

2013-2014 Highlights Report

Division of Finance and Administration

A. *The Success of our Students*

1. Value

Administrative Services/Chief of Staff

- The Office for Intergroup Dialogue and Civil Community partnered with the Center for Teaching and Learning (CTL) to develop an Intergroup Dialogue-track for CTL's annual Curriculum Enhancement Grant (CEG) proposal process. One grant was awarded to the Department of Technology Leadership and Communication in the Purdue School of Engineering and Technology to develop a course incorporating IGD principles and pedagogy and an additional course to develop student IGD peer facilitators.
- In accordance and support of University Policy IT-28, Finance and Administration Office of Technology consolidated all servers across the division and moved server class hardware to the UITS datacenter or the Intelligent Infrastructure virtual environment.
- Finance and Administration Office of Technology implemented Microsoft System Center Configuration Manager (CCM) across the division allowing for centralized patch management, software install, operating system deployment, remote control and software inventory.
- Finance and Administration Office of Technology created a Project Portal for Development Requests (<http://projects.fiadtech.iupui.edu/>) to track the submission of development requests and provide status updates of project milestones thus streamlining the process and providing customer base with updated information.
- Finance and Administration Office of Technology upgraded or replaced all hardware running the Windows XP operating system (MS Windows XP support discontinued on April 8th, 2014) to a patched and supported operating system.
- Finance and Administration Office of Technology created a consolidated web development environment in accordance with IT best practice resulting in a standardized process throughout the division to update web sites, greater redundancy and the overall reduction of cyber-risk.
- Finance and Administration Office of Technology developed a responsive design template for web applications that will allow reduced project development time, standardized css (custom style sheets) across all divisional websites and ultimately allows the website to display easily across devices (pcs, tablets, phones) increasing increase usability by students.

Auxiliary Services

- In an effort to increase the variety of offerings and customer satisfaction, IUPUI Campus Card Services continued to expand the Jagtag portfolio by introducing 15 new vendors, including Marsh Supermarket.
- Food Services has increased catering sales 8.4% from prior year. This increase can be attributed to improved customer satisfaction due to the rollout of an all-new catering program, an updated catering menu, and an increase in culinary staff. Overall customer satisfaction scores have reached 93.6% and on-time delivery scores of 94.6%. www.food.iupui.edu
- Food Services has added two national brand concepts to the campus. Einstein Bagels launched January 2014 for the start of the spring semester. In addition, Hissho Sushi launched February 2014 in the Campus Center Food Court. Hissho Sushi has also been added to the Food Services catering menu as well as throughout the campus at the satellite locations.

Campus Facility Services

- In support of the IUPUI 2025 Strategic Plan, analyzed, recommended and successfully negotiated the relocation of the Solution Center and new Degree Completion program.
- In support of changes that consolidated the schools of Journalism and Library and Information Sciences into other existing IUPUI schools, negotiated the relocation of the departments of Library & Information Sciences and the IU Department of Journalism and Public Relations at IUPUI.
- Facilitated the installation of a biomass gasifier on Indiana Ave. (Equipment will be used for student and faculty research in the area of the conversion of waste to fuel.)

Human Resources Administration

- Designed and implemented in collaboration with Office of Technology an online grievance form to provide employees a more accessibility and efficient grievance filing process.
- Conducted “Bringing Benefits to You” sessions as an outreach to all employees in an ongoing effort to educate employees of valuable benefits. Some of the topics were: supplemental retirement plans, IU Tuition benefits and HDHP & HAS.
- Conducted a Pre-Retirement Symposium with presentations, exhibitors and UHRS available to answer all retirement questions.

2. Transparency

Administrative Services/Chief of Staff

- Finance and Administration Office of Technology held two information sessions on the University’s new mobile device policy (IT 12.1) and performed a subsequent campaign to bring all mobile devices in the division and purchased by university funds in compliance with the policy.
- Finance and Administration Office of Technology developed an electronic employee grievance form for IUPUI Human Resource Administration to allow for the tracking of employee grievances throughout each stage of the formalized grievance process.
- Finance and Administration Office of Technology created new IUPUI Campus Administrative Policy site (policies.iupui.edu) to allow for the search, review and submission of feedback on IUPUI administrative policies.
- Finance and Administration Office of Technology implemented Footprints Customer Portal enabling users ability to check the status and to review the history of their technical support requests (<https://footprints.iu.edu/portal/>)

Human Resources Administration

- Benefit specialists presented 10 open enrollment sessions and 14 satellite offices to help with the transition related to Open Enrollment. There were significant changes with the Blue View Vision benefit under Anthem PPO plans. Deductible amounts increased under the IUHQ and PPO plan.

