

ANNUAL REPORT 2019-2020

**Vice Chancellor
Administration & Finance**



**THE UNIVERSITY of
MISSISSIPPI**

HOTTY TODAY!



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VICE CHANCELLOR FOR ADMINISTRATION AND FINANCE
Larry D. Sparks, Vice Chancellor
2019-2020

SUMMARY OF ORGANIZATIONAL CHANGES

Larry Sparks returned to the position of Vice Chancellor of Administration and Finance on October 14, 2020, after serving as Interim Chancellor. Clay Jones retired on March 31, 2020, after over 22 years of service to the university. His duties have been divided between Larry Sparks, Controller Nina Jones, and Interim Chief Human Resources Officer Andrea Jekabsons.

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:

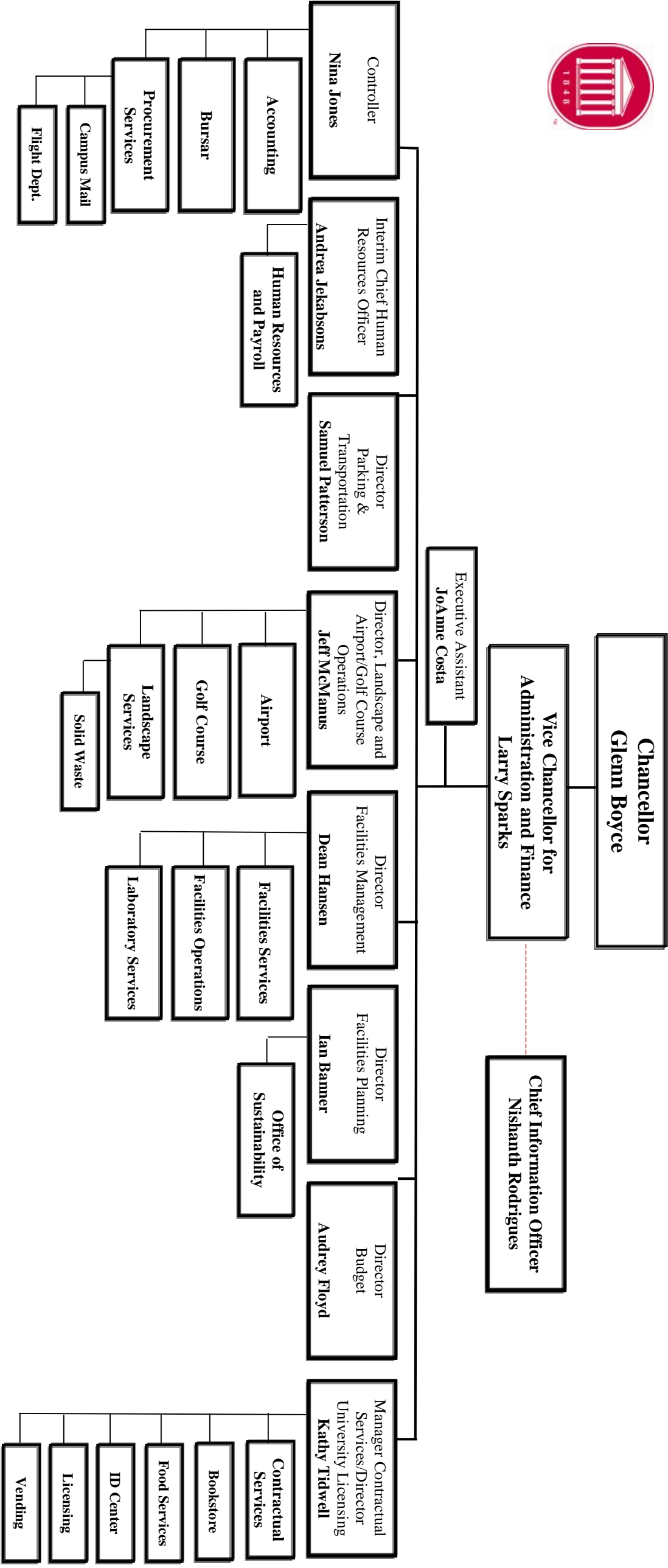
1. Serve as chief administrative and financial officer of the institution
2. Assist in the formulation of broad, general institutional policies
3. Engage primarily in formulating business policies, developing operating procedures, and coordinating business operations at the institutional level
4. Account 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 planning and 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 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		2	1		1					4
CONTRACTUAL SERVICES MGMT		3								3
CONTROLLER			2							2
FACILITIES MANAGEMENT OFFICE*		7	1	1						9
FACILITIES PLANNING		4	3							7
FIRE PROTECTION		1								1
GOLF COURSE		1								1
HUMAN RESOURCES	1	1	4		3					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		1	1							2
TOTALS	2	37	25	1	5	0	0	0	0	70

* 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
ASSOC/ASST DIRECTORS & ASST BURSAR		8	4	1	1					14
COORDINATOR		3	1							4
DIRECTORS AND BURSAR	1	5	4							10
GENERALISTS			1		1					2
MANAGERS		4	4							8
PILOTS		3								3
SENIOR ACCOUNTANTS	1		5		1					7
SYSTEM ANALYSTS I		2								2
VICE CHANCELLOR		1								1
TOTALS	2	27	19	1	4	0	0	0	0	53

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
2019-2020

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

Personnel in the Office of Accounting successfully transitioned to fully operational and effective daily operations from their homes in mid-March. Since March, most staff have remained primarily off-site while ensuring continuity of services throughout the COVID-19 quarantine period. 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. There were two group workshops held with the Office of Outreach in

September 2019 and January 2020. 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 with many delivered via ZOOM from March through June due to the COVID-19 social distancing restrictions.

In addition to participation in online webinars and trainings throughout the year, the Director of Accounting and a Senior Accountant attended a workshop hosted by MAXIMUS in Nashville, TN in September 2019 to prepare for the University's indirect cost rate proposal for base year FY 2019.

