

**Vice Chancellor for  
Administration  
and Finance**



**ANNUAL REPORT  
FOR  
2011-2012**

*Including Future Needs, Goals and  
Prospects with  
Performance Indicators*



**University of  
Mississippi**

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## **VICE CHANCELLOR FOR ADMINISTRATION AND FINANCE**

**Larry D. Sparks, Vice Chancellor  
FY 2011-2012**

### **SUMMARY OF ORGANIZATIONAL CHANGES**

Two organizational changes were approved during fiscal year 2012. A department of Parking and Transportation was created and became active July 1, 2012 with Isaac Astill serving as the first Director. Isaac has many years of experience managing higher education parking and transportation, most recently with the University of Utah. In addition, the Office of Sustainability officially began reporting within the division of Administration and Finance through the Office of Facilities Planning. The Office of Sustainability is led by Anne McCauley.

### **FUNCTION AND MISSION:**

The Office of the Vice Chancellor for Administration and Finance is committed to providing quality service and support. This office works as an administrative partner with faculty, staff, students, trustees and governmental officials to fulfill the Statement of Purpose of the University of Mississippi.

The Vice Chancellor for Administration and Finance serves to coordinate the activities of the departments and auxiliary enterprises within the division, which include: Accounting, Airport Operations, Budget, Bursar, Campus Mail, Contractual Services (Bookstore, Food Services, ID Center, Laundry, Licensing, and Vending), Facilities Planning, Financial Operations, Golf Course, Health and Safety, Human Resources, Landscape Services, Parking and Transportation, Physical Plant, Procurement Services and Sustainability.

Additional responsibilities of the Office of the Vice Chancellor for Administration and Finance include, but are not limited to the following:

1. Serve as chief administrative and financial officer of the institution
2. Assist in the formulation of broad, general institutional policies
3. Engage primarily in formulating business policies, developing operating procedures, and coordinating business operations at the institutional level
4. Account for and safeguard the assets of the University
5. Lead in the preparation and monitoring of the University budget
6. Work in concert with the Provost on information technology efforts for the University
7. Improve and maintain University facilities
8. Lead in the management of new construction and facility expansion
9. Cooperate with and assist the governing board and other state officials
10. Manage investment of university endowment funds and cash
11. Serve in the following capacities:
  - Member of the Audit Committee of the University of Mississippi Foundation
  - Member of the Joint Committee on Investments
  - Member of the UMAA Foundation
  - President of the University of Mississippi Educational Building Corporation
12. Prepare financial reports as needed by the administration and the Board of Trustees

13. Advise the administration in business and financial matters
14. Participate in the activities of various professional organizations;  
particularly those devoted primarily to business issues

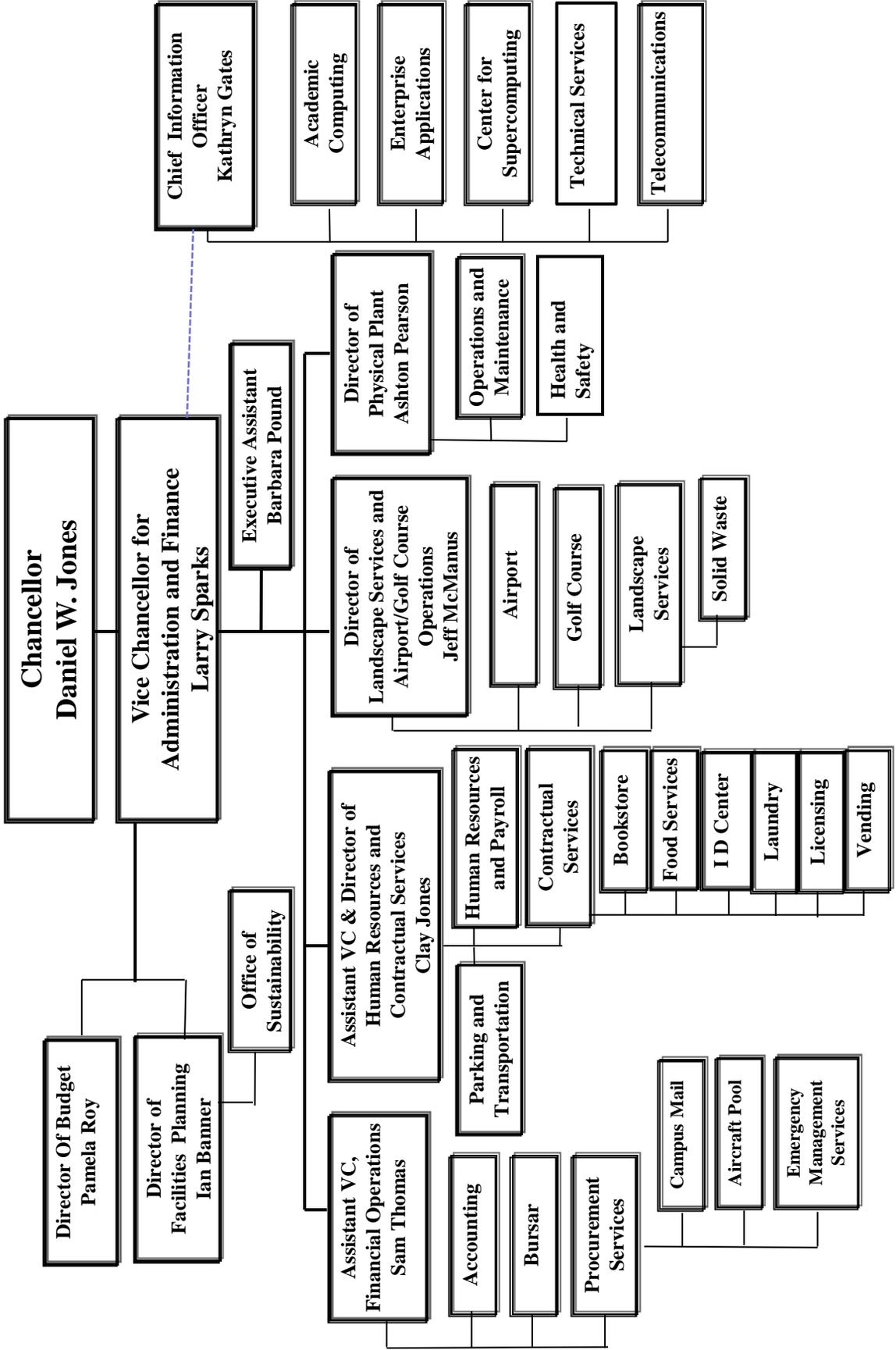
**MAJOR VCAF ONGOING GOALS (EACH UNIT HAS SPECIFIC GOALS)**

The Office of the Vice Chancellor for Administration and Finance seeks to provide an atmosphere that encourages consistent quality service by:

- Building a collaborative organization and developing effective teamwork at all levels
- Maintaining a service oriented environment
- Seeking continuous improvements within processes and at all levels of the organization
- Developing and maintaining a diverse group of strong leaders and team members
- Providing a safe and secure environment.

# UNIVERSITY OF MISSISSIPPI ADMINISTRATION AND FINANCE

2011-2012



**DIVISION OF ADMINISTRATION AND FINANCE  
ETHNIC & GENDER OF PROFESSIONAL EMPLOYEES SORTED BY DEPARTMENTS**

DEPARTMENT	Hispanic/Latino	Non-Hispanic/Latino								TOTAL
		White		Black		Asian		2 or More Races		
		Female	Male	Female	Male	Female	Male	Female	Male	
ACCOUNTING		1	7							8
AIRCRAFT POOL		1								1
ASST VC - FINANCIAL OPERATONS		1								1
BURSAR		2	2		1					5
CONTRACTUAL SERVICES MGMT	1	1								2
FACILITIES PLANNING		3	2							5
FIRE PROTECTION		1								1
GOLF COURSE		1								1
GOLF COURSE MAINTENANCE		1								1
HEALTH & SAFETY		3								3
HUMAN RESOURCES	1	1	3		1					6
ID CENTER			1							1
LANDSCAPE SERVICES		2	1							3
MAINTENANCE OF AIRPORT		1								1
MAINTENANCE OF UTILITIES		2								2
OFFICE OF SUSTAINABILITY			1							1
PARKING AND TRANSPORTATION SERVICES		1	1							2
PHYSICAL PLANT OFFICE		8	3		1					12
PROCUREMENT SERVICES		1	3							4
UNIVERSITY SERVICE STATION		1								1
VC ADMINISTRATION & FINANCE		1	2							3
<b>TOTALS</b>	<b>2</b>	<b>33</b>	<b>26</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>64</b>

**DIVISION OF ADMINISTRATION AND FINANCE  
ETHNIC & GENDER OF PROFESSIONAL EMPLOYEES WITH SIMILAR POSITIONS**

POSITION	Hispanic/Latino	Non-Hispanic/Latino								TOTAL
		White		Black		Asian		2 or More Races		
		Female	Male	Female	Male	Female	Male	Female	Male	
VICE CHANCELLOR AND ASSISTANT VC		3								3
DIRECTORS AND BURSAR		6	2							8
ASSOC/ASST DIRECTORS & ASST BURSAR MANAGERS	1	8	4		1					14
		3	4							7
ACCOUNTANT I	1									1
ACCOUNTANT II		2								2
CHIEF COST ACCOUNTANT			1							1
SENIOR ACCOUNTANTS		6			1					7
SYSTEMS ANALYST III		1								1
<b>TOTALS</b>	<b>2</b>	<b>29</b>	<b>11</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>44</b>

# **Mission, Vision & Core Values**

## **University of Mississippi**

### **Vision**

As a great American public university, the University of Mississippi will lead and excel by engaging minds, transforming lives, and serving others.

### **Mission**

The University of Mississippi's mission is to create, evaluate, share, and apply knowledge in a free, open, and inclusive environment of intellectual inquiry.

Building upon a distinguished foundation in the liberal arts, the state's oldest university serves the people of Mississippi and the world through a breadth of academic, research, and professional programs.

The University of Mississippi provides an academic experience that emphasizes critical thinking; encourages intellectual depth and creativity; challenges and inspires a diverse community of undergraduate, graduate, and professional students; provides enriching opportunities outside the classroom; supports lifelong learning; and develops a sense of global responsibility.

### **Statement of Institutional Core Values**

In pursuing its mission, the University of Mississippi:

- Reaffirms its identity and purpose as fundamentally academic
- Nurtures excellence in teaching, learning, creativity, and research
- Provides the best and most accessible undergraduate education in the State of Mississippi
- Offers high quality graduate and professional programs
- Protects academic freedom and cultivates individual integrity and academic honesty
- Promotes inclusiveness in its student body, faculty, and staff
- Requires respect for all individuals and groups
- Fosters a civil community of shared governance and collaborative endeavors
- Practices good stewardship of its resources
- Devotes its knowledge and abilities to serve the state and the world
- Honors the dignity of all employees and compensates them fairly

## **DEPARTMENT OF ACCOUNTING**

**Nina Jones, Director  
FY2011-2012**

### **MISSION**

The mission of the Accounting Office is to maintain a financial system that facilitates accurate and timely financial reporting and ensures compliance with various state and federal regulatory authorities. Our ultimate goal relative to compliance is the issuance of unqualified audit opinions by the State Department of Audit and any granting agencies.

