

**Division of Finance and Support Services
FY 07 Accomplishments and Disappointments**

Accomplishments

Enhance our customer service focus by continuously reviewing our core processes and implementing new services.

Improved core processes

Continued to expand the usage of the Bobcat Bucks program to additional off-campus locations. Currently Bobcat Bucks are accepted in over 50 locations in San Marcos. Added snack vending and beverage machines. Amount of money students deposited into their accounts more than doubled this year versus last. Opened the Wells Fargo branch and ATM in September 2006, full teller services added in June 2007. (Auxiliary Services)

Expanded the Additional Duty Safety Officer (ADSO) program by adding more than thirty new ADSO's, bringing the total to 110 and also conducting annual training for each. The ADSO's serve as part of the safety network for the EHS&RM office to identify risks and potential safety issues in each of our buildings on campus. (Environmental Health Services Safety and Risk Management)

Revised the laboratory inspection program by conducting inspections of each laboratory on monthly basis. Labs with no deficiencies three months in a row will be changed to a quarterly schedule. This system will be kicked off in June. There are currently 210 labs on campus and the primary focus of the audits is working with the faculty and staff to conduct chemical inventories and improve the management and housekeeping of each lab to meet the requirements of the OSHA Laboratory Safety Standard. (Environmental Health Services Safety and Risk Management)

Enhanced the Occupational Health and OSHA compliance programs by conducting daily visits to those areas where the highest number of personal injuries have occurred and providing consultations and training as needed to supervisors and the injured employees. (Environmental Health Services Safety and Risk Management)

Expanded landscape maintenance contracting to meet the needs of the campus. Require contract mowing to be done as much as possible on weekends to minimize disruption during the week. Increased use of roll-off dumpsters during resident hall move-ins and move-outs to accommodate large volumes of trash (Facilities)

Implemented a retention schedule to reduce the number of hard copy files retained in Custodial Operations. Creating electronic documents and going paperless where appropriate (Facilities)

Streamlined the process for committing funds for FPDC Special Projects, saving several steps and days in awarding construction contracts (Facilities)
Seven percent of E&G buildings are now using environmental friendly green cleaning chemicals (Facilities)

Improved Facilities computer network availability by consolidating servers and routers into a centralized systems control office. Improved reliability of network operations. Enhanced physical security of network hardware assets. Saved university funds by freeing up space to accommodate growing FPDC staff. (Facilities)

Opened a front desk area to improve visibility to Accounts Payable. Improved the entry and processing of invoices (with and without purchase orders) to reduce interest and to reduce overtime during critical times (Christmas and Spring Break). (Financial Services)

Through the collaborative efforts of Purchasing and Accounts Payable, improved the procurement process for rental car vendors (Enterprise Rent A Car and Advantage Rent A Car) to expedite rentals and payment of the same. (Financial Services)

Revamped Tuna Tuesday meetings to address purchasing and payables issues from the campus community. Rather than only purchasing and payables staff, super users and academic budget specialist have discussed SAP and procedural issues with the procurement process. (Financial Services)

A new Accounting Clerk II position for Accounts Payable was filled to assist with travel processing. A Travel Fair was held at the LBJ Student Center Ballroom to promote state contract and routine travel agency, hotel and rental car vendors. Provided specialized travel training to departments across campus. Met with JPMorgan Chase to institute a corporate liability travel card which will replace travel advances and assist group travel. Pilot began May, 2007. (Financial Services)

Implemented new SAP security process for Account Managers for new accounts and changes. SAP Security UPPS was written. Automated employee vendor creation process. Began vendor master clean-up, 10,500 inactive vendors were marked for deletion. (Financial Services)

FI Master Data center was established and staff in now in one location. Completed REQ to CHECK manual for campus. Created training CD for campus including Req to Check, PCard, COOL and HUB. The process is much more cost effective than original hard copy manuals. PCard training manual was updated and refresher course established. Improved the purchasing training program. Purchase Order (PO) distribution process standardized. Organized a Staples/SAMs Club vendor show – Staples brought several HUB vendors they use to increase awareness. Purchasing established a stronger working relationship with Cooperatives, including E&I, DIR and US Communities. (Financial Services)

The Annual Surplus Property Auction grossed about \$45,000 and for the first time ever, titles for surplus vehicles were transferred to the individuals who purchased them on the actual day of the auction. (Financial Services)

