Offer the best undergraduate education available in Florida

Business Services
- awarded eight UCF Dining Scholarships to students, including veterans and students in the Africana Studies program.
- created a UCF Food, Retail, and Services guide and distributed it to 14,000 students during Orientations.

Environmental Health and Safety
- received the Campus Safety Health and Environmental Management Association (CSHEMA) Solutions at Work prize for innovative online and practical sessions of the UCF laboratory safety training program.
- sponsored a Showcase of Undergraduate Research Excellence (SURE) project, Risk Prevention Analysis of Academic Research Laboratories, that analyzed the relationship between training and risk of injury in research laboratories.

Facilities Operations
- implemented a Computerized Maintenance Management System (CMMS) to receive, complete, and document daily assignments; processed 48,983 work order phases and completed 328 Life Safety work orders.
- established an in-house maintenance unit to maintain fire alarm and sprinkler systems, and implemented a curriculum to train 71 Facilities Operations personnel in fire watch safety procedures.
- re-established its third shift schedule to reduce disruptive impacts of maintenance and housekeeping work.

Facilities Planning and Construction
- managed 11 major building projects with a total construction value of $128 million.
- managed more than 650 minor renovation projects, 216 of which were completed during the reporting period, with a total construction value of $30 million.
- collaborated with the Office of Instructional Resources on more than 140 Technology Fee classroom improvement proposals, 80 of which were approved for future implementation.

Finance and Accounting
- created a dynamic model for quantifying the financial impact of various enrollment scenarios, which has been instrumental in developing the university’s strategic enrollment plan by providing fiscal transparency of academic programs and student mixes.
- created the Office of Budget, Planning, and Administration to assume responsibility for the oversight of budget and resource planning for the colleges and administrative units in Academic Affairs, resulting in an integrated approach to decision making and optimizing the strategic allocation of university resources by executive leadership.

Global Spectrum
- hosted four career fairs at the CFE Arena, one of which was a Veteran’s Career Fair. Participants included more than 6,000 UCF students, veterans, and community members.
- administered paid internships for four UCF students to gain practical experience in facility management and event marketing.

Human Resources
- supported restructuring several UCF international units into International Affairs and Global Strategies. This “one-stop shop” approach enhanced undergraduate experience for international students and university global activities.

Landscape and Natural Resources
- hosted seven independent undergraduate student projects; facilitated 18 class visits to the Arboretum that reached 1,131 students; and permitted activities involving 3,839 students and staff in the Arboretum and Natural Lands.
- hosted Adopt-a-Road and Adopt-a-Pond programs in partnership with the Arboretum that engaged 545 volunteers in 22 different student groups who contributed 504 hours of labor to help clear debris from campus ponds and roadways.
- offered a System’s Sustainability course, including four student group-research projects, two of which won service-learning awards.

Resource Management
- realized cost savings and generated revenue for the university in excess of $634,000; $304,000 from 569 departmental adoptions and $330,000 from external sales (excluding sales tax).
- processed more than 15,000 supply requests for facility maintenance and housekeeping.

Security and Emergency Management
- provided almost 3,000 hours of hands-on experience to 11 student interns and assisted them with career placement upon graduation.
- provided speakers for undergraduate classes and provided educational materials to international students on Emergency Management.

University Police
- provided “Not Anymore” prevention education to 19,000 incoming students, addressing sexual, dating, and domestic violence, stalking, and bystander intervention in compliance with the 2014 Violence against Women Act (VAWA) amendments. This year’s content enhanced the previous “Unless There’s Consent” module with additional topics. Since its inception in 2010, the program has reached 63,601 students.
- trained, in partnership with the Office of Ethics and Compliance, all new Campus Security Authorities (CSAs) to meet Clery requirements.
- provided in-depth, hands-on experience in investigations, property and evidence, and police records to six student interns.

Utilities and Energy Services
- began targeted efforts to support Hitt’s Climate Action Plan through secure, reliable, affordable, and sustainable energy.
- collaborated with the UCF Physics Department to offer an undergraduate class providing field experience for 43 students at the combined heat and power plant and solar photovoltaic site.
- received the 2015 Central Florida Clean Air Honorable Mention Award presented by Metro Plan Orlando for innovation, cost, and environmental impact avoidance related to the UCF combined heat and power plant.
Become more inclusive and diverse

Administration and Finance partnered with the President’s division to host the annual Diversity, Inclusion, and Social Justice Awareness and Education workshop with nearly 100 in attendance.

