THE UNIVERSITY OF MICHIGAN-FLINT
BUSINESS AND FINANCE GROUP
Summary of Major Accomplishments
Fiscal Year 2012

Office of the Vice Chancellor for Business and Finance

- **Campus Master Plan:** Completed campus master plan in February 2012 which will guide campus development over the next 5-10 years and is now posted on the Chancellor’s website. (EX, SC, EC, CE)
- **Finances:** As of June 30, 2012, the General Fund cash balance was $17.0 million. They see all the numbers we are required to report every year.) Total revenue for the year was $94.7 million, $2.2 million above budget, and total expenditures were $90.6 million, $1.9 million below budget. The campus in aggregate is exceeding its planned financial goals. (CE)
- **MSB Capital Outlay:** Completed preliminary renovation plan for MSB was submitted to the state for review and approval in November 2011. Approval obtained from the Board of Regents and matching funds of $5.5 million have been allocated. Detailed plan completed by Smith Group in March 2012. The State of Michigan appropriated $17 million in June 2012. We are ready to activate this project immediately. (EX, CE)
- **Relocation of School of Management (SOM) to Riverfront Center:** SOM relocated to Riverfront Center for winter 2012 term. Currently working to facilitate further relocation of other academic units, primarily in WSW. (EX, CE)
- **Major Facilities Projects:** CEP upgrade to improve energy efficiency and replacement of NBC elevators approved by the Board of Regents. Funding has been identified and both projects are now in process. Replacement of UCEN roof completed during winter 2011-2012. (CE)
- **Added Major Facilities Projects:** Since fall 2011, we have been exploring leasing the entire 7th floor of NBC to the General Services Administration for use by the Drug Enforcement Agency for a 10-year lease term at an initial annual rent of $125K. A full lease package was forwarded to UM-AA for review in May 2012. Further, the BATF has asked to expand their presence on the 6th floor. In addition, the Dean of Graduate Programs and the Director of the International Center have requested six training rooms for the English as a Second Language (ESL) program at NBC to support recruitment of international students and free up other classrooms currently used for this purpose. We are currently evaluating satisfying these requests on the 5th through 8th floors of NBC, which would also involve moving other occupants from their current location. (EX, SC)
- **Community Engagement:** Continue to participate on a number of community and city of Flint work groups designed to improve the quality of life in the city of Flint and beyond. These groups include Flint Lifeline (formerly CeaseFire Flint), Neighborhoods without Borders, and Advocates and Leaders for Police and Community Trust (ALPACT). (EC, CE)
Auxiliary & Recreational Services

- **Event and Building Services** - Continue to provide reservation space, equipment, and services to assist University and non-University members/groups plan and implement events. *(EX, SC, EC, CE)*

  EBS continued to provide space, equipment, and services to University and non-University members/groups and assisted with planning and implementing of events during 2011-2012. Total reservations through March of 2011 were 5,894. Of those 5,410 were non-paid events, and 484 were paid events. Total reservations through March of 2012 were 5,585. Of those 5,354 were non-paid events, and 231 were paid events.

  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. 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 “Favorite 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. Advertising this year included:
  - Flint Journal Wedding Planner Book, including MLive
  - Flint Journal Women’s Expo insert
  - Genesee County Medical Society Bulletin
  - UM Flint Community Events insert
  - Crim brochure
  - Our Lady of Guadalupe Annual Fiesta Mexicana book
  - You Tube
  - Flint Area Convention and Visitors Bureau Holiday Party
  - On the Town magazine
  - Fox 66 television

  EBS photo album of different large events for prospective clients to look at continues to be updated.

  Event evaluation sent following all catered events was made available online instead of mailing the evaluation back and forth.

  EBS visited the venues of its biggest competitors. The information obtained from those visits was put in a report to compare UM-Flint prices and services with those of our competitors. As a result, some pricing changes were made, as well as some changes in policies and marketing materials.

- **UCEN Union Tables & Chairs** - Refurbish the Union wood block tables by adding laminate tops and minor maintenance. Replace the existing chairs with new, modern, stackable chairs. *(SC, CE)*

  The Union seating area required a facelift and as a result new chairs were purchased to replace those that outlived their 30 years with a more modern, clean looking chair. The ‘butcher block’-topped tables, although aging, are solid wood and with some minor maintenance to re-level them, they were again ready for use. However, the table tops were showing 30 years of wear but rather
than disposing of the tables, a green initiative was instituted and the tops were resurfaced with a laminate in a color and texture that compliments the new chairs. The overall result has completely updated “The Union” seating area and more students than ever are utilizing the space.

- **Kiva Renovations** - Provide oversight of Kiva renovations and host an Open House after students return in the fall. (SC, EC, CE)

  Due to guest safety issues in the Kiva, a renovation was necessary. Cushioned, high-back seats with cup holders for 175 were installed on all of the levels with the exception of the two bottom levels. Students requested those levels remain without fixed seating in order to offer informal seating for some of their events. In addition, carpeting was replaced on both sets of stairs and on entrance level with a bright, lively patterned carpet; vinyl wood plank flooring was installed in the fixed seating levels; hand rails for both sets of side stairs were brought up to ADA standards; and under-rail LED lighting was installed to add safety lighting on the stairs. The steps were brought up to ADA standards thus eliminating steps that were too high and spaced too far apart.

  In order to add more light to both of the Kiva entrances, glass doors replaced the solid metal doors. The glass doors have a frosted film to allow for some privacy and each door has “Kiva” stenciled into the film. While not in the original budget, hardware will be installed on the Kiva doors that will assist with entry for those with physical disabilities.

