Office of the Vice Chancellor for Business and Finance

- **Campus Master Plan:** Coordinated and completed Phase 1 of campus master plan process by September 2010. Work suspended pending completion of campus strategic plan by spring 2011. Work on campus master plan resumed in June 2011. Negotiated added fee of $43,000 due to additional work to restart and make necessary changes. (EX, SC, EC, CE)

- **Strategic Plan:** Fully supported and participated in the development of a new UM-Flint strategic plan. A draft of the strategic plan was completed by spring 2011. (EX, SC, EC, CE)

- **Finances:** Successfully managed campus finances during a time of fiscal constraint and declining state financial support. Campus spending was 3.6% below budget before $3.8 million of transfers for capital projects. Revenue was 4% above budget. State appropriations were reduced by 15% for FY12 in the budget which was approved by the Regents in June 2011. (CE)

- **CEP Upgrade:** Work on this important project was delayed due to review procedures at UM-AA. The project to replace aging boilers and improve energy efficiency is now scheduled for a vote by the Regents in fall 2011. (CE)

- **MSB Renovation:** As an addendum to the campus master plan, a separate agreement to develop a phased MSB renovation plan was negotiated with Sasaki and work began in November 2010. A draft program statement was completed and issued for review and comment in January 2011. In December 2010, the State of Michigan approved a capital outlay project to renovate MSB for total of $22.2 million. In April 2011, the state informed UM-Flint that an MSB plan for the renovation project must be submitted by November 4, 2011 in order for the project to be considered for funding in the FY13 budget. An MSB renovation work team was formed and began work in May 2011. The project is slated for initial approval by the Regents at a fall 2011 meeting. (EX, SC, EC, CE)

- **School of Management (SOM) Relocation to Riverfront:** In fall 2010, discussions began between the C.S. Mott Foundation and UM-Flint to possibly relocate the School of Management to the Riverfront building in downtown Flint. An informal offer of general lease terms was made available in December with the ambitious goal of moving SOM into Riverfront for the fall 2011 semester. Full administrative support was provided for this initiative with the goal of finalizing a signed letter of intent. It soon became apparent that the ambitious timeline for a pre-fall 2011 move-in could not be met so a mid-year move-in is now targeted. The Riverfront lease agreement was approved by the Regents at the July 2011 meeting. (EX, SC, EC, CE)

- **NBC Elevators:** An earlier study identified the need to upgrade the elevators in the NBC north building at an estimated cost of $1 million. Subsequent review and inspection by
UM-AA resulted in their recommendation that the NBC north building elevators be replaced at an estimated cost of $2 million. In addition, they recommended an upgrade of the elevators in the NBC south building at an added cost of $1 million. Fully supported the elevator study and recommendations and have set aside the additional funds. A vote of approval by the Regents is scheduled for fall 2011. (CE)

**Auxiliary & Recreational Services**

- **Event and Building Services** - Continue to provide space, equipment, and services to assist University and non-University members/groups plan and implement events. (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 2010-2011.

<table>
<thead>
<tr>
<th></th>
<th>5/1/09-4/30/10</th>
<th>5/1/10-4/30/11</th>
<th>Difference</th>
<th>% Inc./Dec.</th>
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<tbody>
<tr>
<td>Total room reservations</td>
<td>5,707</td>
<td>6,609</td>
<td>902</td>
<td>14%</td>
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<tr>
<td>Total attendance</td>
<td>205,606</td>
<td>221,092</td>
<td>15,486</td>
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<td></td>
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<td></td>
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<tr>
<td>Non-paid events</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total non-paid attendance</td>
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<td>6,088</td>
<td>778</td>
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<td>162,475</td>
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<tr>
<td>Paid events</td>
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<tr>
<td>Total paid attendance</td>
<td>43,131</td>
<td>39,187</td>
<td>-3,944</td>
<td>-10%</td>
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</table>

EBS continued to pursue select marketing strategies to external customers. EBS participated in the Flint Area Convention and Visitors Bureau Expo, Academic Showcase, Women’s Night Out, and the Flint Journal Women’s Expo. Flyers have been widely distributed promoting EBS facilities and services, including for Flint Area Convention and Visitors Bureau gift bags for the Holiday Party, Annual Luncheon, and Annual Hospitality Awards Banquet.

EBS has continued to market discounted rental rates for UM Flint Alumni, with flyers being on display at all Alumni events held throughout the past year. Alumni discount flyers have also been provided to each graduate at both commencements. Beginning in fall 2011, Alumni flyers will also be put into bags at the bookstore. Updating the EBS website has continued to progress and now includes pictures and virtual tours of all rental spaces. Table tents with the EBS phone number for rental information continue to be put on various tables at all external events.

The Grand Ballroom at Northbank Center was named the “Best Place To Have A Reception” in their annual “Best of Genesee” contest. EBS has incorporated this distinction into all of the marketing and advertising used over the past year. The Flint Journal ran an insert honoring the “Best of Genesee”, which included a large article about the Grand Ballroom, and Chancellor Person included the award in Blue Notes. The Michigan Times also interviewed EBS for an article about the award.
Advertising has increased again this year, with ads being updated.
- Flint Journal Wedding Planner Book, including MLive
- Here Comes The Bride insert in all of the community newspapers published by the Flint Journal
- Mid-Michigan Wedding Organizer
- Flint Journal Women’s Expo insert
- Genesee County Medical Society Bulletin
- UM Flint Community Events insert

EBS tracked of rental inquiries over a several month period, and found that many people are still finding UM-Flint and Northbank Center in the yellow pages of the phone book. In view of this, the ad was revised this year, combining both venues into one ad with expanded information.

