

Division of Finance and Support Services FY 2005-2006 Accomplishments

Accomplishments are presented as they relate to the division's strategic plan immediately following each goal and objective statement.

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

Improved core processes

- Created 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 (1.a.11 - Facilities Planning, Design and Construction with the assistance of the CMP Implementation Team)
- Developed and received approval for space reallocation within the Physical Plant to consolidate and enhance the Facilities training function, FPDC staffing and FPDC state-mandated document archives (1.a.7 & 2.c.1 – Facilities Planning, Design and Construction and Facilities Management)
- Developed and published a complete update of university Design Guidelines and Construction Standards consistent with newly adopted CSI format and the Campus Master Plan (1.a.8 - Facilities Planning, Design and Construction)
- Worked with the TSUS office to streamline construction project management procedures (1.a.9 - Facilities Planning, Design and Construction)
- Instituted a new organizational structure for facilities warehouse that puts more personnel in warehouse operations and purchasing. More direct personnel availability will improve store stock management and reduce town trips. (1.a.10 - Facilities Management)
- Developed and received approval of revisions to TSUS A/E professional services contract to improve project design delivery. Revised the TSUS "Front End" contract documents package, subject to approval by TSUS, to improve construction project delivery (1.a.12 - Facilities Planning, Design and Construction)
- Initiated process to create a Master Data Center that includes Payroll/PCR management/Organization management as a part of Human Resources as directed by the university administration. (1.a.2 – Human Resources)
- Revised Staff Compensation Philosophy and submitted to President's Cabinet for approval. (1.a.13 – Human Resources)
- Continued SAP post implementation activities to transition business processes and developed new reports (summer insurance payments, University Directory, Overtime Payments, Unprocessed Time Entries, ORP Participation, Comp Time for Exempt Employees). Conducted SAP Support Pack testing and implementation for HR Module configurations. Coordinated with FAS training team to redesign and deliver the SAP Time Administration course. (1.a.15 – Human Resources)
- Implemented ORP/TDA Vendor Recertification process. (1.a.18 – Human Resources)
- Conducted Financial Planning and Retirement Fair and participated in Student Health Center Health Fair. (1.a.19 – Human Resources)
- As instructed by President's Cabinet, developed comprehensive validation process for degree requirements and employment testing to be included in UPPS 04.04.03. Developed policy and procedures for employment of individuals in a regular status but for a defined period of time which will be included in UPPS 04.04.03 under Special Staff. Revised UPPS 04.04.01 to include clarification and notification that university funds can be used to pay employee tuition and fees for college courses qualifying as an eligible professional development activity. Revised or initiated pen and ink reviews for 9 UPPS's. Revised UPPS 04.04.01 to expand and clarify that university funds could be used to pay college tuition and fees for employees taking academic courses qualifying as an eligible professional development activity. (1.a.20 – Human Resources)
- Conducted biennial salary survey of local, university, and Southland Conference markets and used SAP functionality for first time for calculations and analyses. Submitted results to President's Cabinet. Included a revision of the university market based on President's Cabinet decision to use CUPA-HR data in lieu of previously used 10 Largest Texas Public Universities data. University market results with FY

04-05 CUPA-HR data was redone with FY 05-06 data when that data became available after original submission to President's Cabinet. (1.a.21 – Human Resources)

- Revised the A/E and Contractor pay application process and invoice forms to improve accountability and processing times. Developed project development, programming, schematic design and Preliminary Plan stakeholder review and approval process to assure integrity and completeness prior to submission to the Board of Regents (new - Facilities Planning, Design and Construction)
- Conducted successful online paperless Summer Insurance Enrollment. Participated in Career Services Job Fair at Strahan Coliseum. Worked with multi-divisional team to redesign faculty NEO and graduate student new hire paperwork process. Organized and chaired TSUS HR Directors meeting at the TSUS Austin Office. Conducted GOJA drive that brought the number of Grant GOJA's on hand to over 95% for grant positions and over 90% for non-grant positions. Completed 166 new position and reclassification audits. (new – Human Resources)
- Built first fiscal year operating budget on SAP. Took the lead in first salary review on SAP, merging results into FY 2006 operating budget. Manually processed carry forwards for Method, Restricted, Indirect Cost, and Plant funds. First university to implement SAP position budget control (PBC). (1.a.1 – Budget Office)
- Account/Change Request form is being revised to incorporate SAP requirements for security. Assisted with SAP support packs testing. (1.a.1 – Accounting)
- Continued to adjust processes and business rules after SAP implementation. Served on SAP Support Council Sub-committee to interface with academic colleges. Conducted numerous SAP training sessions for campus customers. (1.a.1 – Materials Management)
- Implemented ETL payment application by web. Implemented on-line payment for small departments – piloted with CASETA organization Implemented Alumni Giving e-payment. Implemented new functionality for accepting payments from students via e-checks (for registration and installments). This was accompanied by an e-payment fee which helps offset the cost of Accountant II position, essential for these additional electronic processing reconciliations. (1.a.26 – Accounting)
- Development of process for second placement on defaulted accounts. Voice response for registration and payment eliminated in February 2006 due to success of web registration and payment. Revised refund processing during schedule change period to provide better service to students. Revision to “zero due” included changes to bill, web, VR and flyers and a “soft drop” process. Reallocation of resources provided for combining multiple Accounting Clerk positions (after attrition of staff) into three Accountant III positions (one each for Financial Reporting, Payroll, Cashiers and Accounts Payable). With continued use of collection agencies for older debts, Collections Office was able to work with current outstanding debt which has made for more timely collections. Implemented Residence Life Housing Pre-payment program, which required changes to receipting and refunding processes. (new – Accounting)
- Publicized via direct mail and newspaper ads the availability of on-line 1098-T tax data. Increased requests for on-line reporting by approximately 600%. (new Tax Specialist)
- Due to State Comptroller reporting changes, created new depreciation class for Library books. (new – Materials Management)
- Renovated the University Club and converted from self service to wait staff. The renovation included new tables, chairs, carpet, paint, window covering, lighting, salad bar, and decorations. Worked in conjunction with the AVP Finance and Support Services Planning to renovate the hallway leading to the Club as well. (1.a.23 – Auxiliary Services and Assistant Vice President for Finance and Support Services)
- Renegotiated the current shuttle bus contract to allow for the purchase of 23 new buses. Allows the contract an additional 2 years on the previous term to allow for a longer amortization schedule on the new equipment. Fee referendum was put before the students for a vote and passed by a 72% - 28% margin. Began discussions with the City and local rural transit provider to explore ways that we could partner together with our two transportation systems to gain some efficiency's. (1.a.24 – Auxiliary Services)
- Promoted the use of bikes on campus as an alternative to cars. Installed bike racks on some of our buses and applied for grant money to help promote and build dedicated bike routes along campus. (1.a.25 – Auxiliary Services)
- Began to operate the Aquarena Gift Shop and Conference Center effective September 1, 2005. (new – Auxiliary Services)
- The Assistant Vice President for Finance and Support Services Planning created a new Request for Space, Change in Primary Function of Space or Funds for Renovation of Space” with the assistance of Facilities