- **Happenings & Michigan Rooms Renovations** - Facilitate renovations to the Happenings and Michigan Rooms. (SC, EC, CE)

  The Happenings renovation included carpet, energy-efficient lighting, acoustical panels with acoustical wall covering and coordinated paint on the walls. In addition, the metal entry doors were replaced with glass entry doors to allow more light into the room as well as reducing the feeling of being closed-in. The glass doors have a frosted film to allow for some privacy and each door has an M-Flint logo stenciled into the film. The acoustical panels have reduced the ‘echoing’ in the room and EBS has experienced an increase in the request for this room as an event space. While not in the original budget, door actuators will be installed that will assist with entry for those with physical disabilities.

  The Michigan Rooms renovations started May 1, 2012. The update included new carpet, wall coverings, window treatments, as well as a complete overhaul of the room dividers. In addition, the solid metal entry doors will be replaced with doors that have a partial window; in addition, the center post currently in each set of doors will be eliminated. All of the doors will feature a mechanism to permit entry to those with physical disabilities if they arrive and the doors are closed.

  A storage room door leading into Michigan Room A will be widened. Not since the University Center opened has there been the ability to transport a table cart into the room due to the narrow doorways and the presence of a center post in the entry doorway into each of the Michigan Rooms. Having the ability to bring a cart of tables at one time will save time and labor.

  Audio-visual updates include ceiling mounted projectors with the projector operation controlled from a portable podium. The user will have the capability of using one or all of the projectors concurrently, depending upon the size of the room and the presentation.
• **Additional Accomplishment:** UCEN Lobby furniture (SC, EC, CE)

The cloth sofas and chairs were removed from the main UCEN lobby and replaced with bright colored chairs and small round tables. Chairs and tables were placed at the main lobby entrance, along the pool windows, and at the entrance from McKinnon Plaza into the lobby (near Ontario Room). The new seating has been welcomed by the students and are in constant use.

• **Theater Information Desk** - Facilitate construction of the new Information Center in the Theater lobby including a new storage area. (SC, EC, CE)

Construction for the Theatre Information Center and prep room area began in spring 2011 and concluded in October 2011. Throughout the process, EBS worked closely with Facilities & Operations to communicate our needs for equipment, layout, functionality, and space considerations. The Theatre Information Center opened for business on October 24, 2011. Business was quite slow initially, but increased during the winter semester. Labor was reduced and a small profit was finally realized in March 2012. We stayed open for the remainder of winter semester, but have closed the operation for spring/summer. We will reopen with the fall 2012 semester better prepared based on our experience.

• **Clint’s Café Customer Service** – Improve Clint’s Café operations by increasing speed for service particularly for sandwich making. (SC)

Additional training was provided for the staff in Clint’s Café including cross training to better serve customers. Clint’s Café continues to be the 2nd choice option for business in the food court; however, revenue decreased from fall 2010 to fall 2011 and also for winter 2011 to winter 2012. See income graphs by area below.

• **Student Food Council** - Establish a Student Food Council as an off-shoot of the Dining Services Advisory Board that meets directly with the General Manager. (SC)

Students were recruited and an initial meeting was held. Their requests focused on offering more “home-style” menu items in Riverview Dining Room for dinner i.e., mashed potatoes, baked chicken, etc. The changes in the menu were well received. The Student Food Council will reconvene in the fall.

• **Dining Service Equipment Replacement Plan** - Finish a 1, 3 & 5+ year equipment replacement plan. (SC, CE)

A Dining Services equipment replacement plan with future anticipated replacements and upgrades have been created using a yearly format through FY19. The plan is reviewed annually and updated throughout the year as needed. Annual approval will typically be granted for new equipment purchases and/or replacements each spring after the 3rd quarter budget review process.

• **Textbook Adoptions** - Continue to work with the Bookstore Advisory Board and the Provost’s Office to support early textbook adoptions. (EX, SC)

With support from the Bookstore Advisory Board, the Provost’s Office sent a memo to faculty about the importance of early textbook adoption. In addition, the Bookstore staff made personal
contact with faculty and academic administrative assistants to ensure successful textbook adoption rates.

- **Textbook Options** - Continue to communicate with faculty and staff regarding the various types of options for students including new, used, digital and rental books. *(EX, SC)*

Again this year, Event & Building Services hosted a luncheon for faculty and academic administrative assistants. Along with educating the audience on the importance of early textbook adoption a presentation was provided on the integration of electronic books with Blackboard. The presentation was conducted by Cherie Gray, Bookstore Manager and Nick Gasper, Instructional Learning Lead with the Office of Extended Learning and was well received.

- **Deferred Maintenance Projects** - Monitor the Rec Center’s new deferred maintenance account and prioritize projects and equipment purchases. *(SC, EC, CE)*

In response to member/patron requests, a Magnum #M96 Glute/Ham Station was purchased to add to our Weightbox machine inventory. It is a specialized, free standing machine without any moving parts which enables members to use their own body weight to strengthen and condition the lower back, glutes, and hamstrings. In addition, two (2) Inflight #5001 flat-to-incline adjustable weight benches were purchased to replace and older models in the free weight area and in the Cardio Room. These multi-use, adjustable benches allow members in the free weight area and Cardio Room to perform flat dumbbell presses/flys as well as incline dumbbell presses/flys.

- **Minors and Rec Center Access** - Assist with efforts to upgrade Rec Center access software that allows access as appropriate for minors. *(SC)*

With collaboration from Flint ITS and Ann Arbor Risk Management, software was implemented that allows MCards of patrons under 18 to be flagged at the front counter as “minors.” The only exception to this process is for those students under the age of 18 that have graduated from high school and are incoming freshman or current students.

GEC staff distributed Rec Center membership paperwork to all of their students, and those that wish to use the programs and facility are required to have their parents/guardians sign and return it to the Rec Center office. The Rec Center staff then enters those students into the membership system, and a message appears according to age and access status: for under 16 years of old the message states “NEEDS SPONSOR;” for 16 and 17 years old it states “No sponsor required, waiver signed.”

