



# Annual Report 2018-2019

Betsy Bowers, Vice President Division of Finance and Administration

## About the Vice President



On behalf of the entire division, I am very pleased to present the FY19 Annual Highlights for the Division of Finance and Administration (F&A). Our division touches every student, faculty member and employee of the University of West Florida. We administer a budget of \$13,837,980 million. The F&A team keeps costs down while providing our students and colleges with the highest levels of customer service.

I am very proud of the remarkable performance of our division. Our accomplishments are the result of hard work and leadership shown by all levels within our division. Let me extend my sincere thanks to each employee in the division who provides essential services to the University of West Florida and keep us improving daily.

My hope is you find this Annual Report valuable and insightful.

Betsy Bowers, CIA, CFE, CGFM, CIG, CRMA, CICA Vice President for Finance and Administration

## Contained within

Senior Leadership 2018-19 Division Facts and Statistics 2018-19 Statistics by Department	1 2-3
Business and Auxiliary Services	4
Controller's Office	5
Environmental Health and Safety	6
Facilities Management	7
Police Department	8
Procurement	8
Argo Info Initiative	10
Awards	11
UWF Founder's Week	12
Community Impact	13-14
Sustainability Efforts at UWF	15-16

## Senior Leadership



Colleen Asmus, Associate Vice President of Financial Services and Controller





Angie Jones, Director, **Procurement and Contracts** 



Ellen Till, Director, Business and Auxiliary Services



**Budget Director** 

Dr. Melinda Bowers, Associate Vice President of Administration



Tiffany Nisewonger, Executive Assistant

Angela Wallace, Division



Marc Cossich, Chief of Police



Peter Robinson, Director, Environmental Health and Safety

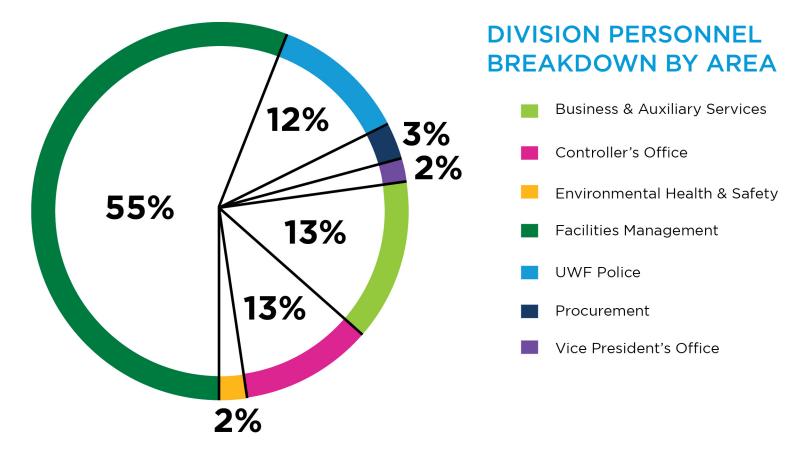


# DEPARTMENTS + DIV OFFICE









**\$13,837,980 TOTAL E&G OPERATING BUDGET (2018-19)** 



### **TOP 10 WEB PAGES**

- 1. Overview Business and Auxiliary Services
- 2. Overview Controller's Office
- 3. Open Solicitations and Public Notices Procurement
- 4. Places To Eat On Campus Business and Auxiliary Services > Dining Services
- 5. Overview Procurement
- 6. Student Accounts and Cashier Controller's Office
- 8. Hours of Operation Business and Auxiliary Services > Dining Services
- **10. Parking Permits -** Business and Auxiliary Services > Parking and Transportation



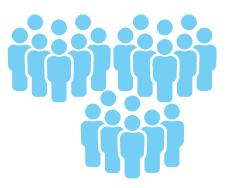
## Web and Social Media

7. UWF Trolley - Business and Auxiliary Services > Parking and Transportation 9. Financial Literacy > CashCourse - Controller's Office > Student Accounts and Cashier

> **TOP FACEBOOK POSTS 2018-19** 1. Argo Galley Opening - Business and Auxiliary Services 2. Know Where You Can Park - Business and Auxiliary Services > Parking & Transportation 3. Cram a Cop Car (announcement and video) - Police

## **Business & Auxiliary Services**

Providing everything you need to survive outside of classes



**Staff = 23\*** 

\* Staff number does not include the Bookstore or Dining staff of our campus partners.