Planning, Design and Construction which was approved by President's Cabinet and now being used. The form was also posted to the Space Management web site and is available in PDF and Microsoft Word formats. (new – AVPFSSP)

New services will be implemented to meet the needs of our customers

- A full-time Real Estate Specialist position was created in the Vice President for Finance and Support Services office and filled. This individual handles property acquisitions/sales, right-of-ways, easements, leases, university owned streets, and property development. (1.b.1 – Assistant Vice President for Finance and Support Services Planning)
- The VPFSS Office is participating in the pilot study for the Imaging Project. University property files, dating back to 1899, are being digitally imaged in the event there is a loss of the originals. (1.b.1 – Real Estate Specialist)
- Successfully implemented a maintenance service contract at RRHEC and am preparing to extend the contract for one year (1.b.4 - Facilities Management)
- Texas Rivers Center was brought on-line utilizing “green products” in keeping with the River Systems Institute’s mission (new - Custodial Operations)
- Implemented online Exit Survey. (1.b.7 – Human Resources)
- As approved by President’s Cabinet, researched and selected vendor for comprehensive background check services. Developed policy and procedures for implementation of background checks which will be included in UPPS 04.04.03. Developed policy and procedures for handling reference checks by other employers on former university employees which will be included in UPPS 04.04.03. (1.b.12 - Human Resources)
- Tracking of restricted users in EASY to flag applicants who were previously employed by the university and terminated for cause. (1.b.13 - Human Resources)
- Implemented parking permit payroll deduction process. Conducted research and prepared RFP re: tax plan for highly compensated employees for Texas State and other TSUS institutions. Directed and coordinated Texas State participation in Governor Perry’s “Texas Round-Up” fitness program for state employees. (new - Human Resources)
- Created a One-on-One training program which helps Requisitioners to build on the general knowledge provided in SAP training classes by the SAP training team. The one-on-one training addresses individual needs, teaches the person to build their own short cuts, create personal favorites lists and address their errors. All of this is done in a less intimidating environment than a large training class. It has helped to build confidence, give direction, and also helps them to “buy in” to the SAP system as a whole. (new – Purchasing)
- Purchasing changed the requisition workflow to include a “Pre-Audit” review of requisitions awaiting release for processing into PO’s. This has reduced the number of errors, and makes the entry more proficient and accurate. The average turn-around for releasing a requisition and converting it into a PO is one business day (24 hours) maximum, based on no major problems being encountered or involved in the processing. (new – Purchasing)
- Opened a full service snack bar at the Round Rock Higher Education Center through our Dining Services contract. Also successfully supplied the new campus with snack vending, coke, and copier machines. (1.b.14 – Auxiliary Services)
- Contracted with Wells Fargo Bank to provide off-campus access to the Bobcat Bucks debit account. The total off-campus locations accepting Bobcat Bucks is currently at 40 locations. Deposits to Bobcat Bucks accounts have nearly doubled compared to one year ago. Expanded the services on-campus accepting Bobcat Bucks from 7 dining locations to those plus; University Bookstore, Paws Market, Student Health Center, Campus Recreation, Outdoor Center, Duplicating Center, ID Services and Mail Services. Added a banking functionality to the student ID that allows their ID Card to be linked to a Wells Fargo checking account thereby allowing the ID card to also be an ATM Card, allowing for ATM access and PIN Debit transactions. Re-designed the student ID after a campus-wide vote of 4 possible designs that included all students, faculty and staff. Managed the accounting reconciliation of the new Bobcat Bucks account with existing Auxiliary Services office staff. (1.b.15 ID Services with Accounting’s assistance)

