FY 2011 FINANCE AND SUPPORT SERVICES DIVISION
ACCOMPLISHMENTS - Final Report

The Finance and Support Services Division at Texas State University-San Marcos is comprised of the offices of Auxiliary Services; Budget; Environmental Health, Safety & Risk Management; Facilities; Financial Services; FSS Planning, Space Management & Real Estate; Human Resources; Treasurer; and the Vice President for Finance and Support Services.

Finance and Support Services adopted the University goals and intended outcomes as the Division 2011-2012 Strategic Plan. In order to accomplish the goals, FSS is committed to the following:

• Enhance customer service and improve the effectiveness and efficiency of University operations.

• Ensure efficient use of University resources, monitor the University’s fiscal health, safeguard the University’s assets, and comply with financial regulations.

• Demonstrate a commitment to environmental, social and economic sustainability in the areas of energy and resource management, purchasing, waste reduction and recycling, health and safety, and buildings and grounds.

• Recruit, develop, and retain an outstanding, diverse, and engaged workforce that are skilled, student oriented, innovative, and recognized for their commitment to excellence.

GOALS, INTENDED OUTCOMES, STRATEGIES

Goal 1: Promote academic quality by building a distinguished faculty, developing the university culture of research, and managing enrollment.

- INCREASE AVERAGE FULL-TIME FACULTY SALARIES AT ALL RANKS.

- INCREASE SIZE OF FULL-TIME FACULTY

- ATTRACT AND RETAIN HIGHLY COMPETENT FACULTY BY PROVIDING ANNUAL MERIT INCREASES BASED ON PERFORMANCE.

- ESTABLISH A MORE RIGOROUS ENROLLMENT MANAGEMENT PROGRAM.

- INCREASE UNIVERSITY INFRASTRUCTURE TO SUPPORT SCHOLARLY AND CREATIVE ACTIVITY.

FSS Planning, Space Management and Real Estate

*Successfully managed guest housing units (Thornton Garage Apartment and Buena Vista House) for visiting scholars.

*Directed remodeling effort in Thornton Garage Apartment.

*Managed acceptance of donated home in Smithville from the Development Foundation to Texas State University for use as writer-in-residence associated with the L.D. and LaVerne Harrell Clark Literary Endowment and managed repairs, furnishing and household goods to make house ready for occupancy.

*Secured new lease to Small Business Development Center in San Marcos and secured relocation and new lease for Small Business Development Center in Austin.

*Secured lease with Alamo Colleges for space at St. Phillips for Occupation Career and Technology Education.
*Finalized lease with Scott & White in Avery Building, Round Rock.
*Negotiated renewal of KulaByte sublease and DxUpclose sublease at Center for Research Commercialization lease space.

**Budget Office**

*Developed policies, procedures, and a rate calculator for research service centers.

**Human Resources Department**

*Collaborate with the Office of the Associate Vice President for Research and Federal Relations to support the University’s commitment and drive to enhance its status as a research institution. The objective is to provide education, guidance, policy, and procedures that efficiently and effectively support research activities in meeting Human Resources requirements established by federal and state law, the Texas State University Board of Regents, and the Texas State University administration.

*HR is collaborating with the Office of the Associate Vice President for Research and Federal Relations on an independent basis as well as through membership on the Council for Funded Research.

*HR was appointed as a charter member of the Council for Funded Research in October 2010. The Council was established by the Provost in 2010 to serve as an advisory body to the President/Provost in their efforts to increase the number of grant-related programs on campus and aid in the transition of Texas State to a recognized, tier 1 research institution. Additionally, members work together to better facilitate research-related initiatives on campus by examining and modifying current work practices related to a variety of support functions.

*Beginning in FY2010 and continuing through FY2011 HR is on the Agenda of the OSP sponsored Managing Your Award (Post Award Services) workshop for new PI’s. The workshop is held 3-4 times per year.

*HR was invited in August 2011 by the Office of Sponsored Programs (OSP) to be a regular contributor to its new OSP Newsletter as an additional way to provide important relevant HR information to the grant and research community. The initial issue was released in September 2011 and featured an HR article on the major relevant requirements of the Fair Labor Standards Act (FLSA).

**Facilities Department**

*Engage specific academic departments (Construction Management and Engineering) in our construction efforts to provide an opportunity for the faculty and students to experience first-hand knowledge valuable to their future. (Facilities Planning, Design & Construction)

*As part of the TxDot CoGeneration Project OFPDC solicited the aid of Civil Engineering students through the TxDot Engineering Department to study and help locate a cooling tower water basin leak. This hands-on field operations opportunity was beneficial to the students as well as OFPDC. OFPDC continues to serve the university, staff, and students in many arenas. This is an example of efficient use of University resources, safeguard the University’s assets, and comply with regulatory requirements.

*Implement a planning, design and construction internship program to benefit the University and its mission of education. (Facilities Planning, Design & Construction)

*During FY’10 OFPDC had two student workers in the department who were earning their degrees in the Construction Management or Engineering fields. Since September 2010 we still have one of these students on board studying in the Engineering Department and receiving ‘hands-on’ training in construction project management. Our goal is still to enlist students from the University as interns who can assist OFPDC to maintain quality learning space and concurrently make a significant contribution to education.

**INTRODUCE AND MAINTAIN PROGRAMS THAT ARE NATIONALLY AND INTERNATIONALLY COMPETITIVE.**

**Human Resources Department**

*Administer and support the continued funding for the faculty, staff, and benefits eligible graduate student Employee Assistance and Work Life programs beyond the initial two year funding period initiated in 2010. The addition of these programs has made Texas State a competitive top tier institution nationally and in Texas for the EAP and Work Life benefits which in turn enhances our recruitment of faculty, staff, and benefits eligible graduate students.

*Continued to monitor and communicate the benefits of Bobcat Balance (Employee Assistance and Work Life programs launched March 1, 2010) and encourage utilization through demonstrating the programs
at departmental meetings, HR Bulletin articles, the annual HR management staff liaison visits to college and division councils, and the Support Staff Resources Fairs. The utilization rate for Bobcat Balance is between 7-8% which exceeds the usual industry utilization rate of 4-7%.

*HR received notice in April 2011 that our current vendor (UT Advantage) was discontinuing operations at the end of our contract year. However, HR successfully negotiated and executed an agreement effective 9/1/2011 with another provider (University of Texas Employee Assistance Program - UT-EAP) to continue and expand the services of our current program at a cost reduction of about $14,000 per year for a 2 year period. UT-Advantage was headquartered at the UTHSC in San Antonio and UT-EAP is headquartered at UTHSC in Houston. The changeover put us in a group of 80,000 (30,000 higher ed employees) as compared to our UT-Advantage group of 17,000 and was fairly seamless for our faculty and staff.

*Secured a $70K grant from the Department of State Health Services to implement a mother friendly worksite policy to comply with new federal law effective March 2010. The Statement of Work was approved effective 6/1/2011. Components of the policy include renovating private, non-bathroom space for expressing breast milk, providing flexible break time, education and support for nursing mothers. With assistance from DSHS staff, we received approval from the Texas State Institutional Review Board to conduct an employee survey and convened a taskforce of Texas State faculty and staff. The survey results were part of our Assessment Summary Report submitted to DSHS in August 2011. Target completion for renovations and supplies is 12/31/2011. Policy implementation and education initiatives will be an ongoing process.

* STRENGTHEN RESEARCH EFFORTS THROUGH ACHIEVING INCREASES IN GRANT EXPENDITURES.

* Human Resources Department

*HR applied for and received a $70k grant from the Texas Department of State Health Services for a Mother Friendly Worksite Policy initiative. (See previous bullet above)

* PROVIDE REASONABLE START-UP COSTS IN ORDER TO ATTRACT HIGHLY COMPETENT FACULTY AND TO PROVIDE THE ESSENTIAL EQUIPMENT TO CONDUCT RESEARCH AND ATTRACT EXTERNAL GRANTS.

* MAINTAIN A PHYSICAL SETTING THAT PRESENTS TEXAS STATE AS A PREMIER INSTITUTION.

FSS Planning, Space Management and Real Estate

*Provided land support for Spring Lake Aquatic Ecosystem Restoration Project with Army Corp of Engineers.

*Participated in negotiation of Interlocal Agreement with City of San Marcos for support of the Performing Arts Center improvements.

*Participated in negotiation of Mutual Use Agreement with TxDOT for University use of right-of-way for sidewalk and landscaping improvements associated with the Performing Arts Center complex.

*Managed acquisition of 0.12 acre parcel from City of San Marcos to support Track Relocation Project. Participated in securing Interlocal Agreement with City of San Marcos for Spring Lake Trail agreement.

*Participated in negotiations to secure Interlocal Agreement with City of San Marcos for financial support of CRC Project public improvements.

Auxiliary Services

*With our Dining Contract extended we will begin working on the full service restaurant to be located in the LBJ Student Center. This would be a replacement for the University Club but would not be restricted to only faculty and staff. Later in the year the renovation of Harris Dining Hall will commence. (Dining Services)

*During the summer of 2010 we started the process to build the new University Club in the LBJ Student Center. We moved the current Blimpie’s to where Pizza Hut was located and moved Pizza Hut to the 2nd floor in place of an under-performing concept. In September we began construction of the new Lyndon’s U Club and the new location opened the start of the spring 2011 semester, January 18th. Harris Dining Hall renovation began in May and opened August 21st for the start of the fall semester. The new Paws N Go opened the first day of classes August 24, 2011. Planning has begun for the renovation of Commons
Dining Hall which will commence December 2011 and be ready for fall 2012. Dining Services has decided to allow Lee Lewis the contractor chosen to manage the entire building renovation manage the dining center renovation as well. (Dining Services)

Purchased 4 new buses to add to our shuttle services fleet. These buses will be used primarily on the Austin/San Antonio corridor routes, reducing the demand for parking and automobiles on-campus. (Shuttle Services Bobcat Tram)

Environmental Health, Safety and Risk Management

*Introduced in the summer of 2011 an on-line business continuity template so each FSS department could develop an individualized business continuity plan. (EHRSM)*

*Update - The software program for the business continuity is currently under review for reliability and consistency. Once that process is complete the program will be introduced University wide.*

*Implement the business continuity plan University wide.*

Facilities Department

*Demonstrate an increase in customer satisfaction ratings on surveys regarding the quality and responsive of services being provided. (Facilities)*

*Each Director in Facilities developed a written plan to address the results of the FSS Customer Satisfaction Survey and will be implementing various initiatives to improve communications, raise awareness of the level of services being provided, and improve customer satisfaction with the services and support being provided by the entire facilities organization.*

*In early 2011, OFPDC coordinated with Facilities Management and the Facilities Committee to implement a system to prioritize special projects and renovation requests to improve OFPDC’s ability to meet customer’s delivery and completion timeframes. This effort is targeted at improving communications with the users and successfully managing the time constraints faced every year regarding delivery of the user’s needs for remodeling or improving university space. The priority system established is still being tested and is evolving.*

*As part of the campus growth the need for adherence to State Fire Marshal regulations compliance does not relax. Many recent projects have come with unusually complex programs with fast paced and demanding schedules. All new projects are being reviewed during the early design stages for compliance with Life Safety Codes. Accomplishing this task early in the design of the project results in fewer modifications. The end result is a project completed on time with minimal adjustments being required by the State Fire Marshal. This reduces project expenses and provides an earlier opportunity for occupancy.*

*The impact of outages and interruptions of utility services has been mitigated significantly recently due to the implementation of: written operating protocols, clear employee performance standards and expectations, training sessions, regular equipment inspections, preventive maintenance activities, predictive maintenance activities targeted at anticipating equipment failure, consistent root cause analysis of equipment failures and service disruptions, regular safety and security inspections by Utilities staff and staff from other departments (e.g., EHSRM), effective use of vendors and consultants, and providing customers with sufficient prior notice of upcoming activities that will require shutdowns of utilities. Feedback from customers has been positive and indicative that our efforts are being effective in keeping the end users better informed of scheduled outages as well as recovery timeframes due to unplanned disruptions.*

*Grounds Operations will continue to enhance the campus image through:*

*Proactive maintenance of the campus landscape (i.e., taking action so as to minimize or prevent customer complaints).*

*Landscape maintenance is scheduled so as to avoid disruption of classes.*

*Landscape maintenance is scheduled so as to avoid disruption Residence Halls before 10:00 a.m.*

*Landscape maintenance is scheduled so as to avoid disruption during Dead Day, Finals and Midterms.*

*Trash and recycling receptacle servicing is scheduled to attempt to minimize bee and wasp exposure for the campus community.*

*Constantly on the lookout for graffiti and will cleanup in-house or report to Paint Shop.*

*Purchased steam cleaner to remove gum and stains from sidewalks.*

*Undertaking additional landscaping enhancement projects as they are needed:*

*First Arbor Day celebration.*

*Jasmine planting at Elliot Hall to minimize erosion.*
*New entrance to Alkek Parking garage designed by Jay Cody and irrigation installed by Irrigation Crew.
*Implemented tree removal and replacement policy for Grounds Operations.
*New tree contract implemented.
*Landscape water usage is constantly monitored via central control system to prevent waste of water.
*System alarms for malfunctions are repaired daily.
*Weekly PM’s are done across campus.
*Regular Irrigation Audits continue to determine system performance.
*New meeting room finished for Recycling Facility.
Conducted interviews and customer satisfaction surveys of faculty, staff and students to
gauge the perceived level of the quality of the campus appearance. For every section
of the survey, the responses exceeded our target of a 3.5 satisfaction rating.

