

ANNUAL REPORT 2018-19



**Vice Chancellor
Administration & Finance**



THE UNIVERSITY of
MISSISSIPPI

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VICE CHANCELLOR FOR ADMINISTRATION AND FINANCE
Larry D. Sparks, Vice Chancellor
2018-2019

SUMMARY OF ORGANIZATIONAL CHANGES

Larry Sparks was appointed Interim Chancellor at the University effective January 4, 2019. The duties of the Vice Chancellor for Administration and Finance were divided between Clay Jones and Nina Jones in his absence.

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.

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), Controller and Financial Operations, Facilities Management, Facilities Planning, Golf Course, Human Resources, Laboratory Services, Landscape Services, Parking and Transportation, 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

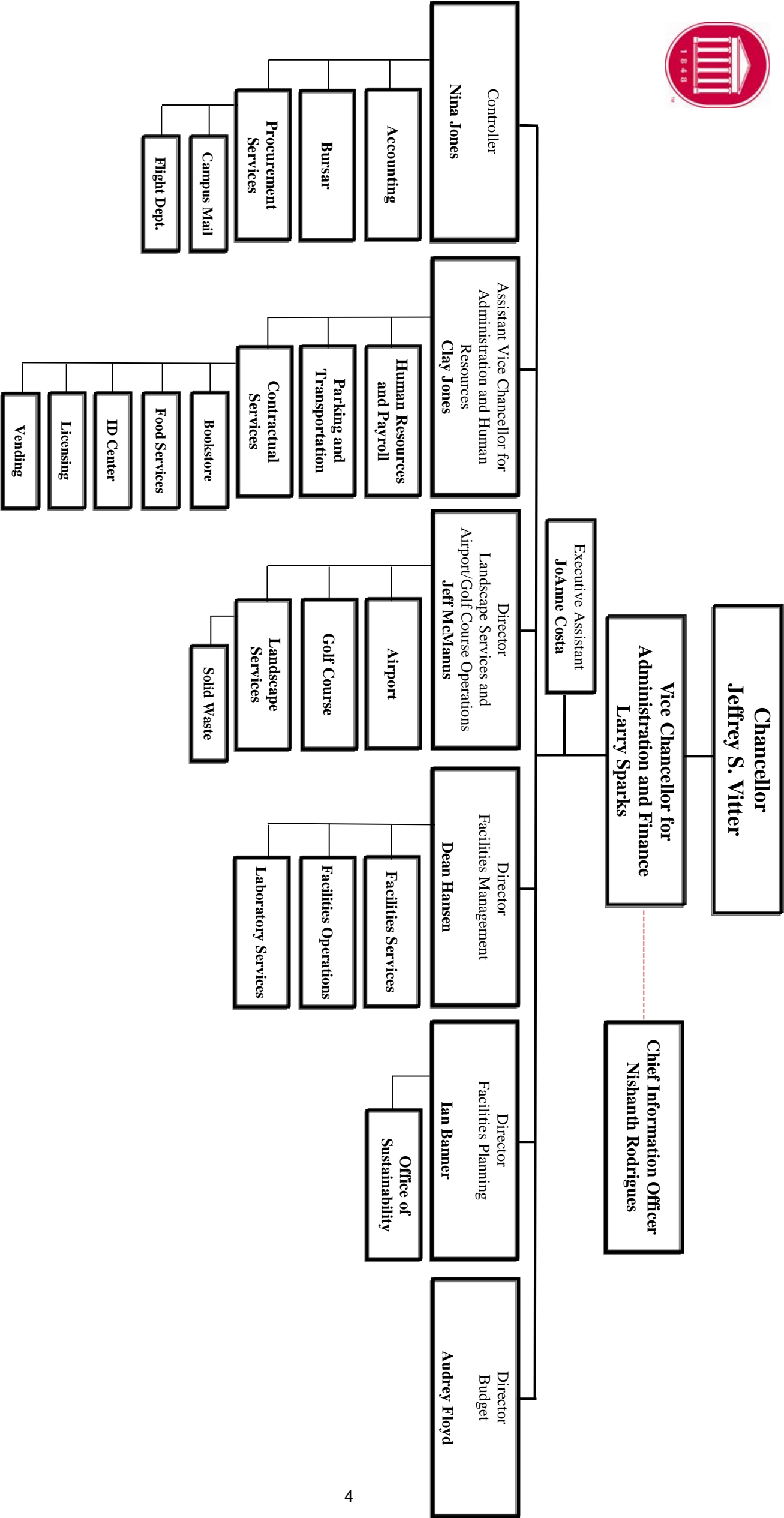
2. Assist in the formulation of broad, general institutional policies
3. Engage primarily in formulating business policies, developing operating procedures, and coordinating business operations at the institutional level
4. Account for and safeguard the assets of the University
5. Lead in the preparation 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 and invest operating cash
11. Manage investment of university endowment funds and cash
12. 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 Ole Miss Athletic Foundation
 - President of the University of Mississippi Educational Building Corporation
13. Prepare financial reports as needed by the administration and the Board of Trustees
14. Advise the administration in business and financial matters

15. 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.



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		
	Female	Male	Female	Male	Female	Male	Female	Male	Female	
ACCOUNTING	1		7							8
AIRCRAFT POOL		3								3
BURSAR		3	1		1					5
CONTRACTUAL SERVICES MGMT		3								3
CONTROLLER			2							2
FACILITIES MANAGEMENT OFFICE*		6	1	1	1					9
FACILITIES PLANNING		4	3					1		8
FIRE PROTECTION		2								2
GOLF COURSE		1								1
HUMAN RESOURCES	1	2	4		2					9
ID CENTER			1							1
LABORATORY SERVICES**		3			1					4
LANDSCAPE SERVICES		3	.							3
MAINTENANCE OF AIRPORT		1								1
MAINTENANCE OF UTILITIES		2								2
OFFICE OF SUSTAINABILITY			2							2
PARKING & TRANSPORTATION SERVICES		4	1							5
PROCUREMENT SERVICES			2							2
UNIVERSITY SERVICE STATION		1								1
VC ADMINISTRATION & FINANCE		2	1							3
TOTALS	2	40	25	1	5	0	0	1	0	74

* Formerly Physical Plant **Formerly Health & Safety

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		
	Female	Male	Female	Male	Female	Male	Female	Male	Female	
ACCOUNTANT I		1			1					2
ACCOUNTANT II		1								1
ASSOC/ASST DIRECTORS & ASST BURSAR	1	8	4	1	1					15
COORDINATOR		3	2					1		6
DIRECTORS AND BURSAR		5	4							9
MANAGERS		3	4							7
PILOTS		3								3
SENIOR ACCOUNTANTS	1		6		1					8
SPECIALISTS			1		1					2
SYSTEM ANALYSTS I		2								2
VICE CHANCELLOR AND ASSISTANT VC		2								2
TOTALS	2	28	21	1	4	0	0	1	0	57

University of Mississippi Mission, Vision & Core Values

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.

OFFICE OF ACCOUNTING
Joy Shideler, Director
2018-2019

MISSION

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

FUNCTIONS

In order to accommodate these missions and goals, the 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 Office of Accounting:

- 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

The Director of Accounting served as the representative for the Office of Accounting for the Departmental Diversity Liaison & Working Group for the Division of Administration and Finance. Additionally, one senior accountant attended the Diversity and Inclusion seminar as part of the Search Committee Series held on September 10, 2018.

