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INTRODUCTION, MISSION AND FUNCTIONS

The Office of the Vice Chancellor for Administration and Finance (VCAF) serves the primary responsibility of managing financial and physical resources in a manner supporting the university’s core missions of instruction, research, and public service.

The Administration and Finance Division includes the departments of Accounting, Bursar, Contracts Management (OCM), Contractual Services, Facilities Management, Facilities Planning, Golf Course, Human Resources, Landscape Services, Parking and Transportation, Procurement, and the University-Oxford Airport (UOX), which are also committed to providing extraordinary service in support of the university.

Responsibilities of the VCAF Office include, but are not limited, to the following:

- Serve as chief administrative and financial officer of the institution.
- Formulate business policies, develop operating procedures, and coordinate business operations at the institutional level.
- Account for and safeguard the assets of the university.
- Lead in the preparation and monitoring of the university budget.
• Partner with the university provost on information technology efforts for the university.

• Improve and maintain university facilities.

• Lead in the planning and management of new construction and facility expansion.

• Manage and invest operating cash and investment of university endowment funds.

• Prepare financial reports as needed by university administration and the Board of Trustees of the Institutions of Higher Learning (IHL).

• Provide guidance and financial analysis for auxiliary units.

KEY HIGHLIGHTS AND IMPORTANT ACCOMPLISHMENTS

• Assisted four division units with record levels of revenues and profits and implementation of several capital and improvement initiatives.

• Formed the Office of Contracts Management (OCM) team.

• Secured Federal Aviation Administration (FAA) funding to complete projects for attainment and storage of a second aircraft, hangar modifications, runway lighting, and repairs.

• Wrote and submitted a $4.4M Mississippi Department of Transportation (MDOT) Multi Modal Transportation Incentives Program proposal to fund expansion of the East Apron and hangar construction.

• Led insurance and risk management activities for the university through representation at University Risk Management & Insurance (URMIA).
conferences, Southeastern Conference (SEC) university meetings, and handling of multiple insurance claims, including the large winter freeze of 2022.

- Led operational improvements and strategies for handling student packages with Student Affairs/Housing and external vendor, PakMail.
- Led Service Level Agreement (SLA) completion between Human Resources and Facilities Management.
- Wrote and submitted $1.2M Safe Streets and Roads for All (SS4A) proposal for funding a safety plan for the university region.
- Worked with the Mississippi Department of Public Safety to identify a prospective area in the South Oxford Center for a new Medical Examiner Suite.
- Led several real estate transactions including the purchase of a 44.5-acre tract of land for the university and the resolution of a property line issue in proximity to campus, as well as the prospective acquisition of additional property by donation.
- Led development of a new fire protection agreement between the University and the City of Oxford.
- Participated in review and selection committee for Integrated Workforce Management System platform.
- Assisted Chief Human Resources Officer in writing a successful proposal for funding Rebel Well initiatives for FY 23-24.
• Assisted Contractual Services with improved placement of food truck services on campus.

• Worked with Facilities Management to procure an Energy Savings Performance contract with Trane. One project, a LED lighting conversion, began implementation on campus and will save approximately $700k per year in utility costs.

• Assisted Contractual Services with style transition of ID cards minimizing obsolescence cost, a savings of $30k.

• Wrote a request for proposal and led partnership with Safeguard Global, providing global employment organizational support for professors residing outside the U.S.

• Developed a pro-forma financial statement for Regional Tech Hub/BioTech collaborative organization.

• Coordinated and completed Phase I property assessment at the request of the IHL with the vendor, CBIZ, for buildings in excess of $50M.

• Worked with community partners to provide outreach programs.

• Participated as a subject matter expert in the development of View 2022, a platform to provide pathways for advancement for classified staff.

• Implemented a new long-range financial planning software, Anaplan.

• Analyzed balances of multiple accounts, optimized operating investments, tracked and improved auxiliary unit finances.
• Achieved significant strategic planning for future capital projects to support the university’s population growth.
• Redesigned the UM-held endowment management process.
• Closed the auxiliary printing function after unsustainable financial performance.
• Transitioned IHL Board agenda item approval process from Procurement Services to VCAF.
• Closed on $75M bond issuance for Duff Center for Science and Technology Innovation building.
• Researched and revised the Investment Policy Statement for excess operating funds.
• Worked with Institutional Research, Effectiveness, and Planning (IREP) to create a comprehensive enrollment projection tool.

KEY PERSONNEL CHANGES

Rob Jolly joined the VCAF team as Director for Contracts Management and Counsel for the OCM in October 2022. Rob came from UM Development, where he served as Managing Director of Development, College of Liberal Arts. Rob holds a bachelor’s degree and Juris Doctorate from the University of Mississippi.

Katherine Jones joined the VCAF team as Senior Contract Administrator for the OCM in January 2023. Katherine came from the Office of Procurement.
She has over 20 years of related experience and holds national and state certifications in her profession.

Judy Lynn Nesbit was hired as Business Analyst in April 2023. This role supports a portfolio of investments, endowments, budget planning, long range planning, and business analytics. Judy Lynn has worked in various areas within the university and brings a wealth of knowledge to the VCAF office.

MAJOR ONGOING AND FUTURE GOALS

The Office of the Vice Chancellor for Administration and Finance seeks to provide an atmosphere that encourages consistent quality service by continuing to lead improvements of division auxiliary units, ensuring compliance to state and IHL processes and procedures, completing routine internal audits to gauge ongoing performance, identify deficiencies and continuously improve. Other goals consist of rolling out a Quarterly Business Review (QBR) format to engage the division’s teams as a cohesive unit, build bench strength by further developing the internal talent pipeline, challenge and motivate teams with stretch assignments, measure successes as a team, maintain positive institutional momentum, and identify opportunities to continuously improve together.
HIERARCHY
DIVISION OF ADMINISTRATION AND FINANCE

Glenn Boyce, Chancellor

Steven Holley, Vice Chancellor for Administration & Finance
    Audrey Floyd, Director of Budget Office
        Budget Office
    John Adrian, Senior Director of Business Operations
    Coleman Grimmett, Senior Director of Business Operations
        Office of Contracts Management
    Kathy Tidwell, Manager of Contractual Services and Director of University Licensing
        Bookstore
        Contractual Services
        Food Services
        ID Center
        Licensing
        Vending
    Joy Shideler, Controller
        Accounting
        Bursar
        Procurement Services
            Campus Mail
            Flight Department
            Property Control
    Dean Hansen, Director of Facilities Management
        Facilities Services
        Facilities Operations
        Laboratory Services
    Ian Banner, Director of Facilities Planning
        Office of Sustainability
    Andrea Jekabsons, Chief Human Resources Officer
        Human Resources and Payroll
    Jeff McManus, Director of Landscape, Airport and Golf Operations
        Golf Course
        Landscape Services
        Solid Waste
        University/Oxford Airport
    Sam Patterson, Director of Parking and Transportation
    Johnette Taylor, Executive Assistant
    Caitlyn Wakefield, Executive Assistant
### ETHNIC/GENDER STATISTICS
#### DIVISION OF ADMINISTRATION AND FINANCE

#### ETHNIC & GENDER OF REGULAR EMPLOYEES

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#### ETHNIC & GENDER OF PROFESSIONAL EMPLOYEES WITH SIMILAR POSITIONS

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UNIVERSITY OF MISSISSIPPI
Vision, Mission, Diversity and Philosophy

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

As Mississippi’s first comprehensive, public university and academic medical center, the University of Mississippi transforms lives, communities, and the world by providing opportunities for the people of Mississippi and beyond through excellence in learning, discovery, healthcare, and engagement.