EBS produced a photo album of different large events for prospective clients to view to get a better idea of what can be done in various rental venues. There is also a binder of Event Evaluations filled out and returned by previous clients evaluating University Catering, and the food and service they provided for the event. This is available to prospective clients to assist them in selecting University Catering with confidence that they will do a good job.

EBS has kept abreast of competitors’ venues, prices, and amenities. Websites have been checked to gain information needed to remain competitive. EBS attended the grand opening of the Durant to gain first hand insight into this new venue that would be a competitor.

- **UCEN & Outdoor Improvements** - Work with Student Government to make cosmetic improvements to the University Center and to surrounding outdoor space. (SC, CE)

New electrical outlets were installed on the 3rd floor of UCEN in the Union area as requested by Student Government. EBS staff observed that there was a need for additional outlets on the 2nd floor of UCEN in the tutoring area and they were installed. A kiosk was purchased and located near the WSW riverside entrance. Carpeting was removed from both central stairwells in UCEN and a new polyurethane surface was applied. The stairwell railings were also painted.

- **Meeting Room Renovations** - If approved, facilitate renovations to the Kiva, Happenings and Michigan Rooms including new 3-D signage. (EX, SC, CE)

Plans have been finalized and approved for Kiva renovations which are scheduled to occur May 1-June 30, 2011. Renovation plans have been finalized and approved pending funding identification for the Happenings Room. The renovation work is scheduled to occur June 1-July 31, 2011.

Plans for the Michigan Rooms to be finalized and approved this summer, but actual renovations will not occur until May 1-June 7, 2012 assuming funding is identified.

- **Meal Plan/Flex Spending Program** - Increase involvement in administering meal plan and flexible spending programs for residential and commuter students including producing necessary reports and analyzing results. (SC, CE)

The EBS Administrative Event Manager (Gina Rose) attended Micros training and has assumed all duties related to residential and voluntary meal plans, flex spending (Blue Bucks) including running reports, programming cash registers, assigning access to new cashiers, and performing liaison responsibilities between Ann Arbor, CBORD, and UM-Flint ITS. In addition, she is
responsible for promoting meal plan programs at Freshman Orientation, Riverfront Housing Move-In Days and College Town events.

- **Clint’s Café** - Manage the successful opening and operation of the new Clint’s Café. (SC, CE)

  New lighted, way-finding signs were installed and are a great addition. Completion of Clint’s Café construction coincided with the start of fall semester. A successful Grand Opening was held a few weeks into the semester. The addition of Clint’s Café helped to eliminate congestion in Grill 155 during peak times. It has also brought more students and events to the new Clint’s Main Stage area. Concerns about speed of service for the deli are being addressed.

- **Equipment Replacement Plan** - Develop a 1, 3 & 5 year equipment replacement plan. (SC, CE)

  The EBS Administrative Event Manager (Gina Rose) created a comprehensive Dining Service equipment replacement database. She has worked with the Dining Service General Manager (John Whitlatch) to assign “replacement years” and “costs” to the database. The plan will be updated annually and will assist in guiding future equipment purchases.

- **Higher Education Opportunities Act (HEOA)** - Facilitate the role Barnes & Noble’s plays in complying with the new Higher Education Opportunities Act and assess the effect on overall sales. (EX, SC)

  University Bookstore Advisory Board members (Louanne Snyder and Provost Voland) assisted the Bookstore Manager (Cherie Gray) with meeting with various faculty groups to explain ISBN implications related to the Higher Education Opportunities Act. Timely textbook adoptions by faculty are very important to HEOA compliance as well as being able to provide students with payment for book buy-backs and having used books for sale.

  In April, Event & Building Services sponsored a luncheon that was co-sponsored by the Bookstore and the Thompson Center for Learning and Teaching (TCLT). The promotional assistance from TCLT helped to recruit 40 faculty/staff members to attend this event. Information on the HEOA was provided as well as an update on electronic books and the new book rental program.

- **Bookstore Sales** - Expand communication with students and increase web sales through increased marketing. (EX, SC)

  The Bookstore has increased communicate to students through a voluntary listserv. During Freshman Orientation, students will be given a coupon to redeem a prize upon visiting the Bookstore. These are two examples marketing strategies that were found to be successful.

- **Men’s Rec Locker Room Renovations** - If the student fee increase of $3 is approved, coordinate the men’s rec locker room renovation project. (SC, EC, CE)

  The Student Rec Fee increase of $3 was approved. Therefore, $2 per student per semester is going directly into a Rec Center deferred maintenance account and the remaining $1 is added to the general operating budget. Working with Facilities & Operations, renovation plans have been finalized including color selections. The lockers have gone out for bid. The work is scheduled to occur June 26-August 28, 2011. The Vice Chancellor for Business and Finance has contributed one-time funding to offset costs for this project.