On September 19, 2018 and March 27, 2019, the Director of Accounting provided training to new directors and chairs along with existing signatory officers as part of the LEAD Responsibly training program. Personnel from the Office of Accounting held routine SAP Grants Management, Reports II and Payroll Reporting workshop classes during the fiscal year. Also, the Director of

Accounting, along with personnel from the Office of Information Technology, provided trainings to individuals and departments/groups across campus for the Tableau reporting tool available through Analytics on myOleMiss. The Tableau reporting tool allows users to view up-to-date data for all non-sponsored program accounts in one report including revenue, expense and payroll details. Additionally, various one-on-one trainings and guidance were provided throughout the year for users across campus.

In addition to participation in online webinars and trainings throughout the year, the Director of Accounting and two senior accountants from the Offices of Accounting and the Vice Chancellor for Administration and Finance attended the “Higher Education Summit” presented by BKD, LLP in Jackson, Mississippi on February 7, 2019. On February 21, 2019, the Director of Accounting and a senior accountant participated in the Clifton Larson Allen LLP Higher Ed Virtual Training Conference. On April 17, 2019, the Director of Accounting attended the 2nd annual SEC Controller’s Meeting in Starkville, Mississippi. The Director of Accounting and two senior accountants also attended the annual continuing professional education training offered during the University of Mississippi Accountancy Weekend on April 26, 2019. These meetings in the spring of 2019 provided networking opportunities to address significant higher education financial administration issues with colleagues from other institutions as well as providing continuing professional education hours.

PERSONNEL CHANGES

During FY 2019, two positions were reclassified within the Office of Accounting. In November 2018, Betsy Hollingsworth was reclassified from Accountant II to Senior Accountant. In June 2019, Margret Smith was reclassified from Senior Accountant to the Assistant Director of Accounting and Tax Manager for the University.

FUTURE NEEDS AND GOALS

The Office of Accounting will continue to educate the campus community to ensure compliance with requirements of sponsoring agencies. In the upcoming fiscal year, various trainings will be offered as well as the routine SAP GM, Reports II and Payroll Report trainings. Additionally, the Office of Accounting will continue to participate in the LEAD Responsibly program offered through Human Resources to new directors and chairs to provide guidance on signatory responsibilities and how to utilize Tableau for monitoring of accounts.

In FY 2020, Office of Accounting personnel will continue to participate in training opportunities relevant to their respective responsibilities. The Office of Accounting strives continuously to review processes and take advantage of professional continuing education to improve efficiency, offer outstanding customer service and provide accurate and timely financial data.

BUDGET OFFICE
Audrey Crick Floyd, Director
2018-2019

MISSION

The mission of the Budget Office is to provide accurate, efficient, and effective budgetary management to the University. Our office is committed to providing the highest level of service to university administration, faculty, and staff through sound budgetary support and guidance, and to external agencies through timely and accurate reporting.

FUNCTIONS

The Budget Office oversees the development, analysis, control, and maintenance of budgets and budget systems for all University of Mississippi budgetary divisions, with the exception of the University of Mississippi Medical Center. We provide departmental support through day-to-day review and restructuring of budgets as necessary, including certification of funds for individual positions. Additionally, the Budget Office serves to:

- Coordinate and oversee the preparation and submission of the annual legislative budget request
- Coordinate and oversee the preparation and reconciliation of the University's annual operating budget
- Provide analysis, forecasts, and reports for institutional planning

ACCOMPLISHMENTS

- Coordinated and assisted in the preparation and submission of the FY2021 Legislative Budget Request in August 2019, which was \$842,109,876.
- Coordinated and assisted in the preparation and submission of the FY2020 Operating Budget to the IHL Board of Trustees for approval in June 2019. This budget was \$559,209,444.
- Processed and certified approximately 5,043 electronic personnel forms, which included 482 new hire forms; 1,597 change of status forms; 1,267 student stipend forms; 4 summer research forms; 1,140 budget revision forms; and 553 additional pay forms.
- Provided budget-related training to staff through annual on-campus workshop.

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

The Budget Office seeks to improve processes and services provided to decision makers both on and off-campus. In the coming year, we will pursue the following goals:

1. Partner with IT to develop an automated upload of budget revisions into SAP, eliminating the need for manual data entry

2. Continue to explore functionality available through SAP to streamline and refine the budget preparation system
3. Identify and pursue a means to provide up-to-date and detailed (position level) budgetary data for departments
4. Develop a comprehensive training workshop to educate departments on budget related reports and policies
5. Continue to develop a procedure manual for the Budget Office, detailing the projects and tasks that are performed, along with the timelines and processes for completion

**OFFICE OF THE BURSAR
Cavett Ratliff, Bursar
2018-2019**

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 its fourth full year without BillerDirect as it was replaced during February 2015. BillerDirect was an SAP product that allowed students to make

credit card and ACH (checking account) payments on their Bursar account over the web. Students accessed BillerDirect through the University's online services.

Beginning February 2, 2015, all credit card and ACH payments began being processed through Bill+Payment Client, a payment portal available through TouchNet that handles all the credit/debit card and ACH needs of the Bursar's office.

Starting June 8, 2015, the office implemented TouchNet PayPath, a feature within Bill+Payment, for credit/debit card transactions. PayPath charges the payer a convenience fee of 2.85% on each credit/debit card transaction that is made on a bursar account. With the rollout of PayPath, the office no longer accepts credit card payments in person nor do we take credit card payments over the phone. All credit card payments are now only accepted and processed online through the student's myOleMiss account. The ACH option is still available online and there is still not a fee for this service. Because the merchant now accepting credit card payments belongs to TouchNet, the University no longer pays banking discount fees for the Bursar Office and the University continues to realize these savings each year.

From July 1, 2018, through June 30, 2019, credit/debit card transactions totaling \$23.6 million were processed compared to \$24.2 million for the previous year. From July 1, 2018, through June 30, 2019, ACH transactions totaling \$95.1 million were processed compared to \$93.4 million for the previous year.

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 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 for themselves. This new feature went into effect in October 2011, and the office has seen an increase in parent/guest web ID's each year.

The office has continued processing financial aid refunds by check once a week; however, refunds issued by direct deposit are still processed every day. This practice, which went into effect in October 2012, has increased efficiency in the office as the Assistant Bursar is no longer spending time each day preparing checks, and it encourages students and parents to enroll in direct deposit. As more students enroll, this decreases postage costs, the number of refund checks that are returned and have to be reissued and the time it takes for students to receive their money.

The Office of the Bursar completed its first full year of operations with the CMD Outsourcing Solutions call center located in Baltimore, Maryland. Calls

received through the center for the period from July 1, 2018, to June 30, 2019, were approximately 34,000 for the Office of the Bursar.

The Office of the Bursar also participated in twelve orientation sessions by providing a presentation to incoming students and parents concerning fee payment, billing and other pertinent financial information.