PERSONNEL CHANGES

Two Senior Accountants, Sherry Steen and Kathy Parker, retired from the University in December 2019 and January 2020, respectively. Sherry's vacant position was filled in December by Beth Stidham. Beth is a licensed Certified Research Administrator and has worked as an accountant with the University since 2002. Immediately prior to joining the Office of Accounting, Beth had served as a Sponsored Programs Accountant for the Office of Research and Sponsored Programs since 2008.

The Senior Accountant position vacated by Kathy was reclassified to an Accountant I position with reassignment of some duties of the position. The newly classified Accountant I position was filled in January by Carla Moyer who had served as the Office of Accounting's Accounting Assistant since 2014. The vacant Accounting Assistant position was filled in March 2020 by Tammy Hyche. Tammy

joined the Office of Accounting from the Oxford University Airport where she had worked since January 2019.

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 virtually as well as the routine SAP GM, Reports II and Payroll Report trainings will be offered via recordings or through ZOOM. 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 2021, Office of Accounting personnel will continue to seek out virtual and in-person, when feasible, 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
2019 – 2020

MISSION

The mission of the Budget Office is to provide accurate, efficient, and effective budgetary management to the University. The 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. The office provides departmental support through day-to-day review and restructuring of budgets as necessary, including certification of funds for individual positions. The primary functions of the Budget Office are threefold:

- 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

PERFORMANCE MEASURES

- Timely submission of budget and related financial reports to appropriate agencies
- Number of days from receipt to processing of electronic personnel forms
- Number of days from receipt to processing of departmental budget revisions

KEY HIGHLIGHTS

- Coordinated and assisted in the preparation and submission of the FY2022 Legislative Budget Request in August 2020, which was \$817,979,723.
- Coordinated and assisted in the preparation and submission of the FY2021 Operating Budget to the IHL Board of Trustees for approval in August 2020. This budget was \$556,320,920.
- Processed and certified approximately 5,043 electronic personnel forms, which included 538 new hire forms; 1,763 change of status forms; 1,131 student stipend forms; 2 summer research forms; 931 budget revision forms; and 517 additional pay forms.
- Provided budget-related training to staff through on-campus workshops

PERSONNEL CHANGES

William “Mike” Cook retired on April 30, 2020, after over 17 years of service to the university. Anne Cofer was hired as Assistant Director of Budget in March 2020. Anne joined the Budget Office from the Alumni Affairs office where she had worked as an accountant since 2015.

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
2019-2020**

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 despite the global coronavirus pandemic that caused the University to move Spring and Summer classes online starting in mid-March, sent a lot of the staff home to work remotely

or not at all, and resulted in unexpected issues and opportunities that we have never faced in the long history of the University. The Office was asked to keep operations going with minimal staff on site from mid-March through the end of June to help slow the spread of the virus. Due to the early unexpected shutdown of the Spring semester, the Office of the Bursar worked with the Departments of Housing, ID Center, Parking and Transportation, and Financial Aid to process credits and issue refunds in late April totaling over \$8.5 million to almost 13,000 students. The Office also issued Federal CARES student aid refunds to over 5,000 students totaling almost \$8 million.

The Office completed its fifth 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, 2019, through June 30, 2020, credit/debit card transactions totaling \$23.2 million were processed compared to \$23.6 million for the previous year. From July 1, 2019, through June 30, 2020, ACH transactions totaling \$92.9 million were processed compared to \$95.1 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 second 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, 2019, to June 30, 2020, were approximately 31,000 for the Office of the Bursar.

The Office of the Bursar also participated in twelve virtual 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, 2020, was \$22,079,364. Cash receipts for both student and non-student transactions processed through the teller's office for the year totaled approximately \$115 million.

The University of Mississippi Bursar's office partnered with Flywire (formerly peerTransfer) in August 2015 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, 2020, we received 158 payments totaling almost \$740,000 through Flywire.

Our cohort default rate for the Federal Perkins Loan program on June 30, 2020, was 20.47% with an overall default rate of 3.07%. The default rate on the McKinstry loan program on June 30, 2020, was 19.32% and on the Health Professions loan program the rate was .52%. The receivables balance of Perkins and other institutional loan programs totaled approximately \$33.9 million as of June 30, 2020.

The Office of the Bursar bills and receipts payments from prepaid tuition plans. The University has approximately 841 students currently participating in MPACT and 193 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. The Office worked with IT to automate the appeal submission process making it possible for students to submit an appeal electronically. We also worked with IT to streamline the collection and preparation of data used by the Committee. The first online appeal was submitted in March 2020. From July 1, 2019, to June 30, 2020, the Committee ruled on 261 appeals for an average of 22 cases per meeting, 44 of which were submitted electronically.

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 24,087 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 196 1042-S tax forms.

PERSONNEL CHANGES

Richard Harden, Assistant Bursar, retired effective June 30 after more than 32 years of service to the University but returned to work part time in October 2019. Hunter Richardson became the new Assistant Bursar effective July 1. Catherine McLeod, Accountant, accepted a job as an accountant in the Department of Journalism in July 2019. Angie Benson accepted our offer to become a new Collections Assistant in our loan area in August 2019. Theda Russell, Teller, retired effective December 31 after more than 22 years of service to the University. Shelia Barnett accepted our offer to become a teller replacing

Theda and was scheduled to start in late March, but, because of the coronavirus, her start date was delayed until July 2020.

TRAVEL

In September 2019, Sherri Spragins and Jennifer Westmoreland attended the Williams & Fudge Student Loans & Receivables Collection Conference on Hilton Head Island, 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
& University Licensing
2019-2020

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 eighteenth year on CS Gold, which is the ID Center's one-card access and security management system. We completed a system upgrade from Version 7.0.16 to Version 7.0.20 which resulted in increased functionality.
- We continued to increase the features for our GET platform; which allows patrons to manage their accounts. We worked with Starship to integrate our one card system with their food delivery robots. Starship delivery provides students, faculty, and staff with a convenient option to access our dining choices from anywhere on

campus. Integration with GET also allows customers to pay for their purchase with Flex or Ole Miss Express.