The e-payment fee was eliminated in April, 2007 resulting in increased usage of web payment. Student Business Services completed programming and web scripts were revised in time for Summer I billing. Web payments increased by 15% for the summer I payment compared to the previous year. (Financial Services)

Student Business Services worked collaboratively with Residence Life to revise the Emergency Housing Loan process. The new process eliminated several steps in the process as well as eliminates cutting checks resulting in a more customer friendly process. (Financial Services)

Student Business Services revised the process for internal billing on tuition adjustments, eliminating the need for checks to be prepared. SBS revised the state refund reimbursement process to eliminate the overdrafts to "Bank17." SBS reorganized the loan fund account coding to facilitate automating the AFR. (Financial Services)

Payroll staff taught SAP Salary Fringe Report classes to campus attendees during the fall 2006. The Pre-Note Process ended in December 2006. Printing of Remuneration Statements stopped in February 2007. (Financial Services)

Continued work with President's Cabinet and divisional vice presidents to implement a market driven pay increase for Texas State employees to be effective June 1, 2007. Work included securing and providing counsel for updated pay plan relationships, recommendations on how to allocate funding provided by President's Cabinet, running various cost scenarios based on 05, 06, and 07 data to meet funding provided by President's Cabinet (included providing CUPA data for Athletics positions by NCAA division), and recommendations to implement a continuous budgeting process to provide for market driven faculty and staff pay increases in the future. (Human Resources)

Implemented a comprehensive validation program for job titles requiring degrees and employee testing. (Human Resources)

Outsourced the University's mediation program to the Dispute Resolution Center of Travis County and formally discontinued the University's past practice of training and using University employees as mediators as recommended in UPPS 04.04.41. (Human Resources)

Implemented as recommended in UPPS 04.04.03 "Special Staff" hiring procedures for employment of individuals in a regular status but for a defined period of time. (Human Resources)

Completed 137 job audits (56 New Position and 81 Reclassification). Reviewed/revise 20% of all pay plan title job specifications. Reviewed/revise 14 UPPS's, 3 FSS/PPS's, 1 HR/PPS. (Human Resources)

Coordinated with the Student Health Center to transition new faculty and staff work-related injury cases from Student Health Center treatment to other providers in the San Marcos area. (Human Resources)

Combined Benefit Replacement Pay (BRP) into base salary and created eligibility records. (Human Resources)

Assumed responsibility from the FAS team for the content and providing of SAP Time Administration and Managing Positions and PCR's in SAP training courses. (Human Resources)

Implemented a six month automatic "application expired" purge of applications in the EASY system. (Human Resources)

New services will be implemented to meet the needs of our customers

Started a departmental paper re-sale program using a HUB vendor that will provide over \$100,000 in HUB credit to one vendor for one single commodity. Implemented the copier services right sizing program providing cost savings and work efficiencies to those that have participated. Approximately 75% of the old walk-up copier fleet has been converted to departmental multifunctional devices. (Auxiliary Services)

Awarded students who use Bobcat Bucks for Bookstore purchases a 5% discount on most purchases including textbooks. The University Bookstore had the highest total sales using Bobcat Bucks totaling \$50,000 for the academic year 2006-2007. Our off-campus competitor generated only \$13,000 in Bobcat Bucks sales during the same time period resulting in almost a \$4 to \$1 advantage for the University Bookstore. (Auxiliary Services)

Formed a partnership with the San Marcos Fire Department resulting in 1) fire safety training for staff and students (RA's) of Residence Life at the beginning of each semester with the primary focus of providing instruction about emergency evacuation, emergency response and fire fighting procedures, 2) monthly visits to the campus for building familiarization to enhance the emergency response process, and 3) access to a variety of sampling and testing equipment by Environmental Health, Safety and Risk Management to be used to respond to health and safety situations on campus. (Environmental Health Services Safety and Risk Management)

Developed and implemented a Hazardous waste management and chemical handling training program for faculty, staff and students who work with and handle chemicals in a laboratory and industrial environment. Included in this program was Hazardous Communication (HAZCOM) training which was identified as a deficiency by the Audit and Compliance group. The training will be ongoing as new employees are hired. Twelve tons of hazardous waste and ten tons of Class 1 waste were collected from twenty-three waste locations on campus for disposal at a permitted offsite facility. There were no accidents or spills during waste collection and transport. (Environmental Health Services Safety and Risk Management)

Developed and implemented a Bio safety training program for faculty, staff and students who work with biological agents. Included in the program was the development of an Exposure Control Plan for specific regulated activities and Blood Borne pathogen training. (Environmental Health Services Safety and Risk Management)

