2013 - 2014 ANNUAL REPORT Office of the Executive Vice President for Administration, COO & CFO

THE UNIVERSITY OF NEW MEXICO

Office of the EVP for Administration, COO and CFO

The Office of the Executive Vice President for Administration and its ten affiliated units consist of Financial Services; Government and Community Relations; Human Resources; Information Technologies; Institutional Support Services; Planning, Budget and Analysis; Police Department; University Policy; Safety and Risk Services; and Athletics. Striving to provide the highest quality of services to the University of New Mexico, our Office and its affiliated units impact nearly every student, faculty, and staff member. Our Office promotes efficiencies and supports the University's core mission through collaborative and responsible stewardship of public, human, business, and facilities resources.
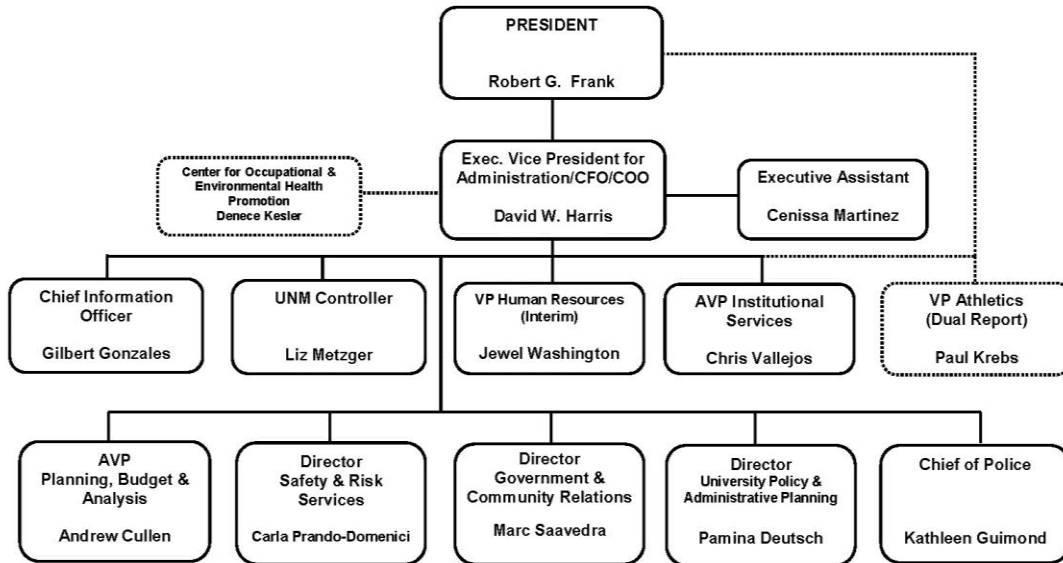
In alignment with UNM's *2020 Vision and Strategic Plan*, our Office strives to "Ensure Financial Integrity and Strength" through transparent and effective fiscal leadership and accountability. Our Office works hard to refine processes, promote efficiencies, and provide excellent service in order to advance the vision of our flagship institution. I am proud of the work and dedication of these ten units and the more than 1500 regular employees who staff them. Enjoy reading about their accomplishments, current projects, and future plans in these annual reports.

Office of the Executive Vice President for Administration, COO & CFO

PRESIDENT
Robert G. Frank

Center for Occupational & Environmental Health Promotion
Denece Kesler

Exec. Vice President for Administration/CFO/COO
David W. Harris

Executive Assistant
Cenissa Martinez

Chief Information Officer
Gilbert Gonzales

UNM Controller
Liz Metzger

VP Human Resources (Interim)
Jewel Washington

AVP Institutional Services
Chris Vallejos

VP Athletics (Dual Report)
Paul Krebs

AVP Planning, Budget & Analysis
Andrew Cullen

Director Safety & Risk Services
Carla Prando-Domenici

Director Government & Community Relations
Marc Saavedra

Director University Policy & Administrative Planning
Pamina Deutsch

Chief of Police
Kathleen Guimond

2013 – 2014 Annual Report

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FY 2013-2014 Annual Report

Financial Services Division

Submitted by:

ELIZABETH METZGER, CPA/UNIVERSITY CONTROLLER

https://fsd.unm.edu/index.html

MISSION

The Financial Services Division aligns its Statement of Mission with UNM2020:

The Mission of the Main campus Financial Services Division is to provide sound stewardship of UNM's fiscal activities while meeting the needs of students, faculty, and staff who are engaged in teaching, research and community service activities at UNM.

The FSD's ongoing commitment serves to:

- Educate students, faculty, and staff about the compliance requirements associated with various UNM, state, local, federal, and agency policies concerning financial expenditures.
- Stay abreast of the latest in accounting standards and regulations, and apply those to its business practices.
- Deliver accurate, timely, and useful financial reports to UNM Leadership, and government constituencies.
- Actively support and document best business practices for all UNM financial activities in order to remain in compliance and to prevent audit findings.
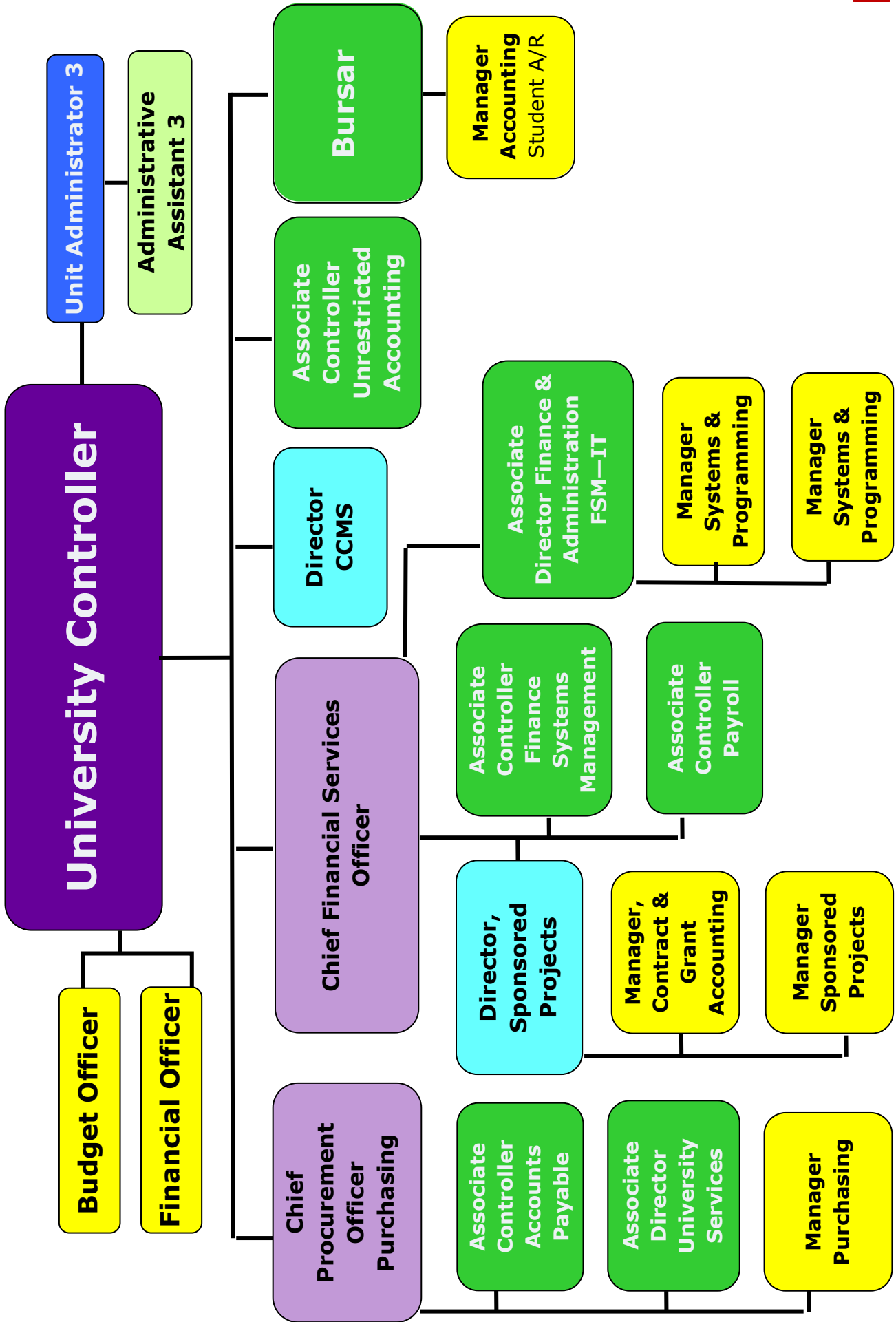
VISION

Division Culture:

- Integrity and high quality services.
- Accountability and social responsibility.
- Respect and effective communication.
- Customer service focus for students, faculty and staff.
- Recruitment of highly trained professional accounting, management, and procurement experts.

Financial Performance:

- Fiscal transparency through accurate and timely financial reporting.
- Fiscal year end processes that are seamless and cause the least disruption.
- Accuracy of financial data through vigilant Banner Finance maintenance and upgrades.
- Continual improvements to WebFocus reporting tools, and Banner Finance data stores, to enhance end-user friendliness.

University Controller

- Unit Administrator 3
  - Administrative Assistant 3
- Budget Officer
- Financial Officer
- Bursar
  - Manager Accounting Student A/R
- Associate Controller Unrestricted Accounting
- Director CCMS
  - Associate Director Finance & Administration FSM—IT
    - Manager Systems & Programming
    - Manager Systems & Programming
- Chief Financial Services Officer
  - Associate Controller Finance Systems Management
  - Associate Controller Payroll
  - Director, Sponsored Projects
    - Manager, Contract & Grant Accounting
    - Manager Sponsored Projects
  - Chief Procurement Officer Purchasing
    - Associate Controller Accounts Payable
    - Associate Director University Services
    - Manager Purchasing

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<u>2013-2014 Annual Report</u>

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Executive Summary

The Division of Financial Services continued its commitment to accountability, excellent customer service, and fiscal responsibility during the fiscal year ending June 30, 2014. The Main Campus Financial Services Division has continued to work closely with the HSC financial services staff, to ensure consistent application of policies and procedures.   During the course of the fiscal year, the Division has diligently applied federal and state regulations and maintained a system of thorough internal controls that supported a strong bond credit rating and a clean audit opinion.

Below is a partial list of events and accomplishments demonstrating the Division's on-going commitments to outstanding service and transparency. Additional information can be found in the individual reports that follow this overview.

1. The University Controller participated in Executive Cabinet meetings and as part of the UNM 2020 Vision, the concept of Responsibility Oriented Management was introduced and enlisted involvement of the Finance Systems Management department to develop new Executive Summary reporting capabilities.
2. The Bursar's Office implemented enhanced communications regarding student disenrollments and holds, and implemented a cost saving means of financial aid refund distributions.
3. The VEBA Advisory Committee was formed and met regularly to discuss the VEBA Trust, investment options, VEBA account balances, and progression in selecting an investment advisor.
4. Banner Finance & Payroll Upgrade 8.8, which included Banner Accounts Receivable Upgrade 8.4.4, was successfully implemented.
5. The LoboTime Steering Committee worked regularly with the LoboTime core implementation team for a successful implementation by November 2014.
6. The Institutional Compliance Committee was established in June 2013 for the purpose of establishing a formal compliance program for addressing coordination of compliance activities across UNM constituencies.
7. The Public Private Partnerships (P3) committee was established to assess potential long-term contractual relationships between public sector and private sector entities.
8. The University Controller worked with the Budget Office and other stakeholders on the Branch Campus Administrative Fee Task Force.

Other projects and activities that have occupied significant portions of the University Controller's time and effort include the following:

Annual External Audit
Budget Allocations
Capital Projects Accounting and Fees
Federally Approved Misc. Fringe Benefit Debt and Investment Advisory Committee
Direct Deposits – Financial Aid Disbursements
Emergency Operations Ctr. Training and Events
ERP Steering Committee
Executive Cabinet
Internal Outreach:
　　　　Quarterly Manager Meetings and Goal Assessments

       Service Award Distribution
Legislative Priorities and Appropriations
Monthly Update Meetings w/Exec Staff:
       Athletics
       CIO and Director of Applications: Information Technologies
       Interim VP Human Resources
       Quarterly Executive Sponsor Meetings (LoboTime)
       Sr. Executive Officer for Finance and Administration/HSC
VP Financial Review
MSU and Compensation Issues
PCI Compliance, Work Group
Strategic Goal Setting
Union Dues/Deductions contract issues
UNM Foundation
Various Internal Audit Responses

Overview

For the Financial Services Division in general:

- Elizabeth Metzger, CPA completely adjusted to the role of University Controller for Main campus reporting directly to the EVP for Administration.
- The Division completed a mini-reorganization through the appointment of Julian Sandoval to the title of Director, Contract & Grant Accounting, Finance & Payroll Systems.
- As part of the UNM 2020 Vision, the concept of Responsibility Oriented Management was introduced. Finance Systems Management rolled out to VPs and senior management the ROM metrics reporting tool. This tool incorporates historical trend analysis data for strategic planning, forecasting, and other decision-making needs.
- UNM LoboTime was partially implemented volunteer departments.
- Hyperion was demised and WebFocus/MyReports was implemented.
- The Bursar's Office implemented enhanced communications regarding student disenrollments and holds, and implemented a cost saving means of financial aid refund distributions.
- The University's F&A Rate for Research and Other Sponsored agreements was successfully negotiated following preparation and submission of the F&A proposal to the DHHS, our federal cognizant agency.
- The Retiree Healthcare Task Force was convened and met regularly to identify solutions to the University's unfunded retiree healthcare liability. A result is the newly formed Voluntary Employee Beneficiary Association (VEBA) Advisory Board, created to monitor and invest the trust funds.
- Banner Finance Upgrade 8.7 was successfully implemented which included the new travel process necessitated by revisions to Policy 4030.
- The LoboTime Steering Committee worked regularly with the LoboTime core implementation team toward a goal of successful implementation by November 2014.
- The Institutional Compliance Committee was established in June 2013 for the purpose of establishing a formal compliance program for addressing coordination of compliance activities across UNM constituencies.
- The Public Private Partnerships (P3) committee was established to assess potential long-term contractual relationships between public sector and private sector entities.
- The University Controller worked with the Budget Office and other stakeholders on the Branch Campus Administrative Fee Task Force.

Accomplishments & Significant Developments FY13-14

Bursar

- Within the past year TouchNet Marketplace, an eCommerce payment solution for UNM has nearly tripled in transaction volume and has experienced over 117% revenue growth and is up $6.96 million from the previous fiscal year. This growth has in large part reduced the University's PCI compliance (Payment Card Industry) scope by reducing our risk of exposure.
- Given the high demands necessary for PCI Compliance, the UNM Cashier's Department has acted in the best interest of the University by migrating customers online to safely process their credit/debit card transactions. Since this change, online payments inclusive of ACH, debit and credit card payments, have increased.
- The Bursar's Office has partnered with peerTransfer which specializes in international tuition payment solutions. peerTransfer allows for acceptance of payments from students in the currency of their countries of origin, without the fees typically charged by most financial institutions.
- Restructured the Enrollment Cancellation process to make it more intuitive for students and parents, and UNM staff working with these customers. The new process will be easier to understood and explain. It will also allow students to pay for their semester charges over time without the threat of disenrollment before classes begin.
- Through many thorough and painstaking meetings, work sessions and training groups, the Bursar's Office collaborated with Information Technologies and the student groups to reorganize the Bursar's Website and enhance the LoboWeb experience.

Contract & Grant Accounting

- Developed process to notify funding agencies of the department's compliance with OMB circular A-133.
- Analyzed and prepared the University's rate for miscellaneous fringe benefits and submitted it to the cognizant federal agency. The rate was successfully re-negotiated and re-approved.
- Completed the following financial reviews and audits:
    - NM Department of Transportation on site review FY13 awards.
    - NSF audit on program income funds.
    - NSF cash validation audit.
    - CYFD FY13 on site review various awards.
    - UNM's A-133 audit FY14.
- Successfully completed the conversion of NSF awards letter of credit draw to the new ACM cash system.
- Cleared and approved old zero dollar PCard transactions (transactions for the past three years).

Credit, Collections, and Merchant Services

- Monitored Payment receipts from a $27 million loan to Lobo Development Corp. at a 3% interest rate, beating market rates by ~ 100bps.

- Developed and issued a new combined Banking and Merchant Card Services RFP; and evaluated respondents in order to select a new banking partner.

Finance Systems Management – Operation Support Team, IT-Reporting, Network Support

- Successfully closed the 10th fiscal year in Banner Finance.
- Planned and coordinated the 7th integrated Fiscal Year end close with Banner Human Resources/Payroll and Budget modules.
- Participated in the planning, scheduling, maintenance and support of the fifth and sixth online Banner Effort Certification (EC) reporting that went live in January 2012, including the development of setup and load scripts for key EC tables for pilot groups identified.
- Trained and transitioned HR Banner module security to Human Resources.
- MyReports Enterprise BI/Reporting Tool Implementation for Finance and Payroll
- Oversaw the implementation of Hyperstage Column Oriented Database for faster query response times.
- Managed Finance report development, maintenance, reconciliations, and continued enhancements using WebFOCUS and ePrint; MyReports allow user-driven criteria to be used to generate reports as of the previous day's close. Effort Certification ePrint reports are published weekly and incorporate book-marking to select specific indices that have been built into the reports.
- Managed application upgrades including Workflow 8.1, WebFOCUS 8002, ODS 8.4.1 and Banner.
- Implemented Enterprise Reagent Manager in conjunction with Safety and Risk Services.
- Implemented Contract Director.
- Revamped FSD entire backup process with new backup software (SEP Sesam), new backup server (Sobex), and new backup SAN device (Dell DL4000) to improve FSD disaster recovery process.
- Installed and configured a Server 2012 as a Remote Desktop server, to meet Cashiering's PCI/DSS compliancy.
- Implemented security measures on workstations, such as whole disk encryption on laptops and auto locked workstations.

Significant Developments:

- Participated in implementation committee efforts for an institutional time and leave reporting solution using LoboTime (Kronos) for Phase I implementation.
- Participated in the development of an integrated solution to manage garnishments at the University more efficiently and effectively.
- Participated, coordinated, defined and led BDM project to implement electronic document management for Human Resources and Payroll, including the installation of new hardware and software and Payroll security setup and configuration.
- Participated in the development of an integrated solution to manage the upload and approval process of massive journal entries at the University more efficiently and effectively.
- Participated in the development of an integrated solution to upload journal entries for SciQuest internal requisitions at the University more efficiently and effectively.

Office of Sponsored Projects

- Reorganized Office of Sponsored Projects reporting structure.
- Completed Compensation review, in coordination with HSC PreAward Services, to complete market study, and revise position titles, descriptions, and clarify CORE Office Signature Authority. This review resulted in a change in the department's name to Office of Sponsored Projects.

Payroll

- Implemented LoboTime for limited number of departments.
- Implemented ERB rate changes.
- Implemented VEBA rate changes.
- Performed the analysis and laid the ground work for BDMS.
- Collaborated closely with UNM Benefits and analyzed new changes mandated by the Affordable Care Act.
- Successfully implemented changes for submitting Tri Agency report as mandated by the NM Dept. of Workforce Solutions.

Purchasing

- Hosted Travel Portal Vendor Fair in order to familiarize UNM business travelers with travel vendors.
- Implemented & integrated DocuSign eSignatures with Contract Director management tool & central repository.
- Implemented VEVRAA – Vietnam Era Veterans Assistance Act with Human Resources.
- Conducted Campus-wide Purchasing survey in order to obtain user feedback and implement efficiency changes.
- Raised PCard Limits to $10,000 for goods and $5,000 for approved services.

University Services

- Notable increase in printers being managed by the Print Management program, a result of the Print Management's initiative to track printer purchases and to encourage departments to support purchased devices through maintenance agreements. In turn, the agreements supply more reasonably priced toner along with service parts and labor.
- Increased inventory deletions were due in part to departments using the annual physical inventory to identify assets that were obsolete, too expensive to repair and un-used and disposing of those through Surplus Property. The initial campaign began in FY12.
- The UNM Copy Center was added to LoboMart as a punch-out making it easier for departments to purchases cases of copy/printer paper.
- Implemented Electronic Certified Mail in order to improve tracking and efficiency.
- Updated CRLS invoices and department monthly reports to reflect Homeland Chemicals of Interest (COI) purchases. All invoices and monthly reports indicate "yes" for COI

purchases. Bi-Monthly reports (billing summaries) are sent to departments to reflect COI purchases as well as overall purchases.

Unrestricted Accounting

- Implementation of Non-Student Accounts Receivable billing (NSAR) for main campus departments

Current Projects (In Progress)

Accounts Payable

- Began implementation project for SciQuest AP Director.

Bursar

- Continued evaluation of management and staffing structure in the Cashiering and Student Accounting areas of the Bursar's Office.

Contract & Grant Accounting

- Data Dictionary for documentation of Banner and ODSP data.
- Develop Uniform Guidance (omni-circular) for pre/post award.
- Update Bank information on all wire payment accounts.
- Develop C&G Accounting resource library.
- NSF survey for calendar year 2014.
- Define F&A split process.
- Revamp C&G internal SPQ process.

Credit, Collections, and Merchant Services

- Continued monitoring of the University's merchant card system for campus-wide Payment Card Industry (PCI) compliance, through participation in the PCI Working Group.
  - Surveillance of the card processing system for weaknesses such as non-encrypted data transmissions, firewall weaknesses, in-house card data storage and other PCI non-compliance issues.
- Finalize investment policies for the VEBA fund and the Foundation's investment of the unexpended endowed and non-endowed monies.
- Finalize RFPs for the VEBA fund, Main Campus investment advisory services.
- Fully implement new banking contract for University deposit accounts.

Finance Systems Management Network Support

- Continuous vigilance to improve data security and ensure confidentiality. Two projects that are in process with a scheduled completion in FY15.
  - The first project is to secure scanning of Payroll information by isolating scanning process and equipment in to a private network.
  - The second project is protecting check and banking information by restricting access to files, workstation usage, and Internet connection.

Finance Systems Management Operation Support

- BDMS project to implement electronic document management for Human Resources and Payroll, including the installation of new hardware and software and Payroll security setup and configuration.

Finance Systems Management, IT-Reporting

- ROM reporting project.

Office of Sponsored Projects

- Increase OSP visibility and communication between staff and PIs/Chairs/Deans.

Payroll

- Continue LoboTime implementation as new departments elect to use the system.

Purchasing

- Began implementation project for SciQuest AP Director.

Future Plans/Goals FY15

- Finalize and strengthen the reorganization of the Office of Sponsored Projects and the Contract & Grant Accounting department under the direction and leadership of Rosa Gonzalez-Rosenblatt, Director of Sponsored Projects.

- Develop training materials for departments on various OSP processes and related topics, such as Proposal, Award and Contract review, budget generation and best practices.
- Collaboration with compliance offices to revamp existing internal processes for Export control, Conflict of Interest.
- RAN LISTSERV – will use it to improve communication with departments by providing more timely information regarding updates and changes in processes.
- Sub award process – collaborate with Contract & Grant Accounting to streamline the current process.
- Continue with ROM initiatives as requested by the University President.

- Develop training curriculum for departments on various C&G related topics, such as DPIs, Labor redistributions, Travel policies, Pcard process, Effort certification, Award closeouts, etc.
- Collaborate with compliance offices to redesign the PI Grant Management training.
- RAN LISTSERV – Use it to improve communication with departments by providing more timely information regarding updates and changes in processes.
- Sub award process – collaborate with the Office of Sponsored Projects to streamline the current process.
- Collaborate with unrestricted accounting and purchasing to co-teach travel and DPI classes.

DEPARTMENT STAFFING INFORMATION

APPOINTMENTS OF SENIOR STAFF

Accountant 3
Rebecca Burnham, Bursar Student Accounting   March 2014
Frances Marin, Contract & Grant Accounting   December 2013

Analyst Programmer 3
Christie Herman, Finance Systems Management   December 2013

Associate Controller
Adam Weeks, Finance Systems Management   August 2013

Bursar
Marianne Presser, Bursar's Office   January 2014

Director, Contract & Grant Acctg, FSM & Payroll
Julian Sandoval, Controller Administration   August 2013

Financial Analyst
Genevieve Cordova, Payroll   June 2014

Mgr, Accounting
Daniel Borrego   February 2014

Mgr, Sponsored Projects
Nancy Carr, Office of Sponsored Projects   December 2013

Sr. Contracts Specialist
Jenny Ramirez, Purchasing   January 2014

Sr. Sponsored Projects Officer
Shannon Denetchiley, Office of Sponsored Projects   February 2014
Diana Sargent, Office of Sponsored Projects   February 2014

Supervisor, Fiscal Services
Sarah Martinez, University Services   November 2013

University Controller
Elizabeth Metzger, Controller Administration   July 2013

SEPARATIONS OF SENIOR STAFF

Accountant 3
Araceli Gotes, Contract & Grant Accounting   September 2013

AVP for Research
Carlos Romero, Office of Sponsored Projects   August 2013

Bursar
Elizabeth Kerkmans, Bursar's Office   July 2013

Financial Analyst
Veronica Gonzales, Payroll   June 2014

Interim Special Assistant for Research & Development Services
Michele Huff, University Counsel   March 2014

Mgr, Sponsored Projects
Nancy Carr, Office of Sponsored Projects   February 2014

Sr. Contracts Specialist
Ron Mattingly, Purchasing   January 2014

Supv, Fiscal Services
Alejandra Campos, University Services   August 2013

Appendix

ACCOUNTS PAYABLE

Prior Year Comparison FY13 – FY14	FY13	FY14	VARIANCE
Banner Direct Pay Invoices	257,190	268,974	4.58%
Banner Regular Pay Invoices	29,998	27,408	-8.63%
Total Invoices Count	287,188	296,382	3.20%
Checks	57,186	51,533	-9.89%
ACH Direct Deposits	32,425	33,557	3.49%
Wire Transfers and Foreign Currency Checks	524	484	-7.63%
Total Disbursement Count	90,135	85,574	-5.06%
Total Disbursements Amount	$708,929,705	$717,038,720	1.14%
Total Pages Scanned/indexed	994,368	1,027,610	3.34%

Accomplishments:

- Issued 3,076 1099-Misc tax forms and provided live support/assistance for recipients.
- Conducted monthly 'Employee and Organizational Development AP Direct Pay Labs' for Banner Finance users.
- Contracted with a private consulting firm to audit and recover funds related to payables.
- Upgraded & tested new Banner 8.8 release.
- Upgraded & tested for General/DBEU/BDM/AR/Workflow upgrade.
- Participated in IT Firewall Upgrade validation testing.

- Held walk-in office hours each week to allow campus end-users to receive live, one-on-one help.
- Implemented NACHA regulatory updates for ACH transactions.
- Began implementation project for SciQuest AP Director.
- Amended standard operating procedures, job aids, and FastInfo questions and answers to coincide with evolving business processes.
- Redistributed work assignments for more efficient processing of workload.
- Upgraded training materials for Banner class instruction.
- Developed new training materials for new Accounts Payable staff.
- Enhanced Direct Deposit Advice to provide additional information related to employee reimbursements for travel and goods.
- Produced new Accounts Payable website.

Participated in:

- Banner Finance Team Leads.
- Fiscal Agents Network Group.
- Purchasing Department Small Business Fair.
- Purchasing/Accounts Payable Business Process Meetings.
- Procurement Division Manager's Meetings.
- Institute of Financial Management Annual Accounts Payable Conference.
- Emerging Topics in Accounts Payable at Colleges and Universities Conference.
- Form 1099 Bootcamp and Certification Training Class.
- New Mexico State Audit Rule Training session.
- Small Business Association Procurement Technical Assistance Program.
- Institutional Compliance Committee.
- IT Firewall Upgrade Testing.

BURSAR

**Prior Year Comparisons
FY 13-14**

	FY13		FY14	
Type	**Transactions**	**Dollars**	**Transactions**	**Dollars**
Cashier Receipts	97,145	$ 219,693,210	89,395	$ 214,994,625
LoboWeb Cr Card Pymts	37,931	29,629,014	40,065	33,417,875
LoboWeb ACH Pymts	23,705	12,495,487	25,835	14,306,922
LoboWeb Debit Pymts	35,608	15,601,321	37,214	17,592,946
LoboWeb MarketPlace Pymts	36,060	5,916,722	132,583	12,877,137
Total Receipts	**230,449**	**$ 283,335,754**	**325,092**	**$ 293,189,505**
LoboWeb Direct Deposit Refunds	46,264	110,442,541	49,099	115,916,574
Student Check Refunds and Student Short Term Loans	24,746	40,052,984	20,823	31,362,188
Total Refunds	**71,010**	**$ 150,495,525**	**69,922**	**$ 147,278,762**

Tuition and Fee Revenue	FY13	FY14
Undergraduate Resident and Non-Resident	$ 138	$ 146
Graduate Resident and Non-Resident	41	44
Course Fees	8	9
Total Revenue (to nearest million)	**$ 187**	**$ 199**

Accomplishments:

TouchNet Marketplace

Within the past year TouchNet Marketplace, an eCommerce payment solution for UNM, has nearly tripled in transaction volume, has shown over 117% in revenue growth, and is up $6.96 million from the previous fiscal year. The Marketplace has been an excellent resource for the University because it provides a secure method for obtaining online payments from customers for a variety of goods and services offered by UNM. This growth has in large part reduced the University's PCI compliance (Payment Card Industry) scope by reducing its risk of exposure.

Cashiering Department

Given the high demands necessary for PCI Compliance, the UNM Cashier's Department has acted in the best interest of the University by migrating customers online to safely process their credit/debit card transactions. This change was brought about after a very thoughtful analysis of customer behavior where it was discovered that less than 15% of in-person transactions were paid with a credit or debit card. Since this change, online payments inclusive of ACH, debit and credit card payments, have increased.

Staffing

In order to address changes in customer interaction, both Cashiering and Student Accounting personnel have been cross trained in all areas of customer service to include student account analysis, cashier payments, call queues, chat, and overall customer service management. All customer service staff (Fiscal Services Techs) work together as part of a combined team, which provides our student, faculty and staff customers with a well-rounded service experience.

peerTransfer

In order to address the University of New Mexico's initiative to attract, maintain, and promote education internationally, the Bursar's Office has partnered with peerTransfer. peerTransfer specializes in international tuition payment solutions. peerTransfer allows for acceptance of payments on behalf of new and perspective students in the currency of their countries of origin; without the fees typically charged by most financial institutions. This payment solution assists in the students' seamless transition to the University and provides peace of mind for both students and parents.

Enrollment Cancellation Restructure Planning

UNM's tuition model continues to grow more complex. Block tuition is no longer the same for residents vs. non-resident students. Differential tuition is charged by some colleges but not others. Contracts are negotiated with countries based on the number of students enrolling. With this in mind, the Bursar's Office has begun the process of restructuring the Enrollment Cancellation process to make it more intuitive for students and parents, and UNM staff working with these customers. The new process will be easier to understood and explain. It will also allow students to pay for their semester charges over time without the threat of disenrollment before classes begin.

LoboWeb and Bursar Website Enhancements

The Graduate and Professional Student Association (GPSA) and the Associated Students of the University of New Mexico (ASUNM) approached the Bursar's Office in the Fall of 2013 to express concerns with the office website and with LoboWeb. The groups felt that the student billing statements were difficult to understand and LoboWeb did not provide helpful information. Through many thorough and painstaking meetings, work sessions and training groups, the Bursar's Office collaborated with Information Technologies and the student groups to reorganize the Bursar's Website and enhance the LoboWeb experience. Both student groups certified that improvements had been made and endorsed the new designs.

Participated in:

- Tuition and Fee Policy Committee.
- New Student Orientation Presenters.
- Presidential Scholarship Selection Committee.
- Faculty Senate Scholarship Committee.
- Residency Appeals Committee.

- General Person Area/Data Standards Committee and Trainer.
- Campus Compliance Committee.
- Housing Appeals Committee.
- Rewards and Recognitions Committee.
- International Student Services Committee.

CONTRACT AND GRANT ACCOUNTING

Statistics:

Prior Year Comparison – Contract & Grant Accounting FY13-FY14			
	FY13	**FY14**	**Variance**
Total Active Awards*	1738	1814	4.37%
Total Expenditures	$190,147,982.00	$182,656,792.00	-3.94%
F&A Recovery	$ 22,377,249.00	$ 21,805,802.00	-2.55%
Total Receivables	$ 14,835,461.00	$ 16,487,168.00	11.13%
Claim on Cash	$ 4,939,444.00	$ 4,672,313.00	-5.41%
Closed Funds	636	633	-0.47%
*Active awards during FY14			

Accomplishments:

- Developed process to notify funding agencies of the department's compliance with OMB circular A-133.
- Analyzed and prepared the University's rate for miscellaneous fringe benefits and submitted it to the cognizant federal agency. The rate was successfully re-negotiated and re-approved.
- Completed the following financial reviews and audits:
  - NM Department of Transportation on site review FY13 awards.
  - NSF audit on program income funds.
  - NSF cash validation audit.
  - CYFD FY13 on site review various awards.
  - UNM's A-133 audit FY14.
- Completed Effort Certification process for the periods of January to June 2013 and July to December 2013.
- Converted the Contract &Grant Accounting website content from Dreamweaver to Cascade.
- Submitted NSF survey for FY13.
- Developed the monthly report for expenditures and F&A generated.
- Redesigned the RTSF- request to spend funds process.
- Completed PARs and FARs for FY14.
- Successfully completed the conversion of NSF awards letter of credit draw to the new ACM cash system.

- Remained current on closeouts at year- end. (Awards are closed within 90-days of their end date).
- Completed post-audit review of all journal vouchers, 90-day memos, labor redistributions, and small purchase requisitions.
- Completed testing and implementation of Banner Finance 8.8, including workflow for closeouts and DBEU general 8.6 and Xtender testing.
- Assisted with testing various Hyperion reports for conversion to WebFocus/MyReports.
- Cleared and approved old zero dollar PCard transactions (transactions for the past three years).
- Documented and or revamped the following office processes:
  - Revamped closeout process to include a clearly defined timeline, updated checklist and reconciliation sheet.
  - Streamlined LOC process to standardize draws from all federal agencies.
  - Created travel advance process.
  - Created DPI internal approval process.
  - Revamped Summer salary process.
  - Redesigned billing process to include all aspects of bills within same document.
  - Created PMS code and process to keep track of NIH subaccount P awards.

Participated in:

- Research Administrators Network (RAN).
- PI Grants Management Training.
- LEARN sessions.
- Summer salary process re-design group.
- Effort Certification open labs.
- EPAF development group.
- IMURA.
- Research Accounting Meetings.
- Pre/Post Award Meeting.
- Collection Committee Meetings.
- Banner Finance Team Leads.
- MyReports Finance Leads.
- Monthly staff meetings continue to be used for in-house training on various subjects pertinent to the department's activity. Additional daily and weekly meetings were held to address new operational issues that arose as Banner was tested and implemented.
  - Subjects covered:
    - MyReports.
    - 2014 goals.
    - Sub award routing for signatures.
    - Workflow for closeouts.
    - Closeouts: preparing funds for closeout and working with departments to collect necessary documentation and signatures on the various closeout documents. FFR preparation and importance of timely submission. Gains/losses issues and entries needed.

- Usage of Over Expenditure index on grant funds.
- Refund request process.
- De-obligating and amending funds.
- Award set up – Requesting only one index per fund. Choosing the correct F&A code in Banner. Posting budget in whole dollars only.
- PI changes, process for A-133 audit.
- Pcard exception request, how to approve request.
- State agency billings for year end.
- Year End entries, and deadlines.
- Cost Share – how to set up a cost share fund and how to keep track of it during the life of the award.
- How to handle Summer salary and Extra compensation forms; proper JV text, 90-day memo review; account code clean up; among other various topics.
- Labor redistribution and Effort certifications.
- F&A Split with HSC process.
- SPQ review of purpose and check employee status.
- Campus Outreach:
  - Provided EOD campus wide training on workflows for closeouts.
  - Provided campus wide training on Effort Certification.
  - Visited departments to provide training on effort certifications, self-service and award closeout (SOE, A&S; Biology, CASAA, ChTM, BBER, EPSCoR).
    - As part of each Fiscal Monitor's goals, they arranged face-to-face meetings with the department administrators for the academic units each oversees.
- Financial Reviews and Audits in Process:
  - SANDIA – Cost schedules and transaction detail for FY14 prepared for SNL for next review. UNM has provided FY14 data.
  - NSF – McBride, Lock & Associates (MLA) conducting an Award Monitoring and Business Assistance Program on NSF LOC. Agency selected specific awards and transactions to review. Information requested was provided.
  - New Mexico State University sub award audit for FY13 various awards. Invoice backup has been provided. Pending resolution.
  - NSF OIG – Expense review in process for two awards. Documentation requested has been provided to agency; pending resolution.
  - University of North Carolina- Chapel Hill, specific award for CASAA, documentation requested has been submitted. Pending resolution.

Professional Development:

- NCURA Sponsored Projects Administration Conference and Annual conference – Associate Controller, Fiscal Monitor.
- NCURA Financial Research Administration Conference – Associate Controller.
- Grants Online Webinar – Fiscal Services Supervisor.
- NACUBO Conference - F&A long form, Fiscal Services Supervisor.
- NCURA Webcasts on various topics, such as OBM guidance - Entire staff.
- Dept. of Justice Regional Financial Management Training Seminar – Accountant 3.

- Dept. of Public Safety Grants Management Training – Accountant 3.
- Kellogg Foundation training, Accountant 2.
- NSF Webinars – Various topics, Accountant 3, Fiscal Services Supervisor.
- EOD leadership series, total of 6 courses - Fiscal Services Supervisors.
- EOD Assertiveness training, Fiscal Services Supervisors.
- EOD MyReports Writer – Finance and Finance Brown Bag Session.
- HR reports Essentials – Entire Staff.
- CFO Academy ASM – Various Management Topics, Fiscal Services Supervisor.
- Brown Bag Series at Faculty Club – Personal Enrichment, Staff.

In process:

- Data Dictionary for documentation of Banner and ODSP data.
- Develop Uniform Guidance (omni-circular) for pre/post award.
- Update Bank information on all wire payment accounts.
- Develop C&G Accounting resource library.
- NSF survey for calendar year 2014.
- Define F&A split process.
- Revamp C&G internal SPQ process.

Future Recommendations:

- Develop training curriculum for departments on various C&G related topics, such as DPIs, Labor redistributions, Travel policies, Pcard process, Effort certification, Award closeouts, etc.
- Collaborate with compliance offices to redesign the PI Grant Management training.
- RAN LISTSERV – Use it to improve communication with departments by providing more timely information regarding updates and changes in processes.
- Sub award process – collaborate with the Office of Sponsored Projects to streamline the current process.
- Collaborate with unrestricted accounting and purchasing to co-teach travel and DPI classes.

CREDIT, COLLECTIONS, AND MERCHANT SERVICES

Accomplishments:

- Provided treasury and special banking transaction services to the UNM campus for UNM receipt and disbursement systems. Electronic banking activity continued to increase from federal and state agencies as well as commercial vendors. Banking activities were maintained with financial institutions in the Albuquerque and branch campus areas including three disbursement and six depository accounts. It was determined the effort to consolidate branch banking into Bank of America was not economically beneficial.

- Continued to upgrade the University's merchant card system. Monitored fiscal agent banks and functioning of the processing software.

- Continued to develop and monitor three tranches of operating cash, thus maximizing earnings on the University's unrestricted operating funds.

- Monitored Payment receipts from a $27 million loan to Lobo Development Corp. at a 3% interest rate, beating market rates by ~ 100bps.

- Developed and distributed monthly investment and cash flow reports to better monitor investment performance of the operating bond portfolios and inform DIAC members.

- Continued the monthly investment fund reconciliations and BANNER related journal vouchers.

- Monitored and processed the semi-annual debt service payments for all outstanding University Bonds - total principal and interest payments of $33,499,476.

- Billed over $7.0 million to the State of New Mexico as reimbursements for expenditures on capital projects.

- Prepared the annual New Mexico Higher Education Debt Service Requirement certification reports for UNM branch campuses, which calculate the cash requirements to service local debt and are used by the Higher Education Department to certify mil levy rates for the next tax year.

- Continued evaluation of banking processes to gain efficiencies.

- Developed and issued a new combined Banking and Merchant Card Services RFP; and evaluated respondents in order to select a new banking partner.

- Participated as a team member for interviewing and evaluating potential banking service RFP respondents.

- Prepared the GASB 40 footnote disclosure concerning cash and cash equivalent balances.

- Drafted and prepared the GASB 53 footnote disclosure regarding derivative interest rate swaps attached to the University's variable rate bonds.

- Prepared audit footnote Schedule 9 detailing UNM's pledged collateral, which provides security against bank failures for all account balances.

- Prepared audit footnote Schedule 10 detailing UNM's individual deposit and investment accounts.

- Served as financial services point person for campus-wide Payment Card Industry (PCI) compliance.

- Continued overseeing and directing a PCI management team approach with UNM IT Security and the contracted Consulting Information Security Auditor to monitor all credit card processing centers on campus.

- Provided oversight and was responsible for completion of the PCI required Self-Assessment Questionnaires (SAQs).
- The PCI team is responsible for detection of weaknesses within the University credit card processing system. When weaknesses are detected, the team rapidly responds with a short and long term solution. As such, the team will continue to monitor the card processing system for weaknesses such as non-encrypted data transmissions, firewall weaknesses, in-house card data storage and other PCI non-compliance issues.
- Produced draft investment policies for the VEBA fund and the Foundation's investment of the unexpended endowed and non-endowed monies.
- Produced draft RFP's for the VEBA fund, Main Campus investment advisory services.

Banking statistics:

Deposits processed
Processed approximately 7,200 deposits from various entities for UNM departments
Property & Construction JVs processed Reviewed and processed over 1,200 payment documents and journal entries

Participated in:

- The Debt Investment Advisory Committee.
- RFP evaluation committees for bond legal services, banking services and Financial advisory services.
- Assisting the University Controller to invest and report on VEBA funds.
- Foundation Investment Committee – As a designee for the Executive Vice President.

FINANCE SYSTEMS MANAGEMENT (FSM)

FSM Operational Support Team

Accomplishments:

- Scheduled and maintained consistent and timely month and year-end closings for Banner Finance and subsidiary systems.
- Successfully closed the 10th fiscal year in Banner Finance.
- Planned and coordinated the 7th integrated Fiscal Year end close with Banner Human Resources/Payroll and Budget modules.
- Established and maintained the Fiscal Year/Fiscal Period parameters, System Control parameters, Chart Maintenance Parameters, and other Banner Finance operating controls that drive efficient system processing and provide for system integrity.
- Continued use and refinement of Appworx scheduling software for creating and controlling calendars for the automated nightly finance operations and month end finance pre-close and close operations.
- Monitored Ellucian delivered control reports and developed automated monitoring tools to identify problems and out of balance situations requiring correction.
- Performed research and troubleshooting and led issue resolution for Banner Finance system and data problems as they arose. Many of the resolutions resulted in new procedures and/or technical enhancements to assist in managing issues or prevent their future occurrence.
- Managed the rule class codes that provide for system processing of finance transactions within the Banner Finance System. These rule class codes provide for both direct and indirect updates to the various ledgers in Banner, provide for system balancing, and also allow for edits and controls to prevent unauthorized postings to pre-determined chart segments.
- Managed the HR/PR rule class codes for HR/PR transaction posting to Finance as part of the HR/PR integration in Banner.
- Managed the University Chart of Accounts, including setups and maintenance for the following: Index, Fund Type, non-grant Fund, Organization, Program, Activity, Account Type, and Account.
- Managed Banner Finance Attributes for use in processing, reporting, and analysis, including account restrictions for use on DPEZ transactions and PCard reallocations.
- Analyzed and consulted with various departments on organizational changes including predecessor changes, new and terminated organization code setups.
- Managed document approval queues to provide for electronic routing of Banner Finance transactions for authorization and internal control.
- Managed the data load and suspense process for approved feeds to Banner Finance from University sales systems and other external systems, including Payroll and Encumbrance feeds.
- Managed user access to key systems through role assignment and monitoring. Provided system access for Banner Finance, Finance Self Service, Banner Budget, Operational Data Store, Xtender, and Banner Human Resources – Payroll.
- Managed NSF system reject capabilities for transactions on instruction and general funds, non-endowed spending, unrestricted research and public service funds.

- Managed Banner Finance Luminis Channels to create a one-stop shop interface for Finance end-users that facilitate pushing of information and processing activities in an easy to use interface.
- Planned, coordinated, participated and managed key system upgrades to include the Finance 8.8, Workflow 8.1, DBEU, AR 8.4, General and WebTailor 8.6 implementations.
- Prioritized the creation and continued maintenance of internal department standard operating procedures and FastInfo updates to improve internal efficiencies and provide good customer service to campus.
- Provided production support, communications and customer support to campus for various finance programs, processes, updates, outages and enhancements.
- Provided production support, communications and customer support to campus for Effort Certification processes.
- Managed Finance Org Code Security to restrict access to Finance data and provide better internal controls.
- Provided maintenance and support for the Finance Banner Training Database (BANTR), including security and performing additional processes to make confidential financial data anonymous.
- Website content management and support for Financial Services Resources, Fiscal Agent Network Group, and other Financial Services Offices, including the Financial Services SOP website and department specific websites.
- Continued development and maintenance of existing Job Aids to support the UNM Finance community.
- Management and coordination of annual external audit IT review.
- Provided maintenance and support of SharePoint collaboration sites for Team Leads, Payroll, Project Prioritization Resource Leads (PPRL), Budget Offices, Contract and Grant Accounting and IT External Audit.
- Managed ongoing maintenance and support of proximity access in the UNM John & June Perovich Business Center that grants secure door access to Financial Services employees to physically restricted areas.
- Participated in the planning, scheduling, maintenance and support of the fifth and sixth online Banner Effort Certification (EC) reporting that went live in January 2012, including the development of setup and load scripts for key EC tables for pilot groups identified.
- Trained and transitioned HR Banner module security to Human Resources.
- Analyzed and resolved issues of more than 1000 stagnant security requests.