*Consistently distribute customer feedback hang tags throughout the year to increase the amount of
feedback obtained so as to be able to better address deficiencies in service. (Custodial Operations)

*Custodial Operations has seen a steady increase of Hang Tags returned from 50 in FY2009
to 105 in FY2010. For FY2011 we anticipate we will exceed our FY2010 return rate as both
Supervisors and staff knows we are using the feedback in their annual evaluations and are eager
to pass them out. We did not exceed our rate of return as anticipated. Overall we experienced
a 26% decline in tags returned with a customer satisfaction score reflecting a 3% increase
in satisfaction to 97%. Further analysis revealed the evening team had the most consistent efforts in
communicating with their customers and they remained steady. The day shift was without their
Crew Supervisor for 7 months of the year and the night shift was operating with less than 40% of
their staff for most of the year. The customers are loyal and while emails and phone calls were
made they were hesitant to turn in a hangtag with poor scoring on it. Each hangtag is left with
the point of contact for the request. We track not only the number returned but the satisfaction
percentage they note with our services. We began with 91% satisfaction in FY2009, 94% in FY2010
and ended FY2011 with 97% overall customer satisfaction.

*Conduct routine inspections especially in areas deemed priority e.g., high traffic areas, restrooms,
classrooms, etc. to ensure cleanliness and hygienic standards are being met. (Custodial Operations)

*We used these inspections as quantifiable data on annual performance appraisals this year and
eliminated much ambiguity in performance ratings. *We are currently revamping the inspections
to more closely match our appraisals and APPA standards and improve the quality of cleanliness.
Due to above mentioned issues, our inspection instrument remains unchanged.

*Conduct Interviews internally to review the quality of customer services and seek improvements in areas
such as customer coordination and timeliness. (Custodial Operations)

*Coordinated with UPD and reassigned the evening Lock Up duties to their security staff. These
results in improved safety for our custodial crews, improved productivity, and enhanced security
of the affected buildings.
*Coordinated with Human Resources and revised the Custodial Attendance policy to strengthen
our internal control procedures thereby reducing the frequency of unauthorized absences and
improving productivity.
*Crew Supervisors and Head Custodians have been routinely meeting with customers in each of
their assigned buildings. These meetings have proven to be very beneficial in helping to address
coordination and timeliness of provision of services, quality of services, scheduling of special
cleaning projects, event support and to obtain customer feedback on what is being done right
and what could be done better.

*Conducted first comprehensive full cycle PM and RFID inventory for vacuums department-wide resulting
in culling approximately 25% of our vacuum inventory to Materials management to enable the purchase of
newer more effective, efficient and environmentally friendlier equipment.

*Completed move to Bobcatalog for primary supply ordering reducing to six primary vendors.

*Assisted PD&C over the year by providing a cost effective alternative for nine flooring projects for new
finish on hard floors.

*Devise/implement processes to increase the recovery rate of condensate water from boilers. (Facilities
Ops/Utilities Ops)

2-6-2012
*Repaired and replaced sections of high priority leaking and compromised condensate lines.
*Implemented mitigation efforts to minimize the impact of old, leaking lines such as re-routing condensate to non-leaking sections to avoid damaged sections.
*The recovery rate of condensate water has increased from less than 10% to approximately 60% with an ultimate goal of at least 80% as more sections of the leaking pipes are repaired.
*Designed, purchased and installed a condensate polisher to treat and improve the quality of the condensate water that is being recovered before it is used in the boiler feed water. This action has dramatically improved our ability to comply with regulatory requirements and reduce chemical and processing costs.

*Develop and implement a comprehensive preventive maintenance program for plant controls by hiring an instrument technician and beginning a program of calibration and maintenance. (Facilities Ops/Utilities Ops)

*A comprehensive preventive maintenance program has been initiated. Equipment is being inspected on a regular basis and maintenance procedures are being developed starting with critical components in all the thermal plants. Work orders and regular recurring maintenance assignments have also been identified and implemented thereby correcting long standing deficiencies.

*Reduce electrical consumption by Plant chillers by optimizing water temp settings through new chiller interface connectivity. (Facilities Ops/Utilities Ops)

*In progress with new Siemens controls being installed during March 2011. Operating procedures have already been implemented to maintain operating temperatures based on manufacturer recommendations and equipment performance criteria. Energy consumption is being measured to develop a historical trend.

*Complete a steam trap survey. (Facilities Ops/Utilities Ops)

*To be scheduled as funds are available.

*Complete update of low flow toilets at JCK. (Facilities Ops/Utilities Ops)

*The low flow fixtures have been installed and inspected and the Edwards Aquifer grant has reimbursed the university approximately $15,000 (50% of the project costs).

*Complete re-piping of steam/condensate lines at Picard Street. (Facilities Ops/Utilities Ops)

*The new 12 inch steam line and 6 inch condensate line along Pickard St was replaced between the Cogen Tunnel and the Bus Loop Turn-around. This action was completed 6 months ahead of schedule and satisfactorily completed one of the action items of our consent agreement.

*Complete the Water Treatment program audit and Thermal system hydraulic model. (Facilities Ops/Utilities Ops)

*Water Treatment Program Audit - the preliminary assessment was completed resulting in the development of a scope of work that will be the basis for the RFQ to select a specialty consultant to develop a more detailed assessment of the capacity of the system and modifications required to satisfy future requirements.

*Thermal System Hydraulic Model was completed in April 2011 and the results are being incorporated in the Utilities Master Plan as well as in the design of several capital projects to include the South Utility Upgrades, South Chill Plant and Utility Upgrades in Bobcat Trail.

*Complete the move from a local Computerized Maintenance Management System at Cogen to Facility Focus system. (Facilities Ops/Utilities Ops)

*This has been accomplished. As part of the development of a comprehensive preventive maintenance program, the new utilities management team started utilizing the Facilities Focus Maintenance Management module to create and track: preventive maintenance requirements, equipment inventories, completed and pending maintenance tasks, repair work orders, inspection results, and manufacturer maintenance recommendations.

*Fully implement a preventive and service maintenance program for Steam and Water Works Shop in Facility Focus. (Facilities Ops/Utilities Ops)

*In process of implementation along with PM program for thermal plants.
*Deploy Digital Pen Technology for obtaining digital records of plant operations in Plants and Steam/Water works areas. (Facilities Ops/Utilities Ops)*

*This has not been fully implemented and is being evaluated by new management.*

*Complete a Technical and Management audit of the Utilities Operations section. (Facilities Ops/Utilities Ops)*

*A comprehensive Technical and Management audit was completed in February 2011. The results of the audit have proven to be extremely beneficial in focusing attention on areas of vulnerabilities, imminent equipment failures, current and future capabilities, and charting a path to implement corrective actions to improve the management and oversight of the utilities organization and improve the reliability of the provision of utilities. The findings and recommendations are being utilized as part of the Utilities Master Planning effort to identify modernization, renovation and repair requirements, develop a prioritized list of projects, and enhance our preventive maintenance and repair programs. The recommendations are also being used to identify necessary changes and improvements in the management of the organization and to create a prioritized inventory of documentation (e.g., equipment operating manuals, process flow diagrams, desk top reference manuals, training plans, safety protocols, etc.) to improve the operations of the thermal plants and utilities infrastructure.*

*Develop a portfolio of small indefinite delivery indefinite quantity contracts in various construction trades or disciplines to allow us to better support customers while allowing shops to increase emphasis on preventive maintenance. (Facilities Management)*

*We have developed the scope of work for a list of small IDIQ and JOC contracts and assigned them to buyers for RFP development, solicitation and contract award. The contracts to be awarded are for a “mini “ JOC for small dollar value renovations, electrical repairs and modifications, and mechanical, plumbing and HVAC repair services.*

*Look for opportunities to improve the building infrastructure systems when facilities are renovated. (Facilities Management)*

*We have re-instituted a program of weekly building walkthroughs to check the major buildings on campus for their maintenance and renovation needs. Shop supervisors identify infrastructure needs so they can be included in deferred maintenance, repair and renovation projects while the projects are in the development/programming stage.*

*Implement a customer feedback system for all external customer requests using survey monkey or other similar survey software. (Facilities Management)*

*We have worked with the Facilities Services Offices at the University of Texas -Austin to review their feedback tool (survey monkey), we are developing our own surveys and hope to field a survey monkey based customer feedback form in the second half of CY2011.*

**Incorporate the US Green Building Council Guidelines and LEED criteria as a permanent part of the OFPDC Construction and Design Standards. (Facilities Planning, Design & Construction)**

*All new capital projects are adhering to energy conservation guidelines and green building council guidelines via LEED. Each building design fully incorporates the use of LEED criteria from environmentally responsible practices to the efficient use of energy and water resources. Measures incorporated in recent design packages include the collection and reuse of rain water runoff and condensate water, appropriate building site orientation to reduce heat gain and utilize natural lighting, and interior and exterior design features to improve the use of sustainable practices. This is a reflection of our commitment to utilize best practices and LEED criteria to design, construct and operate high performance green buildings. In addition to complying with smart building trends, OFPDC completed three projects that received national and regional awards for excellence in design and construction. Look for ways to incorporate more real world settings with actual issues here on campus. Use what we have to help teach the students by combining certain projects with current issues in the outside public side. (Facilities Planning, Design & Construction)*

*OFPDC has supported the development of Building Information Management (BIM). The majority of new capital projects under construction campus are utilizing BIM. The academic discipline of Construction Management is bringing this system into the classroom for its students. OFPDC supports the integration of BIM into the design profession and construction industry. This is a real world tool readily available to architects and contractors. It is imperative that this education
model (BIM) be implemented on campus in the classroom and in the construction field. OFPDC will work with the academicians to improve this type of communication.

- **FINALIZE THE INFRASTRUCTURE AND BEGIN IMPLEMENTATION OF THE CAPITAL CAMPAIGN, INVOLVING ALUMNI IN STRATEGIC AREAS.**

- **DEVELOP ACCURATE MESSAGING VIA A COMPREHENSIVE UNIVERSITY MARKETING PLAN TO ENSURE CONSISTENT, ACCURATE MESSAGING TO INTERNAL AND EXTERNAL CONSTITUENTS.**

**Goal 2: Expand access to public university education and contribute to the economic and cultural development of Texas.**

**Human Resources Department**

Explore and evaluate ways to provide necessary Human Resources services to the Round Rock campus. Initiatives would include research to assess the need and types of HR services needed and the methods that can provide these services most efficiently and effectively.

*Human Resources has been working with the RRHEC leadership regarding the provision of HR services to the Round Rock campus.*

*HR staff visited the Round Rock campus on November 30, 2010 and met with Dr. Edna Rehbein and Dr. Marla Erbin-Roesemann to discuss current HR initiatives and activities as well as HR-related concerns at the RRHEC. In April 2011 HR compensation staff conducted performance appraisal training for the RRHEC via ITV, and HR Benefits staff visited the RR campus to assess a designated lactation room in the Nursing Building. Additional visits to the campus are planned over the course of fiscal year 2012 for the purposes of disseminating HR-related information, gathering customer feedback, and providing enhanced support to the campus.*

**Facilities Department**

Establish and execute a comprehensive schedule to complete all remaining work associated with Tuition Revenue Bond funded project within established budgets and authorized scope of work. (Facilities Planning, Design and Construction)

*Upon the completion and occupancy of the RRHEC Nursing Building in 2010 OFPDC realized savings in the TRB funds. These savings are being utilized towards a comprehensive extension of the campus civil and utilities infrastructure at RRHEC in 2011 in order to prepare the Round Rock campus for future growth. The construction cost for these extensions are favorable to the university and will serve the campus long into the next future. This is an excellent example of financial stewardship by OFPDC.*

**MOVE FORWARD ON THE CLOSING THE GAPS GOALS OF PARTICIPATION, SUCCESS, EXCELLENCE, AND RESEARCH.**

**ENHANCE RESEARCH EFFORTS TO ADDRESS CRITICAL STATE NEEDS.**

**FSS Planning, Space Management and Real Estate**

*Coordinated activities related to construction of the Center of the Research and Commercialization (CRC) to allow building occupancy in 2012.*

*Continued work with City of San Marcos on CRC Interlocal Agreement.*

*Participated in staff efforts regarding CRC facility design to DD stage for Board of Regents consideration.*

*Participated in finalizing EDA grant for CRC construction and support documentation.*

Ensured that Texas State is compliant with federal and state reporting regulations concerning space use.