- **Intramural Sports** - Increase Intramural Sports offerings and marketing to attract more participants. *(SC)*

The fall 2011 Intramural Sports program included three sports and one special event. The sports offered were co-ed volleyball, co-ed soccer, co-ed basketball, and the special event was a table tennis tournament. There were a total of 260 active IM participants with 218 males and 42 females.

The winter 2012 Intramural Sports program included three sports and two special events: The sports offered were co-ed volleyball, co-ed soccer, co-ed basketball, and the two tournaments included a table tennis tournament, and our first annual NCAA Bracket Pick’em contest. There were a total of 251 IM participants with 213 males and 38 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)

This past year, our fitness instructors were offered professional development opportunities including AFAA Personal Training Certification, Aqua Fitness Instructor Certification, AFAA Indoor Cycling, as well as CPR/AED & First Aid Training. Based on our winter fitness counts, our Yoga, Boot Camp, Ab Lab, 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 Ab Lab with 1,247 in attendance. Consequently our Lunchtime Yoga has been extended through summer semester based on its high demand by participants. Fitness Fusion class was successful with participants requesting it to continue in the spring semester. As a result a Pilates Fusion class was created by the same instructor. A hybrid class where participants enjoy 30 minutes of Salsa Dance followed by 30 minutes of yoga was highly attended. It is returning for the spring semester.

Additionally this spring Yoga H20, a new innovative class that combines the practice of yoga with aqua fitness is featured twice a week. Participants can join both for a special introductory fee. There are two Spinning classes for spring semester, both at maximum capacity. Class participation has increased from 3,903 in the fall of 2010 to 4,421 in the fall of 2011. There were 6,534 participations during the winter 2012 semester which was an increase from the 5,359 during winter 2011.

• **Printing Services Budget** - Continue to end the fiscal year with a positive balance. (SC)

Printing Services continues to meet campus and community printing needs which allows the department to end the year with a positive financial balance. In addition, University Departments and outside community businesses can have their professional and personal communications graphically designed at UM-Flint Printing Services. A new wide-format machine has generated additional banner/sign business and the new digital color press has recaptured business that was previously being outsourced. These services, all combined with existing services, allows Printing Services to end the year with a positive balance.

• **Graphic Design and Photography Services** - Continue to provide graphic design and photography services that meet customer needs. (EX, SC, EC)

The UM-Flint Printing Services high quality graphic design service business has been increasing over the last couple of years. There were 118 design projects at 3rd quarter in BY11 and 296 design projects at 3rd quarter in BY12. This has also made a significant increase to the overall number of work orders. At various times throughout the year, Printing Services receives requests for professional photography service. This need is being met through temporary student employment.

• **Digital Press Training** - Increase knowledge regarding digital press capabilities through additional training. (SC)

Several hands-on training sessions were provided by Konica for the Printing Services employees both on campus and off campus this past year. Staff members are feeling much more comfortable
with operating the digital press and are now more successful at performing trouble shooting on
their own.

- **Property Management Service** - Continue to provide quality property management services to
support retention of current tenants. *(EX, SC, EC, CE)*

New tenants at NBC this past year include UM-Flint, Department of Nursing with 5 offices in the
Executive Suites, Genesee Early College storage space and Children’s Aid Society of New York
storage space. Current tenant Mobiusoft expanded space from 575 sq ft to 2,044 sq ft and
Lutheran Social Services expanded space from 3,959 sq ft to 4,623 sq ft.

Society of Minority Fire Fighters reduced space from 664 sq ft to 169 sq ft while the follow
tenants moved out: UAW-GM Legal Services with 5,382 sq ft and 510 sq ft of storage and
Children’s Aid Society of New York with 1,507 sq ft.

Tenant renewals included Flint River Water Shed Coalition, Lockwood, Andrews, Newnam, and
Chapter 13 storage.

- **NBC Fiscal Management** - Continue to end the fiscal year with a balanced budget while meeting
the needs of customers and maintaining building aesthetics, safety and security. *(EX, SC, EC,
CE)*

Northbank Center will again be able to end the year with a positive balance while meeting the
basic operating needs of the facility. In addition to providing basic, custodial, security and
grounds services, funds were set aside for the renovation of a new conference/meeting room.
Through one-time funding from the VCBF, both the men’s and women’s restrooms in the Grand
Ballroom were renovated and numerous security camera upgrades were made.

- **Security System** - Coordinate security camera system upgrades as plan is approved. *(SC, EC,
CE)*

NBC acquired 7 new web-based cameras this year. Five of these cameras cover key building
entry/exit points. Two of these cameras are located in the parking deck, covering the entry gate
and the 2nd level toward the skywalk.

- **Academic Physical Education Courses:** Recreational Services worked with the department of
Public Health & Health Sciences to offer a variety of academic Physical Education courses that
are held at the Recreation Center and taught by Recreation Center staff members who are Adjunct
Lecturers. During this past year, 43 PE courses were offered including Physical Fitness, Weight
Training, Volleyball, Basketball, Racquet Sports, Aerobic Conditioning, Weight Management for
Life, Stress Management & Relaxation, Martial Arts I & II, Bicycling on the Flint River Trail,
Swimming Skills & Conditioning and Foundations of Coaching for a total of 911 students. Two
of the courses have been designated to meet the Health & Wellbeing attribute for General
Education. We have been asked to re-submit the remaining courses for consideration. *(EX, SC)*

- **Walk & Bike Programs:** Recreational Services worked on a number of walking and bicycling
activities this past year including establishing the Walk & Bike Work Group which is composed
of faculty, staff, students and a few community members and meets monthly. We applied for and
received a Crim mini-grant to conduct a Smart Commute week of activities which included
Welcome Tents for those who used alternative forms of transportation to campus and the showing
to two bicycling documentary films. We are establishing the Maize Bike Share program which has inspired Dr. Mike Farmer and several computer science students to develop a low-cost kiosk for securing the shared bikes. Also supervised a programming intern and assisted Dr. Greg Rybarczyk with his research intern and other data collection projects including surveys and bike rack counts. (EX, SC, EC, CE)