Oxford & Regional Campus 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, 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 are able to 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 are able to 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 Philosophy

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, and
• Devotes its knowledge and abilities to serve the state and the world.
MISSION

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

FUNCTIONS

In order to accommodate the department’s 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. The Director of Accounting partnered with Sam Manning, from the Office of Internal Audit, each month in the Spring of 2023 to present Account Reconciliation and Tableau classes at capacity to provide information to many people at the university. Additionally,
various one-on-one trainings and guidance were provided throughout the year for users across campus.

One of the Senior Accountants and an Accountant II studied for and took the CRA exam in May 2023. A Certified Research Administrator (CRA) is a professional designation for individuals who have demonstrated expertise in the management and administration of research programs. We are hopeful they receive designation to validate the level of knowledge on our staff.

The Director of Accounting and the Assistant Director of Accounting participated in online webinars and trainings throughout the year which included Clifton Larson Allen LLP “Higher Education Conference” in February and March. 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 27, 2023. These meetings in the spring of 2023 provided networking opportunities to address significant higher education financial administration issues with colleagues from other institutions as well as providing continuing professional education hours.

In June 2023, the Office of Accounting moved to a newly renovated administration and finance office suite at the South Oxford Center. This
relocation left available space in Falkner Hall for swing space and relocation of other student-facing units on the central campus.

**KEY PERSONNEL CHANGES**

In August 2022, Danny Bailey joined the Office of Accounting as Senior Accountant replacing Nadia Wiseman, who transferred to a similar role in the Budget Office. Danny brings years of experience working with university policies and procedures from his previous role as Operations Manager in the Department of Chemistry. In June 2023, Beth Stidham accepted the position of Manager of Sponsored Programs replacing Renita Gray, who transferred to the Office of Research and Sponsored Programs (ORSP), to be the interim director of sponsored programs for the university. Beth has great experience as a senior accountant, prior experience in ORSP, and will be a great leader in the Office of Accounting.

**FUTURE GOALS**

In FY 2024, 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 such as Grants Management, Reports II and Payroll Reporting.

In FY 2024, the 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 related to financial research administration to keep or earn their CRA certifications.

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.
MISSION

The mission of the Budget Office is to provide accurate, efficient, and effective budgetary management to the university. The 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. The primary functions of the Budget Office 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 Board of Institutions of Higher Learning (IHL) 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

• Preparation and submission of the FY 2025 Legislative Budget Request in July 2023, which was $1,050,729,485.

• Coordinated and assisted in the preparation and submission of the FY 2024 Operating Budget to the IHL Board of Trustees for approval in June 2023. This budget was $765,775,822.
Processed and certified approximately 7,460 electronic personnel forms, a 23% increase from last year, which included 1,497 new hire forms; 3,050 change of status forms; 812 student stipend forms; 24 summer research forms; 1,492 budget revision forms; and 585 additional pay forms.

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

KEY PERSONNEL CHANGES

There are no key personnel changes for the Budget Office for FY 2023.

VISION AND GOALS

Over the next year, 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:

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

• 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.

• Review current processes and policies in place to ensure maximum efficiency is achieved; implement technological advances as allowed.

• Seek out virtual and in-person professional development opportunities.
OFFICE OF THE BURSAR  
Cavett Ratliff, Bursar  
July 2022 – June 2023

INTRODUCTION AND MISSION

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 responsible for the following functions:

• Receipting and depositing university funds.
• Posting, billing and collecting receivables due to the university.
• Preparing, mailing and safekeeping of student loan promissory notes.
• Producing and disbursing student financial aid refund direct deposits and checks.
• Collecting campus-based student loans.
• Maintaining the general petty cash fund for check cashing.
• Assessing tuition to students.
• Wiring funds to various bank accounts for payroll, studies abroad and investment purposes.
• Processing tuition refunds to students.
• Processing and billing prepaid tuition programs.
• Coordinating the work of the Refund Committee.

STRATEGIC GOALS

The Office of the Bursar has two goals:

• To provide prompt and courteous service to students, faculty, and staff.

• To insure that amounts due to the university from accounts receivable and campus-based loans are collected on a timely basis.

IMPORTANT ACCOMPLISHMENTS

Since FY 2015, all credit card and Automated Clearing House (ACH) payments are 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. Also implemented was a feature, TouchNet PayPath, for credit/debit card transactions. The ACH option is still available online, and the university continues to not pay banking fees for the Bursar Office, realizing savings each year.

In FY 2023, credit/debit card transactions totaling $27.3M were processed compared to $23.5M for the previous year. ACH transactions totaling $125.9M were processed compared to $104.2M for the previous year.

In February 2022, the office partnered with TouchNet to implement their ACH validation tool to prevent payers from submitting a payment with an incorrect routing/account number or from closed accounts. This has greatly reduced the number of returned ACHs.
Since 2011, a process has been in place to allow parent and guest logons to student accounts. This access allows the authorized user to view and pay the student’s bursar account, thus reducing the workload on office staff. The office continues to see 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. Since 2012, the Bursar’s office has increased efficiency by decreasing postage costs, the number of returned refund checks, and the time it takes for students to receive their money.

The office completed its second full year of operations with the ECSI call center located in Warrendale, Pennsylvania. There were approximately 24,500 calls received through the center for FY 2023 for the Office of the Bursar.

The Office of the Bursar also participated in 14 orientation sessions by providing a presentation to incoming parents concerning fee payment, billing, and other pertinent financial information.

Since 2016, the office has sent electronic monthly statements to currently enrolled students. This practice has allowed the office to send bills more cost efficiently and has also helped students and parents receive them sooner. More payments are being made by ACH than ever before, resulting in a decrease in paper checks. The total outstanding balance on student accounts receivable on June 30, 2023, was $22,910,208. Cash receipts for both student and non-student
transactions processed through the teller’s office for the year totaled approximately $107M.

For FY 2023, the Bursar’s Office received 253 payments totaling over $1.3M through Flywire, a streamlined process for international student payments.

The cohort default rate for the Federal Perkins Loan program on June 30, 2023, was 19.85% with an overall default rate of 1.33%. The default rate on the McKinstry loan program on June 30, 2023, was 18.83% and on the Health Professions loan program the rate was .096%. The receivables balance of Perkins and other institutional loan programs totaled approximately $34.7M as of June 30, 2023.