3. People

Administrative Services/Chief of Staff

- Office of Sustainability coached two student interns in areas related to communications, marketing, program development/planning, data analysis/reporting and leadership in support of campus-wide sustainability projects and initiatives.
- Finance and Administration Office of Technology designed an IT project for the School of Engineering and Technology experiential learning class, CIT48500-The Living Lab, and provided a Living Lab student with hands-on, real-world IT experience in web application design.

Auxiliary Services

- Auxiliary Services staff coached two interns preparing for the workforce, focused on technology, graphics, collaboration, and communication projects aligned to campus strategic initiatives.
- Event Services and the Sport Complex have developed two additional student internship programs which will launch in Fall 2014.
- Center for Young Children hired 50+ IUPUI students to work part-time at the CYC. For those students enrolled in a child-related major (e.g. Elementary Education, Health Sciences, Pediatrics), working at CYC is providing valuable hands-on experiences.
www.childcare.iupui.edu
- Auxiliary Services employed over 504 IUPUI students across all units in FY14 resulting in over \$870,000 in wages.

Campus Facility Services

- Facilitated the appropriate “expression” of a Farmer’s market on campus, in collaboration with staff groups and various stakeholders wishing to make more fresh foods available for students, faculty and staff.
- Supported, through managing appropriate arrangements for parking while at the facility, the university initiative with National Institute of Fitness and Sport (NIFS) that makes NIFS services available to IUPUI students, faculty and staff.

IUPD – Indianapolis

- Indiana University Police-Indianapolis continues to hire full-time students, which meet academic standards and successfully complete a selection process, for the Indiana University Police Cadet Officer program. The program was established in the early 70’s and provides students an opportunity to attend the Indiana University Police Academy and obtain State of Indiana police officer certification as well as work on an undergraduate degree. The Indiana University Police Indianapolis also provides programs to educate students on law enforcement and personal safety.
- For law enforcement training, Indiana University Police-Indianapolis offers a Citizen’s Police Academy which is a 12-week program that includes topics such as police training at the Indiana Law Enforcement Academy, use of force, uniform patrol duties, crime scene investigation and fingerprint development.
- For personal safety, Indiana University Police-Indianapolis offers a Rape, Aggression Defense (RAD) class. The RAD system is a comprehensive course for women that begins with awareness, prevention, risk reduction and avoidance, while progressing on to the basics of hands-on defense training.

Human Resources Administration

- Provided in-house policy, performance, and corrective action consultancy to IUPUI managers and supervisors to ensure uniform management practices.
- Attended eight external diversity job fairs as a means to continually exceed availability of applications and hiring of a diverse workforce.
- Coordinated and conducted the IUPUI Health and Benefits Fair that provided faculty, staff and students the opportunity to have health screenings, visit benefit-related vendors and attend educational workshops. Over 1,300 attended.
- Conducted Benefits Information Sessions for all new employees as a part of the Onboarding program. It gave new employees the opportunity to connect with the Specialists who will assist them throughout their career.

4. Environment

Administrative Services/Chief of Staff

- Finance and Administration Office of Technology upgraded operating system for the building automation system (bas) which administers the settings for majority of buildings on campus.
- The Office of Sustainability participated in two campus dumpster dive events that serve as an opportunity to educate the IUPUI community about recycling and raise awareness about the campus single stream recycling program. Indianapolis news media covered both events. <http://inside.iupui.edu/headlines/2014-04-15-headline-dumpster-dive-iupui.shtml>
- The Office of Sustainability collaborated with School of Public and Environmental Affairs students to draft a campus Bicycle Master Plan as the students' capstone project. The plan identifies current bicycle infrastructure, programs, and participation and provides recommendations for expanding infrastructure and programming.
- The Office of Sustainability assisted the Student Sustainability Council with coordinating Campus Sustainability Day (October 22, 2013) and Earth Month (April 2014) events and activities. These activities included information tabling with campus and city sustainability organizations, documentary showing, panel discussion, gardening with Indianapolis Public School students, collecting food donations, and a sustainability art display. <https://vimeo.com/iuvas/review/79861762/0d38f7ebb0>

