



2006-2007 Accomplishments

Administrative and
Financial Services

2006-2007 ACCOMPLISHMENTS
Administrative & Financial Services
Vice President & Chief of Staff

- 1) Focus on improvement in the institution's financial reporting, budget forecasting, and financial planning capabilities:
 - a) Produce audit-ready financial statements in a timelier manner.
Produced audit-ready statements by late September, earlier than ever before, though a few weeks later than the goal of August 31. The 05-06 audit was completed with no written findings.
 - b) Produce additional funding model scenarios for allocation of institutional budgets.
Supported campus funding allocation decisions with substantial and detailed information, though work on funding model scenarios is an on-going task.
 - c) Adjust reporting and forecasting tools to address ever-changing campus demands; provide tuition revenue projections as a basis for more timely budget-driven decisions.
Forecasting tools have improved in quality and frequency; additionally, accurate tuition revenue projections have assisted central administration in more quickly applying available resources to needed initiatives.

- 2) Continue to actively support the next steps in implementation of the new campus administrative software package (Banner):
 - a) Implement the endowment and investment modules within Banner Finance.
Improved endowment reporting is in place. Additional reporting enhancements will be required once the institution begins its capital campaign.
 - b) Convert the loan management system to the Client Loan Manager package.
Conversion completed.
 - c) Expand usage of Crystal reports in the delivery of useful financial information.
Increased use of Crystal reports is substantially improving the information and analysis available to campus decision-makers.
 - d) Provide revamped Banner training opportunities to departmental users.
Provided on-site Banner training to various departments and successfully held the first Banner user's meeting. Very positive results are occurring with these training efforts.
 - e) Automate the posting/reallocation process for Purchasing Card transactions and implement the Work Flow package to expedite on-line requisition processing.
Improvements continue to be advocated for and occur as IT staff can work into their schedule.

- 3) Actively work to enhance the institution's physical assets:
- a) Work with DFCM and the design architect to ensure a successful Old Main/Teacher Ed design and construction project.
Both projects continue on budget and on schedule.
 - b) Study ESCO project possibilities for a cogeneration project that might reduce power demand.
The monitoring project with DFCM has been completed and a re-commissioning study to prioritize energy equipment upgrades is underway though a co-generation unit is not currently likely.
 - c) Proceed with early implementation of the exterior Graphics Master Plan.
Exterior graphics master plan is close to completion.
 - d) Expand the campus tree farm and add native & drought-resistant plants to the campus landscape.
Many additional xeriscaping areas have been designed into the campus landscape and additional native and drought-resistant plantings are being placed in design schemes.
 - e) Develop a larger pool of contractors, consultants, and a/e firms from which to draw on for campus projects, and create digital blue print files for each campus building.
A large list of contacts has now been developed. The project of creating digital blue prints of every campus building is nearing completion.
- 4) Provide an athletic program that enhances the institution's ability to successfully achieve its stated mission:
- a) Support continued academic success of SUU's student-athletes.
SUU student-athletes had a combined fall GPA of 3.048. In addition, gymnastics won their sixth academic national championship.
 - b) Improve communications efforts with staff and focus on creating community interest and involvement in athletic events.
Worked closely with student government and community groups to increase attendance at athletic events. Results included a 33% increase in ticket revenues for basketball and a 24% increase in ticket revenues for football.
 - c) Pursue revenue enhancements and maintain a balanced budget.
Fundraising events were redesigned to increase revenues, and the athletics business manager was given the responsibility of overseeing day-to-day budgetary operations. However the elimination of 15-passenger vans for team

travel, when combined with historically inadequate budget levels, continue to make balanced budgets a difficult challenge.

- 5) Review University fringe benefits options and plan designs, recommending changes that maximize value to the campus within available resources.
Implemented a new supplemental life insurance benefit program, implemented a flexible spending plan upgrade, and began work on providing additional retirement plan options through TIAA-CREF and new retirement plan options through Vanguard and Fidelity.
- 6) Develop a complete real property “database” containing property descriptions, appraisals, donor history and purpose.
Database of properties, descriptions, donor history, and historical appraised values is completed.
- 7) Continue a leadership role in the review and (where necessary) revision of policies that are part of the institutional Policies and Procedures Manual.
Continue to work through the institutional policies and procedures manual, with intent of reviewing all assigned policies; revising where appropriate. Much of remaining work is in the Finance and Human Resources sections.
- 8) Actively pursue the possibility of a comprehensive recycling program for the campus.
Have taken a leadership role with local recycling consortium, set up a process to deal with campus e-waste, and purchased a baler to handle the recycling of cardboard.
- 9) Successfully integrate new employees into the administrative and financial services team.
New employees have been successfully integrated into the campus team in nearly all areas, as the campus continues to grow in employee numbers. Orientation of new employees continues to emphasize ‘service’ roles and ‘personalized learning climate’ philosophies.

Other Accomplishments

Received necessary approvals for a \$17.4M revenue bond for additional housing.

Coordinated searches for several campus vice presidential positions.

Added Fidelity and Vanguard retirement plan options for employees.

Secured charter air flights for all fall football games; greatly increasing class time for student athletes.

Reorganized several campus departments.

Served on USHE task force that wrote revised state residency requirements policy.

Worked on Southern Utah University and Dixie State partnerships.

Provided facilities space allocation plan for SUCCESS Academy.

Completed numerous property transactions.

Served on USHE task force to define Regional State Universities.

Completed numerous facilities upgrades, including: climbing wall, forensics lab, digital photo lab, 150 stalls of additional paved parking.

Neared completion of Old Main and Teacher Education construction projects.

Received approval for a 5th-year aid for student athletes, a great asset in meeting APR requirements.

Added Enrollment Management, the Utah Shakespearean Festival, and the Utah Summer Games to areas of responsibility.

Served on numerous city committees, and continued efforts to strengthen town - gown ties.

Continued to expand institution ties with outdoor recreation campus initiative.

Took steps to promote SUU's "public-private" moniker.

Purchased apartment building and added beds to SUU's housing inventory.