- **Member Retention and Recruitment** - Nurture new and current business groups and partner with Alumni Relations in an effort to increase members. (EC)

  Rec Center Membership Services staff members 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. Rec Center display tables were staffed at employee health fairs for Citizens Bank, the City of Flint, Mass Transportation Authority, Community Mental Health/In-Shape Program Open House, Earth Day Celebration at UM-Flint, Kids in the Kitchen event at Flint Cultural Center, Back to the Bricks Expo, Riverfront Housing’s Move-In Days, and a cooperative UM-Flint/Riverfront Housing/Downtown Businesses College Town event.

- **Intramural Sports** - Offer a variety of Intramural Sports and increase marketing to attract more participants. (SC)
  The fall 2010 Intramural Sports program offered four sports: flag football, co-ed volleyball, co-ed soccer, co-ed dodgeball, and one co-ed table tennis tournament. There were a total of 158 active participants with 119 males and 39 females. The winter 2010 Intramural Sports program offered three sports: co-ed volleyball, co-ed soccer, men’s basketball, and one co-ed table tennis tournament. There were a total of 224 active participants with 192 males and 32 females.

- **Fitness Programming** - 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)
  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 AFAA Group Fitness Training, as well as CPR/AED & First Aid Training. Safety improvements were made by placing CPR masks in each fitness classroom cabinet. Based on our winter fitness counts, our Yoga, Boot Camp, Ab Lab, Low Impact Aerobics, and Splash Bash Aqua Fitness Class (in conjunction with Health Alliance Plan) were highly attended. Our winter fitness class counts reflect an increase in our Yoga attendance as well as Aqua Fitness. Our Zumba Specialty classes increased by hiring an additional highly-trained and energetic Zumba instructor and adding another Zumba class to meet the needs of the class participants. This spring three Zumba classes will be offered. Our Spinning Specialty class increased in number with the new “8 Week Spinning Clinic.” Class participants were happy with the health outcomes and expressed interest in repeating the class. There are three Spinning classes for spring semester. Class participations increased from 3,438 in the fall of 2009 to 3,903 in the fall of 2010. There were 5,238 participations in the winter 2011.

- **Printing for Kettering** - Assist Kettering University by providing printing services during their transition and explore a permanent partnership. (EC)
  Printing Services assisted Kettering University with their printing needs until a permanent printing provider was found.

- **New Services** - Explore new services that Printing Services can provide including a wide-format copy machines for banners and large signs. (EX, SC, EC)
  Various printing machines were researched and as a result a wide format machine was leased along with a Cannon color digital press. An Open House was held in April to introduce the new equipment to the campus community. It is projected that the new machines will help meet the changing printing needs of the campus community and increase overall business.

- **Property Management Service** - Continue to provide quality property management services to support retention of current tenants and for the recruitment of new tenants at Northbank Center. (EX, SC, EC, CE)
  Piper Realty and their NBC property management employees again provided quality service for NBC tenants. During this past year, the renovated space for Chapter 13 on 3rd floor South Building was finished and the tenants moved in. Ann Arbor’s Prevention Research unit rented space on the 2nd floor South Building that was previously vacated. Lutheran Family Services
added two additional offices on the first floor South Building. Mobiosoft rented space on the 7th floor and Olmstead and Associates added an additional office. On the 4th floor in the Executive Suite area, a new meeting room was created, School of Management relinquished their offices and Public Health & Health Sciences is occupying an office to store grant related supplies. On the 9th floor, Procurement moved to a larger suite, plans are underway for expansion of ITS space and Environment, Health and Safety will be moving in to the remaining vacant finished space.

University departments now occupy 60% of available space in NBC.

- **Security System** - Coordinate the first phase of the switch from ADT security to the University security system at Northbank Center. (SC, EC, CE) Card swipe machines for after-hours access at the main entrance and the second floor entrance off the parking deck were changed-out to accommodate M-Cards. One-time funding from the Vice Chancellor for Business and Finance was provided to replace five outdated interior cameras. Waiting for approval to proceed.

- **University Dining Service** – Re-bid food service contract for campus including preparing RFP/RFQ and facilitating evaluation and selection process. (SC) Upon further investigation it was decided it was not in the best interest of the University to re-bid the food service contract with Sodexo. Instead a new agreement was negotiated that allows Sodexo to accept the financial risk. The new agreement provides UM-Flint with $100,000 per year guarantee. UM-Flint will pay for Ann Arbor meal plan/flex spending support, phones, facility repairs, etc. The remaining funds will be placed in an equipment reserve account.

**Environment, Health and Safety**

- **All Hazards Planning:** EHS continued to focus on improving Emergency Preparedness Planning for the campus by addressing the high priority action items identified by the Campus All Hazard Planning Team. This included enhancing faculty understanding of their roles in planning for and responding during an emergency, improving communications, updating campus ERP, supporting further work the psychological recovery planning efforts, and coordination of campus hazard mitigation planning process with planning consultant, and facilitating the update of business continuity planning documents. Participated in the International Center’s review/update of their managing emergencies abroad protocols. Continued participation as the Flint campus EHS/OSEH representative on the University of Michigan All Hazards Planning Group and involved with County Local Emergency Planning Committee and County Public Health Threat Assessment and Planning Team. (CE)