- We added to our CS Gold card reader access system, and added card readers to buildings with existing card access: South Recreation (34 doors), Ventress (duress buttons), JAC Human Resources (5 doors, duress buttons), SOC Nursing (9 doors), SOC Boiler Room, Aramark – Crosby, Aramark – Lamar, Aramark – Towers, Aramark – Anderson, South Switch, Garland Heddleston Mayes (24 doors), Johnson Commons East (8 doors), SOC Film Production (7), Willie Price (2 doors), HR JAC Storage
- We installed cameras in the following buildings: SOC Parking (2), SOC PTZ, Turner Pool, South Recreation (71), GHM (11), Bishop Parking replacement, Insight replacement, Towers Front (16), Crosby (6), Weir, VHS Upgrade (6), Data Center Parking (2), Johnson Commons East (5), Willie Price (2), Campus Walk (5), Pavilion (80 moved to server), Chucky Mullins LPR, Jackson/Frat LPR, Paul B Johnson West Upgrade (55), Pavilion Parking Garage, Starship (4), Film Production (4)
- Among the 6,200+ camp/conference cards made, which provided meals for groups, were 6 first time groups and many school visits.
- Haden Gragson and Kaleb Robbins attended the Annual CBORD Users Conference, in October 2019, in Orlando, FL.

Personnel Changes

- Flora Jones promoted to Administrative Coordinator (1/13/20)
- Monika Rudd promoted to ID Center Coordinator (1/13/20)
- Tiffany Drewrey promoted to ID Center Coordinator (1/13/20)
- Marie Luker promoted to ID Center Coordinator II (2/27/20)
- Micah Bowen promoted to ID Center Coordinator II (2/27/20)

OLE MISS DINING

- OMD opened a P.O.D. Market in the new South Campus Recreation Center.
- OMD converted the Einstein's Brothers Bagels in the Law School to a 24-hour P.O.D. with a self-checkout.
- OMD implemented online mobile ordering for multiple locations across campus including a new ordering system for to-go items through the Rebel Market.
- OMD partnered with Starship Technologies to introduce autonomous, self-driving robots to deliver food from on-campus locations.
- 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 had a “Swipe Out Hunger” campaign to help fight food insecurity on campus, where OMD matched the number of swipes that students donated. Over 200 meals were distributed to students in need.

Key positions filled by Ole Miss Dining this year:

- Leigh Rounsaville, HR Manager
- Gilbert Ahanotu, Retail Food Service Manager
- Angela Gragson, Retail Food Service Manager
- Kenneth Cobbing, Residential Food Service Manager
- Angela Puleo, Catering Coordinator
- Pepper Cox, Catering Assistant

Promotions for the current year include the following:

- Jason Lucas was promoted to Union Food Service Director
- Jacob McDougal was promoted to Convenience Food Service Director

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 continued with functional and décor updates to their location in the Student Union, which was renovated last year.
- 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 lead 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 \$29,792.64, and beverage vending, \$186,761.16.

LAUNDRY

- Rebel Laundry Service, a pick-up service for laundry and dry cleaning, had a commission of \$9,725.77, and self-service laundry commission was \$59,746.67.

LICENSING

- The University of Mississippi generated \$1,137,996.94 in royalties. Haden Gragson and Kathy Tidwell attended the Licensing CLC Annual Conference via Zoom, in June.

FACILITIES MANAGEMENT DEPARTMENT
Dean L. Hansen, Director
2019-2020

INTRODUCTION TO UNIT

The Facilities Management Department consists of over 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 Associate Director for Facilities Operations hired (Aug 2019)
- New Research & Environmental Compliance Officer hired (Aug 2019)
- Completion of numerous campus improvement projects

IMPORTANT ACCOMPLISHMENTS

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, research, and public service. 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 12,783 work orders for repair, maintenance, construction, and other services.
- Designed and implemented a new utilities billing database application to streamline the entire utilities billing process, greatly reducing billing errors and increasing data accuracy and reliability.
- Repaired failing mechanical room floor in Meek Hall - \$106,288
- Replaced boiler at South Oxford Center - \$35,500
- Installed emergency stop switches for all boilers - \$23,900
- Reconstruct and pave Student Union Drive - \$308,836
- Replaced sidewalks at Student Union Drive, Barnard Observatory, Powers Hall, Bryant Hall, Fulton Chapel, Magnolia Drive - \$42,242

- Installed new sidewalk, curb cuts and cross walk on Sorority Row at Barnard Observatory-Farley Hall - \$21,474
- Installed retaining wall and sidewalk on All American Drive at Martindale - \$44,022
- Installed new sidewalk to Guyton Hall from Garland-Hedleston-Mayes - \$13,019
- Removed silt and made erosion control improvements to Country Club Road detention pond - \$21,157
- Produced over 277 million gallons of potable water for campus.
- Treated over 90 million gallons of campus wastewater.
- Conducted 78 fire alarm inspections, 46 sprinkler system inspections, 6 fire pump tests, and 50 fire drills.
- Trained, tested, and certified 585 people in chemical safety, biosafety & pathogen safety, and radiation safety.
- Inspected and certified 8 autoclaves and 208 chemical fume hoods.
- Analyzed 931 samples for radioactivity (including individual bioassays, surveys and declassification samples).
- Monitored the daily radiation exposure of 166 faculty, staff, and students.
- Responded to 7 chemical spills, and odor complaints.
- Shipped 887 drums of hazardous wastes for disposal, including 604 lbs. of mixed radioactive waste, 18,143 lbs. of medical or biologically hazardous waste, and 44,678 lbs. of chemical hazardous waste.
- Dispensed 83,068 gallons of fuel from the service station.

- Serviced or repaired over 300 vehicles and carts at the service station.
- Managed an average on-hand inventory valued at \$625,000, with the year-end value exceeding \$755,000 due to extraordinary PPE supplies needed for COVID-19.

KEY PERSONNEL CHANGES

Mike Dunnavant joined the University in August 2019 as the new Associate Director for Facilities Operations. Mike has over forty years of experience in leadership roles in integrated facilities management, having managed both hard and soft facilities functions in the public assembly, higher education, and corporate services markets.

Shane Kesler was promoted in August 2019 to the position of Research & Environmental Compliance Officer. Shane has over 17 years of experience in hazardous waste management and compliance and has been with the University since 2007.