2006-2007 ACCOMPLISHMENTS
Administrative & Financial Services
Budget Office

- 1) Prepare meaningful summaries of the Quarterly Budget Variance Report, Quarterly Fund Balance Report, Quarterly Revenue and Expense Projection, Quarterly Salary Savings Report, and Quarterly Report of Prioritized Institutional Budget Needs that can be presented to the President's Council, if requested.
 - a. Salary Savings - The President's Council selected a distribution model, from the Budget Office Salary Savings Proposal, for implementation in fiscal year 06-07. The Budget Office distributed salary savings quarterly and provided a quarterly summary report to the Vice President and Chief of Staff.
 - b. Prioritized Institutional Budget Needs – The Interim President and the Budget Director held budget hearings with the Vice Presidents, Deans and Directors across campus early in the fiscal year. As a result of the budget hearings, a prioritized list was provided to the VPAF and was included in the President's information packet provided by the Budget Office.
 - c. Quarterly Revenue & Expense Projection & Quarterly Fund Balance Report – Net Tuition Revenue was projected many times during the fiscal year. The net revenue projections were used by administration to identify available one-time institutional funds that were budgeted, to fund institutional priorities, throughout the fiscal year. The Fund Balance Projection, including the expenditure projection was provided to the Associate Vice President of Finance mid May of 2007. The quarterly distribution of these reports will be included in the goals for 2008.
 - d. Quarterly Budget Variance Report – The Budget Variance Report has been programmed in Crystal Reports. The report has been run many times by the Budget Office and is currently being used to identify overdraft accounts. Although the report did not get distributed quarterly this year, the Budget Office will run and distribute it quarterly in the upcoming year. Additionally, the Budget Office will use the report to create budget overdraft statements to be e-mailed to account managers in FY08
- 2) Develop a Budget Office web site that details the mission of the Budget Office, describes the budgeting process for higher education and SUU, provides on-line budget forms and contains an on-line budget training module.

The Budget Office Web Page has been developed and is currently in test. The web page will be on-line by the end of June 2007

- 3) Create an on-line budget training module to assist faculty and staff in preparing and transferring budgets.

The rough design of the training module for the Budget Office web page is complete and will be on-line by the end of June 2007.

2006-2007 ACCOMPLISHMENTS
Administrative & Financial Services
Associate V.P. for Financial Services/Treasurer

- 1) Produce audit-ready financial statements by August 31, 2006.

Produced audit-ready statements by September 26, earlier than ever before, with final result of no audit findings...only second time in institutional history. Added new look to annual report.

- 2) Produce internal financial statements and financial indicators report by September 30, 2006.

We missed this date, but produced improved reports with more pertinent information with more consistent formatting.

- 3) Produce standard and general interest quarterly reports for the administration that are informational, useful and interesting.

Have yet to accomplish this goal...extreme turnover in the Controller's staff continues to hamper our efforts to get past basic service.

- 4) Develop a plan for replacing aged housing facilities that have revenue bonds outstanding.

Have facilitated the process of getting bonding authority and begin planning for replacement facilities.

- 5) Critically evaluate two major processes in financial services area to determine value-added; rebuild it completely to maximize that value-added or terminate the process if sufficient value cannot be added to merit the effort.

We are in process of evaluating the Purchasing/Receiving/Invoicing process at SUU with an expectation of major improvements. We are also in process of re-working travel authorization and reimbursement processes, with the goal of providing online documents.

- 6) Provide transition-specific service and information timely and accurately.

Provided information for each area of responsibility within Financial Services to assist new president in acclimating to SUU.

- 7) Make more significant progress in campus perception of Banner/Finance accuracy and value through excellent service and personalized training.

*We have accomplished more and improved Banner training with very positive results. Accuracy in Banner Finance has **improved** and will continue with a stable accounting staff.*

8) Other Accomplishments:

- a. Preserved to SUU approximately \$500K in the Old Main Remodel Fund (that would have been returned to the state) by working with DFCM personnel.
- b. Fulfilled Interim Vice President duties.
- c. Mediated Campus-wide scheduling policy implementation.
- d. Coordinated implementation of permanent funding of structural deficits.
- e. Completed boiler plant mini-review with outside experts.
- f. Facilitated the funding and construction of the PE parking lot.
- g. Took on Internal Audit, Purchasing and Budget in supervisory capacity.
- h. Assisted Student Services in acquisition of Hogi Yogi – Teriyaki

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Department of Intercollegiate Athletics

- 1) Effectively implement and oversee financial allocations to respective programs and monitor budgets to ensure fiscal integrity of department.

The Athletics Business Manager was given the responsibility to oversee the day-to-day budgetary operations in an effort to more effectively monitor the expenditures and purchasing habits of the department. Currently, several budgets are facing deficits at the close of the fiscal year. We are still trying to get our arms around the financial impact of the State's elimination of the use of 15 passenger vans, forcing our teams to charter at home and on the road.

- 2) Continue to foster and facilitate an atmosphere of academic excellence throughout the department where academics truly come first.

Though we are waiting for the spring '07 grades to be posted, SUU's student athletes continue to shine with a cumulative GPA of 3.048. In addition, gymnastics won their sixth consecutive Academic National Championship. At the beginning of the academic calendar, I met with the Provost and with the faculty during their workshops in an effort to enhance the relationship between athletics and academics.

- 3) Work with various campus, community and departmental constituencies to design and implement an effective model of involvement to address game attendance and fan apathy.

We were able to work closely with student government and local community groups to increase attendance at athletic events. The results were positive with a 24-percent increase in ticket revenue for football and a 33-percent increase in ticket revenue for men's and women's basketball combined.

- 4) Design and implement a plan to create a new Varsity Club to facilitate and maintain a conduit between the University and former student athletes.

The Varsity Club has yet to be officially launched. However, we were able to plan and successfully host a football reunion and the first ever, women's basketball reunion. In addition, the Athletic Director was able to visit personally with dozens of former student athletes in Los Angeles, Las Vegas, St. George and Salt Lake City. In addition, the first ever women's basketball jersey was retired, commencing what is planned to be an ongoing effort to recognize the successes of our former student athletes.

- 5) Create an advisory group of entrepreneurs to help design and implement a dynamic corporate sponsorship program.

No advisory group was officially organized. Numerous face-to-face meetings with local and regional business leaders have taken place where valuable information and data was collected to help design and implement the current marketing package.

