The Finance and Support Services Division in support of the University's mission is dedicated to providing outstanding customer service and a challenging and satisfying work environment while ensuring the efficient and effective use of financial, human, and physical resources.

Finance and Support Services has enjoyed significant success during the past several years. Our organization has met challenges with commitment and skill. In support of the University’s goals, the division has three goals. Listed below each goal statement are most of the many accomplishments completed through 2008. These accomplishments are a direct result of the hard working people in Finance and Support Services.

1. **Enhance our customer service focus by continuously reviewing our core processes and implementing new services.**

   **Improved core processes**
   - Re-established the Division Priority Sub-Committee and implemented new procedures. (VPFSS Office-Planning)
   - Updated Campus Design Guidelines and Standards of Construction. (Facilities)
   - Implemented new computerized vehicle inspection software that provides real time updates to the Department of Public Safety databases. (Facilities)
   - Created checklists for monitoring the construction administration process. (Facilities)
   - Continued work with University Archivist to update the document retention schedule for relevant University Human Resources records and identification of a priority order of records that could be imaged. (Human Resources)
   - Collaborated with IT and UA to include retirees and emeritus titles in the online directories (CatsWeb and People Search). (Human Resources)
   - In collaboration with University Attorney researched and wrote a new staff employee drug testing policy. (Human Resources)
   - Developed and implemented a checklist for requesting and processing organization changes in SAP. (Human Resources)
   - Published an online organization change request form for supervisors (Human Resources)
   - Enhanced the efficiency and reporting timeliness of a comprehensive background check program for regular staff employees. Retained new vendor, “HireRight.” Also developed a monthly Criminal History Tracking Report to monitor background check activity and results. (Human Resources)
   - Conducted use analysis and deleted 100 unused titles from the University Pay Plan. (Human Resources)
   - Initiated and continued studies/analyses to enhance reporting including expansion of available termination codes for turnover analysis, query construction for headcount/FTE counting, and a gender equity analysis for the Council of Women. (Human Resources)
   - In conjunction with Council of Women gender equity analysis, reallocated titles between the Administrative and Professional EEO employee categories. (Human Resources)
   - Initiated work on an Employee Relations Checklist for HR staff to ensure grievants and complainants have received all required information/instructions/forms to file a grievance or complaint. (Human Resources)
   - Designed and implemented a secure computer back-up strategy for HR information which features encryption of HR data. (Human Resources)
   - Enhanced a new secured e-commerce payment site through our POS system provider, MBS. (University Bookstore)
   - Continued to expand the usage of the Bobcat Bucks Program to additional off-campus locations and currently have the program accepted in over 55 locations in San Marcos. (Bobcat Bucks/ID Services)
   - Continued the departmental paper re-sale program using a HUB vendor that provided over $100,000 in HUB credit. (Printing, Copier and Mail Services)
   - Added 4 additional laps to the Austin route to satisfy demand. (Shuttle Bus Services)
• Completed Information Systems security risk assessment report for FSS file server. (Student Business Services)
• Revised production process flow for financial aid residual balance disbursements to be consistent with the tuition and refund disbursement process resulting in financial aid disbursements to the students at least one day sooner. (Student Business Services)
• Revised the laboratory inspection program by conducting inspections of each laboratory on monthly basis. (EHS&RM)
• Enhanced the Occupational Health and OSHA compliance programs by conducting daily visits to those areas where the highest number of personal injuries have occurred and providing consultations and training as needed to supervisors and the injured employees. (EHS&RM)
• Conducted fire safety training for staff and students (RA’s) of Residence Life at the beginning of each semester. (EHS&RM)
• Coordinated with and assisted in the safety training for all of the custodians who work on campus. (EHS&RM)
• Achieved compliance of 95% of the State Fire Marshal report. (EHS&RM)
• New account request process reviewed and revised. (FI Master Data Center)
• Automated the employee vendor creation process, considerably decreasing the turnaround time of these vendor setups (FI Master Data Center)
• Provided training to various departments about vendor set-up and creation of new accounts in addition to one-on-one trainings (FI Master Data Center)
• Quarterly reviews of 1099-MISC recipients and process documentation have improved the overall process (FI Master Data Center)
• Roll out of SDOL P-Card on-line access for approximately 30 departments and 300 cards (Purchasing)
• Developed the roll out of the new office supply contracts which utilized HUB Mentor-Protégé partners of major office supply contractors. (Contract Compliance and Purchasing)
• Developed form letter describing the post-award HUB Subcontracting Plan (HSP) responsibilities of the awarded Vendor and the department charged with administering the contract or PO. (Contract Compliance, HUB Outreach Program)
• Drafted guidelines for the solicitation and execution for off-campus leases. (Contract Compliance)
• Established a new Purchasing Policy (Purchasing/Contract Compliance)
• Assisted Work List requisition approval process for account manager approval in SAP (Purchasing)
• Purchase Orders now have automated signatures for purchases under $25,000. All purchases greater than 25K are reviewed to ensure regulatory compliance. (Purchasing)
• Fundriver project was implemented improving the management of endowment funds. (Financial Reporting and Treasurer)
• BI/BW project was launched and is in progress. (Financial Reporting)
• Process international wires online through Wells Fargo’s CEO web program thus reducing the number of checks issued and reducing trips to the bank (Accounts Payable)
• Interface uploads were created and put into production for the JPMC Travel Central Billing Account and the Travel Declining Card Account (Accounts Payable)
• Travel reimbursements are now consistently processed within 12 working days. (Accounts Payable)
• Major update for account changes and uploaded to SAP for COOL and SDOL. (Purchasing)
• Collaborated with Office of Sponsored Programs on preparing a basic contract training seminar for PI’s. (Contract Compliance)
• Ongoing employee enrollment in direct deposit of payroll checks resulting YTD in 96.2% participation in direct deposit for those paid monthly and 83.4% for those paid semi-monthly (Payroll and Tax Compliance)
• Improved ACH file submission procedures. (Payroll and Tax Compliance)
• Implemented a daily process to check for State Comptroller’s Holds (FI Master Data Center)
• Enhanced and updated operating guidelines for the FI Stakeholders Group in order to improve SAP financial systems while maximizing limited institutional resources; (AVP Financial Services Office)
  ▪ Oversaw implementation of a new Project Management System promulgated by the Information Technology Division,
  ▪ Enhanced the protocol to identify high priority financial system improvements and new module implementation,
  ▪ Established protocols to encourage end user department participation in development and prioritization of project charters
• Revised the installment payment plan percentage due for long semesters from 50%/25%/25% to 30%/35%/35%. (Student Business Services)
• Converted short term loan repayment receipting to SARS application which allows students inquiry access to transactions. (Student Business Services)
• Enhanced processes: tuition Adjustment program to make TA entry and revision process better, Tuition & Fee refund process changed to reduce over awards for athletic scholarships, changed end of day reporting to reduce reconciliation issues, and Bobcat Village rent payments now processed through SBS (Student Business Services)
• Reviewed cashflow and banking activity, adjusting accounts and adding services as needed. (Treasurer)
• Reviewed policies/procedures for endowment restricted accounts, allowing accounts to earn interest income prior to being spent. (Treasurer)
• Expanded the Additional Duty Safety Officer (ADSO) program by adding more than thirty new ADSO’s, bringing the total to 110 and also conducting annual training for each. (Environmental Health Services Safety and Risk Management)
• Expanded landscape maintenance contracting to meet the needs of the campus. Require contract mowing to be done as much as possible on weekends to minimize disruption during the week. Increased use of roll-off dumpsters during resident hall move-ins and move-outs to accommodate large volumes of trash (Facilities)
• Streamlined the process for committing funds for FPDC Special Projects, saving several steps and days in awarding construction contracts (Facilities)
• Began conversion of E&G buildings to environmentally friendly green cleaning chemicals (Facilities)
• Improved Facilities computer network availability by consolidating servers and routers into a centralized systems control office. Improved reliability of network operations. Enhanced physical security of network hardware assets. Saved university funds by freeing up space to accommodate growing FPDC staff. (Facilities)
• Opened a front desk area to improve visibility to Accounts Payable. Improved the entry and processing of invoices (with and without purchase orders) to reduce interest and to reduce overtime during critical times (Christmas and Spring Break). (Financial Services)
• Through the collaborative efforts of Purchasing and Accounts Payable, improved the procurement process for rental car vendors (Enterprise Rent A Car and Advantage Rent A Car) to expedite rentals and payment of the same. (Financial Services)
• Began vendor master clean-up, 10,500 inactive vendors were marked for deletion. (Financial Services)
• FI Master Data center was established and staff in now in one location. Completed REQ to CHECK manual for campus. Created training CD for campus including Req to Check, PCard, COOL and HUB. PCard training manual was updated and refresher course established. (Financial Services)
• Titles for surplus vehicles were transferred to the individuals who purchased them on the actual day of the auction. (Financial Services)
• The e-payment fee was eliminated in April, 2007 resulting in increased usage of web payment. (Financial Services)
• Student Business Services worked collaboratively with Residence Life to revise the Emergency Housing Loan process. (Financial Services)
• Student Business Services revised the process for internal billing on tuition adjustments, eliminating the need for checks to be prepared. SBS revised the state refund reimbursement process to eliminate the overdrafts to “Bank17.” SBS reorganized the loan fund account coding to facilitate automating the AFR. (Financial Services)
• Continued work with President’s Cabinet and divisional vice presidents to implement a market driven pay increase for Texas State employees to be effective June 1, 2007.
• Implemented a comprehensive validation program for job titles requiring degrees and employee testing. (Human Resources)
• Outsourced the University’s mediation program to the Dispute Resolution Center of Travis County. (Human Resources)
• Implemented as recommended in UPPS 04.04.03 “Special Staff” hiring procedures for employment of individuals in a regular status but for a defined period of time. (Human Resources)
• Coordinated with the Student Health Center to transition new faculty and staff work-related injury cases from Student Health Center treatment to other providers in the San Marcos area. (Human Resources)
• Combined Benefit Replacement Pay (BRP) into base salary and created eligibility records. (Human Resources)
• Implemented a six month automatic “application expired” purge of applications in the EASY system. (Human Resources)
New services will be implemented to meet the needs of our customers