Auxiliary Services

- The Tower Dining inaugural year 2013-14 has been transformational for the IUPUI campus and has provided a much needed resource for our students – especially the first year students. Tower Dining provided value to our students with an increase in healthy, easily accessible food options as well as gathering space for integration into the campus community. Several of our Academic units, Enrollment Services, as well as the Athletics Department, have used Tower Dining as a recruitment tool with success.
- Event Services is supporting the university academic mission by transferring The Boardroom on the 2nd floor of University Tower (previously rental space) to PETM to convert to a 'war room' to provide campus event related hands-on training for IUPUI students in TCEM classes.
- Event Services has engaged with students and provided support and guidance for several student led events, such as Jagathon, 24 Gaming Event, Asian Fashion Show, end of year Student Housing Dance, fraternity and sorority events. www.eventservices.iupui.edu

- Adjustments to the Barnes & Noble @ IUPUI space and product offerings based on customer need (creation of a larger student informal learning space area at the café and increase in options for spirit wear), has resulted in increased traffic and sales. www.iupui.bncollege.com

Campus Facility Services

- Participated in the planning of the change of use of the Conference Center to a classroom facility (Hine Hall). Began operating and maintaining the facility for this alternate use Jan. 2014.
- Facilitated and prioritized through work with Classroom Committee, renovation of classroom upgrade projects in Hine Hall and Lecture Hall.
- Facilitated the upgrade of spaces in Hine Hall in support of Kelley “Business of Medicine” program.
- Researched and developed proposal for general inventory classroom furnishings’ replacement budget. (Proposal was accepted and beginning in FY 2015 \$325,000 annually has been established to upgrade finishes and replace furniture in general inventory classrooms.)
- In the interest of better maintenance solutions and faster response times, effectively decentralized the CFS Construction Group to work in total project delivery teams which include Maintenance, Engineering and Construction Management personnel

5. Resources

Administrative Services/Chief of Staff

- Finance and Administration Office of Technology developed and implemented an IT Inventory web application that allows the tracking of IT assets with a chain of custody throughout their entire lifecycle. A full physical inventory of all IT assets in division was conducted as part of the application roll-out and a reporting interface created for unit staff to see a snapshot of their inventory assets at any time and export to a spreadsheet.
- Finance and Administration Office of Technology implemented multiple SharePoint workflows throughout the division resulting in more efficient processes, greater documentation, change control and task management.

Auxiliary Services

- Campus Card Services (Jagtag) continued to grow participation in the Jagtag EZ Deposit program by 79% over previous semesters, thereby assisting more and more students in the effort to purchase textbooks and course materials in a timely manner. www.jagtag.iupui.edu
- Barnes & Noble @ IUPUI increased the number of lower cost course materials options and provided more flexibility purchasing course materials online. More than 33% of Barnes & Nobles’ booklist is now available in a digital media option and more than 66% is available in rental format. Online sales increased 20% in FY14.
- Barnes & Noble @ IUPUI helped students save \$1,258,768 in one academic year by providing students with more lower cost course material choices - used, rental, digital - rather than students having to purchase new textbooks at the full retail list price.
- The Auxiliary Services team continues to provide resource information to campus groups - faculty, staff, students, departments, councils, and organizations - about the products and services of Auxiliary businesses. Presentations were made to USG, O-Team, University Tower Hall Council, and all of Orientation’s Resource Fairs. In addition, during the academic year, 5 versions of E-newsletter (Aux News and Notes) were sent to over 2400 subscribers, and Auxiliary businesses informational materials was disseminated throughout campus.

- Auxiliary administrative staff served on FIAD Strategic Planning sub-committees resulting in new initiatives such as Onboarding (New Employee Orientation) and a campus facility classroom furniture renewal and replacement program.
- Auxiliary Services and Food Services staff members engaged in monthly meetings with student residents (Meal Plan holders) thru the University Tower Hall Council which generated student feedback resulting in positive programmatic IUPUI Meal Plan changes for FY15.
- Auxiliary Services is committed to providing accurate, timely and valued information about our services to the IUPUI community 24/7 thru Auxiliary Services units' social media presence. In FY 14 Facebook likes for Barnes & Noble @ IUPUI, Jagtag, and the IU Natatorium increased by 15% over the previous year. Website management with relevant and timely news and announcements has resulted in increased traffic hits, with the Aux website showing a 137% increase from FY13 to FY14.

