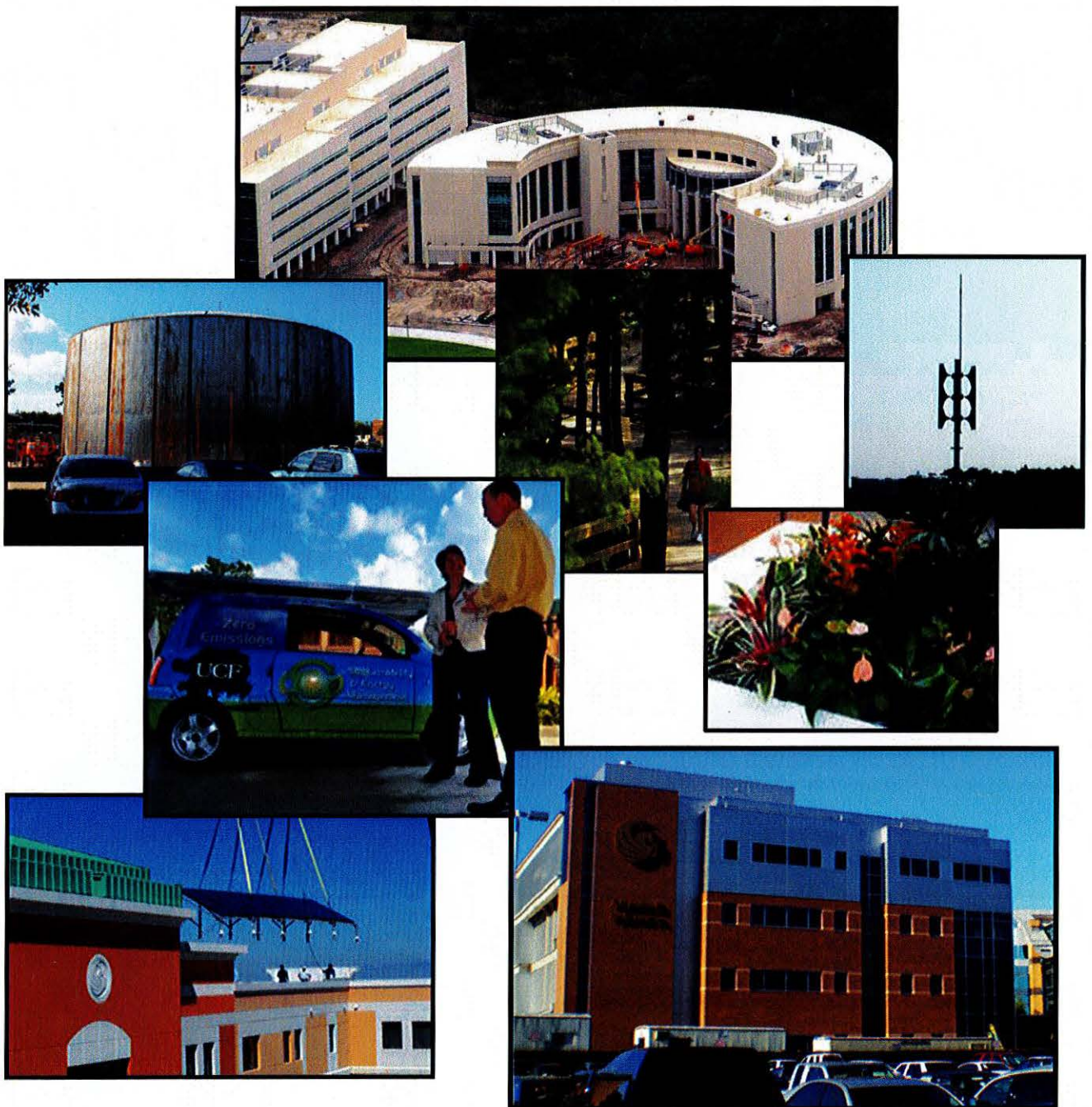
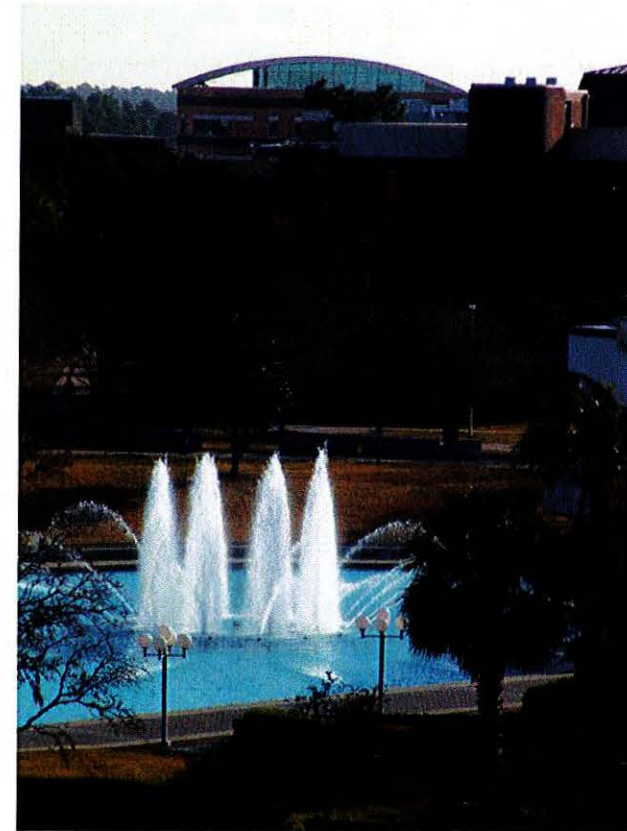