- 6) Redesign the Thunderbird Athletic Club and raise \$200,000 for the 2006-07 fiscal year through cash and gifts-in-kind.

The Thunderbird Athletic Club has been redesigned and a new Board of Directors meets monthly with the Director of Athletics. Also, the TAC held its first ever Kick-Off Fundraiser on April 11, 2007. Currently, the money raised to date is less than \$200,000 with the exclusion of corporate sponsorship.

- 7) Create and maintain an atmosphere of excellence within the department in everything we do.

This is a work in progress with marked improvements in presentation of events and image. The measurement and evaluation is subjective; yet, anecdotal data suggests that moderate progress has been made.

2006-2007 ACCOMPLISHMENTS
Administrative & Financial Services
Purchasing

- 1) Enhance services to the campus:
 - a. Develop and sign five (5) local vendor purchase contracts.
Successfully executed one (1) contract and working on two (2) others. The University now has in place a non-exclusive purchase contract with a local office furniture vendor. Due to a negotiated pricing structure, transactions for specific furniture brands may be made without a bid process and at a very favorable cost. Continuing on the agreement with Morris Murdock on Travel needs; should be completed by the mid-summer.
 - b. Expand Campus Recycling Program to include Cardboard, Plastics, and Colored Paper.
Purchased Material Baler to accommodate the handling of cardboard; set up infrastructure on campus to collect from primary contributors of excess cardboard and from other departments on an as-needed basis. Process will begin to collect white and colored paper by mid-summer, 2007 with other materials to follow.
 - c. Develop a structured campus training program for the Purchasing process and procedures.
Implemented a monthly training session schedule for the campus; on the last Thursday of each month, at 2:00, in the same location (Rondthaler Room in the Conference Center), through June, 2007, sessions are conducted to groups of up to 10 people about the processes of the Purchasing Office. This effort began in November and will be extended through fiscal year 2008.
- 2) Provide leadership with the effort to place certain University documents. i.e., Travel Requests and Check Requisitions, on line and attached to the University website (similar to the on-line requisitions).
Coordinated with the Controller's Office and Information Technology to redesign and place on-line an electronic Travel Authorization Request. Roll out to the campus is expected mid-summer 2007.
- 3) Assist Facilities and other operations on campus to develop and/or identify other cost saving processes.
Departments are benefiting when the purchasing process is implemented on campus projects. A recent purchase of technology items saw a saving of \$2,500 from the vendor the end-user requested to use and the vendor ultimately selected through a bid process. Through our training sessions, we emphasize the value we can bring to the departments.
- 4) Ensure that the transition for the new President as related to purchasing process is as smooth as possible.
Provided in-depth information about the Purchasing Office and its processes to the President for his review; Assisted Facilities and Mrs. Benson with their/her activities

with the University residence; provided bids on various technology items required by the President.

5) Develop departmental employees through professional certifications:

a. CPM certificates for all professional employees by end of FY 07.

The exam process has begun and expected completion by July, 2007

b. Identify and obtain other development opportunities for hourly employees.

The Purchasing Coordinator has been given the assignment of handling departmental reporting needs; she's undergone several training sessions for the Crystal reports and has been able to provide requested information. Other opportunities are continued to be sought.

6) Other Accomplishments (all personnel)

a. *Performed analysis and set-up process to collect fees on campus to cover processing of E-waste*

b. *Received new responsibility – Lost and Found – developed and implemented campus wide process*

c. *Participated on Climbing Wall Committee and performed RFP effort*

d. *Randall Jones Theater remodel – assisted in selection of materials and conducted RFP*

e. *New Teacher Ed and Old Main Buildings FF&E*

f. *Bennion Building (Administration) Remodel*

g. *Charter Aircraft evaluation and Athletic usage analysis*

h. *Negotiated and wrote new lease space agreements for Southern Utah Gymnastics Academy and the Success Academy*

i. *Produced a new Game Guarantee Contract for Athletics*

j. *Revised or currently revising two (2) policies – Surplus Property (completed) and the Purchasing policy (under review)*

k. *Developed draft policy and procedures for Cellular Phones to implement a “stipend” type program on campus.*

l. *Developed a viable process to utilize the vendor ‘Costco’*

m. *Continued to expand On-line requisitions across campus and work through programming issues*

n. *Participated on campus Risk Assessment Committee*

o. *Negotiated several and assisted on University real-property transactions including undeveloped land and apartment complexes. Obtained six (6) appraisal reports detailing value of both commercial and residential properties, both University owned and by third party.*

2006-2007 ACCOMPLISHMENTS
Administrative & Financial Services
Controller's Office

- 1) Visit with department offices to determine Banner Finance needs and challenges. Create an automated training manual on the accounting website to provide step-by-step instructions on how to use Self-Serve and Internet Native Banner.

Provided individual on-site training to various departments for Self-Serve, Internet Native Banner and Purchasing Cards. Established step-by-step instructions on-line on how to redistribute purchasing card activity. Held the first annual SUU Banner User's meeting on to May 30, 2007 with very positive feedback.

- 2) Prepare audit schedules by the end of August maintaining a proactive approach to audit.

The majority of schedules were finished by the end of August. The 05-06 audit was completed with no written findings on the management letter, a rare accomplishment for any audit.

- 3) Promote professional certifications for employees in the Controller's Office and provide professional development opportunities. Two staff members should receive their Masters degree next year.

One of those is scheduled to sit for the CPA exam in the near future. Six staff attended the SUNGARD Higher Education conference program in March to expand their knowledge and understanding of Banner in the Student, Finance and Human Resource modules. The staff participated in the Utah Banner User Conference and a seminar workshop for Microsoft Excel.

- 4) Review and update Controller's Office Procedures Manual, creating individual desk process manuals for positions within the office.

The update of the Procedures Manual has not been done but individual desk process manuals have been created for some positions within the office.

Grants and Contracts

Create a formal reconciliation of Banner budget balances available to Grant Administration and Payment System (GAPS) draw schedules.

Draws for the grants are being made with a summary report for each grant.

Payroll Office

Create a schedule for internal review of payroll topics on a monthly basis with discussion on any areas of concern and appropriate action needed to remain in compliance with laws and regulations.

