

ADMINISTRATION AND FINANCE



ANNUAL REPORT 2017

Reporting period: July 1, 2016, through June 30, 2017

UNIVERSITY OF CENTRAL FLORIDA



The Division of Administration and Finance provides high-quality services and a safe and effective campus environment to support the university's mission of teaching, research, and service.

Division of Administration and Finance Business Services + Debt Management + Downtown Campus Facilities + Environmental Health and Safety Facilities Operations + Facilities Planning and Construction + Finance and Accounting Human Resources + Landscape and Natural Resources + Parking and Transportation Services + Procurement Services Quality Management and Improvement + Resource Management + Security and Emergency Management Sustainability Initiatives + The CFE Arena + UCFCC + University Police + Utilities and Energy Services

Offer the best undergraduate education available in Florida

Administration and Finance departments contributed \$3 million to UCF Downtown.

Administration and Finance supported the establishment of the university's newest Direct Support Organization, Limbitless Solutions, Inc.

Business Services

- awarded 19 student textbook scholarships totaling \$17,371.
- provided food and water to students at ride-out locations during Hurricane Matthew.

<u>CFE Arena</u> hosted 11 UCF graduation ceremonies, as well as serving 7,888 UCF students, veterans, and community members through four career fairs.

Downtown Campus Facilities

- designed the Dr. Phillips Academic Commons building in collaboration with stakeholders from UCF and Valencia College.
- oversaw design of the student services space in a privately-owned student housing building within Creative Village in collaboration with stakeholders from UCF, Valencia College, and private business.

Environmental Health and Safety

- supported re-establishment of SVAD photo-chemical processing and film development studios by providing reviews of chemicals, waste streams, and engineering controls.
- developed safety training for the College of Engineering Senior Design and Machine Shop courses.
- procured \$10 million in liability insurance coverage, allowing researchers to apply and compete for contracts and grants that were unattainable with the previous coverage level.

Facilities Operations

- completed 111,636 work orders for maintenance and repair of university assets.
- retrofitted two campus buildings with brighter, more reliable LED lights, with a projected annual energy cost savings of \$87,000 from a three-year return on investment.

Facilities Planning and Construction collaborated with the Office of Instructional Resources on more than 148 Technology Fee classroom improvement projects.

Finance and Accounting developed a funding plan and facilitated collaborative discussions with the University Budget Committee, which led to sustainable and defensible resource allocations.

Landscape and Natural Resources

- created the first pollinator garden on campus in collaboration with Volunteer UCF.
- engaged 787 student volunteers from 20 student groups in the university's Adopt-a-Road and Adopt-a-Pond cleanup programs.

Procurement Services processed 7,215 purchase orders totaling \$161 million, 28 formal solicitations, and 542 contracts for commodities and services.



Quality Management and Improvement sponsored three student groups working on Six Sigma projects for the Industrial Engineering MS program's Total Quality Improvement class.

Resource Management processed more than 15,060 supply requests to support facility maintenance and housekeeping.

Sustainability Initiatives

- collaborated with the City of Orlando and the U.S. Green Building Council Central Florida chapter to reinstitute the Energy Specialist Training Program and trained 20 UCF students in building benchmarking and energy efficiency.
- partnered with Interdisciplinary Studies to create the capstone course "Special Topics in Environmental Studies."
- conducted curriculum-integrated tours of on-campus utility facilities and high-performance buildings, assisting faculty in providing living laboratory opportunities to students.

UCF Police

- participated in the Students of Concern Team to review and implement ways to assist students in need of financial, mental health, and other guidance services.
- escorted 11,996 students, staff, faculty, and visitors during late night hours through the Student Escort Patrol Service.

Utilities and Energy Services

- exceeded 1.17 million gross square feet of Leadership in Energy and Environmental Design (LEED) certified space (18 percent of campus heated and air conditioned space).
- assisted in obtaining LEED Campus designation for the main campus, becoming the first university in the SUS to achieve LEED v4 (version four), and reducing upfront green premium barriers on new construction and renovations by 1 to 8 percent per project.
- assisted in obtaining LEED Gold certification for two buildings, Global UCF and the Wayne Densch Student Athlete Leadership Center.
- provided utility plant and high-performance building tours, and guest speakers for student organizations and engineering undergraduate classes, totaling 650 attendees.