- Began work with Technology Resources to implement a new ERP Space Management System that is web based (VPFSS Office-Planning)
- Contracted out testing of fire alarm and protection systems as of September 1, 2008. (Facilities)
- Grounds Operations developed and implemented a plastics recycling project which processed 8.82 tons in FY 08. (Facilities)
- Added Walk-up Coin Copiers and Laundry in our Residence Halls summer 2008. (Bobcat Bucks/ID Services)
- Opened the Wells Fargo branch and added full teller service in June 2007. (Bobcat Bucks/ID Services)
- Opened Stubb’s Bar-B-Q in Jones Diner making it the first franchise for the Austin Restaurant. (Dining Services)
- Contracted to open an Einstein’s Bagel shop on campus at the Den in fall 2008 and a full-service Starbucks will replace the current Proudly Brew concept currently in the LBJ Student Center. (Dining Services)
- Card Readers installed for use at football games starting with the August 30 game to authenticate and record students attending our athletic events. (Auxiliary Services)
- Students and the general public can now buy tickets for the Austin and San Antonio routes. Tickets can also be purchased at HEB. (Shuttle Bus Services)
- IFRS report prepared and submitted within deadlines. Extensive research required to revise fee reporting to reflect current Coordinating Board definitions of mandatory and discretionary. (Student Business Services)
- Institutionalized per course faculty growth factor. (Budget Office)
- Implemented inflation factor for Operating (non-salary) increases. (Budget Office)
- Assisted in sponsoring a new HUB Mentor-Protégé relationship by Texas State. (Contract Compliance)
- Departmental receiving via SAP placed in production. (Student Business Services)
- Implemented various enhancements to meet state requirements, allow for additional web payment opportunities, better reporting, and more self-service applications. (Student Business Services)
- Completed RFP/implementation for ATM – Athletics and conversion of banking ATM at LBJ Student Center. (Treasurer)
- Discover card acceptance implemented. (Student Business Services)
- Secured software to produce University organization charts. (Human Resources)
- Implemented formal Work Life program with designated full time Work Life Coordinator. (Human Resources)
- Secured President’s Cabinet approval and support for an Administrative Assistant training course. (Human Resources)
- Negotiated and secured a Relocation Services Agreement with Global Mobility Services of Phoenix, AZ to provide no cost relocation services to new Texas State faculty and staff. (Human Resources)
- Initiated and secured Jobelephant service agreement for recruitment and advertising service in I-35 Corridor for various print media at a projected 25-30% cost savings for recruitment and advertising placement costs. (Human Resources)
- Completed and implemented a credential verification process for all staff positions that require state, federal, and other licensing to hold the position. (Human Resources)
- Developed new reports in SAP which included wireless allowance, payroll deduction for Campus Recreation Membership fee, daily leave balance, payroll results report, position analysis report, organization chart construction, and BW queries for comparison of state of Texas HRIS and Texas State EEO data. (Human Resources)
- Developed budget on SAP featuring BEx Analyzer and portal. (Budget Office)
- Developed and implemented a hazardous waste management and chemical handling training program for faculty, staff and students who work with and handle chemicals in a laboratory and industrial environment. Included in this program was hazardous communication (HAZCOM) training. (EHS&RM)
- Developed and implemented a Bio-Safety program for faculty, staff and students who work with biological agents. (EHS&RM)
- An Institutional Bio Safety Committee was formed to monitor human pathogens, select agents and plant pathogens. This is a cooperative effort with Office of Sponsored Programs, Researchers and EHS&RM. (EHS&RM)
- Developed, implemented and conducted a Student Employee Safety Orientation training program for each student employee. (EHS&RM)
• Developed and implemented a fire extinguisher inspection and maintenance program whereby all of the fire extinguishers on campus are identified by serial number, type and location in a database, inspected monthly and an annual certification performed for each. (EHS&RM)

• Developed a database for tracking the identification, location and operability of Emergency Lights and Exit Signs on campus. (EHS&RM)

• Launched an IAQ (Indoor Air Quality) preventative maintenance program. (EHS&RM)

• Successfully set up several safety programs at the Round Rock Campus to include safety training, fire drills, and AED (Automated External Defibrillator) training. (EHS&RM)

• Completed a charter for the new Office Product initiative in conjunction with our existing mentor/protégé program; i.e. Staples/Summus and Office Max/Lone Star. (Purchasing)

• Worked with the FI competency center to establish “buckets” for HUB vendors which ties them back to existing RFQ’s. (Purchasing/Contract Compliance)

• Hosted the vendor/travel show in October and May with 31 vendors and approximately 250 in attendance. (Purchasing and Accounts Payable)

• Implemented a new supply order policy within the purchasing office. (Purchasing)

• Awarded students who use Bobcat Bucks for Bookstore purchases a 5% discount on most purchases including textbooks. (Auxiliary Services)

• Formed a partnership with the San Marcos Fire Department resulting in 1) fire safety training for staff and students (RA’s) of Residence Life at the beginning of each semester with the primary focus of providing instruction about emergency evacuation, emergency response and fire fighting procedures, 2) monthly visits to the campus for building familiarization to enhance the emergency response process, and 3) access to a variety of sampling and testing equipment by Environmental Health, Safety and Risk Management to be used to respond to health and safety situations on campus. (Environmental Health Services Safety and Risk Management)

