

DIVISION OF FINANCE AND ADMINISTRATION



ANNUAL REPORT 2018



EST. 1890

UNT®

UNiTed by Purpose

The Division of Finance and Administration is the service organization that supports a safe learning environment for the UNT community, but much of our work is done “behind-the-scenes.”

It’s easy for faculty, staff and students to see police officers on patrol, facilities staff maintaining the grounds or parking attendants assisting with permits. Yet, our reach impacts UNT community members in ways they may not even realize – with budget, information technology, classroom technology, cash handling compliance, business processes, student financial support, proactive planning, data analysis, institutional records management and more.

The motivation to do our best comes not from a desire for widespread recognition, but from a deep sense of caring about UNT and the university community. We pride ourselves on being an organization that ensures UNT is a safe place to work and learn. We are a part of a university-wide community that places an emphasis on helpfulness. We promote a culture of service, knowing that the role we play is vital to providing the next generation of students a place to grow and learn.

As we look back on the past year, there are many achievements that we could collect that show our support of UNT. The accomplishments outlined in this report represent some of which we are most proud, for they show our dedication to providing excellent customer service to the UNT community.

It is our pleasure to be a part of this university – and to continue to show our support.

Bob Brown
Senior Vice President for Finance & Administration



Senior VP
Bob Brown





CONTENT

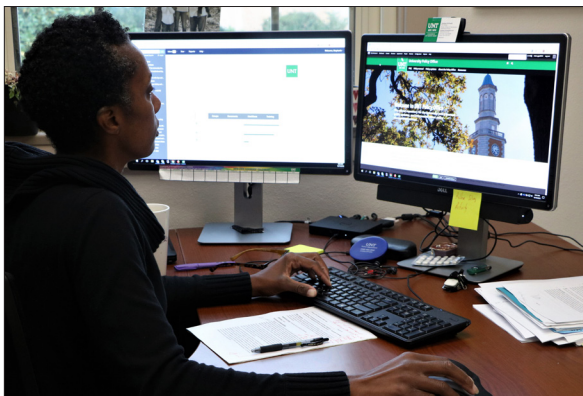
Administrative Services	1
- Risk Management	2
Asset Protection	3
Budget Office	4
Business Development	5
Facilities	6
Police Department	7
Student Financial Services	8
University Information Services	9
- Administrative IT Services	10
- Classroom Support Services	11
- DAIR	12
- Texas Municipal Courts	13
- Transportation Services	14
- University Information Technology	15
Frisco Campus	16
Division Events	17
Division Wide Meeting	18,19
A Look Ahead	20

ADMINISTRATIVE SERVICES

Administrative Services works to cultivate productive and engaged employees and emphasizes a collaborative and inclusive environment. The department focuses on creating and promoting a culture of continuous improvement and process innovation, so that the institution is an anti-fragile operation supportive of resource stewardship.

Among the accomplishments this year

In partnership with Toyota, the Process Improvement team won the **Best Practices Grand Finalist Award** from the Southern Association of College and University Business Officers (SACU-BO) for work done on UNT's faculty onboarding process. The Process Improvement team has guided 30 UNT employees in the Toyota Production System (TPS) Problem Solving training, including 13 individuals currently engaged in activities related to the university's safety and security.



Policy Manager Stephanie McDonald acted on 46 policies, revising 31, deleting 8 and adopting 7 new policies. There has also been increased automation of the policy process by adding a Routing Request Form that includes a review reminder calendar. The team continues working to increase automation of the formatting process.

Business Operations Trainer **Jerri Robertson** created or supported **more than 10,000 training opportunities for UNT faculty and staff** through the creation of eLearning projects, in partnership with the College of Education's President's Edge program, and as a moderator or retreat leader for various UNT divisions including the Finance and Administration's annual Division-Wide meeting.



ADMINISTRATIVE SERVICES

RISK MANAGEMENT SERVICES

Risk Management Services provides proactive safety support for the strategic, operational and financial foundation of UNT. Staff identify, analyze and mitigate risks so that the UNT community can pursue opportunities for advancement, and to help conserve university resources from loss.

Among the accomplishments this year



With the **College of Visual Arts and Design**, staff developed new processes and plans to support health and safety in the recently completed expansion of the Art Building. These efforts addressed a broad scope of risk and exposures, including indoor air quality, hazardous waste, chemical hygiene, emergency response and occupational safety.

