Office of the Vice Chancellor for Business and Finance

- **WFUM Conversion**- Worked closely with the Interim Provost to evaluate proposals for use of WFUM space at WSW submitted by units within academic affairs. Obtained cost estimates of planned revisions and coordinated review and approval process by the Chancellor along with the Interim Provost. Renovations now nearing completion in advance of fall 2010 50% expansion of the DPT program. (EX, SC, CE)

- **Dining Services**- Worked closely with new Sodexo campus management to improve service level to students, faculty and staff. Volume of catering business increased significantly and customer evaluations have shown marked improvement over the prior year. (SC, CE)

- **Finances**- Tuition and fee revenue was 5% above budget for the year. The campus continues to maintain strong expense control with total General Fund spending less than budget before year-end plant transfers. Comprehensive reporting of financial results and financial reviews by unit are keys to keeping campus finances on track. (CE)

- **Higher Learning Commission**- Provided full support for the accreditation process including several interviews during the October 2009 accreditation visit. UM-Flint was re-accredited with no subsequent visits required. (EX)

- **Executive Director of Development**- Scott Bertschy joined UM-Flint as Executive Director of Development in September 2009. (EC)

- **Barnes and Noble Bookstore**- Conducted RFP process and negotiated new lease agreement including full upgrade of campus bookstore and increased scholarships. Renewal of bookstore completed in March 2010. (SC, EC)

- **Chapter 13 Tenant at Northbank Center**- Negotiated lease agreement and coordinated space renewal plan with Chapter 13 and UM-AA. (EC)

- **Campus Master Plan**- Negotiated agreement with Sasaki and coordinated initiation of master plan process. Phase 1 visit to campus occurred June 10th. (EX, SC, EC)

Auxiliary & Recreational Services

- **Event and Building Service** - Continue to provide space, equipment, and services to assist University and non-University members/groups plan and implement events and increase marketing of rental spaces to external customers. (EX, SC, EC)

  EBS continued to provide space, equipment, and services to University and non-University members/groups and assisted with planning and implementing of events during 2009-2010. Total reservations through May of 2009 were 6,123 serving 207,460 people. Of those, 5,932 were non-paid events serving 181,117 people, and 191 were paid events serving 26,343 people. Total reservations through May of 2010 were 6,228,
serving 234,971 people. Of those, 5,911 were non-paid events serving 193,531 people, and 317 were paid events serving 41,440 people. This was an overall increase of 105 events (1.7%), serving 27,511 more people (13.2%) over the past year. Non-paid events decreased .3% over the past year, but paid events increased 66% over the past year. In 2008/2009 there were 50 Ballroom reservations. As of the end of May, there have been 61 room reservations in 2009/2010.

EBS continued to pursue select marketing strategies to external customers. In August, 2009 EBS hosted ‘Serving You With The Blue’ Luncheon, inviting staff from Flint Area Convention and Visitors Bureau, Genesee Regional Chamber of Commerce, and Flint Area Chamber of Commerce to introduce them to our facilities and services. In January, 2010 EBS participated in My Big Fat Genesee Wedding Expo at Woodfield Country Club, and in March, 2010 EBS participated in Reunion/Reunion Expo sponsored by the Flint Area Convention and Visitors Bureau and held in the Grand Ballroom in Northbank Center. EBS also participated in the Flint Area Convention and Visitors Bureau Expo, and Women’s Night Out, as well as attending the Flint Area Convention and Visitors Bureau Annual Holiday Cuisine Showcase and Holiday Party in December, 2009, and the 2010 Annual Meeting and Networking Breakfast in January, 2010.

Marketing efforts have also included implementing discounted rental rates for UM-Flint Alumni and updating the EBS website to include pictures and virtual tours of rental spaces. Table tents with the EBS phone number for rental information have been secured and are displayed on at all external events. Flyers have been widely distributed promoting EBS facilities and services, including for Flint Area Convention and Visitors Bureau gift bags at multiple events, a bridal show, in Commencement packets and 500 flyers promoting the Sunday Brunch in Riverview were distributed to area churches.

Advertising has increased this year, with ads being placed in Flint & the Thumb Travelhost 2010 Genesee County Wedding Guide, The Flint Journal Wedding Planner Book, and in Here Comes the Bride insert in all of the community newspapers published by the Flint Journal.

- **Clint’s Café Stage Relocation** - Work with Office of Student Life, Student Government Council and other student groups in the relocation of the stage, vending and arcade machines to accommodate the new kitchen storage area. (SC, CE) NA
  The stage, vending and arcade machines were successfully relocated with assistance from Facilities Management. The new kitchen storage area has improved Dining Services operations tremendously.
  In addition, Student Government requested more electrical outlets to be placed on the 3rd floor UCEN along the window wall, around the gray divider wall and in the Union seating area. EBS provided the funding and this has resulted in increased laptop use in the area.