Campus Facility Services

- In coordination with Campus Administration and the Vice-President for Capital Projects and Facilities' staff, established and implemented a \$13 million Repair and Rehabilitation (R&R) plan for capital deferred maintenance work.
- Facilitated the development of University Hall space program/planning. New building will house the School of Philanthropy, School of Social Work, IU Foundation and Alumni Relations, IUPUI's campus administration offices and the President's offices.

Finance - Bursar

- The Bursar's Office worked with the University Bursar in the development and implementation of a new student account statement and a new e-payment system (CashNet). This new system allowed for a more user friendly statement presented to students. The Bursar Office also worked with the University Bursar to receive international payments via Western Union Travelex Bank to Bank instead of wire transfers. This reduced the manual posting of payments required with wire transfer payments.

6. Partnerships

Administrative Services/Chief of Staff

- The Office for Intergroup Dialogue and Civil Community collaborated with the Office for Diversity, Equity and Inclusion and the Office of Equal Opportunity to co-facilitate a public forum October 24, 2013 on "A Dialogue Series on Race, Politics, and the Pursuit of Justice: America After Trayvon Martin."
- Finance and Administration Office of Technology worked with UITs and Campus Facility Services to bring the Tobias House "online" by way of the physical installation of Ethernet cabling, wireless access points and rewiring of audio components throughout the property by Office of Technology technicians.
- Finance and Administration Office of Technology provided technical development and support to integrate the IU Northwest and Kokomo campuses into the IUPUI Card Services system. This centralization of resources reduces administrative overhead and cost for the regional campuses.
- Finance and Administration Office of Technology worked with Office of the Bursar to complete redesign their website (www.bursar.iupui.edu) and completely revamp the Master Fee list, adding responsive design elements and delivering a user-friendly website.

- Finance and Administration Office of Technology designed and implemented a web-based affiliation database for use by External Affairs and other executive administrative staff responsible for communications from the Office of the Chancellor and other units.

Auxiliary Services

- Food Services hosted and sponsored the first ever New Student & Family Welcome Dinner for over 1,500 IUPUI guests in partnership with IUPUI Student Affairs in August 2013.
- An Auxiliary Services Campus Sponsorship plan was realigned to maximize resources and increase impact of investment while supporting campus-wide signature student events. Barnes & Noble and Food Services (Chartwells) provided numerous sponsorships to student, faculty and staff events and initiatives including but not limited to the New Student & Family Welcome Dinner, WOW Ice Cream Social, Healthy IU Fresh Produce Market, and International Festival, Flip the Script, Campus Kitchen, and the Regatta.
- Auxiliary Services team has continued to develop significant and productive collaborative relationships with UC Orientation Team, Student Affairs Housing and Residence Life Team, and Student Affairs Educational Partnership & Student Advocacy Team to support the campus mission of student recruitment, retention and success.

Finance - Bursar

- The Bursar Office worked with the Budget Office and the Office of International Affairs to formalize a prepayment deposit process for study abroad programs to be used by departments at IUPUI.

Human Resources Administration

- HRA provided ongoing staffing strategies and support to Enrollment Services in their implementation of the university's Shared Services Initiative, an initiative to streamline processes and reduce costs related to core student services.
- Continued partnership with UHRS Retirement Team to provide two Retirement Readiness Programs and counseling/information to ERIP employees.

B. Advances in Health and Life Sciences

1. Value

Campus Facility Services

- Completed space program for new Fairbanks School of Public Health.
- Successfully closed Psychiatric Research building in preparation for turnover to Eskenazi Health in order to comply with terms of land swap.

2. Transparency

3. People

Auxiliary Services

- Several of the CYC children have one or both parents working in a health and life sciences related field. By providing exemplary care, those parents are better able to focus on their work in making advances in the health and life sciences.

4. Environment

Campus Facility Services

- Engaged in study of facilities on former Wishard campus that is resulting in demolition of Krannert Bellflower.

