



VIRGINIA COMMONWEALTH UNIVERSITY
 UNIVERSITY CONTROLLER'S OFFICE
 OFFICE OF COST ANALYSIS
 SERVICE CENTER QUESTIONNAIRE

The information requested in this questionnaire has been designed to enable us to determine if the activity should be considered a Specialized Service Facility as defined in the Office of Management and Budget Circular No. A-21.

Please complete all questions. Where a question is not applicable to your operation, please indicate by "N/A". If you require a clarification of the meaning of a particular question, please contact Iris Eppes at 828-5757, e-mail address iceppes@vcu.edu.

Use fiscal year ended June 30, 2008 data when responding to financial questions.

PLEASE RETURN THIS QUESTIONNAIRE BY FEBRUARY 27, 2009.

1. Service Center Name: _____

Location:

Building Name

Room Number

2. Service Center Director: _____ Phone No. _____

3. Name (Contact Person): _____ Phone No. _____

4. Provide a brief description of services provided by the Service Center:

5. List all Banner indexes established to record transactions (revenues & expenses) and their budgets.

Index Number

Operating Budget

6. Are revenue amounts booked as a contra-entry to an expense index (expense credit)?

a. _____ Yes (please indicate index number(s))

b. _____ No

- m. Expendable Equipment (expenses for computer, educational, etc. equipment that are less than \$2,000)
- n. Other (Please explain) _____

13. Do the billing rates include any charges or fees in addition to costs?

- a. Yes (Please explain) _____
- b. No

14. Do the billing rates include any unallowable costs under federal regulations?

- a. Yes (Please explain) _____
- b. No

15. Are all users charged the same rate for services provided?

- a. Yes
- b. No (Please indicate what users are charged at different rates than the standard rate, and why they are treated differently.)

16. How frequently are revenues and expenses compared to determine if the Service Center is operating at a profit or loss?

- a. Monthly
- b. Quarterly
- c. Annually
- d. Other (indicate when) _____

17. During the past fiscal year, did the Service Center have a profit or loss?

- a. Profit \$ _____
- b. Loss \$ _____

18. Are adjustments to past or future charges made when the Service Center is found to have operated at a profit or loss for a fiscal year?

- a. Yes
- b. No

19. If the answer to #18 is Yes, how are the adjustments made?

- a. Retroactive adjustments to the billings to users
- b. Adjustments to future billing rates
- c. Combination of a and b (Please explain)
- d. Other (Please explain) _____

20. When were the billing rates last updated? _____

21. Is the person in charge of the Service Center also a user of the Center's services?

- a. Yes
- b. No

22. Describe the organizational structure of the Service Center and attach a copy of its organization chart:

23. Provide any other information you believe will be helpful to us in the study:

24. Affirm: The University's Service Center Policy, to the best of my knowledge, was followed in the management of the Center for fiscal year ended _____.

Signature

Date

Printed Name

Phone # or e-mail

Please print the completed questionnaire and send to Cost Analysis, Box 843035.