### **FUNCTIONS**

In order to accommodate our missions and goals, this office assumes responsibility for the following functions:

- Preparation of annual financial statements
- Development of internal reports and training of departmental personnel in using those reports
- Preparation of miscellaneous surveys and reports as required by the IHL board and other authorities
- Preparation and negotiation of rate proposals to establish indirect cost charges on sponsored projects
- Monitoring and reconciling various general ledger accounts, including all bank accounts
- Establishing fiscal policies which promote compliance with state laws and numerous granting agencies

- Submission of invoices on sponsored projects and oversight of cash flow on those projects
- Assisting faculty and staff in the financial administration of sponsored projects

## **PERFORMANCE MEASURES**

The following measures are applicable to the Accounting Office:

- Receipt of an unqualified opinion on the financial statements from external auditors
- Collection of sponsored projects accounts receivable in a timely fashion
- Timely submission of financial reports on sponsored projects to the appropriate agency

## **ACCOMPLISHMENTS AND SIGNIFICANT EVENTS**

During fiscal year 2012, the Accounting Office continued work with Facilities Planning to complete a survey of the University's space. During the year, Accounting and Facilities Planning became part of a larger group formed by the Provost's Office to study space data further and address current issues related to space. This group is reviewing data and offering ways to maximize the use of space on campus.

In March 2011, the Accounting office submitted a facilities and administrative rate proposal to the Division of Cost Allocation in the Department of Health and Human Services. This rate was successfully negotiated during the 2012 fiscal year. The agreement allowed the University to maintain its rate for the current year followed by a small increase for the following three years.

Nina Jones continues to serve as one of two University of Mississippi representatives on the IHL Accountability and Transparency Committee. This group has been charged with the responsibility of developing web-based publicly-available reporting tools for compliance with recently enacted legislation that revised the Mississippi Accountability and Transparency Act of 2008. The initial set of data became available July 1, 2012. This data includes spending transactions of the university and may be accessed from the website of the Mississippi Institutions of Higher Learning.

Travel activities during the year included multiple members of the Accounting Office staff attending a seminar in Tunica, Mississippi for training on financial reporting, current tax topics for universities, fraud prevention and other institutional financial issues sponsored by the Southern Association of College and University Business Officers. Several employees also attended the annual University of Mississippi Accountancy Weekend held on campus by the School of Accountancy.

The Accounting Office relocated to Falkner Hall in June 2012 to allow the former space in Martindale to be used for other purposes. The new space places the office in close proximity to the Office of Research and Sponsored Projects. Accounting personnel work closely with this office and the new location will better facilitate that work. The newly renovated area provides the office with adequate working space for employees and filing areas for records that must be retained by the office.

## **PERSONNEL CHANGES**

Ms. Elise Campbell was hired as a Senior Accountant. Responsibilities include managing accounts receivable on sponsored projects, preparation of financial statements and reports, and other various general accounting duties.

## **FUTURE NEEDS AND GOALS**

The Accounting Office is working to educate the campus community to ensure compliance with requirements of sponsoring agencies. Our goal is to continuously review our processes to improve efficiency, offer outstanding customer service and provide accurate and timely financial data.

Other projects that we plan to undertake in the near future include updates to the effort reporting system, automation of general ledger document processing by departments and improvement of the process for maintaining detailed space data.

## **BUDGET OFFICE**

**Pamela K. Roy, Director  
FY2011-2012**

### **MISSION**

The mission of the Budget Office is to provide accurate, efficient and effective budgetary management to the University.

### **PRIMARY FUNCTIONS**

The functions of the Budget Office are threefold:

- To coordinate Operating Budget preparation from departmental level to total University level
- To coordinate Legislative Budget Request preparation and submission
- To perform day-to-day review and restructuring of budgets as necessary to provide funding required from departmental level to total University level. This includes certification of funds for individual positions within each department.

As a part of each of these functions, preparation and submission of documents for both internal and external users are required.

### **ACHIEVEMENT OF GOALS**

- Coordinated and assisted in the preparation and submission of the FY2013 Legislative Budget Request in August 2011, which was \$572,027,986.

- Coordinated and assisted in the preparation and submission of the FY2013 Operating Budget to the IHL Board for approval in June 2012. This budget was \$367,697,470.
- Processed and posted approximately 5,584 electronic personnel forms, which included 666 new hire forms; 1,449 change of status forms; 1,454 student stipend forms; 87 summer research forms; 1,426 budget revision forms; and 502 additional pay forms. Duplicates do exist in these numbers, due to the fact that forms may be routed through our office more than once.
- Processed and posted 970 budget revisions (transfers, returns and escalations) for \$53,917,839.
- Continued assessment of activities that are performed, to enhance the service provided to the University. With the implementation of the ERP system and availability of more up-to-date information, utilization of resources within the department is continually being review.

## **ACCOMPLISHMENTS OF STAFF**

*During FY2012, professional development was limited.*

Pamela Roy

❖ Attended

➤ SACUBO Annual Meeting, April 2012

## **PERSONNEL CHANGES**

No changes this year.

## **PERFORMANCE MEASURES**

- Number of days from receipt to processing of electronic personnel forms
- Number of days from receipt to processing of departmental budget revisions

## **FUTURE NEEDS, GOALS, AND PROSPECTS**

- Additional review of electronic personnel form processing will be performed to determine the value added by the Budget Office processing.
- Additional functionality and refinement for the SAP budget preparation system will be investigated.
- Development of a system to provide up-to-date, detailed budget data for departments in a timely manner will be pursued.
- Continual review of all services provided by the department will determine what changes are required to best meet the needs of the University.

## **OFFICE OF THE BURSAR**

**Cavett Ratliff, Bursar  
FY2011-2012**

### **DEPARTMENT MISSION**

The Office of the Bursar is responsible for the following functions:

(1) receipting and depositing University funds; (2) posting, billing, and collecting receivables due to the University; (3) preparing, mailing, and safekeeping of student loan promissory notes; (4) producing and disbursing student financial aid refund direct deposits and checks; (5) collecting campus-based student loans; (6) maintaining the general petty cash fund for check cashing; (7) assessing tuition to students; (8) wiring funds to various bank accounts for payroll, studies abroad, and investment purposes; (9) processing tuition refunds to students; (10) processing and billing prepaid tuition programs and (11) coordinating the work of the Refund Committee.

### **STRATEGIC GOALS**

The Office of the Bursar has two goals: (1) to provide prompt and courteous service to students, faculty, and staff, and (2) to insure that amounts due to the University from accounts receivable and campus-based loans are collected on a timely basis.

### **ACCOMPLISHMENTS**

The Office of the Bursar had another successful year. The office completed another year of operation with BillerDirect. BillerDirect is a SAP product that allows students to make credit card payments on their Bursar account over the web. Students access BillerDirect through the University's online services, which is a

secure site. From July 1, 2011 through June 30, 2012, approximately 14,500 credit card transactions totaling \$20.4 million were processed through BillerDirect compared to 12,000 transactions totaling \$15.7 million for the previous year. The office completed its fourth full year of offering on-line payments by web check, an option that was added in September 2007 that allows parents and students to pay through BillerDirect using an ACH feature whereby the payment is drafted directly out of the payee's bank account. From July 1, 2011 through June 30, 2012, approximately 5,600 students utilized this payment method with transactions totaling \$13.8 million compared to 4,800 students with transactions totaling \$10.3 million for the previous year. The University is not charged a processing fee for these transactions as with credit card payments thus realizing savings for The University of approximately \$280,000.

The Office of the Bursar also completed another year with on-line direct deposit. The office had worked with IT to develop the on-line service that allows students to sign up for, change and cancel their direct deposit through their secure myOleMiss account. This enhancement, which went into effect June 1, 2009, has reduced the workload on office staff, eliminated the need to maintain paper files for new transactions, and makes the process more secure for students and The University. The office also worked closely with IT to develop the process of being able to allow parent and guest logons to student accounts. Students now have the ability to grant or withdraw parental access to three types of information: academics, financial aid, and view/pay bills. This access allows the authorized user to view and pay the student's bursar account without having to have the student's Web ID and reduces the workload on office staff as the user can access more information online

themselves. This new feature went into effect in October 2011 and as of June 30, 2012 there were approximately 2,800 registered Web ID's for parents and guests.

The Office of the Bursar completed its third full year of operations with the Greenwood & Hall Financial Services call center located in Bryan, Texas. Calls received through the center for the period from July 1, 2011 to June 30, 2012, were approximately 35,000 for the Office of the Bursar.

The Office of the Bursar also participated in eleven orientation sessions by providing a presentation to incoming students and parents concerning fee payment, billing, and other pertinent financial information. Monthly statements continue to be mailed each month under Campus Management along with automatic dunning letters being sent through mail and emails. The outstanding balance on student accounts receivable on June 30, 2012 was \$14,289,414. Cash receipts processed through the teller's office for the year totaled approximately \$122 million.

Our cohort default rate for the Federal Perkins Loan program on June 30, 2012 was 13.77% with an overall default rate of 3.05%. The default rate on the McKinstry loan program on June 30, 2012 was 16.00% and on the Health Professions loan program the rate was 1.00%. The receivables balance of Perkins and other institutional loan programs totaled approximately \$25.1 million as of June 30, 2012.

The Office of the Bursar bills and receipts payments from prepaid tuition plans. The University has approximately 850 students currently participating in MPACT and 240 students participating through other states' prepaid tuition plans. The Office of the Bursar is also responsible for the work of the Refund Committee,

which accepts appeals from students seeking exceptions to the University's tuition refund policy. From July 1, 2011 to June 30, 2012 the Committee ruled on 303 appeals for an average of 25 cases per meeting.

The Office of the Bursar also prepares 1098-T and 1042-S tax forms. The 1098-T reports tuition and qualified expenses along with scholarships and grants received by students during the calendar year. The Office of the Bursar mailed 21,541 1098-T's to students last year. The 1042-S form is used to report taxable information on non-resident aliens. Last year the Office of the Bursar mailed 176 1042-S tax forms.

## **PERSONNEL CHANGES**

Sherri Spragins accepted the position of Loan Collection Assistant and began working in the Bursar's office in June 2012. This position was previously held by Tish Bevill.

In November 2011 Cavett Ratliff attended the SAP Student LifeCycle Management Workshop in Erlanger, Kentucky sponsored by Northern Kentucky University.