Environmental Health & Safety

- EHS biological safety staff conducted Biological Safety Inspections of 614 labs for annual requirements and Institutional Biosafety Committee (IBC) approval.
- EHS biological safety staff reviewed biological safety concerns for 910 protocol submissions for various IBC and Institutional Animal Care and Use Committee (IACUC) research proposals
- EHS laboratory safety staff reviewed 152 IACUC amendments and protocols to ensure appropriate use and handling of chemical hazards
- EHS laboratory safety staff inspected over 1200 laboratories to ensure compliance with the Chemical Laboratory Safety standards

5. Resources

Campus Facility Services

- Began operating the new Neurosciences Building on 16th Street in addition to the new Science and Engineering Lab Building on the main campus.
- Convened regular weekly meetings with various departmental stakeholders operating the Wishard Hospital complex. (IUPUI began operating the facilities in February 2014.) Developed budgets and strategies for reduction of operating costs.

Finance

- The Finance Office participated in the review of assessments with the school of Medicine during FY 2014. This review process will continue into FY 2015 with the review of support units along with the Resource Planning Committee.

6. Partnerships

Auxiliary Services

- Food Services has partnered with IU Healthy Engagement, Office of Sustainability, and University College to bring a farmers market to IUPUI. The first market was held October 25th during the IUPUI Health and Benefits Fair. The market is held monthly and chefs provide recipes and preparation demonstrations on food items from IUPUI's Urban Garden and the Fresh Produce Market inventory.

Campus Facility Services

- Partnered with School of Medicine departments and Regenstrief Institute, as well as Eskenazi Health, to insure that key service levels were maintained post-Eskenazi Health move out but prior to University takeover of operations of facilities on the former Wishard campus.
- Partnered with University Architect's office to assist in the design of small engineering projects that have been requested in support of high priority needs in academic areas. (Small projects that are necessary for faculty and student productivity are thus expedited.)

C. Contributions to the Well-being of the Citizens of Indianapolis, State of Indiana, and Beyond

1. Value

Administrative Services/Chief of Staff

- The Office for Intergroup Dialogue and Civil Community facilitated four faculty/staff IGD dialogues, including two on race, one on gender and one on sexual orientation.
- The Office for Intergroup Dialogue and Civil Community sponsored and conducted IGD facilitator training to develop additional faculty and staff in the skills and techniques in IGD dialogue facilitation and to assist them in identifying opportunities to facilitate such dialogues in their work and/or to incorporate IGD principles and pedagogy in their teaching
- The Office for Intergroup Dialogue and Civil Community formed a Steering Committee for the IGD/CC Office, including representatives from many IUPUI schools, all IUPUI administrative divisions, and several other offices with interest and goals in common with the IGD/CC Office.
- The Office of Sustainability, in collaboration with university-wide representatives, reformulated the campus sustainability committee structure and created a draft strategic plan document.
- The Office of Sustainability published its first electronic quarterly newsletter highlighting campus and community sustainability initiatives, activities, and partners.

Campus Facility Services

- Successfully transitioned the Lockefield Garage (former Wishard Garage) and surrounding surface spaces to IUPUI parking inventory adding approximately 1500 additional spaces.
- Collaborated with university and campus HR offices in implementation of Service Maintenance (SM) Job and Wage Program from 7/1/13 through January 2014, wherein SM hiring salary rates and additional pay premiums were aligned with relevant salary market value. This effort also resulted in consistent pay practices across all of IU for Service Maintenance staff.
- Facilitated the successful completion of one phase of the renovation of historic Ball Gardens.
- Successfully operated, with no major losses of property or injuries of people, campus facilities during the snowiest winter on record in the state of Indiana.

Environmental Health & Safety

- EHS devoted many resources to the newly acquired Wishard Hospital buildings, as well as facilitating the Wishard move to the new Eskenazi Health Facility (under a contractual arrangement with that group). This included: 1) EHS environmental management staff facilitated the collection, removal and disposal of approximately 3 tons of chemical waste. Over the course of four weeks, staff surveyed 1.3 million square feet of property collecting thousands of individual containers of chemical products and then properly segregating the materials for off-site shipment to a licensed hazardous waste facility, 2) The coordination and review of air emissions permitting activities for both the Wishard Hospital buildings and Eskenazi Hospital, 3) The performance of indoor air quality and mold assessments throughout the buildings, and 4) In-house consultation on a wide variety of facilities issues during the transition in ownership and through the renovation and demolition process.