Beginning July 1, 2016, the office stopped sending monthly paper statements to currently enrolled students. Monthly statements are now sent electronically as eBills to student's campus-issued email addresses as well as to parents who have been given access to their student's financial records. This practice has allowed the office to send bills more cost efficiently and has also helped students and parents receive them sooner than they had been receiving the paper statements. These electronic statements have also caused a shift in the way that the office receives payments. More payments are being made as ACH's than ever before, and we have seen payments by paper check decrease as a result. The office continues to mail statements to former students who still owe a balance but whose myOleMiss access has been deactivated. Automatic dunning letters continue to be sent through mail and emails. The outstanding balance on student accounts receivable on June 30, 2019, was \$23,870,378. Cash receipts for both student and non-student transactions processed through the teller's office for the year totaled approximately \$112 million.

The University of Mississippi Bursar's office partnered with Flywire (formerly peerTransfer) in August 2015 in order to streamline the process of international payments. Flywire allows international students to pay securely from any country

and any bank, generally in their home currency. For the 12 months ending June 30, 2019, we received 186 payments totaling almost \$744,000 through Flywire.

Our cohort default rate for the Federal Perkins Loan program on June 30, 2019, was 16.77% with an overall default rate of 3.18%. The default rate on the McKinstry loan program on June 30, 2019, was 18.87% and on the Health Professions loan program the rate was .49%. The receivables balance of Perkins and other institutional loan programs totaled approximately \$32.9 million as of June 30, 2019.

The Office of the Bursar bills and receipts payments from prepaid tuition plans. The University has approximately 877 students currently participating in MPACT and 223 students participating through other state's 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, 2018, to June 30, 2019, the Committee ruled on 307 appeals for an average of 26 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 24,102 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 198 1042-S tax forms.

PERSONNEL CHANGES

Jennifer Vaughn, Collection Assistant, accepted a position in the School of Journalism and New Media in February 2019. Richard Harden, Assistant Bursar, retired effective June 30 after more than 32 years of service to the University. Hunter Richardson, Collections Officer, accepted our offer to become the Assistant Bursar and will officially start on July 1, 2019.

TRAVEL

In September 2018, Pam Smith and Carolyn Evans attended the Williams & Fudge Student Loans & Receivables Collection Conference in Myrtle Beach, South Carolina.

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, Director of Contractual Services
and University Licensing
2018-2019

Contractual Services Management includes the ID Center, Vending, Ole Miss Dining (OMD), Barnes & Noble Bookstore (B&N), Licensing, and Laundry Services. The primary responsibility of Contractual Services Management is to provide the highest quality of service to the University while maintaining a profitable operation.

VISION, MISSION AND GOALS

ID CENTER

Increase the number of ID cards made in advance, reducing lines at busy times and allowing students to complete registration without coming to campus. Expand the off-campus merchant program. Increase number of card readers and cameras to support campus security.

OLE MISS DINING (OMD)

Promote growth and improve customer service through innovation and new technology. Increase number of customers with meal plans. Increase commitment to sustainability and good nutrition. Improve and expand catering and Ole Miss Tailgating brand.

BARNES & NOBLE BOOKSTORE (B&N)

Drive textbook adoptions with faculty/staff, providing students with required course materials at an affordable rate, and a rental program. Provide online services, products, and increase visibility during athletic events. Provide superior experience. Foster team development to grow our business.

VENDING

Service and maintain equipment in a timely manner. Meet the ever-changing vending needs of consumers by providing healthy product choices.

LAUNDRY

Accommodate residence hall needs, and maintain laundry equipment and rooms.

LICENSING

Oversee use of University licensing marks, furthering the University of Mississippi brand, including all logos, scripts, images, etc. trademarked or copyrighted by the University.

ID CENTER

- This year, the ID Center completed its seventeenth year on CS Gold, the one-card access and security management system, with a system upgrade to Version 7.0.16 which resulted in increased functionality.
- We increased features on our GET platform; allowing patrons to manage their accounts, and place to-go food orders at three OMD locations.
- We added duress buttons and 101 card readers to our CS Gold system.
- We installed 156 cameras in university buildings, and 42 cameras for the University Police Department (UPD).

- Department of Parking and Transportation (DPT) added 18 pan tilt zoom (PTZ) cameras to monitor parking lots, and update their Parker App, alerting commuters of available parking.
- In May of 2019, we hosted the Higher Education Connect workshop with CBORD, showcasing our campus card, point of sale, and video surveillance systems, with universities and community colleges from multiple states attending.
- We created specialty ID cards for the fourth year for American Legion Boys State. Among the 8,200+ camp/conference cards made, which provided meals for groups, servicing 9,700+ participants, were over 30 first time groups and 15 school visits, for a total of over 45 new groups.

Kathy Tidwell and Haden Gragson, attended the Annual CBORD Users Conference. Kaleb Robbins attended CBORD Gold Administrator class. Haden attended ISC West in April of 2019. Kaleb Robbins replaced Josph Misita as Systems Analyst I.

OLE MISS DINING

- The Library Starbucks location underwent a full renovation, including new flooring, paint, décor, display case, and a newly designed service plane and modern seating package. Ole Miss Catering expanded to the new Student Union, opening the Ball Room for service and occupying a new kitchen space.

- OMD implemented “Enable,” an app based Food Safety Platform that features Bluetooth thermometers and an all-digital format, reducing the necessity to print. OMD expanded methods of payment, adding Freedom Pay, Apple Pay, Android Pay, Samsung Pay, and the GET platform, allowing patrons to place online food orders at Freshii, McAlister’s, and Which Wich.
- OMD, along with students and the Department of Sustainability, continued to support our campus partners, such as “Red, Blue and Green,” to make the University of Mississippi a greener campus, and maintained status as a *Certified Green Restaurant*.
- OMD continued to partner with the Department of Nutrition and Hospitality Management with internship opportunities for students seeking a B.S. degree in Dietetics and Nutrition, focusing on nutritional and specialized dietary needs.
- OMD donated 300 meals to the campus Food Bank, and continued the alliance with the student-led Food Recovery Network to provide fresh produce, and prepared meals, to various local shelters and outreach groups.

Key positions filled by Ole Miss Dining this year:

- Rachel Vanderford, Marketing Assistant
- Amy Greenwood, Marketing Manager

Promotions for the current year include the following:

- Chip M. Burr was promoted to Resident District Manager

- Eric Redmond was promoted to Retail Food Service Manager

OLE MISS BOOKSTORE (B&N)

- B&N, committed to providing student and faculty insight, innovation, advanced technologies, and superior products and services, is a multilevel entity on the University campus, which provides textbooks and school spirit apparel from top brands in the industry, online and in store. B&N accepts Ole Miss Express and Flex Dollars, and serves as a centralized social and academic hub for school spirit and an intellectually stimulating atmosphere, providing amenities, snacks and healthy products in our Marketplace.
- B&N moved back into their newly renovated location in the Student Union in May, reopening their Café, which proudly offers brewed Starbucks products.
- Course material, access, and affordability remains a priority. Our price matching program allows us to be students' first choice for textbooks. Services are extended throughout the semester for book rushes, buyback events (including off-site) and graduation fair. We also service patrons on our regional campuses.
- Our ecosystem of technologies leads the way, continually innovating digital tools and resources to meet evolving needs, allowing 100% digital access, software improving student learning, and addressing challenges of affordability and retention. We provide an online resource for text adoptions to provide students course materials at affordable prices through our buy or rent program (80% of titles for rent) and digital book program. The rental

buyout option provides savings, and fosters relationships with more than 7,000 publishers to support open source and digital course materials.

