



UNIVERSITY OF CENTRAL FLORIDA
ADMINISTRATION AND FINANCE



UCF Health Sciences Campus at Lake Nona

Landscape Zone Plan 1.16.08



2007- 2008 Annual Report

Administration and Finance Annual Report 2007– 2008



Prepared for: President John C. Hitt

By: William F. Merck II

July 1, 2008

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John C. Hitt
President
University of Central Florida

Dear Dr. Hitt:

I am pleased to submit to you the annual report for Administration and Finance for the year 2007-2008. As the following pages detail, we accomplished a number of projects while keeping the everyday business of the university operating well. I will highlight just a few here.

The division has instituted multiple initiatives that have resulted in significant savings to the university, including consolidation of resources within our division; implementation of technological resources for the university, such as the ePAF; and online open enrollment for employee benefits. We also reviewed and altered some processes to improve efficiency: for example, The Bank of America Pcard statements are being mailed directly to the cardholder, eliminating redundant sorting and postage costs previously incurred by the university.

The opening of the 10,000 seat Arena and the Brighthouse Networks Stadium and the related events were some of our most involved accomplishments. Business Services, Financial Services, Facilities Planning, the Police Department, Parking and Transportation were among the most heavily involved in these projects.

Other construction was completed this year on:

- the Arena renovations,
- Asian Chow restaurant,
- Downtown Executive Development Center,
- Lake Hall renovations,
- the Gemini and North Orion turn lane,
- the natural area pavilion,
- Nanotechnology Phase IV,
- Pharmacy / Mail Room (Retail I),
- Pike House demolition, and
- pond 4L expansion.

In addition, the campus 3D model has been developed and as-built records are being digitized for more efficient storage and access.

Construction is well underway on:

- the Burnett Bio-Medical Science Research Center,
- Medical School Library and Instructional Building,
- Lake Pickett Rowing Center,
- Physical Sciences Building,
- Polk Hall renovation,
- Siemens Energy Center,
- Student Union Expansion, and
- the Recreation and Wellness Center Expansion.

All twelve Administration and Finance departments have nurtured internal and external partnerships to ensure the safety of our university community, the continued enhancement of our university environment, the success of events that affect the entire campus and surrounding community, and the development and maintenance of relevant policies. We hope our accomplishments reflect our commitment to excellence.

As I have said in previous years, our accomplishments result from the efforts of a great staff who take pride in their contributions to the exciting UCF story.

Sincerely,

William F. Merck II
Vice President and Chief Financial Officer

Offer the Best Undergraduate Education in Florida

- Business Services provided space for UCF Police to establish a community service station in the John T. Washington Center.
- Barnes & Noble is the largest employer of students with more than 400 student employees in 2007-2008.
- Barnes & Noble had the largest fall buy-back of textbooks ever.
- Environmental Health and Safety's implementation of an online inventory system to track hazardous laboratory chemicals will assist the support of laboratory operations and regulatory compliance. This system will allow academic departments to complete inventories faster and more accurately, freeing up time for laboratory managers to attend to instructional issues. Additionally, reports generated from the software will aid on- and off-campus emergency responders and can be used for space allocation and facility upgrade decision-making.
- Environmental Health and Safety continued to strengthen training programs this year. Enrollment in the lab safety series, including chemical, biological, and radiation safety classes continues to increase. This fiscal year, we added more sessions of each class at the beginning of each semester. The department also continued to provide special hazardous materials classes for the Research Experience for Undergraduates (REU) program and the Forensic Science program.
- Facilities Planning implemented new processes for Facilities Improvements, architect and engineer selection, construction manager selection, contracts and permitting to ensure Best Value for the university.
- Educational buildings in planning, design, and construction this year included performing arts, Library expansion, College of Medicine, Morgridge International Reading Center, Burnett Biomedical Sciences Building, and Physical Sciences.
- Facilities Planning designs and builds each building to provide physical environments and technical innovations that not only support, but enhance our students' learning experience.
- Landscape and Natural Resources is working with UCF undergraduate and graduate students to inventory and restore campus natural areas into healthy ecosystems. This is a unique opportunity to partner with academics.
- Physical Plant upgraded the College of Science with 55 computers that were scheduled to be surplus by the Library.
- Physical Plant processed 32,631 repair work order requests from university staff, faculty and students, plus 15,610 routine and preventive maintenance work orders, for a total of 48,244.
- UCF Police Officers participated in over 250 training courses in order to better serve our community. One such training opportunity was a simulated active shooter style incident that included staff and student volunteers and UCF police and involved partnerships with SAAB, LLC, Octatron, and MPRI.
- Financial Services continuously works closely with departments and companies hired to manage the Tower Residence halls. The residence halls provide a safe environment for students to study and interact. In addition, there are retail and other venues surrounding the residence halls which dramatically increase the quality of life and the collegiate experience for the students living there.



