



TEXAS A&M
UNIVERSITY

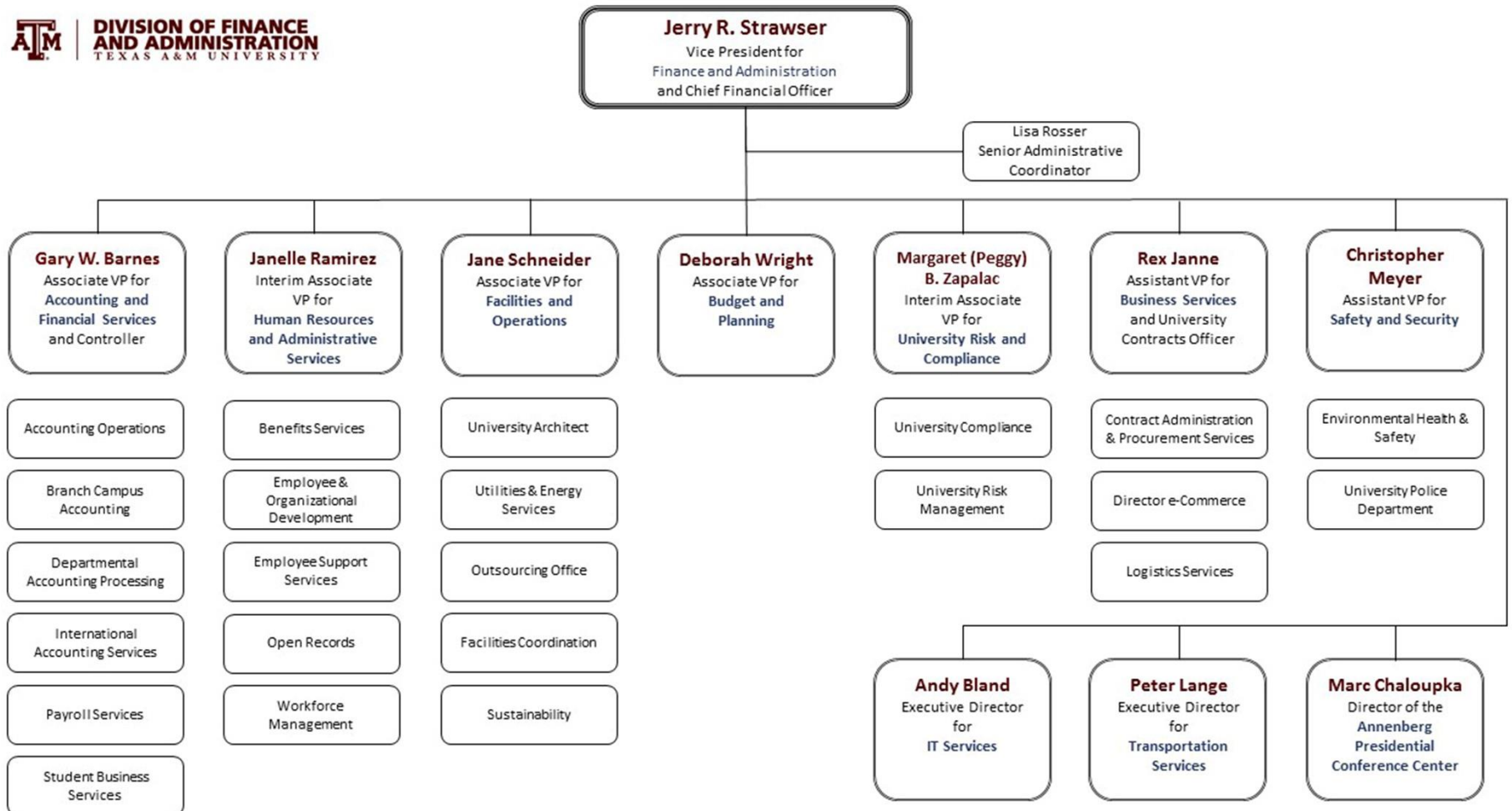
Division of Finance and Administration

Performance Dashboard | October 2015

Division of Finance and Administration

Led by Jerry R. Strawser, Vice President and Chief Financial Officer

- The division is comprised of 10 units with over 800 staff members.

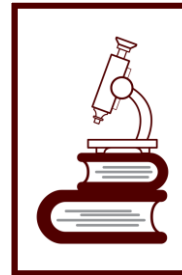


How We Advance the Mission of Texas A&M University

The Division of Finance and Administration has identified six strategic initiatives that support the mission of the university.



Providing outstanding service to our stakeholders



Creating an attractive, safe, and effective environment for the engagement, research, and teaching activities at Texas A&M University



Facilitating best practices and ensuring compliance with laws and regulations



Supporting Texas A&M University's efforts to create and maintain a diverse campus and welcoming climate



Creating a culture of life-long learning and professional development within our Division



Engaging in responsible stewardship of financial, environmental, and people resources in a sustainable manner

Accounting and Financial Services

Led by Gary W. Barnes, Associate Vice President and Controller

Departments/Units:

- Financial Management Operations provides general accounting services and services related to accounts payable, banking, e-commerce, financial reporting, property management, and access and security.
- Departmental Accounting Services (DAS) provides financial reporting, reconciliation, and transaction processing services. DAS is also responsible for working with Service Center departments on their annual/bi-annual rate review.
- Payroll Services manages various functions related to payroll (including processing, distribution, imaging, and employment verification) as well as individual tax compliance and reporting.
- Student Business Services manages student financial obligations including tuition and fees, student waivers and exemptions, and the Texas Guaranteed Tuition fund.

Accomplishments:

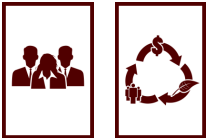
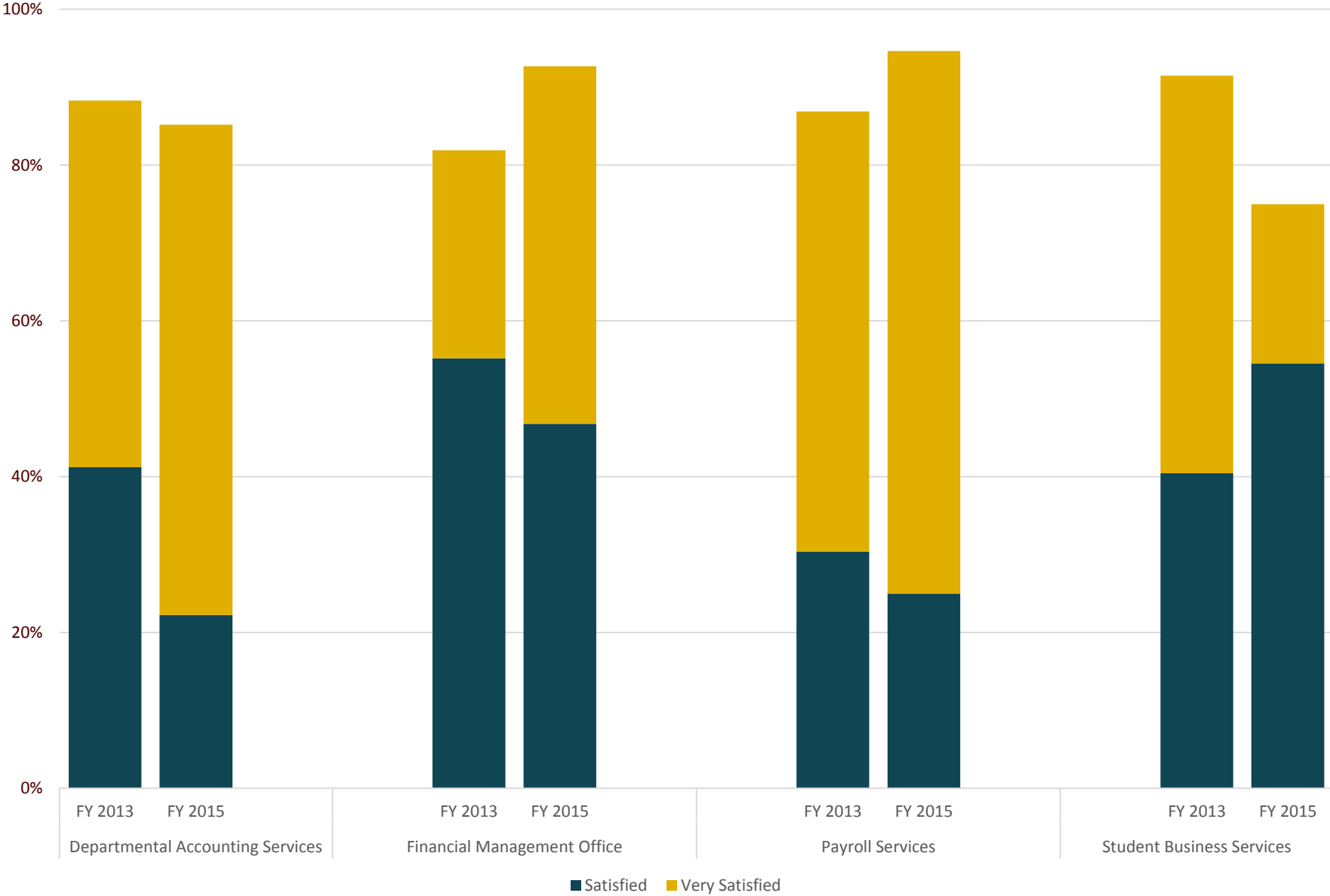
- Departments in the Controller's group have created and provided shared services initiatives to members across the Texas A&M University System. These initiatives include travel management, vendor setup and maintenance, iPayment system, payroll services, and payment card compliance. To illustrate the impact of these initiatives, Texas A&M University now processes payroll for more than 50% of the employees in the Texas A&M University System.

- Student Business Services now provides services for students at Texas A&M University Main, Texas A&M University Galveston, and Texas A&M University Health Science Center. These expanded services have increased the number of student payments processed by 26.6% since Fall 2012.
- In conjunction with IT Services, developed an on-line Photo Submission application for incoming freshman and transfer students to electronically submit their photos for the creation of their TAMU ID Cards. ID Cards are now produced in advance of each conference, reducing the waiting time for students and parents during their conference orientation.

Awards and Honors:

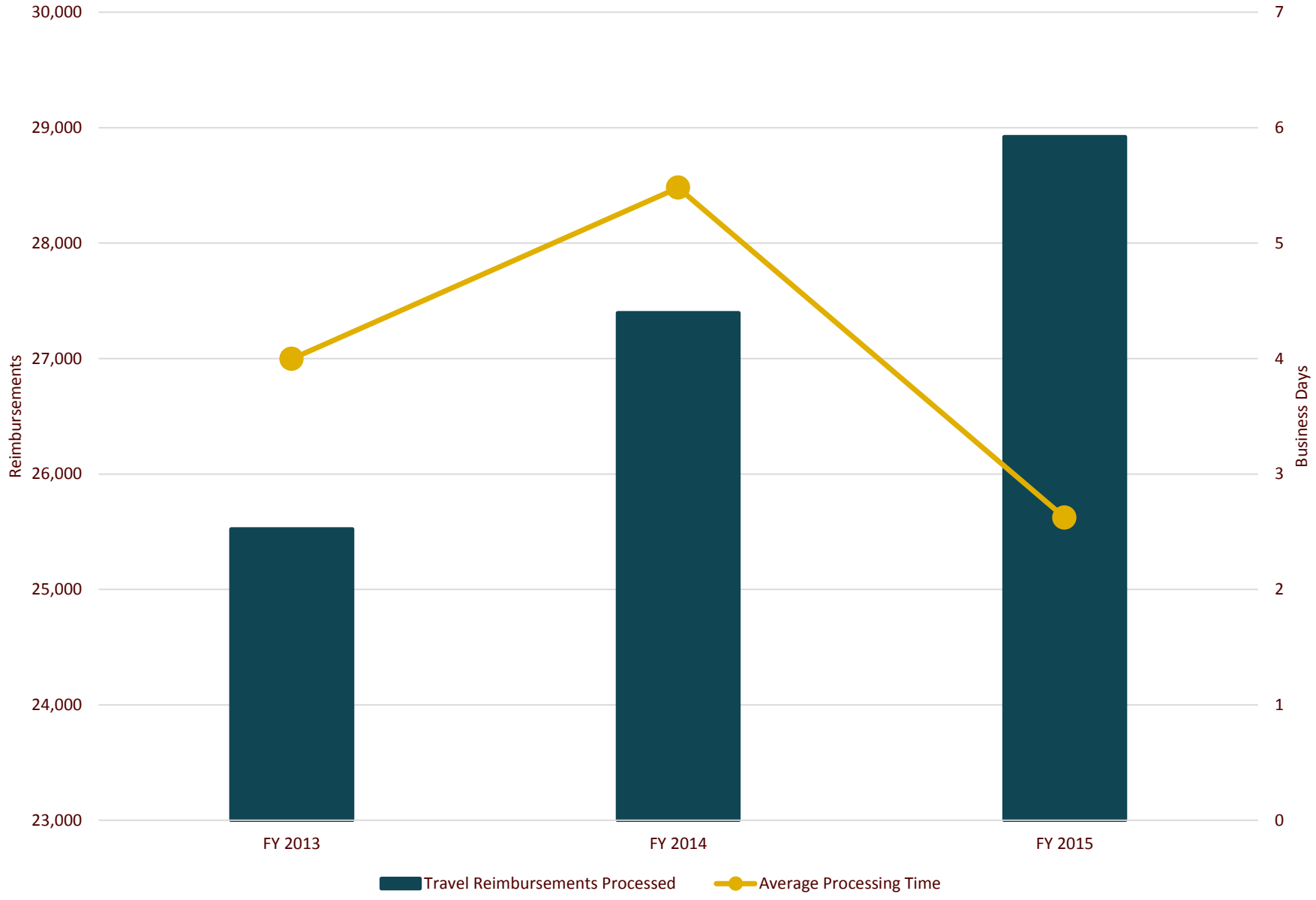
- Preston Dubose (Financial Management Operations) was selected as a presenter at the 2015 Treasury Institute Payment Card Industry Workshop in Las Vegas, Nevada.
- Jennifer Lightfoot, Jaqueline Brossman-Ashorn, and Amelia Campos from Student Business Services delivered a keynote presentation on best practices related to the cashless initiative at the 2015 Student Financial Services Conference in Atlanta, Georgia.
- Student Business Services received the 2015 “Best Practice Technology Award” from Campus Technology Innovators for the “Call Em All” system.