• Awarded two Indefinite Quantity contracts to engineering firms which will be used to expedite the design process for emerging requirements. Both awardees are HUBs (Facilities)

• Investigated new technologies in HVAC design with the intention of updating construction standards to include new energy savings technologies (Facilities)

• Developed new Facility Focus interface package to allow Macintosh users to access Facility Focus. Developed and field testing e-mail notification system to provide customers near real time notification of status changes on Facility Focus work requests. (Facilities)

• Implemented new gasoline credit card system. Issued over 200 credit cards, developed billing systems to properly bill customers across campus. Developed new reports for customers to enhance their ability to reconcile fuel bill and spot potential fraud. (Facilities)

• TSUS payment compliance project implemented (47% vendors in compliance, 1100 vendors signed up for payments by ACH. (Financial Services)

• Implemented new process to send international wire transfers for travel abroad, saving a trip to bank to process manual check. (Financial Services)

• Student Business Services implemented the Graduate Teaching Assistant Tuition Adjustment which required programming for new functionality and was completed in short time frame to accommodate need for training for Graduate Teaching Assistants required by SACS. Implemented Electronic Course Fee and International Operations Fee in fall, 2006. The off-campus fee was eliminated as of summer 2007 and programming for the change was completed and tested in time for the summer bill production in April. The programming for new athletic fee and elimination of course fees for the fall 2007 semester has been completed. SBS implemented an automated Excess Hours economic hardship waiver to comply with Coordinating Board rules. (Financial Services)

• Student Business Services implemented EFT (direct deposit) for tuition and fee refunds and financial aid residuals in October, 2006 with a web based self service application for enrollment in the service. (Financial Services)

• Student Business Services assumed responsibility from Admissions for review and approval of nonresident tuition waivers for Student Employees, Competitive Scholarship Recipients, Active Duty Military and Adjacent County residents. SBS updated forms and procedures, notified departments and students, and provided training for staff. Students now deal with just one office instead of two. (Financial Services)
• Student Business Services collaborated with Financial Aid Office in the design, testing and implementation of on-line application and electronic promissory note for the Emergency Tuition Loan Program (ETLP). (Financial Services)
• Student Business Services assumed responsibility for the Integrated Financial Services Report required by the Texas Higher Education Coordinating Board. Reporting parameters changed significantly this year and SBS worked with THECB to incorporate the revisions and complete the report within deadlines. (Financial Services)
• Student Business Services automated the application fee payment for common applications resulting in more efficient process for Admissions and Graduate College. (Financial Services)
• Student Business Services set up a SharePoint site to assist in prioritizing and managing projects for SBS. (Financial Services)
• Email billing notices for Emergency Tuition Loans (ETLP) were implemented. Student Business Services reassigned 31 defaulted Perkins accounts to the Federal Government. Collections completed a reconciliation of all comptroller warrant holds for the first time and implemented a process for annual reconciliations. (Financial Services)
• Contract Compliance coordinated the execution of a discounted ad rate contract with San Marcos Daily Record which will allow departments placing ad inserts to realize a 25% discount over what they had previously been spending on ads. Contract Compliance coordinated the establishment of a group purchasing agreement with HPPI for the Student Health Center for healthcare related purchases. (Financial Services)
• Implemented an extensive criminal history background check program for regular staff employees utilizing a third party vendor as recommended in the new Background Check UPPS. Also initiated criminal history background checks for non-student non-regular staff employees utilizing the Texas Department of Public Safety database. (Human Resources)
• Implemented a conscribed email list for Department Heads and Administrative Support Staff. Also worked with IT and University Advancement to create a conscribed email list for faculty and staff retirees. (Human Resources)
• Implemented the Opt-Out Credit as directed by ERS for employees who waive health insurance coverage. (Human Resources)
• Presented two Managing @ Texas State courses for staff, designed an academic version of the course at the request of the Provost for Deans and Chairs, and identified initial delivery dates of the academic course to be in September 07. (Human Resources)
• Created a new report to assist department heads and time administrators in tracking of time not reported by employees (ZNOTIME). Created a new, more flexible and comprehensive report on retirees for University Advancement. (Human Resources)
• Implemented a Roth 403b retirement/savings option under Tax Deferred Accounts (TDA). (Human Resources)

The organizational structure and processes of each FSS unit is deemed as meeting the needs of its customers and is supportive of the university mission.

• Reassigned off-campus leasing responsibilities from the Director of Contract Compliance to the Real Estate Specialist. (VPFSS Office-Planning)
• Implemented the Master Data Center for staff and student PCR processing (which number about 11,000 PCR’s per year) and centralized organization changes within SAP. (Human Resources)
• Took ownership from IT Division for monthly State of Texas HRIS reporting to the State Controller’s Office. (Human Resources)
• Evaluated and reorganized the Financial Services Group to enhance service, improve compliance, and lower risk; (AVP Financial Services Office)
  o Re-established the Purchasing Department with the Director of Purchasing reporting to the Associate Vice President resulting in reduced risk of compliance failure and strengthened fiduciary oversight,
  o Established the FI Master Data Center Department with the Team Lead Systems Analyst reporting to the Associate Vice President resulting in strengthened coordination of financial master data,
  o Established an Assistant Director position in the Payroll Department resulting in enhanced management oversight and support of Payroll operations,
Focused the Director of Accounting position on Accounting, Accounting Operations, Financial Analysis and Financial Reporting resulting in strengthened financial oversight, enhanced financial decision support systems including analysis and reporting

Transferred the Tax Specialist position to Payroll

- Reclassified a vacant Administrative Assistant II position to a new Warehouse Worker position which would work in the Moves and Events office. (Materials Management)
- Director of Contract Compliance assumed responsibility as Agency HUB Coordinator for the Texas State HUB Outreach Program. (Contract Compliance)
- Financial Services was reorganized. Positions were reviewed to determine if the duties were in the correct office. A Contract Compliance office was created. Purchasing was moved under Accounting. Payroll and Student Business Services became independent offices no longer reported to Accounting. A new position of Treasurer was created and filled. (Financial Services)
- Assumed responsibility of the following programs from Facilities Services: Asbestos, Indoor Air Quality, Mold and Lead. Assumed the responsibility for the administration of the insurance and loss prevention programs on campus and for coordinating each of the programs with the State Office of Risk Management. (Environmental Health Services Safety and Risk Management)

