

The NEW UVA Gift Processing Services Center

In 2014, the University contracted with the consulting firm of Grenzebach Glier and Associates (GG+A) to conduct a review of gift processing operations at UVA. The study confirmed that gift processing, as currently practiced at UVA, does not meet the standards of best practice gift administration, and identified specific areas of deficiency. After receiving these results, the University's Executive Vice President and COO, Pat Hogan, asked the UVA Fund and the Alumni Association to take on the challenge of creating a new *Center of Excellence in Gift Processing* to support the University community in the upcoming bicentennial campaign and beyond. This is a cross-grounds initiative, included in the portfolio of Organizational Excellence, and a priority in the University's current [Strategic Plan](#) (Strategy 14 under Pillar 5: [Steward the University's Resources to Promote Academic Excellence and Affordable Access.](#))

The project has provided an opportunity for a complete review of gift processing at the University. The Alumni Association worked closely with the office of the COO, as well as several constituents from Advancement, to create a platform from which we can provide best-in-class gift administration. A model emerged that has added an entirely new division within the UVA Fund, doubling our staff. The University has provided extensive support for this transition, including project staffing during the transition, and a commitment of significant financial support, including funding to remodel the space in the south wing of Alumni Hall to house both Gift Processing Services and the UVA Fund staff.

Numerous committee meetings and working groups, including stakeholders, ensured we had input from the larger UVA Advancement community in this effort. Four key performance indicators were defined: Accuracy – Productivity – Timeliness – Customer Service.

Our goal is to provide gift processing services that meet or exceed industry benchmarks in these areas based on open communication, standardization of forms and procedures, and implementation of available technology and automation, including the use of a remote lockbox to streamline processes.

The new UVA Gift Processing Services Center will operate under the direction of the UVA Fund, with additional support from an Operating Council, consisting of users of the services within the UVA community. Many of the current gift accounting staff transitioned to the new organization. The University has guaranteed that current staff, not included in the new Gift Processing Services Center, will be retained at the University.

UPDATE: The new office opened in March 2016.

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