



UNIVERSITY OF CENTRAL FLORIDA
ADMINISTRATION AND FINANCE

2010 - 2011 Annual Report



Garage H



Emergency Management Training



Physical Sciences



July 29, 2011

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 fiscal year 2010-11. 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.

Recent Projects Completed

- o Career Services and Experiential Learning
- o Parking Garage H
- o Partnership III
- o Arts Complex II - Performance
- o Physical Sciences Building II
- o Public Safety Center
- o Morgridge International Reading Center
- o Recreation and Wellness Center Expansion
- o Recreation and Wellness, Outdoor
- o CREOL HVAC Retrofit
- o Distributed Antenna Project
- o UCF Pegasus Health

Projects Under Construction

- o Combined Heat and Power Plant
- o Mechanical Material and Aerospace Engineering (MMAE) Laboratory
- o Downtown Academic Center Renovation
- o Track and Soccer Stadium Renovation
- o Library Renovation (second floor)
- o Computer Center I and II Renovation
- o Chilled Water Piping Expansion

Projects In Planning

- o Classroom II Building with ROTC
- o Academic Villages II
- o Greek Park Housing and Student Life Center
- o Academic Villages Parking Garage
- o Biology Building Repairs
- o Satellite Utility Plant Chiller
- o Baseball Stadium

The division has achieved significant cost savings once again this year. We have maintained our focus on crucial issues such as energy and conservation, recycling, and utilizing technology to minimize both personnel cost and use of physical resources. We have also been actively seeking partnerships that offer savings solutions.

All 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 superior service. Detailed annual reports from each of our departments are available on our Web site, www.admfin.ucf.edu/reports.

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,

A handwritten signature in black ink, appearing to read "William F. Merck II".

William F. Merck II
Vice President and Chief Financial Officer

Administration and Finance

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Human Resources hosted the Employee Awards Program



Supplier Diversity Day



Campus Grounds



Emergency Management partnered with the American Red Cross to train UCF's first CERT Team.



Police and Safety Building



Tiesto Concert, UCF Arena



Parking & Transportation Services acquired several smaller shuttles for maneuverability in our parking lots.



Offer the Best Undergraduate Education in Florida

Business Services

provided 26 graphic and web design internships through The SPOT in partnership with Advanced Design Lab. encouraged early textbook adoptions, resulting in 99 percent of textbooks being adopted before the first day of class each semester.

renovated and added multiple restaurants, providing faculty, staff and students with more options for on-campus dining.

expanded UCF Bookstore options to include rental of textbooks and the buying or rental of digital editions.

Emergency Management

sponsored the first UCF Campus Emergency Response Team (CERT) through the UCF American Red Cross Club, training students to assist first responders.

created, in partnership with the Center for Public and Nonprofit Management, an online class providing free training to faculty, staff, and students on the National Incident Management System.

Facilities Operations developed an ongoing maintenance program to support the College of Medicine.

Facilities Planning and Construction managed the construction of a new Classroom Building and the collaborative learning areas known as the Knowledge Commons on the second floor of the Library.

Finance and Accounting partnered with the UCF Bookstore on the Textbook Purchase Program, allowing students to use their Financial Aid voucher to pre-purchase textbooks, which served about 9,000 students in the amount of \$2.94 million, representing increases of 28 percent and 32 percent respectively over last year.

Financial Services sponsored the campus Back to School Splash event for students and partnered with the Black Faculty and Staff Association and the Office of Diversity Initiatives to sponsor the Legacy Leadership and Mentoring Program.

Human Resources

developed a seminar entitled FMLA: a Toolkit for Success to help managers lower administrative costs.

hosted the Annual Employee Award Program recognizing 315 USPS, A&P, and Retirees with 500 employees attending.

facilitated professional development series in training development, leadership, and supervisory skills.

Landscape and Natural Resources hosted seven undergraduate internships, taught a service-learning course in the fall semester, and supported eight research projects involving 1,450 students.