Assessment is used for continuous program monitoring and improvement

- Revised and distributed FSS Division Satisfaction Survey (VPFSS Office)
- Revised and distributed Environment and Facilities Survey (VPFSS Office-Planning)
- Conducted a Work-Climate Survey within the Facilities Department and the discussed the results with supervisors and employees. (Facilities)
- Completed self-study documentation for FSS Division Peer Review (VPFSS, Planning, Facilities, Financial Services, Budget, Auxiliary Services, EHS&RM, Treasurer, Human Resources)
- Custodial Operations implemented a customer service survey online through the Custodial Operations website. (Facilities)
- Conducted post course surveys of Managing@TXSTATE and Managing@TXSTATE for Deans and Chairs participants to evaluate the quality and relevance of course content. (Human Resources)
- Assessed the office’s peak hours. As a result we were able to better utilize the student workers and lower the number of overall student worker hours from approximately 50 hours a week to an average of under 40 hours a week. This has meant a saving to the Purchasing Budget. (Purchasing)
- Created an Advisory Board that has representation from all areas of the campus. The board will provide input while we venture into e-procurement using the SRM module. (Purchasing)
- A team was created to address some gaps in the automated HUB report identified in the last annual report; as a result two charter projects have been created. (FI Master Data Center)
- Conducted focus group sessions with Facilities departments and McCoy College and Business. One outstanding result was a breakthrough improvement in budgeting for vacant faculty positions by Faculty Records. (Budget Office)
- Surveyed participants of first budget development using BEx Analyzer. (Budget Office)
- In response to 2004 Triennial HR Customer Satisfaction Survey comments for a faster audit turnaround time, HR Office resources were reallocated to the audit process. Audit turnaround time was reduced from 25-30 days to 8-10 days or less. The audit turnaround time for FY 07 has been maintained at the 8-10 days or less level. The Triennial HR Customer Satisfaction Survey was revised and distributed in April 2007. Conducted a survey of Deans and Chairs to determine what content needs to be included in the new academic Managing@Texas State course for Deans and Chairs. (Human Resources)
- Participated in a facilitated process to document PCR Processing with Faculty Records, Career Services, Budget Office, Grants, Accounting and Payroll staff. Recommendations resulting from the process include establishing a Master Data Center in the Human Resources Office. (Human Resources)

Use of web based communication for the purpose of keeping our customers and stakeholders informed.

- The FSS Division and Planning and Space Management websites were moved to the University’s Web Content Management System. The Roster of Councils and Committees was also moved to an independent website on the University’s Web Content Management System. Two new websites were created:
construction maps and the Texas College and University Facilities Conference site. (VPFSS Office-Planning)

- Initiated and worked with Office of Marketing to implement an on-line Virtual Tour for the University. (VPFSS Office-Planning and Marketing Office)
- Continued development of FHRIS website to replace the FAS/SAP website. (VPFSS Office, Human Resources, Financial Services-Payroll, Purchasing, Accounts Payable)
- Completed redesign of EASY website. (Human Resources)
- Developed and posted on the HR website a staff employee employment checklist for hiring managers that guides them through each step of the staff hiring process. (Human Resources)
- Migrated HR website to the Content Management System (CMS). (Human Resources)
- Reformatted, added extensive artwork, and placed Staff Handbook on the HR website. Revision will provide better readability and continued real time updates as appropriate. (Human Resources)
- Converted department web page to CMS while greatly improving content and ease of use, earning commendation of assistant State Auditor in-charge who used comparable web pages of several universities in planning statewide fee audit. (Budget Office)
- Posted Legislative Appropriation Request on website. (Budget Office)
- Developed web-based presentation on the HUB Subcontracting Plan (HSP) requirements and placed it on the HUB Outreach Program website. (Contract Compliance)
- Placed standard templates for developing procurement solicitations (i.e. RFP & IFB) on Contract Compliance webpage. (Contract Compliance)
- Completed the redesign of the Payroll website. (Payroll and Tax Compliance)
- Division web pages were prepared for transition to the university's web content management system. (VPFSS Office)
- Improvements were made to the travel web site, primarily adding a link to the Texas State main web page under the Faculty/Staff toolbar. (Financial Services)
- The Payroll web site was updated. (Financial Services)
- Created the Office of Contract Compliance website. Drafted contract processing checklist for End Users to use when preparing contracts. (Financial Services)
- Developed and implemented a checklist on the web to assist departments in requesting and processing organizational changes in SAP. Published an online organizational change request form for supervisors. Redesigned the Human Resources web site to provide better navigation and more comprehensive information. Initiated contacts with University Marketing to obtain assistance to further refine the HR and EASY web sites after determining these sites receive over 250,000 hits per year which make them the fifth most visited sites at Texas State. (Human Resources)

2. Protect the financial integrity of the university by safeguarding the university’s assets, ensuring efficient use of university resources and compliance with regulatory authorities.

**Operations will be managed with available resources**

- Successfully transferred all of the Facilities departmental cell phones to push-to-talk only phones without loss of communication. (Facilities)
- To help reduce air pollution, Facilities Management purchased five flexible-fuel vehicle and one hybrid vehicle to replace six gasoline vehicles. (Facilities)
- Implemented new vehicle fuel accounts for the Facilities Department, separating the utility vehicles into a separate account. In addition to being able to more easily bill the utility account, separating fuel bill accounting from the rest of the M&O expenses highlights the budgetary consequences of volatile and rising fuel prices. (Facilities)
- Successfully worked with the students to pass an ID Services fee increase from $3.00 per semester to $5.00 per semester. The increase will allow the account to be solvent without relying on a subsidy from Dining Services. (Bobcat Bucks/ID Services)
- Held residence dining meal plan prices at current levels for next academic year. This marks the sixth year in seven that prices of the residence dining plans were not raised. (Dining Services)
• Installed a new grease control system in our dining facilities in an attempt to reduce waste and spills so that we will reduce the amount of COD in our waste water stream to lower the City surcharge. (Dining Services)
• Moved Pizza Hut to George’s and raised the profile of that previously underutilized location. (Dining Services)
• Received a profit share adjustment for contract years 2006 and 2007 for the first time since the new contract began in 1998. (Dining Services)
• Greatly reduced the deficit in the Print Shop and with Copy Cats and the postal retail operation a small surplus was recorded. (Printing, Copier and Mail Services)
• Secured a pre-sort mail services contract that reduced the price of university first class mail by $.038 per piece when the new postal rates went into effect. (Printing, Copier and Mail Services)
• Implemented the UPS Innovations contract which reduces the mail cost for envelopes and packages over 1 ounce. (Printing, Copier and Mail Services)
• Implemented the copier services right sizing program providing cost savings and work efficiencies to those that have participated. Currently approximately 95% of the old walk-up copier fleet has been converted to departmental multifunctional devices. (Printing, Copier and Mail Services)
• Procured a 4-Color digital press that will allow the University Print Shop to produce much of the university print collateral that is currently being sent to off-campus printers. This will save the University money while providing a better service to the campus. (Printing, Copier and Mail Services)
• Started buying state tax-free diesel fuel for the Bobcat Tram fleet under a cooperative contract with CAP Metro. (Shuttle Bus Services)
• Increased the amount of revenue collected for the Austin/San Antonio routes by 30% in 2008. (Shuttle Bus Services)
• Generated highest annual sales in the Bookstore in FY 2008 of $9,301,930.37. This was accomplished even as the academic calendar started the fall semester on August 27th. Apparel sales for FY 2008 nearly exceeded $1M for the first time at $988.303.53. Set a new sales record from sales of Apparel and Gifts during summer orientation exceeding last summer’s previous high by $6,000. (University Bookstore)
• Reduced banking fees by reducing number of accounts and excess ledger balances within those accounts (Treasurer)
• Worked with investment advisors on asset allocation and investment performance goals (Treasurer)
• Continue to decrease the overtime with the payables staff through training and streamlining (Accounts Payable)
• Reallocation of funds to Payroll, Student Business Services, Accounting, and Purchasing for travel and training (Interim AVP Financial Services)
• Collected $35K of the 86 FY2008 claims totaling $62K YTD through 08/15/08 (Payroll and Tax Compliance)
• Re-negotiated a long-term contract extension with the beverage provider, Coke-Cola Company, for an additional eight year term securing $300,000 in sponsorship funds and additional revenue through vending commission. (Auxiliary Services)
• Successfully moved all services; printing, duplicating and mail, under one manager and moved the mail services operation to Printing Services in order to take advantage of economies of scale. (Auxiliary Services)
• Successfully negotiated a one year extension to the maintenance service contract at RRHEC. (Facilities)
• Converted chilled water treatment program to use more environmentally friendly chemicals at a reduction in operating costs. Installed advanced electronic controls to minimize chemical usage, added instrumentation for corrosion measurement, and added a chemical tote system to eliminate on-site storage of barrels of chemicals (Facilities)
• Changed Natural Gas supplier to the General Land Office. Negotiated a reduction in the standard markup at an estimated savings of $400,000 per year (Facilities)
• Successfully negotiated with the City of San Marcos to include the university’s required fire hydrant testing into the City’s ongoing program at no cost to the university (Facilities)
• Upgraded the Energy Management System front end control stations to ensure continued ability to monitor and control energy in major campus facilities (Facilities)
• Completed upgrade of fluorescent lighting in Alkek. Upgrade of fluorescent lighting in Derrick for energy efficiency is in progress (Facilities)
• Implemented Edwards Aquifer Authority Best Management Practices for irrigation, conserving water while maintaining landscape appearance (Facilities)
• Completed 14,263 emergency, routine and standing work requests. Completed 5006 preventative maintenance work requests (Facilities)
• Continued investment in alternate fuel capable vehicles, purchasing five E-85 (ethanol) vehicles for facilities and three for other departments. (Facilities)
• A new Accountant II position in Financial Reporting for Plant Funds was created to better monitor plant funds. The position was created from salary savings and eliminating an interim position. A new Accountant II position in Financial Reporting for Cost Transfers, IDT processing, and Research is in HR for audit. The position was created from an Accounting Clerk II vacancy and permanent salary savings. A new Accountant I position for Accounts Payable was created and funded by previous clerical positions and filled to assist with bank reconciliations, payment runs and State accounting functions. (Financial Services)

