



LEARNING LIVES FOREVER

2007-2008

Accomplishments

Administrative and
Financial Services

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Vice President & Chief of Staff

- 1) Recruit, hire, and effectively bring onto the team new leadership in those areas where it is required.

Successfully completed searches for Executive Directors of both the Utah Shakespearean Festival and the Utah Summer Games. Both organizations are off to record-setting years, an indication of the quality of the candidates selected.

- 2) Create a stronger Board of Commissioners for the Utah Summer Games.

With the hiring of new leadership, this goal has been put on hold until the current year in order that the desired direction relative to Board membership and responsibilities could have the input of the new Executive Director.

- 3) Review and possibly re-work sponsorship relationships with the Utah Summer Games.

Work has begun on this goal; additional changes are anticipated in 08-09.

- 4) Research and propose merit/equity salary systems for the campus, through Human Resources.

Potential systems were researched and a revised system was adopted.

- 5) Enhance the Public Relations value of H.R.'s on-line job application process.

Worked with Public Relations & IT to further the promotional value of this process; new publications, web site enhancements, and People Admin recruitment site changes were all part of the upgrades.

- 6) Improve campus steam tunnel safety through implementation of findings from recent Heat Plant study.

Work in progress. Directional signage has been installed, and ventilation and egress system improvements are being studied as part of the Campus Utilities Master Plan project.

- 7) Initiate work on comprehensive Campus Utilities Master Plan and Campus Master Plan.

Year-long Campus Master Planning (CMP) project has been completed through governing board approvals; only production of the final document remains. Campus Utilities Master Plan work – which in part depended upon information resulting from the CMP – is now again underway.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Vice President & Chief of Staff - Continued

- 8) Finalize plans to identify and recognize the athletic academic accomplishments of Southern Utah University's student athletes, working to create a stronger sense of tradition regarding the athletic program.

A first annual formal meal event was held to recognize and honor those student-athletes that achieved significant academic accomplishment. (Early in the past year, Athletics began reporting directly to the President's Office.)

- 9) Expand participation opportunities at Southern Utah University for student athletes; e.g. – to work to add women's volleyball as an intercollegiate sports offering.

The governing board approved the addition of an intercollegiate women's volleyball program. A coach is now in place, athletes are being recruited, and the first official competition is one year off. (Early in the past year, Athletics began reporting directly to the President's Office.)

- 10) Provide financial analysis that assists decision-making processes in important institutional activities. (ex: financial aid, tuition rates, outreach opportunities, housing, academic directions, etc.)

Developed various new reporting tools related to tuition revenue projections, fund balance projections, financial aid allocations, and course fee activities. Substantial analysis provided in analyzing various scenarios relative to meeting SUU's housing needs. Academic outreach analysis put on hold due to changes in various academic leadership positions.

- 11) Improve the accuracy and timeliness of investment reporting.

Work in progress. Again this past year, the assignment was of necessity moved to a new staff accountant.

- 12) Re-invent the employee travel authorization and reimbursement process.

Work is well underway regarding process changes....actual implementation of a new process in a phased-in manner will begin in late summer. Additional efforts will be forthcoming relative to reshaping the reimbursement portion of the process and rewriting applicable policies where such is needed and helpful.

- 13) Produce internal financial statements and financial indicators report by September 30.

Though the goal has not yet been met (and the goal will remain for the current year), progress towards the goal was made this past year.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Vice President & Chief of Staff - Continued

- 14) Complete review of the financial portion of the institution's policies and procedures manual.

Again this past year, many policies in administrative & financial services were reviewed and changes carried through the required approval steps. The financial portion of this process is not yet completed, though the goal will be to have them completed by Dec 31st of the new fiscal year.

- 15) Develop an annual calendar of dates for budget decisions and communications to campus in such areas as: motor pool and travel reimbursement rates, telephone charges, health and dental rates, etc.

The calendar was developed and shared by mid-year. Further work will be needed in the coming year to accomplish all rate change decisions and communications by the desired date.

- 16) Provide more frequent tuition revenue projections and cash reserve position forecasts to the Vice President and Chief of Staff's office in order to best manage and place institutional resources.

Updates were consistently provided in a timely fashion. Quality of the projections was quite high. The accuracy and timeliness of these projections allowed for better management of institutional fund balances.

- 17) Target specific areas of enrollment for improved result. Continue to increase the number of ethnic minority students, the number of out-of-state students, and the percentage yield of ACT number 1's that enroll at Southern Utah University.

Significant actions taken and success seen in each of the areas.

- 18) Automate Scholarship Program for more efficient awarding and reporting of financials, etc.

Great strides made in automating the scholarship program process; a result of substantial effort by those involved. The activity of automating the process allowed for previously unforeseen opportunities to be discovered as well; these will now become the focus of future efforts.

- 19) Streamline the loan process and increase communications efforts in an attempt to have fewer students financially unprepared at the beginning of the fall academic term.

These efforts paid off significantly during the first week of the fall term.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Vice President & Chief of Staff - Continued

- 20) Expand the Campus Recycling Program, with leadership coming from the Purchasing Office.

The Purchasing Office continues to serve in a leadership role with regard to the coordination and direction of campus recycling efforts.

- 21) Develop RFP's and contracts for special projects, and provide institutional support for various real estate transactions.

Significantly higher levels of activity completed in all areas: RFP's, contracts, and real estate activities.

- 22) Implement an external, anonymous reporting system and increase the corresponding output of the Internal Auditor Office.

The reporting hotline was implemented last fall; the coming year will need to see an evaluation of its effectiveness.

- 23) Assist in the development and planning for the Utah Shakespearean Festival's future direction.

Very active year in this regard due to the hiring of a permanent Executive Director. By-Laws have been rewritten and a new Strategic Plan developed; both are in the process of garnering approvals from the required advisory and governing boards.

Other Accomplishments:

Completed construction of a new Teacher Education Building, a renovated Old Main, and a new campus Clock Tower

Completed revenue bonding for Phase II of campus housing

Completed numerous property transactions

Completed Campus Master Planning process

Made first budget allocations to campus Outdoor Initiative

Made several international visits that resulted in new partner universities for SUU

Implemented revisions to the University investment program and process

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Vice President & Chief of Staff - Continued

Revised/updated numerous campus policies

Continued work on the Utah Shakespearean Festival Centre project

Successfully implemented changes to the Utah Summer Games experience

Increased focus on environmental sustainability measures at SUU

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Facilities Management

Facilities Management Administration

- 1) With financial support from Facilities Management, work with Communications to create a video on “Excellence in Grounds and Gardens” for instruction on Best Practices and presentation at the 2008 RMA (Rocky Mountain APPA) Conference.

Action: The Communications Department (Jon Smith, Lee Byers & students) have met with our Department to develop areas of focus and some script material for the DVD presentation - approx. 10 min. Several projects have been filmed and filming will continue through the spring and summer of '08. The Grounds Department, under the leadership of Ross Murdock, is developing a PowerPoint presentation to have discussion material for the remainder of the hour long presentation.

- 2) Develop a site plan and schematic drawings for a Facilities Management Administration Building located on the Master Plan. Work to secure funding through Capital Improvements in order to combine Facilities Management divisions in one area and to return the currently occupied Facilities Management space, at the center of campus, for academic purposes.

Action: This project has been funded and DFCM has secured the services of an architectural firm to commence design and prepare for bidding once approvals have been secured from SUU and DFCM.

- 3) Develop a Customer Service position that will incorporate all work orders, maintenance reporting, telephone billing, oversight of student telephone operators and Call Center, which will assist with comprehensive deferred maintenance planning reporting and scheduling.

Action: Customer Service position has been developed, advertised, and filled. The position includes responsibilities for some of the following: Call Center & Student Operator Training, Phone System – additions & changes, Work Order System & Reporting, Customer Service for both on and off campus customers, assistance for all managers with continuous improvement recommendations. This position reports to Facilities Management’s Business Operations Coordinator.

Business Operations Coordinator (BOC)

- 1) Set-up and implement database for tracking of Work Order specific expenses.

Action: Completed and currently in use.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Facilities Management - Continued

- 2) Continue to refine the process of managing the Facilities Management accounts payable and receivable information and take on added financial tracking including credit card transactions.