2. Transparency

3. People

Auxiliary Services

- The University Tower / Hine Hall Conversion Project was selected as the Tour Site for the 2013 NACUBO Annual Conference. Dining was a key factor to the success of the Driving Innovation Tour.

Campus Facility Services

- Developed and implemented strategies for reorganizing Parking and Transportation Services organizational structure as a result of garage booth automation. Balanced resulting reduction in force with successful placement of majority of affected employees in new, more efficient structure via interview and selection process.
- Developed best practice strategies in implementation of reduction of force. For instance, in cooperation with campus Human Resources department personnel and broader Campus Facility Services hiring departments, a job fair for possible jobs for reduced employees was held.
- Completed Service with Distinction training for the Campus Facility Services Engineering & Construction groups.
- Completed pilot offering of CFS Advancing Your Career training for biweekly employees, that focused on internal career paths, application and resume guidance, and improved interview performance. As a result of successful attendance numbers and positive feedback, this training series will be offered on annual basis.
- Added departmental online eTraining modules over common HR issues and unit policy/procedure/etc. Initiated using eTraining for online registration of all CFS new employee safety training sessions, in coordination with EH&S.

Finance

- The Office of Finance participated in the selection of several fiscal officers during FY 2014. These included Public Health, Student Affairs, Physical Education and Tourism at the RC level as well as major department fiscal officers for Clinical & Translational Sciences Institute (CTSI) and IUPUI Athletics.

IUPD – Indianapolis

- Indiana University Police-Indianapolis attempts to educate the community by issuing public service announcements to increase awareness and provide recommendations to enhance the public's safety. To increase effectiveness the police department is working with Public Affairs and Government Relations to develop a plan for public safety messaging framework to identify message, audience, purpose and communications vehicle
- A public service announcement concerning date rape was sent after receiving information that there was a possibility that the drugs could be in the university community. The announcement provided safety tips to avoid becoming a victim.
- Due to a continuous concern for pedestrians and the increased amount of bicycles on campus the police issued traffic safety tips that provided tips for drivers, pedestrians and bicyclists.
- The most reported crime at IUPUI is theft. Thefts vary from buildings, vehicles and bicycles and as a result police issued theft prevention.

- Detective Doba Craig investigated a theft with no suspects and developed the case to identify multiple suspects in a multi- agency theft case which attracted the attention of federal prosecutors.
- Detective Michael Richardson investigated a theft and developed the case into a case reaching into several states and a suspect living in Kentucky. This case attracted the attention of the FBI and federal prosecution
- Five police departments (Indianapolis Metropolitan Police, Indiana State Police, Federal Bureau of Investigation, Marion County Sheriff Department and the Fishers Police Department) utilized the building for a total of 9129 hours of training.

4. Environment

Administrative Services/Chief of Staff

- IUPUI was named a 2013 Tree Campus USA. This is the second time IUPUI has received this recognition. Tree Campus USA is a national program created in 2008 to honor colleges and universities for effective campus forest management and for engaging staff and students in conservation goals. The designation was achieved by continuing to meet Tree Campus USA's five standards, which include maintaining a tree advisory committee, a campus tree-care plan, dedicated annual expenditures toward trees, an Arbor Day observance and student service-learning projects. <http://inside.iupui.edu/features/stories/2014-04-21-story-arbor-day-iupui.shtml>

Campus Facility Services

- Participated in the renovation planning of the Cedar Crest facility on Sunset Lane.

Environmental Health & Safety

- The campus underwent a comprehensive hazardous waste compliance inspection by the Indiana Department of Environmental Management. The EHS departmental hazardous waste operations were found to be in strict compliance.
- The campus underwent a comprehensive air pollution compliance inspection by the Indiana Department of Environmental Management. No deficiencies were noted. Environmental Health and Safety (EHS) staff continue to incorporate air emission units located at the former Wishard Hospital complex into the campus air pollution permitting strategy and continue to monitor the need for an increased level of permitting for the campus. Staff provided technically consulting for the air pollution permit for the new Eskenazi Hospital complex and continues to assist with quarterly, semi-annual and annual reporting requirements for facility.
- EHS occupational safety staff developed and implemented a comprehensive building audit program to enhance health and safety in campus buildings. The audit program identifies areas of improvement or deficiency related to the Occupational Health and Safety Administration (OSHA) standards.