Ben Bufkin joined the University in January 2020 as the new Assistant Director for FM Human Resources. Ben has 30 years of senior human resources experience. He holds a Master of Business Administration degree from Delta State University and holds two human resource certifications (SHRM-CP and PHR certification.) He is a member of SHRM (Society of Human Resource Management). He is also a graduate of Mississippi Economic Council's Leadership Mississippi program.

Other notable personnel changes include the retirement of Mike Clark, Associate Director of Mechanical Services, Ron Huckaby, Electrical Utility Engineer, and Patricia Stewart, Safety and Training Specialist.

THE DEPARTMENT OF FACILITIES PLANNING
Ian Banner, AIA; Director
2019-2020

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. Because of the intensity of construction during the last few years, we have become accustomed to working on large-scale design and construction projects, guiding architects, and coordinating large teams of contractors.

However, it is also necessary to switch attentions to other areas such as: working on historic renovations; furniture selections; cost estimating conceptual ideas; or writing legislative reports specifically aimed at securing state funding for buildings and infrastructure.

Key Highlights

Several large new buildings or significant renovations were completed between July 1, 2019 and June 30, 2020.

- South Campus Recreation Center
- Guyton Drive Modifications
- Gertrude Ford Blvd. (west side) Retaining Wall
- South Oxford Center – UM Film Production
- Jackson Avenue Center – Reroof & Exterior Coating
- Thad Cochran Natural Products Center Roof Replacement
- Relocation of Historic Monument
- 18 other capital projects reached completion within the last 12 months
- Major project design: Jim and Thomas Duff Center for Science and Technology Innovation (formerly STEM building), School of Accountancy; Athletics' Track & Field Locker Rooms building; New Band Practice Field

Facilities Planning 2019 – 2020 Design and Construction Projects

Capital Projects

In Planning	\$ 27,650,000.00
In Design	\$183,310,500.00
Under Construction	\$ 4,260,000.00
Completed	\$ 78,548,200.00

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

117 Total Requested Internal Projects for fiscal year 2020
58 Total Completed Internal Projects for fiscal year 2020
53 Work Orders

Important Accomplishments

As a record of events and accomplishments during the 2019-2020 academic year, this report cannot ignore the global public health pandemic that was (and remains at the time of writing) COVID-19: The Coronavirus.

During the latter half of 2019 the Facilities Planning team was doing what it does well and what it knows; planning and moving forward with the important projects noted above. (See also Annual Review 2018-2019 for more details.) As March 2020 approached it seemed clear to many that a serious public health crisis was on the horizon. As the University of Mississippi prepared to take care of its students, faculty, and staff, Facilities Planning found itself playing a leadership role in making safe, habitable spaces in what was becoming a changed world. First, the team was asked to work from home and almost overnight, virtual meetings became the norm. Initially, efforts were focused on existing design projects and projected expenditure to enable the VC for Administration and Finance to assess the long-term UM budget. Bidding was placed on hold. At the same time we set out to identify how respected academic institutions were responding to the crisis and what best practices were being discussed.

Facilities Planning developed baseline requirements to allow active construction projects to remain operational while affording safe construction conditions. By mid-April, fourteen COVID-19 Work Plans were received from active contractors enabling these projects to continue. Every member of the FP team embraced the challenges given to them. We were vocal to the UM administration that reduced room capacities to enable social distancing would

have far-reaching implications for in-person teaching. We communicated our concerns with clear drawings and by May 26 most of us resumed 'normal' operations back in our suite with strict rules on facial coverings and professional distancing. By the end of June over 450 classrooms and auditoria had been measured and evaluated for occupant capacities and furniture arrangements using what has become known as the "*six foot rule*".

This work was considered *mission critical* and took place while juggling construction visits, design meetings, administrative work, committee meetings, and the relocation of the Confederate Monument. These are unprecedented times and the ability and tenacity of the Facilities Planning team has been up to the task - all completed during uncertain times at home regarding families, significant others, and schooling.

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 also served on the committee for this year's 'virtual' conference in Calgary.

Key Personnel Changes

Dave LaBanc left the department in November 2019 and Ashton Pearson in June 2020. Three positions were on-track to be filled: Receptionist, Staff Architect,

and Assistant Interior Designer. At the time of this report all three positions have been placed on hold due to a campus-wide hiring freeze.

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
Harry Meyer	Architectural Project Coordinator
Jonathan Hobson	Architectural Project Coordinator
Ashley Olson	Operations Manager
Stacy Haynes	Graphic Artist I
Bradley Potts	Architectural Draftsman II
Rita Hawley	File Clerk

In closing, thanks go again to all members of Facilities Planning for their concerted efforts now demonstrated from remote locations. They continue to make an enormous contribution to the success of The University of Mississippi, particularly from March to the end of the academic year when many hours have been spent working to prepare the University for a safe(r) campus opening in August 2020.

DEPARTMENT OF HUMAN RESOURCES
Andrea Jekabsons, Interim Chief Human Resources Officer
2019-2020

Introduction to Unit

Under the leadership of Andrea Jekabsons, Interim Chief Human Resources Officer, the Department of Human Resources is comprised of a staff of 19 working to serve the needs of faculty, staff, retirees, students, and the UM community. This includes the areas of benefits, compensation & classification, learning & performance, business operations (records, payroll & reconciliation), and recruitment & onboarding.

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

- The department pivoted and persevered during the onset of the COVID-19 pandemic and continued supporting our UM faculty, staff, and students.
- Leveraged the Performance & Goal module within SuccessFactors and the campus completed first full year of performance management successfully.
- The University continues to receive accolades as a “Great College to Work For,” by the Chronicle of Higher Education for a twelfth consecutive year.