- **Kiva Upgrades** - Continue to make improvements to the Kiva including training users on the new sound, AV and lighting systems. Work with Risk Management to reduce risk of liability. (EX, SC, CE)
  EBS worked with Mediated Classroom Services (MCS) to provide an Open House for the campus community, as well as numerous trainings for individuals and various student groups.
The Vice Chancellor for Business and Finance requested that Facilities Management provide plans for renovating the Kiva to reduce the risk for falls. Plans included new theater style seating, new flooring and added lighting long the hand railings. Approval and decisions on funding are forthcoming.

- **Riverfront Snack Bar** - Operate the new snack bar in Riverfront Housing and start excepting meal plans at the same and at the UCEN and WSW Info Desks. (SC, CE) Negotiations on a snack bar at Riverfront Housing did not come to fruition; however, accepting meal plan funds at the UCEN and WSW Information Centers was implemented. For fall and winter there were a total of 5,701 meal plan/Blue Bucks purchases for a total of $20,134 at the UCEN Info Desk. For fall and winter there were a total of 3,036 meal plan/Blue Bucks purchases for a total of $10,633 at the WSW Info Desk. Students were very pleased to have this additional dining venue option.

- **University Dining Service (UDS) Budget** - End the year with a balanced budget by controlling expenses (particularly labor and food costs), maximizing revenue opportunities and providing excellent customer service. (SC)
  Anecdotal comments and written event evaluations have demonstrated a significant improvement in customer service. In addition, we were told by the Chancellor and her staff that they were pleased with their holiday events and catering at the Priority Children’s breakfast went very well. Post event written evaluations have also been very positive this past year. When issues were identified, they were immediately corrected.

- **Clint’s Café Phase One Renovation** - Complete new Clint’s Café storage area, move Riverview Dining Room entrance out to the hallway and improve signage and way-finding. (SC, EC, CE)
  The new storage area was completed which has been a tremendous help to the kitchen staff and has made the kitchen a more efficient and safer place to work. The Riverview Dining Room cash register stand and new signage was moved out to the hallway entrance. These items have helped to improve day-to-day operations. The timeframe for the way-finding signage was moved to this summer.

- **Self-Administered Meal Plan** - Explore the ability to implement a meal plan and flexible spending program on M-Cards for residential and commuter meal plans from the Flint campus. (SC)
  After much research, it was determined to be financially unfeasible to produce a self-managed meal plan/flex spending program at this time for the Flint campus. With that information, we have been working with key Entrée Plus staff members to become more autonomous. In addition, the UDS General Manager and the EBS Special Events Administrative Manager attended a week-long training on Micros cash registered and new procedures/systems are being implemented.

- **Bookstore Advisory Board** - Establish a new Bookstore Advisory Board that meets twice a year and includes members from the Provost Office, VCBF, faculty, students and Bookstore staff. The Advisory Board will provide advice and guidance, long range planning, develop strategies for early textbook adoptions, promote buy-back initiatives and support local authors and book signing events. (EX, SC)
  The Advisory Board was established and met twice during the past academic year. Select members of the Advisory board assisted the Bookstore Manager in conducting informational session with various faculty groups regarding the new Higher Education Opportunities Act (HEOA). HEOA requires schools of higher education to publish ISBN
numbers for required text books. Barnes & Noble’s Booksellers will play a very important role in helping the University to be in compliance with the new law. The Bookstore was established and had its first meeting which was very successful. It resulted in Cherie Gray, Bookstore Manager, Lou Ann Snyder, Financial Aid and Karen Arnould, Registrar conducting presentations to the different academic units regarding the new Higher Education Opportunities Act (HEOA). The HEOA requires that universities make ISBN numbers for required textbooks available to students. Barnes & Noble will make their system available to UM-Flint students which fulfills the requirement without extra work for the University. In addition, a letter was emailed from the Provost’s Office encouraging early book adoptions. Adoptions for fall 2010 are currently at 74% compared to 33% for the same time last year.

- **Bookstore Contract Renewal** - Work to implement new Bookstore/University contract including preparing to start renovations the end of April. *(EX, SC, EC, CE)*
  A new 5 year + 5 year contract was signed and will go into effect July 1, 2010. It maintained the previous commission and includes $15,000/year in scholarships and a $330,000 bookstore renovation that is now complete. The renovation included the interior of the store, the entrance to the store and a display window and improved signage at the south entrance. A Grand Re-Opening including a press conference was held on April 1, 2010. The Grand Re-Opening was a collaborative effort between Barnes & Noble, EBS, University Relations and the Genesee Regional Chamber of Commerce.

- **Recreational Services** - Closely monitor budget in relationship to facility needs, implement repairs and improvements that will provide the most benefit to members. Desirable improvements include: finish men’s recreation center locker room flooring, paint, and replace sink counter; update and implementing sign project; replace Cybex carpet with rubber flooring; evaluate and upgrade free weight area; paint, replace ceiling tile and flooring at building entrance. *(SC, EC, CE)*
  With decrease in memberships due to the tough economic times, the Recreation Center operating budget is unable to fund capital improvements. A Student Recreation Fee request was submitted that increased the fee by $3/student/semester. $1 will now goes towards cost of living increases and the other $2 will be assigned to renovating the locker rooms and other facility needs. The request was approved by the Board of Regents in June. We were able to fund the necessary system changes and drain covers as outlined in the new Virginia Graham-Baker Pool and Spa Safety Act. Thanks to the Vice Chancellor for Business and Finance, funds were made available to install ductwork in the Equipment Station so that two dryers could operate at the same time.