**Improved, accurate and timely dissemination of financial and other information**

• Substantially completed the College of Education Space Efficiency Study for the Dean. (VPFSS Office-Planning)
• Integrated GIS technologies into campus management, especially in the fields of space planning and location analysis. Provided the campus community a wide variety of custom maps and site analysis using aerial photography (Freeman Ranch location analysis), including construction site maps, easements for Board of Regents motions, walking tours, and ADA paths. (VPFSS Office-Planning)
• Prepared the Classroom/Class Lab Utilization Report for the fall semester 2007 resulting in recommendations being approved by the Provost for implementation in fall 2008. (VPFSS Office-Planning)
• Analyzed classroom utilization for all institutions in the Texas State University System at the request of the System Staff. (VPFSS-Planning)
• Produced the College Space Book reflecting Fall 2006 and 2007 data for the Provost (VPFSS Office-Planning)
• Conducted annual salary survey for local, university, and athletics titles and submitted recommended Pay Plan adjustments for FY 09 to President’s Cabinet in August 08. (Human Resources)
• HR, Institutional Research and IT personnel collaborated to establish and expand HR data in Business Warehouse. (Human Resources)
• Designed 5-year tuition & fee model with alternative percentage thresholds. (Budget Office)
• Implemented 2-year allocation of new funds. (Budget Office)
• Improved budget monitoring, greatly reducing magnitude of budget variances and overrides. (Budget Office)
• Created a report to help the campus community to identify the unrelated business income activity UBIT. (FI Master Data Center)
• Created new report to assist in the quarterly reviews of 1099-MISC recipients and process documentation. (FI Master Data Center)
• Considerable advances were made on the general ledger reconciliations between USAS and SAP (Accounts Payable)
• UBIT presentation to the Council of Deans by the Tax Specialist (Payroll and Tax Compliance)
• Oversaw efforts to capture, compile and format Texas State HUB data for inclusion in the State Semi-Annual HUB report. (Contract Compliance)
• Identified gaps in compiling HUB data and developed project charter to improve and streamline process for data capture of HUB data for semi-annual and annual State HUB reports. (Purchasing, Contract Compliance, FI Master Data Center)
• Developed standard templates for RFP’s and IFB’s to aid departments in preparing procurement solicitations. (Contract Compliance)
• Linked HUB website to TPASS HUB Office website and informed stakeholders and potential bidders how to find instructional video prepared by TPASS on HSP preparation. (Contract Compliance)
• Creation of a Payroll Cash Outflow Report used to monitor cash usage and needs by the Treasurer, a monthly Payroll Activity Report, and a Quarterly Claims Report to advise both the AVP and VP offices (Payroll)
• Coordinated the development or update of financial policies critical to support of executive management fiduciary oversight and responsibilities. (AVP Financial Services Office)
  o Development and implementation of a comprehensive Purchasing and Contracting Policy,
  o Development and implementation of Memorandums of Understanding for remote site purchasing operations,
  o Developed and implemented online training for Radiation Safety, X-Ray Safety, and Laser Safety courses required for faculty and staff. (EHS&RM)
• More timely response to account managers for endowment information. (Treasurer)
• Implemented changes for “end of day” electronic transaction reporting to reduce reconciling issues. (Student Business Services)
• Produced the Federal Indirect Cost Facilities Use Report from data in the facilities and room inventories, schedule of classes, and university fact book. (VPFSS Office)
• Extensive work was done on the Endowment accounts and related Restricted accounts. Files reviewed and documentation gathered to support distributions. Allocation of interest earning was automated for non endowment accounts. Spending Policy was established and based on policy SAP system allocated to all applicable accounts. Spending Policy determined for FY07 and FY08 and shared with the Deans and University Advancement. (Financial Services)
• Improved upload information from JP Morgan (SDOL) to insure accuracy of payment and allocation to correct Departments. Cleaned up old outstanding issues with PCard purchases. Currently bill reconciles to allocation to Departments. (Financial Services)
• Balanced the AFR Asset Note 2 between SAP and SPA. Submitted the annual verification of this report to the State Comptroller’s Office. (Financial Services)
• Gathered information on asset values and depreciation values and submitted asset reports to a consultant for the Office of Sponsored Programs. This data was used to help calculate our indirect cost rate using the long form in order to receive a higher indirect cost percentage for grants awarded to the University. (Financial Services)
• Established and implemented HUB Outreach Program Policies and Procedures - education of staff and faculty at Texas State, marketing of our HUB Outreach Program and education for current and potential HUB vendors. (Financial Services)

Fewer exceptions to compliance issues

• Served as pilot institution for the CB Facilities Inventory Audit and office staff will serve as a team member on future audits of other universities in the State. (VPFSS-Planning)
• Worked with Network Services to update the 911-Emergency Management Database (11,000 + phone numbers). (VPFSS-Planning)
• Reviewed cash management processes; adding controls where applicable (Treasurer)
• Identified endowments lacking effective MOUs; working on project plan to resolve problem (Treasurer)
• Participated as member of System-wide study group for implementation of new federal 403b regulations which included drafting ORP and TDA plan documents for legal review by the TSUS Office. (Human Resources)
• Revised salary spread election form in response to IRS regulation changes and conducted 100% re-enrollment of over 600 faculty members. (Human Resources)
• A SPCC Plan (Spill Prevention Control and Countermeasures – 40 CFR 112) was developed for the campus and the compliance component is currently being implemented. The purpose of the plan is to provide the University with a means to prevent discharge of oil and oil based products into the waters around San Marcos as opposed to response and cleanup after a spill occurs. (EHS&RM)
• Launched a noise protection program which assures that Texas State University is in compliance with the OSHA Hearing Conservation program. (EHS&RM)
• Timely submission of Quarterly and Annual Employment Tax Reports for both the State and Federal level (Payroll and Tax Compliance)
• Annual Financial Report (AFR) submitted to TSUS and State Comptroller’s Office accurately and by established deadlines. (Financial Reporting)
• Monthly Close managed according to schedule. (Financial Reporting)
• Complied with requirements for the Online Expenditure project from the Comptroller’s Office (Accounts Payable and FI Master Data Center)
• Several offices collaborated on the policy implementation to address IRS compliance of university furnished wireless cellular devices and reconciliation of the cell phone accounts. Materials Management also tracked, safeguarded and documented the surplus cell phone transfers from departments for proper disposal. (Accounts Payable, Contract Compliance, Purchasing, Payroll and Tax Compliance, Materials Management, AVP Financial Services Office)
• Established a secured e-commerce payment site through our POS system provider - MBS Bookstore. Improvements put us in compliance with the new Visa/MC rules for electronic commerce for storing of sensitive credit card data. (Auxiliary Services)
• Additional work was done on automation of AFR, reducing reconciling process and human error. (Financial Services)
• Audits conducted throughout year by various internal or external entities did not reveal any major issues or areas of concern. (Financial Services)
• Implemented an Audit program for the PCard program. (Financial Services)
• Initiated and coordinated work group from Tax Specialist, Payroll, and Budget Office to better define and automate data required for the annual LBB Higher Education Accountability Report. (Human Resources)