Customer Satisfaction



Customer Satisfaction was measured on a five point scale: very satisfied, satisfied, neither satisfied nor dissatisfied, unsatisfied, and very unsatisfied. The survey is conducted biennially.

Travel Reimbursements



Transaction Processing Volume

	FY 2013	FY 2014	FY 2015
Departmental Accounting Services			
Reconciliations and Verifications Prepared	3,382	3,804	3,920
Financial Management Operations			
Vendor Payments	309,653	325,050	361,444
eCommerce Transactions Processed	208,328	299,387	369,970
Payroll Services			
Employee Payroll Actions Processed	42,064	39,836	45,157
Supplemental Payments Processed	25,357	34,054	33,840
W-2's Issued	23,243	21,291	25,413
Student Business Services			
Student Payments Processed	175,596	201,784	222,246

Supplemental Payments includes items such as one-time merit and special project payments.



Annenberg Presidential Conference Center

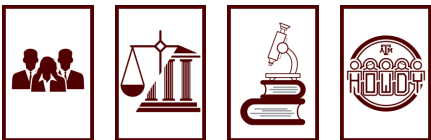
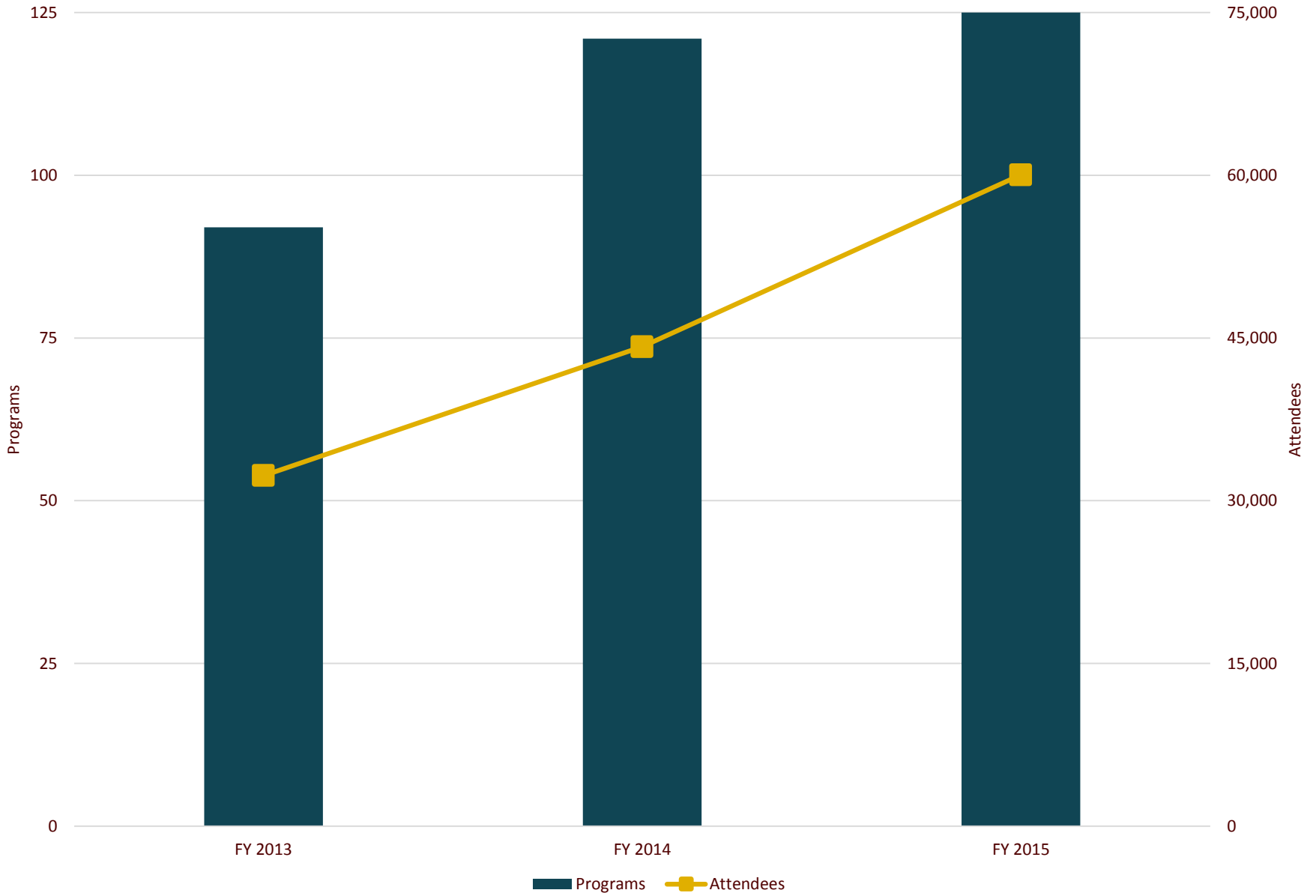
Led by Marc Chaloupka, Director

The Annenberg Presidential Conference Center is an event facility built to accommodate the George Bush Library Foundation, George Bush Presidential Library, Texas A&M University departments and organizations, and the Texas A&M University System. The facility can host a variety of events such as banquets, lectures, workshops, receptions, and performances.

Awards and Honors:

- Selected for the 2015 “Best of College Station Award” in the Event Planning category by the College Station Award Program.

Program Activity



Budget and Planning

Led by Deborah Wright, Associate Vice President

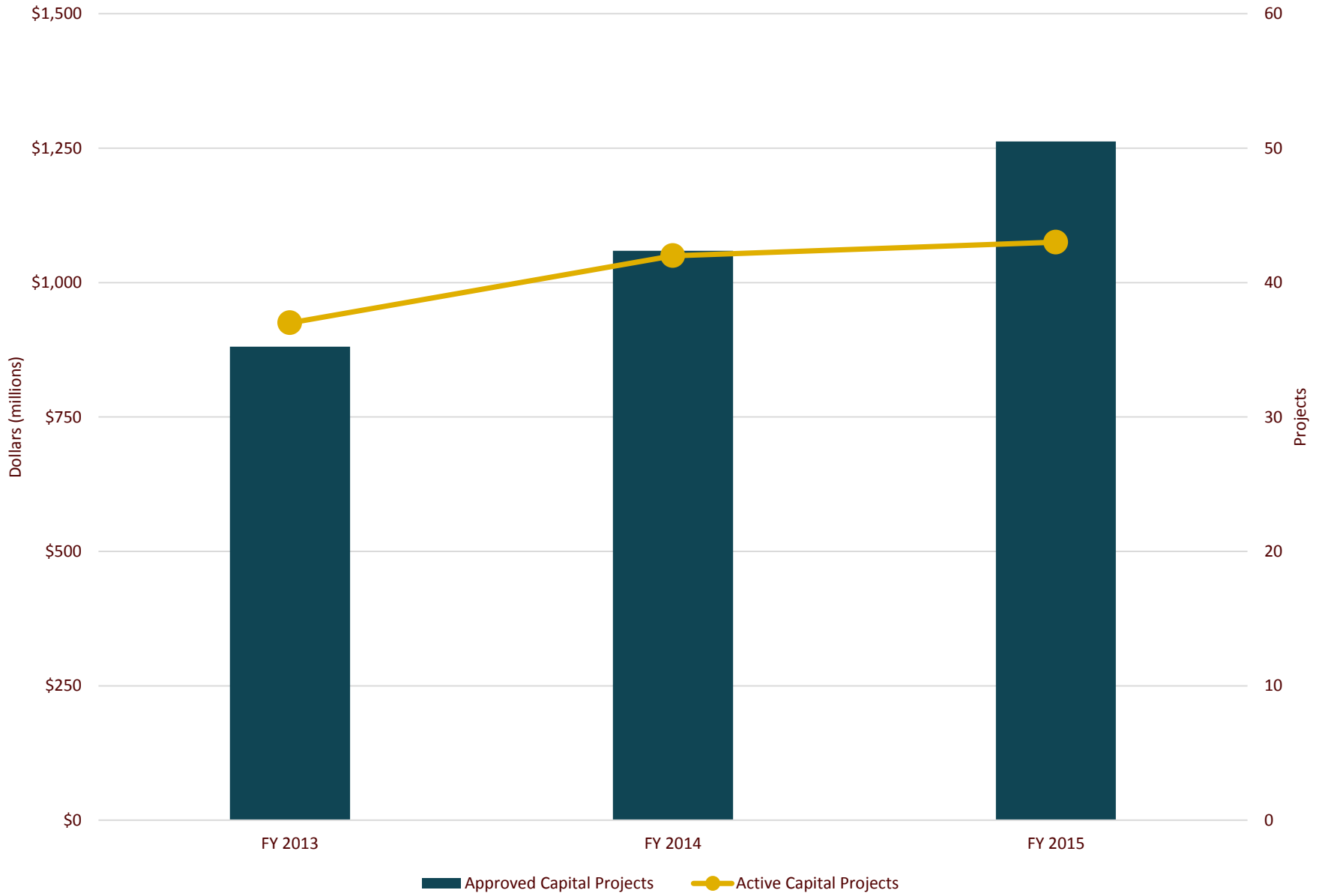
The Office of Budget and Planning is responsible for:

- Coordinating the preparation of the annual operating budget for Texas A&M University
- Preparing the biennial Legislative Appropriation Request
- Preparing federal, state, and University system reports
- Developing and overseeing the University's facilities capital plan
- Analyzing the financial impact of tuition and fee rates
- Monitoring current and future sources and uses of funds to ensure sufficient funding for strategic University priorities.

Accomplishments:

- During the 84th legislative session in 2015, 418 of the 6,276 bills were identified as priority bills for analysis (compared to 602 of 5,868 bills in the 83rd legislative session in 2013).

Capital Projects



Business Services

Led by Rex Janne, Assistant Vice President and University Contracts Officer

Departments/Units:

- Procurement Services acquires quality goods and services at the best value for the University community.
- Contract Administration executes and administers contracts on behalf of Texas A&M University.
- Logistics Services manages mail services, surplus property, and central receiving.

Accomplishments:

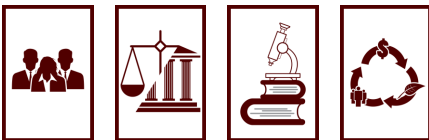
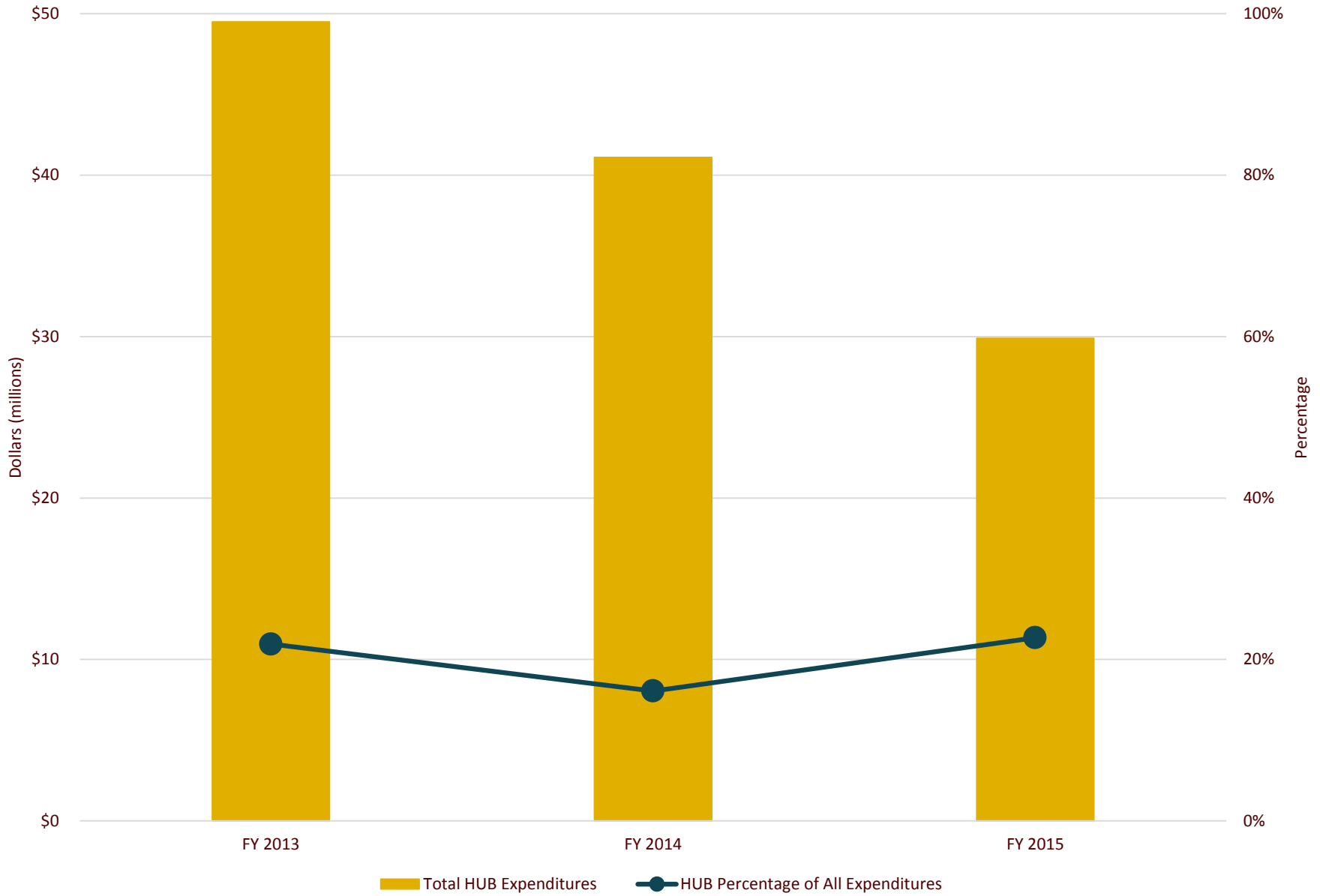
- University Mail Services annually reviews and modifies each of its delivery routes to improve efficiency, reduce excess cost, and reduce the University's carbon footprint. In the past eight years the department has reduced daily miles driven from 305 to 172 while maintaining and exceeding service levels across a growing campus.
- The Surplus Property office generated over \$600,000 in FY 2015 in university-wide surplus sales. In many cases the monies from the sale of property are returned to the departments for department-specific enhancements that improve our campus environment.
- University Storage Services located at the Riverside Annex has approximately 125,000 square feet of storage space providing storage of Texas A&M property and records.

