



**Vice Chancellor for
Administration
and Finance**

ANNUAL REPORT
for
2021-2022



***University of
Mississippi***

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VICE CHANCELLOR FOR ADMINISTRATION AND FINANCE

Steven Holley, Vice Chancellor

July 2021 – June 2022

INTRODUCTION TO UNIT

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, Insurance, Laboratory Services, Landscape Services, Parking and Transportation, Payroll, Procurement Services, and Sustainability.

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.

FUNCTIONS

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 university 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 of the Institutions of Higher Learning.
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.

16. Provide guidance and financial analysis for auxiliary units.

MAJOR ONGOING 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.
- Continue relationships and establish new ones across campus and with external partners.

KEY HIGHLIGHTS

- Submitted Congressionally funded proposal for \$9.4M of funding for UOX Airport Expansion projects.
- Developed pro-forma financial model and conducted review and recommendations for proposed acquisition of \$16M apartment property.
- Completed CLA assessment, response and action plan.
- Led formation of new Contracts Management & Counsel team within VCAF.

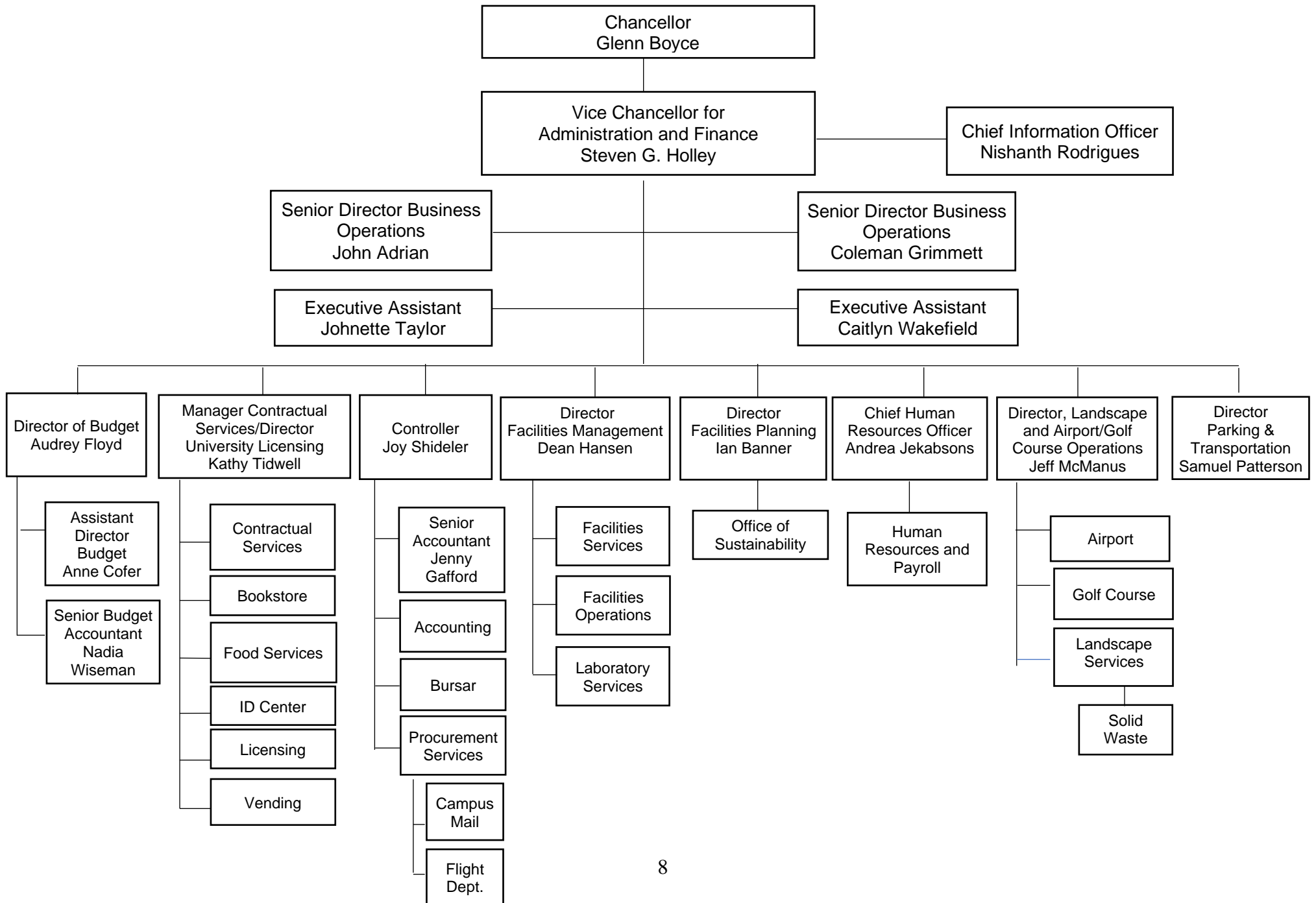
- Reviewed and made recommendation for Staff Council Resolution regarding Administrative Leave for weather closures (currently with Chancellor Boyce).
- Assisted with finalization and submission of \$360k insurance claim for fire damages at Vaught Hemingway Stadium, \$110k settlement (\$250k deductible); \$250k balance currently in subrogation.
- Led development of UM real estate repository, scoring and formal prospectus review criteria and procedure.
- Significant assistance in year-end close and financial reporting with Controller.
- Created new financial analysis reporting and tools.

KEY PERSONNEL CHANGES

Coleman Grimmatt joined the university in the Office of the Vice Chancellor for Administration and Finance as Senior Director of Business Operations in April 2022. He comes to the university from a role as Business Operations Manager for Mississippi State University's Delta Research and Extension Center.

Also, in April 2022, John Adrian joined the Office of the Vice Chancellor for Administration and Finance as Senior Director of Business Operations. He comes from a role as Business Manager for Academic Affairs in the Office of the Provost.

JoAnne Costa, Executive Assistant, left the university in March 2022 to relocate elsewhere. Johnette Taylor was promoted from the Office of Special Events to replace JoAnne in May 2022. Due to office growth, a second executive assistant position was created, and Caitlyn Wakefield was hired for this position in May 2022.



**DIVISION OF ADMINISTRATION AND FINANCE
ETHNIC & GENDER OF REGULAR EMPLOYEES**

DEPARTMENT	Hispanic	Hispanic	Non-Hispanic/Latino								Total
	/ Latino	/ Latino	White		Black		Asian		2 or More		
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	
ACCOUNTING			1	8							9
AIRPORT			5	1	4						10
BUDGET OFFICE		1		2							3
BURSAR			2	9		5					16
CONTRACTUAL SERVICES			6	1		1					8
CONTROLLER				2							2
FACILITIES MANAGEMENT ADMINISTRATION			13	6		2					21
FACILITIES MANAGEMENT			96	13	80	92		1	3		285
FACILITIES PLANNING			5	6		1					12
GOLF COURSE			12								12
HUMAN RESOURCES	1	1	4	16		6					28
ID CENTER				3		3					6
LANDSCAPE SERVICES	2		33	3	5						43
OFFICE OF SUSTAINABILITY				2							2
PARKING & TRANSPORTATION SERVICES		1	10	9	4	3					27
PROCUREMENT SERVICES			5	15	5	4					29
VC ADMINISTRATION & FINANCE			3	3							6
TOTALS	3	3	195	99	98	117	0	1	3	0	519

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

POSITION	Hispanic	Hispanic	Non-Hispanic/Latino								Total
	/Latino	/Latino	White		Black		Asian		2 or More		
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	
DIRECTORS			4	2							6
ASSOCIATE DIRECTORS			1	3							4
ASSISTANT DIRECTORS			11	4							15
EXECUTIVES		1	9	4							
MANAGERS			5	9		1					15
SUPERVISORS			28	4	10	6					48
VICE CHANCELLOR											0
TOTALS	0	1	58	26	10	7	0	0	0	0	88

UNIVERSITY OF MISSISSIPPI
Vision, Mission, Diversity and Core Values

Vision

The University of Mississippi aspires to be a preeminent public international research university and a leading force for innovation and opportunity in Mississippi, the United States, and the world.