The Office of the Bursar bills and receipts payments from prepaid tuition plans. The university has approximately 680 students currently participating in MPACT and 165 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. For FY 2023, the committee ruled on 258 appeals for an average of 22 cases per meeting, 220 of which were submitted electronically.
The Office of the Bursar also prepares 1098-T and 1042-S tax forms. In FY 2023, the office mailed 24,571 1098-T’s and 153 1042-S tax forms.

KEY PERSONNEL CHANGES

Julie Bogue, Accounting Clerk II, accepted a teaching position off campus in July 2022. Roxanne Baker was hired in August 2022 to fill this open position. Sandra Torres accepted the open Loan Collection Assistant position in September 2022, and Tonya Avent accepted the open A/R Collection Assistant position in September 2022.

VISION AND GOALS

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.
INTRODUCTION

The Office of Contracts Management (OCM) is a newly created office tasked with developing contract management procedures and protocols to ensure the University of Mississippi’s (UM) compliance with the Mississippi Institutions of Higher Learning’s (IHL) policies and bylaws.

VISION, MISSION, GOALS

The OCM mission is to provide campus partners with centralized contract review and management services. These services include:

- Coordinating contract requests.
- Advising on contractual matters.
- Negotiating contracts.
- Reviewing contracts to optimize legal and business terms.
- Reviewing contracts for compliance with applicable laws and policies.
- Facilitating timely renewal or termination of contracts.
- Monitoring contracts to reduce waste, maximize efficiency, and limit risk.
- Serving as the central repository for executed contracts.
KEY HIGHLIGHTS

The OCM was instrumental in instituting new policies and procedures to help UM comply with IHL requirements related to contract management and administration. This included drafting a new contractual authority policy limiting the number of individuals executing contracts on behalf of UM from several dozen to only six. The OCM worked across UM’s broad organization and collaborated with multiple departments to develop new protocols for the submission, review, and approval of all UM contracts. The OCM worked closely with IT, Procurement, Internal Audit, Accounting, General Counsel, Administration and Finance, and the Chancellor’s Office to develop an action plan and design systems to comply with IHL policies and bylaws related to contracting.

IMPORTANT ACCOMPLISHMENTS

- From January – June 2023, the OCM received 780 contracts submitted to the contract intake portal for review, approval, and signature.
- The OCM obtained the highest rating of satisfactory from UM’s Internal Audit.
- Creation of a contract intake portal for the electronic submission of contracts by UM employees to the OCM for review.
- Creation of an internal workflow mechanism to track the numerous contracts submitted by UM departments.
• Creation of the OCM webpage with multiple resources for UM campus partners, including a contract guidebook.

• Creation of an online training module for UM campus partners related to contract management. The OCM also conducted in person training for multiple UM departments.

• Organized and led the efforts of a UM Cross Functional Team to help address and tackle the challenges faced by the OCM and UM related to contract management.

• Organized efforts to identify a sophisticated software solution to assist UM in being more efficient with contract management and administration.

• Created contract templates for use by multiple campus partners. This includes the design of templates for construction projects for use by Facilities Planning, resulting in time efficiency to manage contract terms.

• Designed the process for OCM quarterly assessments of departments and their contract management practices.

**KEY PERSONNEL CHANGES**

As the OCM is a new office, the first hire was Rob Jolly as the Director of Contracts Management & Counsel in October 2022. Rob previously served UM for nine years as both an Assistant General Counsel and later as a Director of Development. Rob led the search for the Senior Contracts Administrator position, which was filled by Katherine Jones in January 2023. Katherine has worked at UM for 10 years in Procurement. Katherine brings a wealth of institutional
knowledge to her role, which is critical as the OCM works closely with Procurement on issues related to contract management and administration.
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; 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.

**KEY HIGHLIGHTS**

The ID Center completed its 21st year on CSGold, the ID Center’s one-
card access and security management system. Two system upgrades were
completed to the system increasing functionality with more access control
platforms. Additions were made to the CS Gold card reader access system and
to card readers for buildings with existing card access. Increased
camp/conference cards made to provide meals for groups, making over 24,000
cards. This does not include the number of meals or participants, which is far
greater, as many of these were register cards or cards with multiple
meals. Implemented new image on ID cards and printed over 12,000 new ID
cards.

The features for our GET platform were increased, which allows patrons to
manage their accounts. 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 $118,987.50.

Cameras were installed in the following locations: Facilities Storeroom, Old Taylor South Lot Parking, Old Taylor South Lot, Sorority Row, University Bridge, Baxter Hall, RA Additions, Costume Shop, and The Inn at Ole Miss McCormick’s Cafe. Completed Pavilion server upgrades and Pavilion parking garage migration to CS Avigilon server. Access and alarm additions: Office of the Vice Chancellor for Administration and Finance, George Hall School of Liberal Arts, Testing Bio Readers for Indoor Practice Facility, George Street Access, Farley Hall, Costume Shop, Turner Center, and School of Liberal Arts Trent Lott Office.

Ole Miss Dining partnered with Homeplace Pastures, a regenerative local farm, to provide locally sourced sustainable products to the residential dining program. Piloted Picnic Pizza Robot in Rebel Market as a beta test for collegiate hospitality. Donated 25K to the Oxford Community Market as part of continued commitment to sustainability. Introduced virtual dining concepts, Mr. Beast Burger, Pardon My Cheesesteak and Buddy V’s cakes, as a limited-time offer. Collaborated with new food truck vendors Pick Thai and G&G Fry Co., increasing our number of local on campus vendors. Executive Chef Michael Brainard completed Pro Chef II; a professional culinary certification sponsored by the
Culinary Institute of America (CIA). Meal plan sales increased by 2,365. Ole Miss Dining (Aramark) commissions were $2,920,645.29.

For Barnes & Noble, the Ole Miss Bookstore became a Campus-Authorized Apple Store and is currently the only local retailer for Ole Miss Lululemon. The Ole Miss Bookstore remains as the official campus tour check-in location for the university. They also partnered with the university to provide the books for the current poet laureate lecture. Textbook adoptions are up 20%. Sales increased by $1M. Barnes & Noble commissions were $688,490.28.

For vending services, to combat lack of cellular service on campus, Five Star vending machines were audited, and a plan was implemented to replace the style of card reader so they can be hard-wired to network for ID Card to work for flex and express. Five Star snack vending commissions were $22,828.49, and Coca-Cola vending commissions were $177,818.70.

Rebel Laundry Service had a commission of $2,319.01, and Caldwell & Gregory self-service laundry’s commission was $109,320.97.

For licensing, the University of Mississippi generated $2,733,489.53 in royalties.

IMPORTANT ACCOMPLISHMENTS

Daniel Morgan & Royce Tidwell attended annual CBORD Users Conference, October 9-12, 2022.

Mike Jones & Kevin Shankle attended CBORD Mercury door access installation training, May 30-June 2, 2023.

