Division of Finance and Administration

Highlights Report 2010 - 2011

1.   Value

Administrative Services
    Card Services
- Streamlined the Jagtag (Payroll) Deduct program offering employees the convenience of signing up automatically on-line.
- Introduced a prepaid Jagtag (Payroll) Deduct plan for employees allowing them the option of selecting any dollar amount they wish to be deducted from their university paycheck and then added to their Jagtag account. It complements our existing 'set a limit' plan nicely as it ensures employees the opportunity of still utilizing Jagtag for payment after they have reached their 'set a limit' plan amount. The process was also streamlined offering the convenience of signing up automatically on-line.
- Finalist (Top 3) in the National Association of Campus Card Users (NACCU) Excellence in Interactive Marketing Award.
- Successfully introduced 11 new vendors to accept Jagtag bringing the total to 86 vendors.
- Introduced the 'Jagtag ROCKS!' theme into our existing marketing plan. Through our continued support and commitment of 'it's all about the customer', we've introduced numerous promotions and give-a-ways to support our customers. Over 500 Jagtag Rocks t-shirts have been distributed and are worn by students and employees all around campus, including the O-team during student orientations.
    Technology
- Conversion of all FIAD-Tech administered websites (approx. 17) to the Microsoft .net framework allowing for uniform administration, easier user-based content management, and full integration of value-added MS SharePoint features.
- Windows Update Services (WSUS) technology implemented that pushes down automatic software updates to users' machines so that upgrades do not have to be performed manually.
- HRA historical database scrubbed and secured. Truncated SSN's and SQL agent set in place to delete data older than 90 days.
- All FIAD-Tech administered web sites moved into the new IU Identity Project-aligned template providing a uniform look and feel across the division.
- Windows 7 operating system installed across the division.
- Jagtag improved, jquery implemented, more robust framework developed that now allows for improved future scalability and expansion.

Auxiliary Services
    Bookstore
- Implemented rental program and rented over 6,000 books to students, saving students over $350,000 on the total cost of books.
- Expanded our e-textbook offerings which increased our e-textbook sales from 11 books to over 700 books.
    Center for Young Children
- The CYC expanded its services to include the families of infants and toddlers. These families will continue to help the center grow as the children are promoted to older classrooms which will create opening for families on the waiting list. Families who previously declined openings for older children (who also had an infant or toddler and wanted the convenience of having all children at one location) are now signing up.

- Plans were developed and implemented to change the overall educational philosophy to a mixed-age approach for children three and older instead of the same-age grouping that had been used in the past. Some of the benefits of mixed-age grouping include: children are viewed as unique individuals and the teaching focuses on each child according to his/her own strengths, unlike in same-age classrooms that often expect all children to perform at the same level; older children and children with higher skill levels have the opportunity to serve as mentors and to take leadership roles; children spend more than one year with the same teacher, allowing the teacher to develop a better understanding of the child's strengths and needs so that they can better support the child's learning. This will also allow for more fluid promotion of our infants, toddlers, and two-year-olds which will allow for increased placement of families on the current waiting list.

Food Services
- Successful launch of voluntary meal plans on the campus with approximately 300 students purchasing the plan during the fall semester.
- Overall sales increase of 3.4% with a retail sales increase of 5.8%. These increases are largely attributed to an increased focus on customer service, more variety of food offerings and more effective distribution of products to the remote locations.
- Renegotiation of the contract from management fee to commission basis, which will ensure a positive monthly cash flow for IUPUI Food Service.

Natatorium / Carroll Stadium
- IU Natatorium and Carroll Stadium hosted over 75 events combined. These events give valuable exposure to the university and the city through exposure to visitors from throughout the Midwest and the country. In addition, these events create a substantial amount of revenue for other IUPUI units (Parking Services, University Place Hotel, Chartwells Food Service) as well as external groups (downtown restaurants and hotels). Included in this year is the Grand Prix Championship Series for USA Swimming March 2-6 which was televised nationally & internationally giving the IUPUI campus tremendous positive exposure.

Mail Services
- Working more attentively with CFS relative to general building conditions due to increased personnel office moves within the campus, resulting in more efficient customer service and mail delivery.
- Updated the "Customer Move Form Notification" on our website providing nearly real-time personnel location updates resulting in significant reductions in delivery time lag.