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 first comprehensive university serves the people of Mississippi and the world through a breadth of academic, research, and professional and service programs. The University of Mississippi provides an academic experience that emphasizes critical thinking; promotes research and creative achievement to advance society; uses its expertise to engage and transform communities; challenges and inspires a diverse community of undergraduate, graduate, and professional students; offers enriching opportunities outside the classroom; supports lifelong learning; and develops a sense of global responsibility.

Diversity

The University of Mississippi embraces its public flagship mission of inspiring and educating our diverse and vibrant community where all individuals can intellectually, socially, and culturally thrive through transformative

experiences on our campus and beyond. In fulfillment of this mission, we demonstrate the following commitments to diversity, equity and inclusion:

Diversity is an affirmation of the intersecting individual, social and organizational identities that make our community vibrant and transformational. We commit to openly increasing, embracing and recognizing the full spectrum of diversity at all levels of our institution.

Equity is directly addressing the social, institutional, organizational and systemic barriers that prevent members of marginalized groups from thriving in our community. We commit to be both proactive and responsive in mitigating barriers so that all members of our institution can reach their full potential.

Inclusion is actively and intentionally creating a welcoming campus where all individuals feel they have a supportive and affirming space to learn, grow and engage. We commit to fostering a campus environment that fully supports, values and engages the intersectional identities of every member of our community.

Statement of Institutional Core Values

In pursuing its mission, the University of Mississippi community:

- Reaffirms its identity and purpose as fundamentally academic.
- Nurtures excellence in teaching, learning, creativity, and research.
- Provides the best, accessible undergraduate education in the state of Mississippi.
- Offers high quality undergraduate, graduate, and professional programs.
- Devotes its knowledge and abilities to serve the state and the world.

OFFICE OF ACCOUNTING
Russell Shaw, Director
July 2021 – June 2022

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 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.

IMPORTANT ACCOMPLISHMENTS

Senior Accountants from the Office of Accounting held routine SAP Grants Management, SAP Budget and Line-item Reports, and SAP Payroll Detail Reporting workshop classes during the fiscal year. Additionally, various one-on-one trainings and guidance were provided throughout the year for users across campus.

Three Senior Accountants and our Accountant II attended the NCURA Financial Research Administrative Conference in New Orleans in March 2022. They attended 2 days of presentations, discussion groups and networking

opportunities that covered a wide array of financial issues in Research Administration.

The Director of Accounting and the Assistant Director of Accounting participated in online webinars and trainings throughout the year which included the “Higher Education R3 Summit” presented by BKD, LLP on May 3, 2022, and the Clifton Larson Allen LLP “Higher Education Conference” in February. The Director of Accounting and the Assistant Director of Accounting also attended the annual continuing professional education training offered during the University of Mississippi Accountancy Weekend on April 22, 2022. These meetings in the spring of 2022 provided networking opportunities to address significant higher education financial administration issues with colleagues from other institutions as well as providing continuing professional education hours.

KEY PERSONNEL CHANGES

In November 2021, Russell Shaw joined the university as the Director of Accounting when Joy Shideler moved to the Controller position. In March 2022, Carla Moyer was reclassified from Accountant I to Accountant II. Jean Munson joined the accounting team as Accounting Assistant on April 25th, 2022.

FUTURE NEEDS AND GOALS

In FY 2023, the Office of Accounting will continue work to educate the campus community to ensure compliance with requirements of sponsoring agencies. The Accounting team plans to provide trainings to individuals and

departments/groups across campus. We will also continue to offer various trainings in SAP like Grants Management, Reports II and Payroll Reporting. In FY 2023, Office of Accounting personnel will continue to participate in training opportunities relevant to their respective responsibilities. We hope to continue to allow our Accountants to attend trainings to learn more financial issues in Research Administration to keep or earn their CRA certifications. In addition, we want to start attending SACUBO conferences and sessions to network and learn from other business officers in similar roles.

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
July 2021 – June 2022

MISSION

The mission of the Budget Office is to provide accurate, efficient, and effective budgetary management to the university. Our office is committed to delivering 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. We provide departmental support through day-to-day review and restructuring of budgets as necessary, including certification of funds for individual positions. Our primary functions include:

- Coordinate and oversee the preparation and reconciliation of the university's Annual Operating Budget.
- Prepare and submit the annual Legislative Budget Request.
- Prepare various reports of budget activity as required by the IHL board and Legislative Budget Office including expenditure certifications and requests for revisions of university budgets.
- Provide analysis, forecasts, and reports for budgetary planning.

PERFORMANCE MEASURES

The budget office strives to deliver efficient and high-quality service to university administration, faculty, staff, and to external agencies while systematically aligning resources with strategic needs.

- Semi-annual reconciliation of Education and General (E&G) funds.
- 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.
- Maintaining quarterly report of data needed to prepare the Legislative Budget Request.

KEY HIGHLIGHTS

- Coordinated and assisted in the preparation and submission of the FY2024 Legislative Budget Request in July 2022, which was \$975,005,739.
- Coordinated and assisted in the preparation and submission of the FY2023 Operating Budget to the IHL Board of Trustees for approval in June 2022. This budget was \$633,074,033.
- Processed and certified approximately 6,061 electronic personnel forms, which included 724 new hire forms; 2,286 change of status forms; 1,125

student stipend forms; 8 summer research forms; 1,212 budget revision forms; and 706 additional pay forms.

- Provided budget related training to staff through on-campus workshops and Zoom-based experiences.
- Created a centralized location and log for all budget revisions allowing easier retrieval for staff members.

KEY PERSONNEL CHANGES

Nadia Wiseman joined the Budget Office in May of 2022, filling the newly created role of Senior Budget Accountant. Nadia previously worked in the Office of Accounting, where she had served as the university's chief effort administrator since 2017.

FUTURE NEEDS, GOALS, AND PROSPECTS

The Budget Office will continue to focus on collaboration and transparency, as well as providing the highest level of service. The Budget Office strives continuously to evaluate processes and services provided to decision makers both on and off-campus. In the coming year, we will pursue the following goals:

1. Continue to explore functionality available through SAP to streamline and refine the budget preparation system.
2. Identify and pursue a means to provide up-to-date and detailed (position level) budgetary data for departments.

3. Develop a comprehensive training workshop to educate departments on budget related reports and policies to encourage the optimal development of our faculty and staff members. Survey customers to determine best practices in the community.
4. 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.
5. Review current processes and policies in place to ensure maximum efficiency is achieved; implement technological advances as allowed.
6. Seek out virtual and in-person professional development opportunities.

OFFICE OF THE BURSAR
Cavett Ratliff, Bursar
July 2021 – June 2022

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.

IMPORTANT ACCOMPLISHMENTS

The Office of the Bursar had another successful year as the university began to move past the coronavirus pandemic and was able to return to in-

person classes in Fall 2021. The Office also worked with Financial Aid during FY 2022 to help issue and/or refund HEERF III aid totaling approximately \$13 million to almost 7,000 students.