## **Big Wins**

 New Nautilus Card design put into production as of Summer 2019



- Argo Galley remodeled and Chick-fil-A, Which Wich? and Twisted Taco opened
- Nautilus Market seating area was refreshed during the winter break; Nautilus Market servery renovated during the summer break
- New official stationery printing contract was awarded to MLI Printing
- Performed major upgrade to Nautilus Card system
- Engaged parking consultant and have begun implementing recommendations
- At Argonaut Village: Developed marketing plan, entered into new maintenance agreement, and reached 100% tenant occupancy

## **Statistics**

### IIM/E Bookstore

Vending

Services

Creative &

Marketing

<b>UWF Booksto</b>		
Used Course M	\$ 335,026	
New Course Materials Sales		\$1,634,533
-	Materials Sales	\$167,013 sed \$1,560,862
Bookstore Sch	olarships Proces	sed \$1,500,602
UWF Dining		
Nautilus Marke	et Sales	\$ 2,702,832
<b>Retail Sales</b>		\$ 1,664,553
Catering Sales		\$ 388,282
Licensing Droduct Art Dr	eviewed/Approv	ed 711
Product Art Re	eviewed/Approvo	
Nautilus Carc		3,405
Nautilus Cards		3,405 991
Replacement (		\$ 713,749
Funds Deposit	ed into iCard	φ / 13,/43
Parking & Tra		C 490
Commuter Par	-	6,480
Resident Parki	-	1,139
Faculty & Staff Parking Permits1,607		
Postal Services		
Department Postage Used \$109,165		
Pieces or Packages Processed 380,466		
	gs from USPS Dis	
	ndard Mail Piece	· · · · · · · · · · · · · · · · · · ·
	mit vs. First Clas	\$36,843
Revenue from	Stamps, etc.	\$30,043
Vending Services		
Beverage Sales (Coca-Cola United) \$ 202,500		
Snack Sales (Buffalo Rock/Pepsi) \$124,189		
JIRA Ticket Customer Service Surveys		
Customer Number Average Score		
Service	of Surveys	(1-5)
Survey Type	Received	()
Copy Services	377	4.9
Name Badges	296	4.9
Payroll Deduction	147	5

304

24

Beverages: 4.9

Snacks: 3.3

5



## **Statistics**

Accounts Payable			
Travel/Vendor Payments	14,083	Cashiers	
		ACH Payments 🗔 🗹	21,043 payments
Budget			\$ 17,735,804
Budget Transfers Processed	2,594		
Index Changes	281		
Budget Action Sheet Moves	1,638	Cash Payments 🔝	6,032 payments \$ 805,610
Payroll			
Job Changes	9,412	,	
# Payments Processed to Employees	68,939	Check Payments	21,043 payments \$ 17,123,396
Refunds			
Refunds \$ 1	5,633,608		
Refunds of Title IV Federal Aid \$ 2	28,936,017	Credit Card	55,227 payments
Refunds to Parent for	\$ 519,805	Payments 📃	\$ 12,202,870
Parent Plus Loan			
Number of Refunds	19,391	<u> </u>	
		Wire Payments 📷	4,971 payments
Student Accounts/Collections			\$ 29,742,418
	3,340,845		
Past Due Email Notices	3,460		
Collection Charges Collected	\$ 68,452	Departmental	6,536 deposits
Collection Holds	622	Deposits	\$ 8,653,062
	1,817	•	• • • • •
Perkins Holds	,017		