Action: The additional financial tracking responsibilities came to the BOC office as of December 1. As areas of streamlining are identified, the BOC has been working with the Controller's office to make improvements to the way information is submitted to them. The process for submitting the cell phone billing has been simplified, which improves efficiency and accuracy not only for the BOC office, but for the Controller's office - they can upload the spreadsheet directly to Banner rather than having to hand-enter each expense transfer. Also, the database for tracking credit card transactions has been successfully implemented. This database has streamlined the process for tracking missing credit card receipts and processing credit card statements for auditing purposes.

- 3) Implement an enhanced process for budget tracking which will encompass the additional financial tracking responsibilities coming to my office with the retirement of the Telephone System Coordinator.

Action: In process. As processes are identified and streamlined, the budget tracking process becomes faster. The BOC is still working to identify an instantaneous way of presenting the budget reports for the entire division to the Managers and to the Associate V.P.

- 4) Work with Planning Committee representatives and Controller's office to quickly set-up project specific accounts before expenses are incurred for projects.

Action: This process has improved significantly over the past year. Roughly 85% of project accounts were set up before expenses were incurred.

Utilities Services

- 1) Improve steam tunnel safety by implementing ventilation systems and adding emergency egress.

Action: Steam tunnel directional signage has been installed. Tunnel ventilation and egress systems are being studied and proposed with the campus utility master plan under the direction of Stanley Consultants. Tunnel lighting is being evaluated by campus staff for tie in to existing emergency generators, where not tied in already.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Facilities Management - Continued

- 2) Implement a more comprehensive chemical water treatment program across campus for all heating and cooling water loops that will extend the life of mechanical systems through corrosion inhibition.

Action: New water treatment contract is in place with comprehensive specifications. Upgrades to chemical injection points, quill replacement, storage feed tanks, and spill containment have taken place. On campus verification of treatment is occurring on a regular basis. Utilities Services will continue to closely monitor the treatment systems and methods to assure compliance to specifications.

- 3) Improve power and gas meter reading capability and accuracy via meter modernization and an automated meter reading system.

Action: Research has begun on meter replacement options for replacing existing aged meters with modern equivalents that will be compatible with an automated meter reading (AMR) system in the future. On campus consultation has been arranged with an AMR factory rep to assess our current system.

- 4) Develop the reporting capability of the computerized maintenance management system (CMMS) in order to maximize program effectiveness and capability.

Action: New CMMS software (Sprocket) has been purchased and data collection and conversion is in place.

- 5) Begin a phased approach to eliminate outdated electrical sectionalizers and replace with high voltage switching on campus to allow isolation of individual buildings and sections of campus. Phase I: Accomplish design and engineering, and establish a financial plan for future progress.

Action: Campus electrical infrastructure is under evaluation as part of the campus utility master plan. Computerized models have been reviewed and scenarios run to simulate various load and routing conditions. Critical areas such as system capacity and utility provider feeds are being assessed.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Facilities Management - Continued

Grounds and Gardens

- 1) Phase II campus tree farm.

Action: Added 90 trees to campus and 15 trees to the Tree Farm. The Grounds division is developing a plan for care and maintenance.

- 2) Clean and re-landscape area around equipment shed, and area south and west of the fence line.

Action: 18 trees have been planted along the fence line. The area has been cleaned up and landscaping rock spread in some areas.

- 3) Upgrade campus tree tour and inventory.

Action: Half of the landscaping inventory on Campus has been tracked and is waiting to be put on the Facilities Management web site by the web designers.

- 4) Coordinate site plan and landscape north of President's home.

Action: The Grounds Division has installed eight locust trees with drip irrigation.

- 5) Add more Xeriscape: Area northwest of PE building, Area west of Business Building.

Action: These projects are complete and have enhanced the areas.

Building Maintenance Repairs and Renovation

- 1) Improve concrete throughout campus by ensuring concrete meets state specifications. Any pour over three yards will be tested. Replace 25 yards of deteriorated concrete throughout campus beginning with safety issues. All information will be tracked and documentation will be kept on file in the repairs shop.

Action: 67 yards of concrete have been replaced throughout campus. Areas replaced include: sidewalk between GC and Adams theatre, sidewalk north of student center, a severely deteriorated section in front of the Ponderosa Terrace, as well as sidewalks by the PE building. As the Building Maintenance staff has tested the concrete, the product distributed by our vendors has improved. Staff has also sealed all the new concrete poured at approximately 30 days.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Facilities Management - Continued

- 2) Improve customer service by contacting the individual who submits a work order within 24 hours.

Action: The Repairs shop contacts 90% of the individuals within 24 hours. Because of gaps in the current work order system, a new system has been implemented, which will better meet the needs of the Campus.

- 3) Improve roofs and minimize roof leaks by holding semi-annual training on patching materials and practices. Improve our reporting procedures by arranging training by the state on reporting and roof responsibilities.

Action: Building Maintenance staff has inspected each roof on campus and training has taken place with each responsible person on how to properly patch each type of roof. An inspection checklist has been compiled in order to ensure items are not overlooked. The checklist and the information collected have improved the reporting to the state by ensuring they have the proper information. There has been a decrease in the number of reported roof leaks.

Custodial Services

- 1) Green Cleaning: Green cleaning is gaining momentum in the industry. Will research changing core cleaning chemicals to more environmentally preferred cleaning products. We are currently implementing micro-fiber technologies into our cleaning procedures.

Action: New chemicals have been installed in Old Main and will also be installed in the new Teacher Education building. They will be used on a trial basis to see how they perform. If they work well, they will be used throughout campus.

- 2) Develop Area Supervisor Clusters: Have clusters work together to achieve cleaning goals and objectives. Currently the supervisors take pride in their buildings but are not involved in helping each other succeed. Goal is to accomplish more teamwork within the area clusters.

Action: The clusters are having weekly meetings to discuss the needs within their areas.

- 3) Develop Inventory Control and Measurement: Generate up-to-date inventory cost reports as well as usage reports for each building. Work closely with Custodial Supply to develop a system which tracks delivery of supplies, with costs associated to individual buildings.

Action: Currently looking into a module in the new Sprocket Work Order System that could meet the needs of Custodial Services.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Facilities Management - Continued

Construction Services

- 1) Complete contractor, consultant, architect, and engineer data to be included on Facilities Management web site.

Action: The Data Base has been added to the Facilities Management web site.

- 2) Complete a Project Management Guide which will include pre-project evaluations from Facilities Management, schematic design check lists, design review check lists, pre-bid documents, pre-construction meeting agendas, contractor sign in sheets and check list sheets. The Guide will also have digging permits, hazardous material signoff sheets, parking sign off sheets and punch list completion forms.

Action: The Guide is complete.

- 3) Take at least one training course to update skills on current safety and building codes.

Action: Attended a Campus Fire Marshal's Seminar on safe practices and design of fire safety systems and codes on 5/11/07.

Space Planning, Safety & Risk, Fire Marshal

- 1) Assess areas of greatest liability exposure, and find reasonable cost effective solutions to associated problems.

Action: All buildings have been inspected, deficiencies noted, and requests sent to appropriate shops for corrective action.

- 2) Attend Fire Marshal and Risk Management training provided by state agencies.

Action: Meetings have been attended.

- 3) Review and update all written safety programs and emergency preparedness plans to ensure they are in compliance with current regulations.

Action: This project is 70% complete.

- 4) Upgrade the facilities campus fire alarm systems in phases with the goal being to have a networked system.

Action: In FY06/07, seven major university building alarm systems were completely upgraded. In FY07/08, four more buildings are currently being upgraded: Engineering & Technology, Administration, Music, and R.C. Braithwaite.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Facilities Management - Continued

Motor Pool/Receiving

- 1) Purchase and implement new inventory tracking software to coincide with existing receiving software. In addition, research and possibly purchase new hand-held signature devices for easier customer use when delivering packages. Upgraded software was purchased last summer.

Action: A new hand-held scanner was added for more efficient package delivery, ease in getting customer signatures, and more legible writing.

- 2) Analyze fuel and maintenance costs associated with minivan fleet and adjust rental prices accordingly. Also, add one additional sedan to the Motor Pool rental fleet in order to meet customer demand.

Action: Rental prices were adjusted to coincide with new per diem and mileage reimbursement rates. An additional sedan was added to the Motor Pool fleet over the summer.

- 3) Learn and implement state-mandated software for tracking and documenting accidents involving University-owned vehicles.

Action: The original software implemented by the State did not meet the needs of the end-users. No new software has been made available as of yet.