Become more Inclusive and Diverse

- Business Services promoted minority vendors Salsa2Go (Stadium) and Adita's Cuban Café (John T. Washington Center).
- Environmental Health and Safety added several training sessions in Spanish for staff potentially exposed to bloodborne pathogens. Additionally, a Spanish version of a pandemic flu brochure was purchased to be distributed among Building Services personnel during a training session on preparation for a pandemic flu emergency.
- Landscape and Natural Resources increased staff proportions of women and minorities and offered Spanish-language training sessions.
- Physical Plant offered English as a Second Language classes and translated all essential communications into Spanish.
- Parking and Transportation Services utilizes the Diversity in Purchasing Guidelines set forth by the UCF Purchasing Department which include using minority business vendors to fulfill our needs for goods and services.
- Financial Services has three staff at this time, all of whom are of minority ethnic backgrounds. The staff is involved in the leadership Enhancement Program, Black Faculty and Staff Association, and the student chapter of the National Association of Black Accountants.
- Total Small, Women and Minority Business Enterprises (SWMBE) expenditures were \$40.05 million, more than double the total for last year. SWMBE expenditures included \$7.14 million in Contractual Services and \$18.02 million in Commodities, reflecting increases of 530% and 119% over the prior year. Purchasing supported national and local outreach events by participating as exhibitors in ten vendor tradeshow events attended by SWMBEs. UCF's Supplier Diversity Showcase 2008, was a highly productive and important outreach event, with UCF's Vice President of Administration and Finance, an Orange County Commissioner, and over 25 UCF departments participating in the event.

Be America's Leading Partnership University

- University Police partnered with the Florida Law Enforcement Electronic Evidence Team, the Florida Department of Law Enforcement Child Abduction Response Team (CART), and other state and local task forces to bring more resources to bear on problems that affect the UCF community.
- Facilities and Safety partnered with the Office of Research in the creation of the Landscape and Natural Resources department and Sustainability and Energy Initiatives.
- UCF has been selected as the host site for the 2009 South Eastern University Radiation Safety Officers conference. We are working with the Florida chapter of the Health Physics Society to run



concurrent conferences, which will enhance the university's reputation as a leading partner in safety education.

- Facilities Planning partnered with a number of area businesses to provide Lunch and Learn opportunities to Facilities and Safety employees.
- Landscape and Natural Resources is partnering with county and state officials in urban forestry and landscape restoration projects
- Physical Plant partnered with Orange County to provide Business Emergency Response Team (BERT) training to 35 employees, bringing our total to 89.