Processing Volume

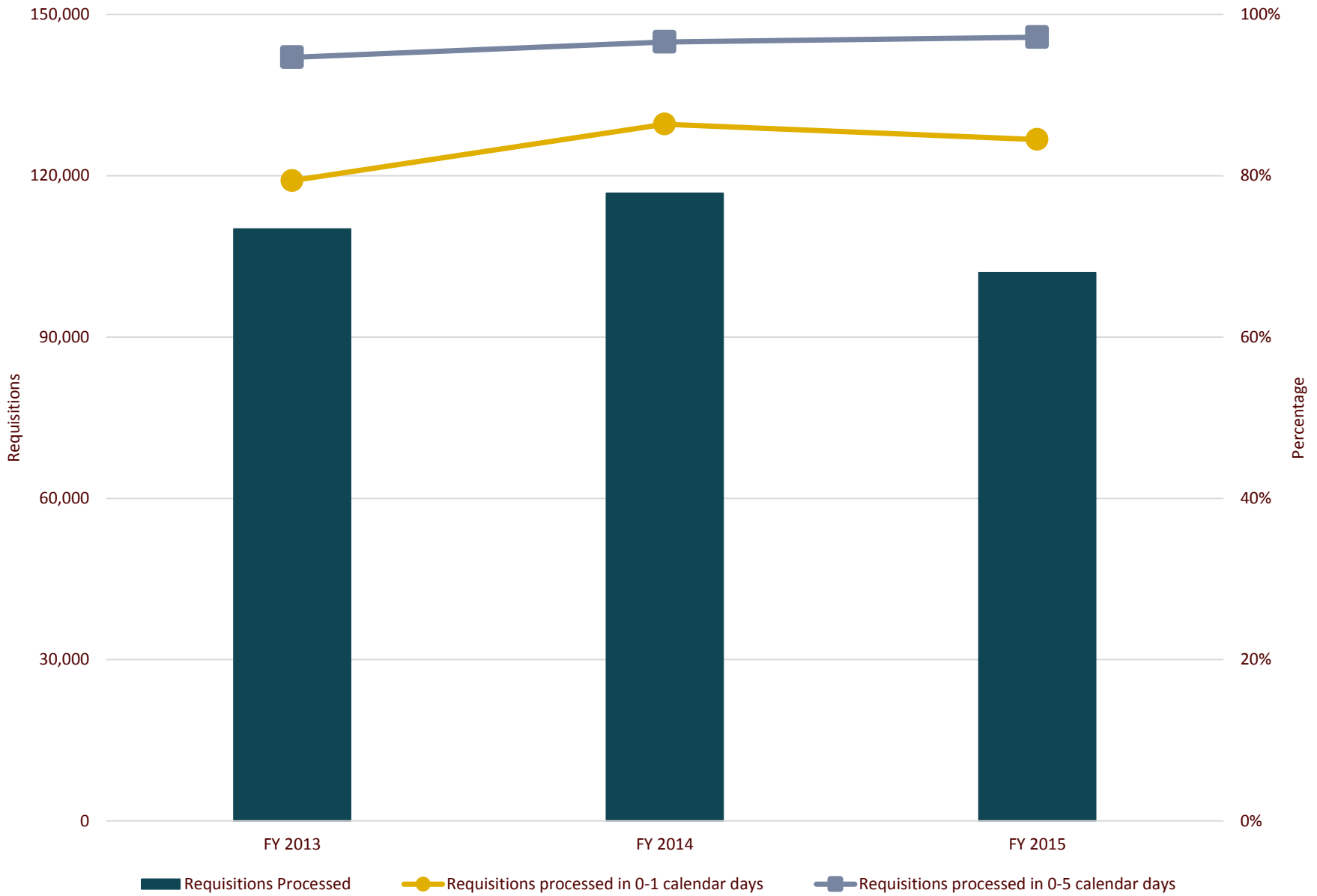
	FY 2013	FY 2014	FY 2015
Procurement Services			
Purchase Transactions	2,603	2,537	2,474
Transaction Dollars	\$122,144,498	\$175,315,662	\$160,083,589
Contract Administration			
Contracts	1,549	1,724	1,752
Contract Dollars	\$119,137,359	\$120,213,313	\$106,576,545



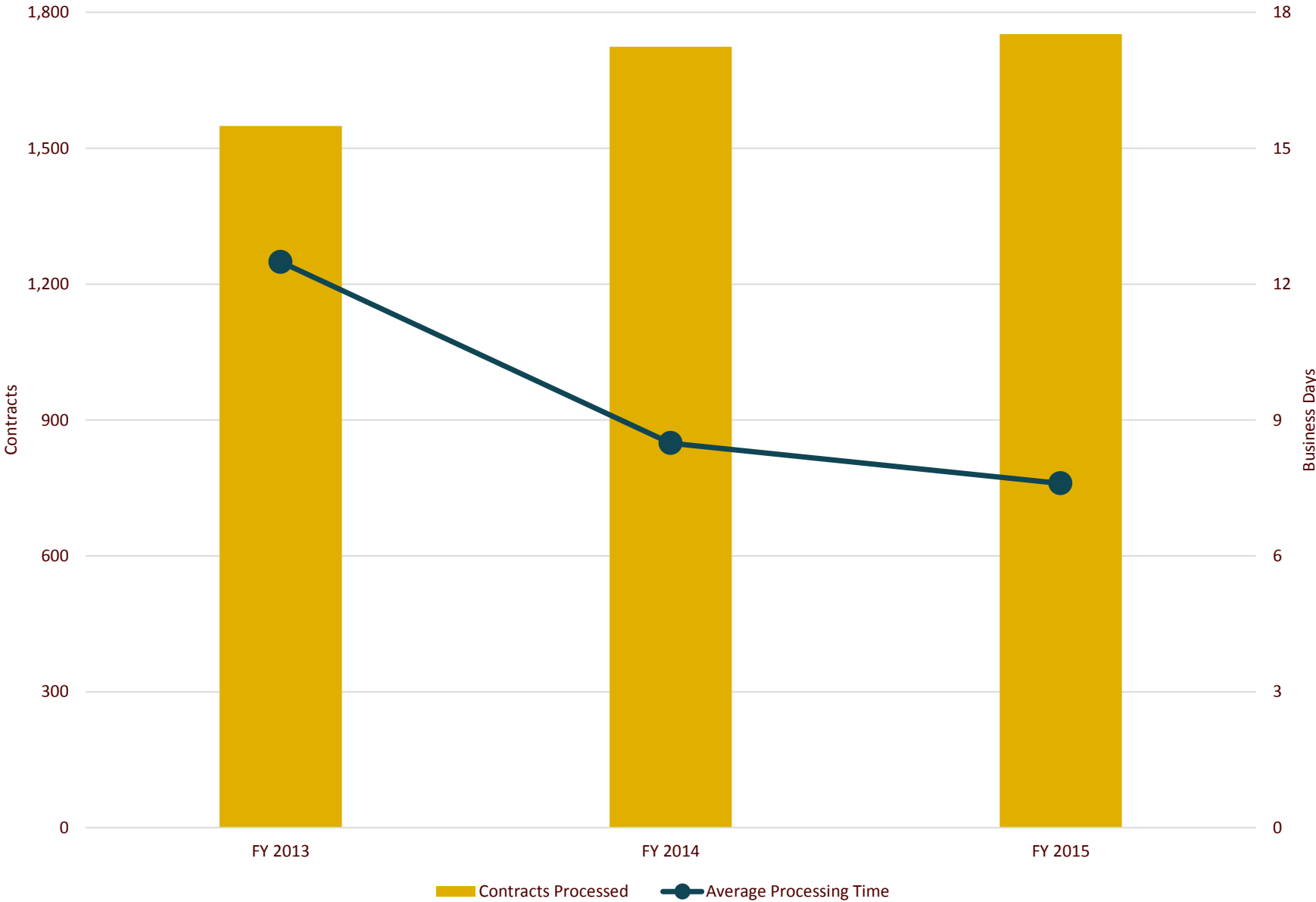
Historically Underutilized Business (HUB) Expenditures



Requisition Processing



Contract Processing



Facilities and Operations

Led by Jane Schneider, Associate Vice President

Departments/Units:

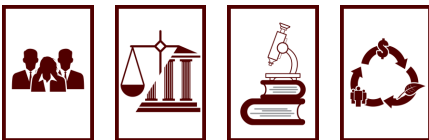
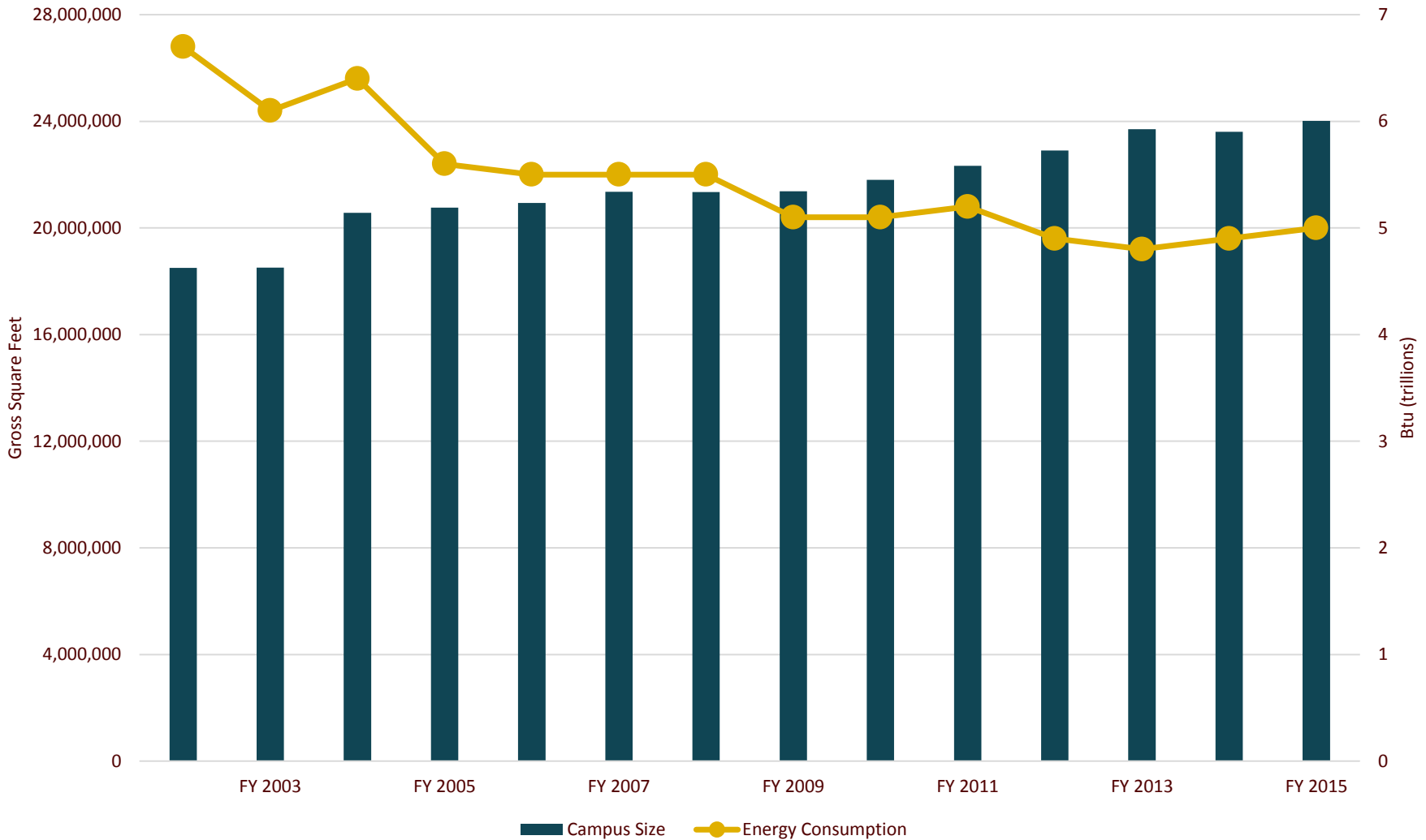
- The Office of the University Architect provides leadership, vision, and professional guidance in the planning, design, and construction of the campus built environment.
- Utilities and Energy Services (UES) produces, delivers, and manages utilities and energy serving 24 million gross square feet on the Texas A&M University campus. Other services provided include project review and management, solid waste and recycling management, domestic water production and delivery, and operation of two wastewater treatment facilities.
- The Outsourcing Office is responsible for administering the maintenance, landscape, custodial, and dining contracts for the campus services outsourced to Compass Group in 2012.
- The Office of Facilities Coordination provides and analyzes facilities and land use information to support the decision and planning processes of Texas A&M University and its constituencies.
- The Office of Sustainability informs the campus and local community about the importance of sustainability by promoting sustainable practices both on- and off-campus in academic and non-academic settings.

Accomplishments:

- The Office of the University Architect is leading the effort to update the 2004 Campus Master Plan.
- UES completed the installation of 17,900 tons of new chiller capacity and is currently installing another 10,500 tons of cooling capacity. These projects serve the equivalent of over 10,000 average-size homes.
- With the guidance of UES, two buildings (the General Services Complex and Agricultural and Life Science Building) have received ENERGY STAR Certificates. In order to be certified, a facility must perform superior to 75% of similar buildings nationwide on several criteria, including energy consumption and building operations.
- Under the leadership of the Office of Sustainability, Texas A&M University achieved a Silver rating in the Sustainability Tracking, Assessment, and Rating System, increasing our rating from 47.51 in 2012 to 54.63 in 2015.
- Facilities Coordination maintains the “Aggie Map,” an interactive searchable campus map that had 1,102,230 page views during FY 2015. (aggiemap.tamu.edu)
- Dining Services processed over 5,700 meal plan transactions and over 25,000 retail transactions per day at more than 15 facilities across campus during FY 2015.

