



**UNIVERSITY OF CENTRAL FLORIDA**  

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**ADMINISTRATION AND FINANCE**



**2006 - 2007 Annual Report**

# Administration and Finance Annual Report 2006 – 2007



*Prepared for:* President John C. Hitt  
*By:* William F. Merck II  
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**William F. Merck II**  
*Vice President*  
Division of Administration and Finance

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*Sr. Administrative Assistant*

**Pam Kwiatkowski**  
*Office Manager*

**Megan White, Ashley George, & Tamera George**  
*Student Assistants*

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*Associate Vice President*  
University Support

**Tiffanie Rogers**  
*Coordinator, Admin. Services*

**Curt Sawyer**  
*Director*  
Business Services

**Mark Roberts**  
*Director*  
Human Resources

**John Clark**  
*Director*  
Parking and Transportation Services

**Vanessa Fortier**  
*Associate Vice President*  
Finance

**Linda Bonta**  
*Controller*  
Finance and Accounting

**John Pittman**  
*Director*  
Financial Services

**Raymond Puskas**  
*Director*  
Purchasing

**Vanessa Fortier**  
University Budget

**Lee Kernek**  
*Associate Vice President*  
Facilities & Safety

**Sarah Ellerbrock**  
*Executive Admin. Assist*

**James Uhler**  
*Director*  
Environmental Health and Safety

**Peter Newman**  
*Director*  
Facilities Planning

**Richard Paradise**  
*Director*  
Physical Plant

**Richard Beary**  
*Director*  
University Police

## **Offer the best undergraduate education in Florida**

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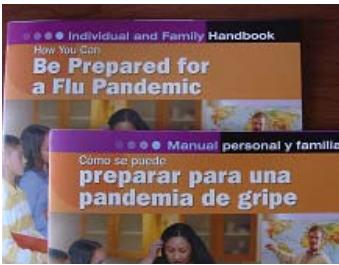
The Physical Plant created a new work center specifically to address the needs of the research community in the areas of air conditioning and ventilation.

During the 2006-07 academic year, the UCF Bookstore awarded fifteen \$1,000 textbook scholarships to deserving students. The UCF Bookstore employed over 400 student workers and paid them more than \$750,000 last year. Student workers comprised over 75% of the store's total payroll.

Financial Services works closely with departments and companies that manage the Housing Tower residence halls to provide a safe environment for students to study and interact. In addition, the retail and other venues surrounding the residence halls will dramatically increase the quality of life and collegiate experience for the students living there.

## **Become more inclusive and diverse**

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Finance and Accounting coordinated with the International Student Center to refine business processes and provide excellent customer service for UCF's international students. Further, of the 30 orientations offered during the spring and summer of 2007, two were offered in Spanish.

Business Services increased bilingual Spanish staff to enhance the customer experience for this large segment of the university population.

Business Services has become an active member of the Purchasing Diversity Program, and promoted the use of minority vendors throughout the many units within Business Services and its contractors.

The Physical Plant provided information on policy changes and personnel issues in both English and Spanish, and partnered with Orange County Schools to provide English as a Second Language classes during the work shift for Housekeeping and Special Services Employees. In addition, bilingual assistance was provided to potential employees using the online employment application system. All essential communications to staff were provided in both English and Spanish.

Payroll partnered with the Physical Plant to provide Payroll Sign-ins and New Employee Orientations in Spanish on a regular basis. Card Services and Dining Services conducted Spanish language orientations for the first time.

Expenditures with Small, Minority and Women Owned Businesses (SMWB) exceeded last year's in contractual services and local certifications. Construction, commodities, and A& E were down, but we are looking to improve those numbers with more targeted outreach events. Initiatives ranged from continuing to recruit champions in departments who in turn remember diverse vendors in their purchasing reviews to department focused vendor mixers and workshops to our campus wide supplier diversity day where 34 UCF departments met with over 80 diverse vendors

## **Be America's leading partnership university**

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Finance and Accounting partnered with Oracle Corporation in the company's Early Success Program to support the successful PeopleSoft Financials 8.9 upgrade. The success of the implementation led to public presentations at the Alliance Conference and Oracle Open World.

Financial Services worked with direct support organizations in their financial affairs. Major partnerships include UPI, Global Spectrum, UCF Foundation, and the UCF Athletics Association.