Business Services generated more than $190,000 in revenue at the Live Oak Event Center.

Facilities Operations
- collaborated with the Office of Diversity Initiatives to develop a diversity workshop series for the housekeeping staff.
- partnered with Multi-Cultural Academic and Support Services to offer English as a second language classes specifically geared to new workplace technologies.

Facilities Planning and Construction contracted with small, minority-owned, woman-owned, service-disabled veteran-owned business enterprises (SMWVBE) on 32 minor renovation projects with a total construction value of $1.1 million.

Global Spectrum initiated a diversity training protocol for its staff.

Human Resources
- piloted a Spanish version of the annual “Nearing Retirement in the FRS” workshop, serving 70 UCF employees.
- participated in 12 job recruiting fairs with several colleges and universities in the local area, as well as worked job fairs for the Orlando Mayor’s initiative and the Orlando Sentinel, using new advertising sources that specifically target more diverse demographic groups.

Purchasing
- analyzed university-wide data to capture more than $30.2 million of expenditures with SMWVBE companies, exceeding last year by $4.4 million (15 percent increase).
- led negotiations to procure a legislatively mandated anti-hazing online course for State University System (SUS) students resulting in a $1 million contract awarded to a woman-owned company and $2.33 million in savings for the State of Florida.

Security and Emergency Management
- served on the LGBT+ History Month Planning Committee and volunteered at the LGBT+ Month Outreach Kickoff.
- partnered with UCF Student Accessibility Services and Orange County Special Needs Registry on accessibility issues in shelter planning for UCF.

University Police
- hosted three Fair and Impartial Policing command-level courses for more than 100 law enforcement leaders and partners.
- sent 12 officers to Crisis Intervention Team training, the gold standard of mental health training in the United States. Every officer will be CIT trained by the end of 2015, making it the largest agency in the region to achieve this standard.
- conducted 21 SAFE women’s self-defense sessions with 442 participants.

Environmental Health and Safety secured a reduced-cost International Travel Insurance policy for all university students, faculty, and staff travelling abroad on university-sponsored business. The State University System (SUS) adopted this program as a model.

Finance and Accounting received NACUBO’s Tax Award for its Associate Tax Director’s commitment to tax advocacy efforts, educational programs, and publications focusing on higher education tax compliance administration.

Global Spectrum hosted graduations at the CFE Arena for UCF Direct Connect partners Seminole State College and Valencia College, as well as 21 local high schools.

Human Resources
- partnered with Debt Management Credit Counseling, FAIRWINDS Credit Union, Fidelity, Liberty Mutual, The Gabor Agency, TIAA-CREF, UCF Continuing Education, and VALIC to host the 2015 Retirement and Investment Series providing 10 different workshops for employees. There was a 26 percent increase in employee participation from last year with 366 employees attending.
- developed a partnership between AmeriSys, UCF’s Workers’ Compensation Management provider, and UCF Health to join the Workers’ Compensation treatment network, fostering better communications and a closer treatment location for injured employees to recover and return to work more quickly.
- partnered with universities across the United States in completing I-9 Forms for their remote hires who reside in the Orlando metropolitan area. This is a reciprocal partnership administered by College and University Professional Association for Human Resources.

Landscape and Natural Resources
- partnered with the Florida Park Service to assist with prescribed burns on 656 acres of state lands.
- partnered with the City of Orlando to develop common urban forestry goals and to meet the university’s commitments to the Arbor Day Foundation for Tree Campus USA.
- partnered with the Central Florida Invasive Species Management Area Group to host the 5th Annual Grass Identification Workshop, which was attended by 89 land managers representing two federal, seven state, and 10 local government agencies, and 11 environmental consulting firms and private businesses.

Parking and Transportation Services
- collaborated with the UCF Center for Success of Women Faculty to implement campus designated parking for expectant mothers.
- engaged in national leadership as its director was designated president-elect of the Florida Parking Association, the largest state organization of its kind in the country.

Be America’s leading partnership university

Administration and Finance partnered with the Heart of Florida United Way to manage the university’s 2014 United Way Campaign, raising $140,500. Since the renewed partnership with HFUW began in 2010, UCF employees have contributed $576,990.