Other Accomplishments of the Division

- Landscape and Natural Resources designed and implemented Memory Mall, which was the largest in-house project ever undertaken by the Grounds crews.
- Business Services oversaw the design, construction, and launch of
 - the new Barnes & Noble Bookstore anchoring the north end retail. It was declared a flagship store by the Barnes & Noble Stores College Division
 - the concession stands and catering kitchen in the Stadium in partnership with Aramark and Boston Culinary Group
 - the concession stands, catering kitchen, Black & Gold Lounge, Knights' Residential Restaurant, and the Cypress Room in the UCF Arena.
- Business Services established the university-wide concessions contract with Boston Culinary Group. The contract is for 10 years and UCF has already reached the top tier of the commission structure.
- Business Services added Balanced Choice vending in Engineering I featuring healthy options and nutritional information.
- UCF Dining Services added vegetarian and kosher options throughout campus, including residential restaurants, and provided easier access to nutritional information. The used vegetable oil from Dining Services operations is recycled for bio-diesel.
- Business Services negotiated a university licensing contract extension with the Collegiate Licensing Company that increases the university's share of revenues by over 20%.
- Business Services established a partnership with the American Red Cross for Game Day support, which has turned out to be a very high-profile and successful relationship.
- UCF Copier Service and Support developed a comprehensive RFP to upgrade 400 existing machines in fall 2008.



- The Compensation Section of Human Resources successfully implemented the first phase of the A&P Compensation Structure. Compensation, in collaboration with Computer Services and College and Division leadership, completed a comprehensive review of all A&P Information Technology (IT) positions. The hiring process for A&P IT employees has been improved and expedited by allowing hiring managers more flexibility in hiring pay practices.
- Finance and Accounting received an unqualified financial statement audit from the Auditor General's office for 2006-2007.
- In July 2007, Finance and Accounting completed the conversion of all banking services. UCF now benefits from Bank of America's full banking services suite.
- In an effort to improve the travel reimbursement process across the university, the Travel Payables section began weekly meetings with the University Controller to discuss travel policies, monitor workloads, and help resolve unpaid travel reimbursement vouchers over 10 days old.
- University Police hosted a three-day Center for Domestic Preparedness, Mobile Field Force Training class that included officers from six law enforcement agencies.
- The Police Victim Services Division has served over 500 clients and coordinated the donation of approximately \$2,000 to victims of crimes.
- Parking Services assisted with all concerts and events at the new UCF Arena this year.
- The UCF Shuttle Service, which includes 9 routes between 15 off-campus student communities and Central Florida Research Park, transported 1,493,297 students. The Black & Gold Line which circulates on campus transported 86,380 passengers. The daily shuttle service to the Rosen College of Hospitality Management transported 28,439 passengers, an increase of 73% over last year.



Cost Effectiveness

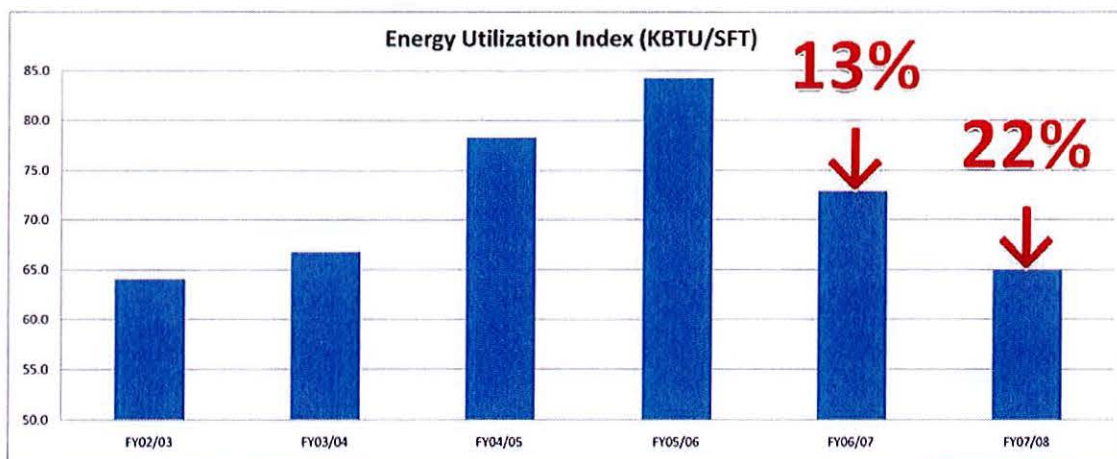
- Human Resources' Cost Effectiveness and Efficiency Measures include:



- search Committees are no longer required in the hiring process below the level of Director.
- written letters of recommendation are no longer required.
- three on-campus interviews are required. The hiring official may complete the interviews with or without an interview panel.
- the ePAF, a form required to implement new hires, promotions, data changes, rate increases, transfers, retirements, leave of absence requests, and terminations, has been digitalized. This greatly reduces the work-flow process as well as facilitates tracking the document through the multiple required approvers as current document status can be accessed online.