- B&N hosts events throughout the year such as book signings, including national and local Mississippi authors and University of Mississippi instructors/authors, V.I.P night, and school pride events. B&N hosts children's events, and partners with community organizations as sponsors of food drives such as Love Packs. B&N has continued their partnership with Student Housing to offer incoming students affordable dorm living necessities with our "Off to College Program."

VENDING (SNACK AND BEVERAGE)

- Snack vending commissions were \$38,571.01, and beverage vending, \$265,098.70.

LAUNDRY

- Rebel Laundry Service, a pick-up service for laundry and dry cleaning, had a commission of \$17,108.11, and self-service laundry commission was \$68,539.02.

LICENSING

- The University of Mississippi generated \$1,301,161.42 in royalties. Haden Gragson attended the SEC Licensing meetings, and the Licensing CLC Annual Conference.

FACILITIES MANAGEMENT DEPARTMENT
Dean L. Hansen, Director
2018-2019

INTRODUCTION TO UNIT

The Facilities Management Department consists of nearly 300 full-time employees providing a full spectrum of facilities services and support functions for 129 buildings encompassing approximately 4.7 million square feet, to include: facilities engineering, maintenance, custodial services, construction & renovation services, utilities (electricity, natural gas, domestic water, sewer, chilled water, and heating water), fire services, vehicle maintenance, lock & key services, event & moving support, and environmental health and safety services.

In addition, essential support functions, such as 24-hour dispatch, production control, materials storeroom, accounting, safety, and training are also performed by the department. Facilities Management is organized into three operational divisions—Facilities Operations, Facilities Services, and Laboratory Services. Facilities Management strives to meet customer expectations, to keep the lines of communication with the campus community flowing, and to deliver the highest possible quality service within available resources.

MISSION STATEMENT

The mission of the Facilities Management 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.

KEY HIGHLIGHTS

- New director hired (Sep 2018)
- Passing of the Associate Director for Facilities Operations (Jan 2019)
- Retirement of Research & Environmental Compliance Officer (Mar 2019)
- Utilities Master Plan completed (Apr 2019)
- Completion of numerous campus improvement projects

IMPORTANT ACCOMPLISHMENTS

Planning and development of the campus infrastructure and services for new facilities has been a focus for Facilities Management. To support this growth, a campus utilities master plan was completed in April 2019, providing the University with a comprehensive plan to efficiently, reliably, and cost effectively meet future utility needs associated with the projected growth of the campus.

Throughout the year, numerous 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. The list below provides a summary of the types, as well as magnitude, of the projects and activities performed by the staff of the Facilities Management Department:

- Completed 17,007 work orders for repair, maintenance, construction, and other services.
- Repaired domestic hot water tank at Kinard Hall. \$44,845
- Replaced boiler at Residential College mechanical plant. \$115,586

- Replaced two hydronic heating boilers and heat exchanger at Turner Center. \$227,880
- Replaced collapsing pipe at Coliseum lot. \$213,632
- Replaced pipe and repaired erosion on the north side of Kinard Hall. \$52,205
- Replaced sidewalks and curb cuts at Meek Hall. \$49,383
- Paved the north end of Cross Street. \$39,015
- Built new ADA ramp and sidewalk at Peabody Hall. \$134,722
- Repaired erosion and stabilized sewer pipe behind the baseball stadium. \$63,142
- Installed sidewalks at Hathorn Road, Baxter Hall, South Residential College, and several other locations.
- Numerous street and parking lot repairs.
- Moved two major overhead electrical circuits underground and made numerous other system reliability upgrades to electrical distribution system.
- Upgraded 55 analog electrical meters to digital smart meters.
- Improved pedestrian and street lighting along Sorority Row, Hill Drive, Dormitory Row, and Northgate.
- Installed new water treatment facility at Kinard.
- Installed clean agent fire protection system at Rowan Oak to protect facility and artifacts from water damage.
- Conducted 77 fire alarm inspections, 43 sprinkler system inspections, and 53 fire drills.

- Trained, tested, and certified over 600 people in chemical safety, biosafety & pathogen safety, and radiation safety.
- Inspected and certified 22 autoclaves and 414 chemical fume hoods.
- Analyzed 1,150 samples for radioactivity (including individual bioassays, surveys and declassification samples).
- Monitored the daily radiation exposure of 45 faculty, staff, and students.
- Responded to 6 chemical spills and odor complaints.
- Shipped 1,541 drums of hazardous wastes for disposal, including 608 lbs. of mixed radioactive waste, 20,699 lbs. of medical or biologically hazardous waste, and 39,529 lbs. of chemical hazardous waste.
- Shipped 1,854 lbs. of batteries for recycling.
- Dispensed 91,379 gallons of fuel from the service station.
- Serviced or repaired over 300 vehicles and carts at the service station.

KEY PERSONNEL CHANGES

Dean Hansen joined the University of Mississippi in September 2018 as the new Director of Facilities Management. A native of California, Dean holds a Bachelor of Science degree in Civil Engineering from Brigham Young University and a Master of Business Administration from the University of Texas at Austin. Prior to working at Ole Miss, Dean served for 20 years in the United States Navy as a Civil Engineer Corps officer, providing engineering, construction, and facilities management support at Navy bases worldwide. After retiring from the Navy in 2013, Dean served as the Assistant Vice President for Physical Plant at the University of Memphis and most recently as the Director of Facilities Services at

the University of Texas at Austin. He is a registered Professional Engineer and is currently licensed in Virginia and Texas.

Ron Huckaby re-joined the University after a brief retirement, reclaiming his previous position as Electrical Utility Engineer. Ron was previously with the Facilities Management department from 2007 until 2017, and before that worked as an electrical engineer for Memphis Light, Gas, and Water for 30 years.

Other notable personnel changes include the loss of Russ Buchholz, Associate Director of Facilities Operations, who passed away from illness in January 2019, and Ed Movitz, Research and Compliance Officer, who retired in March 2019 after more than 34 years of service. The department lost two additional employees who passed away during the year. These are Michael Scott Monaghan, Radio Dispatch Operator, and Sandra Kay Phillips, Custodian.

THE DEPARTMENT OF FACILITIES PLANNING
Ian Banner, AIA; Director
2018-2019

INTRODUCTION AND DEPARTMENT MISSION

The Department of Facilities Planning was established in FY2001. Its 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 in the areas of teaching, research and service. This involves responsibility for the University Master Plan, new building design, and both major and minor renovations to university buildings. Because of the professional qualifications and experience of several staff members, we also have the capability to offer design, bidding, and construction coordination of selected projects from within the department, as our workload allows.

DEPARTMENT VISION AND GOALS

The goals of the department 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. We work with architects, engineers, interior designers, and other specialists to produce buildings that consistently exceed the needs of the users. The well-being and stewardship of the campus is at the forefront of each project undertaken through the department whether it is a classroom renovation, a large complex research building, or the Master Plan for the whole campus. Consideration for students, faculty, and staff underpins what we do.