- 4) Update and refine on-line Materials Request form to include lights and other items.

Action: The Materials Request Form was refined.

Public Safety

- 1) Continue a community-based policing style that will provide an openness and willingness to work together between our department and others on campus. Re-design and enhance Public Safety's website to provide more up-to-date information and statistics.

Action: Webpage has been re-designed and updated to provide a more helpful and efficient way for Staff and Students to find information. Public Safety continues to work with other campus departments providing educational seminars on various topics.

- 2) Obtain another full-time officer. Information will be provided which supports the need for this position.

Action: Budget proposals will be submitted for another full-time officer as a replacement position from the 2003 staff reduction.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Facilities Management - Continued

- 3) Upgrade office space and officers' equipment to be in compliance with all state laws and regulations.

Action: Public Safety is in the process of hiring an independent consulting firm to evaluate the department's service to the SUU campus. Upgrading office space and equipment will be strengthened based on the consulting firm's recommendation.

- 4) Develop a parking policy that is clear and concise; one that will require faculty and staff to be accountable for parking citations they receive.

Action: Public Safety is currently in the process of submitting the policy change to recommend that ALL faculty, staff, and student citations be treated equally.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Information Technology

Information Technology Administration

- 1) Continued to work with the CIO's from other high education institutions in the State of Utah in order to petition the legislature for funding for Information Technology. Prepare and submit reports on the utilization of the funding.

Action:

- a) Received \$900,000 base budget for software licenses (USHE). The share received by SUU was approximately 5% of the \$900,000.*
- b) Received \$3,000,000 one-time allocation for hardware replacement and aging infrastructure (USHE). The share received by SUU was approximately 5% of the \$3,000,000.*

- 2) Conducted Surveys of student computer lab users in order to better evaluate the Information Technology needs of the students.

Action:

- a) 94% of the students are satisfied or very satisfied with the computing environment on campus.*
- b) 94% of the students are satisfied with the hours the labs are open.*
- c) 87% of the students indicated that their printing needs were being met adequately, or very well.*
- d) The following suggestions and improvements requested by the students were implemented:*
 - Upgraded the printers in the Library and ELC 214*
 - Put a printer release station in the Library and ELC 214*
 - Installed Office 2007 on notebooks for check out in the Library*
 - Improved the wireless connectivity across campus*

- 3) Met often with constituents in order to establish it needs.

Action:

- a) Worked with Graphic Arts Department to align their technology needs to their academic offerings.*
- b) Worked with the Education Department to properly configure their computer lab 339 to meet their academic offerings.*

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Information Technology - Continued

- c) *Helped the Computer Science and Information Systems Department layout their new technology lab in ELC 306.*
 - d) *Worked closely with Student Services on the Chartwells contract and implementation.*
 - e) *Worked closely with faculty and students on the deployment of technology for faculty and student use.*
 - f) *Worked closely with Library Administration on improving the technology offerings in the Library.*
 - g) *Worked closely with the faculty in the Science Department; the availability of computers in the science labs has improved.*
- 4) Kept SUU administration informed of Information Technology needs and achievements.

Action:

- a) *Richfield disaster site*
 - b) *Move to Google mail*
 - c) *Closed the Banner account*
- 5) Secured funding to begin initial phase of Voice over IP Telephone system implementation.

Action: The first phase of the VOIP (telephone system) is almost complete.

- 6) Align goals and actions of Information Technology staff with the mission of SUU.

Action:

- a) *Supported the fundraising efforts of the university by providing enhanced support to the Advancement Office. Administrative Systems staff assisted in the extraction of data from Banner to Researcher's Edge enabling the Advancement Office to do more research on constituents. In process of evaluating and assessing requirements to allow on-line gifts that post directly to Banner.*
- b) *The recruitment and retention efforts of the University were supported by providing enhanced reporting and recordkeeping in order to better evaluate the progress.*
- c) *Labs and classrooms were enhanced, enabling a quality learning environment for the students. Desktop computers are maintained in an efficient, secure, and current manner, allowing faculty and staff to provide the best quality of service. Support of mobile computing devices were enhanced by upgrading wireless applications, and installation of an enterprise license for Blackberry mobile devices.*
- d) *Negotiated with Dell Computer and received exceptional pricing on personal computers.*

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Information Technology - Continued

- e) The registration for new students coming to campus for orientation was enhanced and streamlined by making it web based.*

Administrative Systems

- 1) Continue to support, maintain, and upgrade the Banner Administrative Software.

Action:

- a) Maintained stable environment.*
- b) Maximized Up-Time Monitored performance.*
- c) Proactively address problems.*

- 2) Provide campus-wide reporting system.

Action:

- a) Purchased and installed Evisions Argos Reporting Tool, which allows us to use a lower-cost enterprise license for many reporting needs.*
- b) Implemented enrollment comparisons and admissions application comparison reports that various users around campus can run at any time.*
- c) Began the process of developing comprehensive financial reporting system.*

- 3) With funding from SUU, create and maintain a disaster recovery site in order to maintain SUU administrative processing in the event of the loss of the SUU Computer Center.

Action:

- a) Installed “near” disaster site in the Sharwan Smith Center.*
- b) Cut over to “near” disaster site successfully used if for all Banner functionality. This process was seamless to Banner users.*
- c) Installed “far” Banner disaster site in Richfield, UT.*
- d) In process of establishing other non-Banner functionality at Richfield Site, including Touchnet, Astra, task management, etc.*

- 4) Improve the Administrative Systems team collaboration skills.

Action:

- a) Improved and enhanced task management system.*

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Information Technology - Continued

- b) *Updated code management system to SubVersion with more advanced code management tools. All code developed in our department is stored in the shared system, and changes are logged and archived.*
 - c) *Updated documentation system – Installed and configured Confluence wiki, and began moving all documentation from diverse locations into a central location.*
- 5) Enhance the security of the Administration Systems in order to assure PCI compliance, and protect the safety of all employees, alumni, and students.

Action:

- a) *Moved all e-commerce servers to more protected sub-net. In process of moving all e-commerce work-stations into this same sub-net.*
 - b) *Implemented password changing on Novell and Banner.*
 - c) *Studying and preparing for comprehensive Identify Management System in order to use single-sign-on with more secure passwords.*
- 6) Develop a Portal for SUU students, faculty, staff, prospective students and alumni. Provide a method in which we keep all constituents of SUU informed and connected.

Action:

- a) *Implemented the beginning of my SUU. Currently includes student/faculty class schedule, emergency contact information, address/phone collection system, targeted messaging system, and Circuit Weight Attendance System.*
- b) *Study and plan for enhanced features to be added to mySUU as time allows.*

Networking Services

- 1) Maintain secure, reliable, convenient student lab environment.

Action:

- a) *Deployed a new print release station setup in the Library and ELC 214 open-access computer labs. This setup increased security and confidentiality of student printouts and significantly reduced waste.*
- b) *In conjunction with Web Services, developed and deployed a new web-based tool that empowers student lab technicians to easily look up a student's account by T-number and enable it, reset passwords, and perform other routine maintenance tasks. This new tool allows the changes to be made without the ability for the lab technician to learn the student's login credentials, thus avoiding potential FERPA problems.*

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Information Technology - Continued

- 2) Maintain and support desktop computers on faculty/staff desktops.

Action: Six hundred new and re-purposed computers were deployed in labs and offices around campus. This included configuring new computers for four new computer labs: the media lab in the library, the photography lab in the Centrum, and two new computer labs in the Teacher Education building.

- 3) Manage servers for e-mail, IP addressing, high performance computing, news feeds, and other essential campus services.

Action:

- a) Acquired and deployed several new high-end servers for Computer Science and Information Systems and Geographic Information Systems. These servers run VMware ESX server and host multiple virtual servers for these departments to use.*
- b) Worked with the Communications department to acquire and configure a news feed server. Using this server, Communications students can write to a common news database and retrieve the information in a standard newscast format.*
- c) Worked hard to foster an excellent working relationship with the Center for High Performance computing at the University of Utah and the high-performance computing center at Utah State University.*
- d) Improved the performance and day-to-day operation of the high-performance compute cluster. Represented SUU at the SC07 Conference in Reno. At the conference, SUU was able to assist at the University of Utah's and Utah State University's booth.*
- e) Deployed a new system in redundant on campus: the primary server resides in the ELC data center with a fully-functional backup server running in the Sharwan Smith Center. Simulated outage tests have been performed to confirm that either server is capable of carrying the full load in the event of a failure of the other server.*

- 4) Maintain a secure, reliable campus e-mail environment.