University Place
- Earned AAA Four Diamond designation for fifth consecutive year.

Campus Facility Services
- Determined and assigned space for all occupants of the Union Building in preparation of vacating in September, 2011.
- Took possession of Lockefield Village building. Began preparing the building for occupancy and making plans for parking at the site.
- Took ownership of 1000 and 1200 Waterway Blvd. and began working on code issues and major repairs in preparation for further campus use.
- Planned automatic pay system (APS) installation and began implementation in garages.
- Added to campus parking inventory by opening Gateway garage in August.

Human Resources Administration
- Benefits customer service was enhanced through online benefits enrollment through the OneStart web portal; self-service functionality; more streamlined process; capability for earlier enrollment targeted introduction to benefits specialists for question and answer support.
- Benefits and health education was successfully provided through 17 mini-workshops which attracted 1200 employees to the 9th Health and Benefits Fair; A pre-retirement symposium, A Lifetime Journey with a

New Destination, provided information sessions on income options from TIAA-CREF and Fidelity, a PERF Pre-retirement overview, Social Security, IU Retiree health care options, estate planning, and Medicare Part D.

- Organizational Development provided valuable planning assistance to multiple campus units through the Accelerated Improvement Process (AIP) and strategic planning. Four projects resulted from the updated 2010 AIP workshop; AIP facilitation for Sports Facilities with collaboration of 4 campus units resulted in online scheduling capability for various campus sports spaces; Strategic planning development and beginning implementation assistance were conducted with an additional 11 campus units during the year.
- Efforts for online training resulted in an Informal Learning webinar and a podcast on On-boarding for the 2010 year.

IUPUI Police

- The State of Indiana mandates 24 hours of training for all certified Police Officers. Our Officers averaged 50 hours of training per officer this past Fiscal Year and totaled approximately 5,788 hours of training. This enhances the overall development of our personnel and better prepares them to provide a safe environment for our community-at-large.

2. Transparency

Administrative Services
Technology

- Installed EMS software programs on client machines at Natatorium so that lane reservations and a real-time updated events calendar can be seen by customers.
- Web Privacy Notices displayed on all FIAD-administered websites as part of IU's web privacy policy (UISO)
- Roll-out of Enterprise-level Secunia program that constantly monitors FIAD's area of IT responsibility and provides scored reports to management as to the security and integrity of IT resources

Auxiliary Services
Center for Young Children

- Families were asked to provide feedback with the help of Survey Monkey. A majority of the families who responded were pleased with the changes taking place and the continued excellent service at the Center.
- As part of the transition process for new leadership, teaching staff were asked to provide feedback and evaluation of the administrative staff in the Center. These results can be utilized in a performance management study of the administration next year.

Campus Facility Services

- Implemented "HANG Tag" program and institutionalized its use for CFS frontline staff to communicate with customers.

3. People

Administrative Services
Technology

- Trained Auxiliary staff to perform direct content management of their websites.

- Installation of new card-based security system at the Center for Young Children to control who accesses the facility.
- Training of the FIAD-Tech support team to provide iOS training and support.

Auxiliary Services
Bookstore
- Increased our total hire of student employees to over 200 this year.
Center for Young Children
- The new director started on August 2, 2011. Four new infant and toddler classrooms were opened in the following six months, adding twelve new staff members to the CYC as well as 16 new infants and 20 new toddlers. Student employees also continue to be a significant part of the staff.
- Service learning students from the School of Education continue to work with the children and teachers while preparing for a career in the field of education. Fourteen of Dr. Jacqueline Blackwell's students worked with the Center for Young Children during the 2010-2011 school year.
Food Services
- Approximately 85 employees were first to participate in the Service with Distinction campus initiative. Our goal is to increase associate and customer satisfaction resulting in lower turnover and increased sales.
Natatorium / Carroll Stadium
- IU Natatorium Aquatic Safety Instructor, Katy Shreve, was honored with the IUPUI IMPACT Award- given to individuals for their contributions to public and community service. Four members of Katy's lifeguard staff were also honored- Christina Reitz, Laura Russell, Jeremy Sherer, and Jessica Randolph. The Natatorium employees were honored for saving the life of a Natatorium visitor.
- Julie A. McKenney, Director of the IU Natatorium and Michael A. Carroll Track and Soccer Stadium was honored this year at the 2011 Chancellor's Employee Recognition Convocation.   A 25 year veteran of the IUPUI Sport Complex, Julie has supervised world-class events and overseen major renovation projects as well as directing facilities that serve the public with fitness and recreational programs. She holds certificates in personal training and aquatic therapy and created the Natatorium's aquatic fitness and summer camp programs. Julie has served on numerous, local, national and international sports organizing committees including the Atlanta Committee for the 1996 Olympic Games.
Mail Services
- Instrumental in utilizing personnel within the Workers Compensation light-duty program aiding in employee transition back to full-duty work status.