## **FUTURE NEEDS, GOALS, AND PROSPECTS**

The staff in the Office of the Bursar is experienced and professional. They are composed of dedicated people who take pride in the job they perform for The University of Mississippi and consistently strive to provide exemplary customer service. The Office of the Bursar is constantly researching and evaluating new processes and functionality within SAP and other avenues to improve existing services or implement new services that will better serve our students and other customers.

## **CONTRACTUAL SERVICES**

**Kathy Tidwell, Manager  
FY 2011-2012**

This report details Contractual Services Management, which is comprised of the ID Center, Vending, Campus Dining, Barnes & Noble Bookstore, Licensing, and Laundry Services.

### **PRIMARY FUNCTIONS OF THE DEPARTMENT**

The primary responsibility of Contractual Services Management is to provide the highest quality of service to the University while maintaining a profitable operation. This is to be achieved while ensuring that the department:

- (1) Satisfies the needs of students, faculty, staff, visitors, and administrators;
- (2) Promotes mutual respect and understanding with its customers;
- (3) Provides a retail environment that satisfies customers;
- (4) Provides prompt, courteous and efficient service; and
- (5) Assists in meeting the ever changing needs of students.

### **SUCCESS IN ACHIEVING GOALS**

#### **ID CENTER**

This year the ID Center completed its ninth year on CS Gold, which is the ID Center's one-card and access security management system. We also completed an upgrade from Version 6.0 to Version 6.0.10 which resulted in increased functionality. We upgraded Admin Web (CS Gold web interface) from version 3.3.3 to version 4.1.

We completed replacing DAC readers with Squadron. We also added additional turnstiles and card readers to Turner Center, Insight Park, Human Resources, and Center for Manufacturing Excellence. We added Laundry Readers to the new Ridge Residence Halls. We added IP vending to Center for Manufacturing Excellence, Union, and Insight Park.

This is our fourth year with NiceVision Network Video Recording. We added cameras for the Insight Park (11), Isom (2), the ID Center (4) and ARAMARK dining locations (56) to this system. In an effort to handle this expansion, we took the original 10.8 system offline and added 3 brand new NICE Net 2.0 recorders to the system. We later upgraded these to NICE Net 2.5 R2. To increase this camera functionality for ARAMARK, we installed a server product called Agilence, which ties the NICE camera system into Micros (ARAMARK's point of sale product). We upgraded Micros 3.2 MR8 to 3.2 MR11.

We purchased and installed Brocade FCX switches for the servers. The servers were moved to the Data Center. ID Center Front Desk moved to Old Athletics Building. Contractual Services Management offices moved to Old Walmart/Jackson Avenue Center. Since the ID Center, Servers, and Contractual Services Management offices are all at separate physical locations, two additional Sonicwall firewalls were purchased and installed as site-to-site VPNs so these remote locations can securely communicate with the servers.

## **OLE MISS CAMPUS DINING**

The Ole Miss Dining program continued to grow during the 2011-2012 fiscal year. Campus Dining and Catering sales grew by 10.6 percent. Ole Miss Dining

continues to play a major role in providing food service to the campus and to visitors.

The fully licensed Starbucks, located in the J.D. Williams Library, opened in September 2011. This location caters to the needs of the Library and the surrounding campus. It provides an energetic atmosphere with a team that is highly responsive to the needs of students and faculty. Starbucks' location is the result of a renovation that combined the library computer lab and Java City. With Starbucks in this location, the volume of customers has almost tripled compared to the previous year.

The Student Union added the concept of Toss It Up, which provides an array of salad options. Toss It Up consistently ranks as the top provider of healthy options on campus as reflected in our Dining Style Surveys.

Subway Mobile was introduced to the Ole Miss campus in fall 2011, and is the first of its kind in the country. The continued success of the Subway brand on campus allows the Subway store to consistently rank in the Top 5 of over 20,000 Subway stores in the United States.

We also continue to improve our community engagement by making nutritional information more accessible through online access and displays at our residential dining locations, and through partnerships. Ole Miss Dining has worked with the University Nutritionist to align our initiatives with the needs of the Ole Miss Athletics Department for their spring training program. We have also worked with parents and students regarding dietary restrictions including Crohn's and Celiac Disease. These students have one-on-one dialogues with chefs and managers so that their specific nutritional needs are met.

Ole Miss Dining is an active member of the committee to form the University Food Bank. In addition to our commitment of time and material resources to this initiative, we have committed to stock the shelves with \$5,000 of food at the food bank's grand opening.

We are continually reducing our environmental impact by supporting the Red, Blue and Green initiative. Ole Miss Dining now offers a full line of recyclable and/or compostable paper goods through our catering departments, and sustainable products for students to carry food and beverages. Ole Miss Dining also participated in Recyclemania, a national recycling competition featuring schools across the nation (including SEC rivals LSU and Mississippi State). This initiative helped to raise recycling awareness across campus.

Ole Miss Dining has continued to take steps to become more sustainable and supports the University's mission to "go green." Sustainable programs and processes in place include: recycling bins at all locations, reusable to-go boxes, the practice of recycling cooking oils, trayless dining, organic product lines in the C-stores, fair trade coffee, napkins made from recycled content, awareness campaigns throughout the year, water conservation programs in the main dining kitchens, and ordering in bulk to reduce packing waste.

New positions have been created in dining this year to accommodate the growing campus demand for dining services. Executive Chef Corbin Evans and Food and Beverage Director Larry Burr were added to the Inn at Ole Miss. Michael Dolby was promoted to a salaried Assistant Location Manager at the Residential College. Brent Childers joined the Ole Miss dining team from ARAMARK's Sports

and Entertainment line of business at Turner Field in Atlanta, Georgia. Brent is the Location Manager for Chick-Fil-A.

## **OLE MISS BOOKSTORE**

We extended our contract with Barnes & Noble in December 2011 until December 2021. With this extension, we began a renovation in December 2011. With more sales floor space, we are able to provide a better selection of merchandise for our customers to shop. Our General Merchandise Department has been merchandised into sections for men, women and children's apparel. We have also updated our spirit shop area which includes everything you will need to cheer on the Ole Miss Rebels. Our Textbooks Department has every title for every course you decide to take. Students decide how to purchase their books to best suit their needs; we offer choices of new, used, rental, and eBooks. Not only do we guarantee that the book you purchase is the correct title for your classes, we also work with students who drop classes to fully refund course materials they no longer need.

Our Trade Books Department works very closely with Dr. Samir “Mr. Magazine” Husni to carry the most up to date magazines. We also carry all the “National Campus Best Sellers” books with 20% off of paperbacks and 30% off of hardbacks. Our Trade Supervisor has been working closely with Willie Price Day Care scheduling times for them to come and be read to. We have had many book signings with many authors from all over the country, including our very own instructors at the University of Mississippi. With these events, we are able to offer samples of our latest drinks and sweets from the Ole Miss Café.

The newly renovated Ole Miss Café offers grab & go foods and drinks. We offer daily specials like combo meals or 10% off selective items. The Café seating area offers a very comfortable atmosphere that allows students, faculty, staff, and visitors to enjoy group meetings and/or a quiet study setting. We are very proud of our newly renovated and expanded convenience department. We carry a very wide variety of snacks and drinks to satisfy any craving.

We buy books all year round. We send out flyers and email blasts informing the students when the best time to come by and sell their books. We also continue with the buyback locations outside of the Ole Miss Bookstore in the old mall parking lot. The students have been very satisfied when they are able to get up to half of their original price for their books. With the professor's permissions, we go to the classrooms and try to buy books from the students after their last exam. We open early and stay late for any major event. For example: Book Rushes, Buybacks and major events for the University like graduation, meet the rebels, and home games.

By working closely with the Regional Campus Director, we opened the newest addition to the Ole Miss Bookstore family. The Ole Miss Shop at the Desoto Campus had a successful grand opening. The community, faculty, staff and students all came out to check out the store. We continue to serve the Desoto students more efficiently because of the convenience of the Ole Miss Shop.

The really big piece of this past year is that Barnes & Noble has partnered up with Microsoft. By joining forces with Microsoft, we are going to be ahead of the game in the digital e-reading area. "The New York Times" believes this will revolutionize the way we consume, create, share and enjoy digital content.

We have experienced several position changes this past year. Kristie Whitehead has been promoted to Store Manager. Andi Burck has been promoted to Assistant Store Manager. Penny Carlisle has been promoted to General Merchandise Manager. Nathan Bean graduated from our Best Seller program and was promoted to Textbook Supervisor and now has been promoted again to Textbook Manager. Katie Wallace has been promoted to Trade/Café Manager. Brittany McQuiller has been promoted to Textbook Supervisor. Shanta Bean graduated from our Best Seller program and was promoted to Trade/Café Supervisor. Paige Johnson has been promoted to the Ole Miss Shop Supervisor. We have several student worker candidates interested in the Best Seller program this year.

#### **LICENSING**

The University of Mississippi generated \$863,223.86 in royalties for this fiscal year.

#### **VENDING (SNACK AND BEVERAGE VENDING)**

Vending commissions totaled \$73,237.63 from snack vending and \$338,265.85 from beverage vending.

#### **LAUNDRY**

Commission income from self-service laundry machines was \$74,615. This was our second year with the Rebel Laundry Service where students can send their laundry and dry cleaning out from their residence halls. The commission from this contract was \$8,677 for this year.

## **NOTEWORTHY ACCOMPLISHMENTS OF UNIT AND/OR STAFF:**

### **ID CENTER**

Kathy Tidwell attended the annual Collegiate Licensing Company conference in Atlanta, Georgia in May 2012. Kathy Tidwell attended the annual user's conference for CBORD in October 2011 in Scottsdale Arizona.

### **PERSONNEL CHANGES**

We hired Travis Chouccoli as Contractual Services Assistant.

## **FUTURE NEEDS, GOALS, AND PROSPECTS**

### **ID CENTER**

1. Increase the number of ID cards made in advance of students' arrival on campus. This will reduce lines at busy times and allow students to complete registration without coming to campus.
2. Further expand the off-campus merchant program in order to better serve students.

### **OLE MISS DINING**

1. Increase the number of student, faculty, and staff with meal plans.
2. Continue to improve services at all food service locations.
3. Continue to improve and expand catering.
4. Increase marketing on campus.
5. Install satellite locations across campus.

### **BARNES & NOBLE BOOKSTORE**

1. Change the layout in the textbook department to improve service and visibility.

2. Continue to work with faculty to have a higher percentage of book adoptions submitted by the deadline so that we can pay students higher prices for used books during book buyback.
3. Continue to offer the preferred products and have additional exposure during athletic events.

## **VENDING**

1. Have well maintained equipment that is serviced in a timely manner.
2. Realize and meet the ever-changing vending needs of students, faculty, and staff by providing healthy product choices.