- **Emergency Planning Drills & Exercises:** EHS, in conjunction with DPS, conducted building evacuation and sheltering drills in all buildings during October 2010 and April 2011. Additional drills were conducted by ECDC and Genessee Early College throughout the academic year. EHS and DPS exercised with ECDC & the GEC their new evacuation routes and long term assembly areas along with use of new radios. EHS worked with select departments to conduct focused tabletop exercisesthat included the FWT Library exercise in September 2010 and VCBF in January 2011. EHS participated in the planning and facilitation of the Crisis Communication Workshop for Executive Officers, Deans and others in October 2010. Partnered with TLCT in developing/delivering a workshop in February 2011 to faculty titled Faculty as Leaders During Emergencies.
EHS staff participated in the Genesee County tabletop and functional exercises involving the City of Flint Water Treatment Plant. (CE)

- **MGP Site**: EHS continues to coordinate with our internal University team consisting of OSEH, Office of General Counsel and environmental and legal consultants to protect the University’s interests while working with Consumers Energy as they move forward with their ongoing environmental investigation and propose remediation strategies of the MGP site conditions. Much focus and discussion this past 12-18 months has been related to the MGP site contamination and possible restoration of the Hamilton Dam, groundwater/surface water interface along the Flint River, and future development of Recreation Center and Lot A. (CE)

- **Departmental Health and Safety Self Audits**: EHS has conducted laboratory inspections of select labs as well as health and safety walkthroughs of departments like Theater, F&O, Physics and Engineering, Art Department. Additional inspections of cranes located on campus were completed in December. EHS continues to encourage departments to use the “self-auditing tools” previously provided by EHS to conduct and document their own routine safety and health inspections. (CE)

- **Health and Safety Program Review**: EHS reviewed and revised program documents associated with the AED Management Program and the CSEP Chemical Hygiene Plan. New UMF Lockout/Tagout placards and tags were developed and installed in the CEP during the fall 2010. In addition to reviewing and updating these programs, EHS staff conducted assessments of personal protective equipment use for housekeeping as well as environmental compliance inspections of bulk storage area/containers and demolition, renovation and construction sites. (CE)

- **Implementation of UM Storm Water Management Program and NPDES Permit**: EHS NPDES permit compliance activities involved working with F&O to develop process of tracking data to measure the University’s effort and expenses associated with storm water management compliance. This new tracking system implemented by F&O was critical in reporting to the State of Michigan in July 2010 and again in January 2011. EHS staff dedicated a part-time work study employee to developing educational materials, flyers, bookmarks and bulletin board display to promote storm water education. The initial GIS mapping of storm drains/outfalls was completed this spring. EHS will continue to work closely with UM OSEH Ann Arbor to implement the University’s NPDES Permit requirements and related UM Storm water Management program on the Flint Campus. (CE)

- **Safety Training**: Further investigation of possible online safety and health training options on select topics for UMF employees is temporarily on hold. The goal of extending the department’s ability of offering online safety training to employees is to reduce the burden on EHS given the limited staff and resources and make it more convenient for employees required to participate in the training. UM AA OSEH has been struggling with their online safety training. EHS is hoping that we may be able to leverage the online training materials/software currently being piloted on the UMAA campus and once some of the bugs are worked out incorporate our training, if possible. (CE)

- **Occupational Safety & Environmental Health Training** - EHS coordinated 49 training sessions on more than twenty health and safety training topics during FY11. Topics included Aerial Lift, Asbestos Awareness and Class II Training, Bloodborne Pathogens, Skywarn
Spotter classes, Compressed Gas Cylinder Safety, Crane Safety operations, Fall Protection, Hazard Communication, Hazardous Waste, Hearing Conservation, Lead Compliance Training, Respiratory Protection, and more. (CE)

- **DHS chemical inventory review**: EHS completed evaluation of the campus chemical inventory against the Depart. Homeland Security chemical reporting requirements. Based on the February –March inventory review, none of the screening threshold quantities were exceeded for any of the DHS Chemicals of Concern, therefore no further action required at this time. (CE)

- **Asbestos and lead building/area survey work**: Asbestos and lead building and roofing surveys were completed this year in preparation of scheduled campus and facilities & Operations projects. This included but not limited to the NBC South building, MSB and UCEN roofs. Significant asbestos removal involving pie insulation in the NBC South building was conducted. Asbestos and Lead employee training with both classroom and hands-on training was conducted with an increase in employee participation. (CE)

- **College and University Recycling Competition and the Earth Day Celebration 2011**: EHS lead a team of individuals from MCC, Kettering, Baker and others to organize the second annual Flint College Recycling Competition leading up to this year’s Earth Day Celebration 2011 event hosted once again at the UM Flint Campus. Fifty-six vendors participated and well over 750 members of the community joined in this successful event. UM Flint received the Recycling Challenge Award for the most pounds of recycled material collected during the competition. There were many new activities, presentations, greater student participation, and overall the event received greater media coverage this year in the before, during and following the event. (SC, EC, & CE)

- **Future Minded University Students for Environmentally Conscious Living or F.U.E.L**: EHS continued as the advisor for the recently formed student club, FUEL. The club promoted the second annual competition encouraging energy efficiency actions between a few fraternity and sorority houses. EHS and F&O staff assisted in the event by conducting an energy audit of each home, obtain thermal images showing heat/energy loss, summarize audit findings and provide a list recommendations specific to their house to reduce energy use and save money. (SC)