Environment, Health and Safety

- **All Hazards Planning:** EHS has continued to provide leadership in facilitating emergency preparedness on campus through engagement of the Campus All Hazards Planning team, review/updating the campus emergency response plan, coordinating training and drills, establishing a work team to look at further enhancements to the campus continuity planning, and much more. EHS part-time emergency preparedness specialist has secured Homeland Security grant funding for the purchase of new 800 MHz radios to better communicate to other local and state emergency agencies. Executive Officers and other key university staff in leadership positions received the specialized NIMS training in Incident Command. Additionally, First Street Housing staff received emergency preparedness training. UM-Flint received Storm Ready recognition from the National Weather daily use. EHS is working with the consultant to wrap up the final stages of development and review of our Campus Hazard Mitigation Plan. (CE)

- **Emergency Planning Exercises:** EHS has coordinated several tabletop exercises, drills and exercises to further raise awareness of emergency response procedures and preparedness planning among key departments as well as the general campus community. Examples of drills and exercises include seasonal evacuation/sheltering drills conducted in all buildings in the fall and spring, tabletop exercises that were conducted in the Thompson Library and the Northbank Center, as well as conducting full activation tests of the UM emergency alert system twice a year. The ECDC and GEC conducted more frequent evacuation, sheltering drills. A functional exercise is scheduled for the Thompson Library later this summer. (CE)

- **MGP Site:** EHS continued to work with OSEH, Office of General Counsel and consultants to protect the University’s immediate and long term interests as Consumers Energy continues to investigate their former MGP site and propose various remediation strategies of the MGP site conditions. (CE)

- **Departmental Health and Safety Audits:** EHS conducted several assessments looking specifically at hazards present, engineering controls and personal protective equipment (PPE) selection. The EHS intern, with oversight by EHS staff ensured PPE assessments were complete, thorough, and reflected the current work practices. The primary focus areas included Facilities and Operations, however, other assessments were conducted in ECDC, UHWC and the CAS Theater. Additional activities included the laboratory inspections of Biochemistry and Chemistry, Computer Science, Engineering & Physics and Biology laboratories. Currently, EHS is working with individual departments on their AED protocols to ensure the quality & frequency of inspections as well as Exposure
Control Plans (ECP) to meet compliance with the OSHA/MIOSHA Bloodborne Pathogen Standard. (CE)

- **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’s focused accomplishments include completing the GIS mapping of the catch basins and storm water outfalls, developing an EHS storm water specific web page, revision of public educational materials, updating the training materials and increasing the number of individuals trained on best management practices. (CE)

- **Improve availability of EHS Information for key departments:** EHS Health and Safety Coordinator has worked with Facilities & Operations so that EHS information is available and accessible on the Facilities Departmental Drive. EHS has provided training logs on the department drive so that Facilities can keep up to date with who may need EHS training. EHS has improved the availability of general safety information on the EHS Department website. Material safety data sheets (MSDSs) are now readily available via link to MSDS On-Line featured on the EHS website making it easier for employees to access MSDS for products used on campus and improving compliance in this area. Additionally, several website screens containing storm water protection and best management practices relevant to our campus community have been added to further improve our compliance with current NPDES Permit requirement. Over the next several months, key asbestos and lead surveys can be made more readily available to individuals that may need to review the data prior to conducting work activities… i.e. ITS, Facilities and Operations. (CE)

- **Storm Ready University:** In 2011, UM-Flint was designated a *Storm Ready University* by the National Weather Service. UM-Flint is one of only five universities in Michigan and the first in the UM system to receive this designation. This voluntary program is awarded as a proactive approach for planning to protect the students, faculty and staff in weather related emergencies. SKYWARN weather watch training which is one of the requirements for this designation was provided. (CE)

- **Clergy Act Training Workshops:** EHS in conjunction with DPS, contracted with Delores Stafford & Associates to provide several comprehensive Clery Act and Title IX compliance training and informational workshops for key staff and leadership. The workshops covered requirements related to collecting, classifying, and counting crimes, identifying “Campus Security Authorities”, maintaining a crime log and the issuance of timely warning notices and emergency notifications on campus, the annual security report and 2008 revisions to the Higher Education and Opportunity Act (HEOA), The session was well attended and received positive feedback by all who attended in each of the sessions. (CE)

- **Asbestos and lead building/area survey and related work:** Following the asbestos and lead building survey completed for NBC South Building, significant asbestos removal involving in the NBC South building 2nd floor was completed in Dec 2011. Additional
survey and abatement work was completed in preparation for the NBC North building Elevator project. Additional abatement is planned for in the NBC South basement. Asbestos and Lead employee training with both classroom and hands-on training was completed. (CE)

- **College and University Recycling Competition and the Earth Day Celebration 2012**: EHS lead a team of individuals from MCC, Kettering, Baker and others to organize the third annual Flint College Recycling Competition leading up to this year’s Earth Day 2012 Celebration event hosted once again at the UM Flint Campus. More than 50 vendors participated and well over 300 members of the community joined in this event. (SC, EC, & CE)

- **Ergonomics Initiatives** - EHS has conducted 17 ergonomic worksite evaluations to reduce health risks associated with musculoskeletal disorders in departments including Human Resources, Physical Therapy, Office of Extended Learning, Dept. of Public Safety, Math Dept. 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)

- **Occupational Safety & Environmental Health Training** - EHS coordinated 28 training sessions on more than 12 health and safety training topics during FY12. Topics included Aerial Lift, Asbestos Awareness and Class II Training, Bloodborne Pathogens, Incident Command for Executives, Crane & Hoist Safety, Fall Protection, Hazard Communication, Hearing Conservation, Lead Compliance Training, Respiratory Protection, Storm Water Management, and more. (CE, EX)