**KEY PERSONNEL CHANGES**

There are no key personnel changes to report for FY 2023.
INTRODUCTION TO UNIT

The Facilities Management (FM) 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, fire services, vehicle maintenance, sign making, lock and key services, event and 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. FM is organized into three operational divisions: Facilities Operations, Facilities Services, and Laboratory Services. FM strives to meet customer expectations, deliver the highest quality service possible, and diligently support the teaching, research, and public service mission of the university.

MISSION

The mission of the 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 provide needed assistance for the university to complete its mission.
KEY HIGHLIGHTS

- Facilities condition assessment and capital project planning.
- Energy savings performance contract projects completed or underway.
- Freeze event over the holiday break.
- Integrated workplace management system acquisition.
- Two significant campus infrastructure projects begin design.
- Two Facilities Management employees honored.
- Completion of numerous campus improvement projects.

IMPORTANT ACCOMPLISHMENTS

FM completed the second phase of a three-year engagement with Gordian 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 worked with campus stakeholders to further develop the capital planning framework, focusing on the development of specific project portfolios and identifying various factors to be used to prioritize the projects in each portfolio.

FM executed two projects under the Energy Savings Performance Contract (ESPC) initiated with Trane Energy Services last year. The first project was a $6M project to upgrade HVAC controls in the J.D. Williams Library, Natural Products Center – Phase 1, and Faser Hall, improving airflow, control, and efficiency. This project was completed in June 2023.

The second project is a $10M campus-wide lighting project to upgrade approximately 48,000 existing lighting fixtures in 97 campus buildings to modern, high-efficiency LED fixtures. The fixtures will improve aesthetics, light levels, color, and uniformity, and will save approximately $700K per year in utility costs.
The lighting project is currently underway and is scheduled for completion in 2024.

Over the winter holiday break, the university experienced over five days of historically low temperatures, resulting in significant water damage to 24 buildings due to frozen HVAC coils and water pipes. FM employees responded early Christmas morning to begin clean-up operations in affected buildings. The most significant damage occurred in Hume Hall, where a frozen HVAC coil in a penthouse unit flooded the entire four-story building. FM called in support from a restoration contractor and coordinated clean-up efforts to successfully bring the building back online for spring semester classes. Total response and clean-up costs for the freeze event exceeded $2.5M.

FM led the procurement process to select a new enterprise level software solution to manage the university's facility assets and work requirements. The new system will provide the campus with a comprehensive suite of effective tools to better operate, manage, and maintain its facilities assets. Implementation of the new system will begin in September 2023.

In coordination with Facilities Planning, FM began design on two major capital improvement projects to increase capacity in the campus utility systems in support of expected population growth by 2025. The first project will construct a new electrical substation, providing much needed redundancy and additional capacity to the campus electrical distribution system. The estimated project budget is $25.2M. The second project will construct a new thermal energy plant,
providing chilled water and heating water for both new and existing buildings in
the northwest quadrant of campus. The estimated budget for this project is
$31.4M.

The university honored two FM employees during its annual staff
appreciation week events. Allen Steele, from the General Maintenance Shop,
was the EEO-6 Outstanding Staff Member winner, and Adreanna McKnight,
Wastewater Treatment Plant Supervisor, was the EEO-7 Outstanding Staff
Member winner.

Throughout FY 2023, FM completed numerous infrastructure and
maintenance projects, while at the same time addressing normal activities.

- Completed 17,252 work orders for repair, maintenance, construction/
  renovation, and other services.

- Milled, improved the subbase with soil cement and paved West Road -
  $400,000.

- Installed new parking lot lights at Crosby Hall, Stockard-Martin, and the
  Music building.

- Completed putting last leg of overhead power feed to Stockard-Martin
  underground.

- Replaced sidewalks at Hume Hall, Kinard Hall, Lyceum - $26,813.

- Replaced sidewalks and improved drainage on Magnolia Drive - $45,951.

- Made erosion repairs at Crosby parking lot, Village 130, Insight Park, RH3
  hill - $31,519.

- Replaced failing portions of a cast stone façade at Conner Hall - $20,725.

- Installed new sidewalk and crosswalk at University Place across from
  baseball stadium.
• Purchased four ADA accessible picnic tables for use around campus.

• New sidewalk and curb cut at the bus stop on Fraternity Row and West Road - $5,700.

• Numerous small sidewalk improvements and trip hazard repairs.

• Replaced all rooftop package HVAC units for the club level at the baseball stadium.

• Replaced the package HVAC unit for the Library Annex.

• Replaced the chiller at the Chancellor’s residence.

• Replaced data room HVAC system in Holman Hall.

• Replaced eight coils damaged in freezing conditions and repaired six more.

• Renovated the south wing of Yerby Hall to create a new home for the university’s E-Sports program - $30,789.

• Received and dispatched 446 after-hours facilities trouble calls to various FM shops.

• Monitored, received, and dispatched 274 fire alarm calls to Oxford Fire Department.

• Monitored, received, and dispatched 523 elevator calls to ThyssenKrupp elevator.

• Conducted 109 annual fire alarm inspections, 62 annual fire sprinkler inspections, 10 monthly fire pump tests, and 74 fire inspections.

• Produced 351 million gallons of portable water.

• Treated 215 million gallons of campus wastewater.

• Implemented a new software system to facilitate management of life safety and environmental regulatory information and processes.
- Trained, tested, and certified 280 people in Chemical Safety, Biosafety & Pathogen safety, and Radiation safety.

- Inspected and certified 14 autoclaves and 331 chemical fume hoods.

- Analyzed 1,010 samples for radioactivity, including individual bioassays, surveys and declassification samples.

- Monitored the daily radiation exposure of 119 faculty, staff, and students.

- Responded to 10 chemical spills, and odor complaints.

- Shipped 807 drums of hazardous wastes for disposal, including 19,662 lbs. of medical/biologically hazardous waste, and 40,674 lbs. of chemical hazardous waste.

- Inspected and tested 392 eye wash and 197 safety shower units.

- Shipped 16 packages containing hazardous materials for research across the U.S.

- Inspected monthly - 70 fuel/oil tanks for the university’s SPCC plan.

- Processed 70 new hires into the department, to include 11 Internal promotions.

- Created a new Generator Tech position and hired a highly qualified technician, allowing us to eliminate a $250,000 annual generator maintenance contract.

- Implemented a new employee recognition program based on the military tradition of challenge coins, which recognizes exemplary employees with a custom-designed department coin. During the year, 142 coins were awarded to deserving FM employees.