## **LAUNDRY**

1. Work with Student Housing in order to accommodate changing residence hall laundries as renovations and updates to buildings continue.
2. Maintain equipment and make necessary updates to the décor of the laundry rooms so that students will feel comfortable using laundry equipment.
3. Continue to expand and improve offerings to students as their needs change.

## **FACILITIES PLANNING DEPARTMENT**

**Ian Banner, AIA; Director  
FY2011-2012**

### **DEPARTMENT MISSION**

The Department of Facilities Planning was established in the financial year 2000-2001. Our mission is to provide professional leadership in coordinating Planning, Design, and Construction of University facilities that reinforce, celebrate, and strengthen the goals of the University of Mississippi in the areas of teaching, research and service.

### **DEPARTMENT GOALS**

Our goals are to provide planning and resources to those involved in the growth and care of the campus and its built environment in order to support and enhance the delivery of the educational process; to work with architects and designers to ensure that each project exceeds the needs of the occupants; and to oversee the construction process so that designs realize their full potential as they are translated into reality. The well-being and stewardship of the campus is at the forefront of each project undertaken through the department.

### **NOTEWORTHY ACCOMPLISHMENTS**

Our work can be split into three general categories: Planning, Design, and Construction. The first two are carried out mostly behind the scenes. The third is noticeable and affects all the senses of the University community. Construction can be invasive and irritating. With it we grow. Without it we may stagnate. We are definitely growing.

While we have many projects currently in Planning and Design, this has been a huge year for construction. The University has added 856 beds in three residential buildings at the Miller Hall site. Construction has been completed in fifteen months. Other notable projects being occupied this year are: the Research Building at Insight Park; the Center for Manufacturing Excellence; the new Pharmacy building on the Medical Center campus; Faulkner and Howry Hall.

Lamar Hall is now being totally renovated, exterior brick is being replaced at Martin and Stockard Halls, and Ventress Hall is being restored after water damaged the building in October 2011. The Central Mechanical Plant has been under construction since January 2012. This project involved installing a complex system of large diameter hot and cold water lines under several key roads. This project was especially invasive, but we are happy to report that the road work was completed several weeks before the arrival of students for the beginning of the new academic year. Work has also been completed on bus stops, parking lots, ADA ramps, erosion control, and historical markers. It was a year full of diverse projects.

The new Robert C. Khayat Law Center was completed in December 2010 and, after being occupied for one year, formally received a LEED Gold rating from the United States Green Building Council. The building is approximately 165,000 square feet on three floors and has been in some stage of creative development since 2005. There are five other LEED registered buildings on campus that should receive certification this year. They are the Mississippi Small Business Center, Carrier Hall, Center for Manufacturing Excellence, Medicinal Plant Garden Building, and the Insight Park Research Building.

Our “*internal projects design department*” still operates unofficially as a group within Facilities Planning. A significant amount of progress has been made. Work at the former WalMart building – now known officially as the “Jackson Avenue Center” – is nearing completion. This \$3.6 million project will add much-needed space for the new Mathematics Lab along with an updated front façade and re-designed parking lot. Other internal design projects, administered through Facilities Planning, can be seen in the project list, later in this report.

Our large-scale Planning and Design work has included several significant projects that will shortly begin on-site. They include a \$32M addition to the south side of the Thad Cochran Center for Natural Products, the renovation of Johnson Commons dining facility, a connector road and new parking lot on Manning Way between Hill Drive and Gertrude Ford Boulevard, additions and renovations to Coulter Hall, and more work on Lamar Hall.

In 2011, the University purchased the Whirlpool plant. This is a 500,000 square foot facility located on the south side of Highway 6, adjacent to the main campus. The acquisition presented several opportunities. These were so diverse that we re-convened the Campus Master Planning team to ensure continuity with the main intentions of the original Plan. After several working sessions and presentations, it was determined that the site and buildings may be best suited for recreational use. This might free space on Insight Park Avenue for future development of research space. All concepts would be sensitive to parking and transportation issues. Planning is on-going.

Those who follow our annual reports will be aware that we have spent three years surveying and re-drawing every building on the Oxford campus. We

anticipated finishing this task by the end of 2011. However, measuring every bit of five million square feet of space has taken longer than anticipated, especially with added pressures from other equally important projects.

**Facilities Planning 2011 - 2012 Construction projects:**

**Outside Professionals**

**In Planning**

Turner Center Renovation	\$ 4,200,000
Indoor Practice Facility Auditorium Addition	\$ 2,000,000
Coulter Hall Renovation & Addition	\$ 15,000,000
Student Union Addition/Renovation	\$ 50,000,000
Croft Institute Phase I Building Envelope, Drainage	\$ 430,911
Honors College Renovation & Addition	\$ 4,000,000
Lewis Hall/Kennon Observatory – Academic Heating Modification	\$ 1,300,000
Lamar Hall Phase II-A	\$ 872,000
Lamar Hall Phase II-B	\$ 7,500,000
Indoor Practice Facility Food Service	\$ 2,900,000
GHM Renovation	\$ 14,000,000
South Campus Recreation Facility & Transportation	\$ 20,000,000
Various Buildings – Electrical Hazards	\$ 3,500,000
Peabody Hall Renovation	\$ 5,500,000
Data Center Renovation	\$ 15,000,000
Anderson Hall Renovation	\$ 8,000,000
New Science Building	\$ 8,000,000

**In Design**

Jonson Commons West Renovation	\$ 14,500,000
Johnson Commons East – 1 <sup>st</sup> Floor Renovation	\$ 1,607,400
Meek Hall Ventilation Renovation	\$ 4,500,000
Fulton Chapel Wood Shop Ventilation	\$ 277,696
NPC – Interior Heating Modifications	\$ 2,500,000
Hume/Northgate Apartments Roofing	\$ 450,000
Farley Hall Addition / Magazine Museum	\$ 2,500,000
Alumni House – New Guest Wing Roof	\$ 735,772
Fulton/Meek Hall Stage Rigging & Modifications	\$ 783,555
<u>Total</u>	<u>\$190,507,334</u>

**Under Construction**

Natural Products Center – Phase II	\$ 40,000,000
Production Wells & Treatment Plant Rehab	\$ 837,642
Stockard/Martin Boiler Replacement	\$ 998,932
University Gates at Jackson Avenue	\$ 241,652

Barnard/Isom/Somerville-Academic Heating Modifications	\$ 425,322
Faser Hall 3 <sup>rd</sup> Floor Renovation (Fish Tanks)	\$ 882,061
Vaught Hemingway Handrails	\$ 268,752
Leavell/Vardaman-Academic Heating Modifications	\$ 375,969
Jackson Avenue Center Parking Lot Re-surfacing	\$ 214,631
Central Mechanical Plant	\$ 13,200,000
Lamar Hall Renovation	\$ 7,300,000
University Housing	\$ 39,314,500
Northgate Window Replacement	\$ 539,394
Faulkner Hall Renovation	\$ 2,236,783
Howry Hall Renovation	\$ 1,995,659
Lyceum HVAC Repairs	\$ 366,739
Insight Park East Wing Build-out	\$ 760,453
Papa John's/Classroom Build-out	\$ 1,187,904
Water Distribution Modification	\$ 508,163
Inn at Ole Miss Exterior Repairs	\$ N/C
Kincannon Hall 1 <sup>st</sup> Floor Modifications	\$ 368,297
Kudzu Parking Lot	\$ 520,373
South Lot to East Stadium Drive Connector Road	\$ 408,595
Faser Hall – Interior Heating Modifications	\$ 513,808
Ventress Hall Interior Repair	\$ 1,224,205
Kennon Observatory Landscape Project	\$ 156,309
Shoemaker – Interior Heating Modifications	\$ 470,016
Housing Administrative Offices Build-out	\$ 745,016
Kinard Hall North Parking Lot Upgrade	\$ 327,591
Insight Park West Wing Scale-u0p Lab Build-out	\$ 816,851
<u>Total</u>	<u>\$ 117,205,617</u>

**Facilities Planning: Internal Projects**

**In Design**

Tupelo AEC – New Carpet	\$ 192,653
Tupelo AEC – Exterior Sealant Replacement	\$ 267,375
Coliseum Road Roundabout	\$ 702,000
Fulton Chapel Sound & Lighting Room Additions	\$ 38,929
Kinard Hall Food Bank	\$ 9,978
Carrier House Porch Corrections	\$ 63,940
Johnson Commons East-Mold Remediation	\$ 15,175
<u>Total</u>	<u>\$ 1,290,050</u>

**Under Construction**

Jackson Avenue Center Renovation	\$ 3,200,000
Bishop Hall Third Floor Faculty Offices	\$ 80,158
<u>Total</u>	<u>\$ 3,280,158</u>

**Internal Projects completed in 2011 - 2012**

Campus Wide ADA Parking Improvements  
Carrie House HVAC Renovations  
Tad Smith Coliseum – Code Analysis  
Faser Hall 3<sup>rd</sup> toilet rooms  
Housing – Upholstery  
JD Williams Library – Flooring  
PPD Offices  
Gerard Hall – Offices  
Law School FY 10  
Writer’s House – Renovation  
Student Union Face Lift  
Gerard Hall Flooring  
CME Furniture  
NFSMI – 2<sup>nd</sup> Floor, Furniture  
Martindale – Registrar’s Office  
Kinard – Internal Audit Office  
Inn @ Ole Miss – Café Patio Railing  
Triplett Alumni Center - ADA Ramp  
Carrier House – Dining Table Refinishing  
Coy Waller Grow Room Modification  
Brevard Hall Exterior Railing  
Kinard Hall – Wing “D” Finishes – Nursing  
Carrier House – ADA Ramp Addition  
University Commencement Preparation  
Shoemaker Hall – Rooms 309 & 311 Renovations  
Shoemaker Hall – Room 112 Electrical Updates  
Guyton Hall – Rooms 314 & 315 Modifications  
Northgate Apartments – Flooring Replacement  
Johnson Commons – Dining Area  
Howry Hall – Asbestos Abatement  
Falkner Hall – Asbestos Abatement  
Student Union – Benches  
Campus Bus Stop Shelters  
Residential College – Erosion Control  
Northgate Apartments – ADA Ramp Bldg. “B”  
Lenoir Hall – Kitchen & Dining Room Renovation  
Johnson Commons East – ADA ramp gate  
Counseling Center – Rooms 12 & 12 Modifications  
Coy Waller Laboratory Building – Room 103 Modification  
Classroom Evaluation for Provost  
Brevard Hall Interior Plaques/Signage  
Ann Canty Summer Projects  
Falkner & Howry Halls – Furniture Package  
School of Law Storm Drain Connection  
Liberal Arts Misc. Projects  
Bryant Hall Moisture