5. Resources

Auxiliary Services

- Print Services completed a city-wide RFP for a vendor, resulting in a strong contract with a woman-owned business that includes a 7.5 percentage-point increase in commission rate for the university, as well as commitment for innovative services. www.print.iupui.edu

- Mail Services continues to offer high-quality, valued services on-campus as well as throughout the community. Renewed a Memorandum of Understanding (MOU) with Marion County Clerk's Office representing \$150k gross revenue. www.mail.iupui.edu

Campus Facility Services

- Worked with INLOCC on the reorganization of the Fire Protection Services group. The fire code enforcement area of this group now reports to INLOCC while the facility services area, which provides fire alarm maintenance services, continues to be the responsibility of CFS.
- As part of the University Parking Task Force initiatives, successfully established and implemented a new permit rate structure designed to reach peer median rate in five (5) years. Additionally, in an effort to create consistent processes and services within IU, citation rates and mutual violations were standardized at IUPUI and IUB.
- Developed and planned for the implementation of new parking permit typology for staff, faculty and students. Conducted meetings throughout campus with various stakeholder groups to explain both new rates and new permit types. Reallocated campus parking spaces accordingly.
- Expanded and introduced a university-wide reciprocity schedule that effectively identifies reciprocal parking privileges among all IU Campuses.
- Successfully implemented a new payment solution in the Barnhill, Sports and Riverwalk Garages allowing customers to pay before entering the garage. The pay-on-entry feature eliminates congestion upon exiting the garage when customers may all be leaving at the same time, for instance, at the end of a special event. As revenue is collected in advance, exit gates are able to be opened thus significantly increasing exit times.
- Completed the installation this summer of steam metering in the last of the remaining buildings not yet metered for steam. With the exception of the former Wishard complex which has no sub-metering at the building level, and, Taylor Hall chilled water, which should be complete later this year, all buildings on the main campus have metering in place for steam, chilled water, and electric.

Finance - Banking

- Banking Services upgraded currency counters with counterfeit detectors to efficiently process cash deposits for the campus.

Finance - Budget Office

- The Budget Office coordinated the development of the financial templates utilized for the Budget & Planning sessions with IUPUI RC's.

Finance - Payroll

- IUPUI Payroll served as the campus point of contact and coordination for implementation of Quali TIME. This included system testing along with Financial Management Services as well as training of the campus users and providing customer service to respond to questions.

Finance - Surplus

- Surplus is working to assist with Wishard post evacuation cleanup. Surplus has also been working with FIAD Tech to develop an online inventory system to assist with redistribution of assets at IUPUI.

6. Partnerships

Administrative Services/Chief of Staff

- The Office of Sustainability leadership and resources to obtain a grant and to launch an IUPUI Campus Kitchen in fall 2014, the first Campus Kitchen in the state of Indiana. The student-run Campus Kitchen will promote a sustainable approach to food by turning “waste” food into nutritious meals for those who are struggling with food insecurity. The meals will be offered to community shelters. <http://news.iupui.edu/releases/2014/01/campus-kitchen.shtml>
- The Office of Sustainability provided leadership and collaborated with Healthy IU, School of Physical Education and Tourism Management, University College, IUPUI Food Services to the launch of the IUPUI weekly Produce Market. Students, staff, and faculty can purchase fresh fruits and vegetables and sample a healthy food offering created by IUPUI Food Services that contains items available for purchase at the market.
- The Office for Intergroup Dialogue and Civil Community convened, organized and facilitated in collaboration with all campus administrative offices, the Faculty and Staff Councils, the LGBT Faculty/Staff Council, and the Office of Equal Opportunity a public forum on “Conversations for a Civil Community: The Significance of Sexual Orientation and Gender Identity,” which was held on February 18, 2014. This event was part of a three-part programming effort to bring greater attention and more focused conversation on these issues on campus, which also included an IGD dialogue on sexual orientation and a planned follow-up forum for fall, 2014 to explore what was learned from these conversations and what further action steps are needed.
- The Office for Intergroup Dialogue and Civil Community collaborated with the IUPUI Common Theme Project to coordinate and implement the 2013 Common Theme author visit. Sara Hacala, author of *Saving Civility: 52 Ways to Tame Rude, Crude and Attitude for a Polite Planet*, visited campus for two days in November, 2013. The IGD/CC Director also co-facilitated with Sara Hacala a faculty/staff workshop, entitled “Our Civil Discourse: A Vital Element for Our Human Sustainability.”