Due to staff turn over the internal review on a monthly basis was not finished. Many payroll issues have been reviewed during the year as we are in the midst of an Internal Revenue Service audit for the 2005 calendar year.

Accounts Payable

Work with Bursar's and Financial Aid Office to implement direct deposit of student refund amounts establishing processes to gather bank information from students, enter information into Banner, notify students through e-mail, and provide necessary information for timely reconciliation of payments. Ensure proper internal controls and payment verification procedures are in place.

Two vendors have been on campus demonstrating a preferred alternate method of direct student refunds through the use of debit cards. A RFP is being prepared to send to the vendors.

Accounts Receivable

- 1) Perform an internal review of new Client Loan Manager system and processes utilized within the Loan Office to ensure compliance with regulations and to identify potential improvements and/or efficiencies.

An internal review was completed by the University internal auditor. One management recommendation on security of credit card information was given and procedures are being established to meet necessary standards.

- 2) Create monthly aged reports to allow for analysis of loan activity and to establish future benchmark goals in relationship to collections.

Maintained an aging report for loan activity helping to reduce past due loans over the previous year by approximately \$18,000.

Inventory

- 1) Create process from department point-of-order through receiving to create more accurate asset records. Maintain custodial and location listings for each asset from placed-in-service, transferred to/from departments, and disposal.

Communication has been ongoing with Controllers, Purchasing and Receiving Offices to insure accuracy in the point-of-order system. The staff is continually working with the departments to maintain and keep current fixed asset listing up to date.

- 2) Ensure that all real property titles are recorded properly in the University's name and consolidate titles to include all of the main campus properties where prudent.

Work is still being done to meet this goal.

Cashier's Office:

- 1) Investigate and implement options to reduce or offset increasing credit card merchant fees--i.e. encourage e-checks, ACH transfers, and/or charge a convenience fee on credit card transactions, etc. Encouraging E-checks has had a small impact on reducing fees.

We are in the process of purchasing software for processing PIN and PIN-less debit transactions which should result in more significant savings.

- 2) Visit each auxiliary/department on campus where money is received and go through complete checkout process to ensure adherence to policy and provide training where needed.

Visited each department on campus and reviewed checkout procedures. Found the process to be very helpful and will continue to be a presence and resource. Completed an internal, campus-wide audit to ensure PCI compliance.

- 3) Work with Financial Aid and the Controller's Office to provide students the option of direct deposit for student refunds.

Two vendors made presentations regarding automatic deposit of student refunds through the use of debit cards. A RFP is being prepared to send to the vendors.

- 4) Complete internal review of all Detail Codes in Banner to ensure correct posting of Cashier and Accounts Receivable transactions.

Extracted a list of all detail codes, with their accompanying FOAPAL. The review process is under way and will be completed before June 30, 2007.

Centrum Ticket Office:

- 1) Implement the new Paciolan ticketing system including update of all ticketing hardware. Provide training sessions for student employees.

Completed installation and training on new ticketing system with very limited down-time.

- 2) Have a functional, stand-alone Centrum Ticket Office website developed with the capability to purchase season tickets to SUU athletics, providing vital information about the Centrum arena and Eccles Coliseum such as upcoming events, ticket information, and parking.

Created and implemented a "purchase tickets" option on the Athletic web site that allows the purchase of season tickets for athletics events via the internet.

- 3) Work to obtain cost estimates and projections for two additional ticket booths at the south end of Eccles Coliseum and submit request to the University capital improvements committee for consideration.
Process is ongoing.

Mail Services:

- 1) Provide campus users of Mail Services with training including information on current best practices and available services in an effort to save time and money for all involved.

Implemented e-mail notifications for any postal changes to better communicate with students, faculty, and staff. Conducted semi-annual postal seminars to provide faculty and staff information about best practices to follow when mailing and using postal services.

- 2) Create a bulk mail form to collect information that will aid in processing bulk mail more efficiently.

Developed a form for bulk mail, but found after using the form it was more time consuming and was not achieving our goal. This goal will be re-evaluated.

- 3) Complete the process for paperless box rental forms. Currently working with I.T. Department, to resolve issues related to making this process work efficiently.

This goal will carryover to the new year.

- 4) Work with IT Department to develop methods to track packages and use e-mail notification when packages arrive for box holders. University IT department is unable to provide an in-house system to track and receive packages.

Will continue to look for available tracking products that will meet the needs of our students, faculty, and staff. Developed and using manual method to advise box holders when they have a package to be picked up.

- 5) Update the Mail Services policies and procedures manual.

The policies and procedures manual continues to be developed and will be updated with the new pricing effective May 14, 2007.

- 6) Other Accomplishments.

Completed the Executive Mail Center Manager (EMCM) program. The program teaches skills needed to manage more effectively, improve mail center safety and security, to boost productivity and to cut costs.

Completed training with the USPS on the new rates, effective May 14, 2007.

2006-2007 ACCOMPLISHMENTS
Administrative & Financial Services
Internal Auditor

- 1) Completion of Seven Audits
The following audits were completed in fiscal year 2007:
Utah Shakespearean Festival
Housing and Resident Life
Sources and Applications of Institutional Discretionary Funds
Psychology Department
Money Management Investment Report
OneCard System
Financial Aid Accounts Receivable

- 2) Completion and Implementation of the Internal Audit Policy
Southern Utah University Policy 7.1 "Internal Audit Policy" was drafted and reviewed during fiscal year 2007. The Board of Trustees approved the policy on November 11, 2006.

- 3) Development and Implementation of a New Risk Assessment Process
A new risk assessment process was developed. The new process involves a Risk Assessment Team (Team) and a Risk Database to track risks that the University faces. The result of the Team's work was outlined in the Risk Assessment Report dated March 15, 2007. The current internal audit schedule is based on the Risk Assessment Report.

2006-2007 ACCOMPLISHMENTS
Administrative & Financial Services
Facilities Management

Facilities Management Administration

- 1) Facilities Condition Assessment—perform SUU building self-evaluation once during the year to assure 90% compliance.

Facilities Management staff conducted a self-evaluation in March 2007 with an overall score over 95%.