*Began discussions with Resource Task Force and Information Technology to identify third party system for capturing research space information.*

**Facilities Department**

Look for methods during construction projects to address critical environmental issues and promote the acquisition
of research grants, such as energy saving construction, use of “green” materials, alternative power sources, and/or better construction technology. (Facilities Planning Design, & Construction)

*As part of adhering to LEED recommendations OFPDC has incorporated LEED Criterion into its Design Guidelines. These revised Design Guidelines are given to each new Architect/Engineer design team as OFPDC coordinates and manages each project being developed as part of the Campus Master Plan. OFPDC is specifically focusing on sustainability, the use of green products in construction materials, management of construction waste, and water conservation. The RRHEC Nursing Building, North Campus Housing Complex, and the Undergraduate Academic Center will be LEED Silver Certified.

DEVELOP NEW ACADEMIC PROGRAMS THAT ARE PARTICULARLY NEEDED FOR THE ECONOMIC AND CULTURAL DEVELOPMENT OF TEXAS.

INCREASE UNIVERSITY AND DEPARTMENTAL SCHOLARSHIP OPPORTUNITIES IN AN EFFORT TO IMPROVE RECRUITMENT AND RETENTION OF QUALIFIED STUDENTS.

Goal 3: Provide a premier student-centered, educational experience that fosters retention and success and is built on academic programs with clearly defined learning outcomes and a rigorous level of academic challenge.

INCREASE STUDENT RETENTION THROUGH:

- EXPANDED STUDENT RETENTION PROGRAMS WITH COLLABORATION AMONG THE GRADUATE COLLEGE, UNIVERSITY COLLEGE, ACADEMIC DEPARTMENTS, AND STUDENT AFFAIRS.

- DEPARTMENTAL AND CAMPUS-WIDE STUDENT ENGAGEMENT INITIATIVES.

Environmental Health, Safety and Risk Management

Continue to work with academic and staff areas to reduce the generation of chemical waste and to seek alternative chemical substitution practices whenever possible. (EHSRM)

*Update - This process will be ongoing each year. The process will be implemented by visual inspections on a monthly basis and by individual sessions with faculty and staff that use chemical and generate chemical waste to seek alternative solutions to current processes and activities.

Human Resources Department

Promote student engagement by (1) collaborating with faculty to secure class projects to address HR issues and assist students in research assignments, (2) hiring paid and non-paid interns to perform class and non-class credit work in HR, (3) granting class credit interviews, (4) having HR staff serve as mentors, (5) having HR staff teach University Seminar and serve as class guest lecturers, and (6) hiring work study and regular wage student workers.

*HR continues to promote student engagement as evidenced by the following: (1)Provided assistance to 1 graduate student on a research project (2)Hired 6 non-paid interns for class and non-class credit work experience (3)HR staff granted 9 student interviews for class credit (4)One HR staff member taught University Seminar (5)HR staff served as guest lecturer for 2 university classes and 1 compensation presentation to the student Society for Human Resources (SHRM) chapter at Texas State (6)HR hired 8 work study and 2 regular wage student workers, and also provided 2 references for former student workers

Facilities Department

Priority to hire and mentor Student Assistants in their chosen field of study pertaining to planning,
design and construction. (Facilities Planning, Design & Construction)

*OFPDC continues to hire student workers who are earning degrees in the either Construction Management or Engineering. This is a contribution that OFPDC sees as one of its excellent contributions toward the students’ education.

Look into setting up campus site visits for upper level students in the construction fields for hands on experience. (Facilities Planning, Design & Construction)

*Tours of projects under construction are valuable experiences for students in the Construction Management and Engineering disciplines. OFPDC has extended invitations to these two departments as an opportunity for first-hand studies.

Auxiliary Services
Continue to support the ASG/Bookstore Scholarship fund which has already generated over $100,000 to help needy Bobcat’s. in FY 11 our contribution was $10,000. Additionally provided the Graduate College with $5,000 in scholarship funds. (University Bookstore)

**INCREASED COLLABORATIVE PROGRAMS WITH APPROPRIATE ACADEMIC AND STUDENT AFFAIRS DEPARTMENTS TO EDUCATE AND RESPOND TO STUDENTS WITH FINANCIAL, PHYSICAL AND MENTAL HEALTH CONCERNS.**

**IMPROVE ADVISING BY INCREASING THE NUMBER OF ADVISORS AND THE QUALITY OF THEIR SERVICES.**

**DEVELOP AN HONORS COLLEGE TO BETTER ATTRACT AND ENGAGE HIGH ACHIEVING STUDENTS.**

**RECOGNIZE AND SUPPORT INTERCOLLEGIATE ATHLETICS AND THE ARTS AS VEHICLES TO PROMOTE A WELL-ROUNDED COLLEGIATE EXPERIENCE FOR ALL STUDENTS.**

Auxiliary Services
Work with the Athletic Department and VPFSS to begin planning the University Bookstore off-campus location as part of the North Stadium Expansion project. (University Bookstore)

“We have agreed to bond $1,137,000 to pay for the 2,400 sq ft fan shop to be ready for opening of the 2012 Football season. The fan shop will operate 5 days per week and all home football games. University Bookstore operating funds will pay the bond payment estimated to be $71,000 annually.

**REFINE STUDENT LEARNING OUTCOMES AND APPROPRIATE ASSESSMENT MEASURES WITHIN EACH ACADEMIC PROGRAM TO ENSURE PROGRAM IMPROVEMENT AND PROVIDE EVIDENCE OF STUDENT SUCCESS.**

**DEVELOP AND IMPLEMENT ADMINISTRATIVE AND EDUCATIONAL SUPPORT OUTCOMES AND APPROPRIATE ASSESSMENT MEASURES WITHIN IDENTIFIED DEPARTMENTS TO ENSURE IMPROVEMENT AND PROVIDE EVIDENCE OF SUCCESS.**

**REVISE THE ACADEMIC AND ADMINISTRATIVE PROGRAM REVIEW PROCESSES TO FACILITATE PROGRAM IMPROVEMENT IN SUPPORT OF THE UNIVERSITY MISSION.**

**INCREASE ALUMNI INVOLVEMENT THROUGH MENTORING INITIATIVES AND CAREER SERVICE AND GUEST LECTURER OPPORTUNITIES.**

Facilities Department
Seek methods of using construction projects to create enthusiasm among Alumni for the enrichment of the past and current University community. (Facilities Planning, Design & Construction)

“A small example of this effort is typified by the expansion of the Bobcat Stadium. In 2010 the West Expansion provided suites for alumni and other interested contributors. In 2011 the North Side Complex
of Bobcat Stadium (North End Zone) provides another opportunity to reach out to alumni and others interested in athletic programs at TxSt-SM. In addition to the athletic expansion, the Performing Arts Center will be under construction in August 2011 and will serve the Fine Arts Community as well as alumni. The PAC Facility will be ‘state of the art’ in theater design and planning. This facility will serve the university alumni, staff, students, and community long into the future.

BROADEN EFFORTS TO FACILITATE SUCCESSFUL TRANSITION OF STUDENTS TO THE WORKPLACE AND GRADUATE/PROFESSIONAL EDUCATION.

IMPLEMENT FACULTY AND STUDENT INFORMATION LITERACY INITIATIVES THAT SUPPORT ACHIEVEMENT OF STUDENT LEARNING OUTCOMES.

Goal 4: Expand educational opportunities, emphasizing doctoral program development, applied scientific and technical programs, and other programs that address critical state needs.

EXPLORE THE FEASIBILITY OF OFFERING DOCTORAL DEGREES IN A NUMBER OF PROGRAMS AND SEEK PRELIMINARY AUTHORITY FOR THOSE DOCTORAL PROPOSALS THAT CAN: (1) ESTABLISH DEMAND FOR THE PROGRAM, (2) DEMONSTRATE CAPACITY TO OFFER A PROGRAM WITH HIGH QUALITY, AND (3) DETAIL HOW THE PROGRAM CAN BE COST EFFECTIVE.

IN YEARS 1 AND 2 OF THE PLAN, THE PROVOST WILL SEEK APPROVAL FOR IMPLEMENTING THE FOLLOWING PROGRAMS:

- THE PH.D. DEGREE WITH A MAJOR IN MATHEMATICS EDUCATION (FINAL STAGE)
- THE PH.D. DEGREE WITH A MAJOR IN COMPUTER SCIENCE (IN DEVELOPMENT)
- THE BACHELOR OF SCIENCE (B.S.) DEGREE WITH A MAJOR IN ELECTRICAL ENGINEERING

IN YEARS 1 AND 2 OF THE PLAN, PREPARE TO SUBMIT PROPOSALS IN YEARS 3-5 OF THE PLAN SEEKING APPROVAL FOR THE FOLLOWING PROGRAMS:

- THE PH.D. DEGREE WITH A MAJOR IN CRIMINAL JUSTICE
- THE MASTER OF SCIENCE (M.S.) DEGREE WITH A MAJOR IN HUMAN NUTRITION (INTERDISCIPLINARY)

EXPAND ACCESS TO DISTANCE EDUCATION THROUGH REVIEWING DISTANCE-LEARNING OPPORTUNITIES IN THE CONTEXT OF THE VIABLE FISCAL PLAN.

SYSTEMATICALLY ENHANCE CENTRALLY MANAGED SERVER AND DATA STORAGE CAPABILITIES DEDICATED TO INSTRUCTIONAL AND RESEARCH SUPPORT.

______________________________________________________________

Goal 5: Enrich our learning and working environment by attracting and supporting a more diverse faculty, staff, and student body.

BUILD A MORE DIVERSE FACULTY AND STAFF.

Facilities Department

Provide managers and supervisor with leadership, communications and customer service training (Facilities)
*Coordinated w/ HRS to have them provide quarterly leadership and management type training seminars for all supervisors, managers and directors. The first seminar was held in February 2011 and was very well attended. The next HRS quarterly training seminar will be held in April 2011 followed by our second Facilities leadership retreat in June 2011.

*As part of OFPDC staff’s continuing education requirements the areas of leadership, communications, and customer service training is an integral part of the OFPDC’s education program.

Promote the professional and technical development of employees. (Facilities)

*We have re-instituted a program of weekly building walk throughs to check the major buildings on campus for their maintenance and renovation needs. Shop supervisors identify infrastructure needs so they can be included in deferred maintenance, repair and renovation projects while the projects are in the development/programming stage.

*Facilities Management has developed a training program for buyers that includes a combination of classroom training, mini-workshops, and on-line study. Program has resulted in 4 of 5 buyers receiving their CTP certification and 2 receiving their CTPM certification.

*Just as important as customer service the management of OFPDC provides continuing education programs for the staff on a quarterly basis. The promotion of professional and technical development includes areas such as leading edge design of HVAC systems, LEED certification and training, ADA accessibility training, and Building Information Management (BIM) to name a few. In 2010 two members of the professional staff of OFPDC have become certified LEED Accredited Professionals; and, two other staff members have become Registered Accessibility Specialists. In 2010, one of the Procurement Team of OFPDC received her Certified Texas Procurement Manager (CTPM), completed her Associates Degree in Contract Management and is preparing for her Certified Texas Contract Manager certification exam (2011).

Utilize objective, fact based criteria to hire and promote the best qualified individual for each position ever vigilant of protected classes. (Facilities)

*Custodial Operations consistently maintains a diverse and engaged workforce: participation in Professional Development courses and the Diversity Film series has increased by 56% since FY2010 in the first half of this year and by 148% overall in FY2011. The Custodial Management Team consists of 41% white, 41% Hispanic and 18% Black with 65% Male and 35% Female; the entire department consists of 23% white, 68% Hispanic, 8% Black and 1% Asian with 48% Male and 52% Female overall.

*Custodial Operations has realized an improvement in staff Attendance ratio from 56% at the end of FY2010 to 86% for FY2011. This increase is due to better communication between Management and staff, better definition of performance expectations and consistent enforcement of existing policies and procedures. In addition, our disciplinary actions were at an all time low since 2008 with a decrease of 27% from 2010 demonstrating an overall improvement in staff performance and compliance w/ performance expectations.