Sustainability and Energy Management funded five senior design projects within the College of Engineering and Computer Science in the amount of \$26,519, providing students with hands-on learning experiences.

University Police reduced crime by 15.3 percent in 2010.



Become more Inclusive and Diverse

Business Services increased vegan and vegetarian offerings in our residential dining facilities by 25 percent. Knightstop began offering Albert's Organics vegan, vegetarian and organic products.

Emergency Management provided public outreach materials in accessible mediums for all faculty, staff, and students with special needs. They also increased outreach on the university campus through orientations, market day events, and campus safety events.

Environmental Health and Safety offered training in Spanish for Chemical Safety, Environmental Management, Material Safety Data Sheets, CPR, and Bloodborne Pathogens.

Facilities Operations held beginning and advanced English for Speakers of Other Languages classes and offered a bilingual training needs assessment for employees without computer access.

Facilities Planning and Construction

- completed the Veterans Academic Resource Center in the Arena.
- provided opportunities for small business enterprise certified general contractors to perform work on \$1 million and under projects.
- increased Small, Minority, Women, and Veteran Business Enterprise (SMWVBE) expenditures well over ten-fold, from \$811,675 in FY 2010 to \$11,633,730 in FY 2011.

Financial Services participated in events for minority students to network with faculty and staff and sponsored town hall meetings for the Black Faculty and Staff Association to discuss various topics of interests to minority employees.

Parking and Transportation Services utilized a diverse group of small business contractors for goods and services including parking garage sweeping, parking lot sealing and striping, and staffing for special events.

Purchasing

- conducted data analysis showing that UCF spent over \$23,505,000 with SMWVBE companies, exceeding last year by 171 percent, and introduced five new diverse sources to our supply chain; contracts totaled \$373,000.
- spearheaded efforts that led to UCF's nomination by the Disney Entrepreneur Center for the Beacon Award for Best Diversity and Inclusion Organization and by Florida Minority Supplier Development Council for awards in three categories: CEO; Organization; and Minority Business Coordinator of the Year.

University Police increased diversity awareness by exploring and incorporating additional training for its law enforcement officers.



Be America's Leading Partnership University

Business Services provided a paid internship for a UCF College of Business student through Office Plus in partnership with Staples, providing first-hand, real-world selling experience while working for a Fortune 100 Company.

Environmental Health and Safety, with the Facilities and Safety Business Office, worked with FEMA for additional funding on the grant for the Computer Science Building Wind Retrofit project, which was completed in August 2010. FEMA awarded an additional \$198,905 bringing the total grant to \$413,786.

Facilities Planning and Construction collaborated with local, regional, and state governments on all campus master plan updates and with ROTC to provide a new state of the art facility serving over 500 student cadets.

Finance and Accounting

- developed partnerships with universities and governmental entities and shared best practices at the Higher Education User Group annual Alliance Conference.
- partnered with Oracle, the university's Enterprise Resource Planning software vendor, as part of Oracle's Early Success Program.

Human Resources

- led negotiations for nine collective bargaining sessions with American Federation of State, County, and Municipal Employees (AFSCME) for one contract to cover all units, Blue Collar, Administrative-Clerical, and Other Professional; these units represent 1,179 UCF employees.
- maintained a positive labor-management relationship and minimized conflicts in partnership with the Police Benevolent Association and the Blue Collar, Administrative-Clerical and other Professionals Units of AFSCME.

Landscape and Natural Resources developed and sustained ten partnerships with outside federal, state, and non-governmental organizations and formed a new partnership with the Arbor Day Foundation through UCF's Tree Campus USA designation.

Purchasing

conducted four on-campus diverse supplier presentations, increasing awareness that helped UCF spend \$11.9 million with SMWVBE firms for services and commodities.
partnered with nine of the most established socioeconomic and diverse advocacy groups as a pipeline to discovering diverse sources via bid advertisements.