- Opened our Austin route to the public and began selling tickets for the Austin shuttle to the general public. (1.b.16 – Auxiliary Services)
- Added a new color copier machine to replace an old outdated model in the duplicating center. The newer technology allows for a broader range of paper stocks to be used and at a lower cost per impression. The new machine also allows for the customer to wait for their job is needed. (1.b.17 – Auxiliary Services)
- Began the conversion of our shared use office copier fleet to incorporate multifunctional devices where applicable. This allows offices to utilize one machine to provide print, copy, fax and scanning capabilities at a lower cost than operating multiple printers, fax and scanning machines in the office environment. (1.b.18 – Auxiliary Services)
- Mail Services entered into a new partnership with PSI Group of Austin, a Mail Pre-Sort company. All out-going meter mail under this process will result in a meter discount of \$.019 per piece of one ounce mail which will be passed onto departments in the form of a cost savings. (new - Auxiliary Services)
- Financial Services provided financial support to the presentations for "Aids in Africa".

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

Assessment is used for continuous program monitoring and improvement

- In response to 2004 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 9-10 days or less. (1.c.2 – Human Resources)
- Conducted campus-wide survey of supervisors to determine what content needs to be included in the new HR sponsored HR Supervisors Course scheduled for kickoff in the Fall 06. (new – Human Resources)
- The Purchasing Office web-site was revised to better accommodate the needs of the departments on campus. Purchasing created new forms, included necessary links, and listed all policies and procedures. All of this was done to comply with the new website layout provided by the University. (1.c.3 – Purchasing)

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

- Enhanced the FPDC web site for enhanced stakeholder use (1.c.3 - Facilities Planning, Design and Construction)
 - Placed all current Campus Master Plan schedules, spreadsheets and events calendar on the FPDC FTP site for easy access by all stakeholders
 - Placed current campus Design Guidelines and Construction Standards on the FTP web site to aid A/E Consultants' and Contractors' project delivery
 - Placed important A/E Consultant and Contractor functional documents on the FTP web site in a format that allows completion via computer.
- All Job Specifications were updated with a new user-friendly pdf format and university logo. 35% of all Job Specifications were reviewed and work content revised which is 10% over annual 25% target. All Pay Plan web pages were revised and updated providing a more appealing format and additional functionality. A presentation detailing the use of the hiring matrix was added to the EASY system. Benefits and Compensation FAQ's as well as numerous HR forms were placed on the HR website. (1.c.3 – Human Resources)
- Standard template has been developed for use by all offices in Financial Services. Major revisions were made to Risk Management website. Revisions are underway for other areas of Financial Services.

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

- Completed mandated inspection of natural gas lines in facilities that contain sleeping facilities. Expanded the program to include all buildings with natural gas piping (2.a.2 - Facilities Operations).
- Refined program for maintenance and inspection of fire protection systems utilizing a combination of in-house resources and contractor expertise(2.a.3 - Facilities Operations)
- Increased manpower in Building Maintenance devoted to handle pressure washing of key building and walkway areas on a two year cycle (2.a.4 - Facilities Operations)
- Upgrade of fluorescent lighting in Alkek for energy efficiency is in progress (2.a.5 - Facilities Operations)
- Purchased 5 fuel vehicles with FY05 year end funds and FY06 utility vehicle funds. Developed strategy for use of utility vehicle funding. Worked to develop replacement strategy and funding requirements for general purpose vehicles...awaiting availability of funds. Readapted some of the vehicles to propane. (2.a.6 & 2.a.13 – Facilities Management)
- Made substantial progress in developing a continuity of operations plan/procedures for computer outages. Computer hardware and procedures in place. Next step is to provide paper backup for extended computer outages. (2.a.7 - Facilities Management)
- Develop procedures to “push” security patches to PCs...reduce vulnerability to hackers (2.a.8 - Facilities Management)
 - set each machine to automatically download and install windows updates
 - set machines to automatically turn on when the user shutting them off interferes with updates
 - installed Symantec Ghost on all machines for Facilities-wide software inventory including windows patches and anti-virus software
 - installed remote access software to directly access and log on from a central location then perform updates when all "automatic" procedures fail
- Further refined the computer model which is used to determine when it is cost effective to run the generator, thus generating savings in the universities electric bill (2.a.12 - Utilities Operations)
- Purchased new more reliable server, developed procedures to allow back-ups to be loaded to old server in the event of primary server failure. (new – Facilities Management)
- Conducted elevator rescue training for San Marcos Fire Department, Round Rock Fire Department and University Police Department. Completed upgrade of lighting in JCK, changing T12 fluorescent tubes with magnetic ballasts to T8 fluorescent tubes, decreasing the build power demand by 66 kilowatts. Completed recoupment of \$150,000 in drainage utility fees overcharges (new – Facilities Operations)
- Improved the maintenance program to check and maintain emergency power systems campus-wide (new - Facilities Operations and Utility Operations)
- Began producing metrics on the effectiveness of diversity recruitment. (2.a.15 – Human Resources)
- Secured and purchased HR Office equipment and furniture with \$7,115 in HEAF funds allocated to HR by the VPFSS. (2.a.16 – Human Resources)
- Redistributed over \$38,000 from salary savings and job restructuring back into salaries of individual HR Office staff members. (2.a.19 – Human Resources)