*In 2010 and 2011, OFPDC expanded its staff to include three additional Registered Architects. Three individuals within OFPDC achieved promotions in 2010/2011 (Director, Assistant Director, and Construction Procurement Analyst)

Financial Services

Implement Windstar’s Tax Navigator’s FNIS program - a web-based tool for use by international faculty, staff, and student employees, as well as other international visitors to Texas State. FNIS provides the means via the internet whereby required data is input, reviewed and then uploaded into the University’s database. (Payroll & Tax Compliance)

*This project was delayed due to a server migration issue from Financial Services to Technology Resources. Implementation of FNIS was postponed until the Windstar Tax Navigator program is moved to a TR server. Both a meeting of the stakeholders and a conference call with Windstar regarding the implementation of FNIS were held in October 2011. A formal request was then submitted to Technology Resources for this migration and implementation.

Provide and conduct tax workshops for international faculty, staff and students filing U.S. Tax Returns as Nonresident Aliens. (Payroll & Tax Compliance)

*Sponsored and presented three International Student and Scholar Tax Workshops using the CINTAX software during spring 2011.

Human Resources Department

2-6-2012 12
Develop initiatives to identify the best recruiting sources for staff diversity applicants by evaluating the ability of all the recruiting sources we use to generate diversity applicants.

*HR completed the one year, one time Equity and Access grant funded Hot Jobs project in November 2010. The results of this project (noted below) coupled with our own ongoing internal study produced some surprising and insightful information regarding the popularity of recruiting sources for diversity and non-diversity applicants. The success of the Hot Jobs project secured university funding for a second HotJobs contract on December 14, 2010. According to our FY2011 activity analysis, we realized the following results:

*46 fewer positions in FY11 than FY10
*A decrease of 2679 applicants to our applicant pools
*618 less Hispanic applicants
*21 more African American applicants
*115 less Asian applicants
*1784 less Caucasian applicants
*2 less American Indian applicants

*On a percentage basis, there were some slight changes in the diversity makeup of our applicant pools. From FY2010 to FY2011:

*White - 57.36% to 55.12%
*American India - .53% to .64%
*African American - 6.47% to 8.23%
*Hispanic - 25.12% to 25.62%
*Asian - 2.9% to 1.75%

*On a percentage basis, overall minority hiring was fairly flat. From FY2010 to FY2011:

*White - 57.66% to 56.58%
*American Indian - 0% to 0%
*African American - 2.92% to 3.95%
*Hispanic - 22.63% to 21.49%
*Asian - 2.92% to 1.75%

*Note: For all hiring data we need to remember that we have had a hiring freeze since 5/26/10.

*In general, we found that print media job advertising is very expensive and not very productive. Electronic media was much more successful with Craigslist being a leading source. We continue to advertise on the Austin Craigslist and the San Antonio Craigslist in response to the great success we’ve experienced in advertising through these outlets. In FY2011, 20% of our advertising activity is generated from Hotjobs, 38% from Austin Craigslist, and 23% from San Antonio Craigslist. In magnitude, these are our most productive advertising outlets in terms of site activity.

*HR posted job advertising results in the HR Profile data base in September 2011.

Facilitate decision making on diversity recruiting initiatives by providing President’s Cabinet and other senior management with the monthly HR Diversity Tracking Report which shows by university, division, and department the number of positions posted, the number of applicants by EEO category for each position, and the EEO category of the individuals selected to fill the position.

*The HR Diversity Tracking Report continues to be generated and posted to the HR Profile on a monthly basis.

SEEK TO BE A HISPANIC SERVING INSTITUTION BY 2012.

INCREASE INTENSITY AND SCOPE OF RECRUITMENT AND RETENTION PROGRAMS THAT HAVE A SPECIAL FOCUS ON MINORITY STUDENTS.

EXPAND EFFORTS TO PROMOTE DIVERSITY AND INCLUSION AMONG ALL FACULTY, STAFF, AND STUDENTS.

•SEEK HISTORICALLY UNDERUTILIZED BUSINESS SUPPLIERS.
Auxiliary Services

Use HUBS when they are deemed Best Value for any Auxiliary Services Departments. (Auxiliary Services)

*Update - This ongoing commitment remains a strong part of our procurement decisions.

Facilities Department

Seek to increase the utilization of historically underutilized business suppliers via community outreach efforts and training in conjunction with Purchasing. (Facilities)

*We have actively worked with the Texas State University’s Contract Compliance HUB Officer when seeking bids for repair, maintenance, renovation and construction projects. We have sought out and increased the number of HUB vendors that are eligible to provide various types of services in support of the Utilities and Facilities Management departments.

*Facilities Management-We have attended HUB forums with the University HUB coordinator to let vendors know what types of goods and services we need. We have met with several HUB vendors interested in doing business with Texas State University and will be participating in the Texas State University HUB Forum in May. We actively track the contractor’s PAR form to ensure compliance with HUB requirements and encourage them to utilize HUB vendors.

*In 2010 OFPDC co-sponsored a HUB Construction Forum where 30 vendors attended and 110 companies became registered as Historically Underutilized Businesses (HUB). Additionally, OFPDC assisted in providing training classes on construction bonding, reading and responding to RFP submittals, and classes on Accessing Capital Dollars. In 2011 OFPDC will co-sponsor a second HUB Construction Forum.

*Procurement and Warehouse staff organized a vendor fair that included MRO HUB vendors in an effort to education Facility staff on who our MRO suppliers are and what products and services they offer.

Educate general contractors with the value of hiring more HUB sub-contractors. (Facilities Planning, Design & Construction)

*As part of the HUB Construction Forums OFPDC has assisted in getting General Contractors to support and sponsor these forums. This gives all parties opportunities to interview General Contractors, Sub-Contractors, and Suppliers.

Financial Services

Analyze adopted State Disparity Study recommendations or other HUB focused legislation enacted and revise the University’s HUB Strategic Plan as needed. (Contract and HUB Compliance Office)

*Delayed awaiting outcome of current legislative session. Awaiting final action on proposed changes to Texas Administrative Code as a result of the Disparity Study recommendations that do not need legislative action to accomplish.

*Update - *Revised Texas Administrative Code (TAC) HUB Rules, which reflect 2009 State Disparity Study recommendations, went into effect September 14, 2011. Waiting clarifications from Texas Procurement and Support Services Division regarding HUB Subcontracting Plan (HSP) forms revisions. Texas State HUB Outreach Program has met with TPASS State Disparity Study Project Manager to develop written methodology documenting the development of “agency specific” HUB goals for adoption by Texas State. Recommendations of Texas State specific “aspirational” HUB goals will be submitted to President’s Cabinet for consideration by December, 2011.

Plan and coordinate for Texas State to host a regional HUB Economic Opportunity Forum (EOF) during the fall 2011. Seek to joint venture with other State agencies, institutions of higher education and other organizations whose purpose includes certified HUB or potential HUB vendor outreach. Identify and schedule training opportunities in conjunction with the HUB EOF for both exhibitors and attendees. (Contract and HUB Compliance Office)

*Delayed. Preliminary planning of HUB EOF will begin as soon as the HUB Construction Services Forum, scheduled for May 2011 is completed.

*Update - FY2012 HUB Economic Opportunity Forum (EOF) tentatively scheduled for mid-January 2012. HUB Outreach Program is partnering with the City of San Marcos to co-host the event.

Goal 6: Develop and manage human, financial, physical, and
technological resources effectively, efficiently, and ethically to support the university’s mission.

Treasurer

Create a program and communication plan to institute a credit card convenience fee for tuition and related tuition fees, to help stabilize the increasing burden and provide payment options to meet the wants of the customer. (Treasurer/SBS)

*Student Business Services worked with University Marketing, and developed a credit card convenience fee program and communication plan in spring 2011. Students were notified nine months prior to implementation, and were notified multiple times using different communication mediums during the transition.

*Implemented TouchNet Bypass.

Transition the student organization club accounts to off-campus banks, and educate them on proper fiscal responsibility and management of the accounts. (Student Business Services)

*Student organization club accounts transitioned based on their organization classification, to use either the University financial system or off-campus banking by the spring 2011. CASO educated the student organizations on the process.

Develop a program to allow all TSUS system components to report the investment performance figures accurately and consistently. (Treasurer)

*An Excel program was developed by the Treasurer and distributed in fall 2010 to the component CFOs by the Vice Chancellor of Finance of TSUS to report Quarterly Investment Returns more consistently.

Develop an integrated Donor Statement with pertinent information and work with Development Foundation and University Advancement for distribution. (Treasurer)

*The University Endowment Donor Statements were developed and distributed to the appropriate entity by December 2010.

Review the TSUS Operating and Endowment Investment Policies to ensure appropriate risk and total return opportunities. (Treasurer)

*The TSUS Operating and Endowment Investment Policies were reviewed in September 2010, and submitted to the system office for the Board review.

Facilities Department

Develop, manage and conserve physical and financial resources. (Grounds Operations)

*Irrigation head change-out is continuing across campus to replace with more efficient sprinkler heads that reduce runoff and conserve water.

*Composting operation has provided us with a location to take vegetative waste from campus and produce usable product (compost) to be used in landscapes and on sports fields; mulch for planting beds is also produced as a part of this process.

*Irrigation conversions to drip irrigation at Concho Green and University Sign to conserve water and reduce runoff, particularly along streets.

*In the process of implementing single stream recycling to reduce labor associated with sorting.

*New propane mower added to equipment inventory.

*New electric cart and van added to fleet.

*Two vehicles now using Flex Fuel.

Landscape water use was lower than the Edwards Auifer Authority Best Management Practices guidelines of 80% of Potential Evapotranspiration and the average efficiency of 10 irrigation systems was increased from 53.2% to 77.6% through our irrigation renovation program.

Develop and manage human resources:

*Two irrigation employees have received Backflow Prevention Assembly Tester (BPAT) licenses.
*Develop technology resources:
  *Landscape water usage is constantly monitored via central control system to prevent waste of water.
  *System alarms for malfunctions are repaired daily.
  *Weekly PM’s are done across campus.
  *Regular Irrigation Audits continue to determine system performance.
  *“Sonograms” were used to determine the condition of the Kissing Oak.

FSS Planning and Real Estate
* Participated in working group with City staff to create standardized practices for Texas State development subject to City jurisdiction.

**ATTRACT AND RETAIN HIGHLY COMPETENT STAFF BY PROVIDING ANNUAL MERIT INCREASES BASED ON PERFORMANCE.**

**ADJUST STAFF LEVELS AND SALARIES TO ACCOMPLISH UNIVERSITY GOALS. (PROGRESS)**

Facilities Department

Custodial Operations will continue to coordinate with faculty and staff to prioritize building spaces to attain APPA level cleaning standards 2, 3 or 4. (Custodial Operations)

*Coordinated with Dean in McCoy College of Business and ALKEK for space in basement areas to store large equipment making use of unused space and providing better access on site for custodial staff which freed up time wasted transporting machines. This has allowed us to maintain McCoy at an APPA level between 2 and 3.

Adjust shifts when necessary to provide custodial staff with better opportunities to service their assigned areas and continue to maintain customer contact. (Custodial Operations)

*Reorganized our Team shifts to provide more on-site coverage beginning Sunday evenings at 11:00pm through Friday evenings at midnight. Highlights include JCK receiving 12 hours of coverage versus 8 hours previously and ALKEK library receiving 16hrs of coverage or policing versus 12 hours. This has been accomplished while also absorbing a 37% vacancy rate in ALKEK during the hiring freeze.

Review job assignments and assess needs within the department to identify opportunities to reclassify and/or flatten the organization to better meet the needs of the university by supplying more line staff and retraining, reclassifying or hiring appropriate supervisory and support personnel. (Custodial Operations)

*GOJA’s for 100% of the Custodians and Head Custodians underwent extensive revision to better define and clarify their roles and performance expectations in today’s university environment.

Facilities management will adjust staffing levels to maximize the use of state employees for expensive or highly technical building trades and contract out in-expensive or low skill building trades. (Facilities Management)

*We have instituted a program to absorb vacancies created through attrition and have prioritized positions to ensure critical trade positions are staffed while less critical positions remain vacant while we’re under hiring restrictions. This allows us to maintain critical skill sets at a fully staffed level and provide services essential to maintaining and preserving campus operations and physical plant functions.

*We review each work order and look for opportunities to outsource work so that we can keep shops focused on critical preventive maintenance.

Financial Services

Re-structure the Purchasing office to shift emphasis from data entry and processing to solicitation, analysis, and negotiation of contracts to procure goods and services to meet the University’s needs. (Purchasing)

*A restructuring plan has been submitted to secure two analyst positions for analysis and negotiation of contracts. In addition, a draft proposal was submitted to change the Purchasing Department’s name to emphasize the strategic sourcing direction the department is going.

*Update - With the adoption of UPPS 05.02.05, the official titles on campus, including the Purchasing Office, will consist of Buyer I, Buyer II, and Buyer III. This will coincide with the requirements stated in the UPPS. New job codes and GOJAs have been submitted to Human Resources for approval.