UNIVERSITY OF CENTRAL FLORIDA
ADMINISTRATION AND FINANCE

2008 - 2009 Annual Report





Prepared for: President John C. Hitt
By: William F. Merck II
August 1, 2009



Office of the Vice President

August 1, 2009

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 2008-2009. 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.

Construction was completed this year on:

- Digital Media Renovation
- Physical Sciences I
- Gemini and N. Orion Turn Lane
- Intramural Playing Fields (Phase II)
- Alafaya Trail Intersection Improvements
- Fire Sprinkler System for Orange, Brevard, and Seminole Halls
- RWC Tennis Court Expansion
- Siemens Energy Center
- Hazardous Waste Expansion
- Student Union Expansion

Construction is underway on:

- Burnett Bio-Medical Science Research Center
- Medical School Library and Instructional Building
- Partnership III
- Performing Arts Complex
- Physical Science Building II
- Public Safety Center
- Intramural Playing Fields (Phase III)
- Recreation and Wellness Center (Phase II)
- Thermal Energy Storage Tank

The division has achieved a significant cost savings this year by implementing initiatives as diverse as recycling programs, changes in lighting, utilization of technology, personnel and workload distribution, and contract negotiations.

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 superior service.

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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An Equal Opportunity and Affirmative Action Institution

Offer the Best Undergraduate Education in Florida

- Business Services successfully implemented the Textbook Advance Purchase Program at the UCF Bookstore, giving students advanced access to anticipated financial awards in partnership with the Office of Student Financial Assistance and Office of Student Accounts.
- The UCF Bookstore purchased nearly \$2 million in used textbooks from UCF students in its annual buyback program. Students saved close to \$900,000 by purchasing used textbooks.
- Business Services supported local leadership changes in ARAMARK (UCF Dining Services), BCG (concessionaire), and Coca-Cola (university's pouring rights holder) in order to realize the maximum service and revenue potential of these partnerships.
- UCF Dining Services replaced the FlexBucks program with the Dining Dollars program which allows students to use a portion of their dining membership at any on-campus restaurant or retailer.
- Finance and Accounting successfully implemented version 9.0 of the PeopleSoft Student Financials system and established an on-line collection agency referral system for delinquent accounts.
- Landscape and Natural Resources has made available a supervised and well-managed organic vegetable garden plot that now engages over 100 undergraduates. This is an opportunity for hands-on application of sustainability in daily life, and is jointly supported with the UCF Arboretum.
- Environmental Health and Safety's implementation of an online inventory system to track laboratory hazardous chemicals has allowed academic departments to complete inventories faster and more accurately.
- In January 2009, the Department of Sustainability and Energy Management, in partnership with Progress Energy, completed the first photovoltaic installation on Engineering I. The solar array is an 11.2kW system and acts as an awning on the third floor windows on the southeast wall. This system cost \$41K and has a 15 year payback. The window awning mount not only shades the third floor windows, but is visible to the students, faculty, and staff, creating awareness of UCF's efforts regarding alternative, renewable energy.