Developed, implemented and conducted a Student Employee Safety Orientation training program for each student employee. The initial program was conducted at the LBJ Center with over 100 student workers in attendance. The program is also offered on the TRACS system and EHS&RM is working with Career Services to implement the program. The intent is that every student employee will complete this program within 30 days of employment. (Environmental Health Services Safety and Risk Management)

Awarded two Indefinite Quantity contracts to engineering firms which will be used to expedite the design process for emerging requirements. Both awardees are HUBs (Facilities)

Investigated new technologies in HVAC design with the intention of updating construction standards to include new energy savings technologies (Facilities)

Developed new Facility Focus interface package to allow Macintosh users to access Facility Focus. Developed and field testing e-mail notification system to provide customers near real time notification of status changes on Facility Focus work requests. (Facilities)

Implemented new gasoline credit card system. Issued over 200 credit cards, developed billing systems to properly bill customers across campus. Developed new reports for customers to enhance their ability to reconcile fuel bill and spot potential fraud. (Facilities)

TSUS payment compliance project implemented (47% vendors in compliance, 1100 vendors signed up for payments by ACH. (Financial Services)

Implemented new process to send international wire transfers for travel abroad, saving a trip to bank to process manual check. (Financial Services)

Student Business Services implemented the Graduate Teaching Assistant Tuition Adjustment in fall 2006 which required programming for new functionality and was completed in short time frame to accommodate need for training for Graduate Teaching Assistants required by SACS. Implemented Electronic Course Fee and International Operations Fee in fall, 2006. The off-campus fee was eliminated as of summer 2007 and programming for the change was completed and tested in time for the summer bill production in April. The programming for new athletic fee and elimination of course fees for the fall 2007 semester has been completed. SBS implemented an automated Excess Hours economic hardship waiver to comply with Coordinating Board rules. (Financial Services)

Student Business Services implemented EFT (direct deposit) for tuition and fee refunds and financial aid residuals in October, 2006 with a web based self service application for enrollment in the service. (Financial Services)

Student Business Services assumed responsibility from Admissions for review and approval of nonresident tuition waivers for Student Employees, Competitive Scholarship Recipients., Active Duty Military and Adjacent County residents. SBS updated forms and procedures, notified departments and students, and provided training for staff. Students now deal with just one office instead of two. (Financial Services)

Student Business Services collaborated with Financial Aid Office in the design, testing and implementation of on-line application and electronic promissory note for the Emergency Tuition Loan Program (ETLP) which will be placed in production in May. Students will no longer be required to apply for an ETLTP in person. (Financial Services)

Student Business Services assumed responsibility for the Integrated Financial Services Report required by the Texas Higher Education Coordinating Board. Reporting parameters changed significantly this year and SBS worked with THECB to incorporate the revisions and complete the report within deadlines. (Financial Services)

Student Business Services automated the application fee payment for common applications resulting in more efficient process for Admissions and Graduate College. (Financial Services)

Student Business Services set up a SharePoint site to assist in prioritizing and managing projects for SBS. (Financial Services)

Email billing notices for Emergency Tuition Loans (ETLP) were implemented. Student Business Services reassigned 31 defaulted Perkins accounts to the Federal Government. Collections completed a reconciliation of all comptroller warrant holds for the first time and implemented a process for annual reconciliations. (Financial Services)

Contract Compliance coordinated the execution of a discounted ad rate contract with San Marcos Daily Record which will allow departments placing ad inserts to realize a 25 % discount over what they had previously been spending on ads. Contract Compliance coordinated the establishment of a group purchasing agreement with HPPI for the Student Health Center for healthcare related purchases. (Financial Services)

Payroll participated in the addition of the “My Bank Portal in SAP” in December 2006. Payroll participated in the implementation of the Regent’s Electronic Payments Directive resulting YTD in 93% participation in direct deposit for those paid monthly and 69% for those paid semi-monthly. (Financial Services)

Appointed a current HR staff member to serve as a Work Life Coordinator for 20% of her job. (Human Resources)

Implemented an extensive criminal history background check program for regular staff employees utilizing a third party vendor as recommended in the new Background Check UPPS. Also initiated criminal history background checks for non-student non-regular staff employees utilizing the Texas Department of Public Safety database. (Human Resources)

Continued research and investigation for a tax plan for highly compensated employees for Texas State and other TSUS employees. (Human Resources)