Add staff positions in Materials Management to support expanding facilities, assets, faculty/staff, Public Outreach
Programs and student body. Needed positions include: Assistant Director, two Inventory Control Clerks, and two Warehouse Workers to support receiving and moves & events. (Materials Management)

*Position requests were submitted for increased staffing but delayed due to hiring freeze. Position 1: Property Management office staff to help with the implementation of the RFID program and to help document, report, and dispose of the increasing numbers of surplus computer equipment and other surplus property. Position II: Moves and Events office staff to help with increased amounts of setups and moves all over campus and to help provide support for RRHEC.*

*Update - Delayed due to hiring freeze.*

Propose creation of a Contract Compliance Specialist position to assist the Director with capturing and managing information regarding university contracts to ensure regulatory compliance and adherence to contract terms and conditions. Following this effort, the department will begin doing compliance reviews. (Contract and HUB Compliance Office)

*Delayed due to hiring freeze.*

New - Re-structure the Accounts Payable office staff to more closely align knowledge, skills, abilities, and position classifications to evolving business processes and enabling technology. (General Accounting)

*Reclassified Accounts Payable positions to provide an Accountant I in place of a Disbursement Specialist. This reclassification provides greater analytical skills to support analysis and processing in increasingly complex accounting systems.*

**Human Resources Department**

Provide university administrators with salary data they need to make compensation decisions re: adjusting staff salaries in response to the salary levels in our approved labor markets. Data to be provided annually by June 1 and includes results from salary surveys for approved labor markets (Local - I-35 Corridor, University and Athletics - CUPA-HR), distance from market of each pay plan minimum, costs to reach market and/or other desired salary levels, turnover history for each pay plan title, and compliance with approved target provisions of the Staff Compensation Philosophy.

*Human Resources initiated its annual salary survey process to include review of market allocation and pay plan relationships in February 2011. The process and final report, including divisional vice presidential review and recommendations, was completed and submitted to President’s Cabinet on the June 1 HR Department’s SACS Outcome target date. The report included a (1) an overview of all fund costs by market, (2) overview of method fund fund costs by market, (3) pay plan relationships for the local and university market, (4) market index summary, (5) local market analysis, (6) university market analysis, (7) no-cost reallocation plan to raise minimum pay plan rates, and (8) CPI-U data including cost of CPI-U increase of pay plan minimums. No action on the report recommendations have been taken to date.*

**Treasurer**

After implementation of Banner/TouchNet, reassess roles and responsibilities and re-evaluate positions/titles within the appropriate areas. (Treasurer)

*Ongoing. Banner/TouchNet not yet implemented.*

**Auxiliary Services**

Made some re-organization and staff work-flow adjustments in the Print and Mail Services area that will result in a savings of salary and benefits that will exceed $100,000 in Fiscal 2012. The partial year savings for Fiscal 11 will be approximately $30,000. As a result of these cost savings measures the FY 2011 loss was only $2,363.35 vs. more than $58,000 in FY 2010.

**IMPLEMENT THE 2006-2015 CAMPUS MASTER PLAN TO ENSURE IT MEETS THE NEEDS OF THE UNIVERSITY.**

**Facilities Department**

Demonstrate a commitment to the conscientious stewardship of environmental and energy sustainability programs through the use of LEED design criteria, green cleaning products, energy efficient equipment, etc. (Facilities)

*OFPDC is participating in the update Campus Master Plan. In this way OFPDC is assuring the needs of the University are addressed and implemented in the execution of capital projects. As part of adhering to LEED recommendations OFPDC has incorporated LEED Criterion into its Design Guidelines. These revised Design Guidelines are given to each new Architect/Engineer design team as OFPDC coordinates and manages each project being developed as part of the Campus Master Plan. OFPDC is specifically focusing on sustainability, the use of green products in construction materials, management of construction waste,*
and water conservation.

*As of September 2010 to date OFPDC is managing 24 active Capital projects totaling over $601M and 171 Special projects totaling over $8M. In the past fiscal year 2010, OFPDC successfully completed over $175M in construction.

*The University is located in a region of Texas that has great environmental and cultural resources. All projects that OFPDC manages are in full compliance with all applicable regulatory requirements pertaining to environmental and cultural guidelines as mandated by the State of Texas regulatory commissions.

Facilities Operations/Utilities Operations will develop a comprehensive utilities infrastructure master plan and prioritized list of projects required to improve the reliability and efficiency of the utility infrastructure and systems. (Facilities Ops/Utilities Ops)

*A draft Utilities Mater Plan has been completed by in-house staff within the span of 6 months. A monumental accomplishment considering the effort had been languishing for several years. Various consultants had provided detailed condition assessments and reports of the thermal plants and utilities infrastructure over the past several years. As part of the development of the Utilities Master Plan all that information has been effectively compiled into one document and a comprehensive action plan with a prioritized list of projects has been developed to address the noted deficiencies as well as ensure current and future capabilities meet the growing demands of the university.

Facilities Operations/Utilities Operations will pursue a collaborative effort w/ the City of San Marcos to coordinate utility master planning and to participate in electric rate structure discussions. (Facilities Ops/Utilities Ops)

*Regular meetings have been and are being scheduled with city staff to tour the plants, to meet and discuss issues, and to collaborate on the development of future projects that affect the city and the university. The University invited City of San Marcos staff to participate in Master Planning session held on March 24, 2011.

*On the University’s behalf, Fowler Energy Consulting has been in discussion with SMEU regarding utility rate structure during February/March 2011.

Conduct a comprehensive facility condition assessment of the buildings and document deferred and planned maintenance requirements as well as renovation and modernization requirements. (Facilities Management)

*Instituted a multi-tiered program of Facility Condition assessment that includes: weekly tour of a facility by the Shop Supervisors, Facilities AVP, and Director of Facility Management; monthly debrief of items discovered in the weekly facility tour and development of pricing of projects; and a Planned Project list that is maintained by Facility Work Control with recommendations for prioritization to the Facilities AVP.

Develop a comprehensive plan to upgrade building controls and energy management systems. (Facilities Management)

*Instituted a plan review program of all Projects to verify the inclusion of updated building controls in the scope of work.

*Awarded two contracts to retrofit buildings with new T8 fluorescent lamps.

*Developed recommendations for including projects to replace and/or upgrade building controls in the annual Deferred Maintenance program.

*Developed an annual contract for repairs and upgrades of building control systems.

Completed survey of campus buildings to identify all remaining energy inefficient T12 fluorescent ballasts on campus which require replacement.

Develop a comprehensive plan to upgrade building lighting and HVAC systems. (Facilities Management)

*Instituted a program for the night building maintenance shop to retrofit existing lighting fixtures with electronic ballasts and T8 fluorescent lamps.

*Developed an annual contract for high efficiency HVAC filters that provide longer life and provide greater protection to the equipment heating/cooling coils.

OFPDC will develop a comprehensive schedule of all major projects that will provide an improved perspective on work load and projected project milestones. (Facilities Planning Design)

*A Comprehensive Schedule has been developed that is applicable to all projects. This schedule is currently under a second review to incorporate the TSUS Policies and Procedures Milestones in order for
OFPDC to develop a comprehensive checklist for its staff and to better communicate with the TSUS office.

OFPDC will increase Facilities participation with TSUS in all processes concerning campus development. (Facilities Planning Design)

*The Comprehensive Schedule developed by OFPDC will incorporate the TSUS Policies and Procedures milestones in order better communicate with the TSUS office.

*In 2010, AVP Facilities and OFPDC established regular meetings with TSUS to review the status of capital projects, discuss campus issues and review progress on pending action items on a biweekly basis.

Custodial Operations will implement requirements in the Campus Constructions Standards contributing to sustainability and green processes. Additionally, we demonstrate a commitment to the conscientious stewardship of environmental sustainability programs through the selection process of all new products and procedures to include: floor polishing/grinding for Terrazzo and concrete, eco matting and the use of green chemicals. (Custodial Operations)

* Custodial worked with OFPDC to demonstrate a cost savings of 20-30% by allowing us to supply chemicals to contractors for finishing hard floors, which also assures compliance and compatibility with our green floor care products. Custodial has also begun to design, order and install metro shelving in custodial closets on capital projects and anticipates costs will be reduced by 50%.

Financial Services

Design, develop, and propose a business plan to increase the size, functionality, and capacity of the University Distribution Center. This additional distribution and storage space is needed to support growing academic, research, and public outreach initiatives. (Materials Management)

*Still in the development and design stage.

*Update - Initial business plan development for the University Distribution Center expansion was submitted in August 2011 in order to have it included in the 2012-2017 University Campus Master Plan.

FSS Planning, Space Management and Real Estate

Facilitate the update of the Campus Master Plan.

*Update of the Campus Master Plan formally began in December 2010. Master Plan document was being reviewed for finalization as of August 31, 2011. It will be presented to the November Board of Regents meeting for approval.

*Finalized acquisition of 0.12 acres from City of San Marcos for Track Relocation Project.

*Continued work with City of San Marcos on CRC Interlocal Agreement.

*Finalized Spring Lake Trail Interlocal Agreement with City of San Marcos and Hays County.

* Negotiated lease renewal at 222 W. Hutchison for Residence Life Offices.

*Researched and prepared report concerning UPRR, TXDOT, and drainage issues affecting Bobcat Stadium and adjoining athletic areas.

*Negotiated and prepared Electric Easement to benefit City of San Marcos for consideration by Board of Regents in May, 2011.

*Supported OFPDC construction projects concerning land issues related to Track Relocation, North End Zone, Department of Housing and Residence Life, and North Campus Housing Complex projects.

*Negotiated and prepared MOA with TXDOT regarding ROW at Performing Arts Center for Board of Regents consideration in May, 2011.

Finalize the Master Plan of the 38 acre Texas State STAR Park with emphasis on development of additional quality research facility space.

*Completed

Finalized agreements with the City of San Marcos to partner in the CRC facility development and advantageous development of the Texas State STAR Park.

Planned and identified activities and events for the Common Experience on Sustainability.

Completed the development of the SAP Flexible Real Estate Management module to access and update the Facilities Inventory. Transitioned Facilities Inventory data from the Open VMS to SAP Flexible Real Estate Management. Provided training on the SAP Flexible Real Management module to 70 people. Integrated SAP room
data with the new Banner Student Information System.

EXPAND AND SUPPORT PROFESSIONAL DEVELOPMENT OPPORTUNITIES FOR FACULTY AND STAFF.

Auxiliary Services
Encourage all Staff Managers to attend their national meetings annually. Support the VPFSS Continuing Education program for all employees. (Auxiliary Services)

*All Auxiliary Services Managers attended national meetings last year in their respective areas of operation. We need to develop a better reporting mechanism for those below the manager level for reporting their professional development in FY 2012.

Facilities Department
Provide specialized training for current staff in areas lacking expertise to create a broad range of unique talents which could be utilized in the normal course of daily work efforts. (Facilities Planning, Design & Construction)

*OFPDC team members are required to accumulate 16 Continuing Education Units (CEUs) per year. OFPDC schedules learning activities and sessions on a quarterly basis, thereby, providing the staff professional development opportunities to expand their knowledge base, garner new information, and implement the knowledge learned as a part of campus development. Each of the OFPDC staff typically exceeds the required CEUs.

Offer more “hands-on” Staff team training during the work day. (Facilities Planning, Design & Construction)

*OFPDC team members are required to accumulate 16 Continuing Education Units (CEUs) per year. OFPDC schedules learning activities and sessions on a quarterly basis, thereby, providing the staff professional development opportunities to expand their knowledge base, garner new information, and implement the knowledge learned as a part of campus development. Each of the OFPDC staff typically exceeds the required CEUs.

Financial Services
Implement and manage a mandatory Purchasing Training program for all campus administrators with purchasing responsibility identified in their titles or job descriptions. This program will provide insight to procurement compliance issues regarding State, University, and Regents rules. The program will include modules on use of the P-card for small dollar purchase transactions, the SAP Purchasing module, and the BOBCATalog (E-procurement) system. There will also be modules addressing matters related to procurement fraud detection and Historically Underutilized Business (HUB) processes. (Purchasing, Contract and HUB Compliance, Materials Management)

*UPPS 05.02.02, Purchasing Policy, has been updated to reflect minimum procurement training and certification requirements. Included is an update on the Texas State procurement guidelines, rules, policies and procedures. Redesigned and restructured the P-card program (small dollar & emergency purchase) to provide essential services while maintaining good internal controls reducing overall cost of goods and materials. Conducted training for all card holders and account managers, established procedure regarding p-card reviews.

*Update - UPPS 05.02.05 was adopted on March 31, 2011. All personnel with purchasing responsibilities, e.g. Buyer or Procurement Specialist, in their title will be required to achieve levels of certifications that mirror the State of Texas, Texas A&M, and the University of Texas. Existing employees will have until September 30, 2012 to be certified.