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, 2021, through June 30, 2022, credit/debit card transactions totaling \$23.4 million were processed compared to \$20.7 million for the previous year. From July 1, 2021, through June 30, 2022, ACH transactions totaling \$104.2 million were processed compared to \$93.3 million for the previous year.

The office partnered with TouchNet to implement their ACH validation tool beginning February 2022. TouchNet validates bank routing and account numbers to ensure the ACH is connected to an existing, open bank account. This helps prevent payers from submitting a payment with an incorrect routing/account number or from closed accounts. This has greatly reduced the number of returned ACH's that office staff must process.

The office also worked closely with IT to develop the process of being able to allow parent and guest logons to student accounts. Students can 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 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 must 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 ECSI call center located in Warrendale, Pennsylvania. They began taking calls for the university in January 2021. Calls received through the center for the period from July 1, 2021, to June 30, 2022, were approximately 23,300 for the Office of the Bursar.

The Office of the Bursar also participated in fourteen orientation sessions by providing a presentation to incoming 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, 2022, was \$22,516,743.

Cash receipts for both student and non-student transactions processed through the teller's office for the year totaled approximately \$101 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, 2022, we received 188 payments totaling almost \$1.2 million through Flywire.

Our cohort default rate for the Federal Perkins Loan program on June 30, 2022, was 12.95% with an overall default rate of 2.98%. The default rate on the McKinstry loan program on June 30, 2022, was 18.32% and on the Health Professions loan program the rate was .16%. The receivables balance of Perkins and other institutional loan programs totaled approximately \$35.0 million as of June 30, 2022.

The Office of the Bursar bills and receipts payments from prepaid tuition plans. The university has approximately 704 students currently participating in MPACT and 147 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, 2021, to June 30, 2022, the Committee ruled on 256 appeals for an average of 21 cases per meeting, 207 of which were submitted electronically.

The Office of the Bursar also prepares 1098-T and 1042-S tax forms. The 1098-T reports payments for qualified tuition and related expenses along with scholarships and grants received by students during the calendar year. The Office of the Bursar mailed 23,636 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 146 1042-S tax forms.

KEY PERSONNEL CHANGES

Deborah Smith, Senior Accountant, who retired effective March 31, 2021, returned to work part time in July 2021. Loretta Spence, Administrative Coordinator, accepted a position in the Engineering Department in August 2021. Angie Benson, Collection Assistant in the loan area, accepted a position at the Law School in August 2021. Pam Abbott accepted the open Administrative Coordinator position in September 2021. Pam Smith, Senior Collection Assistant in the loan area, retired in September 2021, and Carolyn Evans was promoted to fill that position. Jennifer Westmoreland, Collection Assistant in the AR area, accepted a position off campus in January 2022. Pam Jossell accepted the Senior Accountant position in January 2022. Laticia Hattaway accepted the Collection Assistant position in the loan area in February 2022.

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
July 2021 – June 2022**

INTRODUCTION TO UNIT

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

For the ID Center, increase the number of ID cards made in advance, reducing waiting lines and allowing students to complete registration without coming to campus; expand the off-campus merchant program; and increase number of card readers and cameras to support campus security.

For Ole Miss Dining, promote growth and improve customer service through innovation and new technology; increase sales of meal plans; increase commitment to sustainability and good nutrition; and improve and expand catering and the Ole Miss Tailgating brand.

For the Barnes & Noble Bookstore, 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; and foster team development to grow business.

For vending services, service and maintain equipment quickly and meet the ever-changing vending needs of consumers by providing healthy choices.

For laundry services, accommodate residence hall needs and maintain laundry equipment and rooms.

For 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.

KEY HIGHLIGHTS

The ID Center completed its 20th year on CSGold, the ID Center's one-card access and security management system. We completed a major upgrade on the system increasing functionality with more access control platforms. We added to our CS Gold card reader access system and added card readers to buildings with existing card access. Increased camp/conference cards made to provide meals for groups, by 35%.

We continued to increase the features for our GET platform, which allows patrons to manage their accounts. Several new GET locations were set up, including concession stands at Vaught Hemingway Stadium. These new locations allow students to use the GET app to create orders and then pick them up. Starship delivery continues to provide students, faculty, and staff with another convenient option to access dining choices. Integration with GET allows

customers to pay for their purchase with Flex or Ole Miss Express. GET service fees revenue was \$99,820.00.

We installed cameras in the following buildings: Rebel Drive (3), University Museum (2), Jim & Thomas Duff Center for Science and Technology Innovation (4), Center for Manufacturing (2), Wastewater Treatment Facility (1), Facilities Management (6), Guyton Hall (1), Meek Hall (1), George Street (1), and Track and Field (4).

Ole Miss Dining installed a 24-hour self-check POD in RC South, renovated the Residential College dining area over the Christmas holidays and rebranded to The Dish@RC. OMD expanded Starship pickup capability to all locations. Along with students and the Department of Sustainability, OMD continued to support our campus partners, such as “Red, Blue and Green,” to make the university a greener campus, thus maintaining status as a *Certified Green Restaurant*.

OMD developed and implemented the campus food truck program, including local vendors Chick in the Box, Hotbox Hibachi, Wiggly’s California Burrito, and The Tea. OMD partnered with Comet Fish Sushi to bring authentic hand rolled sushi to the Rebel Market; introduced the Hydration Station featuring a changing selection of infused waters at Rebel Market; and transitioned the former bakery area to a smoothie/parfait station in Rebel Market. OMD revised beverage stations to include new look Coke Fountains.

OMD introduced new workforce apps Daily Pay and WorkJam to improve the employee experience. Daily Pay provides workers with access to pay for earned yet unpaid income before payday. WorkJam provides employees with access to their schedules and the freedom to pick up additional shifts.

OMD managers and supervisors completed AllerTrain allergy training and partnered with the School of Nutrition and Hospitality to assist with preceptor training for Dietetics interns.

OMD was approved to accept SNAP benefits at POD Lamar; participated in the Cool Foods campaign, a program designed to identify and educate diners on how to make climate friendly choices; and donated 500 meals to the campus Food Bank. In relation, OMD had a “Swipe Out Hunger” campaign to help fight food insecurity on campus by matching the number of swipes students donated. Over 1,000 meals were donated to the Food Bank through the campaign.

OMD piloted Virtual Dining Concepts, Mr. Beast Burger, Mariah’s Cookies, and Buddy V’s Cakes. All three concepts will be available through Starship this fall. Ole Miss Dining (Aramark) commissions were \$2,920,645.29.

For Barnes & Noble, course material, access, and affordability remain a priority. Services are extended throughout the semester for book rushes, buyback events and graduation fair. We also service patrons on our regional campuses online or in person. 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 launched our new online resource, Adoption & Insights Portal, for textbook adoptions to offer students course materials at affordable prices through our buy, rent, and digital book program. With AIP, faculty and staff can easily manage and submit course material adoptions each term. B&N hosts events throughout the year such as book signings, including Mississippi authors and UM instructors/authors, V.I.P night, and school pride events.

B&N continues to partner with departments on campus to grow event business. For example, the English Department partnered with us on Mississippi Day to host book signings for nine UM faculty instructors/authors. B&N partnered with the Coordinator of Community Engaged Learning and Research to host book signings for the Glitterary Festival. The Center of Inclusion has requested B&N host book signings for guest speakers on three separate occasions. B&N partnered with admissions and is now the official Campus Tour Check-In location for the university. Every visitor who tours the campus will check-in at the Ole Miss Bookstore. Barnes & Noble commissions were \$626,412.19.

For vending services, Five Star snack vending commissions were \$24,656.70, and Coca-Cola vending was \$183,372.51.