University Police

maintained Mutual Aid Agreements with the City of Oviedo and Orange and Seminole County Sheriff's Offices.
entered into the Inter-local Voluntary Cooperation Law Enforcement Mutual Aid Agreement with the Boards of Trustees and the respective police departments of ten other Florida universities.



Other Accomplishments of the Division

The Division of Administration and Finance implemented a collaborative Institutional Effectiveness model, creating a greater focus on improving business practices through the assessment process.

Business Services

earned a 97 percent customer satisfaction rate at The SPOT based on post-purchase customer surveys.
achieved a featured article regarding The SPOT in the Winter 2010 edition of the College Services Magazine, a publication of the National Association of College Auxiliary Services.
earned highest ranking in Florida for The Arena based on event gross revenue for venues 5,001 - 10,000 seats from April 1, 2010 - March 31, 2011, as reported by Venues Today.
reduced vegetable oil consumption by 50 percent for one academic year saving \$13,000 and nearly 12 tons of oil by working with Filta Environmental Kitchen Solutions' FiltaFry program.
procured more than \$90,000 from Coca-Cola in marketing funds, products, and merchandise.

Emergency Management

hosted UCF's inaugural table top and functional exercises for all disaster response personnel.
presented at the Second International Disaster Management Conference run by the Wessex Institute of Technology, with attendees from many foreign countries, including Saudi Arabia, Japan, and Australia.

Facilities Operations Recycling team received a Davis Productivity Award for changing waste and recycling handling during residential move-in and move-out, which saved the university \$9,227.

Facilities Planning and Construction

attained LEED Gold certification on the Physical Science II and Environmental Support Lab Buildings and LEED Silver certification on the Burnett School of Biomedical Sciences Research Facility at Lake Nona.
completed UCF Pegasus Health at the Quadrangle, the first Practice Plan facility for the College of Medicine.
completed Parking Garage H, which won an Associate Builders and Contractors Award of Excellence.
completed the College of Medicine facility at Lake Nona, which has been awarded the following: American Institute of Architects Orlando Chapter Award of Merit for Design Excellence; Florida Educational Facility Planners' Association Architectural Showcase Design Award, First Place; National Association of Industrial and Office Properties Central Florida Chapter Best of the Best Design Award; Associated Builders and Contractors Central Florida Chapter Excellence in Construction Award General Contractor (nominated for Project of the Year); and Associated Builders and Contractors Central Florida Chapter Excellence in Construction Award Mechanical Contractor.
attained the Certificate of Completion and Occupancy on 241 Facilities Improvement projects.

Finance and Accounting

received an unqualified financial statement audit from the Auditor General for FY 2010.
ensured UCF requested and received \$18 million in federal stimulus funds appropriated by the legislature and met all reporting requirements related to the funding.
implemented the first full year of the university's investment strategy with The Bogdahn Group, an independent registered investment advisory firm, and The Bank of New York Mellon.

Financial Services

developed and pursued contracts with financial firms such as First Southwest, Inc. to determine alternatives for obtaining needed assets through debt, monitor the university's debt obligations, and develop strategies for debt-related acquisitions.
received unqualified audit opinions for the UCF Convocation Corporation, the Golden Knights Corporation, and the UCF Finance Corporation.

Human Resources

conducted a university-wide study to review UCF's lower paid USPS classifications.
drafted a new USPS personnel regulation for notice of separation without cause, effective January 2011.
facilitated 353 workshops for 2203 employees.

Landscape and Natural Resources

created a compliance database that tracks permits and regulatory documentation; completed 75 acres of mowing to reduce wildfire threat and increase habitat quality; and completed a campus wayfinding design.
initiated several major infrastructure projects to improve the campus environment, including installation of sidewalks in key areas of campus; installation of reclaimed water infrastructure to complete the conversion from potable water to reclaimed water across campus, and planting 600 native trees and shrubs around retention ponds.
oversaw the design and implementation of eight new landscape construction projects as well as several key campus enhancements, including planting new live oaks north of Ferrell Commons and replacing sod on the north section of Memory Mall.
received two grants, totaling \$64,819, to treat invasive plant species, prune 111 hardwood trees, and plant 50 Florida native trees.
trained four employees, two faculty, and fifteen graduate students to be certified type II firefighters (wild land firefighters), and hosted nine internships offered in partnership with the Biology and History Departments in the spring and fall semesters.