Accounts Payable			
Travel/Vendor Payments 14	083 Cashiers		
	ACH Payme	ents 🔽 🛛 2	1,043 payment
Budget			<b>\$ 17,735,80</b>
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Payroll			
Job Changes 9	,412	1	
# Payments Processed to Employees 68	939 Check	2	1,043 payment
	Payments		\$ 17,123,39
Refunds			
Refunds \$ 15,633,		_	
Refunds of Title IV Federal Aid \$ 28,936	-	1 📻 5	5,227 payment
Refunds to Parent for \$ 519	805 Payments		\$ 12,202,87
Parent Plus Loan			
Number of Refunds 19	,391		4 0 7 4
	Wire Paym	ents 🤖	4,971 payment
Student Accounts/Collections		<u></u>	\$ 29,742,41
BankMobile Timeouts Refunds \$ 43,340			
	460 Denertmen	tal	
Collection Charges Collected \$ 68		ldi	6,536 deposit
Collection Holds	622 Deposits		\$ 8,653,06
Perkins Holds	,817		

Coming in 2019-20, Concur, a system that allows users to submit travel requests, travel expense reports, and PCard expense report electronically. It will also allow users to book airline tickets, hotel reservations, and car rental reservations. Users will have the ability to upload receipts to the system via mobile device, tablet or computer. Approvals will be completed electronically which will eliminate the current paper process for travel authorizations, travel expense reports, and pcard reconciliations. Roll-out will begin in in December 2019.

## **Controller's** Office

Managing the dollars and sense of the University



5

## **Environmental Health & Safety**

Keeping you safe in and out of the classroom



## **Big Wins**

Peter Robinson, Director of the Environmental Health and Safety department became a 2019 Million Dollar Club Inductee into the UWF Office of Research and Sponsored Programs Research Hall of Fame for being awarded a cumulative total amount of one million dollars in external grant and contract funding. He was presented the award at the 2019 UWF Honors Convocation. (Pictured below: Dr. George Ellenberg, provost and senior vice president, presenting award to Peter Robinson)





### Automatic External Defibrillators (AEDs) were placed in several buildings across



d in several buildings across campus, as well as each UWF police patrol vehicle

UWF police patrol vehicle in 2018.

### Remember, the first step is to call 911, then open the case and follow the directions. Once you open the carry case, the system will provide voice and text prompts to guide

you. The system will not deliver a shock unless it is necessary.

## **Statistics**

### **Environmental**

Environmental	
Hazardous Materials Pick-ups	123
Biowaste Containers Picked Up	174
Dangerous Goods Shipments	16
(copper, gas cylinders, etc.)	
Solid Waste Collected LBS	801
Risk Management	
Travel/Camp/Event Insurance	6,168
Student Professional Liability	1,742
Training Provided	
Courses Taught	198





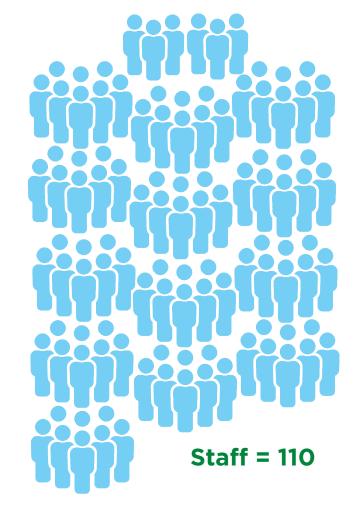
## **Statistics**

<b>Current Projects</b> Active Projects (avg. per month) Project Requests	113 121
Facilities Work Orders Number Completed Preventive Maintenance Service Requests Projects	17,286 11,845 5,351 90
Customer Surveys Received Average Score on Survey (1-4)	517 3.9
Grounds Pest Control Work Orders	175
Materials Management/Special Work Order Requests Surplus Property Pickup/Transfers	777
Utilities Electricity kWh Natural Gas MCF Sewage Gallons Water Gallons Recycled Material LBS	38,426,498 61,445 41,858,625 103,542,244 278,152