Become more Inclusive and Diverse

- Finance and Accounting presented approximately 60 orientation sessions to new students and their parents, including three presentations in Spanish.
- UCF's Supplier Diversity Showcase 2009, orchestrated by Purchasing in partnership with UCF's Office Plus, drew almost 300 businesses and over 50 UCF staff members.
- Purchasing held exhibits in ten national and local Small, Women-owned, and Minority-owned Business Enterprises (SWMBE) tradeshow, including two of the largest SWMBE events in Florida: Florida Office of Supplier Diversity's Annual Trade Show and the Florida Minority Supplier Development Council's 25th Annual Trade Fair.
- Purchasing participated in several campus events as either exhibitors or participants to connect with the diverse and growing UCF community: UCF Athletics' Entrepreneur Night Mixer, UCF Athletics' Black History Night Mixer, Sustainability's Conference, and Facilities Planning's Construction Workshops.
- Salsa2go, a minority-owned concessionaire of salsa and chips, established its business in the Reflections kiosk near the library.

- Parking and Transportation Services continues to use the Diversity in Purchasing guidelines to fulfill their needs for goods and services such as parking garage sweeping, parking lot sealing and striping, and personnel for special events.
- Environmental Health and Safety continues to offer training sessions in Spanish for staff potentially exposed to bloodborne pathogens and other infectious diseases (e.g., several H1N1 (swine) flu general information sessions were offered in Spanish).
- Physical Plant employees completed *Discrimination (Including Harassment) and Retaliation Prevention* training classes and *Back and Lifting Safety* classes which were offered in both English and Spanish.

Be America's Leading Partnership University

- Finance and Accounting
 - developed partnerships with other universities, and federal, state, and local governments through active participation in the Higher Education Users Group and presenting best practice ideas and information at the annual Alliance conference;
 - partnered with other higher education institutions through chairing, co-chairing, and participating on several IT higher education advisory groups; and
 - partnered with Valencia Community College to offer and bill for remedial courses on the UCF campus through the standard UCF registration processes.
- Purchasing
 - through cooperative efforts with Facilities Planning and our construction contractors, processed \$16,086,031 in purchase orders utilizing the Direct Owner Purchasing Program, realizing tax savings of \$1,045,592;
 - hosted a visit from South Africa's University of Pretoria Procurement Manager in a PeopleSoft Financials information exchange; and
 - partnered with a number of state-wide diverse and small business advocacy groups, including the African American, Caribbean, and Hispanic Chambers of Commerce, The Florida Black Business Investment Board, the Florida Minority Supplier Development Council, the Florida Minority Business Opportunity Committee, the Hispanic Business Initiative Fund, the Minority and Women Business Enterprise Alliance, the Florida Office of Supplier Diversity, and the UCF Small Business Development Center.
- The Live Oak Event Center collaborated with the Advanced Design Lab of UCF CREATE to offer an invaluable, real world experience for UCF students. As part of a credit course, students designed permanent art installations for the Live Oak and Cypress Rooms. In a second course, the selected concepts are built and installed by the students.
- The Project Spot print, copy, and design center is being revamped to create an innovative concept renamed The SPOT. In partnership with the Advanced Design Lab of UCF CREATE, the revised business will be a professional design and print company with an added emphasis on offering off-campus businesses graphic design, brand identity design, and other services. UCF students do the design work as part of a formal internship program designed to give them work experience in an actual production environment.
- Physical Plant partnered with Business Services to provide storage, staging, and logistics for campus wide swap-out of over 400 copy machines. This was a three month project, and resulted in over 25,000 lbs of cardboard from copier packaging being recycled.
- Facilities and Safety created a sustainability partnership among Research (MJ Soileau), Academics (Manoj Chopra) and Operations (Lee Kernek).