Campus Facility Services
- Completed senior leadership team by hiring Geary Robinson Director of Parking and Transportation Services and by appointing Ginger Rice Human Resource Manager for CFS.
- Converted CFS intranet to SharePoint to better communicate policies, procedures, and etc. with CFS staff members.
- Improved hiring practices by including those from diverse backgrounds on each hiring committee and by requiring all employees involved in the recruiting process to view the training videos provided by OEO website.
- Planned and designed CFS Training Database to track all personnel's training activity.

Human Resources Administration
- Diversity recruitment was expanded through approximately 100 dedicated diversity job boards to increase IUPUI exposure to diverse applicants for all professional positions through CareerBuilder, a sourcing vendor with a national reach to over 1,100 job boards.
- Wellness, as a factor of employee engagement, continued through the Work Life program to offer: fitness opportunities and wellness education, e.g. monthly publish of a wellness e-newletter to over 2,000 faculty,

staff and student subscribers; organized the annual walking challenge, marketed free health screenings on campus and in the community, promoted IU smoking cessation, and provided educational material to the 50+ departmental INShape champions and provided INShape brochures to HR Liaisons and to employees attending the Health and Benefits Fair.

4. Environment

Administrative Services
Technology
- Intelligent Infrastructure Virtual Machine services utilized for new web/file servers, University Place mobile site, hosting of CSI Spectrum club management software, and running of web-based proprietary applications resulting in lower operating costs and reduced carbon footprint.

Auxiliary Services
Center for Young Children
- Partnering with Office of Sustainability, the Center is piloting the use of cloth diapers in the toddler classrooms and will expand the pilot into the infant rooms in the coming year.
- Developing IUPUI Gardens Sustainably (DIGS) to construct gardening beds on our playgrounds thanks to the funding of the Greening IUPUI grant.
- The rubber mulch utilized on the playgrounds was updated to a new poured rubber surface on one of the three existing playgrounds, with plans to upgrade the remaining two playgrounds over the next two years. Although the cost of upgrade is significant ($20k), the result is a safer, friendlier surface for the children.

Auxiliary Services
University Place
- University Place: Awarded the 2011 IMPI Green Venue of the Year Award (second year).

Campus Facility Services
- Initiated and received approvals to proceed with bonded energy savings projects at four campus buildings.
- Installed lighting controls in University Library and Education/Social Work so that lights can be turned off during unoccupied times.
- Re-commissioned building systems at Cavanaugh, University Library, Nursing School and Science, Engineering and Technology.

Environmental Health and Safety
- An Animal Allergen Program was developed to provide guidance and help prevent employees who work with animals from developing allergies and for coping with allergies if they develop.
- Inspected all labs on campus to ensure laboratories are a safe and compliant workplace.

5. Resources

Administrative Services
Technology
- Implemented the roll-out of the new CSI Spectrum club management software with upgraded POS software and hand scanner-based inventory solution. Developed a custom data importing regimen to link club members in Spectrum to Recreational Sports database for easy import.