Rebel Laundry Service had a commission of \$7,716.43, and Caldwell & Gregory self-service laundry's commission was \$51,009.78.

For licensing, the University of Mississippi generated \$1,502,906.96 in royalties.

IMPORTANT ACCOMPLISHMENTS

Kathy Tidwell and Daniel Morgan attended a CLC planning meeting, March 2-3, 2022. Kaleb Robbins and Daniel Morgan attended the (virtual) CBORD Annual Users Conference, October 4-7, 2021.

KEY PERSONNEL CHANGES

Royce Tidwell hired as Computer Hardware Specialist 1/9/2022. Glenda Henley replaced Jean Ledford as Laundry Room Attendant 2/9/2022. Latrice Benson replaced Precious Thompson as ID Center Coordinator 5/9/2022. Daniel Morgan was promoted to Assistant Director of Contractual Services and ID Center in October 2021. Joseph Ivy was promoted to Retail Manager. Kim Kinard was promoted to Retail Manager. Adam Ragon was promoted to Retail Manager. Michael Brainard was hired as Executive Chef.

FACILITIES MANAGEMENT DEPARTMENT

Dean L. Hansen, Director

July 2021 – June 2022

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 over 200 buildings encompassing approximately 8.8 million square feet, to include: facilities engineering, maintenance, custodial services, minor construction & renovation, 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. Facilities Management is organized into three operational divisions: Facilities Operations, Facilities Services, and Laboratory Services.

Facilities Management strives to meet customer expectations, delivering the highest quality service possible within available resources, and working diligently to support the teaching, research, and public service mission of the University of Mississippi.

MISSION STATEMENT

The mission of the Facilities Management Department is to develop, manage, maintain, repair and remodel the infrastructure, facilities, and built

environment; to manage, monitor and plan energy usage on campus; and to aid the university to complete its mission.

KEY HIGHLIGHTS

- Facilities condition assessment and capital project planning.
- Energy savings performance contract initiated.
- Two Facilities Management employees honored.
- Completion of numerous campus improvement projects.
- Four new assistant directors hired.

IMPORTANT ACCOMPLISHMENTS

Facilities Management completed the initial phase of a three-year engagement with Gordian (formerly Sightlines) to perform a comprehensive facilities condition assessment of approximately 4.6 million square feet of space on campus and assist the university with capital project planning. Gordian deployed engineers to evaluate and assess all education and general (E&G) buildings on campus, providing detailed cost estimates and forecasted service lives for the major components and systems of each facility. The first-year engagement culminated in a presentation to campus leadership regarding the state of university facilities, outlining a general framework for how capital project needs will be prioritized, funded, and executed. The second-year engagement will further refine the capital planning framework, focusing on the development of specific project portfolios and identifying the various factors used to prioritize the projects in each portfolio.

Facilities Management issued a Request for Proposal (RFP) to solicit proposals from energy services companies interested in potentially executing an energy savings performance contract (ESPC) at the university. An ESPC is a budget-neutral approach to making building improvements that reduce energy use and increase operational efficiency. By partnering with an energy services company (ESCO), the university intends to use an ESPC to pay for facility upgrades, such as for lighting and building HVAC improvements, through energy savings without tapping into capital budgets. Through an RFP process, the university selected Trane Energy Services as its ESCO partner. Trane is currently conducting a campus-wide energy audit to determine the types of projects feasible under an ESPC, based on the specific needs.

The university honored two Facilities Management employees during its annual staff appreciation week ceremony. James Moody, Plumbing Shop, was recognized as the EEO-6 category winner and Curtis Terrell, Custodial Services Supervisor, was recognized as the overall outstanding staff member.

Facilities Management undertook and completed numerous infrastructure and maintenance projects, while at the same time addressing the day-to-day activities in support of the university's teaching, research, and public service mission. The list below provides a summary of the projects and activities.

- Completed 13,586 work orders for repair, maintenance, construction/renovation, and other services.
- Milled and paved Fraternity Row - \$468,189.

- Milled and paved Alumni Drive and the middle section of Rebel Drive - \$488,249.
- Installed new streetlights on Insight Drive - \$124,630.
- Replaced streetlights at NCPA parking lot - \$16,618.
- Replaced the drive and other improvements at the Faser loading dock - \$21,774.
- Installed a new bike rack at Shoemaker Hall - \$2,461.
- Made repairs to the Quad fountain - \$11,650.
- Installed new sidewalks on Hill Drive at the Turner Center, on Alumni Drive, and at the University Museum - \$17,541.
- Replaced or repaired sidewalks at Silver Pond, University Avenue Gates, Brown Hall, University Museum, Rebel Drive and others - \$15,444.
- Installed or replaced ADA curb cuts on Rebel Drive, Alumni Drive, Student Union Drive, All American Drive - \$26,603.
- Installed a new ADA sidewalk for sculpture viewing at the University Museum - \$33,974.
- Replaced damaged steps at Kinard Hall - \$7,367.
- Extended pipe installed rock and replaced dirt at the east end of Silver Pond to repair erosion - \$7,510.
- Enlarged inlet and installed rock swale behind Peabody Hall - \$9,203.
- Repaired trip hazards and settling bricks at The Labyrinth - \$4,883.
- Replaced the boiler for Leavell and Vardaman Halls.

- Repaired a major sewer line break on the north side of campus, while classes were in session and the sewer system was still in operation.
- Assessed building negative pressure issues at Shoemaker and designed / installed a temporary solution to return the building to a positive pressure condition, drastically improving indoor air quality.
- Replaced the domestic hot water boiler in Coulter Hall.
- Created a digital map of campus showing all-natural gas, domestic water, chilled water, and heating water valves for quick access in case of emergencies.
- Implemented a learning management system for safety and job skills training for all shops, along with trade-specific, hands-on job skills training sessions for HVAC, Electric, and Instrumentation shops.
- Implemented monthly meetings with Athletics & Housing facilities leaders to share common campus FM issues, offer service contract consolidation, offer support as needed.
- Monitored, received, and dispatched 200 fire alarm calls to Oxford Fire Department.
- Monitored, received, and dispatched over 400 elevator calls to ThyssenKrupp elevator.
- Conducted 99 annual fire alarm inspections, 62 annual fire sprinkler inspections, 10 monthly fire pump tests, and 50 fire drills.
- Produced 330 million gallons of potable water.

- Treated 162 million gallons of campus wastewater.
- Collected over 250 wastewater samples for COVID testing.
- Inspected, certified, and cleaned both overhead water storage tanks.
- Trained, tested, and certified 368 people in chemical safety, biosafety & pathogen safety, and radiation safety.
- Inspected and certified 14 autoclaves and 413 chemical fume hoods.
- Analyzed 924 samples for radioactivity (including individual bioassays, surveys and declassification samples).
- Monitored the daily radiation exposure of 152 faculty, staff, and students.
- Responded to 10 chemical spills, and odor complaints.
- Shipped 1,094 drums of hazardous waste for disposal, including 23,461 lbs. of medical or biologically hazardous waste, and 36,332 lbs. of chemical hazardous waste.
- Inspected and tested 400 eye wash and 201 safety shower units.
- Shipped 47 packages containing hazardous materials across the U.S.
- Inspected monthly - 68 fuel/oil tanks for the university's SPCC plan.
- Performed 95 laboratory audits.