Development:

- Participated in implementation committee efforts for an institutional time and leave reporting solution using LoboTime (Kronos) for Phase I implementation.
- Participated in the development of ERP Project Prioritization process and evaluation and prioritization of shared projects.
- Participated in the development of an integrated solution to manage garnishments at the University more efficiently and effectively.
- Participated, coordinated, defined and led BDM project to implement electronic document management for Human Resources and Payroll, including the installation of new hardware and software and Payroll security setup and configuration.

- Participated in the development of an integrated solution to manage the upload and approval process of massive journal entries at the University more efficiently and effectively.
- Participated in the development of an integrated solution to upload journal entries for SciQuest internal requisitions at the University more efficiently and effectively.

Participated In:

- Banner Operations Leads (all modules).
- Banner Finance Team Leads.
- Human Resources/Payroll/Finance Reconciliation Team.
- Project Prioritization Resource Leads (PPRL), prioritization of projects for Finance, Budget, AR, HR and Payroll.
- Banner ERP Leadership Committee.
- ERP Authorizations and Security Team (EAST) Committee and Meetings.
- Portal Governance Committee.
- Interview Committee member for various Financial Services Departments and IT.
- Scheduling and participation in the Executive Leadership Committee.
- Executive Steering Committee for LoboTime.

FSM-IT (Reporting)

Accomplishments:

- MyReports Enterprise BI/Reporting Tool Implementation for Finance and Payroll:
  - Managed the project for Finance and Payroll modules.
  - Designed and developed the MyReports portal for campus users.
  - Spearheaded the design and development of security model.
  - Implemented Org security for Payroll.
  - Developed training materials, SOPs, CBTs and offered in class working sessions for report writers on campus.
  - Maintained and updated project web site for Finance.
  - Presented to stakeholders, executives and several committees on campus.
  - Successfully went live for all campus users.
  - Coordinated report rewriting efforts with Finance cross functional managers; gathered specs; worked with the consultants; built the reports; developed test plans; and went live with following reports:
    - Operating ledger detail and summary.
    - Hierarchies and Index Lookup.
    - Salary Projections Dashboard for Executives.
    - Contract and Grant Ledger Executive Summary.
    - Summary of Account Balances in Operating Ledger.
    - Non Endowed Spending Funds.
    - Unrestricted Aging by Department Main.
    - Finance Approval Queue Inquiry.
    - Enterprise Metrics Executive Dashboard.

- Branch Campus Fiscal Year End Report of Actuals.
- Grant workflow.
- Developed Guided Ad-hoc interfaces to streamline ad-hoc reporting. The power users on campus can now build ad hoc queries and reports with no report writing knowledge.
- Oversaw the implementation of Hyperstage Column Oriented Database for faster query response times.
- Managed Finance Operational Data Store (ODS) to include: Custom Finance ODS refresh (ETL) processes, scheduling and administration, view reconciliation, troubleshooting, and enhancements.
- Managed Finance report development, maintenance, reconciliations, and continued enhancements using WebFOCUS and ePrint; MyReports allow user-driven criteria to be used to generate reports as of the previous day's close. Effort Certification ePrint reports are published weekly and incorporate book-marking to select specific indices that have been built into the reports.
- Managed application upgrades including Workflow 8.1, WebFOCUS 8002, ODS 8.4.1 and Banner.
- Developed Campaign Reports for United Way campaign 2013.
- Responsible for providing technical support to the following Access databases:
  - Inventory contact database for University services.
  - Fixed asset database for Property.
  - United Way database.
  - Banner Tax database.
  - Term Index database.
  - Staff Salary database.
- Provided on call support for fiscal year end close process.
- Generated weekly Effort Certification ePrint reports for the campus.
- Enterprise Metrics Reporting (EMR) for Decision support: Refreshed data cubes on a monthly basis and reconciled against ODS.
- Maintained the following EMR dashboards:
  - Cascading Grant Total Overhead Return History Dashboard.
  - Cascading Total University Expenditure Dashboard.
  - Cascading Seasonal Total University Expenditure Dashboard.
  - Endowment Spending and Reserves Growth Dashboard.
  - Prior Years Reserves Trending Dashboard.
  - Total Expenditures Dashboard.
  - Current Year Total Revenues and Expenditures with Prior Years Reserves Dashboard.
  - Total Revenues Dashboard.
  - Total Revenues and Expenditures Dashboard.
  - Grant Total Expenditures Dashboard.
  - Grant Total Overhead Return History- F and A Dashboard.
  - Grant Total Revenues Dashboard.
  - Cascading Grant Total Expenditure Dashboard.
  - Cascading Total Revenues Dashboard.
- Built SharePoint sites, templates and forms for various FSD committees and project teams.

- Finance initiatives, including the WebFocus implementation, Purchasing system enhancements, Contract Director, and other projects.
- Managed scheduled Select Site (LoboMart) upgrade validation and testing (3x/year):
  o Major UI change in March, 2014 which required revision of training materials and detailed communications to campus staff.
- Completed Contract Director implementation:
  o Managed project for Procurement.
  o Created templates for use in contract authoring.
  o Provided team and one on one training sessions for Purchasing staff.
  o Successfully rolled out to Procurement.
  o Successfully rolled out to CRTC.
- Completed Enterprise Reagent Manager implementation in conjunction with Safety and Risk Services:
  o Coordinated two on-site focus groups.
  o Enabled 3 new Hosted Catalogs for ERM use.
  o Developed application process for ERM shopper accounts.
- Mentored Procurement intern and assisted in Purchasing Marketing campaign. Project included:
  o Hosted LoboMart Lunch sessions.
  o Requisitioner survey.
  o Creation of new Banner Byte video training snippets.
- Converted CRLS hosted catalog to self-managed hosted catalog in SciQuest eProcurement.
- Maintained content in Select Site for IT Software.
- Converted Purchasing Website to Cascade WC.
- Provided internal customer support for SciQuest Select Site, Contract Director and Sourcing Director.
- Provided external customer support for SciQuest Sourcing Director.
- Developed 'Purchasing and Accounts Payable Policies and Procedures' course.
- Offered Purchasing Process for Departments Lab to Departments.
- Developed and tested new Securing Private Data procedure in SciQuest UIT.
- Trained Purchasing staff member to take over Procurement Training and Grants Management Sessions.

Participated In:

- Weekly MyReports (WebFOCUS) Project Team Meeting.
- Biweekly Finance MyReports meeting.
- Weekly Conference Call with IBI to discuss WebFOCUS issues.
- Weekly TAT (Technical Architecture Team) and EBAM (Enterprise Business Application Managers) Coordination Meeting.
- Weekly WebFOCUS Developers' Meeting.
- Weekly Appworx Conductors' Meeting.
- Monthly Team Leads' Meeting.
- Monthly IT Agents' Meeting.
- Biweekly Reporting Leadership Committee.
- Biweekly Managers' Meeting.

- Biweekly WebFOCUS Implementation Project Team Meetings.
- Quarterly FSD Managers' Meeting.
- Presented to Fiscal Agents Networking Group (FANG) on MyReports.
- Presented to CARG group on MyReports.
- Webfocus Demo; Presented to stakeholders; committees and executives
- Webinars:
  o The Best of InfoAssist in WebFOCUS 8.
  o Introduction to Application Studio.
  o MDM and Big data.
  o What's New in Webfocus 8 Report Caster.
  o Webfocus Predictive Analytics.
  o Put Active Reports to Work - Tips and Techniques.
  o Webfocus Roadmap.
- IBI WebFOCUS Summit.
- Educause Conference.
- SciQuest regional user group meeting.
- Presented Contract Director at NEAP District VI meeting in Sunriver, OR.
- UNM Tech Days – Presented on WebFOCUS.
- Developed and Presented MyReports for Finance Brown Bag Lunch sessions.
- Coordinated MyReports Report Writer working sessions.
- Offered InfoAssist Power User Training for Campus.
- Grants Management Trainer for HSC and Main Campus.
- Participated in monthly focus group for Sourcing platform conversion with SciQuest and other Higher Ed Institutions.
- Presented at SciQuest NextLevel conference.

FSM Network Support (FSMNS)

Accomplishments:

- Revamped FSD's entire backup process with new backup software (SEP Sesam), new backup server (Sobex), and new backup SAN device (Dell DL4000) to improve FSD disaster recovery process.
- Demised and surplused old backup server (Busback) and backup device (Cybernetic SAN).
- Installed and configured a Server 2012 as a Remote Desktop server, to meet Cashiering's PCI/DSS compliancy.
- Assisted in migration of files and workstation management of five departments (Budget, Executive VP of Finance, Government Relations, University Policy, and Internal Audit) to Central IT.
- Completed Internal Audit review on FSD's Data Center.
- Finalized FSD websites migration to the Web Content Management System (WCMS) project. The remaining four FSD websites migrated are Bursar, Contract & Grant, PCard, Purchasing, and FSSC.
- Lead a WCMS training session for webmasters on tips and tricks for maintaining websites using the WCMS.

- Implemented security measures on workstations, such as whole disk encryption on laptops and auto locked workstations.
- Continued to improve data security to ensure confidentiality. Two projects that are in process with a scheduled completion in FY15:
  - o The first project is to secure scanning of Payroll information by isolating scanning process and equipment in to a private network.
  - o The second project is protecting check and banking information by restricting access to files, workstation usage, and Internet connection.
- Continued use of the automated ITIL-3 compliant web-based Absolute Help Desk system for managing workstation and other problems reported by computer users of the Financial Services Division and other supported departments.
- Rebuilt the Absolute Help Desk system from virtual appliance to virtual Suse Linux Enterprise server, upgraded the application to version 8, and then changed the user authentication source from eDirectory to Active Directory.
- Assisted HR with removing their file server, Hermes, from eDirectory.
- Solved 1043 help requests from July 2013 through June 2014.
- Renewed a yearly Service Level Agreement Office of Contract Archeology (OCA) and Office of Graduate Studies (OGS).
- Kept 21 virtual/physical servers up-to-date with weekly operating system and security patching.
- Continued to support OCA and maintain their file server, computers, printers, and scanners.
- Continued to maintain and support computers and network access for Office of Graduate Studies, University Secretary, and Communication and Marketing.
- Updated how-to documents and standard operating procedures.

Certification
- Obtained Novell Certified Administrator (NCA) Certification.

Participated In:

- Monthly—Hosted UNM NUG (Novell Users Group) meetings.
- Monthly—IT-Agent (Level 3 Org representative).
- Monthly—IT-UNM (IT support agents).
- Monthly—IT-IA (Information Architect for Web Masters).
- Technology Transfer Partner Conference (Novell Products Knowledge sharing with other Higher Education Institutions).
- UNM Tech Days.
- Quarterly - InfoGard Meetings (FBI Security Information).
- Quarterly - FSD Managers' Meetings.
- HDI Workshop for Help Desk Technicians.

OFFICE OF SPONSORED PROJECTS
(Formerly PreAward Services Main & Branches)

Statistics:

Prior Year Comparison – Office of Sponsored Projects FY13 – FY14		
	FY13	**FY14**
Number of Proposals	846	488
Value of Proposals	$ 263,667,359	$197,994,628
Number of Total Research Awards	1335	769
Value of Total Research Awards	$ 119,732,442	$94,661,278

Accomplishments:

- Reorganized Office of Sponsored Projects reporting structure.
- Completed Compensation review, in coordination with HSC PreAward Services, to complete market study, and revise position titles, descriptions, and clarify CORE Office Signature Authority. This review resulted in a change in the department's name to Office of Sponsored Projects.
- Evaluated and re-assigned staff workloads for best operational efficiency.
- Developed staff performance goals for calendar year 2014.
- Developed internal OSP staff time and leave reporting procedure.
- Developed proposal review checklist.
- Developed solicitation review checklist.
- Developed donated and loan equipment process and checklist.
- Developed process to route contracts for signature.
- Created budget justification sample document for departmental use.
- Revamped RTSF process.
- Analyzed Cayuse SP records and corrected deficiencies to optimize data reporting for FY13 and FY14.
- Developed office procedures for award set-up.
- Developed Cayuse procedures for:
  - Setting up a new award.
  - No cost extension.
  - Project revisions.
  - De-obligations.
- OSP staff completed requirements and have obtained Banner access.
- Renegotiated master contract template with NMDoT.

In Process:

- Re-evaluate workloads, structure, and processes to determine optimal operations for OSP.
- Develop employee resource manual for standard operating procedures and training for all OSP staff.
- Complete data conversion from InfoEd to Cayuse SP.
- Increase OSP visibility and communication between staff and PIs/Chairs/Deans.
- Develop FAQ's for OSP processes.
- Cayuse SP 3.1 upgrade.
- Develop training materials for Cayuse SP.
- Develop Cayuse proposals and awards reports in MyReports.

Participated in:

- Research Administrators Network (RAN).
- PI Grants Management Training.
- Pre/Post Award Meetings.
- Collection Committee Meetings.
- Weekly staff meetings - in-house training on various subjects pertinent to the department's activity.
  - Subjects covered:
    - Contract negotiations – Billing terms, fixed price Vs. Cost reimbursable awards. Budget periods Vs. Award periods. Final and Progress reporting requirements
    - 2014 staff goals.
    - Sub award Process and routing for signatures.
    - De-obligating and amending funds - obtaining post award initials on all de-obligations.
    - RTSF process.
    - Extra Compensation - how to list on proposals and what account code should be used to budget.
    - F&A Split with HSC process.
    - SPQ review of purpose and check employee status.
- Campus Outreach:
  - Visited various colleges and departments to meet face-to-face with PIs and department administrators whom each CGA serves; ChTM, CASAA, COE SOE, ISR.

Professional Development:

- NCURA Sponsored Projects Administration Conference and Annual conference – Director of Sponsored Projects.
- NCURA Webcasts on various topics, such as OBM guidance - Entire staff.

Future Recommendations:

- Develop training materials for departments on various OSP processes and related topics, such as Proposal, Award and Contract review, budget generation and best practices.
- Collaboration with compliance offices to revamp existing internal processes for Export control, Conflict of Interest.
- RAN LISTSERV – will use it to improve communication with departments by providing more timely information regarding updates and changes in processes.
- Sub award process – collaborate with Contract & Grant Accounting to streamline the current process.

PAYROLL

Prior Year Comparison – Payroll Department FY13 & FY14		
Type	**FY13**	**FY14**
W2s Issued	18,656	18,960
1042s Issued	118	97
Direct Deposits	257,566	261,077
Payroll Checks Issued	48,358	49,324

Document Amount and Count for FY14

Type	$ Amount	Checks	Direct Deposits	Checks & Direct Deposits
Original Checks/Direct Deposits	665,185,275.00	47,219	257,729	304,948
Reissued Checks/Direct Deposits	310,607.73	21	268	289
Adjusted Checks/Direct Deposits	4,538,785.04	1,017	2,518	3,535
Manual Checks/Direct Deposits	1,073,960.43	1,033	503	1,536
Voided Checks/Direct Deposits	(175,112.45)	34	59	93
TOTAL	**670,932,975.50**	**49,324**	**261,077**	**310,401**

Payroll Production and Accounting

Accomplishments:

- Implemented LoboTime for limited number of departments.
- Participated in Banner system 8.8 upgrades, including testing and validation.
- Implemented ERB rate changes.
- Implemented VEBA rate changes.
- Worked with various agencies and departments to investigate fraudulent activity.
- Performed the analysis and laid the ground work for BDMS.
- Tested new earn and deduction codes in all instances before migrating to production.
- Corrected W2's as appropriate according to DOMA changes.
- Participated in the OGS task force to implement Lobo Contracts.
- In cooperation with Benefits analyzed new changes mandated by the Affordable Care Act.

- Performed parallel testing on new garnishment application and in cooperation with IT made appropriate corrections.
- Successfully converted all payroll reports from Hyperion to MyReports.
- Worked with contractors and Office of Capital Projects on improvements to Payroll suite.
- Researched multi state taxation.
- Worked on the escheatment process to return unclaimed payroll checks to the state of New Mexico.
- Participated in union negotiations.
- Implemented salary increases for eligible staff and faculty.
- Updated Payroll web site.
- In conjunction with other core offices, worked on EPAF's for non-standard payments.
- Automated fiscal year end processes empowering Payroll to run processes independently of IT.
- Worked on automating calendar year end processes.
- Successfully implemented changes for submitting Tri Agency report as mandated by the NM Dept. of Workforce Solutions.
- Established Payroll Marketplace to facilitate receiving credit card payments for employee overpayments.
- Automated W2 error report to allow Payroll to run reports on demand.
- Implemented new federal and state income tax rates.
- Worked with Ellucian to correct rounding issue with pay distribution percentages (still on-going).
- Provided ad hoc reports for internal and external auditors.

Participated in:

- Two Payroll staff members attended the American Payroll Association conference for educational institutions.
- One Payroll staff member attended Ellucian summit.
- Attended various luncheons hosted by the local chapter of the American Payroll Association.
- Various Payroll staff members attended the annual conference of the local chapter of the American Payroll Association.
- Payroll staff members viewed webinars on Multi State and Affordable Care Act.
- Payroll staff members completed Continuing Education classes as well as Star 12 seminars.

PURCHASING AND UNIVERSITY SERVICES

PURCHASING

Prior Year Comparison – Purchasing		
FY13-FY14		
	FY13	**FY14**
RFPs Issued	93	74
IFBs Issued	20	10
Total Solicitations	113	84
POs Issued	7,792	6,891
COs Issued	4,139	3,926
P-Card		
Amount	$ 63,061,234	$ 68,522,658
# of Transactions	154,554	167,979
F-Card		
Amount	$ 799,173	$ 674,425
# of Transactions	15,869	13,526
TOTAL $	$ 63,860,407	$ 69,197,083
TOTAL # of Trans	170,423	181,505
Vendor Setups and Maintenance Requests	22,725	24,191

Accomplishments:

- Trained University staff on Procurement law changes at numerous forums.
- Revised commodity code assignments for more efficient distribution of workload.
- Hosted annual UNM Small Business Fair in order to encourage business with from small and minority-owned entities.
- Hosted Travel Portal Vendor Fair in order to familiarize UNM business travelers with travel vendors.
- Continued Cost Segregation program to obtain significant University savings on current and past construction projects.
- Implemented & integrated DocuSign eSignatures with Contract Director management tool & central repository.
- Completed successful upgrades of LoboMart SelectSite 13.2, 13.3 & 14.1.
- Used IRS TIN matching for 1099-MISC reportable Vendors to reduce annual IRS mismatch B-notices.

- Published and distributed Purchasing Newsletters for Banner Finance users.
- Enhanced Purchasing-specific on-line training for P-Card.
- Implemented PCard Transaction Report for campus users in MyReports.
- Provided on-going classroom training for two monthly Banner Finance classes.
- Implemented VEVRAA – Vietnam Era Veterans Assistance Act with Human Resources.
- Began implementation project for SciQuest AP Director.
- Held walk-in office hours twice each week, allowing campus end-users to receive live, one-on-one help.
- Provided on-going FastInfo knowledgebase Review and Updates (Questions & Answers).
- Implemented OIG/SAM Excluded Parties process in order to prohibit procurement with Federal excluded parties.
- Increased involvement in Small Business initiatives.
- Revised and improved electronic desk procedures for Contract Specialists.
- Developed new web based training programs for Purchasing & Finance.
- Participated in the instruction of the Grants Management training class.
- Upgraded & tested new Banner 8.8 release.
- Upgraded & tested for General/DBEU/BDM/AR/Workflow upgrade.
- Participated in IT Firewall Upgrade validation testing.
- Updated/Revised SOPs/Internal Procedures.
- Conducted Campus-wide Purchasing survey in order to obtain user feedback and implement efficiency changes.
- Produced new Purchasing & PCard websites.
- Raised PCard Limits to $10,000 for goods and $5,000 for approved services.
- Revised PCard Transaction Log.
- Provided LoboMart Lunch Sessions to provide additional training for end-users.

Participated In:

- National Association of Educational Procurement (NAEP) Annual Conference.
- National Association of Educational Procurement Board of Directors.
- National Association of Educational Procurement Academy & RFP Institute.
- National Association of Educational Procurement District VI Annual Meeting.
- National Association of Educational Procurement Strategic Procurement Institute.
- National Institute of Governmental Purchasing Procurement Conference.
- SciQuest SelectSite Next Level Annual Meeting.
- SciQuest Regional User Group Conference.
- PCards on Campus Conference.
- Pro-Leadership Procurement Forum.
- Procurement Reform Task Force.
- New Mexico Public Procurement Association.
- Institutional Compliance Committee.
- Fiscal Agents Networking Group.

- Banner Finance Team Leads.
- Institute of Financial Management Annual Accounts Payable Conference.
- Emerging Topics in Accounts Payable at Colleges and Universities Conference.
- Form 1099 Bootcamp and Certification Training Class.
- New Mexico State Audit Rule Training session.
- Small Business Association Procurement Technical Assistance Program.

TAXATION

Accomplishments:

- Provides tax services to UNM departments. Services included tax research, foreign national payment analysis, and federal and state tax filing compliance.
- Continued communication with the University and Central Accounting offices. Web site updated with current information regarding payment requirements to foreign nationals and state and federal taxes, thus reducing tax liability exposure and improving compliance.
- Provided analysis of UNM departments' activity and revenues for unrelated business income tax and governmental gross receipts tax.
- On-going, as needed interaction with Internal Revenue Service.

Taxation statistics:

Tax Returns Filed
State Governmental Gross Receipts Tax (monthly)
State Water Conservancy Fee (monthly)
State Alternative Fuel Excise Tax (quarterly)
Federal Fuel Excise Tax Refunds (quarterly)
Form 1042 return and over 370 1042S Forms for foreign nationals (annual)
Form 990-T Unrelated Business Income Tax (UBIT) (annual)
Form 720-PCORI Federal Excise Tax Return (annual)

Taxes Paid
Governmental Gross Receipts Tax paid in FY14 = $1,437,044
Compensating Tax paid in FY14 = $2,019
UBIT tax liability for FY14 = $132,075

Documents Processed
Reviewed and Processed over 1,400 payment documents to non-resident aliens
Reviewed and Processed over 375 Foreign scholarship awards

Participated in:

- UNM Tax Information Sessions for International Students
- Assisted in Banner upgrade testing
- National Association of College and University Business Officers - Tax Forum
- New Purchasing procedures to comply with Foreign Account Tax Compliance Act

UNIVERSITY SERVICES

Business Operations

Accomplishments:

- Continued to work with UNM Information Technologies as well as University Services' IT to resolve file size issues with the new Outlook email system.
- Acted as key agent for updating all SOPs for each organization, and creating new SOPs for new processes, due to improved internal controls. SOPs were documented for the new Inventory Control Tool which was created by University Service's IT to manage and track annual physical inventories and reviews.
- Continued membership in the National Association of College & University Mailing Systems (NACUMS) and the regional Association of Rocky Mountain College and University Mail Services (ARMCUMS), to stay abreast of the continuous changes being implemented by the United States Postal Service, due to the continued economic decline in the industry.
- Provided maximum support to each of the department managers within University Services. This included human resource assistance, financial analysis, and support for special programs as needed.
  - Acted as key agent for the second year of the Kronos/LoboTime payroll timekeeping system. Incorporated changes as these were implemented and updated departmental Best Business Practices.

Print Management Program	FY14	FY13	FY12
Devices (Copiers, printers, MFDs) managed in program	710	659	630
Customer accounts / departments	404/335	393/324	428/ 325
Multi-Functional Devices / Color	504/242	490/202	434 /153
Printers in Maintenance Agreements	206	169	196

Note: Devices = Multi-Functional Devices (MFDs) + Printers. Color unit numbers are included in the MFD number.

- Continued slight increase in MFDs versus stand-alone printers as departments reduce their document output device footprint.
- Notable increase in printers being managed by the Print Management program, a result of the Print Management's initiative to track printer purchases and to encourage departments to support purchased devices through maintenance agreements. In turn, the agreements supply more reasonably priced toner along with service parts and labor. Note: printers outside of the Print Management program cannot be tracked via our program.
- Increase in color devices as color becomes more affordable and prevalent in many MFDs.
- Data security continues to be addressed. All new agreements automatically and contractually include data security software for every leased and/or purchased device. All existing agreements were upgraded to include the most appropriate form of data security, per device.
- During FY14, three (3) departments completed Print Management Assessments and implemented solutions, contributing a cost saving in FY14 of $72,287.20 due to the decrease in base fees.

- The Print Management Assessments, showed a total cost savings of $96,687.88 for its second year since implementation.
- Customer inquiries, billing issues, and copier placements and removals continued to be handled in a timely and efficient manner, and improvements were made where applicable due to new processes and vendor requirements.
- Facilitated 45 departmental surplus sales. Provided the appropriate documentation, especially for University security, and ensured compliance with Export Control and Safety and Risk regulations. This was accomplished through both online auctions and bids using Bentley & Associates, LLC.
- Key component in Surplus Property auctioneer correspondence and coordination. Consignment reports were balanced and audited to electronic manifests created in Surplus Property to properly account for all items sent to auction. The automated manifest process created by University Services' IT benefits both the reconciliation process as well as the auctioneer's receiving process, catching any inconsistencies in sales.
- Collaborated with the Recycling Department to research the best possible sources of recycling for surplus items not sold. Made every effort to avoid adding to landfills whenever possible.

Participated in:

- Fiscal Agent Network Group.
- National Association of College & University Mailing Systems.
- Association of Rocky Mountain College & University Mailing Systems.
- Postal Customer Council.
- Association of College and University Printers.
- Banner Finance Team Leads.
- Banner 8 upgrades testing group.
- Chemical Safety Committee.
- Chemical & Safety Re-Design project/ERM.
- Export Control Committee.
- National Property Management Association (NPMA).

Information Technologies

Accomplishments:

- Designed and maintained custom applications, queries and reports for Records Management, Mailing Systems, Inventory Control, Surplus Property, CRLS and Copy Center/Fleet. Additional reports and database modifications were designed as management requested additional information.
- Continued to support the ITS letter-printing operation, check printing process and printer installations and other activities for the UNM Copy Center. Maintained backup systems and provided updated customer software upon request.

- Maintained and updated the University Services servers and workstations. This includes backup, archival and restoration of all the departmental data. System downtime was minimal.
- Supported all hardware, software, and networking for the department. Managed the departmental subnets and kept inventory of devices and software.
- Continued development of the Inventory Tools application to enhance user interaction. Added new functions, reports and forms.
- Maintained the University Services' Banner data update system for the department. This system uses the Oracle client to connect directly to the ODS store and populate a local database. Some automated processes were improved upon, continuing to ensure the enhancement of data integrity.
- Created a new departmental email in Outlook and configured security for Print Management.

Inventory Control

Accomplishments:

Inventory Processes	FY14	FY13	FY12
Departmental Transfers	2,581	3,320	3,852
Capital Inventory Additions	544	518	504
Value of Capital Additions	$11,332,496	$15,573,516	$11,196,930
Inventory Computer Additions < $5K	4,594	4,721	4,608
Inventory Deletions	4,701	2,609	6,746
Value of Deletions, at total cost	$13,476,952	$11,428,554	$27,969,417

- Increased inventory deletions were due in part to departments using the annual physical inventory to identify assets that were obsolete, too expensive to repair and un-used and disposing of those through Surplus Property. The initial campaign began in FY12.
- Refined and improved the tracking system and increased functionality for annual physical inventories submitted. Improved visibility of departmental compliance and linked in Reviews. 100% compliance was achieved for all annual physical inventories again this year.

Annual Physical Inventories	FY14	FY13	FY12
Annual Inventories Requested	2092	2059	1989
Annual Inventories Completed	2092	2059	1989
Number of Assets	46,490	46,395	42,497

Inventory Reviews	FY14	FY13	FY12
Inventory Reviews Requested	611	400	833
Inventory Reviews Completed	575	388	448
Number of Assets Reviewed	2606	937	1844

- Inventory Review process continues to be fine-tuned to demonstrate due diligence in verifying accuracy and compliance of UNM annual inventory. The review randomly selects assets from each top level department org within an inventory wave; 5% of assets are chosen, not to exceed 20 assets per org. The reviews are accomplished either through a photograph of the items chosen or through an on-site inspection of the assets or both.
- Assisted departments with inventory questions and processes to bring departmental inventories up-to-date and accurate. Assisted departments in receiving donated equipment from various agencies and entities and in transferring equipment on grants to various institutions.
- Ongoing process with UNM PPD Automotive Department to obtain license plate information, proper documentation for auto auctions, vehicle purchasing and sales information for proper asset tagging and tracking.
- Conducted four Inventory training sessions to disseminate campus inventories for the annual physical inventory. Inventory forms and Certification forms were sent electronically to inventory contacts utilizing the Inventory Tool. Also sent automated communication to all inventory contacts to ensure deliverability before sending out the Waves. This serves well in UNM's sustainability effort and proves to be more cost and time efficient. All other forms and instructions were made available on the Inventory Control website.
- Provided cross training to maintain ongoing improvements in inventory processing and procedures, to assist with departmental changes. Re-visited internal control reviews of workloads and processes and established new job responsibilities.
- Continued to work closely with Contract and Grant Accounting regarding award closures, loaned equipment and ONR audits. Completed all property reports required for various outside contractors.
- Daily-To-Ptag Report was maintained to two-plus pages consistently for the fiscal year.
- Made presentation of Inventory Control Tool that serves as Inventory Control's database and tracking tool to National Property Management Association's 2014 Educational Seminar attendees.

UNM Copy Center

Accomplishments:

Copy Center	FY14	FY13	FY12
Black & White copies	5,656,577	6,821,540	6,920,598
Color copies	566,612	415,505	354,907
Work orders	6,895	5,261	4,050
Customer accounts	665	698	653
Posters produced	1,169	1,022	702

- Developed and published a new UNM Copy Center web-site with a more user-friendly interface. Customers are now able to upload large files without concerns about size limitations. Customers are also able to submit orders of any kind online.
- Continues to provide an inexpensive UNM business card in minimal quantities. Staff or faculty is able to order 100 cards for $12 or $15, standard versus executive. An average of approximately 5 to 7 orders were received per day.

- Worked in conjunction with the Human Resources Department New Employee Orientation to offer all new employees 100 business cards. This serves as a tool to make new employees feel more welcome as well as to introduce them to the UNM Copy Center. Provided brochures of services offered by the Copy Center to inform new staff of what is available.
- Worked in conjunction with Office of Support & Effective Teaching (OSET) to provide materials to new faculty for UNM Copy Center services as well as the process to place orders for student course packs.
- Maintained check production process for the Bursar's Office and Accounts Payable on a daily basis.
- Upgraded workstations and software to accommodate the requirements and needs of customer departments as needed. Managed queues and jobs received directly from departments, assisting in print driver setups where needed.
- On average, 97 posters were produced each month. Full color banners or posters in a wide range of sizes are produced, which kept business on campus that was previously sent to outside vendors. This lowered the overall budget of the University.
- In order to accommodate the increased demand for posters and Copy Center service guarantees, an additional wide format printer was purchased.
- Canvas wide-format printing was added in FY14.
- Participated in the annual Purchasing Vendor Fair to showcase services offered to the campus staff, students and faculty.
- Continued to manage expenses by reducing monthly expenditures and by taking advantage of all potential cost savings. Made use of work studies and students where possible.
- Communicated with faculty to explain the Course Pack procedure. Course packs produced by the Copy Center save UNM, the faculty and students money through reduced pricing and lower overall costs to classroom materials.
- The UNM Copy Center was added to LoboMart as a punch-out making it easier for departments to purchases cases of copy/printer paper.

Mailing Systems

Accomplishments:

Mailing Systems	FY14	FY13	FY12
Outgoing USPS mail pieces processed (excluding Bulk)	1,041,098	1,051,712	1,132,150
Incoming USPS mail pieces processed	1,485,050	1,555,525	2,841,862
Campus mail	865,532	840,859	1,034,076
USPS accountable mail	52,845	59,375	53,886
Bulk/permit mail	1,749,305	1,704,679	2,322,444
Postage total	$ 936,916	$ 890,268	$ 875,213
FedEx Incoming	7,327	8,674	8,241
FedEx Outgoing	1,606	3,093	2,251

- Maintained package tracking software and hardware. This included scanning all inbound and outbound FedEx packages in addition to all USPS accountable mail pieces.
- Continued to evaluate FedEx deliveries and pickups for maximum efficiency and timeliness. Modified policies to ensure maximum customer satisfaction.
- Maintained the campus Mailing List reports from Hyperion in a new, more efficient system created by US-IT.
- Produced automatically generated financial reports in the new system created by US-IT. Made new lists when requested by departments.
- Created automatically generated financial reports from the meter software for accounting and benchmarking purposes.
- Expanded vendor service contracts to include additional equipment. Worked with Specialty Underwriters to save an average of 26% on equipment service.
- Completed the migration of University Services and Inventory Control websites to the Web Content Management Program. Continue to update all University Services' departmental websites and create new forms and functionality.
- Continued to evaluate routes for efficiency and add new stops as the campus rapidly expands. Added new mail stop codes when possible for customer convenience.
- Complied with US Postal Services frequent changes in regulations and rates.
- Upgraded Business Reply Mail to the Intelligent Mail Barcode requirement. Implemented new, free software for Business Reply Mail design.
- Implemented Electronic Certified Mail in order to improve tracking and efficiency.
- Continued to grow "Mail Production" to increase revenue.
- Continued to save money on postage expenses through a Presorted First Class mail program in collaboration with a local presort vendor.
- Continued to successfully coordinate the secure printing, processing and mailing of Bursar and Accounts Payable checks and the University's W2, 1098 and 1099 tax statements with the UNM Copy Center and University Services Business Operations.

University Services Shipping & Receiving

Accomplishments:

Shipping & Receiving Stats	FY14	FY13	FY12
Average pieces of freight received, processed and delivered –per week	873	898	804
Total pieces of freight for fiscal year	45,387	45,786	41,822
Delivery Points within the HSC Campus and throughout UNMH	275	280	276
Pieces Processed /Outbound Shipments	1,125	1,052	1,258
FedEx Outbound packages processed at dock (additional to above)	2,044	1,919	1,326+

- Delivery points in FY14 included research labs and offices, administrative offices, teaching facilities, support departments (Area 2 Maintenance and HSC Custodial Departments), and 6 Clinics that have daily patient clientele.

- Shipping and Receiving again saw an increase of high value capital equipment being received at the dock. Some equipment still went to the State Labs/OMI building at 700 Camino de Salud NE, now housing the administrative, teaching and research facilities of the Emergency Medicine Department, the relocated EMS Academy, and the three research labs under the heading Innovation, Discovery and Technology Center. The addition of three new Cancer Research labs and two new Anesthesiology research labs also created a higher number of large capital shipments. The latest addition was the Anesthesiology lab in BRF.
- Received freight from 65 delivery companies including 12 Air Freight/Overnight companies, 20 local and international freight and delivery companies, and 33 overland and local trucking companies.
- Continued to work with Cancer Research & Treatment Center (CRTC) Administrative personnel and departments to assure proper delivery and routing of goods and materials to the new Cancer Treatment and Administrative Center (CTAR).
- Delivered all overnight and/or perishable freight and all clinical freight within two hours of arrival. Delivered all other freight to end users on same day as received. Exceptions are large items requiring additional manpower for delivery and/or items requiring special installation needs.
- Processed and sent out 2,044 Fed/Ex shipments in FY14. Continued FedEx pickup program for HSC campus in collaboration with UNM Mailing Systems.
- Reported zero loss and zero damages for FY14.
- Continued contractor presence and activity required daily logistical attention to ensure project completion without interrupting University Services Shipping & Receiving's normal workflow.

Surplus Property

Accomplishments:

Surplus Property Stats	FY14	FY13	FY12
Inventoried equipment items processed	4,683	2,383	3,333
Non-inventoried equipment items processed	10,731	15,980	6,498
Total value deleted on Regents Report	$3,191,111.48	$2,726,967	$5,438,027
Number of pickups	1,185	1,340	1,400
Number of department drop-offs processed	60	65	77
Number of drop-off items	1,597	1,999	1,762
Equipment/furniture sold to UNM departments	$11,305	$12,545	$17,022
Number of items Recycled/sold on Campus	375	537	741

- Due to the high number of non-inventoried equipment items on-site, online auctions by Surplus Property through Public Surplus were more frequent. These enhanced recycling efforts and increased the amount of donations to non-profit educational entities; resulted in more processing time to prepare each item for auction. Each step contributed to higher labor demands with no intrinsic monetary value.

- Strengthened internal controls to audit the electronic manifest of inventory items being sent to public auction. Improved audit trail of surplused items and facilitated reconciliations of auction consignment reports.
- Utilized a number of resources and methods to dispose of property. Included were: auctions through the Auctioneer, online auctions through various vendors, contributions to specific charities, Native American tribes, and Non-Profit Organizations, minimal fee sales to UNM departments, recycling through UNM Recycling department or outside facilities, on-site auctions or sales.
- Staff maintained a one- to two-day turnaround on all pickup, drop-off and delivery requests from the time requests were received or purchases were made.
- Scanned all Surplus Property deletion forms (inventoried and non-inventoried items and supporting documents/letters) for FY14 and catalogued within University Services. This opened up space for records and allowed for easier access to electronic files.

Departmental Sales	FY14	FY13	FY12
Number of bids/auctions	45	28	13
-Total number of items	684	2,872	3,960
Total Amount of Net Sales	$48,208	$65,684	$79,705
-Total Amount Remitted Back to Departments	$33,721	$45,499	$57,492
Original Cost of items auctioned	$787,406	$873,870	$91,551
Net Book Value of Items Sold	$68,209	$5,310	$16,439

- The number of public auctions held through Bentley's Auction totaled twelve: eleven for standard sales and one for UNM vehicles. 9,048 UNM items were sold totaling $87,090.
- Surplus conducted 45 bids/auctions for Departmental Sales for surplus through Bentleys Auction online auction, Public Surplus and GovDeals.com. Items sold in this process were checked for hazardous materials et al by Safety and Risk and were reviewed by Export Control to ensure export restrictions were noted and followed.
- Of the 45 bid/auctions, 34 were conducted through Public Surplus, ten through Bentleys Auction, and one through GovDeals.com. There were also two surplus auction events with Athletics during the year. The total original cost does not include non-capital assets with uncertain value or vehicles.

- Liquidated property in FY14 totaled 132.4 (US) tons of recycled material through auction, versus 158.6 (US) tons in FY13 and 148.3 (US) tons in FY12, including some Department Sales. 35 (US) tons of metal was recycled in FY14, versus 48.51 (US) tons of metal in FY13 and 40 (US) tons of metal in FY12.

Operating System Installs/Campus Recycled	FY14	FY13	FY12
Number of Erasures with new Operating Systems	8	27	125
Dollars transferred to IT for Erasure/Install Service	$240	$900	$3,720

- Surplus Property maintained a "showroom" and a display area of the surplused property to interested UNM departments. Its extended daily viewing hours facilitate on-campus purchasing and drop-offs. Re-circulating useable property in this way throughout the University campus continues to be successful and highly sustainable.
- Surplus Property and Information Technologies collaborated to guarantee erasure of all computer hard drives for the security of the University. The Hard Drive Erasure program has proven to be highly efficient in safeguarding confidentiality. New reporting has improved reporting to the NM State Auditor.
- Surplus Property/UNM IT work in collaboration to re-image computers less than four years old, installing an OS/Symantec Anti Virus for resale to UNM departments.
- Maintained monthly inventory review of the University "hold" assets waiting for research and/or Regents' clearance before disposition. A 'holding' area is utilized for assets requiring additional documentation or approval for disposition.
- Auditing procedures have been strengthen for the review of all assets before they are picked up from the requesting department, which ensured that full documentation had been obtained.

Records Management Center

Accomplishments:

Record Management	FY14	FY13	FY12
Total inventory, in boxes	15,840	15,164	14,895
Boxes withdrawn	1,067	757	865
Boxes removed and destroyed after meeting retention schedules	1,663	1,993	2,344
Department serviced	128	197	187
New Boxes added to warehouse inventory	2,313	1,946	2,515

- Followed the State of New Mexico Records and Archives department guidelines for all aspects of daily records processes and retention.
- Received pre-approval from the State for all destruction processes. Completed the process through the State shredding procedure utilizing the certified, licensed vendor of the State.
- Revised processes to meet State requirements for delivery of records approved for destruction to the State Records Center in Albuquerque.

CRLS/Chem Stores

Accomplishments:

CRLS	Total Sales	Total CRLS Sales invoices	Vendor Invoices	On-Campus % increase(decrease)	Off-Campus % increase(decrease)
FY14	$2,160,626	15,934	6,266	(2.00%)	(2.80%)
FY13	$2,274,054	14,026	5,555	(6.40%)	(6.23%)
FY12	$2,429,632	14,702	6,359	(15.08%)	(1.09%)

CRLS	Total Orders Placed	Stock Orders	Special Orders
FY14	4,816	793	4,023
FY13	4,057	636	3,421
FY12	4,845	679	4,166

- Provided customer service and support with sales, ordering, delivery, and technical requirements for over 500 on-campus faculty research accounts and 17 off-campus accounts.
- Finished FY14 with a mixed budgetary outcome that included an increase in total orders and sales invoices and a moderate decrease of 2.4% in on- and off-campus sales. CRLS continued to provide attentive customer service to meet departmental needs in a climate of decreased grant funding for research.
- Reduced non-salary operational cost by $10,122.16 (16.00% decrease).
- Updated CRLS invoices and department monthly reports to reflect Homeland Chemicals of Interest (COI) purchases. All invoices and monthly reports indicate "yes" for COI purchases. Bi-Monthly reports (billing summaries) are sent to departments to reflect COI purchases as well as overall purchases.
- Updated the monthly SRS excel file that identifies COIs for all departmental purchases through CRLS. Submitted this bi-monthly file to SRS at the end of the respective CRLS billing period; SRS uses it for city and federal reporting requirements.
- Finalized and added over 50 new items to CRLS' Hotlist pricing agreement with VWR; obtained quotes as needed for special order products to guarantee best pricing for CRLS customers.
- Generated a new VWR pricing agreement for all CRLS stocked bioreagents at significantly lower pricing. This resulted in a 20% decrease in the cost of bioreagents for the University.
- Renewed yearly pricing agreements with CRLS vendors to include Biorad, Corning, Fisher, Life Tech, New England, Phenix, Sarstedt, and Sigma.
- Negotiated directly with EMD and finalized a chemical pricing agreement for all EMD chemicals stocked at CRLS. This resulted in a net decrease in costs (10% to 30%) for all EMD chemicals stocked in the CRLS store
- Worked with VWR, Corning, and Kimberly Klark for various on-campus promotions to sell stocked inventory products.
- Continued to improve CRLS database functionality and reporting measures. These included new inventory and invoice reporting measures, improved monthly reports/queries for departments, and a Banner report for credit card charges, etc.
- Produced an export file for a Lobomart upload of CRLS catalog items. This is required to import ERM product descriptions into the CRLS inventory table and necessary reports to facilitate the upload of over 2,300 stocked items into LoboMart.
- Vacated Room 115 for Chemistry and Chemical Biology renovation.
- Added new metal-grilled shelving racks for solvents in CRLS storage area to comply with New Mexico fire code requirements. Due to the need to vacate Room 115 (see above), new shelving was added to the solvent room in order to accommodate storage requirements.
- Replaced back door in receiving area, which increased the integrity of the door structure for CRLS safety needs.

- Purchased new dry ice freezer with a larger storage capacity for customer orders.
- Continued weekly CRLS staff meetings to review safety procedures for receiving, chemical spills, dewars and cylinders transport, and other potential hazards. Also reviewed all University Services policies.

UNRESTRICTED ACCOUNTING

Document/Process	FY11	FY12	FY13	FY14	FY13/FY14 Variance
Purchase Requisitions	3,748	4,879	4,703	4,324	-379 (8.1%)
Petty Cash	409	321	271	246	-25 (9.2%)
NSP and other Compensation Docs.	861	443	486	509	+23 (4.7%)
Travel Advances (1)	241	181	151	113	-38 (25.2%)
Direct Pay Requests	23,453	24,937	26.575	25,443	-1,132 (4.3%)
Journal Vouchers	16,691	17,457	18,696	19,618	+922 (4.9%)
Labor Redistributions				7,589	Info not prev. available
Total Documents	**45,403**	**48,218**	**50,882**	**7,589 LR 50,253**	**-629 (1.2%)**
NSAR Billings (# invoices) (2)		359	807	878	+71 (8.8%)
NSAR Billings (million $) (2)		$0.887	$2.501	$1.130	-$1.371 (55.8%)
NSAR Collections (million $)		$0.153	$2.001	$1.556	-$0.445 (22.2%)
Equipment Additions (million $)	$13.7	$13.6	$16.4	$12.2	-$4.2 (25.6%)
Equipment Deletions (million $)	$10.4	$30.0	$11.4	$13.5	$2.1 (18.4%)

Travel Advances are also included in total Direct Pay Requests
UA started this process in March 2012

Accomplishments:

- Continuous updating of Unrestricted Accounting website, including adding more informational material for departments (ongoing).
- Present monthly Travel Policies and Procedures workshop (ongoing).
- Continuous effort to recommend and implement "best practice" accounting methods across campus.
- Implementation of Non-Student Accounts Receivable billing (NSAR) for main campus departments:
  - Converted departments being processed through Bursar's office.
  - Met individually with multiple departments to assess needs and provide training.
- Completed required reporting of unclaimed property to the State of New Mexico.
- Completed required 1099-K reporting for University.
- Assisted in drafting revisions to update policy 4000 "Allowable and Unallowable Expenditures."
- Preparation of required "FARs" for use by auditors in annual Financial audit.