- 2) Energy Conservation— hire engineering consultant to complete a utility master plan study specific to Heat Plant operation and optimization of resources. Implement operational and equipment recommendations.

Stanley Consultants was hired to produce a Heat Plant study with recommendations. Full implementation of that plan is underway with some portions being coordinated through DFCM and our capital improvement requests for Fiscal Year 2008.

- 3) Staff Job Descriptions--upgrade all to reflect current duties and, provide electronic copies to Human Resources.

All staff job descriptions have been provided to Human Resources.

- 4) 2008 RMA Conference in Utah, work with Rocky Mountain APPA (RMA) on Phase I of a presentation for “Excellence in Grounds and Gardens.”

This presentation was made to the UAPPA members in a hosted conference at Southern Utah University on September 21-22, 2006. The presentation was extremely well received. Revisions are currently being made for a final presentation at the Fall 2008RMA conference in Utah.

- 5) Exterior Graphics Master Plan, complete as funding permits.
The Exterior Graphics Master Plan for 62 signs to be installed on campus is currently underway. 34 signs have been completed, with a commitment from the Building Maintenance crew to complete the remaining signs by July 2007.

- 6) Aerial Flight and Survey--coordinate with Cedar City and update campus mapping during spring 2007.

This has been accomplished. Campus mapping, survey data, and aerial photographs will be incorporated with new aerial photographs of the campus - to be distributed during the summer of 2007.

Utilities Services

- 1) Work with DFCM to receive an ESCO or re-commissioning project to reduce power demand, provide further automation enhancements, and equipment upgrades.
The Heat Plant energy and automated monitoring project with DFCM has been completed. Power monitoring is in place that allows observation of electrical demand so adjustments can be made to eliminate demand charges. A re-commissioning study of electrical, mechanical, and building automation system, which will identify areas of poor energy utilization and help to prioritize equipment upgrades to rectify energy waste, is underway for the Student Center, the Sharwan Smith Center, and the Centrum.

- 2) Complete installation of 15kV extension from the Heat Plant to the Sorenson P.E. Building to consolidate several meters and eliminate demand charges.

Completed by SUU Facilities Management staff, saving the campus an estimated \$60,000 annually in demand charges.

- 3) Implement new work order request page and link on website, revise and update the entire preventative maintenance data base, upgrade work order system software and platform, provide training and access to Grounds and Custodial.

This item is complete and work orders are being effectively generated by building occupants across campus. Data collection that enhances system effectiveness is ongoing.

- 4) Develop strategy and funding source for ongoing outsourcing of highly technical services such as elevator, building automation, chiller and steam systems.

Contracts have been secured for areas of high technical expertise including elevators, chillers, and building automation.

Grounds and Gardens

- 1) Complete campus tree tour and inventory, and add to the Grounds website, expand campus tree farm and map the progress, complete the Native Plant Center, develop a plan with athletics and administration to improve the fountain at the south end of the football field that will blend well with the surroundings.

Completed Phase one of the Native Plant Center. Phase two is in design - we have applied for a grant to help with Phase Two (Campus tree tour and inventory). All data and pictures for the tree inventory have been collected and will be featured on the Facilities Management Web Site.

- 2) Track resource savings, (water & manpower).

Tracked resource savings with maxi-com and the work order system, showing how much we are saving in resources. With the amount of Xeriscape installed, there is a large water and manpower savings. For 2 acres of Xeriscape, water savings = 467,557 gallons or 17.22 inches per year.

- 3) Develop a plan for water wise plants, xeriscape, and mulch turf areas to shade roots and add nutrients.

All plants considered for use in campus landscaping are checked for water conservation. Xeriscape areas have been developed, with more in the plans. Mulch is being added to turf areas for nutritional value and organic material.

- 4) Develop a plan and install a hedge along the Institutional Residence north driveway to shield the undeveloped area.

Not completed until the Master Plan for the area north of the Institutional Residence is developed.

- 5) Install proper landscaping northwest of the Sorenson P.E. Building to eliminate water against the footings and foundation.

Weather and schedule did not permit completion. Will complete this project by Fall 2007.

- 6) Improve the Baseball Field area – main entry with xeriscape and plantings.

Not completed – working with Athletics as they develop their Field Master Plan.

- 7) Add new vinyl fence and mow strip – spanning the Stadium restrooms to the Ticket Office gates on the west side.

Project will be completed when funding is available. Projected completion Fall 2007.

- 8) Improve flower and shrub beds, herb planting areas, by adding well-adapted woody and herbaceous plants and begin (Phase I) adding herbaceous signage for information.

Many of the beds have been completed, with more planned in the coming year. Signage has been added to the beds on upper campus. We plan to continue expanding this project to incorporate many areas of campus.

- 9) Develop a plan for the field across from the Institutional Residence.

Improved landscaping will be added this year as Phase II of the Native Plant Center is

completed.

- 10) Research methods to improve areas of lawn damage from foot traffic and implement in the area between the Business and the Sharwan Smith Student Center.

Not completed – other projects have taken priority.

Building Maintenance and Renovation

- 1) Hold weekly staff meetings to increase communication and send each staff member to job specific training once during the year.

Communication has improved with weekly staff meetings, and all staff members have received training opportunities over the past year.

- 2) Incorporate maintenance items into a GIS system to better track products, paint, expected life spans, and date of last maintenance.

A template has been created consisting of information for tracking resources. In the process of gathering information to incorporate into the GIS program. The paint shop has updated its paint tracking program to a current more user-friendly program which can be tied to the GIS system.

- 3) Develop the positions of Maintenance Supervisor and Repairs and Renovations Supervisor.

The Maintenance supervisor role has worked well in ensuring effective use of manpower and resources. Instead of having an assigned supervisor of renovations, project supervisors have been assigned for each project.

- 4) Submit Interior Signage Plan for approval.

Interior signs have been approved by Administration. Currently working on building signs for the Bennion building.

- 5) Install a Facilities website link for customers to order signage.

Now that approval has been received on the interior signs, we are developing a web page which will be linked to our Facilities Management website. This project will continue through next year.

- 6) Replace areas of improperly patched concrete throughout lower campus (phase I) and use the hydraulic mud pump to raise sunken concrete to eliminate trip hazards.