Other Accomplishments of the Division

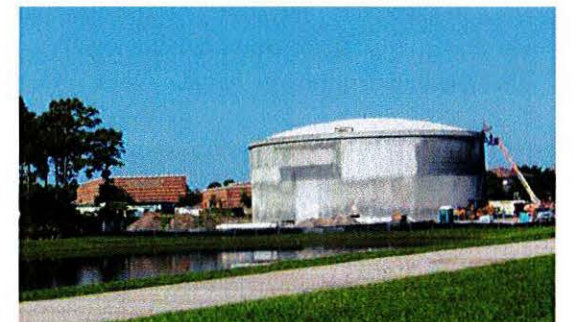
- UCF Office Plus initiated a university-wide print and toner cartridge recycling program. By teaming up with Office Depot and HP, nearly 700 cartridges weighing more than 1,400 pounds in total have been recycled earning reward points from HP that are redeemed and used for donations to university departments for worthy causes.
- UCF Office Plus developed a document-shredding program with Cintas that complies with the university's standard for records retention resulting in 16 tons of paper being recycled and recorded for the university recycling initiative.
- Finance and Accounting
 - received an unqualified financial statement audit from the Auditor General's office for fiscal year 2007-2008;
 - streamlined financial reports and transaction processing by inactivating over 600 general ledger account codes and eliminating or combining 31 funds; and
 - developed and implemented improved internal controls and process changes for procurement card (Pcard) transactions and property inventory, providing a more comprehensive control environment for UCF.
- Purchasing
 - conducted a "Town Meeting" to introduce UCF departments to an equipment maintenance underwriter able to save a minimum of 28 percent off the cost of any existing equipment maintenance agreement. Four departments converted their maintenance agreements for a combined annual savings of \$8,652;
 - conducted Cooperative Contracts Navigation Training for 30 departments to teach customers how to navigate the different websites offering competitively bid contracts; and
 - increased efforts to become more green and paperless: all formal solicitations are emailed to interested vendors as well as posted on the web page in lieu of mailing paper copies. This initiative saves paper, postage, personnel-hours, and product delivery time.
- Human Resources:
 - answered 13,032 front reception phones calls;
 - assisted 3,182 visitors;
 - processed 100,575 documents and incoming mail;
 - processed and quality controlled 17,186 electronic personnel action forms (ePAF);
 - issued 26 payrolls with paychecks totaling \$331,402,782;
 - scanned and indexed 139,978 official documents; and
 - facilitated and/or coordinated 353 workshops for 2,823 employees.
- Organizational Development and Training (ODT)
 - created a new curriculum for a new leadership series based on employee feedback;
 - successfully moved the Annual Awards program, after receiving feedback from employees, to a day-time event where attendance went up from 260 people last year to 450 people this year, a 73 percent increase. The number of awardees who attended increased from 75 last year to 108 this year, a 44 percent increase; and
 - conducted 26 New Employee Orientations including 6 designed specifically for new faculty, reaching approximately 331 new employees.



- Benefits exceeded their goal to increase employee participation in voluntary retirement accounts by five percent. Despite the economic climate, this goal was surpassed during the summer, when participation reached six percent.
- Employee Relations partnered with the Physical Plant HR Manager to train Physical Plant supervisors on the performance appraisals process. Evening training sessions for the night shift were held and all Physical Plant supervisors attended a training session.
- The final phase of implementation for the electronic personnel action form (ePAF) system was successfully completed. This system significantly alleviates UCF's labor intensive process for requesting, processing, and documenting personnel and position specific actions. New features have been added including the ability to add documents in Portable Document Format (PDF) and a calculator for contract employees was embedded into the Hire ePAF form.
- The UCF Shuttle Service, comprised of 33 buses, transported 1,728,443 students to 18 off-campus apartment complexes, an increase in ridership of 13.1 percent over the previous year. The shuttle service to the UCF Rosen College of Hospitality Management transported a total of 53,314 passengers, an increase of 65.2 percent over the previous year.
- Parking patrollers provided 1,346 motorists assists to the UCF community. These services included 670 battery jump-starts, 526 door openings and 150 miscellaneous assists.
- Landscape and Natural Resources has worked closely with the Arboretum to relocate educational and display gardens into the campus core. There has been a significant effort to provide more shade for pedestrians, and to create colorful focal points for all campus users and visitors.
- Victim Services received a \$500 grant from Diversity Initiatives to fund the Candlelight Ceremony for Domestic/Dating Violence Awareness, and hosted the first annual "Light Up The Night" event at the Reflecting Pond.
- Facilities Planning has completed the 2010 draft of the Master Plan, which will be completed in November of 2009.
- Sustainability and Energy Management's 3rd Annual Student Energy Competition, held in February, was the most successful to date. The on-campus residents reduced their energy consumption by 13 percent. This year, 246,392 kWh, or \$27,000, were saved for the month during the competition.
- Financial Services worked with financial and legal consultants to effectively manage the debt associated with the Knight's Plaza and Lake Nona projects.