**Facilities Management**

- **Capital Projects**
  - The Facilities & Operations Director (George Hakim) accepted invitation to become member of the E3 Innovation Network Advisory Committee. F & O continues to gather data to eventually develop on-line “catalog” of key green/sustainability initiatives. This will eventually become input to the E3 Innovation Network as well as enhance our campus website. Advisory Committee, February 2012. (EX, SC, EC, CE)
  - F & O, Procurement and EHS worked together to implement process to assure contractors meet existing Ann Arbor prequalification requirements prior to being awarded construction/renovation work on UM-Flint campus. December 2011 (EC, CE)
  - Renovated University Center Happenings Room to include new finishes and doors as well as upgrading lighting to improve the efficiency and appearance. August 2011 (EX, SC, EC, CE)
  - Completed 2nd phase of Theatre Box Office project. August 2011 (EX, SC, EC, CE)
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- Completed project to install new roof at University Center. Scope also addressed water leaks at external masonry and through-wall flashing. December 2011 (SC, CE)
- Replaced old dimming system and added lighting in French Hall Recital Hall to improve the flexibility and features of the system for enhanced operation overall. July 2011 (EX, SC, EC, CE)
- Completely renovated Crapo Room in French Hall, including new finishes, lighting and furniture. February 2012 (EX, SC, CE)
- Completed assessment of Central Energy Plant fire and security system in preparation for new state of the art system. Installation will occur after installation of new boilers. April 2012 (EX, SC, EC, CE)
- Replaced University Pavilion cooling tower. This project was handled completely by F & O staff, making it the largest in-house project F & O has ever taken on. November 2011 (CE)
- Repaired, seal-coated and restriped the Lot A parking lot, and completed additional parking lot and sidewalk repairs at various priority locations on campus. October 2011 (EX, SC, EC, CE)
- Awarded construction contract and began on-site construction/modernization of NBC elevators and controls with state of the art equipment. January 2012 (EX, SC, EC, CE)
- Completely renovated University Center Michigan Rooms A – D, including new finishes, lighting and audio/visual equipment. June 2012 (EX, SC, EC, CE)
- Implemented an annual process to coordinate all planned capital improvement projects with Ann Arbor AEC group including those requiring Regental approval. Process includes annual workload review and routine communication with AEC group Associate Director to assure timely, efficient administration of construction/renovations projects. March 2012 (EX, CE)

- Energy Conservation and Sustainability
  - We have implemented a dashboard process that regularly reports and tracks campus-wide energy and operational performance metrics on the F & O website. In turn, we have also begun participating in the Facility Performance Indicators (FPI) process, a central performance measurement service for educational facilities, developed and coordinated through APPA. February 2012 (EX, CE)
  - Kicked-off major project to replace existing, inefficient CEP boilers and perform related plant systems upgrades, including receiving regental approval, engaging services of engineering firm (PBA) and soliciting equipment bids from boiler manufacturer. Bid awarded June 2012 (CE)
  - Completed purchase of programmable irrigation system with installation planned for early FY 2013. August 2011 (CE)
  - Upgraded NBC Ballroom lighting to LED lighting. November 2011 (SC, EC, CE)
  - Installed instantaneous water heater in UCEN Kitchen. June 2012 (SC, EC, CE)
  - Completed Johnson Controls energy management software upgrades for six buildings: Residence Hall, Rec Center, French Hall, Hubbard Building, Northbank Center and Thompson Library. Remaining buildings slated for completion in FY 2013. May 2012 (EX, SC, EC, CE)
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- Completed “Smart Building” (retro-commissioning) energy project at three buildings: University Center, University Pavilion and French Hall. February 2012 (CE, EX, SC)
- Completed retrofit of University Pavilion parking ramp lighting (140 fixtures), upgrading to LED fixtures/lamps. March 2012 (SC, EC, CE)
- Replaced all existing building lighting in Thompson Library (approximately 1500 lamps/ballasts) with higher-efficiency T8 lighting/fixtures. June 2012 (EX, SC, EC, CE)
- Upgraded lighting in the NBC Ballroom to LED lighting/fixtures. November 2011 (SC, EC, CE)
- Completed retrofit of Harrison Street ramp lighting with higher efficiency T8 fixtures/lights.

Financial Services and Budget

- **Review of Payment Options and Payment Rules:** We have made a number of changes in this area (E-Pay, payment plan and outsourcing credit card payments to reduce costs). However, we need to revisit our processes (timing of payments, timing of moving outstanding balances to collections and methods of collections) and policies (write-offs, late fees, tuition & fee appeals and disenrollment). (SC)

  Status: In process. We completed a preliminary review and met with Dave on those. We have identified a few areas to focus on. We are currently looking at what other Universities do, determining the campus impact and formulating recommendations to present to Dave.

- **Internal Control Sub-certification:** We’ve actually started this at the end of FY2011. Financial Services & Budget is taking the lead on decentralizing the Annual Certification. We provide training, assisting departmental groups in completing an internal control GAP analysis and we are making suggestions on closing any identified gaps in controls. (CE)

  Status: Completed September 2011. We are currently gearing up for year 2 of this process. We’ll make improvements based on lessons learned from year 1. The process should be much easier this time around as we’re only looking for changes in controls from the prior year.

- **Multi-year Budget Projections:** We piloted this with SOM in FY2011. We have worked on pieces of this with some areas (equipment replacement plans). We believe the budget model lends itself to allowing for multi-year planning. There may be external forces such as the State of Michigan that may limit how accurate we can be. However, we believe departments are ready and need to be planning out at least 3 years. (CE)
Status: In process. The major stumbling block at this point is the ability to forecast future enrollment and uncertainties in funding from the state. We’ll continue to work on this in FY 2013.