Emergency Management and Safety Services, in collaboration with the Police Department, Classroom Support Services and other UNT partners, implemented a new campus-wide notification system with desktop override, texting and other communications notifications. Program staff continue to develop and implement new processes, plans and programs to ensure the campus community **is prepared to respond when emergencies occur.**



The Risk Management Information System is a newly implemented tool that will allow Risk Management to better serve the UNT community. Service and support features streamline communication and ensure timely prioritization and response. The system provides a centralized system for operations; consolidating information and metrics that had been siloed.

ASSET PROTECTION

The Asset Protection Unit directs efforts to protect UNT assets by developing policies, establishing proactive controls, providing training and monitoring compliance with cash handling and credit card controls.

Among the accomplishments this year



Throughout the year, Executive Director Larry Worthy (left) and Director Luis Rivas (below) have provided **Asset Protection Training**.

Asset Protection developed and delivered cashier, cash handling and Payment Card Industry (PCI) compliance training to various departments. Staff also developed standardized acceptance methods and realigned provider services to better equip departments to serve their customers while achieving a higher level of PCI compliance.

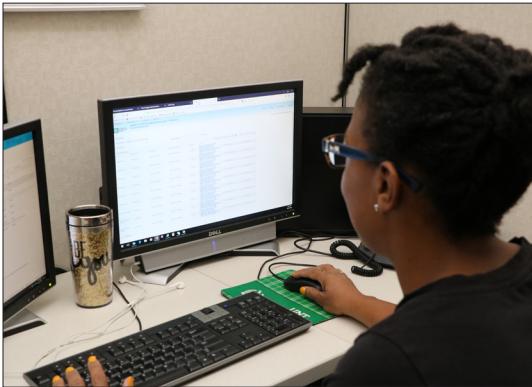
To improve credit card acceptance practices, Asset Protection staff developed a policy to communicate and standardize processes. They assisted new users in establishing **credit card acceptance procedures** enabling stakeholders to provide enhanced services to customers. They also help alleviate stakeholder implementation burden by facilitating approvals and gaining assistance from various information technology functions.



BUDGET OFFICE

The Budget Office serves as a resource to all levels of management and operating entities at UNT to develop financial plans that support and align with the strategic plan and goals of the university.

Among the accomplishments this year



In March the **Automated Budget Authorization**, used to move budgetary funds, saw improved efficiency with the implementation of a new process. Working with UNT System ITSS, the Budget Office went from paper form submissions to electronic forms that allow for timelier processing.

In July, the office welcomed **new Associate Vice President, April Barnes**, who came to UNT from UNT Dallas. Barnes immediately began working on a solution to the soft-encumbrance need on campus and established a focus group to review current processes.



In August, the **2020-2021 Legislative Appropriations Request** was submitted. This is done every two years in advance of the Texas State Legislature's adoption of the state budget. The university outlines the need for regular formula funding and exceptional items, such as funding for the Texas Academy of Mathematics and Science.

BUSINESS DEVELOPMENT

Business Development is responsible for identifying opportunities for the broad business community to conduct business with UNT and UNT System. Serving as the university's liaison with historically underutilized businesses (HUBs), staff establish communications with purchasers to increase HUB awareness and spending to facilitate achieving the governor's HUB goals for Texas. Business Development's responsibilities also include the Institutional Records Management Program which assists partners in developing effective records and information management strategies.

Among the accomplishments this year

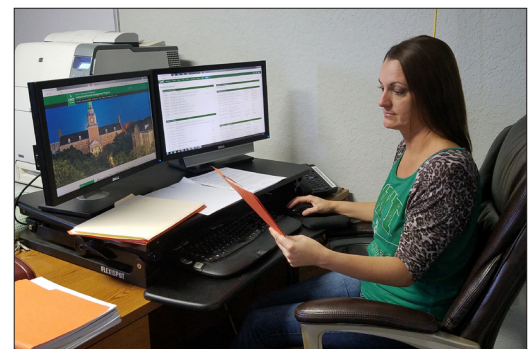
Business Development assisted the UNT System HUB Program in winning the Regional Hispanic Contractors Association's Public Entity of the Year award for which they were recognized in 2017. UNT received a Top Ten finish in the annual Doing Business Texas Style Spot Bid Fair event, where UNT was publicly recognized by State Senator Royce West at the 2018 event.



Business Development Director Steven Hill has built an effective partnership with the Denton Black Chamber of Commerce (upper left) and the Denton Hispanic Chamber of Commerce, which resulted in enhancing and strengthening UNT's relationship with member and non-member minority businesses and assisted with ongoing important DFW community based events, such as the 20th Annual Denton Blues Festival. He also cultivates relationships across the DFW Metropolis, such as with the Collin County Black Chamber of Commerce (below left).



