

# Annual Report 2010-2011

## **Finance**

*The Mission of Financial Services is to record, report, and safeguard the fiscal assets of the University. In carrying out this mission, Financial Services performs the following functions: Accounting Services, or the coordination and planning of all University accounting functions including state and non-state current funds, loans, endowment, physical plant, and agency funds; Financial Planning and Budgets, or long and short term planning, budgeting and financial analysis; Bursar Operations, or the cash management of all student accounts receivables and loans; Contracts and Grants, or fiscal support activities for research and sponsored programs; and Systems & Procedures, or the planning, design, implementation, and maintenance of computer systems and administrative procedures for all areas of Business Affairs; and Business Affairs Technology, or the leadership and management of systems and technology infrastructure, and related administrative systems training programs for Business Affairs.*

*In supporting the academic mission of The University of North Carolina at Greensboro, Financial Services provides fiscal management that ensures appropriate internal controls and fair representation of the financial position of the University.*

## **Accounting Services**

### **Financial Reporting and Audit**

- Clean Audit with no reportable Audit Findings
- Met all external and internal financial reporting and regulatory deadlines
- Met deadlines for 1099s and 1098Ts

### **Payroll**

- Established dedicated workstations and processes for transmission of restricted data by Payroll.
- Made timely IRS filings and met reporting deadlines for W-2s and 1042S requirements

### **UBIT (Unrelated Business Income Taxes) Project**

- Provided significant assistance to KPMG to complete a comprehensive review of potential sources of Unrelated Business Income for UNCG.
- Provided significant assistance to KPMG to complete a detailed review of Unrelated Business Income and related Expenses for Athletics
- Worked with KPMG in the preparation of the 990-T tax filing.

### **UNC FIT - Financial Improvement Transformation Project**

- Implemented the UNC FIT program in the areas of Capital Assets and Student Accounts Receivable, which included a large number of standards and development of key performance indicators (KPI).
- UNCG's Assistant Controller played a significant role in the developing UNC standards.
- UNCG's Controller played a key role in refining the Internal Control Assessment over Financial Reporting Document.
- Met all KPI reporting deadlines and KPI targets for General Accounting
- Performed Financial Risk Assessment and Process Risk Assessments

#### **Other**

- Developed and currently testing Electronic Payments and email notification to vendors, with implementation go-live planned by this summer
- Participated in Phase 1 of SciQuest purchasing system implementation with approval queues that include a review by Fixed Assets for items that should be capitalized.
- Implemented Banner 8.4 and Oracle 11g upgrades and tested the next planned Banner Upgrade. Tested and revised the multi-year encumbrance process.
- Provided significant support in the development of the F&A rate proposal and in the implementation of the monthly Fringe Rate process in Banner.

### **Financial Planning & Budgets**

#### **Financial Projects & Analysis**

- Developed a number of funding models to help assess viability of capital projects being considered.
- Assisted in the development of presentations to the UNCG campus, the UNCG Board of Trustees and the UNC Board of Governors.
- Chaired a group to develop an approach for UNCG to address year end spending issues and to effectively plan and manage spending for the year from state funds.
- Prepared a number of analyses and annual budget reports
- Assisted the Office of Contracts & Grants to implement the new F&A Rate and Fringe rates.

#### **Issuance of Debt**

- Secured a \$46 million loan to finance renovation of the Quad at a Good Rate.
- Assisted in selection of underwriters for permanent financing of Quad and Dining Renovations
- Provided debt service disclosures and information required by bond rating agencies

#### **Budget Processes & Systems**

- Updated Budget Flexibility System to increase efficiency by adding a filter and consolidated menus.
- Started a project to automate the Position Action Form which will improve efficiency.
- Updated the Spartan View for position/salary budgetary information to make it more user friendly.

- Initiated a project to enable campus users to download transactions in Genie using organization hierarchy
- Prepared Biennial Budget Requests using the Office of State Budget & Management's new IBIS system
- Identified and communicated issues with the HR DataMart being created by UNC GA that will replace the data entry currently required for the old OSP Personnel Management Information System
- Identified issues with the rolling of multi-year encumbrances from one year to the next and developed a work around solution.
- Tested multiple iterations of system upgrades including the Alliance HR modifications

### **Training**

- Continued to train campus on Banner Finance and maintained documentation for Banner HR Training.
- Made several presentations on how to download data from Banner and use in Excel
- Developed a Computer Based Training course to teach how to make budget transfers

### **Other**

- Reconciled Bank Accounts and follow up of timely resolution of reconciling items
- Assisted in a project to address the enhancement of the undergraduate student profile
- Participated in the Sustainability Council

## **Contracts & Grants**

### **Facilities & Administrative Rates**

- Negotiated increases in the Facilities and Administrative Cost Rates with the Federal Government.
- Negotiated Fringe Benefit Rates with the Federal Government
- Implemented processes for charging the Fringe Benefit Rates to departments and paying the claims based expenses.
- Prepared the Fringe Benefit Rates proposal for 2011-12 and negotiated increases in the rates.