- **Audit Recommendations:** Implemented all the audit recommendations for Cashiers/Student Accounts improving internal controls and the collections process. Most of our records have been converted to an electronic format. (CE)

- **Campus Support (CE):**
  
  - Provided temporary accounting/budget support for SEHS and DSA.
  - Assisted SEHS and DSA in finding accounting/budget professionals and then provided the necessary training for them.
  - Budget Office assistance identifying and analyzing CAS budget concerns and possible solutions.

**Human Resources**

- **UM Organizational Competencies:** Introduce defined organizational competencies for professional and management staff. Goal would be to introduce the competencies to Executive Officers, Directors and other management staff (May 2012). (CE)

  The organizational competencies were introduced to the Executive Officers and to the campus in 2011 by way of two leadership based programs. Both of these programs were designed utilizing the University’s core competency model and supports the strategic plan with regard to professional development.

  Flint Human Resources partnered with HRD to design and deliver a leadership program sponsored by the Chancellor’s Office. This leadership program was launched in March 2012. This program session currently has 15 participants and the HR Office coordinates and facilitates the logistics for these activities.

  In addition, the EXCEL personal leadership program sponsored by the Vice Chancellor for Business and Finance was launched January 2012. This program was designed to offer the faculty and staff campus community an opportunity to develop professionally by formally enrolling in a leadership certificate program.

- **Compensation Philosophy:** Pursue development of a compensation philosophy for Flint campus. The anticipated completion date is February 2012. (CE)

  This goal will carry over into the next fiscal year and will take priority status. The HR department is currently evaluating and updating compensation practices and guidelines for posting ranges, use of market data, procedures for conducting equity/reclassification requests, trend data, etc.
• **Professional Development:** Develop proposal regarding offerings to campus community using campus survey feedback and recommendations from Executive Officers. The anticipated completion for the proposal is November 2011. (CE)

The EXCEL personal leadership program sponsored by the Vice Chancellor for Business and Finance was launched January 2012. This program was designed to offer the faculty and staff campus community an opportunity to develop professionally by formally enrolling in a leadership certificate program.

• **Healthy Community:** The campus will be smoke-free July 2011. The Committee will monitor the implementation efforts and assess additional support as needed. Additional communication, signage and activities may be determined as appropriate. (CE)

This past year was the first year of implementation. While we are not at 100% compliance, and have received reports of several problematic areas, we are a smoke-free campus. Permanent signage is being considered for certain high traffic pedestrian areas. Areas under further review are the dorms, pedestrian bridge, and Northbank.

• **Healthy Community:** Promote & enhance employee health and well-being. Conduct a one-day health and well-being conference. Anticipated completion date is May 2012. (CE)

On April 12, 2012 the Health and Wellness Committee in partnership with MHealthy hosted the fifth annual Healthier U Conference. This was offered in two half day sessions with a luncheon speaker. The sessions offered various topics in support of a healthier lifestyle and workforce. The Flint campus participation rate for the Health Questionnaire is 49% and the overall rate is 43% for the HQ+screening. Hopefully, the final numbers when tabulated will meet the University 50% participation goal.

• **Faculty Training:** Develop sexual harassment training module or sessions. The anticipated completion date is June 2012. (CE)

This training module was placed on hold pending the recruitment of a Compliance/Diversity Consultant. Since the position has not been filled to date, the sexual harassment training has not come to fruition. Contact was made with the Director of the Office of Institutional Equity with regard to faculty training, and OIE has committed to assisting us this next fiscal year.

• **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 March 2013.

The HR Generalists, including the Assistant Director and myself participated in a two hour session, “Title IX and Sexual Misconduct” training seminar on May 8, 2012. In addition, we will be participating in monthly meetings beginning next month with AA and Dearborn to share information related to processing and resolution of pending cases.
The HR Generalists have been utilizing an online learning tool called *Think Box*. This program was designed to help develop HR consulting skills. The final evaluation for feasibility as a recommended tool for managers by the team is pending.

- **Diversity Assessment**: Conduct an assessment for the purpose of identifying campus resources and units promoting diversity. Anticipated completion date is June 2012. (CE)

  This project was placed on hold pending the recruitment of a Compliance/Diversity Consultant; however, progress has been made this past month with regard to identifying a faculty member from the Ross Business School to assist Flint HR in carrying out this endeavor. The initial plans will begin within the next 2 weeks. This project will carry over to July and August 2012.

- **Diversity Awareness**: Sponsor a session(s) promoting awareness related to a diversity related topic. Anticipated completion date is June 2012. (CE)

  This activity will be conducted in the next fiscal year and will be responsive to the assessment that is currently underway.

- **Applicant Management System**: Roll out the temporary hourly application for temporary employees through eRecruit. Conduct training and address implementation issues as identified. The anticipated implementation date is June 27, 2011. Evaluate first year of management of the system May 2012. (CE)

  Roll out of the temporary (non-student and student) applicant management system occurred June 2011. All departments use the applicant management system to post and fill student and non-student temporary hourly positions. This eliminated the need to process these appointments using a paper process and allowed for a quick approval process. We continue to monitor this process for improvement between the department offer and the first day of work. All applicants use the online I9 process.

  We conducted a review of the processes and steps involved in the posting to hire process for temporary hourly (student and non-student) appointments at the Flint Campus in May. The goal is to decrease the time between the offer in the system by the department and the first day of work.

- **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 July/August 2011. (CE)

  HR established a connection between posting of positions and pre-employment/post-offer physicals with the Environmental Health and Safety Office. While there is still some “fine-tuning” on this project, the majority of the work has been completed, which includes a document identifying the positions in need of physicals for their
positions. Guidelines were established using job descriptions and OSHA or other outside of the University guidelines/procedures.

