

FY 2008 Accomplishments
September 1, 2007 – August 31, 2008
Division of Finance and Support Services

Enhance our customer service for us 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)
- FPDC updated Campus Design Guidelines and Standards of Construction. (Facilities)
- Facilities implemented new computerized vehicle inspection software that provides real time updates to the Department of Public safety databases. (Facilities)
- FPDC created checklists for monitoring the construction administration process. (Facilities)
- HR investigated and secured a child care feasibility study proposal from a vendor. (Human Resources)
- 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. Developed a Statement of Work with a third party vendor for FY 09. (Human Resources)
- Collaborated with IT and UA to include retirees and emeritus titles in the online directories (CatsWeb and People Search). (Human Resources)
- Revision of UPPS 04.04.41 Staff Employee Mediation, Grievances, and Complaints Policy included the outsourcing of the mediation function. (Human Resources)
- In collaboration with University Attorney researched and wrote a new staff employee drug testing policy statement for review. (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.
- 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. Checklist will feature a signed certification of acknowledgement of receipt by the grievant or complainant. (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 Bookstore. Improvements put us in compliance with the new Visa/MC rules for electronic commerce and the university rules for storing of sensitive credit card data. Have continued to update the site to where we now have over 400 items available for sale on the stores web-site. (University Bookstore)
- Wrote the RFP for a new POS System and released bid in May 2008 and had 4 responses that are currently under review and we have now recommended RATEX Business Solutions as our partner. Implementation of the system is currently scheduled for February 2009.(University Bookstore)
- Continued to expand the usage of the Bobcat Bucks Program to additional off-campus locations and currently are 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 to one vendor for one single commodity, possibly the largest campus-wide. (Printing, Copier and Mail Services)
- Austin route continues to be popular and we 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)
- Reviewed and validated SIS requirements via Advantive Decision Director and reviewed RFI for SIS project. Validated requirements and wrote scripts in preparation of vendor demonstrations to be held in the fall (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 with the primary focus of providing instruction about emergency evacuation, emergency response and fire fighting procedures. This is year two of the program and it will continue to be an ongoing program. This year alone, over 500 students and staff have participated in the training.(EHS&RM)
- Coordinated with and assisted in the safety training for all of the custodians who work on campus. The training will be offered annually and as needed upon request. (EHS&RM)
- Successfully went to bid and awarded a new hazardous waste contract for 5 more years.(EHS&RM)
- Safely managed the disposal of 18 tons of hazardous waste and 8 tons of Universal hazardous waste (bulbs, batteries, paint) with no spills or incidents. (EHS&RM)
- Achieved compliance of 95% of the State Fire Marshal report. The remaining items are construction related and are being planned accordingly for correction. We are scheduled to have a follow up inspection by the State Fire Marshal at the end of September 2008.(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. This includes approximately 30 departments and 300 cards (Purchasing)
- All P-card limits were lowered to coincide with budget availability. (Average is \$5000.00) Prior to this change in policy the average limit was 20,000.00 set at implementation. (Purchasing)Developed and submitted a project charter for an e-Procurement initiative. (Contract Compliance and 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)
- Established a new Purchasing Policy (Purchasing/Contract Compliance)
- Assisted Work list requisition approval process for account manager approval in SAP (Purchasing)
- Wrote a new UPPS for Cell Phone Usage (Purchasing/Contract Compliance)
- Purchase Orders now have automated signatures for purchases under \$25,000. All purchases greater than 25K are reviewed to ensure regulatory compliance. (Purchasing)
- Charter prepared, submitted and prioritized for Fundriver software to improve Endowment stewardship function through enhanced accounting and reporting. (Financial Reporting)
- Fundriver project was initiated and monthly processes are well under way. (Financial Reporting)
- 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 were processed within 12 working days consistently (Accounts Payable)
- Travel staff continued to train on the JPMC Smart Data On-Line credit card system (Accounts Payable)
- Roll out of SDOL P-Card on-line access. This includes approximately 30 departments and 300 purchasing cards (Purchasing)