Become more inclusive and diverse

Administration and Finance collaborated with the president's division and UCF Business Services to host the annual diversity workshop focusing on minority religions.

Administration and Finance awarded two employees with Inclusion Champion certification from the Office of Diversity and Inclusion. We were the first division to officially recognize employees who achieved this honor.

Business Services awarded \$38,300 in dining scholarships to outstanding students and provided 29 meal vouchers to participants of the inaugural Leadership for Educational Attainment developed through the Service Youth Summit.

<u>CFE Arena</u> hired two employees from the UCF Inclusive Education Services program, of the five positions provided on campus, to help them transition into a successful post-graduation career.

Downtown Campus Facilities

 developed and implemented the Downtown Campus Facilities Community Outreach Plan, which engaged Parramore and other downtown communities.

Environmental Health and Safety

- trained the UCF Financial Focus Group on the procurement of hazardous materials.
- · adapted existing safety training modules for Spanish-speaking employees.

Facilities Operations presented Workplace English for 26 employees, in collaboration with Modern Languages and Literature, using the AiM work order system and the iPod Touch.

Facilities Planning and Construction contracted with small, minority owned, woman-owned, and service-disabled veteran-owned business enterprises (SMWVBE) on 25 minor renovation projects, with a total construction value of \$5.8 million.

Human Resources recruited a new bilingual Employee Relations Coordinator improving services to our Hispanic employees.

Landscape and Natural Resources created new position classifications to provide staff with advancement opportunities.

Parking and Transportation Services, in collaboration with the Center for Success of Women Faculty, provided 65 parking spaces for expectant mothers.

Procurement Services

- analyzed university-wide data revealing \$18 million was spent with diverse vendors (11 percent of purchase order expenditures).
- partnered with eight external organizations and participated in 11 external vendor outreach events to discover additional diverse sources.

UCF Police

- appointed their first LGBTQ+ Police Liaison Officer, which allows the department to better serve the LGBTQ+ community through outreach events and develop new policies and initiatives.
- conducted 27 SAFE Women's Self-Defense sessions with 503 participants and 110 UCF Orientations.



Administration and Finance employees took an average of four courses, online or in-person, of professional development, university procedure, safety, diversity, and other trainings.

Community impact, external charities

- Implemented and managed the 2016 United Way Campaign for the university raising \$161,179.61. (Office of the Vice President)
- Managed and supported the UCF Remembers blood drive collecting 217 units, and won first place in division participation for blood donors. Managed all blood drives throughout the year.
- Hosted the 5th annual week-long Accounting Career Awareness Program for minority high school students in collaboration with the National Association of Black Accountants Greater Orlando chapter and UCF College of Business. (Debt Management)
- Hosted two Boys & Girls Club events on campus: Reality Check, a financial wellness retreat, and Campus Experience, a day of activities. We also initiated a unique mentoring program to be piloted at UCF. (Office of the Vice President)
- Participated in Toys for Tots, Wear Red Day, Relay for Life, Heart Walk, collections for Knights Pantry, and other major philanthropic and awareness events.
- Hosted the "Walk Like MADD" event on campus, raising more than \$60,000. (UCF Police)
- Partnered with non-governmental organizations in Caribbean and Latin American countries to address poverty, economic vitality, and community development. (Sustainability Initiatives)
- Facilitated donation of 1,525 pieces of used residence hall

furniture to Habitat for Humanity. (Resource Management)

- Hosted the 2nd annual volunteer project for employees to tour a local charity as a team and engage in a service project. (University Services)
- Hosted the 11th Annual Adopt-A-Child event, where campus departments provided holiday gifts for 44 children served by the Bithlo-Christmas Neighborhood Center for Families. (Facilities Operations)
- Hosted tours for more than 200 members of the community, including government officials, industry groups, and K-12 programs, to highlight campus sustainability features, such as the floating solar array, high-performance buildings, and the combined heat and power plant. (Sustainability Initiatives)
- Raised \$26,084 for Special Olympics in the Torch Run. (UCF Police)
- Assisted with the Harbor House community outreach event, "It Takes Courage". (UCF Police)
- Participated in the National Alliance on Mental Illness Walk. (UCF Police)
- Contributed five baskets to the Central Florida Thanksgiving Basket Brigade, providing tailor-made food baskets for local families in need. (Donated and delivered by Human Resources)

Be America's leading partnership university

Administration and Finance departments, with leadership of Downtown Campus Facilities, partnered with Orlando Police, Valencia College, and CSX Railroad to develop construction plans, a secure campus footprint, and joint auxiliary services for UCF Downtown.