Business Services
- solidified a relationship with Tapingo, a smart phone application allowing pre-placed orders at on-campus restaurants.
- hosted a Share a Coke event in partnership with the Coca-Cola Company, personalizing more than 1,000 Coke cans for students at no charge.
- hosted an Honest Tea Great Recycle event, awarding prizes to students for recycling plastic bottles. More than 2,500 bottles were collected.

Environmental Health and Safety
- assisted with the Central Florida Invasive Species Management Area Group to host the 5th Annual Grass Identification Workshop, which was attended by 89 land managers representing two federal, seven state, and 10 local government agencies, and 11 environmental consulting firms and private businesses.

Global Spectrum
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Cost effectiveness

Business Services negotiated reduced core item cost at Office Plus for university office supplies to 6 percent below state contract pricing.

Debt Management collaborated with the UCF Convocation Corporation to refinance its Housing 2004A and 2005A Certificates of Participation Bonds, resulting in an annual savings of more than $900,000.

Environmental Health and Safety
- secured an auto physical damage policy for the UCF Police Department, which reduced costs by 20 percent.
- diverted 340 chemicals from UCF’s hazardous waste disposal program into ReChem (UCF’s hazardous waste recycling service), an 84 percent increase over last year. In addition, 107 containers scheduled for waste disposal were re-purposed to research labs, a 35 percent increase over last year.

Facilities Operations
- collected 901,514 pounds of recycling materials, achieving a 33 percent recycle rate, a 12 percent increase over the previous year.
- reduced Housekeeping overtime during Fall 2014 Residential Life Student Move-In by 50 percent over the previous year through strategic scheduling.
- implemented compliance planning and scheduling of work orders, achieving an 80.67 percent completion of scheduled maintenance, an increase of 2.1 percent over the previous year.

Facilities Planning and Construction saved more than $183,000 in sales tax by using the Direct Owner Purchase program for $2.62 million in construction materials.

Technology

Business Services
- renewed Toshiba’s university contract which included 300 new machines featuring a Department of Defense-level encrypted hard drive to securely store or immediately erase print documents.
- created a digital solution to replace the paper disclosure form for UCF Card Services, reducing paper copies by 15,000 and labor for scanning.

Facilities Operations transitioned from a paper system to iPad technology to receive, complete, and document daily workflow for frontline staff.

Facilities Planning and Construction digitized archives of building plans, specifications, and owner’s manuals.

Finance and Accounting improved the PeopleSoft tuition and fee payment process by having electronic payments reflected in the student’s account immediately upon payment, decreasing the chances of duplicate payments, allowing for immediate release of financial holds, and saving the university administration time addressing questions regarding account status.

Global Spectrum upgraded the permanent sound system in The Venue at UCF.

Human Resources
- implemented MarketPay software to search market pay data points, facilitating Classification and Compensation structure and providing a more systematic approach to compensation actions and market review requests.
- performed modifications and testing required for continued support of UCF’s transition to using the NID as a Single Login Credential for PeopleSoft and all UCF enterprise systems and services.
- implemented automated mass updating in the PeopleSoft system, enabling hundreds of records to be processed at one time.

Purchasing
- partnered with other UCF departments and SUS institutions in support of the Board of Governors’ Shared Services Initiative. UCF led the SUS in the number of shared solicitations with projected savings of 15.5 percent on janitorial paper products and 11.7 percent on overseas travel insurance.
- collaborated with national consortiums and cooperatives to bring the most cost effective procurement deals and discounts to UCF and received $3,000 in rebates.

Security and Emergency Management
- hosted the region’s mass casualty exercise, partnering with 60 agencies, 1,200 support personnel and more than 1,000 participants.
- hosted the 3rd annual KNIGHTS.H.A.R.E. Expo, partnering with 22 public safety agencies to provide training and outreach to better prepare the UCF community.
- partnered with Florida Department of Health, Center for Disease Control, and other agencies to strategize UCF’s response to potential impact from the Ebola crisis.