However, the significance of the word *growth* cannot be understated and, perhaps, *planned growth* would be more accurate. Because of the intensity of construction during the last few years, we have become accustomed to our day-to-day activities on campus involving building designs, estimates, bids, traffic diversions, maneuvering large cranes, fences, drilling, dust, and digging. Yet, in and amongst all of this activity and tightly focused attention to detail, we have to be able to periodically withdraw and view the campus from the height of the planner, considering the broader picture of how the campus got here, how it looks and breathes today, and where it is going. This department remains central in planning the campus in a way that protects the experience that *is* the University of Mississippi. By understanding the spirit of this place, we direct and plan growth with sensitivity so that the experience of '*the place*' is not compromised.

KEY HIGHLIGHTS

Several large new buildings or significant renovations were completed between July 1, 2018 and June 30, 2019.

- Guyton Drive Modifications
- O-U Stadium (Swayze Field) Phase II
- South Oxford Center – Communication Sciences & Disorders
- S.T.E.M. Site Utilities
- Utility Master Plan
- 14 other projects reached completion within the last 12 months
- Major project design: School of Accountancy; School of Journalism; The Triplett Alumni Center; Athletics; Campus-Wide Utilities Upgrades

Facilities Planning 2018 – 2019
Design and Construction Projects

Capital Projects

In Planning	\$105,600,000.00
In Design	\$222,780,000.00
Under Construction	\$ 71,805,000.00
Completed	\$100,592,000.00

Internal Projects *(in addition to those noted above)*

92 Total Requested Internal Projects for fiscal year 2019

47 Total Completed Internal Projects for fiscal year 2019

117 Work Orders

IMPORTANT ACCOMPLISHMENTS

IHL recently released data regarding construction projects for the 9 institutions in the state between 2010 and 2018. (UMMC was considered a separate institution.) \$908,744,228.40 was spent on construction at IHL institutions during this time. \$429,039,813.54 (47%) was for projects at the University of Mississippi, all of which came through the Department of Facilities Planning. Significantly, this number does not include foundation-funded projects such as the Basketball Pavilion, Indoor Tennis Center, the Bell Tower, or approximately 1,400 smaller projects priced at under \$1.0 M. These data underscore the consistently high performance of the Facilities Planning team.

There is currently approximately \$500 million worth of design and construction being run through the department. This work is being coordinated by six project coordinators and does not take into account long-range planning projects such as the UM Master Plan or the 92 internal projects that do not involve external design professionals. Our measure for successful performance includes a

balance of scope and budget control, schedule prediction and management, regional and university-wide communication, and a drive to achieve *function*, based on pre and post-occupancy evaluation.

Ian Banner, Chad Hunter, and Virginia Pence all 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. Chad and Virginia attended seminars on life-safety, materials, fire codes, and the ADA. Ian spent another year on the National Sustainability Committee and the Case Study Review Committee for the Association of University Architects (AUA). He served as Conference Chair for this year's AUA conference at Washington University in St. Louis and is on the committee for next year's conference in Calgary.

In the next year or so, a challenge for Facilities Planning is to record more extensive and accurate building data. It is important to develop a database that enables different departments to share 'occupiable space' information that is accurate and consistent. This will enable us to be more efficient as we complete annual reports to IHL and the BoB and in the long-term with accreditation, etc. This task is huge and its complexity should not be underestimated. It will require teamwork with FM, Accounting, and the Provost's office as well as utilizing the services of an outside consultant.

KEY PERSONNEL CHANGES

Two members of staff left the department in the last twelve months. Kelly Roeder left us in April 2018 and Justin Crane in May 2019. Both have decided to pursue opportunities in private sector architectural firms.

OFFICE OF SUSTAINABILITY

Lindsey Abernathy completed her second year as Associate Director of the Office of Sustainability. The department continues its strong direction. Lindsey will write a separate Annual Report for the OOS.

DEPARTMENT OF FACILITIES PLANNING:

Ian Banner, AIA	Director and University Architect
Chad Hunter, AIA	Associate University Architect
Virginia Pence, AIA	Assistant University Architect
Lorre Barrett, NCIDQ	Interior Designer
Dave LaBanc	Architectural Project Coordinator/Space Management
Jonathan Hobson	Architectural Project Coordinator
Harry Meyer	Architectural Project Coordinator
Ashley Olson	Operations Manager
Stacy Haynes	Departmental Receptionist
Bradley Potts	Architectural Draftsman
Rita Hawley	File Clerk

In closing, thanks again to every member of the Department of Facilities Planning for their dedication and commitment. You make an enormous contribution to the success of The University of Mississippi.

DEPARTMENT OF HUMAN RESOURCES
Clayton H. Jones, Assistant Vice Chancellor of
Administration and Human Resources
2018-2019

INTRODUCTION TO UNIT

Under the leadership of Clayton Jones, Assistant Vice Chancellor of Administration and Human Resources, the Department of Human Resources is comprised of a staff of 22 working to serve the needs of faculty, staff, retirees, students, and the UM community. This includes the areas of benefits, compensation & classification, learning & development, onboarding, payroll & reconciliation, performance management and recruitment.

UNIT'S VISION, MISSION, AND GOALS

Members of the Department of Human Resources positively contribute to the well-being and success of others. We maintain the highest level of confidentiality while processing and distributing information in a timely and accurate manner. We continue to strive for the highest level of customer service, with a spirit of empathy and respect.

KEY HIGHLIGHTS

- In partnership with Information Technology, fully implemented a new Human Capital Management system, SuccessFactors, to facilitate online recruitment and onboarding activities.
- Leveraging the Performance & Goal module within SuccessFactors, developed new Performance Management program.

- The University continues to receive accolades as a “Great College to Work For,” including “Honor Roll” recognition.
- Other figures of interest for the year include the following statistics:
 - 26,071 E-forms processed during FY2019 (no significant change)
 - 8,514 W-2s issued for CY2018 (no significant change)
 - 3,478 W-2s issued electronically for CY2018 (+10.34%)
 - 141,952 payroll direct deposits for FY2019 (no significant change)
 - 2,962 payroll checks printed for FY2019 (-6.03%)
 - \$233,151,956 total gross payroll for FY2019 and 5,345 average number of people paid during FY2019 (no significant change)
 - 252 JAQs processed for FY2019 (+4%)
 - 134 positions reclassified
 - 113 newly established positions
 - 5 processed and remained the same
 - 49 newly written job descriptions (new to the VCP)
 - 2,138 new student employees for FY2019 (no significant change)
 - 587 hires made, including temporary appointments (-7.12%)
 - 145 new external employee hires (+22.88%)
 - Personnel Requisitions and Applications for FY2019
 - 535 staff personnel requisitions (no significant change)
 - 106 faculty personnel requisitions (-12.39%)
 - 48 student personnel requisitions (+41.1%)
 - 18,893 faculty and staff employment applications (-22.59%)

- 1,333 total background checks conducted for FY2019 (+6.73%)
 - 662 background checks conducted by HR for new hires
 - 671 background checks started by outside departments (Athletics, Student Housing, Outreach, other various summer camp programs)
 - Average turnaround time for background checks 2.72 days (65.37 hours)
- 1,970 attendees participated in HR training workshops in FY2019

IMPORTANT ACCOMPLISHMENTS

- connectU, powered by SAP SuccessFactors, launched in July 2018.
connectU is an applicant and employee management portal for managing applications, job requisitions, new hire onboarding activities, and performance management for staff employees. The programs within connectU are fully integrated with the existing HRIS SAP database and they add more value with a better user experience. In addition, the data flows between the programs without HR team members manually retyping employee information. The Compensation & Classification team successfully imported and is managing over 1,000 job classifications within connectU/SuccessFactors.
- The Department of Human Resources launched a new online performance management tool, PERFORM, located within the connectU/SuccessFactors portal. In recent years, performance and engagement were handled on paper forms. The new online process is based upon industry best practices

and incorporates the recommendations from the campus-wide focus group. Employees and supervisors plan for performance by setting clearly defined objectives (individual goals), on-going coaching (formal and informal), and highlighting success, while emphasizing the importance of follow-through. This process aligns with the University's mission, specifically providing opportunities for learning, discovery, and engagement.