## Facilities Management Building today to create a

better present and future





7

## University Police

Guarding our campus is more than a duty... it is a privilege



## **Big Wins**

• UWF Guardian app configured and in pilot testing; going live Fall 2019



- Marketing Visibility Campaign begun with attendance at Orientation (photo at right) and use of social media, website, print and promotional materials
- Grant received for Kevlar<sup>®</sup> vests
- **Regional R.A.D. instruction training** held at UWF
- **Emergency Management moved to the** • Police



## **Statistics**

Arrests	14
Blue Light Alarms	259
Crimes Reported	103
Criminal Cases Closed	49
Escorts	604
Fire Alarms	44
Incident Reports	11
Non-criminal Info Reports Filed	208
Public Interaction Cards	3,936
Security Alarms	471
Service Calls	443
Student Referrals	41
Traffic Crash Reports	56
Traffic Warnings	367
Unlocks	853



## **Statistics**

Purchase Orders	
Processed	904
Encumbered	\$ 48,705,108
PCard	
Number of Transactions	38,209
Dollars Spent	\$ 17,011,499
Temporary Overrides	927
Special Limit Requests	97
Cardholder Applications/Request	ts 214
Account/Business Manager	
Reconciler Requests	166
General Operations	0.451
Number of Vendor Registrations	2,451
Number of Procurement General	1 0 0 7
Assistance Requests'	1,093
Number of FF&E Requests	152
Number of Sole Source/	
Exemptions (>\$75K)	16
Number of Formal Competitive	
Solicitations	15



### What UWF Buys

It is helpful to look at what The University of West Florida (UWF) does in determining what it must purchase to fulfill its needs. UWF operates buildings and institutes, offices, car and truck fleets. The following list illustrates the range of services and products used by UWF.

Information Technology Elevator Maintenance and Repair Medical and Scientific, etc. Social Maintenance Material Storage and Handling Painting Roofing Trash, Garbage and Paper Removal Insurance Moving (Household) Temporary Employment	<u>Services</u> Advertising
Medical and Scientific, etc. Social Maintenance Material Storage and Handling Painting Roofing Trash, Garbage and Paper Removal Insurance Moving (Household)	Information Technology
Social Maintenance Material Storage and Handling Painting Roofing Trash, Garbage and Paper Removal Insurance Moving (Household)	Elevator Maintenance and Repair
Maintenance Material Storage and Handling Painting Roofing Trash, Garbage and Paper Removal Insurance Moving (Household)	Medical and Scientific, etc.
Material Storage and Handling Painting Roofing Trash, Garbage and Paper Removal Insurance Moving (Household)	Social
Painting Roofing Trash, Garbage and Paper Removal Insurance Moving (Household)	
Roofing Trash, Garbage and Paper Removal Insurance Moving (Household)	Material Storage and Handling
Trash, Garbage and Paper Removal Insurance Moving (Household)	Painting
Insurance Moving (Household)	5
Moving (Household)	Trash, Garbage and Paper Removal
5	
Temporary Employment	5
	Temporary Employment

Scientific Books/Tes Building, Repair and Maintenance Electronics Cleaning Products Furniture Audio/Visual Photography

## **Procurement & Contracts**

Acquiring supplies, services, and construction in support of the University

# Staff = 6

## **Awarded Solicitations**

- Campus Landscape Architect
- Applicant Tracking, Position Management, **Performance Management and Development** Tool
- **Printing Services Re-bid**
- **Trademark Licensing Services**
- Parking and Transportation Consulting Services
- Branding and Design Work for Athletic and **Recreation Facilities**
- **Banking Services**
- Lease and Retrofit of Office Space for Florida **Virtual Campus**
- **Commercial Washer and Dryer Laundry Operations**
- **Campus Electrical Contractor**
- **Grounds Maintenance Services**
- **Employee Assistance Program**