Facilities and infrastructure conducive to the overall well being of the students, faculty, and staff

• AVPFSP assisted Dean of Health Professions with programming of the Nursing Building. (VPFSS-Planning)
• VPFSS Office remodeled and additional workstation created for a new position as well as work area for two students in Planning unit. (VPFSS-Planning)
• Completed acquisition of Hidden Village in two months and vacated the premises in 2.5 months for demolition resulting in a parking opportunity for Athletics. (VPFSS-Planning)
• The Capital Projects unit in FPDC and the Planning and Space Management unit in the VPFSS Office are working on 19 active major projects in various phases of planning, programming, design and construction with project budgets totaling over $660 million. (Facilities and VPFSS-Planning)
• The Board of Regents approved the updated submittal of the Capital Improvement Program estimated at $862 million. (Facilities)
• The Special Projects unit in FPDC managed 354 projects totaling $8.7 million in FY08. (Facilities)
• The Maintenance Shops completed 14,700 work orders and 3,801 preventative maintenance actions in FY 08. (Facilities)
• Completed lighting upgrade to electronic ballasts and T8 fluorescent tubes in Derrick, Math and Computer Science, Agriculture and Freeman Aquatic buildings. Began lighting upgrades to Family Consumer Science and Supple Science Building. (Facilities)
• Adjusted chilled water system temperatures to enable more efficient and cost-effective cooling. (Facilities)
• Began a program of deep cleaning of air handler coils that will result in energy savings and more comfortable climate control. Completed cleaning air handler coils at Chemistry, Derrick Hall, Evans Liberal Arts, Flowers, Math Computer Science Building, Taylor Murphy, Jones Dinning and cold deck of Alkek. (Facilities)
• Completed steam piping upgrade/repair near JCK building. (Facilities)
• Implemented a systematic cleaning schedule of building exteriors including window washing. (Facilities)
• Relocated Control Room in Co-generation Plant providing a safer environment for Control Room Operators. (Facilities)
• Landscape enhancement projects were completed at Supple Science, Taylor-Murphy, Student Health Center, McCoy Building, Veteran’s Memorial adjacent to Flowers Hall, Alkek loading dock area, entrance to ASB North and Hill House. (Facilities)
• The first phase to eliminate solid waste dumpsters from central campus was implemented. Eventually, most or all dumpsters will be removed from central campus. (Facilities)
• Converted the West Campus Parking lot from a Bobcat Tram bus pick-up location to a commuter park and walk lot during the construction of the Speck Street garage due to safety concerns. (Shuttle Bus Services)
• Finalized the City/University Transportation Task Force report with Texas Transit Institute (TTI). (Shuttle Bus Services)
• The Bike Co-op, Bike Cave, opened to assist students, faculty and staff with their questions and issues with bikes as an alternative transportation mode. The Bike Co-op is run by students and volunteers to promote bicycling and the many benefits it provides. Services include tune-ups and sales of re-conditioned bikes. The Bike Co-op relocated to Pecos resulting in a more prominent location on central campus. (Shuttle Bus Services)
• The Collections unit relocated from the 4th floor to JCK 101 placing all SBS student services on the first floor. (Student Business Services)
• Installed security cameras inside and outside the University Distribution Center (UDC) as part of the electronic door access/video surveillance project. This will help with security of the UDC building and grounds. (Materials Management)
• Two Surplus Property Auctions were held by Materials Management. The March 2008 auction was held at two different locations on campus. The main purpose of the auction was to clear out surplus property from the West Warehouse location on RR12. At this site Materials Management emptied out surplus property from two warehouse buildings and a covered outdoor storage area. Selling this surplus property at the West Warehouse site cleared the buildings to be repaired and renovated to provide more storage space for other University departments. (Materials Management)
• Installed a new grease control system in our dining facilities which resulted in reduced COD in our waste water stream and will ultimately result in a reduced City surcharge. The Jones Diner loading dock was redesigned to allow trucks to pull in parallel to the building versus to eliminate blocking Wood Street and becoming a traffic hazard. Work on the diner began in June. (Auxiliary Services)
• Installed a MIOX system (salt based) at the Jackson Water Well. (Facilities)
• Provided detailed project planning, sequencing and scheduling to ensure proper implementation of the 2006-2015 Campus Master Plan. Kept current a detailed Campus Master Plan (CMP) master schedule in MS Project (management software) that links all CMP projects. Over 135 Campus Master Plan projects with project budgets totaling over $400 million have been scheduled for the full 10 year CMP time span. Kept current a Campus Master Plan project timeline calendar to aid in meeting key approval dates required by the Texas State administration, TSUS Board of Regents and THECB (Facilities)
• Awarded construction contracts for Speck Parking Garage and Harris Plant Renovation, Student Recreation Center Addition, Concho Green, Jowers Center Renovation, Mitte Complex Fifth Floor Finish Out, North LBJ Bus Loop and Commons Complex Renovation (Facilities)
• Relocated the Departmental Training Room to free up space to consolidate FPD&C staff. Concurrently build a storage facility for state-mandated document archives (Facilities)
• Received an excellence award from the Texas Commission on Environmental Quality for drinking water testing and operations (Facilities)
• Successfully adjusted operations to serve the West Campus chilled water needs from the Co-gen Plant while the Harris plant is being renovated (Facilities)
• Initiated emergency procurement to design, procure, install and test a new transformer and switchgear at MCS within two weeks (Facilities)
• Successfully repaired and/or rerouted major underground utilities at Pleasant Street, Agriculture, Arnold Hall, Hornsby, Burleson and Alkek Library (Facilities)
• Special Projects Group completed 165 projects at a cost of $6.3 million. (Facilities)
• By contracting out mowing of grass, university staff was able to complete new landscape projects at LBJ Student Center, Alkek Library, Elliot Hall and McCoy Business Building. (Facilities)
• Completed a Cathodic Protection System Survey of underground utilities in preparation for making improvements and repairs (Facilities)
• Protected Fire Station Studio, a National Historic Register listed building, by completing emergency repairs to the foundation. (Facilities)
• Enhanced working environment and appearance of JCK by bird-proofing the facility. Bird proofing will save university funds by reducing clean-up costs and will also mitigate a potential health hazard (Facilities)
• General Accounting conference room has been fully equipped to provide for webcast presentations and live demonstrations during training or meetings. (Financial Services)
3. Foster an inclusive and supportive environment that values students, faculty, and staff and their contributions to the Texas State community, resulting in increased diversity and improved employee morale.