Improved, accurate and timely dissemination of financial and other information

- Updated the deferred maintenance list of projects and reprioritized projects through FY 2011. Currently making adjustments in cost estimates based on recent construction cost increases and projections. Use of “indexes” will allow rapid updates of estimates and smoother reprioritization of deferred maintenance listings in the future. (2.b.1 – Facilities Management)
- Continued to improve utility cost forecasting (2.b.2 - Facilities Operations)
- Created a working group called “Tuna Tuesday”. This group meets weekly and includes representatives from A/P, Materials Management, Purchasing and others as needed. The group discusses issues, problems, and better working ideas that ultimately help each area and the req- to-check process. It has helped to build relations between the groups, create better communications and also created a holistic team spirit. (new – Purchasing)

Minimal exceptions to compliance issues

- Developed and had approved a project to meet the state's records retention requirements (2.c.1 – Facilities Planning, Design and Construction)
- Developed an emergency response plan for the university's public drinking water system and provided it to EPA in compliance with the Bioterrorism Act. Obtained new industrial waste water permits for the university (new - Facilities Operations)
- Implemented new legislative changes regarding insurance plan rates, state longevity and hazardous duty increases, TRS surcharges for return to work retirees, return to work retiree longevity and vacation accrual entitlements, and transitioned Workers Comp claims from TWCC. (new – Human Resources)
- Implemented a regular laboratory inspection program to aid with compliance of the Laboratory Safety Standard. Provided special service to Residence Life by conducting safety audits of all residence halls. Implemented a regular laboratory inspection program to aid in the compliance of the Laboratory Safety Standard. Revised the Radiation and Laser Safety manuals. Developed a Bio Safety Plan. (2.c.4 – Risk Management and Safety)
- Developed a Hazardous Waste Contingency Plan (new – Risk Management and Safety)
- Sponsored the establishment of two (2) HUB Mentor Protégé Agreements. Hosted a regional Economic Opportunity Forums (EOF) in November, 2004. Member of the Legislative Black Summit Planning Committee, HUB Discussion Workgroup Outreach Subcommittee and the Black Enterprise Convention Planning Committee. Assisted eight (8) Vendors on paperwork to obtain HUB Certification. Presented three (3) training classes on campus on HUB Subcontracting Plan requirements and preparation. Hosted six (6) vendors at HUB Mini-forums on campus. (2.c.5 – Purchasing)
- Completed the transition of the change from Bank One to J.P. Morgan as the official P-card provider. This involved preparing, checking and issuing approximately 700 cards to the campus cardholders. (2.c.6 – Purchasing)
- First year to prepare Annual Financial Report (AFR) from the SAP financial system. AFR was submitted to System Office and State Comptroller with minor errors by established due dates. Audits conducted by internal and external auditors did not reveal any major issues or areas of concern. (2.c.7 – Accounting)
- Annual Inventory was completed with 100% compliance by early June. (2.c.7 – Materials Management)
- Collaborated with A/P to identify process improvements for 1099-MISC processing. Prepared written documentation of procedures for records and filing of 1042-S tax forms. Drafted revisions to forms for contracts, payment requests, vendor maintenance requests and flowchart of instructions for the payment process. Drafted FAQs for 1098-T recipients and parents to publish on website. (new – Tax Specialist)
- Drafted documentation of SAP payroll processes. (new – Tax Specialist)

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

- The Assistant Vice President for Finance and Support Services Planning is working with Biology, Agriculture and Geography faculty to establish the campus as an arboretum. Meetings are being held with the related Deans, Chairs, and faculty to create a proposal for review and approval by administration. (2.d.3 – Assistant Vice President for Finance and Support Services Planning)
- Facilities Planning, Design and Construction, the Assistant Vice President for Finance and Support Services Planning, and many various campus customers, completed construction on the following capital construction projects: Avery Building at the Round Rock Higher Education Center, McCoy School of Business Administration, Baseball/Softball Drainage and the Texas Rivers Center. Over 20 capital projects have been initiated consistent with the Campus Master Plan schedule, with budgets totaling \$89.6 million. The Special Projects Group completed 256 projects at a cost of \$4.5 million. (2.d.2 – Facilities Planning, Design and Construction)
- Successfully integrated the Utilities Master Plan with the Campus Master Plan and have commenced execution of the plan (2.d.4 - Utilities Operations)
- Increased resources devoted to maintaining and improving the campus landscape, completing new plantings at Music, Education, Jones Food Court, Pleasant Street Garage, Psychology, Taylor-Murphy Alkek and LBJ Student Center (2.d.5 - Grounds Operations)
- Completed engineering study and have received TCEQ permission to eliminate chlorine gas at Jackson water well and replace it with a safe and effective mixed oxidant system for drinking water sanitation (2.d.6 - Facilities Operations)

- Reconfigured the A/P office layout, to create more efficient organization and work groups. Brought all A/P staff into one office space. (new – Accounting)
- The Assistant Vice President for Finance and Support Services Planning, the Real Estate Specialist and Residence Life worked together on the acquisition of Campus Colony apartments.
- The Assistant Vice President for Finance and Support Services Planning was appointed to the Downtown Master Plan Task Force and was elected Vice Chair of the task force.