- Other figures of interest for the year include the following statistics:
 - 23,104 E-forms processed during FY2020 (-11.38%)
 - 8,739 W-2s issued for CY2019 (+2.64%)
 - 3,963 W-2s issued electronically for CY2019 (+13.94%)
 - 141,026 payroll direct deposits for FY2020 (-.65%)
 - 2,569 payroll checks printed for FY2020 (-13.27%)
 - \$249,172,085 total gross payroll for FY2020 (+6.87%)
 - 5,422 average number of people paid during FY2020 (+1.44%)
 - 175 JAQs processed for FY2020 (-31% due to COVID-19)
 - 114 positions reclassified (-14.93%)
 - 36 newly established positions (-68.14%)
 - 5 processed and remained the same (no significant change)
 - 20 newly written job descriptions (new to the VCP) (-59.18%)
 - 1,577 new student employees for FY2020 (-26.24%)
 - 483 hires processed, including temporary appointments (-17.72%) and 101 new external employee hires (-30.34%)
 - Job requisitions and job applications for FY2020
 - 361 staff personnel requisitions (-32.52%)
 - 68 faculty personnel requisitions (-35.85%)
 - 30 student personnel requisitions (-37.5%)
 - 14,049 faculty and staff employment applications (-25.64%)
 - 856 total background checks conducted for FY2020 (-35.78%)

- 506 background checks conducted by HR for new hires (-23.56%)
- 350 background checks started by outside departments (Athletics, Student Housing, Outreach & camps) (-47.84% due to COVID-19)

Important Accomplishments

- With the rapid onset of the COVID-19 pandemic, the HR team quickly pivoted many of our processes. As an essential department on campus, we continued to operate in a 100% capacity while serving our institution's employees.
 - The HR office quickly transitioned the majority of the HR team members to work remotely from home within a few days' notice.
 - Electronic submission of timesheets was authorized to allow for quick processing of paychecks.
 - The Benefits team transitioned from in-person Benefits Orientation meetings to fully online sessions via teleconferencing.
 - A thorough and well-received online training program, Return to Work on Campus, was developed with a week's notice as well as a mandatory online COVID-19 Attestation for all employees.
 - The management team hosted virtual town hall meetings available to all employees to assist employees navigating the Families First Coronavirus Response Act. The Act pertains to Emergency Paid Sick Leave and Expanded Family Medical Leave.

- The Recruitment team processed nearly 450 unemployment claims for student employees affected by reduction of work due to the COVID-19 pandemic. Although student employees are not eligible for regular unemployment benefits through the Mississippi Department of Employment Security, additional assistance was provided through the Pandemic Unemployment Assistance (PUA) program.
- Early this year, the campus completed the first full year annual performance review cycle on the new platform within the connectU/SuccessFactors portal. 89.3% of the departments (excludes Athletics) participated and 84.7% of the eligible employees completed the process with a final overall rating.
- In July 2019, the University posted an RFP seeking consultation services of a retirement and risk management firm to assess the University's multi-vendor, non-ERISA 403(b) retirement program. After an extensive review, Captrust, was selected and contracted as the consulting firm. Captrust completed a review of the existing plan and launched an RFP seeking financial providers. The top three (3) providers were selected and will present their offering in August. With Captrust and the selected provider, Human Resources will implement changes to the Plan to offer 403(b) participants a low-cost supplemental retirement option that provides best-in-class funds.
- For the twelfth 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. UM ranked highly in five survey categories: Job Satisfaction, Professional/Career Development Programs, Supervisor/Department Chair Relationship, Tenure Clarity & Process (Faculty Only) and Work/Life Balance.

Key Personnel Changes

Clayton Jones, Assistant Vice Chancellor of Administration and Human Resources, retired from the University of Mississippi after 23 years of service. Clayton accepted the Associate Vice President and Chief Human Resources Officer position at Louisiana State University. Regina Johnson, Senior Assistant Director of Human Resources, retired after 26 years of service. Donna Carson, HR Clerk, and Genie Henson, HR Assistant, both retired after each serving 10 years on the HR team. Glenna Bachman retired after serving 6 ½ years as a HR Assistant II (Benefits). Latoya Tillman resigned from the position HR Assistant to pursue other employment opportunities.

With Clayton's departure, Andrea Jekabsons was named Interim Chief Human Resources Officer. Sherelyn Gooch joined the HR team as a Human Resources Generalist in our Recruitment & Onboarding areas.

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 nineteen employees in the Department of Human Resources, four of which are African American and one is Hispanic. Among the eight professional employees, two are African American, one is Hispanic and with the exception of one, all are female.

DEPARTMENT OF LANDSCAPE SERVICES
Jeffery T. McManus, Director
2019-2020

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 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.

SUCCESS IN ACHIEVING GOALS JULY 1, 2019 – JUNE 30, 2020

We continue working the campus beautification master plan to enhance, upgrade, and encourage a safe and aesthetically pleasing campus. There were over 361 trees and 2,496 shrubs planted this year around the campus. New plantings were added at Guyton Hall, Student Union, Quadrangle, ADA Ramp/Peabody Hall, South Campus Rec; RH3, Chucky Mullins Gates, Lucky Day,

Burns and Pittman, Jackson Ave. Sewer Hill and Rebel Dr. across from water tower.

Landscape Services replaced 490 square yards of sod and a total of 12 trees. The sod and tree replacements are due to the construction of buildings, sidewalks, bus stops, inclement weather and football game damage.

With the acquisition of the Jackson Avenue Center, Landscape Services has maintained the additional 25,000 square feet of turf and 80,000 feet of parking lot. With the development of new islands in the parking lot of the Center along with the new parking lot on Jackson Avenue, Landscape Services has planted 697 shrubs, 113 trees and the Central Command Toro Sentinel Control Irrigation System has been installed. Trees and shrubs were planted to enhance the beauty of the location.

Landscape Services maintains the 262 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.

Landscape Services oversees Creekmore Landscape, LTD in maintaining the John Grisham property to the standards of the Landscape Services Department and the University of Mississippi. The property is located on Hwy 6 West and is approximately 80 acres.

Landscape Services oversees US Lawns in maintaining the South Oxford Center to the standards of the Landscape Services Department and the University of Mississippi.

Landscape Services also oversees Pea Ridge Gardens in maintaining the cemetery on Taylor Road.

Waste removal staff removed over 1,858.66 tons of waste from campus this year. The total tonnage cost was \$38,926.06. The campus dumpsters were emptied 12,431 times, 44% were academic buildings, 20% were housing, 26% were fraternities and sororities and 10% were athletic facilities.