Participated in:

- Team Leads Committee.
- Fiscal Agents Network Group.
- Banner upgrade testing.
- Attended NACUBO Tax Conference in St. Louis, MO in October.

FY 2013-2014 Annual Report

Government and Community Relations

Submitted by:

CONNIE BEIMER, INTERIM DIRECTOR

http://govrel.unm.edu/

Mission and Vision

Mission

The Office of Government Relations serves as the central resource for campus and unit-based relationships with Local, State and Federal elected officials, community and opinion leaders.

Creating Awareness
- Establishing UNM as a resource for community and business development
- Strengthen visibility of the HSC as the States center for medicine

Building Relationships
- Facilitate opportunities for UNM to develop strategic relationships with legislators, alumni, community and business leaders
- Engage UNM in collaborative partnerships with business and community leaders
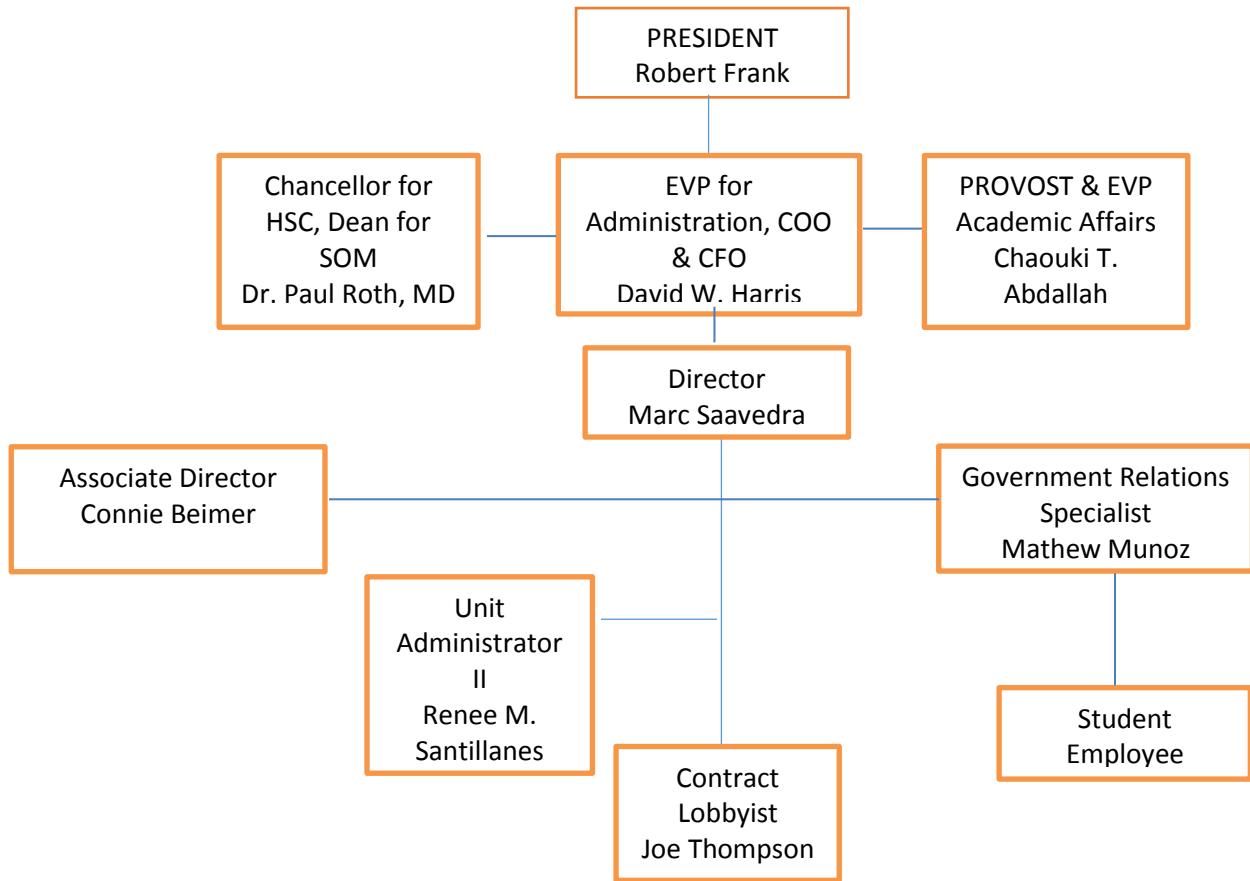
Generating Support
- Create opportunities for New Mexico residents and businesses to invest UNM and the University Health Science Center as a high level research university and medical center

Vision

The Office of Government Relations will be recognized by internal and external constituencies, and other organizations as:
- Knowledgeable and proficient about Local, State and Federal political issues as well as legislative and budgetary processes;
- Informed about UNM and related policy substantive issues;
- Responsive to requests for assistance by external and internal stakeholders; and,
- An effective advocacy operation to advance the universities mission.

Organization Chart

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                              ┌─────────────────┐
                              │   PRESIDENT     │
                              │  Robert Frank   │
                              └─────────────────┘

┌──────────────────┐   ┌─────────────────────┐   ┌──────────────────┐
│  Chancellor for  │   │     EVP for         │   │ PROVOST & EVP    │
│  HSC, Dean for   │   │ Administration, COO │   │ Academic Affairs │
│      SOM         │   │      & CFO          │   │  Chaouki T.      │
│ Dr. Paul Roth, MD│   │  David W. Harris    │   │   Abdallah       │
└──────────────────┘   └─────────────────────┘   └──────────────────┘

                              ┌─────────────────┐
                              │    Director     │
                              │ Marc Saavedra   │
                              └─────────────────┘

┌──────────────────┐                          ┌──────────────────────┐
│ Associate Director│                         │ Government Relations  │
│  Connie Beimer   │                          │    Specialist         │
└──────────────────┘                          │  Mathew Munoz         │
                                               └──────────────────────┘
        ┌──────────────┐
        │    Unit      │
        │ Administrator│
        │     II       │                          ┌──────────────┐
        │  Renee M.    │                          │   Student     │
        │ Santillanes  │                          │  Employee     │
        └──────────────┘                          └──────────────┘
                    ┌──────────────┐
                    │  Contract    │
                    │  Lobbyist    │
                    │ Joe Thompson │
                    └──────────────┘
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2013 – 2014 Annual Report

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Executive Summary

State Relations:

The 2014 legislative session commenced with the promise of a gradual economic turnaround. The LFC and DFA revenue estimates projected "new money" in the amount of $293 million. Additionally, there is $167 million in GO Bond capacity and $185 million in Severance Tax Bonds available for capital projects. The following summarizes how UNM fared in the HED, DFA, LFC, HAFC and SFC, actions by the Governor for the FY15 budget:

- o I&G budget:
  - Main Campus, $186,084,606, a $5,679,500 increase or 3.1**%**
  - Health Sciences Center, $61,618,400, a $701,100 increase or 1.1%
  - Branch Campuses:
    - Gallup, $9,183,400, a $215,100 increase or 2.6%
    - Los Alamos, $1,883,600, a $7,400 increase or 0.39%
    - Taos, $3,458,000 a $39,400 increase or 1.1%
    - Valencia, $5,477,700 a $127,700 increase or 2.4%
    - Nursing Expansion, $169,800
- o ERB, $896,011, Employer contribution of 0.75% recommends funding at General Fund rate of I&G salaries, approx. 62% of UNM employees. The $896,011 is not included in the new I&G or RPSP monies
- o 1.5% compensation increase based on salaries paid by I&G funds, approx. 62% of UNM employees. The $3,076,900 is not included in the new I&G or RPSP monies
- o Research and Public Service Projects
  - Main Campus, $9,707,400, an increase of $776,700 or 8.7% increase
  - Health Sciences Center, $32,591,100, an increase of $3,666,700 or 12.7% increase

Federal Relations:

The goal of the federal relations effort is to create awareness, build relationships and generate support that will result in increased opportunities for student success, research and healthcare. The federal environment has changed creating opportunities for the university to work more closely with federal department and agencies. Our recent plans and efforts reflect that change. While there are challenging times with Congress, our Delegation continues to be helpful and supportive of our efforts. They have provided numerous letters of support for grant applications, have intervened on our behalf on issues and opportunities important to UNM, provided assistance to our programs including our global initiatives, research, and healthcare, and keep us informed of opportunities and issues impacting higher education and the University of New Mexico.

Accomplishments FY14

State Relations:

- o Analyze, advocate and strategize on all legislative issues affecting the university, including health sciences center, university hospital, law school, athletics, and branch colleges during the interim and legislative session.
- o With administration and 8 constituency groups, engineered and evaluated UNM's outcomes from the 2014 New Mexico State Legislative Session for fiscal year 2014 which ended March 2014:
- o I&G budget:
  - ▪ Main Campus, $186,084,606, a $5,679,500 increase or 3.1**%**
  - ▪ Health Sciences Center, $61,618,400, a $701,100 increase or 1.1%
  - ▪ Branch Campuses:
    - • Gallup, $9,183,400, a $215,100 increase or 2.6%
      - o Nursing Expansion, $209,200, a $59,200 increase or 39.2%
    - • Los Alamos, $1,883,600, a $7,400 increase or 0.39%
    - • Taos, $3,458,000 a $39,400 increase or 1.1%
      - o Nursing Expansion, $243,900
    - • Valencia, $5,477,700 a $127,700 increase or 2.4%
    - • Nursing Expansion, $169,800
- o ERB, $896,011, Employer contribution of 0.75% recommends funding at General Fund rate of I&G salaries, approx. 62% of UNM employees. The $896,011 is not included in the new I&G or RPSP monies
- o 1.5% compensation increase based on salaries paid by I&G funds, approx. 62% of UNM employees. The $3,076,900 is not included in the new I&G or RPSP monies
- o Research and Public Service Projects
  - ▪ Main Campus, $9,707,400, an increase of $776,700 or 8.7% increase
  - ▪ Health Sciences Center, $32,591,100, an increase of $3,666,700 or 12.7% increase
- o Worked with the students to draft legislation for their lottery scholarship proposal; advanced the students legislation though the committees process; and arranged a meeting for the students with the Governor regarding their legislation.
- o Met with senior legislative leadership to recommend one time money to prevent cuts to the lottery from the 2014-2015 and 2015-2016 academic year.
- o Continuously met and worked with the senior management team, executive cabinet, each College Dean, department head, and the 8 UNM constituency groups to continue to develop long term legislative agendas.
- o Attended the Legislative Lottery Scholarship meetings and collaborated with our students, leadership, Higher Education Department and legislators regarding the scholarship and potential impact to them.
- o Prepared presenters and staffed for the Board of Finance hearings.

- o Oversaw the legislative priority selection process and worked with the Provost, HSC Chancellor and Executive Administration on identifying the 2014 Legislative Priorities.
- o Met with government relation representatives from all 8 constituencies on a monthly basis, presidents and deans' council quarterly and full boards on a bi-annual basis.
  - ▪ Worked with UNM Alumni Association on the strategy and coordination of the home legislative receptions.
  - ▪ Coordinated two student legislative orientation at the State Capital:
    - November 2013, 13 student participation
    - January 2014, 19 student participation
  - ▪ Provided support to the eight constituent groups with regard to legislative engagement.
- o Developed 2014 interim committee legislative agenda.
- o Monitored and attended 24 interim committees regarding legislative issues impacting UNM and higher education, and made over 26 presentations on UNM programs that are a service to the state, and from faculty and staff providing expertise on issues and topics pertinent to various committees.
- o Frequently met with elected and government officials to develop rapport and educate them on UNM issues.
- o Staffed the President at Council of University President meetings.
- o Collaborated with the political science department on the OGCR student internship program for undergraduate students by providing student success funding for thirteen students to participate in the program.
- o Liaison for the university to meet and work with budget staff at the Legislative Finance Committee, Department of Finance and Administration, and Higher Education Department on a monthly basis and daily basis for budget development, recommendations and final appropriation/operating budget.
- o Helped coordinate UNM Day at the State Capitol.
- o Prepared President for budget hearing to the Legislative Finance Committee prior to the beginning of 2013 Legislative Session.
- o Led all UNM budget efforts during the 60 days session on behalf of the I&G and the new higher education funding formula, special projects, capital outlay funding through the severance tax bond and general obligation bond.
- o From January to April, maintained the bill tracker for the legislative session. Monitored the daily update of over 200 pieces of proposed legislation action.
  - ▪ Legislation was grouped in the following categories: UNM Related, Main Campus, HSC, General Appropriation, Capital Outlay, Human Resources, and Other and made available on the department website for the university community.
  - ▪ Maintained an internal bill tracker highlighting the most pertinent bills for the legislative team to follow.
  - ▪ Identified, and coordinated, university presenters on impacting proposed legislation heard in committee hearings.

- Coordinated the work with Legislative Council Services to draft UNM sponsored proposed legislation.
- Tracked committee hearings and votes and worked with committee staff to schedule bills on committee agendas for hearings.
  - During the 30 day legislative session provided a weekly legislative briefing in Santa Fe to the UNM high level administrators, constituent group representatives, College Deans, and UNM community.
  - Provided daily updates on proposed legislation progress, notified UNM constituencies of all committee hearings, and provided real time reports on committee actions through OGCR Department listserv.
  - Participated and presented legislative updates to the senior management team, executive cabinet, direct reports and the regents.

Federal Relations:
- Collaborated with HSC, Deans and OVPR on the development of federal appropriation language priorities.
- Represented UNM in a leadership capacity on the government relations section of our national university member organizations.
  - Director serves on the HACU Government Relations Committee.
  - Associate Director serves on the APLU Council of Governmental Affairs executive committee.
- Organized advocacy meetings in DC and on campus for UNM president to meet with Delegation Members.
- Coordinated visits to Washington, DC to meet with NM Congressional Staffers and committee staffers on UNM federal initiatives, policies and issues.
- Worked with federal relations lobbying firm on needed appropriations language
- Restructured the hiring of a federal relations lobbying team.
- Coordinated two sessions of the UNM Congressional and Legislative Staff Academy.
- Organized Congressional staff briefing on veterans programs and initiatives on campus.
- Completed the effort to locate the Bingaman Papers to UNM and organized a signing ceremony to recognize the acquisition and the Senator.
- Coordinated efforts to develop federal and state options for location of a research facility at Chaco Canyon,
- Maintained communications and relationships with Delegation Members and their DC and NM staff.
- Coordinated letters of Congressional support for federal grant applications.
- Moved federal government relations program from the OVPR to Government Relations office.
- Developed a federal relations plan and budget.
- Registered the university as an organization that engages in federal lobbying activities and developed training sessions for UNM faculty and staff.
- Worked closely with the RWJF Center to develop and implement a national health disparities conference for Congresswoman Michelle Lujan Grisham and the Congressional Hispanic Caucus.

- Coordinated efforts between the Department of Energy and UNM Student Affairs to fund (DOE) and implement UNM) the Hispanic Youth Leadership Conference.

Publication and Outreach:
- Maintained and expanded the OGCR website to keep the university informed of legislative issues affecting them.
    o 20 pages of the website were viewed a total of 4,283 times.
    o Maintained user friendly bill tracking system for the website.
    o Maintained a live interactive calendar.
- 2014 Legislative priorities booklet.
- "How to talk to Legislators" pamphlet.
- 2014 Session briefing cards
State Legislators and NM Delegation district maps showcasing UNM Alumni, undergraduate and graduates in their district

Current Plans FY15

State:
o Continue to analyze, advocate and strategize on all legislative issues affecting the university, including health sciences center, university hospital, academic units, law school, athletics, and branch colleges during the interim and legislative session.
o Working with the students to draft legislation for their bake sale tax; advance the students legislation though the committee process during the session; and arranged a meeting for the students with the Governor regarding their legislation.
o Continuously met and worked with the senior management team, executive cabinet, each College Dean, department head, and the 8 UNM constituency groups to continue to develop long term legislative agendas.
o Oversee the legislative priority before and during the legislative session
o Continue to meet with government relation representatives from all 8 constituencies on a monthly basis, presidents and deans' council quarterly and full boards on a bi-annual basis.
    - Working with UNM Alumni Association on the strategy and coordination of the home legislative receptions in November of 2014.
    - Coordinated the student legislative orientation at the State Capital:
        - January 2015.
    - Continue to provide support to the eight constituent groups with regard to legislative engagement.
o Attend interim committees regarding legislative issues impacting UNM and higher education, and make presentations on UNM programs that are a service to the state, and from faculty and staff providing expertise on issues and topics pertinent to various committees.
o Frequently meet with elected and government officials to develop rapport and educate them on UNM issues.
o Staff the President at Council of University President meetings.

o Collaborate with the political science department on the OGCR student internship program for undergraduate students by providing student success funding for thirteen students to participate in the program.
o Liaison for the university to meet and work with budget staff at the Legislative Finance Committee, Department of Finance and Administration, and Higher Education Department on a monthly basis and daily basis for budget development, recommendations and final appropriation/operating budget.
o Help coordinate UNM Day at the State Capitol.
o Prepare President for budget hearing to the Legislative Finance Committee prior to the beginning of 2013 Legislative Session.
o Lead all UNM budget efforts during the 60 days session on behalf of the I&G and the new higher education funding formula, special projects, capital outlay funding through the severance tax bond and general obligation bond.
o From January to April, maintain the bill tracker for the legislative session. Monitored the daily update of over 200 pieces of proposed legislation action.
o During the 60 day legislative session provided a bi-weekly legislative briefing in Santa Fe to the UNM high level administrators, constituent group representatives, College Deans, and UNM community.

Federal Relations:
▪ Increase our efforts to impact legislation, grant opportunities and appropriations language to provide wider opportunities for the university's research and student services capabilities.
▪ Serve in leadership roles with our member university organizations to increase knowledge and opportunities for UNM.
▪ Organize trips to specific federal agencies, in coordination with the OVPR, for researchers looking to increase their grant opportunities
▪ Coordinate meetings with key UNM administrators to meet with NM Congressional Delegation Members and staffers and committee staffers on UNM Federal initiatives, policies and issues.
▪ Work with federal relations lobbyists in Washington, DC to coordinate UNM efforts.

Future Plans FY16
The Office of Government and Community Relations is working to increase our awareness and involvement with the local governments, the greater Albuquerque community and the neighborhood associations that surround the campus.

Professional Staff
▪ Mandatory contract lobbyist monthly financial/activity reporting.
▪ Hired Government Relations Specialist to help coordinate legislative activities.
▪ During the month of January to February hire part-time legislative tracker.
▪ Director attended the following conferences: Hispanic Association of Colleges and Universities Capitol Forum, American Association of Public and Land-grant Universities Government Relations Conference.

FY 2013-2014 Annual Report

Human Resources

Submitted by:

DOROTHY ANDERSON, VICE PRESIDENT OF HUMAN RESOURCES

http://hr.unm.edu

Mission and Vision

Mission

As a strategic partner, we support the University's success by:

- Providing guidance, tools, and processes to foster a culture of workforce effectiveness
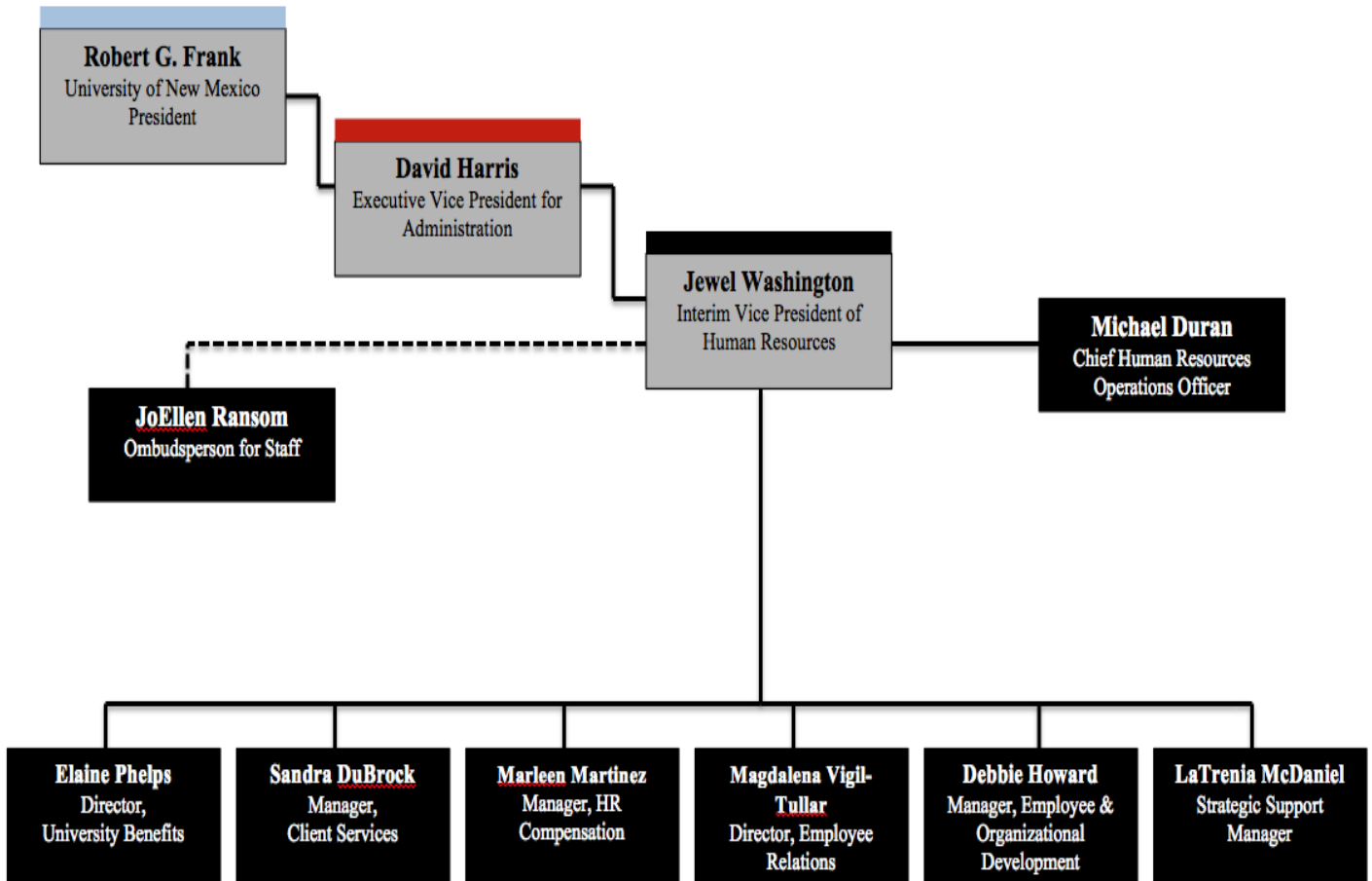- Designing, implementing, and promoting a total rewards program that attracts and retains high quality employees

Vision

To create an environment where great people thrive and excel

Values

Excellence
Integrity
Diversity
Freedom
Sustainability
Respectful Relationships
Access with Support to Succeed