Utilities and Energy Services

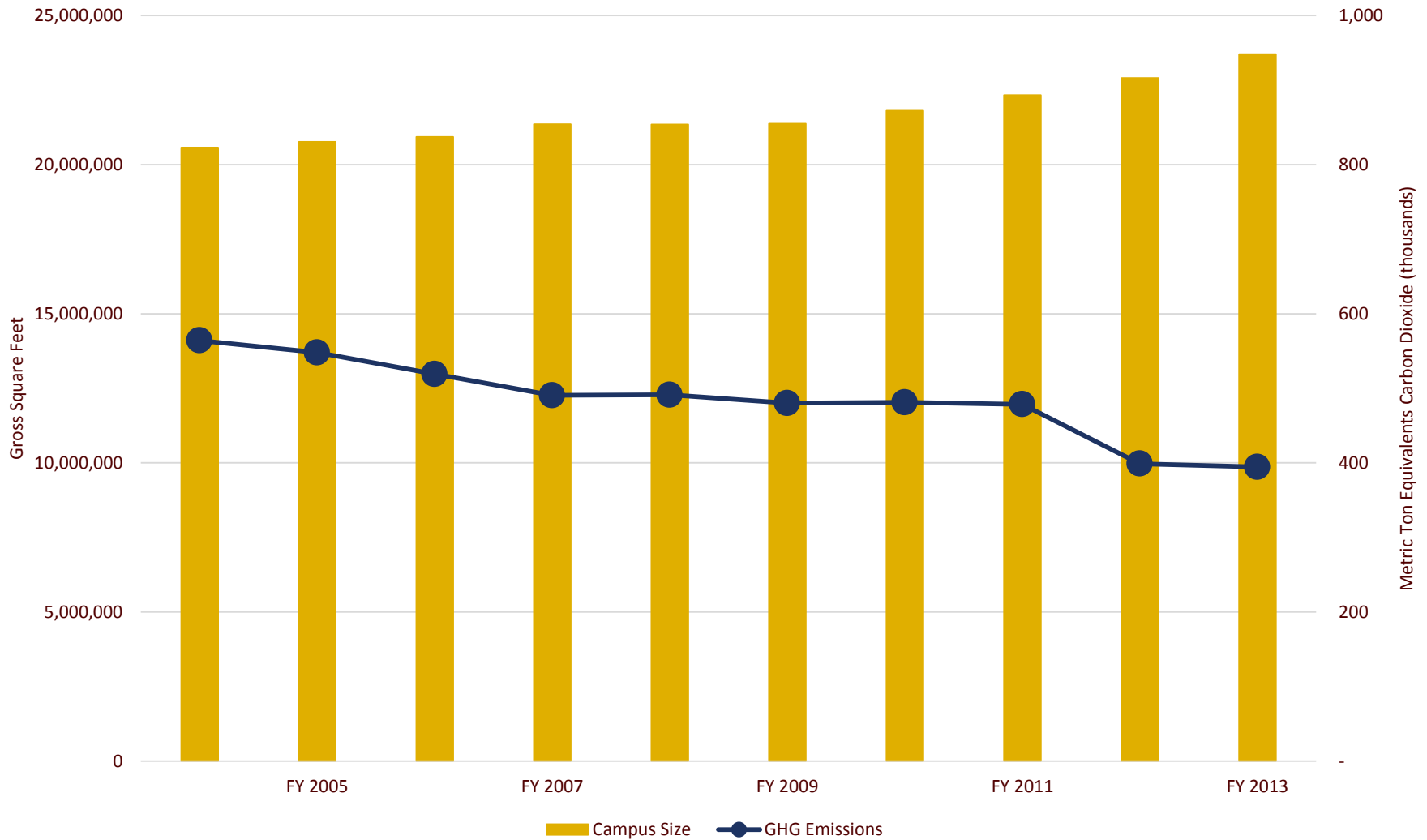
Energy Consumption



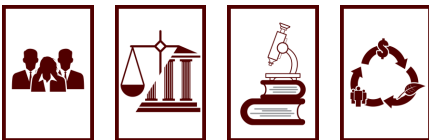
Energy consumption per Gross Square Foot was reduced by almost 45% and \$200 million in purchased energy cost avoidance has been realized from FY 2002 baseline through FY 2015.

Utilities and Energy Services

Greenhouse Gas Emissions

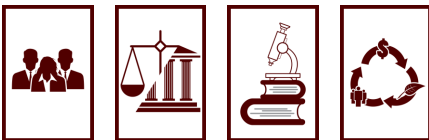
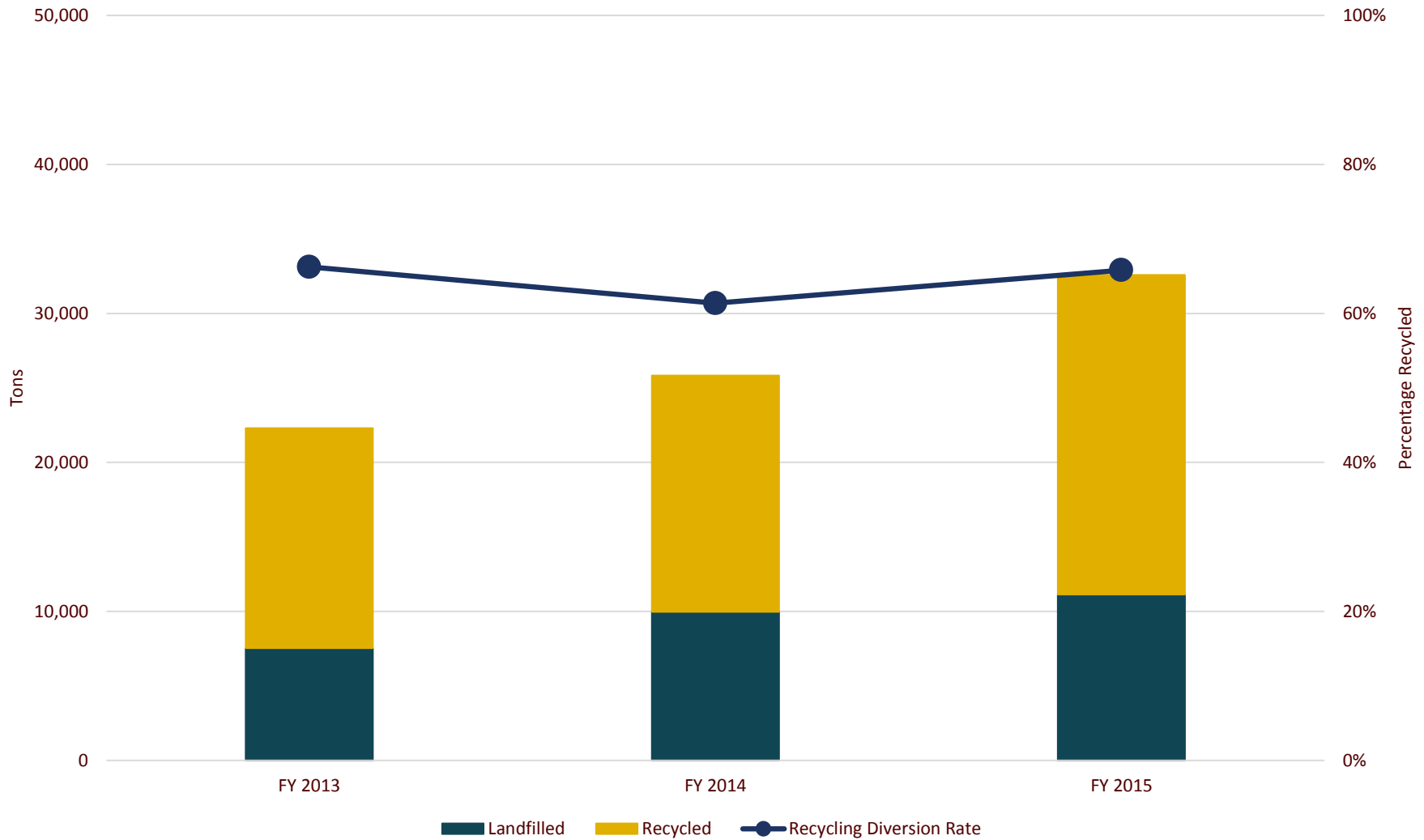


FY 2014 and FY 2015 data are pending.



Utilities and Energy Services

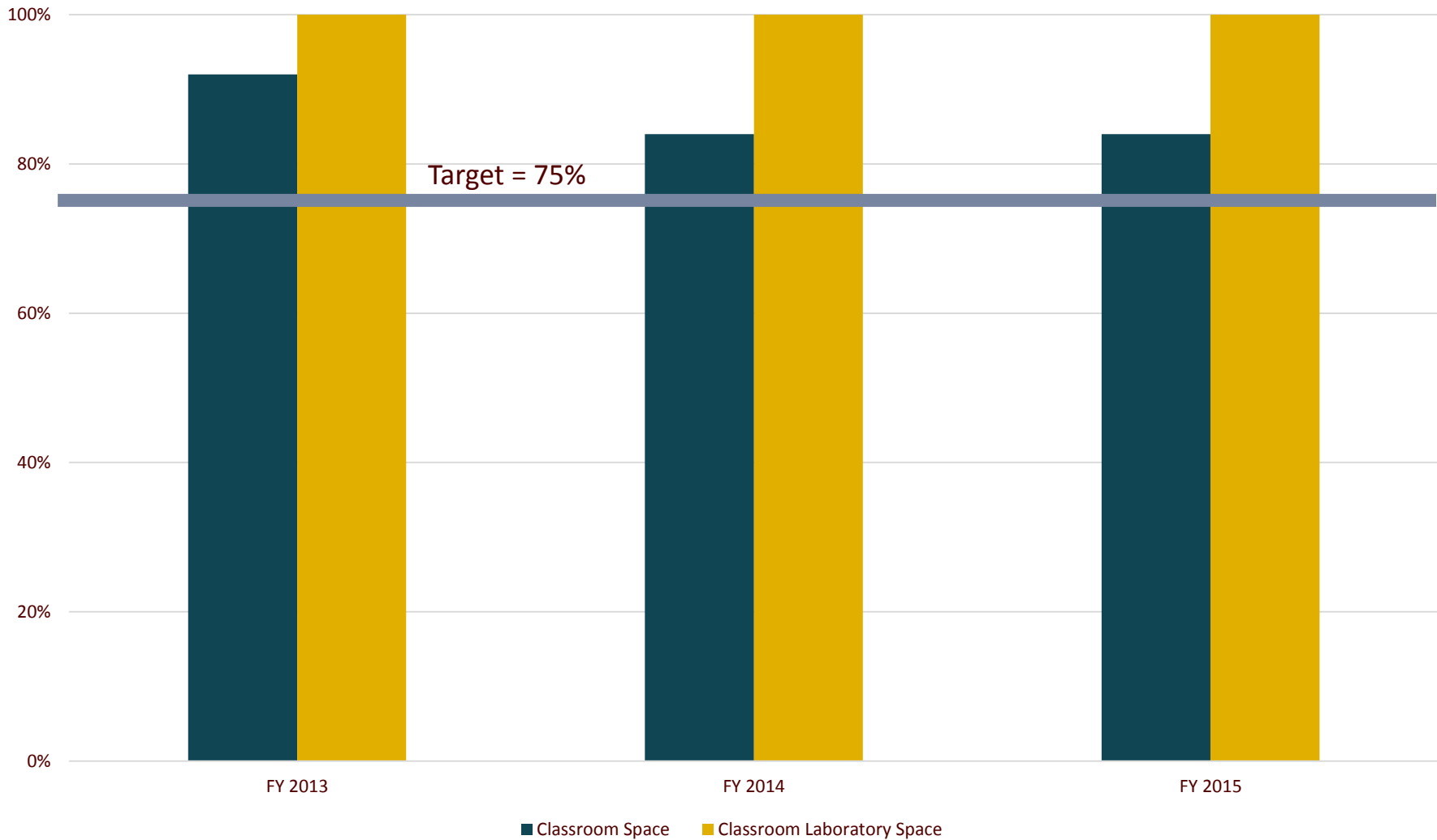
Recycling Diversion Rate



Recycled materials include paper, plastic, glass, cardboard, and aluminum; construction and demolition debris such as concrete, wood, metal and sheetrock, glass; and organic materials such as brush/limb clippings, manure, lab animal bedding, and food waste.