Powers Hall ADA Ramp & Bike Rack  
Guyton Hall Bike Rack  
Student Union – BSU Furniture  
Conner Hall j- SA Faculty Chairs  
Lenoir Hall Office Furniture – Room 126  
Guyton Hall – Seating Lounge  
Fed-Ex Athletic Support Room 124 – Furniture  
Barnard Observatory – SFA Office  
MPG Lobby Furniture  
Shoemaker Hall Room 116 Modification  
Guyton Hall Annex Room 110 Carpet  
Library – Baxter Room Vestibule  
Facilities Planning Department Modifications  
Museum Administration Suite Door  
Shoemaker Hall Room 315 Growth Chamber  
Former Intercollegiate Athletic Building Window Treatment  
IPF Head Football Coach's office carpet  
IT Department Chairs  
Martindale Career Center Furniture  
Residential College – Dry Erase Boards  
NPC Conference Room – Acoustical Panels  
Sam/Gerard – Interior Improvement  
Sarah Isom Library Carpet  
IPF Window Tinting  
Bondurant Benches  
Ventress Hall Furniture Inventory  
Housing Furniture – Re-upholstery Crosby Basement  
Classics Bookshelves – Bryant Rooms 25 & 26  
Tennis Facility Furniture  
Tupelo Campus – New Carpet  
CME Lobby & Carpet Tiles  
Shoemaker 122 Carpet  
Martindale 3<sup>rd</sup> Floor Chair Repair  
Brevard Hall Auditorium Seat Number  
Library Classroom Chairs  
NPCA Solar Shades  
Whitten Golf Complex  
Residential Housing Office Furniture  
Faser Hall Room 205 Carpet  
Former Walmart Furniture  
Coulter – Office 130 Furniture  
Bishop – Third Floor Faculty Offices  
Lewis Hall – Room 108 flooring replacement  
Brevard Hall – workstations  
NPC – Dean's suite furniture  
IPF – Conference Room chairs  
Student Union – Dean of Student's office

Shoemaker Hall – Rooms 116, 116A, & 118 Renovation  
UM Foundation Oriental Rug Placement  
Herrington Golf Center – Hitting Bay Furniture  
Khayat Law Center – Table Top Lecterns  
Martindale Hall – Exterior Door Replacement  
Shoemaker Hall – Room 5050 Modifications  
PPD Administration Lobby 101 Layout  
Sam/Gerard Offices G204 & 205 Furniture  
Bryant Hall Classroom 209 Carpet Tile Corrections  
PPD Administration Office 101B Design  
Coulter Hall – Conference Room 422 Chairs  
Peabody Hall Office 201A Furniture  
Triplett Alumni Center Office 128 bookshelf  
Turner Center Men’s Locker Room Wall Paint Selection  
Conner Hall Room 319 Carpet Tile  
Farley Hall Picture Rails  
Peer Review of Space Utilization Software  
Bureau of Building R & R Visit  
IHL – Board Member Retirement Tribute Information  
School of Law Lettering  
Proposed campus parking  
Bondurant Hall Rooms 5 & 6 carpet tile  
Johnson Commons East Temporary Dining  
Teaching Classroom Layouts Supporting Classrooms  
Bondurant Hall Classroom 116W Student Desks  
Student Interviews on Silver Pond and Law School Asphalt Sustainability  
Header Curbs/MPG  
CME Solar Window  
Coy Waller Carpet Replacement Room 135/137  
ID Center Relocation  
Insight Park Special Events Relocation  
Former Wal Mart Building – CS Offices Relocation  
Johnson Commons East Contractual Services & Aramark Office Relocation  
Barnard Hall Room 216 Modification  
Gillom Center Room 102 Workstation  
Fed-Ex Athletic Support wall takers Replacement  
Inn at Ole Miss Sales Office Workstation  
Law Center Library Computer Room Modification  
Lewis Hall Room 101 Window Treatments  
Triplett Alumni Center Office 121 Furniture  
Law School Innocence Project Furniture  
Intercollegiate Athletics IEP Classroom 9 – Furniture  
Former Intercollegiate Athletics Office Front Exterior Handrails  
Martindale – Registrar’s Office Workstation Re-configuration  
Bondurant Hall Room C208 – Furniture & Finishes  
Martindale – Enrollment Services – Furniture  
Lyceum Back stairwell carpet repair

Faser Hall 104A & B carpet replacement  
Honors College 2<sup>nd</sup> floor offices furniture  
Student Housing Service Building ADA Ramp  
NCPA Building Foundation Evaluation  
Faser Hall Structural Evaluation  
Barnard Hall Room 009 Costume Tech Office

Total complete *Internal Projects* = 146

## **TRAINING AND DEVELOPMENT**

Ian Banner and Chad Hunter completed their annual continuing education requirements to remain current as architects registered in the State of Mississippi and members of the American Institute of Architects. After three years of a departmental restriction on traveling to conferences, Ian Banner attended the annual conference of the Association of University Architects held in June at UCLA/USC/California Institute of Technology.

## **PERSONNEL**

This was a big year in terms of departmental growth. Justin Crane joined the department as an Architectural Draftsman in January 2012. Sandra Kyle joined as Departmental Receptionist in February, and Virginia Pence followed at the end of June as Architectural Project Coordinator. We anticipate the arrival of Dave LaBanc in September 2012. Dave joins us from Northern Illinois University where he was Director of Residential Facilities and Operations for Housing and Dining. His project experience will be invaluable as we move into another busy year.

As we have noted in previous reports, our response times have been increasing due to the additional workload and key members of our team are showing signs of fatigue. So we are thrilled to add Justin, Sandra, Virginia, and

Dave. When Courtney Church Jones – our Interior Designer - returns in October after giving birth to a son, we will have grown to eleven staff members.

## **OFFICE OF SUSTAINABILITY**

We are pleased to announce that Anne McCauley will be leading the Office of Sustainability and that Anne's office will be reporting to the Director of Facilities Planning. As noted in previous reports, Facilities Planning has been the leader in driving for energy efficiency in new and renovated buildings and in making a sustainable campus one of the main principles of the campus master plan. Therefore, coordinating efforts with the Office of Sustainability is a logical development. We look forward to working with Anne and the members of her department.

## **PERFORMANCE MEASURES**

Last year seems to have been a repeat of 2010 in that we have experienced an unpredictable twelve months regarding construction costs. They have remained this way, mainly because of unstable markets responding to the ups and downs of raw material costs. The economy continues to be stubborn in that it shows signs of rebounding but without sustained enthusiasm. There is still an imbalance regarding labor, with more and more contractors looking for less and less work.

As we move into the next fiscal year, our main problems relate to physically coordinating construction projects within the bustling University community. As we build, we displace central parking, moving vehicles toward the outer reaches of the campus. Public transit bridges the gap. We firmly believe this is the appropriate approach to campus planning. Our position was applauded at the annual national conference of the Association of University Architects. Many universities have been

through explosive growth phases before and a simple conclusion can be reached: Institutions not experiencing growth problems may well have other difficulties in the coming years. Certainly, it will be possible to find parking spaces in the center of campus, but sustained fiscal health might be harder to find. Vibrant institutions grow and design, construction, parking, and transportation habits must change. This has been proven to be the case in most of the successful institutions in the country. We think the main principles contained in our master plan give us the tools to adapt the campus to steady growth and change.

## **FUTURE NEEDS, GOALS, AND PROSPECTS**

I am gratified by the sheer output and high quality of work from this office. We welcome our new team members. There will be challenges ahead, as there always have been, but we feel more equipped to handle them. This is a talented and energetic group and I am confident that the next twelve months will see the department grow and set its sights higher still. We are driven to improve this department.

Our goals for next year will include placing the Master Plan on the Ole Miss web site, launching a new Facilities Planning web site, completing the inventory of campus buildings, overhauling our project review process, drawing more attention to the importance of energy and water conservation in building design and site planning, continuing our outreach efforts in sustainable practices and working closely with the Office of Sustainability.

As always, thanks go to the Facilities Planning staff for their continued work and dedication.

## **DEPARTMENT OF HUMAN RESOURCES**

**Clayton H. Jones, Assistant Vice Chancellor and Director of  
Human Resources and Contractual Services  
FY2011-2012**

### **FUNCTIONS AND MISSION**

Our mission is to be a service-oriented office, committed to the highest standards of excellence, efficiency, and continuous improvement for our diverse University population. We strive to provide an equitable, comprehensive, and service-oriented agenda in the areas of benefits, classification, compensation, employment, payroll, professional development, and records management, thereby fostering a motivated University workforce. We interface with all members of the University community to include employees, students, and applicants by assessing and fulfilling needs, resolving issues, and encouraging continual professional and personal growth. The Department of Human Resources maintains the highest level of confidentiality while processing and distributing information in a timely and accurate manner.

### **GOALS ACHIEVEMENT**

Throughout the year, Human Resources has implemented changes which have enhanced our department's ability to provide quality customer service, work more efficiently and effectively, as well as remaining compliant with state and federal regulations.

- For the fourth consecutive year, the Department of Human Resources successfully led the application process for participation in The Chronicle of Higher Education's "Great Colleges to Work For" work-place recognition

competition, the second largest competition of its kind next to Fortune magazine's 100 Best Companies to Work For. The University of Mississippi was named as one of the top ten colleges, in our division of universities with 10,000 or more students. The University was recognized in 9 categories: Collaborative Governance; Professional/Career Development Programs; Teaching Environment (Faculty Only); Job Satisfaction; Confidence in Senior Leadership; Supervisor/Department Chair Relationship; Respect and Appreciation; Tenure Clarity & Process (Faculty Only/4-year Only); Diversity. The survey results are based on a two-part assessment process: an institutional audit that captured demographics and workplace policies from each institution, and a survey administered to faculty, administrators, and professional support staff. The primary factor in deciding whether an institution received recognition was the employee feedback.

- In partnership with the Office of Information Technology, Human Resources continued to test and implement the stages of Employee Self-Service (ESS). ESS is a software application which allows employees to go online to perform common tasks such as change of address and update payroll distribution (direct deposit) details. This past year, the application for online timesheets was launched to various departments within Finance and Administration, including the Department of Human Resources. In October 2011, the University implemented online Benefit Open Enrollment. All employees were required to make benefit elections, changes, and cancellations using the ESS with access from home and work computers. Employees without access to a computer and/or internet service were

provided an opportunity to utilize computers in the Human Resources office and the benefits staff was available to assist with the enrollment process. The ESS online enrollment feature allowed for the enrollment period to be extended an additional 28 days and 24/7 access to enrollment forms, benefit information, and online enrollment. Overall, the feedback received from employees was positive; ESS online open enrollment is a customer-focused solution, supports green-initiatives by eliminating wasteful paper reproductions, and streamlines enrollment applications.