Employees in the FSS Division will know what is expected of them, be informed, and receive timely, honest feedback on their performance

- The VPFSS conducted 24 brown bag lunches in which FSS employees can ask questions about the direction of the University or division.
- Staff appraisals were completed and GOJA’s were validated or updated as necessary. (all units in FSS Division)
- The HR Office continued using the HR Template for each employee that ties each employee’s individual duties to the appropriate HR, FSS, and University Goal. (Human Resources)
- The Director of Custodial Operations has implemented a weekly brown bag luncheon as an open forum for staff. (Facilities)
- Performance standards are continually updated for changes in duties based on SAP. Each staff member completed a self evaluation form. (Financial Services)
- All HR Office GOJA’s and Performance Plans were reviewed and updated as necessary. The HR Office continued using the HR Template for each employee that ties each employee’s individual duties to the appropriate HR, FSS, and University Goal. The HR Office Policies and Procedures PPS was reviewed by all HR staff and appropriate updates made. The HR Strategic Plan for FY 07-12 was reviewed by all HR staff and appropriate updates made. (Human Resources)

FSS employees should achieve a rating of 300 or above on their performance evaluation appraisals

- All employees in Facilities except one received a 300+ rating on their 2008 performance evaluation appraisals. The one employee with a rating less than 300 has been given a performance improvement plan. (Facilities)
- All departmental employees except 4 received a 300+ rating on their 2007 performance evaluation appraisals consistent with the new HR evaluation criteria. Employees with a rating of less than 300 have been given performance improvement plans. (Facilities)

A systematic training and development program will be in place for each FSS employee

- AVPFSSP attended all three steps of the SCUP Planning Institute (VPFSS Office-Planning)
- Director of Grounds, approved by TCEQ, provided weekly training to the irrigation crew. (Facilities-Grounds)
- Engineers and Architects is OFPDC earned continuing education credits to maintain licensure. (Facilities)
- Each work group in Facilities attended monthly training sessions. (Facilities)
- Each new employee in Facilities received formal departmental indoctrination in addition to the university-wide new employee indoctrination. The Associate Vice President for Facilities meets with each new employee as part of the indoctrination. (Facilities)
- The Director of FPDC implemented a weekly brown bag luncheon to mentor Project Managers. (Facilities)
- Two Custodial supervisors attended APPA Supervisory Tool Kit Training. (Facilities)
- A Custodial Supervisor completed APPA’s Institute of Higher Education Certification. (Facilities)
- The Custodial Trainer attended training and received certification for “Janitor University.” (Facilities)
- HR staff attended 86 formal professional development workshops and events on and off campus. (Human Resources)
- HR secured the training library for the SHRM PHR and SPHR certifications. Three staff indicated desire for certification. (Human Resources)
- HR Director and Assistant Directors attended a national level professional development conference. (Human Resources)
- Purchasing staff attended the National Association of Educational Purchasers (NAEP) conference in Austin in April. Texas State was a member of the host committee. (Purchasing)
- Keith Hickman obtained CTP and CTPM certification. (Purchasing)
• Purchasing staff attended the following professional development sessions: State of Texas Cost & Price Analysis, Negotiations, and Contract Administration, Alphabet Soup, Legal Aspects to Procurement, Prompt Payment and Payment Scheduling, 7 Habits of Highly Effective People, State of Texas Basic Public Purchasing, Goal Setting & Getting it Done, Appropriate Release of Information, Take Back Your Life, Contracted Release of Information, and Understanding Student PCR Appointments in SAP (Purchasing)
• Internal training materials were developed for accounting staff, including tools for baseline SAP research and introduction to governmental accounting. (Financial Reporting)
• Attended the Society of College Travel Manager conference, which provided insight to colleges and universities travel policies and routine business across the US. (Accounts Payable)
• All staff members attended either on or off-campus training sessions on SAP, HR issues or NRA tax issues (Payroll and Tax Compliance)
• Invested 200 man-hours in training for SAP Business Information Integrated Planning and Date Warehousing in preparation of moving budget development to portal using BEx Analyzer and eventual web interface. (Budget Office)
• Coordinated with and assisted in the safety training for all of the custodians who work on campus. (Environmental Health Services Safety and Risk Management)
• Revised and improved the in-house training program for custodians (Facilities)
• Provided internal monthly safety training to employees and provided external training as required to meet proficiency and licensing requirements (Facilities)
• Seven staff members in Facilities Planning, Design and Construction completed a Project Management Certification Course (Facilities)
• Custodial Operations Staff participated in a regional training program where a two day custodial program was created and presented to collegians from several states (Facilities)
• Procurement Specialist in Purchasing and HUB Specialist attended classes and passed the test to become a CTP. (Financial Services)
• General Accounting has an ongoing effort to train staff. In addition to professional development training provided by the University, outside conferences for various professional organizations have been attended. Purchasing staff attended the National Association of Educational Purchasers meeting to network with other entities. (Financial Services)
• All Payroll staff attend the weekly SAP HR Meeting. Payroll staff attended monthly audio conferences sponsored by the American Payroll Association on various payroll topics during Fall 2006. All Payroll staff attended either on or off-campus training sessions on either SAP, HR issues or NRA tax issues. (Financial Services)
• The Director of Contract Compliance attended four (4) TBPC sponsored Contract Management training classes required for obtaining State contract management certification. (Financial Services)
• HR Office employees attended 143 formal professional development activities from 6/1/06 to 5/31/07. One employee has been selected to interview for a PhD program at Texas State beginning FY 08. Another HR employee is enrolled in the Texas State MBA program with an expected graduation in December 08. (Human Resources)
• Three HR employees have indicated an interest in obtaining the SHRM PHR and SPHR certifications, and HR has secured the training library for these certifications. (Human Resources)

Division employees will be valued and their achievements recognized

• Continued to recognize people throughout the year utilizing the Just-in-Time Awards Program. (Facilities, Financial Services, Auxiliary Services, Human Resources, VPFSS Office)
• The Director of Custodial Operations developed and presented two Custodial Programs, one to the Central Physical Plant Administrators in institutions of higher education at a regional meeting in San Antonio, TX, and the other to the Metropolitan Community College-Penn Valley Custodial Operations in Kansas City, MO. (Facilities)
• Continued the annual tradition of honoring our custodians with a luncheon during International Housekeeping Week. (Facilities)
• Held annual luncheon recognizing individuals for years of accident-free work. (Facilities)
• Custodial Operations implemented a Staff Recognition webpage and Bulletin Board webpage on the Custodial Operations website. (Facilities)
• HR Office Administrative Assistant III selected as August 08 Employee of the Month and elected Chair of Staff Council for FY 09. (Human Resources)
• FI/HR Year End Processing Team received the FSS Quarterly Team Award and the HR Master Data Center Implementation Team was a Quarterly Team Award nominee. (Human Resources)
• Implemented a US savings bond service award program for HR Office staff. (Human Resources)
• Staff awarded 2 FSS team awards and one employee of the month (FI Master Data Center)
• Keith Hickman was named Employee of the month-October (Purchasing)
• FSS Team Award recipient for FI/HR Year-End Processes team (Financial Reporting)
• FSS Team Award recipient for Annual Financial Report team. (Financial Reporting)
• Director of Contract Compliance awarded a $300 professional development scholarship by the Texas, Oklahoma, Arkansas and Louisiana (TOAL) region of the National Association of Educational Purchasers (NAEP). (Contract Compliance)
• HUB Specialist, elected to chair Publicity Committee for Texas University and College HUB Alliance (TUCHA). (Contract Compliance)
• As an employee recognition and appreciation project, the first annual Financial Services Thanksgiving employee appreciation luncheon was held at the University Distribution Center. (Financial Services and Materials Management)
• Director of Materials Management taught “Asset Accounting” for the National Property Management Association (NPMA) in Austin, Texas. This certification training class was to prepare property management professionals to test for their Certified Professional Property Specialist (CPPS) certification awarded by NPMA. (Materials Management)
• A Custodial Operation employee received an “Outstanding Women of Texas State Recognition Award in March 2007 (Facilities)
• Annually, Accounting holds a staff appreciation day. (Financial Services) Annual Payroll staff appreciation luncheon was held to honor and thank staff for their hard work and dedication. (Financial Services)
• Three Human Resources Office employees were recognized as Employee of the Month. (Human Resources)
• The Human Resources (HR) Office continued its internal recognition program for its staff which includes recognition for years of service in the HR Office. Employees are honored with a certificate for each year of HR Office service and special engraved star paperweights in differentiating materials and colors for increments of 5 years of service. Dinner gift cards, movie tickets, and music gift cards from the Director are also awarded at designated 5 year service intervals. (Human Resources)