Implemented a conscribed email list for Department Heads and Administrative Support Staff. Also worked with IT and University Advancement to create a conscribed email list for faculty and staff retirees. (Human Resources)

Implemented the Opt-Out Credit as directed by ERS for employees who waive health insurance coverage. (Human Resources)

Presented two Managing @ Texas State courses for staff, designed an academic version of the course at the request of the Provost for Deans and Chairs, and identified initial delivery dates of the academic course to be in September 07. (Human Resources)

Created a new report to assist department heads and time administrators in tracking of time not reported by employees (ZNOTIME). Created a new, more flexible and comprehensive report on retirees for University Advancement. (Human Resources)

Implemented a Roth 403b retirement/savings option under Tax Deferred Accounts (TDA). (Human Resources)

Conducted one intervention investigation (Financial Aid) at the request of management to determine climate in employee work environment. (Human Resources)

The organizational structure and processes of each FSS unit is deemed as meeting the needs of its customers and is supportive of the university mission.

Financial Services was reorganized. Positions were reviewed to determine if the duties were in the correct office. A Contract Compliance office was created. Purchasing was moved under Accounting. Payroll and Student Business Services became independent offices no longer reported to Accounting. A new position of Treasurer was created and filled. (Financial Services)

Assumed responsibility of the following programs from Facilities Services: Asbestos, Indoor Air Quality, Mold and Lead. Assumed the responsibility for the administration of the insurance and loss prevention programs on campus and for coordinating each of the programs with the State Office of Risk Management. (Environmental Health Services Safety and Risk Management)

Assessment is used for continuous program monitoring and improvement

Conducted a Work-Climate Survey within the Facilities Department and discussed results with supervisors and all departmental employees (Facilities)

Participated in the FSS Customer Satisfaction Survey and implemented changes suggested by the survey (Facilities)

FSS 2006 Customer Satisfaction survey had a 90% or above satisfaction ranking for Cashiers and Collections. (Financial Services)

In response to 2004 Triennial HR Customer Satisfaction Survey comments for a faster audit turnaround time, HR Office resources were reallocated to the audit process. Audit turnaround time was reduced from 25-30 days to 8-10 days or less. The audit turnaround time for FY 07 has been maintained at the 8-10 days or less level. The Triennial HR Customer Satisfaction Survey was revised and distributed in April 2007. Conducted a survey of Deans and Chairs to determine what content needs to be included in the new academic Managing @ Texas State course for Deans and Chairs. (Human Resources)

Participated in a facilitated process to document PCR Processing with Faculty Records, Career Services, Budget Office, Grants, Accounting and Payroll staff. Recommendations resulting from the process include establishing a Master Data Center in the Human Resources Office. (Human Resources)

Use of web based communication for the purpose of keeping our customers and stakeholders informed.

Division web pages were prepared for transition to the university's web content management system. (VPFSS Office)

Improvements were made to the travel web site, primarily adding a link to the Texas State main web page under the Faculty/Staff toolbar. (Financial Services)

The Payroll web site was updated. (Financial Services)

Created the Office of Contract Compliance website. Drafted contract processing checklist for End Users to use when preparing contracts. (Financial Services)

Developed and implemented a checklist on the web to assist departments in requesting and processing organizational changes in SAP. Published an online organizational change request form for supervisors. Redesigned the Human Resources web site to provide better navigation and more comprehensive information. Initiated contacts with University Marketing to obtain assistance to further refine the HR and EASY web sites after determining these sites receive over 250,000 hits per year which make them the fifth most visited sites at Texas State. (Human Resources)

Protect the financial integrity of the university by safeguarding the university's assets, ensuring efficient use of university resources and compliance with regulatory authorities.

Operations will be managed with available resources

Re-negotiated a long-term contract extension with the beverage provider, Coke-Cola Company, for an additional eight year term securing \$300,000 in sponsorship funds and additional revenue through vending commission. Fall residence dining meal plan sales were the highest ever with more than 6,400 meals plans sold. Nearly 6,000 meal plans were sold in the spring semester. Residence dining meal plan prices will remain at current levels for the next academic year. This marks the fifth year in six that the price of the residence dining plans were not raised. (Auxiliary Services)

Successfully moved all services; printing, duplicating and mail, under one manager and moved the mail services operation to Printing Services in order to take advantage of economies of scale. Secured a pre-sort mail services contract that reduced the price of university first class mail by \$.019 per piece. (Auxiliary Services)