- Implemented innovative work-based learning programs with Oxford High School, Northwest Mississippi Community College, and the Henry-Finch Job Corps Center to support potential careers in the technical trades. FM hired several graduates of these programs into full-time positions.
KEY PERSONNEL CHANGES

Notable personnel changes for FY2023 included the retirement of the following personnel:

- Thomas Billings (Bubba) (Custodial) – 32 years
- Andrew Thomas (HVAC) – 24 years
- Eric Blakely (Maintenance) – 23 years
- Quinton Fox (Maintenance) – 20 years
- Julie Lipsey (Custodial) – 19 years
- Shirley Carter (Custodial) – 17 years
- David Woods (Assistant Superintendent Mechanical Services) – 16 years
- Jessie Williams (Custodial) – 15 years
- Richard McDaniel (HVAC) – 14 years
- Edna Williams (Custodial Supervisor) – 13 years
- Novella Boone (Custodial) – 13 years
- Cathy Fountain (Custodial) – 13 years
- Deloris Thompson (Custodial Supervisor) – 12 years
- Wade Smith (Fire Services) – 9 years
- Julia Rowsey (Custodial) – 8 years
INTRODUCTION AND MISSION

The Department of Facilities Planning was established in FY 2001. 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, the capability to offer all phases of design, bidding, and construction coordination of selected projects from within the department is available as our workload allows. The Facilities Planning staff continues to operate at the highest level.

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. By partnering with architects, engineers, interior designers, and other specialists, production of buildings that consistently exceed the needs of the users are possible. The well-being and stewardship of the campus is at the forefront of each project undertaken.
KEY HIGHLIGHTS

The following significant design & renovations were completed in FY 2023:

- South Oxford Center interior fit-out projects
  - $1st Floor Administrative Offices – Internal Design & Construction ($943,000)
  - 4th Floor School of Nursing – Internal Planning & Design ($3.9M)
    - Documents and construction to be complete FY '24
  - Basement Medical Examiner's Office – Internal Planned ($3.8M)
  - Basement: Account Office - $10K; Art Lab - $30K; Film Office $128K

- Fiber optic cable SCRC to SOC

- Airport hangar modifications

- Ridge loop walks at North Parking structure

- 4kv to 12kv MV upgrade adj. to Crosby

- Classrooms in four buildings $500K

- Lyceum window replacements and column/capital/entablature restoration

- Gertrude Ford Center Green Room upgrades

**Capital Projects**

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<th>In Construction</th>
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**Internal Projects**

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**Total Projects FY 22/23**

| In Planning | 61 | $49,435,938.60 |
IMPORTANT ACCOMPLISHMENTS

Typically, annual accomplishments include completion of large-scale design and construction projects. Fiscal year 2023 was slightly different because only a few larger projects reached completion. The Center for Science and Technology Innovation (CSTI) is a building exceeding even that amount of time and is classified as under construction in three consecutive financial years. This complex 200,000 gross square foot, $175M science building, remains in construction consuming the time of several Facilities Planning team members. Work is expected to be complete in early 2024.

This explains how, in response to a significant spike in student enrollment, the year was spent focusing on planning, testing ideas, producing feasibility drawings and cost estimates, which led to many recommendation meetings with administration. A solid direction for development of additional beds, parking spaces, data handling facilities, mechanical plant to condition our new buildings, and the electrical power supply to run it all was produced. Having conceived the plan in 2023, the real work must be complete and operational during 2025 and 2026. The resulting projects are not the only ones in the department currently in conceptual stages, but they demonstrate how a small quadrant of campus is planned prior to moving swiftly towards bidding and construction.

- Electrical Sub-Station
• $25.2M Complete by 2025

• Mechanical Plant Building
  o $31.4M Complete by 2025

• 2 Phase Data Center
  o Phase 1.
    $35M Complete by early 2026
  o Phase 2.
    $5.0M Complete by early 2027

• 1,100 space Parking Structure
  o $50.0M Complete by summer 2026

• 3 x 400 Bed Student Residence Bldgs.
  o $165M Complete by summer 2026

• Hot and Chilled Water Loop Addition
  o $TBD Complete by: TBD

Ian Banner, Chad Hunter, and Virginia Pence all completed their continuing education requirements to remain current as architects registered in the State of Mississippi and members of the American Institute of Architects. Lorre Puryear-Barrett completed a similar process to maintain her NCIDQ interior design certification. In June 2022, Ian moved from Treasurer of the Association of University Architects (AUA) to the organization’s Vice President.

KEY PERSONNEL CHANGES

Stacy Haynes, Graphic Artist, worked from a remote office in Kentucky, and plans to return to the office next fiscal year.

In September 2022, two interior designers, Ashlyn Cummins and Lindsey King, joined the office. They have made significant contributions to interiors projects across the university.
**Department of Facilities Planning:**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Ian Banner, AIA</td>
<td>Director and University Architect</td>
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<tr>
<td>Chad Hunter, AIA</td>
<td>Associate University Architect</td>
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<tr>
<td>Virginia Pence, AIA</td>
<td>Assistant University Architect</td>
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<td>Lorre Barrett, NCIDQ</td>
<td>Interior Designer</td>
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<tr>
<td>Ashlyn Cummins</td>
<td>Assistant Interior Designer</td>
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<td>Lindsey King</td>
<td>Assistant Interior Designer</td>
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<tr>
<td>Harry Meyer</td>
<td>Architectural Project Coordinator</td>
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<tr>
<td>Jonathan Hobson</td>
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<td>Ethan Peterson</td>
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<tr>
<td>Morgan Castle</td>
<td>Business Analyst</td>
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<tr>
<td>Stacy Haynes</td>
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<tr>
<td>Bradley Potts</td>
<td>Architectural Drafter II</td>
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<tr>
<td>Rita Hawley</td>
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<td>Jayla Miller</td>
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<tr>
<td>Future position</td>
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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 28 working to serve the needs of faculty, staff, retirees, students, and the University of Mississippi (UM) community. This includes the areas of benefits, performance and compensation, learning and engagement, business operations (records, payroll and reconciliation), recruitment & onboarding, and employee health and wellness.

VISION, MISSION, AND GOALS

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

KEY HIGHLIGHTS

- In the spring of 2022, the university contracted with consulting firm Huron to assess the 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 classified staff. The target timeline aims for completion near the end of calendar year 2023 and implementation within calendar year 2024.

FY 2024 View2022 goals:

- Complete and implement new compensation program View2022.
- Build and utilize new Compensation Data System (Salary.com).
- Reduce number of adjustments outside the appropriate budget window.

- During CY 2022, HR launched a pilot of the first-ever, staff-wide pulse survey. Pulse surveys are a widely used tool for getting quick “pulse checks” to help leaders determine efforts to strengthen and empower employees. The pulse survey invites staff members to rate experiences within their work environment. The survey is distributed quarterly by email. Six Pulse Surveys have been completed and received a majority of satisfied or highly satisfied scores from all employee groups.