<u>**CFE Arena**</u> hosted graduations for UCF Direct Connect partners Seminole State College and Valencia College, as well as the University of Phoenix and 22 local high schools.

Department of Security and Emergency Management

- co-hosted Safe Knight Week with Student Development and Enrollment Services and the Student Government Association to provide comprehensive wellness and safety outreach information.
- initiated a regional partnership in Community Emergency Response Team (CERT) training that includes the City of Orlando, City of Longwood, Orange County, and Seminole County.

Environmental Health and Safety

- partnered with Orange County Fire and Rescue Department to develop and exercise pre-incident plans.
- conducted biosafety level 3 safety exercises with first responders at the Health Sciences Campus at Lake Nona.
- trained 300 students, faculty, and staff in hands-only CPR and the use of an AED during World Heart Day, a campus event, hosted in collaboration with Department of Security and Emergency Management and held in partnership with Orange County Health Department and Orange County Fire and Rescue.

Facilities Operations partnered with BRIDG to develop a mutuallybeneficial staffing model.

Facilities Planning and Construction

- planned improvements to the Partnership IV building, and Facilities Operations provided housekeeping and maintenance to its tenants, strengthening UCF's relationship with the Department of Defense.
- collaborated with the College of Engineering and Siemens to design and construct the Digital Grid Lab, a computer lab providing cutting edge resources to engineering students.

Human Resources worked with UCF Global on employment and taxation matters to ensure a better employment experience for our foreign nationals.

Landscape and Natural Resources

- partnered with the Florida Park Service and Florida Forest Service on 330 acres of prescribed burns, including 19 acres on the UCF campus.
- supported and helped organize the Florida Native Plant Society's 2017 Annual Conference.
- worked with the City of Orlando's Green Works Orlando fleet farming initiative to support its innovative urban agriculture programs.

Parking and Transportation Services and Security and Emergency Management partnered with the Transportation Security Administration to assess security risks of its shuttle system and overall operations.

Procurement Services hosted the annual Florida Office of Supplier Diversity's event, which enhances relationships with diverse businesses.

Sustainability Initiatives

- participated in the Central Florida Energy Efficiency Alliance,
- collaborating to plan the region's Battle of the Buildings competition.assisted Orange County Public Schools in championing a culture of sustainability through its Green Schools Recognition Program.

<u>UCFCC</u> collaborated with <u>UCF Business Services</u> and Amazon[™] to provide Amazon's first Florida Campus Pickup Point, located at Knights Plaza.

UCF Police

- spoke with lawmakers, in collaboration with Mothers Against Drunk Driving (MADD), in Tallahassee about the prevention and dangers of impaired driving.
- partnered with 15 Central Florida area law enforcement agencies to host campus visits by President Barack Obama and presidential candidate Donald Trump.

Utilities and Energy Services

- partnered with Global UCF architects, engineers, construction contractors, and university departments to receive the prestigious Sustainable Development Merit Award by Orange County.
- received recognition from the U.S. Green Building Council (USGBC) Central Florida Chapter for Outstanding LEED for New Construction (project of the year) for Global UCF and won the USGBC Outstanding Green Business, Public Organization award.



Cost effectiveness

Business Services

- negotiated a new Coca-Cola contract extension that increases university sponsorship revenue by 20 percent.
- saved \$22,344 in the Spring Price Match Program and \$2.5 million in full-year savings to students for the textbook rental program.
- negotiated an office supplies agreement with Staples to offer lower pricing to faculty and staff.

CFE Arena installed an energy efficient HVAC system in The Venue, saving approximately \$45,000 annually.

Debt Management

- collaborated with UCF Academic Health, Inc., to attain UCF Board of Trustees and Florida Board of Governors approval to construct, finance, operate, and maintain an HCA Partnership Teaching Hospital adjacent to the College of Medicine at Lake Nona.
- collaborated with the UCF Foundation to attain UCF Board of Trustees approval to refinance Foundation facilities in Research Park with BB&T Bank saving \$1.3 million over the life of the note.