The Institutional Records Management Program unveiled an **updated website** in summer 2018 to better serve UNT partners and enhance UNT's ability to manage its records more effectively.



FACILITIES

Facilities is responsible for the planning, renovation, maintenance, and repair of UNT buildings and grounds; the provision of utilities, vehicle rental, refuse collection, custodial, grounds maintenance; and other services essential to the mission of the University of North Texas. There are more than 175 facilities and 900-plus acres of land that encompass the university.

Among the accomplishments this year

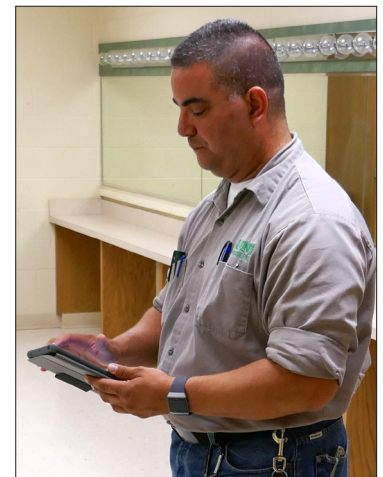


The Facilities team devoted time to **staff development** by pursuing department-wide customer service, teaming and supervisor building block training; pioneering mid-year staff reviews; serving in leadership roles of professional organizations and presenting at national conferences.

Facilities staff completed utility improvements in Hickory Hall, two phases of the Sage Hall Academic Success Center build-out, numerous classroom upgrades with partners at Classroom Support, new labs at Discovery Park, men's and women's basketball locker room upgrades, a refresh of the Music dean's suite, Discovery Park utility improvements, a new Kerr Hall laundry and hallway upgrade, and the bakery in Clark Hall.

Other work included readying 3,000-plus residence rooms for fall, renovation of the Physics first floor hallway and entryways, water heater replacements in sorority houses; a refresh of the exterior of Matthews Hall, landscaping for Bruce Hall courtyards, construction of the new Lot 80 parking lot, added lighting in lot 85, significant repair of the paver lot by Victory Hall with installation of a sidewalk alongside the drive lane at Eagle Point. All of this plus more than 3,500 work orders per month for campus customers.

Process improvement was a focal point in two main areas. Facilities completed the 2017 Minor Capital Audit including the development and implementation of improved project management procedures and training; of an improved standard operating procedures manual; and of a Capital Planning program. The department also saw work order system improvements from the roll out of mobile TMA moving from a paper to a digital work order process by issuing each technician an **iPad instead of a paper worker order**; and streamlining the work order system.



POLICE DEPARTMENT

The Police Department is a nationally accredited agency and serves an integral role in campus life as the university's principal provider of safety and security. The department administers services and programs to support individual wellbeing and safety.

Among the accomplishments this year



From December 2017 through July 2018, Sgt. Kevin Crawford and UNT student Christianna Walker gained national media attention for an **accommodations card** they created to help those with disabilities work with first responders to facilitate more effective interactions.

Proactive safety measures by the department included the creation of a safety and security coordination group composed of department leaders across campus. The group meets monthly to review crime trends and issues affecting quality of life to develop collaborative solutions to problems. The department also improved safety for large-scale events by deploying an explosive detection team, which includes a new **explosive-detecting dog**.



Alertus mass notification **alert buttons** were placed in the Police Department and Emergency Operation Center to significantly reduce the time to initiate emergency notification to the campus. The buttons initiate text messages, phone messages, desk-top overrides and social media notifications.

In July, Chief of Police Ed Reynolds earned national honors as Campus Safety magazine named the North Texas native its **Campus Safety Director of the Year** in higher education.



STUDENT FINANCIAL SERVICES

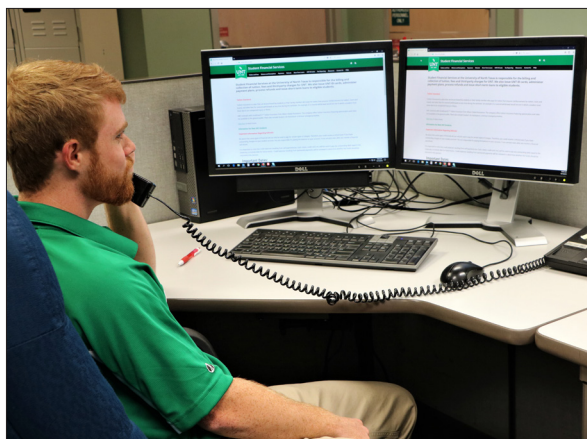
Student Financial Services is responsible for the billing and collection of tuition, fees and third-party charges for UNT. The office issues UNT ID cards, administers payment plans, processes refunds and issues short-term loans to eligible students.