The UCF Police Department partnered with the Florida Electronic Evidence Team (FLEET) of the United States Secret Service in the execution of a number of state, local, and federal search warrants during the year. UCF received over \$320,000 as a result of participation with this task force.

### **Other accomplishments of the Division**

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Several Administration and Finance departments are working to prepare the UCF Health Sciences Campus at Lake Nona for the first medical class in Fall 2009. They have issued the first permits for construction; are working with the Colleges of Medicine and Biomedical Sciences to support their new buildings; have hired a security consultant to review laboratory plans and started building inspections on the Burnett Bio-Medical Sciences Center; have worked on the fundraising, and have helped develop the design of the new campus.



UCF received an unqualified financial statement audit from the Auditor General's office for 2005-2006.

University Licensing, managed by Business Services, worked with Athletics to develop a new brand design, increasing the appeal and reach of the UCF image.

Finance and Accounting made a presentation to the State Universities Audit Council (SUAC) on the Payment Card Industry Data Security Standards (PCIDSS). UCF was the first university to be compliant with the credit card industry standards.

The Physical Plant collaborated with the College of Engineering to install a horizontal well ex-filtration system as an alternate irrigation source, which will allow the university to irrigate the entire Athletic Complex with storm and reclaimed water.

### **Technology**

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Administration and Finance is the first UCF division to appoint a Web Review Committee for oversight of web content and updates. The committee is working with University Marketing towards a unification of the division's web presence that will reflect the feel of the main UCF web site.

The Technology-Based Crime Unit is responsible for investigation of all crimes where a computer or other digital device was used. This unit has received over \$20,000 in equipment and training from the United States Secret Service this year. In October 2006, Investigator Walton assisted in training 24 Secret Service Agents and two law enforcement officials from Great Britain in the area of electronic crime.

### **Employee Achievements and Awards**

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Three Finance and Accounting teams earned Davis Productivity awards for their innovative contributions to our university's efficiency and productivity, and one Finance & Accounting employee, Linda Bonta, earned a Davis Productivity Award for sustained exemplary Performance.

Finance and Accounting team members won a third place award for their presentation, "On-line Interactive Form for Reimbursement of Traveling Expenses".

The Physical Plant was awarded a "Diversity in Contracts Champion" award by the Purchasing department in May 2007.

Recycle Florida Today, Inc., presented the Physical Plant with the 2007 RecycleMania Participant Award.

The Florida Small Business Development Center awarded Tamara Hall of the Purchasing Department a certificate for support and contribution to the Government Small Business Conference.

## **Charitable and Intercampus Giving**

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Administration and Finance departments raised \$48,226.84 for the university's 2006 FSECC efforts. In addition, Business Services raised \$26,000 for the American Cancer Society's Relay for Life and the UCF Bookstore donated more than \$100,000 in merchandise and gift certificates to student groups and departments over the past year.

## **Department Highlights**

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### *Business Services*

- The UCF Bookstore purchased over 1.9 million dollars in used textbooks from UCF students last year in the year-round buyback. This program saved our students nearly one million dollars this year.
- The UCF Bookstore continued to expand the online textbook ordering program. In 2006-07, they filled over 12,700 textbook orders for \$2.6 million, representing a 15% increase over last year's online sales.
- Office Plus facilitated an agreement with UPS to deliver its incoming packages directly to UCF departments, thus saving UCF Central Receiving countless personnel hours for deliver and receiving, as well as fuel and vehicle maintenance savings.

### *Environmental Health and Safety*

- Environmental Health & Safety will operate the Game Day Field Operations Center (FOC) in the Physical Plant large conference room. This will be the central meeting place for all of the directors and managers responsible for Game Day operations. The department conducted a test exercise of the FOC in June and will have at least one more before the first football game on September 15<sup>th</sup>.
- Environmental Health & Safety continually strives to offer UCF students a safe and healthful learning environment. A formal hazardous spill prevention, control, and countermeasures plan was developed and will be implemented campus-wide in early FY 07-08.
- Environmental Health & Safety partnered with the Department of Electrical Engineering and Computer Science to assist their research in emergency warning systems. Jim Uhlir is working with Dr. Pearson to help educate Florida colleges and universities on the types of warning equipment that is available.
- Environmental Health & Safety hosted the first-ever Campus Safety, Health and Environmental Management Association (CSHEMA) seminar in Florida.
- Environmental Health & Safety helped plan and assist in the mock flu vaccine exercise coordinated by the Health Center.