- **Recreation Center Memberships** - Evaluate membership recruitment strategies and develop ways to nurture business groups and increase members. *(EC)*
  Membership Services staff have worked to improve Business Group relationships and to establish new Business Groups. Visits were made to discuss ways to improve communication to existing and potential members at the Flint Journal and visits were made with downtown businesses to discuss becoming a Business Group, this included Rowe Engineering. In addition, a visit was made and a proposal was submitted regarding a cost-sharing membership agreement between Mass Transportation Authority and its employees. Recreation Center display tables were staffed at employee health fairs for Citizens Bank, the City of Flint., Community Mental Health/In-Shape Program Open
House, Census event at Perani’s Arena, Earth Day Celebration at UM-Flint, Kids in the Kitchen event at Flint Cultural Center, and Back to the Bricks Expo.

- **Intramural Sports** - Offer a variety of Intramural Sports and increase marketing to attract more participants. (SC)
  The fall 2009 Intramural Sports program included four sports: flag football, co-ed volleyball, co-ed soccer, women’s basketball, and one co-ed table tennis tournament. There were a total of 213 active participants with 148 males and 65 females. The winter 2010 Intramural Sports program included four sports: co-ed volleyball, men’s basketball, co-ed soccer, co-ed dodgeball, and two tournaments which included co-ed table tennis and racquetball. There were a total of 218 active participants with 185 males and 33 females.

- **Fitness Classes** - Continue to offer quality fitness classes (free and fee-based) through the recruiting/training of instructors and by offering a variety of options keeping with the latest trends. (SC, EC)
  Continued to offer quality fitness classes (free and fee-based) through the recruiting/training of instructors and by offering a variety of options keeping with the latest trends. This past year, our instructors were offered classes in Neurological Training (AFAA approved), AFAA Group Fitness Training, and AFAA Indoor Training/Certification. Based on our fall fitness counts, our Yoga, Boot Camp, Ab Lab, Lower Body Blast, Low Impact Aerobics, and Splash Bash Aqua Fitness Class (in conjunction with Health Alliance Plan) were highly attended. Our noontime Walking Off the Pounds class increased in number from last year. Our winter fitness class counts reflect an increase in our Yoga attendance as well as Low Impact Aerobics, and Aqua Fitness. Our Zumba Specialty classes increased in class participants with a highly-trained, energetic instructor. The numbers reflected our need to offer two Zumba classes for the spring semester. The total number of class participants increased from 3,438 in the fall semester to 5,261 in the winter semester.

- **Printing Services** - Renovate front counter area, add additional workstations and expand into the Ontario Room. (EX, SC, EC, CE)
  The new workstations have been installed and the expansion into the Ontario Room is complete except for two minor items that are being coordinated by Facilities Management. The expansion has allowed for the various pieces of printing-related equipment to be re-located and the additional space has made for more efficient and effective workflow. Two height adjustable tables were acquired through an MHealthy Ergonomic grant and have proven to be excellent additions.

- **Northbank Center** - Submit proposal that increases the budget to cover increase in expenses related to University tenants. (CE)
  After several revisions a proposal was taken to the Chancellor. Non-University tenants make up 40% of occupied space. The Chancellor approved that effective with BY11 the NBC operating budget would only be required to cover 40% of utility bills. This change will allow NBC to end the year with a balanced budget. It was also determined that a designated amount of funds will be transferred to Facilities Management to cover necessary repairs and to deferred maintenance representing non-University tenants’ contribution. The NBC operating budget will continue to provide 100% of custodial, security and grounds services for both University and non-University tenants.
• **NBC Improvement/ Repair List** - Continue to end the fiscal year with a balanced budget while meeting the needs of customers and maintaining building aesthetics, safety and security. Complete top six (6) items on Building Improvement/Repair/Purchase List if possible. (CE)

There have been numerous unexpected day-to-day maintenance and repair items that prohibited this goal from being accomplished. The following are more significant projects that were funded by the NBC operating budget in 2009/2010:

- ATF Parking deck fence, upgrade of emergency power in basement, seal coat for top level of parking ramp, new door for South building entrance, new door for Lutheran Social Services, new compressor for pneumatics in North Building, removed old cooling towers on south building rooftop, two new rooftop heating/cooling units for South building, moved Research tenant to accommodate Chapter 13 Project, changed duct work on 3rd floor south building, major cleanup and removal of most of the heavy-duty equipment on the 12th floor, and replaced power supply card at fire panel.

• **Provided eco-friendly products and expanded recycling efforts.** (EX, SC, CE) - Recycling bins with additional signage was added to the main conference rooms in UCEN and WSW. Facilities Management constructed backboards (currently researching signage) and attached them to our refurbished multi-port recycling bins. Created and are now offering an M-Flint 3R souvenir mug at the UCEN and WSW Information Centers and University Dining Services; kept the pricing of these mugs low and offered lower cost refills to decrease use of disposables. We encouraged Pavilion vendors to join us in a promotion of offering pop refills at a reduced rate in the customer’s own cup to reduce disposables. Most recently, recycle containers for plastic bottles, cans and paper have been added to the NBC Ballroom, Park Place and Boardwalk.