KEY PERSONNEL CHANGES

Jake Michel joined the university in September 2021 as the new Assistant Director for Maintenance Services, coming from a previous position at Northwest Community College. Lonnie Weaver returned to the university in October 2021 as the Assistant Director for Mechanical Services, after approximately five years

in the private sector. Ashley Olson joined the department in January 2022 as the new Assistant Director for Administration and Business Operations, coming from the Facilities Planning department. Scott Biffle joined the university in June 2022 as the new Assistant Director for Construction and Renovation, after a successful career in the federal civil service. Donna Mooney, Associate Director of Facilities Services, retired after 13 years of service to the department.

THE DEPARTMENT OF FACILITIES PLANNING

Ian Banner, AIA; Director

July 2021 – June 2022

INTRODUCTION AND 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 all phases of design, bidding, and construction coordination of selected projects from within the department, as our workload allows.

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 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.

KEY HIGHLIGHTS

The following large new buildings and significant renovations were completed.

- Lyceum exterior window restoration
- Track & field locker rooms
- Crosby Hall electrical upgrades
- Coulter Hall pipe replacement
- Brevard Hall envelope restoration
- Peabody Hall envelope restoration
- Department of Athletics administrative offices relocation to the South

Oxford Center

Capital Projects

In Planning	15	\$362,404,812.50
In Design	15	\$156,340,250.00
In construction	22	\$230,718,838.50
Completed	17	\$ 6,138,586.46
Total	69	\$755,602,487.46

Internal Projects

In Planning	46	\$ 32,906,520.70
In Design	8	\$ 508,473.10
In construction	27	\$ 2,286,422.34
Completed	38	\$ 1,893,686.05
Total	119	\$ 37,595,102.19

Total Projects FY 21/22

In Planning	61	\$395,311,333.20
In Design	23	\$156,848,723.10
In construction	49	\$233,005,260.84
Completed	55	\$ 8,032,272.51
Total	188	\$793,197,589.65

IMPORTANT ACCOMPLISHMENTS

With the aid of senior leadership, we have been supported, funded, and given the opportunity to grow. Steven Holley's input and focus has invigorated the department with salary adjustments, reclassification of positions, new hires, and additional position openings in key areas.

After nine years in planning and design, construction of the Center for Science and Technology Innovation (formerly STEM building) began in September 2021. The low-bid build science building is scheduled to be under construction for at least two years. After building commissioning, technology and furniture installations, and specialized teacher training, the building is planned to open in early fall 2024. It will be the most energy efficient, environmentally conscious, and state-of-the-art teaching facility ever built on the Oxford campus.

We are aware infrastructure is at the heart of a healthy campus. Our 200 buildings with over eight million square feet of space require energy, light, air, fresh water, and accessibility. Much of the utility equipment is underground and is expensive to provide and maintain. Long-range infrastructure planning is necessary because of the time and disruption caused by such projects. Having received state funding, we have begun work on the design of a new electricity sub-station, which will provide power to a future mechanical plant specifically for the NW quadrant of campus. The plant will produce hot and chilled water for the heating and cooling systems in future buildings located in the area north and west of Rebel Drive.

Ian Banner, Chad Hunter, and Virginia Pence all scraped through their annual continuing education requirements to remain current as architects registered in the State of Mississippi and members of the American Institute of Architects. Lorre Barrett completed a similar process to maintain her NCIDQ certification. Chad and Virginia completed virtual seminars on metals, building materials, fire codes, and the ADA. In June 2022, Ian moved from Secretary to Treasurer of the Association of University Architects (AUA) Board of Directors.

The COVID pandemic is still with us, yet our team consistently provides the highest standards of educational planning, design, and construction at the university. This is achieved while juggling departmental demands with family, school closures, doctor's appointments, catching up with projects at night, remote meetings, and the uncertainties experienced over the last year.

KEY PERSONNEL CHANGES

Ethan Peterson joined the department in November 2021 as our third Project Coordinator. Ethan has fifteen years of experience working at the university in fire safety operations. After almost nine years as Operations Manager, Ashley Olson left the department in February 2022. In August 2021, Rita Hawley's position was reclassified to Architectural Project Assistant. In May 2022, Morgan Castle joined us as Business Analyst, a new position with the department.

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
Ethan Peterson	Architectural Project Coordinator
Morgan Castle	Business Analyst
Stacy Haynes	Graphic Artist I
Bradley Potts	Architectural Drafter II
Rita Hawley	Architectural Project Assistant
Jayla Miller	Receptionist
Position open	Staff Architect
Position open	Assistant Interior Designer
Position open	Space Management Analyst
Future position	Architectural Drafter I

DEPARTMENT OF HUMAN RESOURCES
Andrea Jekabsons, Chief Human Resources Officer
July 2021 – June 2022

INTRODUCTION TO UNIT

Under the leadership of Andrea Jekabsons, Chief Human Resources Officer, the Department of Human Resources (HR) is comprised of a staff of 25 working to serve the needs of faculty, staff, retirees, students, and the UM community. This includes the areas of benefits, performance & compensation, learning & engagement, business operations (records, payroll & reconciliation), recruitment & onboarding, and employee health & wellness.

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

HR dedicated a great deal of effort to improve many workflows by introducing HelloSign, a vendor who specializes in electronic signatures. The faculty and administrators' employment contracts, form 9s (permission to engage in outside employment), and form 19s (permission to take a course) were converted to an

electronic form and have greatly improved customer satisfaction by reducing approval time and by providing a tracking mechanism.

In the spring of 2022, the university contracted with consulting firm Huron to assess our current compensation plan and guide the development and implementation of a new philosophy and structure, branded as “View2022”. This new structure, based upon current up-to-date practices, will offer a user friendly, easy to navigate platform that provides clear pathways for advancement for our classified staff. The target timeline aims for completion near the end of calendar year 2022 and implementation within calendar year 2023.

Figures of interest for the year include the following statistics.

- 26,214 E-forms processed during FY2022 (+22%)
- 7,843 W-2s issued for CY2021 (+.35%)
 - 2,885 W-2s issued electronically for CY2021 (-20.68%)
- 138,308 payroll direct deposits for FY2022 (+5.28%)
- 1,579 payroll checks printed for FY2022 (+9.50%)
- \$256,486,052 total gross payroll for FY2022 (+5.32%)
 - 5,102 average number of people paid during FY2022 (+6.17%)
- 271 JAQs processed for FY2022 (+15%)
 - 161 positions reclassified (-7%), 105 newly established positions (+139%), 5 processed and remained the same
- 1,810 new student employees for FY2022 (+14.77%)

- 758 hires processed (395 regular/eligible hires and 252 temporary appointments (+66.32%) and 111 new external employee hires (+10%)
- Job requisitions and job applications for FY2022
 - 654 staff job requisitions (+49%), 108 faculty job requisitions (+104%), 48 student job requisitions (+37%)
- 16,208 faculty and staff job applications (+51.3%)
- 1,998 total background checks conducted for FY2022 (+100%)
 - 1,025 background checks conducted by HR (+129%)
 - 973 background checks started by outside departments (Athletics, Student Housing, Outreach & camps) (+77%)

IMPORTANT ACCOMPLISHMENTS

- During the fall of 2021 and in accordance with terms of an Executive Order issued by President Biden, all employees (including student employees) were required to receive the coronavirus vaccination. HR and IT partnered to develop a portal for employees to upload their COVID-19 vaccine record. HR reviewed over 4,500 vaccine records over the course of two months. Members of HR management team were available for one-on-one time blocks to answer employees' vaccine mandate-related questions. Andrea Jekabsons, along with staff representing Equal Opportunity/Regulatory Compliance, Employee Health Services and the School of Pharmacy staff, participated in three Q&A panel forums for

employees to ask vaccine mandate questions. On Dec. 8, a federal court in Georgia issued a nationwide injunction prohibiting the federal government from enforcing the COVID vaccination mandate for federal contractors. Since the EO was stayed, the university suspended its efforts to require vaccination.