### **Grants Processes**

- Participated in the curriculum development and training activities for the new "Signature Program for Administrators in Research: Training, Advancing and Networking" (SPARTAN) consisting of 5 workshop modules.
- As a follow-up to the NCURA study, completed a detailed review, led by an external facilitator, to evaluate systems and processes and to set the stage for eliminating redundancies, addressing cross training, and addressing risks.
- Improved fiscal management of sponsored awards through the coordination of a Research Administrators Network (RAN) of 45 participants who meet quarterly.
- Provided training to 50 faculty members and departmental staff in Banner Finance and fiscal management of sponsored awards.

## **Technology, Systems & Procedure**

### **Computing and Information Security**

- Coordinated shift of administrator privileges on computers away from users to departmental technology administrators to help protect against malware.
- Conducted annual review and update of user access security for Banner Finance and Banner HR.
- Worked with other Banner security representatives to define access security verification procedures for the other Banner Modules.
- Worked with ITS Security Office to implement Identity Finder for more effective and efficient computer scanning to identify Personally Identifiable Information at risk and to remediate restricted information on computers and servers.
- Improved WebFocus security model to provide security verification reports and appropriate access to social security numbers

### **Disaster Recovery**

- Performed successful disaster recovery testing of Banner using remote back-up site at Appalachian State.
- Coordinated the review and update of all disaster recovery plans in Business Affairs to be finished by June.

### **Technology Services and Support**

- Coordinated fiscal and calendar year-end activities for Banner Finance and Banner HR systems, including rolls, 1099s, W-2s, etc.
- Authored/prepared a number of reports and coordinated the preparation of the Fiscal Profile.
- Co-Led the implementation of SciQuest for future savings and efficiency of purchasing.
- Coordinated upgrades in multiple systems and components including significant testing.
- Coordinated the upgrade of the Fixed Asset Bar Code system to be completed by June.
- Led project for the implementation of ACH/EFT for travel reimbursements to be completed by June.
- Assisted in the project to automate position action forms to be completed in the Fall.
- Assisted in the migration of the HRS Plus legacy system to Oracle tables. This included the data migration, data purge based on retention rules, and the creation of dashboards using the ODS database for reporting by the HR offices. A planned June completion will allow shutdown of the VMS environment.
- Worked with campus users to create and implement special email accounts at the unit level for access by multiple individuals to allow the departments to better serve their constituents needs.
- Coordinated and Conducted Training for Banner Finance and Banner HR Systems
- Served on a number of Administrative Systems Committees.
- Maintained and updated Financial Services websites including the UNCG Budget Central website.

## **Foundation Finance**

*The mission of Foundation Finance is to record, report, and safeguard the fiscal assets of six entities that are related to the University of North Carolina at Greensboro. In carrying out this mission, Foundation Finance performs the accounts payable, accounts receivable, accounting and investment directives of the entities.*

*In supporting the academic mission of the University, Foundation Finance provides fiscal management that ensures appropriate internal controls and fair representation of the financial position of the University related entities.*

- An unqualified opinion with no findings from McGladrey & Pullen for all six entities
- Inventory of Weatherspoon Arts Foundation with no findings.
- Completed documentation of Banner Endowment Module process.
- Continued to work with Boards to provide reporting and requested information for the associated entities members and budget staff. This includes accounts payable and receivable services as well as quarterly financial/investment reports.
- Continued to work with University Advancement to assure that gifts are properly recorded.
- Worked with Campus Enterprises to acquire and properly record assets while working to expand the campus.

## **Facilities**

*Facilities Management at the University of North Carolina at Greensboro is a diverse, environmentally conscious, and effective organization comprised of innovative professionals whose mission is to deliver remarkable customer service in the planning, design, construction, maintenance and operations of university facilities, grounds and infrastructure.*

*In carrying out this mission, Facilities Management brings together the efforts of two related offices:*

*Facilities Design and Construction proactively manages the university's capital improvement program including campus master planning, and design and construction of projects, in order to minimize financial risk and achieve the best possible results in meeting program requirements, budget and schedule.*

*Facilities Operations provides support services for day to day campus operations including*

*grounds maintenance, utilities, energy management, waste reduction and recycling, preventive and corrective maintenance, custodial services and implementation minor renovation projects.*

### **Customer Service**

- Established routine meetings with the customer advisory group and Facilities Operations. Acquired TMA software that will allow Facilities Operations to issue emails to customers with status of work orders. Participated in new staff orientation sessions.
- Deployed yearly customer service survey in October 2010 in Facilities Operations. Completed semi-annual meetings with building contacts in Facilities Operations.
- Established protocols for weekly customer updates from project managers in FDC. Deployed customer service survey for minor renovations. Executed yearly project call to campus department to allow early planning of year end projects.
- Implemented enhanced work plans in FDC with specific customer service goals. Enhanced level of accountability of staff in Facilities Operations regarding attendance to manage absenteeism.
- Average cycle time for customer generated work orders: 6.2 days.
- Percent of preventive maintenance work orders: 34% of total work orders.
- The director and the assistant director of FDC are working together to standardize processes and protocols for management of minor renovations in a consistent manner.