Action:

- a) Implemented a comprehensive anti-virus, anti-spam solution for campus email. This new system is more effective and protects more systems than the previous solution. By implementing this system, we were able to save the university over \$1,000 in licensing fees.*

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Information Technology - Continued

b) *Moved all Utah Shakespearean Festival email and SUU student email to a hosted Gmail solution. This solution has been very favorably received and provides larger mailboxes than before. The system has proven to be much more reliable than the previous NetMail-based system.*

Web Services

- 1) With financial support from Distance Education, purchase new hardware and install the production environment for Blackboard Learning System CE 6.

Action: The Distance Education Office purchased two new servers to host the newest version of our campus LMS (Learning Management System), Blackboard Learning System CE 6. One server hosts the Oracle database, and the other hosts the application server. CE 6 has been installed and the production system, <https://elearning.suu.edu> was used for Spring 08 and Summer 08.

- 2) In coordination with the Purchasing Office and the Controller's Office, develop an online Travel Authorization system.

Action: This system was developed after meeting with Purchasing and Controller's office personnel a number of times to discuss the project parameters and the progress of the project. The project is in the final testing stage and it should be ready for a July 1, 2008 implementation.

- 3) Support the Bookstore in implementing a more user friendly online store for its merchandise.

Action: After a number of meetings it was decided that the best approach would be to purchase a commercial e-commerce solution that included full source code for customization. The software was purchased and installed at <http://www.suubookstore.com>. The code was customized to integrate with the campus Touchnet payment gateway, and to provide for the correct shipping calculations based on current bookstore procedures. It has now been turned over to the Bookstore to add the categories and items they want to sell.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Information Technology - Continued

- 4) Conduct a personal information scan on the web server.

Action: After some personal information was discovered on the Dixie web site, we conducted a personal information scan of the entire web server to check for files that contained either credit card numbers or social security numbers. A few files were located and the owners of the files were contacted to remove the information from the server. The information was removed satisfactorily.

- 5) Update the Online Course Evaluation system.

Action: The Online Course Evaluation system was updated to use a more robust back-end database and to use newer programming technologies and techniques.

- 6) Maintain and manage a secure, ADA compliant, visually appealing, up-to-date campus web site. The SUU web page is often a constituent's first contact with the campus; therefore, it is vitally important the information contained therein is timely, accurate, and easy to navigate.

Action: Redesigned several areas of the campus web site and created new sites including, but not limited to: Purchasing, Controller, Budget, Alcohol & Drug Prevention Program, Registrar, Graduate School, Fine Arts, Provost, Centralized Scheduling, Academics, and Communications.

- 7) Develop procedures and new workflow processes to facilitate communicate between Units and Web Services.

Action: New procedures were developed which allowed web liaisons and departments to submit requests for web updates and redesigns. This gets the departments more involved in their web site content thus giving them deeper understanding of the information they are providing to the public. It also helps educate them on the web site development cycle and helps them to take ownership of their site.

- 8) Continue making the SUU site standards compliant.

Action: Made significant progress in moving more sections of the site into standards compliant coding that passes all validation checks, accessibility law guidelines, and will work on a variety of mobile devices.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Information Technology - Continued

Classroom Mediation

- 1) Continue to upgrade the equipment inventory with cutting edge technologies as funding permits.

Action: Installed control system upgrades in classrooms. Twenty-nine rooms done or in process of completion to date with more to follow as time and monies allow.

- 2) Determine desired technology needed in the classrooms and upgrade them according to the needs of the faculty and students.

Action:

a) Equipment upgrade done in rooms as outlined in last year's report. (Four new classrooms mediated on campus plus 14 new mediated classrooms and labs in new Teacher Education building. Total mediated classrooms – 119.)

b) Was involved in getting Old Main and the new Teacher Education building online.

c) Hung and installed 4 flat panel screens with cabling and controls at locations around campus.

- 3) Instruct and provide support to faculty, students, and staff in use of media resources.

Action: Group and individual training sessions were conducted with professors and students.

- 4) The Media Technician will keep up with advancements in electronic media by attending various training sessions, web seminars and industry trade shows.

Action: Attended infoComm seminars and trade show from which I implanted knowledge received in purchasing and maintenance of media equipment.

Networking Infrastructure

- 1) Improve the security of the campus network.

Action:

a) Studied for and passed the test to become a CISSP (Certified Information Systems Security Professional).

b) Moved several sensitive subnets to a more secure environment directly attached to the firewall.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Information Technology - Continued

- c) *Ran vulnerability scans on systems.*
- d) *Created a new secure subnet on the firewall specifically for E-commerce servers. This is to protect credit card transactions which helps us become PCI compliant.*

2) Improve and maintain reliability of campus network.

Action:

- a) *Installed next generation gigabit switches to provide redundancy across campus.*
- b) *Designed Phase II of an upgrade to the campus network that will provide redundant connections to more buildings providing better availability in the event of a failure. This also includes moving a large portion of the campus to gigabit Ethernet to the desktop. Implementation is pending ordering the switches.*

3) Planning and implementation of VOIP (Voice Over Internet Protocol)

Action:

- a) *Designed VOIP network.*
- b) *Created and evaluated RFP in order to select VOIP vendor.*
- c) *Began installation of VOIP system.*

4) Establish a remote disaster recovery site in Richfield, Utah.

Action: Specific responsibilities included physical network setup, network security, and an encrypted VPN tunnel to pass our sensitive data safely across the internet.

5) Expand and enhance campus network.

Action:

- a) *Added two new buildings, Old Main and Teacher Education, to the campus network, including a rewire of the network lines in Old Main 1st floor area for Advancement.*
- b) *Expanded wireless network coverage to Head Start, Student Center, Pavilion, Alumni House, and USF.*
- c) *Wired new Post Office area.*
- d) *Added lines in the Library for reference expansion.*

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Human Resources

- 1) Review and revise the staff classification system.
 - a) Research staff classification systems at peer institutions. Review best practices at CUPA-HR's Knowledge Center.
 - b) Propose a new staff classification system to the University Administration.
 - c) Review the current staff classifications and make recommendations for appropriate changes.

Action: The reclassification of clerical positions and titles has been researched, proposed and implemented. New classified salary grades for clerical and technical positions have been researched and developed and is being studied as an option for the 2009-10 fiscal year.

- 2) Research and propose a new merit/equity salary system for faculty and staff.
 - a) Research merit/equity salary systems at peer institutions. Review best practices at CUPA-HR's Knowledge Center.
 - b) Propose new merit/equity salary system to University Administration.

Action: Merit and equity salary systems have been researched at peer institutions and at CUPA-HR's Knowledge Center. A new merit and salary equity system was adopted.

- 3) Develop updated job descriptions across campus.

Action: Staff job descriptions were reviewed by the Departments and Human Resources Office prior to positions being advertised for recruitment purposes. Job descriptions that were older than five years were also sent out to the departments for review and revision.

- 4) Update and improve HR marketing and branding.
 - a) Work with Public Relations and Information Technology to update the HR web pages with consistent marketing and branding to promote the University.
 - b) Work with Public Relations and Information Technology to improve the online recruiting messages.
 - c) Work with PeopleAdmin, Public Relations and Information Technology to make the application process a campus personnel recruitment process.
 - d) Work with PeopleAdmin to streamline the application process for University applicants.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Human Resources - Continued

Action: Work with Public Relations and Information Technology was completed to update the HR web pages with a consistent marketing/branding message and recruiting messages to promote the University. New content and pictures were incorporated. New recruiting publications and dvd's were given to interviewees during their campus visits with the Human Resources Office.

An audit of the SUU/PeopleAdmin recruitment site was completed. Changes were made to improve the use of the system for applicants and hiring managers.

- 5) Communicate new 401(a), 403(b) and 457 retirement investments options to faculty and staff.
 - a) Coordinate on campus investment seminars and individual counseling sessions to educate faculty and staff regarding the new retirement options through TIAA/CREF, Vanguard, and Fidelity.

Action: A series of investment seminars and individual counseling sessions have been offered to the faculty and staff by representatives of Fidelity and TIAA/CREF during the Fall and Spring semesters.

