

2014-2015 Highlights Report

Division of Finance and Administration

A. *The Success of our Students*

1. Value

Administrative Services

- The Office for Intergroup Dialogue and Civil Community supported faculty efforts to develop as IGD instructors and facilitators and in their efforts to develop IGD curriculum. This support included partnering with the Center for Teaching and Learning to award IGD-track Curriculum Enhancement Grants to three faculty groups, forming an IGD Faculty Community of Practice to help participating faculty develop IGD project plans which they will implement in the next year, and facilitating monthly IGD facilitator development meetings.
- The Office of Technology Services developed an application for the Office of Sustainability to allow students/staff/faculty to register their bicycles and reserve a space at the new secured bicycle storage facility located at Hine Hall. The facility is centrally located at a major hub of student residence and is in close proximity to a campus bicycle maintenance station. This is the first facility of its kind on campus and evidence of IUPUI's continued commitment to promoting healthy living and sustainable transportation.
- The Office of Technology Services collaborated with Auxiliary Services to create a new web-based Meal Plan application for students, staff and faculty that automates the purchasing process for students living in University Housing and allows students/staff to purchase a meal plan customized to their unique needs easier from the web with its new responsive design format.

Auxiliary Services

- IUPUI Sport Complex sponsorship revenue increased 56% in FY15. The Sport Complex also saw great growth in the number of sponsors to a total of 21, a 320% increase. New sponsors include Marsh, Citizens Energy, TYR Swimwear, and Indy's Child Magazine.
- Food Services added another new national brand to campus. Erbert & Gerbert's launched January 2015 for the start of the spring semester. In addition, two restaurants in the food court were refreshed, Grill Nation and Crisp. Grill Nation, a hand-pattied burger concept with fresh cut French fries; and Crisp, a fresh made to order salad concept with fresher ingredients and house-made dressings.
- Food Services hosted their first Red Carpet Event during Jagtag's Weeks of Welcome Event. In an attempt to increase social media followers and raise awareness of campus-wide food programs, Food Services offered a fun, interactive area for students to try new foods and take selfies!
- Barnes & Noble saved students more than \$1.4-million by offering sales choices of rental and used textbooks.
- Campus Card Services expanded its card program to encompass the Columbus Campus, enabling IUPUI and IUPUC students the ability to use their card as payment on both campuses.
- Campus Card Services hosted the first annual IU Campus Card Users Group with key contact personnel for card service operations at IUB, IUN, IUK, IUE, IUPUI, IUSE, and IUPUC.
- Food Services infused many corporate programs into dining services this year, most notably the Celebrity Chef Series. Utilizing Chartwells' partnership with several Food Network culinarians,

recipes developed by famous chefs from well-known television shows were used and featured. These events proved to be some of the most popular meals of the year.

- Miles Printing, the new print services vendor at IUPUI over an 11-month period earned 77% more commissions than the previous print vendor. Additionally, quality metrics were greatly improved at 99.3% over the same period, and the on-time delivery metric held steady at 99.26%.
- The U.S. Post Office on campus continues to be in the top 10% of highest retail contract stations of the 550 contract stations in the State of Indiana and provides high quality, valued services to the campus community.
- Barnes & Noble Bookstore redesigned the rush flow to become a more customer-friendly set-up resulting in a 50% reduced wait time and increased web order service to \$350,000 over the previous year.
- Barnes & Noble @ IUPUI was named the Winner of the 2015 Social Media Award from Barnes & Noble for boosting social media presence by 50% and offering weekly hyper local engagement postings.
- Barnes & Noble Bookstore generated a new revenue stream by successfully launching and selling in 2015 the first “Graduating Class” T-shirt which listed every graduate’s full name on the back of the shirt.

Finance

- Office of the Bursar launched a pilot program to allow students who have a prior past due balance and excess current term Title IV aid to register upon completion of a payment agreement. Federal regulations do not allow for the collection of prior year balances from the current term aid, but when the student commits to paying prior year balance they are eligible to enroll. This program could potentially increase retention and on-time degree completion.