- For the eleventh 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 University of Mississippi was named to the honor roll for the 2019 recognition year. The honor roll recognition denotes the "best of the best" among the colleges whose employees participated in the survey. The Chronicle of Higher Education recognizes four-year colleges with honor roll status when they were among the top 10 institutions in each size grouping that were cited most often across all recognition categories. UM ranked highly in eight survey categories: Collaborative Governance, Professional/Career Development Programs, Teaching Environment, Job Satisfaction, Work/Life Balance, Supervisor/Department Chair Relationship, Respect & Appreciation, and Tenure Clarity & Process.
- After being housed in two separate locations on campus (Howry Hall and Lester Hall) for the past seven years, the Department of Human Resources moved into a new office located in the Jackson Avenue Center – Central.

The department looks forward to increased collaboration and streamlined process efficiencies with the entire department working within one location.

KEY PERSONNEL CHANGES

Regina Johnson, Senior Assistant Director of Human Resources, celebrated 25 years of service to the Department of Human Resources at UM. Jessica Hughes was promoted to the position of Manager of Recruitment and Camie Rushing was promoted to the position of Manager of Compensation and Classification.

Craig Richmond transferred from the Division of Outreach as an Administrative Coordinator I into the position of Human Resources Generalist for the Classification and Compensation area. Jasmine Ayers joined the team as a Human Resources Associate for the Recruitment and Learning + Development area while Krisden Jernigan was hired as a Human Resources Associate for the Benefits area. Jennifer Brown joined the HR Onboarding team as a Human Resources Assistant.

AFFIRMATIVE ACTION

The University of Mississippi provides equal opportunity in any employment practice, education program, or education activity to all qualified persons. The department continues to make every effort to employ a diverse team of individuals, including but not limited to, strategies for expanding applicant pools and providing professional development opportunities.

At the time of this report, there are twenty-two employees, excluding the Assistant Vice Chancellor of Administration and Human Resources, in the

Department of Human Resources, five of which are African American and one is Hispanic. Among the six professional employees, two are African American, one is Hispanic and all are female.

DEPARTMENT OF LANDSCAPE SERVICES
Jeffery T. McManus, Director
2018-2019

INTRODUCTION

Landscape Services Department provides 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.

VISION, MISSION & GOALS

Our Vision is “Cultivating Greatness” and we strive each day to continue to be the “Most Beautiful Campus.”

Our Mission is to provide professional services to the University that ensures 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 and 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.

We will 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 a Toro Sentinel Central Control System; continue a visually pleasing and efficient bollard

program on campus; and continue to expand and develop staff training and evaluations in safety and proper horticulture identification and practices.

KEY HIGHLIGHTS & ACCOMPLISHMENTS

- There were over 224 trees and 1,313 shrubs planted this year around the campus.
- With the acquisition of the Jackson Avenue Center, Landscape Services maintains the additional 25,000 square feet of turf and 80,000 ft of parking lot along with 514 shrubs and 35 trees.
- Landscape Services oversees Creekmore Landscape, LTD in maintaining the John Grisham property to the standards of the Department and the University.
- Landscape Services oversees US Lawns in maintaining the South Oxford Center to the standards of the Department and the University.
- Waste removal staff removed over 2,152.22 tons of waste from campus this year. The total tonnage cost was \$74,215.96. The campus dumpsters were emptied 15,090 times, 46% were academic buildings, 20% were housing, 21% were fraternities and sororities and 13% were athletic facilities.
- Landscape Services maintains 20,000 square feet of seasonal color beds. These color beds are changed twice a year, spring and fall.
- 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 5,546,382 square feet or 127.3 acres. Shrub beds around buildings, parking lots, entrances, and other structures that we

irrigate, prune, fertilize and treat total 1,222,111 square feet or roughly 28.1 acres. The balance of acreage on campus is in medium to low landscape level, parking lots, buildings, or wooded areas.

- Landscape Services has instituted a series of classes known as “The Landscape University”. These classes help employees understand their role in Ole Miss’s efforts to "Cultivate Greatness" in its students, athletes, faculty, employees, and friends, by constantly maintaining a well-groomed and beautiful campus.
- In April, 2019 Landscape Services held a two day Landscape University Conference presenting our program on “How to Create Your Own Landscape University”. The conference was held at the Depot. Attendees included staff from Penn State University, Columbia University (New York City), Alabama and Southeastern Louisiana. Guest speakers included Larry Sparks, Vice Chancellor Administration and Finance. We will continue to grow, lead and reach out to other universities by hosting another conference on “How to Create Your Own Landscape University” on April 1-2, 2020.
- Jeff McManus continues to provide Landscape Services and the Ole Miss Golf Course staff with training and development through teachings of leadership from John Maxwell and other leadership experts.
- Landscape Services continues to hold Monday morning staff meetings to review safety issues, plant identification, maintenance, and review/update the week’s schedule. Landscape Services has developed their own

Landscape Creed and repeats the creed together at each Monday morning staff meeting.

- In December 2018, Dennis McIntee visited the University to present and teach “How to accomplish more in less time and How to produce outcomes through people.” The leadership seminar was presented to key leaders of Landscape Services, the University and businesses in the City of Oxford.
- 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.

The University/Oxford Airport continues their on-line NATA (National Air Transportation Association) training for staff and have completed a striping and sealing project on the runway.

The renovation of the driving range for the Ole Miss Golf Team has been completed. There were six practice greens added for the teams use and practice. Numerous trees and other plantings had also been added to enhance the beauty of the Ole Miss Golf Course.

Nathan Lazinsky became a PGMS Certified Grounds Manager.

Amanda Klenke attended an Arborist seminar on Introductions to the Science and Profession of Arboriculture in Mobile, AL. Amanda is studying to obtain her International Society of Arborists license.

Jeff McManus, Director of Landscape Services, is serving as President, in October 2019, of the prestigious organization, Professional Grounds Management Society (PGMS).

PERSONNEL CHANGES

Denise Hill, retired as Superintendent; Jerry Daniels, resigned as Supervisor; Hunter Westmoreland, resigned as Groundskeeper; Quadaris Cole, resigned as Groundskeeper; John Spencer, resigned as Groundskeeper; Brandon Beckerdite, resigned as Groundskeeper; Alarick Gable, resigned as Groundskeeper; Johnathan Logan, resigned as Groundskeeper; Steven Shepherd, resigned as Groundskeeper; Nicholas Spraggin, resigned as Groundskeeper; Claude Armstead, resigned as Groundskeeper II/Commercial Driver; Melissa Rodriguez, resigned as Airport secretary; and ReCarter LaGranger, resigned as Airport Lineman.