Parking and Transportation Services

added shuttle service to the Health Sciences campus at Lake Nona and the Sterling housing apartments.
hosted a one day seminar on campus bringing together other university employees, contractors, architects, and engineers to discuss parking trends in leadership, customer service, event management, and enforcement.
transported a total of 1,974,546 passengers using our UCF Shuttle service.
shared funding with SGA for a ride-sharing program, Zimride, which uses social networks to connect faculty, staff, and students.

Purchasing collaborated with General Counsel and Risk Management to establish uniformity in UCF's handling of insurance and related certifications, resulting in discounts to UCF.

Sustainability and Energy Management

completed the thermal energy storage plant and replaced automated controls at Chiller Plants II and III.
hosted the 5th annual student energy conservation competition, and students saved \$48,825 for the university through their efforts.

University Police

recouped funds through journal transfers and deposits for the University Police Security services for various events exceeding \$500,000, to assist in the payroll funding for their officers.
earned the title of Crisis Intervention Team Department of the Year.
established a Victim Services Outreach Office in the John T. Washington Center and implemented a direct 24/7 Hotline.



Cost Effectiveness

Business Services

- opened GameStop, already ranked number one of 6,500 stores in the company for pre-release orders.
- increased university trademark licensing by 25 percent, reviewing nearly 4,000 design submissions and product requests.

Emergency Management upgraded indoor notification systems on campus, increasing UCF's indoor emergency notification capability to 35 buildings.

Facilities Operations

- recouped postage charges in the amount of \$435,681 and saved \$25,000 in postal equipment costs.
- installed the Traka key system which saves the university \$88,025 annually and utilized a roofing coating system on several buildings instead of reroofing, which saved the university \$1,184,132.
- recycled 2,109,657 pounds of materials for a year-to-date recycling rate of 34 percent.

Facilities Planning and Construction implemented changes that saved \$150,000 on the physical sciences project.

Finance and Accounting increased PCard usage by 38 percent in FY 2011, which improved processing time for recording transactions, minimized personnel costs, increased the timeliness of payment to vendors, and increased the PCard rebate received by the university.

Human Resources

- managed over 184 work-related injuries; of these 23 employees lost time from work. For the second year in a row, the number of workers' compensation claims decreased 19 percent.
- initiated a bid through Purchasing to secure a background check vendor, saving \$71,229 annually.

Landscape and Natural Resources reduced maintenance costs through implementation of Florida-friendly landscaping concepts that reduce water usage and improve plant success on campus and supplemented operational budgets through partnerships, grants, and service contracts to provide a high level of service to the campus community.

Parking and Transportation Services

- utilized the department's maintenance employees to complete small projects such as painting, striping, asphalt work, concrete work, mechanical work, and sign installation and removal.
- cross-trained employees to work in other areas of the department during peak periods, thereby providing more with less.
- outfitted six garages with energy saving 50-watt fluorescent lighting reducing energy consumption by 65 percent.

Purchasing saved the university over \$950,000 through initiatives to use the best methods of procurement; this included \$189,000 saved on FedEx shipments via a 45.9 percent discount off standard shipping rates and \$451,970 in taxes saved with purchases of \$6,953,383 made in collaboration with Facilities and Safety under the Direct Owner Purchase Program.