Among the accomplishments this year

In April, the Division of Finance and Administration welcomed an expanded **Student Financial Services team** when student finance operations were transitioned from UNT System back to the member institutions. The team is led by Associate Vice President Joey Saxon.



Staff established a new installment plan for fall 2018 that allows students to use anticipated financial aid and other credits for their first payment before classes started, thereby giving UNT students greater flexibility to pay for their tuition.



To improve customer service to students, staff **revised automated messaging and communications** which resulted in a reduction in the number of phone calls received during fall registration period. Student Financial Services also partnered with enrollment areas to improve communications to students and the processing for the fall 2018 payment deadlines.

UNIVERSITY INFORMATION SERVICES

University Information Services is a catalyst for collaborative efforts to spread engagement and development across UNT for students, faculty and staff. Staff interpret institutional data, dissect the logistics of internal and external campus traffic, and monitor the university's technological capabilities.

Among the accomplishments this year

Associate Vice President Allen Clark facilitated the discussion regarding cloud-based enterprise resource planning to streamline management processes, increase accessibility, and improve sharing capabilities.

UIS collaborated with the City of Denton to establish an interlocal agreement that allowed for the **establishment of a bikeshare program** to serve UNT and Denton. AVP Clark (shown at right) also worked with the city to update the ordinance which now permits an increase in the number of bicycles within city limits.



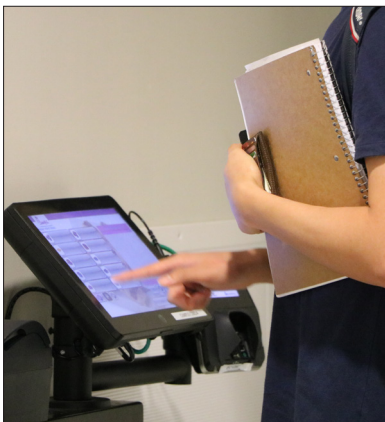
AVP Clark led his team through the investigation of lease agreements for technology to ensure that UNT is operating efficiently and effectively with their acquirement of tools. AVP Clark's next action will be to pursue a request for solicitation and identify the best suited organization.

UNIVERSITY INFORMATION SERVICES

ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES

Administrative Information Technology Services delivers information technology services, infrastructure and consulting to UNT administrative departments in support of the university's mission.

Among the accomplishments this year



Staff helped UNT's Dining Services department with multiple technologies and system installations to support new projects and expansion of services, including:

Self-Order Kiosks (left)

30 kiosks help the UNT community directly order so that staff are freed to prepare and serve food.



Freight Farm (above right)

The vertical hydroponic garden in a refurbished semi-truck trailer requires time and temperature controls, which the Mean Greens chef in charge of the operation can now control from his cell phone. Top Grill in the Campus Chat food court.

Web orders for Chick-Fil-A

Text n Tell and signage system cross all dining locations.

Clark Hall bakery remodel

Opening of Scrappy's Ice Cream on the bottom floor of the Union and the Flat

Barcode system implementation

Corner Store video wall

AITs also worked to add a second data line at Apogee Stadium. This project is near completion and, once finished, will greatly reduce the possibility of a crisis if something were to happen to the master line during one of the UNT football games.

UNIVERSITY INFORMATION SERVICES

CLASSROOM

SUPPORT SERVICES

For more than 16 years, Classroom Support Services has overseen classroom teaching technology at the University of North Texas. CSS manages approximately 300 classrooms, working with students, faculty, staff, private vendors and other on-campus service providers toward a shared goal of the best classroom experience possible.

Among the accomplishments this year

CSS, Facilities and faculty partners designed, planned and executed physical **upgrades to more than 70 classrooms**. These upgrades were multifaceted including technical system redesign and installation, interior design work and construction, safety remediation, accessible furniture and more.



Staff supported the **UNT Hackathon**, hosted by the Student Computer Society. The Hackathon faced a shortage of funds and needed help navigating the event management process for campus. CSS Staff worked to remove these roadblocks including taking shifts to supervise the event itself.