Over 70 yards of material have been pumped, raising concrete throughout campus. We are

repairing concrete where there are safety concerns, and currently working on ADA issues. We are on schedule to complete the replacement of improperly patched concrete around the lower campus by June of 2007.

- 7) Implement our new proprietary key system at the Centrum.

Completed.

- 8) Utilize electronic access control to provide better building security on the Sharwan Smith Center.

Met with vendors to produce a material and hardware list. Funds were requested through capitol improvements, but have been deterred to another project. We will not be able to complete this goal at this time, but will continue to work toward its completion as funding permits.

- 9) Prepare customized repair kits for each type of roofing materials found on campus and log monthly visual roof inspections.

Customized roof repair kits are complete. Monthly inspections are taking place.

Custodial Services

- 1) Expand, refine, and implement the team-cleaning procedures for student workers.

Held training with staff members and student workers and viewed team cleaning videos.

- 2) Work with Salt Lake Community College and Sanitary Suppliers to bring a satellite version of accredited custodial training program to Southern Utah.

The first level of training was completed in February 2007. The second level was completed on March 28. Waxie Sanitary Supply has committed to teach level one and level two annually in the southern Utah area.

- 3) Implement Info-Clean software to analyze staffing workload in 50% of currently maintained building.

I have completed the analyses on all upper campus buildings. Will continue the process with the remaining buildings into next year.

Construction Services

- 1) Add to contractor, consultant, architect, and engineer data base and make available to Purchasing and others via Facilities website.

A large list of contacts has been generated and will be included on the Facilities Management website.

- 2) Develop an interactive spread sheet of construction costs and use published building construction cost database.

Currently using the RS Means cost books and current campus project costs as a basis for estimating projects. Will continue to refine process, consistency and best practices.

- 3) Complete campus projects with close-out documentation, including punch list items, to insure customer satisfaction each project will have personal follow-up within one month of completion.

Projects are being completed with tracking documents, punch lists, and follow up forms for customer satisfaction.

- 4) Take one class to update skills on current safety and building codes.

Planned to attend DFCM building inspection policy training on 3/29/06, but it was canceled. I will attend the state fire and building code class this spring.

- 5) Improve communication between Construction services and associated departments in Facilities Management, to improve coordination on all projects by implementing a weekly project coordination meeting.

Currently holding weekly Project Coordination meetings with Facilities Managers and Supervisors. Tracking projects with start and completion dates, along with progress of projects and responsible parties for each project.

Space Planning, Safety & Risk, Fire Marshal

- 1) Develop an emergency evacuation plan for each university facility.

Emergency evacuation routes for the floor level of each building have been determined and drawn on the building floor plan Auto Cad drawings. The sign shop is going to reproduce several copies for review, which will be produced for each building once they have been approved.

- 2) Inspect each university facility for safety and code compliance.

This project has been completed.

- 3) Investigate and analyze all reported personal injury incidents, to determine the cause of

the accident and the steps to take to prevent recurrence.

This project is complete. Human Resources has forwarded to me all workers compensation claims, which have been reviewed as they were received. After determining "cause of injury" on each claim, steps have been taken to reduce the likelihood of recurrence.

- 4) Verify the location of campus utilities (tunnels, gas lines, communication and data lines, steam lines, electrical, sewer, roof drains etc.) and upgrade the campus utility map.

Purchased a survey grade GPS unit and an underground utilities locator, which have been invaluable as we proceed with locating and utilities mapping. Photographs have been taken and utilities surveyed as they have been installed or re-worked. Also, as time allowed, utilities locations have been verified. The project is ongoing.

- 5) Scan remaining building blue prints, so that there are digital as well as hard copies of all building drawings.

This project has been started and buildings have been scanned on a priority basis. We are approximately 80% completed scanning the building blueprints and converting them to JPEG images. Our goal for this year is to finish scanning the remaining major buildings and next year start converting the JPEG images to Auto Cad Drawings. This year we scanned 1,080 copies.

Motor Pool/Receiving

- 1) Complete implementation of Facilities Warehouse; add all items in CMMS so that all inventory items can be tied to work orders.

A new tracking method has been implemented for recording use of supplies and staff hours. Each shop will stock essentials and order or pick up any atypical items. Implementation of a full Facilities Warehouse will not take place.

- 2) Upgrade computer proficiency (excel, word, & email) for Supervisor of Facilities Warehouse by monthly training sessions.

Skills have improved in the specific areas of GroupWise e-mail, Microsoft Word, and Excel.

- 3) Retain Motor Pool's near-perfect Report Card score from the State Division of Fleet Operations by closer documentation of vehicle fuel usage.

Scored a 3.9 (on a 4.0 scale) on our annual Motor Pool report card. We scored five "A+"s, five "A"s, and three "A-"s. All fueling discrepancies have been investigated and corrected.

- 4) Provide safe driving training for all SUU travelers.

Provided safety training for all SUU drivers. As a result, we have maintained our safe driving record; SUU has not had an accident in a Motor Pool vehicle in over a year and our vehicles have traveled over 500,000 accident-free miles. We provided state-approved motor vehicles for all University travels.

- 5) Coordinate and fund the installation of a new diesel fuel tank adjacent to the campus gas pump.

The diesel tank was installed and paid for during the summer. Item Complete.

Public Safety

- 1) Enhance the department's image as an educational component of SUU. Meet monthly with the Wellness Center Staff (drug and alcohol counselor), Resident Living, Athletics, SUUSA, and each semester at Freshman Orientation, to establish a working relationship, define problem areas, provide specific training in areas as identified in regular meetings. Propose monthly articles in the Journal relating to student safety, answering question, and explaining the role of Public Safety.

Currently meeting once a week with Associate VP for Student Services to discuss topics in relation to all student services. Provided training for all Resident Living RA's on our department services. Established communications with SUUSA President and met regularly to discuss student related topics. Working closely with the Journal to run a weekly incident log. They have also supported us on additional article requests. Have given several interviews with SUTV regarding safety topics for their weekly news. We have established a good working relationship with each of these departments, and will continue working together; emphasizing training with Resident Living RA's to better serve students who reside in campus housing.