Helped to initiate a campus-wide recycling challenge with Kettering, Baker and Mott Community College. On April 24, 2010, University of Michigan-Flint was host to an Earth Day Celebration organized and promoted in collaboration with Mott Community College. We felt the event was very successful considering it was our first effort and 500-700 members of the community attended.

A UM-Flint student presented her honor’s project on vermi composting to staff from Auxiliary Services, Facilities Management and EHS. The purpose was to review and discuss the feasibility of piloting a vermi composting project using food waste from University Dining /Catering Services. A group of UM-Flint staff and students, and employees from various organizations within Genesee County, met to discuss the feasibility of initiating an urban garden project. Updated the Go Blue, Live Green webpage to the EBS website.

• **Evaluated membership recruitment strategies and developed ways to nurture business groups and increase members.** (EC)

Membership Services staff have worked to improve Business Group relationships and to establish new Business Groups. Visits were made to discuss ways to improve communication to existing and potential members at the Flint Journal and visits were made with downtown businesses to discuss becoming a Business Group, including Rowe Engineering. In addition, a visit was made and a proposal submitted regarding cost-sharing membership contract between Mass Transportation Authority and its employees. Recreation Center display tables were staffed at employee health fairs for Citizens Bank, the City of Flint., Community Mental Health/In-Shape Program Open House, Census
event at Perani’s Arena, Earth Day Celebration at UM-Flint, Kids in the Kitchen event at Flint Cultural Center, and Back to the Bricks Expo.

- **Implemented a three year lease program for exercise equipment. (SC, EC, CE)** - After several years of research, the decision was finally made to switch to a lease agreement for cardio-equipment. The agreement was finalized, the old equipment removed and the new equipment installed. Members seem very pleased with this new program option and new Recreation Center marketing will include this service.

- **Continued to provide quality property management services to support retention of current tenants and for the recruitment of new tenants. (EC, CE)** - The available space was shown numerous times throughout the year to prospective tenants. The Property Management staff for NBC acquired 5 new non-university tenants (Chapter 13, Carl Bekofske, Counseling for All Ages, Flint Physical Therapist, Lockwood Andrews, Newnam, Inc.), one new university tenant (Theatre) and renewed leases for 6 tenants (Lutheran Social Services, Demiurge, Children’s Aid Society of New York, Bureau of Alcohol Tobacco & Firearms, Olmsted & Associates, University of Michigan –AA Research). A total of 6,638 square feet on the 3rd floor of the South building was identified for Chapter 13 as a new tenant. Funding was ascertained for this major renovation project to be paid back over five years from monthly rent. The list of rules and policies for NBC was compiled into an Information document and distributed to all University tenants.

**Environment, Health and Safety**

- **All Hazards Planning** – EHS continued to improve Emergency Planning and Preparedness on campus through active participation and leadership in the UM-Flint Campus All Hazards Planning team, the Crisis Management Team, SUITs, and integrating the all hazards planning, response and recovery approach to other projects and activities, where possible. Continued active participation as the Flint campus EHS/OSEH representative on the University of Michigan All Hazards Planning Group, including participation on the UM Emergency Alert task force and subcommittee meetings. Lead the team in working through preparedness planning action items. Further assess and attempt to identify meaningful ways to incorporate and exercise all hazards planning into “every day” work practices such as the campus event action planning summary sheet. Focused attention and resources this past summer and fall were on H1N1 preparedness planning with UHWC, Housing, Facilities, EHS, and others. EHS Continues to participate in the Genesee County Health Department’s Threat Assessment team, the Local Emergency Planning Committee, and when time permits, the Regional Planning Team. The UM Emergency Alert System was expanded this past year to include the GEC population. (CE)

- **Emergency Planning Exercises:** EHS worked with ECDC and GEC to identify alternative evacuation routes from their respective classroom areas in WSW building to a new and safer long term assembly area at the Recreation Center. The two departments test their emergency procedures routinely. A combine exercise of both ECDC and GEC evacuating to the Recreation center was conducted in May. EHS is working on a tabletop exercise for the library staff in hopes of exercising this during the summer 2010. Seasonal
evacuation and sheltering drills were scheduled in all buildings in October 2009 and April 2010. (CE)

- **Environmental Health and Occupational Safety walkthrough/Self Audit:** EHS was not able to coordinate the environmental audit or the crane safety and roof safety audit through UM OSEH this past year due to their current work load, however OSEH has conducted laboratory inspection and recertified biosafety cabinets last September 2009 and is scheduled to re-inspect BioHazard laboratory this June 2010. (CE)

- **MGP Site:** EHS continued to work with UM OSEH, Office of General Counsel and consultants to protect the University’s interests and encourage a win-win strategy as Consumers Energy move forward with in their investigation and remediation of the MGP site conditions. A project update for Executive officers was scheduled in January 2010 and additional update is tentatively scheduled with UM Flint and UM Ann Arbor leadership September 2010. (CE)