Landscape Services continues to oversee the maintenance of bollards and chains on campus. The University currently has 811 (2" bollards); 472 (4" bollards); 176 (4" removable bollards); and 2 (6" bollards) for a total of 1,461 bollards on campus. There is approximately 5,288 linear feet or 1.00 mile of chain between the bollards. Landscape Services works with an outside contractor that provides bollard fabrication and maintenance and contracted 363 man hours painting, cleaning, maintaining and fabricating bollards this past year.

Landscape Services maintains 20,800 square feet of seasonal color beds. These color beds are changed twice a year, spring and fall.

Landscape Service staff was presented championship rings at a ceremony on March 2, 2020 at the Jackson Avenue Center. The rings were engraved to show the five national championships the department has won. Chancellor Glenn Boyce and Vice-Chancellor of Administration and Finance Larry Sparks were guest speakers. Breakfast was served for our staff and guests.

The Landscape University is a series of classes instituted by Landscape Services to 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. The program curriculum covers introductory material, professional responsibility, safety training, advanced landscaping, and people skills. The goal of the program is to develop a highly confident, motivated landscaping team that is empowered with a sense of excellence. Course materials consist of an instructor's guide, a handout or video for the participants, and a quiz for the employees that covers the material in the handout, video, or hands-on training.

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. The staff also performs stretching exercises, during the meeting, in order to keep them healthy and energized. Landscape Services has developed their own Landscape Creed and repeats the creed together at each Monday morning staff meeting.

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.

Landscape Services continues to answer the many requests from students, organizations and media to do interviews, tours, and teach classes.

Due to the COVID-19 pandemic the staff at Landscape Services rotated crews in order to comply with city and state government orders/decisions and worked each day during the months the campus faculty and staff were working from home or working a limited schedule. Our crews practiced the safety protocols of social distancing (6ft apart), washing hands and/or using hand sanitizer often, wearing face coverings, disinfecting frequently touched surfaces, covering mouth and nose with tissue or using the inside of your elbow when sneezing or coughing and monitoring temperature and other symptoms.

DEPARTMENT STRUCTURE CHANGES

Landscape Services is continuing the installation of the Central Command Toro Sentinel Control Irrigation System. This system allows irrigation on campus to be controlled at one central location. Newly installed irrigation systems are located at Barnard Observatory and RH3.

University/Oxford Airport resurfaced concrete areas around all hangers this past year. There were 527 Oxford and business flights, 234 University business and visit flights, 1,283 flights during home football game weekends and 720 miscellaneous flights during this past year.

NOTEWORTHY ACCOMPLISHMENTS OF STAFF

07/20/19-07/23/2019 Jeff McManus attended a PGMS School of Grounds Management Summer Conference in Tacoma, Washington.

08/08/2019 Kevin Pannell became a certified spray technician.

08/2019 David Jumper and staff at the Ole Miss Golf Course attended the Mississippi Turf Grass Research Field Day at MS State University.

9/12/2019 Jeff McManus attended a Campus Tree Conference in Oakwood, Georgia.

10/15/2019-10/18/2019 Jeff McManus attended the 2019 School of Grounds Management and GIE Expo in Louisville, Kentucky.

11/2019 David Jumper and staff at the Ole Miss Golf Course attended the Deep South Turf Expo in Biloxi, MS.

01/23/2020-01/24/2020 Nathan Lazinsky attended the Professional Arborist Association of MS Meeting in Biloxi, MS.

01/2020 Steven Murphy attended the PGA Show in Orlando, FL.

03/24/2020 Patrick Rutledge became a PGMS Certified Grounds Technician.

05/09/2020 Nathan Lazinsky promoted to Superintendent of Landscape Services.

PERSONNEL CHANGES

Steve Russell	Resigned as Groundskeeper
Jeremy Long	Resigned as Groundskeeper
Steven Shepherd	Resigned as Groundskeeper
Kayla Smith	Resigned as Groundskeeper
Jeff Mason	Retired as Groundskeeper
Tammy Hyche	Resigned as Airport Secretary

Charles Hitch	Resigned as Airport Lineman
Jeffrey Clemons	Resigned as Airport Lineman
Jerry Daniels	Retired as Supervisor of Airport
Richard Thompson	Resigned as Golf Attendant

The following were new hires:

Walter Pegues	Groundskeeper
Edward Duke	Groundskeeper
Brad Myrick	Groundskeeper
Demario Frierson	Groundskeeper
Jeremy Long	Groundskeeper
Glenn Swayer	Airport Lineman
Reco Campbell	Airport Lineman

PERFORMANCE MEASURES

We currently maintain the campus at several levels. The highest level of detail to include mowing, edging, spraying for weeds, fertilization, and irrigation on campus is 5,548,467 square feet or 127.4 acres.

Shrub beds around buildings, parking lots, entrances, and other structures that we irrigate, prune, fertilize and treat total 1,258,603 square feet or roughly 29.0 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 staffing matrix for the possibility of utilizing more contract labor to improve productivity in the field.

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.
- Continue a visually pleasing and efficient bollard program on campus.
- 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.
- Continue to grow, lead and reach out to other universities by hosting another conference on “How to Create Your Own Landscape University”

scheduled for April 7-8, 2021. The 2020 conference was rescheduled due to COVID-19.

- Continue to prepare for the first SEC Landscape Conference at Ole Miss tentatively scheduled for the spring of 2021. An SEC Landscape Conference was to be held at Ole Miss in March of 2020, but was rescheduled due to COVID-19.

DEPARTMENT OF PARKING AND TRANSPORTATION
Samuel Rea Patterson, Director of Parking and Transportation
2019-2020

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

- The COVID-19 pandemic had a significant impact on DPT's revenue. Student permit refunds totaled \$986,399. Fine revenue was negative versus prior year by \$119,720 due to enforcement operations being suspended from March 12 through June 30, 2020.