Sustainability and Energy Management reduced the Energy Use Intensity for the main campus by 28.75 percent, resulting in savings of \$1,984,300 in FY2011 when compared to baseline data. Savings included:

- 25 percent in electricity: 11,380,537 KWH (\$1,568,510)
- 27 percent in chilled water: 3,119,496 TON-HR (\$379,515)
- 39 percent in natural gas: 32,796 therms (\$36,275)

University Police

- reduced expenditures by using in-house fleet staff and a garage that is equipped with a lift, to conduct routine maintenance on patrol vehicles in place of employing the services of outside entities.

improved the Public Safety Building with cost effective features such as a heat reflecting roof and motion sensor air conditioning and lighting to reduce energy costs as well as motion activated faucets and use of native plants to reduce water usage.

utilized the expertise of its in-house information technology staff to design and implement the use of law enforcement specific software in place of employing the services of outside entities.



Technology

Emergency Management acquired a mobile radio system allowing communication with local emergency responders and a Mobile Speaker Array for outdoor emergency notification.

Facilities Operations Warehouse Services designed and implemented a new fuel billing database for the UCF Gas Island Station, reducing the billing of fuel from a 3-day process to less than 30 minutes.

Facilities Planning and Construction implemented the Building Information Modeling for all new capital projects and completed a new 12,000-gallon E-85 Fuel Station Island to accommodate the University's Flex Fuel Vehicles.

Finance and Accounting migrated the university's financial accounting application to Oracle PeopleSoft Financials and Supply Chain Management version 9.1, upgrading six major modules of the application and providing 21 associated training courses and programs.

Human Resources

- designed, tested and implemented the TALX Work Number Program for employment verification.

- increased the use of the electronic W-2 by 54 percent, a reduction of 7,008 paper W-2 forms.

- implemented the E-Verify system, for employees paid under a federal contract.

- created a Records Processing Guide, a New Employee Benefits Guide, and a Retiring from UCF page for its Web site.

Landscape and Natural Resources

- installed monitoring stations across campus to monitor the urban heat island effect, resulting in best management practices that increase campus sustainability initiatives.

- Trained staff to use real-time geographic information systems to capture campus data, including locations of storm water infrastructure, state listed species, and landscape features.

Parking and Transportation Services

- installed twenty pay and display permit machines equipped with real time credit card processing.

- moved the credit card processing to an external vendor reducing UCF's liability and risk exposure.

- upgraded the parking permit web based application focusing on data security.

- upgraded the points-of-sale applications enhancing reporting, data searches, and application maintenance.

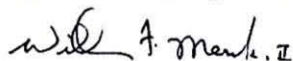
- installed GPS technology, contracted through ETA Transit, on all 34 shuttle busses along with a smart phone application showing locations and estimated times of arrival of each shuttle.

Sustainability and Energy Management improved the interoperability and standardization of building automation systems and upgraded building automation servers and operator service tools.

University Police implemented the Integrated Criminal Justice Information System, which provides University Police with the ability to submit affidavits and warrants electronically to the local court and jail networks.

Attachment I Employee Achievements and Awards

I am proud to recognize and honor individuals in our division who demonstrate leadership and accomplishment that reflect the values and further the goals of our university.



Congratulations to the following Administration and Finance team members:

Denise Auer, Amanda Belcher, Carmen Brache, Rhodney Browdy, Barbara Brown, Samuel Ensenat, James Godden, Tracie Gordon, Tammy Hintermeister, Alexandra Kennedy, Julia Lyons, Carla Marx, Amelia Miranont, Elida Murillo, Ray Puskas, Donna Reid, and Doris Santos, *Administration and Finance*, earned certificates honoring their contributions as ambassadors for the FSECC in our division.

Lori Baker and Larry Chmura, *Facilities Planning and Construction*, attained LEED Accredited Professional certification.

Frank Ballentine, *Facilities Operations*, received a Davis Productivity Award for proposing a coating system instead of the roof replacement process which saved the university \$1,184,132.

Alaina Bernard, *Landscape and Natural Resources*, participated in the UCF Leadership Enhancement Program.

Adam Casebolt, *University Police*, was named Crisis Intervention Team Officer of the Year.

