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Open the file from the location that you saved it. On the upper toolbar, click on "Sign".

Click or use the tab key in the answer fields and complete the questionnaire. When finished, click on "Done Signing" in the right navigation pane under "I Need to Sign".

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A new copy of the form will be saved to your PC. The word signed will be added to your file name. A message will appear that asks "Do you want to send this signed document?" Click on "Not Now".

Send the file as an email attachment to iceppes@vcu.edu.

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 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, 2015 data when responding to financial questions.

PLEASE RETURN THIS QUESTIONNAIRE BY AUGUST 28, 2015.

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

_____	_____
_____	_____
_____	_____

15. Do the billing rates include any charges or fees in addition to costs?
 a. Yes (Please explain) b. No
16. Do the billing rates include any unallowable costs under federal regulations?
 a. Yes (Please explain) b. No
17. 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.)
18. 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) _____
19. During the past fiscal year, did the Service Center have a profit or loss?
 a. Profit \$ _____ b. Loss \$ _____
20. 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
21. If the answer to #20 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)
22. When were the billing rates last updated? _____
23. Is the person in charge of the Service Center also a user of the Center's services?
 a. Yes b. No
24. Describe the organizational structure of the Service Center and attach a copy of its organization chart:

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

26. Affirm: The University's Service Center Policy, to the best of my knowledge, was followed in the management of the Center for the fiscal year ended June 30, 2015.

Date

Printed Name

Phone # or e-mail

Please email completed questionnaire to iceppes@vcu.edu.