Deployment of **AlertUs** – an emergency mass notification system – to all CSS supported classrooms and working on a campus wide expansion of the deployment in partnership with UNT Police to support the safety of the UNT community.



UNIVERSITY INFORMATION SERVICES DATA ANALYTICS AND INSTITUTIONAL RESEARCH

DAIR maintains numerous resources to provide university data for a wide array of reporting needs and to respond to externally important surveys.

Among the accomplishments this year



Staff launched the **Insights Program**, an enterprise-wide data and analytics program charged with identifying creative data solutions to strategic issues in university management. Insights is a comprehensive approach to data warehousing and predictive analytics. It currently has more than 200 trained users engaging the analytic products.

Staff responded to more than **800 ad hoc data requests** with Institutional Research also conducting a comprehensive faculty equity study and graduation process study.



DAIR developed an enterprise wide data governance program that now has more than 400 critical business terms documented, defined and validated, enabling decision makers to leverage data with increased levels of confidence.

UNIVERSITY INFORMATION SERVICES

TEXAS MUNICIPAL COURTS

The Texas Municipal Clerks Certification Program began in 1967 at UNT. TMCCP is the only university-level professional education program for city clerks and city secretaries in Texas, and is the third oldest such program in the country. It is administered by the Texas Municipal Clerks Association, Inc.

Among the accomplishments this year



The Texas Municipal Clerks had a total combined **attendance of 1,395 at educational conferences and events** including the Graduate Institute Seminar in October 2017; the Election Law Seminar and the Graduation Luncheon in January 2018; the 2018 Open Meetings Act and Public Information Act event in April; the 2018 Public Funds Investment event in June; and the 2018 Records Management event in August.

Staff incorporated **Lynda.com** for training and are exploring ways to expand online courses to include videos and webinars. In spring, all four courses for the certification program will become available online. Through the use of the online learning management software they hope to make the certification program more widely accessible. Online training will also benefit municipal clerk offices where there are limited staff members who may not be able to attend training.



The Texas Municipal Clerks completed publication of the Eleventh Edition of the Municipal Clerks Handbook in August. The handbook is an important resource for the city clerk's office and contains sample agendas, minutes, resolutions, ordinances, notices in both English and Spanish, petitions, and other important forms and detailed procedures utilized in the city clerk's office.

UNIVERSITY INFORMATION SERVICES

TRANSPORTATION SERVICES

Transportation Services supports UNT's mission by maximizing campus access through environmentally sustainable practices, superior customer service, and through innovation and professional management of transportation resources and facilities.

Among the accomplishments this year

In November 2017, UNT was recognized as a Bronze Level Bike Friendly University by showing a "remarkable commitments to bicycling." Further commitment was made in summer 2018 when Transportation Services contracted with bike share company **Veoride**, which saw 150 rides per day at the start of the 2018-19 school year.



Transportation Services spent the year supporting programs and **customer service** to provide a better experience for UNT students, faculty and staff. For example, ZipCar on-campus car rentals increased from about 150 initial uses in summer 2017 to about 400 by summer 2018. Also done to increase customer support: a new telephone system with queuing, the launch of an app for e-Ride after hours transportation, programming at freshmen and transfer student events, and permit upgrades to resident hall students.

In summer 2018, Transportation Services contracted with **Denton County Transportation Authority** for 10 years to fully serve the UNT community's transportation needs 24 hours a day, including a new partnership with Lyft to serve the campus from 2 am to 7 am. DCTA will be responsible for bus purchases and maintenance.



UNIVERSITY INFORMATION SERVICES

UNIVERSITY INFORMATION TECHNOLOGY

University Information Technology is tasked with providing effective computing and information technology services to all members of the university community in order to facilitate the accomplishment of UNT's mission.

Among the accomplishments this year

The Talon3 High Performance Computing system served a record 50 million CPU-core hours of computation for diverse researchers at UNT who generate more than \$7.6 million in research funding annually. This record amount of activity eclipsed the previous high utilization mark of 31 million CPU-core hours in FY2014. In FY2018, Talon3 provided services to 354 users from 74 research groups spanning across 18 departments.

Instructional IT Services launched a “**pop-up laptop testing center**” program with the College of Business. Reservations for testing for 6,721 students were made during the soft launch of the program. Reservations for testing for 4,670 students had already been made by early fall 2018. Students take exams in the surroundings where they are most accustomed, and the additional work required of faculty is minimal. The success of this program has larger UNT colleges implementing similar programs, and smaller colleges have begun collaborative discussion with UIT IITS.