2. Transparency

3. People

Administrative Services

- The Office of Technology Services offered internship program (2-4 students each semester) for The School of Engineering and Technology’s CIT Program/Living Lab students which provides the opportunity to have real world IT experience in an enterprise environment while earning academic credit.
- The Office of Sustainability offers three internship opportunities for students to gain practical experience in developing and managing sustainability-related projects and programming. Two interns, IUPUI Campus Kitchen Director and Urban Garden Manager, focus on reducing food waste/hunger relief and urban gardening/sustainable gardening techniques. The third student interns focuses on developing and marketing programming to include recycling and sustainable-related transportation.

Auxiliary Services

- Event Services offered an internship for a Tourism, Conventions and Event Management (TCEM) student providing a hands-on experience in the industry related to their academic focus.
- Event Services engaged with students providing support and guidance for student-led events, such as TCEM Game Day Event (fall), TCEM Championship Tribute (spring), Asian Heritage Dinner,

School of Medicine Hunger Banquet, Starry Night Program – Korean Gospel Show, and Housing End-of-Year Banquet.

- The IUPUI Sport Complex employed over 60 IUPUI students during FY15 in various roles including lifeguards, pro shop staff, Learn to Swim lesson instructors, and day camp counselors.
- The IUPUI Sport Complex developed an internship program that will be launched in fall 2015. The intern will focus on learning how to develop business relationships and promote sponsorships.
- The Center for Young Children continues to be a strong supporter of student employment by having 50+ IUPUI students serving as part-time caregivers throughout the year. These students receive valuable hands-on experience that not only serves the needs of the CYC children, but also helps prepare them for their future careers.
- Barnes & Noble trained and developed four IUPUI student employees. Upon graduation of the program, they are guaranteed a position within a Barnes & Noble store of their choice and awarded a \$2,000 bonus.

Finance

- The Finance Office coordinated financial systems training for IUPUI. This included Quali Financial Systems training for Balance Inquires, Disbursement Vouchers, Financial Processing, and Travel as well as IUIE Training and Budget Construction training. The Office conducted over 50 sessions throughout the year.

4. Environment

Auxiliary Services

- The IU Natatorium introduced a new website dedicated solely to renovation news, updates, and photos in FY15: www.iunat.iupui.edu/renovation

Campus Facility Services

- Partnered with University Information Technology Services (UITS), University Architect's Office (UAO), Enrollment Services, Center for Teaching and Learning, Space Information, Adaptive Educational Services, Science, Academic Affairs, Biology, Radiology & Imaging Sciences, Public & Environmental Affairs, School of Medicine Facility Planning & Operations to develop classroom designations, identify classroom projects for R&R, identify and develop grant requests, discuss future classroom space and infrastructure requirements, identify, prioritize and coordinate classroom furniture and infrastructure projects funded by the Undergraduate Classroom Modernization budget.
- Led campus Classroom Committee to develop process to plan and implement classroom renovation projects utilizing the Undergraduate Classroom Modernization funding. A total of six classrooms in Business/SPEA, Cavanaugh Hall and Education/Social Work buildings were updated in FY 2015.
- Teamed with UAO and Campus Housing in the development of general inventory classrooms in the new North Hall.

5. Resources

Auxiliary Services

- Mail Services continues to offer high-quality, valued services on-campus as well as throughout the community. The Memorandum of Understanding (MOU) with Marion County Clerk's Office was renewed, which represents about \$150,000 in gross annual revenue.

6. Partnerships

- Multiple Finance and Administration Offices, Office of Sustainability, CAMPUS FACILITY SERVICES Parking and Transportation Services, and Card Services, collaborated on a university-wide effort to launch Campus Commute service in February 2016, a commuter shuttle between IUPUI, IU Bloomington, and downtown Indianapolis. Available to all students, staff and faculty and the general public, the bus has a capacity of up to 55 riders per trip. Ridership has continued to increase each month with an average of 729 riders/month. IU can save \$46/employee in travel reimbursement for an IUPUI-IUB roundtrip. Along with cost savings, the miles involved make sustainability a key feature of Campus Commute. News highlight: <http://inside.iupui.edu/editors-picks/campus-life/2015-01-13-campus-commute.shtml>

Administrative Services

- The Office for Intergroup Dialogue and Civil Community partnered with numerous campus offices to develop and facilitate a public forum on the topic of law enforcement and race relations, entitled “Your City, Your Community, Your Change: Is Indy Next?” which was attended by over 200 students, employees and community members.
- The Office of Intergroup Dialogue and Civil Community partnered with the Office of Student Involvement (OSI) to facilitate public forums about same-sex marriage and the impacts of Indiana’s Religious Freedom Restoration Act on the LGBT community, and to support student Social Justice Scholars through weekly advisory meetings to help them prepare and facilitate monthly “The Shop” dialogues on social justice issues.