Reactivate the purchasing, receiving, voucher audit and payment collaborative (Tuna Tuesday) to review business processes that ensure the efficient and timely procurement and payment of goods and services. The collaborative will include Accounts Payable, Purchasing, Receiving, and College and Departmental Business Officer representatives. This group provides a platform to resolve and then communicate solutions to the campus regarding procurement through payment issues, challenges, and concerns. It will provide an ear to the campus regarding opportunities to enhance and streamline our systems to better serve the campus. (Purchasing, General Accounting, Materials Management)

*Implemented BOBCATbuyers Meetings to provide an opportunity for staff members campus-wide to review processes in BOBCATalog and SAP systems as related to Purchasing, General Accounting, Accounts Payable, and Materials Management (Receiving). It provides a platform to resolve and communicate solutions to the campus regarding procurement through payment issues, challenges, and concerns. This meeting group has grown to 85 staff members and additional invitation requests are received weekly.

Inventory and assess Financial Services training programs for the campus community. Propose, develop, and
implement additional training programs to support the utilization of all Financial Services processes and systems. (Financial Services)

*General Accounting staff expanded and enhanced training programs related to travel policy and procedures through multiple outlets including Professional Development, FI Stakeholders, and BOBCATBuyers.

*Payroll & Tax Compliance staff provided time entry and approval training to campus users. Individualized training was provided to time administrators, supervisors, and administrative assistants responsible for the auditing and approval of hours worked and entered for Student and NSNR employees. Time entry training was also provided to those Student and NSNR employees needing assistance.

*The FI Master Data Center implemented changes on the FI Master Data Professional Development trainings to comply with a vendor maintenance process audit (internal) regarding the security of the vendor maintenance forms.

**FSS Planning, Space Management and Real Estate**

Transition the building and room inventory on the VMS to the SAP Flexible Real Estate Management module and develop and offer training for the module to the campus community. The SAP system went into production in early-July 2010 and university wide training is scheduled for Sept. 2010.

*Completed the migration for University’s Building and Room Inventory Database, CBM011 report, and CBM014 report from S1032(VMS) to SAP Flexible Real Estate Management.

*Provided SAP Flexible Real Estate Management training to approximately 100 staff and faculty.

*Migrated from ARCGIS to AutoCAD to manage and analyze digital floor plans.

*Attended 2010 International Conference of Association of University Research Parks.

**Human Resources Department**

Develop and submit a policy and procedure proposal to President’s Cabinet to provide guidance and support for succession planning for Texas State staff. Action would include identifying the core knowledge, skills, and abilities (KSAs) needed for all staff positions, mapping promotion and career progression paths to reach these positions, and identifying and providing sources where the KSA qualifications for the positions can be obtained.

*HR, in collaboration with Equity and Access, formally initiated a project in early August 2011 to map staff career progression paths. A pilot listing of paths by job title to illustrate HR’s proposed approach to a solution was completed and approved by Equity and Access in mid August 2011.

*This project, which has been on HR’s “waiting” list was moved into priority status as a result of the 2011 Office of Federal Contract Compliance audit of the university. The Chief Diversity Officer and Director, Equity and Access, feels the university may be found short in meeting the OFFCP audit requirement that the university have in place an acceptable program to help ensure that staff are “promotable, transferable, and trainable”.... and, in response to this requirement, he stated in the university’s official OFFCP response that we would be taking steps to meet this requirement

*Provide continuing coordination leadership for an administrative support services program through collaboration with the Administrative Support Services Committee to provide a professional development resource that will enhance the knowledge and proficiency of personnel performing administrative support tasks within the Texas State operating business systems.

*The foundation for an administrative support services program was completed in December 2010.

*During calendar year 2010 Human Resources, with funding provided by President’s Cabinet, led a collaborative effort with the Vice President for Finance and Support Services, the university’s Executive Assistants, the Administrative Support Services Committee (ASSC), and outside consultant Suzanne White, to produce a cutting edge solution to finding, organizing, and providing support staff with the resources to perform their jobs more effectively and efficiently.

*The solution consisted of two tools: (1) a simple, user friendly website navigable by division or alphabet (A to Z) providing links to the university’s resources and (2) semi-annual resource fairs where resource providers network with resource users. These two tools are unique because they provide the resources identified by the university’s support staff users as the resources they need to do their jobs more effectively and efficiently.

*Two resource fairs have been held...October 27-28, 2010 and April 6-7, 2011. Both fairs featured identical afternoon and following morning sessions. Each fair had approximately 22 department/office
resource booths staffed by 74 representatives that served the 244 fair visitors. In addition, the fairs included 10 formal presentations covering 7 topics. A survey indicated a 95% approval rating for the fairs’ effectiveness.

*The website went live in conjunction with the first two part semi-annual resources fair October 27-28, 2010. It has continued to expand via recommendations from users and the ASSC with 20 suggestions acted upon and 34 enhancements made to the site since go-live. The website has experienced an average of 880 visits per month, 1300 page views per month, and 1777 unique viewer visits (original target was about 450 Texas State support staff). Evaluations and feedback for the website have been extremely positive.

*Another major enhancement to the website was begun in June 2011 which entails having all university forms added to the site findable again by division of origin or alpha. Initial interest in this enhancement has been very high.

*The Administrative Support Services Committee continues to meet on a monthly basis.

Develop and implement through coordination with third party financial organizations currently providing retirement services to Texas State, a series of financial education seminars (on a non-sales or promotional basis) for faculty and staff to integrate with our benefits programs. Studies in the field literature indicate that employees in general do not save money or plan very well for future financial security primarily due to a lack of understanding of the ramifications of such action on their part.

*Developed a plan for sponsoring ongoing lunch and learn style workshops with support from our active 403b vendors and Professional Development. For these workshops the preparation is educational and not a sales pitch and the vendor provides lunch for the attendees. The first workshop was held in February and the Financial Planning & Retirement Fair in March. Future workshops will be held approximately four times per year.

Treasurer

Create and implement diverse training programs to educate staff and faculty on red flags rules, credit card compliance, TouchNet web-based products, and endowment management. (Treasurer/SBS)

*Ongoing.

Environmental Health Safety and Risk Management

Encourage all staff members to attend workshops in their respective area of expertise.

Develop and deploy online training modules.

Provide specialized cross training for current staff to create a broad range of unique talents which could be utilized in the normal course of daily work efforts.

CONTINUE SAP POST-IMPLEMENTATION ACTIVITIES FOR THE FINANCE AND HUMAN RESOURCE SYSTEMS.

Financial Services

Migrate Financial Services shared data to a centralized Texas State file cluster to reduce maintenance and ensure backup and support. (FI MDC)

*The following departmental shares have already been migrated: Budget Office, Environmental Health, Safety & Risk Management, Purchasing, FIMDC, Payroll & Tax Compliance, and Accounts Payable. FIMDC is working on the remaining shares.

Create a Dashboard of performance indicators to identify, monitor, and manage Texas State’s preferred vendors. This Dashboard will include analytical information from both the BOBCATalog, SAP, and FacilityFocus systems. Dashboard information will identify opportunities to combine existing contracts and orders that could be combined into central contracts to achieve savings and an enhanced level of service. (Purchasing)

*Reports for SAP and BOBCATalog for purchases over $5,000 have been developed, Top 25 BOBCATalog vendors, and Supplier Spend Report are prepared and reviewed monthly to monitor and manage Texas State’s preferred vendors. Bi-weekly meetings are held with SciQuest to monitor progress and discuss new issues or updates.

Evaluate and improve documentation and retention for financial transactions including: journal entries, account set-up requests, service unit billings and other IDTs. The purpose of this initiative is to ensure accurate and complete financial accounting and reporting in compliance with Federal, State, Local, Board, and Regulatory Agency requirements. (General Accounting)
Developed a new Internal Sponsorship Policy, implemented GASB Statement 51, implemented a change in the methodology for preparing the Statement of Cash Flows, improved support for certain interdepartmental charges for goods and services to grants by assisting with the development of a Research Service Centers Policy, developed general billing procedures applicable to Research Service Centers and other non-SBS, non-OSP department/unit billings, and developed a new Agency Fund Policy. Identify, propose and develop policy enhancements and implement business process changes to support the research initiative at Texas State. This initiative will include design, development, and implementation of a new policy and process document to manage activities for Texas State Research Service Centers. (Financial Services)

Assisted with development Research Service Centers Policy, including creation of billing procedure and implemented GASB Statement 51. Identify, propose and develop policy enhancements and implement business process changes in Accounts Payable to support conducting business consistent with best business practices and to achieve greater efficiencies. (General Accounting)

Alignment of travel reimbursement policies to U.S. General Services Administration guidelines, assisted with the development of Research Advances Policy and related forms, developed Interim Financing Quarterly Reports, development of Direct Billing of Rental Vehicles procedure enhancements, and developed a new Agency Fund Policy.

Update - Additional policy changes include the identification of Designated Headquarters as the standard beginning and ending point for all mileage calculations, the requirement for a justification of the best value between mileage and rental vehicles, selection of approved rental vehicle classes, standardization and simplification of foreign currency conversion documentation, and a blanket and local travel draft policy and pilot program.

Identify, propose and develop policy enhancements and implement new business processes for the Materials Management Department to support conducting business consistent with best business practices and to achieve greater efficiencies. (Materials Management)

Completed the implementation of GASB 51 related to “Financial and Accounting documentation of Intangible Assets”. This impacted the information captured in our AFR Note 2 submitted to the State Comptroller.

Updated the Materials Management UPPS 05.01.02 “University Surplus Property” with new criteria relating to surplus property auctions and IT security issues and procedures for the disposal of surplus computers and other electronic assets with IT storage capabilities i.e. printers, copiers and cell phones. This was a coordinated effort with the IT Security Office to update language that addressed the rapidly expanding and complex electronic data security issues.

Supported the School of Nursing building and program that opened in September 2010 located at our RRHEC campus. We provided manpower that worked with the Director of Purchasing and School of Nursing personnel on receiving and distributing all of the supplies, equipment and furniture from June - August 2010. Property management personnel also completed all of the tagging and tracking of assets purchased for the School of Nursing.

We worked with Physics and the Facilities Warehouse to create a Memorandum of Understanding (MOU) relating to receiving freight directly at the Supple Science and Facilities Warehouse buildings. The processes to be followed by Physics, Facilities Warehouse and the Materials Management department in order to be in compliance with this MOU.


Update - Materials Management is now selling all University Surplus property on-line. There will not be a live Surplus Property Auction in 2011.

Update - Materials Management worked with Biology, ALERRT Services, and Housing and Residence Life to create Memorandum of Understandings (MOU) relating to receiving freight directly at their buildings. The MOU addressed the processes to be followed by these departments and the Materials Management department in order to be in compliance with this MOU. Departments attended a training session at the UDC to learn how about separation of duties and receiving freight sent direct to their location. They were taught how to submit a packing slip with their Goods Receipt (GR) notification to Central Receiving. They were also given information about the time frame in which the documentation needs to be submitted to Central Receiving in order to pay invoices in a timely manner, so as not to incur late charges. These MOU’s will be reevaluated every three years unless one of the parties wants to terminate the MOU.
*Update - At the end of FY 2011, Materials Management implemented the componentization of the School of Nursing Building and the new wing of the Family Consumer Science Building when they were settled out of Construction in Progress (CIP).

Fund the design, development, implementation, and maintenance of Radio Frequency Identification (RFID) asset tagging technology to improve the efficiency and effectiveness of tracking and reporting controlled and capital assets. RFID technology will improve inventory procedures and the maintaining of current asset locations. (Materials Management)

*Funded and hired a temporary worker from 9/1/2010 until 12/18/2010 to help with initial RFID tagging process. We have completed the tagging of all computer related assets in the JCK Building. We are working applying RFID tags to IT assets in other buildings when we go out on Monthly inventory spot checks. We are working with Technology Resources on getting a contract signed with Dell Computers for them to add RFID tags to computer refresh assets at their location before delivery to the university.

*Update - A contract with Dell computer was signed in July 2011 to add RFID tags to computer Refresh computers ordered by the University. Trial computer order sent in October 2011.

Identify, design, develop, and propose system enhancements to the SAP HR/FI Stakeholders Groups which address processing issues, external mandates, and reporting requirements. (Financial Services)

*Payroll & Tax Compliance submitted the following SAP Charters to the SAP HR/FI Stakeholders Groups for review and approval: SAP-11-0001-IRS 3% Withholding Requirement, SAP-11-0002-Child Support Garnishments Paid to State, and SAP-11-0003-TR5 Years of Service Rule Change. All were approved and have been moved to the active project list.

*The FIMDC did not submit any new project charters due to the redistribution of IT resources for the SIS implementation.