Department of Security and Emergency Management

- purchased nine pre-owned emergency mass notification tools for \$789 to save the university more than \$70,000.
- initiated the public assistance process to recover almost \$500,000 in labor expenses as a result of Hurricane Matthew.

Environmental Health and Safety

- saved approximately \$10,000 by recycling unused hazardous chemicals from research labs through the UCF EHS ReChem Program.
- secured approximately \$315,000 in insurance settlements for fire, water, and hurricane damage.

Facilities Operations

- implemented process compliance reports, achieving 92 percent completion of scheduled maintenance, an increase of 4 percent.
- saved \$911,000 in contracted services by employing engineering students to perform main campus facility asset validation.
- avoided \$1.3 million in waste line replacement costs by using jettisoned cleaning and cameras to investigate line integrity.

Facilities Planning and Construction implemented a job order contracting program to expedite and reduce the cost of routine projects.

Finance and Accounting

- enrolled in a rebate program that will provide the university with an
- annual rebate of approximately \$50,000.
 increased efficiency and security through a new process to refund enrollment and housing deposits electronically.

Landscape and Natural Resources

- received \$18,450 in state grants from the Florida Fish and Wildlife Conservation Commission to treat and remove invasive plants in campus conservation areas, totaling \$156,228 since 2009.
- saved the university \$28,000 by providing in-house environmental and

Parking and Transportation Services saved \$47,448 by performing maintenance tasks and completing minor projects in-house.

Procurement Services

- saved the university more than erry minor through the error of the error o
- hours and steering dollars toward Purchasing Card rebates.
 saved nearly \$7 million, while earning \$360,603 in rebates, by partnering with national consortiums for collective purchasing.
- saved \$5.2 million collaborating with the State University System on

Quality Management and Improvement

- projects using the GCQuotes process.
- assessed the construction warranty process, resulting in an improved ability to recoup warranty claims.

Resource Management

- to Bid for janitorial paper products, saving the university \$41,500 and prompting a 15 percent discount on the same commodities for all other SUS universities.
- facilitated departmental adoptions of surplus property, resulting in direct costs savings of \$978,566 for 699 adoptions by departments,
- increasing savings by 38 percent. audited contractors' Guaranteed Maximum Prices for the Mathematical Sciences Renovation and District Energy IV Plant, resulting in cost savings of more than \$19.000.
- generated \$326,967 in revenue through public sale of surplus property.

UCF Police used the Victim of Crime Act Grant (VOCA) to fund a new victim advocate position.

Utilities and Energy Services

- achieved an energy reduction of 12,514,512 kilowatt hours (kWh) of electricity (\$1,627,911 savings), 3,846,762 ton hours of chilled water (\$567,432 savings), and 69,062 therms of natural gas (\$31,951 savings) through on-going commissioning, automation management, and capital
- reduced 106,298,464 kWh of electricity (\$13,508,543 savings),
 31,801,782 ton hours of chilled water (\$4,000,724 savings) and 566,975 therms of natural gas (\$430,985 savings) while reducing source energy by 38.9 percent from the 2005-06 baseline.
- while avoiding 3,502.4 metric tons of carbon dioxide and 220 metric tons of sulfur oxide emissions.
 avoided \$60,315 in contractor fees by self-performing commissioning
- activities on minor HVAC renovations and new construction projects.
- controls in-house.



ADMINISTRATION AND FINANCE SAVED UCF \$50,945,034.72 IN 2016-17

Technology

Department of Security and Emergency Management

- · purchased a server to enable central management and oversight of more than 2,400 security cameras.
- · upgraded the dnaFusion software across campus to enable up-to-date programming of the university's access control system.

Environmental Health and Safety increased efficiency, improved reporting accuracy, and decreased paper waste through implementation of DocuSign software for online Volunteer Services Agreements.

Facilities Operations established a green cleaning plan to use certified sustainable products and reduce the use of traditional cleaning chemicals.

Finance and Accounting

- migrated the financial accounting application to Oracle PeopleSoft Financials and Supply Chain Management version 9.2, adding new functionality and required end-user training consisting of 16 online web courses and 114 job aids.
- automated test scripts, reducing the time required for testing core module functionality during PeopleSoft Financials upgrades and implementations.