The following were new hires:

Tammy Hyche, Airport secretary; Jeffrey Clemons, Airport Lineman; Ronnie Burnett, Airport Lineman; Jerry Daniels, Supervisor of Airport; Cameron Liggins, Commercial Driver/Groundskeeper II; and William Starnes Groundskeeper.

DEPARTMENT OF PARKING AND TRANSPORTATION
Mike Harris, Director
2018-2019

INTRODUCTION TO UNIT

The function of the Department of Parking and Transportation (DPT) is the management of parking systems and facilities as well as the coordination of transportation demand around campus and the surrounding community.

UNIT'S VISION, MISSION, AND GOALS

The mission of the Department of Parking and Transportation is to provide efficient management of parking and transportation resources with a focus on customer service, financial responsibility, innovation, and sustainability. Our goal is to make parking and transportation an enjoyable experience for all our customers on campus by providing guidance and assistance to the campus community and public on all parking and transportation matters. Our vision continues to focus on the creation of the most efficient, respected, and transparent customer focused parking and transportation program for the university community.

KEY HIGHLIGHTS

- Initiated a license plate recognition program by equipping a patrol vehicle with AutoVu hardware and T2 software.
- Opened satellite office at the South Oxford Center.
- Resurfaced the Jackson Avenue Center park n' ride lot.

- Renegotiated Gotcha Mobility contract to transition to user fee-based program rather than a subsidized bike share program.
- Created a program to help staff members become Certified Parking Professionals by the National Parking Association.
- Provided point to point transit for ADA patrons on game days and commencement.
- Reduced erroneous citations from 3% to 2.2% of total citations.

IMPORTANT ACCOMPLISHMENTS

This year we initiated the transition to utilizing license plate recognition software and exploring virtual permit systems. Phase 1 of the project consisted of outfitting an enforcement vehicle with license plate recognition hardware and processing hardware and software. Through the partnership with T2 parking management systems, enforcement using LPR technology was introduced in April. Future plans for this project include virtual permits and e-citations. This will bring an incredible amount of efficiency to the department in management and enforcement.

The parking assets associated with the South Oxford Center, which includes a parking structure and various surface lots, became the department's responsibility. Therefore, a remote office was set up at that location where Lisa Park will oversee the office's responsibilities. Transportation to and from the main campus was the department's responsibility, but will be included in OUT routes for the 2019-2020 academic year.

The department expanded its relationship with T2 Systems by introducing License Plate Recognition enforcement and purchasing two additional LUKE II multi-space meters for the 2019-2020 academic year. Timed and metered parking revenue remained stable as we entered the second year of the Pavilion Garage being reserved permit spaces.

The department explored the transition with Gotcha Mobility to a bike share program that is financially user supported and utilizes e-Bikes instead of traditional geared bikes. E-Scooters were considered for a possible future pilot program. The financial investment required for providing a free service, coupled with stagnant growth, allowed the department to make the decision to shifting the cost to the user.

University Events and Ole Miss Athletics continue to partner with the Department of Parking and Transportation to provide ADA transport on Commencement Day and Football Game Days. The department partners with the Department of Student Affairs to provide an independent appeals process.

KEY PERSONNEL CHANGES

The year saw three individuals in the department receive promotions. They included Cassidy Savage to Operations Supervisor, Ruth Welshans to Dispatcher, and Leslie Foust to Parking Services Assistant. The department reduced the number of active PEO's from 10 to 8.

Mike Harris – elected to Vice-President of the Mid-South Transportation and Parking Association.

Richard Bradley – recipient of the designation of CAPP – Certified Administrator of Public Parking from the International Parking & Mobility Institute and the University of Virginia.

Cassidy Savage – recipient of the designation of CPP – Certified Parking Professional from the National Parking Association.

STATISTICS

Permits Sold by Classification

RESIDENTIAL		DAILY		VISITORS	
West	346	Commuter	8117	Visitor	189
East	879	Park-n-Ride	1345	Visitor-Web	1626
Central	1357	Pavilion Garage	827	Annual Visitor	101
South	412	Faculty/Staff	3381	Visitor PDF	
RG1	1397	Reserved	110	Time Limited	1813
Campus Walk	289	Exempt	100	Retiree	193
Bicycle	156	Desoto	345	Vendor	126
Motorcycle	97	Tupelo	201	Purple Heart*	1

Ridership Key Transit Routes

ROUTE	FY19	Change	FY18	Change	FY17	Change	FY16
Bronze	252,805	-3%	261,443	-24%	343,775	5%	328,926
Gold	142,639	-16%	169,209	-32%	249,940	-4%	260,903
Rebel Red	9,825	2%	9,653				
Rebel Blue	11,942	1%	11,810				

Citations and Appeals

Violations	FY19	% Change	FY18	% Change	FY17	% Change	FY16
Citations	20,627	-28%	28,819	-28%	40,110	-26%	53,869
Warning	4,442	-12%	5,049	-20%	6,305	-6%	6,719
Appeals							
Assessed	1,007	-36%	1,571	-6%	1,675	22%	1,377
Dismissed	162	-36%	255	-13%	292	-57%	681
Reduced	19	-34%	29	71%	17	467%	3
Warning	2,515	-6%	2,670	15%	2,330	23%	1,893
Total	3,703	-18%	4,525	5%	4,314	9%	3,954
Voids							
1st Offense	3,069	-27%	4,201	-34%	6,397	-17%	7,709
Admin Decision	559	-59%	1,357	-23%	1,772	-9%	1,950
Error	291	-49%	574	-21%	723	-33%	1,074
Total	3,919	-36%	6,132	-31%	8,892	-17%	10,733

OFFICE OF PROCUREMENT SERVICES

Rachel R. Bost, Director

2018-2019

INTRODUCTION

The Office of Procurement Services is comprised of the following six areas: Purchasing, Accounts Payable, Procurement Card, Travel, Property Control, and Central Receiving-Shipping. Procurement Services is responsible for preparing procurement-related submissions to IHL including prepayment requests, leases for off-campus space, and Board agenda items. Procurement Services is also involved with risk management activities including the coordination and processing of both automobile and liability insurance claims.

Procurement Services also oversees Campus Mail Services, which functions as the mail service for all university departments and offices located in Oxford. Additionally, Procurement Services manages the University Flight Department, which operates a Cessna Encore small business jet available for official University and/or State of Mississippi business travel. The Director of Procurement Services also shares responsibility in the management of capital improvement projects for the University-Oxford Airport.

VISION, MISSION, AND GOALS

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, IHL policies, 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 customer service and community 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.

