

ANNUAL REPORT 2019-20



Division of Finance and Administration
UNIVERSITY of WEST FLORIDA

Total E&G Operating Budget
\$14,178,721



TOP 5 SOCIAL MEDIA POSTS

- Rape Aggression Defense Courses - UWFPD FB - 3.5k impressions
- Trolley Reroutes for Construction - BAS FB / Parking - 3k impressions
- Official UWF Championship Gear Sale - BAS FB / Licensing - 2.8k impressions
- Grand Opening of Bento Sushi - Dining FB - 1.7k impressions
- Pack the Patrol Car UWF Signed Football Giveaway - UWFPD FB - 1.2k impressions

NEW DEPARTMENTAL LEADERSHIP

Jeffrey Djerlek
Associate Vice President,
Controller's Office

Nicole McDonald
Director, Environmental
Health & Safety



CONVERSION TO CONCUR

Concur® Travel and Expense was implemented to replace prior travel and PCard systems at UWF. The campus-wide roll-out occurred on March 5, 2020. The system replaced UWF's travel authorization requests, travel expense reports, and Banner PCard process.

Because of Concur, the following efficiencies were realized:

- 45% decrease in Index Changes in the Controller's Office
- 56% decrease in Acct/Business Manager Reconciler Requests in the Procurement Office



EFFICIENCIES

Bookstore Scholarships Processed-↑9%	\$295,737
Digital Course Material Sales-↑22%	\$94,681
Funds Deposited to Nautilus Card-↑12%	\$190,959
Postage Savings from USPS Disc.-↑58%	\$147,102
Wire Payments-↑8%	\$4,939,945
Spent-↓16%	(\$4,620,509)

Migrated manual workflow processes to dynamic forms/online processing. UWF continues to use dynamic forms and Banner algorithmic rules to improve/streamline individual processes.

- Contracts, purchase orders, leases, Financial Aid documents, and correspondence routed using DocuSign.

Enhanced automation, equipment, technology, and software to improve overall efficiency and faster interactions.

- Digital radios for Police, Facilities Management, Environmental Health and Safety, and other areas purchased and installed to replace the analog radios that were difficult to repair and lacked technology.
- JIRA ticket deployment for journal entries, work orders, contracts, various campus wide processes.
- Zoom, WebEx, Google Meets, and other teleconferencing modalities deployed across the university to forego face-to-face meetings during pandemic. It is now widely adopted and will be a chosen modality for future meetings.

Enhanced the campus facilities.

- Installed energy efficient lighting, new roofs, and new HVAC systems across campus and continued to reduce operational energy consumption. In addition, applied roof restoration material, creating a watertight membrane, to multiple buildings on campus and sealed building envelopes to reduce operational energy consumption and reduce deferred maintenance costs.

COVID-19 Work Environment



UWF began remote operations on March 15, 2020. While being a markedly different time, presenting new challenges, the Division faced it with optimism.

As time passed and employees embraced the new work environment, a survey was conducted within the Division from which the following information was received.

Regarding what processes changed, the following were mentioned:

- Remote desktop
- Zoom and WebEx meetings
- Google Suite (Drive, Docs, Sheets)

Learning to work differently proved to be a positive outcome for productivity and a step toward paperless within the Division.

Areas of cost savings were:

- Mileage on vehicles
- Gas for vehicles
- Paper, toner and ink costs
- Office supplies
- Utilities

Preparations for Reopening

Of the 2,489 items delivered campus wide to employees on campus working, 109 items were delivered to the Division of Finance and Administration employees initially.

All Division employees received:

- 1 bottle, hand sanitizer
- 10 face masks
- 1 UWF face mask

Building Services placed 1 each of 4 unique posters in bathrooms across campus

Additional posters were mailed to departments through UWF Postal Services



Floor Decals

Sneeze Guards



STATISTICS

BUSINESS AND AUXILIARY SERVICES

- Intern Participation Certificates - ↓21%
- Nautilus Cards Issued - ↓15%
- Parking Citations Issued - ↓13%
- Total UWF Standard Mail Pieces - ↓17%
- UWF Bulk Permits vs 1st Class - ↓89%

CONTROLLER'S OFFICE

- Number of Refunds Processed - ↑19%
- Cash Payments - ↓15%
- Check Payments - ↓15%
- Collection Charges Collected - ↓24%
- Collection Holds - ↓32%
- Departmental Deposits - ↓17%
- Past Due Email Notices - ↓24%
- Refunds to Parent for Parent Plus Loans - ↓11%

ENVIRONMENTAL HEALTH AND SAFETY

- Number of Students Covered/Insurance - ↑81%
- Number of Persons ENVHS Trained - ↑27%
- Number of ENVHS Courses Taught - ↓31%
- Dangerous Goods Shipments - ↓100%
- Solid Waste Collected (lbs) - ↓29%

FACILITIES

- Active Campus Projects - ↓14%
- Facilities Customer Surveys Received - ↓17%
- Pest Control Work Orders - ↓10%
- Total Facilities Projects - ↑43%
- Service Requests - ↓10%
- Surplus Property Pick-up/Transfers - ↑27%
- Work Order Requests - ↓17%

PROCUREMENT

- FF&E Requests - ↓63%
- Formal Competitive Solicitations - ↑17%

POLICE

- Crimes Reported - ↓13%
- Escorts Requested - ↓26%
- Fire Alarms - ↓41%
- Incident Reports - ↑16%
- Non-criminal Info Reports Filed - ↑12%
- Public Interaction Cards - ↓54%
- Security Alarms - ↓12%
- Student Referrals - ↓34%
- Traffic Crash Reports - ↓20%
- Traffic Warnings - ↓13%