- **Departmental Health and Safety Self Audits:** EHS developed and distributed a well organized, comprehensive environment, health and occupational safety manual with over 30 focused health and safety compliance areas containing a useful “Self Audit – Compliance Inspection” tool for supervisors and employees to use as they review their own work areas/operations. A copy was also provided to Theater and Public Safety. EHS worked with CAS departments to coordinate/conduct laboratory inspections. (CE)

- **Health and Safety Program Review:** Review and revise select EHS programs… AED Management program, Hearing Conservation, Respiratory Protection, and Medical Waste Management programs. (CE)

- **Implementation of UM Storm Water Management Program and NPDES Permit:** The MDEQ issued the University of Michigan a new NPDES permit in April 2009 that covers storm water discharges at all three UM campuses. EHS has been working closely with UM OSEH Ann Arbor to implement the University’s new NPDES Permit requirements and related UM Storm Water Management program on the Flint Campus. Some training sessions for focused Facilities staff have been conducted in April - May 2010. Additionally, EHS is working with Facilities to establish a process for tracking all permit required protective measures observed by the campus to prevent pollutants from entering storm drains or the Flint River. An annual report is due to the State later this summer summarizing UMF’s along with UM AA and UMD’s storm water activities for this past permit year. (CE)

- **Safety Training:** EHS researched many different online safety and health training software programs. After narrowing the selection to the top three, it became apparent that our budget would not support the quality online program we thought would be received well by the campus. Therefore, we postponed final selection of a vendor/software and will expand our search this fiscal year. (CE)

- **H1N1 Flu preparedness planning and campus response:** EHS lead the campus effort in preparing for the increased H1N1 flu activity. This included stock piling resources, training/fit-testing for N-95 masks, coordination of hand sanitizer, scheduling vaccination clinics, and more. All activities were coordinated closely with UM AA and UM-Flint All Hazard Planning team, the Genesee County Health Department as well as UHWC and University Relations. (CE)
• **Asbestos and lead building/area survey work:** Extensive asbestos and lead building and roofing surveys completed this year in preparation of scheduled campus and facilities & Operations projects. Asbestos and Lead employee training with both classroom and hands-on training was conducted with an increase in employee participation. (CE)

• **Future Minded University Students for Environmentally Conscious Living or F.U.E.L:** EHS was asked and accepted the request to act as advisor for the newly formed student club, FUEL. The newly formed club successfully involved Greek life into a fun and educational environmental competition encouraging energy efficiency actions between fraternity houses. (SC)

• **College and University Recycling Competition and the Earth Day Celebration 2010:** EHS lead a team of individuals from MCC, Kettering, Baker and others to organize a Flint College Recycling Competition leading up to this year’s Earth Day Celebration 2010 event hosted on the UM Flint Campus. More than 50 vendors participated and well over 500-700 members of the community joined in this successful event. It was a great opportunity to highlight our campus. (SC, EC, & CE)

### Facilities Management

• **High Voltage** - High Voltage Maintenance – High voltage cable check and subsequent repairs, spring / summer 2010 (CE)

• **Capital Improvement** – Roof repairs as outlined by 2009 roof survey; ongoing from August 09 – summer 2010 (CE, SC), including, complete replacement of French Hall roof, November 2009 (CE)

• **Capital Improvement** – Re-lamp outside lighting, First Street Residence Hall, LED lights and meets University specifications for light levels. Completed September 2009 (CE, SC)

• **Capital Improvement** – Replace MSB compressed air system with new waterless, energy efficient tandem air compressors; will provide better performance in science labs and save on utilities. Completed November 2009 (EX, SC, CE)

• **Capital Improvement** – Replace fire alarm devices and control throughout UPAV, Completed November 2009 (CE, SC)

• **Capital Improvement** – Upgrade and add public address system and control throughout NBC, Completed December 2009 (CE, SC)

• **Capital Improvement** – Expand and add storage space to existing Dining Service area in UCEN third floor; prep area for future food service vending, Completed September 2009 (CE, SC)

• **Capital Improvement** – Central Energy Plant remediation of tunnel piping and encapsulation with ceramic coating; energy efficiency and elimination of mold contamination, Completed February 2010 (CE, SC)

• **Resource Management** – Add chilled water temperature sensors on building return lines to allow measurement and control of chiller system at building level per recommendation of 2009 efficiency study, Completed November 2009 (CE)

• **Parking Deck & Flat Lot Repairs & Upgrades** – Harrison Deck: Structural repairs tendon system and concrete. NBC Deck: Structural repair, joint repair and seal. UPAV
Ramp: Collaborate with State of Michigan for re-lamping deck with LED lighting. Flat Lots: WSW lot to add spaces, resurface and restripe, additional concrete repairs throughout campus – Completed November 2009 (CE, SC)