Organizational Chart

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Robert G. Frank
University of New Mexico
President
        |
David Harris
Executive Vice President for
Administration
        |
Jewel Washington                          Michael Duran
Interim Vice President of                 Chief Human Resources
Human Resources                           Operations Officer
        |
JoEllen Ransom
Ombudsperson for Staff
```

Elaine Phelps	Sandra DuBrock	Marleen Martinez	Magdalena Vigil-Tullar	Debbie Howard	LaTrenia McDaniel
Director, University Benefits	Manager, Client Services	Manager, HR Compensation	Director, Employee Relations	Manager, Employee & Organizational Development	Strategic Support Manager

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Executive Summary

The Division of Human Resources (HR) is a business unit at the University of New Mexico (UNM). With over 15,000 employees at UNM working in health care, education, research, and support services, HR serves a diverse workforce, located across the state and beyond, with distinctly different business needs. With a staff of approximately 73 people, HR provides a full range of human resources services, products, tools, and programs within a highly regulated environment.

For fiscal year 2013-14, HR focused on containing rising costs, enhancing services and ongoing support to UNM in a more efficient manner. Some highlights of the accomplishments of the Division are outlined below.

The HR Benefits department was responsible for the completion of multiple Requests for Proposals (RFPs) and contracts for UNM's benefits. The medical RFP resulted in contracts with three Third Party Administrators (TPAs): Presbyterian Health Plan, BlueCross BlueShield, and UNM Health. A Positive Open Enrollment was conducted, requiring all employees and pre-65 retirees who wanted to be covered by UNM's medical plan in FY15 to enroll with one of the three TPAs. Additionally, Banner Self-Service online enrollment for new hires was implemented.

The Request for Proposal (RFP) process and compliance with the ACA for Student Health Insurance transitioned to the HR Benefits department. An RFP was released and awarded to AIG for the 2014-2015 academic year.

HR also implemented the second year of the changes recommended by the Retiree Health Care Taskforce, and approved by UNM's Board of Regents, including an increase in the percentage of Pre-65 and Post-65 retiree contributions to post-retirement benefits. The first VEBA Open Enrollment opt-out was conducted in conjunction with UNM's annual Open Enrollment.

The HR Transaction Center was developed to eliminate inefficiencies. The Employment Data Center staff was combined with the HR Techs in Client Services to create one area where all documents and transactions were processed. Historically, the HR Techs processed job postings and the Employment Data Center staff processed all other documents; therefore, time was allotted for cross training and process development.

In support of the President's 2020 Vision of becoming a great place to work, HR led the charge to develop the first University-wide Staff Engagement Survey, which will be administered in November 2014. In addition, the Division is working to develop and recommend a reward and recognition compensation incentive program for staff employees. The focus is to develop programs that link compensation to outcomes such that participants and working groups have an important incentive to change behavior, increase productivity, and achieve organizational goals.

Accomplishments

Through the daily operations, special projects, and attention to strategic goals, the Division of Human Resources achieved a number of noteworthy accomplishments during the 2013-2014 fiscal year.

Overarching Goal #1: Foster a culture to enhance workforce effectiveness by building partnerships, competencies, and expertise.

Actions
- Partnered with faculty groups to develop multiple faculty leadership programs
- Hired a Technical Training Specialist to support staff and faculty systems training
- Provided technical training support for two systems changes: APEX and Help.unm
- Representative to President's Task Force for Sexual Violence on Campus
- Client Services and EOD consultants were chairs or co-chairs of four 2014 SHRM NM Statewide Conference Committees
- Led the design, development, and testing of the 2020 Staff Engagement Survey
- Partnered with Employee Relations to design and roll-out onboarding "Buddy" system process to campus
- Established partnership with OILS Academic Program, offering students opportunities for practical experience in a training and Organizational Development environment
- Developed the HR Transaction Center
- Salary Planner/MSU presentations and training
- BDM project
- Developed and delivered FMLA training and job aid/tool for UNM Employees
- Completion of I-9 audit: Identified missing I-9's and copies of required documents, errors in submitted documents, incomplete/missing information on forms submitted, separated employees, and established a record retention process in efforts to ensure compliance with the process according to compliance responsibilities
- Affirmative Action Plan data review: analyzed compensation data for over 5100 employees in an effort to proactively identify any major salary disparities impacting females and minorities
  - Data will later be used to conduct a detailed analysis of potential disparities, in an effort to identify opportunities to address potential red flags with regards to compliance
- VEVRAA/Section 503: Collaborated with EOHS to review all position classifications requiring a physical to identify if any potential updates were needed on the job description. In addition, created verbiage to be included on all job postings which will help the University be in compliance with VEVRAA and/or Section 503
- File Room: Personnel, benefit, and retiree purge conducted resulting in 157 boxes of files being shipped off to record retention
  - Benefit files were separated from all personnel files, so now both files are housed separate from one another
  - Old retiree files separated from active retirees files and located in a separate area so that the filing system is more logical
- Creation of a new employee retention program to support managers and supervisor

Overarching Goal #2: Support and promote a total rewards program that attracts, retains, and develops high quality employees.

Actions
- Member of the 2020 Staff Rewards and Recognition team responsible for developing a draft Pay for Performance component for staff compensation
- Staff Recruitment Services web page revamp and communication
- UNM*Temps* revenue increased over 100%
- Developed Diversity/Underutilization Recruitment plans
- New Fingerprinting process complete and automated
- Immunization project with HSC/UNMH
- Launched an Employee Referral Bonus Program
- Led Employee Area Lead meetings
- Revamped offer letters and references to create efficiencies in People Admin
- OFCCP Project leaders: Diversity recruitment plans, applicant-to-hire audits
- Worker's Comp/Return to Work documents revamped and deployed
- Conducted an overall market analysis of UNM salary structure
  - This analysis will help justify future initiatives of adjusting and normalizing the current salary structure, in an effort to realign midpoint with market, which in turn will make UNM more market competitive
- Rewards and Recognition plan development: In collaboration with HR units, developed a recognition and compensation plan designed to link compensation to outcomes, providing participants with an important incentive to pursue professional development and increase vision/mission driven results
- Large classification and compensation studies: Review of various large job classification families in an effort to further align UNM job classifications with market, which plays a critical role in recruitment and retention efforts

Overarching Goal #3: Improve HR processes, systems, use of technology, and infrastructure to provide a high level of efficiency, quality, and cost effectiveness.

Actions
- Developed online process for Management Academy application, review, evaluation, and final exams to replace outdated paper processes
- Conducted level three program evaluations for all Leadership Development and Professional Development programs
  - Also piloted pre and post assessments in technical training classes
- Developed monthly tracking report for EOD facilitations and facilitation attendance
- Designed and produced twenty-two online modules in support of technical, professional, and benefits process education
- Online brochures now available for Management Academy, Passport to Leadership, and the Professional Development series

- Added VEVRAA/Section 503 information to the Employee Life Cycle Manager class
- Added Clery Act information and resources to New Employee Orientation
- Standard Operating Procedures developed for Recruiting and HR Consultants
- Organizational Metrics Taskforce formed
  - Result: electronic data at hiring authorities fingertips
- Served on RAFT Steering Committee: Strategic initiatives for Research offices at HSC
- Strategic Support Committee formed to yield efficiencies and increase customer service in the Division of HR
- Post Audit Process reworked for efficiency
- Licensure Report crafted and turned over to HSC Compliance
- Banner Testing
- Served as representatives for LoboTime pilot project
- Streamlined job classification review process when posting a position: Identified the opportunity to work directly with client departments regarding their classification requests, which created efficiencies and improved turnaround time for such requests
- Modifications/partial builds to the current contract database in collaboration with HRIT and HR Administration
  - These changes were made to capture and to generate contract addendums in the database, adding a few more key fields to capture additional data requested by the VP of HR
  - Created new reports and queries in the contract database to assist in expediting the MSU contract process
- Modifications to the current Metrics and Tracking Database to capture scanned items
  - Added new tables to run drop down menus to aid in capturing data for tracking
- Completed matching IPED codes and pay equity codes to spreadsheet for future uploads and tracking
  - This information will hopefully be added to our position classification build, currently residing in the new Position Classification Audit Database
- MSU Process Improvement: Identified process improvement opportunities which were then implemented for a smoother overall process
- Implementation of processes to ensure compliance with amendments to Section 503 of the Rehabilitation Act and the Vietnam Era Veterans' Readjustment and Assistance Act (VEVRAA)
- Creation of Time and Attendance Tool to allow departments to self-audit and eliminate inaccuracies in employee pay and issues with timesheet practices, and to monitor potential attendance issues

Service Enhancements and Automations

In fiscal year 2013-2014, the Division of Human Resources (HR) focused on containing rising costs, enhancing services, and continuing to provide support to the University of New Mexico (UNM) in a more efficient manner. Some of the most significant accomplishments are listed below.

UNM Benefits
The Division of Human Resources completed multiple Requests for Proposals (RFPs) and contracts. The medical RFP resulted in contracts with three Third Party Administrators (TPAs): Presbyterian Health Plan, BlueCross BlueShield, and UNM Health. A Positive Open Enrollment, which included a massive communications campaign, was conducted. The Positive Open Enrollment required all employees and pre-65 retirees who wanted to be covered by UNM's medical plan in FY15 to enroll with one of the three TPAs. A Vision RFP resulted in continuation with VSP as UNM's vision carrier. UNM's Stop-loss contract was renewed with Sun Life Assurance Company of Canada. Banner Self-Service online enrollment for new hires was implemented.

Post-Retirement Benefits Changes
Human Resources implemented the second year of the changes recommended by the Retiree Health Care Taskforce, and approved by UNM's Board of Regents, including an increase in the percentage of Pre-65 and Post-65 retiree contributions to post-retirement benefits. Pre-65 retiree contributions will phase in over a five-year period to an allocation of 60% retiree contribution and 40% UNM contribution, based on the retiree's pre-retirement salary. The five-year phase-in approach is intended to minimize the premium increase impact on current Pre-65 retirees. Post-65 retiree contributions will phase in over a three-year period to an allocation of 70% retiree contribution and 30% UNM contribution. Changes became effective July 1, 2013. The first VEBA Open Enrollment opt-out was conducted in conjunction with UNM's annual Open Enrollment.

Affordable Care Act
The Notice of Availability of Marketplace Coverage required under the Affordable Care Act (ACA) was sent to all employees hired prior to October 1, 2013, and a process was implemented to continue sending the notice to new hires. A Work Group was formed to identify populations of non benefits-eligible employees to whom UNM may be required to offer medical coverage under the Employer Shared Responsibility provision of the ACA. In July 2013, the Internal Revenue Service (IRS) issued guidance delaying the Employer Shared Responsibility regulation until 2015. In February 2014, final regulations were issued providing transition relief for non-calendar year plans. UNM is now required to comply with the final regulations by July 1, 2015. In March 2014, final regulations for IRS reporting under the Employer Shared Responsibility regulations delayed the employer reporting requirement to January 2016 for the 2015 calendar year.

Student Health Insurance
The Request for Proposal (RFP) process and compliance with the ACA transitioned to the HR Benefits department. An RFP was released and awarded to AIG for the 2014-2015 academic year. The Benefits department will also play a major role in the administration of eligibility for the insurance plan and in the enrollment process for student health insurance.

Employee Health Promotion (EHP)
EHP conducted the Lifesteps Weight Management course with 65 staff and faculty participants, a 133% increase in participation, and a retention rate of 83%, a 20% retention increase over 2013. Four environmental initiatives were launched, including Healthy Eateries, Healthy Vending, Take the Stairs, and Lobo Trails.

EHP spearheaded recruitment of Healthy U Ambassadors on Main Campus, and established a Main Campus Wellness Committee. EHP promoted participation in a nationwide weight loss challenge called The Matchup, resulting in 128 participants with an average weight loss of 5.6 pounds and a BMI decrease of 1.85. EHP provided consulting services for 19 departments, customizing programs that assisted 1,938 employees in reaching their own personal level of wellness.

Employee Relations
Disciplinary letter templates were simplified this year, and a document was created to help managers log issues with staff. The intent of the log is to provide the data necessary to support the disciplinary action taken with employees. The log will be attached to the letter, thereby resulting in a simplified document and allowing for consistency. In addition, an example packet with instructions was completed including guidance regarding attachments. An HR intranet site was created to house these documents so supervisors can directly access the forms.

HR Transaction Center
The processing of job postings, new hire paperwork, employment documents, and job maintenance documents were previously accomplished in two separate areas: HR Technicians in Client Services processed job postings, and the Employment Data Center (EDC) staff processed all other documents. This process was inefficient as documents had to be passed from the EDC to Client Services, and back to the EDC. This resulted in a longer processing time, the potential for lost documentation, and the need for manpower to transfer documents.

The HR Transaction Center was developed to eliminate inefficiencies. The EDC staff was combined with the HR Techs in Client Services to create one area where all documents and transactions were processed. Because each area processed different types of transactions, time was allotted for cross training and process development.

APEX
In FY2012-2013, Human Resources Information Technology (HRIT) began to transition its reports from Hyperion to a new reporting tool, Oracle Application Express (APEX). Part of this transition involved a complete restructure of the department's Operating Data Store (ODS) to minimize maintenance and improve reporting performance in the new tool. HRIT has also been working closely with users to re-evaluate all of its current reports, combine similar reports, eliminate unused reports, and improve the flexibility of dashboards of existing reports as they are transitioned to the APEX tool. The APEX tool transition was completed in June 2014.

<center>**Fiscal Accountability**</center>

Division of Human Resources
HR ended the year with positive reserve balances, designated to be used for initiatives related to compensation studies, electronic files, equipment replacement, software support, and wellness. The Division will continue to focus on employee benefits priorities, training initiatives, effective and efficient employment processes, wellness programs, and providing a qualified temporary workforce.

Self-Funded Health Insurance Program
The University's Health Insurance Program completed the year with a positive balance that will be used to maintain an actuarial reserve to fund future claims. The focus of the program is to provide health insurance benefits that meet the needs of the University faculty and staff while maintaining financial solvency through cost controls and wellness initiatives.

Current Projects

Benefits

UNM Health Plan Committee: In July 2014, a 25 member taskforce of active staff, faculty, and retiree representatives was convened to evaluate UNM's current healthcare benefits and make plan change recommendations by December 2014. Two sub-committees were formed. One team is evaluating plan design opportunities for UNM employees and the other team is evaluating plan consolidation opportunities for UNM, UNMH, SRMC and UNMMG.

Implementation of ACA regulatory and HIPAA HPID requirements: In addition to the 2014 ACA regulatory requirements that have already been implemented, HR Benefits is in the process completing the remaining 2014 requirements below:
- An employee count will be due to the IRS on November 15, 2014 related to the Transition Reinsurance Fee
- UNM is applying with CMS for an ID for UNM's self-funded dental plan
- An internal committee is working on how to measure work hours and who must be included in the 30-hour rule under the Employer Shared Responsibility mandate

Selection of Benefits Consultant: UNM is currently selecting a Benefits Consulting firm through the UNM Procurement Competitive Bid process. A recommendation should be made to the Board of Regents in November 2014.

Client Services

Affirmative Action: In order to enhance UNM's commitment to an increased Affirmative Action presence, Human Resources is partnering with the Office of Equal Opportunity to craft Standard Operating Procedures and ensure Affirmative Action statements are identified in all collateral/training material, in addition to the Underutilization process.

Internal Executive Recruitment Initiative: UNM spends approximately $2M in contracting with outside recruiting sources. A fully functioning internal recruitment services initiative for executive hires will reduce UNM's current outside recruiting source spend by at least $300K. The newest FTE for this initiative has been hired and is set to start in October 2014.

Transaction Center Improvements: In an effort to increase efficiencies for its constituents, Human Resources identified an opportunity to improve upon its Transaction Center Service Guarantees. By June 2015, Service Guarantees will be advertised and met at 3 days for Hiring Proposals.

UNM*Temps* Increased Revenue: By June 2015, UNM*Temps* revenue will be $875K. All recruitment staff are seeking out opportunities to present information about UNM*Temps* services, participating in outreach through client visits to sell service, attending job fairs, prioritizing diversity outreach and working on a branding initiative.

HR Metrics: Metrics on turnover, demographics, longevity, training, promotions, etc. are continually collected and provided to hiring authorities for the purpose of making business decisions. Presentations on the Apex (tool) have been conducted at HSC Leadership, Main Campus Administration and appointments are in scheduling process with South Campus.

<u>**Compensation**</u>

Salary Structure Adjustment: Based on the results of a periodic review conducted by the Compensation department and in efforts to remain competitive as an employer and acknowlege the efforts of its employees, the UNM Staff Salary Structure for staff employees was adjusted upward by approximately 6%, effective November 1, 2014. Any employees falling below the minimum of the new range have been identified and will be adjusted accordingly.

Compensation Audit for Affirmative Action Plan: This project requires that HR Compensation review and analyzes the existing university staff compensation data of over 5,100 employees in efforts to proactively identify any major salary disparities impacting females and minorities. Results will identify potential red flags and areas where possible equity adjustments may be necessary to adequately pay employees based on gender and ethnicity. This initiative is designed to proactively identify and address potential OFCCP compliance issues and establishes a foundation to develop an action plan to address potential compensation issues going forward.

Staff Reward and Recognition Plan: Human Resources is working to develop and socialize a reward and recognition compensation incentive program for staff employees; the plan proposal includes various payout options, including one time pay out and increases to base salary. This approach supports the 2020 vision and alignment of the UNM compensation philosophy. The focus is to develop programs that link compensation to outcomes such that participants and working groups have an important incentive to change behavior, increase productivity and achieve organizational goals.

IT Classification Review: A comprehensive classification review of UNM IT staff related job classifications is being conducted. This review consists of a formal market rate analysis, formation of broad position classification descriptions and establishment of the foundation for future compensation practices that will support the staffing need of IT related jobs with regards to recruitment, hiring and retetion of talent. The scope of this initiative consist of reviewing 80 position classifications with 427 employees in the reviewed classification. A majority of the classification grades will be adjusted upward to better allign with current market rates and will be reduced from 80 job classifications to 33 job classifications with minimal, if any, financial impact.

Compensation Disparities: The Compensation department will review and evaluate existing university staff compensation and identify areas where possible compensation adjustments may be necessary to adequately pay employees based on specific criteria. This initiative is designed to examine existing market placement, compression concerns and potential OFCCP issues. Positions falling under a bargaining agreement will be excluded from these efforts unless bargained and agreed upon by respective unions. Available budget will determine what adjustments can be made and the associated timeline.

I-9 Audit: An internal audit of all I-9 forms has been conducted to include: identification of staff employees who do not have an I-9 on file, verification of required support documentation, confirmation that the I-9 form on file is correct and complete and ensurance of proper filing of the documents. As phase 2 of the audit, 386 staff employees who are missing any of the item(s) identified above have been notified in efforts to meet our compliance obligations.

Section 503/VEVRAA: In collaboration with EOHS, all position classifications requiring a physical are being reviewed to identify whether any potential updates were needed on the job descriptions. In addition, verbiage is being created that will be included on all job postings to ensure UNM's compliance with Section 503 and/or VEVRAA.

BDM: The Division is in the process of transitioning all personnel files to BDM. The first phase includes an entirely new approach and process design in the way information is received, processed, filed and reviewed. This process is a high volume component of UNM's file maintenance system and requires a key awareness of applicable retention and compliance regulations. As part of the initiative, on-going auditing of the process has been put in place and will be conducted quarterly.

Banner Upgrade Testing: Testing of compensation-related Banner forms that may be impacted by the current banner upgrade is being conducted. This is a proactive approach in efforts to ensure a smooth transition upon the upgrade and is a collaborative effort with multiple functional areas that will be touched by the upgrade.

Employee & Organizational Development (EOD)

UNM Staff Engagement Survey: In alignment with the UNM 2020 goal of becoming a great place to work and in an effort to gather baseline data, the first University-Wide Staff Engagement Survey was developed and tested. The survey will be administered in November 2014.

Leadership Program Reboot: EOD will reevaluate current leadership programs and courses offered through EOD to continue to meet the development needs of UNM managers and leaders.

Instructor Certification: The number of DDI certified instructors will be increased to expand the number of current course offerings and offer additional courses to meet our clients' needs.

Level 2 Evaluations: EOD will expand its usage of pre and post class evaluations to better track the level of learning in the classroom.

Organizational Assessment Tool: An organizational assessment tool will be evaluated and either developed or purchased in order to implement a repeatable, sustainable process to determine what is working and what improvements should be made to maximize organizational efficiency and effectiveness.

Employee Relations

Section 503/VEVRAA: The implementation of data collection requirements based on amendments to Section 503 of the Rehabilitation Act and the Vietnam Era Veterans' Readjustment Assistance Act (VEVRAA) is in process. The data collection will enable us to gather and analyze applicant and staff information on these two demographics for affirmative action purposes beginning November 2014.

Federal Wage Requirement: A process and communication plan has been identified to ensure that employees working on Federal contracts who are earning less than $10.10 per hour are brought to the new required minimum beginning next year. A project team is currently working on the implementation of this project.

2014 – 2015 Goals

Overarching Goal

Foster a culture to enhance workforce effectiveness by building partnerships, competencies, and expertise.

1.1.1   To establish baseline metrics through an evaluation process to determine organizational impact of our professional development programs.
1.1.2   To implement the data collection phase (Phase II) of the Section 503/VEVRAA regulations.
1.1.3   To coordinate the implementation of the UNM Staff Engagement Survey. Coordinate analysis of survey results and action planning process.
1.1.4   To enhance UNM's commitment to an Affirmative Action presence.

Overarching Goal

Support and promote a total rewards program that attracts, retains, and develops high quality employees.

2.1.1   To implement a comprehensive review of all UNM staff position classifications in the IT job family to include classifications used across UNM Campuses by March 31, 2015.
2.1.2   To conduct and implement a comprehensive review of UNM staff position classifications in the Finance job family (core). May result in core functions being uniquely identified vs. departmental functions.
2.1.3   To develop and socialize a Rewards and Recognition Program linked to outcomes by Spring 2015.
2.1.4   To research trends in the Compensation structures of other organizations and redesign UNM's current Compensation philosophy.
2.1.5   To develop an internal Executive Recruitment Initiative.
2.1.6   To normalize and update current salary structure.
2.1.7   To implement Affordable Care Act regulations.
2.1.8   To oversee the RFP process for selection of a Benefits Consultant.
2.1.9   To ensure HIPAA Compliance by filing for Health Plan Identification (HPID) number.

Overarching Goal

Improve HR processes, systems, use of technology, and infrastructure to provide a high level of efficiency, quality, and cost effectiveness.

3.1.1   HRIT will convert to UNM's new reporting tools APEX all of Human Resources 250+ Hyperion, E-print, and Oracle reports.
3.1.2   To implement BDMS (Banner Document Management System) to facilitate the electronic storage, retrieval, archiving and purging of employment transaction documentation. The implementation of BDMS will be measured by the completion of deliverables in the project plan, which will keep this very large, institutional project moving forward.
3.1.3   To research and propose a Talent Management System.
3.1.4   To implement the ODS 8.4.1 upgrade.
3.1.5   To implement the Banner system 8.9, 8.10 and 8.11 upgrades.
3.1.6   To implement the CAT Leave conversion to self-service.
3.1.7   To conduct a Prescription Drug Claim audit.
3.1.8   To conduct a dependent eligibility audit to identify, report and disenroll 100% of identified ineligible dependents

Overarching Goal

Create metrics to monitor institutional trends and HR organizational effectiveness.

4.1.1   To identify disparities in staff compensation and develop recommendations to address and improve current processes.

4.1.2   To improve service guarantees from 5 to 3 days for processing of hiring proposals.

4.1.3   To increase UNM*Temps* revenue to $875,000.

Summary of Operations

Each area within the Division of Human Resources has contributed to this year's success. The following highlights the primary functions and contributions of each department.

Administration
HR Administration provides support and guidance for HR while overseeing all aspects of the division. As a member of the Executive Cabinet, the Vice President of HR serves as the University's strategic liaison. The Administration Office assists with executive searches, executive compensation, strategic employment and benefits issues, and labor relations. This office also oversees HR processes including outgoing communications, proposals for training, business and wellness initiatives, RFP processes, organization and classification studies, policy proposals and changes, and division purchases. HR Administration also facilitates the Service Awards, an annual recognition event for staff.

Benefits and Employee Services
Benefits and Employee Services administers benefits for staff, faculty, School of Medicine clinical faculty, resident physicians, affiliate 501(c)(3) organizations, pre and post 65 retirees, and dependents of employees, covering over 12,000 lives. Benefits offered to employees include medical, dental, vision, life, long-term disability, short-term disability, accidental death and dismemberment, flexible spending accounts, long-term care, and education benefits. The Benefits and Employee Services department leads the Request For Proposal (RFP) process for employee benefits, including evaluation of proposals, selection of carriers, and production of vendor contracts. Approximately 300 students receive the dependent education scholarship each semester, and approximately 1,200 employees take advantage of the tuition remission program each semester. Benefits and Employee Services also ensures that all benefit programs are in compliance with state and federal regulations. Additionally, Benefits and Employee Services administers the RFP process and ensures regulatory compliance for student insurance.

Client Services
Client Services is organized into HR Consulting Teams, and in FY13 it began moving towards the Business Partner Model. The HR Business Partner is a key role of modern HR management. The business partner is fully dedicated to internal clients, their needs, and their duties. The business partner helps to develop and implement better people management practices. The business partner shares the responsibility with the client for the goals and target delivery. The business partner leads and manages the people management related agenda at the internal client. The partner leads the change management projects and manages the HR related internal and external communication. The business partner does not act as the HR consultant. The partner shares the responsibility for the goals and targets delivery.

Compensation
Compensation develops, administers, and ensures quality management of all institutional compensation policies, guidelines, and procedures related to UNM staff employees. This department develops and maintains the institutional salary plan for UNM staff employees, and serves as the principal institutional source of consultative expertise on all classification/compensation matters pertaining to staff employees. The department designs and implements strategic, institutional compensation initiatives based on frequent studies of job markets and general compensation trends, internal staffing trends, and researched cost-benefit analyses. This department provides expert consultation on best practices, compliance with University policy and State and Federal compensation laws, and client management in the resolution of complex day-to-day classification/compensation issues and concerns. Compensation designs and conducts University-wide staffing and classification review studies, manages the processes of position classification and position

description, and oversees management of the staff Career Ladder program, including policies, processes, and procedures.

Employee and Organizational Development (EOD)

EOD provides the UNM community with the tools to bridge gaps between potential and performance, enhancing the effectiveness of an organization and the well being of its members. Tools include online and in-classroom competitive learning, organizational consultation, coaching, systematic customized activities designed to provide an organization's members with the necessary skills to meet current and future job demands, and other aspects of leadership and skills development. EOD also manages Learning Central, an online training course catalog. The catalog includes courses for career development, effective communication, performance excellence, and leadership fundamentals. All EOD courses are free to UNM employees. EOD organizes and facilitates New Employee Orientation (NEO) for staff, Management Academy, Passport to Leadership, and the Professional Development series.

Employee Health Promotion (EHP)

Employee Health Promotion (EHP) is a comprehensive health promotion program offered to UNM benefits-eligible employees and their dependents. EHP services are a proactive approach to reducing medical care costs attributed to illness or injury related to unhealthy lifestyles. Health Education Consultants work with department leaders/managers to help support and sustain a healthy culture by customizing programs and offering wellness guidance and recommendations. This department also oversees campus-wide initiatives such as Preventive Health Days and the Lifesteps weight management program. Whether through fitness assessments, health education courses, or one-on-one sessions with a health educator or registered dietitian, EHP is committed to wellness at UNM.

Employee Relations

Employee Relations works as a specialized consultant area for employee and labor relations cases and compliance issues. This department also facilitates collective bargaining with UNM's unions, and works as a liaison between the University and the unions to preserve an effective working relationship. Employee Relations also represents Management in labor proceedings and elections. Employee Relations is responsible for drafting a majority of HR-related policies, including benchmarking and regulatory reviews. This department monitors proposed legislation that affects human resources processes. Employee Relations also handles specialized functions such as unemployment, investigations, and the exit interview process, and acts as the liaison for the drug testing process and the Department of Transportation processes.

HR Finance/Business Services

HR Finance oversees the financial activity and accounting operations of the Division by planning and developing comprehensive operating budgets (i.e. instruction, general, capital, public service, internal service, and non-endowed spending endeavors), for a wide range of activities. This department manages the day-to-day finances of internal operations and institutionally managed funds of approximately $98 million dollars. **HR Business Services** supports UNM's Enterprise Resource Planning (ERP) systems by initiating and managing projects that implement new applications, upgrading and enhancing current systems, and by improving HR processes through the use of technology. By working closely with our partner administrative offices - Payroll, Budget, and the other employment areas - this department coordinates the development and implementation of tools and systems that increase efficiency and effectiveness in business practices. Effectively communicating new processes and providing support to department users is accomplished through campus-wide informational sessions, focus groups, surveys, and the development of web-based job aids.

HR Information Technology (HRIT)

HRIT develops and maintains the HR/Payroll operational data store - including views, queries, dashboards, and reports - used by appropriate members of the Division and the campus community. This department supports the desktop and hardware needs of approximately 70 employees and is responsible for providing the Division with the most current tools to carry out daily business. HRIT is also instrumental in the development and maintenance of the HR website.

Retirement Services

Retirement Services provides educational and administrative services for active employees, employees preparing for retirement, and employees who have retired from UNM. Retirement Services hosts the Retirement Vendor Fair and provides multiple retirement classes throughout the year for active employees. This department coordinates onsite visits from UNM retirement vendors, who educate employees and answer their questions about UNM's 403(b) and 457(b) supplemental retirement plans. Retirement Services conducts an annual Open Enrollment for post-65 Medicare-eligible retirees.

Staff Recruitment and Employment Services

Staff Recruitment and Employment Services develops strategies to brand and market UNM to potential qualified applicants by coordinating job fairs and developing relationships with diverse community partners. This department collaborates with the Office of Equal Opportunity to participate in UNM's strategic diversity initiatives that comply with the University's Affirmative Action Plan. Staff Recruitment and Employment Services also conducts research to identify recruitment resources for targeting potential applicants, as well as collecting data to assess past and future recruitment effectiveness.

UNM*Temps*

UNM*Temps* recruits and hires temporary employees to work for UNM's various departments. UNM*Temps* recruits qualified pools of applicants based on the department's needs, screens candidates by conducting interviews, performs reference checks as well as background checks (if necessary), and hosts an orientation program for new temporary employees. The temp-to-hire program works to meet UNM's emergent staffing needs. UNM*Temps* is also responsible for implementing and developing the background check policies and procedures for staff and student employment, including administering and managing the third-party background check vendor process.

Ombuds Services/Dispute Resolution for Staff

The mission of Ombuds Services for Staff is to promote a campus culture that resolves conflict constructively. Ombuds Services for Staff operates independent of ordinary line and staff structures. This is an independent office that provides confidential, informal and impartial conflict management resources to help employees reduce the human and organizational costs of conflict. In 2013, 176 staff members visited our office, at least one time each. In addition to providing consultation and mediation services for staff, this office does outreach, inter-agency collaboration, presentations and trainings on topics related to informal, efficient, effective and constructive workplace conflict management. In 2013/14, Ombuds Services for Staff had 53 such engagements. The Ombuds staff consists of three designated neutrals. Ombuds Facilitator, Josh Pando was hired in February of 2014, and proves to be a great asset.

Ombuds Services for Staff celebrates its 20th anniversary at UNM in 2014. In honor of this milestone, the department co-sponsored the 2014 New Mexico Alternative Dispute Resolution Symposium at UNM West, which was well attended. A higher education track was introduced at the Symposium this year.

Acknowledgements

For all that the Division of Human Resources accomplished during the 2013-2014 fiscal year, we thank our dedicated and hardworking staff that were with us during this period. We appreciate their diligence, work ethic, intelligence, creative ability to solve difficult problems, and willingness to work long hours to improve service to our customers.

Regina Alvarado-Nau	Aida Hernandez	Susan Stoddard
Beverly Apodaca*	Debbie Howard	Dolores Thompson
Leyna Aragon*	Michele Hunley	Debra Thornton
Reno Aragon*	Ingrid Jorud	Shary Tompkins
Rob Armijo	Jessica Karnes	Rayleen Valencia
Natasha Arnold	Dinesh Kasireddy	Cierra Vallejos*
Ed Baker	Kaley Knafelc	Reed Vawter
Jessica Baskerville	Neil Kueffer	Sandra Velasquez
Ashley Bostick*	Dawn LaFleur	Magdalena Vigil-Tullar
Jane Brantley	Matthew Lebsack*	Jewel Washington
Tracey Briggs	Melanie Logan	Anna Wilson
Marie Brito	Alex Lopez	Daisia Wilson-Hightower*
Melissa Brown	Lalita Lopez	
Michael Brown	Brianne Lucero*	
Sandra Brown	Carmen Maez	*Student Employee*
Meghann Brummett	Yvonne Mariani	
Christopher Carreathers*	Julianna Martinez*	
Victoria Chavez	Marleen Martinez	
Felipe Cook*	Patricia Martinez	
Coleen Cox	Valerie Martinez	
Brenda de la Peña	Candy Matos	
Gloria Dominguez	Joyce McCarthy	
Sandra DuBrock	LaTrenia McDaniel	
Michael Duran	Denise Montoya	
Amanda Dussault	Teresa Natera	
Joseph Evans	Gabriel Pacheco	
Holly Friend	Cynthia Perez Chavez	
Alisha Gallegos	Elaine Phelps	
Diego Gallegos	Mary Jo Quintana	
Lisa Gamboa	Sandra Reyes	
Debi Garcia	Jamie Rickman	
Elizabeth Garcia	Denise Rivera	
Sarah Giese	Gabriel Rivera	
Cameron Goble	John Rivera	
Judith Goering	Joshua Rivera*	
Jonathon Gomez*	Frank Romero	
Emma Gonzales Moore	Vanessa Roybal	
Christine Gramer	Elizabeth Sandlin	
Melissa Green	Logan Sandoval	
Rita Gutierrez	Kim Herron-Singleton	
Tricia Heaton	Anelisa Simons	
Nancy Heimbigner	Jack Srouji	

Staff Appointments

Name	Job Title	Date
Baskerville, Jessica	UNM*Temps* & Recruitment Svcs Mgr	5/19/2014
DuBrock, Sandra	Mgr, HR Client Services	9/13/2013
Dussault, Amanda	HR Transaction Center Rep	4/21/2014
Friend, Holly D.	Analyst/Programmer 3	3/24/2014
Gallegos, Diego	Professional Support Intern	1/6/2014
Giese, Sarah	Sr. Employee Benefits Specialist	3/31/2014
Goble, Cameron	Technical Training Specialist	9/3/2013
Goering, Judith	Training & Development Consultant	12/2/2013
Kasireddy, Dinesh	Project Assistant	10/1/2013
Kueffer, Neil	Sr. Employee Benefits Specialist	8/5/2013
Maez, Carmen	Sr. Employee Benefits Specialist	8/19/2013
Martinez, Patricia	Human Resources Consultant	8/1/2013
Stoddard, Susan	Employee Relations Consultant	2/3/2014
Thompson, Dolores	HR Tech, Sr.	8/5/2013

Staff Separations

Name	Job Title	Date
Arnold, Natasha	Human Resources Consultant	5/31/2014
Chavez, Victoria	HR Transaction Center Rep	3/7/2014
Gramer, Christine	Training & Development Consultant	10/2/2013
Herron-Singleton, Kim	Mgr, UNM*Temps* & Recruitment Svcs Sr.	3/26/2014
Kueffer, Neil	Employee Benefits Specialist	10/25/2013
Martinez, Valerie	Analyst/Programmer 3	11/6/2013
Joyce McCarthy	Dir., HR Process Improvement	12/31/2013
Montoya, Denise	Dir., HR Client Services	7/12/2013
Quintana, Mary Jo	Sr. Program Manager	1/31/2014
Stoddard, Susan	Employee Relations Consultant	6/30/2014
Thompson, Dolores	HR Tech, Sr.	10/18/2013
Valencia, Rayleen	Supv., HR Transactions Ctr.	10/4/2013

Job Changes

Name	From	To
Alvarado-Nau, Regina	HR Tech	HR Tech, Sr.
Brantley, Jane	HR Tech	HR Tech, Sr.
Briggs, Tracey	Health Education Consultant	Supv., Wellness Program
Brummett, Meghann	HR Technical Service Rep	HR Transactions Ctr. Rep
Chavez, Victoria	HR Tech	HR Transactions Ctr. Rep
Cox, Coleen	HR Tech	HR Transactions Ctr. Rep
De la Peña, Brenda	Employee Benefits Svcs Mgr	Mgr, Benefits, Empl &Ret Svcs
Gamboa, Lisa	Employee & Org Devt Consultant	Human Resources Consultant
Gutierrez, Rita	HR Transactions Ctr Rep	HR Transactions Ctr. Rep, Sr.
Lafleur, Dawm	Mgr, Benefits and Employee Svcs	HR Projects Specialist
Mariani, Yvonne	HR Tech	HR Tech, Sr.
McDaniel, LaTrenia	HR Projects Specialist	Strategic Support Manager
Reyes, Sandra	HR Technical Service Rep	HR Transactions Ctr. Rep
Rivera, Denise	HR Technical Service Rep	HR Transactions Ctr. Rep
Robinson, Lana	HR Tech	HR Tech, Sr.
Romero, Frank	HR Tech	HR Transactions Ctr. Rep
Thompson, Dolores	HR Tech	HR Tech, Sr.
Thompkins, Shary	Human Resources Consultant	Employee & Org Devt Consultant

Appendix A

Human Resources Annual Report Metrics

<u>**Educational Benefits**</u>

Tuition Remission Statistics

Department	Academic Year 10-11	Academic Year 11-12	Academic Year 12-13	Academic Year 13-14
Anderson School of Management	$103,795.00	$76,165.00	$140,111.50	Not Available
Continuing Education	$856,600.36	$743,016.18	$773,529.03	Not Available
Continuing Med Education	$115,563.00	$105,185.00	$172,246.52	Not Available
Gallup	$67,141.00	$58,256.65	$63,033.44	Not Available
Los Alamos	$11,760.50	$10,257.15	$19,285.75	Not Available
Miscellaneous*	$128,021.00	$105,568.20	$44,593.24	Not Available
New Mexico State University	$44,351.50	$53,852.72	$33,844.20	Not Available
Recreational Services WOW Prgm	N/A	N/A	$46,675.00	Not Available
ROTC	$0.00	$0.00	$16,236.33	Not Available
Taos	$36,838.70	$48,126.56	$51,850.49	Not Available
CNM	$27,044.30	$5,863.00	$0.00	Not Available
University of New Mexico	$2,220,558.83	$2,445,400.54	$2,567,058.10	Not Available
University of New Mexico Hospital	$11,107.30	$3,738.34	$4,002.93	Not Available
Valencia	$74,659.35	$77,300.07	$68,825.40	Not Available
Total	**$3,697,440.84**	**$3,732,729.41**	**$4,001,291.93**	**$4,457,029.79**[**]

*Miscellaneous includes School of Medicine, Health Science Ethics, Center for Development and Disability, NM Geriatric Program,
Executive MBA Program, Office of Medical Investigators, Teacher Education Development, and Recreational Services (World of Wellness
Program)*
**Specific information is unavailable due to new reporting format*

Dependent Education Scholarship:

	Academic Year 10-11	Academic Year 11-12	Academic Year 12-13	Academic Year 13-14
Total	**$828,047.67**	**$874,356.31**	**$808,671.42**	**$883,830.78**

Training

EOD Training	10-11	11-12	12-13	13-14
Total Number of Workshop Sessions	187	183	198**	176***
Total Number of Participants*	2,193	2,151	1,966	1,747

*Leadership development courses are now reported separately
**Professional Development Series implemented
***Professional Development Series included

Leadership Development	10-11	11-12	12-13	13-14
Total Number of Workshop Sessions	95	91	72*	66**
Total Number of Participants[1]	1,272	1,034	949	1,038

[1]First year to report leadership courses as a separate category
*Reduced number of scheduled offerings and transferred to online courses
**Management Academy sessions and participants included

LoboTime Training	10-11	11-12	12-13	13-14
Total Number of Workshop Sessions	Not Available	Not Available	70	10*
Total Number of Participants	Not Available	Not Available	581	122

*Online LoboTime courses included in the Online Training section

Banner Training	10-11	11-12	12-13	13-14
Total Number of Workshop Sessions	82	66	*93	120
Total Number of Participants*	415	417	*663	662

*New Courses – LoboAchieve and Academic Coaching

UNMJobs Training	10-11	11-12	12-13	13-14
Total Number of Workshop Sessions	36	32	*21	19
Total Number of Participants*	393	254	203	199

* Classes are not offered as often as the year prior

Online Training	10-11	11-12	12-13	13-14
Total Number of Workshop Sessions	33	35	46*	63
Total Number of Participants[1]	21,634	19,763	23,250	24,756
Total number of exams offered	17	17	19	16
Total number of participants who completed and passed exams**	10,716	10,313	8,696	9,268

[1]University required training on Ethics, Sexual Harassment, Basic Annual Safety, and Accurate Time Reporting significantly increased this number
*LoboTime, Budget, LoboTrax, TES – online and job aids
**Competencies include Banner Fundamentals and Navigation Exam, Securing Private Data Exam, Travel Exam, P-Card Program Exam, Finance: 30 Most Frequently Asked Questions Exam, Budget Planner Proficiency Exam, Journal Voucher Processing Exam, and Preventing Sexual Harassment Required Training; total number based on "Passed" status

EOD Facilitations	10-11	11-12	12-13	13-14
Total Number of Facilitations Conducted	156	119	117	91

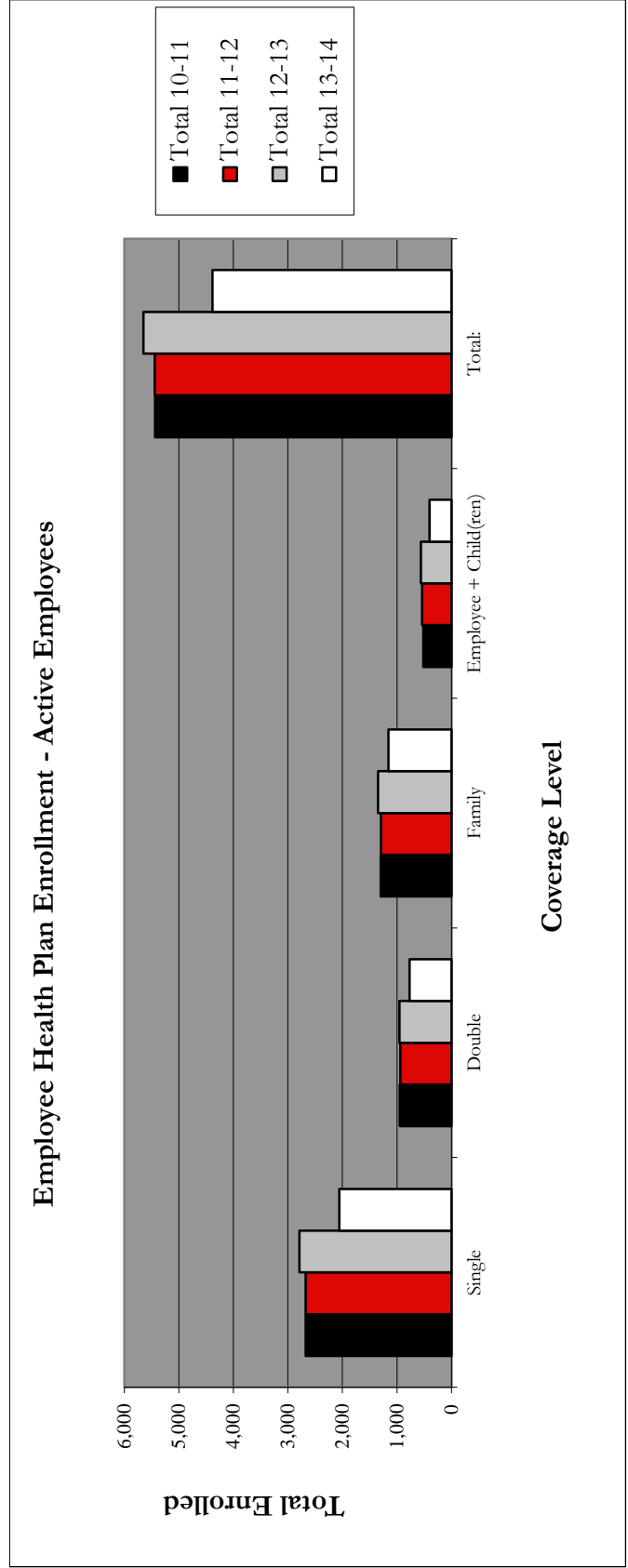| University Required Training[1]	09-10	10-11	11-12	12-13	13-14
Basic Annual Safety Training	Not Available	78.6%	72.1%	61.5%	74.1%
Ethics: Framework for Ethical Decision Making	Not Available	77.5%	68.0%	72.1%	74.7%
Preventing Sexual Harassment	Not Available	78.7%	70.2%	71.5%	74.7%

[1]Percentage of faculty and staff who completed the required training
*Statistics based on total number of Attended or Completed statuses

Benefits

Employee Health Plan Enrollees – Active Employees:

	10-11			11-12			12-13			13-14		
	Lovelace	Presbyterian	Total 10-11	Lovelace	Presbyterian	Total 11-12	Lovelace	Presbyterian	Total 12-13	Lovelace	Presbyterian	Total 13-14
Single	1,782	892	2,674	1,749	924	2,673	1,827	962	2,789	1,159	900	2,059
Double	560	388	948	563	376	939	564	387	951	382	384	766
Family	782	513	1,295	787	503	1,290	823	526	1,349	678	475	1,153
Employee + Child(ren)	332	186	518	345	193	538	356	205	561	232	172	404
Total:	3,456	1,979	5,435	3,444	1,996	5,440	3,570	2,080	5,650	2,451	1,931	4,382

Employee Health Plan Enrollment - Active Employees

Legend: Total 10-11, Total 11-12, Total 12-13, Total 13-14

Y-axis: Total Enrolled

X-axis: Coverage Level

Benefits Enrolled – Retirees Under 65:

	10-11			11-12			12-13			13-14		
	Lovelace	Presbyterian	Total 10-11	Lovelace	Presbyterian	Total 11-12	Lovelace	Presbyterian	Total 12-13	Lovelace	Presbyterian	Total 13-14
Single	229	139	**368**	241	157	**398**	234	145	**379**	225	162	**387**
Double	86	73	**159**	90	63	**153**	84	63	**147**	89	51	**140**
Family	26	25	**51**	29	26	**55**	29	23	**52**	25	18	**43**
Employee + Child(ren)	17	9	**26**	20	11	**31**	15	10	**25**	12	9	**21**
Total:	**358**	**246**	**604**	**380**	**257**	**637**	**362**	**241**	**603**	**351**	**240**	**591**

Benefits Enrolled - Retirees Under 65

Legend: ■ Total 10-11 ■ Total 11-12 ▨ Total 12-13 □ Total 13-14

Y-axis: **Total Enrolled** (0, 100, 200, 300, 400, 500, 600, 700)

X-axis categories: Single, Double, Family, Employee + Child(ren), Total:

Coverage Level

25
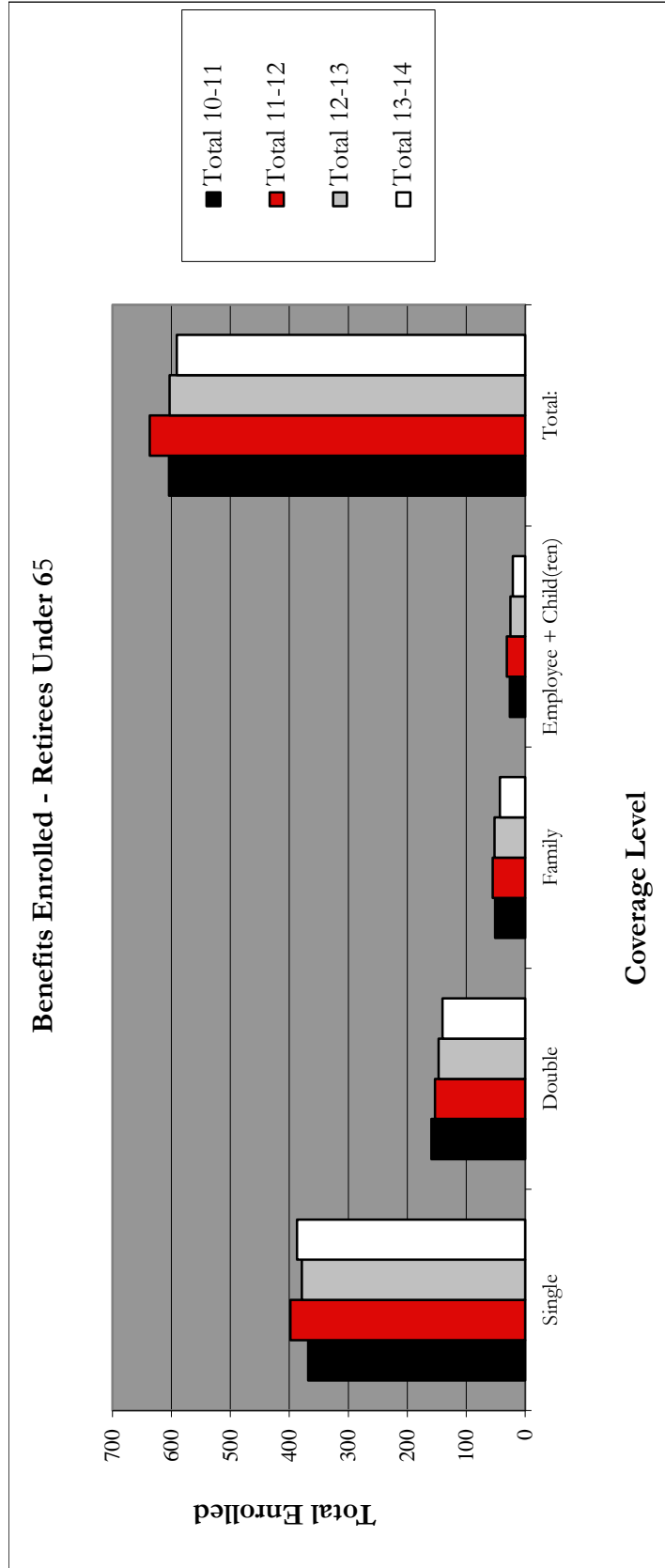
Benefits Enrolled – Retirees Over 65:

	10-11				11-12				12-13				13-14			
	Lovelace	Pres.	AARP	Total 10-11	Lovelace	Pres.	AARP	Total 11-12	Lovelace	Pres.	AARP	Total 12-13	Lovelace	Pres.	AARP	Total 13-14
Single	496	254	277	**1,027**	526	295	295	**1,116**	496	378	258	**1,132**	522	403	286	**1,211**
Double	186	101	112	**399**	201	121	117	**439**	202	140	129	**471**	219	156	149	**524**
Family				**0**				**0**				**0**	1	0	0	**1**
Employee + Child(ren)	0	0	0	**0**	0	0	0	**0**	0	0	0	**0**	0	0	0	**0**
Total:	682	355	389	**1,426**	727	416	412	**1,555**	698	518	387	**1,603**	742	559	435	**1,736**

Benefits Enrolled - Retirees Over 65

Coverage Level

Total Enrolled

Legend: Total 10-11, Total 11-12, Total 12-13, Total 13-14
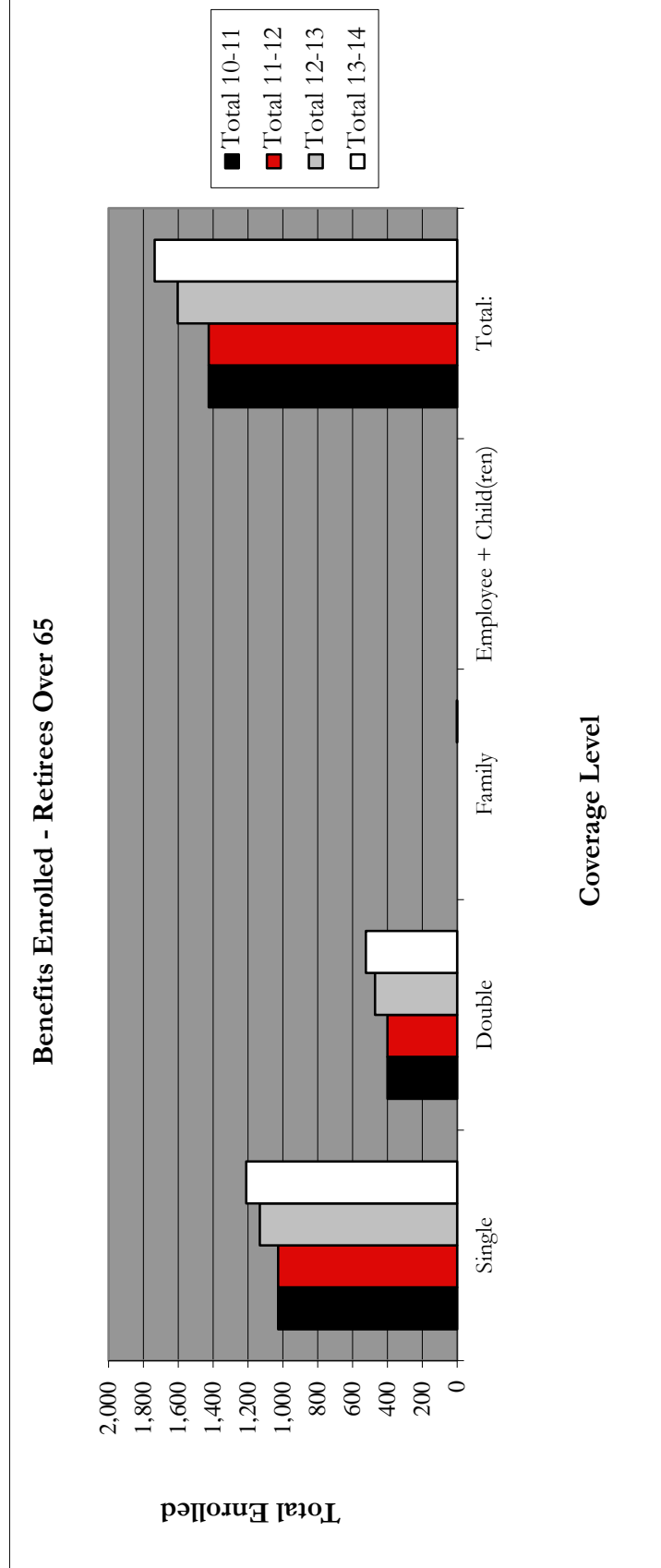
Flexible Spending Accounts (FSA)*:

FSA Type	CY 2011	CY 2012	CY 2013	CY 2014
FSA Health Care	1,104	1,080	1,046	1,090
FSA Dependent Care	184	173	192	188
Total FSA	**1,288**	**1,253**	**1,238**	**1,278**

*Flexible Spending Accounts (FSA) allow employees to set aside part of their paycheck on a pre-tax basis, which reduces federal, state, and social security taxes, to reimburse themselves for qualified expenses. These reimbursements are not taxable. Two flexible spending accounts are available, Health or dependent care, and employees can enroll in both. Employees with coverage begin or end dates within the calendar year are counted.

Flexible Spending Accounts (FSA)

Employees with coverage begin or end dates within the Calendar Year (CY)
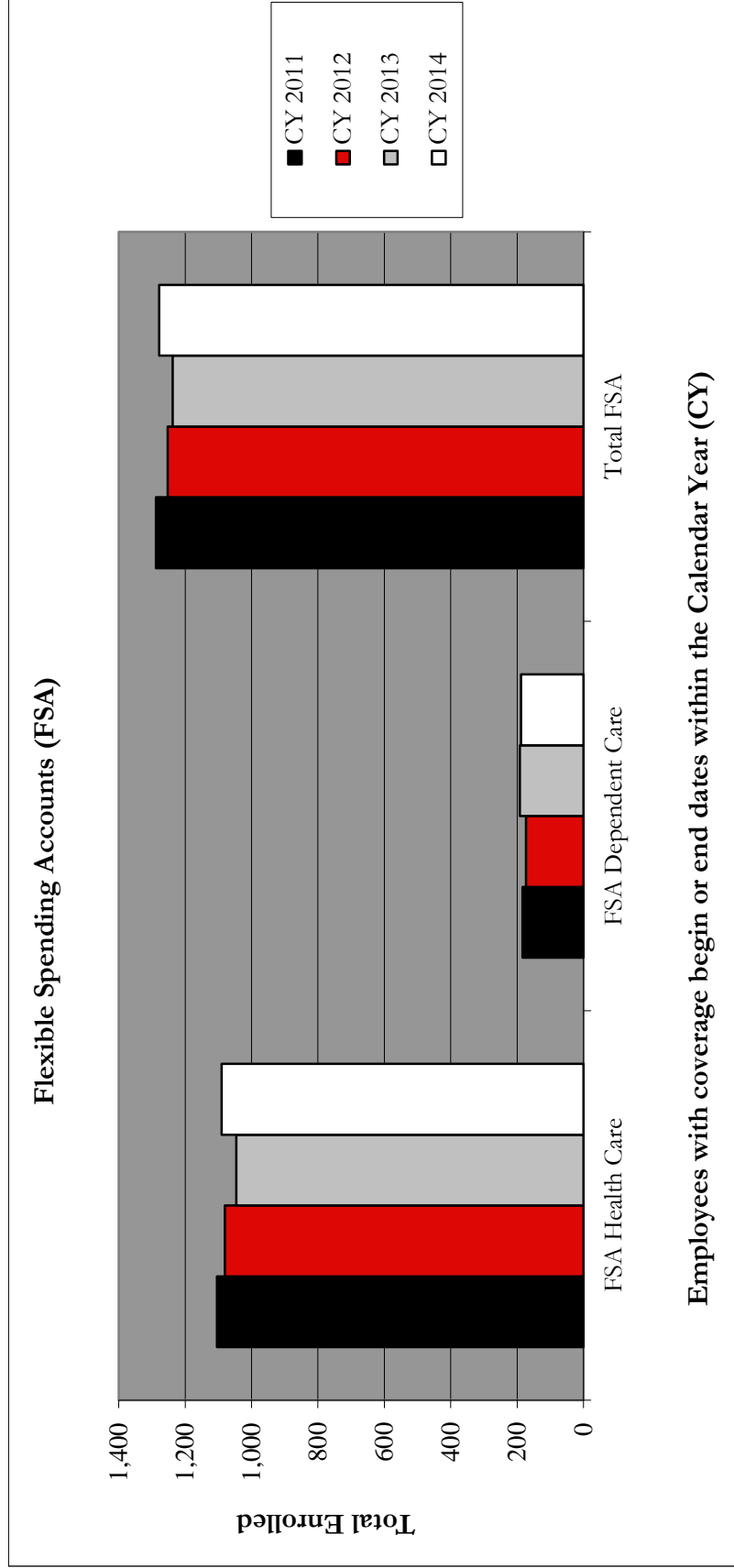
Average Age of Employees (faculty and regular staff):

Employee Type	10-11		11-12		12-13		13-14	
	Total	Avg. Age	Total	Avg. Age	Total	Avg. Age	Total	Avg. Age
Faculty	2,082	51.02	2,125	51.01	2,271	50.63	2,359	50.56
Staff	5,117	46.42	5,011	46.28	5,099	46.16	5,157	45.81
All Employees	**7,199**	**47.76**	**7,136**	**46.71**	**7,370**	**48.40**	**7,516**	**47.3**

Average Age of Employees
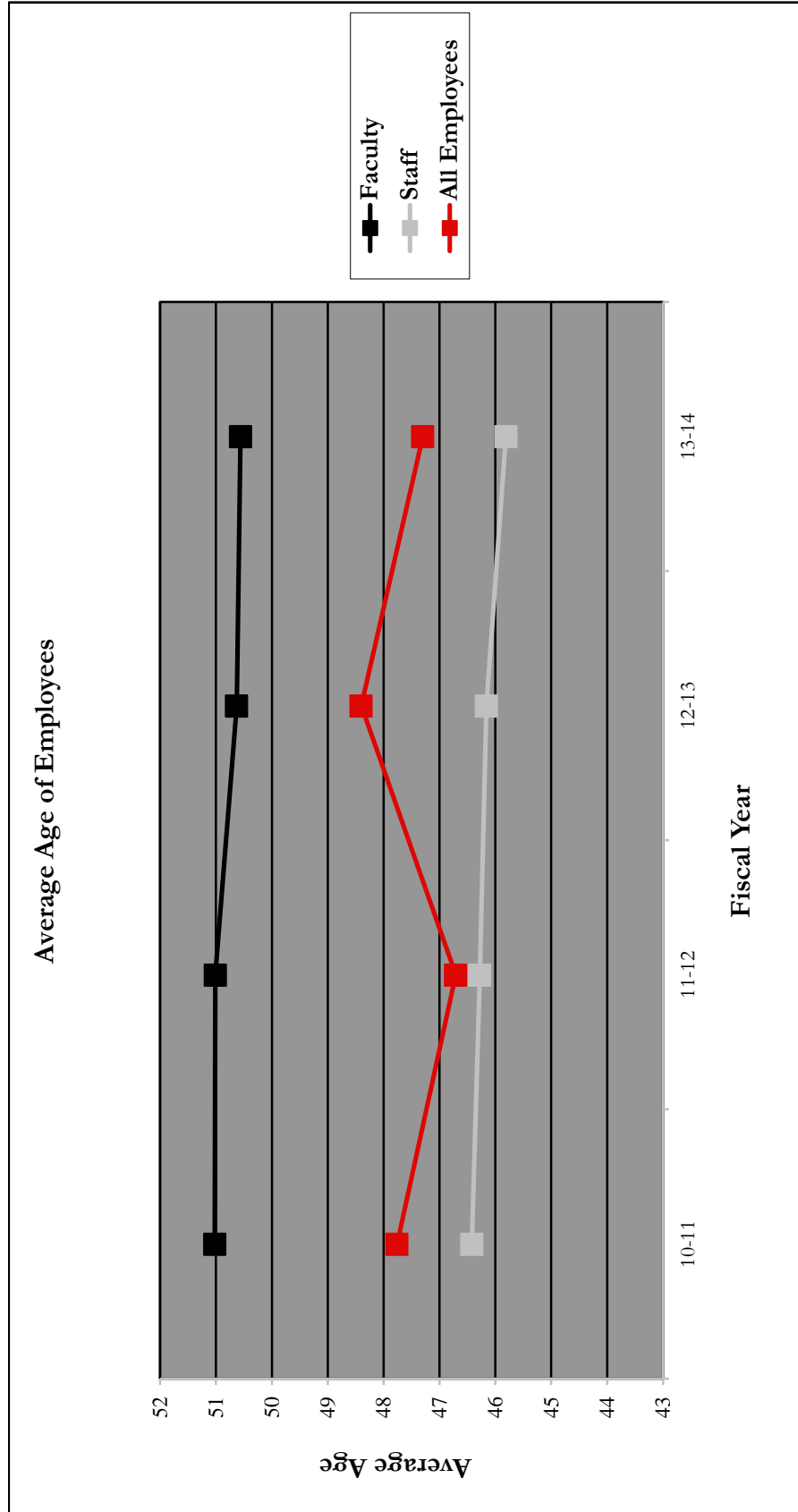
Compensation

Reclassifications and Career Ladders:

	10-11	11-12	12-13	13-14
Market-Based PClass Adjustments (PCLAD)	N/A	N/A	181	25
Reclassifications	364	275	172	125
Career Ladders	36	46	64	50

Reclassifications and Career Ladders

Fiscal Year

Totals

- PCLAD
- Reclassifications
- Career Ladders

29
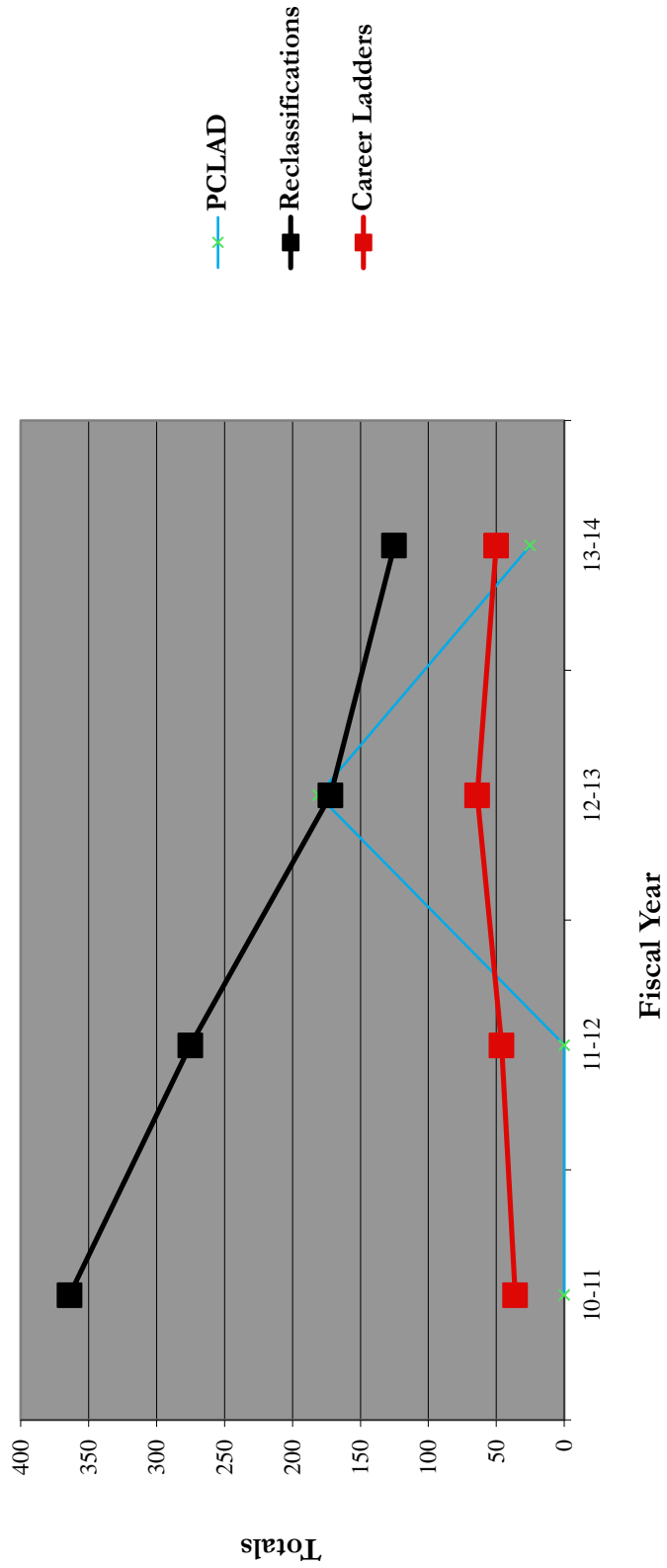
Demographics

Total Staff by Gender:

Gender	10-11	11-12	12-13	13-14
Female	3,380	3,326	3,356	3,380
Male	1,737	1,685	1,743	1,777
Total	**5,117**	**5,011**	**5,099**	**5,157**

Percentage of Staff by Gender

Percentage

70%
60%
50%
40%
30%
20%
10%
0%

10-11 11-12 12-13 13-14

Fiscal Year

■ Female ■ Male
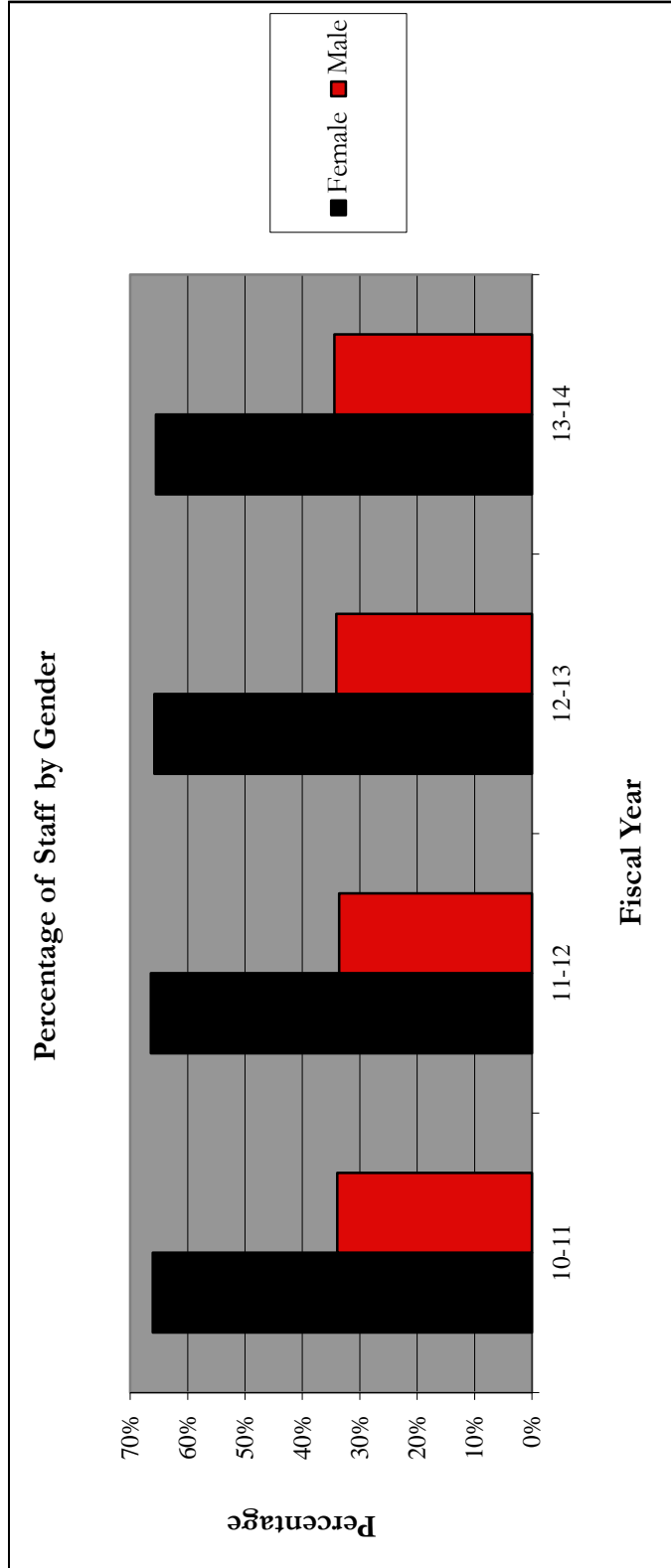
Total Staff by Ethnicity*:

Ethnicity	10-11	11-12	12-13	13-14
American Indian	250	244	239	251
Asian (previously Asian/Pacific Islander)	110	100	100	104
Black or Afro American (previously African American)	99	92	92	106
Hispanic	1,840	1,841	1,913	1,986
Native Hawaiian (previously Asian/Pacific Islander)	4	3	4	7
Non-Resident Alien	34	29	33	31
Race/Ethnicity Unknown (previously unknown)	138	138	138	122
Two or More Races	60	67	64	69
White (previously Caucasian)	2,582	2,497	2,516	2,481
Total	**5,117**	**5,011**	**5,099**	**5,157**

*New ethnicity categories were utilized in fiscal year 2009-2010

31

Staff by Ethnicity

Legend	
■	10-11