Facilities Coordination

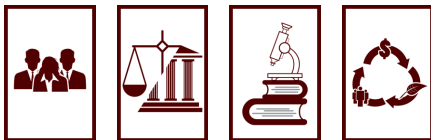
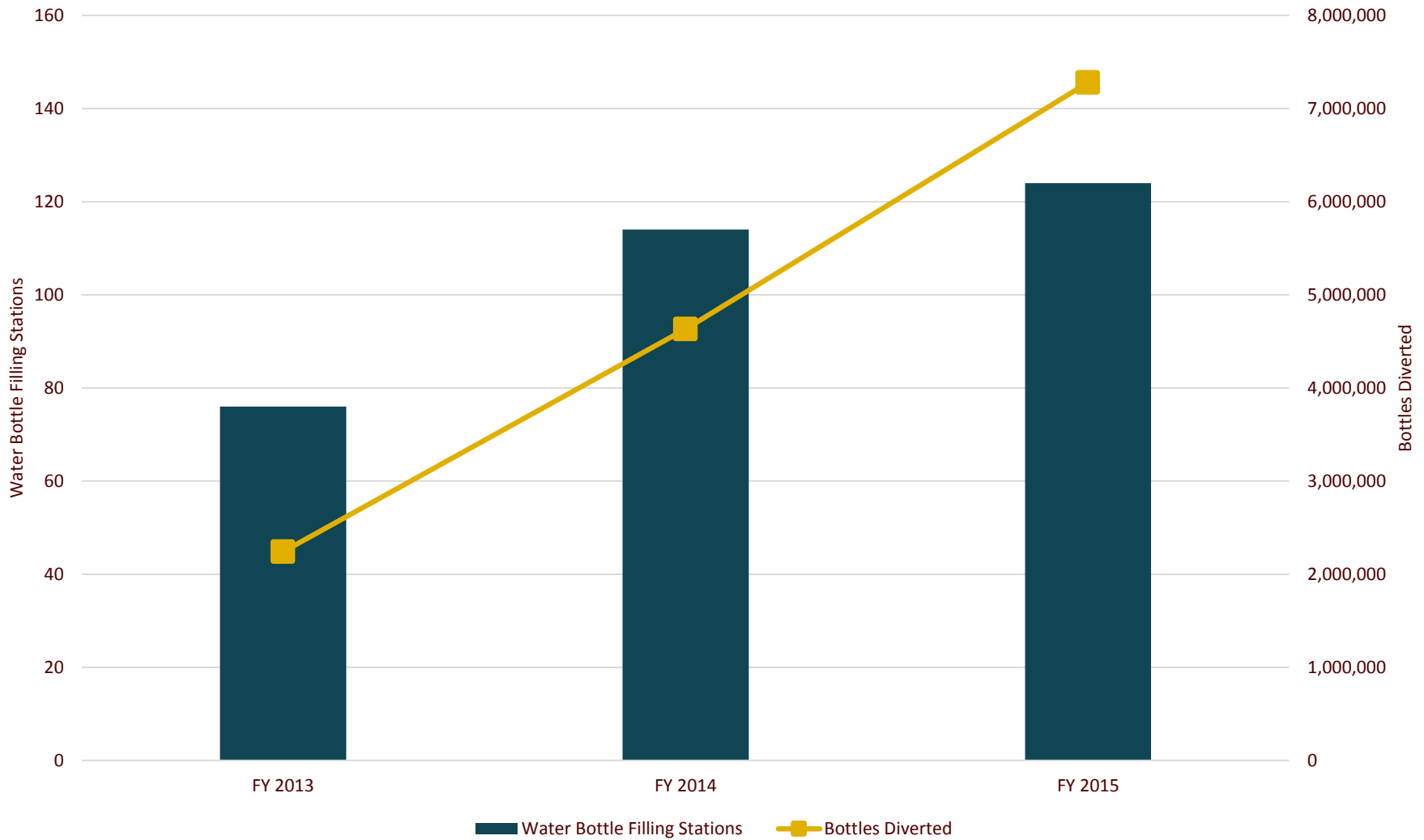
Space Use Efficiency Score



The Texas Higher Education Coordinating Board mandates at 75% Space Use Efficiency Score. Texas A&M University consistently ranks among the top 5 colleges and universities in the state in the utilization of its space.

Office of Sustainability

Water Bottle Filling Stations and Water Bottles Diverted



Human Resources and Administrative Services

Led by Janelle Ramirez, Interim Associate Vice President

Departments/Units:

- Human Resources provides services in the areas of benefits, classification and compensation, employee assistance, employee relations, policy and practice review, recruitment and workforce planning, and work/life programs.
- Employee and Organizational Development offers a variety of workshops, programs, and consulting services designed to enhance the professional growth and effectiveness of Texas A&M University's staff and faculty.
- Office of Open Records ensures compliance with the Texas Public Information Act.

Accomplishments:

- Provided extensive leadership and support for the system-wide Human Capital Management initiative.
- Participated on the Advisory Committee and the Steering Committee for the system-wide initiative to standardize employee titles and pay plans.
- Provided extensive organizational development services and custom training sessions for various organizational units, with particular focus on change management, strategic planning, teambuilding, and employee development.
- Collaborated with the System Benefits Administration Office to interpret and implement the Affordable Care Act requirements.

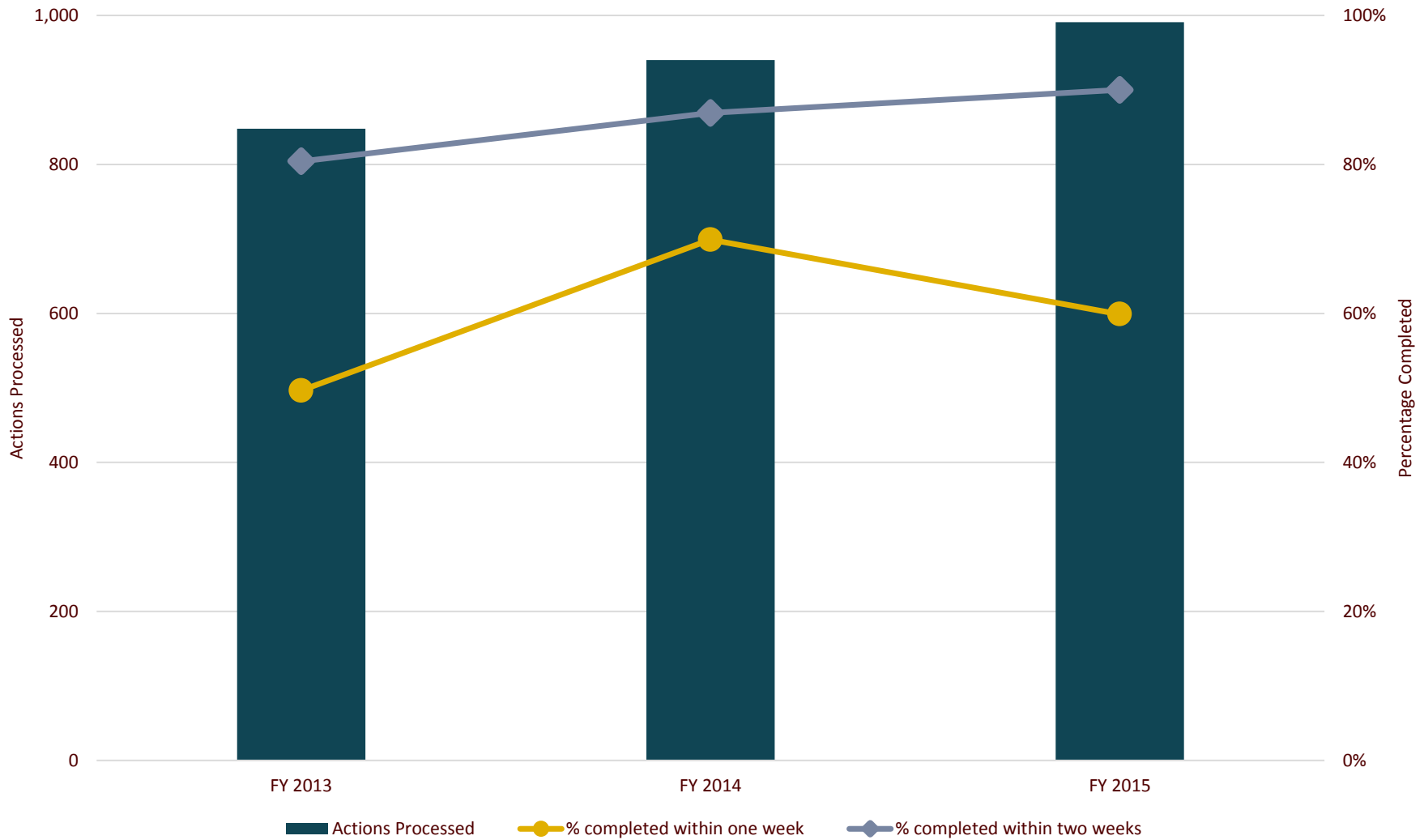
- Worked with campus departments and System General Counsel attorneys to review and develop event worker guidelines related to federal overtime requirements and dual employment.

Awards and Honors:

- Received awards and national recognition for the Diversity and Inclusion in the Workplace Certificate Program. This innovative, 18 month program focuses on the value of diversity and inclusion, raises awareness, and offers strategies for creating and maintaining a workplace that values diversity.
 - HR Innovation Award presented by the National College and University Professional Association for Human Resources.
 - Innovation Award presented by the Texas Higher Education Human Resources Association.
 - Diversity Service Team Award presented by Texas A&M University.

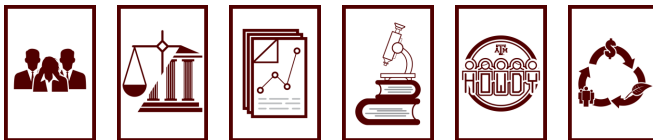
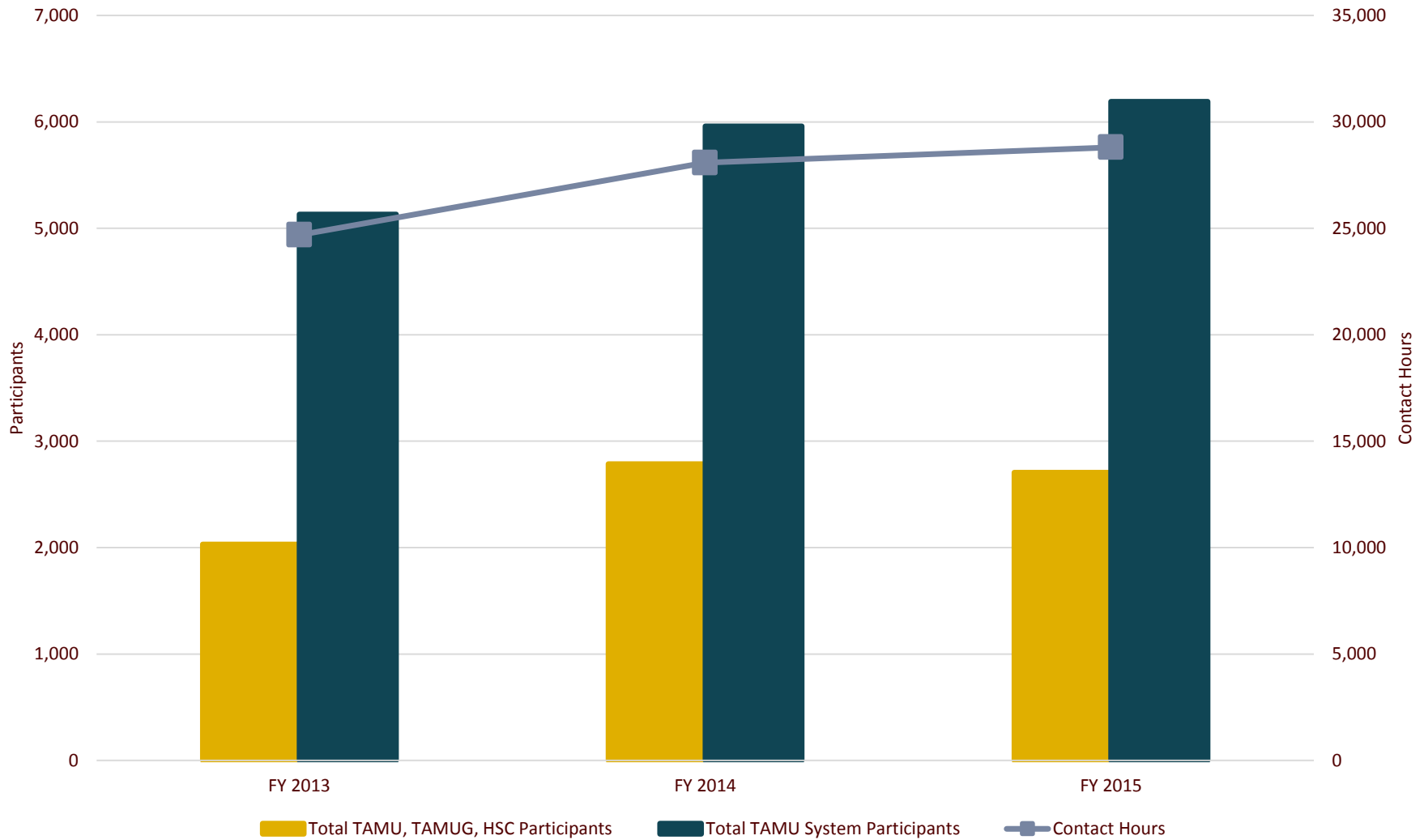
Human Resources

Compensation and Classification Actions



Employee and Organizational Development

Professional Development Activity



Employee and Organizational Development has added 136 new courses since FY 2013.

IT Services

Led by Andy Bland, Executive Director

IT Services comprises three units that provide technology solutions and services. The operations unit is responsible for the planning, implementation, and administration of the computing environment within the Division. The development unit reviews developmental needs and designs, implements, and supports both internal and third-party applications and web services. The reporting unit develops and implements reporting data for management analysis.

Accomplishments:

- In conjunction with Student Business Services, developed an on-line Photo Submission application for incoming freshman and transfer students to electronically submit their photos for the creation of their TAMU ID Cards. ID Cards are now produced in advance of each conference, reducing the waiting time for students and parents during their conference orientation.
- Developed a new application (Print Acquisitions) that University employees and departments use to order University approved formatted business cards, stationery, envelopes, and other specialty printing needs.
- Developed an electronic key tracker application to track the assignment of all building and room keys (permanent and loaner keys) to ensure that all keys are properly accounted for.