- **Campus Signage** – Develop and implement campus signage program, ongoing through August 2010 (CE, SC). Note: campus signage will be reviewed as part of the upcoming Sasaki Campus Master Plan effort.
- **Veteran’s Center UPAV** – Renovate and add Veteran’s Center first floor UPAV, Completed September 2009 (SC, EX)
- **Capital Improvement**- Upgraded and replaced the Heating and Air Conditioning system at the NBC South Building. Completed August 2009 (EC,CE)
- **Ontario Room UCEN**- Renovated into to a conference room. Completed February 2010 (EX,SC,CE)
- **Energy Project**- Installed Variable Frequency Drives on air supply equipment at MSB, UCEN and French Hall, to help save energy and for comfort heating and cooling. Completed March 2010 (EX, CE)
- **Capital Improvement**- Expansion of the University print shop. Was developed because of the continuous growth of the University. Completed February 2010 (EX,SC,EC,CE)
- **Energy Project**- Replaced MSB lab vacuum pump with waterless unit, which will in turn save on water and electricity. Completed April 2010 (EX,SC,CE)
- **Energy Project**- Installed a 100% eff. instantaneous water heater at the University Center, replacing the 30 year old unit. Completed May 2010 (CE)
- **Capital Improvement**- Upgraded and standardized the Thompson Library fire protection system. Completed October 2009 (SC,CE)

**Financial Services and Budget**

- **Implementation of Concur**: Concur is a system being implemented by Ann Arbor Procurement reimbursement of employee expenditures (primarily travel and hosting). The system will significantly change the process of planning trips, purchasing and reconciling & auditing expenditures. FSB needs to play needs to become familiar with system and process changes, communicate them to the campus community and assist departments through the bumps that are likely to occur due to the changes. Status: Accounting Office did training throughout the year at monthly Accounting & Reporting Group Meeting to prepare campus administrators. Travel & Hosting Policy changes related to implementing Concur were implemented Fall 2009. The actual implementation of Concur has been postponed by Ann Arbor Campus for Flint until Fall 2010. This will be a carry-forward goal for us into FY 2011. Anticipated completion date of December 2010. (CE)

- **Implementation of TouchNet software and supporting business processes**: After analyzing the need for increase payment options and direct deposit of refunds for students and getting approval from the EO’s to move ahead, we now need to implement this system. We selected a vendor in FY 2009, we have begun testing the product and we have communicated the changes to our students. We should complete implementation in
Summer 2009. System implementation and process changes were completed in August 2009. (SC)

- **Special Projects related to the campus budget:** The review of the Budget Model in FY 2009 indicated that we need to meet in the fall to identify projects of interest related to the budget. Each year these issues are raised too late in the budget cycle to address. Areas that have been discussed in the past include: tuition plateau and tuition differential. At the requests of the Deans, the Budget Office took on two projects (Tuition Upper/Lower Differential and Discounted Tuition for Dual Enrollment). We completed our work in December 2009. The results were presented to the Chancellor and then moved on to the EVPCFO for further consideration. (CE)

**Human Resources**

- **UM Organizational Competencies:** Introduce defined organizational competencies for professional and management staff into performance assessment process. Goal would be to introduce the competencies to Executive Officers, Directors and other management staff (January 2010) and professional staff (May 2010). This goal was not accomplished due to Human Resources Director leave of absence. (CE)
- **Compensation Philosophy:** Pursue development of a compensation philosophy for Flint campus. The anticipated completion date is July 2010. This goal was not accomplished due to Human Resources Director leave of absence. (CE)
- **Professional Development:** Develop proposal regarding offerings to campus community using employee and management survey results, including VCA customer service survey feedback. Anticipated completion of proposal is August 2009. This goal was accomplished by offering or hosting several sessions using survey results from last fiscal year. (CE)
- **Healthy Community:** Begin to develop plan for implementing smoke-free environment at campus. The plan will be implemented in 2011. This goal was accomplished. The Health and Wellness Committee was expanded to include key stakeholders. In addition, campus representatives were invited (to AA) to participate in the planning process relative to the initiative. (CE)
- **Healthy Community:** Promote & enhance employee health and well-being. Conduct a one-day health and well-being conference. Anticipated completion date is July 2010. This was accomplished. The “Passport to A Healthier U” Conference was held on May 20, 2010. This year the campus exceeded the University wide goal at 51% participation in completing a MHealthy initiative. (CE)
- **Faculty Training:** Develop sexual harassment training module or sessions. This goal was not accomplished due to the vacancy in the Provost’s Office. (CE)
- **Applicant Management System:** Pursue development of temporary hourly application for temporary/students through eRecruit. The anticipated completion date is July 2010. This was pursued through the policy and design committees, and then incorporated into part of the design process as requested by Flint HR. While eRecruit was launched June 2010, the temporary application process was not part of the initial launch. This capability in the system will not be available until late 2010 or early 2011. (CE)
HR Operating Procedures: Review and update HR operating procedures including website content and address any identified gaps. Anticipated date is February 2010. This goal was completed October 2009. (CE)

eVerify: Implement use of specific software and train users. Anticipated completion date is March 2010. This goal was accomplished. HR staff is trained to process new hires affiliated with federal contracts. (CE)