- **Ergonomics Initiatives** - EHS has conducted nineteen ergonomic worksite evaluations to reduce health risks associated with musculoskeletal disorders in departments including Public Safety, Academic Advising, Biology, CSEP, EBS, Theater, Physical Therapy, Sociology and others. EHS continues to operate an ergonomics office equipment loan program to provide employees/departments an opportunity to try various types of ergo equipment w/o investing Funds. Equipment includes, split keyboards, various ergonomic mice, document holders, foot rests, etc. (CE)

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**Facilities Management**

- **Capital Improvement**: Replaced NBC south building boiler and supporting equipment. This project replaced an inefficient 25 year old boiler with a high efficiency boiler, August 2010 (CE)

- **Capital Improvement**: Murchie Science Building roof repairs and replacement, August 2010 (CE, SC)
• **Capital Improvement:** Completed various roof repairs as outlined by 2009 roof survey: work extended from July 2010 through summer 2011. (CE, SC)

• **Capital Improvement:** Cyber classroom addition in MSB 106, adding another Cyber Room and helping to expand the usage of the Cyber network. October 2010 (CE, EX, SC)

• **Capital Improvement:** Completed replacement of the UCEN fire protection system with a new state of the art system, enhancing the safety of the building. September 2010 (CE)

• **Capital Improvement:** Replaced MSB, UCEN and French Hall Theatre rooftop exhaust fans, November 2010 (CE, SC, EC)

• **Parking Deck & Flat Lot Repairs & Upgrades:** Lot T spiral removal and restructure, adding 35 new parking spaces in addition to the 73 spaces the University acquired from the DDA, August 2010 (CE, SC, EC, EX)

• **Peace Garden:** Construction of Peace Garden in Willson Park, September 2010 (EX, EC, SC, CE)

• **High Voltage:** Conducted full inspection of campus high voltage cable south of Flint River, August 2010 (CE)

• **Energy Project:** Campus damper actuator replacement, February 2011 (CE, EX, SC)

• **Energy Project:** Installed VFD in Thompson Library, November 2010 (CE, EX, SC)

• **Energy Project:** Thompson Library Johnson Control upgrades, October 2010 (CE, EX, SC)

• **Energy Project:** Installed VFDs on chilled water system at William White Building. March 2011 (CE, EX, SC)

• **Energy Project:** Completed Hubbard Building air conditioning and heating unit replacement. September 2010 (CE)

• **Energy Project:** Willson Park Lighting, LED standardization, increased safety and aesthetics October 2010 (SC, EC, CE)

• **Energy Project:** Student Walkway Lighting, replaced with energy efficient LED lighting. Increased visibility and aesthetics, January 2011 (SC, EC, CE)

• **Energy Project:** Installed high efficiency A/C unit in MSB, January 2011 (CE, EX)

• **Energy Project:** Installed VFDs in Central Energy Plant, November 2010, (CE, EX)

• **Energy Project:** Installed instantaneous water heater in Rec Center, February 2011 (CE, EX)

• **Capital Improvement:** Completed MSB project to modernize rooms 163, 165 and 169 (CE, EC, EX, SC)

• **Capital Improvement:** Replaced carpet and furniture in multiple locations at MSB (CE, EC, EX, SC)

• **Capital Improvement:** Completed renovation of KIVA in UCEN to address safety concerns and enhance the space overall, June 2011 (EX, SC, CE)

• **Capital Improvement:** Constructed box office in French Hall Theatre building, January 2011 (EX, 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. (CE)

- **Incorporate Web Focus as our new querying tools for Banner:** We are currently using Microsoft Access to query data from Banner. We rely on assistance from other areas to assist in writing and maintaining queries. We would like to develop our own system experts. We will be assigning staff in both the Student Accounting/Cashiers and Budget Office with the task of learning this new software product and to incorporate it into the current and future work.

- **Numerous budget consulting projects:** The Budget Office completed a number of requested consulting projects in FY 11 (CAS, SOM, SEHS, EOI, Development and UHWC. The projects ranged from areas of budget concern to areas that were trying to maximize their use of the budget model. (CE)

- **Cashier/Student Accounting Office Audit:** With a management change, we requested and went through an audit of the Cashier/Student Accounting Office. We came through with a relatively clean bill of health. We have resolved most of the areas of concern raised and are finishing up the last few.

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 2011) and professional staff (May 2011). (CE) The organizational competencies were not introduced in a formal program; however, the foundation was laid for future work. The Flint Human Resources team received training this past year in October and November 2010 regarding the organizational competencies. Initial contact was made with HRD to discuss a plan for moving forward in the next fiscal year. At this time, organizational competencies will be introduced to the Executive Officers through the Lead Initiative scheduled for Fall 2011 (Please see professional development below).

- **Compensation Philosophy:** Pursue development of a compensation philosophy for Flint campus. The anticipated completion date is December 2010. (CE)

- **Professional Development:** Develop proposal regarding offerings to campus community using campus survey feedback and recommendations from Executive Officers. The anticipated completion for the sessions is June 2011. (CE) *(This goal was set aside due to other priorities and will carry over to next year’s goals.)* A significant amount of time was devoted toward the development of a leadership program. This is called the LEAD Initiative, Leadership Excellence Achievement &
Development. The purpose of the program is to create a long term, consistent and well-defined leadership framework and process based on the University’s core competency model. As part of the process, the Executive leadership will select four of the eight competencies to focus on in the first programs offered Winter 2012.