- Migration of Parking/CFS websites
- Moved the Bursar SharePoint Portal Server to a new server and upgrade the versioning of the product allowing for more storage space and quicker access of collaborative resources.
- New IT policies implemented towards mandated IT centralization within the Division of Finance and Administration (e.g. surplus policy, IT resource procurement policy)
- Payroll Deduct Online Application altered to allow IUPUI full time faculty or staff to sign up for Payroll Deduction. It uses CAS authentication to validate user. Once user has signed up, their account is setup without any card staff manual adjustment.
- Application developed for IU East that allows the IU East campus to accept Wolf Card deposits via the web. Application used QuikPay to process all transactions. Once transaction occurs, the funds are applied to the Card holder's account. The application was also adjusted in regards to dormant accounts. Dormant accounts are now assessed an administrative fee after one year of inactivity. If Card holder's account has been inactive for more than 3 years (previous version was set for 5 years), all funds are depleted and moved into unclaimed funds.
- CFS/Parking servers secured and backed up using Tivoli Storage Manager. Card processing in Parking Services was brought in-line with PCI requirements.
- Police Virtual Machines moved to Building Management System IP space for improved security. Building Services ESCt project completed 24 new machines. All building supervisors now have upgraded machines and all CFS users will now be able to access ESCt database simultaneously where previously only one user could access at a time.

Auxiliary Services
IKON Printing Services
- Installed 122 new full service copier/fax/scanning systems into the IUPUI network which has provided a significant cost savings to a variety of departments by reducing impressions charges ranging from $.055 to $.085 down to $0.005 (half a penny).

Finance
Financial Services
- A Credit Card Convenience Fee was implemented effective August 1, 2010 for all tuition payments made with a credit card at IUPUI (Indianapolis campus). This change resulted in a decrease in expenses for the campus of approximately $850K for FY 2011. Students were encouraged to pay tuition bills via e-check that does not carry an associated fee.
- The Director of the Bursar and the Director of Financial Services played major roles in the Benchmarking Project that was undertaken by IU in FY 2011. The Director of the Bursar was the lead for the Bursar area while the Director of Financial Services served as the campus lead ensuring that responses were collected and reviewed for the campus for this project.
Budget
- A new Overhead Allocation model was designed to be implemented for FY 2012. The new allocation methodology recognizes that different units utilize varying amounts of different support unit services, and thus, should have different allocations.
Payroll
- Electronic TIME reporting was implemented for Off-Campus Workstudy employees to achieve greater efficiencies in collecting and processing their hours worked.
Accounts Payable
- Accounts Payable was centralized to University Administration. This transition provided for opportunities for greater consistency across all IU campuses and greater efficiency in processing.

Campus Facility Services
- Successfully managed ERIP program allowing 11 employees to retire, thus restructuring the department.
- Reviewed collections responsibilities and aligned appropriately.

Human Resources Administration
- An HRA self-audit reduced IU risk exposure to a federal audit by several million dollars. An internal self-directed audit of I-9s was conducted on records for 8,090 appointed staff and hourly positions after learning of changes in federal I-9 compliance. Federal I-9 fines range from $110-$1,100 per error and this self-audit reduced the risk of facing this type of error fines.

6. Partnerships

Administrative Services
Card Services
- The Jagtag Team successfully completed the integration with IU East. They now operate a fully functional card program and represent the 3rd Regional campus to partner and share resources hosted by the IUPUI Jagtag Office.
FIAD Technical Team
- Migration of Parking/CFS websites to the FIAD-Tech web server resulting in greater security, centralized administration, and streamlined backup routine.
- Integration of IT-support for Campus Facility Services, Card Services, and Parking Services into FIAD-Tech.
- IU SharePoint implemented across the division and combined into one master site resulting in ease of collaboration and centralization of IT administration (CFS and Parking integrated into FIAD SharePoint umbrella).

Auxiliary Services
Bookstore
- Barnes and Noble: Increased our partnerships in the community and on campus with over 15% more events in and out of the store. To include hosting part of the International Festival, for the first time being involved in Jagathon and being the first to advertise in the IUPUI Alumni Magazine and being part of the Mind Trust Grow What Works Luncheon.
Center for Young Children
- Occupational Therapy and Physical Therapy students completed a practicum at the CYC which has led to the addition of two student interns for the Fall semester of 2011.
- The Student Sustainability Council is currently working on an energy audit to help find ways to cut energy costs at the CYC.
- The School of Dentistry is conducting a technical/resource feasibility study to see whether or not 4- and 5-year-olds can produce enough plaque and saliva to be able to see how well toothpaste delivers flouride into saliva and plaque. They want to find out if it is even possible to gather enough data (saliva and plaque) from 4- and 5-year-olds. This type of study has primarily been conducted with adults. With the growing number of children's dental products, the IU School of Dentistry hopes to expand their research working with young children. The CYC hopes to be able to provide a site for further research for the School of Dentistry.