Create a challenging and satisfying work environment by promoting an effective, qualified and diverse workforce and publicizing our accomplishments.

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

- Facilities staff performance appraisals were completed in a timely manner on the revised appraisal form
- All HR Office GOJA's were reviewed and updated as necessary. Created an HR Template for each employee that tied each employee's individual duties to the appropriate HR, FSS, and University Goal.
- The VPFSS Office staff performance appraisals were completed in a timely manner.
- Financial Services continued the annual processes for both managerial evaluations (by subordinates) and self-evaluations (by all employees).

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

- In Facilities, all departmental employees, except 7, received a 300+ rating on their performance evaluation appraisals consistent with the new HR evaluation criteria. Employees with a rating of less than 300 have been given performance improvement plans. (3.b.1 - Facilities)
- All HR Office employees received a rating in excess of 300 on their annual performance appraisal. (3.b.1 – Human Resources)
- Each staff member completes an annual Self-Evaluation in concert with the Performance Appraisal process. (new – Financial Services)
- All staff members are given the option of preparing annual Managerial Evaluations. (new – Financial Services)
- One employee in the VPFSS Office received a rating below 300. A performance plan was created and one review has already been held resulting in positive improvement.

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

- All staff team members were encouraged to reach a goal of 16 hours of Professional Development during the year. 100% of the Staff accomplished the goal (3.c.1 - Facilities Planning, Design and Construction)
- All custodians that drive vehicles on campus receive the 8-hour defensive driving course. (3.c.3 – Custodial Operations)
- Improved our animal control program through training and licensing of selected shop personnel (3.c.3 - Facilities Operations)
- Provided internal monthly safety training to employees and provided external training as required to meet proficiency and licensing requirements (3.c.3 - Facilities)
- HR Office staff attended 156 formal professional development activities in CY05 and two employees enrolled in Texas State academic courses in pursuit of a degree. (3.c.1 – Human Resources)
- Head Purchasing Clerk obtained certification as Certified Texas Purchaser. (3.c.1 – Purchasing)
- General Accounting has an on-going effort to train staff. In addition to professional development training provided by the University, outside conferences for various professional organizations have been attended by every staff member. (3.c.1 – Accounting)
- Attended NACUBO Non-Resident Alien Tax Seminar in February 2006. (3.c.1 – Tax Specialist)

- Financial Services co-sponsored (with Professional Development) a training session with Marilyn Paul, internationally-recognized expert on organization skills.

Division employees will be valued and their achievements recognized

- The Custodial Supervisor, former Custodial Trainer, achieved certification as National Safety Councils Defensive Driving Course “Trainer/Instructor.”
- Facilities continued to recognize people throughout the year utilizing the Just-in-Time Awards Program (3.d.4)
- All HR Office employees (excluding the Director and Assistant Directors) received a performance bonus achievement award last year for contributions to the HR Office mission and goals. The Director pushed the decisions for the awards down to two employees that were one level below the Assistant Director level to give them a management development experience in handling compensation decisions for staff members. (3.d.3 – Human Resources)
- The HR Office initiated a new 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 service and special engraved star paperweights in differentiating materials and colors for increments of 5 years service. Dinner gift cards, movie tickets, and music gift cards from the Director are also awarded at designated 5 year interval periods. (3.d.6 – Human Resources)
- Annually, the Accounting Office holds a Staff Appreciation day. Each event acknowledged appreciation for staff and was well received. Cashiers/Collections supported Sunshine Kids by providing a pizza party for them at the Student Rec Center. (new – Accounting)
- The Purchasing Group received the FSS Team Award for the 4th Q, 2005. (3.d.1 – Purchasing)
- Jacque Allbright received the Employee of the Year award for 2005. (new – Purchasing)
- Customer Service Awards are awarded each May at the spring picnic by the Vice President for Finance and Support Services. (3.d.3 – VPFSS)
- The vice president’s office honors retiring staff with a “Recognition of Service” gift for FSS Employees. (3.d.6 – VPFSS)
- The Assistant Vice President, along with the master plan consultant, will make a presentation at the No Name Conference in June entitled “An Engaging Master Planning Process for a Changing University Environment.” The Vice President, Assistant Vice President, and the master plan consultant will make a presentation at the July NCCI conference entitled “An Engaging Master Planning Process for a Changing University Environment.” The Assistant Vice President, the Associate Vice President, and the master plan consultant will make a presentation at the July APPA conference entitled “Master Plan: Integrating Academic, Facilities and Financial Planning.”
- The Assistant Vice President serves on the SCUP South Council as the communications coordinator. She is responsible for writing a quarterly newsletter for the South Region.
- Financial Services staff members served lunch at the Cock House to help raise funds for the San Marcos Heritage Society.

The FSS Division will achieve a diverse workforce

- Facilities promoted one female Hispanic to a supervisory position and promoted one female Caucasian to a manager position (3.e Facilities)
- Contracted with four recruiting vendors with good track records of providing a greater number of diversity job candidates. (3.e.1 – Human Resources)
- HR has a sitting member on the FSS Diversity Committee and plays a big part in providing data support for Committee initiatives. (3.e.4 – Human Resources)
- Financial Services was able to attract a total of 11 very well-qualified ethnic minorities and women into professional positions during the assessment period.
- The FSS Diversity Committee holds brown bag discussions concerning the Common Experience topic for the year for any interested FSS employee to attend.