Generated sales that currently project total store revenue for FY 2007 to exceed \$9,000,000. Worked with our local Texas House Representative's office, Patrick Rose, to exempt University owned and operated Bookstores from SB 114 and HB 2009 that would have allowed our off-campus competitor to access our student orientation programs. (Auxiliary Services)

Successfully negotiated a one year extension to the maintenance service contract at RRHEC and preparing to extend the contract for one additional year (Facilities)

Converted chilled water treatment program to use more environmentally friendly chemicals at a reduction in operating costs. Installed advanced electronic controls to minimize chemical usage, added instrumentation for corrosion measurement, and added a chemical tote system to eliminate on-site storage of barrels of chemicals (Facilities)

Changed Natural Gas supplier to the Government Land Office. Negotiated a reduction in the standard markup at an estimated savings of \$400,000 per year (Facilities)

Successfully negotiated with the City of San Marcos to include the university's required fire hydrant testing into the City's ongoing program at no cost to the university (Facilities)

Upgraded the Energy Management System front end control stations to ensure continued ability to monitor and control energy in major campus facilities (Facilities)

Completed upgrade of fluorescent lighting in Alkek. Upgrade of fluorescent lighting in Derrick for energy efficiency is in progress (Facilities)

Implemented Edwards Aquifer Authority Best Management Practices for irrigation, conserving water while maintaining landscape appearance (Facilities)

Completed 14,263 emergency, routine and standing work requests. Completed 5006 preventative maintenance work requests (Facilities)

Continued investment in alternate fuel capable vehicles, purchasing five E-85 (ethanol) vehicles for facilities and three for other departments. (Facilities)

A new Accountant II position in Financial Reporting for Plant Funds was created to better monitor plant funds. The position was created from salary savings and eliminating an interim position. A new Accountant II position in Financial Reporting for Cost Transfers, IDT processing, and Research is in HR for audit. The position was created from an Accounting Clerk II vacancy and permanent salary savings. A new Accountant I position for Accounts Payable was created and funded by previous clerical positions and filled to assist with bank reconciliations, payment runs and State accounting functions. (Financial Services)
Payroll issued 8800 plus annual W-2's for calendar year 2006. Payroll issued 39 annual 1042's for calendar year 2006 to Nonresident Alien faculty, staff and students. Payroll processed 50,359 ACH/Direct Deposits and 12,588 checks year to date. (Financial Services)

Improved, accurate and timely dissemination of financial and other information

Produced the College Space Book, Utilization of Instructional Space Report for Fall 2006, and the Federal Indirect Cost Facilities Use Report from data in the facilities and room inventories, schedule of classes, and university fact book. (VPFSS Office)

Integrated GIS technologies into campus management, especially in the fields of space planning and location analysis. Provided the campus community a wide variety of custom maps and site analysis using aerial photography, including construction site maps, easements for Board of Regents motions, walking tours, ADA paths and campus recreation sports field. (VPFSS Office)

Extensive work was done on the Endowment accounts and related Restricted accounts. Files reviewed and documentation gathered to support distributions. Allocation of interest earning was automated for non endowment accounts. Spending Policy was established and based on policy SAP system allocated to all applicable accounts. Spending Policy determined for FY07 and FY08 and shared with the Deans and University Advancement. (Financial Services)

Improved upload information from JP Morgan (SDOL) to insure accuracy of payment and allocation to correct Departments. Cleaned up old outstanding issues with PCard purchases. Currently bill reconciles to allocation to Departments. (Financial Services)

Completed the 2006 HUB report to TBPC. Prepared monthly HUB reports for President, continually analyzing how to improve numbers. (Financial Services)

Balanced the AFR Asset Note 2 between SAP and SPA. Submitted the annual verification of this report to the State Comptroller's Office. (Financial Services)

Gathered information on asset values and depreciation values and submitted asset reports to a consultant for the Office of Sponsored Programs. This data was used to help calculate our indirect cost rate using the long form in order to receive a higher indirect cost percentage for grants awarded to the University. (Financial Services)

Established and implemented HUB Outreach Program Policies and Procedures - education of staff and faculty at Texas State, marketing of our HUB Outreach Program and education for current and potential HUB vendors. (Financial Services)

Fewer exceptions to compliance issues

Established a secured e-commerce payment site through our POS system provider - MBS Bookstore. Improvements put us in compliance with the new Visa/MC rules for electronic commerce for storing of sensitive credit card data. (Auxiliary Services)