- **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 July 2011. (CE)

HR has worked collaboratively with the Financial Services & Budget Office and the Procurement Office at the Flint Campus. In addition, we have been and will continue to consult with members of the PeoplePay team in the Payroll and IT Offices in Ann Arbor. Since the Peoplesoft system allows additional pay to be added if anyone has received a payment through the payroll system (regardless of the status of employment); we have had different interpretations of when additional pay should be used instead of a PeoplePay form. The Vendor Maintenance area has also seen issues with regard to how PeoplePay is administered. Due to the efforts made in the last 7-8 months, better interpretation and collaboration resulted in a plan of action for processing these types of payments. We believe we will be able to complete most of the work by October 2012. We are not confident, due to the number of time limited projects at the three offices during the summer, that we will be able to complete this task before October, but we have set up meetings to attempt a quicker delivery date. All Accounting & Reporting Group members have been updated and receive regular information related to PeoplePay concerns at each meeting and through our email group.

- **New projects, processes, organizational effectiveness and other activities (CE)**
  - Developed and continued regular sick time/timekeeping monitoring between Benefits Representative and HR Assistant Senior to be proactive and provide accurate sick time recording. This eliminated the need for adjustments to be made when an employee received overpayment/or underpayment, which resulted in the employee receiving correct compensation during their sick time absence.
  - Conducted the roll out of the electronic Additional Pay and Department Budget Earnings process in July 2011. Successful implementation occurred with very little issues. This process allows for a non-paper process when changing shortcodes for regular and temporary employees.
  - Established an Academic Administrators “user” group for faculty appointment processing. We were able to meet twice in 2011-2012. The plan is to enhance these group meetings to include a calendar for processing and conduct 3-4 meetings per year. We believe this will eliminate small but frequent issues related to reappointment periods and accurate paperwork processing.
  - Established and now maintain the timekeepers/approvers and punch time groups at the Flint Campus. This allowed an easy access to communicate issues/concerns/reminders for these groups.
  - Increased communication and follow through with Work Connections due to the level of sick time cases at the Flint Campus this year (averaging 25-40 cases per month).
Increased communication and follow through with Benefits Office related to the increase in level of retirement counseling due to the upcoming changes in retirement effective January 1, 2013.

Managed increased posting activity to the applicant management system. The job postings in FY 2009-10 was 171 and has steadily increased each year to 234 as of June 2012. There have been 108 regular status hires to date for 2011-2012. Significant support and training was provided to the users of eRecruit.

Worked with SEHS and CAS to provide additional assistance and support during vacancies of administrative support personnel.

Increased the level of confidence with various departments related to union contract interpretations and processes, which included the establishment of two Memorandums of Understanding for LEO.

Conducted 49 Reclassification and Equity reviews in addition to conducting several comprehensive departmental reviews, which included the areas of EOI, SHPS, and Development.

**Department of Public Safety**

- **Infrastructure:**

  Conducted phase I of feasibility study for consolidating all DPS operations into one building to enhance communication, efficiency, effectiveness, officer safety and community engagement. Engaged THA Architects working with Facilities & Operations and Assistant Vice Chancellor of Business and Finance for initial space planning and needs; considerations of new build site identification.

  Identified and set aside funds for upgrades at dispatch to enhance security and efficiency to be completed early in next FY.

  Evidence room/property storage completed.

  UPAV Safety Office upgrades to enhance officer efficiency.

  After-hours access to UPAV Annex and French Hall which enhances the safety and security of the campus.

  Director’s Office remodeled to improve office functionality. (SC, EC, CE)

- **Efficient, Effective Reporting:**

  Replaced antiquated audio/radio recorder system to a modern, web based system at Mill St. Safety Office which allows for increased access and accuracy in recovering data.

  Engaged vendors in numerous presentations for new RMS/CAD reporting system. Bid specs submitted to Purchasing and awaiting selection for purchase in next FY. (SC, EC, CE)
• Professional Development and Training:
  o Enhanced the comprehensive professional development by creating forms that
    identify and track individual employee training and incorporated employee
    participation in the process.
  o Tied comprehensive professional development to annual employee evaluation.
  o DPS hosted (3) three training sessions for state-wide law enforcement officers.
  o DPS certified officers required to participate in monthly firearms/force proficiency
    training.
  o A Student Patrol employee manual was updated and all students trained to updated
    manual
  o Expansion of current bike patrol program to include four new, fully trained bike
    officers.
  o Collaborated with EHS in campus wide comprehensive Jeanne Clery Act training.
  o Two DPS personnel (All Hazard team members) attended and received training in
    State of Michigan Emergency Management Conference
  o Certified a trainer in National “First Observer” Training.
  o Conducted (3) three training sessions in “First Observer”, training 34 UMF staff.
  o Presented (4) four Active Shooter trainings & 1 tabletop scenario including the
    presentation during the UM-F Alternative Spring Break week.
  o All employees completed EHS “All in One” training
  o Selected employees completed “Hazwopper” refresher training in AA.
  o Work more closely with Mott Community College DPS in regards to sharing of
    information and partnering in personnel in events like B2B. MCC will provide 3 bike
    officers to partner with 3 UM-Flint bike officers to patrol WSW mega site and DDA
    lot during Back-to-the-Bricks.
  o Enhanced employee recognition including Det. Sgt. Jeff Fray being nominated and
    then awarded “Officer of the Year” by the Optimist Club. (CE, SC, EC)