### *Facilities Planning*

- Facilities Planning began construction this year on the Arena renovations, Bright House Networks Stadium, Burnett Bio-Medical Science Research Center, Event Garage, Housing Tower III, Retail II and III, and the Intramural Playing Fields. Construction was completed this year on the Psychology Building, CREOL Expansion, The Harris Engineering Center, Housing Tower IV, Housing Tower Parking Garage II, NanoScience Technology Center Lab, and Stadium Way. The team is also developing a 3 dimensional model of the main campus.

### *Finance and Accounting*

- Finance and Accounting processed a total of 85 million dollars in credit card payments for FY 06-07, with student account payments representing 78.73% of the total dollar volume. In addition, ACH payments increased by 16.29% and the total number of paper checks decreased by 14.88%.

### *Financial Services*

- Worked with the Provost's office and the newly formed College of Medicine to finance the construction of the Learning Resources and Burnett Bio-Medical Science Research Center on the UCF Health Sciences Campus at Lake Nona.
- Helped to facilitate the issuance of approximately \$63 million in bonds for the construction of the football stadium, as well as facilitating the issuance of two lines of credit totaling \$56 million along with \$60 million in bonds to construct the medical school and a research facility.

### *Human Resources*

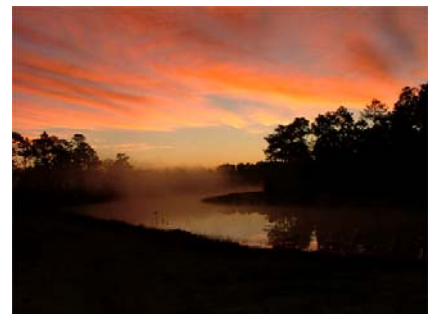
- Human Resources implemented changes in the New Employee Orientation, which now is offered every Friday and includes a new welcome DVD of President Hitt, the Mission, Vision, and Goals of UCF, a GroupWise overview, and a tour around campus which includes a free lunch at the UCF Marketplace.
- Human Resources made significant improvements to the A&P hiring procedure designed to streamline the selection process. Search committees are no longer required for A&P positions below the director level, written letters of reference are no longer required, and selected candidates claiming degrees from UCF no longer need to officially request and pay for a UCF transcript.
- Human Resources began using the newly built state-of-the-art training room in March 2007. This new facility improves customer services by enabling an increase of class size to 45, a reduction of course waiting lists, an increase in the number of workshops offered, and additional space for group activities.
- Human Resources added the \$2,500 A&P Gabor Excellence Award to UCF's Employee Recognition Programs to recognize outstanding A&P personnel.
- Human Resources Information Systems (HRIS) successfully implemented the upgrade to PeopleSoft version 8.9. They also introduced new Employee Self Service functionality on MyUCF such as requests for training enrollment, tracking of professional training, W-2 re-issue requests, W-4 updates, direct deposit changes, and home and mailing address changes. There is also an Employee Self Service User Guide available through MyUCF.
- Mark Roberts served as liaison to the Compensation and Assessment Committee of the UCF Board of Trustees, which created a long-term incentive plan requiring the development of procedures for its administration. The final procedures were presented and approved at the May, 2007, BOT meeting.
- Compensation implemented the elimination of annual A&P employment agreements, saving valuable time and resources internally and throughout the campus.
- HRIS created the New Faculty Orientation (NFO) Web pages, available on the HR Web site, to provide orientation information and a registration Web page.



- The Organization, Development, and Training and Employee Recognition units of Human Resources facilitated / coordinated 579 workshops for 4,888 employees. This represents an increase of 22% over last fiscal year. Additionally, ODT conducted 62 New Employee Orientations, reaching nearly 770 new employees, including six designed specifically for new faculty.
- The Employee Recognition unit of Human Resources coordinated the employee service awards program, “A Night at the Oscars”, with about 320 attendees. HR honored 229 employees including commemorative years of service awards for both USPS and A&P personnel, 38 retirees, Employees of the Month, and Employee of the Year.
- Payroll introduced a new program for the 9-month faculty called the Summer Set-Aside, allowing participants to deduct money from their fall and spring pay to allow them to receive 26 paychecks for the year. Twenty one participants contributed over \$120,000.