- To supplement the existing on-site employee assistance program offered by the University Counseling Service, HR contracted through HigherEdEAP to offer free virtual counseling sessions starting in fall 2021. This was a short-term contract to meet an immediate need due to ongoing uncertainties of the pandemic. HR then went through the Request for Proposal process and selected Deer Oaks EAP as our current supplemental EAP vendor. The program offered by Deer Oaks is designed to help employees and their family/household members achieve a balance of emotional, social, environmental, and cultural well-being.
- In December 2021, HR hired the inaugural Work-Life Resources Program Manager, Lynn Wilkins. In this role, Lynn develops and manages family resource programs for university faculty, staff, and students. She researches and analyzes data to develop and identify funding sources for family programs, coordinates campus-wide lactation and childcare initiatives, and builds collaborative relationships supporting program activities.

- In Spring 2022, HR launched a RebelWell employee wellness Needs Assessment/Interest survey. Recommendations were made to senior leaders including the formation of the RebelWell Executive Committee to guide and direct the current advisory committee on programming and offerings.

KEY PERSONNEL CHANGES

Through commitment and support from the Vice Chancellor, the department was able to reinstate and add/replace positions to support the needs of the campus community. Jennifer Payne joined the HR office as a Human Resources Generalist II supporting the Learning + Development (L+D) area. Lynn Wilkins was hired as the first Work-Life Resources Program Manager. Hunter Haney joined the HR team as Assistant Director of Human Resources. Bryce Drew and Jason Ware were hired as Managers of Human Resources (Compensation and Recruiting, respectively). Craig Richmond was promoted to Manager of Human Resources. Donna Isom-Joiner was hired as an Accountant I to replace Ethelene Poole who retired from UM after 24 years of service. Madison Hickey-Riker accepted the position of Human Resources Assistant II after serving successfully as a Recent Graduate Intern. Jenn Tucker Cato accepted the position of Human Resources Assistant supporting our front office operations.

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-four employees in the Department of Human Resources, four of which are African American and two are Hispanic. Among the fifteen professional employees, three are African American, one is Hispanic and with four men and eleven women.

DEPARTMENT OF LANDSCAPE SERVICES

Jeffery T. McManus, Director

July 2021 – June 2022

INTRODUCTION TO UNIT

The function of Landscape, Airport and Golf Services is to provide excellence in environmental care, safe and pleasant customer experiences all while enhancing the exterior academic atmosphere. The university has many historically significant buildings and the approach to landscaping these areas must be undertaken with great care and attention to detail.

VISION, MISSION AND GOALS

Landscape Services vision is to Cultivate Greatness. Our Mission is to provide professional services to the university that ensure its natural splendor as well maintained, environmentally sensitive, and aesthetically pleasing to our customers. Our goal is to expand the beauty of the campus in order to attract, recruit, and support a safe learning environment. The Airport goal is to provide customers with a superior and safe experience when traveling to and from the university. The Golf Course goal is to provide an exceptional experience that is uniquely Ole Miss.

KEY HIGHLIGHTS

- Landscape Services planted 850 trees and 1,891 shrubs on campus.
- Waste Services removed over 16,247 tons of waste from campus.

- 2,312 bollards and 16,000 linear feet of chains were maintained.
- Developed and implemented the front-line leadership program, Landscape Champions.
- Central Command Toro Sentinel Control Irrigation System now covers approximately 75% of campus.
- Created and hosted first ever SEC Landscape Conference on campus.
- Hosted our 7th “How to Create Your Own Landscape University” Conference.
- University Oxford Airport (UOX) replaced concrete using FFA funds on one third of ramp.
- Updated APPA Operational Guidelines for Educational Facilities staffing matrix.
- Golf course had 34,000 rounds played.

IMPORTANT ACCOMPLISHMENTS

- Additional areas were landscaped with 850 new trees and 1,891 new shrubs at South Campus Rec, Electric Hill, GHM building, Water Tower, Peabody Hall, Brown Hall, Gertrude Ford Union, Silver Pond, Super Computer Building, Kinnard Hall, Leavell Hall, Minor Hall, Music Building, Chancellor’s House, Parking Garage, Baseball Bowl, Coulter Hall, Labyrinth, Residence Hall 3, Galtney tennis courts, Kincannon,

Stockard/Martin, The Grove, Bryant Hall, Meek Hall, Horseshoe Hill, Weir Hall, Rebel River, Carrier Hall, The Lyceum, Northgate, Turner Hall, Coulter Hall, Luckyday, Mega-lot, Facilities Planning, Lamar Hall, Barnard Hall, Tad Smith Coliseum, Yerby Conference Center, Housing Warehouse and Manning Way.

- Arbor Day was celebrated on campus April 19th with planting a dogwood tree at RCK law building.
- Of the 16,247 tons of waste removed from campus, 39% were academic buildings, 28% were housing, 24% were fraternities and sororities and 9% were athletic facilities. 25 Big Belly waste compactors and notification systems reduce labor and estimated emissions 10%. Dumpsters were emptied 13,144 times. Waste removal cost was \$391,264.00.
- 598 tons of waste at a cost of \$50,277.92 was removed from the campus for the 7 home football games.
- 7 Merit medals were earned in the leadership program Landscape Champion.
- UOX sold 539,010 gallons of jet fuel and 35,139 of AV gas. There were 2,121 flights recorded at UOX.
- APPA Operational Guidelines for Educational Facilities staffing matrix revealed that the current landscape staffing matrix is well below industry guidelines by 50% or more.

- Landscape Services attended conferences in Louisville, Kentucky, Orange Beach, Alabama, Biloxi, Mississippi and Hattiesburg, Mississippi.
- Attended local and campus job fairs to recruit student workers and candidates for full time positions.
- Ole Miss initiated and hosted the first SEC Landscape conference with 9 of the 14 SEC schools attending. The conference had 4 major supplier sponsors and the conference generated a positive income of \$2500.
- Golf course had 34,000 rounds played grossing \$1.7 million in total revenue.
- Golf Services attended Mossy Oak, Tupelo National, The Judge (RTJ), Starkville CC, Pro Shop Conferences, PGA Merchandise Show – Orlando, MS State Turf Grass Field Day, Deep South – Biloxi, GCSAA, WCG FED Ex St. Jude.

KEY PERSONNEL CHANGES

Retired: Bonnie Black - Operations Manager, David Jumper - Golf Course Superintendent, Sam Johnson - Grounds Supervisor

Resigned: Cameron Liggins - CDL Driver, Ed Duke – Groundskeeper, Dylan Dalton – Groundskeeper

Promoted: Matt Foley - Grounds Supervisor

New Hires: Jessie Knapp - Operations Manager, Jon Turner - Project Coordinator, Paul Woods – Groundskeeper, Matt Foley – Groundskeeper, Hunter Smith – Groundskeeper, Carter Warren – Groundskeeper, Jason Myers –

Groundskeeper, Dylan Hollinger – Groundskeeper, Steve Russell –
Groundskeeper, Dylan Dalton – Groundskeeper, Jeffrey Houston - CDL Driver

DEPARTMENT OF PARKING AND TRANSPORTATION
Samuel Rea Patterson, Director of Parking and Transportation
July 2021 – June 2022

INTRODUCTION TO UNIT

The Department of Parking and Transportation (DPT) 's function is to manage parking systems and facilities and coordinate transportation demand around campus and the surrounding community.