- The FSS Diversity Committee disseminates FSS diversity initiatives and other committee activities through the divisional newsletter and e-mail announcements.
- The “Tools for Tolerance” workshop created by two FSS employees was offered in Professional Development workshops on campus.

DISAPPOINTMENTS

- Pay plan minimum rates were not changed to meet results of biennial salary survey or move closer to market and target.
- Document imaging process still not in place with extremely slow process of pilot group.
- Unable to get 5 year Peer Review process scheduled for FY 06 underway.
- Unable to get annual liaison visit process to each division and college council underway.
- Did not secure funding or approval to hire a Work-Life Coordinator.
- Was unable to implement an internal temporary services program for the campus.
- Did not secure an electronic online job description, job audit, and GOJA library service.
- Lack of staffing in all areas of Financial Services continues to be the biggest disappointment and challenge to meeting the goals of the university and for providing adequate customer service, fiscal integrity, and satisfying work environment. Resources have been reallocated where possible; but, new resources are needed in several critical areas.
- Due to the heavy workload in the Vice President for Finance and Support Services Office because of the Campus Master Plan development, the FY 05 Peer Review for the Office was postponed until FY 06. Unfortunately heavy workloads with the Master Plan Implementation prevented work from starting in FY 06. The Peer Review has been delayed for three years already.
- Change management efforts need to be enhanced for changes/ improvements of SAP.
- Resources are not available for essential infrastructure in the Accounting Office caused by continued growth in student population and automation.
- Master Data business process has not been finalized. The Accounting back-office staff still have not taken on all duties.
- Financial Services was not able to work on Vendor Set-up, Maintenance and clean-up.
- There is a lack of resources for programming modifications and enhancements to various SARS programs. Many projects were added without going through the priority process which caused delays in other areas of need.
- Lack of prioritization on projects– every project is #1
- Transition from implementation team to process owners (back office) is slowly being completed. General Accounting is not always kept aware of Competency Center improvements, corrections or vision of future projects.
- Due to complexity of implementation of SAP and annual reporting requirements, complete automation of Annual Financial Report was not available this year and mapping AFR in SAP was very labor intensive and time consuming.
- Have not been able to extend automated IDT to other cellular services.
- Problems continue with interface between P-Card vendor and SAP; not pulling entire billing for month which leaves an ever growing outstanding balance.
- Not enough time in some areas of Accounting to write up job procedures and desk manuals
- Due to ongoing changes GOJA’s for the Accounting Office staff are not all current
- Uncertainties on office locations for new staff in the Accounting Office
- A new position for Property Clerk was not approved for the Property Management Office.
- Time consumed by SAP implementation prevented Materials Management from conducting the desired number of spot audits of assets across campus.
- The SAP Vendor master record implementation has not been as comprehensive as it should be. There is lack of a totally seamless relationship between the HUB process and the RFQ process. Attention will be devoted to this process by Purchasing during the coming year.

- The Purchasing Clerk and the Head Purchasing Clerk positions were not audited or reclassified as desired for this fiscal year.
- There is a continued high volume of invoices paid “No PO”. In closing out previous fiscal year outstanding PO’s Purchasing found many instances where a PO was issued for the purchase, but when the invoice was received it was not identified as being issued against a PO. There are numerous reasons why this apparently continues to occur. The impact is that Purchasing has to research more previous FY open PO’s in order to close the outstanding encumbrances and return the funds to a department’s budget. Both A/P and purchasing steps have taken steps to try to reduce the number of NPO’s processed, but its impact is still being felt during the closeout process of previous FY open PO’s.
- Purchasing witnesses a lack of participation among the division/department HUB Coordinators in attending Mini Forums and Spot Bid Opportunities held in conjunction with TBPC sponsored Economic Opportunity Forums and other HUB outreach events.
- Inadequate staffing in the Risk Management and Safety Office; current levels are approximately one-third that of comparable universities in Texas.
- Incomplete instructions/desk manual for Tax Specialist position
- Time constraints at year-end, prevented reorganization of the Tax Specialist Office, update of files and archiving of old files

FY 2007 STRATEGIES

- Facilities Planning, Design and Construction , the Assistant Vice President for Finance and Support Services Planning, and other campus customers, will continue implementation of the Campus Master Plan.
- Continue implementation of expanded functionality of SAP.
- Begin selection and implementation of Student System consistent with project plan.
- Identify and implement a building and room inventory database system to ensure accurate reporting and ease of reporting.
- Develop and publish a comprehensive Project management Manual with detailed instruction on project development processes consistent with the newly adopted TSUS planning and construction policies and procedures. (Facilities)
- Update construction contract “Special Conditions” which address unique construction contracting requirements for the Texas State campus. (Facilities)
- Develop and implement an indefinite Delivery-Indefinite Quantity (IDIQ) professional services contracts with an Architectural firm, Landscape Architect firm and an Engineering firm for small, quick turn-around projects. (Facilities)
- Continue to improve departmental web site. (Facilities)
- Consolidate fire alarm services under one vendor. (Facilities)
- Implement FM Global recommendation to protect mechanical equipment and electrical distribution system on campus. Requires funding. (Facilities)
- Establish Construction Inspector and Administrative Assistant positions in FPD&C to meet Campus Master Plan construction schedule. (Facilities)
- Construct document storage and archive facility to meet state document retention requirements for construction contracting. (Facilities)
- Acquire funding for 2 new plumbing positions and 1 technical services position to handle in-house weekly fire systems inspections. (Facilities)
- Develop a plan to operated facilities and infrastructure in the event of a flu pandemic. (Facilities)
- Implement utility master plan to ensure adequate and reliable utilities for new construction. (Facilities)
- Expand the use of our Geographic Information System to improve operations resulting in accurate, improved information. (AVPFSSP)
- Work with The Staubach Company to determine the best strategic real estate plan for the IH35 and McCarty property. (AVPFSSP)
- Continue negotiations with Campus Christian Community Center on the acquisition of their property. (AVPFSSP)
- Work with KTSW to secure another radio tower location. (AVPFSSP)