Achieved compliance of 85% of the State Fire Marshal report. The remaining items are construction related and are being planned accordingly for correction. (Environmental Health Services Safety and Risk Management)

Annual Financial Report was submitted to System Office and State Comptroller with minor errors by established due dates. Additional work was done on automation of AFR, reducing reconciling process and human error. (Financial Services)

Audits conducted throughout year by various internal or external entities did not reveal any major issues or areas of concern. (Financial Services)

Implemented an Audit program for the PCard program. (Financial Services)

Payroll submitted on a timely basis the Quarterly and Annual Employment Tax Reports for both the State and Federal level. (Financial Services)

Initiated and coordinated work group from Tax Specialist, Payroll, and Budget Office to better define and automate data required for the annual LBB Higher Education Accountability Report. (Human Resources)

Facilities and infrastructure conducive to the overall well being of the students, faculty, and staff

Installed a new grease control system in our dining facilities which resulted in reduced COD in our waste water stream and will ultimately result in a reduced City surcharge. The Jones Diner loading dock was redesigned to allow trucks to pull in parallel to the building versus to eliminate blocking Wood Street and becoming a traffic hazard. Work on the diner began in June. (Auxiliary Services)

Installed a MIOX system (salt based) to replace the hazard of gaseous chlorine gas at the Jackson0 Water Well. (Facilities)

Provided detailed project planning, sequencing and scheduling to ensure proper implementation of the 2006-2015 Campus Master Plan. Kept current a detailed Campus Master Plan (CMP) master schedule in MS Project (management software) that links all CMP projects. Over 135 Campus Master Plan projects with project budgets totaling over \$400 million have been scheduled for the full 10 year CMP time span. Kept current a Campus Master Plan project timeline calendar to aid in meeting key approval dates required by the Texas State administration, TSUS Board of Regents and THECB (Facilities)

Currently managing 18 Capital Projects valued at \$240,000,000. Awarded construction contracts for Speck Parking Garage and Harris Plant Renovation. Construction contracts pending for Student Recreation Center Addition, Concho Green, Jowers Center Renovation, Mitte Complex Fifth Floor Finish Out, North LBJ Bus Loop and Commons Complex Renovation (Facilities)

Relocated the Departmental Training Room to free up space to consolidate FPD&C staff. Concurrently build a storage facility for state-mandated document archives (Facilities)

Received an excellence award from the Texas Commission on Environmental Quality for drinking water testing and operations (Facilities)

Successfully adjusted operations to serve the West Campus chilled water needs from the Co-gen Plant while the Harris plant is being renovated (Facilities)

After a catastrophic failure of the transformer and switchgear at MCS, initiated emergency procurement to design, procure, install and test a new transformer and switchgear within two weeks (Facilities)

Successfully repaired and/or rerouted major underground utilities at Pleasant Street, Agriculture, Arnold Hall, Hornsby, Burlson and Alkek Library (Facilities)

Special Projects Group completed 165 projects at a cost of \$6.3 million. (Facilities)

By contracting out mowing of grass, university staff was able to complete new landscape projects at LBJ Student Center, Alkek Library, Elliot Hall and McCoy Business Building. (Facilities)

Completed a Cathodic Protection System Survey of underground utilities in preparation for making improvements and repairs (Facilities)

Protected Fire Station Studio, a National Historic Register listed building, by completing emergency repairs to the foundation. (Facilities)

Enhanced working environment and appearance of JCK by bird-proofing the facility. Bird proofing will save university funds by reducing clean-up costs and will also mitigate a potential health hazard (Facilities)

General Accounting conference room has been fully equipped to provide for webcast presentations and live demonstrations during training or meetings. (Financial Services)

Foster an inclusive and supportive environment that values students, faculty, and staff and their contributions to the Texas State community, resulting in increased retention, diversity and improved employee morale.