University Police
- partnered with the Orange County Sheriff’s Office to enhance the safety of the area near campus through the SNAP (Sector 2 Noise and Alcohol Patrol) program. During the first month of the program, SNAP officers responded to 112 noise and party checks, made 235 bar and parking lot checks, arrested or issued notice to appear summons for 19 individuals, and submitted 11 underage drinkers to Student Conduct. During the first two months of the program serious felonies were reduced by 33 percent when compared to the previous two months.
- joined a regional Joint Homicide Investigative Team, which combined seven full-time Orlando Police Department detectives with detectives from nine smaller agencies to provide higher quality investigative services to the UCF community.
- partnered with the Orange County Drug Free Coalition and area law enforcement agencies in numerous multi-agency impaired driving enforcement saturation patrols, increasing the safety of UCF and local roadways. The UCF PD DUI officers made 61 DUI arrests and administratively suspended 36 drivers’ licenses of underage drinkers.

Utilities and Energy Services
- sponsored an Innovation Award at the 2015 Green School Recognition Program (Orange County Public Schools); which reinforced cultures of sustainability and energy conservation within middle and high school communities.
- partnered with Orange County Public Schools for an onsite energy assessment at the US Green Building Council’s Green Apple Day of Service at Timber Creek High School, yielding $300,000 in annual savings through energy conservation recommendations.
Finance and Accounting
- assisted the UCF Research Foundation with the migration of their financials to the university’s enterprise resource system, resulting in immediate savings of $233,000 in software, licensing, maintenance, and consulting fees. In addition, this transition allowed for centralization of disbursements, investments, and cash management services.
- upgraded software and related equipment to manage the university’s capital asset inventory saving approximately $70,000 initially with a projected annual cost savings for ongoing maintenance of $9,000.

Human Resources processed 14,528 W-2s and saved the university $10,500 a year by maintaining a 66 percent participation rate for voluntary electronic W-2s.

Landscape and Natural Resources
- received state grants to treat and remove non-native plants in campus conservation areas, achieving a savings of $127,877 since 2009.
- provided in-house compliance services for wetland mitigation and storm water management, saving $82,004.

Parking and Transportation Services
- saved the university approximately $120,000 by replacing 58 Shelby pay-and-display permit machines with 34 Luke II machines and using internal labor for installation.
- reduced utility costs approximately 50 percent by replacing metal halide lighting with fluorescent lighting in parking garages C, D, and I.

Purchasing saved the university an estimated $5.3 million by redirecting departments to the best procurement methods, including routine use of pre-existing contracts and vendor competition and negotiations.

Resource Management
- audited contractors’ Guaranteed Maximum Prices (GMPs), resulting in cost savings of more than $840,198 for the Bennett Building renovation, Wayne Densch Student Athlete Leadership Center, and Global UCF.

Security and Emergency Management
- initiated the university’s first plan to govern the expenditure and recovery of funds during emergencies.
- received $352,000 in federal and state grants to update indoor Mass Notification Systems and install cameras in critical areas of the university.
- partnered with the Florida Division of Emergency Management to acquire 1,603 H2o Radios, saving $160,300 and expanding the UCF ALERT system.

UCFCC negotiated an agreement to purchase the ice skating rink for Light Up UCF, resulting in more than $180,000 of expense savings over the next four years.

University Police procured $117,047 in grants to support campus-wide initiatives for prevention education awareness, including the Victim of Crime Act Grant ($42,302) and the Florida Department of Health Sexual Violence Prevention Grant ($74,745).

Utilities and Energy Services
- participated in Duke Energy’s Energy Cost Recovery rebate program, yielding $51,007 in electrical utility rebates.
- achieved an annual energy reduction of 14,930,924 kilowatt hours (kWh) of electricity ($1,820,693 savings), 4,980,910 ton hours of chilled water ($603,033 savings), and 128,383 therms of natural gas, ($88,291 savings) through on-going commissioning, automation management, and capital replacement.
- reduced 80,408,089 kWh of electricity ($14,796,642 savings), 22,706,623 ton hours of chilled water ($2,751,562 savings) and 388,446 therms of natural gas ($319,529 savings) while reducing source energy by 38.1 percent from the 2005-06 baseline.
- produced, through the UCF combined heat and power plant, 35,909,021 kWh of energy, and 1,438,620 ton hours of chilled water, yielding a savings of $2,055,359 while avoiding 2,751 metric tons of carbon dioxide (CO2) and 175 metric tons of Sulfur Oxide (SOx) emission into the atmosphere.