- Statistics of interest for the year include:
  - 27,042 E-forms processed during FY 2023 (+3%)
  - 8,384 W-2s issued for CY 2022 (+6.9%)
    - 2,967 W-2s issued electronically for CY 2022 (+2.84%)
  - 144,800 payroll direct deposits for FY 2023 (+4.69%)
  - 1,506 payroll checks printed for FY 2023 (-4.62%)
• $282,382,077 total gross payroll for FY 2023 (+10.1%)
  o 5,348 average number of people paid during FY 2023
    (+4.81%)
• 2,094 new student employees for FY 2023 (+15.7%)
• 816 hires processed (+7.65%)
  • 457 regular/eligible hires (+15.7%)
  • 275 temporary appointments (+9.1%)
  • 84 new external employee hires (-24.3%)
• Job requisitions and job applications for FY 2022
  • 584 staff job requisitions (-10.7%)
  • 131 faculty job requisitions (+21.3%)
  • 40 student job requisitions (-16%)
  • 18,023 faculty and staff job applications (+11.2%)
• 2,165 total background checks conducted for FY 2022 (+8.4%)
  • 916 background checks conducted by HR (-10.6%)
  • 1,249 background checks started by outside departments
    (Athletics, Student Housing, Outreach & camps) (+28.4%)
• 262 JAQs processed for FY2023 (-3.3%)
  • 73 JAQs – average of 33.4 days to complete
  • 189 streamlined JAQs – average 6.16 days to complete
    ▪ Estimated 400 hours saved in streamlined process
    ▪ Estimated 4,725+ days waiting time improved
• Reduced need for exception salaries by 75%

IMPORTANT ACCOMPLISHMENTS

• The University of Mississippi was named a Great College to Work For by the Chronicle of Higher Education for a 13th year. This is one of the largest and most esteemed workplace recognition programs in the country. UM was also named to the Great Colleges Honor Roll, a status granted to only 42 colleges each year that are highlighted most across the recognition categories. The university was recognized in the following categories: Faculty and Staff Well-Being, Diversity, Inclusion and Belonging, Faculty Experience, Mission and Pride, Supervisor/Department Chair Effectiveness and Shared Governance.

• The Department of Human Resources allocated a great deal of time to several new projects to enhance employee experience.
  
  o On-demand employment verifications: employment verifications can now be self-generated by employees on-demand through myOleMiss.
  
  o Total compensation calculator: a tool to tally an employee’s total compensation, which goes beyond the number on their paycheck.
  
  o Crosschq: a new cloud-based reference check system has been integrated with our Recruiting module (within connectU/SAP
SuccessFactors) to provide more detailed information about a final recommended candidate.

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.

After serving on the Onboarding team for a year, Madison Hickey-Riker accepted a promotional opportunity as a HR Associate for the Benefits team. Lauren Hatton joined the team as a HR Generalist for the Benefits team. Jody Bevill was hired as a HR Generalist to support the Compensation and Classification area. Azhia Smothers joined the team as a HR Generalist I supporting the Learning + Development (L+D) area. Rocklyn Reed was hired as a HR Generalist II dedicated to Student Affairs and portions of VCAF. Rebecca Kilpatrick joined the team as a HR Assistant for the Onboarding team.

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 28 employees in the Department of Human Resources, five of which are African American, and one is
Hispanic. Among the 19 professional employees, four are African American, one is Hispanic and with six men and 13 women.
INTRODUCTION TO UNIT

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

VISION, MISSION & GOALS

Landscape Services’ vision is to cultivate greatness and the mission is to provide professional services to the university ensuring its natural splendor is well maintained, environmentally sensitive, and aesthetically pleasing to customers. The 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 unique to Ole Miss.

KEY HIGHLIGHTS

- Landscape Services planted 841 trees and 1,477 shrubs on campus.
- Waste Services removed over 21,225 tons of waste from campus.
• 2,312 bollards and 16,000 linear feet of chains were maintained.

• Central Command Toro Sentinel Control Irrigation System now covers approximately 75% of main campus.

• Updated APPA Operational Guidelines for Educational Facilities staffing matrix.

• Nine Landscape Services employees received merit medals for participating in the front-line leadership program, Landscape Champions.

• One Landscape Services employee became an ISA certified arborist, bringing our total to four.

• Hosted our 8th “How to Create Your Own Landscape University” Conference with Hinds Community College, the University of Memphis and the city of Independence, Ohio, attending.

• Procured tree inventory software through grant match funding.

• Procured waste monitoring software to help us become more efficient in waste collection.

• Hosted Camp Shelby for 2nd annual training seminar.

• Maintained our Tree Campus USA status for the 7th year in a row.

• Golf course had 35,000 rounds played with record revenue over $2M dollars.

• 12,459 damaged trees, shrubs, plants were removed on campus due to four straight days below freezing temperatures in December 2022.
IMPORTANT ACCOMPLISHMENTS

- Additional areas were landscaped with 841 new trees and 1,477 new shrubs at South Campus Rec, Electric Hill, GHM building, Guyton Hall, Sorority Gate, Rebel Gate, Fraternity Gate, Carrier House, Insight Park roundabout, Chucky Mullins Gate, Water Tower, RCK law building, Confederate Cemetery, Tad Smith Coliseum, Gertrude Ford Union, Library, George Street, Turner Center, Tennis Courts, Lyceum, Johnson Commons and the Grove.

- In collaboration with the Office of Sustainability, Arbor Day was celebrated on campus April 19th. Students planted a pecan tree at the Grove.

- Of the 21,225 tons of waste removed from campus, 32% were academic buildings, 41% were housing, 19% were fraternities and sororities and 8% were athletic facilities. Twenty-five Big Belly waste compactors and notification systems reduce labor and estimated emissions 10%. Dumpsters were emptied 15,254 times. Waste removal cost was $302,479.

- 721 tons of waste at a cost of $201,354 was removed from the campus for the seven home football games. Football set-up and clean-up costs were $206,436.

- UOX sold 537,231 gallons of jet fuel and 33,363 of AV gas. There were 2,000 flights recorded at UOX. It was a record revenue year.
• APPA Operational Guidelines for Educational Facilities staffing matrix revealed that the current landscape staffing matrix is well below industry guidelines by 50% or more.

• Participated in local and campus job fairs to recruit student workers and candidates for full time positions.

• Landscape Services attended conferences in Louisville, Kentucky, Biloxi, Mississippi, Starkville, Mississippi, and Chattanooga, Tennessee.

• Golf Services attended Mississippi State Turf Field Day, Deep South Turf Expo, GCSAA Show, PGA Show and National Golf Day.

KEY PERSONNEL CHANGES

New Hires:

• Evan Moore – Groundskeeper
• Sophie Kline – Groundskeeper
• Gerald Miller – Groundskeeper
• Quinshawn Britton – Groundskeeper
• Jeremy Buford – CDL Driver
• Bojack Gray – Groundskeeper
• Jeffrey Houston – CDL Driver
• Demetrius Armstrong – CDL Driver
• Jason Womble – Groundskeeper
• Dequard Henry – Groundskeeper
• Jason Myers – Groundskeeper
• Steve Russell – Groundskeeper
• Taylor McJunkins - Groundskeeper

Resigned:

• Brandon Banks – CDL Driver
• Jeremy Buford – CDL Driver
• Bojack Gray – Groundskeeper
• Jonathan Turner – Project Coordinator
• Jeffrey Houston – CDL Driver
• Hunter Smith – Groundskeeper
• Jason Womble – Groundskeeper
• Dequard Henry – Groundskeeper
• Steve Russell – Groundskeeper
• Carter Warren – Groundskeeper
• Dylan Hollinger – Groundskeeper
• Jason Myers – Groundskeeper
• Taylor McJunkins – Groundskeeper
INTRODUCTION TO UNIT

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

VISION, MISSION, AND GOALS

The mission of the Department of Parking and Transportation is to provide efficient management of parking and transportation resources focusing on customer service, financial responsibility, innovation, and sustainability. The goal is to make parking and transportation a convenient experience for all customers on campus by providing guidance and assistance to the campus community and the public on all parking and transportation matters. The vision focuses on creating the most efficient, respected, transparent, and customer-focused parking and transportation program for the university community.