Human Resources

- · implemented electronic submission of Direct Deposit and W-4 forms for new hires through myUCF Employee Self-Service, strengthening protection of employees' personal information.
- implemented a PeopleSoft utility to import data from Excel spreadsheets directly into records to ensure integrity of the data and save time and money.

Landscape and Natural Resources created a GIS coverage of all building footprints on campus.

Parking and Transportation Services

- · created and implemented a smart phone application for monitoring parking garage space availability in real time.
- installed security cameras in Garage B.
- installed six new electric vehicle charging stations in various locations around campus.
- upgraded the permit machine malfunction notification system to Iris, a program that produces immediate error alerts to Parking Services via smartphones.

Resource Management

- · updated and redesigned the Parking Services Payment system to comply with Payment Card Industry (PCI) standards.
- led the UCF Police Department's Florida Department of Law Enforcement (FDLE) technical audit for the Criminal Justice Information System (CJIS) security policy, resulting in no compliance findings.



Sustainability Initiatives

- hosted the first annual Charge On! Electric Vehicle Display, where 500 students explored the latest green transportation technology.
- designed and built a battery-powered portable incubator to test water samples for pathogens.
- designed and built an inexpensive, ground-based racking system for solar photovoltaic panel installations in high-wind areas for one-tenth the cost of a traditional installation.

UCFCC

- added 14,000 new light pixels and effects technology to Light Up UCF to enhance the CFE Arena courtyard.
- added technologically-advanced scoreboards, ribbon boards, and sound systems to the CFE Arena, offering a more dynamic and interactive entertainment environment for guests.

Utilities and Energy Services

- created the first phase of a web-enabled open energy dashboard, allowing energy data and analytics to optimize the performance of UCF buildings and providing the foundation to save more than \$100,000 annually.
- purchased two highly efficient heat exchangers for the new district energy plant, receiving \$200,000 in energy efficiency utility rebates.

Other accomplishments

Business Services

- serviced 5,484 passports, which represents a 51 percent increase in passport revenue and a 43 percent increase in applications processed.
 recycled 4,000 pounds of toner and ink cartridges.
- partnered with Aramark to open Chili's, Pollo Tropical / Café Bustelo, and Boar's Head Deli, and with the Recreation and Wellness Center to open a new Smoothie King.

CFE Arena upgraded security procedures and screenings, including the use of metal detectors and the implementation of a clear bag policy.

Department of Security and Emergency Management became the fourth Institution of Higher Education emergency management office in the nation to receive Emergency Management Accreditation.

Environmental Health and Safety

- added 53 Automated External Defibrillators (AEDs) to campus inventory, an increase of 72 percent.
- completed the Florida Department of Health Bureau of Radiation Control's biennial inspection with no reported violations.
- supported design, construction, and environmental permitting of the BRIDG facility in Osceola County.

Facilities Operations

- partnered with biosafety level 3 researchers and lab staff to coordinate required preventive maintenance and system testing during decontamination of the lab.
- promoted recycling awareness through a series of classroom projects maintaining a recycling rate of 32 percent.
- extended the useful life of most campus generators through a reliability centered maintenance approach.

Finance and Accounting reprogrammed Campus Solutions (the ERP system for Student Accounts in myUCF) to comply with new IRS regulations related to 1098-T annual reporting, providing students more detailed information and expanding the distribution of student 1098-T tax forms.

Human Resources

- dedicated 2,418 personnel hours designing, developing, testing, and training in order to comply with the Fair Labor Standards Act new exempt employee minimum salary rule affecting 543 UCF non-exempt or exempt employees.
- redesigned the 403(b) voluntary retirement plan to include vendor consolidation, reduction in recordkeeping costs, and best-in-class investment options.
- facilitated organizational development and training for 13 to increase engagement and improve operational functioning.
- increased participation in the Financial Wellness Series by offering courses as live webcasts, used by 58 percent of participants.



Landscape and Natural Resources

- completed the first comprehensive Campus Landscape Master Plan and Design Standards.
- planted 163 trees, conducted maintenance pruning on 785 hardwood trees, and removed 85 trees due to construction, storm damage, or disease.
- completed 51 campus enhancement and landscape improvement projects to provide a more pleasant learning and working environment.