Landscape and Natural Resources
- implemented ArborPro software providing a Geographic Information System (GIS) map of all urban trees on campus to track and manage tree-related work orders.
- used specialized software (ArcGIS) and biological and soil data collected by students to identify microclimates on campus, increasing campus irrigation system efficiency.

Parking and Transportation Services implemented use of a rider-accessible GPS smart phone application for tracking arrival and departure times of all shuttle buses.

Purchasing
- partnered with other SUS institutions to purchase a spend analytic system that leverages collective buying power to receive greater discounts while creating faster, more accurate data retrieval. UCF saved $81,540 through this collaborative purchase.
- implemented Bonfire, an electronic bidding system for processing Invitations to Bid and Invitations to Negotiate, that makes the receipt and evaluation of solicitations more efficient and replaces the previous hard copy system.
- collaborated with General Counsel to procure a contracts management system that is estimated to reduce the contract signatory time by three to five days.

Security and Emergency Management received a donated comprehensive weather station from WeatherSTEM, providing UCF and local K-12 schools access to data both for educational purposes and to improve safety decisions regarding weather conditions.

UCFCC partnered with Global Spectrum, AT&T, and UCF CS&T to install a distributed antenna system at CFE Arena, enhancing guest and visitor cellphone capability and reception.

University Police
- mandated the use of body cameras by all of its officers, enhancing transparency and accountability.
- used the latest technology to investigate computer and cell phone related crimes, used camera systems to detect criminal activity and solve cases, and social media analytics to predict and track criminal behavior.

Utilities and Energy Services deployed an automated meter data collection enterprise that collects data for more than 600 electric, water, and gas utility meters at the main campus to expedite the monthly utility cost recovery cycle and lessen fleet use and emissions.
Other accomplishments of the division

**Business Services**
- processed more than 3,000 passports at The Spot.
- issued emergency situation identification badges to essential personnel and contracted employees through Card Services.
- opened Nathan’s Famous and Nom Nom Bowls, two on-campus dining locations in partnership with Aramark, and renovated ‘63 South, formerly known as the Marketplace.

**Environmental Health and Safety** actively participated in the Building Officials Association of Florida through its Code Inspector’s role as Treasurer, creating partnerships and promoting UCF’s comprehensive environmental health and safety programs.

**Facilities Operations** collaborated with the Student Government Association and Intellectual Decisions on Environmental Awareness Solutions (IDEAS) to hold the Reflect on Sustainability event, providing a striking visualization of unnecessary campus waste by temporarily discarding 200,000 empty plastic bottles in the UCF Reflection Pond.

**Global Spectrum**
- celebrated its seventh year of Light Up UCF, entertaining more than 100,000 guests and continuing to create meaningful community partnerships.
- built better partnerships with promoters for CFE Arena events and restructured its promoter marketing program, which generated additional revenue and increased ticket sales and show attendance. Additionally, promoter participation increased by 100 percent and experience for promoters improved through sales of space on select billboards, electronic boards, social media, and other managed media.
- entertained more than 2,000 guests at the third annual Touch-a-Truck event. This was strategically timed to precede a UCF women’s basketball game, which contributed to making it the third highest attended women’s basketball game at UCF.

**Human Resources**
- obtained professional HR certifications in order to improve competencies and services to the UCF community: 28 Professional in Human Resources and Senior Professional in Human Resources designations and one Certified Payroll Professional designation.
- processed retroactive salary increases for 4,145 qualified employees with an accuracy rate of 99.8 percent.

**Landscape and Natural Resources**
- planted 227 trees and conducted maintenance pruning on 796 hardwood trees; removed 31 trees that were damaged by storms or disease; and conducted 12 air spading projects to remedy tree root issues.
- successfully completed three Saint John’s River Water Management District compliance projects.
- completed 45 campus enhancements and 30 in-house landscape and irrigation projects to renovate worn-out areas and provide a more pleasant learning and working environment.

**Purchasing**
- provided defense support against the vendor protests of the UCF Boutique Hotel and SUS Anti-Hazing On-Line Course Invitations to Negotiate (ITNs).
- Overhauled its regulations and manual, issued a newsletter, and increased the university’s bid threshold from $50,000 to $75,000, leading to more efficient and effective operations within UCF departments.
- conducted three procurement training sessions attended by more than 150 users, leading one department to decrease unauthorized purchases from 41 to one.