- 6) Research and propose new employee programs for faculty and staff.
Present possibilities including:
 - a) Cafeteria benefits plans
 - b) Child Care
 - c) Wellness program
 - d) Flexible work schedules
 - e) Recognition and incentive ideas for supervisors

Action: The Human Resources staff assisted the campus wellness committee in the design and the roll-out of a new campus wellness program. The program focuses on educational opportunities for faculty, staff, and students. The educational opportunities will be primarily web based. Increased physical activity will be encouraged through incentives and campus groups. The staff also worked with Regence Blue Cross Blue Shield and the Blue Health Bank to resolve the systems problems with the Flexible Spending Plan. Sufficient progress was not made by the Blue Health Bank and so a recommendation was made to the Administration to return to the Personal Choice flexible spending administrator effective 07/01/08. Modifications were proposed and approved by the Administration to restore medical benefits that had been lost due to Intermountain Healthcare no longer participating with RBCBS as a provider of home health and durable medical equipment services. The x-ray and lab services benefit was also changed to mirror similar benefits found in Salt Lake City. Flexible work schedules were approved for the

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Human Resources - Continued

Summer of 2008. Recognition and incentive ideas have also been researched and proposed to the Administration.

- 7) Develop an HR office that is seen as a greater campus partner and player in meeting campus needs.

- a) Self-identify issues and present potential solutions.

Action: The following issues have been addressed or are currently being addressed: Expanded retirement options, charitable giving campaign implementation, employee relations, workers compensation RFP, and supervisory training. Worked more closely with the President, Vice Presidents, to identify and solve various campus issues dealing with benefits, employee relations, and policy changes.

- b) Check and double check information prior to sending out.

Action: This effort is ongoing.

- c) Focus more on critical thinking skills; bring forward items fully researched, analyzed, and discussed – prior to bring forward issues and recommendations.

Action: This effort is on going. The Human Resources staff follows a pattern of researching how other USHE institutions and selected non-Utah Universities are handling HR issues in question. Campus stake holders are also contacted for input when it is appropriate. The CUPA-HR and SHRM Knowledge Centers are also used as a source for research. The staff also makes it a practice of identifying possible options, costs, and employee relation issues and then making a recommendation.

- d) Manage the University/vendor issues in order to protect the interests of the University and insure vendor performance.

Action: Work with Regence Blue Cross Blue Shield and Blue Health Bank to correct system errors associated with implantation of new flexible spending program. Work with Fidelity and TIAA/CREF to correct issues associated with the implementation of the expanded retirement options.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Human Resources - Continued

- e) Partner with associates of Risk Management, Marketing/Public Relations, Staff Association, Controller's Office, Academic Affairs, Faculty Senate, and Career Services to identify and solve campus issues.

Action: This effort is ongoing. Participated as a member of the Risk Management Committee. Attended regularly scheduled meetings and coordinated various safety efforts to increase the level of employee safety. Worked with staff from Risk Management, Marketing/Public Relations, Staff Association, Controller's Office, Academic Affairs, Faculty Senate, and Career Services to review policy changes, offer employee relation opportunities, and improve marking and recruitment efforts.

- 8) 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.

Action: Work was completed on the electronic personnel action forms. Training of the new system for hourly employees was conducted June 2008 to go live on July 1, 2008.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Utah Summer Games

- 1) *9,643 Athletes participated in the 2008 USG – an increase of 230 athletes from previous year. We will also be increasing those numbers with a mountain biking event in September and a high school basketball tournament in December.*
- 2) *Water Polo, Mountain Biking, and High School Basketball Invitational were held out of the traditional month of June and were extremely well received by teams, coaches, fans, and the community.*
- 3) *We have received positive feedback from the Hall of Honor Banquet attendees with the change of location and format of banquet.*
- 4) *Opening Ceremonies were a great success, Mindy Benson and her team did a fantastic job.*
- 5) *We moved closer to securing financial stability and should be able to put money, once again, in the reserve for future years.*
- 6) *2008 Utah Summer Games were an overall success with many great stories of triumph and accomplishments by athletes, teams and the organization.*

We have much to improve and must be creative, proactive, and forward thinking in our approach to the future

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Budget

- 1) Send budget variance reports to departments quarterly. Provide necessary support to resolve variances.

Report is in place and work has begun to set up Banner budget managers. This objective is to be carried forward into the new year.

- 2) Net tuition projections to Vice President and Chief of Staff at 3rd week and end of term.

The net tuition projections were provided to the Vice President and Chief of Staff at 3rd week and end of term. The projections were also updated and provided at other pivotal times as needed by administration. An excellent tuition projection model was created that forecasted tuition collections for Fall Semester 2007 and Spring Semester 2008 within approximately 1% of actual collections.

- 3) Provide the necessary reporting to the Vice President and Chief of Staff and the Associate Vice President of Finance to make informed financial decisions.

All necessary reporting was provided to the Vice President and Chief of Staff as needed. Summarized information was integrated into Excel spreadsheets to create graphs and charts to illustrate the financial implications of each particular request.

- 4) Obtain training and involve the expertise of key university employees as necessary to create a draft Five Year Budget Model by fiscal year end.

During the year, this goal changed from the preparation of a draft five year budget model to a multi-year full cost model. The model has been created and is currently being reviewed by the Vice President and Chief of Staff.

- 5) Develop a calendar of dates for budget decisions and communications to campus in such areas as: motor pool rates, travel reimbursement rates, telephone charges, health and dental rates, etc.

This calendar was developed and presented to the Vice President and Chief of Staff in January. The Budget Office has worked diligently to accomplish the tasks by the dates on the calendar.

- 6) Work directly with the Vice President and Chief of Staff's office throughout the year to provide updates of campus cash reserve position in order to best manage and place institutional resources.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Budget - Continued

The Cash-Reserve list was updated and kept current throughout the year. The updates included increased revenues from growth funds and one-time expenditure savings in an effort to provide administration with the most accurate and timely available cash snap shot as possible. These efforts have allowed administration the ability to identify and plan the use of resources to achieve institutional objectives and comply with OCHE requirements.

- 7) Be available to work with the Human Resources office in developing scenarios and financial modeling recommendations for employee compensation changes.

The Budget Office worked closely with the Human Resource Office to provide information as needed throughout the year to assist in the completion of recommendations for an institutional compensation increase plan.

- 8) Work with payroll office to correct occasional errors in system postings of salary encumbrances, ensuring that all salary budget balances are stated correctly in Banner.

In conjunction with the Payroll Office, the Budget Office established a process for monitoring Banner salary encumbrances. Adjustments are identified by the Budget Office and posted throughout the year to keep salary encumbrances as accurate as possible. As a result, departmental budget managers have more accurate budget balance available information for decision purposes.

- 9) Continue development of enhanced forms, training material and other content for Budget Office website.

Although web development is an on-going process, several commonly used forms on the Budget Office website were updated and improved over the past fiscal year.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Utah Shakespearean Festival

The past year has been exceptional for the Festival. Following, in no particular order, are some of the major highlights of the past 12 months.

- *R. Scott Phillips was appointed to the Utah Arts Council Board of Directors for a 4-year term by Governor Jon M. Huntsman.*
- *The Festival hosted the annual Shakespeare Theatre Association of America conference with representatives of more than 50 Festivals and five countries in attendance in January 2008. The Festival is only one of two Festivals to host the annual conference twice.*
- *After a year and a half of transition, Festival founder, Fred C. Adams stepped aside and SUU named R. Scott Phillips as its new executive director.*
- *Over the past 12 months, the Festival has been featured in over 60 major newspapers, weeklies, magazines and professional journals.*
- *Conducted a successful international fundraising tour of 50 festival patrons to Turkey and Greece in the spring of 2008.*
- *Held the first fundraising dinner in Las Vegas celebrating Shakespeare's 444th birthday in April of 2008.*
- *The Festival season of 2008 is the most highly attended in the past five years and has had unprecedented critical acclaim.*
- *With funding assistance from the State of Utah and the National Endowment for the Arts' Shakespeare In American Communities initiative, the Festival's "Shakespeare In The Schools" program was expanded in 2008 allowing public school visits from Tucson, Arizona to Sun Valley, Idaho.*
- *Founder, Fred C. Adams has been appointed as a member of the national advisory board of the Institute of Outdoor Drama, Chapel Hill, NC.*
- *Jeff Lieder, USF costume director, was a featured presenter at this year's USITT (United States Institute of Theatre Technology) in Chapel Hill, NC.*
- *Filled two vacant full-time staff positions: Michelle Rossman, Company Manager and Beverly Delacarrera, Assistant Guest Services Manager. Both positions are dedicated to the comfort, safety and wellbeing of our company members and our visiting guests.*
- *World premier of "Lend Me A Tenor: The Musical" summer 2007 written by SUU assistant theatre professor, Peter Sham and USF veteran director and choreographer, Brad Carroll. The musical is now being worked on in preparation for a New York production in 2009.*
- *Awarded by Salt Lake City Weekly, "Best In Utah 2008" in the category of 'best festival.'*
- *SUU 1989 alumnus, Jesse Burger returned to the Festival as director of "The Two Gentlemen of Verona." Jesse is a sought-after regional theatre director and is the founder*
-

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Utah Shakespearean Festival - Continued

of Red Bull Theatre in New York City. Other SUU alumni in principle roles include Melinda Pfundstein and Brian Vaughn. Supporting performers include: Lillian Castillo and Rhett Guter.