### Materials and Supplies

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- Alarms and Security Systems
- Gases (Industrial and Specialty)
- Floor Coverings (Carpet/Vinyl) Appliances and Air Conditioners

Sports Clothing and Accessories (Uniforms, etc.) Tires and Tubes **Recycled Products** Automobiles/Light Trucks Food Pharmaceuticals **Office Machines** Paper Products Microcomputers Software Telecommunications

## **Argo Info Initiative**

The Division of Finance and Administration has consistently championed the Argo Info Initiative since 2009 when the initiative began as No Run Around through 2015 when it was renamed Argo Info and into 2016 forward as the Text Argo Info capability was added. The Argo Info Initiative is the information component of Argo Arrival, offering answers to questions, directions, campus maps, cold water and more. Following are the stats for the Fall 2018 initiative.

Argo Info Team Members = 4 Volunteers Staffing Tables and Carts = 65 Tabling Locations and Carts = 10 Total Investment for 2018-19 = **\$7.698.02** 

Interactions = 3,378 Campus Maps Given = 500 Bottles of Cold Water Given = 1.800 Text Argo Info Flyers Given = 500 Text Argo Info Business Cards Given = 1,000

Text Argo Info - Annual Stats 2018-19 262 messages received 232 messages sent





## **UWF Founders Week**

### Dav of Service 2019

Many Division offices participated in UWF Founders Week, Day of Service 2019.

facilities.

The Emerald Coast campus also did an amazing job as they mirrored all events on the Pensacola Campus. There was a blood drive, a Day of Service, and many givers on the Day of Giving! It was a successful week of events in Fort Walton Beach.

### **Presidential Internship Student Visits Division**

Three local high school students had the unique opportunity to learn what it takes to run a University. Timothy Mrachek was one of these students and worked one-on-one with UWF's senior leadership team, including President Martha Saunders, as well as faculty and staff during the fourweek UWF Presidential Internship program.

Timothy rotated through different departments, including the Division of Finance and Administration, to gain an understanding of the business aspects of higher education, including how high-level University decisions are made.

As the child of a UWF staff member, Mrachek said he's grown up with firsthand knowledge of UWF and its campus. But participating in the UWF Presidential Internship Program provided him the opportunity to see it in a fresh way, he said.

"I was interested in this opportunity because it gave me insight into a college university like I have never seen before," he said. "I have watched UWF grow over my entire life and I got to see it in a new way."

The Division of Finance and Administration was pleased to be an integral part of this program and looks forward to participating again in years to come.

## **Awards**

2018-19 Nautilus Excellence Awards

### **Excellence Awards**



Pictured with Betsy Bowers: Frankie Carlson (above left), Samuel Gibbs (above right), Mamie Grandison (below left). Not pictured: Barbara Thompkins, Yvette Yelder **OPS Excellence Award** 





Jim Hurd with OPS Award winner, Suzanne Payne



President Martha Saunders, left; Timothy Mrachek, right

Staff and friends of UWF Business and Auxiliary Services participated in making and delivering bows to raise awareness about Child Abuse Prevention Month for Gulf Coast Kid's House as part of the UWF Day of Giving during Founders Week 2019.

Participants: Maera Bradberry, Linda Quina, Ellen Till, Suzanne Payne, Scott Farmer, Joyce Hughes, Anna Lochas, Colleen Asmus, Zachary Farrington, and Betsy Bowers

Cashiering & Student Accounts staff volunteered at the Council on Aging to assist with several projects around their

Pictured bottom left: Jan Bass, Megan Dinwiddie, Teresa Paullin, Meghan Pettinato, Victoria Hunter, Rachel Lathan, Linda McIntyre, Amie Bennett, and Audrey Liss

The Facilities Management team members were involved in many areas of the Founders week activities as well. Not only did Jeff Ethridge and his crew go above and beyond to get the grounds ready for all the events (including the lawn mowed on University Parkway), but they had folks who participated in the Day of Service, who gave blood, and who gave dollars on the Day of Giving!