KEY HIGHLIGHTS

- DPT leadership continually discussed and evaluated virtual permit adoption and the challenges of using license plates as virtual parking permits and incrementally removing parking decals and hangtags. Benefits included less need to visit the parking office, register multiple vehicles for faculty and staff, and an automated waitlist process. The
vanity plate and front bumper sticker adoption for those who choose to park in a space with their vehicle front-facing in the drive aisle was adapted and adjusted. DPT intentionally emphasized the change with virtual permits through warnings and additional education to the university community by focusing on the long-term. The benefit of virtual permits is the ability to research essential analytics to assist the university from a parking and transportation demand management perspective. Challenges remain with educating and marketing Commuter Red lots with transit, including Jackson Avenue Center and South lot with underutilized spaces available daily.

- DPT continued to focus on innovation and exploring new technology to assist parking and transportation options. DPT extensively researched electric bike share to assist with short trips across campus for students and not using single occupancy vehicles. Electric bike share programs are affordable rent-per-hour options. A request for proposal for an E-Bike program is currently being evaluated, with adoption anticipated in Fall 2023.

- DPT leadership and the Traffic and Parking Committee also met with vendors and evaluated “Parking Guidance Systems Apps” to assist the university community. These systems will help the university community by assisting motorists with finding unoccupied parking spaces, vehicle location finding, and other aspects to improve their commuting experience.
• DPT leadership, in collaboration with the Associated Student Body (ASB) and Oxford University Transit (OUT), created a SafeRide/Paratransit Student Advisory Board to give students a voice to discuss transit issues. The newly formed committee will meet four times an academic year to discuss SafeRide, Paratransit, and other parking and transportation solutions. Safe Ride provides a late-night Thursday through Saturday service from the Oxford Square to campus. Per ASB suggestions, new off-campus SafeRide routes were added.

• TransLoc App – a new and beneficial real-time bus tracking app incorporated with OUT’s day-to-day operations. This app helps show all OUT-bus routes with designated stops and GPS locations of all OUT buses.

• The FY 2023 OUT annual ridership was approximately 500,000 rides. The amount is still below pre-COVID levels but an improvement from FY 2022.

• Revenues continued to fully recover in FY 2023. DPT achieved record revenues at $6.61M in FY 2023. Particularly significant was $334,640 in short-term parking revenue. The metered/pay-by-cell parking platform strategy continues to grow in revenue and popularity, adding more options with mixed permit/visitor parking lots at South Campus Recreation Center and Insight Park.

• The total number of parking permits sold for FY 2023 was 33,125.
• Current balances in reserve accounts stand at $7.72M to fund necessary and expensive parking surface lots and parking garage maintenance. Reserves are also necessary for future capital projects.

![Permit Revenue Allocation](image)

**IMPORTANT ACCOMPLISHMENTS**

• In June 2023, DPT was re-accredited as an Accredited Parking Organization (APO) at the International Parking and Mobility Institute (IPMI) Annual Conference in Fort Worth, Texas. The APO recognizes national and international standards for professionalism, accountability, innovation, responsibility, and performance for parking industry owners and operators. DPT has successfully met 250 criteria items in 14 different parking categories to achieve the accreditation.
INTRODUCTION

The Office of Procurement Services is comprised of the following seven areas: Purchasing, Accounts Payable, Procurement Card, Travel, Vendors, Property Control, and Central Receiving-Shipping. Procurement Services is the purchasing agent for the university and is responsible for managing the competitive procurement process, which includes preparing and issuing invitations to bid, requests for proposals, and sole source notices. In addition, the department prepares procurement-related submissions to the Board of Institutions of Higher Learning (IHL), including prepayment requests. 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 serves all university departments and offices located in Oxford. Additionally, Procurement Services manages the University Flight Department, which operates two 9-passenger jets, a Cessna Citation Encore and a Cessna Citation XLS. The Director of Procurement Services also shares management responsibility for capital improvement projects for the University-Oxford Airport (UOX).
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 7,104 requisitions, 53 invitations to bid, 36 requests for proposal, and 50 sole source certifications. For the invitations to bid, 154 responses were received with 72% received electronically. This reflects a 13% increase in requisitions from the previous year.
- Over 37,450 check and direct deposit payments were issued for a combined value in excess of $302M. This represents a 22% increase in payment transactions and a 20% increase in total payment value from fiscal year 2022.
- Procurement card transactions totaled in excess of $20M, a significant 33% increase over the prior year, with the weekly transaction count averaging more than 1,100, a 4% increase.
• Barcoded asset tags were placed on over 3,125 new equipment items by Property Control. This is a 4% increase from the previous year.

• Over 29 tons of e-waste were recycled through Magnolia Data Solutions and NexTech Partners, Mississippi’s only resident R2v3-certified ITAD/E-Waste disposal company.

• Central Receiving delivered over 19,850 units, ranging from envelope size packages to large crates. During peak times, daily deliveries surpassed 300 units.

• Campus Mail metered or otherwise processed approximately $600,00 in postage. This is a 20% increase from the previous year.

• The Flight Department flew a total of 555 hours, transported 752 passengers, and flew a total of 200,088 miles across the country. This reflects an increase of 34,140 miles flown compared to the previous 12-month period, which is an increase of 21%

IMPORTANT ACCOMPLISHMENTS

In addition to our normal operations in support of all areas of the university, the Office of Procurement Services has been involved in several campus-wide endeavors and large departmental projects. Director Rachel Bost served on the Cross Functional Team formed in response to the IHL’s new policies related to contract management. Additionally, the Director worked closely with the newly instituted Office of Contracts Management to develop guidelines,
processes, communications, and system improvements to address these policies.

In 2022, the university launched a process to decide whether to upgrade or replace our existing enterprise platform, SAP, and the Director participated on the project’s selection committee.

In response to an internal audit report issued in September 2022 concerning the vendor master file, the Director implemented corrective measures. This included working with IT to clean up SAP access to sensitive procurement-related transactions, blocking masses of inactive vendor records, formalizing departmental IT security policies and procedures, updating the vendor maintenance desk manual, etc.

Work continued on the UOX Airport capital improvement projects funded by the Federal Aviation Association (FAA) and M-Dot Aeronautics in previous years. This work included the completion of the corporate hanger apron reconstruction project as well as the runway pavement rehabilitation. Additionally, the new runway lighting rehabilitation project began in the Spring and was substantially completed by May 2023.