- Major update for account changes and uploaded to SAP for COOL and SDOL. This was particularly cumbersome this year due to all of the many fund changes for 2008. (Purchasing)
- Collaborated with Office of Sponsored Programs on preparing a basic contract training seminar for PI's. (Contract Compliance)
- Policy development and implementation and reconciliation of the cell phone accounts. (Accounts Payable, Contract Compliance, Purchasing, Payroll and Tax 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)
- Continue to provide excellent customer service to the campus community by striving to meet our Goal of Paying Employees Correctly and Timely (Payroll and Tax Compliance)
- Improved ACH file submission procedures following the 6/2/08 ACH error (Payroll and Tax Compliance)
- Collected \$19K of the FY2008 \$35K claims YTD (Payroll)
- 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,
 - Encouraged and 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 in time for fall 2008 registration. Payment requirement went from 50%/25%/25% to 30%/35%/35%, which was well received by both parents and students. (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)
- Improved Financial Aid residual balance disbursement by streamlining production process to disburse to students at least one day faster. In addition, took over the Financial Aid/Refund credit process which resulted in a more efficient process flow. (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)

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)
- The VPFSS Office took over the scheduling of the 11th floor JCK Regent's Room and Reed Parr Room. An Administrative Assistant II was hired to handle 11th Floor reservations. (VPFSS Office)
- Expanded landscaping maintenance contracting. Much of the contract work is done on weekends to minimize disruption of campus daily business. (Facilities)
- An emergency on-call system was instituted that compensates employees for being in an on-call status. (Facilities)
- Provided additional waste hauling capacity at the residence halls during move out and move in to accommodate the large volume of trash. (Facilities)
- Contracted out testing of fire alarm and protection systems as of September 1, 2008. (Facilities)
- Custodial Operations expanded the use of environmental friendly cleaning products. (Facilities)
- Grounds Operations developed and implemented a plastics recycling project which processed 8.82 tons in FY 08. (Facilities)
- Grounds Operations recycled 85.69 tons of mixed paper, 20.75 tons of cardboard and .7 tons of aluminum 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 Starbuck's 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. Athletics plans to use the information to build a loyalty program. (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)
- Departmental receipting via SAP placed in production. At least 3 active departments and training for rest of departments scheduled. (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)
- Implemented FUNDRIIVER program to help maintain endowment accounting activities and calculations (Treasurer)
- Secured software to produce University organization charts and completed revision of FSS/PPS 04.04.01 University Organizational Charts which had been on hold since 2004. (Human Resources)
- Implemented formal Work Life program with designated full time Work Life Coordinator effective March 31, 2008. (Human Resources)
- Secured President's Cabinet approval and support for an Administrative Assistant training program and began collaborative work with Professional Development. After declination of Professional Development, HR took ownership of the course and sent Assistant Director to North Carolina State to observe and research the NC State model. (Human Resources)
- Negotiated and secured a Relocation Services Agreement with Global Mobility Services of Phoenix, AZ to provide no cost relocation services to 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. In managing this significant change, the Budget Office conducted 20 hands-on workshops and labs for colleges and divisions. (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 which was identified as a deficiency by the Audit and Compliance group. The training will be ongoing as new employees are hired. In addition 780 lab inspections were conducted in 2007 that focused on waste management issues. (EHS&RM)
- Developed and implemented a Bio-Safety program for faculty, staff and students who work with biological agents. Included in the program was the development of an Exposure Control Plan for specific regulated activities and Blood Bourne pathogen training. Other components include the following: created online training for Blood borne Pathogens, presentations for Blood borne Pathogens and blood spills in a classroom setting, Development of an Institutional Bio-safety Committee, assisted Principal Investigators in the review of Control Plans for BSL-2, development of a Bio-safety Waste Management Program, installation of Sharps Containers in labs and areas where potential hazards may exist, advice on Decontamination and Disinfection, and develop an Autoclave/Sterilization monitoring system. (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. 2100 student employees have completed the orientation program. The program is offered on the TRACS system and offered live to groups or departments. Every student employee will complete this program within 30 days of employment. In addition, during the coming the year the program will be modified and will be content specific to new staff, new faculty and all graduate assistants.(EHS&RM)