Initial work towards developing a multi-year targeted approach or professional development plan has been started with the assistance of HRD. A survey was conducted Fall 2010 and the feedback is being used to discuss future offerings to our campus. We were able to host the Creating a Culture of Inclusion: Leveraging Generational Diversity session April 2011.

- **Healthy Community**: Finalize implementation plan and actions using recommendations of sub-committees. Determine next steps utilizing survey and focus group input. Purchase temporary signage and complete other action plan steps. The campus will be smoke-free July 2011. (CE)
  
  During this past year the Health and Wellness Committee was expanded to include the subcommittee members participating in Ann Arbor. Using the recommendations being formulated by the various sub-committees, the Health and Wellness Committee met to discuss how the recommendations would be implemented at our campus.

  At this time, the various areas such as communications, facilities, human resources, procurement and contracts, events and building services, admissions, housing, etc. worked to be ready for implementation July 1, 2011. Signs are being placed during the month of June 2011, various campus communications are scheduled to take place through newspaper publication, email, meetings with supervisors, development of maps, and distribution of flyers to departments are being completed, etc. More planning and meetings will take place in readiness for the return of students Fall 2011.

- **Healthy Community**: Promote & enhance employee health and well-being. Conduct a one-day health and well-being conference. Anticipated completion date is May 2011. (CE)
  
  On May 19, 2011 the Health and Wellness Committee in partnership with MHealthy hosted the fourth annual Healthier U Conference. The day focused on various presentations in support of a healthier lifestyle and workforce. The keynote presenter at the luncheon was Dr. John Sonnega who spoke on the topic of the importance of “Sleep”. This year the campus exceeded the University wide goal of 50% participation in completing a MHealthy initiative. Our campus finished with 53% participation.

- **Faculty Training**: Develop sexual harassment training module or sessions. The anticipated completion date is June 2011. (CE)
  
  This goal was not accomplished, but will be carried over to next year. While course materials were identified, HR was not able to partner with the Provost’s Office due mainly to other priorities in both our offices.

- **HR Staff Training**: Provide training for senior HR staff responsible for conducting investigations and providing consultation in issues of diversity, civil rights, grievances, discrimination claims, etc. The anticipated completion date is December 2010.
  
  The senior staff completed the HR Consulting Skills Development Series developed by the UM Community of Practice for HR Managers/Professionals. This program was
designed to help develop knowledge, understanding and HR consulting skills to assist clients and partners in achieving unit and organizational goals. It has been offered in UMHS HR. The program was delivered in four half-day interactive sessions.

A senior staff participated in a pilot project October 2010 to April 2011 to evaluate an online/on demand learning tool. This pilot gave 20 HR professionals access to an “on-demand” learning tool with learning resources for self-development. The pilot used a tool called Think Box, which has a collection of on-demand expert tips, eCoaching, short videos and other resources linked to organizational competencies. Recommendations are being formulated as to the future viability for use at UM.

HR was not able to identify a one day curriculum being offered by a local (Flint/Detroit) legal firm. It has been difficult to identify training specific to these topic areas as it relates to public institutions. Updates have been obtained primarily through webinars offered through central HR. This will be carried over to the next year.

- **Applicant Management System:** Implement the temporary hourly application for temporary employees through eRecruit. The anticipated completion date is March 2011. (CE)

  This initiative is being launched on June 24, 2011. The eRecruit System will now accept student and non-student temporary applications. We are excited that there will be a single point of application for students/persons interested in employment at our campus. This required the significant participation of several team members working through policy and process involved in design and implementation.

- **HR Operations Analysis:** Conduct an analysis to determine appropriate staffing resources in support of organizational needs. The anticipated completion date is August 2010. (CE)

  A determination was made to reclassify the HR Associate to an Intermediate level to assist in meeting higher level job duties. In addition, an assessment of departmental responsiveness in support of the campus resulted in the identified need for a second or additional Senior HR Generalist.

- **Pre-Employment Process:** Develop a collaborative process with EHS regarding identification of job classifications requiring a pre-employment physical and/or training as required or outlined by OSHA regulation. The anticipated completion date is April 2011.

  The initial identification, analysis and preparation of relevant positions has been completed within HR; however next steps of working with EHS is pending. This project is about 60% complete and will carry over to next year.

- **Internal Controls:** In collaboration with key stakeholders, conduct a review of procedures and identify gaps or training needs specific to People Pay. The anticipated completion date is February 2011.

  HR is working with Finance and Procurement and Contracts to review issues related primarily to awards and gifts. Approximately 70% progress is noted and estimate completion by end of July 2011. In addition, a review of the termination process involving shut-down of email and access to systems, including financial in discharge situations is in progress. We are at 90% complete and will finalize in July.
• **System Changes/New Initiatives and Activities (CE):** Management of new projects and processes, organizational effectiveness.

This past year the team worked to refine the management of several new processes that were launched at the end of the previous fiscal year. One such change was the Punch/Web Clock system. As with any new process and system, there were “details” that needed to be worked through. The team did an excellent job of responding to the unit needs.

HR was also involved with the implementation of the new applicant management system, eRecruit for regular employees. This new system was launched this past year and the team has been responsive to its users in terms of training and consultation.