Department of Public Safety

Communication Process Enhancement Team Report (CPET): Enhanced the department’s administrative and operational functions by implementing the DPS CPET Report recommendations including utilizing the report to organize and streamline departmental functions, upgrading computerized equipment to enhance operational requirements and reports, adding additional personnel to provide increased security coverage on campus, and providing additional dispatch training to enhance their abilities to respond to LEIN messages quickly. (SC, CE, EC)

Department-Wide Meeting: Another initiative derived from the CPET report was to establish a bi-annual, department-wide meeting to discuss recommendations, concerns, and needs of the department and foster increased communication between administration and the officers. (CE, SC, EC)

Computerized Time Clock System: Implemented University’s computerized time clock reporting program. This system is directly connected to Wolverine Access which maintains an accurate record of on and off duty times, keeps employees aware of how many hours they work each day, and requires supervisory approval of any exception time, including over time. (CE, SC, EC)

Training: DPS continued to upgrade and expand employee training programs, such as annual first aid, CPR and AED training, firearms training, use of lethal and or non-lethal force training, legal update training, domestic assault training, and active shooter training sessions. (CE, SC, EC)

Policies and Procedures: Updated policies and procedures and provided training to employees, such as policy and procedural changes in order to maintain compliance with Ann Arbor, training sessions to update employees on new or revised policies, and on-the-job training sessions to correct or improve security on campus. (CE, SC, EC)

Collaborations: Enhanced team collaboration and communications within DPS, Facilities & Operations, EHS, Housing, other VCBF units, Police Oversight Committee, and within the university community by utilizing regular meetings and off line communications, formal meetings to discuss areas of response and concern, and daily updates. (CE, SC, EC)

Personnel: Interviewed and hired two full time sergeants, one part-time investigator, one part-time sergeant to work weekends, two part-time communications officers, two temporary guards. (CE, SC, EC)

Emergency Preparedness: Participated in ongoing weekly meetings for SUITS and All Hazards which provided advanced preparation in the event of an emergency on or near campus. These meetings allow proactive discussion of possible personnel problems and/or emergency response issues, as well as, debriefing of incidents occurring on
campus in order to provide better services if a similar incident occurs. DPS participated in the review and update of the Emergency Response Plan, and established a Non-Emergency Medical Transportation Plan, to transport sick or injured students, campus community members to a local hospital. (CE, SC, EC)

- **Campus Community Training:** DPS has purchased three videos (#1. Shots Fired, When Lightning Strikes, #2. Shots Fired on Campus, student edition and #3. Flashpoint on Campus, student edition). These videos are being presented to the campus community by DPS supervision at the request of any on campus department or unit. After viewing of the 15-20 minute video supervisory officers make themselves available to answer questions and talk about any concerns. (CE, SC, EC)

- **Community Interactions:** The Weed and Seed Program for the City of Flint is a federally sponsored program to reduce crime within the city’s boundaries. DPS attends these Weed and Seed meetings wherein discussions are conducted on best practices for preventing criminal activity within the entire city. The Weed and Seed Program was instrumental in our department obtaining free of charge five (5) police bicycles for our new Bike Patrol. Bicycles normally cost $1500 each, thereby saving the University $7,500.00. Presently the Weed and Seed program has put on their agenda the possibility of purchasing several new bikes for our department and equipping our DPS officers for winter bike patrols. (CE, EC)

- **Community Policing:** Set up ongoing bi-annual meetings with the City of Flint Police Department and Mott Community College Department of Public Safety, as well as maintaining an ongoing relationship with Kettering University Security. These regular meetings between the chiefs of each department allows for discussion of criminal activity in the downtown and cultural center areas as well as other topics such as staffing levels. DPS also meets with the Cultural Center Security providers to discuss criminal activity in that area, including residential properties. (CE, SC, EC)

- **Bicycle Patrol Unit:** Implemented a bicycle patrol Unit and developed policies and procedures for the bike patrol officers. Two officers were trained to function as DPS Bike Patrol Officers. Bike Patrols are one of the fastest growing trends in law enforcement; they are quiet, cost efficient and effective, and they bridge the gap between automobiles and foot patrol. Bicycle officers are better able to use all of their senses, including smell and hearing, to detect and address crime situations. These officers are also an excellent community relations tool. (CE, SC)

- **Guard One Plus System:** Implemented the Guard One Plus system in the William S. White building as a test model. Since implementation, reported criminal activity has decreased. Guard One Plus allows supervisors to track officers as they patrol campus buildings. It also reduced the time span between when items are discovered or reported missing. (CE, SC)

- **Student Security Patrols:** Implemented an upgraded training program for student employees which allows for increased monitoring and responsibilities. Added additional on-the-job training performed directly by a supervisory officer instead of union employees. Students were to write non-criminal reports and crime prevention notices, relieving our officers for campus patrols. (CE, SC)

- **Outdoor Card Swipes and Cameras:** Recommended the installation of outdoor card swipe and cameras on the after hour doors campus-wide. Increase security options,
electronic locks on exterior doors, thereby reducing assigning an officer to lock and unlock campus buildings. This also allows for increased monitoring of building closures. (CE, SC)