UIT expanded its offering of Appointment Manager, to more departments. Appointment Manager is a web-based software application, designed to provide a quick and easy way for current and prospective students to manage appointments with various UNT student support offices. In addition to allowing students to register for events and schedule meetings and appointments, this resource facilitates students' connection to various campus resources and gathers data on student engagement.

The page features decorative green shapes at the top and bottom. The top shape is a light green trapezoid on the left that transitions into a dark green curved shape on the right. The bottom shape is a dark green curved shape on the left that transitions into a light green trapezoid on the right.

**FINANCE & ADMINISTRATION
2018-19
SPECIAL PROJECTS
AND EVENTS**

FRISCO CAMPUS

In May 2018, UNT announced a partnership with the City of Frisco to open a new branch campus.

Pictured at right, Associate Vice President for Facilities Dave Reynolds, Senior Vice President Bob Brown, Associate Vice President for University Information Services Allen Clark and Facilities Maintenance Manager Erik Trevino are members of the UNT-Frisco Regional Campus Master Planning Committee.

The committee includes education, government and community partners from UNT, Collin County and Frisco. They started meeting in summer 2018 to brainstorm ideas for the campus master plan.



As part of the partnership with Frisco, UNT bought an office building owned by the Frisco Economic Development Corporation. The university took ownership of it in October 2018.

Facilities and UIS teams worked over the summer to prepare for ownership of the newly acquired FEDC property, renamed **Inspire Park** (pictured at left). They worked with faculty, staff and tenants to ensure university policies were in place, operations and maintenance services established and leases for tenants finalized. Technology has been revamped to suit modern science and business needs, and design work has begun for new labs.



DIVISION EVENTS

Throughout the year, the division connects staff members through a variety of outreach activities.

In November, staff members gathered for a tailgate prior to the **Homecoming** game against UTEP. In December, the division organized a retirement information session to help staff members with their planning.

In summer 2018, the division held two division-wide theme days on casual Fridays. The theme in June was **Western Day**; in August it was a **Day at the Beach**.



In August, Senior Vice President Bob Brown began monthly breakfast sessions with 10 randomly-chosen division staff members, called **Breakfast with Bob**. The sessions are an open forum for staff to ask questions and get feedback from Senior VP Brown.

DIVISION WIDE MEETING

MAY 23, 2018

The 2018 Division Wide Meeting's theme was **The Root of It All**. It was a time for Finance and Administration staff members to reflect on their accomplishments and what it took to achieve them.

The day started with a **breakfast for night-time staff**, during which they saw a presentation by Senior Vice President Bob Brown and participated in a **Q&A**.



The meeting for day-time employees started with an address to the division by Senior VP Brown, followed by guest speaker **Lt. Gen. Russel Honoré (at right and below)**. Honoré spoke about developing a culture of preparedness.



DIVISION WIDE MEETING

Staff members took photos with **Scrappy** and had lunch. This was followed by a choice of attending one or two of 22 training sessions in the afternoon. **Sessions** included professional topics, such as Change Management and Business Continuity Planning, and work-life balance topics, such as Living Healthier Lives and Future Proofing Yourself.



Risk Management Services won the Spirit Video trophy for the second year in a row by imagining themselves as enforcers from the Old West.

The meeting was also a chance for the Division to show the collected donations that had been gathered all spring for the **UNT Food Pantry** and create food art with the donated items.

A LOOK AHEAD

A move to modernization

Facilities staff have been working on the former grocery store building at 1500 I-35 to create a modern, open-concept workspace. Final touches are in progress and the building is expected to be ready for move-in by early spring 2019. Administrative Services, Budget Office, DAIR and UIS will occupy the building, along with Human Resources, CLEAR and UNT's NetDragon group.



Keeping the focus on students

The division leadership team will focus on ways that departments can support student enrollment and retention. Initial discussion has included ways to support students' professional goals through internships or jobs; identifying and communicating the resources available for students; and helping students with life skills – for example, by volunteering as mentors.



Commitment to our employees

The division will continue bi-monthly theme days to promote camaraderie, and monthly Breakfast with Bob meetings so that staff can communicate directly with Senior VP Bob Brown. Going into the 2018-19 year, the division also plans to host more learning sessions to help with staff professional growth. This is being done in direct response to feedback from the 2018 Division Wide meeting. Senior VP Brown will also start a Book Club. The first book they will read is *The Oz Principle*, which emphasizes individual and organizational accountability.