- *The Festival communications and publications department has won the prestigious 2008 IFEA/Haas & Wilkerson Pinnacle Award for TV ad and graphics and design of the Festival's annual souvenir program and brochure. IFEA (International Festival and Events Association) is an organization founded in 1956 is the premiere association supporting and enabling festival & event professionals worldwide.*

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Financial Services/Treasurer

- 1) Prepare funding models for different delivery methods of instruction, that contain incentives for departments, yet protect the University's support operations.

It was anticipated that the Provost's office would be involved in this effort. Will continue this goal by working with Budget Director to produce ideas and proposals from which to introduce the topic to the new Provost.

- 2) Provide financial support information in pursuit of outreach opportunities.

Have not been included in the outreach plans to this point, though as we receive directions and plan, be prepared to render financial analysis and recommendations to the administration.

- 3) Present appropriated fund budget scenarios that present impacts of various enrollment assumptions and waiver decisions.

Have assisted the Budget Office in analyzing waiver impacts – cleaning up the recording and budgeting of waivers. Will continue to give support to this effort.

- 4) Facilitate the funding and construction of Resident Living replacements.

Worked through very difficult financial analysis and creative packaging to demonstrate that bonding for replacement student housing was possible. Have spent an inordinate amount of time on gifting proposals; have worked with Bond Council and Underwriter in preparing documents for presentation to the Regents and potential buyers. Have worked with VPSS and staff in planning the financing of the new facility.

- 5) Provide financial and related statutory, regulatory and policy considerations to the administration for decision-making purposes.

Spearheaded the implementation of a new Cell Phone policy – implementation is in final stages. Assisted with IRS audit issues, resolutions and responses. Assisted in review and comment on several Regents policy initiatives. Performed and continue financial analysis of property acquisition opportunities through Development and Student Services. Provided leadership in continuing the very positive results in our Health and Dental Plans and rates.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Financial Services/Treasurer - Continued

- 6) Continue pursuit of a better campus process for the budgeting, allocating, and reporting of institutional financial aid – communicating the ramifications of choices to constituent groups within the campus community.

Have assisted the Budget Director in presenting and communicating financial aid budgets, projected use and actual expenditures of financial aid – eliminating several “structural deficits” and getting administrative approvals for changes before implementation.

- 7) Produce internal financial statements and financial indicators reports by September 30, 2007.

Not done. External Auditors did not complete their work until December. Completed work earlier than prior years and will push for additional gains in early completion of reports.

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

Weekly enrollment reports have been produced when accurate enrollment data were available. Have worked with IT staff to produce Argos reporting facility. Have generated special use reports that are close to being offered to target groups for their own use. Specialized gift reports were created -calendar-year, fiscal-year and campaign-to-date.

- 9) Re-invent the accounts payable process to streamline vendor payments; increase accuracy in encumbering, liquidating and expending funds; and increasing added value to the process.

Three turnovers in the Accounts Payable office offered the opportunity, but also made progress slower. . . still a goal for this year.

- 10) Reinvent the employee travel authorization and reimbursement process – improving user-friendliness, and departmental cost information.

In process – Online travel authorizations are set to go live July 1, 2008.

- 11) Improve accuracy of investments reporting.

This assignment has again been moved to a new accountant, but he is doing a good job and learning quickly. Each month the number of corrections needed are decreasing.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Financial Services/Treasurer - Continued

Other Accomplishments:

Represented Financial Services and administration in the construction oversight of the new Teacher Education building and the renovation of Old Main. Through unique knowledge of funding history of Old Main, convinced DFCEM to return 100% of contract savings on Old Main to SUU (approximately \$500k). Provided critical financial analysis and perspectives relative to off-campus housing proposals and options, saving significant institutional resources.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Controller's Office

- 1) Produce financial reports detailing tuition, appropriated fund, and major fund activities in conjunction with projections and trend analysis for the administration on a timely basis.

Action: Attended initial training on ARGOS report writing and produced some basic reports that will be enhanced and improved to provide specialized reporting. Additional ARGOS training scheduled for this summer.

- 2) Provide draft financial statements and supportive schedules to Utah State Finance and Utah State Auditor's Office as requested. Prepare the institution to meet the requirements of SAS 112, internal controls readiness.

Action: Provided draft statements and supportive schedule to State of Utah Division of Finance and Utah State Auditor's Office as requested. Financial statements issued earlier than in prior year. Reorganized office assignments to focus on getting statements ready earlier to allow for more thorough internal review to limit SAS 112 type findings in Management Letter.

- 3) Establish and implement appropriate Internal Controls to complete process providing students with the option of direct deposit for student refunds.

Action: Moving forward with Banner Finance option for direct deposit with Fall 2008 roll out. Internal Controls are in place and will be reviewed prior to implementation.

- 4) Complete review of assigned institutional policies and recommended changes where appropriate.

Action: Procedures and policies are undergoing changes and review with an anticipated completion no later than December 31, 2008.

Payroll

- 1) Updated the payroll procedures manuals for each position to provide an efficient and effective means of training new personnel in payroll issues. Provide training for new personnel across campus in payroll procedures.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Controller's Office - Continued

Action: Procedures manuals have been restructured and updated for ease in training new personnel. Several sessions of training have been provided across campus with a focus on hourly Electronic Personnel Action Forms (EPAFs). EPAFs for hourly assignments will be implemented July 1, 2008.

Accounts Payable

- 1) Re-engineer Accounts Payable processes and communicate with departments to ensure that the employees are following University policies and procedures to strengthen existing Internal Controls. Put into place an efficient means of training new personnel across campus so they are aware of the required processes and procedures.

Action:

- a) *Processes have been implemented and communicated with departments to improve the payment process campus-wide and individual training sessions have taken place along with web site helps available to users for following proper procedures.*
- b) *A new on-line Travel Authorization form has been developed and will be available beginning July 1, 2008.*
- c) *Purchasing card weekly processing has been automated and training has been provided to all departments on how to transfer purchase card transactions.*

Inventory

- 1) 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.

Action: This goal will carry forward to 2008-09. Initial contact with the County Recorder's Office has suggested that the University may want to consider having the campus proper resurveyed and utilize the services of a title company (i.e. title insurance) to complete the consolidation of titles.

Accounts Receivable

Action: Updated the Rulon A. Jones Student Loan process to provide short-term financial assistance to students in need. Loans will be available beginning July 2008.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Controller's Office - Continued

Cashier's Office

- 1) Improve service, especially at the beginning of each term, by offering more services online, e.g. parking decal and post office boxes.

Action: Successfully reduced lines by offering services online and staffing more windows during peak times. Enlisted the help of Registrar and Financial Aid Offices to distribute validation stickers to students at the beginning of each semester.

- 2) Upgrade parking meters and benchmark parking rates with peer institutions.

Action: Refurbished older meters but did not adjust rates even though our rate structure is below our peer institutions.

Centrum Ticket Office

- 1) Equip all ticketing terminals in the Centrum Ticket Office with credit card readers to eliminate the need for clerks to leave their terminals to process credit card transactions preventing bottle-necks on event dates.

Action: We have incorporated use of more than one credit card terminal with positive results. Additional machines will be purchased when newer model machines are available.

- 2) Enhance ticket office revenue by selling the advertising space on the back of our ticket stock and raising awareness of Smith Tix outlet service availability.