■	11-12
■	12-13
□	13-14

Totals

2800
2400
2000
1600
1200
800
400
0

American Indian

Asian (previously Asian/Pacific Islander)

Black or Afro American (previously African American)

Hispanic

Native Hawaiian (previously Asian/Pacific Islander)

Non-Resident Alien

Race/Ethnicity Unknown (previously unknown)

Two or More Races

White (previously Caucasian)

New Ethnicity Categories

Total Staff by Age Range:

	10-11	11-12	12-13	13-14
<=30	679	666	585	622
31-40	1,029	1,034	1,081	1,128
41-50	1,366	1,308	1,268	1,274
51-60	1,562	1,523	1,499	1,467
61-70	466	470	640	639
>70	15	10	26	27
Total	**5,117**	**5,011**	**5,099**	**5,157**

Staff by Age Range

33
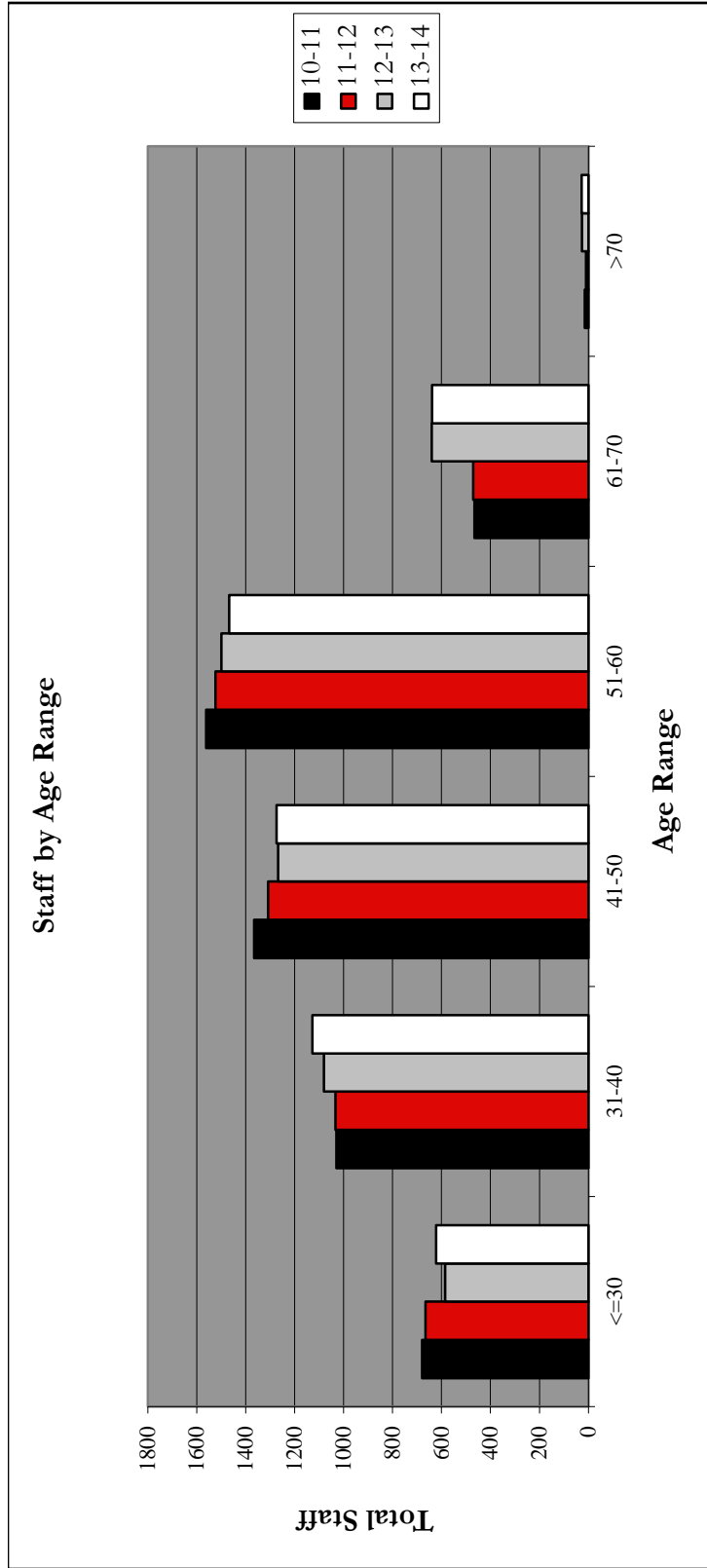
Staff Employment

Performance Evaluations:

Evaluation Information	10-11	11-12	12-13	13-14
Evaluations Due	4,858	4,729	4,695	4,550
Evaluations Received	4,312	4,342	4,431	4,309
% Evaluations Received	88.8%	91.8%	94.4%	94.7%

Performance Ratings:

Rating	09-10		11-12*		12-13		13-14	
Outstanding	684	14.1%	N/A	N/A	N/A	N/A	N/A	N/A
Exceeds Expectations	1,946	40.1%	2,212	50.9%	2,257	48.1%	2,133	49.5%
Meets Expectations	1,622	33.4%	2,059	47.4%	2,124	45.2%	2,136	49.6%
Improvement Needed	54	1.1%	71	1.6%	50	1.1%	40	0.9%
Unsatisfactory	6	0.1%	N/A	N/A	N/A	N/A	N/A	N/A
Totals	**4,312**		**4,342**		**4,431**		**4,309**	

*Performance review ratings were changed in fiscal year 2011-2012

Performance Review Ratings

34
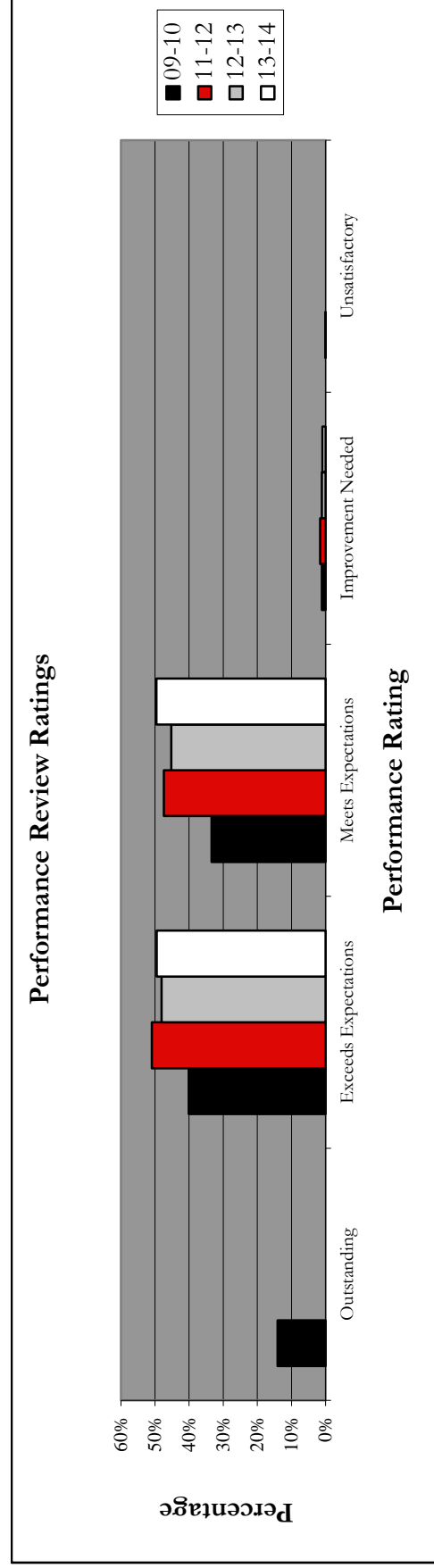
Turnover:

Type	10-11		11-12		12-13		13-14	
	Total	Percentage of Total Staff	Total	Percentage of Total Staff	Total	Percentage of Total Staff	Total	Percentage of Total Staff
Voluntary								
Resigned	417	8.1%	511	10.2%	434	8.5%	481	61.1%
Retired	148	2.9%	149	3.0%	150	2.9%	164	20.8%
Involuntary								
Released*	63	1.2%	58	1.2%	63	1.2%	42	5.3%
Relieved**	49	1.0%	52	1.0%	52	1.0%	51	6.5%
Layoff	29	0.6%	31	0.6%	17	0.3%	26	3.3%
Discharged	13	0.3%	13	0.3%	16	0.3%	16	2.0%
Deceased	7	0.1%	11	0.2%	4	0.1%	7	0.9%
Total:	**726**		**825**		**736**		**787**	

*Released employees are employees whose assignment ends, typically for a term appointment
**Relieved employees are employees who are let go during the probationary period

Hiring/Recruitment

Total Staff Hires:

	09-10		10-11		11-12		12-13	
Regular Hires								
Competitive Hires	958	53.9%	1,243	66.3%	1,189	66.1%	1,207	70.63%
Alternative Appointment Hires	216	12.2%	160	8.5%	95	5.3%	111	6.50%
Total Regular Hires	**1,174**		**1,403**		**1,284**		**1,318**	
On-Call Hires	523	29.5%	405	21.6%	443	24.6%	335	19.60%
Short Term & Professional Service Appointment Hires	78	4.4%	67	3.6%	71	3.9%	56	3.28%
Total All Hires	**1,775**		**1,875**		**1,798**		**1,709**	

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UNM*Temps* **Placements:**

Location	10-11	11-12	12-13	13-14
Main/Branch	385	351	400	420
HSC	167	161	144	203
Total	**552**	**512**	**544**	**623**

UNMTemps Placements

Locations
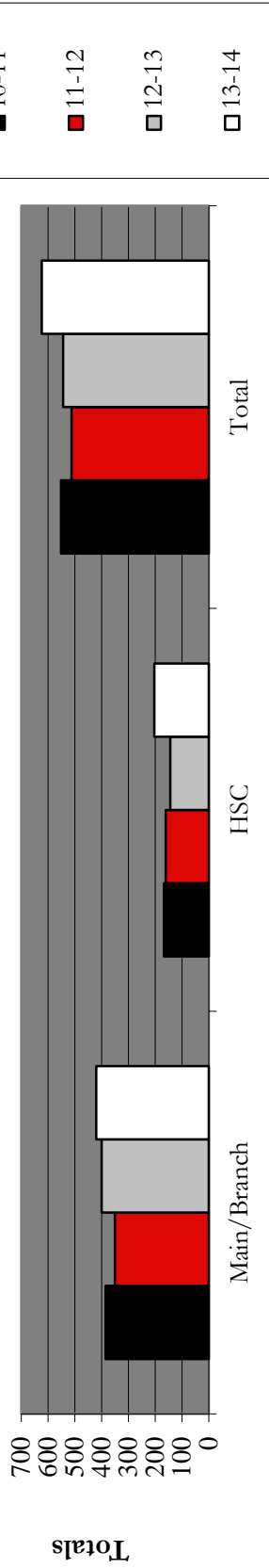
Division of Human Resources Professional Development and Volunteer Hours

Type of Professional Development	10-11	11-12	12-13	13-14
Development Hours Tracked in Learning Central	458	531	636	773
Development Hours Outside of Learning Central (e.g., degree programs, workshops, conferences, and professional certifications)	1,472	1,295	1,364	1,151
Total Professional Development Hours	**1,930**	**1,826**	**2,000**	**1,974**
Total Number of Volunteer Hours for HR staff	**800**	**341**	**711**	**423**

FY 2013-2014 Annual Report

Information Technologies

Submitted by:

GIL GONZALES, Ph.D., CHIEF INFORMATION OFFICER

http://it.unm.edu
http://cio.unm.edu

Mission and Vision

Information Technologies provides quality and professional service to the UNM community, especially fast response and timely solutions to customer needs and questions.

Principles guiding this service consolidation include:

- Providing access, support, privacy, and security to all of the University's IT customers.
- Improving the effectiveness of IT services and sharing IT resources across UNM.
- Supporting UNM's mission, goals, and values.
- Coordinating IT planning and communication for better use of resources.
- Ensuring the development and sustainability of high IT standards for UNM.

IT Organization Overview

2013-2014 Annual Report

Table of Contents

Gil Gonzales, Ph.D.
Chief Information Officer

I   Executive Summary

Fiscal year 2014 saw IT recognized with Baldrige Piñon Performance Excellence Quality recognition as information technology goals were achieved and obstacles surmounted. We successfully completed or made significant progress on projects that deliver reliable and consistent access to technology resources. Information Technologies staff also upgraded and improved many services to meet the needs of our university population. Our achievements have built a solid base for future progress, positioning us to enhance resources that strengthen research, teaching and collaboration. This coming year will see IT engaging in new approaches to address solving problems with technology. This organization is well suited to meet these challenges, as we provide maximum value while serving the missions of the university.

In the following pages, read how IT **_connects_** the community through annual outreach events targeting every segment of the UNM population, and is closely aligned with institutional goals with the implementation of new applications such as Hobson's Graduate Application. IT continually improves the way it **_serves_** UNM by increasing efficiencies in infrastructure services such as hosting and the network, expanding cloud services offered through O365 and enhancing security through next generation firewalls.

More than just an efficient utility service, information technology is a game-changer for today's research extensive universities like UNM. IT transforms the way we teach, learn, work, communicate, and even how we think and what we believe is possible. Partnerships with faculty and administrators create opportunities for innovation across the University. IT **_innovates_** by drawing in external funding for a student mobile app contest using open data, and bringing technology into classrooms in both English and Music to improve student performance.

Thank you for taking time to review our progress in this annual report. The dedicated professionals at UNM IT are responsible for the many successes highlighted here. I encourage you to share your questions or comments with the IT team and me as we continue to build an outstanding, quality IT environment for our University.

II   IT Services Overview

Services delivered by IT span many technologies and provide the essential underpinning for UNM's academic, administrative and research activities through networking, phones, enterprise administrative and collaborative applications, computing facilities for students and faculty in classrooms and labs, institution-wide contracts and enterprise licensing of software, as well as high-touch services such as surveys, test scoring, and reporting.
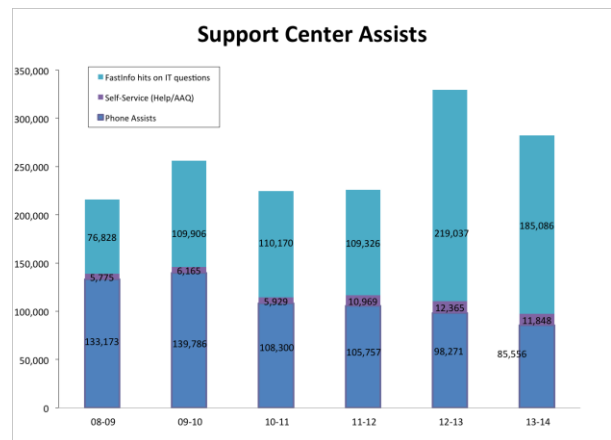
FY2014 Service Stats At A Glance

Web hits (www & dept.unm) continue to increase: 8% in a year to 3.6 M hits per day.
UNM **E-Mail** – 277 Million messages after spam filtering.
UNM **NetIDs** slight increase to almost 84,000 active accounts.
940 IT-consistently- managed, student-facing computers in IT Pods, computer, & general classrooms.
Storage increased to almost 1,172 terabytes managed by IT for applications, hosted machines, and shared files.
Virtualization and server consolidation has decreased power usage.
Scanning & test scoring continue to decrease in favor of online services.
Weekday average concurrent wireless users increased 107% in one year (188% in 4 yrs) to 14,384.
ERP transaction volumes: Average monthly production database reads: 4+ billion;
Monthly average reporting data store (ODSP) reads: 4.7 billion.
Telephone. Services are up – 19,300 landlines, 9,246 with voicemail, 2,052 University cellphones.

The IT Service Desk provides a single point of contact for services provided by the IT department. The Desk is comprised of a self-service knowledgebase where information can be accessed, and Agents respond to queries, incidents or service requests.

Self-Served Password Resets	141.4K	132K	-7%	-14%
Self-Served Ask-A-Question	12K	11.8K	-4%	92%
FastInfo FAQ Hits	219K	185K	-16%	68%

IT demonstrates increased efficiencies when users can find the answers to their technical questions online or can request service from IT without having to call the Service Desk. This "Tier 0" support is accomplished either through the knowledgebase, other online resources, intuitive applications, or through a self-service portal, such as Help.UNM. Overall, IT saw desirable increased trends in efficiency by decreasing human-intervention and increasing end-user self-sufficiency as illustrated in the following chart:


The above chart shows visually how demand for Support Center assistance varies over time, with self-service segements increasing and more expensive phone assists decreasing.

| Area	2013	2014	1-yr Chg	5-yr Chg
Phone Assists	98.3K	85.6K	-13%	-39%
Walk-in Assists	.8K	.9K	10%	-31%
Agt-Assisted Password Resets	18.5K	21.5K	16%	-14%

Temporary spikes in numbers of tickets coincide with the beginnings of semesters. There are many more service requests fulfilled than there are incidents or unplanned service interruptions.
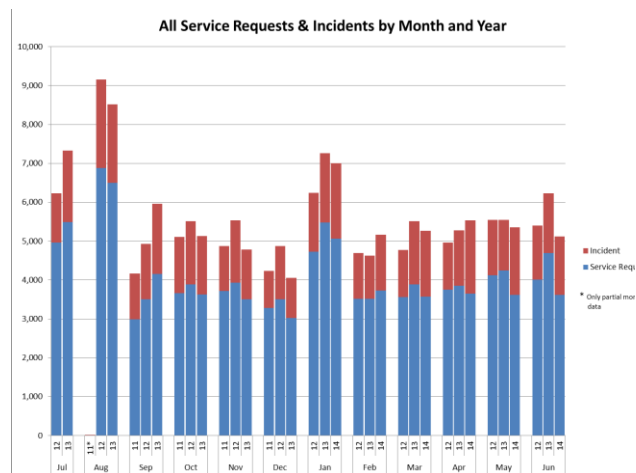

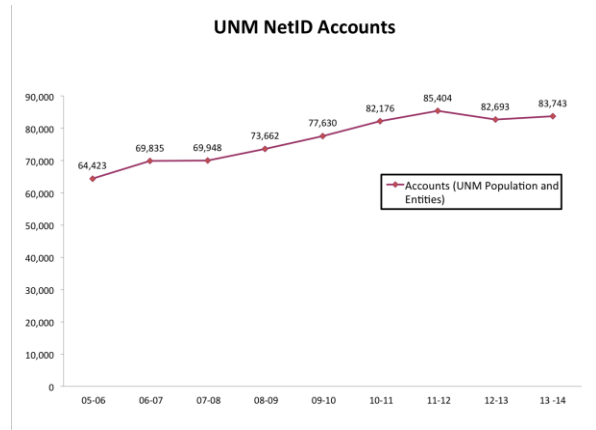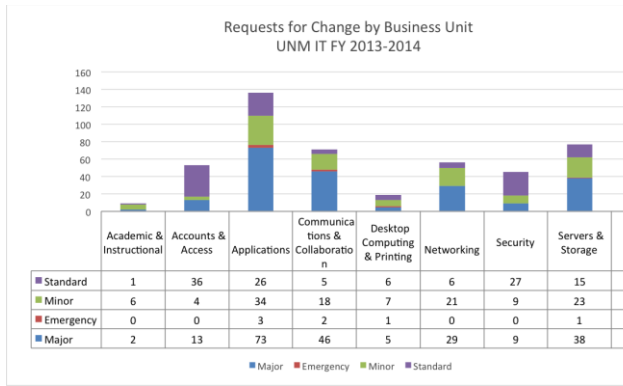The total numbers of service requests and incidents are relatively flat or consistent for the last two years.
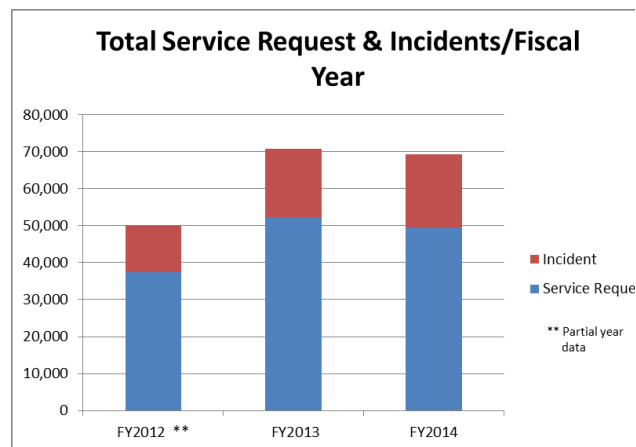
By a large margin, Accounts & Access business line has the most service requests, since the majority of these are NetID password resets. Communications & Collaborations deals with phone service related changes, and therefore has the second largest set of service requests. Desktop Computing and Printing has seen the biggest year over year increase in both service requests and incidents due to the growth in these services on campus. The remainder of the business lines have stayed relatively flat.
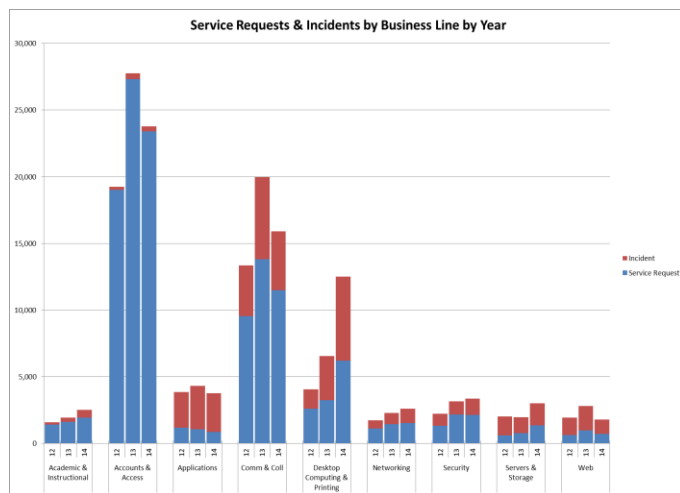
Following indicates the number of major "Prioirity 1" **incidents**, or service interruptions, by business line. Priority is established by impact and urgency; a P1 incident impacts more than 30 people or a whole building. Enterprise services, when they break, usually result in P1 incidents. The following chart shows the total number of P1s by business line in FY2014. All services averaged much less than three major outages per month, which is still low for the billions of successful transactions processed reported in the following pages.
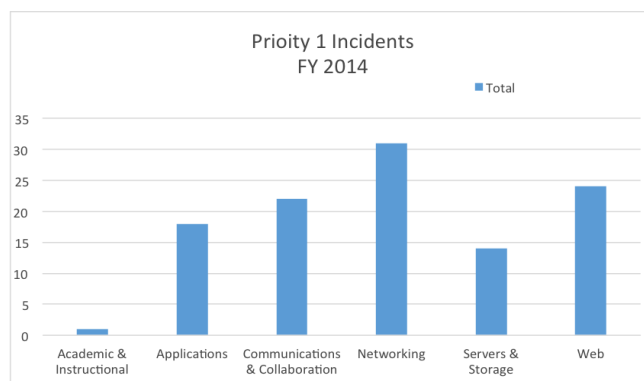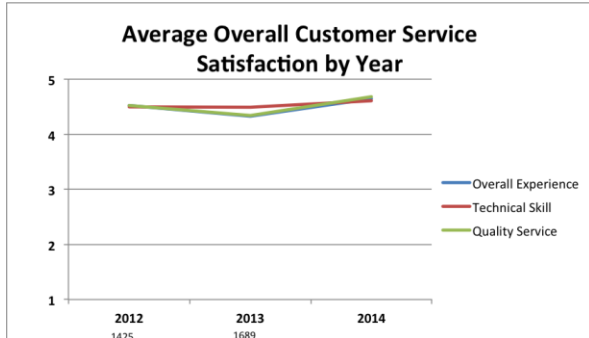

IT has changed the way that production **changes** are processed. By being more intentional about changing the production environment, efficiencies can be increased and outages that occur as a result of changes can be minimized.

6

Requests for Change by Business Unit
UNM IT FY 2013-2014

	Academic & Instructional	Accounts & Access	Applications	Communications & Collaboration	Desktop Computing & Printing	Networking	Security	Servers & Storage
Standard	1	36	26	5	6	6	27	15
Minor	6	4	34	18	7	21	9	23
Emergency	0	0	3	2	1	0	0	1
Major	2	13	73	46	5	29	9	38

UNM NetID Accounts

Customer satisfaction is relatively high, even with this high volume of service requests and lower volume of incidents and changes. Average customer satisfaction drops slightly when the number of incidents is higher than the number of service requests overall for that business line.

On the Customer Service Satisfaction charts, including the one below, 5 is the highest rating and 1 is the lowest. The number of respondents is indicated below the year. The N for 2014 is 1106 customers.


IT protects access to UNM data, to the wireless network, to ERP functions and to many more UNM services through NetID authentication.

IT also works with Human Resources, Legal and specific departments across all campuses in the events of copyright infringement notifications, departmental machine compromises, administrative security investigations involving IT resources and malware, intrusion and phishing attempts, resolving hundreds of these issues annually.

(Note: 5 is the highest rating and 1 is the lowest rating. Account Respondents 2012=85, 2013=79, 2014=72)


Security & Access Services

IT provides accounts for students, faculty and staff, and retains active accounts for students who are not enrolled in the current semester. Currently over 83,000 accounts are active, showing a 30% increase over the past nine years as both enrollment and account retention rules have increased in this time frame. Maintaining passwords continues to be a primary service provided at the IT Service Desk.

Security Respondents 2012=68, 2013=73, 2014=63

7

Average Customer Satisfaction - Security

**Average Customer Satisfaction - Web**
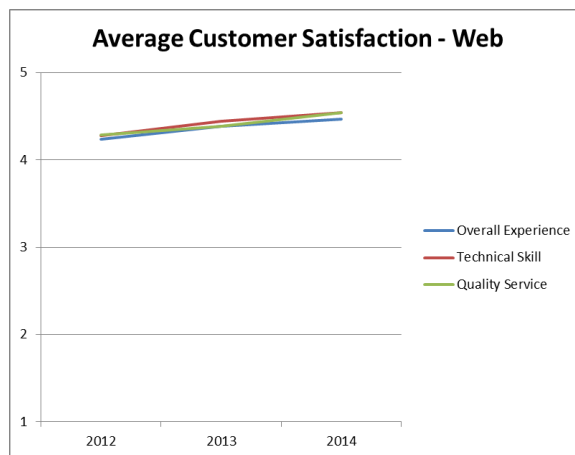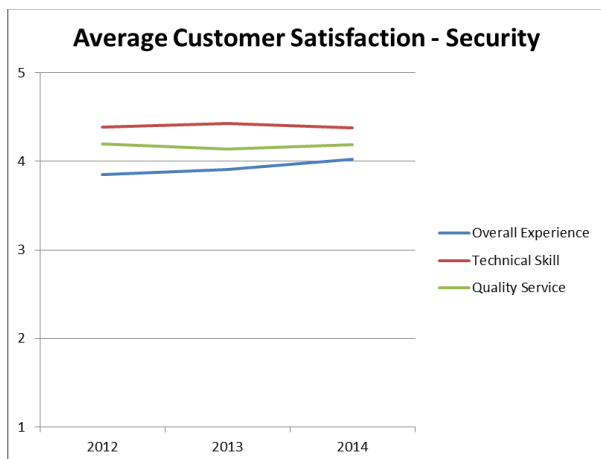
Applications & Web Services

IT develops, implements, and maintains enterprise applications and databases, the web infrastructure for UNM administrative systems, and innovative mobile applications. Web usage continues to increase, approaching a daily average of over 3.5 million hits/day (with less than 2 outages per month), as more departmental information and services are offered on the Web. As the infrastructure is updated, departmental sites are being migrated to the departmental web server infrastructure as total concurrent logins continue to rise.

Banner ERP Production data base activity increased by almost 18% to over 4 billion avg monthly database "reads". As reporting activity moved to MyReports, ODSP average monthly "reads" decreased by 4% from 4.9 to 4.7 billion reads. Approximately 7,000 POs are processed through Banner with a total amount of almost $110 million. In FY14 saw just over one major outage per month for all applications for billions of monthly transaction.
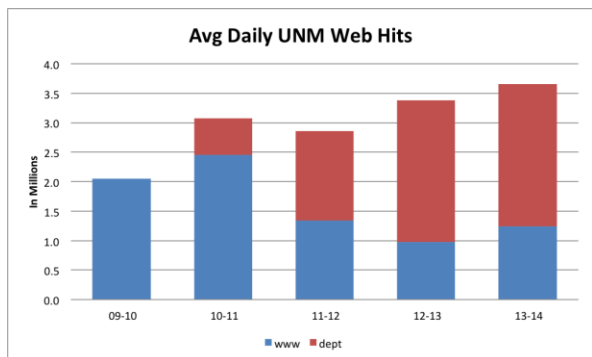
(Note: 5 is the highest rating and 1 is the lowest rating
Apps Respondents 2012=32, 2013=32, 2014=19)

Avg Daily UNM Web Hits

Average Customer Satisfaction - Applications

Server & Storage Services
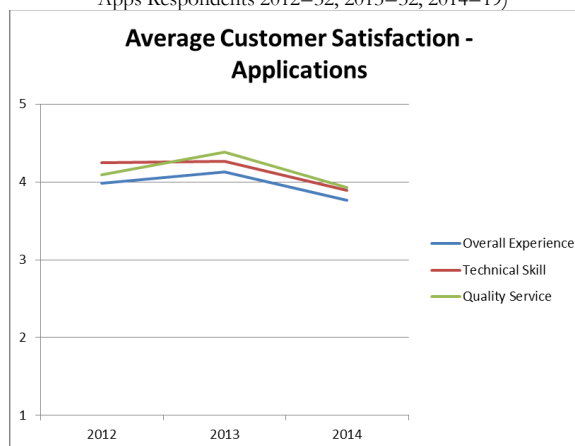
(Note: 5 is the highest rating and 1 is the lowest rating
Web Respondents 2012=35, 2013=54, 2014=25)

As servers are virtualized, and the application load is balanced on multiple servers, the IT infrastructure provides a consistent, reliable, and 'green' platform for applications. Kilowatt consumption decreased 15% to 90kW thanks to virtualization, which also reduced the number of physical server class units by 20% to 359.
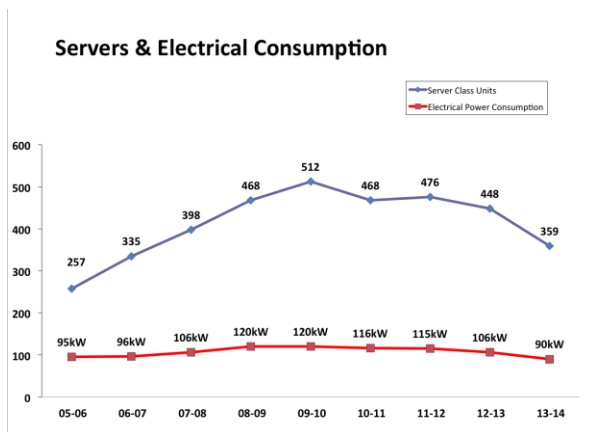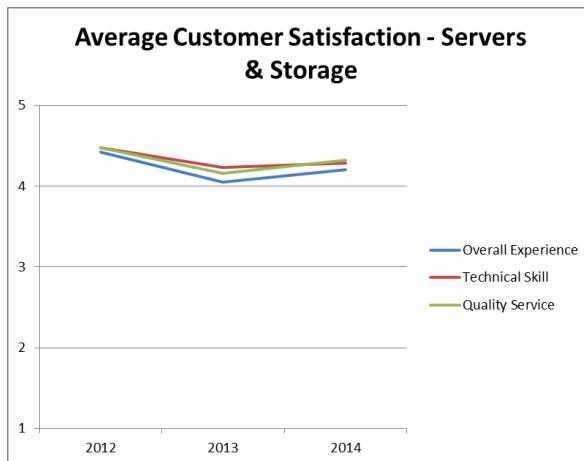

Disk space was also acquired to support enterprise applications, as well as many more applications running on virtual servers and hosted for departments.
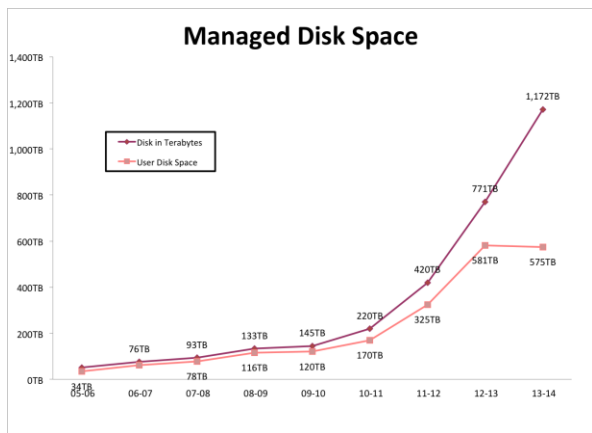
Satisfaction with server and storage services increased in FY 2104.

(Note: 5 is the highest rating and 1 is the lowest rating
Server Respondents 2013=13, 2013=19, 2014=25)
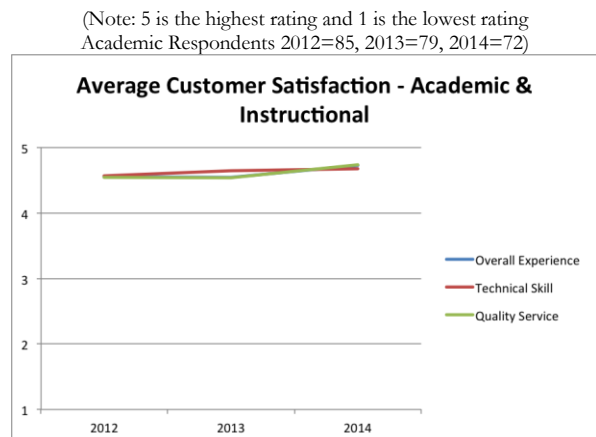

Computer Classrooms & Lab Services

IT provides technologies and services for classrooms and computer labs. This includes 13 registrar-scheduled computer classrooms and seven labs, and 140 instructor podiums in generally scheduled classrooms. IT offers all main-campus UNM students access to over 940 computers, as well as printers and academic software. The Registrar also schedules regularly scheduled classes in IT-managed facilities. http://it.unm.edu/pods contains more information.

IT supports and provides the standard image for over 100 more student-facing computers in ethnic centers and a new lab on the South Campus in the SSSC across from LoboVillage. Less than five major outages were reported this fiscal year that interrupted these services.
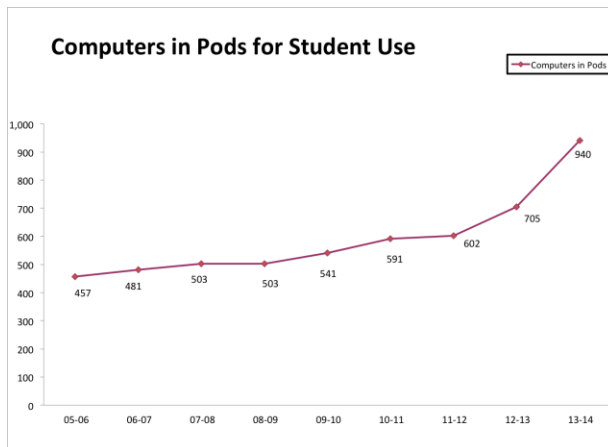

In FY2014, Lynda.UNM.edu usage by faculty in instruction increased by 34% to 7,000 courses viewed. Videos viewed also increased

by 28% to over 94,000. New accounts are driven by faculty use in courses.

(Note: 5 is the highest rating and 1 is the lowest rating
Academic Respondents 2012=85, 2013=79, 2014=72)

Scanning & Surveys

Scanning services are still widely used for test-scoring, although quizzes are now more frequently delivered on line through LEARN. Faculty course evaluations, used to support tenure track faculty, are also partially collected online, as well as on scanned forms. The demand for scanning is expected to continue to decrease as online data collection increases.
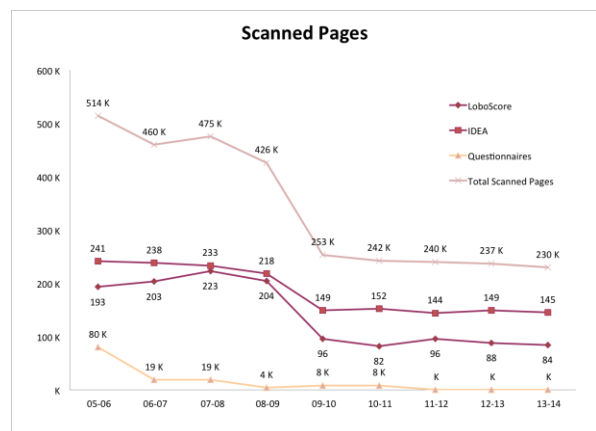
IT's ESurvey service has tripled in five years with over 1,500 surveys delivered. This 17% one-year decrease coincides with a decrease in trained users and an increase of free, on-line tool options. The tool is widely used in student and faculty elections and polling. IT provides training on the survey tool and supports people who need help building surveys.
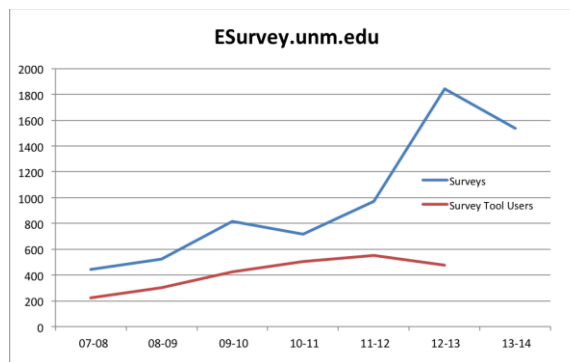
E-Mail & Calendar Services

The Email Messages chart below shows spam removed and actual mail sent in the last six fiscal years. Both email and spam increase around 50% in the past year as more spam is effectively filtered.

Email usage patterns continue to evolve. Trends indicate that legitimate UNM mail traffic is generally increasing, although users tend to segment their email lives and maintain multiple accounts for work, school and personal use. Both student and faculty surveys indicate that the preferred method of communication between students and faculty continues to be email.

Phones & Pagers Services

IT provides land-line and cellular telephone and pager services. Voice service has the second-highest transaction demand as departments move staff, grow and shrink, and the overall total of phones in use fluctuates frequently throughout the year and across years.

10

Voice Connections

Legend: cellular, VoiceMail, Pagers, Land Lines

Land Lines: 19,000 (05-06), 19,998 (06-07), 20,394 (07-08), 20,758 (08-09), 19,999 (09-10), 18,439 (10-11), 18,294 (11-12), 18,507 (12-13), 19,316 (13-14)

VoiceMail: 10,000, 10,155, 9,041, 9,462, 9,000, 7,795, 7,950, 8,869, 9,246

Pagers: 1732, 1857, 1931, 1970, 1814, 1859, 1911, 1388

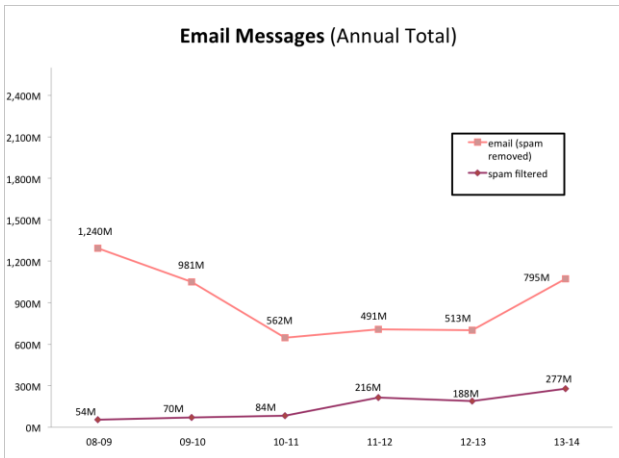cellular: 1580, 1498, 1542, 1700, 1613, 1537, 1644, 2052
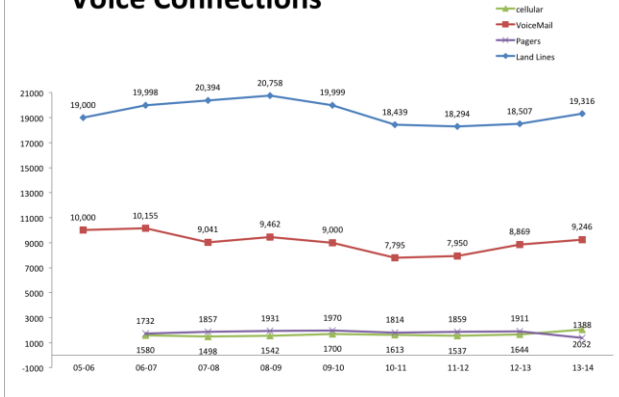
(Note: 5 is the highest rating and 1 is the lowest rating
C&C Respondents 2012=759, 2013=868, 2014=529)

Average Customer Satisfaction - Communication & Collaboration

Legend: Overall Experience, Technical Skill, Quality Service

Email Messages (Annual Total)

Legend: email (spam removed), spam filtered

email (spam removed): 1,240M (08-09), 981M (09-10), 562M (10-11), 491M (11-12), 513M (12-13), 795M (13-14)

spam filtered: 54M, 70M, 84M, 216M, 188M, 277M

by everyone on all UNM campuses, and by everyone who does business with UNM, including other institutions in the state.

As students, faculty and staff bring more devices to campus, following snapshot of mid-semester daily wireless usage in Fall 2013:

- Over 80,000 sessions
- Almost 15,000 individual users
- Approximately:
  - 50% IOS
  - 20% Android
  - 10% each of Mac, Windows and Other OS
- Daily increase of 40 devices/day

UNM Internet Usage
Megabits per Second In & Out

Legend: Commodity Internet, Research & Education (NLR, I2, Peering)

Research & Education: 231 Mbps, 586 Mbps, 1,214 Mbps, 546 Mbps, 568 Mbps, 554 Mbps, 551 Mbps, 133 Mbps

Commodity Internet: 348 Mbps, 255 Mbps, 582 Mbps, 1,280 Mbps, 1,474 Mbps, 1,491 Mbps, 1,731 Mbps, 1,830 Mbps

Data Network Wired & Wireless Usage

Legend: Available IP Numbers, Number of Wired Ports, Avg concurrent wireless users (8-5 M-F)

Available IP Numbers: 100,000 (09-10), 100,000 (10-11), 115,200 (11-12), 120,000 (12-13)

Number of Wired Ports: 40,000, 45,000, 49,569, 55,893

Avg concurrent wireless users: 5,000, 5,200, 6,965, 14,384
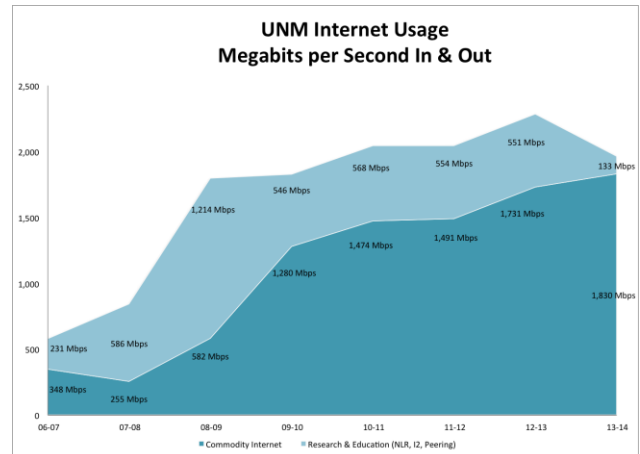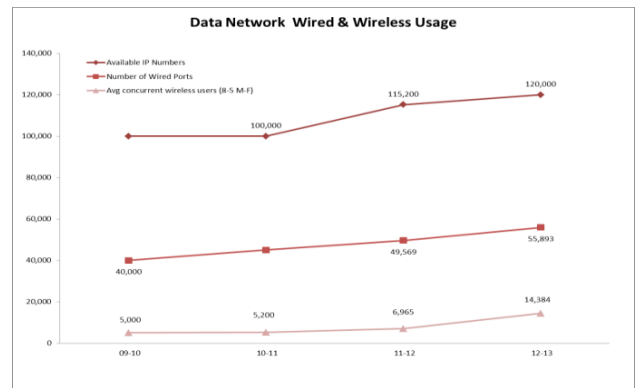
Networking Services

The wired and wireless campus network infrastructure for voice, video and data communications is designed, developed and maintained by IT. Network traffic is also managed and monitored for the utmost efficiency. The UNM network is relied upon

(Note: 5 is the highest rating and 1 is the lowest rating
Networking Respondents 2012=72, 2013=74, 2014=50)

Average Customer Satisfaction - Networking
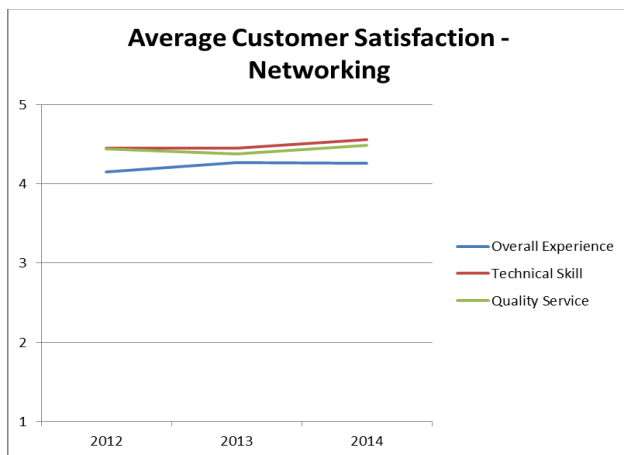
IT manages the campus licenses for software available either at no cost or at low cost to departments. Semantec Anti-virus software is available by download and at no charge to all departments, faculty, students and staff. Find more information at http://it.unm.edu/download.

(Note5 is the highest rating and 1 is the lowest rating
Desktop Respondents 2012=36, 2013=49, 2014=32)

Average Customer Satisfaction - Desktop Computing & Printing
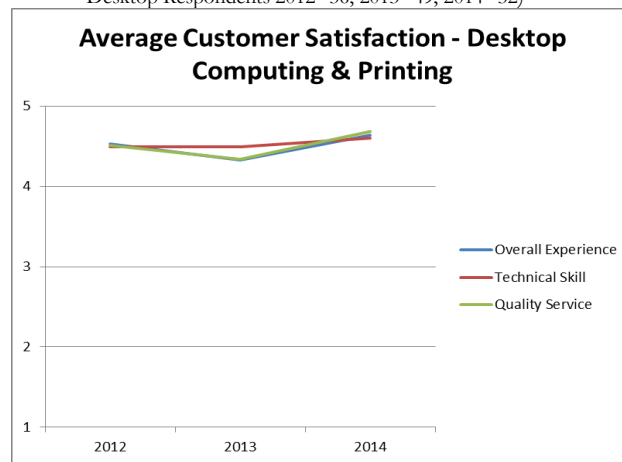
PC Hardware & Software Services

Desktop hardware and software purchase, licensing, hardware maintenance, and end-user support are core IT services delivered across UNM. The Dell campus purchase agreement continued to contain costs this year with savings realized UNM-wide of almost $5,000,000 since contract inception in 2009. Dell and Apple warranty work is also offered.

Connect   Innovate   Serve

III   Accomplishments in Fiscal Year 2013-2014

UNM's Information Technologies was named as one of eight 2013 recipients in the State of New Mexico for the prestigious Piñon Recognition, by Quality New Mexico, and received the award in April, 2014. The Baldrige national performance criteria, by which the applicants were judged, address seven categories including: Leadership; Strategic Planning; Customer Focus; Workforce Focus; Measurement, Analysis, and Knowledge Management; Operations Focus; and Results. At the Piñon Level, organizations demonstrate commitment and show evidence through their assessment and site visit that they are using systematic processes and data to strengthen overall operations and attain improved outcomes. This is the second Piñon recognition that IT has received since 2011.

Following are some of the specific accomplishments that demonstrate how IT connects, innovates and serves the UNM and higher education communities in the State. These accomplishments are presented within the context of the areas of strategic focus outlined in the IT Strategic Plan 2012 Update, completed in the spring of 2012 and signed by EVP Harris, Provost Abdallah and President Frank in October, 2012.

1.   IT Infrastructure and Services in Direct Support of Learning

Connect

MS Office and Windows free download to students. IT made a campus-wide effort to inform students that the free download is available through a link on the IT website, along with no-cost anti-virus software.

Authenticated Student-Facing "Social Media" framework. IT completed the Proof of Concept with the Freshman Learning Communities and Freshman Reading Communities.

Innovate

Innovative Use of Technology in the Classroom-Music and English pilots, and computing device approach. Publish on the web the evaluation of the fall semester pilots for student technology innovations: writers' studio pilot for English; iPads for Music Education.

Serve

LoboAchieve. IT achieved faculty adoption, allowing them to communicate concerns about a student effectively with advisors and saving them redundant data entry by accessing Starfish through the course management system.

Hobson's ApplyYourself and AppReview. IT implemented these graduate application management solutions to streamline the admission application process.

Tool selection for managing PCs and Macs. IT implemented a tool for remote image management and statistics collection on PCs, Macs, and lecterns.

2.   IT Infrastructure and Services Aligned with the Academic Enterprise: Instruction and Research

Connect

Community Outreach Events. IT builds IT awareness in community events targeting

specific segments of the UNM population. Success at these events rides on collaborations with faculty, key supporting vendors, and IT staff institution-wide. 75 researchers attended the **Cyberinfrastructure Day** in April, 2014, http://cyberday.unm.edu/, to learn about data-driven scholarship. Over 200 students participated in **Security Days** events both semesters. Hundreds of IT staff present and learn from IT and each other at **Tech Days**. **Civic Tech Day**. IT sponsored this event on May 31st and June 1st, 2014 with the City of Albuquerque and the New Mexico Tech Council. http://hackforchange.org/report/

Auto-populated Active Directory Security Groups. Authorization and authentication prepopulated, thus facilitating security and authorization services in departmental AD installations.

Serve

Migrate Wireless IP addresses to Private IP Space. Both security and network IP availability increased when IT migrated all permanent and dynamic IPs to natting this year.

Anti-plagiarism Software. IT enabled faculty and students to have the ability to ensure the originality of written work with the license for TurnItIn software.

President's Financial Planning Application. The IT-built financial reporting application was ready for use March 2014.

Funding Request for Classroom Refresh. IT completed a funding request to support an equipment refresh plan for student and faculty-facing technologies in classrooms.

3. IT Services to Support the University Workplace

Connect

Web Search Architecture. IT fully implemented public search using Google Custom Search and private/data shares search using Google Search Appliance.

Design and Implementation Roadmap for Lync & O365. Plans are approved and design is published on the web for VoIP using LYNC and O365.

Innovate

Mobile Applications Contest. UNM sponsored coding contest in fall of 2013, where students, faculty and staff can use Open Data to create apps that serve the mobile UNM community. http://www.unm.edu/features/2013/going-mobile-unm-sponsors-apps-contest.html

LoboMobile Phase II. UNM LoboMobile now on Apple and Google app stores. Banner services on mobile devices.

Serve

New Services in the IT Catalog. Mobile Campus, improved web-applications development services, and risk mitigation services added to the catalog.

MyReports.unm.edu. Campus transitioned to MyReports and Hyperion was demised. Thousands of reports were migrated and rewritten in this migration.

Network Perimeter Security. State of the art "next generation" Palo Alto firewalls were installed on the perimeter of the UNM network and in the Data Center.

4. Services to External and Direct IT Customers

Connect

Gallup Network Infrastructure. IT completed a year-long project to upgrade the Gallup Branch data and voice network infrastructure, enabling reliable wireless services on that campus.

Innovate

Statewide Banner Users Group. Group established and meetings are being held.

Serve

LoboTime and Leave Reporting System. Exempt and non-exempt staff and student employees in departments that have adopted LoboTime can successfully record time worked and request leave automatically.

Self-Configured On-Demand Database Hosting. IT implemented an online interface where customers can request services, reducing request time from weeks to minutes.

5. University IT Decision-Making: Governance, Leadership, and Management Process

Serve

Class 3 IT Projects. IT consistently plans and executes Class 3 projects, with charters and milestones listed on the portfolio.

More information about the status of IT projects and services can be found on the Dashboard: http://it.unm.edu/dashboard/

The annual Technology Days event brings IT professionals together from across UNM

IV   Plans for 2014-2015

IT is building on its successes in recent fiscal years in many areas, as well as extending the planning horizon beyond the current fiscal year. Prioritized projects can be found at http://it.unm.edu/dashboard/ along with the current status updated quarterly. The complete list is Appendix A.

High priority projects include:
- Classroom innovations using technology
- Deployment of O365 / Lync 2013
- Applications for Student Achievement
- Upgrades for Banner XE
- Instructional Assessment tools
- Data Center Network & Security Redesign
- VoiceMail replacement
- Lobo Alerts expansion
- Results Oriented Management tools
- Supporting the HSC LoboMail implementation

V   Staff Transitions

Appointments, Promotions & Separations Between July 1, 2012 – June 30, 2013

Appointments

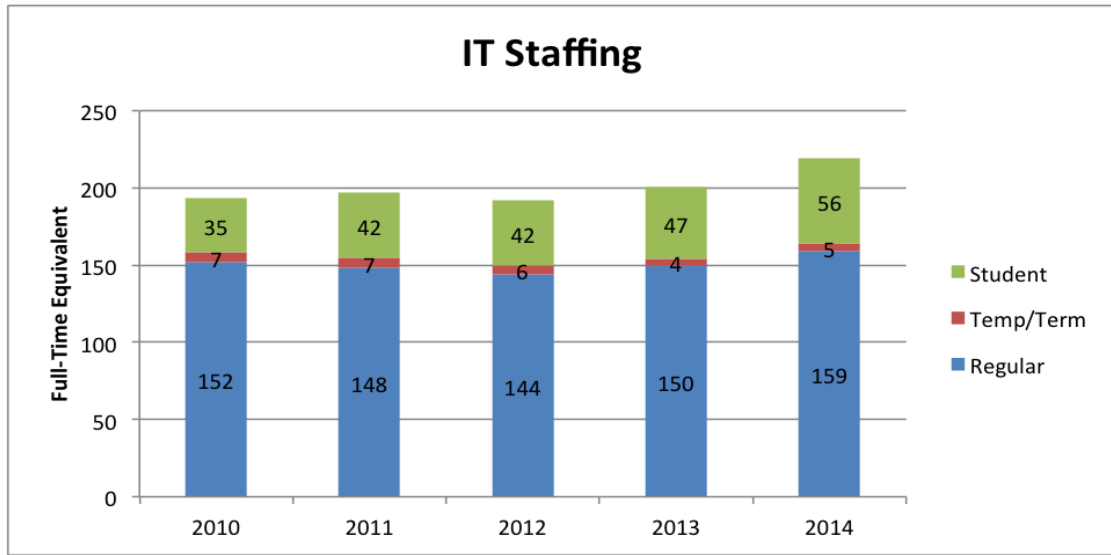| Employee Name	IT Unit	Position Title	Hire Date
Raiff C. Arviso	Customer Service	Technical Support Anlayst 1	10/28/2013
Ryan Barber	Platforms	Systems Analyst 2	12/2/2013
Mary A. Barragan	Customer Service	Technical Support Anlayst 1	10/1/2013
Greg Blackwell	Classroom Technologies	Systems Specialist	5/19/2014
Carolyn Christman	Applications	Analyst Programmer 2	1/15/2014
John Colangelo	Deputy CIO	Info Tech Project Manager	10/1/2013
Ryan Cooper	Customer Service	Info Tech Project Manager	6/2/2014
Randolph Diddel	Customer Service	Technical Support Analyst 2	1/29/2014
James Dryden	Applications	Analyst Programmer 3	9/23/2013
Malaka S. El	Applications	Analyst Programmer 1	2/11/2014
Charlie Fitch	Applications	Analyst Programmer 3	4/18/2014
Jason Foutz	Applications	Analyst Programmer 2	8/1/2013
Emily Morelli	CIO	Executive Assistant	3/18/2014
John Paez	Applications	Technical Support Analyst 1	6/30/2014
William D. Ray	Customer Service	Supv, User Support	3/10/2014
Elaine Rising	CIO	Program Specialist	1/27/2014
Kyle Roth	Applications	Analyst Programmer 3	3/17/2014
Louis Voterro	Customer Service	User Support Analyst 2	2/20/2014
Andrew Yoder	Customer Service	Technical Support Analyst 1	10/28/2013

Promotions & Transfers

Employee Name	Previous Position	Current Position	Date
Drex Atkinson	Systems Specialist	Mgr, IT Tech Support	12/1/2013
Tuan Bui	Applications Support Specialist	Mgr, Applications Programming	11/19/2013
Jason Foutz	Applications	Analyst Programmer 3	2/1/2014
Miranda Harrison-Marmaras	Technical Support Analyst 2	Technical Support Analyst 3	10/1/2013
Timothy Johnson	Operations Manager	Mgr, User Support	10/1/2013
Stephen Spence	Technical Support Analyst 3	Mgr, Applications Programming	3/1/2014
Chad VanPelt	Network Analyst	Network Engineer	4/14/2014
Wei Zhou	Systems Analyst 3	Systems Specialist	12/1/2013

Separations & Retirements

Employee Name	Area	Current Position	Date
Anthony Adams	Applications	Retirement	12/31/2013
Anthony Ballo	Applications	Resignation	5/30/2014
Brad Billison	Platforms	Resignation	1/3/2014
Julian Alan Cantor	Customer Service	Resignation	6/2/2014
John Duran	Networks	Resignation	11/8/2013
Randy Eldredge	Applications	Retirement	1/31/2014
Rick Fletcher	Applications	Resignation	6/5/2014
Holly Friend	Applications	Resignation	3/21/2014
Jonalyn Gilstrap	Applications	Resignation	2/7/2014
Dominic Guerin	Customer Service	Resignation	5/16/2014
James Hammond	Platforms	Resignation	1/13/2014
John Harris	Platforms	Resignation	10/31/2013
Cris Kiscaden	Classroom Technologies	Resignation	8/2/2013
Dorothy Lucero	CIO	Resignation	1/3/2014
Jodi Melin Maestas	Customer Service	Resignation	5/20/2014
Ellen Phillips	Customer Service	Deceased	7/3/2013
Barbara Rigg-Healy	Customer Service	Retirement	8/31/2013
Louis Sullo	Networks	Retirement	1/31/2014
Raymond Sykes	Planning & External Funding	Resignation	9/16/2013
Anita Tavaasci	Customer Service	Resignation	9/27/2013
Levon VanErt	Customer Service	Resignation	1/3/2014
Mark Venner	Customer Service	Resignation	1/2/2014

Staff Distribution

IT Area	Regular Full Time	Part-Time	Temp	Student FTE	sub tot
CIO	4.00			0.35	4.35
Deputy CIO	8.00			0.91	8.91
IT Finance	5.00			0.42	5.42
Customer Support	24.00		4.00	16.92	44.92
Networks	24.00			2.46	26.46
Classroom Technologies	10.00			24.26	34.26
Platforms	25.00			0.63	25.63
Information Security	5.00			0.18	5.18
Applications	45.00			0.78	45.78
Total	150.00	0.00	4.00	46.91	200.91

IT Staffing

	2010	2011	2012	2013	2014
Student	35	42	42	47	56
Temp/Term	7	7	6	4	5
Regular	152	148	144	150	159

Full-Time Equivalent

Appendicies

A. IT Major Projects

B. UNM FactBook IT Page

IT Major Projects
As of September 17, 2014

CIO Priority**	Project Name	Director	FY15 First Q Status	Original Target Completion	Revised Target	Significant Deliverables this FY?	R/G/T*	Will Require New Funding?	Funded?	HSC Overlap?***	Common Good	2020 Goal/Obj	Compliance/Integrity
Infrastructure & Services in Direct Support of Learning													
High	Classroom Innovations: Continue Music / English Coll	Gerety	Good Progress	June 2015		2 new clsrms	Run	Y		Educ Tech Spt	N	N	N
High	Digital Media Management Suite Selection	Gerety	Good Progress	December 2015		Identify Tools	Transform	Y		Educ tech Spt	Y	Destination U	Prevent asset loss
High	O365: Lync 2013	Networks	Some Progress				Grow	N	$151K	Networks	Y	N	N
High	O365: Program	Arruti	Not Started				Grow	N		Educ Tech Spt	N	N	N
High	Prep for BYOD	Gerety	Not Started	December 2015		Strategy & plan	Grow	Y		Educ Tech Spt	Y	Lifelong Success	N
High	U-Achieve/U-Direct Implementation	Arruti	Good Progress				Grow	N		Educ Tech Spt	Y	N	N
Medium	Coding Lab	Gerety	Not Started			Design Document	Run	Y			N	Lifelong Success	N
Medium	Community Programs: Apps Contest	Gerety	Good Progress	March 2015		Contest Submission	Run	N			N	Lifelong Success	N
Medium	IT Bldg 153 Electrical Maintenance	Pietrewicz	Not Started				Run	Y		Data Centers	Y	N	Co-Location
Medium	Mobile Registration Add/drop	Arruti	Good Progress				Transform	N			Y	N	N
Medium	Replace NetID Application	Pietrewicz	Not Started	Summer 2015			Run	N			Y	N	Security
Medium	Social Learning Site Development Proof of Concept	Gerety	Not Started				Transform	N			Y	Institutional Citizenship	N
Medium	Student Profiles	Gerety	Not Started	Sept 2015		Strategy	Grow	N		Educ Tech Spt	Y	N	N
Low	O365: Sharepoint 2013	Pietrewicz	Not Started				Grow	N		Educ Tech Spt	N	N	N
Low	Replace end of life Emergency-911 System	Networks	Not Started				Run	Y			Y	N	Legal Reqt
Infrastructure & Services Strategically Aligned with Academic Instruction & Research													
High	Banner XE Student Proof of Concept	Arruti	Good Progress				Run	Y		Educ Tech Spt	Y	N	N
High	Community Programs: UNM Cyber Infrastructure Day	Gerety	Good Progress	April 2015		Events	Grow	N		Networks	N	N	N
High	ENAC Phase 2A GTRI sponsored ENAC Integration	Gerety	Good Progress	October 2015			Grow	Y	$43K	Educ Tech Spt	Y	Financial Integrity	Y
High	Enterprise Digital Signage	Gerety	Good Progress	December 2014		Standard & Product	Grow	Y		Educ Tech Spt	Y	Institutional Citizenship	N
High	Infrastructure as a Service: Improvements	Pietrewicz	Completed	Summer 2014		Pilot	Grow	N		Various	Y	N	PCI
High	Instructional Assessment by students of Courses/Fac	Gerety	Good Progress	June 2015			Run	N		Educ Tech Spt	Y	N	N
High	Planning for CRM Budget Proposal	Gerety	Good Progress	Oct 2014		Proposal	Transform	Y		Customer Support	Y	Institutional Citizenship	N
High	Statewide Broadband Improvements	Gerety	Good Progress	December 2015		Plan	Transform	Y		Networks	Y	Discovery & Innov	N
Medium	Federated Electronic ID	Pietrewicz	Not Started	December 2015			Grow	N		Various	Y	N	Y
Medium	Public Cloud Services	Pietrewicz	Good Progress	Spring 2015			Grow	N		Various	Y	N	N
Medium	UNM App Store	Arruti	Not Started				Grow	N		Educ Tech Spt	N	N	N
Low	Portal Replacement	Arruti	Not Started				Run	N		Educ Tech Spt	Y	N	Y
Services for the University Workplace													
High	ACL Software Implementation	Arruti	Good Progress	Sept 2014			Run	N		Policies & Procs		N	N
High	Add Multifactor authentication to Dir Dep Alloc	Arruti	Not Started				Run	N			Y	N	Y
High	Data Center Network & Security Redesign	Pietrewicz	Good Progress	Nov 2014	July 2015	N	Run	N		Various	Y	N	PCI, FERPA, HIPAA
High	Dept Web Infrastructure Design	Pietrewicz	Good Progress	December 2014		Self Svc Web Hosting	Run	N		N	Y	N	Y
High	FCO Reporting-Reporting Infrastructure	Arruti	Some Progress	Dec 2014			Run	N		Policies & Procs	Y	N	N
High	OPBA HED Reporting Ph 2	Arruti	Completed	Aug 2014			Run	N			Y	N	N
High	RAVE Guardian Implementation	Networks	Good Progress	Sept 2014		New Service	Run	N		Various	Y	N	N
Medium	Add SRMC and UNMMG staff to UH Import to Banne	Arruti	Not Started				Run	N			Y	N	N
Medium	Eval of Ellucian Applicant Tracking/Learning	Arruti	Not Started				Run	Y		Purch/Contracts	Y	N	N
Medium	LoboTime Phase II	Arruti	Some Progress	April 2015			Run	N		N	N	N	Y
Medium	Logging & Monitoring as a Service	Pietrewicz	Some Progress	Summer 2015		New Service	Run	Y		Various	Y	N	PCI, FERPA, HIPAA
Medium	Mobile Device Management for UNM Owned Device	Martinez	Not Started	June 2015		New Service	Run	Y		Various	Y	N	Security
Medium	Upgrade ODS to V8.4.1	Arruti	Some Progress	Oct 2014			Run	N		Data Centers	Y	N	N
Low	Institutional Resource directory	Gerety	Not Started				Run	N		Various	Y	Institutional Citizenship	Y
Low	Replace End-of-Life Voice Mail System	Networks	Not Started				Run	Y	$192K	Networks	Y	N	Y
Services for External and Direct IT Customers													
Medium	Enterprise Web Hosting	Arruti	Good Progress				Run	N			Y	N	N
Low	Open Data Repository Ph 2	Arruti	Not Started				Run	N			Y	N	N
University IT Decision Making: Governance, Leadership & Management Process													
High	Development: Bus Analysis Practice	Gerety	Not Started	December 2015			Run	Y			N	N	Y

21

Area of Focus	CIO Priority**	Project Name	Director	FY15 First Q Status	Original Target Completion	Revised Target	Significant Deliverables this FY?	R/G/T*	Will Require New Funding?	Funded?	HSC Overlap?***	Common Good	2020 Goal/Obj	Compliance/Integrity
	High	Information Security & Privacy Program	Gassaway	Some Progress	On-Going Pgm		Yes	Grow	Y		Various	Y	Econ Development	PCI, FERPA, HIPAA, ITAR
	High	President's Finan Rptng	Arruti	Not Started				Run	N			N	N	N
	High	ROM Phase 2	Arruti	Good Progress	May 2015			Run	N			N	Lifelong Success	N
	High	UNM Results Oriented Management Forecasting Too	Arruti	Good Progress				Run	N			Y	Lifelong Success	N
	Medium	UNM Business Impact Analysis for Bus Continuity	McGuire	Not Started				Run	N		Various	Y	N	Admin & Res Commitments
	Medium	Web Focus Upgrade	Arruti	Not Started	Jan 2015			Run	N			Y	N	Y
	Low	Implement Hyperstage for Reporting Efficiencies	Arruti	Not Started				Run	Y			Y	N	Y

* Run/Grow/Transform concerns Education, not IT. Definition of Gartner terms: http://blog.rackspace.co.uk/wp-content/uploads/2013/09/Gartner_Enterprise_Summary_Report_2013.pdf
http://blogs.gartner.com/richard-hunter/a-few-things-about-running-growing-and-transforming-in-the-cloud/

Transform: IT resources consumed and focused on implementing technology systems that enable the enterprise to enact new education, research & administrative models.
Grow: IT resources consumed and focused on developing and enhancing IT systems in support of business growth in established markets.
Discretionary investments grow the business or transform the cost
Run: Carry out essential enterprise activities that sustain the operation of the enterprise.

** Priority Rubric

Common Good - % of community who benefit
Alignment with institutional goals
Compliance/System Integrity

*** Areas of HSC Overlap

These areas were identified in the KSA planning exercise with the HSC in 2014. They represent coordination points for both organizations:
Network Infrstructure, Common help desk approaches, customer support, education technology support, policies & Procedures, high-performance computing infrastructure, purchasing & contracting, data centers

IT UNM

Information Technologies 2014

Planning . Networks . Platforms . Applications . Classroom Technologies . Customer Support . Security

- IT delivers, secures, monitors and manages the UNM voice and data networks, and computer platform and storage resources.
- IT negotiates hardware and software licensing for academic and administrative applications and end-users.
- IT manages computing environments for instruction including WebCT, my.unm Portal, computer pods, software for departmental purchase, workstation management, survey and election software, course evaluation and scanned test scoring.
- IT maintains and enhances Banner applications such as Student Admissions, Registration, Financial Aid, Human Resources, Payroll, and Finance, as well as reporting, Degree Audit and other Banner-related applications.
- IT enables UNM NetID authenticated access to the systems above, as well as email, calendar, Web services and the Internet.

Mission

IT provides leadership for the effective use of information technologies to achieve the University of New Mexico's vision and mission in education, research, and public service, and to support the effective management and administration of those functions.

IT Web Sites:
cio.unm.edu
it.unm.edu
help.unm.edu
studentinfo.unm.edu
my.unm.edu

Fiscal Year 2014 Overview

% Change from FY2013		
Campus Computing Facilities	33%	Over 200 more student-facing computers are managed by IT giving students consistent images and access to academic software on 940 machines.
Computer Software		IT negotiated and underwrote UNM licensing for Lynda.unm.edu, MathLab, antivirus software, MS Office Suite is now free to students!
Dell Contract		UNM has **saved almost $2M** in hardware purchases since the Dell contract was signed in October, 2009.
Lynda.UNM.edu	34%	Courses viewed increased to over 7,000 as faculty incorporate more Lynda modules into instruction. 94,000 instructional videos were also viewed.
P.O.s processed in Banner	2%	$110M in PO transactions were reliably processed in Banner.
Managed Storage	52%	UNM relied on IT's management of over 1,172 terabytes of digital storage of enterprise information, an almost 800% increase in 6 years.
Avg Monthly Banner Production Reads	17%	The institution relies on over 4 Billion average monthly production database reads. ODSP reads average at 4.7 billion reads/month.
UNM Web Hits	8%	UNM averages 3.6 million DAILY Web site hits as more information and interactive services are delivered via the Web in all departments.
PawPrints	15%	30 Print release stations allow for wireless printing in response to student demand. IT underwrites ~250 pages of printing per semester.
Voice Services	4%	The demand for voice services continues to fluctuate. This year saw an increase to19,300 landlines, within a 5-year downward trend in demand for landline and voicemail services. The demand for cell phones and pagers also fluctuates, but with a growing trend over time.
Knowledgebase Articles Updated	7%	Over 1100 IT FAQs were updated this year, keeping UNM well-informed on IT services.
UNM Email	47%	Email increased to 277M messages after spam was removed. Spam also increased by 55% to almost 800M messages.
IT Staff	9%	IT regular full-time staff increased to 159. An additional 56 FTE, approximately 90 people, are student employees in Pods, Service Desk, Networking, Applications and administrative support.

Source: 2014 Annual Report, Office of the Chief Information Officer (CIO)

FY 2013-2014 Annual Report

Institutional Support Services

Submitted by:

CHRIS VALLEJOS, ASSOCIATE VICE PRESIDENT, ISS

http://iss.unm.edu

Mission and Vision

MISSION

Institutional Support Services (ISS) delivers seamless services and programs for students, faculty, staff, visitors, and patrons through UNM Business Enterprises, Real Estate Development, and Facilities & Campus Planning groups with a focus on competitiveness, outstanding customer service, sustainability efforts and the creation of unique experiences, while supporting the University's core mission.

VISION

ISS has established the University of New Mexico as the preferred educational destination for students, faculty, staff, visitors, and patrons through the provision of a sustainable campus environment that advances scholarly pursuits and enhances the quality of life by the delivery of outstanding services, identifiable values, and exceptional experiences.

Organizational Chart

Institutional Support Services

2014 Organizational Structure

PRESIDENT
Robert G Frank

EVP for Administration, COO & CFO
David W. Harris

Lobo Development Corp.

AVP - Chris Vallejos

Unit Administrator 2
Vacant

Admin. Assist II
Vacant

Executive Director
Lisa Marbury
(Interim)

Executive Director
Melanie Sparks
(Interim)

Director of Capital Projects
Rick Henrard (Interim)

Director of PPD
Mary Vosevich

Director of UNM Bookstores
Carrie Mitchell (Interim)

Planning & Campus Dev.
University Architect
Amy Coburn (Interim)

Lobo Energy, LLC

UNM Golf Courses
Adam Roybal

Director of Parking &
Transportation Svcs.
Barbara Morck

Director of Real Estate
Tom Neale
(Interim)

Director of Residence Life
and Student Housing
Wayne Sullivan

UNM Faculty Staff Club
Amanda Gerard

Mesa del Sol
Partnership

Chartwells Food Service
Tim Backes

Staff Council Admin
Kathy Meadows

Lobo Development Corp.
Amy Coburn

Director of Popejoy Hall
Tom Tkach

ISS IT - John Reindorp
& Sue Van Cleve

General Manager of NMPBS
Franz Joachim

Director of Ticketing
Mark Koson

2013 – 2014 Annual Report

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Executive Summary

Institutional Support Services (ISS) had many key accomplishments for FY13-14 and overall had a very successful year. ISS went through reorganization early in the fiscal year with the addition of two Interim Executive Project Director positions. This reorganization helped to provide more streamlined management and guidance to the fifteen divisions that report directly to ISS. A Unit Administrator 2 position was also added to this structure to provide additional administrative and operational support.

ISS divisions continue to grow and make both capital and process improvements. In FY13-14, UNM Food Services transitioned from Student Affairs to ISS. This transition provided a more direct line of communication and direction between UNM and the food service contractor (Chartwells) leading to a more efficient process between these two entities and increased accountability. Parking and Transportation Services moved from their prior location at 1621 Central Ave. to 2401 Redondo Dr. on campus. With this move, Parking and Transportation Services assimilated the role of the Welcome Center, expanding their knowledge base and assisting visitors with how to get around campus. UNM North Golf Course successfully completed phase I of the license agreement between Bernalillo County and the Board of Regents and made upgrades to the irrigation system, trail, and landscaping. NMPBS also completed the final stage of the build out for the High Definition Digital Production Facility.

Other ISS divisions also made significant strides in communication and marketing efforts. The Physical Plan Department created a Communications and Outreach Specialist position which has assisted them in the development of a Communications Plan. The addition of this position helped with internal and external communications and helped improve visibility of the department's projects and initiatives. ISS divisions also started utilizing social media (i.e. Twitter and Facebook). To better engage and connect with their customer base, Residence Life and Student Housing revised their Housing Application and launched a New Student Marketing Team for better peer-to-peer interaction. Parking and Transportation Services also conducted the first ever PATS Summit in collaboration with ASUNM to reach out and communicate directly to students.

Several ISS divisions also received awards in their respective fields. In August 2013, the Office of Sustainability represented UNM at the Sustainable Business Summit and won the "sustainable business award." In April 2014, Physical Plant Department was recognized by the leading education facilities industry group (APPA–Leadership in Education Facilities). APPA conducted an exhaustive assessment of Physical Plant's systems, processes, activities, and people and awarded them the APPA Award for Excellence.

Overall, ISS divisions were able to reach, and in some cases, exceed financial goals for the fiscal year. At the end of FY13-14, ISS contributed $1.5 million to the university to help support the academic/student mission.

Accomplishments & Significant Developments

The following is a summary of the significant developments that occurred within the ISS units for FY13-14:

- UNM Food Services transitioned from Student Affairs to ISS and made several major capital improvements in La Posada.
- Parking and Transportation Services moved its Business and Administrative Offices to the Cornell Visitor Structure and assimilated the role of the Welcome Center.
- Parking and Transportation Services had a successful transition to the Lobo Time timekeeping system and startup of several social media outlets.
- Office of Capital Projects made several process improvements and implemented a Project Intake Process.
- The UNM North Golf Course successfully completed phase I of the license agreement between Bernalillo County and the Board of Regents. The North Golf Course irrigation system, trail, and landscaping improved with phase I.
- Ticketing Services transitioned ticket system to Enta USA's hosted solution and also implemented significant software/website enhancements.
- In August 2013, Physical Plant won the "Sustainable Business Award" at the Sustainability Business Summit.
- With the addition of a newly created Communication and Outreach Specialist position, Physical Plant created a Communication Plan for both internal and external customers.
- Physical Plan received the APPA Award for Excellence.
- Popejoy Hall had a successful "A Taste of Broadway" gala with more than 450 attendees. Popejoy Hall's season was highlighted with New Mexico's premier performance of War Horse and other popular programs like Disney's *Beauty and the Beast* and *The Addams Family*.
- NMPBS completed final stage of building out the High Definition Digital Production Facility.
- NMPBS increased individual giving by 6.49%, making FY14 the largest grossing year in its history.
- Residence Life and Student Housing implemented a department reorganization to better support objectives.
- Residence Life and Student Housing also revised their Housing Application for improved room assignments and launched a New Student Marketing Team for better peer-to-peer interaction.
- UNM Bookstores introduced a new and used rental textbooks program and also starting utilizing an online service, Verba, to help students compare textbooks prices to those of other online sellers.
- UNM Staff Council worked on strategic planning and conducting focus groups to gain feedback from constituents.

Future Plans & Goals FY14-15

The following is a summary of the projects that are currently in progress or a future goal for ISS units in FY14-15:

- Parking and Transportation Services is in the process of expanding shuttle service to/from 1650 and 1642 University. Parking services will also expand to include permitted parking and enforcement in this area.
- UNM Food Services will conduct a re-branding effort to better market the many facets of food services on campus, including additional upgrades to the La Posada Dining Hall and marketing of the 24/7 concept.
- Office of Capital Projects and Planning and Campus Development will merge into one unit to better streamline the services provided to customers/stakeholders.
- UNM North Golf Course phase II with Bernalillo County that includes reclaimed water from the Ford Utilities Chiller Plant to the reservoir.
- Ticketing Services will adjust convenience fees to better maximize revenue potential and develop/implement backup connectivity strategy for The Pit, Popejoy, and Bookstores.
- Physical Plant will officially open the Office of Sustainability in the Fall 2014.
- Physical Plant will be enhancing the reporting process for Financial and Capital Project Reporting.
- Popejoy Hall will be expanding the Benefactor's Lounge. They will also conduct a feasibility study for future capital projects.
- NMPBS will continue efforts to increase major giving and endowments.
- NMPBS also plans on securing a capital request in the 2015 Legislative Session to potentially begin a rebuild of the KNME/KNMD master control systems.
- UNM Bookstores plan to create new multi-media marketing pieces to improve outreach to students, staff, and faculty.
- Residence Life and Student Housing also plans to increase marketing outreach to perspective students by aligning with the University's outreach to high schools.
- UNM Staff Council will be highly involved in UNM's 25[th] Anniversary Celebration.

Department/Staffing Information

ISS saw several changes in staff over FY13-14, including appointments, separations, and a newly created position. In April 2013, Melanie Sparks, Director of UNM Bookstores, transitioned to ISS to assist in the management of the fifteen divisions. In October 2013, both Melanie and Lisa Marbury were appointed to Interim Executive Project Directors, each with specific ISS divisions reporting to them. Another significant change in staffing came with the addition of a Unit Administrator 2 position. This position was created to help manage the day-to-day business activities of the unit and provide support for both internal and external customers. This position

will also help provide leadership and oversight of departmental budgets and Human Resources activities and initiatives. The hiring process for this position began early July 2014.

<u>Appointments</u>

Lisa Marbury, Interim Executive Project Director
Melanie Sparks, Interim Executive Project Director

<u>Hires</u>

Laurie Granados, Administrative Assistant II (temp)

<u>Separations</u>

Aaron Begay, Administrative Assistant III
Laurie Granados, Administrative Assistant II (temp)

Appendix A

FY 2013 – 2014 Annual Report

PARKING & TRANSPORTATION SERVICES

Submitted by:

BARBARA MORCK, DIRECTOR

http://pats.unm.edu

Mission and Vision

OUR MISSION

> We support the University's education, research, and service missions by providing access to key programs for faculty, staff, students and visitors through a variety of transportation services that consider the needs of each customer.

OUR VISION

To be a point of pride for our staff, University, and State by:
- Delivering exceptional value to our customers and employees
- Being an integrated part of the learning community
- Offering services and systems that are easy to understand, use, and manage
- Utilizing industry best-practices and cutting edge technology
- Demonstrating effective stewardship for our natural environment

OUR VALUES

- Service to our customers, colleagues, and community
- Integrity honesty, fairness, trustworthiness in all we do
- Continual Improvement in our processes, products, service, & ourselves
- Professionalism competency, judgment, reliability, accountability, self-motivation
- Open-Mindedness when facing new or different people and ideas

Organizational Chart

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                                    ┌──────────┐
                                    │ Director │
                                    └──────────┘
        ┌──────────────────────────────┼──────────────────────────────┐
 ┌──────────────┐                ┌──────────────┐              ┌──────────────┐
 │  Associate   │                │  Financial   │              │  Operations  │
 │  Director    │                │  Officer     │              │  Specialist  │
 └──────────────┘                └──────────────┘              └──────────────┘
```