Safety and Security

Led by Christopher Meyer, Assistant Vice President

Departments/Units:

- Building Access oversees both key control and card access systems.
- Environmental Health and Safety (EHS) oversees:

Environmental Services

- Asbestos
- Chemical Waste
- Environmental Management
- Hazardous Materials Shipping
- Indoor Air Quality

Safety Services

- Agricultural Safety
- Emergency Management
- Engineering Safety
- Fire and Life Safety
- Food Safety
- Laboratory Safety
- Occupational Safety
- Radiological Safety
- Scientific Diving

Health Services

- Ergonomics
- Food Safety
- Hearing Conservation
- Industrial Hygiene
- Occupational Health
- Respiratory Protection
- Automated External Defibrillators

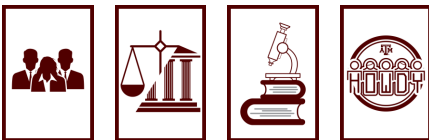
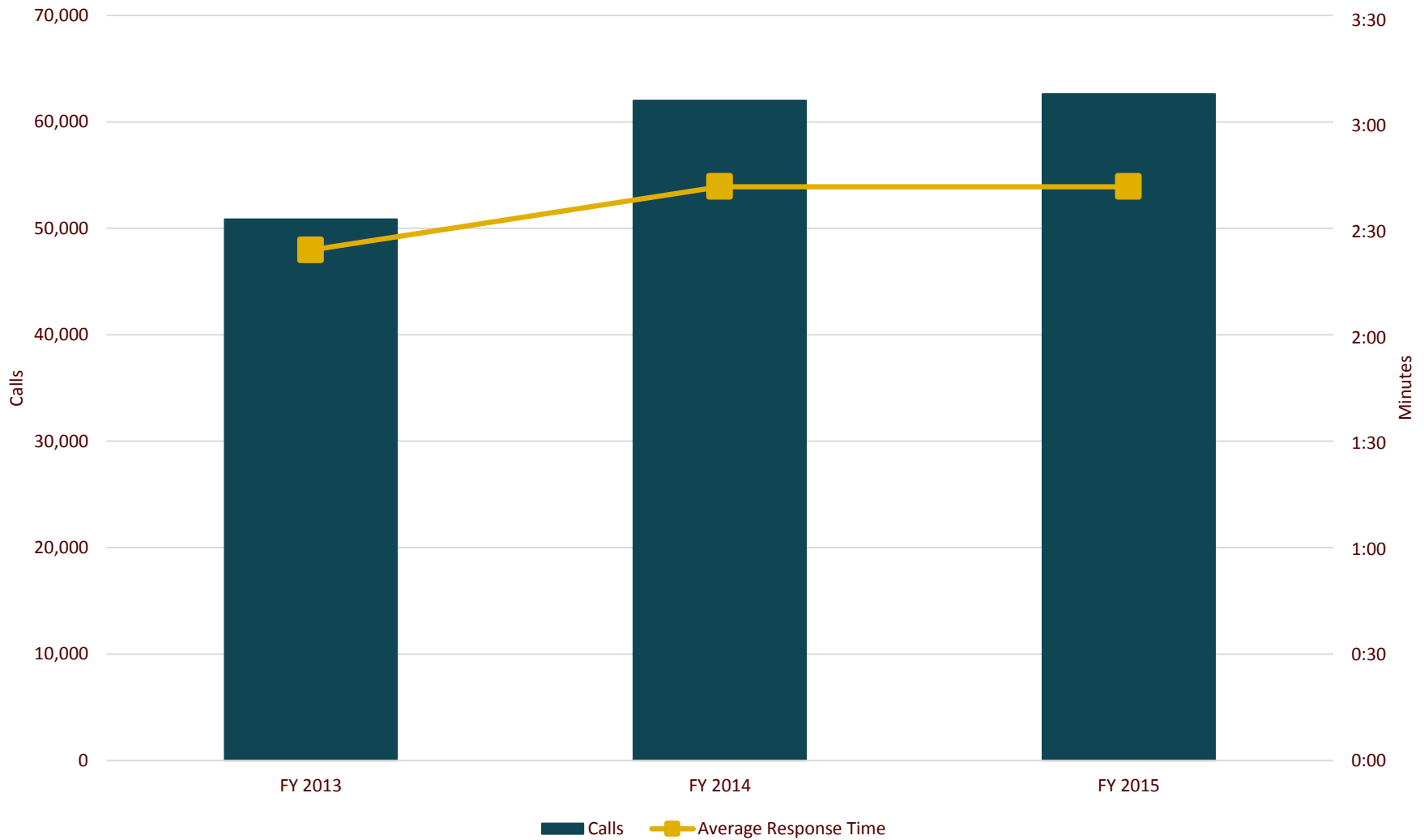
- The University Police Department (UPD) provides public safety through field operations including crime prevention, criminal investigations, patrol, security, special operations, and victim advocacy.

Accomplishments:

- EHS organized the “Stream Clean” initiative with 123 student, staff, and faculty volunteers collecting more than 80 bags of trash from White Creek and Burton Creek.
- EHS hosted National Fire Protection Association and Heartsaver CPR/AED training for Texas A&M University and Texas A&M University System representatives.
- UPD was awarded accreditation status by the Commission on Accreditation for Law Enforcement (CALEA) in November 2014. The CALEA accreditation system establishes a uniform set of best practices based on a body of standards developed by public safety practitioners.
- UPD has continued in its efforts to enhance professional development by developing and maintaining well-trained, educated and professional police officers to better serve the community. In addition to classroom training, Officer training hours include hands-on instruction in firearms, emergency driving, tactical response, and defensive tactics.
- UPD participates in various crime prevention and community service programs on topics such as sexual assault, personal safety, alcohol and drug awareness, response to active shooters, and property protection.
- UPD officers have been equipped with body video/audio recording systems to provide accurate documentation of interactions, gather evidence, evaluate probable cause for arrest, and enhance officer evaluation and training.

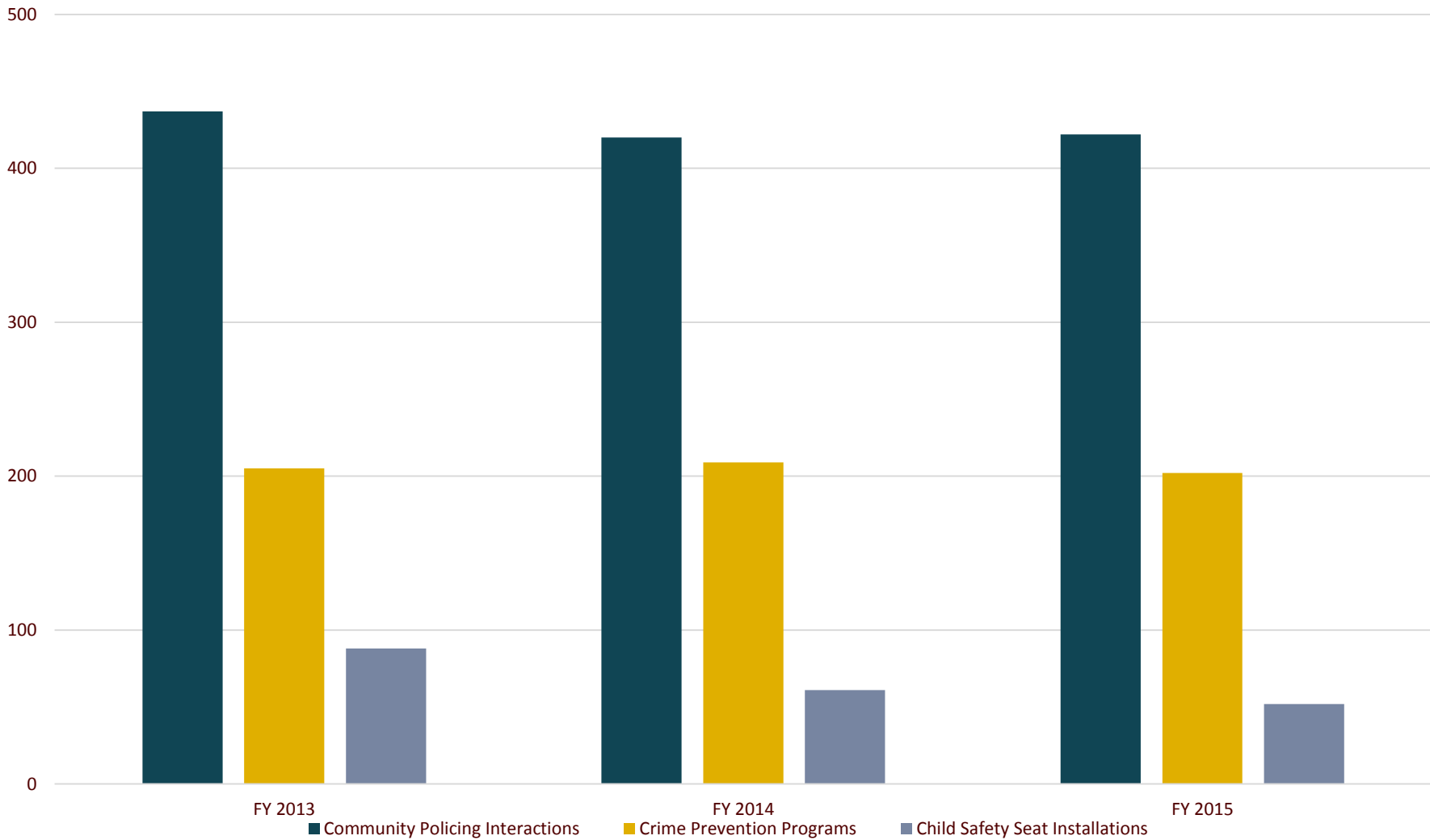
University Police Department

Service Calls



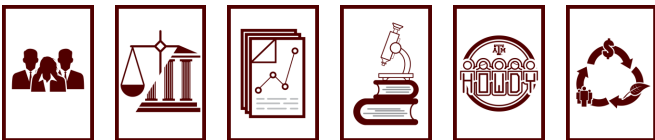
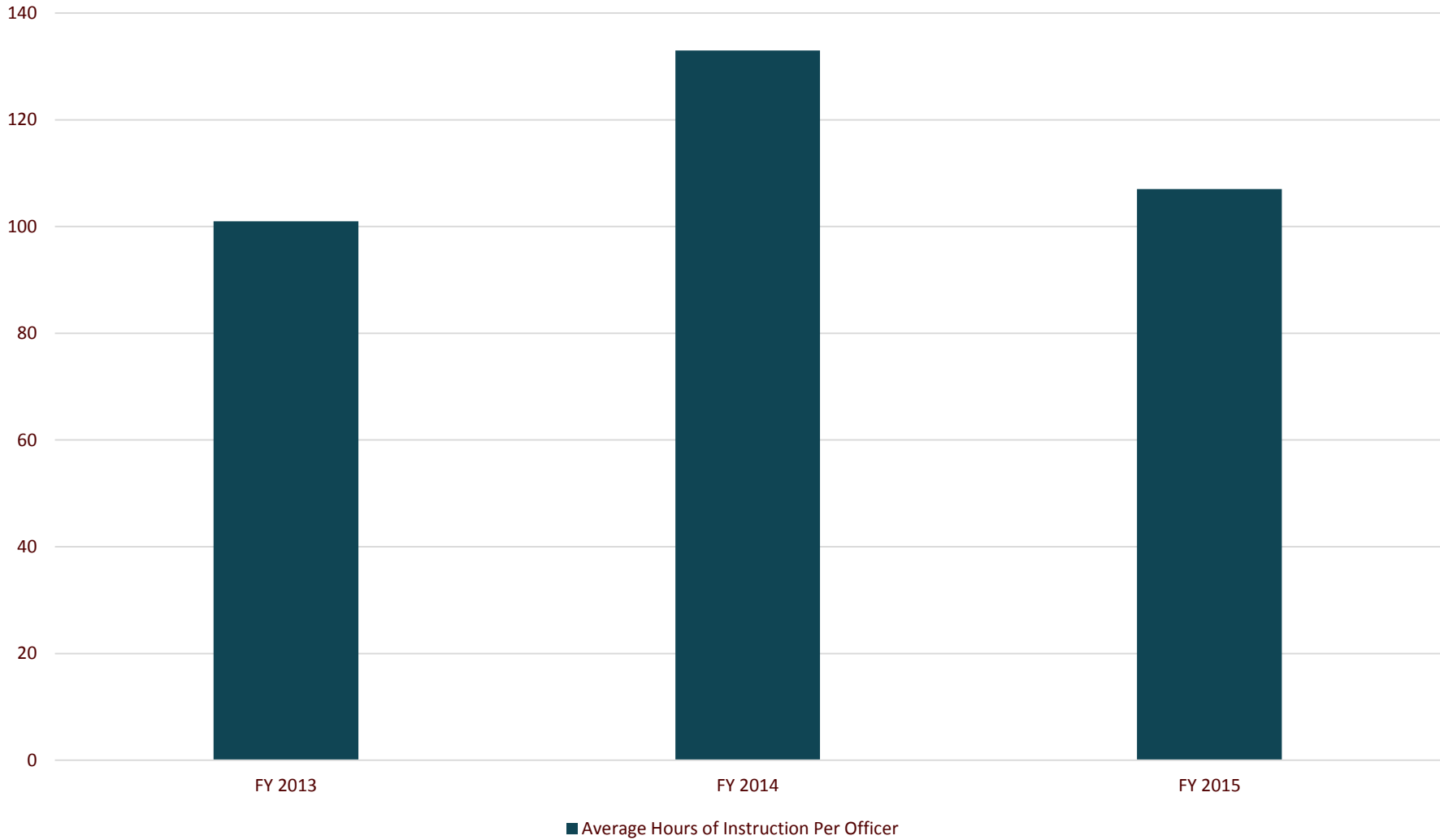
University Police Department