### **Energy**

- Deployed pilot program for behavior based energy conservation program in six buildings. Implemented an energy working group that meets monthly to review energy related matters in Facilities. Annual energy and water consumption not available at this point.
- Implement energy strategic plan: This activity will be part of the preparation of the climate action plan next fiscal year.
- Re-establish the role of Facilities as the department on campus responsible for all facilities issues
- Manage all projects by Auxiliaries and Food vendors. FDC is now managing all projects from POCAM and plans are in place for Facilities to manage projects for Bo Jangles (Jefferson Suites) and Taco Bell (Dining Hall). Not managing HRL projects.
- Lead new neighborhood design and construction. Working very closely with EDC and university partners in the development of the Mixed Use Village. Established bi-monthly meetings with the mixed use village development team. Working close with EDC in the design of phase I housing.
- Associate Director for Facilities of HRL participated in AVC for Facilities weekly staff meetings enhancing communication and collaboration between units. Successful collaboration level is increasing.
- Met with HRL leadership and discussed the option of Facilities completing maintenance and inspection of fire alarm systems. HRL indicated preference to bid the work.
- Through the six sigma process, the Office of Space Management (OSM) has become more engaged in planning for minor renovations. OSM was engaged with Facilities in the space needs assessment of HHP and Athletics. Still, opportunities remain to increase collaboration and integrate this function more in the planning and design process of facilities

- Developed uniform web pages
- Uniform web pages have been deployed for all areas in Facilities. Work on preparation and publication of standard operating procedures will be next a goal for next year.
- Completed study and provided findings to Campus Safety to lead the next phase of the project.
- Completed selection and acquired TMA systems. Deployment is expected to be completed by June 30, 2011.

### **Safety**

- There were 40 accidents in Facilities with a loss of 1740 hours due to restrictions caused by these accidents. These figures reflect an increase from the same period during the previous fiscal year in which we had 26 accidents and 720 hours lost to injury. The increase of number of hours lost to injuries can be attributed to a few employees that have had chronic issues with injuries resulting on these employees to be out on workman's compensation. The increase in number of accident is being evaluated. A strategic plan for reduction of accidents will be implemented next fiscal year.
- Facilities no longer issues ID cards to employees. All new employees receive IDs at the one card center.
- Produce monthly work order production statistics and analyze. This management protocol will be implemented next year.

### **Design and Construction**

- LEED certification for the School of Education is in progress. The target is to achieve LEED Silver or higher.
- Completed 15 projects with a cost of approximately \$56M. Currently, there are 35 projects under construction with a value of \$60M. In addition, there are 31 projects with a value of \$54M in design. Likewise, Facilities is assisting the Capital Facilities Foundation and the Gateway University Research Park with three projects with a total budget of \$149M.
- The School of Education, the Baseball practice Facility and Mary Foust and Guilford Sprinkler and Fire Alarm Renovation system completed on schedule. The design of the Quad Renovations and the Dining Hall renovations were completed on schedule. The renovation project for the HHP Locker is 30 days behind schedule.
- Assisted CFF in on time within budget completion of the new residence hall. Jefferson Suites is on schedule to be occupied on August 1, 2011.

### **Petroleum displacement plan**

- Eliminated six gasoline utility carts through surplus.
- Worked with Scott Milman to construct a solar powered charging station. A strategy to address electric vehicle charging stations will be developed as part of the Transportation Master Plan update.
- Initial discussions held with POCAM. POCAM interested in returning operation of gas pumps to Facilities. More dialogue to occur next fiscal year.

### **Sustainability Program**

- Educational specialist came on board in August 2010.

- A strategy for preparation of the carbon mitigation plan was conceived and proposed. The university agreed to start the plan following the appointment of the sustainability coordinator for academics.
- Responded to the Sustainability Endowment survey providing sufficient information and back up to achieve a grade of “B”, which is a significant improvement from the “D+” grade from the previous year.
- Carbon footprint was updated and a presentation was made to stakeholders.
- Worked with energy engineer in implementing a behavior based energy conservation pilot program in six buildings. Developed and implemented a student based “energy vampire slayer” program.
- Developed and started implementation of the “Green Office” program.
- The Sustainability Coordinator developed a “Standards of Comfort” policy paper establishing building operation ranges and other energy-conservation measures.
- The Sustainability Coordinator has been involved in investigating building energy dashboard systems for possible use on campus, as well as other technologies for reducing energy use.
- An energy conservation pledge has been created for students, faculty, and staff to sign as a deeper commitment to changing their energy-use behaviors.
- The Sustainability Coordinator assisted in the implementation of the UNCG Campus Garden.
- The Grounds area led the effort to secure distinction from the National Arbor Day Foundation of Tree Campus USA for UNCG for the second year in a row.
- Collaborated with POCAM, Office of Safety, Human Resources and HRL to update the adverse weather response plan.

### **Historical Underutilized Business Program**

- Continued to work with Auxiliaries to increase participation.
- Increased HUB participation in design services. In addition of Gantt Huberman designing the renovations of the Dining Hall, a number of projects are being designed by HUB firms on campus including Palma Engineers, Shermin Ata Architects, Jimmy Norwood Architects, and HH Architecture.
- Maintained overall HUB participation in construction contracts at a minimum of 25%
- HUB participation from 7/1/2009 TO 6/30/2010 FISCAL YEAR per UNC GA reports:
  - Contract Amount - \$8,997,868
  - HUB Total - \$2,708,207
  - African American - \$1,066,294 (11.9%)
  - Hispanic - \$289,152 (3.2%)
  - Asian - \$93,375 (1.0%)
  - American Indian - \$76,998 (0.9%)
  - Female - \$1,100,192 (12.2%)
  - DBE - \$82,196 (0.9%)
  - Total HUB Percentage – 30.1%
- HUB participation on CM at RISK projects:
  - Jefferson Suites-Barton Marlow-Samet-SRS - 29.79% HUB Participation
  - School of Education-Rodgers Hardin w/Walter Davis - 32.82% HUB Participation