### *Landscape and Natural Resources*

- The Department of Landscape and Natural Resources was created this year to enhance the ability of the Facilities & Safety section of Administration and Finance to further the goals of the university. This department will combine the Arboretum management with landscape master planning, design, implementation oversight, and grounds operations and maintenance. A partnership among the Office of Research, Academic Affairs, and Administration & Finance will provide this department a significant opportunity to further the five goals of UCF.



### *Parking and Transportation Services*

- Parking Services sold 49,955 parking permits during the year. 35,422 of these were purchased using the online system and 11,664 were sent to the owners via mail significantly reducing the number of customers requiring physical service at the Parking Services office.
- The fifth parking garage opened on January 6, 2007. It accommodates 1,640 parked vehicles, bringing the total number of structured parking spaces on the main campus to 6,840.

- The UCF shuttle, which serves 15 off-campus student communities and Research Park, transported 1,614,652 students, an average daily ridership of 11,316 and a 5% increase in ridership over the previous year. The Black & Gold Line, our on-campus circulator shuttle, transported 71,827 passengers during the year, an average daily ridership of 491 and an increase of 40% over the previous year. The addition of five new 40-passenger buses went into service in the spring of 2007. These extra buses were used primarily on Route # 1, which exclusively serves the 2,500 occupants of Pegasus Landing. A total of 16,423 passengers rode the Rosen Shuttle during the year, a 9% increase over the previous year.



### *Physical Plant*

- Generated \$19,251 in revenue for recycled cardboard, office paper, aluminum cans, scrap metal, and newspaper. This is an increase of 28% over last year.



- Pledged to complete all new construction and major renovations to meet the United States Green Building Council's Leadership in Energy and Environmental Design (LEED) silver standard. Current LEED projects include Physical Science, the Student Union expansion, the Recreation and Wellness expansion, Burnett Honors College, and the Medical School complex.
- Implemented the first annual Energy Conservation Competition in the residential halls on the main campus, resulting in an 8% reduction in energy consumption for the month compared to the previous year.
- Received a \$12,012 Environmental Education Grant, awarded by the EPA, to promote stewardship throughout the campus for energy sustainability.
- Converted all internal diesel equipment and diesel vehicles to bio-diesel, thereby reducing exhaust emissions.
- Received multiple grants and awards for environmental related projects totaling over \$160,000.

### *Purchasing*

- Through cooperative efforts with our construction contractors, Purchasing continues to utilize the Direct Owner purchasing program to save sales tax. This past fiscal year we bought \$14,119,509 worth of materials. The tax savings were then available for use in the building construction.

### *University Police*

- CSO Stephen Nordlinger conducted various "Escape" women's self-defense clinics this past year at multiple locations including Human Resources, the Teaching Academy, and Pegasus Landing. He also made special efforts to accommodate international students through the Multi-Cultural Center.
- The Victim Services unit hosted a "STOP the Stalker" event, distributing stalking and cyber stalking information packets to over 250 students. Eighty students participated in a Cyber Stalking workshop which also included information explaining how students can protect their information on MySpace and Facebook.
- Victim Services was awarded a \$30,000 grant from the Florida Department of Health to continue its "Rape Risk Reduction" education initiative.
- The UCF Police Training Division has trained 24 UCF Police Officers to respond to an "active shooter". The training is designed to reduce the number of casualties in an active shooter situation.
- The UCF Police conducted a lighting and landscaping survey with the Pegasus Landing staff to identify lighting deficiencies and overgrowth conditions which could compromise student safety.



## **ADMINISTRATION AND FINANCE GOALS**

The following goals are intended to help the Division focus its on-going support mission to the University in ways that reinforce the five UCF Goals

- 1. Continuously monitor Physical Plant expenditures to ensure that classrooms, laboratories, and study spaces receive priority treatment**

*Offer the best undergraduate education available in Florida*

*Achieve international prominence in key programs of graduate study and research*

- 2. Continue to enhance our ability to serve international students and faculty, making UCF's administration and finance support services to the international community a point of pride**

*Provide international focus to our curricula and research programs*

- 3. Continue diversity and inclusiveness training opportunities for every employee in the division**

*Become more inclusive and diverse*

- 4. Continue to create a partnership that will enable the University to finance and operate auxiliary facilities in a more cost-effective way than conventional methods allow**

*Be America's leading partnership University*