Community Service Activities



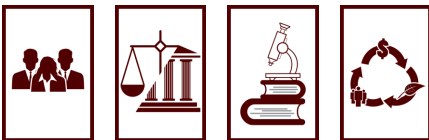
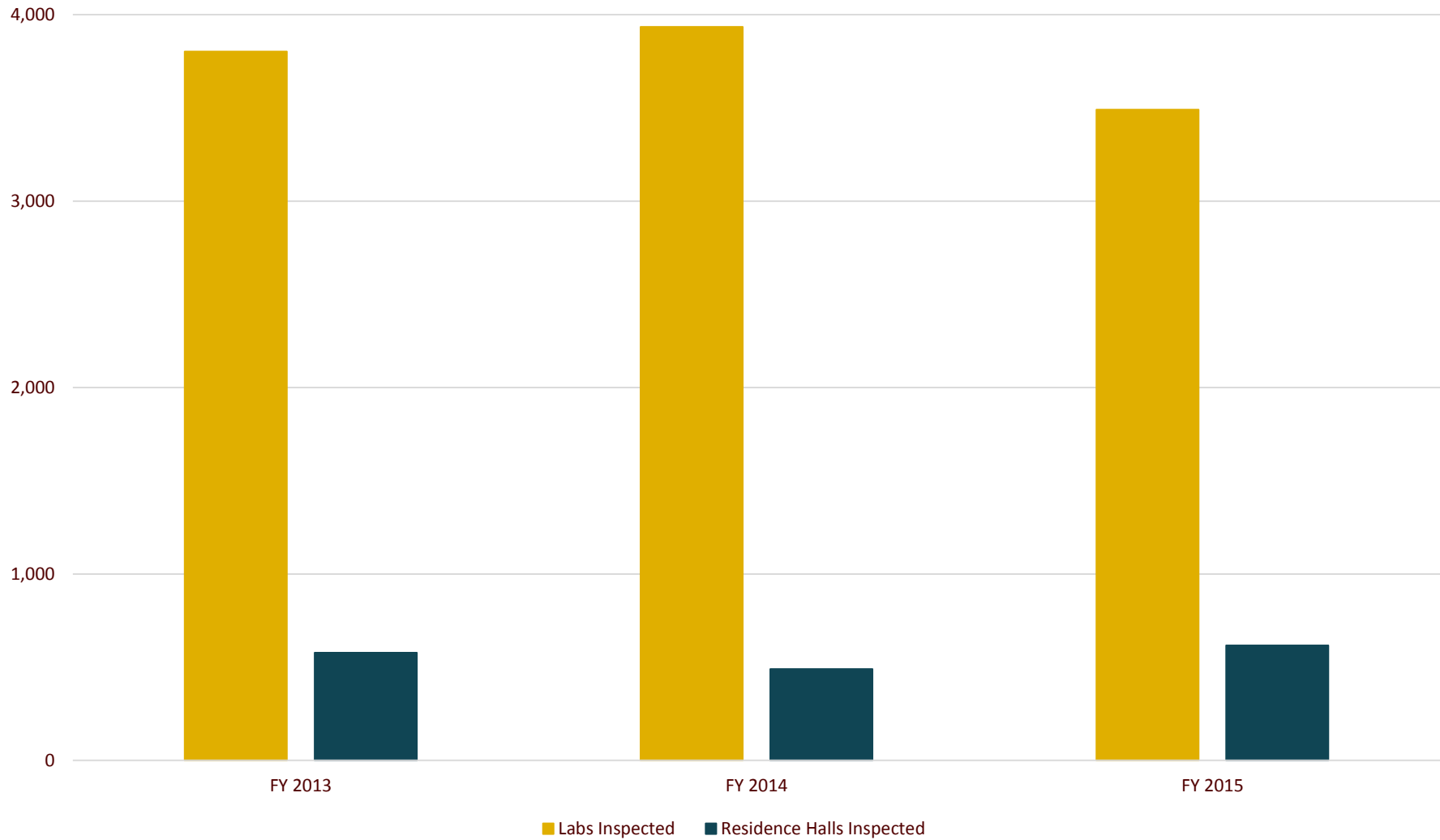
University Police Department

Officer Training



Environmental Health and Safety

Inspection Activities



Transportation Services

Led by Peter Lange, Executive Director

Transportation Services provides fleet, parking, and transit services to the Texas A&M University community.

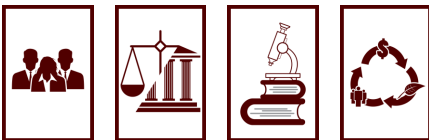
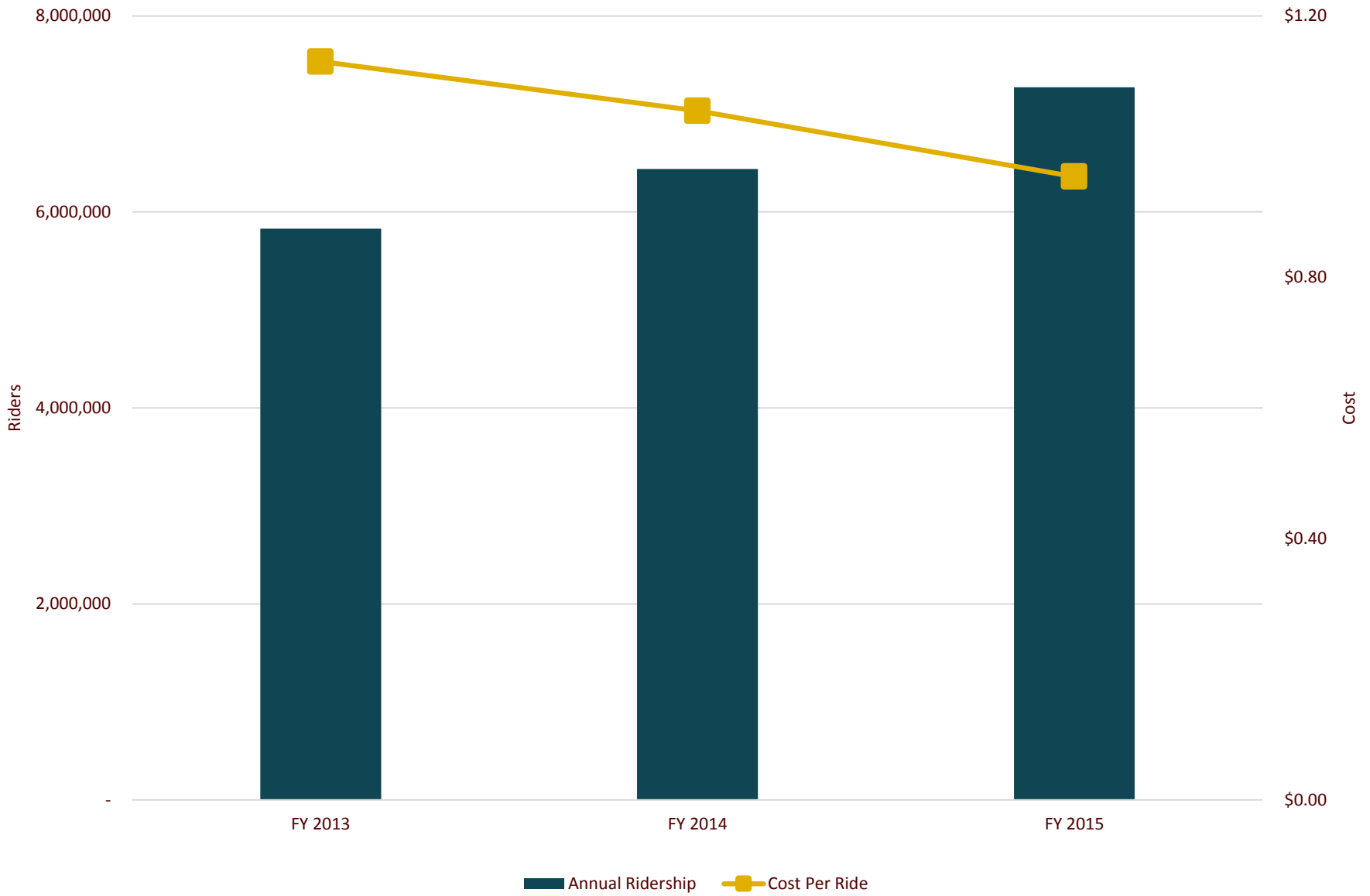
Accomplishments:

- During 2015, Transportation Services added 10 new and 5 used buses to the transit fleet, which now consists of 90 buses.
- Increased service hours from 120,765 in FY 2014 to 128,477 in FY 2015.
- Transit ridership surpassed 7 million rides in FY 2015.

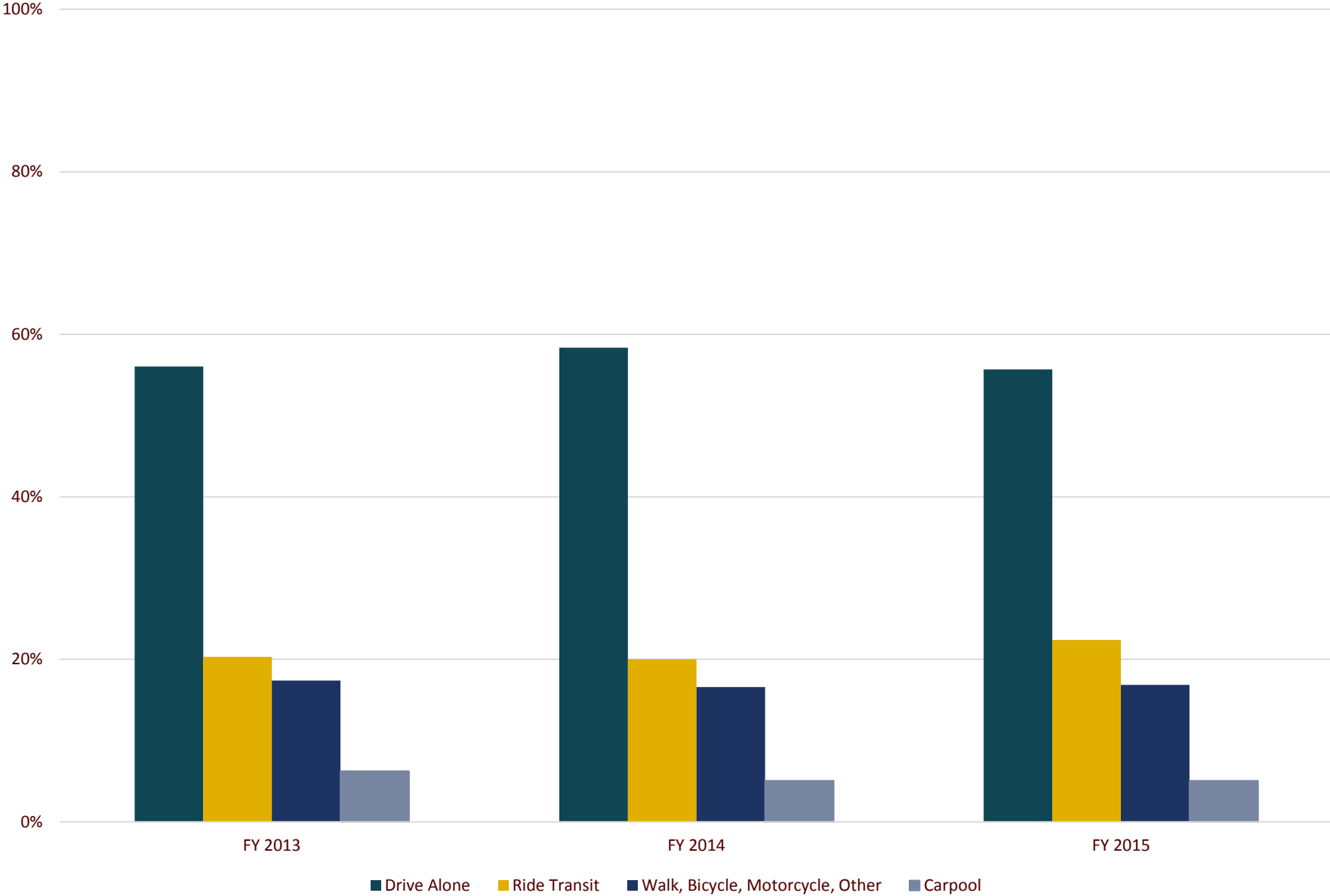
Awards and Honors:

- Texas A&M University Transportation Services and the Texas A&M Transportation Institute recently received the "Award of Excellence" for Parking Program of the Year from the Texas Parking and Transportation Association for their work on the "Texas A&M University Gameday Experience 2014."
- Three professionals were recognized by the International Parking Institute: Peter Lange (2015 James M. Hunnicutt, CAPP, Parking Professional of the Year), Clint Willis (2015 Parking Supervisor of the Year), and Cindy Ishaq (2015 Staff Member of the Year).
- Transportation Services was recognized as one of 16 outstanding marketing and communications programs in the parking sector for its entry: "Destination Aggieland: An App to Enhance Gameday."

Transit Ridership



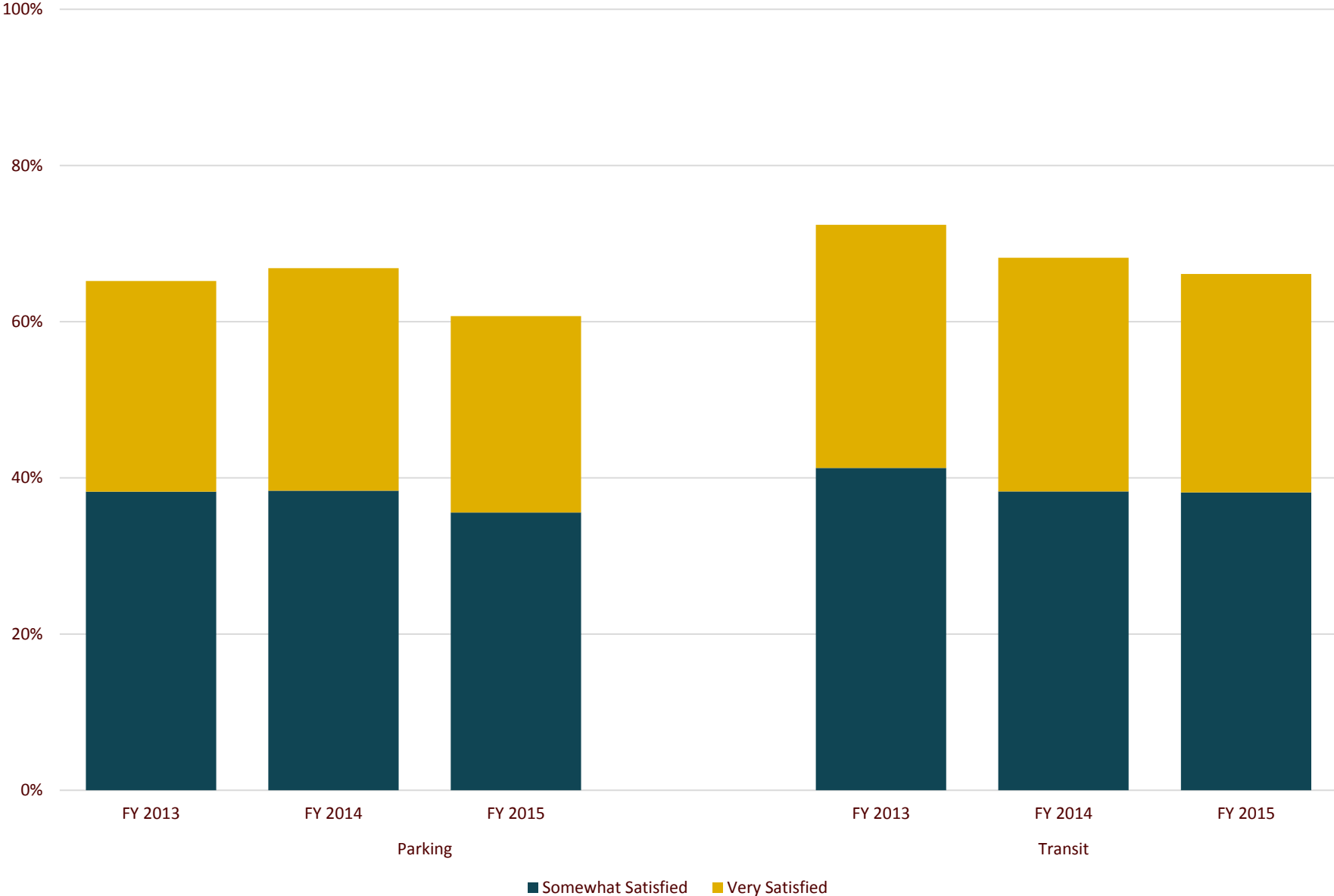
Mode of Transportation to Campus



Percentages reflect faculty, students, and staff.