Mgr. Public Transport Ops	Mgr. Business Operations	Mgr. Parking Operations

Accountant 1   Accountant 2   Systems Administrator

Program Coordinator   Public Information Rep

Admin. Assistant II (Mgr. Public Transport Ops)

Admin. Assistant II (Mgr. Business Operations)

Admin. Assistant II (Mgr. Parking Operations)

User Support Analyst 1

Supv. Fleet Services

Supv., Parking Services

Supv., Parking Facilities

Systems Analyst 2

Transport Vehicle Ser. Tech

Parking Services Reps (3)

Parking Equipment Techs (3)

Field Supv, Bus Services (4)

Customer Service Associates (3)

Student Facilities Techs (2)

Bus Drivers (35)

Student Employees (6)

Supv, Parking Services (2)

Lead Parking Officer

Parking Officers (7) (v=1)

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Overview

UNM Parking & Transportation Services (PATS) helps ensure access to key programs for students, faculty, staff and visitors of UNM through a variety of services that consider the needs of each customer. Over 44,000 students, faculty and staff are on the UNM campus at any given time; these numbers are in addition to UNM and its surrounding area being the number one destination in the Albuquerque metropolitan area. To meet the parking and transportation needs of its customers, PATS provides a range of services that include permit parking, visitor parking and campus shuttle service, as well as alternative transportation programs such as the Bike Locker Program and ABQRide Bus Sticker Program.

UNM growth and the subsequent transformation into a more urban environment are two key themes that have greatly impacted the range of services offered by PATS, and how it meets its mission of ensuring access to University. UNM growth, when it involves the expansion of existing or construction of new buildings, tends to occur on revenue-generating parking lots. The construction activity impacts the number of available parking spaces through temporary and/or permanent loss of parking as part of the construction process. As more parking is pushed to the outer edges of campus and into the remote (aka commuter) lots, there is an increase in demand for shuttle services. PATS currently provides an extensive and effective campus shuttle service and is a key transportation connector between main, north, and south campuses and the remote parking lots.

PATS works collaboratively with other UNM departments and outside agencies in effort to ensure continued, accessible and appropriate access to campus

Accomplishments (Past) / Significant Developments FY13-14

ADMINISTRATION
Continued to expand customer outreach efforts on (e.g.) lot closures, shuttle service disruption/detours, event notification, etc. Outreach efforts include use of social media formats (Facebook and Twitter) as well as the more traditional formats (e.g. Daily Lobo, emails to permit holders, etc.).
- Moved Administration, Business and Financial operations from 1621 Central Ace NE to new office space in 2401 Redondo Dr. NE
- Increased use of Social Media formats as part of communication efforts to customers
  - Facebook follower showed increase of 22.21%
  - Twitter follower showed increase of 22.05%
  - Klout score (engagement) showed increase of 54.17%

BUSINESS OPERATIONS / FINANCIAL / INFORMATION TECHNOLOGY
- Installed eBusiness upgrade and customizations which will allow for online payroll deduction payments if needed as well as improved customer service functionality showing evidence photos of citations and smoother payment processes.
- Upgraded citation handheld devices, which reduced citation issuance time by over one minute and provides clear evidence photographs for all written citations

- Implemented two-way live data transfer between pay-by-space payment systems and the enforcement handheld ticket writer reducing citations written in error to paid customers.
- Implemented PCI audit plan and responded to audit suggestions
- Internal Audit
  - Added Flex Roles which limited user privileges by user responsibility
  - Updated Revenue controls
  - Updated inventory controls
  - Updated closing procedures
  - Added oversight of citation void/warning transactions and privileges with reporting to the management team on a regular basis
- Linked cashier computer view screen to the PATS security digital video recorder to link cashier/customer actions with computer transactions.
- Created Dean of Students weekly report notifying their office of repeat and severe parking infractions to address student conduct in a timely manner.
- Added LoboCard scanning capability with instant eligibility lookup for ABQRIDE bus pass issuance, which sped up the issuance process from three minutes to less than 30 seconds.
- We collaborated with ASUNM on the first ever Parking and Transportation Services parking summit to address student concerns about parking.
- Switched to repositionable permits in all student lots and the T lot.
- Improved the reconciliation process for payroll deductions, with deductions reconciled monthly rather than quarterly.
- Inventory counts have been increased from once per year according to UNM's formal inventory process, to three counts per year. This is done in order to better ensure documentation of purchase and/or disposal of inventoried equipment.
- Capital Projects planning now includes capital account balances, estimated projections of cash flows, and anticipated surplus or deficits. Specific, identified projects have been added to the routine vehicle replacements, maintenance, and equipment needs.
- $1.5 million was transfer for capital projects and to fund the Institutional Support Services Auxiliary Consolidation efforts in FY2014.
- Revenues in FY2014 were driven up 5% from FY2013, driven primarily by higher hourly parking and citation collections.
- PATs was one of the highest performers of the "early adopters" programs during parallel testing and has successfully transitioned onto the Lobo Time timekeeping system. .
- Contributed close to $500k in goodwill towards University programs and events. Some examples include the Music Preparation program for youth, the 6th Annual Sustainability Exposition, the Lobo Food Pantry, and the United Blood Service Blood Drive. The department also assisted various UNM departments with discounts which allowed them to afford parking despite limited budgets.
- Banking system processes were updated and distributed to Unrestricted Accounting on main campus. This allowed for more clear communications between the two departments and cleaner bank reconciliations.

PARKING OPERATIONS
- Performed Accessible Parking Placard Focused Enforcement activities to deter potential abuse of accessible parking spaces.

- Implemented a Centralized Work Order System in October of 2014. The new system accounts for time, labor and materials spent on each work order.
- Implemented a Temporary Contractor Parking Permit Program.
  o Completed 653 out of 701Work Orders from July 1, 2013 – June 30, 2014
- Updated the majority of the internal Parking Lot maps using AutoCAD Software.
- Completed the following summer projects. Total square footage:
  o Parking Lots refurbished (Crack Fill, Seal Coat, Re-stripe): Anderson Lot, G Lot, PSC Lot, PPD/PCD Lot and parts of the Science and Tech parking lots. Total Square Footage refurbished = 1,113,660.21
  o All Pay Stations parking spaces received new stenciling and striping
  o All North, Main and South Campus Bus Stops received new painting
  o The majority of the Fire Lanes and Curbs on North, Main and South Campuses were re-painted
- Purchased new (handheld) Motorola Hand Held Ticket Writers and Printers, April 2014. These are used by Parking Enforcement Officers and work in conjunction with the T2-Flex parking software system.
- Yale Parking Structure: Warranty worked was performed on the "shear brackets" that tie the deck plates together. Bracket welds were breaking; worked with UNM OCP to coordinate the repairs during September 2013.
- Cornell Parking Structure: Invested $19,004.80 in deck and bumper repairs during August 2014.
- Lomas Parking Structure: Performed L.E.D Lighting Upgrades to the entire east section of the structure, October - November 2013. Material was purchased in early 2013.
- Observatory (M) Lot: Invested $18,864.10 in maintenance and repair of the lot in December 16, 2013; work was outsourced to Albuquerque Asphalt.
- Purchased new vehicle for the Parking Operations Division in October 2013: Dodge Avenger, $18561.00.
- Purchased a 14-foot Tilt Bed Dump Trailer for the Facilities Division, May 2014: $4950.00.
- Revenue generated by Facilities providing services to the Science and Tech Park, May 2014: $9052.94.
- Campus wide projects (OCP)
  o SMLC Addition- Project displaced 23 parking spaces temporarily and will permanently displace 5 parking spaces
  o Clark Hall Remodel- Project displaced 8 parking spaces temporarily
  o On-going evaluation of parking lots in order to identify pending maintenance and repair needs and to ensure
  o On-going evaluation of accessible parking spaces in order to ensure there is adequate and accessible access to all areas of UNM campus.

<u>Current</u> Projects (In Progress)

- Campus wide projects (OCP)
  o SMLC Addition- Project displaced 23 parking spaces temporarily during construction, and will permanently displace 5 parking space when construction is completed.
  o Clark Hall Remodel- Project displaced 8 parking spaces temporarily.