- Continue implementation of the master plan improvement projects from special funds. (AVPFSSP)
- Enhance town/gown relationships by expanding community service activities and implementing a Staff Recognition Award for Community Service in the FSS Division (AVPFSSP)
- ID Services will be moved from JCK bldg to LBJ Student Center. While this move is necessitated by the need for space in the JCK bldg, moving to the Student Center should provide students greater access to ID Services. The biggest impact will occur during summer orientations as we will be able to process all our new students ID cards while they are here in the building. (Auxiliary Services)
- We should have the contract in place to open our Wells Fargo branch in the LBJ Student Center. This will have limited services but will allow our students, faculty and staff to service their Wells Fargo linked checking accounts and their Bobcat Cards. Also we are opening an ATM across from Paws N Go near Nueces bldg for access to checking and savings accounts. It is expected that in June 2008 when the Bank of America ATM contract expires an ATM will be installed in this branch as well. (Auxiliary Services)
- Working on strategies with Wells Fargo to encourage greater participation in our Bobcat Bucks Program that already has 14 on-campus and 40 off-campus locations accepting Bobcat Bucks. We are looking to add some snack and beverage vending machines summer 2006. (Auxiliary Services)
- Renegotiating the current beverage contract which expires May 31, 2007 and considering if it would be better to exercise our contract renewals or bid a new term. (Auxiliary Services)
- Continue working with the City and Capital Area Rural Transit to look for ways our two transportation systems can coordinate our efforts to gain efficiencies for both the university and the city. The discussions are being run in conjunction with TXDOT and the Texas Transportation Institute. (Auxiliary Services)
- Work with the campus Master Plan implementation committee to make our shuttle system operational through all the various parking garage and building projects in an effort to try and minimize service disruptions that may occur. (Auxiliary Services)
- Continue to make process improvements to our dining services waste systems in order to reduce the City of San Marcos COD fines that have been imposed on the University. Waste reduction methods along with using environmentally friendly chemicals are just a few of the strategies being initiated. (Auxiliary Services)
- Two dining areas that need to be considered for furniture upgrades and renovations to the seating areas include both the Den and Jones. (Auxiliary Services)
- Continue to enhance the quality of our residence dining program to allow for our annualized average meal plan participation to remain above 6,000 meal plans which was the case in fall 05/spring 06. (Auxiliary Services)
- Market our duplicating center to not only our faculty and staff, whom have been the primary users of our services, but aggressively offer our services to students. Installing new digital high speed black and white as well as color copiers in an effort to make our services more efficient and affordable. (Auxiliary Services)
- Continue to promote the implementation of the conversion of university department office copiers, printers and scanners to a single multifunctional device to consolidate office printing and reduce overall university cost. Auxiliary Services and IKON will sell paper to departments using multifunctional devices. That paper will be purchased through a certified HUB vendor in an effort to increase the university's HUB participation. (Auxiliary Services)
- Begin to review and evaluate a new Bookstore POS system to replace our current system in the next 2 years. Bookstore will bring all stakeholders together from the beginning of the process to include; accounting, information technology, internal audit, and procurement. (Auxiliary Services)
- Review various 3rd party sources to manage and implement a true on-line web-based e-store for the university bookstore. (Auxiliary Services) Written documentation will be reviewed and updated and/or developed for all major business processes. (All areas of Financial Services)
- An SAP Procurement "HOW TO" training guide will be distributed to requisitioners and departments to aid in preparing SAP documents. (Purchasing)
- Work collaboratively to coach SAP End Users on "shortcuts" and productivity enhancement techniques in preparing purchasing documents in SAP. (Purchasing and Accounts Payable)
- Disseminate information about the benefits of using TXMAS and Group Purchasing contracts as "best value" procurement processes to be considered and used in lieu of competitive solicitations to obtain goods and services to meet their needs whenever practical. (Purchasing)
- Begin trial implementation of granting end-users on-line access to Procurement Card vendor software, SmartData On-Line (SDOL). Will expand implementation campus-wide in a systematic, staged manner if the trials are successful. (Purchasing)