KEY HIGHLIGHTS

- Purchasing staff processed 100 invitations to bid, 14 requests for proposal, and 59 sole source certifications. Approximately 43% of the bid responses received were submitted electronically.
- Over 45,000 check and direct deposit payments were issued for a combined value in excess of \$220 million.
- Procurement card transactions totaled almost \$16 million with the weekly transaction count averaging more than 1,000.
- Barcoded asset tags were placed on over 3100 new equipment items by Property Control.
- Over 38.5 tons of e-waste were recycled through Magnolia Data Solutions.
- Central Receiving delivered over 18,100 units, ranging from envelope size packages to large crates. During peak times daily deliveries can surpass 200 units.
- Campus Mail metered or otherwise processed approximately \$587,000 in postage.
- The Flight Department flew a total of 307.50 hours, transported 522 passengers, and flew a total of 98,262 miles. This represents a 3.2% increase in flight-hours and a 23% increase in the number of passengers flown over the previous year.

- Work was completed on the near \$7 million University-Oxford Airport east ramp project funded in 2016.

IMPORTANT ACCOMPLISHMENTS

Procurement Services' staff continued to conduct monthly SAP training for university employees for the areas of Purchase Requisitions, Asset Management, Procurement Cards, and Purchase Order Reports. The Director also partnered with the Department of Human Resources to lead multiple training sessions regarding e-forms and also presented on procurement topics at multiple campus leadership workshops.

The University-Oxford Airport continued to secure capital improvement funding during the past year. Approximately \$55,000 was received in grants from the FAA and M-DOT Aeronautics for design work for a hangar apron rehabilitation project. Additionally, the airport received a second multi-modal grant from M-DOT Aeronautics to complete the fuel farm improvements began last year.

KEY PERSONNEL CHANGES

In January 2019 Preston Powers was hired as a Pilot I. With his hire the Flight Department has three full-time pilots.

OFFICE OF SUSTAINABILITY
Ian Banner, Director
Lindsey Abernathy, Associate Director
2018-2019

ABOUT THE OFFICE

The mission of the Office of Sustainability is to be a catalyst for environmentally positive change by educating, connecting and empowering the members of our community for the well-being of people and our ecological systems. The Office of Sustainability seeks to advance sustainability at an institutional level and leverage our impact through cross-campus collaboration. This requires an understanding of qualitative and quantitative sustainability indicators and facilitating partnerships and relationships among university constituents.

The office also works to develop leaders in sustainability among the university community through co-curricular learning experiences, campus partnerships and academic collaboration. Finally, the office aims to increase collective knowledge and awareness of sustainability concepts.

KEY HIGHLIGHTS

- Completed UM's first Sustainability Tracking, Assessment and Rating System (STARS) Report and submitted to STARS Steering Committee
- Welcomed office's third Sustainability fellow, Jade Chalkley, to staff
- Hosted or participated in 11 educational events
- Engaged more than 250 students in sustainability projects
- Gave 28 presentations to classes and community groups

- Diverted recyclables and organic waste from landfill

IMPORTANT ACCOMPLISHMENTS

Sustainability Tracking, Assessment and Rating System (STARS)

The Office of Sustainability completed the university's first Sustainability Tracking, Assessment and Rating System (STARS) report and submitted a draft to the STARS Steering Committee in July. STARS is the standard benchmarking tool used by more than 900 colleges and universities world-wide. Completing the STARS assessment is a key metric in UM's Flagship Forward Strategic Plan under the pillar "People, Places, and Resources." The collaborative data collection process involved multiple campus departments and students, providing a valuable co-curricular learning experience.

Sustainability, Diversity and Inclusion

Diversity and inclusion are core components of sustainability. This year, the office worked to collaborate with and support UM offices dedicated to diversity, equity and inclusion work including the Division of Diversity and Community Engagement. These partnerships took multiple forms: informational meetings to learn about common goals; developing events that fit within the missions of multiple offices; and assisting in the completion of UM's Carnegie Community Engagement Classification application, led by the Division for Diversity and Community Engagement.

Student Leadership Development and Learning Opportunities

More than 250 students participated in sustainability related volunteer projects. The Green Student Intern Program (GSIP) continued to draw high-performing, dedicated students who made valuable contributions to campus

sustainability. Multiple assessment methods, including exit interviews and a survey of intern alumni, indicate that the internship experience provides valuable professional skills and a better understanding of sustainability. Based on the GSIP's success, Sustainability Project Manager Kendall McDonald will present a poster on the program at the 2019 Association for the Advancement of Sustainability in Higher Education Conference.

Waste Reduction and Education

Student interns, 11 volunteer team leaders and more than 230 students diverted 2.39 tons of recycling from the landfill as part of the Green Grove Gameday Recycling Program. Green Grove provides a valuable educational experience, with learning outcomes that are assessed annually. However, waste on game day totaled more than 115 tons. This indicates a need for additional waste reduction measures, including increased support for recycling and exploration of other waste mitigation strategies.

The UM Compost Program diverted 6,100 pounds of food waste from the landfill during FY 2019. The compost program also offers volunteer opportunities, hosts educational events and provides compost to campus educational gardens, which grow produce for the UM Food Bank.

Outreach Events

The Office of Sustainability hosted or was affiliated with 11 sustainability related events this year. During Green Week, award-winning author and ornithologist Dr. Drew Lanham delivered UM's 2019 Earth Day Keynote Address to more than 100 attendees. Dr. Lanham's work examines the connections among

environmentalism, conservation, race, space and history. During his visit, Dr. Lanham met with UM students and students from Rust College in Holly Springs. Additional events included a container gardening lecture from Mississippi Public Broadcasting's Felder Rushing; the annual Food Day farmers market; a film screening; and multiple sustainable transportation-related events.

Academic Collaboration

Office of Sustainability staff and students gave more than 28 presentations on topics ranging from general sustainability concepts to corporate social responsibility. The office also partnered with the Writing and Rhetoric Department and the School of Engineering to engage students in assignments that incorporated the concept of using campus as a living lab, an approach that allows for applied teaching, learning and co-production of knowledge. Following the completion of the writing project, the course instructor and Sustainability Associate Director Lindsey Abernathy participated in a poster presentation hosted by the Center for the Excellence in Teaching and Learning.

UM Green Fund

The UM Green Fund Committee awarded funds to Willie Price Lab School to support the installation of gardening infrastructure. Additionally, Lenoir Dining received its certification as the state's second Green Restaurant Association certified dining facility, an effort that was supported by the Green Fund. Lenoir Dining's certification provides significant learning opportunities.

KEY PERSONNEL CHANGES

In August, Jade Chalkley assumed the role of the office's third Sustainability Fellow which is an entry-level, full-time staff position that can be extended for a maximum of two years. After successful completion of her first academic year, Jade will continue in the role for the second year.

PROFESSIONAL DEVELOPMENT

Lindsey, Kendall and Jade attended the Association for the Advancement of Sustainability in Higher Education's annual conference. Lindsey also completed the University of Vermont's Campus Sustainability Leadership Certificate Program. Additionally, Jade is a graduate student in the School of Education's Masters of Higher Education program and Kendall is pursuing coursework in the disaster sciences minor curriculum.

NEW GOALS & FUTURE PROSPECTS

Over the next year, priorities include creating a university-wide campaign to promote sustainability work recognized in the STARS report. Additionally, the office will create a narrative to accompany the STARS report, and will use this document to facilitate sustainability planning efforts and create recommendations. The office is also in the process of renewing the university's Bicycle Friendly University designation and updating UM's greenhouse gas inventory. Fostering collaborative relationships across campus, developing student leaders, reducing waste and hosting educational events will also continue to be priorities.