## **Community Impact**

**2019 Division Volunteer Projects** Service driven and helping our community



The Business and Auxiliary Services and Nautilus Card offices joined together to participate in the Argo Pantry Adopt-a-Shelf program during the 2018-19 academic year. The offices collected the most individual fruit items and won a breakfast (bagels) from Panera Bread compliments of the Dean of Students office.

Staff of the Division of Finance and Administration participated in preparing dinner for the Ronald McDonald House of NW Florida. A meal of meatloaf, mashed potatoes and gravy, green beans, biscuits and cake was served. In addition to raising funds to purchase items for the meal, a sizeable donation of staple and household items was donated. Mandy Redfearn of the Controllers Office arranges a dinner for the Ronald McDonald House each year, inviting colleagues to volunteer to help or contribute funds and/or donations.

Pictured top right: Joyce Hughes, Nautilus Card; Vicki Westcott, Business & Auxiliary Services; Suzanne Wilson, Controller's Office; Jeffrey Djerlek, Controller's Office; Linda Quina and Joy Ward, Business & Auxiliary Services; Billy Pollard, Mandy Redfearn, Linda McIntyre and Megan Dinwiddie, Controller's Office; Kevin Redfearn, Facilities,



Cashiering and Student Accounts participated in the United Way Day of Caring by working at a rescue shelter.

Pictured above: Meghan Pettinato, Linda McIntyre, Sarah Sessions, Victoria Hunter Lucas, Teresa Paullin, Suzanne Claggett, Rachel Lathan, Meghan Dinwiddie, Jan Bass, Audrey Liss



Staff of the UWF Controller's Office participated in Red Nose Day 2018.

Pictured above: front: Victoria Hunter, Megan Dinwiddie, Rachel Lathan, Sara Sessions. back: Teresa Paullin, Jeffrey Djerlek, Audrey Liss, Amie Bennett

An entire UWF Police SUV was packed with supplies for Hurricane Michael relief efforts during the Fall 2018 Cram-a-Cop-Car event.

UWF's Sr. Police Communications Officer. Sandra Bermejo, is from the Marianna, FL community that was hit hard by Hurricane Michael. Items from a list were collected at Blue Wahoos Stadium on Saturday, November 3. 2018. An entire police SUV was filled with donations. Officer Bermejo, Sabra Cupples, and Officer Oram made the delivery to Lighthouse Community Church in Mariana for distribution.



The Arcadia Nursing Home gift project has become an annual tradition with the employees in UWF Buildings 20E and 20W (Business and Auxiliary Services, Controller's Office, Procurement and Contracts, Internal Auditing, and Human Resources). Each year gifts are donated and taken to Arcadia just in time for the resident Christmas party. The goal is for each resident to receive a gift. Each year the gifts are delivered by Linda Quina and Markus McGraw, Business and Auxiliary Services.







### Kaps 4 Kids Day 2019

The Controller's Office had \$526 in shirt/hat sales and \$301 in donations for a total of \$827 raised for the Ronald McDonald House in honor of Kaps 4 Kids Day. Elaine McCroan also held an additional fund raiser for Ronald McDonald House, raising another \$125! Thank you to everyone who participated. Pictured below left to right, back row: Mandy Redfearn, Christy Motley, Rene Malaise, Teresa Paullin, Sarah Sessions; Pictured, front row: Meghan Dinwiddie, Rachel Lathan

## Sustainability at UWF The UWF Utilities, Energy and Sustainability department manages the sustainability

The UWF Utilities, Energy and Sustainability department manages the sustainability program goals to assure program alignment with the American College & University Presidents' Climate Commitment.