Another system or new process launched the previous year was the online I9 certification requirement. Our team has taken the lead in terms of utilization, trouble-shooting concerns and identifying resolutions. AA contacts our team for consultation.

The previous year changes to the health benefits plans, the certification of eligibility, and the announcement in changes to retiree benefits, increased the consultation being provided to the campus community. The HR Office supported the Chancellor’s Office in the two Retiree Receptions that were held this past year. In addition, the sick case management has grown to an average of 35 open cases at any one time. Overall, the benefits area has successfully managed a significant increase in activity.

A senior staff member has served on the committee to review and revise the classification structure for secretaries and administrative assistants within one of the colleges. The study is nearly complete with plans to provide recommendations to the Dean by July 1, 2011. This required a classification and equity review of the College’s entire support team of 17 staff members.

A senior staff member served on the LEO bargaining team this past year. The University has a renewed contract effective through April 2013. The contract changes and implementation of the new provisions were rolled out this past year.

In addition, HR provided consultation and support for organizational changes that occurred in ten units of the campus. These changes required significant HR support to the executive leadership.

**Department of Public Safety**

• **CPET Review:** Fully implement CPET study recommendations: (SC, EC, CE)
  o Staff scheduling, changes made to include employee input while meeting campus staffing needs
  o Schedule posting on monthly basis, improvement for needed adjustments to control overtime costs and employee notification several weeks in advance
  o Technology recommendations were addressed by adding (3) three new workstations and additional wireless printing capabilities in the squad room. The purchase of (4)
four new tablets compatible to work with the wireless printing enhancement. These tablets enable DPS the ability to complete reporting while in the field. This maintains a personnel presence throughout campus, relieving the need for personnel to complete reports in the squad room.

- Consolidated Safety Officer and Guard rank to reflect true and shared work assignment duties. Additional benefits of personnel buy in and enhanced campus patrols per shift, also aided in reduction of overtime staffing.
- Additional areas of CPET study addressed and reported in the following subsections.

**Infrastructure: (SC, EC, CE)**

- Conducted feasibility study for consolidating all DPS operations into one building to enhance communication, efficiency and effectiveness. Engaged THA Architects working with Facilities & Operations and Vice Chancellor of Business and Finance for initial space planning and needs; considerations of new build site identification. Will continue process into next FY with hard planning and cost estimates.
- In the short-term, identified and set aside funds to complete upgrades at dispatch to enhance security and efficiency. All equipment upgrades completed and will continue process into next FY with furniture and work station positioning to complete project.
- Fully implemented improved mechanism for exchanging information during shift changes through supervisor led staff meetings at beginning of each shift outside of dispatch. Information continues to be shared through email with the additional process of roll call briefings and the maintenance of a briefing book used by supervisors at the mandatory briefings.
- Evidence room location identified and finalization of blue prints and solid costs estimates through a collaborative effort with Facilities & Operations. Project construction will begin in following FY. The completion in next FY will tie into dispatch enhancements by creating additional space and moving evidence from the dispatch area.
- DPS assisted and advised Facilities & Operations with policy and programming of new key box system. All facilities keys have been moved from the dispatch area drastically reducing dispatcher’s time issuing and retrieving keys. Enhances dispatch security and reduces dispatcher distractions by removing task

**Efficient, Effective Reporting: (SC, EC, CE)**

- Funding costs, vendors and state compatible reporting system and computer- aided data system identified. Purchase and installation to occur in following FY period.
- Accomplished upgrade to the current reporting system, enabling the complete training of all personnel for direct data report entry. Process enhanced by changing policy requiring reporting entry to investigating staff personnel. Process reduces past repetitive input and costly hours. New process reduces time needed for complete reports and the passing of vital information to required sources. The new process is a stepping stone for easier transition once the new data/dispatch system is transitioned to in next FY.
- Live Scan booking process fully operational, employees trained and proficient at user levels as required by the State of Michigan. All arrests on the University are now
processed in Live Scan as required and with new software in next FY, information sharing with other law enforcement agencies can be accomplished.

- **Professional Development and Training:** (CE, SC, EC)
  - Developed comprehensive 2-year professional development and training calendar which includes both on-campus and off-campus opportunities. Training sources and opportunities forwarded to a single supervisor who distributes to staff. Single source scheduling enrolls staff and informs office staff for records and financial tracking. Training of staff for FY increased in hours to 1166 over last FY while staying within allotted budget of $71,000 and utilizing all known sources.
  - DPS hosted (5) five training sessions for state-wide law enforcement officers.
  - DPS certified officers participated in an enhanced monthly firearms/force proficiency training program.
  - A new Safety Officer Employee manual was created and completed which will be used for complete training of Safety Officers in the next FY.
  - A Student Patrol employee manual was created and developed. This manual is currently used to train all new student employees. Additional current Student Patrol employees have been trained and all have been screened, receiving updated explanation of roles and duties.