Larry Chmura, *Facilities Planning and Construction*, received a certificate for completing the Diversity Leadership Series.

Varsha Das, Kristal Jackson, Dorann Mullins, and Rebecca Vilsack, *Finance and Accounting*, served in leadership positions within the Higher Education User Group.

Scott Eberle and Brian Compton, *Business Services*, for the second year, visited Okeechobee and Yearling Middle School to speak with and motivate more than 100 AVID students.

Garnette Garricks, *Human Resources*, was elected Treasurer for the Black Faculty and Staff Association.

Christopher Holt, *University Police*, was recognized for his impressive efforts in regards to DUI enforcement by the Central Florida Mothers Against Drunk Driving Chapter.

Deodat Jaggernauth, *Business Services*, was named UCF Employee of the Month for January 2011.

Russ Kraft, *Facilities Operations*, received a Davis Productivity Award for reprogramming all the Kronos time clocks used by Facilities Operations, saving the university over \$5,000.

Gregory Larkin, *University Police*, was presented with the Life Saving Award from the American Society for Industrial Security.

Joel Levenson, *Finance and Accounting*, served on a panel at the National Association of College and University Business Officers Annual Tax conference to discuss UCF's recent experience with the IRS. Joel also served on the Office of Student Conduct Review board for UCF.

Steve Mammino, *Environmental Health and Safety*, has been appointed to the Executive Committee of the Florida State Interagency Advisory Council in the Bureau of Loss Prevention.

John Pittman, *Financial Services*, received an award from the Greater Orlando Chapter of the National Association of Black Accountants for supporting and serving as advisor for the student chapter at UCF.

Curt Sawyer, *Business Services*, was presented with the Partnership Award by the SGA at the annual Pass the Gavel ceremony.

Krishna Singh, *Parking and Transportation Services*, was awarded CAPP (Certified Administrator of Public Parking) certification, developed by the International Parking Institute and administered by the University of West Virginia.

Krishna Singh, *Parking and Transportation Services*, was elected board member of the Florida Parking Association.

Joseph Stefanik and Angel Rodriguez are *Parking and Transportation Services* employees of the year for 2010.

Rebecca Vilsack, *Finance and Accounting*, served on Oracle Corporations' Customer Advisory Board.

Attachment 2

Charitable and Intercampus Giving

The Division of Administration and Finance

administered the Florida State Employees' Charitable Campaign for the university, raising over \$144,000 for the community.

participated in FSECC, Heart Walk, Relay for Life, and other university-wide coordinated philanthropy efforts, winning several honors, trophies and spirit awards that demonstrate our leadership and the giving spirit of the university.

spearheaded a university-wide Critical Needs Drive benefitting the Coalition for the Homeless and a holiday gift drive for central Florida child victims of domestic violence.

Facilities Operations coordinated a university-wide adopt-a-child holiday project to benefit the Bithlo-Christmas Neighborhood Center for Families.

Facilities and Safety (a team of all of the facilities and safety departments) was awarded the FSECC Fundraising Department of the Year; competing with 52 departments campus-wide, they raised over \$1,700. Administration and Finance's Finance and accounting team earned the honor of second place, raising over \$1,400.

Business Services contributed monetary sponsorship and supplies to the UCF Book Festival, Alumni Association, Orientation, UCF Film Department, Veteran's Affairs, the Employee Recognition Program, Knights Helping Knights, Dance Marathon, FSECC, the Red Cross, domestic violence organizations, and local elementary schools.



Administration and Finance hosted a campus-wide holiday gift collection for child victims of domestic violence



Administration and Finance hosted a critical needs drive to support the Coalition for the Homeless



Administration and Finance administered the workplace giving campaign for the university



Business Services hosting AVID Students visiting campus



Finance & Accounting Relay for Life Team



Business Services Designed the new UCF United Way Web site

Attachment 3
2010 Division Organizational Chart