- 2) Research and propose new policies and procedures that will enhance the safety of the campus community. Implement new procedures as approved by administration.

Currently reviewing emergency plans published by Homeland Security and will be reviewing other plans as well. This plan continues to be a work in progress. We are currently reviewing information that has been provided by different Government agencies, and will continue to compile information that will be best suited to meet the needs of the university.

- 3) Upgrade our system for collecting and retaining evidence to remain compliant with state law.

A portion of our hallway was redesigned to be the evidence room. A door was removed, and a secure lock was placed on the remaining door to control access. An exterior evidence locker which can be secured is not in place. This goal has been accomplished, and we are now in

compliance with State Law. Additional training will be forthcoming for our evidence technician.

- 4) Train officers and part-time help for specific duties associated with Public Safety's role in a University setting.

This goal has been accomplished. We will continue to provide training for all staff and student security on a regular basis.

Facilities Management Other Accomplishments

- 1) *Institutional residence was upgraded and improved in preparation for the arrival of President Benson and his family.*
- 2) *Bennion Building improvements included significant upgrades of lighting, ceilings, floors, paint, carpet and signage, also design and coordination by Facilities Management for the President's suite.*
- 3) *Randall Theater interim theatrical dimming solution coordinated with DFCM – work accomplished by Facilities Management and outside design consultants. There was a combined effort with Shakespeare, Facilities Management, and outside design consultants in order for the 2007 season to proceed without delay.*
- 4) *Continued website update and improvements to include: improved navigation, O & M information, Design Standards, Employee Handbook, Facilities Management Forms, and Work Request link on Faculty and Staff page for quick access.*
- 5) *Implemented 24 hour week day full-time employee coverage at the Heat Plant.*
- 6) *Jim Bowns Native Plant Center Expansion and Improvements with labor provided by Facilities Management Grounds crews.*
- 7) *Successfully worked with student officers of SUUSA to secure \$2.50 student fee increase, which will allow additional funds for acceptable maintenance of the Sharwan Smith facility.*
- 8) *Working with DFCM and the state energy group, we secured funding for energy efficient lighting to be installed in the Centrum, Sharwan Smith and Student Center, ELC, Bennion Building, Facilities Management shops, and Motor Pool. In addition, recommissioning for energy saving projects have been initiated for the Sharwan Smith and Student Center, and the Bennion Building.*
- 9) *Completed Auditorium Master Plan with VCBO Architects, indicating that it is in the best interest of the University to replace this existing performance venue.*
- 10) *Completed the 2006 Campus Master Plan and Brochure.*
- 11) *Completed the Climbing Wall Project in the Sorensen PE Building.*
- 12) *Completed the Parking Lot Phase II Renovation - north of the Bennion Building.*
- 13) *Completed the Tennis Court improvements east of Sorenson PE Building.*

Utilities Services

- 1) *Completed or scheduled all of Heat Plant study low cost recommendations. Others are pending capital funding.*
- 2) *Replaced chiller lines for music cooling tower.*
- 3) *Made improvements to campus electrical metering making meter access reading safer.*
- 4) *Purchased Sewer Jetter for preventative quarterly cleaning of lines for food service.*
- 5) *Upgraded Honeywell and Yamas software on head end for better automation system and energy management.*
- 6) *Utility Services provided labor for cooling and electrical upgrades in server room in ELC 500 level.*
- 7) *Modernized Valley Farm house electrical for safety and efficiency.*
- 8) *Installed softeners in ELC, Technology, and the Hunter Conference Center.*
- 9) *Provided training in:*
 - *Arc Flash Protection / NFPA 70E electrical for 17 staff members*
 - *First aid and CPR for 15 staff members.*
 - *Clean air initiative progress with EPA and DEQ reporting.*
 - *Boiler operator course for 5 staff members to ensure the safety and efficiency of Heat Plant operators.*
 - *Aquatic Facility Operator for 1 Utility staff member to ensure safety for operation of water quality.*
- 10) *Refurbished University Farm yard lighting and sub panels.*
- 11) *Installed north parking lot lighting.*
- 12) *Completed an energy efficiency study of Administration building with DFCM.*
- 13) *Upgraded cable tray in tunnel between FM office and Heat Plant.*
- 14) *Installed recycling cardboard baler power.*
- 15) *Provided power to the Fred Adams statue.*
- 16) *Added storm water gathering basin and piping to eliminate flooding at the Eccles Coliseum.*
- 17) *Replaced major telephone trunk line and enhanced service capability to Upper Campus.*

Grounds and Gardens

- 1) *Improved safety for drivers at the corner of 1150 West.*
- 2) *Added landscaping around all new signs.*
- 3) *Completed Phase I Native plant center.*
- 4) *Xeriscaped the parking lots:*
 - *east of the P.E. Building.*
 - *west of ELC and Music*
 - *west of Multipurpose Building*
- 5) *Staff member became an International Society of Arboriculture Certified Arborist.*
- 6) *Staff member completed BS Degree.*
- 7) *Purchased new equipment to enhance our Athletic fields (top dresser, deep tine Aerator).*

Motor Pool

- 1) *Removed all 15-passenger vans from the rental fleet and replaced them with 7-passenger minivans. We have provided adequate transportation for all campus departments with no negative effect.*
- 2) *Upgraded SmartTrack receiving software to the most up-to-date version. This software tracks all packages received through our operation and records signatures as items are delivered, enabling us to track customer's packages by recipient, sender, date, and tracking number.*
- 3) *Developed and implemented an on-line Materials Request Form for custodial supplies whereby Building Supervisors can pick supplies via the Facilities Management website. Standard custodial supply items for the Facilities Warehouse have been entered into the CMMS.*
- 4) *Delivered over \$250,000 worth of equipment and freight without causing any damage.*

Building Maintenance

- 1) *Installed the sidewalk by the pickleball court.*
- 2) *Remodeled President's Residence.*
- 3) *Replaced carpet in numerous areas including GC and Smith Center.*
- 4) *Installed a new floor in the football weight room.*
- 5) *Upgraded areas in the Hunter Conference Center.*
- 6) *Upgraded Food Service hallway.*
- 7) *Remodeled ELC for Success Academy.*
- 8) *Remodeled the Bennion building lobby.*
- 9) *Installed two new pits in Gymnastic practice area.*
- 10) *Various remodeling projects in the Library.*
- 11) *Made improvements at the Valley farm house.*
- 12) *Refinished P.E. Building locker room floors.*