- 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)
- 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 a noise protection program which assures that Texas State University is in compliance with the OSHA Hearing Conservation program. The purpose of the program is to protect our employees from high noise exposures in the work place. Noise surveys and sound level readings were conducted and taken in all industrial areas as well as areas where small and large motorized equipment is located and/or used by employees. The results are then documented and areas are identified for the use of hearing protection in the work environment.(EHS&RM)
- Launched an IAQ (Indoor Air Quality) preventative maintenance program – We are inspecting more at risk buildings (buildings with a history of mold, mildew and odor issues) on campus on an annual basis and all other buildings every other year.(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)
- The Workers Compensation Program was transitioned from HR to EHS&RM. (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. We reduced the number of office product vendors to two by Presidential mandate. Both companies chosen are represented by a mentor protégé program, enabling Texas State to receive first tier HUB credit. (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. The May show was the largest show to date with 31 vendors and approximately 250 in attendance. (Purchasing and Accounts Payable)
- Implemented a new supply order policy within the purchasing office. This has helped reduce the amount of orders placed and provided a savings by reducing frivolous purchases. (Purchasing)
- Roll out of SDOL P-Card on-line access. This includes approximately 30 departments and 300 cards (Purchasing)
- Submitted a Charter, Purchase Category Report which will create reports involving not only Purchasing, but financial reporting, OSP, Tax Specialist, Materials Management, Accounts Payable, and HUB. (Purchasing)
- Declining card program instituted for the Athletics team travel; program also supported emergency travel needs (Accounts Payable)
- Travel & Expense Module began drafting requirements and policies; held an administrative staff work group session (Accounts Payable)
- Automated the employee vendor creation process, considerably decreasing the turnaround time of these vendor setups. (FI Master Data Center)
- Created a report to help the campus community to identify the unrelated business income activity UBIT. (FI Master Data Center)
- Implemented a daily process to check for State Comptroller’s Holds. (FI Master Data Center and Accounts Payable)
- Coordinated the on-going imaging projects for JVs, TINs, and W9s forms. (FI Master Data Center)
- Created new report to assist in the quarterly reviews of 1099-MISC recipients and process documentation. (FI Master Data Center)
- The following SAP Charters for which Payroll and Tax Compliance was a key participant were either, submitted, worked on or completed during the fiscal year: (Payroll and Tax Compliance)
 1. SAP 06-0130 – TRS Interface Reporting – Completed
 2. SAP 07-0226 - User-Friendly Retro Payroll Reporting – Completed
 3. SAP 07-0228 – Electronic W-2’s – 45% Completed
 4. SAP 07-0234 - ABEST/Semi-Conductor Reconciliation – Completed

5. SAP 07-0241 - Nonresident Alien/Resident Alien Report – Completed
6. SAP 07-0248 - Calendar Year-end 2007 Reporting – Completed
7. SAP 08-0020 - State Appropriation to Local Fund Flip Program – Completed
8. SAP 08-0022 – Nonresident Alien and Resident Alien Processing – 5% Completed
9. SAP 08-0034 - Payroll Advance Repayment Deduction – Active List - Waiting on Resources
10. SAP 08-0035 - Payroll ACH File Submission Enhancement – Waiting list (Payroll and Tax Compliance)

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)
 - 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,
 - 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,
 - 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 the Administrative Assistant II position to the Administrative Assistant III position after that position was vacated and then successfully filled (Payroll and Tax Compliance)
- Reclassified a vacant Administrative Assistant II position to a new Warehouse Worker position which would work in the Moves and Events office. Filled this new position and another Warehouse Worker position which resulted from an employee retiring, in August of 2008. (Materials Management)
- Director of Contract Compliance assumed responsibility as Agency HUB Coordinator for the Texas State HUB Outreach Program. (Contract Compliance)

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)

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 Audit 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 web site. (Payroll and Tax Compliance)

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)
- In FY 2008 Bobcat Bucks surpassed the total amount deposited in FY 2007 by the end of January 2008. The total deposited from August 2007 – July 2008 was \$755,451.55. Since the first year have had 24 consecutive months where the total monthly deposits exceeded the total from the previous year for the same month. (Bobcat Bucks/ID Services)
- 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 department's 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 FY 2007 vs. 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. Fall Rush is targeted to be the highest grossing and topped \$4,000,000 for the first time. (University Bookstore)
- Continued to reward students that use Bobcat Bucks in the Bookstore with a 5% discount on most purchases including textbooks. For academic year 06-07 University Bookstore had the highest total sales using Bobcat Bucks totaling \$55,666.52. From August 07 through July 08 we have recorded \$99,603.94 in Bobcat Bucks purchases in the University Bookstore. Our off-campus competitor during the same period of time generated only \$26,568.91 in Bobcat Bucks sales resulting in almost a \$4 to \$1 advantage for the University Bookstore. (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)
- Payroll Processing: 79,788 ACH/Direct Deposits and 9,414 Checks for a total of \$121,302,960 Net Pay through 9/01/08 (Payroll and Tax Compliance)
- Collected \$35K of the 86 FY2008 claims totaling \$62K YTD through 08/15/08 (Payroll and Tax Compliance)