- **Closed Circuit Television Cameras (CCTV):** Recommended and assessed campus needs for additional CCTV to deter criminal activity. This was a proactive security upgrade enhancement which is an invaluable tool in determining if an accident or crime actually occurred on campus. This is also an invaluable investigative tool and the video from the cameras is an important evidentiary tool. (CE, SC)

- **VidMics:** Increased the number of VidMics purchased. Assigned those additional VidMics to Safety Officers and Guards. These are invaluable tools when addressing an irate complaint, collecting evidence, or taking photos of crime scenes. (CE, SC)

- **POAM Quarterly Meetings:** Initiated quarterly meetings with POAM union executives on campus. Re-instituted the program in order to allow for discussion prior to the submittal of grievances as well as pending problems as they arise. This is a proactive attempt to maintaining an open dialog with union personnel. (CE)

- **DPS Facility:** Funds were allocated from VCBF to have a feasibility study done to look at the consolidation of DPS into one building to enhance efficiency. An RFP will be put out early in the next fiscal year. (CE, EC)

- **Hubbard Interview Room:** The job to install an interview room at Hubbard has been completed. A private area was set aside for interviews of witnesses and complaints to discuss case facts in private with DPS personnel. This room is also used as an area set aside for our Investigator to take statements from suspects and/or arrested persons. (CE, EC)

- **Security Camera System:** Improved the security camera system for our communications base located at the Mill ramp. A monitor was added to allow communications officers to see the person(s) requesting admittance without moving from their console. An electronic locking system was also added so communications officers are able to open the door to approved visitors or campus community members needing information, assistance or equipment. (CE, EC)

- **Capital Equipment Plan:** Established and implemented a capital equipment plan to repair, replace and upgrade department equipment. This year we upgraded a portion of our police vehicle fleet, several computers, flashlights were added to all department vehicles, upgraded in car cameral systems for police vehicles, and purchased and installed a radar system to marked DPS vehicle. (CE, SC, EC)

**Procurement**

- **Develop Internal Control Process:** A coordinated effort with Financial Services to create a documented methodology to align with Chancellors vision on departmental financial control. **Goal completed 10/2009.** (CE)

  In the Fall/2009, Procurement submitted documentation addressing Process- Monitoring – Campus Training controls for acceptance & subsequent approval to Financial Services. This methodology primarily adheres to insuring University procedure as related to invoices, bid process, risk management/COI concerns, acting as OGC liaison etc.
Note; during the completion of this task, there evidenced a need to address the area of contract process & compliance. This will include areas of handling sensitive PHI data, encryption, storage (imaged, paper & hard drive) and backup system procedures. Activity for 2010/2011 will be initiated to cover this. (CE)

- **Imaging/Historical Records:** This effort is a continuation beyond current year record retention scanning of records. To include prior years files. Completion by 9/2011 Focus code: Goal (3 yr. Procurement records) Completed 4/2010. Contract records by 9/2011 (CE) With 2 work-study(s) assigned, significant progress made completing 2007, 2008 & 2009 records. Contract scanning 1,000+ agreements on hold until an appropriate total campus storage system is identified agreed upon by Academic & Administrative departments.

- **Community One Project:** Moving beyond 2009 pilot launch, this is now a collaborative project with Schools SOM & CAS. Goal Completed 5/2010. (SC, EC, EX) This program (C1) is now fully engrained in the School of Management program and a total of 5 projects submitted for the 2009/2010 year. State award for the MMBDC Education Sector awarded to UM-Flint on 9/2009. C1 recognized by Chancellor as a top achievement this year. Institutional. Advancement/ CAS stepping in.

- **Campus Contract Expansion** (off site); Expand Contract area to include off site property agreements. Completed (item 1-3) 5/1/2010. (CE) A detailed study of Purchasing & Contract workload along with employee job duties/titles and assignments were undertaken with Human Resources. It was determined that a Paralegal (Contract Administrator) was needed to; 1) expand the contract area to include all types of agreements-Property Leases, space rentals etc; 2) establish a single point of contact for the campus relating to OGC & Risk Management issues 3) to coordinate escalating volumes of both business contracts/academic agreements; 4) begin creation in 2010/2010 of a master contract database (encrypted) to assure future contract compliance of sole designated file retention area.

- **Major Projects:** Provided Project Specifications, input, develop RFP’s, present contract awards, committee assignments. (CE, EX) During the year, Procurement & Contracts is requested by various organizations/departments to assist in their efforts to accomplish their goals. Below are some major initiatives we worked on to assure successful outcomes; Sasaki Master Plan RFP, Barnes & Noble Bookstore RFP for expansion/5 yr. agreement, FH Roof repairs, Hotel agreements, Northbank Elevator spec development with AA, CEP preliminary study/input, Dining Services Upgrades (Riverfront Snack Bar/Clint Café), Kiva Upgrades, ITS infrastructure projects, DPS, Facilities parking lot/grounds & classroom upgrades, Printing Services Albin-Konica transition, trades blankets, NBC ramp repairs/sealing, Peace Garden, International Advisory Board Committee and Study Abroad Trip/Travel arrangements.