- **Campus Wide Security Enhancements:** (SC, EC, CE)
  - Collaborated with Facilities & Operations with installation of new alarm system at Ross House
  - Identified through monthly testing a delay from Ross House alarm in reporting to dispatch and collaborated with Facilities & Operations to improve to an acceptable reporting time.
  - Completed inventory of campus panic switches and began monthly testing of switches. Collaborated with ITS and/or Facilities & Operations on repairs. Assisted and recommended the installation of additional switches.
  - Worked closely with designated ITS personnel on updating software to security camera system and retrieval of needed recordings. Added all DPS supervisors as end users, providing access and training for security camera system.
  - Worked closely with building managers on securing buildings and authorizations for use of installed after hour access which resulted in the reduction of task time to campus patrol officers.
  - Completed monthly testing of Blue Light Phones and coordinated repair to lights with Facilities & Operations and phones with Ann Arbor.
  - Increased Active Shooter presentations to faculty and staff work groups as requested, additionally adding presentation to new faculty orientation.
  - Collaborated with Academic Advising designated personnel for safety presentations to all new and transfer students in orientation.
  - Participated in emergency notifications preparation and after incident reviews with all involved partners, securitizing the event as to written protocols and policy.
  - DPS Investigator increased to supervisor and became designated DPS person in ITS computer matters. DPS supervisor coordinates email and computer file retrievals, following DPS and SPG. Acts in new role as reporting person to ITS for all University equipment lost or stolen to comply with current enhanced laws and reporting guidelines.
• **Equipment Plan** (SC, EC, CE)
  o Capital equipment inventory files updated with current purchases and replacements.
  o During FY accelerated plan for vehicle replacements due to available funding. Replacement of (5) five vehicles and the addition of (1) one new vehicle due to supervisor staffing increases. These replacements reduced repair costs and made current for the following FY to follow the replacement plan set forth.
  o As described in plan, computers were updated with the addition of an additional computer at dispatch to assist with efficiency and program monitoring.

• **Parking and Transportation:** (SC, EC, CE)
  o Campus traffic control orders were updated with approval and implementation in following FY
  o Conducted fall and winter parking deck and lot utilization counts for space utilization needs.

• **SUIT and All-Hazards Teams:** (SC, EC, CE)
  o DPS supervisor continued chairing SUIT team’s ongoing weekly/bi-weekly meetings. Additionally, the shared discussion was summed up in writing and forwarded to the DPS Director allowing for distribution to the Assistant Vice Chancellor of Business and Finance for more accurate sharing of information at all levels.
  o Actively participated in All-Hazards Team with recommended (3) three deep personnel coverage. Collaborated in incident command model for several campus events and the after incident reviews with all partners. Assisted in changes to protocols as a result of reviews.

• **DPS Activity Statistics:** (SC, EC, CE)
  o Finalized a systematic mechanism for collecting and reporting major DPS activity on an ongoing basis. The Director became the consolidated, designated reporting mechanism for gathering and reviewing major incident involvement on campus. Daily reviews and reporting sources from implementation of internal DPS reporting processes by responding officers and involvement of continuous on duty supervision.
  o Due to manager changes DPS, Facilities & Operations, Student Housing, EHS and EBS work much closer, more efficiently and without underlying tension to better serve the campus community.

**Procurement**

• **Audit Campus Departments:** A procurement analysis was completed and individual meetings were held with the respective Deans/Directors/Staff of (3) Departments or Schools. Spend patterns relating to P-Card use, opportunity for aggregated purchases, reducing costs were discussed. This effort will assist Procurement in developing aggregated blankets for these departments in the 2011/2012 fiscal period and reduce non-PO administrative entries. (CE)

• **Encrypt & Image Historical Records:** This imaging effort is a continuation beyond 2007-2009 record retention scanning of records and include prior years 2004-2006. We have approached the 80% completion mark as scheduled and continuing. (CE)
• **Develop Master Contract Program:** Currently, we have 454 contracts on the retention database {of 1,200+ MOU’s, Articulation, Affiliation Agreements, LOI, Contracts}. We have met the goal stated and will continue forward with this valuable retention/retrieval system of the remaining contracts in the upcoming fiscal year 2011/2012. (SC, CE, EX)

• **Green Campus Initiative:** In support the Go Blue/Live Green Campus Initiative, Procurement has added 10 products with approved green vendors. With the Go Blue/Live Green team, our investigation of finding/approving an additional 26 will be carried with them to these stated goals in the year ahead. (EX, CE, SC, EC)

• **Devise Vendor Evaluation Program:** Identified (12) campus suppliers in the service industry {ex. construction, repair}. Created a simple evaluation survey program (Qualitrax) collecting experience data from Facilities personnel on projects. This to objectively rate vendor performance via a scoring grid. Performance criteria shared with respective Using Department(s) for future bid solicitations as well as to improve vendor performance through face to face supplier meetings. (CE)

• **Conduct Quarterly Contract Administration Campus Session:** In addition to aligning the campus with a centralized contract database, the department either conducted open campus training or met with individual departments on a quarterly basis. This began with a Fall/2010 C/A training contract class to discuss proper use of established boilerplates, contract uniformity, compliance discussions, legal updates, signature authority, copyright, contract term limits, timing & flow process along with an opportunity for the campus to address issues/concerns relative to their department/organization. (CE)

• **Spend/PO Release/Saving Analysis:** A comprehensive analysis utilizing pie charts was undertaken to depict spend patterns for high dollar commodities and services. In addition, savings derived from cost containment, cost reduction or avoidance using various methods (bidding, strategic blankets, negotiation) were portrayed. (CE)