- With continuing efforts across the country to legalize same-sex marriage, it became necessary to consider the option of allowing benefit coverage to same-sex partners. As a result of active research and coordination with partnering providers and colleges/universities, effective January 1, 2012, legally married partners are eligible for dental, vision, and supplemental life coverage.
- Job descriptions for classified positions can now be accessed by means of the Human Resources website on the Compensation page. Employees and external constituents interested in reviewing an official University job description are no longer required to submit a request and then await the document via mail, email, or fax. Information is updated daily which gives visitors access to current job descriptions and pay ranges.
- The previous online applicant tracking system for employment applications and personnel requisitions platform was installed over 7 years ago with few upgrades. The department made the decision to move completely to a new platform. Using new web technology our vendor, PeopleAdmin, created a

powerful and flexible platform incorporating over a hundred upgrades and enhancements. The new platform, PeopleAdmin7 (PA7), provides the flexibility of crafting requisitions and applications by position type (faculty, staff or student), offers a more user friendly applicant portal, ability for email communications with applicants, and provides robust reporting functionality that provides access to critical information through real time configurable reports. Since mid-December 2011, 298 staff, 94 faculty, and 12 student personnel requisitions have been processed and 9,582 applicant accounts have been created on the new platform.

- The HR team expanded data imaging to include active student employment files in addition to official transcripts of faculty and exempt staff members and background check investigations. By the end of June 2012, all 13,361 active student files were scanned and incorporated into SAP, eliminating the need for any hard copy files.
- The University continues to be recognized by the American Heart Association for the University's outstanding and ongoing efforts in promoting physical activity and health in the workplace. This recognition is based upon the University's commitment and support of wellness-related activities, such as the START! Walking Program, Healthy Holiday Weight Challenge, Healthy Eating seminars, a "Walk with the Chancellor" and CPR courses, as well as promoting the benefits of completing the annual health quotient and utilizing the medical wellness benefits. In the Fall of 2011, a HealthWorks interest survey was administered. The survey consisted of twenty questions to collect feedback on the current involvement of faculty and staff and to find

out what services the HealthWorks Committee can provide in the future.

There were 226 people who participated in the survey and the results are being actively used to enhance health-related programs. This spring, “Wear Sneakers to Work” was added as a monthly activity to raise awareness of the importance of physical activity and healthy habits. Human Resources continues to be a primary contributor to the HealthWorks Committee and coordinator of the monthly events.

- The Information Technology and Human Resources teams completed Phase I of the new Electronic Forms (E-forms) which included migrating 100% of all users to E-Forms 2.0. All of the Legacy E-forms (previous electronic forms) were migrated onto the new platform.
- Other figures of interest for the year include the following statistics:
  - 23,712 E-forms processed during fiscal year (FY) 2012 (-1.21)
  - 121,601 direct deposits made for FY2012 (+4.78%)
  - 5,572 payroll checks cut for FY2012 (-17.02%)
  - \$181,912,608 total gross payroll for FY2012 (+6.53%)
  - 7,479 W-2s issued for CY 2011 (+3.66%)
  - 1,836 new student employees for FY2012 (+1.94%)
  - 604 hires made, including temporary appointments (+30.02%)
  - 174 JAQs processed for FY2012 (+12.99)
    - 37 new classifications/titles
    - 5 deactivated classifications
    - 11 pay range realignments

- 651 students, staff, and faculty participants (-28.88%) attended courses offered by HR (excludes mandatory E-forms training) and experienced an improved attendance rate of 89%. In addition:
  - 20 S.T.E.P.S. (Seminars to Empower Professional Support Staff) participants attended 16 hours of office administration and service-related training
  - 90 S.O.A.R (Strengthening Ole Miss' Administrator Responsibilities) participants attended 8.5 hours of leadership and administration training
- 1,433 Annual Staff Performance Appraisals submitted (+6.54%)

### **PERSONNEL CHANGES**

Shelly Stoddard was promoted to a Senior Human Resources Assistant just before the 2011-2012 fiscal year. Nancy Lester was hired to replace Sandra Grigsby, Human Resources Assistant. The part-time Human Resources Clerk position was vacated by Carol Van Besien who retired, again. The position was reclassified to Human Resources Assistant and briefly occupied by LaShunda Terrell, who left to pursue a full-time opportunity. Raquel Liles was hired to replace Betty Barron, Human Resources Assistant, in anticipation of Betty's retirement. Judy Hopper accepted a promotional opportunity with the Department of Equal Opportunity and Regulatory Compliance and Jennifer Clanton was hired as the Human Resources Generalist. Andrea Jekabsons was promoted to the position of Assistant Director of Employment and Training and Regina Johnson was promoted to Sr. Assistant Director of Human Resources.

## **AFFIRMATIVE ACTION**

The Department of Human Resources does not discriminate against employees or applicants for employment on the basis of age, race, color, sex, pregnancy, sexual orientation, religion or national origin, status as disabled veteran or veteran of the Vietnam era, physical or mental disabilities or genetic information in employment or conditions of employment. The department continues to make every effort to meet its Affirmative Action goals including, but not limited to, strategies for expanding applicant pools to include minorities and women for all openings in the department.

At the time of this report, there are twenty-one employees in the Department of Human Resources, four of which are African American, one is Hispanic, and eighteen are female. Among the seven professional employees, one is African American, one is Hispanic, and five are female.

## **TRAINING AND DEVELOPMENT**

The Department of Human Resources is committed to participating in training and development. A variety of seminars for the benefit of the University community were offered. Additional topics added this past fiscal year focused on workplace wellness and teamwork/customer service using the upbeat “We’re in the Band!” program. HR staff members continue to actively participate in training and development programs. 272 (+14%) hours of professional development training and 135 academic classroom hours were completed by Human Resources staff members.

## **FUTURE NEEDS, GOALS, AND PROSPECTS**

Opportunities for improvement in the use of SAP, employee self-service (ESS) through myOleMiss, and the department's website continue to exist. There also continues to be a need to proactively enhance our training programs.

Specific goals for the forthcoming year are as follows:

1. Convert the Job Analysis Questionnaire from its paper format to an electronic format.
2. Expand ESS online enrollment to allow and require new hires and employees who experience a change in employment status to a benefit eligible position to enroll in benefit selections online.
3. Launch of Phase II of E-forms 2.0, including end-users suggestions for continuous improvements and maximum effectiveness.
4. Continue to improve benefit-related pages on the Human Resources website and develop an in-depth, online resource center that will provide materials, forms, and information to educate and inform prospective candidates, current and former employees, and retirees about benefits offerings, retirement benefits, and other fringe offerings.
5. Continue to expand electronic payroll data files and reduce paper filing when possible.
6. Partner with IT to utilize SAP for contract generation for all contractual employees by pulling information from SAP into an Adobe form (contract) with dynamic text. The dynamic text would allow for edits as necessary (i.e. prorated salaries, athletic buyout clauses, or revisions to contract clauses).
7. Begin to explore and develop a multi-year plan to elevate UM's staff

development program as an industry leader. Explore ways to ensure that unit-level supervisors are developing their staff by increasing opportunities, support, and flexibility to participate in professional development and career advancement opportunities.

## **DEPARTMENT OF LANDSCAPE SERVICES**

**Jeffery T. McManus, Director**  
**FY2011-2012**

### **PRIMARY FUNCTION AND MISSION**

The function of Landscape Services is to provide excellence in environmental care while enhancing the exterior academic atmosphere. The University has many historically important buildings and the approach to landscaping these areas has to be undertaken with great care and attention to detail.

Our Mission is to provide professional services to the University that ensure that its natural splendor is well maintained, environmentally sensitive, and aesthetically pleasing to our customers. Our objective is to expand the beauty of the campus in order to attract, support, and increase a healthy safe learning background.

The Department of Landscape Services works to support the Statement of Purpose of the University and operates under the supervision of the Vice Chancellor for Administration and Finance.

### **SUCCESS IN ACHIEVING GOALS**

In September of 2011, the University of Mississippi was named the “Most Beautiful” campus in America. Landscape Services is proud to have played a major role in achieving this honor for the University.

Landscape Services was awarded grant funds from the Mississippi Urban and Forestry Commission. These funds were used to help enhance the natural environment on our campus.

We continue working the campus beautification master plan to enhance, upgrade, and encourage a safe and aesthetically pleasing campus. There were over 2,439 trees, 5,911 shrubs, and 29,800 square yards of sod planted this year around the campus. New plantings were added at the Robert C. Khayat Law Center; Writer's House; Lenoir Hall; Procurement Services; East Side of Museum; Lyceum; Grove; Sorority Row; Yerby; Bishop Hall; Barksdale Honor's College; Union; Guyton Hall; University Ave.; Medicinal Gardens; and Research Park.

Landscape Services also has been maintaining an additional 170,000 square feet, or four acres, of City of Oxford right-away along Jackson Avenue and two MDOT corridors off Highway 6. This is to help preserve a manicured appearance onto campus.

With the acquisition of the old Wal-Mart store, Landscape Services has maintained the additional 25,000 square feet of turf and 80,000 feet of parking lot.

Landscape Services maintains the 300 acres at the University-Oxford Airport. In addition to maintaining the exterior of the airport, Landscape Services has been charged to run the airports fixed base operations. This involves keeping track of fuel inventory, providing fuel to customers, meeting federal guidelines and providing excellent customer service. Web pages were created to help provide information to customers.

Waste removal staff removed over 2,384 tons of waste off campus this year. The total tonnage cost was \$85,563. The campus dumpsters were emptied 19,039 times, 53% were academic buildings, 21% were housing, 18% were fraternities and sororities and 8% were athletic facilities.

Landscape Services continued the full time maintenance of bollards and chains on campus. The University currently has 2,573 metal bollards on campus with 16,199 linear feet or approximately 3.3 miles of chain between the bollards. Landscape Services spent 446 man hours painting, cleaning, and maintaining bollards this past year.

Landscape Services maintains 16,365 square feet of seasonal color beds.

Landscape Services continues its development of the Standard Operating Guidelines on all equipment. Each employee will be given the opportunity to study all guidelines and be tested. The development of the program will give each employee the opportunity to further their career.

Jeff McManus is providing Landscape Services and the Ole Miss Golf Course staff with training and development through John Maxwell's *Learning the 17 Essential Qualities of a Team Player*.

We continue to hold Monday morning staff meetings to review safety issues, plant identification, maintenance, and review/update the week's schedule.

Landscape Services maintains an extensive web page of services and horticulture tips to help service the campus and Ole Miss community. It was also created to help with frequently asked questions.

### **DEPARTMENT STRUCTURE CHANGES**

Landscape Services is continuing the installation of the Central Command Toro Sentinel Control Irrigation System. This system will allow irrigation on campus to be controlled at one central location. The Robert C. Khayat Law Center and the Coliseum Drive Entry Gates were the first areas to be serviced by this new system.