Cost Effectiveness

- Contracts and Grants, working with the Office of Research and Commercialization, improved collections and management of accounts receivable through additional reporting and process changes.
- Finance and Accounting provided volunteers from various sections to assist the Cashier's Office during payment deadline. This alleviated the need for the employment of temporary staff, offered other Finance and Accounting employees a learning opportunity, and avoids the re-training of temporary staff each semester.
- Finance and Accounting increased payments to vendors and students via direct deposit by 9.2 percent.
- New Pcard receipt retention procedures, implemented in July 2008, eased the burden on departments for proper record retention and storage of files for audit purposes, facilitated and expedited Contract and Grant invoicing, and strengthened the university's internal control over PCard purchases.



- Purchasing staff assisted with a number of transactions that resulted in savings:
 - additional competition produced savings in several areas. Examples include landscaping - \$130,720, computer equipment - \$28,102, and cleaning services - \$20,295;
 - use of an existing audio visual equipment contract for the College of Medicine resulted in \$35,000 in savings;
 - renegotiation of contracts for security officers and bike patrol netted an annual savings of approximately \$11,000;
 - creation of an account with an office supply vendor guaranteeing prices at least ten percent less than any competitor. Comparative data showed a 36.8 percent savings; and
 - renegotiations with Federal Express reduced the average cost of departmental express mail services by 35-40 percent per shipment.
- Business Services reduced administration expenses by over \$650,000 or 29 percent annually, from fiscal years 2007 to 2009, through the consolidation of positions, a systematic approach to equipment maintenance, and a commitment by the entire team to scrutinize all extraneous expenses.
- Business Services reduced expenditures on information technology by \$31,000 annually, a 27 percent reduction from 2008, by working in partnership with Computer Services and Technology to consolidate servers, eliminate redundancies and leverage existing resources. This reduction is in addition to the \$35,000 annual savings realized in late 2007.
- UCF Card Services reduced the cost of the UCF Card stock by ten percent, generating an annual savings of \$9,600 without reducing services.
- Live Oak Event Center realized a break even performance in fiscal year 2009, a significant financial turnaround from a \$50,000 loss in fiscal year 2008.
- Human Resources Information Systems (HRIS) had a successful completion of the 9.0 PeopleSoft upgrade without the outside assistance of consultants which saved the university several hundred thousand dollars.
- Human Resources used a tactical budget strategy to reduce departmental expenditures by reducing office supplies, printing, and telephone services by 26 percent and memberships, subscriptions, and travel by 45 percent, resulting in a savings of \$168,570.
- Parking and Transportation Services saved approximately \$115,000 by utilizing in-house staff for small maintenance projects such as painting, striping, sign installation and removal, and asphalt, concrete, and mechanical work. They also saved \$7,250 by reducing the personnel costs for collection of credit card data from the new digital pay and display permit machines.
- Parking Garage H is being equipped with energy saving T5HO (high output) fluorescent lights which use only 60 watts. They replace the existing high-pressure 200 watt sodium lights, resulting in a two-thirds (2/3) reduction in utility costs.
- UCF Marketplace and Print Shop upgraded to new lighting that consumes 50 percent less electricity. Additionally, these "daylight" bulbs mimic natural sunlight to lift moods, combat depression, and increase energy levels.
- Physical Plant implemented chemical dispensing systems with Green Seal Certified™ cleaning products in all buildings on campus and at the Rosen College of Hospitality in order to reduce overuse of chemicals, liability, and the impact on the environment. This also increased safety by eliminating harmful chemicals.
- Landscape and Natural Resources reduced irrigation by 30 percent and turf fertilizer by 50 percent, resulting in significant savings to the University. They invested more in machine and tool maintenance and used rentals when possible to avoid purchasing equipment that would not be used frequently. Also, they trimmed materials expenditures by reducing mulch applications and investing more labor time to keep the campus clean and weed-free.

- A thermal solar system was installed on student housing Tower II which provides hot water for the 500 residents in the building. The three arrays of ten collector panels have the capacity to heat 3,400 gallons of water daily. Greenhouse gas emissions are reduced by 170 tons and the university saves \$65,000 annually by utilizing this system.
- A Thermal Energy Storage Tank is currently being constructed near the Nicholson School of Communication. It is 110 feet in diameter and 42 feet tall. The tank will hold 3 million gallons of water that is chilled during off-peak hours to be used during the daytime hours to cool UCF's main campus buildings. By utilizing off peak rates, this will save the university \$685,000 annually.
- The Department of Public Safety and Police requires mandatory foot patrol in addition to continuing to monitor fuel consumption on all police vehicles, providing in-house training on fuel consumption, and changed from V8 engines to V6 engines.
- The Department of Sustainability and Energy Management has achieved a 22 percent reduction in energy consumption per square foot since 2005. The in-house Energy Services Group has achieved an 18 percent reduction in energy consumption for 15 buildings in FY 2008-09.