- internal Job Postings, allowing hiring officials to search within a pool of internal UCF candidates, was implemented in April 2008. The goal is to enhance employee morale by demonstrating UCF's commitment to promotion from within as well as reducing the labor hours and expense of external posting for positions requiring internal candidates.
- benefits material is now distributed on a CD rather than a 3-ring binder, reducing not only the labor hours but also reducing the cost to individual employees from \$7.50 to \$0.60.
- Payroll has implemented a proactive process to increase efficiency for each pay period. This quality control query saves the university money by improving accuracy and reducing errors.
- Payroll and Finance and Accounting have partnered to streamline the check reconciliation process.
- The Facilities and Safety Associate Vice President's Office pulled all of the accountants from each of the individual Facilities and Safety departments to create one centralized Business Office, which will allow for a reduction in the number of labor-hours required to complete tasks and streamlining of processes. The Business Office is providing in-house training for Microsoft Excel and other computer programs currently used, reducing the need for outside training and saving money in the process.
- Business Services designed Knightros' Residential Restaurant as a trayless facility, saving water, electricity, and labor.
- The Facilities Improvements department has implemented a new design/build process for minor construction projects that not only provides the best value for the dollars spent, but also provides a more accurate means for budgeting those dollars.
- Business Services decreased their maintenance budget by 10% with the implementation of a system for reviewing and mitigating expenses.
- Business Services recovered \$206,000 in overpaid sales tax identified as part of routine contract compliance. The card office reduced the cost per card by 8% through continuous improvement without reducing services.
- Finance and Accounting added alternate addresses to cardholders' accounts in the new Bank of America PCard software to allow the bank to mail monthly statements directly to the cardholders instead of to Finance and Accounting, eliminating redundant re-sorting and mailing. There are currently 959 PCards in use by university employees, accounting for approximately \$18 million in purchases.
- Finance and Accounting changed the merchant provider at Bank of America, providing a more secure environment for the card holder and merchant processor. The total credit card payments to UCF merchants increased by 17.69%.
- Finance and Accounting joined the Public Funds Deposit program at Bank of America to receive interest on our average daily cash balances, and realized an increase in interest revenue in 2008 as a result of the change.
- Human Resources facilitated Open Enrollment sessions on UCF's main campus, along with larger regional campuses, as well as on-line Open Enrollment sessions to assist all campuses.
- Parking and Transportation Services uses internal maintenance employees to complete projects, which is more cost effective than creating purchase orders for outside vendors.
- Human Resources Benefits introduced a ROTH 403b, a post-tax benefit, during fall 2007 as another way for employees to save for retirement.

- Sustainability and Energy Management is continually reducing campus energy utilization through their efforts in building commissioning, campus outreach, and special energy projects and has achieved significant savings to the university.
- Facilities and Safety undertook a Lean Six Sigma initiative to improve processes and reduce inefficiencies.
- In-house work performed by Physical Plant saved the university over \$100,000.