VISION, MISSION, 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 a convenient experience for all our customers on campus by providing guidance and assistance to the campus community and the public on all parking and transportation matters. Our vision continues to focus on creating the most efficient, respected, transparent, and customer-focused parking and transportation program for the university community. The department is improving operations by taking a more holistic view in providing services, shifting away from the traditional enforcement mindset.

KEY HIGHLIGHTS

- Beginning July 1, 2021, the Parking & Transportation office no longer accepts cash transactions. Accepted payment methods will include bursar

accounts, payroll deduction, Visa, and MasterCard. Payment methods for short-term parking at our meters, pay stations, and mobile lots will consist of credit cards, mobile app (Passport), or T2 Mobile Pay. Moving cash from our operations allows us to be more efficient with our time and resources. In addition, it increases the security of our funds by limiting cash in the field. All of this allows us to maintain the convenient services required for parking on campus.

- Updated and increased Electrical Vehicle charging spaces by moving to ChargePoint as a service model, meaning that the department only provides the installation location infrastructure such as the parking space, power connections, and concrete pads. The charging units themselves are still the property of ChargePoint, which is responsible for the maintenance and upkeep of the units. The new ChargePoint Level 2/dual electric vehicle charging stations are located behind Lamar Hall (two plugs), the Turner Center (two plugs), and the Residential Garage (four plugs). This transition increases EV charging capacity from two-vehicle spaces to eight vehicle spaces. Vehicles parked in these spaces must be using the charging station. This transition continues a long-term commitment to continue prioritization toward Electrical Vehicle charging spaces.
- Implemented an updated Residential zone called Northwest (NW) approved by the Traffic and Parking Committee, ASB Infrastructure, and Housing for 2021-2022: The new residential parking zone - Northwest

(NW) and is the parking lots near Stockard/Martin. This residential zone also provides a parking zone for Alpha Phi and Alpha Delta Pi residents. The lot includes 538 parking spaces, while the house director, hall director, timed spaces, motorcycle, and accessible spaces will remain the same. Additional residential zone improvements include working with Oxford University Transit with the Rebel Red and Rebel Blue circulator routes to assist the Residential parking zone, including rides to the Residential Garage.

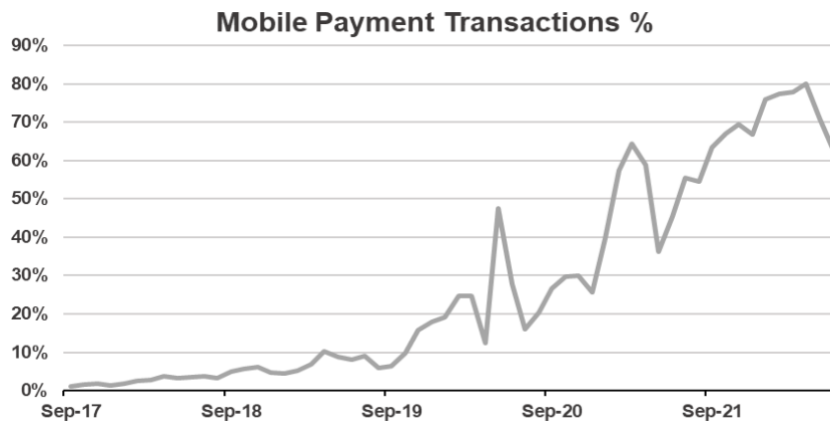
- DPT supported and encouraged student and faculty-driven parking and transportation endeavors with the shark cycles e-bike design group. DPT partnered with Mechanical Engineering students Tallulah Jones, Sam Buras, Dillon Kelley, and Dr. Barry Muldrey on a senior design project focused on designing and constructing a functional demonstrative concept of an electric bike lock. DPT supported the project in meetings, consultations, and feedback at demonstrations. We hope to continue to expand these collaborations in the future with projects related to autonomous vehicles, sustainable practices, bike share, and occupancy/wayfinding.

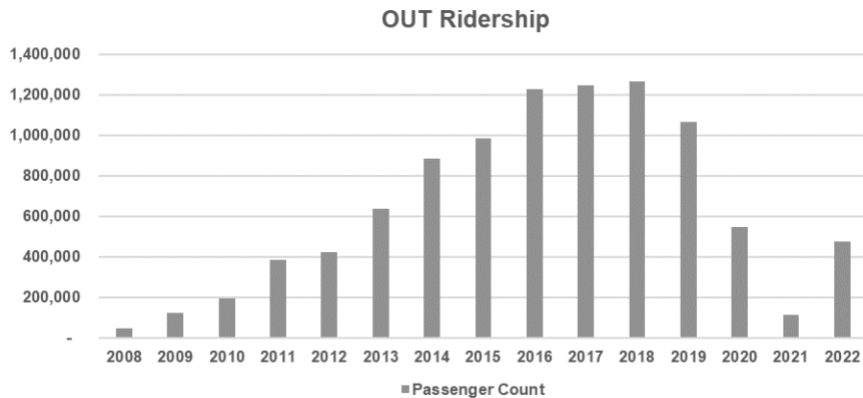
IMPORTANT ACCOMPLISHMENTS

DPT staff member Beth Beard won the Associated Student Body Unsung Hero award for Student Organizations. Beth supported countless student organizations by consulting and meeting with students in person and over the

phone to coordinate event parking and transportation needs. As the script for the award presentations said, “Beth is one of the easiest people for students to work with on our campus and is always ready to respond with a smile on her face and is constantly a team player.”

Patricia Russell, parking enforcement officer, won the EEO 7 Outstanding Staff Member award, which included a plaque and a \$500 stipend. Patricia regularly takes on duties outside her usual enforcement duties, such as helping event coordinators, giving breaks to Welcome Center attendants, and filling in for Welcome Center attendants when they are not here. She is customer service oriented in an enforcement role, consistently learning and questioning abnormal situations, and always willing to perform whatever is requested.





Revenues fully recovered in FY 2022. FY 2022 recorded record revenues at \$6.17M. Particularly significant was \$319,253 in short-term parking revenue. This amount exceeds the peak revenue recorded when the Pavilion Garage was utilized as a short-term parking structure. The metered parking platform strategy continues to see growth in both revenue and popularity. \$533,000 in revenue was diverted into reserve accounts to fund large-scale parking maintenance projects and future parking structure construction. Current balances in these accounts stand at \$6.3M. The DPT fund balance carried over \$500,000 into FY2023.

OFFICE OF PROCUREMENT SERVICES

Rachel R. Bost, Director

July 2021 – June 2022

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 management responsibility for 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 6,269 requisitions, 85 invitations to bid, 28 requests for proposal, and 45 sole source certifications. For the invitations to bid, 226 responses were received with 64% received electronically. This reflects a 17% increase in requisitions from the previous year.
- Over 30,750 check and direct deposit payments were issued for a combined value in excess of \$251 million. This represents a 28% increase in payment transactions and a 55% increase in total payment value from fiscal year 2021.
- Procurement card transactions totaled in excess of \$15 million, a 15% increase over prior year, with the weekly transaction count averaging more than 1,000, a 25% increase.
- Barcoded asset tags were placed on over 3,000 new equipment items by Property Control.
- Over 36 tons of e-waste were recycled through Magnolia Data Solutions, which is more than double the amount recycled during the previous year.

- Central Receiving delivered over 18,000 units, ranging from envelope size packages to large crates. During peak times, daily deliveries surpassed 200 units.
- Campus Mail metered or otherwise processed approximately \$500,000 in postage.
- The Flight Department flew a total of 481 hours, transported 679 passengers, and flew a total of 165,948 miles compared to 199 hours, 340 passengers, and 71,730 hours during the previous 12-month period.