- The Quad Renovation-Balfour Beatty-DH Griffin w/Structure Building Company - 30.35% HUB Participation
- The Dining Hall Renovation-Rodgers Hardin w/Walter Davis - Committed 30% HUB Participation

### **Other accomplishments**

- Hosted the quarterly meeting of the United Minority Contractors of North Carolina
- Co-hosted HUB Outreach session for the Quad Renovation Project with Balfour Beatty – DH Griffin (CM at R).
- Co-hosted HUB Outreach session (Early Package) for the Dining Hall Renovation Project with RodgersHardin w/Davis (CM at R).
- HUB Office Training Sessions (FDC, Facilities Operation, Housing and Residence Life, Auxiliary Services, Business Affairs and Purchasing Departments).
- Planning with NC A&T and WSSU for the “Triad Coalition 1<sup>st</sup> Annual Construction Outreach Program-Meet and Greet” scheduled May 2011 on UNCG’s Campus-EUC Building.

### **Morale**

- Rolled out employee recognition program based on recommendation from the planning committee. The program is inclusive to all areas in facilities.
- Sponsored morale building events. Continue to meet the first Thursday of every month for lunch with leadership and anyone interested in Facilities. Safety day is on scheduled for June 2011.
- Fred Patrick received the Frank B. Turner Award, the highest honor granted to a career state employee in the design and construction field.
- A number of Facilities staff members received the “Staff Star” award.

### **Training**

- Three staff members in the Grounds area received North Carolina Pesticide Applicator Licenses.
- Seven staff members participated in the APPA Supervisor Tool Kit training program.
- Three staff members participated in the APPA Facilities Institute program.
- Two staff members participated in the APPA Leadership Academy program.
- One staff member in FDC (Douglas Cato) received Green Associated certification.
- Five staff members completed the “10 hour OSHA Certification Course”.
- Two staff members (Thomas Everett and Sherry Stevens) in Facilities Services received IEHA Certified Executive Housekeeper in December 2010.
  - Preventing Water Intrusion
  - LEED Measurement & Verification
  - Managing Moisture and Solving Water Intrusion Problems
  - Audio Visual Equipment Installation
  - Food Service Design, Construction, and Coordination
  - Fire and Smoke Dampers
  - OSHA Confined Space
- Conferences

- Design Conference: Art + Community + Architecture
- AIA North Carolina Mold & Moisture Prevention
- AIA North Carolina 2010 Design Conference
- 2010 ASCE-NC Section Annual Meeting/Conference
- 2010 Fall CPC Conference
- NC APPA Conference
- State Construction Conference
- NC Chapter of the American Institute of Architects 2010 conference
- Sustainable State Energy Conference
- AASHEE Conference.
- Participated in the 2010 Piedmont Regional Contractor Symposium sponsored by The Goler Community Development Corporation.
- Business Connection Marketplace sponsored by the Greensboro Chamber of Commerce

## **Human Resource Services**

*The Department of Human Resource Services at the University of North Carolina Greensboro is dedicated to providing professional-level, customer-service oriented expertise, advice, and support to all University stake holders through innovative, future-focused human resource related services.*

*In order to attain the HRS vision for UNCG, the following are considered key elements in providing optimal customer service and professional expertise. These key elements include, but are not limited to:*

*Technology Based Elements: Implementation and robust use of integrated electronic HR systems and related subsystems and components Development and maintenance of a single electronic point of entry through integrated website Expansion of appropriate access to and ability to upgrade human resources data by departments and employees through use of web-based and other electronic interfaces.*

*Human Based Elements: Adequate staffing of the HR function Continued professional development of HR employees HR Support, Advisory, and Liaison activities supported by campus constituents Assist the Chancellor and Vice Chancellor for Business Affairs and UNCG Administrative Staff in unleashing the human potential of those who serve the university community.*

*Regulatory Based Elements: Knowledge of state, federal, UNC and UNCG policies procedures, statutes and administrative regulations and ability to explain and promote in an understandable methodology to University stakeholders. Ensure the university and its stakeholder's human resource interests are protected in the federal and state regulatory arenas through consistent application of policies and procedures.*

*Service Based Elements: Provide customer service that is balanced and focused on positive*

*outcomes Assist the UNCG Administration in creating a culture of growth, high performance, and quality of work/life that is consistent with the Universities' vision for the next five years (2009 - 2014): "The University of North Carolina at Greensboro will redefine the public research university for the 21st century as an inclusive, collaborative, and responsive institution making a difference in the lives of students and the communities it serves.*

### **Employment & Records**

- Successfully incorporated Student Payroll into the HRS office to include:
  - Implemented campus training to provide assistance to departments with student employees.
  - Developed corresponding SOPs for student processing.
  - Cross trained HR staff.
  - Developed Student Workflow in Banner.
- Processed all employee actions in Banner/PMIS and maintained accurate employee records:
  - Developed additional EPAFs to support SPA workflow.
  - Created “Quick Reference Guide” and continued campus training on EPAFs.
  - Developed SOPs for all SPA processes.
- Established “Jobsearch Newsletter” for campus users.
- Conducted customized and individualized training for Jobsearch users.
- Implemented weekly HRS cross functional Jobsearch discussions to brainstorm and research efforts to streamline, update, and simplify the Jobsearch recruitment process.