### **Projects**

### **Completed Projects**

- Building 40 utility plant chilled water system upgrade providing an annual energy cost savings of \$60,900
- Building 72 gym and fitness areas LED lighting retrofit providing an annual energy cost savings of \$15,590

### **Proposed Projects**

- Buildings 22 and 58 multi-zone air handling unit (AHU) variable frequency drive (VFD) installation providing an annual energy cost savings of \$38,253
- Building 54 main gym LED lighting retrofit providing an annual energy cost savings of \$16,290

### **LEED Certified Buildings**

Leadership in Energy & Environmental Design, LEED, is a green building certification program that recognizes best-in-class building strategies and practices. To receive LEED certification, building projects satisfy prerequisites and earn points to achieve different levels of certification.

### **LEED Gold Certification**

- College of Business Education Center (Building 76A) 2012
- Presidents Hall (Building 922) 2012
- Heritage Hall (Building 921) 2010
- Student Wellness Center (Building 960) 2011
- Science and Engineering (Building 4) 2009
- Applied Science and Technology Renovation (Building 70) 2010
- College of Arts, Social Sciences and Humanities (CUTLA, Marketing and Economics Renovation; Building 53) - 2016

### **LEED Silver Certification**

• College of Business, Pat Dodson - Renovation (Building 76) - 2014

### **LEED Certified Certification**

• Educational Research Center for Child Development (Building 99) - 2008

### **LEED Certification Pending**

- Darrell Gooden Center (Building 234; photo at right)
- Laboratory Sciences Annex (Building 58C)





### Dining Services (Aramark) and Sustainability

UWF Dining Services works continually to develop and implement sustainable solutions and bring innovative and efficient solutions to life. Following are a few ways Dining Services is working to make UWF more environmentally conscious:

- Local Purchasing Food sourced from local farmers, growers and distributors
- **Recycling** Partners with UWF to recycle from all dining locations across campus
- **Trayless Dining** UWF has been trayless since 2002, which has positively impacted the waste stream. Trayless dining minimizes food waste, conserves energy and water, and reduces the amount of cleaning chemicals entering the waste stream.
- Fryer Oil Recycling 100% of Dining Services used fryer oil is recycled
- **Green Cleaning** All dining locations use cleaning products that reduce the need for chemical based cleaning products and provide a healthy and safe environment

### UWF Bookstore (Follett) and Sustainability

### Textbook Recycling

Follett is committed to the buying and selling of used textbooks. Follett's Wholesale division buys back and recycles more than 11 million books annually. Books that are declared outof-print or old editions are not destroyed, but sent to libraries and schools in developing countries.

### **General Merchandise**

Follett offers a number of environmentallyfriendly products. Select writing instruments from Zebra and Environotes notebooks, filler paper, portfolios and composition notebooks from Roaring Spring remain an important part of our school supplies assortment. Stores who carry art supplies can purchase Strathmore Windpower Series art paper and sketchpads.

New environmentally preferable supplies are from Zebra, Pentel and Pilot covering pens, mechanical pencils and highlighters. Seventh Generation Paper and Cleaning Products are being expanded in convenience department.



### Environmentally Friendly and/ or Green Purchasing

The University of West Florida is committed to leadership in the area of environmental stewardship and preserving the environment. We are continuously looking for Green-Minded vendors and individuals to help us further the environmental awareness message and support the University's commitment to responsible environmental actions and practices.

Green Purchasing is the purchase of goods and services that minimize environmental impacts. Many environmental products work as well or better than traditional products and can even save money. Switching to safer cleaning products can reduce incidents of allergic reactions, burns, eye and organ damage, and cancer connected with the hazardous chemicals used in many traditional cleaning products. Buying 100 percent recycled-content paper can reduce energy use by 44 percent, decrease gas emissions by 37 percent, cut solid waste emissions in half, decrease water used by 50 percent and practically eliminate wood use. Energy efficient vehicles and renewable energy can cut greenhouse gas emissions and harmful air pollutants while lessening our dependence on imported oil.

Faculty and staff have the opportunity and are encouraged to purchase environmentally friendly products and services.



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