Technology

- Contracts and Grants worked with Financial Support Service to migrate the invoice tracking system to a new platform that will allow for more timely and efficient reconciliations.
- The UCF Bookstore expanded the online textbook ordering program to support the growing distance learning population and regional campus needs. In fiscal year 2009, over 14,000 textbook orders were filled representing a five percent increase over 2008.
- Copier Services and Support offers new Toshiba multi-functional devices (MFD) that provide departments the option of reducing the number of personal desktop printers to realize savings on equipment and toner purchases.
- Parking and Transportation Services acquired hand-held ticket writers with cameras for their enforcement division; new digital pay and display permit machines with real time credit card charge capability; installed cameras on the shuttles with audio and video capability to provide security for the students and the university; and computerized parking garage counter systems that allow parking statistics to be viewed in real time from any desktop computer.
- Physical Plant installed key control access boxes in nine locations on campus allowing supervisors to monitor when employees are taking and returning their key sets to the access box by means of the Traka software program.
- Environmental Health and Safety worked to enhance the university's capabilities for emergency mass notification; specifically, an outdoor notification system consisting of four sirens was installed, and the design of an indoor notification system was completed. Additionally, a system was instituted to send text and voice messages to the university community in the event of an emergency, as well as a dedicated emergency home page (tied to social networking such as Twitter and Facebook), and the use of cable and display systems through radio and television transmissions.
- Sustainability and Energy Management introduced its second eco-friendly fleet vehicle, a solar car. A Zenn electric car was purchased and retrofitted in-house, in January 2009, with solar panels, making the car completely powered by solar energy. The rooftop panels have successfully maintained the vehicle charged to date. This car requires no plugging in and no fuel, and produces no emissions.



- The Department of Public Safety and Police's Information and Technology Unit's experience and expertise resulted in the development and implementation of two software programs, Record Management System (RMS) and Mobile Report Writing (MRW). Both programs are used by the Police Department and ultimately saved the Department of Public Safety and Police thousands of dollars.

Charitable and Intercampus Giving

- The Division of Administration and Finance led the university's efforts in the Florida State Employee's Charitable Campaign for 2008; the university raised \$163,414.71 for our community.
- Finance and Accounting had a team of 11 people and raised \$2,300 for this year's Relay for Life fundraising event held annually at UCF.
- Financial Services Support coordinated a "Holiday Giving" program for the Kids House of Seminole County which resulted in gifts of over \$600 to the program.
- Finance and Accounting's 2008 Heart Walk team of 13 raised \$2,258 and was the second highest team in donations for UCF.
- Purchasing orchestrated two car washes for Tee-Lo Golf, participated in the Charity Challenge XXIV fund raiser, and conducted a fund raiser for the American Heart Association, raising \$1,202.
- The UCF Bookstore donated more than \$100,000 in merchandise and gift certificates to support student groups and department activities.
- Business Services funded \$30,000 of The Venue lighting upgrades resulting in significant energy savings for the university.
- Business Services units and partners awarded more than \$75,000 in scholarships to students for books, tuition, and dining.
- UCF Card Services hosted the Administration and Finance American Heart Walk efforts, recruiting 12 captains and over 60 volunteers who collected over \$5,100 in donations.
- UCF Bookstore's 7th annual homecoming spirit window-painting contest collected over \$1,000 in cash and \$1,000 in books and toys for the Storybook Knights and Toys for Tots.
- Printing Services donated printed materials to several Student Development and Enrollment Services events totaling more than \$2,000 in value.
- Live Oak Event Center facilities donated event space, labor, and services for various events including Board of Governors, Board of Trustees, FSECC, and the UCF Recycling Workshop.
- UCF Dining Services held a food drive for the Bithlo Community Center donating 400 pounds of food.
- Physical Plant coordinated the annual Student Move-Out Recycling Project. Collected materials were sorted, weighed, and donated to the Bithlo/Christmas Neighborhood Center for Families. Materials collected included bedding, electronics, more than 2,000 pounds of clothing, as well as several pieces of household furniture such as sofas, mattresses, coffee tables, desks, and shelving.
- Physical Plant coordinated the annual Adopt-A-Child Christmas event for the Bithlo/Christmas Neighborhood Center for Families, a non-profit organization. Contributions of gifts and money helped 48 children and their families.



Division of Administration and Finance, 2008-09