### **Affirmative Action**

- Completed AA Plan with revised specifications from OSP.
- Presented workforce analysis to BOT subcommittee.
- Continued AA education efforts across campus during meetings with Executive Staff, Dean’s Council, presentation of customized workshops, and discussions with AA representatives and departments.

### **Classification & Compensation**

- Developed University 2010-11 Compensation Guidelines to comply with current legislation.
- Established critical position procedures to adhere to OSBM and GA directives.
- Implemented “first step” email for creation of new positions and reclassifications to assist departments in determining appropriate job classifications.
- Began a review of “best practices” among sister institutions to streamline and simplify the classification process for campus users.
- Participated in the UNC Compensation Network.

### **Employee Relations**

- Marketed and promoted Blue & Gold Fridays with posters and web support.
- Participated in the UNC Employee Relations Network.

- Support for Staff Senate involvement with – Habitat for Humanity, Employee Morale discussions, and interaction with the Chancellor’s Advisory Board on Inclusiveness, Diversity, and Equity.
- Internal development of HR Consultant Journey to become more proficient in handling employee relations issues.
- Continued excellent record on minimal grievances.

### **Wellness**

- Served on Leadership Committee of Healthy UNCG.
- Presented a successful/budget neutral Wellness Expo for faculty and staff.
- Continued and enhanced web tracking and promotion of Spartan Steps.
- Introduced Spartan Chefs as a healthy, economical recipe contest for faculty and staff.
- Served as co-chair of the UNCG Health & Wellness Coordinating Committee.

### **Training & Development**

- Developed UNCG Training Network. Collaborative efforts have produced a campus wide training catalogue and train the trainer sessions.
- Created an internal data base for UNCG sponsored workshops (to be expanded next year).
- Attended International Programs Awareness Training (10 HRS staff attended). This will be incorporated into 2011 ESP course offerings.
- Successfully expanded the Financial Life Planning Series including the addition of a wellness component.
- Obtained DDI certification to provide a greater “offering” to experienced supervisors.
- Started “T&D Road Show” to showcase training opportunities at departmental meetings.

### **Benefits**

- Successfully conducted “positive” State Health Plan enrollment with increased open lab sessions and expanded communication to explain the comprehensive wellness initiatives.
- Provided communication support for the dependent audit verification conducted by the SHP.
- Provided extensive communication for Flex Open Enrollment to support significant plan changes.
- RIF’d Benefit Supervisor to meet current budget reductions.
- Participated in UNC Benefits Network.

### **HRS IT**

- Transitioned to GCN and Gmail with minimal problems.
- Began the total overhaul of the HRS website to be completed first quarter of next fiscal year.
- Developed internal guidelines with regards to baseline settings/apps for HRS to minimize data/loss risk (security).
- Attended PeopleAdmin Conference.

- Developed the process to capture supervisor data in Banner.
- Created a process to determine span of control.

## **Campus Enterprises**

*Campus Enterprises is a unique, synergistic organization of innovative university business endeavors and services committed to offering to the campus community the highest possible quality of life and opportunity to excel, with consideration for efficiency, effectiveness, affordability and sustainability. Using creative approaches to fulfill this commitment, we understand that the quality of the UNCG experience for our students, faculty, staff and environment is dependent, in part, on our success at meeting their needs and exceeding their expectations.*

### **CAMPUS ENTERPRISES TECHNOLOGY**

- Developed new eMarketplace (SciQuest Purchasing) training and documentation for online access. To date 303 requestors have been trained.
- Assisted in upgrade to BlackBoard Transaction Server 3.6. Reimaged all BBTS Point of Sale registers on campus
- Developed Staff Senate eDirectory and event calendar
- Redesigned and launched (6) Facilities webpages/sites including Google Translate added to wrapper
- MoGo map integration with Parking – worked with MoGo programmers to enable authorization for UNCG bus GPS integration – which allows our students to track Spartan Chariot
- Worked with Spartan Card Center to implement a system that provides SpartanCard temporary passes at the Walker Parking Deck. These serve as an after hours solution when the SpartanCard Center is closed, allowing students to use their online funds or gain accesses.