**Resource Management**
- made deposits totaling $715,584, and was identified by the Cashier’s Office as the only error-free department university-wide.
- processed 1.2 million inbound and 512,000 outbound postal items.

**Security and Emergency Management**
- established the Office of Security Management to provide oversight on camera systems and access control university-wide.
- enhanced organizational resiliency by expanding UCF’s Continuity of Operations Program with 16 new departmental plans.
- established the Designation of Personnel for Emergencies Policy and instructed more than 150 hours of Incident Command courses in support of the policy.

**UCFCC**
- completed Phase 1 of Knights Plaza landscape, streetscape, and walk way renovations.
- completed a study that revealed project sustainability deficiencies and will serve to guide UCFCC’s future physical asset renovation, replacement, and reinvestment.
- achieved 100 percent retail occupancy at Knights Plaza for the first time.

**University Police**
- placed in the top three in the State University Category of the Florida Law Enforcement Challenge, a reward program for traffic safety, for the second year in row. Seven other Florida universities participated in the challenge.
- provided cost-free rides to students and staff during late night hours, with an increase of 60 percent (7,501 riders in 2013-14 vs. 11,992 riders in 2014-15).

**Utilities and Energy Services**
- hosted the 8th annual Kill-A-Watt savings competition, where 3,074 students living on campus participated in a two-month competition among housing facilities, saving 54,381 kilo-Watt hours (kWh) and $5,503 in energy cost. Fifteen winners received scholarship prizes of $100-$750 based on an essay submission about reducing energy greater than 5 percent.
- experienced Natural Gas Rate Savings for multiple accounts converted from purchased gas account rates to deregulated rate structures, yielding a savings of $170,255, a 44.7 percent reduction in total cost.
- generated 145,829 kWhs in renewable energy with Garage B’s 107 kW photovoltaic system, saving the university $14,583.
- sponsored the first Sustainability Innovation Competition with three winners receiving $750 scholarships based on their submissions on how to make UCF more environmentally sustainable.
- processed and closed more than 1,900 work orders pertaining to indoor air quality (IAQ) with a closing time of less than one day, an initial response of less than 3.8 hours, and completed work less than 1.5 hours in the field.
- renovated four buildings with building automation, control, and distribution systems, valuing over $200 K in scope: delivering building comfort and improving reliability.
- negotiated the Natural Gas Rate purchasing structure, saving UCF 62.6 percent annually in delivered costs ($271,098).
Design and Construction Projects

Projects Completed
- Campus Master Plan 2015-25 Update
- Domino’s Renovation in the Student Union
- Engineering Building I Laboratory 136
- Engineering Building I Renovation, Idea Space (with Texas Instruments)
- Facilities and Safety Building 16A Renovation
- Ferrell Commons Interior Renovations
- Mechanical and Aerospace Engineering Building Expansion
- Mechanical and Aerospace Engineering Laboratory Expansion
- Multiple Infrastructure Improvements (Chiller Replacements, etc.)
- Optical Materials Laboratory Renovation
- Orlando Tech Center AMPAC Laboratory Expansion
- Project Tracker Online Database
- Theater Expansion and Skydeck System
- UCF Health Science Campus at Lake Nona Campus Signage

Projects Under Construction
- Bennett Building Renovation
- Bright House Networks Stadium East Side Club
- Campus Asphalt Replacement Project
- Global UCF
- Libra Drive Expansion
- Wayne Densch Center for Student Athlete Leadership

Projects in Design
- Arboretum Greenhouse
- Biology Building Laboratory Renovation
- Business Administration I Interior Atrium Renovation
- Campus Wayfinding
- Distributed Antenna System (Main Campus)
- District Energy Plant IV
- Engineering Building I Renovation
- Facilities Support Building
- Facilities Warehouse Expansion
- Interdisciplinary Research and Incubator Facility
- John C. Hitt Library Expansion
- Mathematical Sciences Building Renovation
- Parking Garage C Expansion
- Student Health Center Renovation and Addition
- UCF Design and Construction Standards Review and Update

Projects in Concept
- Colbourn Hall Renovation
- Trevor Colbourn Hall
- UCF Downtown Campus
- UCF Project Manager Handbook

Minor Projects (not listed above): 219