Technology

- Finance and Accounting implemented the Oracle PeopleSoft eProcurement module with workflow on October 1, 2007. Accompanying the implementation was an expansion of purchasing category codes, mirroring the industry standard product categorization scheme. Systematic workflow was created, which routes ePro requisitions to the appropriate departmental approver, based on the university's Departmental Authorization List, and then also to additional approvers as required, based on various business rules such as categories and dollar amounts.
- Finance and Accounting facilitated conversion to Bank of America merchant services, providing a more secure environment for credit card processing. The Bank of America systems were integrated with the UCF Financials PeopleSoft application for direct transaction posting. The new system provides online transaction retrieval, refunds, and reporting to all UCF merchants.
- Finance and Accounting designed and administered a comprehensive survey of the current environments within 12 Administration and Finance departments in May 2008. Finance and Accounting's Director of IT Financials Systems reviewed the survey results and proposed cost savings and efficiency recommendations.
- Finance and Accounting provided an improved business process for submitting annual reports to the Florida Board of Governors. Improvements included eliminating manual steps, and improving run time from two to four hours to approximately ten minutes. This included converting mainframe programs to a fully automated Oracle PeopleSoft application.
- Finance and Accounting satisfied a Florida State Auditor's request for financial data by providing an improved extract process using the Oracle/PeopleSoft application.

- Finance and Accounting strengthened existing instructor-led training workshops and initiated new ones, to help departmental personnel better understand travel requirements and processes, and to use various UCF Financials tools more efficiently.
 - Finance and Accounting implemented numerous improvements to help automate processes in the Contracts and Grants section.
- Facilities and Planning digitized the archived building plans, which will provide easier access for authorized college, departmental and contractor representatives and will provide 24/7 access to Maintenance, HVAC and Controls technicians, Telecommunications, and University Police. This will increase efficiency and further the efforts to protect our buildings and our people.
- Physical Plant added more than 350 Recreation and Wellness Center and 15 Facilities and Safety Business Office employees to the Kronos Computerized Time and Attendance system. Time card information for almost 1,000 UCF employees is now being maintained in Kronos. Data is transferred automatically into PeopleSoft, without having to enter time manually.
- University Police implemented a theft-prevention on-line registry which allows the UCF community to register their property – such as laptop computers – via the Web site.
- Parking and Transportation Services has installed biometric time clocks for our hourly employees in order to maintain more accurate time sheets and payroll.
- The Division of Administration and Finance has begun working with Marketing to revitalize the Web sites of all of our twelve departments.

Charitable and Intercampus Giving

- Finance and Accounting: For the past several years, in lieu of exchanging gifts, the Financial Support Services section within Finance and Accounting has coordinated the “Adopt-a-Family” program within the department. With contributions during 2007 from multiple sections within Finance and Accounting, this year’s program was the most successful ever. Three families were adopted, each with two children, referred by the Boys & Girls Club of Central Florida. The gifts, which had an estimated value of over \$1,000 for the three adopted families, included gift cards for the parents and school supplies and toys for the children, who ranged in age from 6 to 13.
- Human Resources: For the second year, the UCF Human Resource Department participated in the Annual UCF Relay for Life. The 20 participants of the Human Resources Team joined with the UCF community during the weekend of April 4-5, 2008, and were able to walk and raise over \$1,700 in contributions for the American Cancer Society
- Facilities and Safety conducted a pie-throwing event to benefit the FSECC, raising \$1,000 .
- Physical Plant coordinated the annual Student Move-Out Recycling Project. All collected materials were sorted, weighed, and donated to the Bithlo-Christmas Neighborhood Center for Families. We collected 356 pounds of bedding, more than 2,000 pounds of clothing, 649 pounds of dry



goods, 130 pounds of toys, more than 300 pairs of shoes, 797 pounds of electronics and several pieces of household furniture, such as sofas, mattresses, coffee tables, desks, and shelving.

- Business Services:
 - Barnes & Noble awarded scholarships totaling \$15,000 to deserving students
 - Barnes & Noble donated more than \$100,000 in merchandise and gift certificates to student groups and departments
 - The Coca-Cola/Business Services Scholarship awarded \$40,000 in scholarships to 10 students
 - Dining Scholarships provided by ARAMARK totaling \$17,500 were awarded to 10 students
 - Student scholarships totaling over \$72,000 were provided by Barnes & Noble, Aramark, and Coca Cola



Division of Administration and Finance