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 2007 data for the Provost (VPFSS Office-Planning)
- Conducted first 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)
- Conducted 97 presentations for 16 formal training classes that included the following training classes: Managing Positions and PCRs in SAP, Performance Appraisal Training for Staff, NEO I, NEO II, Classification/Compensation

Training, HR Training for Grants, Understanding Organizational Management in SAP, Understanding Student Employment and Creating Student PCR's, I-9's for International Employees, Managing Wellness With HealthSelect, Financial Planning and Retirement, SAP time Administration, HR Training for Grants, Summer Enrollment Fair, Orientation for Staff and Academic Administrators, Managing @ Texas State (Human Resources)

- HR continued the departmental strategy of making at least one outreach visit to each college and divisional council each academic year. (Human Resources)
- HR, Institutional Research and IT personnel collaborated to establish and expand HR data in Business Warehouse. (Human Resources)
- HR revised/delivered a portion of NEO for Administrators workshop. (Human Resources)
- HR staff coordinated several workshops on work life topics. (Human Resources)
- 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)
- 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)
- Conducted 20 hands-on workshops and labs for colleges and divisions to support the change to developing budget using BEx Analyzer and portal. (Budget Office)
- Considerable advances were made on the general ledger reconciliations between USAS and SAP (Accounts Payable)
- Provided the University with additional travel training, including a new session, *Understanding Travel: Beyond the Basics* (Accounts Payable)
- Provided the University community with additional travel training, including a new session, *Understanding Travel: Beyond the Basic*. (Accounts Payable)
- UBIT presentation to the Council of Deans by the Tax Specialist (Payroll and Tax Compliance)
- 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)
- Assisted departments with preparing procurement solicitations and/or contracts for: Television Studio Analog-to-Digital Conversion, Electronic Card Access, Fundriver Software, Hazardous Waste Management, ALEERT/SMCISD Interlocal Agreement for Use of SMCISD Facilities for training, Bookstore Point-of-Sale system, Athletic Concessions, Facilities Waste Hauling, Fire Systems Inspection & Maintenance, Pecan Orchard Management, Athletics Parking, and Athletics Event Staffing. (Contract 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)
- Developed and presented an informational discussion on the State mandated HUB Subcontracting Plan (HSP) requirements to the Texas State HUB Coordinators (Contract Compliance)
- Assisted in sponsoring a new HUB Mentor-Protégé relationship by Texas State. (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)
- 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)
- Key Presenters in the NRA Tax Workshops offered through the Office of Professional Development (Payroll and Tax Compliance)
- Key Presenter in the Contracted Services and Vendor Maintenance Workshops offered through the Office of Professional Development (Payroll and Tax Compliance)
- Participants in the annual NRA Faculty Orientation (Payroll and Tax Compliance)

- Participants in the NRA Student Orientation held before the Fall and Spring Semesters (Payroll and Tax Compliance)
- IAW State Policies and Procedures were submitted and the Annual Fixed Asset Reconciliation form, signed by the Vice President of Finance and Support Services and Director of Materials Management, to the State Comptroller's Office. This document verifies the AFR Note 2 balances with our SAP asset management special ledger records, the Accounting Office Financial reporting ledgers and the State Property Accounting (SPA) asset records of the State Comptroller's Office. (Materials Management)
- IAW State Policies and Procedures were conducted and the Annual Inventory of all university assets and submitted the report to the State Property Accounting (SPA) Office of the State Comptroller. (Materials Management)
- Materials Management taught two classes on SAP Navigation to university employees. These classes had to be taught in SAP Portal (web based) format and the SAP GUI format since some users used only the Portal and some users used SAP GUI. (Materials Management)
- Major update for account changes and uploaded to SAP for COOL and SDOL. This was particularly cumbersome this year due to all of the many fund changes for 2008. (Purchasing)
- 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)
 - Development and implementation of a comprehensive Purchasing and Contracting Policy,
 - Development and implementation of Memorandums of Understanding for remote site purchasing operations,
- 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)