Auxiliary Services

- Campus Card Services successfully completed the system integration with IU Northwest. IUN now operates a fully functional card program and is the 5th regional campus to partner and share resources with IUPUI Campus Card Services.
- Jagtag partnered with Student Affairs Educational Partnerships and Student Advocacy to host the fifth annual Jagtag Campus & Community Connections Fair during Weeks of Welcome. The fair had over 3,000 in attendance and featured about 60 vendors/departments promoting their connections with Jagtag.
- Food Services hosted, sponsored, and supported many campus-wide student events, and faculty and staff events and initiatives, including the New Student and Family Welcome Dinner, Healthy IU Fresh Produce Market, The International Festival, Campus Kitchens, Flip the Script, Chancellor’s Farewell Address, and many more.

IUPD

- IUPD Indianapolis in collaboration with IUPUI Student Affairs, Student Conduct and Indianapolis Metropolitan Police Department Community Relations Off-Campus Community Committee has established the “Off-Campus Community Committee”. The committee has been established to partner and discuss various trends and safety issues that are affecting our students living off campus. Through these conversations and open communication lines, we will be able to better serve students, the institution, and the Indianapolis community.

B. Advances in Health and Life Sciences

1. Value

Auxiliary Services

- Center for Young Children developed and beginning in August 2015 will offer a valuable and unique STEM (Science, Technology, Engineering, and Mathematics) classroom learning experience designed to nurture the inquisitive nature of 3- to 6-year olds. Children who enroll will be engaged in a fun and exciting learning method, the scientific inquiry method, where they will be able to observe, examine, question, analyze, and find answers to understand this world.

2. Transparency

3. People

4. Environment

5. Resources

Campus Facility Services

- Assisted the School of Dentistry in locating temporary clinic space in the Regenstrief building.
- Assisted the School of Public Health and School of Health & Rehabilitation Sciences to find appropriate space to reduce leases in rental properties.

6. Partnerships

Auxiliary Services

- The Center for Young Children has served as a laboratory for several health-related programs on campus. Physical/Occupational Therapy students have participated in practice testing on the children. Nursing students have taught mini-lessons on handwashing techniques. Dental students have prepared demonstrations on keeping teeth healthy, which included a visit from the “tooth fairy.”

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

1. Value

Campus Facility Services

- Developed cost allocation model to support internal rates for parking permits and related services charged to university accounts.
- Restructured Parking and Transportation Services accounting office and developed new business processes to reconcile and distribute enterprise parking income at central location for the implementation of IU’s new one-instance parking system.

2. Transparency

Campus Facility Services

- Developed the utilities financial system to serve as a campus utilities dashboard. Implemented method to auto-feed system from billing/usage data.

Finance

- The Budget Office worked with the IUPUI Scholarship Office to realign the financial structure of financial aid budgets and awards to ensure transparency in financial aid reporting for the campus.

3. People

- The Division of Finance and Administration developed and operationalized a half-day New Employee Orientation attended by new employees in the division. The program provides a personal welcome to new employees by highlighting resources and services on campus (ex: OEO, Staff Council, JagTag, Food Services) as well as divisional-based resources (ex: IT support). This program compliments the existing campus new employee orientation maximizing the success of our new employees.
- The Division of Finance and Administration created a divisional employee recognition program, the Service with Distinction Award. The Finance and Administration Service with Distinction Award recognizes and rewards Finance and Administration employees for demonstrating the standards and behaviors outlined in the Service with Distinction IUPUI model in an effort to provide excellent customer service to all customers.

Administrative Services

- The Office for Intergroup Dialogue and Civil Community facilitated three faculty/staff IGD dialogues, including two on race and one on gender. The gender dialogue involved IUPUI executive leaders, including Vice Chancellors, Associate and Assistant Vice Chancellors, Deans, and others in executive leadership roles, who focused on issues of gender equality and inclusion and the recruitment, advancement and retention of women on campus.