- Refinancing of the Pavilion Garage debt and CARES Act support for transportation networks created financial relief that stabilized DPT's budget.
- The Pavilion Garage and the South Oxford Center Garage were inspected and reviewed by WGI. Long and short term maintenance needs were outlined with estimated costs and prioritization.
- Five new buses were purchased to maintain acceptable services within OUT operations. DPT provided 100% of the required matching funds to utilize these buses on University specific routes such as Park-n-Ride shuttles and internal loop routes.
- Short-term parking options increased with the addition of a multi-space pay station in the Upper Women's Terrace lot. Single-space meters were replaced with a multi-space pay station in the East Turner lot.

Important Accomplishments

The department was honored as an Accredited Parking Organization (APO) by the International Parking and Mobility Institute (IPMI). The APO program establishes national and international standards for professionalism, accountability, innovation, responsibility, and performance. The University of Mississippi became one of 31 international parking organizations with this designation by meeting a threshold of criteria within our facilities and operations.

APO, developed by IPMI, is a certification for parking organizations that have achieved a comprehensive standard of excellence. APO recognizes best practices in responsible parking management and operations, finance, planning, professional development, sustainability, security and risk management, and

more. To become an APO, an organization must demonstrate its commitment to ongoing evaluation and improvement of program outcomes through the implementation of industry best practices. Applicant organizations work with third-party reviewers to organize and present evidence of accomplishment of 250 criteria in 14 categories related to industry best practices.

License Plate Recognition (LPR) enforcement was expanded by introducing a second LPR vehicle to our fleet. The department continued to work to increase the efficiency of LPR enforcement by analyzing and refining procedures and equipment.

Key Personnel Changes

Leadership transitioned from Mike Harris to an interim Director, Linda Christian, and was finalized in spring with the appointment of a new Director, Sam Patterson, who came from Boise State University.

Hal Robinson, Manager of Transportation, was the recipient of the designation of Certified Administrator of Public Parking (CAPP), by IPMI. Richard Bradley, Manager of Administrative Affairs, was the recipient of the designation of Certified Parking Professional (CPP), by the National Parking Association (NPA). Emanuel McJunkins was promoted from Parking Enforcement Officer II to Parking Enforcement Supervisor and William Young from Parking Enforcement Officer I to Parking Enforcement Officer II.

Statistics

Permits Sold by Classification

RESIDENTIAL		DAILY		VISITORS	
West	262	Commuter	7,724	Visitor	14,501
East	805	Park-n-Ride	1,156	Visitor-Web	1,195
Central	1,276	Pavilion Garage	798	Annual Visitor	83
South	397	Faculty/Staff	3,362	Visitor PDF	4,464
Residential Garage	1,158	South Oxford Ctr	175	Time Limited	1,402
Campus Walk	284	Reserved	109	Retiree	205
Bicycle	33	Exempt	100	Vendor	111
Motorcycle	58	Desoto	308	Purple Heart	1
		Tupelo	170	Campus Rec	92

Ridership Key Transit Routes

ROUTE	FY20	Y2Y	FY19	Y2Y	FY18	Y2Y	FY17	Y2Y	FY16
Bronze	147,181	-42%	252,805	-3%	261,443	-24%	343,775	5%	328,926
Gold	78,589	-45%	142,639	-16%	169,209	-32%	249,940	-4%	260,903
Silver	15,147								
Rebel Red	4,715	-52%	9,825	2%	9,653				
Rebel Blue	6,259	-48%	11,942	1%	11,810				

Citations and Appeals

Violations	FY20	Y2Y	FY19	Y2Y	FY18	Y2Y	FY17	Y2Y	FY16
Citations	21,129	2%	20,627	-28%	28,819	-28%	40,110	-26%	53,869
Warning	4,284	-4%	4,442	-12%	5,049	-20%	6,305	-6%	6,719
Appeals									
Assessed	1,165	16%	1,007	-36%	1,571	-6%	1,675	22%	1,377
Dismissed	326	101%	162	-36%	255	-13%	292	-57%	681
Reduced	19	0%	19	-34%	29	71%	17	467%	3
Warning	2,525	0%	2,515	-6%	2,670	15%	2,330	23%	1,893
Total	4,035	9%	3,703	-18%	4,525	5%	4,314	9%	3,954
Voids									
1st Offense	1,730	-44%	3,069	-27%	4,201	-34%	6,397	-17%	7,709
Admin Decision	795	42%	559	-59%	1,357	-23%	1,772	-9%	1,950
Error	381	31%	291	-49%	574	-21%	723	-33%	1,074
Total	2,906	-26%	3,919	-36%	6,132	-31%	8,892	-17%	10,733

OFFICE OF PROCUREMENT SERVICES
Rachel R. Bost, Director
2019–2020

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 60 invitations to bid, 13 requests for proposal, and 32 sole source certifications. For the invitations to bid, 174 responses were received with 50% submitted electronically.
- Over 39,000 check and direct deposit payments were issued for a combined value in excess of \$196 million.
- Procurement card transactions totaled in excess of \$14 million with the weekly transaction count averaging more than 900.
- Barcoded asset tags were placed on over 3000 new equipment items by Property Control.
- Over 13.5 tons of e-waste were recycled through Magnolia Data Solutions.
- Central Receiving delivered over 17,000 units, ranging from envelope size packages to large crates. During peak times daily deliveries surpassed 200 units.
- Campus Mail metered or otherwise processed approximately \$499,000 in postage.
- The Flight Department flew a total of 260.50 hours, transported 393 passengers, and flew a total of 94,519 miles.

IMPORTANT ACCOMPLISHMENTS

During the COVID-19 pandemic, Procurement Services employees continued to process purchase orders, invoices, payments, and deliveries in support of the mission critical areas of the university. This included securing approvals for emergency purchases related to the university's response to the pandemic.

Several University-Oxford capital improvement projects were completed during the year including the airport layout plan (ALP) that was funded in 2017 and the design work (funded in 2019) for the hangar apron rehabilitation project.

The University-Oxford Airport continued to secure capital improvement funding during the past year. Approximately \$715,000 was received in grants from the FAA and M-DOT Aeronautics for a corporate hangar apron reconstruction project. Additionally, the FAA fully funded a grant in the approximate amount of \$223,000 for design work for a runway pavement rehabilitation project. Lastly, the airport received a \$1.5 million grant from the FAA and MDOT for a terminal apron replacement project.