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)
- Grounds Operations came into compliance with Edwards Aquifer Authority Best Management Practices of Large Landscape water consumption by tracking monthly water use and adjusting scheduling as needed. (Facilities)
- 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)
- Achieved compliance of 90% of the State Fire Marshal report. The remaining items are construction related and are being planned accordingly for correction. (EHS&RM)
- Timely submission of Quarterly and Annual Employment Tax Reports for both the State and Federal level (Payroll and Tax Compliance)
- 100% staff participation in SAP Script Testing for 2007 Calendar Year-end Support Packs and Sun Hardware RQ & Production Testing (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)

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)
- Annual funding was secured to put in place 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)

Foster an inclusive and supportive environment that values students, faculty, and staff and their contributions to the Texas State community, resulting in increased retention, 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

- 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)

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 performance evaluation appraisals. The one employee with a rating less than 300 has been given a performance improvement plan. (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 CAPP 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 Data Warehousing in preparation of moving budget development to portal using BEx Analyzer and eventual web interface. (Budget Office)

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)

The FSS Division will achieve a diverse workforce

- 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 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)

FY 2008 Disappointments
Division of Finance and Support Services

- All attempts to assist in the acquisition of property and the construction of a tower for the KTSW radio station were unsuccessful. (VPFSS Office)
- The University Space Audit was not completed as planned. (VPFSS Office)
- Having plant fund deficits because of delayed bond sale for construction projects (VPFSS Office-Planning)
- While the funding for deferred maintenance has increased, it is not at the level the university needs to invest in its facilities and infrastructure. (Facilities)
- Unable to keep fully staffed in Custodial Operations due to high turnover. (Facilities)
- Unexpected loss of boilers at Co-generation Plant resulting in inconvenience to campus community. (Facilities)
- The continued use of off-campus caterers by our user departments many of which ignore the commission payment rules. (Dining Services)
- The delays in working with TexDot and the university to start our Bike Path that was awarded \$1.5M last year to construct. (Shuttle Bus Services)
- Scholarship detail was not sent to departments earlier – this hindrance was due to decision on how to calculate distribution amount (Treasurer)
- Donor statements not sent out yet – reconciliation issues (Treasurer)
- A systematic training and development program is not in place for each FSS employee. (Human Resources)
- Waiting on technical upgrade to SAP Portal to enhance functionality for Employee Self Service and PCR routing. (Human Resources)
- Unable to implement an internal temporary services program for the campus. (Human Resources)
- Did not secure an electronic online job description, job audit, and GOJA library service. (Human Resources)
- Phase II request for changes/updates to salary survey reporting functionality delayed due to competing priorities for SAP IT development resources. (Human Resources)
- New source of local market data did not have data available in time for HR to meet June 1 annual target date for submission of salary survey data and Pay Plan adjustments recommendations to President’s Cabinet. Submission delayed until August. (Human Resources)
- State accounting continues to struggle to remain current while reconciling prior fiscal years (Accounts Payable)
- Travel & Expense Module delayed until CY2009 due to hardware migrations and to the need of new SAP functionality (Accounts Payable)
- Accounts Payable web page not completed (Accounts Payable)
- Desk procedures manual not updated (Accounts Payable)
- Other SAP automations on hold until time permits to draft charters and allocate technical resources, i.e. payment run automation, USAS vendor upload modifications, auto-payment of recurring monthly payments such as leases. (Accounts Payable)
- All recommended updates to contract related UPPS’s have not been adopted. (Contract Compliance)
- Contracts still being processed and executed without routing through Office of Contract Compliance. (Contract Compliance)
- Staff turnover. (Financial Reporting)
- Loss of space - this is very difficult to manage due to the fact that Purchasing has more off campus visitors than most departments. It has been difficult to find meeting space. (Purchasing)
- Purchasing Clerk positions were not re-classified to be consistent with positions in remote site purchasing locations. (Purchasing)
- Copies of executed contracts still not being sent to Contract Compliance for record retention. (Contract Compliance)