Parking and Transportation Services

- sold 56,990 parking permits, issued 42,998 parking citations, and distributed 18,618 daily permits at the Visitor's Information Center to 18,981 visitors.
- added an extension to Garage C, creating 600 additional parking spaces.
 planned and hosted an educational seminar at UCF for the Florida Parking Association dedicated to front-line employee training.
- effected no increase to the cost of parking permits and the transportation access fee for six and five years, respectively.
- directed and parked vehicles for 320 on-campus special events.

Procurement Services

- received recognition from US Communities Government Purchasing Alliance as a leader in saving dollars by using purchasing cooperatives.
- reduced sole source requests from 27 to 10 by offering additional training to departments.
- changed the department's name from Purchasing to better represent the strategic and professional activities of the department.

Quality Management and Improvement completed 600 internal building inspections and 50 building condition inspections, resulting in 250 deficiency and safety corrections.

Resource Management

- processed \$400,121 in postage for university departments, with 1 million inbound and 495,935 outbound postal items.
- purchased and issued more than \$2.9 million in parts and materials.

Sustainability Initiatives completed the Sustainability Tracking, Assessment, and Rating System for the university, gaining global recognition as a Silverrated institution in sustainability performance.

UCFCC

- funded and directed the completion of the Knights Plaza and CFE Arena Courtyard enhancement project, which received an Award of Merit by the Florida Chapter of the American Society of Landscape Architects.
- attracted the best Light Up UCF attendance in its nine-year history and surpassed all prior ticket revenue benchmarks.

Utilities and Energy Services

- processed 1,845 indoor air quality work orders with each call having a closing time of less than one day and fewer than two hours in the field.
- proactively identified and corrected 431 HVAC issues before they were called in by building occupants, exceeding the 2016-17 goal of 350.
- programmed 46 campus building HVAC systems to shut down during observed UCF holidays and adjusted daily operating hours, yielding \$130,000 in energy savings.
- saved \$175,000 across all UCF campuses, and experienced a 12 percent reduction in total natural gas rate savings for accounts converted from purchased gas account rates to deregulated rate structures.
- saved \$14,558 by generating 146,313 kWh in renewable energy through Garage B's 107 kW DC photovoltaic system.

Facilities and Construction Projects

July 1, 2016 - June 30, 2017

Minor Projects (\$2 million or less) Completed (not listed below): 192

Completed

- Band Building
- **Biology fume hood replacement**
- Business Administration I interior atrium and restroom renovation
- CFE Arena Knights Plaza renovation
- CFE Arena scoreboard replacement
- Chili's (Student Union)
- CREOL Building lab buildout
- Education HVAC replacement
- Education roof replacement
- Engineering I lab
- Laboratory and Environmental Support expansion
- Mathematical Sciences Building renovation
- Nicholson Fieldhouse temporary air-conditioning
- Parking Garage C expansion
- Pollo Tropical (adjacent to RWC)
- Student Health Center addition
- Venue HVAC replacement

Construction

- Biological Sciences Building generator
- Campus ADA improvements
- Campus signage Campus Wayfinding improvements
- District Energy Plant IV Engineering I renovation
- **Resource Management Warehouse expansion**
- Facilities Support Building John C. Hitt Library expansion (Automated Retrieval System) Phase I Libra Drive expansion and landscaping
- **Research I**
- Spectrum Stadium scoreboard replacement
- Trevor Colbourn Hall
- Utilities Mapping Project

Design

- Biology Transgenic Animal Facility lab renovations
- **Center for Emerging Media renovation**
- Colbourn Hall demolition
- CREOL Building addition
- Distributed Antenna System (Main Campus) Distributed Antenna System Tower Dr. Phillips Academic Commons

- Engineering I atrium
- Engineering I roof replacement
- Garvy Center for Student-Athlete Nutrition
- John Euliano Park Baseball Stadium expansion Phase II
- Partnership IV A and IV B acquisition and renovation
- Spectrum Stadium rust remediation
- Student Union expansion
- UCF Downtown Parking Garage
- UCF Downtown Tri-Generation Plant
- Wayne Densch Sports Center expansion

PROJECT RENDERINGS





















UCF Downtown groundbreaking



Boys & Girls Club at Reality Check







Charge On! Electric Vehicle Display









JNIVERSITY OF CENTRAL FLORIDA

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