### **DINING SERVICES**

- Developed Tower Village II (Jefferson Suites) with mixed –use operations- (See Accomplishment of Goal 3 above)
- Refreshed and Expanded Dining Facilities - (See Accomplishment of Goal 4 above)
- Introduced our new catering chef and the latest catering cuisine at UNCG Catering Showcase held during September in Cone Ballroom to help increase visibility of catering program.
- Implemented new employee recognition programs in customer service and safety to acknowledge employees working at a high level. Lapel pins were provided to the employees that were recognized as a visual cue for external and internal customers to see their achievement.
- Partnered with Campus Activities and Programs to hold three commuter student “Parking Lot Parties” to familiarize commuter students to the benefits of commuter meal plans.
- As an active member of the UNCG’s Sustainability Committee, established two plots in UNCG’s community garden for herbs, garlic and shallots

- Sponsored two “Off Campus Partner Nights” where the restaurants ( MiMi Kitchen and Ghassans) served our students in the Spartan Restaurant as part of the regular dinner service.
- Participated at UNCG’s Habitat for Humanity housing project.
- Reset Dining Center server stations for Spring Semester to offer new options. The following innovations were added:
  - Twisted Mac Pasta Station
  - Dessert station had a hot, made to order daily feature
  - Unseasoned vegetable station for students looking to control fat and salt intake
- Began the Balanced U initiative which involved increased marketing in the dining hall and retail locations informing students on healthy and sustainable dining options. The program identifies or packages food options with different labels:
  - Balanced - goods balanced in nutrients and size
  - Sustainable – options that contain a sustainable ingredients such as local produce
  - Vegetarian or Vegan
- Established the UNCG Food Crew with six student ambassadors for Dining. The students trained with Dining Services staff to understand the multifaceted areas within Dining in order to help to build and promote student community within Dining. The Food Crew members help to create a vibrant and active student dining community for students by promoting wellness, healthy eating, sustainability, and dining opportunities through community building activities and educational experiences, while being part of a team proudly serving great food. Also, members of the Food Crew will work during SOAR to provide guidance for incoming students as they make their dining choices.
- Initiated food composting at the Dining Center to help reduce UNCG’s waste stream.
- Offered a sustainable catering service program at “no extra charge”to patrons.
- Sponsored UNCG’s “Spartan’s Chefs” healthy recipe contest and tasting in cooperation with campus Human Resources.
- “You First” - interactive staff and customer campaign started
- Participated in UNCG’s Recycle Mania program.
- Reset Dining Center server stations for after Spring Break to reduce dining fatigue students may have experienced by adding the following options:
  - Made to order Smoothie and Milk Shake Station
  - Mexican quesadilla station
- Contributed in student engagement by providing access and staff for classes from the the Departments of Nutrition and Hospitality Management in the Dining Center.
- Provided students with 39 theme meals and 39 learning events in the Spartan Restaurant.

## **PARKING OPERATIONS AND CAMPUS ACCESS MANAGEMENT**

- Received “Best Commuter Workplace” designation-(See Accomplishment of Goal 6 above)
- Bike Friendly University bronze award received Spring 2011. Thirty-two schools were considered with (20) awards announced during the national Bike Summit in Washington DC. UNCG is the only campus in NC to receive a BFU award, and one of only four in the eastern US.

- Zimride ridesharing network successfully launched Fall 2010; (463) current registered users compared to (32) Carpool Club registrants in 2009.
- Zipcar car sharing program successfully launched Fall 2010; (93) current registered Zipsters with 30% current utilization rate.
- Spartan Cycles Bike Share successfully launched Fall 2010 in cooperation with local nonprofit Bicycling in Greensboro (BIG), campus police, Housing and Residence Life (HRL), and faculty/staff/student volunteers. Program began with six abandoned bikes donated by campus police, reconditioned by BIG, and checked out for loan by HRL. Current inventory is (13) bikes with a waiting list of interested riders. A student intern manages the program and student bike mechanics and BIG volunteers maintain the bikes.
- 2010 Campus Transportation Challenge resulted in pledges from 1,961 UNCG students/staff/faculty to try a form of sustainable transportation (bike, bus, carpool, walk), which represented 49% of all pledges collected during PART's Triad Commute Challenge.
- Overall, more students, staff, and faculty are riding transit with greater frequency.
- HEAT ridership increased significantly compared to last year. UNCG led all schools in fall semester ridership with over 156,000 boardings. The number of UNCG riders increased by 30%, boardings by UNCG riders increased by 46%, and percentage of student riders increased to 26%.
- Spartan Chariot GPS bus locator website successfully launched Fall 2010 to allow students to view buses online in real time.
- Park & Ride hours were extended Monday-Thursday until 10pm to accommodate more students.

## **PURCHASING**

- Reorganized Purchasing and Implemented SciQuest- (See Accomplishment of Goal 2 above)
- Hired new Purchasing Director in March 2011
- Purchasing was able to reduce costs in the procurement of furniture for the New School of Education by achieving discounts totaling about \$200,000 on purchases of about \$2 million

## **REAL PROPERTY & CAMPUS COMMUNITY DEVELOPMENT**

- While there have been no State-owned purchases to date in fiscal year 2010-11, PA&L has coordinated the demolition of two State-owned properties to free up land for future campus expansion.
- Under the leasing umbrella, PA&L has managed just over a quarter of a million dollars in State leases comprising at total of nearly 20,000 square feet in office-type and instructional space. For the Foundation, PA&L is currently managing seven commercial leases with a gross income of just over \$10,000 a month.
- Strengthened the University's relationship with its neighbors through ongoing dialogue designed to exchange information about University and community projects and events; exploring partnership opportunities; and acquiring insights into community concerns that may be useful to informed decision-making in support of the University's academic mission and goals (See Accomplishment of Goals 1 and 5 above)