IMPORTANT ACCOMPLISHMENTS

As evidenced by the numbers in the previous section, the return of faculty, staff, students, and visitors to campus during the summer of 2021 exponentially impacted the resources of an already over-taxed department. However, Procurement Services employees continued to operate by processing purchase orders, invoices, payments, and deliveries in support of all areas of the university. This included securing approvals for emergency purchases related to the pandemic and continued supply-chain issues

In August 2021, Katherine Jones passed the rigorous NIGP-CPP exam to become a Certified Procurement Professional. In March 2022, Rachel Bost attended the state-required Certified Mississippi Purchasing Agent (CMPA) training in Jackson and was recertified for another five years.

Work continued on the University-Oxford Airport capital improvement projects that were funded by the FAA and M-Dot Aeronautics in the previous

year. This work included the corporate hanger apron reconstruction, the runway pavement rehabilitation, and the terminal apron replacement project.

The University-Oxford Airport also continued to secure capital improvement funding during the past year. The FAA fully funded an erosion repair project in the amount of \$207,200. Additionally, FAA and MDOT pledged funding in excess of \$500,000 for a runway lighting rehabilitation project scheduled to begin in July 2022. Lastly, the FAA provided an Airport Rescue Grant in the amount of \$59,000 to reimburse the airport for operational costs during the pandemic.

KEY PERSONNEL CHANGES

In July, Supply Clerk Bradley Thomas was promoted to Property Control Auditor and Johnny Dennis was hired as his replacement. In August, Jonna Rabren was hired as a Procurement Assistant for our Purchasing Area. Likewise, Lisa Beard was hired as a Procurement Assistant in our Accounts Payables area in September.

In October, Patti Mooney was promoted to Assistant Director and Katherine Jones to Procurement Manager. These were newly created positions to assist the Director with managing the department. Additionally, Mail Clerk Jasmine Vaughn transferred to Procurement Services to serve as the Office Clerk.

In November, Johnny Dennis left the University. In December, Jonna Rabren separated from the University and our beloved Receptionist II Tish Mariano retired with seventeen years of service.

In January, Senior Accountant Kristan Davenport was hired. Robert Farley was hired in February to fill the Supply Clerk position. In March, Procurement Assistant Diana Mobley retired from our Accounts Payable area.

April was another busy month for personnel changes. Procurement Assistant Frank Kemp was promoted to Procurement Specialist. The receptionist position was revamped, and Dana Martin was hired as a Staff Assistant II. Furthermore, Beth Palmer was hired as a Procurement Assistant in the Accounts Payable area.

Veteran Procurement Assistant II Belinda Redmond retired in June with twenty-seven years of service. Lisa Beard transferred from Accounts Payable to Purchasing and Kelly Ingram was hired to fill the vacant position in Accounts Payable. Lastly, in anticipation of the University subleasing a jet from the Ole Miss Athletics Foundation, an additional Pilot III position was created, and Travis “Chip” Cooper was selected to fill this role.

OFFICE OF SUSTAINABILITY
Ian Banner, Director
Kendall McDonald, Associate Director
July 2021 – June 2022

INTRODUCTION

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. 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 and applied sustainable solutions. Under these overarching goals, four immediate strategic priorities have been identified.

Updates from this year will be organized under these priorities.

HIGHLIGHTS AND ACHIEVEMENTS

- 1.) Advance sustainability at an institutional level and leverage our impact through cross-campus collaboration.
 - The Office of Sustainability maintained membership to Second Nature, a prerequisite for achieving signatory status.

- Also related to our membership to Second Nature, the Office of Sustainability partnered with the McLean Institute for Public Service and Community Engagement to prepare a grant to support Pontotoc in completing a preliminary assessment into the sustainability and resiliency to climate impacts of their farmer's market. This grant was successfully funded in May 2022 and will provide a valuable opportunity to collect transferable findings and methodologies for future resiliency assessments conducted on campus.
- Kendall McDonald served on the Chancellor's Commission for the Status of Women and led the Pay Equity subcommittee. This committee membership enables the OOS to directly advocate for social sustainability measures to be adopted by the UM administration.
- The Department of Student Housing worked with our office to implement a recycling pilot program in RH1 in April 2022. This program is intended to be scaled to campus over the next few years as a part of Student Housing's master plan.
- The OOS has also been involved in informing sustainability priorities to Facilities Management's Energy Savings Performance Contract (ESPC) development with Trane Technologies.

- The OOS has continued to foster beneficial relationships with campus facilities managers, resulting in the permanent funding of the Vice Chancellor's Waste Working Group beginning in FY 2023.

2.) Develop leaders among the university community through co-curricular learning experiences, campus partnerships and academic collaboration. The OOS continues to demonstrate excellence in developing campus capacity for sustainability leadership through the following programs and partnerships:

- The Green Student Intern Program: 12 interns hosted in 2022;
- The ENVS Minor: 4 students received credit through the GSIP internship in 2022;
- The UM Green Fund: Two faculty, two staff and four student members funded three new proposals in 2022: Two of these funded proposals were awarded to Hill Country Roots (a student-led tree planting program) to support the establishment of a tree farm at the UM Field Station. One was awarded to the UM Golf Course to support the establishment and management of native wildflower meadow and grassland.
- New academic collaborations the OOS has coordinated in 2022 include the following:
 - The Center for Manufacturing Excellence - Established the UM Compost Collective as a civil engineering capstone host

- The School of Liberal Arts, UM Development and OOS AD Kendall McDonald assembled and presented a proposal to support environmental studies scholarship and student tuition which is currently pending.
 - The School of Engineering, UM Development and OOS AD Kendall McDonald also assembled and presented a proposal to support sustainability in engineering curriculum development at UM (also pending).
- 3.) Increase collective knowledge and awareness of sustainability concepts.

Programming and Presentations

The Office of Sustainability held a successful Food Day celebration in October 2021 and Green Week in April 2022. Extensive outreach was conducted to K-12 students in various planned programs, including service days held at the Compost Collective site beautifying our stalls, GSIP presentations, and a bird strike prevention activity with the Office for Pre-College Programming. The OOS also conducted a total of 23 class presentations in this period, primarily to EDHE students.

Green Grove

Green Grove, UM's gameday waste reduction initiative and a partner program with Landscape Services, resumed in Fall 2021 and reached a total of 224 student volunteers.

Student Organization Support

Kathryn Kidd, Advisor to UM Garden

Kendall McDonald, Advisor to Hill Country Roots and Aqua Culture

PERSONNEL

Ian Banner, Director

Kendall McDonald, Associate Director

Kathryn Kidd, Project Manager

MOVING FORWARD

The Office of Sustainability will continue to prioritize work to best support our goals and bring recognition to the University of Mississippi for sustainability progress. In the coming year, we plan to approach campus change using the ecological model of social networks, with a deliberate effort to emphasize resiliency to change and climate impacts. We are also directing resources towards building capacity in order to best capture any watershed of interest resulting from Green Week 2023. Green Week 2023 will feature fundraising priorities to catalyze impact through working relationships carefully cultivated throughout the year.

Our goals for the near term include:

1. Obtain renewed Climate Commitment support and input from the administration.
2. Improve and organize data efforts through research graduate assistant.

3. Utilize and test ecological model of social networks for growing engagement with sustainability at UM.
4. Increase visibility for the Environmental Studies minor.

In moving forward, it is vital that we extend gratitude and appreciation for the progress we have made and those who have made our work possible. We also recognize the significant work ahead in prioritizing climate action at UM, which ultimately will require a collective and comprehensive effort from across the UM community.