Food Services
- Food Services: Staff was first to participate in the Service with Distinction campus initiative.
Natatorium / Carroll Stadium

- IU Michael A. Carroll Track & Soccer Stadium secured a successful grant application for the installation of a synthetic turf field through the US Soccer Foundation. The grant was written by the Carroll Stadium staff, but included input from Indiana Youth Soccer, IUPUI Jaguars, and the IUPUI Office of Diversity Equity and Inclusion. All of these organizations will partner with Carroll Stadium following the construction (scheduled in late 2011) to provide soccer and health/wellness opportunities to the community and central Indiana youth.
- The template used for organization of the USA Swimming Grand Prix Championship series meet is a lasting business planning and execution template for years to come. The Natatorium staff partnered with Indiana Swimming to share duties as well as revenues and expenses which provided a positive cash flow from the event. The Natatorium has partnered successfully with Indiana Swimming prior to this event and will again in the future.
- Already partners with USA Diving as the home of the national training center for the governing body the Natatorium has added USA Synchronized Swimming as a second national training site. The Natatorium continues to build on the goal of being the designatedand official Olympic training site for the USOC.

Mail Services
- Partnering with NAMOS utilizing mail courier to transport Art to and from Indianapolis/Bloomington.
- Worked more closely with Wishard and V.A. Hospital's mail personnel in an effort to improve intra-organization delivery times.

University Place
- Developed "Eat Local" cookbook using recipes with local ingredients and donated all proceeds to support the IUPUI community garden. Sold and/or distributed over 100 cookbooks.
- Partnered with UITS to develop and install a Cisco Telepresence Room on the second floor of the hotel.
- Partnered with IU Health to provide reduced hospitality pricing for IU Health patients and their family members.

Campus Facility Services
- Implemented several major campus infrastructure projects (tunnel rehab, roof replacements, etc.) in partnership with the UAO and with R&R as the funding source.
- Collaborated with campus and university administration officials to implement the new Facility Planning and Development Committee framework and managed all of the meetings.
- In collaboration with Herron School of Art, University Architect's office and others, developed plan to co-occupy Campus Services #3 and to relocate storage/staging of Campus Facility Services.
- In collaboration with campus administration and various emergency management teams, protected the safety of the campus community members and the IUPUI facilities during record setting ice storm.
- In collaboration with NIFS, NCAA, University Architect's office and others, developed plans for Sports Expansion Garage and addressed interim parking and site issues.
- Adapted transportation plan to include Bush Stadium as a parking/pick-up site and adjusted contract to include the transportation of Wishard staff to and from their worksite.
- In collaboration with School of Engineering and Technology, installed electric vehicle charging station.

Environmental Health and Safety
- Created the Office of Sustainability and currently completing the interview process for the Director's position. Promoted numerous activities related to sustainability including the 3rd round of Greening IUPUI Grants.
- Successfully hosted the 28th annual College and University Hazardous Waste Conference.

Human Resources Administration

- A partnership with the School of Liberal Arts resulted in planning to develop an IUPUI Intergroup Dialogue/Relations program. Relevant stakeholders from various campus schools, departments and units engaged in an initial planning meeting, generating interest and consensus for the program. Planning will continue through the fall, 2011for further development of the program for the campus.

IUPUI Police

- A tip from an IUPUI staff member resulted in two arrests of persons stealing catalytic converters from vehicles in IUPUI parking lots. This arrest may also assist in cleaning up numerous catalytic converter thefts in the Indianapolis downtown area as well as others in Marion and surrounding counties. A commendation was sent to the employee who provided the information that led to these arrests.
- The members of the Cadet Program (IUPUI) are graduating at a very high rate and are being employed by numerous Police Agencies across the State. Recent IUPUI graduates have been employed by the Speedway, Monroe County, Carmel Police departments. Our department has hired two Officers from the Cadet Program and they are IUPUI graduates as well; one is obtaining a Master's Degree while working full-time. We are contributing to IUPUI student enrollment, student employment and we are assisting IUPUI by adding to the overall graduation rate of our students.