### **SPARTANCARD CENTER**

- Designed a new faculty/staff ID card for easy security recognition.
- Increased SpartanCard Point of Sale locations by 28% over previous year.
- Created electronic card solution for Distance Learners to facilitate the use of Bookstore Bucks, allowing them to order their books online from the bookstore and realize the savings of using bookstore bucks.
- Successfully upgraded from Blackboard Transact 3.2 to 3.6, involving coordination between ITS, Blackboard, and users of the system with downtime minimized to only one day.
- Installed office kiosk to better serve customers experiencing issues with online services, allowing students to register for meal plans and address other issues requiring online access.
- The first outside wireless dining event was held as an outdoor Spartan Restaurant experience at a UNCG Soccer Game. Wireless devices from the SpartanCard Center were used by Dining Services at the soccer field to swipe SpartanCards for access to meal plans. Dining was also able to accept other forms of card payment with this device.
- Automated residential and commuter meal plan sign up by working with ITS to create a form in UNCGENIE.

### **SPARTAN MAIL**

- Installed new administrative mailboxes in the Bryan School. This is a new 'beta' endeavor to reduce delivery time of administrative mail.
- Installed new student mailboxes in Tower Village Residence Hall. This is second of three centrally located residence halls that will house student mailboxes. The residents in Spring Garden Apartments, Tower Village and Jefferson Suites will soon be able to receive their packages from the Business Center located in Jefferson Suites.

### **SPARTAN PRINTING**

- Entered collaborative partnership with NCA&T to provide their printing services for stationary with hope of becoming an e-procurement vendor with NCA&T. (See Accomplishment of Goal 9 above)
- Spartan Printing won two Best of Category awards from The Printing Industry of the Carolinas (PICA). The awards were for the brochure and poster for the Sociology Departments "Women and Conflict" UNCG Harriet Elliott Lecture Series. Wyndell Earles, graphic artist, designed both pieces. The awards were presented on April 2, 2011.

### **TRADEMARK LICENSING**

- Continued Efforts to promote the sale of UNCG Licensed Merchandise - (See Accomplishment of Goal 10 above)
- Royalty checks for 2010 totaled \$43,709, up 20% from 2009 (\$36,532). These funds are used to support UNCG scholarships
- Worked with Athletics to revamp current athletic logos and register them
- Working to develop standard for housing communities to refer to UNCG.

- Developing new Blue and Gold retail location to go in Jefferson Suites to increase sales of licensed UNCG items.

### **UNCG BOOKSTORE**

- Implemented Textbook Rental Program and lowered the cost of textbooks by offering a 7% discount at register beginning Fall 2010- (See Accomplishment of Goal 7 above)
- Implemented Bookstore Bucks Program in Summer and Fall 2010 to allow textbook purchases to be paid via student account - (See Accomplishment of Goal 8 above)
- Donated over \$18,000 to charities and departments related to UNCG
- Hosted 26 readings by various authors during Fall 2010 and Spring 2011

### **VENDING SERVICES**

- Funded an additional \$65,000 in one time scholarships that benefited Academic Affairs, Athletics and Staff Senate.
- By year end, Vending will complete a two-year project to provide data service to vending machine locations on campus so they will have the ability to use card readers to accept the SpartanCard for payment.

### **WAREHOUSE SERVICES**

- Returned 1,242 items back to campus
- Held nine surplus sales totaling \$35,380.00 in sales
- Sold \$6,334.58 on the NC State Surplus website

## **Safety and Risk Management**

*The mission of the Office of Safety and Risk Management is to create a safe and secure environment for the faculty, staff, students and visitors to pursue a positive work and educational experience at the University of North Carolina at Greensboro.*

*The Office of Safety and Risk Management is a service oriented organization dedicated to support the university's overall mission by inspiring a cultural environment of shared responsibility. Our mandate is to conduct our business with the highest ethical standards to maintain public confidence.*

*Our goal is to meet this challenge with a commitment to excellence and proactive professional service. We will continue to grow as a unit in finding innovative ways in which to serve our campus community through our Police department, Office of Safety, Office Emergency Management and Enterprises Risk Management services.*

### **Emergency Management**

- Obtained “StormReady” designation from the National Weather Service for the Campus
- Developed and provided emergency response training for campus. This is an on-going process, but training was provided in a variety of areas to various response groups on campus.

- Enhanced and updated the UNCG Emergency Operations Plan
- Developed a Hazard Mitigation Program to help reduce and prevent the impacts of identified hazards to the University and its assets.
- Continue to develop, co-ordinate and implement building emergency plans. System was developed, and is currently being implemented throughout campus.
- Continue to research and develop a university-wide continuity framework. Currently identifying implementation process and planning management tools.
- Continue to develop a university-wide disaster recovery framework. Research completed, template started.

### **Police Department**

- Added third K-9 unit to department - obtain a third dog, fully train both K-9 and officer to become a functional K-9 unit.
- Implemented an organizational realignment - Changes in responsibilities and technologies had created imbalances in workload among divisions and individual staff members. On November 1, 2010, the new organizational structure was implemented. This realignment and reorganization will prepare the department for future growth and changes in the demands for service. Some pay issues are still outstanding because of restrictions on the use of State funds for pay increases.
- Completed self-assessment phase of the Accreditation- The organizational realignment allowed the department to dedicate resources to the accreditation process. The department has finished the self-assessment phase and is prepared for the mock on-site inspection.