## **NOTEWORTHY ACCOMPLISHMENTS OF STAFF**

- 9/06/11–9/08/11 Jeff McManus and Gerald Barron attended Content Marketing World 2011 in Cleveland OH.
- 11/14/11–11/16/11 Shea Baird and David Jumper attended the Turf Association Conference in Choctaw, MS.
- 1/09/12–1/13/11 Shea Baird, Jerry Daniels, Nathan Lazinsky and Freddie Braxton traveled to LSU/Baton Rouge, LA; Texas A&M/College Station, TX; University of Texas/Austin, TX; Baylor University/Waco, TX; LA Tech/Ruston, LA; and LA Monroe/Monroe, LA to visit and tour these Universities and their Landscape Departments in order to present ideas and suggestions to our department to better serve our University.
- 1/12/12-1/13/12 Denise Hill attended ISA seminar in Meridian, MS.
- 1/25/12–1/29/12 Beverly Seaman and Tate Anderson attended the 2012 PGA show in Orlando, Fla.
- 2/07/12–2/09/12 Jeff McManus attended the University Landscape Managers Association Conference in Fredericksburg, TX.
- 2/16/12 Tom Dickerson; Nathan Lazinsky; Sam Johnson; Stephen Hamm; and Glenn Patton attended the 2012 Lawn & Landscape Expo at Hinds Community College in Raymond, MS.
- 2/21/12 Denise Hill; Jerry Daniels; Sam Johnson; Tom Dickerson; Shea Baird and Nathan Lazinsky attended a Dave Ramsey/Entre Leadership seminar in Columbus, MS.

- 3/08/12 Louis Rowsey attended Toro Sentinel Irrigation System service school in Tuscaloosa, AL.
- 3/19/12–3/20/12 Jeff McManus; Denise Hill; and Nathan Lazinsky attended the ISA Southern Chapter’s 69<sup>th</sup> Annual Conference & Trade Show in Birmingham, AL
- 4/25/12–4/27/12 Jerry Daniels and Stephen Hamm attended the Fecon Field Day/Open House in Lebanon, OH.
- 5/4/12 Jeff McManus; Nathan Lazinsky; Mac McManus; Sylvia Barron; Gerald Barron; David Jumper and Matthew Jennings attended the Chick-fil-A Leadercast at the Indoor Practice Facility on the University.
- 5/09/12–5/11/12 Mac McManus attended the MS Airports Association Conference in Biloxi, MS.
- 6/19/12–6/21/12 David Jumper attended the Jacobsen Textron Equipment Expo in Charlotte, NC.
- 06/26/12 Shea Baird and David Jumper attended the Bulldog Turf Field Day & Turf Equipment Expo. Each received Pesticide Certification.

**PERSONNEL CHANGES**

- |               |                           |
|---------------|---------------------------|
| David Hodge   | Retired as Sr. Mechanic   |
| Randall Smith | Resigned as Groundskeeper |

**The following were new hires:**

- |                  |              |
|------------------|--------------|
| Stephen Hamm     | Sr. Mechanic |
| Hayden Carpenter | Mechanic     |

## **PERFORMANCE MEASURES**

We currently maintain the campus at several levels. The highest level of detail to include mowing, edging weekly, spraying for weeds, fertilization, and irrigation on campus is 5,524,484 square feet or 126.8 acres.

Shrub beds around buildings, parking lots, entrances, and other structures that we irrigate, prune, fertilize and treat total 1,048,673 square feet or roughly 24.1 acres.

The balance of acreage on campus is in medium to low landscape level, parking lots, buildings, or wooded areas.

## **FUTURE NEEDS FOR NEXT YEAR**

Landscape Services continues to review biodiesel use for equipment as MMRI once supplied Landscape Services with a biodiesel product to test in several of our mowers. Current testing has proven very favorable and the program hopes to expand, provided a fuel source can be identified.

Landscape Services continues to review personal carriers and how to move staff around campus efficiently.

Landscape Services continues to replace and upgrade our mowers and equipment to lower maintenance cost, improve productivity in the field and further enhance the beauty of our campus.

## **FUTURE GOALS FOR NEXT YEAR**

- Continue working the campus beautification master plan to enhance, upgrade, and encourage a safe and aesthetically pleasing campus.
- Continue to upgrade, add to and maintain the vast campus irrigation system with upgrading to Sentinel Central Control.

- To continue a visually pleasing and efficient bollard program on campus.
- Maintain and develop the current maintenance facility that we recently moved to for our department.
- Continue to work with other departments on campus to facilitate an environmentally, aesthetically pleasing campus.
- Continue to expand and develop staff training and evaluations in safety and proper horticulture identification and practices.
- Continue to interact with other universities and key staff to share information, time saving methods, and resources.

## **PHYSICAL PLANT DEPARTMENT**

**Ashton C. Pearson, Director  
FY2011-2012**

### **MISSION STATEMENT**

The mission of the Physical Plant Department is to develop, manage, maintain, repair, and remodel the infrastructure, facilities and environment; to manage, monitor, and plan energy usage on campus; and to provide whatever assistance the University needs to complete its mission.

### **EXECUTIVE SUMMARY – ADMINISTRATION**

Several administrative positions were filled during FY12. Russ Buchholz was promoted to Associate Director, Mike Clark promoted to the Assistant Director of Mechanical Systems, Lonnie Weaver became the Associate Utility Engineer, and John Howard was promoted to Assistant Director of Maintenance Services. The department continues to advocate unity and team building among all shops and between management and employees. The Employee Advocacy Committee continued to provide all employees a voice on matters concerning the department. There was also a greater emphasis placed on safety and training in FY12 within the department. Twenty training sessions were conducted on a rotating basis within the department in order to reach all employees. Numerous Physical Plant employees are currently serving the University in various capacities such as membership on standing committees, staff council, and search committees.

Planning and development of the campus infrastructure and services for new facilities has been a focus for the Physical Plant as campus growth has initiated an

expansion of the utility infrastructure. The Physical Plant met the challenges presented by the increased enrollment last fiscal year and expects to meet these challenges as enrollment increases during FY13 and beyond. The Physical Plant Department supported the overall needs of the University as well as supported initiatives from the Institutions of Higher Learning including energy efficiency, fire protection, and space utilization. FY12 has seen the opening of the Center for Manufacturing Excellence, Insight Park Research Facility, Quimby Research Facility, construction of the Ridge Dormitories, and the beginning of construction on a new 5,200 ton Central Mechanical Plant.

Throughout the year, many infrastructure and maintenance projects were undertaken and completed, while at the same time the department addressed the day-to-day activities for the University to carry out its mission of teaching. This report provides a summary of the types, as well as magnitude, of the projects and activities performed by the staff of the Physical Plant Department.

### **PHYSICAL PLANT MAINTENANCE AND CONSTRUCTION OPERATIONS**

Projects were designed and are being implemented to provide mechanical heating and cooling modifications in Leavell, Vardaman, Barnard, Isom, Sommerville, Lewis, Kennon, Shoemaker, Faser, and Thad Cochran in preparation for the removal of the central steam distribution system next year. To handle additional need for potable water on campus, a project was initiated to install two additional wells, a treatment plant, and piping to supply 1500 gallons of water per minute to campus. The same project will refurbish two existing wells to provide an additional 500 gallons per minute.

Continued efforts with energy reductions, brought about the replacement of additional boilers on campus. This included two at the Band Hall, one at Powers Hall, and one at the Museum. Replacements were high efficiency units which reduced natural gas consumption and emissions. Numerous variable frequency drives, high efficiency motors and improvements to the campus Energy Management System (EMS) took place in FY12 as well. The EMS is in the process of conversion from a centralized hub at Johnson Commons to an internet based system, removing the need for miles of communication cable while improving the reliability and speed of the system. This improvement will also allow the buildings to “stand alone” and continue to operate should the master control fail. The campus hot water and chill water loops were expanded to include the new Ridge Dormitories, Howry, Falkner, Hill, Shoemaker and Faser Halls, and piping connections for the soon to be renovated Johnson Commons, which will be converted from steam heat to hot water. All-weather heat pumps were installed at the Counseling Center to replace the aging steam heating system. The University Golf Course buildings potable water supply was connected through roughly a mile of new piping to a city water connection off Molly Barr Road. This connection replaces the problematic well connections that previously fed the property. Streets and Drives improvements have been ongoing throughout campus as well as improvements to campus sidewalks, curbs, and storm drains. These included the paving of Magnolia Lane, the Village Apartments parking improvements, and the Museum drainage project as well as numerous sidewalk and drainage problems. The fourth quadrant of campus ADA improvements was completed in February of FY12. Forced moves were seen throughout campus as departments adjusted to

increased class size and renovations on campus. The largest of these included Lamar Hall and Johnson Commons East and West wings.

### **PHYSICAL PLANT HUMAN RESOURCES/PERSONNEL**

The Physical Plant Department is committed to diversity and continues to seek well-qualified minorities in all areas through increased recruitment efforts. However, there continues to be a lack of women and minorities to apply for skilled craft positions. The Physical Plant began FY2012 with 249 employees and ended with 255 employees.

This year saw the continuation of the Employee Advocacy Committee (EAC), which was formed to allow employees to bring complaints or suggestions to the PPD Administration to ensure all PPD employees have a voice. This group meets monthly to discuss issues that are brought forth and meets as needed with the PPD Administration. Supervisors and PPD Administrative staff are excluded from membership on this committee.

#### ***Recruitment, Promotions, and Demotions –***

A key position within the Physical Plant Administration was filled – Associate Director. This position oversees the daily operation of the Maintenance and Mechanical Staff. Two Assistant Director positions were vacated and filled from within; Assistant Director of Maintenance Services and Assistant Director of Mechanical Services. Maintenance Services is undergoing reorganization with the creation of a Preventive Maintenance group. The position of Associate Utility Engineer was vacated and filled from within the department. This position oversees Instrumentation, Dispatch, and Fire Services.

Many support staff (24) were recruited throughout the year. Seven personnel received promotions within their EEO category, all males – one African-American and six Caucasians. Three personnel received promotions moving from hourly to salaried positions – all Caucasian males. Five personnel were transferred among shops through the hiring process.

***Retirements –***

The Physical Plant Department had twelve personnel retire during the fiscal year.

***Terminations –***

For FY12, the Physical Plant had 3 terminations. This number remained steady from FY11.

**PHYSICAL PLANT PRODUCTION CONTROL**

The Production Control Center creates and routes all work order requests for PPD. In FY12, Production Control processed 17,756 work orders for maintenance, repairs, and construction projects. In addition, Production Control works closely with the Office of University and Public Events to coordinate major events on campus. Major events supported in FY12 include: twelve orientation sessions, Freshman Convocation, seven home football games, donor reception, Red-Blue Weekend and Spring Commencement.