Employees in the FSS Division will know what is expected of them, be informed, and receive timely, honest feedback on their performance

Performance Appraisals were completed in a timely manner (Facilities)

All annual performance evaluations were completed timely. Performance standards are continually updated for changes in duties based on SAP. Each staff member completed a self evaluation form. (Financial Services)

All HR Office GOJA's and Performance Plans were reviewed and updated as necessary. The HR Office continued using the HR Template for each employee that ties each employee's individual duties to the appropriate HR, FSS, and University Goal. The HR Office Policies and Procedures PPS was reviewed by all HR staff and appropriate updates made. The HR Strategic Plan for FY 07-12 was reviewed by all HR staff and appropriate updates made. (Human Resources)

FSS employees should achieve a rating of 300 or above on their performance evaluation appraisals

All departmental employees except 4 received a 300+ rating on their performance evaluation appraisals consistent with the new HR evaluation criteria. Employees with a rating of less than 300 have been given performance improvement plans. (Facilities)

A systematic training and development program will be in place for each FSS employee

Coordinated with and assisted in the safety training for all of the custodians who work on campus. The training will be offered annually and as needed upon request. (Environmental Health Services Safety and Risk Management)

Revised and improved the in-house training program for custodians (Facilities)

Weekly training provided to the irrigation crew on design and management of irrigation systems by the Director who has been approved by TCEQ to provide such training (Facilities)

Provided internal monthly safety training to employees and provided external training as required to meet proficiency and licensing requirements (Facilities)

Seven staff members in Facilities Planning, Design and Construction completed a Project Management Certification Course (Facilities)

Custodial Operations Staff participated in a regional training program where a two day custodial program was created and presented to collegians from several states (Facilities)

Procurement Specialist in Purchasing and HUB Specialist attended classes and passed the test to become a CTP. (Financial Services)

General Accounting has an ongoing effort to train staff. In addition to professional development training provided by the University, outside conferences for various professional organizations have been attended. Purchasing staff attended the National Association of Educational Purchasers meeting to network with other entities. (Financial Services)

All Payroll staff attend the weekly SAP HR Meeting. Payroll staff attended monthly audio conferences sponsored by the American Payroll Association on various payroll topics during Fall 2006. All Payroll staff attended either on or off-campus training sessions on either SAP, HR issues or NRA tax issues. (Financial Services)

The Director of Contract Compliance attended four (4) TBPC sponsored Contract Management training classes required for obtaining State contract management certification. (Financial Services)

HR Office employees attended 143 formal professional development activities from 6/1/06 to 5/31/07. One employee has been selected to interview for a PhD program at Texas State beginning FY 08. Another HR employee is enrolled in the Texas State MBA program with an expected graduation in December 08. (Human Resources)

Three HR employees have indicated an interest in obtaining the SHRM PHR and SPHR certifications, and HR has secured the training library for these certifications. (Human Resources)

Division employees will be valued and their achievements recognized

Continued to recognize people throughout the year utilizing the Just-in-Time Awards Program (Facilities, Financial Services, Auxiliary Services, Human Resources)

A Custodial Operation employee received an "Outstanding Women of Texas State Recognition Award in March 2007 (Facilities)

Annually, Accounting holds a staff appreciation day. (Financial Services)

Annual Payroll staff appreciation luncheon was held to honor and thank staff for their hard work and dedication. (Financial Services)

Three Human Resources Office employees were recognized as Employee of the Month. (Human Resources)

The Human Resources (HR) Office continued its internal recognition program for its staff which includes recognition for years of service in the HR Office. Employees are honored with a

certificate for each year of HR Office service and special engraved star paperweights in differentiating materials and colors for increments of 5 years of service. Dinner gift cards, movie tickets, and music gift cards from the Director are also awarded at designated 5 year service intervals. (Human Resources)

The FSS Division will achieve a diverse workforce

The first female Carpenter was hired. (Facilities)

Using three third party diversity recruiting services: LatinoHireEd, InsideHigherEd, and HigherEdJobs. (Human Resources)

Began producing metrics from data in the Business Warehouse and PeopleAdmin on the effectiveness of diversity recruitment in all divisions. A summary report is provided to Equity and Access and all Vice Presidents. (Human Resources)

Human Resources has representatives on the FSS Diversity Committee, the Equity and Access Diversity Committee, and the ADA/504 Compliance Committee. (Human Resources)

The FSS Division will implement strategies to support the institution's efforts with student retention

The Office of the Vice President for Finance and Support Services along with The Staubach Company negotiated a sales contract with The Stratford Company for the University's 259.52 acres of land located at IH-35/McCarty Lane on December 11, 2006. Closing on the property is July 11, 2007. Funds will ultimately support scholarships. (VPFSS Office)