KEY PERSONNEL CHANGES

In November 2019 long-time Receiving employee Derrick Southern was promoted to fill the Property Control Auditor position vacated by Cory Robinson in August 2019. Subsequently, Bradley Thomas was hired to fill the Supply Clerk position vacated by Derrick.

The vacant Mailroom Billing Clerk position was converted to a Procurement Assistant position and in November LaToya Harris was hired to fill it. LaToya, who works in the Purchasing area, transferred from another University department.

Also, Pam Bolen was hired in November as a Procurement Assistant for the Accounts Payable area to fill the position vacated by Jane Pickett in December.

OFFICE OF SUSTAINABILITY
Ian Banner, Director
Lindsey Abernathy, Associate Director
2019-2020

INTRODUCTION

The Office of Sustainability at the University of Mississippi plays an important role in identifying, implementing and assessing sustainability projects. As understanding of the importance of sustainability to human, economic and environmental wellbeing increases, the Office has also experienced increased requests from the UM community to assist with projects, provide guidance and recommendations, and engage in educational outreach. This year, the Office made significant contributions to campus sustainability in the areas of data collection, strategic planning, educational outreach, pollinator friendly landscape practices, environmental educational and cross-campus collaboration.

MISSION AND GOALS

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 wellbeing of people and our ecological systems. To accomplish this mission, the Office of Sustainability has constructed three goals: 1.) Advance sustainability at an institutional level and leverage our impact through cross-campus collaboration. 2.) Develop leaders in sustainability among the university community through co-curricular learning experiences, campus partnerships and academic collaboration. 3.) Increase collective knowledge and awareness of sustainability concepts. Achieving these goals

requires an understanding of qualitative and quantitative sustainability indicators and facilitating partnerships and relationships among university constituents.

KEY HIGHLIGHTS

- Coordinated efforts to earn UM Bee Campus USA status; collaborated with Landscape Services to create pollinator trail, install new pollinator garden and convene a campus biodiversity committee
- Engaged in successful cross-campus collaboration efforts including work that helped achieve UM's Carnegie Community Engagement Designation and secure a National Endowment for the Humanities Planning Grant for the Environmental Studies minor
- Assessed UM's progress related to campus bicycling support efforts; renewed UM's status as a Bicycle Friendly University
- Authored narrative document to accompany university's 2019 Sustainability Tracking, Assessment and Rating System (STARS) report, to provide context and recommendations for future strategic sustainability planning efforts
- Implemented campus recycling improvements including installation of recycling bag dispensers for football gamedays and standardized recycling signage in campus residence halls
- Facilitated co-curricular, experiential learning opportunities for students through Green Student Internship Program, Green Grove Gameday Recycling and the UM Compost Program; hosted virtual Green Week events, including online lectures and engagement activities.

IMPORTANT ACCOMPLISHMENTS

Strategic Sustainability Planning and Assessment

Following the completion of UM's first Sustainability Tracking, Assessment and Rating System (STARS) report in summer 2019, Office staff authored a narrative report to provide context and preliminary recommendations, with the intention that these documents are used in future strategic sustainability planning efforts. The majority of UM's peer institutions in the SEC earned significantly higher STARS ratings, indicating that increased performance related to sustainability in academics, operations, engagement and planning/administration is feasible and should be pursued. Data collection also continued this year, with the completion of a greenhouse gas inventory for UM's Oxford campus. This inventory ensures that UM is meeting reporting requirements of the American College and University Presidents Climate Commitment but should also be used as baseline data and should be updated every two years.

Bee Campus USA and Bicycle Friendly University designations

In collaboration with Landscape Services, the Office successfully applied for Bee Campus USA status for the UM campus. As part of these efforts, the Office created educational programming around existing pollinator gardens, including establishing a pollinator trail with educational signage and hosting an event as part of Food Day to plant a new garden near the music building. The Office also created a Biodiversity Committee for future work and planning.

Additionally, the Office completed UM's Bicycle Friendly University renewal application, gathering information from multiple campus entities to gauge

improvements to bicycle infrastructure, engagement and education within the last three years. The university again earned a bronze designation from the League of American Bicyclists. The League provided detailed feedback to UM. The Office recommends that this should be implemented where feasible.

Campus Recycling Improvements

The Office installed recycling bag dispensers in the Grove to assist with gameday recycling. Additionally, working with the Department of Student Housing and the Associated Student Body, the Office installed standardized recycling signage in all residence hall lobbies. As requests for signage increased, the Office created printable recycling signage for the UM community to download and utilize in buildings across campus.

Office of Sustainability Diversity Plan

The Office updated its diversity plan this year. Expanded efforts include diversity and equity training for interns and staff; recommended ALLIES training for all staff; and a continued commitment to supporting diversity efforts on campus through programming and educational outreach.

UM Food Bank

The Office continued to support the UM Food Bank in an advisory capacity. In August, the Food Bank received an \$11,000 donation from Kroger. An OUT bus signage campaign created by the Office also increased Food Bank patronage by 600% from the previous fall semester, indicating that increased communications efforts are needed, coupled with increased support efforts for students.

experiencing food insecurity. In March, advisorship of the Food Bank transitioned to U Matter in Student Affairs.

UM Green Fund

The UM Green Fund received seven project proposals. Committee members chose to support six projects: the installation of a rain garden; an educational campaign by the UM Beekeeper's Club; installation of recycling signage in residence halls; installation of window film to decrease bird window strikes; and an EcoNutrition Cafe Series focused on food sustainability.

KEY PERSONNEL CHANGES

There were no personnel changes during the 2019-20 academic year. However, beginning in August 2020, Associate Director Lindsey Abernathy will end her appointment with the university and Project Manager Kendall McDonald will assume the role of Interim Associate Director. Also in August, Sustainability Fellow Jade Chalkley will complete her two-year appointment. The search to hire replacements for Lindsey and Jade were in progress when the COVID-19 pandemic closures began, and thus were cancelled.