The University-Oxford Airport also continued to secure capital improvement funding during the past year. The FAA and Mississippi Department of Transportation (MDOT) pledged funding for a taxiway lighting rehabilitation project, as well as an asphalt apron rehabilitation. Possible future projects under discussion are related to erosion issues and drainage improvements.
Procurement Assistants for Purchasing, Jeff Wells and Lisa Beard, attended, in January and April respectively, the state-required Certified Mississippi Purchasing Agent (CMPA) training. Both passed the certification exam, which holds a five-year certification.

**KEY PERSONNEL CHANGES**

In January 2023, Procurement Manager Katherine Jones transferred to the Office of Contracts Management to serve as Senior Contract Administrator. In this role, Katherine will continue to work closely with Procurement Services.

In February 2023, Madison Lorenzo was hired as a Procurement Assistant for Accounts Payable to replace Beth Palmer who was moved into the role of Procurement Assistant for Vendors, which is a newly created position solely responsible for managing all vendor records.

In April 2023, Aaron Stone was hired to fill the position of Procurement Manager. Procurement Assistant for Accounts Payable, Kelly Ingram, transferred to another department on campus. Donna McAtee was hired to fill this position in late June.

In Campus Mail Services, Jerry McLarty and Orlando Orange, both Mail Clerks, resigned in March and June, respectively. Their vacant positions were filled by soon-to-be-displaced Printing Services employees, Eric Johnson and Christopher Knox, in April and June.

The Flight Department hired Jacob Walley to serve in the position of Pilot II in June.
INTRODUCTION

The mission of the Office of Sustainability (OOS) is to be a catalyst for environmentally positive change by educating, connecting and empowering the members of our community for the well-being of people and our ecological systems. The OOS focuses its efforts under three goals as described below.

KEY HIGHLIGHTS AND IMPORTANT ACCOMPLISHMENTS

Advance sustainability at an institutional level and leverage impact through cross-campus collaboration.

- The OOS secured an institutional commitment to the Second Nature Climate Commitment. This three-year project aims to establish a baseline of institutional emissions, develop insights into campus climate resiliency, and create a formal climate action plan.

- The OOS advised and communicated the institution’s ongoing energy-savings performance contract with Trane Technologies. The current phase of the project, providing LED lighting upgrades to 94 campus buildings, is projected to reduce institutional emissions by an estimated 901,202 tons of CO2e per year—equivalent to the carbon sequestered by 1,074,699 acres of forest per year (Source: EPA CO2e Calculator). Further technical
details about this partnership can be found in the Facilities Management annual report.

- This partnership resulted in further collaboration between the OOS, the University of Mississippi (UM) Development Office, and the Trane Foundation. The latter has since committed to funding a multi-year, $300,000 grant to develop novel sustainability-related curriculum in the School of Engineering, provide departmental support to the School of Liberal Arts, and provide K-12 learning opportunities at UM.

- The UM Compost Collective, a program run through the OOS, composted 8,915 lbs. of food waste (roughly 4.5 tons) from the kitchens of campus dining locations. This represents an emissions reduction of 8.78 metric tons of CO2e. Green Grove (an OOS-led, student-facilitated recycling program on home football game-days) struggled to perform, with only 0.77 tons of recycling collected in total (a CO2e diversion of 2.65 tons).

- In partnership with the Department of Nutrition and Hospitality Management, the Grisham-McLean Institute for Public Service and Community Engagement, the Oxford Community Market, and Ole Miss Dining, the OOS participated in five separate but related efforts to address food insecurity and promote sustainable food systems on campus. These efforts, four of which continue into FY 2024, are described below:
○ Ongoing: Develop grant proposal to the USDA’s Local Food Promotion opportunity to increase institutional and regional capacity for procurement from local growers and producers.

○ Ongoing: Facilitate a mutual agreement between the institution and the City of Oxford to allow the Oxford Community Market to pilot a campus venue as their weekly location in late fall, in an effort to solve a major vulnerability the market faces during this time of year.

○ Ongoing: Support and promote Ole Miss Dining in their recent launch of a whole-animal procurement program, in partnership with Home Place Pastures. Through this program, Ole Miss Dining will source approximately 20% of meat expenditures from a sustainable operation while supporting the local economy.

○ Ongoing: Develop plans and promotional efforts to support the conversion of an Ole Miss Dining-owned food truck into a mobile local market and food processing unit, to be debuted in Fall 2023.

○ Complete: Advise Ole Miss Dining in their response to critical pressure from the campus community, resulting in a substantial financial gift to the Oxford Community Market.

- Kendall McDonald served on the Chancellor's Commission for the Status of Women and led the Pay Equity subcommittee. She also represented the Office of Sustainability by serving on the Council for Community Engagement through the Office of Community Engagement.
• The OOS maintained institutional membership to the Association for the Advancement of Sustainability in Higher Education (AASHE). 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:

• Interns: 13 interns hosted, with five receiving academic credit.

• The UM Green Fund: Three proposals were funded and completed in FY 2023. Hill Country Roots, a student-led environmental organization, was awarded funding to support infrastructure at the tree farm located at the UM Field Station. The Department of Nutrition and Hospitality Management was funded awards for two separate projects: the purchase and operation of two indoor tower gardens for Lenoir Dining, and hosting Dr. Beth Choate to as a guest lecturer to the ecoNutrition Café Series.

• UM Garden: The OOS launched its pilot of bed reservations in the UM Garden in spring, with all seven beds reserved by faculty, staff and students.

• Trane Technologies Partnership: The OOS hosted one micro-intern through Trane Technologies. The OOS also facilitated a graphic design contest, sponsored by Trane, to promote the LED lighting upgrades, collecting submissions from 16 students across multiple disciplines.
Increase collective knowledge and awareness of sustainability concepts.

- The OOS held a successful Food Day celebration in October 2022 and its inaugural Earth Month celebration in April 2023.
- Extensive outreach was conducted to K-12 students, including the Office of Pre-College Programs’ Summer College, approximately 130 students.
- The OOS collaborated with several classes in the departments of psychology, business administration, civil engineering, and nutrition, and presented to 14 EDHE classes.
- Across its programs, the OOS hosted 282 student volunteers.
- The OOS advised several student organizations, including the UM Garden Club, Hill Country Roots, Aquaculture and ECO.

**KEY PERSONNEL**

Ian Banner, Director

Kendall McDonald, Associate Director

Kathryn Kidd, Project Manager, transferred to Office of Community Engagement in June 2023.

Nicholas Vali, Sustainability Data Graduate Assistant

**FORWARD OUTLOOK**

Despite progress and substantial achievements in FY 2023, the OOS continues to experience limitations in capacity. In particular, campus recycling efforts have suffered. In FY 2024, the OOS will restructure to better execute the work of the Climate Commitment by establishing a Waste Diversion Coordinator.
position to focus on recycling and composting efforts, providing data to support the institutions emissions reductions. In order to re-focus the workload of the office, other efforts will be modified, closed, or shifted to interested partners.