Action: We have contacted numerous potential advertisers with this proposal. When we purchase more ticket stock we will include advertising on the reversal side.

- 3) 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.

Action: To be pursued in future years.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Controller's Office - Continued

Mail Services

- 1) Implement processes and training to improve mail delivery to departments striving for 95 percent accuracy level.

Action: Actively providing mailing suggestions to departments and seeking their input as to service and accuracy. Working to develop bench marks to help measure accuracy. Received accreditation through USPS as an Executive Mail Center Manager and attended USPS training in pricing and customer service.

- 2) Improve customer service through informational/sales calls to SUU departments and development of a web-based campus newsletter with information about the Post Office and Mail Services.

Action: Utilizing e-mail to notify students of postal issues and developments to keep them up-to-date. Additional announcements have been shared through the University bulletin.

- 3) Examine rate structures and do a comparison of pricing at other Colleges and Universities.

Action: Post Office Box rental rates have been increased due to local price comparisons from United States Post Office and United Parcel Service store rates. Began charging a minimal amount for saturation mailings from campus departments.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Internal Auditor

- 1) Completion of six audits.

Action: The following audits were completed in fiscal year 2008.

- *Course Fee*
- *Braithwaite Fine Arts Gallery*
- *Sources and Applications of Institutional Discretionary Funds*
- *Money Management Investment Report*
- *Controller's Office*
- *Physical Security of Cash*

- 2) Completion of seven follow-up reviews.

Action: The following audits were reviewed in fiscal year 2008.

- *Banner General Controls*
- *Housing & Residence Life*
- *Utah Shakespearean Festival*
- *Psychology Department*
- *OneCard System*
- *Braithwaite Fine Arts Gallery**
- *Financial Aid Accounts Receivable**

**These audits have additional reviews scheduled.*

- 3) Implementation of an External Anonymous Reporting System.

Action: The EthicsPoint Reporting Hotline was implemented August 1, 2007.

- 4) Review of 77 of the Top 100 Inherent Risks of the University.

Action: In fiscal year 2007, the Risk Assessment Team identified the top 100 inherent risks of Southern Utah University. Of the top 100 risks, 77 of them have had some type of review in the last three years. These reviews included one or more of the following: Initial Reviews, Internal Audits or External Audits.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Purchasing

1) Significant progress has been made toward accomplishing several goals.

a) Develop and sign three (3) local vendor purchase contracts.

Action: Marking the second contract completed, the University has negotiated a three year agreement for graduation regalia and associated accessories. This fixed price contract will support the Alumni House in their efforts to conduct memorable and professional ceremonies.

b) Greatly expand the campus training program for the Purchasing process and procedures; this will include maintaining the monthly sessions currently conducted and adding larger, more general opportunities.

Action: The Purchasing Office staff offers several options for training to the campus; once a month a formal training is held for groups up to 10 employees where all aspects of the purchasing office responsibilities are discussed. Additionally, employees may request more personalized sessions where purchasing staff will come to their work area to instruct on more specific issues (on-line requisitions, purchasing card, etc.).

c) Revise internal operating structure of the Surplus Property effort.

Action: The bookkeeping effort supporting the Surplus Property has been modified in providing much greater detail with inventories and reconciliations.

d) Ensure the effort to place Travel Authorization Requests on-line is completed.

Action: The on-line travel authorizations have been completed and are due to be in effect July 1, 2008.

2) Purchase Card Program – status

Action:

a) *Number of cards on campus – 510*

b) *Due to the state contract revision beginning January 1, 2008 with US Bank, the University began to earn a higher rebate for its total usage. For the third quarter (January thru March), the University spent a total of \$1.23 million through the use of the purchasing card. For this period, a rebate of \$14,737 was received which calculates to 1.1% of those total transactions.*

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Purchasing - Continued

c) *Total spent, fiscal year 2008 - \$4,255,824 through 24,827 transactions; for fiscal year 2007 - \$3,229,001 through 20,987 transactions. This dramatic rise was due primarily to the addition of travel purchases to the program.*

3) Surplus Property

Action: Surplus property continues to be active in both collecting and disposing of University surplus and used equipment across campus. In addition to its normal activities, Surplus personnel coordinated the sale of all the furnishings removed from both the Manzanita Housing Facility (in preparation of its demolition) and when the School of Education vacated their space within the Multi-Purpose Building. Both of these jobs were larger and required considerable effort to effectively administrate.

4) Recycling

Action: Efforts are continuing to develop the infrastructures to efficiently collect cardboard and other materials on campus. To date, through current efforts and conducting "cardboard drives" which are directed toward the collection of material from the community, \$700 has been collected from the sale of 12 cardboard bales. A new recycling vendor, Wasteaway & Recovery Services, has recently opened for business here in Cedar. This company has expressed considerable interest in developing a relationship with the University which would benefit logistical concerns in transporting materials and future program development.

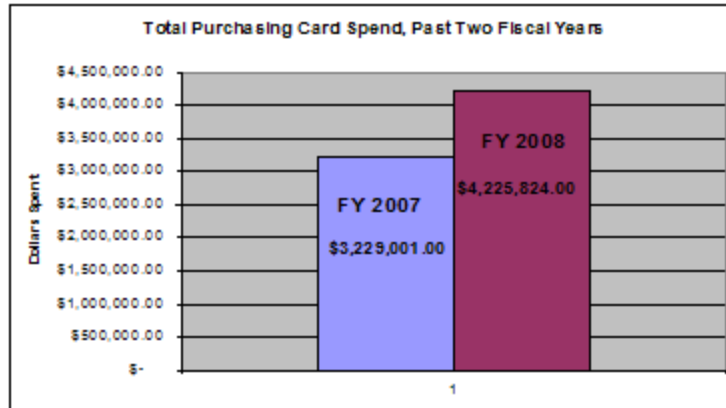
5) Miscellaneous Project Involvement

Action:

- a) *Purchasing support for Teacher Education, Old Main and the Carillon Tower*
- b) *RFP and contract support for the hotel project, Bond Underwriting, Fundraising Services, Food Services Management and Public Safety Consultant*
- c) *Mobile Phone Policy campus implementation*
- d) *Finalized purchase of University real property – the "Palmer" home support USF*
- e) *Finalized sale of University property – the "Gower" property (Scene Shop)*
- f) *Completed lease space agreement for the installation of ATM machine on campus (from Mountain American Credit Union)*
- g) *Purchasing Office staff members served on five (5) University employee search committees*

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Purchasing - Continued

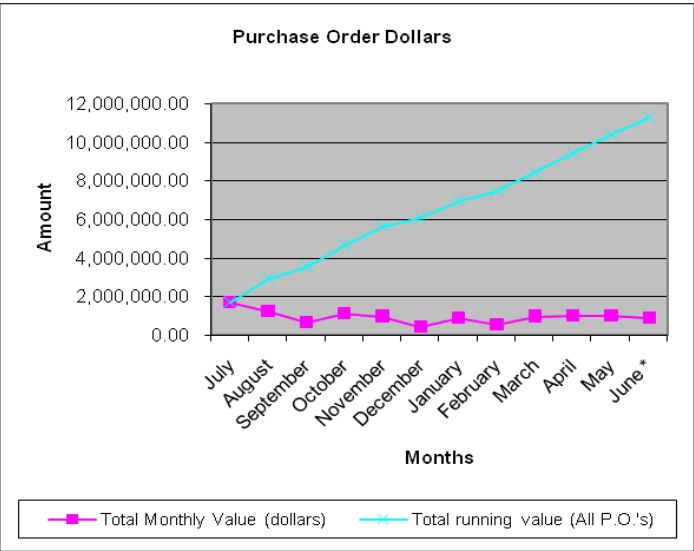
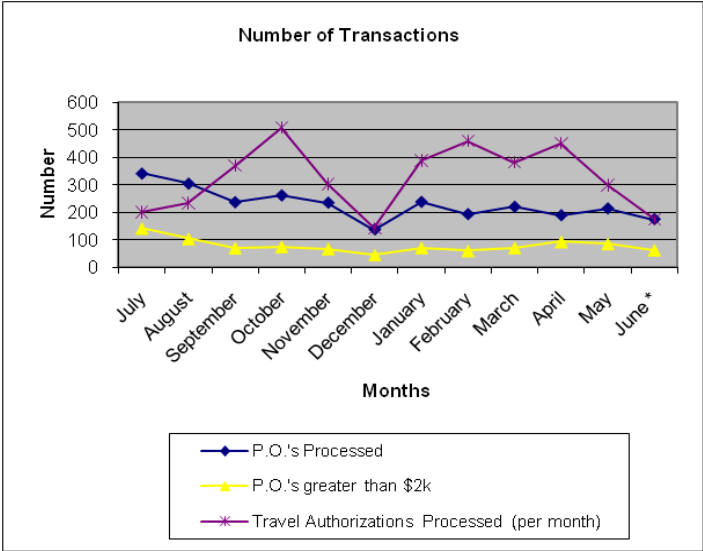
h) Monthly Activity – below is a spreadsheet including graphs reflecting the volumes of purchase orders along with total dollar values and travel authorizations processed each month