*General Accounting introduced charters related to Financial Postings with Adobe Forms and Interfaces for Internal Goods/Services IDTs. Additionally, General Accounting requested inclusion in the OSP Accounts Receivable & Billing charter when it was elevated to Highly Prioritized Status.

*Reviewed and enhanced underlying policies and procedures and then implemented a new Student Organization Accounting System to transition the Student Organization accounting from a stand-alone third party application to the agency fund within SAP. This project resulted in registered organization shifting to off-campus banking.

*Created an encumbrance process for research advances resulting in enhanced accountable for the departments utilizing research advances.

FSS Planning, Space Management and Real Estate

Transition Real Property records to SAP Flexible Real Estate Management module.

*Completed the migration for the University's Building and Room Inventory database, CBM011 report, and CBM014 report from S1032 (VMS) to SAP Flexible Real Estate Management.

*Migrated from ARCGIS to AutoCAD to manage and analyze digital floor plans.

Human Resources

Establish a Training and Organizational Development Section in Human Resources by transferring the Office of Professional Development to HR with appropriate level FTE staffing. Assignment of the Training and Organizational Development function in HR is routinely consistent with current HR theory and practice, and would facilitate providing consistent, focused training designed to equip the staff with the professional competencies needed for their current positions as well as enhance succession planning and career advancement.

*The Office of Professional Development has not been transferred to Human Resources.

*We have a Policy Statement provision in Section 1.02 of UPPS 04.04.03 Staff Employment which states “Texas State University-San Marcos is committed to providing greater opportunities for promotion from within and improving the upward mobility potential for Texas State regular staff employees.”

*HR continues to support more targeted and focused training opportunities to provide the skills and mentoring necessary to prepare Texas State staff for upward mobility per our commitment in our policy statement in UPPS 04.04.03.

Establish within HR and appropriately staff a temporary service program to provide a temporary labor pool to cover planned and unplanned short duration absences in university departments. Negotiation of temporary service contracts for temporary employees through third party providers and implementation of the provisions of UPPS.
04.04.22 Hiring Temporary Workers through Third Party Service Providers during FY 11 will be an interim step.

*Due to the continuing lack of funding for staff and resources, there has been no further effort to establish a temporary service agency at the University.

*However, as an alternative and interim measure, we have continued our efforts to negotiate lower bill rates with temporary staffing agencies in this general location who may be interested in doing business with Texas State. We are currently in the process of preparing an RFP for the purpose of soliciting proposals from area agencies for temporary staffing services. Once received, those rates will be placed on Bobcatalog and campus users will be able to place their orders online after comparing the pricing between agencies. Users will be assured of the best available rates and will understand exactly how much money these services will cost prior to placing their orders.

*An initial RFP was prepared in July but not not finalized. Purchasing has had difficulty providing time and resources for this project including working out billing procedure issues through Bobcatalog.

Reorganize the Employee Relations (ER) responsibilities within HR by securing a new Manager, Employee Relations position dedicated strictly to the employee relations function. The ER workload is extremely heavy and climbing, and it does not have a single dedicated position to handle it (currently shared by four HR staff including the Director). Texas State is the only HR department among the ten largest public universities in Texas that does not have a position dedicated strictly to the ER function.

*We have not added an Employee Relations position to our office.

*The employee relations workload continues to be extremely heavy with the bulk of the work falling on the Associate Director, Compensation. In FY 11 there were 33 actions consisting of 1 mediation, 17 official complaints, 10 grievances, and 5 EEOC complaints. There were well over 1400 contacts consisting of management meetings, employee meetings, management phone contacts, employee phone contacts, and responding to management and employee email traffic. As an interim measure we have shifted some of the workload to the Manager, Compensation, the Human Resources Analyst (Compensation), and the Director. The addition of a dedicated full time Employee Relations position remains the number one staffing priority for HR.

Provide senior management with real time direct access to key human resources management data through the HR Profile information resource residing in TRACS. This metric and analysis information will assist senior management to manage the human resources function and their human resources assets on the university and division levels.

*The HR Profile data source bank that provides real time direct access to key human resources data went live in December 2010 after a demonstration for members of President’s Cabinet.

*The data bank currently has 28 HR reports displayed in TRACS. The reports cover various data under headings representing HR’s core process areas. Access to the reports has initially been limited to certain senior division administrative staff as identified by each divisional vice president.

COMPLETE THE CAMPUS ERP MIGRATION THROUGH THE PROCUREMENT AND IMPLEMENTATION OF A NEW VENDOR SUPPORTED STUDENT INFORMATION SYSTEM.

Auxiliary Services

Must determine how Meal Plans will be used in the new SIS system. (Dining Services)

*Meal Plans will be selected using the new Housing Information System Adirondack. There are still some open issues that were previously handled through Student Business Services that we may not have the capabilities to do as we did in the past. It appears that some of these issues will not be resolved before the start of the fall 2011 semester and will result in some business practices being handled manually.

Financial Services

Financial Services departments will design and implement business process and technical enhancements to initiatives critical to support of the University’s strategic plan. Among the most relevant projects are: SAP Travel and Expense Module (TravelTracks), Advisory Board procurement initiative with collaborating institutions, support the design, development and implementation of the Research Foundation accounting structure and financial reporting design, and integration with the Comptroller’s new statewide ERP system. (Financial Services)

*Alignment of travel reimbursement policies to U.S. General Services Administration guidelines and various other policy recommendations to support the Travel and Expense Module implementation and assisted with defining business operations for the Texas State University-San Marcos Research Foundation and the development of the Foundation’s policy and procedure.

2-6-2012 25
Initiate a project to evaluate the vendor registration and maintenance business process and associated electronic systems. This will be a collaborative initiative working with the Purchasing, Contracting, Accounts Payable, and the College and Division business officers. (FI MDC, Purchasing, Contract Compliance, General Accounting)

*The Purchasing Department attended a demonstration of Supplier Management Solutions, a brand new module of our e-procurement provider, SciQuest.

Enhance the e-Procurement system to include analysis and update additional catalogs and to review the existing catalogs for performance. Initial focus of catalog review will include the following departments and commodities: Athletics, Health Professions, Student Health Center, Science, and university-wide Furniture and Equipment. (Purchasing)

*The Purchasing Department and the FI Master Data Center are in the process of bringing on Rockford Furniture, InfoLab for the Student Health Center, working with Adidas for Athletics; and we have joined the University of Texas Systems (called the UT Alliance) to reduce the scientific cost.

*Update - The Purchasing Office has decided to delay the joint effort with the UT Alliance in hopes that the College of Science can be more precise in who they wish to join BOBCATalog. If Texas State joins the Alliance, we lose all control and decision making abilities to UT.

Introduce BOBCATbids as the primary vehicle for preparing solicitations and receiving concise and accurate responses to advertisements for goods and services for the University. It will enable the Purchasing Office to electronically review and evaluate all bids for compliance and processing. (Purchasing)

*The testing process and the forms library were implemented in BOBCATbids. During this time, SciQuest purchased AECSoft, an e-sourcing company similar to Ion Wave, Texas State’s current company. Purchasing attended a demonstration on the new AECSoft software and it seems to be a more user-friendly product. Purchasing has been in contact with SciQuest to determine if Ion Wave will be supported after the migration and if anything was going to be done to migrate Ion Wave users to the new system.

*Update - The new software is available for purchase, but due to the lack of resources, this will not be made available during FY12.

FSS Planning, Space Management and Real Estate

Maintain and build spatial datasets (geometry & data attributes) for tracking all educational and administrative spaces with related organizational and occupant data.

Support strategic planning and decision making through visual and statistical analysis and investigations of space data.

Treasurer

*Student Business Services successfully completed the implementation of the new SIS system as well as the associated third-party products, Campus Loan Manager and TouchNet.

Educate and train end-users on the TouchNet Marketplace solution. This will allow campus departments to develop and maintain their individual E-Commerce applications in the future. (Student Business Services)

*Ongoing, with 20 sites completed.

Learn new Banner terminology and coding to have a successful implementation of the SIS project, which includes all third party solutions. (SBS)

*Terminology and coding have been put into production for Banner/TouchNet and the staff have been trained.

Create comprehensive training programs and re-evaluate processes to best implement the new system. (SBS)

*Training documents were developed to train the staff on the TouchNet and Banner products for A/R and third-party systems. These documents are reviewed and updated as necessary.

Eliminate the need to convert the small and inefficient Federal Perkins Student Loan Program by liquidating the program prior to the SIS implementation. (SBS)

*The Perkins Loan Program liquidation proposal was approved, and the transition is ongoing.

Develop a comprehensive write-off policy for various account receivable types related to student accounting to provide consistent and accurate reporting of these account. (SBS)

*Ongoing.

Other accomplishments (SBS).
*Implemented e-billing for student accounts.
*Successfully communicated the need for students to re-enroll in direct deposit in the new student system - resulting in over 14,000 students participating.
*Automated the short-term loan application process, which provides the funds to students on a more timely basis.
*Implemented a new emergency tuition loan application.
*Answered over 16,000 phone calls with limited staff resources, with some days exceeding 1,000 calls. This is a 425% increase over last August. Approximately 3,000 emails were responded to by SBS staff in August.

**ENHANCE AND EXPAND CAMPUS INFORMATION TECHNOLOGY SECURITY ACTIVITIES.**

**Human Resources Department**

Expand and exploit current and future SAP and other technologies to improve business processes. Specific identifiable technologies at this time include the SAP Learning Solutions module to track employee professional development and competencies attained, Business Warehouse to facilitate the storage and retrieval of human resources managerial information, SAP Employee Self Service (ESS) to increase and improve communication with employees through allowing employees expanded capability to update their personal records, SAP Manager Self Service (MSS) to grant expanded access to employee data to facilitate improving management processes including the electronic PCR, document imaging to improve storage of employee personnel files/records, and upgraded PeopleAdmin solution to improve our online employee application system.

*The expansion and exploitation of current and future SAP and other technologies to improve business processes has moved along at a brisk pace as evidenced by the following:
*Anticipate implementing PeopleAdmin version 7 spring 2012. We have not been informed of our implementation date by PeopleAdmin.
*Introduced a limited rollout to selected departments of electronic PCRs to campus in July in conjunction with the implementation of an upgraded MSS. A phased rollout to all campus departments is projected spring 2012.
*Enhanced existing data cubes in Business Warehouse for more flexibility. The flexibility and power of these enhancements are currently being demonstrated as the university is pulling data to respond to an Office of Federal Contract Compliance Audit (OFCCP) request received in April 2011.
*Currently utilizing Business Warehouse to generate several recurring, ad hoc, and HR Profile reports.
*Professional Development introduced the SAP Learning Solutions Module to campus in December 2010.
*Implemented ESS version upgrade with additional functionality in October 2010.
*Currently exploring document imaging application recently rolled out with the new Student Information System (SIS).
*Additionally, we have prepared and are now conducting four SAP training classes to include:
*Introduction to Understanding Organizational Management and PCR Processing in SAP
*Understanding Organizational Management in SAP - Managing Positions
*Understanding Staff PCR Appointments in SAP
*Understanding Student PCR Appointments in SAP
*Understanding the Electronic PCR Process

**Facilities Department**

*Custodial morning and night staff routinely checks doors in the buildings they service and enter any discrepancies or abnormalities into an online database. We developed an ACCESS Database to catalog these types of security breaches and worked with ITAC to make the data available to UPD. UPD now has access to this database and can coordinate our findings w/ their security rounds to better service the campus community.

**CONTINUE SUPPORT FOR STRUCTURED, STANDARDS-DRIVEN WEB COURSE DEVELOPMENT AND PROGRAMS THAT**
ENABLE FACULTY TO APPROPRIATELY INTEGRATE TECHNOLOGY INTO THE TEACHING-LEARNING PROCESS.

REDUCE DEFERRED MAINTENANCE IN EXISTING FACILITIES.

Facilities Department

Facilities Operations/Utilities Operations will produce recommendations on amount of resources needed to perform preventive maintenance in order to extend the life of components, seek to improve the reliability of the utility supply infrastructure by 10%, and conduct a customer satisfaction survey. (Facilities Ops/Utilities Ops)

*A comprehensive preventive maintenance program has been implemented and will continue to be expanded as additional equipment inspections and surveys are completed. A prioritized list of equipment repairs and replacements has been developed based on a thorough inspection and analysis of the condition and capability of existing equipment and infrastructure components. Resources have been allocated to accomplish high priority repairs.

*The Directors of the Utilities and Facilities Management departments have developed a detailed delineation of responsibilities clarifying who is responsible for the maintenance and operations of each of the various components of the utilities infrastructure. Allocation of manpower and funding has also been determined and reallocations are being coordinated with the Budget office to ensure the budget aligns with the M&O responsibilities of each department.