Campus Facility Services

- Continued Campus Facility Services Advancing Your Career training for biweekly employees, which focuses on internal career paths, application and resume guidance, and improved interview performance, with approximately 90 employees attending since series' summer 2013 inception. Evaluated training series to increase focus on career paths, including current development of recommended training pathways for Campus Facility Services positions.
- Partnered with Office of Intergroup Dialogue & Civil Community to develop training for Campus Facility Services over civility, intergroup dialogue over positional status, and micro inequities, with planned pilot scheduled for August 2015. Dialogued with Human Resources Administration Organizational Development & Training, Office of Equal Opportunity, and Office of Diversity, Equity & Inclusion, during developmental stages of this training.

4. Environment

Administrative Services

- The Office of Sustainability manages and supports Campus Kitchen at IUPUI which has been in operation since October 2014. Thanks to the work of 170 student volunteers, over 2120 pounds of unused, quality food have been rescued from partners like IUPUI food services. These volunteers have created 1110 nutritious meals from recovered food, all of which have been served to those in need. Campus Kitchen currently serves Wheeler Mission Men's Shelter and Wheeler Mission's Women's and Children's Shelter, located in downtown Indianapolis. News highlight: <http://inside.iu.edu/features/videos/2015-04-22-campus-kitchen-iupui.shtml>

Campus Facility Services

- Campus Facility Services initiated and began design for two lighting projects: Sports Complex Parking Garage and the Ambulatory Care Outpatient parking garage. New lighting will reduce energy usage and improve the quality of lighting.
- Campus Facility Services partnered with various IUPUI Departments/Schools to facilitate tree plantings throughout campus to include National Arbor Day tree planting, NCAA Final Four tree planting and cherry tree dedication at Taylor Hall (south lawn) dedicated to Chancellor Bantz.
- Campus Facility Services partnered with UAO to determine which Wishard buildings should be demolished.

5. Resources

- Finance & Administration performed multiple financial analysis of Wishard properties, carrying costs and renovation costs to assist in determining utilization of properties.

Campus Facility Services

- Aggressively reduced energy use in the old Wishard Complex.
- Transferred Psychiatric Research building to Health and Hospital Corporation nine months early.

Finance

- The Office of Finance in collaboration with the Resource Planning Committee and the RC Fiscal Officers initiated a review of the support unit assessment methodology to determine whether the appropriate measures are identified for the allocation of assessments to Schools.
- The Budget Office coordinated the development of the financial templates utilized for the Budget & Planning sessions with IUPUI RC's. We continue to solicit feedback to improve the process for both units as well as administration.
- The Budget Office reviewed and realigned organizational structure to provide fiscal support for the new Community Engagement and Undergraduate Education units, as well as for IUPD-IN and Environmental Health and Safety.
- Financial Services and Human Resource Management partnered to create a more efficient electronic document retention practice.
- Financial Services Payroll Department participated in testing for the PeopleSoft HRMS 9.2 upgrade that occurred in June 2015 as well as testing of FINS, a university-wide system for international employees' data collection for tax treaty benefits.
- The Bursar Office worked with Office of Technology Services in conjunction with Indiana Department of Revenue to successfully initiate a pilot program, Indiana State Income Tax Refund Offset program, by which an individual's state tax refund will be offset by any overdue balance on the IUPUI Bursar account. This practice provides another method for collection of debts that had

previously been deemed uncollectible and could potentially decrease the receivables/write-off for IUPUI and contribute to the fiscal health of the Campus.

- Financial Services Surplus Department worked with Office of Technology Services to implement phase 1 of an online Surplus Pickup Request system that will feed into an online inventory system. The system will enhance inventory reporting and facilitate redistribution of items across campus.
- Financial Services Surplus Department purchased a hard drive shredder to facilitate secure destruction of hard drive devices and ensures compliance with university guidelines. This replaces the previous process of contracting for destruction.

6. Partnerships

- Finance and Administration units, Campus Facility Services and Auxiliary Services, collaborated with IUPD-IN and IU Emergency Management IUPD-IN to facilitate the planning and operations for the Indy Eleven 2014 Inaugural Season. The inaugural year of the Indy Eleven partnership provided a year of excitement as over 150,000 fans made their way to Michael A. Carroll Stadium in FY15.