Monthly Activity - Purchase Order Processing -FY 2008

Month	P.O.'s Processed	Total Monthly Value (dollars)	P.O.'s greater than \$2k	Total running value (All P.O.'s)	Travel Authorizations Processed (per month)
July	342	1,691,098.00	142	1,691,098.00	202
August	305	1,224,614.00	104	2,915,712.00	234
September	237	637,026.00	70	3,552,740.00	370
October	262	1,108,330.00	75	4,661,071.00	508
November	235	965,098.00	67	5,626,169.00	304
December	137	424,078.00	45	6,050,248.00	144
January	238	889,981.90	71	6,940,230.19	389
February	193	514,214.57	60	7,454,444.76	460
March	220	967,059.00	71	8,421,503.76	383
April	189	979,757.00	93	9,401,260.76	451
May	214	994,941.00	86	10,396,201.76	299
June *	175	875,000.00	63	11,271,201.76	175

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Purchasing - Continued



2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Enrollment Management

Recruitment

- 1) Continue to improve customer satisfaction from beginning to end of the campus tour process.

Action: Improved customer satisfaction through special touches. Recruitment also incorporated a methods to measure effective tour guide training.

- 2) Enhance campus event programs by increasing attendance by 10% and improving yield rates by 2% at Senior Expos and Overnights. Maintain attendance and yield rates from Distinguished Scholars Day and Leadership Weekends.

Action: Added additional events and incorporated evaluation comments from prior participants to improve yield. Yield rates won't be available until 3rd week reports.

- 3) Establish a Graduate Recruitment and Communication plan to increase graduate enrollment.

Action: Established a Graduate Communication Plan which involved creating new publications pieces throughout the year. Graduate Recruitment Coordinator attended conferences and multiple graduate recruitment fairs. Planned and carried out 2 Graduate Open Houses. Developed online graduate Banner application and established a new Graduate School web page.

- 4) Develop and improve Transfer Orientation and Transfer Days.

Action: Created a Transfer day at each major feeder community college. Effectively marketed transfer days and saw an increase in attendance at each campus. Community college advisors also attend SUU Counselor Day during the summer.

- 5) Make visits to community colleges more effective.

Action: Transfer Advisor Coordinator created relationships with college advisors and coordinated travel to be consistent and timely.

- 6) Continue to be innovative with the Admissions Website.

Action: Had four diverse students blog on admissions website throughout the 2007-2008 school year. On-line videos for website are being developed.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Enrollment Management-Continued

- 7) Improve yield rate of ACT #1's by 3%.

Action: Saw an increase of 2% among test senders from Fall 2006 to Fall 2007. Waiting for 3rd week reports for the Fall 2008 numbers.

- 8) Increase proportion of men enrolling at SUU.

Action: Marketed a free t-shirt to male inquiries. Incorporated design elements into publications to have greater appeal to men. Waiting for 3rd week reports for the Fall 2008 numbers.

- 9) Continue to increase the number of ethnic minority students who enroll at SUU.

Action: Targeted students-of-color who submitted ACT scores through personal phone calls. Increased attendance at Multi-Cultural Overnight from 56 to 78 almost 40%. Held a campus visit day for Spanish students from the local area.

- 10) Increase the number of out-of-state students.

Action: Purchased more names of students (May 2009 graduates) from out-of-state, thus increasing the number of inquiries to database. Continuing to work on counselor relations with out-of-state schools.

- 11) Improve relationships with guidance counselors.

Action: Held a summer Counselor Conference (will continue to hold a summer session every other year). Delivered packets to counselors in the state of Utah. Saw a slight increase in counselors at Counselor Days.

Financial Aid and Scholarships

- 1) Automate Scholarships Program for more efficient awarding and reporting.

Action: The Office of Financial Aid and Scholarships has created a scholarship system that allows us to report in seconds where we stand either by scholarship type or by fund. Challenges arose that couldn't be anticipated (i.e., changes in admissions policy, home schooled students, students who are classified as neither resident or non-resident due to military or Native American status) but through this learning curve improvements have been made in office processes. The Office is preparing to roll the new funds on, and while it has been very frustrating, we feel we have made great strides toward automating scholarships.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Enrollment Management-Continued

- 2) Enact a “Clean Office Policy” to protect student privacy.

Action: With one exception, we have cleaned up the office in such a way that when we leave at night, no student information is left in full view of cleaning crews or anyone else who may have access to the office after hours. While we have not been able to purchase locking files, we have everything neatly put away when we leave, and we shred documents as soon after processing them as is possible.

- 3) Surpass current Early Awareness efforts about financial aid and scholarships.

Action: While additional effort has been made toward outreach, the number of applications we have processed are down even though more visits to local high schools were made between January and May 2008. The office will analyze which group of students is down (continuing versus new freshmen and transfers) and make additional efforts to target each group as is appropriate.

- 4) Streamline loan processing.

Action: On the first day of fall semester in 06/07 we had processed 1,232 student loan applications. On the first day of Fall semester 07/08 we had processed 1,385. We reminded students regularly of the important steps required for obtaining a student loan and felt it paid off significantly during the first week of the semester. We will send reminders again this year, and will add to our efforts by reserving a computer lab during the Week of Welcome and being on hand to assist new freshmen with this process prior to the first day of Fall semester.

- 5) Automate loan letters.

Action: We are still working toward this goal. Argos has helped significantly, but it is not yet automated.

- 6) Stay on top of loan changes.

Action: This has proven to be difficult, but essential. We have contracted with ELM Resources to assist in keeping up with the rapidly-changing loan industry. We are now able to certify and receive loans electronically.

- 7) Encourage students to be involved in the legislative process.

Action: We updated our bulletin board regularly with legislative information as it changed and encouraged students to contact their lawmakers. We will follow this up by creating cards with the names and contact information for lawmakers from Utah and Nevada.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Enrollment Management-Continued

- 8) Better utilize Banner to facilitate financial aid and scholarships processes.

Action: We have discovered many features in Banner that we were not utilizing and have found ways to incorporate them into our operations, thereby improving our efficiency.

- 9) Assist students in avoiding excessive student loans from outside sources.

Action: We now require that all students who apply for alternative loans talk with their financial aid counselor to exhaust all other options prior to taking the loan. We also advise them on how to stretch other funds further to avoid taking loans such as these.

Processing

- 1) Continue to improve customer service.

Action: Customer service training was provided at the start of the 2007-08 academic year and continued on a regular basis throughout the year. Lists of resources were compiled and provided to each staff member for use in assisting the campus community. All staff and student workers have an increased success rate at going the extra mile in providing quality service.

- 2) Gain more efficiency in all aspect of services provided.

Action: Training at the time of hire has been improved to the point that the learning curve for student workers and full-time staff has been significantly reduced. Improved documentation has enabled for smoother cross-training for general office procedures. The program for recognizing good work and positive achievement was not developed during the 2007-08 year; however, increased recognition and expressions of appreciation were made to all student workers and full-time staff. This program is now in place for all of Enrollment Management.

- 3) Create and/or update manuals.

Action: Manuals containing instructions for all levels of the Admissions Office responsibilities have been completed and updated. These manuals have been very instrumental in the training of new staff members.

- 4) Improve accuracy

Action: Manuals containing instructions for all levels of the Admissions Office responsibilities have been completed and updated. These manuals have been very instrumental in the training of new staff members.

2007-2008 ACCOMPLISHMENTS
Administrative & Financial Services
Enrollment Management-Continued

5) Organization

Action: There have been many changes and improvements made to the Admissions Office processes during this last year. With the changes in staffing, we have been able to institute organizational changes that have improved office functions.