### **Enterprise Risk Management**

- Created new position and hire Risk Management Analyst to oversee the university's traditional risk management programs including insurance and other risk financing options.
- Created new department, established accounts in financial and human resource systems and take over control of the central insurance fund.
- Developed a new Enterprise Risk Management website, with information about ERM and insurance programs. Update existing policies to state current conditions
- Worked with Financial Service to develop a "total cost of risk" annual report to determine expenses related to insurance and risk management are appropriate across the different divisions.
- Developed a revised and detailed university Risk Register with Executive Staff. As part of this effort develop the first cross divisional risk register for information technology should be completed.
- Worked with Strategic Plan Implementation Teams to conduct risk assessments for each goal being implemented this year.
- Insurance reviews saved the university almost \$5,000 in unnecessary or redundant insurance policies. Reviews are continuing through this new department.

## **Environmental Health and Safety**

- Improved overall electrical safety compliance program. Lockout Tag out Program which pertains to locking electrical devices and rendering them safe for work to be completed.
- Developed 10 Hour OSHA Certification Program to employees. The 10 hour occupational safety and health administration supervisor training allows supervisors to become educated at recognizing workplace hazards that employees might encounter during work procedures.
- The Environmental Health and Safety Office worked with departmental supervisors and human resources to improve the process by which workplace injuries and illnesses are reported in order to improve compliance with OSHA 300 reporting requirements.
- The office worked with Facilities Operations to develop a written agreement to define the rules and regulations that pertain to processes that involve the removal or maintenance of lead based paint on campus.
- Expanded Environmental Affairs Programs. During this year the EHS office worked with Facilities Operations and Facilities Design and Construction to develop procedures establishing an oversight role in various environmental issues including Air Permitting and Storm Water plans.
- The Safety Manager reviewed four standing occupational safety policies to ensure that current policies were meeting the needs of customers while remaining compliant with laws and regulations.

## **Enterprise Administrative Applications**

*The Mission of Enterprise Administrative Applications is to engage University leadership to determine priorities for enterprise-level administrative systems; to facilitate prioritization, planning, analysis, design, implementation, and maintenance to administrative systems from the business perspective at the direction of the University's executive team, and to ensure that appropriate governance groups exist and participate in decision-making processes that impact these systems. Enterprise Administrative Applications works in partnership with Information Technology Services to leverage the knowledge base in functional business units to represent and advocate for the user community's interests in campus-wide administrative systems.*

- The structure of the administrative system governance groups was refined to increase efficiency in their operations and impact. Risk management was introduced as a component of the Administrative Information Security Committee and two new subcommittees of the Administrative Systems Users Group—enterprise systems testing coordinators and enterprise system trainers—were comprised to facilitate coordination of Banner environment use by multiple groups.
- In conjunction with the Office of Data Management in ITS, a formal Data Governance program was undertaken. An important milestone in this process was the identification

of major administrative datasets and executive approval of the appointments for data stewardship of each of these sets of data. This work will ensure that the appropriate persons are advising on the collection, use and dissemination of UNCG's data, increasing compliance with relevant laws, regulations and policies as well as supporting the appropriate use of the data to accomplish University goals and support operations.

- Reporting and reporting capacity was enhanced. The number and scope of operational reporting dashboards, based on WebFOCUS and the ODS, was increased; beneficiaries of these efforts include Banner Student module users such as the Registrar's Office as well as the UNCG Police and Human Resources. Local WebFOCUS training was created and users trained, resulting in greater ability for future development of reports across campus.
- Multiple projects were completed which resulted in greater operational efficiency. Several cross-divisional business processes, notably those related to employees leaving the University and employees transferring between University areas, were documented and considered for improvement. Local training was provided for WorkFlow, paving the way for these and other processes to be significantly improved in future years. The methodology for making Banner ORG changes was revised, resulting in significantly less effort required by user as well as central office staff when organizational changes are needed. An interface between Banner and Starfish was built to eliminate duplicate entry.
- Support for ongoing strategic planning on behalf of the division and institutional effectiveness were continued this year through work with the Office of Planning and Assessment on planning and the conversion to Compliance Assist.
- Several improvements were made this year to enterprise systems security. The Administrative Information Security Committee (AISC) worked with ITS on the implementation of IdentifyFinder. PIN assignment in Banner was randomized. A new security domain was created for enterprise system security administrators and reports were designed and created to further support the oversight of system security.
- Data integrity was improved through the continued work aimed at reducing duplicate personal identifiers (PIDs) in Banner. Several reports were developed to aid in the process of duplicate PID identification and resolution.
- Several enterprise system upgrades were completed this year. There were fall and spring upgrades to the Banner modules and Oracle was upgraded to version 11g. In addition, the following systems were upgraded: AppWorx, Blackboard to version 9 and Blackboard Transaction System to version 3.6, NoliWeb to version 6.3, the Operational Data Store to version 8. In addition, preparation began for the 2011 upgrades.
- The administrative system projects prioritization process continued to be refined, providing helpful information regarding ITS resources budgeted and used for projects. The divisional project representatives began participating in weekly meetings with ITS, resulting in the ability to address real and potential project prioritization conflicts in a timely manner. The process of funneling project requests through the divisional representatives was strengthened and the communication between divisional representatives, ITS representatives and ultimate project requesters was improved.