- 1650 and 1642 University Blvd., working in conjunction with HSC and UNMH PATS
    - Permitting and Enforcement of parking activities at 1650 and 1642
    - Start-up of shuttle services to/from 1650 and 1642, linking customers to existing UNM shuttle service

Future Plans / Goals FY14-15

- Future Capital Projects
    - Lighting upgrades to the stairways at Lomas structure, Cornell structure and Yale structure
    - Refurbishment of the Q Lot, Mental Health Lot, and B-Bandelier Lot
    - Replacement of Compressed Natural Gas (CNG) tanks on three (3) buses; to be performed prior to their expiration date(s)
    - Purchase of one (1) new bus for shuttle services
    - Purchase of one (1) light duty truck to replace heavily aged Facilities service vehicle
    - Improved security in PATS vault and Business customer service/waiting area (installation of security door in vault room; camera system in both vault and customer service area).

Department / Staffing Information

During FY14 there continued to be challenges in the recruitment and hiring for open Bus Driver positions. Over the fiscal year two (2) recruitment efforts took place which resulted in the hiring of sixteen (16) new Bus Drivers. Recruitment and hiring of student employees, who work out of Business Operations and Facility Operations, was routine in FY14. In FY14 there were 14 separations that included seven (7) Bus Drivers, one (1) Parking Enforcement Officer, one (1) Program Coordinator, one (1) Public Information Representative, and four (4) student employees. The separations occurred for the following reasons: two (2) retirement, two (2) relieved during probation, seven (7) resignation, one (1) discharge for cause, and two (2) end of contract.

Staffing

End of FY14 staffing was as follows:

1 Director	1 Operations Specialist
1 Financial Officer	1 Accountant 2
1 Accountant 1	1 Manager-Parking Operations
3 Supervisors-Parking Operations	3 Parking Equipment Techs
8 Parking Enforcement Officers	1 Manager-Public Transportation Ops
4 Field Supervisors-Bus Services	1 Supervisor-Fleet Services
1 Transport Vehicle Service Tech	35 Bus Drivers
1 Systems Administrator	1 System Analyst 2
1 User Support Analyst	1 Manager-Business Operations
1 Business Operations Supervisor	3 Parking Services Representatives
3 Parking Services Representatives	3 Administrative Assistant II's
3 Customer Service Associates	

Frontline staff appointments and separations of parking officers, bus drivers, and students have not been enumerated. Total budgeted positions= 80 FTE.

Reclassifications and Promotions

      Joseph Gallegos, Field Supervisor-Bus Services (career ladder)

      Barbara Morck, Director (competitive promotion opportunity)

Hiring

      Joe Lovato, Manager-Parking Operations

      Meena Lee, Program Coordinator

      James Grafeman, Field Supervisor-Bus Services

      Aaron Cowan, User Support Analyst 1

      Giovanni Schuler, Parking Equipment Tech

      Yvonne Noriega, Parking Services Representative

Separations

      Brian Kilburn, Public Information Representative

      Meena Lee, Program Coordinator

- Several of PATS staff continue to serve as members of Staff Council: Ann Rickard and Tyson Eakman.
- Tyson Eakman, Parking Services Representative, received his Bachelors in Fine Arts in December 2013.
- Many of our employees are also in process of completing their degrees while working full-time: Wendell Billingsley (Bachelors), Erik Parker (Masters), and Richard Sobieski (Masters).
- Staff Awards and Recognition Committee promotes a peer-nomination process for annual staff awards. The committee secured door prices and award donations from a variety of community partners and businesses, and planned and executed the Annual Staff Awards Banquet. At the banquet individual staff awards and education recognition certificates were presented. The ceremony was held at UNM's Championship Golf Course, and focused on understanding the importance of stakeholders to an organization.
- To celebrate the start of UNM's Fall semester and to continue to promote safe and effective driving, Transportation division held their annual bus "Roadeo" at the end of their summer training sessions. Drivers are judged on their pre- and post-trip inspections and their ability to safely maneuver a 40 foot bus through a timed competitive driving obstacle course. The best driver is given an award; the winner for the FY14 competition was Francis Devore.
- Inter-departmental teamwork continues to be promoted through department-wide contests and potlucks.

Appendix B

FY 2013 – 2014 Annual Report

TICKETING SERVICES

Submitted by:

MARK KOSON, DIRECTOR
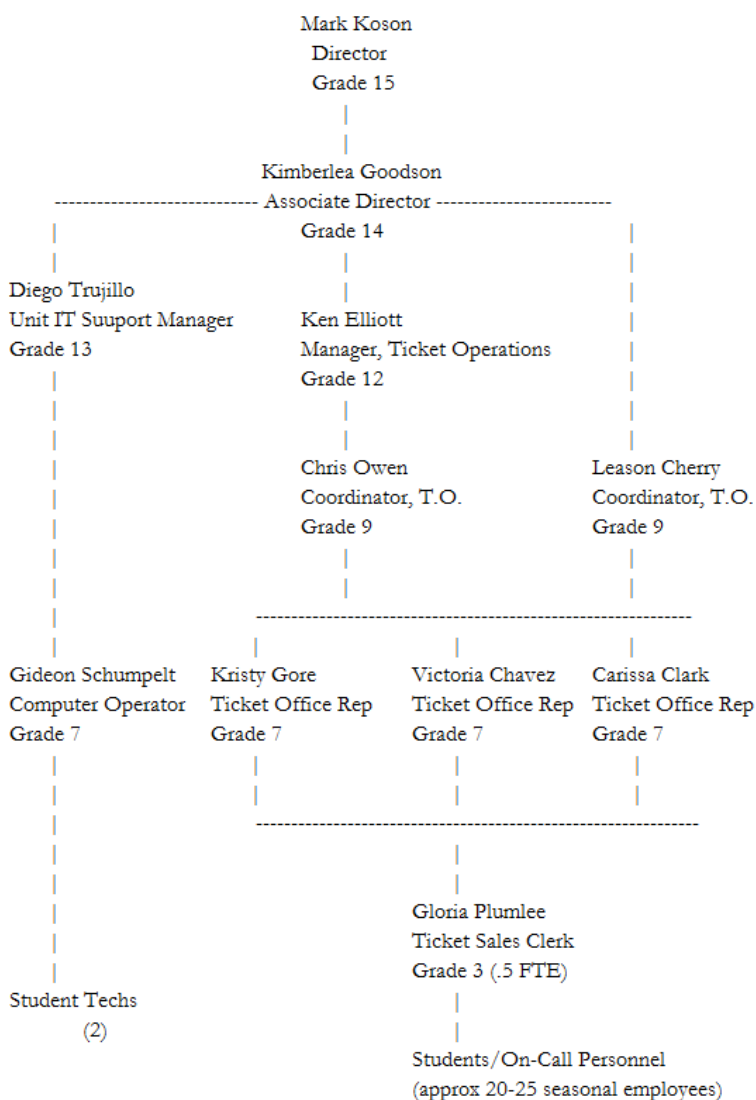
http://www.unmtickets.com

MISSION STATEMENT

To continue as a proactive leader in the ticketing industry, provide the highest level of service to our customers, represent the University of New Mexico in the most positive manner possible and be the premier ticket source in the Albuquerque/Santa Fe area.

VISION STATEMENT

UNM Ticketing Services strives to be known for: excellence in all facets of customer service, knowledgeable staff, financial stability, friendly and positive attitude, strong leadership, and active campus involvement.

ORGANIZATIONAL CHART

```
                          Mark Koson
                          Director
                          Grade 15
                             |
                             |
                        Kimberlea Goodson
-------------------------- Associate Director -------------------------
                          Grade 14

Diego Trujillo
Unit IT Suuport Manager    Ken Elliott
Grade 13                   Manager, Ticket Operations
                           Grade 12

                           Chris Owen            Leason Cherry
                           Coordinator, T.O.     Coordinator, T.O.
                           Grade 9               Grade 9


Gideon Schumpelt   Kristy Gore        Victoria Chavez    Carissa Clark
Computer Operator  Ticket Office Rep  Ticket Office Rep  Ticket Office Rep
Grade 7            Grade 7            Grade 7            Grade 7


                                      Gloria Plumlee
                                      Ticket Sales Clerk
                                      Grade 3 (.5 FTE)

Student Techs                         Students/On-Call Personnel
     (2)                              (approx 20-25 seasonal employees)
```

2013-14 Annual Report

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Accomplishments of 2013-14

- Balanced budget for 16th consecutive year.

- Partnered with Expo New Mexico on State Fair for second consecutive year.

- ISS contribution of $200,000.

- Plant Fund contribution of $34,045.

- Transitioned ticket system to Enta USA's hosted solution.

- Implemented significant software/website enhancements.

- Developed and implemented PCI order form process for Popejoy.

- Upgraded 25% of office PCs.

- Partnered with ACVB on USA Track event for fifth consecutive year.

- Extended contract with Enta USA.

Plans/Recommendations/Goals for FY1415

- Continue ticketing State Fair and USA Track event for 2015.

- Adjust convenience fees, to better maximize revenue potential.

- Develop and implement backup connectivity strategy for The Pit, Popejoy and Bookstore.

- Develop/implement/utilize a cutting edge test environment.

- Maximize 2-3 new technological enhancements, which will enhance customer service.

Appendix C

FY 2013-2014 Annual Report

FOOD SERVICE

Submitted by:

TIMOTHY BACKES/ASSOCIATE DIRECTOR OF FOOD SERVICE

Mission and Vision

Mission: The University of New Mexico's Food Services Department is committed to providing an exceptional dining environment while ensuring quality food that addresses diverse nutritional and cultural needs of students, faculty, staff, and conference guests.

Vision: UNM Food Services is an inclusive and creative food service program that supports academic success and building a sense of community. We believe that in order for our students to thrive, it's important to offer diverse food options of high quality with convenient locations across the campus. Food Service strives to utilize locally grown and produced products, provide exemplary customer service and develop timeless relationships with clients and customers.

Food Service Organizational Chart
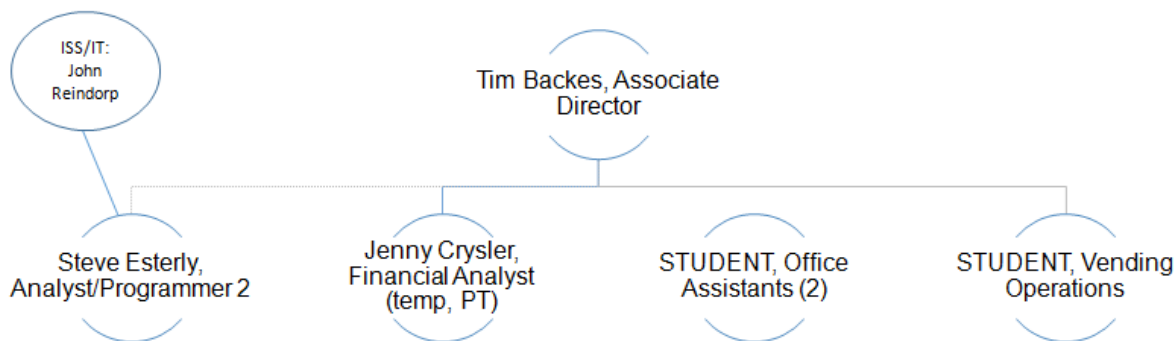
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Executive Summary

The 2013-2014 fiscal year was a transitional period, as Food Services was reassigned from Student Affairs to Institutional Support Services (ISS). Historically, some of the costs for the Student Union Building were covered with Food Service revenues. In the latter part of the fiscal year, much time was spent trying to separate out the true operational costs of Food Services which will now be tracked more effectively.

From an operational standpoint the transition to ISS provided a more direct line of communication and direction between UNM and the food service contractor (Chartwells) leading to a more efficient process between these two entities and increased accountability. Food Services secured the services of a food service consultant who was tasked with providing specific recommendations to improve residential dining programs and overall student satisfaction. In conjunction with the consultant, Food Services was able to negotiate with Chartwells the implementation a 24/7 dining concept for La Posada Dining Club, including major capital improvements and the integration of outside subcontractors, which is a new concept in the field of Campus Dining.

From a financial standpoint, Food Services had a very good year in FY13-14, with a contribution to the department's fund balance of $95k. In the future, the department anticipates higher capital project costs and thus much lower contributions toward fund balance. The primary revenue source for the department are the payments received from Chartwells, which will continue until the contract expires in May 2016. At this time, Food Services is negotiating to bring on a consultant to assist in the RFP development for a new contract starting June 2016.

Food Services, as its own department for the first time, is working to further refine the department's identity and by this time next year we hope to be solidly established. So far this year, Food Services has hired a full time Financial Analyst, worked to strengthen relationships with other UNM departments, secured physical office space, and standardized the financial reporting metrics used to measure success.

Past Accomplishments / Significant Developments (FY13-14)

During the year, Food Services completed several surveys and focus groups to gather data regarding customer service issues. Catering services worked on re-branding their services and updating menus and marketing materials. The department successfully added new food vendors, such as Blakes in the SUB and other outside vendors in La Posada. Major capital projects included an upgrade to the fire alarm system in La Posada, and upgrades to the serving area and dining room related to the roll-out of the 24/7 dining concept. Additionally, the department worked to establish better relationships with the Athletic department to expand offerings to sports teams, and to formalize the relationship with Alumni by completing an MOU for future services. Food Services also lent support to other areas within ISS, such as providing upgraded equipment to the Faculty & Staff Club.

Current Projects

The department is still negotiating the FY14-15 contract amendment with Chartwells, which includes some rather large scale changes to the residential dining program as well as significant upgrades within the dining hall which will continue throughout the year. The upgrades to the dining room include collaboration stations, widely available electrical connections, a platform display cooking station and replacing flooring. Also, dining hall venues will be evaluated and could be changed to feature additional outside brands. We are also negotiating with a dining services consulting firm to provide assistance with re-bidding the contract when the current Chartwells contract expires. As repair and maintenance costs are a significant portion of the budget, the department is soliciting bids from other vendors to ensure the most cost effective maintenance program and vendors are used. The department has been able to find office space on campus, but it needs to be remodeled to fit our needs and we hope to be moved by the end of December. Our newly hired Financial Analyst should be fully integrated into our department by the end of October with all necessary training and computer access to financial systems.

Future Plans and Goals for FY14-15

Food Services will continue promote the newly expanded offerings on campus this year, such as Blakes and the 24/7 concept in La Posada Dining Hall and to complete the upgrades to the residential dining venues in both La Posada and the SRC Commons building. Research regarding possible structural upgrades to La Posada will continue, especially focused on the atrium area and current exhaust systems. We will also continue to build on integration into the ISS portfolio by striving to strengthen relationships with Housing, Conference Services, and other departments on campus that we work closely with in providing our services. In order to build additional summer conference revenue, the department hopes to expand services offered by other ISS departments that complement the summer conference experience. The department will complete an analysis of satellite locations on the main campus and the north campus to ensure that food service hours and offerings are consistent with the needs of the campus community. In order to better represent the services provided, the department will launch a re-branding effort to better market the many facets of Food Services on campus and increase the participation in voluntary meal plans for non-resident students, faculty, and staff.

Department Staffing Information

The Food Service department has determined that in order to accurately monitor the food service vendor contract with Chartwells, process financial transactions, and provide excellent service, additional staff needs to be added. The department believes that UNM graduates have much to contribute, so we plan to post for and hire a Professional Intern after the holidays. This will bring our total department size to six, with four full time staff members plus two students.

Appendix D

FY 2013 – 2014 Annual Report

RESIDENCE LIFE
& STUDENT HOUSING

Submitted by:

WAYNE SULLIVAN, DIRECTOR
http://housing.unm.edu

Mission and Vision

Our Mission

To foster inclusive, community-based living environments consciously designed for our residents' personal growth and academic success in well-maintained facilities.

Our Values

Quality

Through continuous evaluation and student feedback, UNM Residence Life and Student Housing seeks to meet a high standard of excellence within our facilities, services, and processes.

Caring

UNM Residence Life and Student Housing strives to create an environment of success for every individual resident. All our student and professional staff members are highly trained and compassionate individuals who help residents connect to campus resources, personalize their housing experience, and achieve personal and academic goals.

Learning

The UNM residence halls are an extension of the collegiate academic environment. We believe that by living on campus, residents have the opportunity to learn and grow beyond the classroom. The programs, activities, and initiatives within our residence halls aim to develop residents into well-rounded individuals.

Community

UNM Residence Life and Student Housing embraces the idea that communities are comprised of diverse individuals from all walks of life. We nurture healthy, thriving communities that help residents feel connect to each other, as well as the institution. Residents are encouraged to participate as active and engaged citizens within their living area.

Organizational Chart

| Melanie Sparks — Executive Director, Institutional Support Services | Walt Miller — Associate Vice President, Student Life |

Wayne Sullivan — Director

| Stacie Jackson — HR Admin 1 | Dennis Weber — Facilities Operations Manager | Kelly Baatz — Business Manager | Teresa Ortiz — Operations Manager | Ruth Stoddard — Operations Manager | Megan Chibanga — Residence Life Manager |

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Executive Summary

UNM Residence Life and Student Housing has had a successful year in working steadily towards our mission of fostering inclusive, community-based living environments consciously designed for our residents' personal growth and academic success in well-maintained facilities. In addition, we have been financially successful and able to be supportive of other UNM entities.

The Fiscal Year 2013-2014 efforts toward fulfilling our mission have been transformative. Our revised organizational structure, our facility improvements, and our new resident education programming efforts have all been executed with the intent of enhancing the on-campus resident experience to more closely align with our organizational and institutional values. The year also brought new marketing efforts to help ensure that as many students as possible get to experience the educational and developmental support in our residence halls even with declining enrollment.

Our future plans and initiatives are designed to work towards the mission and our core values of quality, caring, learning and community. Further revision of marketing, staffing and project management models will allow us to serve the University and enable our students to get connected, be engaged, and live on-campus.

Accomplishments (Past)/Significant Developments FY13-14

UNM Residence Life and Student Housing had many changes during this period but ended the academic year on a solid note and in good financial position.

To support our department objectives, Residence Life and Student Housing appointed seven managers to oversee critical departmental functions, including Resident Education, Operations, Fiscal Services, Facilities, and Auxiliary Services. Department reorganization was implemented in July 2013 to include these critical roles.

Significant gains were made in our facility improvements and management. An electrical switch fire at Student Family Housing resulted in an enhanced collaboration and new partnership with UNM Physical Plant Utilities. We also formed new partnerships with PPD (Trades Support), as well as the PPD Lock Shop.

Many Plant Fund projects were completed this fiscal year, including the refurbishment of the Hokona Cellar Ballroom, Game Room, and Classroom. We were able to install carpet in the hallways of Alvarado Hall and Coronado Hall and greatly improve the wireless internet in Coronado, Alvarado, SRC Apartments, and Hokona Cellar. The Fire Alarm System in Redondo Village Apartments was upgraded and we replaced the main roof of Alvarado as well as some roofs over at Student Family Housing. In addition, Hokona Hall was re-stuccoed. To support our Plant Fund, we transferred $465,900 from our department Reserves to Capital Projects.

Although initiated in the prior Fiscal Year (FY14), the following projects were completed before the residence halls were opened in August 2014. These accomplishments consisted of replacing the windows, beds, and chairs in Santa Clara Hall and Alvarado Hall, and the remodel of the Global Focus Living-Learning Community kitchenette in Santa Clara Hall. Furthermore, the Redondo Village Community Building was refurbished, and the hallways in Redondo Village Apartments were repaired and carpeted.

Residence hall occupancy numbers are reflected in the following table:

Fall 2013	1,925
Spring 2014	1,777
Summer 2014	248

Residence Life and Student Housing continues to grow our marketing efforts and is constantly exploring how to better reach out to current residents and prospective residents. A new marketing representative was hired this year to help our department accomplish these goals. We have revised our Housing Application for improved room assignments for our residents, and have launched a New Student Marketing Team for better peer-to-peer interaction. In addition, a new partnership was established with the UNM Admissions Office in order to align with other University outreach initiatives.

The Resident Education efforts of the department continue to be very strong with a full complement of Resident Advisors who developed and implemented over 1,000 programs for residents. In addition to a robust Residence Hall Association launched, mentored and advised by the department, each building and complex maintained a Community Association, a form of student government to meet the needs of each residence hall community.

Current Projects (In Progress)

Residence Life and Student Housing is continuing a phased facility projects plan to improve and upgrade our facilities. Currently, our projects consist of remodeling the Hokona Cellar restrooms, refurbishing the Alvarado basement, and installing Prox Access in all Residence Halls.

Future Plans/Goals FY14-15

Residence Life and Student Housing continuously strives to better our resident experience. We believe deeply in the contribution on-campus living has on overall student success. For this purpose, we seek to increase marketing and outreach to prospective students by aligning with the University's outreach to High Schools. We aim to thereby increase occupancy to 90% for the 2015-2016 Academic Year.

We will carefully plan and execute facility upgrades for summer 2015, including possible upgrades to the Coronado and Laguna/DeVargas bathrooms.

We plan to implement technology and resources to increase our efficiency and timeliness in responding to resident needs. We will enhance our work order processing through updated WebTMA modules, including inventory and the WebTMA Go (paperless) work order systems. In addition, we will improve our resident database by proceeding to implement HMS upgrades and modules including Res Center, a paperless Room Condition Process, paperless room change requests, and enhanced integration with LoboCard meal plan selections.

Department/Staffing Info

Staff Appointments

Ruth Stoddard, *Operations Manager*	July 01, 2013
Megan Chibanga, *Residence Life Manager*	July 15, 2013
Teresa Ortiz, *Operations Manager*	July 22, 2013
Martha Rivera, *Custodian*	October 21, 2013
Dennis Weber, *Facilities Operations Manager*	December 02, 2013
Theresa Acker, *Marketing Rep, Sr/Unit*	December 09, 2013
Nicholas Lockwood, *Area Coordinator*	March 12, 2014
Janea Dickson, *Area Coordinator*	March 12, 2014
Carlos Sanchez, *Lead Facilities Services Technician*	March 07, 2014
Jeremy Gonzales, *Facilities Services Technician*	April 04, 2014
Anthony Santistevan, *Admin Assistant 2*	April 14, 2014
Mary Boldine, *Sr Fiscal Services Tech*	May 03, 2014
Alice Parrish, *Sr Fiscal Services Tech*	May 03, 2014
Brian Silva, *Trades Tech Helper*	May 31, 2014
Denise Mitchell, *Area Coordinator SFH*	June 01, 2014

Staff Separations

Peter Nieto, *Manager, Physical Plant and Facilities*	July 23, 2013
Maria E. Garcia, *Lead Custodian*	August 09, 2013
Tammi Thayer, *Administrative Assistant III*	August 22, 2013
Isaac Massie, *Accountant 2*	August 30, 2013
Dawn Gunter, *Student Housing Coordinator*	December 2, 2013
Maria Ortega, *Custodian*	December 31, 2013
John Cervantes, *Lead Facilities Services Technician*	December 31, 2013
Nina McCracken, *Service Call Coordinator*	June 13, 2014

Appendix E

FY 2013 – 2014 Annual Report

BOOKSTORES

Submitted By:

Carrie Mitchell/Interim Director
http://bookstore.unm.edu
http://loboden.unm.edu

Bookstores Mission and Vision

Mission: As the official bookstore serving the University of New Mexico, we will provide customers the educational products, services and resources to support our campus community. In addition we will provide value enhancing services that support our campus community and strive to be an indispensable campus partner.

Vision: UNM Bookstores are a forward thinking, effective campus partner, advancing the University's mission.

Bookstores Organizational Chart

Organizational Chart

UNM Bookstores

Revised 10/17/2014

Interim Bookstore Director (GR16)
Carrie Mitchell

Lobo Den Manager (GR8 Customer Service Supervisor) Hilary Wainwright
— Lobo Den Coordinator (GR7 Inventory Control) Louis Trujillo

Information Technology Services Manager (GR15) John Reindorp
Information Technology Manager (GR12 Systems Analyst 2) John Bermel

Medical / Legal Bookstore Manager (GR10) Julie Archer
— Assistant Dept. Manager (GR8 Customer Service Supervisor) Julie Armstrong
— Inventory Control Clerk (GR6) James Garcia

Course Materials, Division Manager (GR13) Vacant
Retail & Marketing, Division Manager (GR13) Lisa Walden

Assistant Dept. Manager (GR8 Coordinator, Merch) Vacant
Asst Mgr Requisitions & Athletics (GR8 Coordinator, Merch) Jonathan Benavides
Assistant Manager Buyer (GR8 Customer Service Supervisor) Candace Green
Floor Supervisor (GR6 Inventory Control Clerk) Vacant

Retail Manager Supplies/Requisitions, Trade, and Technology (GR11) Lani Tyler

Supplies Inventory Control Clerk (GR6) Leonard Sargent
TechDen Inventory Control Clerk (GR6) Keith Deininger
G&C Inventory Control Clerk (GR6) Joey Garcia
Marketing Assistant (GR7) Amber Myers

Requisitions Coordinator (GR7 Coord, Inventory Control) Stephanie Ulrich
Trade Coordinator (GR7 Coord, Inventory Control) Rachel Humpton
Gift & Clothing Supervisor (GR9) David Salazar
G&C Customer Service Associate (GR4) Annette Chavez
Marketing Manager (GR11 Marketing Rep) Anicia Hill

G&C Buyer (GR7 Coord, Inventory Control) Brenda Fuqua

Associate Director, Business Operations (GR14) Lori Callison

Customer Service Loss Prevention Supervisor (GR9) Mike Basile
Coordinator Customer Service (GR6) SuAnn Eby

Accounts Payable Supervisor (GR8 Fiscal Services Tech) Kathy Johnston
AP Clerk (GR5 Acct Clerk) Vacant
AP Clerk (GR5 Acct Clerk) Angela Haney

Supervisor Shipping & Receiving (GR9) Kevin McBride
Shipping & Receiving Coordinator (GR7) Curtis Wilson

Cash Office Supervisor (GR8 Fiscal Services Tech) Jamie Yoder
Cash Office Accounting Clerk (GR5) Nancy Barnes

Personnel Coordinator (GR7 Admin Assist 2) Steven Machson

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Executive Summary

This fiscal year 2013-2014 saw much change and transition at the Main Campus Bookstore. Sales continued to drop in this bad economic environment, so by reducing costs and expenses dramatically, we were able to increase our contribution to ISS over the budgeted amount by 20%.

The change started at the beginning of the fiscal year with our director taking on an interim executive director position in August. This created a ripple affect with one retail manager taking on a divisional manager position in November, a second retail manager moving into a career ladder to a system's analyst for IT in December, my position as associate director changed to interim director in January, our associate director for business operations moving into an overall associate director in February and our IT manager taking on more responsibility with all ISS entities. The entire leadership team of the bookstores changed.

Our focus never changed from supporting the University students, staff and faculty. With staff cross trained, wages and personnel costs decreased dramatically. We found synergies within the three stores that help us align our resources and decrease operational expenses. Everyone worked hard and perform at a high level. The Lobo Den Store was able to increase sales over previous fiscal year, playing an important part of the bookstores team. New products, marketing excitement and campus partnerships helped us continue to be the resource for our campus community.

Our staffing, 42 budget positions were down 20% most of this fiscal year. Two very key positions; course materials division manager & business division manager were unfilled most of the year. The entire team pulled together and made this year a success.

The Bookstore continues to participate in the industry through involvement with regional associations and national associations. We have staff that are board members of Rocky Mountain Skyline Bookstore Association and work on committees for Southwest College Bookstore Association, as well as chair committees on the National Association of College Stores.

Overview

The bookstores sales were $15,835,310 for fiscal year 2013-2014. This is a decrease of 10% from prior year and reduced costs and expenses by 9%. We were able to contribute $420,000 to ISS, $70,550 to Athletics and put $100,000 into our capital budget for support of our building and business needs. This is an increase of 68% over budgeted dollars.

Main Store

- Course materials experienced the largest decrease in sales, in-line with the college store industry. We focused on reducing prices and increasing margin on course materials through rental textbooks. Online orders continue to grow. Our outreach to faculty was slowed by the open Course Materials Division manager position.
- Supply Department saw a decrease in sales to departments on campus due to restrictions put on the use of university purchasing cards in the bookstore. They continue to sell a majority of supplies to campus departments at a 30% discount and offer free delivery.
- General Book Department supported over 40 book events on campus last year. Our book staff take set up anywhere and everywhere the campus needed us to sell. We continue to offer general books at a 20% discount for all faculty, staff and students.
- Clothing & Gift Department sales were flat.
- Technology Department saw a decrease in sales due to a reduction in special orders, and a lack luster Apple product line.

Medical Legal Store

- Continues to serve all North campus constituencies and the hospital well, but sales are decreasing.

Lobo Den Store

- A 7% increase in sales over last year. The Pit location is open year round, the football shops open during football games, and one shop is open for many men's soccer games. We set up to sell at some home baseball games. We traveled to Las Vegas and sold product at the pep rallies before the basketball tournament games. The staff works to support as many athletic events as possible.

Golf Course Operations

- Lori Callison continues to lead the financial reporting.
- Carrie Mitchell continues to oversee the retail product for the both courses.
- Kathy Johnson took on the A/P responsibilities.
- John Reindorp continues to assist with the Crescent system

Staffing

- Resignation, Ryan Barber Systems Analyst, replaced position with John Bermel career ladder
- Resignation, Kristy Allocca, Inventory Control Clerk, M/L store, replaced with James Garcia, reinstated employee
- Termination, Vince Rivas, Inventory Control Clerk Supply Dept, replaced with Stephanie Ulrich
- Resignation, Tricia Clesi, Trade Dept, replaced with Rachel Humpton
- Retirement, Gloria Perea, Customer Service Dept, replaced with SuAnn Eby
- Hired, Louis Trujillo, Lobo Den Store, new position
- Resigned, Anthony Burns, Course Materials Dept., unfilled position
- Resigned, Beanna Chavez, Course Materials Dept, unfilled position

Accomplishments

Introduced a new and used rental textbooks program to our student customers. Students were able to rent textbooks at a savings of 25-60% off of purchasing price of a new publisher textbook. We rented $943,237 worth of textbooks with a 73.3% gross profit margin.

In an effort to be transparent with our students, we started utilizing a service, Verba, this compares our textbook prices to those of other online sellers. Students go on our website, pull up the textbooks they need for a course, the site will compare our prices to several online sites and students can purchase. (Attachment A & B). The research shows that if the bookstore price is within 10% of a competitor's price, the student will buy from us. If the student chooses to purchase from one of the other sites on the page, we receive a commission. Attachments A & B show we offer very competitive pricing on many of our course materials.

Changed process of handling invoice and credit paperwork, by replacing copies with scanning paperwork into system. Cut down on paper, copying, storage and processing time.

Achieved a 9.0% reduction in operating expenses over prior year's operating expenses.

Offered wellness program for all full-time staff that included education, exercise, nutrition, coaching and friendly competition.

Updated website sales transaction procedures to make them more secure.

Replaced all lighting on both floor of main store. Created a significant difference in customer's experience.

Current Projects

Main Bookstore is reorganizing the layout of all course materials from department.course.section, to alphabetical by author. This will take the shelving spaces from 4,700 to 2,672 and decrease labor hours by over 30%. Replacing printed shelf card tags with electronic tags. The electronic tags will be

integrated with our POS system and automatically update pertinent information on the tag. This will eliminate printing over 10, 000 shelf tags each semester.

Decreasing warehouse space by over 75%. This will allow us to move out of the current building.

Develop a 5 year capital budget to ensure building and business needs are planned out and paid for. Develop a maintenance schedule along with this to keep building in best condition and make sure shopping experience is exceptional.

Replacing Ratex server and moving it to UNM IT's Datacenter.

Work to close gaps with all PCI compliance items.

Developing faculty relations for more supply kits, technology requirements and digital course material project.

Partnering with UNM IT to operate the Brain Bar in the Bookstore several times a week to provide service to the students with technology issues.

Developing trade in program for technology products.

Developing marketing program with UNM admissions office to inform new accepted high school students of the technology savings and products available to them.

Developing student employee orientation program for student employees to engage with each and every customer that walks in our doors.

Changing all financial reporting to be accountable by department.

Developing new training for staff to respond to university directives

Improve communication with the entire campus community

Future Plans

New POS software

Creating new multi-media marketing pieces to improve reach students, staff and faculty

Improve website functionality

Improve communication with the entire campus community.

Appendix F

FY 2013-2014 Annual Report

GOLF COURSES

Submitted by:

ADAM ROYBAL, BUSINESS MANAGER/PGA GENERAL MANAGER B-13

http://iss.unm.edu/GolfCourse.html
http://www.unmgolf.com/

Mission and Vision

The UNM Golf Courses are essential University assets that embody ideals consistent with its standards of excellence. Maintain the golf courses at a high quality, championship level throughout every aspect of the golf operation. Manage with a commitment to service, emphasizing a welcoming environment. Support intercollegiate golf programs consistent with the standards of the University. Support and enhance the variety of recreational opportunities offered to UNM Students/Faculty/Staff, Alumni, University guests and public consumers.

Organizational Chart

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Executive Summary

Golf rounds played at the Championship course totaled **36,694** in FY14, an increase of **2.3%** from the previous year. Golf rounds played at the North course totaled **22,310** a **30%** decrease from previous year. Championship course continues to trend positively while North course experienced a two month closure for irrigation upgrade and was still recovering from an unfortunate year plagued by diseased greens. Furthermore, green fee revenues at the Championship course increased **2%** over the previous year while the North course had a decrease of 35% for the same reporting period. Customer retention and customer service at championship course increased market share contributing to these figures. North course struggled due to closure resulting in loss of rounds played and loss of revenue. On the expense side, the Championship course increased by 6% and the North course increased 8.5% from the previous year. Factors contributing to the increases are MWGS maintenance increase per contract extension, HVAC failure, North Clubhouse upgrades and installation of Mercury Systems for PCI compliance.

Overview

The Championship course continues to be recognized as one of the premier collegiate courses in the Nation. National golf and travel publications continue to recognize the Championship Course as one of the best places to play in America. 4,200 tournament rounds were hosted by the Championship course including two intercollegiate tournaments, two national junior tournaments, and the NMAA High School State Championships. Additionally, the Championship course hosted various USGA and PGA Junior tournaments. The Championship course continues to host numerous charitable benefit tournaments as well as provide a venue for many UNM Departmental fund raising tournaments. The UNM golf courses continue to support and enhance the variety of recreational opportunities offered to UNM Students/Faculty/Staff, Alumni, University guests and public consumers.

Accomplishments

Improving marketing and promotion efforts both golf courses are utilizing Institutional Support Services (ISS) entities to expand and provide growth within the institution. Participation includes organizations such as the NM Golf Tourism Alliance, Golf on the Santa Fe Trail and strong relationships with the ACVB, State Department of Tourism and the Sun Country Golf Associations. Our website www.unmgolf.com provides a great marketing tool for the operation. The UNM golf courses are utilizing social media with Facebook and Twitter. Continue to develop and maintain relationships with the North Neighborhood Associations and Bernalillo County. Continue to support both Athletic golf teams at the Championship course. Managers are also active participants in the Safety and Risk Services Loss Prevention and Control Committee.

Current Projects

The North Course has successfully completed phase I of the license agreement between Bernalillo County and the Board of Regents. The golf course irrigation system, trail and landscaping have been improved with Phase I. The North course was closed to the public from February 10th thru April 15th. The clubhouse was also upgraded with new carpet, paint, stucco, flooring and merchandise fixtures. The project is in the initial stages of Phase 2 with Executive leadership.

Future Plans/Goals FY15

The North Course phase II with Bernalillo County that includes reclaimed water from the Ford Utilities Chiller Plant to the reservoir. The Championship and North Course continue to support the vision and mission of the University. The golf courses will continue to focus on Institutional Support Services work plan goals.

Department Staffing

Staff Appointments:

Antonio Ortega, Customer Service Supervisor	1/14
Charles Murphy, Customer Service Representative	4/14
Brandon Gentile, Customer Service Representative	4/14
Eric Parr, Customer Service Supervisor	6/14

Staff Separations:

Thomas Fernandes, Customer Service Representative	(Resigned)	10/13
Charles Murphy, Customer Service Representative	(Separation)	5/14
Monty Mills, Customer Service Representative	(Resigned)	6/14

Appendix G

FY 2013 – 2014 Annual Report

PUBLIC EVENTS/POPEJOY HALL

Submitted by:

THOMAS TKACH/DIRECTOR
http://www.popejoypresents.com

Mission and Vision

Popejoy Hall's mission is to make the performing arts accessible to all New Mexicans with a vision of creating an exceptional experience for artists and audiences alike by maintaining a state-of-the-art performing arts center; attracting the best touring arts to our community.

Organizational Chart

- 2013-2014 UNM Public Events/Popejoy Hall

Organizational chart:

DIRECTOR — Thomas Tkach

- Admin Assistant III — Rachel Lamb
  - Admin Support Students
  - Volunteer Coordinator — Heather Polyard Appointed 11/2013
    - > 250 volunteers (FOH and Lounge)
- Financial Analyst — Bill Eyler
  - Operations Manager — Tram Nguyen
    - On Call House Managers
  - Fiscal Service Tech — Position Not Yet Filled
    - Student Floor Managers and Admin
  - Production Services Tech Director — Billy Tubb
    - Lead Custodians — Nick Wylie Separated 05/2014 & Alex Ortega Appointed
      - Student Custodians
    - Production Services Manager — Judi Mersereau
      - Student Production and Stagehands
    - Production Student Intern
- Development Officer (UNMF) — Maryellen Missik-Tow
  - Development Coordinator — Keith Greer Separated 08/2013
    - Development Student Interns
    - On Call Lounge Managers
    - Popejoy Guild
  - Assistant Director of Development (UNMF) — Jennifer Malaney Appointed 11/2013 Separated 03/2014
- Marketing Officer — Terry Davis
  - Supervisor, Education & Outreach — Laura Student
    - Education and Outreach Interns
  - Marketing Associate — Patricia O'Connor
    - Program Coord. — Chris Quintos
    - Marketing Department Student Interns
  - Sr. Graphic Designer — Jessica Hicks Appointed 12/2013

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Executive Summary

Popejoy Hall's 48th season was highlighted by a truly unique experience for it patrons with New Mexico's premier performance of *War Horse*. A sampling of additional popular programs included: Disney's *Beauty and the Beast*, *The Addams Family*, *The Price is Right Live!*, Alton Brown and twenty-five more popular main stage presentations. With 58 performances total, more than 89,000 patrons visited Popejoy Hall throughout the year. Additionally, eighteen educational programs were attended by more than 56,000 schoolchildren.

Popejoy's financial stability continues to be dependent upon both earned revenue from ticket sales and contributed income from both individuals and local businesses. Earned revenue from ticket sales continue to be largest contributor towards Popejoy's financial stability totaling $3,796,664 and contributed revenue totaled $725,000.

Popejoy Hall has been working on securing funding for an expansion to the current Benefactors' Lounge, allowing for greater fundraising through the Lounge program and also completed first capital project necessary for the rejuvenation of Popejoy Hall. In addition, Popejoy Hall is preparing for a feasibility study for future capital projects.

Finally, Popejoy continues to operate with a relatively small staff for a theater of its size, this year having had several appointments and separations, and employed a total of 14 full time staff members during the 2013-2014 fiscal year. In addition to full time staff members, Popejoy employs several on-call staff members and approximately 50 student employees throughout its departments.

<center>**Significant Accomplishments**</center>

Popejoy Hall presented 102 productions totaling 167 performances. Additionally, the annual "A Taste of Broadway" gala was a wonderful success with more than 450 attendees.

<center>Please see Appendix A: The 2013-2014 Popejoy Hall Board of Directors' Annual Report</center>

Events July 1, 2013 – June 30, 2014

Popejoy Presents – Broadway in New Mexico

The Price Is Right Live!	September 10, 2013
Alton Brown	October 29, 2013
Stomp	November 2 & 3, 2013 (3 performances)
American Idiot	December 10 &11, 2013 (2 performances)
Beauty & The Beast	January 24-26, 2014 (4 performances)
Hello Dolly!	February 13-16, 2014 (6 performances)
The Addams Family	March 20-23, 2014 (6 performances)
War Horse	April 29 – May 4, 2014 (8 performances)
Memphis	June 5-8 2014 (6 performances)

Popejoy Presents – Ovation Series

The Joy Luck Club	October 20, 2013
Lakota Sioux Dance Theatre	October 27, 2013
Pacific Mambo Orchestra	November 1, 2013
The Australian Bee Gees Show	November 8, 2013
David Sedaris	November 10, 2013
The Graduate	November 17, 2013
Mariachi Christmas	December 13, 2013
A Christmas Carol	December 14, 2013 (2 performances)
An Irish Homecoming	December 20, 2013
The Peking Acrobats	January 17, 2014
Swan Lake	January 30, 2014
Celtic Nights	February 9, 2014
Preservation Hall Jazz Band	February 23, 2014
Twelfth Night	March 2, 2014
Les Ballets Trockadero de Monte Carlo	March 14, 2014
Sherman Alexie	March 30, 2014
Soweto Gospel Choir	April 4, 2014
Yesterday Once More	April 5, 2014
Taikoza	April 13, 2014
The Mystical Arts of Tibet	May 31, 2014

Schooltime Series

The Joy Luck Club	October 21, 2013 (1full length performance)
Lakota Sioux Dance Theatre	October 28, 2013 (2 performances)
The Ugly Duckling & The Tortoise and the Hare	October 31, 2013 (2 performance)
The Little Engine That Could Earns Her Whistle	November 4, 2013 (2 performances)
Swazzle, Inc, presents Dream Carver	November 14, 2013 (2 performances)

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Highlights of The Nutcracker Ballet	December 2 & 3 2013 (3 performances)
Mariachi Christmas	December 13, 2013 (2 performances)
The Peking Acrobats	January 17, 2014 (2 performances)
Infinitus	January 21, 2014 (2 performances)
We're Going on a Bear Hunt	January 28, 2014 (2 performances)
E.B. White's Stuart Little	February 3, 2014 (2 performances)
Aladdin & Other Enchanting Tales	February 4, 2014 (2 performances)
Baobab	February 11, 2014 (2 performances)
Fahrenheit 451	March 3, 2014 (1 full length performance)
Ellis Island	March 10, 2014 (2 performances)
Tall Stories' The Snail and the Whale	April 7, 2014 (2 performances)
Alexander and the Terrible	April 8, 2014 (2 performances)
Sleeping Beauty	April 22, 2014 (2 performances)

Senior Shows (Included in Ovation Series Shows)

The Joy Luck Club	October 20, 2013
Lakota Sioux Dance Theatre	October 27, 2013
Alton Brown	October 29, 2013
Pacific Mambo Orchestra	November 1, 2013
Australian Bee Gees Show	November 8, 2013
David Sedaris	November 10, 2013 (2 performances)
The Graduate	November 17, 2013
Mariachi Christmas	December 13, 2013
A Christmas Carol	December 14, 2013 (2 performances)
An Irish Homecoming	December 20, 2013
Peking Acrobats	January 17, 2014
Swan Lake Ballet	January 30, 2014
Celtic Nights	February 9, 2014
Preservation Hall Jazz Band	February 23, 2014
Twelfth Night	March 2, 2014
Les Ballets Trockaderos De Monte Carlo	March 14, 2014
Sherman Alexie	March 30, 2014
Soweto Gospel Choir	April 4, 2014
Yesterday Once More	April 5, 2014
Taikoza	April 13, 2014
The Mystical Arts of Tibet	May 31, 2014

RESIDENT EVENTS
New Mexico Philharmonic

Youth Concerts	September 17 & 19, 2013 (4 performances)
Pops I	September 21, 2013
Classics I	October 12, 2013
Classics II	October 26, 2013
Pops II	November 9, 2013
Classics III	November 16, 2013
Pops III	December 21, 2013
Classics IV	January 18, 2014

Pops IV	February 8, 2014
Classics V	February 22, 2014
Classics VI	March 8, 2014
Pops V	March 29, 2014
Classics VII	April 12, 2014
Youth Concerts	May 13-15, 2014 (6 performances)

UNM Music Department

Wind	September 25, 2013
Albuquerque Youth Symphony	September 29, 2013
Orchestra	October 1, 2012
Jazz & Symphonic Bands	October 8, 2013
Wind	October 23, 2013
Symphonic & Brass Bands	November 13, 2013
Orchestra	November 19, 2013
Orchestra	November 20, 2013
Albuquerque Youth Symphony	February 2, 2014
Symphonic Band	February 19, 2014
Wind	February 26, 2014
Orchestra	April 1, 2014
Wind	April 2, 2014
Wind	April 25, 2014
Chorus & Orchestra	May 8, 2014

UNM Additional Department Rentals

White Coat Ceremony	August 15, 2013
President's Office/Freshman Family Day	August 18, 2013
TEDxABQ	September 7, 2013
Senior Day	October 5, 2013
All State	January 8-11, 2014 (4 performances)
Recruitment/DECA	January 16, 2014
Student Activity Center/Greek Sing	February 24, 2014
School of Medicine Graduation	May 9, 2014
Psychology Graduation	May 16, 2014
College of Fine Arts Graduation	May 17, 2014
School of Architecture Graduation	May 17, 2014

Public Events/Popejoy Hall

Oasis Stage Event/Class	October 10, 2013
Town Hall Meeting	April 6, 2014

Outside Rentals

Norberta Fresquez: Mariachi Spectacular	July 10, 2013
Alabama Shakes	July 15, 2013

Menopause the Musical	September 12, 2013
Lyle Lovett & John Hiatt	November 5, 2013
The Nutcracker Ballet	Nov. 30, Dec.1,7,8, 2013 (5 performances)
NMS Choir: Festival of Voices	December 15, 2013
Reelz Channel: Filming in House	February 5, 2014
Shen Yun	March 26 & 27, 2014 (2 performances)
Celtic Women	April 9, 2014
Sexy Liberal Tour	May 10, 2014
Reelz Channel: Filming in House	May 22, 2014
Dance Dimensions	June 14, 2014 (2 performances)

POPEJOY – FACILITY USE DURING FISCAL YEAR 2013-2014

General Hall Usage Statistics:
Total number of UNM Department events	26
Total number of UNM Department performances	29
Total number of events in venue	102
Total number of performances in venue	167
Total number in attendance	228,007
Total number of days with performances/rehearsals	152
Total number days for technical requirements	69
Total number of "dark" days with no activity	144

UNMPE Presentations/Popejoy Presents
Total number of Popejoy Presents events	29
Total number of Popejoy Presents performances	58
Total number of Popejoy Presents patrons	89,592
Average number in attendance per performance	1,545

Schooltime Series Productions
Total number of events	18
Total number of performances	35
Total number of attendance	56,721
Average numbers in attendance per performance	1,620

Popejoy Hall Rentals – NM Philharmonic/Outside
Total number of events/NM Philharmonic	14
Total number of performances/NM Philharmonic	22
Total number attending/NM Philharmonic	30,374
Average number attending per performance/NM Philharmonic	1,396
Total number of events/Outside	12
Total number of performances/Outside	18
Total number attending/Outside	18,862
Average number attending/Outside	1,048

UNM Department Usage, Including UNM's Music Dept

Total number of events	26
Total number of performances	34
Total number attending	32,202
Average number per performance	947

Current Projects

Popejoy Acoustic Curtain System Repair and Replacement

The curtains themselves were dry rotted and worn out after 17 years of use and the support tracks were in need of repair. The replacement was completed over the summer before the start of the new season.