Administrative Services

- The Office of Sustainability partnered with the NCAA to make sustainability a focus of the 2015 NCAA Men's Basketball Championship in Indianapolis. IUPUI was able to collect 436 pounds of plastic bottle caps in the Buddy Bench for School Benches program; these caps will be turned into a park bench for a local IPS school. IUPUI Office of Sustainability also coordinated the planting of 26 trees across public spaces and university campuses in Indianapolis as a part of the NCAA's tree planting initiative. News highlight: <http://inside.iupui.edu/features/stories/2015-03-31-final-four.shtml>

Auxiliary Services

- The University Tower/Hine Hall Conversion Project was selected as a Tour Site for the National Association of College Auxiliary Services (NACAS) Regional Conference. Dining was a key factor to the success of their Driving Innovation Tour. In fact it was so successful that NACAS has asked to tour IUPUI again next year as part of their annual national conference.
- The Center for Young Children, in partnership with the Indianapolis Area Chapter of the Indiana Association for the Education of Young Children, welcomed world-renowned early childhood expert, Dr. Lillian Katz, for a two-day workshop entitled "STEM and the Project Approach."
- IUPUI Food Services' Canteen Vending program worked closely with Healthy IU to pilot a program that will increase the number of healthy vending products offered in a handful of key vending machines on the IUPUI campus. Nine machines were chosen to best accommodate the locations of the survey respondents who participated in a Healthy IU survey, which was given during the Fall 2014 Health & Benefits Fair and specifically addressed healthy vending options.
- The IU Natatorium hosted a full calendar of events in FY15 bringing local, national, and international attention to Indianapolis and the IUPUI campus with approximately 100,000 visitors. These events included the NCAA DII Swimming & Diving Championships, the IHSAA State Championships, the Speedo Champions Series, and the YMCA Nationals.
- Event Services managed 240 events, conferences, and programs at Hine Hall and University Tower, with approximately 25,000 attendees. A few high profile events included Simon Cancer Center Research Program, FATE – Foundation Arts in Theory in Education (Herron), Indiana State Annual Bursar's Conference, IACUBO Annual Conference, President McRobbie State of University

Address, Chancellor Bantz State of the Campus Address, Purdue University Board of Trustees and Chancellor's Honors Convocation, Midwest Financial Aid Group (MASFA), and Department of Health ESF-8 Conference

- Michael A. Carroll Stadium continued to host such great events in FY15 as the IHSAA Soccer Championships, the U.S. Track and Field Paralympics Wheelchair Track event, the Joseph Maley Foundation 5K run/walk, and the Catholic Youth Organization's Track and Field Championships. The stadium renovation had a tremendous impact, and daily usage grew 30% in FY15.

Campus Facility Services

- Represented IUPUI in the city of Indianapolis' New York Street conversion to two way traffic project.
- Participated in the planning and installation of the "Talking Wall" sculpture on the IUPUI portion of the Cultural Trail. (Sculpture to be installed in fall 2015.)
- Partnered with the NCAA and the city of Indianapolis in planning the NCAA Music Festival in April, 2015.
- Opened and began operating University Hall. Assisted with the move management portion of relocating the occupants of the Administrative Office building, School of Philanthropy, School of Social Work, Indiana University Foundation, Alumni Relations, Office of the Vice President and General Council, and the President's Office.

IUPD

- IUPD Indianapolis participated in a "Community Conversation" meeting discussing the Indianapolis Downtown area as part of a continuation of Indianapolis Public Safety Director Riggs and Indianapolis Metropolitan Police Chief Hite's initiative to Reduce Crime-Reduce the Fear of Crime-Improve the Quality of Life.
- IUPD-IN officers with special training and equipment for radiological detection participated in "Mutual Aid for the Indianapolis 500" race day operations supporting the Speedway Police, Indianapolis Metropolitan Police Department, the Indiana State Police and other public safety agencies providing radiological detection capabilities and patrol.

Finance

- The Bursar Office collaborated with Enrollment Management and the Degree Completion Office to review and make recommendations to allow registration for students who are within two semesters of graduation, have a successful GPA, but have past due bursar account balances which would normally prevent registration and completion of their degree.