The FSS Division will achieve a diverse workforce

• The FSS Diversity Committee presented its fourth diversity film series, “Wal-Mart: The High Cost of The Low Price” in April 2008. FSS employees discussed “always the low price” morals, low price in comparison to quality of life, and working at poverty level without health benefits.
• As part of the Supervisor Training initiative, the FSS Diversity Committee organized the “Shadow of Hate – Revised” workshop for Extended Business Services Council members in May 2008. The workshop was facilitated by Linda Sendaula and Joe Piazza.
• The Diversity Committee worked with the Offices of Human Resources and Equity and Access to develop a divisional Diversity Policy. The policy was finalized in September 2007 and is available on the FSS website.
• The FSS Diversity Committee coordinated workshops for our Extended Business Services Council members, which consist of first and second level of managers and supervisors.
• The Diversity Committee electronically disseminated monthly diversity quotes to divisional employees.
• The FSS Diversity Committee provided diversity articles for the quarterly FSS Newsletter.
• The Diversity Committee developed a FSS Diversity website.
• The FSS Diversity Committee purchased and distributed over 50 diversity posters to various FSS offices and facilities shops.
• The FSS Diversity Committee distributed approximately 125 Common Experience books with related questions to BSC members and interested FSS employees.
• Filled Sr. HR Assistant vacancy with Hispanic female. (Human Resources)
• Secured Equity & Access approval to fill vacant HR Analyst position with Hispanic female upon her graduation in December 2008. (Human Resources)
• Filled new Employment Manager position with a female. (Human Resources)
• Filled Treasurer position with a female. (VPFSS)
• The first female Carpenter was hired. (Facilities)
• Using three third party diversity recruiting services: LatinoHireEd, InsideHigherEd, and HigherEdJobs. (Human Resources)
• Began producing metrics from data in the Business Warehouse and PeopleAdmin on the effectiveness of diversity recruitment in all divisions. A summary report is provided to Equity and Access and all Vice Presidents. (Human Resources)
• Human Resources has representatives on the FSS Diversity Committee, the Equity and Access Diversity Committee, and the ADA/504 Compliance Committee. (Human Resources)

The FSS Division will implement strategies to support the institution’s efforts with student retention

• Hired four interns during Fall 07 and Spring 08 semesters. (Human Resources)
• HR staff provided 1 University Seminar instructor (Quinn) and made 6 guest lecturer appearances. HR staff also granted 8 student class credit interviews, and HR functions/processes were studied by 2 class projects (Staff Handbook, Texas State’s HR System Fit). (Human Resources)
• Worked with the Associated Student Government to establish an ASG/Bookstore Scholarship fund, based on a percentage of net surplus. Established the scholarship based on FY 2006 surplus at $29,000 for FY 2007. In 2008 the amount available to distribute will be $45,000 for a two year total of $74,000. (University Bookstore)
• The Office of the Vice President for Finance and Support Services along with The Staubach Company negotiated a sales contract with The Stratford Company for the University’s 259.52 acres of land located at IH-35/Mccarty Lane on December 11, 2006. Closing on the property is July 11, 2007. Funds will ultimately support scholarships. (VPFSS Office)
• A San Antonio route was started to complement the Austin commuter route. Students and the general public can buy tickets for both the Austin and San Antonio routes at HEB. A contract extension through 2013 providing 23 new buses was approved and signed. Worked with University Marketing to design the exterior look of the new buses and the five buses wrapped for use on the Austin/San Antonio corridor. The tram system was renamed “Bobcat Tram” as selected by the students. Worked with the City of San Marcos, Texas Transportation Institute and CARTS to come up with ways to integrate and coordinate the City and University transportation systems. Secured a $1,500,000 bike path grant. (Auxiliary Services)

Finance and Support Services continued success depends on several challenges which, to varying degrees, remain outside of the control of our units. Our efforts recognize the possible impact of these challenges as we continue to implement a plan for the best use of our employees’ efforts and resources.

• Revenue constraints will continue to challenge the University. Uncertain state support and recognition of students’ tuition burden must be considered.
• The University will face increased costs to support facilities and infrastructure.
• We will continue to experience an increased demand for accountability, transparency, and compliance from state and federal agencies as well as the general public. These demands will result in more monitoring, record keeping, and reporting.
• Expectations of our internal and external customers will continue to increase, limiting our ability to reduce or eliminate services.
• Funding and facilities to support the QEP will be required.
• Advancements in technology will change the way we communicate and do business.
• University-wide initiatives impacting Finance and Support Services will require additional funding for which others will be competing.
The 2007-2012 Strategic Plan for Finance and Support Services reaffirms our commitment to the University, our employees, our customers, and the community. As part of the planning process we revisited our mission, vision, goals, and have identified five priorities for targeted development in the next five years:

1. **Future Administrative Systems/E-Business** – Significant improvements in service have positioned the FSS Division as an asset to the University. However, with resources becoming more constrained and customer expectations continuing to grow, we must continue to work with the Information Technology division to implement new SAP functionality in the Financial Services, Budgeting and Human Resources areas, including “workflow.” Additionally, the FSS Division will play key roles in the implementation of the Student Information System and a Space Management System. Business processes will be streamlined, productivity improved, efficiencies increased and organizations will be enabled to easily communicate and transact commerce in a secure manner using Web technology.

2. **Campus Master Plan/Facilities Renewal and Replacement** – Physical assets represent a significant investment for the University; therefore, it is imperative that we provide optimal physical facilities in support of the University’s mission. The campus master plan was updated in 2005 and is actively being implemented as new construction, major repair and rehabilitation, landscaping/open space projects and infrastructure renewal and upgrades are put into service.

3. **Focus on People** – Recognizing that people are the most important asset of the University, the FSS Division will assure the University Pay Plan is fair, equitable, and competitive to help improve recruitment and retention of high quality staff employees. Initiatives recommended by the FSS Diversity Team will be implemented to assist in recruiting and retaining a diverse workforce within Finance and Support Services. Other specific strategies to ensure recruitment and retention might include: rewards and recognition, succession planning, training and development, and workplace environment enrichment.

4. **Environmental Stewardship** – The overall push to “be green” in everything we do – sustainability and environmental responsibility – will continue to grow. The FSS Division will demonstrate its commitment to environmental stewardship, moving the University toward sustainable practices by efficiently using and conserving energy, water and other resources, minimizing hazardous waste on campus, practicing environmentally responsible campus design and planning principles and practices, and ensuring regulatory compliance.

5. **Adequate Resources** - The current state of the economy dictates that management have the financial information and resources necessary to ensure the University achieves the goals in the University Strategic Plan. Careful management of the University’s investments and improved monitoring of the University’s fiscal health will be assisted by the development of financial ratios, “dash-board indicators”, and reports to better assist management in the decision-making process. Cost efficiencies, wherever possible, will be explored.