A San Antonio route was started to complement the Austin commuter route. Students and the general public can buy tickets for both the Austin and San Antonio routes at HEB. The Coliseum Parking lot was converted from a Bobcat Tram bus pick-up location to a commuter park and walk lot. A contract extension through 2013 providing 23 new buses was approved and signed. Worked with University Marketing to design the exterior look of the new buses and the five buses wrapped for use on the Austin/San Antonio corridor. The tram system was renamed "Bobcat Tram" as selected by the students. Worked with the City of San Marcos, Texas Transportation Institute and CARTS to come up with ways to integrate and coordinate the City and University transportation systems. Secured a \$1,500,000 bike path grant. Working with CapMetro to add the University to their contract to purchase diesel fuel thereby saving the \$.244 per gallon federal excise tax. (Auxiliary Services)

Worked with the Associated Student Government to establish an ASG/Bookstore Scholarship fund based on a percentage of net surplus. Established the scholarship for FY 2007 based on FY 2006 surplus at \$29,000. (Auxiliary Services)

Disappointments

An appropriate location has not been found for the relocation of the KTSW transmitter and tower. (VPFSS Office)

Bobcat Bucks cannot be used for laundry machines. Auxiliary Services will work with the new Director of Residence Life to add that functionality in the future. (Auxiliary Services)

Due to budget constraints, utility cost and the city COD surcharge many of the planned facility renovation and repair projects could not be done to enhance our facilities. (Auxiliary Services)

Off-campus caterers are continually used by departments, many of which ignore the commission payment rules. (Auxiliary Services)

Printing Services staff had to be decreased by 2 FTE. (Auxiliary Services)

The Bookstore could be a tremendous source of additional revenue for the institution; however many on campus do not support the on-campus, university owned and operated bookstore. (Auxiliary Services)

Lack of staffing continues to be the biggest disappointment and challenge to meeting the goals of the university and for providing adequate customer service and regulatory compliance. Resources have been reallocated where possible; but, new resources are needed in several critical areas which are as follows:

- One additional Environmental Health and Safety Specialist in the Hazardous Waste Program.
- One additional Environmental Health and Safety Specialist in the Occupational Health/OSHA compliance programs.
- One additional Environmental Health and Safety Specialist in the Industrial Hygiene and Laboratory Safety program.
- One additional Insurance/Workers' Comp position should the Workers' Compensation duties be transferred to EHS&RM.
- One additional Administrative Assistant position to handle the additional duties of the insurance programs and with the expanded report generation of having more staff as the department continues to grow.

The current staffing levels are approximately one-third that of comparable universities in Texas. (Environmental Health Safety and Risk Management)

Financial Services was not able to work on Vendor Set-up, Maintenance and Clean-up. Another clerical position is needed in vendor maintenance area to achieve timely creation of new vendor requests and to help with vendor file clean-up and maintenance. (Financial Services)

State accounting is struggling to remain current while reconciling two prior fiscal years. (Financial Services)

All policies and procedures, desk manuals, job procedures, and GOJAs were not updated due to lack of time. (Financial Services)

Due to complexity of implementation of SAP and annual reporting requirements, complete automation of Annual Financial Report was not available this year and mapping AFR in SAP was very labor intensive and time consuming. (Financial Services)

Have not been able to extend automated payment uploads to other cellular services, the travel central bill program, or other multi-line payments such as newspapers. (Financial Services)

Due to budget issues, professional staff are paid below market, which makes it difficult to hire qualified staff. Due to salary issues it takes an extremely long time to find staffing, while positions are vacant, other staff members must do additional duties. (Financial Services)

The committee structure and process for the evaluation and prioritization of cross divisional projects is no longer effective. (Financial Services)

Lack of funding to hire a full time staff position for the Property Management Office. The need for this position was first identified and recommended in a State Audit conducted in 1996. (Financial Services)

Pay Plan minimum rates were not fully adjusted to market levels as determined by the biennial salary survey process. (Human Resources)

Extremely slow review of new and revised HR UPPS's by campus reviewers and President's Cabinet. (Human Resources)

Unable to get direction from the TSUS Office to bring to closure the decision to either obtain or not obtain a tax plan for highly compensated employees for Texas State and other TSUS employees. (Human Resources)

Did not secure an online job description, job audit, and GOJA library service. (Human Resources)

Unable to complete research and finalize a recommendation to secure software to produce University Organization Charts. (Human Resources)

Did not secure funding to expand Work Life Coordinator to a full time position. (Human Resources)

Unable to implement an internal temporary services program for the campus. (Human Resources)

Have not been able to secure funding for an Employment Manager position. (Human Resources)

The hoped for increase in diversity candidates in applicant pools by advertising with third party vendors did not materialize. (Human Resources)