**PHYSICAL PLANT BUILDING SERVICES**

The primary objective of the Building Services team continues to be providing cleanliness for health and safety to ensure a positive learning and work environment for students, faculty and staff. In addition to providing custodial services in academic buildings during the University's normal business day, Building Services

provides service at all University athletic events, Ford Center performances and other special events including Spring Commencement and smaller events held in Johnson-Commons ballroom. Building Services collected 297,780 pounds of recyclable material consisting of mixed paper, cardboard, aluminum and plastic which was given to the Oxford/Lafayette Recycling Center. The number of toner/ink cartridges collected and donated to Funding Factory was 1,229.

### **PHYSICAL PLANT CENTRAL STOREROOM**

With an average on-hand inventory of \$600,000, the Central Storeroom provides materials in a timely and cost effective manner to both the PPD shops and other University departments. The storeroom sources materials from state contract vendors and others to ensure best available pricing, resulting in a significant cost savings in materials utilized for the maintenance and operation projects of PPD.

### **PHYSICAL PLANT ACCOUNTING SERVICES**

The primary role of PPD accounting is to provide a high level of fiduciary and fiscal responsibility in order to best utilize the budget and achieve the maintenance and operations mission of the Physical Plant. Services include budget accountability and reporting, tax reporting, procurement, accounts payable, accounts receivable and billing.

### **HEALTH AND SAFETY DEPARTMENTAL STATISTICS**

Health and Safety trained, tested, and certified the following number of personnel in the areas indicated:

- Chemical Safety – 189
- Maintenance Biosafety – 31
- Biosafety & Pathogen Safety – 136

- Radiation Safety for Generating Devices – 23
- Radiation Safety for Radioactive Materials – 33
- Radiation Safety Refresher Courses – 175
- Biosafety for Athletic Assistants - 32

Health and Safety personnel:

- Inspected and certified 9 Steam Autoclaves
- Inspected 305 Chemical Fume Hoods (main campus & the field station)
- Analyzed 1,794 samples for radioactivity (including individual bioassays, surveys and declassification samples)
- Monitored the daily Radiation exposure of 88 Faculty, Staff, and Students
- Responded to two incidents of chemical dumping on the campus
- Investigated six odor/chemicals/smell complaints, and
- Responded to eleven chemical spills.

Health and Safety shipped:

- 810 drums of hazardous wastes for disposal, including:
  - 478 lbs. of Mixed Radioactive Waste
  - 18,878 lbs. of Medical or Biologically Hazardous Waste, and
  - 35,097 lbs. of Hazardous Chemical Waste.
- 39 packages containing hazardous materials throughout the US and to four foreign countries, and,
- 2,453 pounds of Batteries (Lead Acid, Lithium, Cadmium, Ni-MH) for recycling.

Health and Safety personnel are serving on the following University Committees:

- Building Mayors
- Equipment and Property Salvage Committee
- Disaster Resistant University (DRU) Planning Committee
- Diving Control Board (Diving Safety)
- Hazardous Materials Emergency Response Team (Hazmat)
- Incident Response Team (IRT)
- Institutional Animal Care and Use Committee (IACUC)
- Radiation Safety (RSC)

## **OFFICE OF PROCUREMENT SERVICES**

**James R. Windham, Director  
FY2011 - 2012**

### **MISSION**

The Office of Procurement Services is comprised of the following units: Purchasing, Accounts Payable, Property Control, Travel, and Central Receiving-Shipping. In addition, Procurement Services has oversight responsibility for the University-Oxford Airport, University Aircraft Pool, and Campus Mail Services. Procurement Services also coordinates and files all UM automobile accident reports and liability claim forms for the University. The director also serves as the Emergency Management Coordinator for the Oxford Campus.

It is the mission of Procurement Services to serve the needs of instruction, research, staff, and students, in obtaining, receiving, recording, and paying for the goods, services, and travel necessary for the everyday operation of the University. Compliance with state laws, University regulations, and ethical practices of the procurement profession must also be monitored. The goal of Procurement Services is to foster the highest standard of public relations, not only with faculty, staff, and students, but also with every individual or vendor considered to be a customer, as well as the general public.

Campus Mail receives and delivers incoming and outgoing campus mail to and from the U.S. Post Office located in the Student Union. Campus Mail functions as the mail service for all University departments and offices located on campus.

Campus Mail employees pick up and deliver not only “campus only” mail, but also first, second, and third class U.S. mail, packages, and business reply.

The University operates a Cessna Citation S-1 small business jet, which is available for official University and or State of Mississippi business travel. This aircraft provides administrative support for the University and the State of Mississippi and can be chartered by contacting the University Pilots.

The University operates the University – Oxford Airport (UOX) consistent with all Federal Aviation Administration general aviation airports. The fixed base operation (FBO) of the airport is under the direction of Landscape Services. It is our desire to operate a first class airport consistent with the public’s expectations.

The director of Procurement Services provides emergency management coordination to assist all departments in a campus wide effort to be prepared for any campus emergency.

## **FUNCTIONS**

Procurement Services performs or provides oversight of the following functions:

- Processing purchase requisitions and issuing purchase orders
- Fulfilling bid requirements for expenditures according to state laws and guidelines
- Receiving, processing, and delivering shipments

- Proper establishment of inventory records for furniture, machinery, and equipment. This includes placement of barcodes, creation of asset records, and recording asset location.
- Processing non-payroll disbursements including payments on purchase orders, request for payment forms, travel, and procurement cards
- Oversight and audit of property inventory including the compilation and submission of state mandated reports
- Management of University property officially deemed salvage
- Oversight of Campus Mail Services
- Oversight of the University Aircraft Pool and UOX Airport capital improvement projects as well as coordination with the FAA
- Oversight of the University emergency response and incident preparedness
- Oversight of activities associated with risk management and the processing of all insurance claims, both automobile and liability

## **ACCOMPLISHMENTS**

Procurement Services personnel were very active in meetings, events, and continuing education during the year.

- Jim Windham, Director, serves as a Commissioner of the Oxford – University Transit Authority, one of three University members appointed by the administration. Windham also serves as a member of the Oxford - University Emergency Management Oversight Committee; is on the Board of Directors for the LOU Medical Reserve Core; is on the Board of Directors for the local Ability Works operation under the direction of the MS Department of

Rehabilitation Services; is a member of the Mississippi Airports Association, the Mississippi Association of Governmental Purchasing and Property Agents, and the National Association of Educational Procurement Professionals.

- Betty Zinn attended the annual meeting of the Mississippi Association of Governmental Purchasing and Property Agents.
- Betty Zinn and Belinda Redmond conducted Material Management Classes monthly.
- Jim Windham and Betty Zinn attended the Mississippi Minority Business Alliance on the campus of Mississippi State.
- Betty Zinn attended the National Association of Educational Buyers annual meeting.
- Shelley Morrison, Administrative Assistant ,conducted several SAP Procurement Card training sessions.
- Materials Handling Division Supervisor Patti Mooney conducted several SAP Asset Management training sessions.
- Procurement personnel conducted and attended approximately thirty staff training workshops or classes. Most were SAP related.
- Procurement Manager Rachel Bost served on the University's Assessment Committee and was the Assessment Coordinator for the Administrative and Finance Division.

## **OTHER ACCOMPLISHMENTS**

- The University – Oxford Airport received a \$1,036,000 Grant from the FAA for land reimbursement and \$102,000 Grant from the FAA for the development of an airport parking lot and a wildlife study.
- The University – Oxford Airport successfully passed the FAA annual inspection and is re-certified as a Full Part 139 Certificated Airport.
- UOX Airport had approximately 5,400 operations (landings and take offs) with no airplane incidents or accidents reported.

## **PERSONNEL CHANGES**

During the 2011 – 2012 fiscal year, Steven Ridout replaced Angie Gurner in the position of Procurement Assistant.

## **PERFORMANCE MEASURES**

### **Procurement Services:**

- Processed 7,003 electronic requisitions resulting in an equal number of purchase orders with a value of \$85,514,706.
- Turn around time averaged one day or less for orders under \$5,000.
- Turn around time on purchase orders greater than \$5,000 ranged from three days to four weeks if sealed bids were not required.
- Issued, mailed, received, and opened 1,904 Request for Quotes (RFQ).
- Several written quotes are solicited each day. The turn around time for quotes varies depending on vendor response time.

- An extra effort will be made in fiscal year 2013 to solicit quotes and bids from minority, small, and disadvantaged businesses.
- Delivered an average of 70 units per day. Units range from envelope size to large crates. During peak times daily deliveries can be over 200 units a day.
- Bar codes were placed on 3,000 items of equipment before delivery.
- The warehouse facility is utilized to store assorted pallets of maintenance materials for the Physical Plant, catalogs for Admissions, large rolls of wire for Telecommunications, and various pallets of material for Student Housing and Athletics. This is in addition to the regular pick-up, transportation, and holding of salvaged furniture and equipment.
- Average turn around time for deliveries (from delivery at our dock until reaching the hands of the end user) is five hours. The delivery time increases for larger deliveries such as multiple cases of paper or large orders of equipment that require barcode tagging.
- An average of three daily delivery runs are made and coordinated with the pick-up of salvaged merchandise.
- The estimated rate of first time correct delivery is 99%.
- 15,977 purchase order invoice documents and 22,436 non-PO invoice documents were posted. This translated to almost \$206,000,000 in payments to vendors.
- A daily average of 105 checks and 62 direct deposits were processed.
- Reimbursements to employees for the year totaled more than \$7,800,000. The majority of the reimbursements were for University travel.

- Over 400 procurement cards (representing 375 accounts) are currently active.
- UM averaged 993 P-card transactions per week with over 13,000 P-card documents processed during the year.
- Monthly P-card charges averaged \$979,374. In addition, the annual P-card spending increased 11% above last year.
- Over 250 items of property are tagged each month.
- Total equipment inventory was valued at \$153,631,924 and consisted of 30,874 items on June 30.
- Goals are being met for removal of salvaged items from departments. Salvage is being picked up in less than one week.
- Mail volume for the year totaled 815,653 pieces of out-going metered mail and 574,950 pieces of out-going bulk mail, for a total of 1,390,603 pieces of outgoing mail. These numbers represent decreases of 3% and 23%, respectively, compared to last year.
- Likewise, postage costs fell to \$645,119, which was a decline of 6% from the previous year.
- This is a monthly average of 116,000 pieces of outgoing mail with a monthly average postage expense of \$54,000. In comparison, last year's averages were 132,000 pieces of mail with a monthly expense of \$57,000.
- These numbers do not include the large volume of "campus only" mail that is moved intra-campus or the significant amount of in-coming mail received from the USPS daily.

## **FUTURE NEEDS**

- While most of our desktop computers were replaced this year, Procurement Services will always have a need to keep its desktop technology current. Faster desktop computers help to increase the efficiency of our operations by increasing the volume of transactions processed. Likewise there is a need to invest in scanning technology (software and equipment) in the near future. In addition, some of the service vehicles are approaching the limit of their service life and will need replacing soon. Campus Mail postage meters are also reaching the end of their useful life cycle and new meters will need to be procured as well.