• Campus Wide Security Enhancements:
  o Completed inventory of campus panic switches, continued began monthly testing of
    switches. Collaborated with ITS and/or Facilities & Operations on repairs. Assisted
    and recommended the installation of additional switches.
  o Worked closely with designated ITS personnel on updating software to security
    camera system and retrieval of needed recordings. Added all DPS personnel as end
    users, providing access and training for security camera system.
  o Recommended and evaluated the addition of 4 new external cameras.
  o Recommended and collaborated with student government for the addition of 3
    cameras in the UCEN.
  o Worked closely with building managers and ITS in securing buildings and processed
    the addition of 2 additional card swipes for after hour access which resulted in the
    reduction of task time to campus patrol officers. Both French Hall and the UPAV
    Annex
  o Completed monthly testing of Blue Light Phones and coordinated repair to lights with
    Facilities & Operations and phones with Ann Arbor.
• Continued Active Shooter presentations to faculty and staff work groups as requested, and to new faculty orientation.
• Collaborated with Academic Advising designated personnel for safety presentations to all new, transfer and GEC 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.
• Initiated protocol for reporting stolen University computer equipment to ITS as required by new Federal Legislation.
• Continued enhancement of the high visibility of patrols. High visibility patrols include changing student patrol routes and marking all patrol cars. Deployment methods changed to include adding additional bike officers, foot officers including inner campus patrol, and enhanced patrols required by SOM, on the Saginaw St corridor between Riverfront and WSW.
• Work more closely with Mott Community College DPS and Baker College in regards to sharing of information and partnering to identify possible subjects involved in criminal activity.
• Working with Hurley Hospital Security Director to insure timely notification of crimes that occur on hospital that may impact our faculty, staff and students.
• Worked with Facilities and Operations for enhanced campus lighting around the river and the bridges along with the footbridge. In addition, working with FO to clear out low growing brush along the river, between 5th and the footbridge in order to have a clear line of sight from one side of the river to the other.
• Engaging students, building trust and encouraging our campus stakeholders to report crimes at events like “Pop with a Cop.” (SC, EC, CE)

• Equipment Plan:
  • Capital equipment inventory files updated with current purchases and replacements.
  • During FY accelerated plan for vehicle replacements due to available funding. Replacement of (3) three vehicles and the addition of (1) one new vehicle due to supervisor staffing increases and the high visibility patrol objectives.
  • As described in plan, computers were updated with the addition of an additional computer at dispatch to assist with efficiency and program monitoring.
  • Purchased hand held Lidar (speed measurement) for increased & enhanced traffic patrols on campus. (SC, EC, CE)

• Parking and Transportation:
  • Updated campus traffic control orders, submitted to General Council and currently in legal review.
  • Conducted fall and winter parking deck and lot utilization counts for space utilization needs.
o Provided input on changes to bus shuttle service due to movement on SOM to Riverfront building. (SC, EC, CE)

- **SUIT and All-Hazards Teams:**
  
o DPS supervisor continued chairing SUIT team’s ongoing weekly/bi-weekly meetings submitting in writing incidents covered 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.
  
o Investigator works collaboratively with FPD at the onset of reported crimes to enable a quicker and more complete resolution of investigations.
  
o Work more closely with Mott Community College DPS and Baker College in regards to sharing of information.
  
o Working with Hurley Hospital Security Director to insure timely notification of crimes that occur on hospital that may impact our faculty, staff and students. (SC, EC, CE)

- **Other Major Accomplishments for FY 2012**
  
o Participated in orientation of nursing students in regards to safety in off campus educational programs.
  
o Regular ongoing meetings with Michigan State Police leadership. In addition, changing the protocol, if officer involved serious injury or death investigations will be turned over to MSP. Working with MSP to encourage additional patrols in and around campus.
  
o Identified the International Institute was accessible to unauthorized persons. As a result, the building was boarded up. (CE)

**Procurement**

- **Encrypt & Image Historical Records**: Effort aimed specifically at Procurement’s Department main PO files, are now finished. Completed May/2012. A continuation of record retention scanning via Image Now is a 2012/2013 focus on vendor literature, long term data/bids and other secondary reference files in respective buyer(s) offices. Strategic Focus Code (CE)

- **Expand Master Contract Program**: 1,000+ MOU’s, Articulation, Affiliation Agreements, LOI, Business Contracts under various stages of development, revision, renewal, enforcement and negotiation campus-wide in now complete/accessible. This e-
retention database assists University compliance efforts. Completed June/2012. Strategic Focus Code(s) (SC, CE, EX)

- **Green Campus Initiative**: Supporting the Go Blue/Live Green Campus Initiative, Procurement furnished assessment criteria, provided approved listing of 13 green vendors and 14 approved green products. Information communicated to respective departments and 12 products/services identified now in use on campus. Completed March/2012. Strategic Focus Code(s) (EX, CE, SC, EC)

- **Mainstream Vendor Evaluation Program**: Assessment program of 18 primary vendors by collecting experience data from IT & Facilities via a scoring grid. Performance criteria shared with respective Using Departments to improve vendor performance in future work assignments. Completed April/2012. Strategic Focus Code(s): (CE)

- **Establish New Blanket Contracts**: Aggregated P-Card, PO review (under $5,000) led to newly created Blankets established for commonly used (generic) commodities. Completed May/2012. In 2012/2013, non PO (Commodities & Services under $5,000) will be the next focus of review. New blankets created where factors of streamlining the procurement process cost/time, warrants the desired result. Strategic Focus Code (CE).

- **Created multiple year Sole Source IT Contracts**: Improved UM-Flint position by limiting annual cost increases of maintenance agreements, providing more support services (training, system trouble shooting/software problem resolution, consulting often at no increased cost to University), reduces annual contract review driving from 1 to 3 year periods. Completed May/2012. Strategic Focus Code (CE)

- **Vendor Qualification Program-Construction**: To meet AA-AEC's requirements on major infrastructure projects, all UM-Flint construction contractors must be pre-certified and approved prior to bidding by AEC or UM-Flint Procurement. This jointly shared program between Purchasing & Facilities, continues on with several large contractors now AEC pre-qualified in 2012. This initiative to be carried forward into 2012/2013. Strategic Focus Code: (CE)