SECOND: Sam Zhang/Bernie Nguyen

Consent

2:53 p.m.