Space Planning, Safety and Risk

- 1) *Attended quarterly training sponsored by the Division of Risk Management and Workers Compensation Fund and bi-annual Fire Marshal seminars.*
- 2) *Supervised fire alarm system replacement in Juniper and Manzanita Hall as well as fire alarm upgrade capital improvement projects in 5 other major campus buildings.*
- 3) *Inspected each university facility for safety and code compliance.*
- 4) *Recorded and mapped the location of utilities as they were installed in new projects.*
- 5) *Revised university facility drawings so that they show revisions that have occurred in the facilities to the present date.*
- 6) *Chaired the Risk Management Committee.*
- 7) *Managed University hazardous waste [collection, disposal and record keeping].*
- 8) *Compiled and submitted the fire suppression system testing verification to the Division of Risk Management. Participation in this program resulted in a check being issued to the university for \$7,300.*

- 9) *Participated in the Division of Risk Management, self-inspection report. This reduces insurance premiums by 10% which equated to \$38,355.*
- 10) *Conducted monthly employee safety training.*
- 11) *Current member of the following committees or organizations:*
 - *Local Emergency Planning Committee*
 - *Iron County Health Department Emergency Response Committee*
 - *SUU Benefits Committee*
 - *Iron County Children's Safety Council*

2006-2007 ACCOMPLISHMENTS
Administrative & Financial Services
Human Resources

- 1) Increase the quality and timeliness of Human Resources Reporting.
 - a. Work with Information Technology to develop Crystal reports to pull Human Resources reports from the Banner system: hourly wage reports, faculty staff turnover reports, and IPEDS reports.

Crystal reports have been developed and implemented to pull hourly wage, benefit statements, GRAMA Salary information, benefit deductions, telephone directory, and Personnel count.
 - b. Provide report information, analysis and recommendations to the Administration.

Prepared and submitted wellness summary, staff salary equity report, HR metrics, faculty/staff demographics, and organizational changes.
- 2) Review and update Human Resource policies/procedures recommending changes when and where appropriate: Affirmative Action, Classified Staff System, Drug Free Workplace, Sexual Harassment, Termination of Non-academic Employees, Grievance, and Employment.

The Education Benefits and Life Insurance policies have been re-submitted for further editing. Worked with the Assistant Attorney General to update the Affirmative Action policy. The AA policy is currently under review. The Sexual Harassment policy is currently being revised by the Assistant Attorney General. The Classified Staff System has been submitted to the Assistant Attorney General for a legal review. The Drug Free Workplace, the Termination of non-academic Employees, and the Employment Grievances policies are currently under revision by Human Resources.
- 3) Increase efforts to improve Faculty and Staff morale.
 - a. Provide staff salary analysis and recommendations to Administration by the end of September.

Submitted staff salary analysis.
 - b. Recommend that the Administration conduct faculty and staff satisfaction surveys.

Conducted exit interviews with employees to gather employee relations information.

- c. Conduct focus groups to obtain feedback from faculty and staff regarding the University's progress towards improving employee morale.
Conducted exit interviews with employees to gather employee relations information.
 - d. Revise the Classified staff evaluation form.
Revised Classified staff evaluation form and the staff statement of salary form. Held an appreciation day for all office support staff. Presentations were made by the President and County Commissioner.
- 4) Develop, propose, present and coordinate supervisory and faculty/staff training.
- a. Coordinate seven faculty/staff training opportunities during the year.
Coordinated the presentation of Harassment, ADA, Wellness and Investment Seminars. Worked with Staff Association to plan and present three spring semester trainings: Confrontation for Conflict Resolution, Maximizing the Benefits of GroupWise, and Outdoor Recreation.
 - b. Coordinate one continuing education credit quality supervisory training each quarter.
Explored the possibility of offering continuing education credit quality supervisory training with the SBDC. This objective was not met.
 - c. Purchase supervisory training resources.
Researched online supervisory training resources.
- 5) Leverage the use of technology to improve department customer service, efficiency, and the management of information.
- a. Implement document work flow technology applications for faculty / staff overloads in cooperation with the Provost Office and Information Technology Department.
Met with Information Technology staff to preview the online overload form. Have determined that Banner Self Serve will accommodate the online overload form. The online form is expected to be available to the campus at the end of the Fall Semester.
 - b. Promote and implement the new PeopleAdmin online application software system.
Completed the PeopleAdmin promotion, implementation, and training.
 - c. Customize the yearly faculty contracts based on tenure status.

Completed.

- d. Create an electronic file for staff position descriptions.

Ongoing effort

- e. Separate permanent personnel imaged files from temporary personnel imaged files.

Complete.

- 6) Work with University Director of Student Health Services, Safety and Risk Manager and Safety Committee to prepare for a possible Avian flu pandemic

- a. Attend the Iron County Avian flu pandemic seminar.

Attended the pandemic seminar along with representatives from Facilities Management and Student Services.

- b. Provide information to campus community to prepare for possible pandemic.

Reviewed pandemic flu information with the campus Safety and Risk Management Committee.

- c. Assist in the development of campus pandemic plan.

Worked with the Campus Safety and Risk Management Committee to draft a campus wide plan.

- 7) Be more proactive in communicating with Human Resource customers.

- a. Communicate with Vice President of Administrative and Financial Services, Provost, and President on a regular basis via e-mails and meetings.

Ongoing effort.

- b. Identify issues and present solutions.

Submitted executive summary and recommendations on salary equity and wellness effort. Implemented and offered supplemental life insurance through Standard Life. Analyzed and recommended additional retirement options through TIAA/CREF, Vanguard, and Fidelity. Implemented flexible spending upgrade.

- c. Prepare assignment calendar to notify Vice President of Administrative and Financial Services of upcoming HR reports, assignments and issues.

Completed

- d. Solicit feedback from HR customers on how HR staff can provide additional value to the University.

This occurred during exit interview and informal interviews.