*Metrics are being developed and data will be gathered to track and trend various operating and performance measures to create benchmarks and to compare with performance measures obtained from peer institutions and comparable industries.

Facilities Operations/Utilities Operations will replace and improve at least 500 ft. of the underground piping infrastructure for Steam and Condensate, to meet the commitments made in the response to the sanitary sewer NOV, and complete planned utility infrastructure studies. (Facilities Ops/Utilities Ops)

*The new 12 inch steam line and 6 inch condensate line was replaced between the Cogen Tunnel and the Bus Loop Turn-around representing about 800 feet of steam and condensate lines along Pickard Street. This action was completed 6 months ahead of schedule and satisfactorily completed one of the action items of our consent agreement.

Facilities Operations/Utilities Operations will also ascertain the condition and reliability of the infrastructure, identify the probable failure modes and time-to-failure of equipment, and establish a baseline of statistics for the operational efficiency of the infrastructure. (Facilities Ops/Utilities Ops)

*The initial equipment assessment efforts were completed in 2011 in conjunction with support for the Bath Engineering consultant. A prioritized list of equipment was developed and the high priority repair and replacement requirements have been accomplished or are being implemented. The inspections and assessment of equipment and utilities systems will continue to be scheduled and accomplished as part of the ongoing preventive maintenance program.

*Efforts are ongoing to incorporate probable failure modes and time-to-failure assessments in the preventive maintenance program. Metrics are also being developed and meters are being installed to gather data for future use in monitoring the system and measuring performance.

Facilities Management will focus on devoting about 15% of manpower and M&O resources to preventive maintenance work in order to extend the life of components, improve the reliability of the infrastructure, and improve customer satisfaction. (Facilities Management)

*Developed man hour tracking reports for the Shop Supervisors to track work order completion. Initial trends indicate supervisors are allocating about 13% to 15% of their available manpower to preventive maintenance tasks.

*Implemented weekly schedules to assure time was allocated for PM work orders. Initial indicators show that the amount of manpower allocated to PM activities has increased by about 5%.

Facilities Management will overhaul its preventive maintenance programs, improve tracking of repeat service calls in the same area to identify and resolve chronic problems, and develop meaningful metrics for shop performance. (Facilities Management)

*Instituted a program to upgrade the existing PM work order templates in Facility Focus CMMS to verify the time required for each work order.

*Upgraded the priority of PM work orders to assure they were performed once generated.
Facilities Management will develop and implement a procurement strategy that will be in full compliance w/ all legal and regulatory procurement requirements and will provide end users with materials and services on a timely basis. (Facilities Management)

*Established a program of “shop” buyers where each shop is assigned a buyer and an alternate. Program allows buyers to develop expertise in the materials they procure and has resulted in improved material turn-around time thereby contributing to improved productivity, less time lost waiting for materials to arrive, and improved service to the end user.

*Established and filled a new Assistant Director Facilities Management for Procurement position. Incumbent has initiated a formalized training program for purchasing staff; developed standard operating procedures for buyers and is currently developing a procurement manual for all facilities staff members to follow.

*Instituted a policy that all facilities purchasing/procurements must be routed through the designated buyers so that we can ensure compliance with applicable laws, policies, and procedures.

ENSURE COMPLIANCE WITH STATE FIRE MARSHAL REGULATIONS AND COMPLETE RENOVATION PROJECTS AS OUTLINED IN THE FIRE MARSHAL’S AUDIT REPORT.

IMPLEMENT NEW PROCESSES OUTLINED IN SACS PRINCIPLES OF ACCREDITATION TO ENSURE COMPLIANCE WITH STANDARDS, WHILE CONTINUOUSLY IMPROVING OVERALL EDUCATIONAL QUALITY.

ESTABLISH A COORDINATED ASSESSMENT PROCESS THAT ASSISTS UNIVERSITY STAKEHOLDERS IN MULTIPLE ASSESSMENT ACTIVITIES, INCLUDING STRATEGIC PLANNING, STUDENT LEARNING AND SUCCESS, AND PROGRAM EXCELLENCE.

EMPLOY ANNUAL BUDGET PLAN TO ADDRESS ALL STRATEGIC PRIORITIES.

Facilities Department

Optimize the use of resources (i.e., time, manpower, budget, physical plant assets, etc.) throughout the organization by developing metrics and comparing with comparable industry benchmarks. (Facilities)

*The Facilities Safety Committee completed an in-depth analysis of Accident/Incident reports from 2004 through 2010 for the entire Facilities organization. The results are being used to identify trends, develop and implement corrective measures, and offer training classes that will assist us in reducing the frequency and severity of accidents, injuries, lost time, and costly claims.

*TRENDS: *About 48% of all injuries involved employees with less than 2 years’ service. *There is a positive trend in compliance with reporting of all accidents/incidents which results in greater visibility of injury rates and improvement in the care being offered to our employees. *About 56% of all injuries involve employees over age 50 - illustrates the aging of the Facilities workforce due to longevity among other factors. *Causes of back injuries were split - 33% over-exertion, 33% normal exertion or repetitive activity, and 33% slips, trips and falls.

*SOLUTIONS: *Increased collaboration between Facilities managers and experienced line staff with new line staff. *Increased collaboration between Facilities and EHSRM and SORM to expand the collection of data in the future to implement corrective measures to reduce accidents and injuries. *Several initiatives are under consideration such as revamping training to make it more relatable for the employee, involving the employees in efforts to find solutions, using safety as criteria of measure for performance evaluations for both managers and line staff. *The most costly type of injury (back injuries) is caused by factors that can be reduced through the awareness of those causes, possible Occupational pre-employment testing and revamping procedures and re-training.

*Custodial Operations purchased a riding vacuum cleaner to enhance the efficiency of cleaning large sites such as ALKEK Library thereby improving the utilization of our limited manpower.

*The custodial department has obtained space to create a mini warehouse for supply storage allowing one month’s supplies availability which greatly improved the ability to keep our buildings properly stocked.

*Custodial Operations finished training and setting up the RFID system for inventory control and did tag and register all vacuums on line by April 2011.
Custodians Productivity: scheduled hours 215280 - leave hours 29687 = 185593 hours of productivity of 86%. The department had a 76% active Custodian staffing with a 24% vacancy rate for FY2011.

*In order to maximize resources for Facilities, Custodial Operations routinely shares our one ton lift truck and 2-man genie scissor lift with other Facility shops.

*The Custodial Operations Day shift provided services for 20 paid events throughout the year using volunteers for a total of 200 hours per person for 10 FTE’s (2000hrs overall), over and above their 40 hour work week.

*Custodial employees received Employee of the Month recognition from the FSS division for January and February of 2011 with nominations from their customers.

*The Utilities management structure was completely revamped in order to improve the oversight, accountability and operations of the Utilities department. The change has already resulted in several procedural and process changes that dramatically improved the reliability of the utilities in a very short time frame. Our daily working relationship with other university departments as well as regulatory agencies (e.g., TCEQ, City of San Marcos, and SORM) has noticeably improved. *Findings and recommendations noted in the Bath Management and Technical Audit will continue to be refined and implemented in the coming months. *Performance metrics and benchmarks will be identified and are planned to be in place for FY2012.

Improve the efficiency and effectiveness of facilities management and operations and the reliability of the utilities infrastructure. (Facilities)

*A new Director of Utilities Operations was hired in Jan 2011. The organization structure and the staffing criteria are in process of revision to provide efficient and effective management and leadership.

*Major utility outages required to accomplish critical repairs and deferred maintenance tasks affecting the power, steam and cooling systems were meticulously planned by the new management team and successfully executed over the Christmas break. This was another significant accomplishment for this fledgling management team consisting of Carl and Mario who had about 6 weeks in which to plan, coordinate, schedule and execute these expensive repair and maintenance activities requiring multiple simultaneous utility outages and coordination with a multitude of customers, several Facilities Management and Utilities shop personnel, and various outside vendors and support contractors (a feat that had not previously been possible with the previous management team of 5 individuals).

EFFECTIVELY UTILIZE ALUMNI TO INFLUENCE AND GENERATE HUMAN AND FINANCIAL CAPITAL OPPORTUNITIES.

ASSESS THE NEEDS AND OPPORTUNITIES TO REFINE ALKEK LIBRARY UTILIZATION TO IMPROVE SUPPORT FOR THE ACHIEVEMENT OF FACULTY AND STUDENT INSTRUCTIONAL AND RESEARCH OUTCOMES.

ENSURE REGULATORY COMPLIANCE, ENVIRONMENTALLY RESPONSIBLE PRACTICES AND THE EFFICIENT USE OF ENERGY AND WATER RESOURCES.

Auxiliary Services
Renovation of Dining Facilities will ensure those areas meet or exceed the State Fire Marshall Regulations. (Dining Services)

Environmental Health Safety and Risk Management
A Virtual Asset Tracking program that uses both barcode scanning and RFID capabilities has been instituted to inventory safety equipment; fire extinguishers, emergency exit lighting, fire alarm systems. Each item on campus is identified by serial number, type, location in a database. Inspections occur monthly with an annual certification performed for each.

Facilities Operations/Utilities Operations will help revive Energy Conservation efforts and develop a strategy to raise awareness of energy conservation opportunities such as turning off lights, closing open windows, adhering to space temperature guidelines. Etc. Will also install utility meters to track power and thermal energy consumption and to help establish a baseline for energy savings initiatives. (Facilities Ops/Utilities Ops)

*The Energy Conservation Committee met in October 2010 and engaged in a lengthy discussion of campus energy consumption trends, energy conservation initiatives, use of alternative and renewable energy sources, metering, and outreach initiatives. The committee was pleased with the information presented
and offered recommendations to expand or enhance outreach and communication efforts.

*The placement locations of various types of meters have been identified as have the types of meters that will provide the desired consumption and system efficiency data. Meters will be installed commencing in late April in Res Life buildings followed by installation of meters in the rest of the high priority campus buildings.

Facilities Management will assess the benefits of purchasing electric and alternative fueled trucks and vans as part of an ongoing effort to save energy, reduce our carbon footprint and promote sustainability initiatives. (Facilities Management)

*Worked with Clean City Fuels to bring E-85 to San Marcos; station opened in October; we mandated that the University’s 31 E-85 capable vehicles use E-85. Not only does this lower our emissions profile but it also results in a reduction in fuel costs.

*Purchased two all-electric vehicles to assess their capabilities and evaluate whether they could handle the hills at the University. So far the vehicles are performing well and we will continue to purchase more electric vehicles.

Facilities Management will assess the benefits of purchasing small 4-cylinder crossover vehicles to replace full size 8-cylinder pick-ups where possible. (Facilities Management)

*Purchased 9 small 4-cylinder (E-85) crossovers to replace larger 6 and 8 cylinder gas powered trucks/vans.

Custodial Operations will assess the use of resources (i.e., time, manpower, budget, physical assets, etc.) throughout the organization and compare with comparable industry benchmarks. (Custodial Operations)

*Queried other universities to obtain additional information to support discontinuation of the vending operation of feminine hygiene products thereby realizing a savings of approximately 6245.60 per year in time, manpower, budget and physical assets.

Custodial Operations is dedicated to continuing the promotion of sustainability initiatives through the use of chemicals (e.g. fewer and green), equipment (e.g. electric vehicles, riding machines vs. manpower), supplies (e.g. microfiber) and procedures (e.g. timesaving, ergonomics) ever mindful of the most effective and efficient utilization of all fiscal resources. (Custodial Operations)

“We are currently engaged in a revision of Campus Construction Standards that engage Custodial Operations in providing chemicals to contractors for all floor finishing jobs. This allows us to control the consistency of products used as well as assuring compatibility with our green cleaning products at the university.

As of the end of FY2011, we are using 98% “green chemicals“ in our academic buildings. We have supplied 98% of the academic buildings with microfiber mops, towels and sponges.

Reduced chemical inventory by 37%.

*Installed manual foam soap dispensers in 84% of the academic areas on campus. Foam soap dispensers are not breaking or being vandalized, the foam is more cost effective and lasts longer saving labor hours and product cost as well as being a “green” product.

“We have continued to convert hard floor space to “green” products and finishes throughout the campus for safety, the environment and LEED points. To date we have added 65,087sq ft to our FY10 total of 76,457sq ft for a total in FY2011 of 141,544 sq ft.

“Converting to “green” floors can also be accomplished by the process of grinding and polishing of floor surfaces as it then requires no chemicals to service. To date we have added 1557 sq ft for a total in FY2011 of 7077 sq ft.

*After 20 years of neglect as a laundry facility, Custodial was asked by the Jowers Facility Manager to refinish 4850 sq ft of terrazzo floor space (rather than contracting it out) in the newly renovated Biomechanics Sports Lab due to our excellent reputation within his area. Not only were the results “green”, visually they far exceeded anyone’s expectations.