Auxiliary Services

- CYC developed a community partnership with Christel House Academy (CHA) which provides spaces for children entering kindergarten at CHA in 2015. This initiative will not only enhance the academic development of children moving on to CHA, but also benefit the capacity of the CYC.
- Food Services is partnering with the Campus Kitchen Initiative at IUPUI by providing food storage space, food prep equipment, and kitchen space to Campus Kitchen volunteers. The Campus Kitchens Project is a national leader in community engagement and service through student-led initiatives to decrease waste in campus cafeterias.
- The Natatorium hosted several high profile swimming and diving events in 2013-2014 bringing local, national and international attention to Indianapolis and the IUPUI campus with more than 25,000 visitors. These events included NCAA DIII Swimming & Diving Championships, the U.S. Masters National Championships, three USA Swimming National Championships, and the IHSAA State Championships. www.iunat.iupui.edu
- The Natatorium provided learn to swim programs for more than 4,000 youth and adults.
- Through a partnership between IUPUI and Indy Eleven Professional Soccer, Michael A. Carroll Stadium received much needed renovations. Indy Eleven’s inaugural season had 10,000+ attendees at each of their spring season matches, providing many young families exposure to IUPUI. www.track-soccer.iupui.edu

- Michael A. Carroll Stadium hosted several events bringing thousands of participants and spectators to campus. These events included the IHSAA Boys and Girls State Soccer Championships, Catholic Youth Organization's Track and Field Championships, N.I.T.E Ride, Circle City Athletics, U.S. Track and Field Paralympics Wheelchair Track event, and the Joseph Maley Foundation 5K run/walk.
- Event Services managed 172 events, conferences and programs at Hine Hall and University Tower, with approximately 15,000 attendees. A few high profile events included Simon Cancer Center Research Program, IUSOM Dean Hess Welcome Reception, Indiana State Annual Bursar's Conference, and IACUBO Annual Conference.
- The Jagtag Team successfully completed the system integration with IU Kokomo. IU-K now operates a fully functional card program; the 4th regional campus to partner and share resources.

Campus Facility Services

- Participated in the planning and implementation of readying the Carroll Track and Field Stadium for use by Indy Eleven Soccer professional soccer team.
- Modified procedures related to notifications for unplanned utility outages to include Emergency Management and IUPD so that broader decisions such as possible relocation of affected staff can be made depending on extent of outage, time of day, etc.
- Helped broaden campus community's understanding of facility services and methods for accessing them by successfully partnering with the Office of Faculty Affairs, New Student Orientation and the Office of Internal Affairs and attending all orientation sessions this year.
- In collaboration with Eugene and Marilyn Glick Indianapolis Cultural Trail leadership, facilitated the installation of two bike share stations on the IUPUI campus.
- Participated on FIAD Best Practices committee and subcommittees and incorporated pilot FIAD orientation into CFS new employee orientation. Based on pilot feedback, will improve upon new FIAD orientation and its effective integration into the regular CFS orientation schedule.
- Represent campus and FIAD on university-wide Wellness Steering committee, collaborating with committee partners on formulating health and wellness initiatives that would be most impactful to FIAD employees.
- In collaboration with the City of Indianapolis and other community partners, began operating former commercial space at Lockefield Garden.

Environmental Health & Safety

- EHS collaborated with FIAD Best Practices committee to develop a training manual titled "How to for Content Contributors on E Training" for University users of E Training.
- EHS collaborated with Insurance, Loss Control, and Claims (INLOCC) to develop a system-wide program for Utility Carts.
- EHS industrial hygiene staff collaborated with Healthy IU to provide 22 educational sessions in computer workstation ergonomics for participating departments. As part of the educational sessions, individual workstation evaluations were conducted and recommendations provided.

IUPD – Indianapolis

- The Indiana University Police Department has collaborated with Emergency Management & Continuity at IUPUI.
- Development of active shooter training for the university community.

- Operating an emergency operations center during an endangered missing child investigation.
- Operating an emergency operations center to facilitate public safety needs during several periods of severe winter weather