Customer Satisfaction



Customer Satisfaction was measured on a five point scale: very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, and very dissatisfied.



University Risk and Compliance

Led by Margaret (Peggy) B. Zapalac, Interim Associate Vice President and Compliance Officer

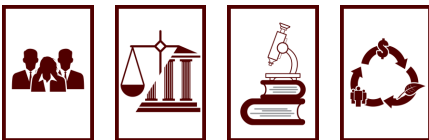
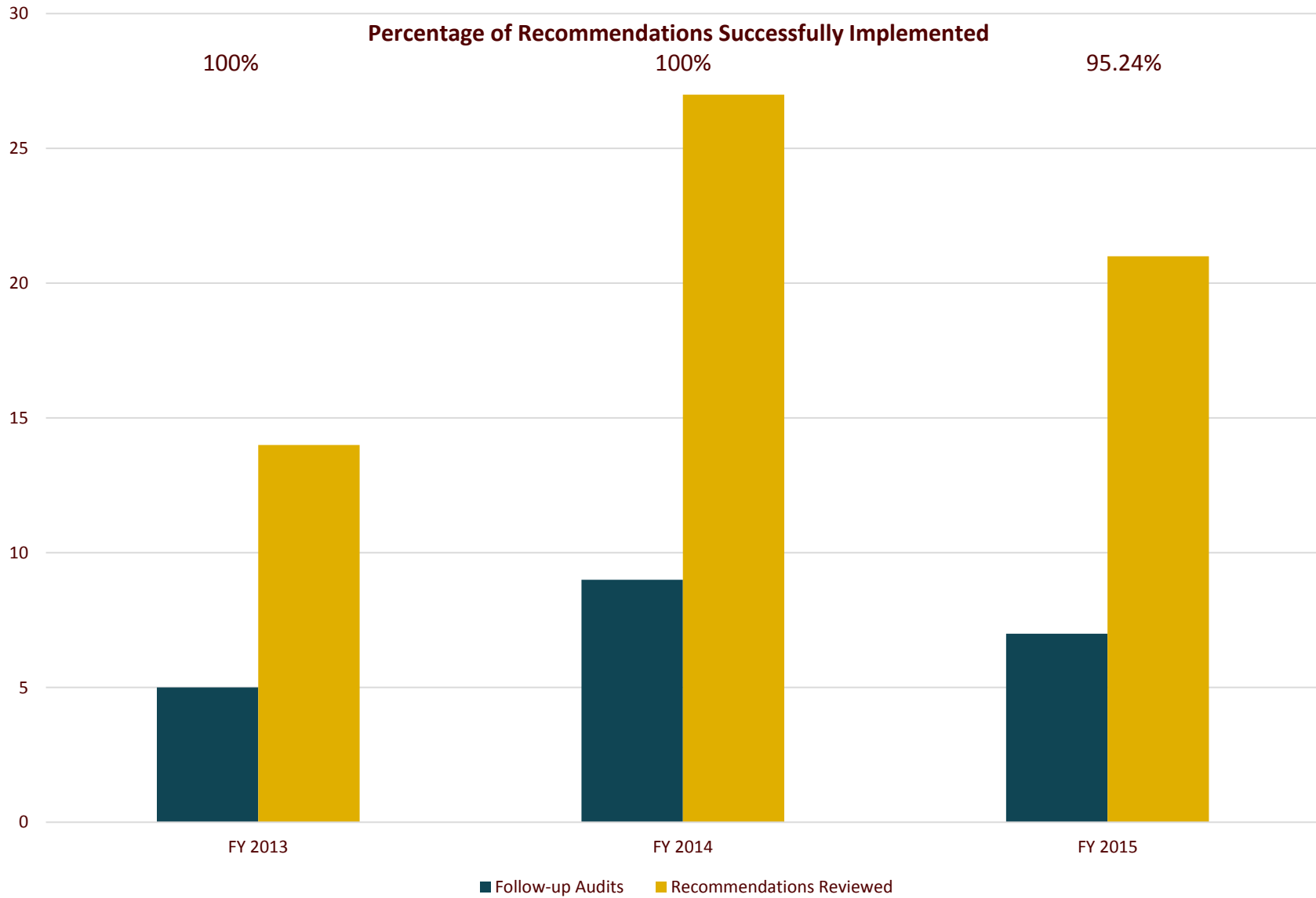
University Risk and Compliance provides university-wide leadership and services that strengthen accountability, mitigate significant risks, and reduce the consequences of non-compliance with federal and state laws.

- Leads enterprise risk management process by identifying risks and risk mitigation strategies for Texas A&M University and units within Texas A&M University.
- Coordinates compliance for several Federal reports (Annual Security Report, Annual Fire Safety Report, and Biennial Drug Free Schools and Communities Act Report).
- Provides training and information relating to compliance and risk management issues.
- Leads several university-wide committees (e.g., University Compliance Committee, Title IX Committee, and Drug Free Schools and Communities Act Committee).

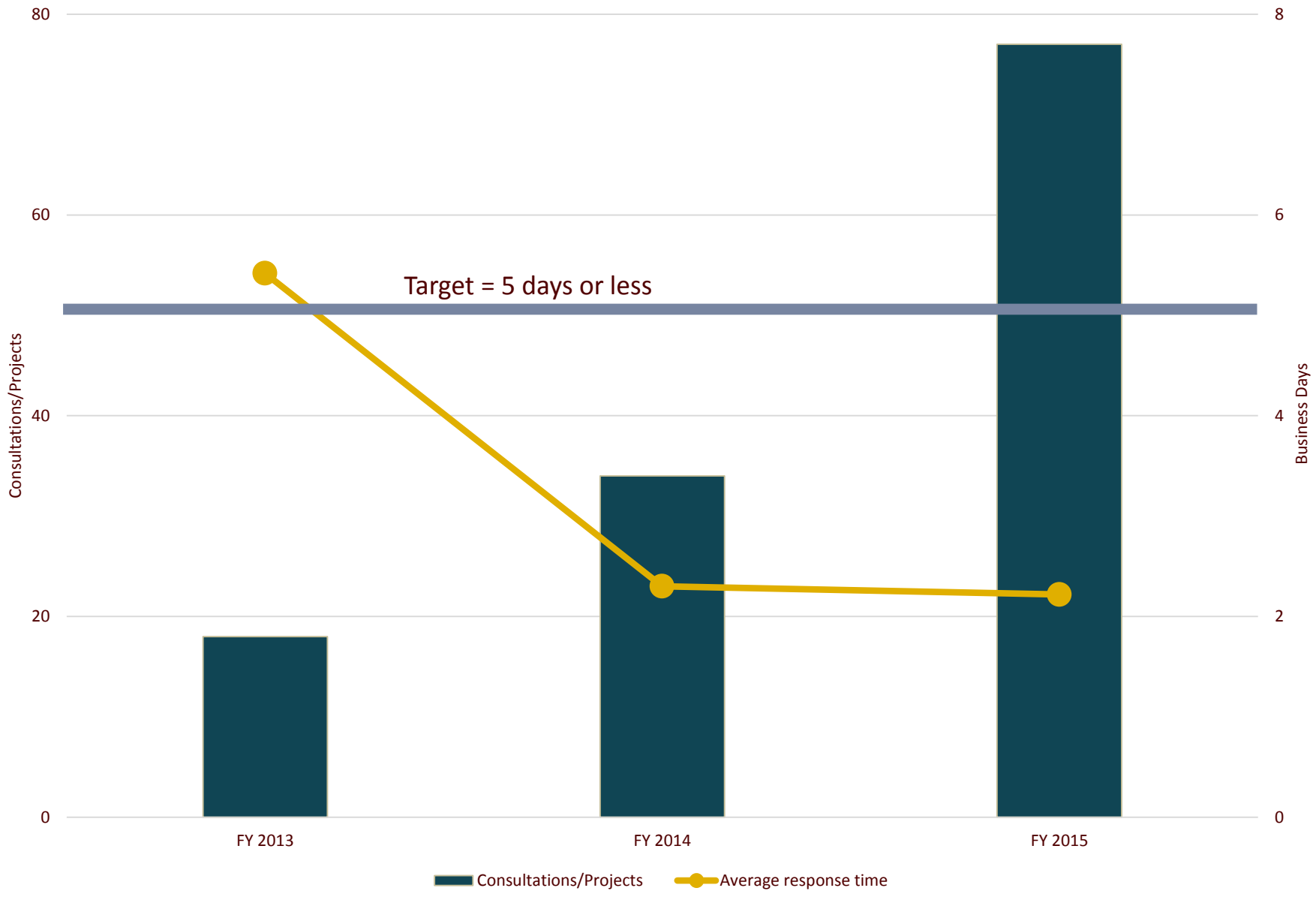
Accomplishments:

- Launched fully revised comprehensive website July 2015 - <http://urc.tamu.edu/>.

Internal Audit Follow-up Activity

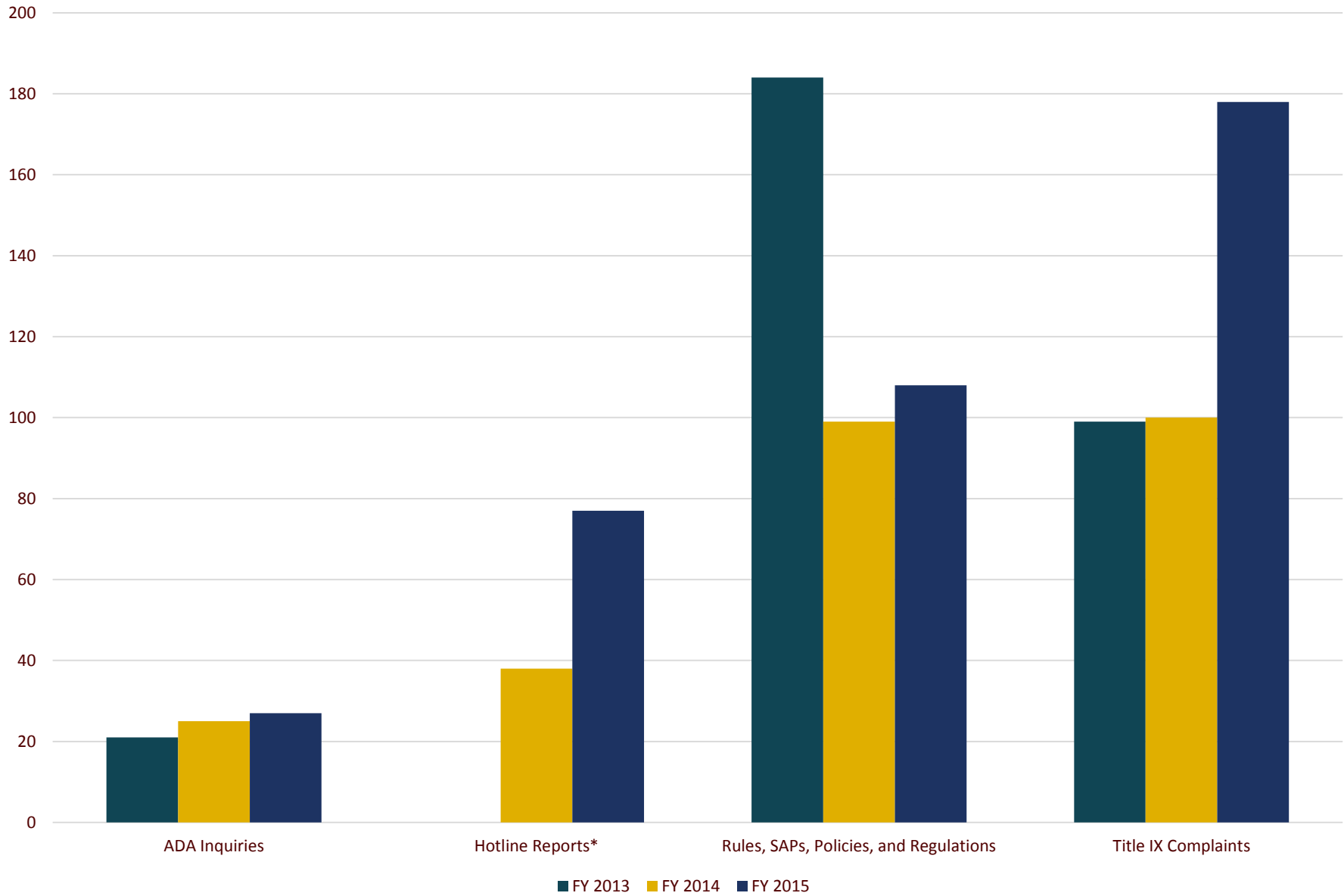


Consultations and Projects



Response time for providing advisory/consultative services to University colleges/departments, and others (includes review and research phase and advice formulation).

Activities



* URC became the University's contact for the Hotline effective January 2014.