- P-card policies and procedures will be reviewed to determine how well the P-card program meets the customers' needs, while maintaining adequate financial controls. The P-card manual will be revised and training materials will be updated. (Purchasing)
- Improve the SAP Annual Inventory reports to be more user-friendly and revise the inventory process, as needed. (Materials Management)
- Study the feasibility of implementing bar-code scanners for use by campus community in conducting annual inventory and for use by Materials Management in conducting audits of inventory. (Materials Management)
- Training sessions will be developed and presented (in conjunction with the Payroll Office and International Office) for tax issues or Non-Resident Alien students and faculty/staff. (Tax Specialist)
- Develop written documentation (desk manual and/or policies) related to risk and insurance. (Risk Management & Safety)
- Prepare analysis of insurance coverage needed for "business interruption service" as well as assist with new requirements for Educational & General property coverage. (Risk Management & Safety)
- Implement SAP Travel and Personal Reimbursements functionality and workflow. (General Accounting)
- Organizational structure and processes of each FSS unit is deemed as meeting the needs of its customers and is supportive of the university mission (assessment, web based communications)
- FAQs will be developed and posted on web pages for all offices. (All areas of Financial Services)
- Web pages will be revised significantly to be more user-friendly, to include updated forms, and to add more information, as well as to adopt the new university content-management standards. (All of Financial Services)
- Develop 1098-T form Instructions for Parents and Students to be included in orientation brochures and on the webpage. (Tax Specialist)
- Update the UPPS and associated webpage instructions and forms for the Contract Services Payment Request process. Also, conduct training sessions about these processes for end-users and back-office staff. (Tax Specialist)
- Organizational structure of several areas within Financial Services will be reviewed for possible reorganization based on implementation of SAP. (General Accounting, Purchasing, Materials Management)
- Risk of loss of resources will be minimized by education of the campus community regarding a broad range of risk and safety issues. This will be done via enhancement and implementation of systems, written policies and procedures for the identification, and training. (Risk Management & Safety)
- Expand and improve the collection, evaluation and maintenance of data related to injuries, claims, worker's compensation, and other risk and safety issues. Such data will assist in minimizing and/or preventing losses from future similar occurrences. (Risk Management & Safety)
- Work on implementation of the State Comptroller's Office SPA asset software replacement project – Capital Asset System (CAS). (Materials Management)
- Expand electronic delivery of communications, billings, and self-service access where feasible. This includes, but is not limited to, EFT for financial aid, expansion of payroll direct deposit, and other electronic payment methodologies. (General Accounting)
- Work with the Competency Centers to implement and test SAP support packs. (General Accounting, Purchasing, Materials Management)
- Work with the Competency Centers to prepare for implementation of the next version of SAP financial and human resources software. (General Accounting, Purchasing, Materials Management)
- Financial reporting processes will be evaluated and improved to enhance user access and understandability, as well as accuracy. (General Accounting)
- Develop and implement a pro-active program for fire prevention in accordance with the State Fire Marshal, Life Safety Code and National Fire Protection. (Risk Management & Safety)
- Begin a feasibility study of the need for and costs of developing a university-wide industrial hygiene program to address indoor air quality, ventilation, personal exposures to chemicals and biological agents, noise, respiratory conditions and initiate a medical surveillance program if necessary. (Risk Management & Safety)
- Develop a university wide safety, health and compliance training program to raise the level of awareness of faculty, staff and students in the areas of safety and health. (Risk Management & Safety)
- Improve the Accounts Payable processes for identifying and reporting 1099 vendors. (Tax Specialist and Accounts Payable)
- Training sessions will be attended by all staff members, as appropriate, to assure a current knowledge base so as to minimize non-compliance on state and federal regulatory issues. (All areas of Financial Services)

- A HUB training program will be developed and training conducted for divisional and area HUB Coordinators to educate them on the requirements of the State’s HUB “good faith effort” mandates. (Purchasing)
- The Procurement card (P-card) cardholder training materials will be reviewed and revised, with the new training program implemented in mid-year. (Purchasing)
- Implement a program of on-going, systematic reviews of P-card expenditures and documentation held at the departmental level. (Purchasing)
- Improve processes and documentation to assure compliance with state regulations regarding surplus computer equipment, as well as the Comptroller’s CAS software system implementation. Requires a new position, Property Management Clerk, for Property Management Office. (Materials Management)
- Training sessions will be provided to assure a current knowledge base to minimize processing time and errors for travel reimbursements. (Accounts Payable)
- Assure that equipment is in workable, reliable, safe condition. This is particularly important because of safety issues associated with moving heavy and cumbersome loads, as well as the frequency of use of equipment. This requires on-going update and replacement of warehouse equipment and vehicles. (Materials Management)
- Configuration of office space and staff will continue to be evaluated and rearranged, to assure appropriate staff members are accessible for meeting with students and other customers, as well as in appropriate proximity to members of their own work groups. (General Accounting)
- Self-Evaluations will be performed by all Financial Services employees. (all areas of Financial Services)
- 360 Managerial Evaluations will be performed by all direct and “extended” direct reports of the AVP-FS/Treasurer. (Associate VP-FS & Treasurer)
- Submit nominations for “Employee of the Month”, “Team”, JIT, and other awards. (All areas of Financial Services)
- Submit employee accomplishments to FSS Newsletter, University Star, and other publications for recognition. (All areas of Financial Services)
- Continue the on-going efforts to train current employees to enhance their skills so they are prepared for new, higher-level positions and opportunities as those become available. (All areas of Financial Services)
- Continue on-going efforts for open-recruiting to produce diverse applicant pools, while hiring most qualified applicants for vacant positions. (All areas of Financial Services)