Cost = $94,000

Benefactors' Lounge Expansion (Main Floor) (naming opportunity)

Popejoy's Benefactors' Lounge provides a valuable source of contributed revenue through lounge memberships that help Popejoy to remain fiscally balanced. The lounge program's popularity has led to an increase in contributions, allowing more people access to the lounge. This has pushed the lounge's footprint to its limits. A proposed 688 square foot addition would greatly alleviate the crowded feeling.

Estimated cost = $448,000

Future Plans/Goals FY14-15

We will be conducting a feasibility study to determine the level of community support and the prioritization of the capital projects listed below.

Major Capital Improvements

Popejoy Lower Lobby and Restroom Renovation –

The existing lower lobby and associated public restrooms are in poor condition. All of our patrons use these facilities and we seek to bring them up to a high level of quality.

Architectural estimate fee = $2,700

Popejoy Main Floor / Upper Lobby and Restroom Renovation –

The existing main and upper lobby and associated public restrooms are in poor condition. All of our patrons use these facilities and we seek to bring them up to a high level of quality.

New gates are needed to separate the outer lobby from the formal Popejoy lobby.

Architectural estimate fee = $5,200

Popejoy Dressing Rooms –

The existing dressing rooms have never been remodeled and are in poor condition. Stars and first class performers from all over the world use these facilities and we seek to bring the dressing areas up to a high level of quality.

Architectural estimate fee = $4,800

Fine Arts Center Lobby Renovation and Additional Public Restrooms –

We wish to create a new, vibrant lobby gathering space and new public restrooms on the ground floor of the lobby area.

Architectural estimate fee = $9,900

Renovation of Popejoy House Lighting –

The auditorium house lighting fixtures were not replaced during the renovation to save cost. More efficient lighting should be installed and eventually we will not be able to purchase the lamps for the old fixtures due to environmental requirements.

Estimated cost = $80,000

Popejoy New Automated Lighting Fixtures –

Automated stage lighting equipment has become the standard for all professional venues and productions. These additional fixtures will further improve the quality of performances, decrease labor expenses and add to the existing inventory.

Estimated cost = $122,000

Popejoy New LED Stage Lighting –

Light emitting diodes or "LEDs" have become the newest lighting option in many industries. Recent technological advances have allowed manufacturers to produce LEDs that are far brighter than anyone could have imagined twenty years ago. LEDs are now being used in cars, street lights, exit signs and commercial lighting applications. The most attractive feature of this technology is the incredibly long life of the lamps, many last over 50,000 hours compared to the standard stage lamp life of just 200 hours. New LED lighting can be adjusted to produce millions of color variations without changing expensive gels, use a fraction of the electricity the current lighting uses, and will last for years. All of this would equal significant savings of labor and operating supplies associated with lighting which is utilized on stage.

Estimated cost = $85,000

Popejoy New Installed Speaker System –

The existing "B" grade sound system speakers were installed over sixteen years ago and were specifically chosen for their lower cost. We are coming to the end of the existing systems expected life span and wish to improve the quality level of the system. New "A" quality systems would dramatically increase intelligibility, coverage, and provide more even sound pressure levels in all seating levels. This system is used when the new Concert Sound System is not or cannot be deployed. This system is used for approximately 50% of our events.

Estimated cost = $150,000

Popejoy Stage Rigging Equipment – New Cable Carriers and T-Track renovation –

Cable carriers are a standard component of theatrical rigging systems; these simple wheels or "carriers" reduce wear and noise as well as extend the life of the system. To cut costs during the renovation cable carriers were not installed when the rigging system was replaced, instead simple wood braces were installed which increase operation noise and will eventually require the replacement of the rigging cables due to the excessive wear caused by the cables dragging across the braces. The T-Track system is part of the stage rigging system and is specifically the steel tracking that the stage rigging arbors ride on; to cut costs during the renovation this track work was not replaced. Currently, the existing components are unsafe and frequently compromise the safety and quality of Popejoy Hall productions. The existing tracks are bent in many places, original to the building and have long outlived their recommended twenty year lifespan. The major concern is the fact that the arbors hold hundreds of pounds of weight and have come loose from the tracks. Luckily, at this point, these failures have not caused any catastrophic accidents. However, it is possible that this could happen sometime in the future.

Estimated cost = $84,000

Popejoy New Stage Floor –

Every year the stage floor takes a great amount of use and abuse, which requires annual sanding and repainting; eventually, it simply wears it out.

Estimated cost = $50,000

Popejoy Stage Video Equipment –

More and more shows require sophisticated video equipment as part of their technical requirements. Video has also become a mainstay recently in the world of theater and live events. Popejoy has very little video equipment and has to currently rent this equipment when it is required.

Estimated cost = $80,000

Popejoy Lobby Digital Signage –

Now regarded as common place, digital signage will allow us to display interesting and exciting event information to our patrons while they are captive in the lobby. It is both flexible as to what can be displayed and quick to update.

Estimated cost = $60,000

Minor Capital Improvements

Popejoy New Members Lounge Kitchen –

The existing "kitchen" was originally a simple, small janitor's closet and is very inadequate for the amount of work that takes place in the space currently.

Estimated cost = $50,000

Popejoy New LED Orchestra Shell Lighting –

The existing lighting is seventeen years old and is inefficient by today's standards; it also generates a great amount of heat as well. We are under constant pressure from symphonic groups to reduce the temperature under the shell as a result. More efficient LED lighting should be installed.

Estimated cost = $30,000

Popejoy Installed Sound System Renovation –

Renovation and replacement of console support equipment and system infrastructure. There is a large amount of audio wiring and support equipment that is now over thirteen years old. This equipment is reaching the end of its reliable life span and should be replaced.

Estimated cost = $50,000

Popejoy Renovation/Automation of Fire Curtain System –

Modern theater fire control systems include a motorized fire curtain system that is automatically deployed in the event of a fire, separating the stage from the auditorium. Our current fire curtain relies on a manual rigging and fusible link release system that is outdated, less predictable and not easily tested on a regular basis. SHEA has recommended the replacement of this system. The current system is 90% original to the facility; the manual rigging was replaced during the renovation of the hall.

Estimated cost = $30,000

Popejoy Security System –

Popejoy currently has a very limited security system. It needs to be expanded greatly.

Estimated cost = $30,000

Department/Staffing Info

Appointments:

Jessica Hicks	Sr. Graphic Designer
Jennifer Malaney	Assistant Director of Development
Alex Ortega	Lead Custodian
Heather Polyard	Volunteer Coordinator

Separations:

Keith Greer	Development Coordinator
Jennifer Malaney	Assistant Director of Development
Janice Page	Sr. Graphic Designer
Scott Palmer	Lead Custodian
Nick Wylie	Lead Custodian

Current Full Time Staff

Thomas Tkach	Director
Terry Davis	Marketing Officer
William Eyler	Accountant III
Jessica Hicks	Sr. Graphic Designer
Rachel Lamb	Administrative Assistant III
Laura Maness	Supervisor, Education & Outreach Programs
Judi Mersereau	Production Services Manager
Maryellen Missik-Tow	Development Director
Tram Nguyen	Operations Manager
Patricia O'Connor	Sr. Marketing Representative
Alex Ortega	Lead Custodian
Heather Polyard	Volunteer Coordinator
Chris Quintos	Program Coordinator
Billy Tubb	Technical Director

Current On Call Staff

David Bentley	House Manager Associate
Brian Colburn	House Manager Associate
Rosemarie DeLeo	House Manager Associate
Phil Dougharty	House Manager Associate – Lounge Mngr
Diane Fields	Assistant House Manager Associate
Michael Gaba	House Manager Associate – Lounge Mngr
Kisa King	Assistant House Manager Associate
Hannah Peceny	House Manager Associate
Christine Weisz	House Manager Associate – Lounge Mngr

Herb Wright   House Manager Associate

Volunteer Information
Total number of volunteers FY 13-14:   256
Total number of volunteer hours donated FY 13-14:   21,870

Appendix H

FY 2013 – 2014 Annual Report

KNME-DT KNMD-DT

Submitted by:

FRANZ JOACHIM/GENERAL MANAGER & CEO

www.newmexicopbs.org

Mission and Vision

- New Mexico PBS' Mission is to inform, engage, and connect New Mexico's diverse communities, reflecting their interests and needs through quality programming, services, and on-line content that can be accessed anytime, anywhere.

- New Mexico PBS will invest its resources to enrich the lives of viewers through engaging content and services that expand horizons, stimulate local culture, foster public dialogue, encourage civic involvement, and advance the quality of life for all.

Organizational Chart

Franz Joachim
General Manager & CEO

TC Chavez
Admin. Asst.

Jim Gale
Engineering Dir.

Karen Mann
Finance Dir.

Theresa Spencer
Development Dir.

Joan Rebecchi
Content Dir.

Laurel Wyckoff
Ed. Outreach Mgr.

Jim Gale (Engineering Dir.)

Dan Zillich
Transmissions Mgr.

TV Trans. Engr.
Ilir Prifti

Mike Snyder
Mgr. Studio Engr.

Studio Engineer
Ken Brown
Bob Henry

Steven Campbell
IT Mgr.

John Tiesi
IT Tech.

Kevin McDonald
Production Mgr.

Antony Lostetter
Production Tech.

Randy Lantz
Studio Supr.

Student Crew
Morgaine Adkin
Aaron Anglin
Anissa Baca
Veronica Deeds
Carly Granger
Ariel Griego
Nathaniel Gutierrez
Anthony Rodriguiz
Michael Warren
Kendra Williams

Karen Mann (Finance Dir.)

Vacant
Accountant III

Karen Allen
FS Tech

Pam Sanchez
Senior FS Tech

Unfilled
Student

Theresa Spencer (Development Dir.)

Jeanette Quintanar
Underwriting Mgr.

Jodie Douglass-Parker
Account Executive

Vacant
Account Executive

Tim Carlton-McQueen

John Burch
Membership Mgr.

Jason Knowles
Membership Prod

Clara Boling
Volunteer Coord.

Arianna Miera
Member Services

Joan Rebecchi (Content Dir.)

Denise Mills
Programmer

Suzanne Kembel
Operations Mgr.

Operations
Jo Lamor
Brian McCormick
Laura Brunette
Fuad Cuzmar
Josh Brown

Traffic
Jolene Jojola
Don McCormick

Mike Privett
Promotions Mgr.

Bill Pinnell
Public Relations

Evy Todd
Public Relations

Brian Bingamon

Jessi Lee Mraz
Web Developer

Elizabeth Gamez

Taylor Mills
Student

Michael Kamins

Producers
Tara Welch
Megan Kamerick

Kathy Wimmer
Prod. Coord.

Laurel Wyckoff (Ed. Outreach Mgr.)

Outreach Spec.
Holly Lovely
Rose Poston

Kathryn Lupien
Student

Linda Quan
Receptionist

Students
Airen Martin
Brandon Ballejos

<u>2013-2014 Annual Report</u>

Table of Contents

Executive Summary

New Mexico PBS began the fiscal year 2014 in solid positions with respect to finances, standing in the community and standing nationally as a PBS affiliate. The year began with the successful transition of leadership with the appointment of Franz Joachim as General Manager. Mr. Joachim replaces Polly Anderson whose four-year tenure ended in January 2013.

Key accomplishments during FY 14 include continued growth in membership with a concurrent growth in associated revenues. Overall viewership remains steady while similar television markets around the nation continue to see weakness. Revenues from ancillary activities such as program distribution and video production services surpassed key benchmarks. Revenue lines that have shown weakness in the past year show signs of turning around. Corporate sales that have suffered significant downward movement since the beginning of the recession in 2009 appear to have stabilized. Ancillary revenue from leasing space at translator sites has also suffered, but appears to be improving as well.

New Mexico PBS channel 5.1 KNME continues to enjoy strong ratings, indicating a dedicated following. Aggregate ratings for prime time viewing as well as ratings for individual programs regularly appear in the top five nationally. Day time ratings, specifically around our children's block are competitive with the commercial offerings sharing the same day parts. We do not subscribe to ratings for sub streams KNME ch. 5.2 V-Me, KNMD ch. 9.1 World and KNMD ch. 9.2 Create, but anecdotal access to ratings for those streams indicate a steady increase in awareness and strengthening numbers especially for KNMD ch. 9.1.

Local impact enjoys continued success and increased relevance. With the launch of Colores! in the second half of FY 13 we have re-established our claim to both the brand and the genre. There is no other continuous and comprehensive coverage of the New Mexico Arts and culture beat. And in partnership with other PBS stations around the country we distribute these stories of the New Mexico Arts scene to a national audience. Similarly, we continue our partnership with the Corporation for Public Broadcasting's American Graduate initiative leveraging the relationship to highlight the issues surrounding flagging high school graduation rates around the nation through the lens of the solutions we are finding at the local level. The United Way of Central New Mexico's Mission: Graduate initiative recognized the strength and value of the structure we created around American Graduate and asked to incorporate that structure into their program.

New Mexico in Focus remains the only state wide television program devoted to New Mexico public affairs and the analysis of local issues. Our consistent high level of journalistic quality and integrity has lead to partnerships with UNM's New Mexico News Port, New Mexico In Depth and FollowTheMoney.org. Through additional partnerships with our sister stations, KENW-TV Portales, KRWG-TV Las Cruces, KUNM-FM and KANW-FM we are in a unique position to reach every citizen of the state with issues of import, relevant information, entertaining, enlightening, educational content that improves our lives and helps us become better citizens..

Overview

New Mexico PBS exists as an umbrella brand for two broadcast entities, KNME-TV and KNMD-TV. KNME-TV was licensed to broadcast as a Public Television station in 1958. The University of New Mexico and the Albuquerque Public School District signed a Joint Powers Agreement that defines the responsibilities of each institution to the construction and operation of KNME-TV.   In 2004 KNMD-DT was licensed solely to the University of New Mexico to operate as a Public Television Station. KNME and KNMD, as well as Westlink Satellite Distribution Services, NMPBS Production Services, www.NewMexicoPBS.org and NMPBS LearningMedia operate as entities of New Mexico PBS.

New Mexico PBS provides New Mexicans with the knowledge they need to make informed decisions; we convene community dialogue, and engage audiences to share their stories. We help students and teachers thrive in 21st century classrooms, and take people of all ages on journeys and exploration – exposing them to new people, places and ideas. We are leaders in using emerging technologies to bring benefits in the digital world and inspire community engagement. We act on the belief that place and community matter.

New Mexico PBS KNME channel 5.1 is one of the most watched public television stations in the country reaching almost 700,000 households each week with over 20,000 members in New Mexico. In addition to such standards as Nature, Nova and Masterpiece Theatre KNME 5.1 provides over 70 hours a week of educational and entertaining children's programming. By some measures that makes us the largest provider of early learning resources in the state. KNME channel 5.2 broadcasts Spanish language content specifically programmed for the Spanish speaking audience that yearns for more enlightening and educational fare.

New Mexico PBS Channel 9 reaches approximately 360,000 households with an alternative schedule of PBS programming aimed at the educated voter. Our PBS World service on channel 9.1 provides news from around the world and public affairs programming designed to inform and inspire. The Create service on channel 9.2 is an aggregation of all the great how-to, cooking and travel programs that made PBS the leader of that genre.

Westlink Satellite Distribution Services provides a low-cost alternative distribution point for those seeking the viewership among the nations other PBS stations. Westlink provides over twenty hours of high quality programming to every station in the PBS system every week.

NMPBS Production Services honors the congressional mandate that PBS stations use their facilities to mitigate tax payer involvement in supporting station operational costs. By identifying niche markets in video production, not otherwise served by the New Mexico film and television production community NMPBS Production Services generates significant revenues that support the mission and vision of New Mexico PBS.

NewMexicoPBS.org provides users with a place to interact, learn more, and connect with others and has over 35,000 page views per month. New Mexico PBS has extensive partnerships throughout the community. These partnerships include the K-12 community, higher-education, dozens of community service organizations and more.

NMPBS LearningMedia leverages the best of local and national educational content, providing learning modules gleaned from the best of PBS and NMPBS programs along with lesson plans ready to be used in classrooms around the world. NMPBS LearningMedia is an invaluable educational resource used by over 4600 teachers statewide.

Our broad reach on-air, on-line and on the ground comprise an extensive educational and community service organization in New Mexico. For more than 55 years, New Mexico PBS has been a leader in public television with a history of innovative services connecting the people of New Mexico.

Accomplishments

- New Mexico PBS signature weekly public affairs show *New Mexico in Focus* continued to provide huge community impact in 2013-14. *New Mexico in Focus* produced tie-ins to important CPB and PBS projects like *American Graduate.* New Mexico PBS' tie-in was designed to highlight projects, people and organizations that are making a difference in the state graduation rate. Other notable interviews included U.S. Senator Martin Heinrich, US Senator Tom Udall, U.S. Congresswoman Michelle Lujan Grisham, Secretary of Education Arne Duncan, Mayor Richard Berry, Native American activist La Donna Harris, artist Judy Chicago, actor Jesse Tyler Ferguson and actor Bryan Cranston. The interview with Bryan Cranston has over 75,000 YouTube views to date. 2014 began with our annual coverage of the New Mexico State of the State address. The month of expanded legislative coverage included interviews at the Roundhouse with legislative leaders from both the House and Senate. *New Mexico in Focus* covered a wide range of topics including the Affordable Health Care Act and its impact in New Mexico, brain injury in contact sports as a tie-in to FRONTLINE: LEAGUE OF DENIAL, climate change, water resources in New Mexico, economic development, Earth Day, Kirkland Air Force Base Jet Fuel Spill, APD crisis, and more.

- COLORES! continued with its second year as a weekly local and national art series on New Mexico PBS. This series features local and national stories about film, visual and performing arts, theater, photography, literature, painting, sculpture, poetry and dance. COLORES! provides an in-depth look at the inspiration, challenges and processes of a wide range of artists. COLORES! is presented though a collaboration between new Mexico PBS and the Public Television Major Market Group (MMG), a public television affinity group. The MMG facilitates the sharing of video and web content produced by the participating MMG stations and is coordinated by THIRTEEN, the flagship New York PBS station. Episodes included interviews with author John Nichols, actor Dan Stevens from *Downton Abbey*, filmmakers Godfrey Reggio and John Sayles, as well as artists, architects, painters, sculptures, musicians, and more.

- New Mexico PBS also has a long tradition of informing and educating its audience about important election issues. In September 2013, New Mexico PBS provided in-depth coverage of the Albuquerque Mayoral race with a debate between Mayor Richard Berry, and challengers Pete Dinelli and Paul Heh in partnership with the League of Women Voters. The debate addressed questions on economic development, water and growth, and the special election ballot initiative to ban late-term abortions.

- The American Graduate Community Education Tele-Town Hall gathered 15,000 participants, 12 statewide community conversations and created the agenda for a televised Town Hall broadcast on January 16, 2014. 3,167 households viewed the broadcast (.5 Nielsen rating / 1 share) with 571 American Graduate web page views – American Graduate News and Events Post, 199 web page views -American Graduate Town Hall video page 770 page views.

- During the 2013 NM Legislative session we asked for and received a $100,000 increase in our line item appropriation. Partial justification for that increase was a commitment to increased student access and support. In keeping with that commitment we increased our student positions from 9 to 16 student employees, offering positions in a wider variety of departments, expanding the opportunities for on the job training. We also provided support to increase the number of UNM classroom activities, primarily by providing access to our studio facilities for more Television Production Labs. We have increased the lab activity from one to two labs held in our studios twice a week and are working with the University to add a third television production lab in our facilities.

- With a focus on low income families and children having access to quality afterschool programs and early childhood resources, The New Mexico PBS *Ready to Learn* Program has expanded its service by providing out-of-school-time curricula training and resources using *PBSKids Labs* programming and materials. For many years we have provided workshops in APS Afterschool programs for 14 Bernalillo County after school sites. This year we have expanded to 28 school sites though our partnership with the Rio Grande Education Collaborative holding 43 workshops serving 1558 children and distributing 1,777 books. These programs are in schools that serve low income neighborhoods and communities by training afterschool program staff best practices on implementing PBS curricula. NMPBS is committed to enhancing the quality of early childhood educational programs that can support children's literacy development and social well being.

- New Mexico PBS worked with Manzano Mesa Elementary Community School on the implementation of *PBSKids Transmedia* Content out-of-school time environments. We implemented the program in their Preschool Co-op by providing training for Spanish speaking parents on using *Transmedia* content and tools with their children. They learned about the *PBSKids Lab* and how to implement *Super Why* Reading Camps in the summer for their preschoolers. The children were exposed to computer usage, playing the games on the site, viewing PBS Kids programs, making crafts and reading books. In addition New Mexico PBS co-hosted five family engagement events like literacy nights, STEM night and Summer Learning Day impacting 2,000 kids, 500 parents and 940 educators.

- In partnership with the Independent Television Service, New Mexico PBS Community Cinema at the KiMo held free screenings of *The Graduates/Los Graduados Boys Hour & Girls Hour (2 screenings), The State of Arizona, Las Marthas, The Trials of Muhammad Ali, Medora, The New Black, Freedom Summer.* Moderated panel discussion followed each screening,

- New Mexico PBS brought in the *Martha Speaks* character for the Summer Program Registration to help generate excitement and to recruit parents to register their kids for the *PBSKids* Summer Learning Camp. We partnered with Children's Choice a quality afterschool provider, who staffed and ran the *PBS Kids* Summer Learning Camp using I-Pads and *The Electric Company* Extended Learning Curriculum, which supported project-based learning with media.

- New Mexico PBS LearningMediaNew Mexico PBS LearningMediaprovides instant access to thousands of classroom-ready digital resources. These on-line resources include videos, photos, and in-depth lesson plans. Digital classroom resources in the library grew from 35,000 assets to 80,000. Currently we have more than 4,600 registered users. We added several new "Ask a Scientist" and "Moments in Time" fifteen New Mexico history videos as content in *New Mexico PBS Learning Media.*

- New Mexico PBS *Teacherline* helps educators acquire 21st century skills. PBS *Teacherline* courses meet New Mexico teacher competency requirements and provide opportunities for educators to earn their teaching endorsement and/or move along the New Mexico 3-Tiered Teacher Licensure System. During 2013, 12 New Mexico educators enrolled from Pecos, Farmington, Rio Rancho, Los Alamos, and Albuquerque.

- Ten New Mexico PBS *Science Cafés* took place at various locations throughout the community. Each venue hosted standing room only crowds on the last Saturday of each month. More than 800 people attended. Dr. Mark Boslough, a Sandia Laboratories scientist traveled to Russia with a crew from NOVA for an episode on meteor strikes who was the guest speaker at one of the *Science Cafés* on the topic. Dr. Boslough has developed several simulations that have been used to estimate the size of the meteor and blast. Other topics included ravens, nuclear aftershocks and water scarcity in NM.

- New Mexico PBS completed the Mission Graduate Video in partnership with United Way, Albuquerque Public Schools, UNM, CNM, and Rio Rancho Public Schools. The video was used to show at all of the graduation ceremonies and placed on the partners web sites. NMPBS will also turn this into an on-air spot.

- In November we received notification from WGBH in Boston that they were planning to bring *Antiques Roadshow* back to Albuquerque. This will be the third time *Antiques Roadshow* has visited Albuquerque in its 19 years in production, an honor shared by only five other PBS stations. In anticipation of the July taping we raised $69,000 in one evening offering tickets to *Antiques Roadshow* when it visits Albuquerque in July. This set a station record for most funds raised in one evening. We are planning more membership cultivation events for

the week prior to the *Antiques RoadShow* taping on July 19. The station is planning a private reception with donors along with the host and producers. In addition NMPBS will arrange for volunteers, coordinate press interviews, etc.

- Over 400 people attended the open house with Continuing Education and NMPBS on May 17th. The *Cat in the Hat* was on hand to greet many children and families. Children were able to see themselves on camera, and participate in many hands-on activities.

- NMPBS aired Ken Burns – *The Address* in April. As part of the nationwide effort NMPBS community leaders to record and recite the *Gettysburg Address*. This mash-up is on newmexicopbs.org as well as the national *Gettysburg Address* web site. Some of the people we filmed included Governor Martinez, Mayor Berry, President Frank, Winston Brooks, U.S. Representative Steve Pearce, U.S. Senator Tom Udall, U.S. Senator Martin Heinrich, Kathie Winograd and more.

- In anticipation of Ken Burns *The Roosevelts* NMPBS began working on plans to hold a screening in September at the Lensic Performing Arts Center in Santa Fe. The co-producer of the film, Paul Barnes plans to attend the screening and panel discussion. *The Roosevelt's* will air on NMPBS beginning September 14th. This 14-hour series will air over the entire week.

- The newmexicopbs.org website was updated to be a "responsive site." That means the site works across all devices. In addition, we recently updated the schedule page to be more user friendly. The update also allows the station to make any last minute schedule changes instantly.

- In May we welcomed guests from the Navajo Nation Office of Broadcast Services for a week of training and job shadowing. We helped them understand broadcast automation workflow and editing software.

- During 2014 we have provided approximately 1000 hours of satellite uplink service to PBS stations during the fiscal year, and reached approximately 135% of our original revenue goal. NMPBS has also renewed distribution agreement with our largest client, Democracy Now! for the next fiscal year.

- New Mexico PBS also completed the final stage of building out our state-of-the-art High Definition Digital Production Facility. New additions this year include a multi-camera field switcher from Livestream, a newly finished studio floor, and the construction of set pieces for our current local productions New Mexico in Focus and Colores!. We have already been able to put the field switcher into use during the Council of Great City Schools Town Hall event which took place in early November. We were able to live-stream that event, which featured four cameras, while also recording the footage to be used in a later broadcast. Funding for the High Definition Digital Production Facility was provided by the Public Telecommunications' Facilities Program (PTFP) grants and an Albuquerque Public Schools Bond.

- New Mexico PBS continued the *American Graduate* public awareness campaign. With community partner input and on-camera appearances, New Mexico PBS produced English and Spanish PSAs which aired on the four New Mexico PBS channels. We also purchased time on English and Spanish language television, cable, and radio stations to expand the reach and impact of the campaign.

- We produced additional short documentary segments highlighting solutions on our weekly public affairs series *New Mexico in Focus*.   Topics included truancy, Big Brothers, Big Sisters, Native American Charter Academy, Teachers teaching teachers and more. Also during 2013 we produced two half-hour segments, one on Family Engagement (in partnership with Families United for Education) and another on Native American Students (in partnership with Koahnic Broadcasting and "Native America Calling.")

- Results from a series of community conversations became the focus of an *American Graduate* Education Town Hall which was held in conjunction with Keep the Promise for New Mexico's Future. Approximately 50 educators, students, parents and community members were in attendance, along with special guests. The *American Graduate* Education Town Hall was moderated by Heather Balas, President & Executive Director of New Mexico First. A resolution emerged from the events. State Senator Jacob Candelaria introduced it as Senate Joint Memorial 11, "expressing a shared commitment to the vision of a high-quality public education in New Mexico." The program is scheduled to air in January 2014 in conjunction with the New Mexico Legislative Session.

- Over 900 urban school leaders gathered to discuss initiatives to improve the quality of education for children in the nation's largest school districts at the annual Fall Conference of the Council of Great City Schools in November. New Mexico PBS partnered with Albuquerque Public Schools to live-stream and broadcast an extraordinary educational forum as part of the conference. The forum was moderated by Harvard Professor Charles Ogletree.

- In July 2013, New Mexico PBS held a special dinner with Dr. George Fischbeck – KNME science teacher, pioneer, and Albuquerque icon for over 100 donors at Los Poblanos Historic Inn and Organic Farm. Dr. George told stories and answered questions from many of his long - time fans. Dr. George was the host of the KNME Science Program in the 1960's and is considered a pioneer of broadcasting.

- For the premier of the highly acclaimed Season 4 of *Downton Abbey,* New Mexico PBS held a special screening at the Lensic Performing Arts Center in Santa Fe. Guests watched the first hour of Season 4, many of them in "Roaring Twenties" costumes. Over 650 donors and viewers attended this screening. New Mexico PBS also had a *Downton Abbey* backdrop which

was used as a photo opportunity to take photos of all the guests in costumes. New Mexico PBS held a private donor reception in advance with "Roaring Twenties" themed food and costumes. New Mexico PBS received many positive comments from guests and viewers. This garnered the station good ratings for the broadcast and expanded our connection in the community.

- Individual giving increased its revenue by 6.49% in FY14 over FY13 posting a total of $2,734,563. Fiscal year 2014 was the largest grossing year in the history of NMPBS individual giving. In FY14 pledge donations increased by 14% and acquisition mail increased by 16%.

- As other stations continue to lose members, happily, NMPBS increased its base by 1,524 donors in FY14. We saw an increase in donor revenue last FY and expect that to hold with little attrition this FY.

- Major Giving income (donor gifts totaling $1,000 or more) increased by 32% in FY14 over the previous FY. More accurate tracking and an increase in cultivation efforts resulted in this increase.

- Facilitated a statewide underwriting buy for the Georgia O'Keefe Museum. NMPBS produced the spot and reserved airtime on the other two New Mexico stations. This was a successful team effort and a service we'll continue to offer to our clients.

- Cumulative underwriting revenue for FY14 was $461,122.

- Both KNME-TV and KNMD-TV License renewal applications were submitted at the FCC on 5/23/14 (KNMD) and 5/28/14 (KNME). We are waiting for the renewals, a matter of process. Renewals are good for 8 years, until 2022.

- New Mexico PBS is one of the largest credit card transaction users at UNM. The system is now compliant with national standards. The standard involves credit card data management, controlled access points and a video monitoring system.

- An Education Outreach (K-6) pilot project using iPad technology in a classroom setting was implemented using PBS Applications and Content. The project was managed in collaboration with the NMPBS Education Department, APS and Manzano Mesa grade school.

- File Server Replacement project planning was completed to replace KNME's oldest and most critical file servers. Implementation is scheduled for September, 2014.

- The HD Production Upgrade Project for KNME was completed in September, 2013 with the addition of a much needed Color Grading System for Edit Room A.

- KNME added a full-time Editor (two-year Professional Intern) in August, 2013. This position has improved workflow and relieved project overload conditions in the Production Department. It has also brought enhanced skill sets to the work place.

- New Mexico PBS was contracted by United Way of Central New Mexico to produce 60 second television spots for *Mission: Graduate*. The spots were shown at APS High School. CNM and UNM Graduation Ceremonies. The spots will move to on-air and web promotional campaigns.

- New Mexico PBS was contracted by UNM to produce a profile video for the <u>APPA 2014 Awards</u>. UNM won the 2014 award for best Physical Plant in America. A six minute video was produced to highlight UNM Physical Plant operations, engineering and the UNM Campus, highlighting key personnel and facilities.

- In coordination with our sister PBS stations KRWG and KENW, New Mexico PBS is crafting a $2.25 million ($750,000 per station) capital request to be submitted in the 2015 New Mexico State Legislature. The funds requested will allow replacement of oldest and most obsolete equipment in the Operations Center of KNME-TV.

- In June the Public Broadcasting Service in Washington announced that New Mexico PBS (KNME) has been selected as a test partner for V-6, the next PBS Network interconnection system. The system will allow digital content contribution to the PBS network and other V-6 partners. The project is 100% PBS funded.

- A cost study and engineering plan were completed to bring six new KNMD Translators to service in 2016.

- New Mexico PBS worked with UNM PPD Engineering to redesign the Air-Conditioning distribution system for the KNME Digital Transmitter. With the improvements gained, equipment reliability and life span have been increased, allowing the digital transmitter to reach its 20 year expected life, until its scheduled replacement in 2022.

- Thanks to special consideration by the FCC (Federal Communications Commission), KNME has been awarded credentials to activate a new Digital broadcast service for the city of Shiprock, NM and surrounding areas. The system was made operational in September, 2013.

- For the first time, affordable computer modeling software became available to comprehensively map the entire KNME Full-Power and Low-Power coverage area. The software also shows accurate population counts within the coverage area with data tables

tied to the 2010 U.S. Bureau of Census data.

- KNME's audit for the fiscal year ended June 30, 2013 was completed in December, 2013 and an unqualified opinion was received. Using this audited data, the following required reports for the fiscal year were prepared and submitted to the Corporation for Public Broadcasting (CPB): Annual Financial Report (December, 2013), Station Activities Benchmark Study (February, 2014), and Station Activity Survey (February, 2014). Significant CPB grants received during FY2013-14 were: Community Service Grant ($1,305,986), Interconnection grant ($24,947), and Distance Grant ($48,950).

Current Projects

- Documenting all known legacy gifts in the donor software. There are currently 23 expectancies that will total well over one million dollars in donor bequests coming to the network in subsequent years.

- To boost sales in a still-lagging state economy, we increased over a dozen renewing clients in FY14 to higher contracts than the previous year. We're continuing that strategy this fiscal year.

- Preparing informational meetings to present to the KNME Board, the UNM Board of Regents and the APS Board of Education regarding the FCC Spectrum Auction and Repack. The Federal Communications Commission has scheduled a nation-wide Auction in early 2015 and Spectrum Re-allocation in mid 2015. Participation is voluntary and NMPBS management has set up several planning scenarios.

- Submitting a $20K proposal to Sandia National Labs in support of Science Central after a positive meeting with the organization's community relations representative.

- We are awaiting word from the FCC on our license renewals for KNME & KNMD. Both KNME-TV and KNMD-TV License renewal applications were submitted at the FCC on 5/23/14 (KNMD) and 5/28/14 (KNME).

- Working to establish a Producer-Director (On Call) position to supplement contract production resources. This new position is being created as a less complex and lower cost alternative to using free-lance and contract based personnel. The concept has worked well to allow talented recent UNM graduates to produce television programs on an as-needed basis. The On-Call Producer –Directors can be hired as needed. They report to the Production Manager.

- Applying to DBS carriers (Direct and Dish satellite) for mandatory carriage of KNME and KNMD channels.

- Continue work on a $2.25 million ($750,000 per station) capital request to be submitted in the 2015 New Mexico State Legislature. The funds requested will allow replacement of oldest and most obsolete equipment in the Operations Center of KNME-TV.

- Finalize Nielsen negotiations to secure ratings information for all four streams (5.1, 5.2, 9.1, 9.2) and to include Scarborough market analytics.

- Sandia Crest Facility Building Improvements – UNM Remodel completed a project to seal outside load bearing walls and do interior and exterior painting on the KNME-TV Building on Sandia Crest.

- Statewide underwriting plan to be formalized and presented to KENW and KRWG.

- Organizing the next season of *Science Café.*

- Organizing the next season of *Community Cinema.*

- Securing rights and content to create DVD series of Albuquerque episodes of Antiques Roadshow to offer as premiums during 2015 Pledge drives.

- Planning for multiple events in Albuquerque and Santa Fe around 2015 premiere of **_Downton Abbey_** Season 5.

- Complete serialized documentary on the Albuquerque arts community, **_Painting Albuquerque_** (w.t.). Individual segments will be produced as segments for **_Colores!_** and then packaged into a 1 hour documentary.

- Staff has been aligned and a committee formed to carry out our next phase of strategic planning. The Staff Strategic Planning committee has produced a report with recommendations. That plan the 2014 **_NMPBS Strategic Planning Framework_** has been handed off to senior management. Senior management is in the process of evaluating the recommendations, forming their own recommendations in preparation for a report to the NMPBS Board of Directors.

Future Plans
- New Mexico in Focus is working with public media outlets in New Mexico to produce Candidate Debates for CD1, CD2, CD3 and Senate races. The debates are intended to be broadcast simultaneously on KNME-TV, KENW-TV, KRWG-TV, KUNM-FM, KANW-FM, KENW-FM and KRWG-FM as well as live-streamed online. Working in conjunction with these media partners as well as UNM Communications and Journalism News Port and

NM In Depth we hope to provide a product that will reach every voter in New Mexico with relevant and timely information.

- Seeking funding for continuation of current local programs **_New Mexico in Focus_** and **_Colores!_** Seeking funding to begin a new series **_Connect_**, on entrepreneurs and tech transfer.

- Produce a serialized documentary on the New Mexico's artistic masterpieces. Individual segments will be produced as segments for **_Colores!_** and then packaged into a 1 hour documentary.
- Continue efforts to increase major giving, endowments and bequests.

- Roll-out Online Personal Interface module to donors allowing them to update personal information and billing preferences online.

- Debut new direct mail renewal series.

- Increasing efforts to cultivate Los Alamos and Santa Fe donors

- Build out KNMD Translator Network similar in footprint to KNME Translator Network. Complete a cost study and engineering plan to bring 6 new KNMD Translators to service in 2016.
- New Mexico in Focus is planning expanded legislative coverage with the same media partners, UNM Communications and Journalism News Port and NM In Depth, in the 2015 legislative session.

- New Mexico PBS iconic series Colores! will start its third season since re-establishing it in January 2013.

- Pending confirmation of funding from Kellogg Foundation and the Corporation for Public Broadcasting we intend resuming production of another season of Public Square, NMPBS's forum for constituent dialog with the leadership in New Mexico.

- Pending securing a capital request in the 2015 Legislative Session we will begin a rebuild of KNME/KNMD master control systems.

Appendix I

FY 2013 – 2014 Annual Report

PHYSICAL PLANT DEPARTMENT

Submitted by:

JEFF ZUMWALT, INTERIM DIRECTOR
http://iss.unm.edu/ppd/#

Mission and Vision

The Physical Plant Department's (PPD) mission is to consistently deliver effective programs and efficient facility services based on sustainable and collaborative outcomes aligned with the University of New Mexico's core mission.

Our community, state, and national peers will recognize the University of New Mexico's Physical Plant Department as a leader in campus sustainability and facilities stewardship.

Organizational Chart

2013 – 2014 Annual Report

Table of Contents

Executive Summary

The Physical Plant Department (PPD) is responsible for maintaining the physical campus in a manner that provides the campus community with an environment conducive to education, research and public service. This includes the indoor and outdoor environment of what is commonly referred to as the north campus (including the Health Sciences Center), main campus and south campus. Additionally, the department maintains the University's district energy system providing electricity, steam, chilled water and domestic water through its own distribution systems.

The Physical Plant Department is challenged with maintaining sophisticated facilities that require a highly skilled workforce. The department prides itself on the level of training and the extensive credentials of its staff. The comprehensive education, training and dedication of hundreds of employees enables the department to deliver the level of service necessary to support the mission of the University of New Mexico. In April, the department's efforts were recognized by the leading education facilities industry group (APPA – Leadership in Education Facilities). APPA conducted an exhaustive assessment of PPD's systems, processes, activities, and people and determined that PPD should receive APPA's Award for Excellence. This is the highest institutional honor bestowed by APPA.

The Physical Plant Department is comprised of five divisions; Environmental Services, Engineering and Energy Services, Maintenance and Planning, Finance and Administration, and Utilities. During the year, each of the divisions supported the ISS goals of Finance, Customers and other Stakeholders, Internal Processes, and Learning and Career Growth. The Finance goal was supported by projects such as the new cogeneration unit in the Ford Utilities Center. This new equipment will reduce the operating budget while also reducing the carbon footprint of the campus. The department replaced 14 irrigation systems last year resulting in significant water savings. This is an example of an effort that supported two goals. Saving water reduces expenses (Finance) but it also demonstrates to the campus community that PPD is a good steward of resources (Customers and other Stakeholders). Another example of increased performance for our Customers and Stakeholders is the creation of a Communications Specialist. PPD initiated several new modes of communication with the campus community to enhance PPD's image and increase employee engagement. PPD employees' participation in industry group activities (such as APPA training and conferences) is an example of one way in which PPD supported the ISS goal of Learning and Career Growth. PPD also learned from various events during the year. The retrieval of the helicopter from the hospital was a great learning experience for PPD personnel. After the event, the divisions revised procedures and purchased equipment to be better prepared for the next emergency operation (Internal Processes).

Accomplishments & Significant Developments

Environmental Services Division

The Environmental Services Division has five subdivisions; Grounds and Landscaping, Automotive, Custodial, Special Activities, and Sustainability. The Division developed training for OSHA's new system of classification and labeling of chemicals and Safety Data Sheets. Training was presented to all PPD staff to comply with OSHA guidelines.

Grounds & Landscaping
- Irrigation systems were replaced at Art Annex, North Anthropology and the North side of Las Lomas and Redondo intersection. The existing systems were over 30 years old and inefficient. The new systems have reduced water usage in these areas by over 30%. Ten additional irrigation renovations were completed throughout campus to improve efficiencies and distribution uniformity. Water savings in these areas are expected to be between 15 and 20%.
- In coordination with the Facilities Access Committee, Grounds and Landscaping continued to identify and improve access to the campus walkways by installing new ramps and walkways to improve accessibility. Projects included adding a handicap accessible sidewalk along the south side of Tucker from Yale to Domenici Education, and ramps were added and or replaced at the north side of Hokona, Latin American, Farris Engineering, south side Lomas parking structure, north side Las Lomas from Yale to Chiller plant and southwest of the tennis courts.
- Two additional trash compactors were installed at Dental Clinic and Hibben Center to improve refuse removal efficiencies and lower costs.
- On July 26, 2013 a severe storm passed through the university campus. UNM lost over 20 large trees and many others severely damaged. The Grounds & Landscaping staff responded throughout the weekend to ensure the campus was safe and cleaned up without disruption of classes or services.
- Grounds & Landscaping assisted with and provided technical support for the North Golf Course Improvement project.
- Grounds & Landscaping initiated a water safety program on all exterior water features on main and north campus including twice a week testing of water for chlorine levels.
- The Grounds & Landscaping department moved into a new facility by replacing the 30 year old "temporary" trailer.
- The Grounds & Landscaping department provided support to student groups and organizations for numerous events including Freshmen Family Days, Welcome Back Days, Homecoming Festivities, Hanging of the Greens, Red Rally, Graduation and Commencement ceremonies. They worked with student groups to renovate several areas of Campus during the Fall Frenzy activities in September 2013.

Special Activities

- Jessica Regensburg was hired in October 2013, as Supervisor of Special Activities.
- Special Activities staff assumed responsibility for assembling, installing and maintaining landscape features on main and north campus including benches, tables, bike racks, trash cans and other similar features. This generates revenue for PPD and keeps UNM dollars inside UNM.
- Special Activities staff also began disassembling and assembling furniture in conjunction with office moves. This revenue generation function previously had to be coordinated with area maintenance staff, taking them away from other functions.
- Continued support of major events such as Graduation and over 30 Commencement ceremonies in December and May, Freshmen Family Days, Welcome Back Days, Homecoming Festivities, Hanging of the Greens, Red Rally, Spring Storm and Science Fair.
- The Special Activities staff completed over 800 requests for event support and office moves.

Automotive
- The Automotive center assumed the management of the fueling system from UNM Purchasing in October 2013. This included overseeing the implementation of a new fuel management system and transitioning away from Fuel Cards to meet the University's PCI compliance.
- Automotive technicians completed over 2,500 service requests on the university fleet.

Main Campus Custodial
Our major challenge in FY14 was to combine all our staff to a shift change from 4:30 am to 1:00 pm service. In response, we have become a more efficient and effective organization. We have united our schedules to maximize our productive work hours, and minimize safety hazards, while also saving energy. Our staff covers 4,605,708 cleanable square feet of facilities at an APPA Level 2 Cleaning Standard.

- Main Campus Custodial Services consists of 123 FTE's comprising six sections: Five custodial sections and one section specializing in floors.
- Staff training continues each month in the OS-1 cleaning systems. During the fiscal year 15,840 training hours were provided to our custodial staff. 11,088 hours were devoted to special projects such as floor and carpet care projects.
- Main Campus Custodial Services continues to maintain a high safety audit rating and keeps safety awareness at a high priority level.
- Main Campus Custodial continues to look for ways to become more sustainable, such as using the flat mop system, thereby saving water and reducing labor costs.

HSC Campus Custodial
HSC Custodial has undergone a transition to standardize the cleaning operation to be in line with the operations on Main Campus. We have accomplished that through standardized training. We have concentrated on team cleaning, floor care, and lead training. Our staff covers 1,073,392 square feet at an APPA Level 1 Cleaning Standard.

- HSC Campus Custodial Services consists of 31 Custodians, 9 Leads, 2 Supervisors, 1 Administrative Assistant, and 1 Manager.
- During the fiscal year 5,280 training hours were provided to staff. 3,696 training hours were devoted to special projects, such as floor care.
- All paper and chemical products have been standardized. We use "green" products when possible.

Office of Sustainability

- In August 2013, UNM won the "sustainable business award" at the Sustainable Business Summit which was co-sponsored by Albuquerque Business First and the New Mexico Green Chamber of Commerce. In April, UNM was included in the Princeton Review "Guide to 332 Green Colleges" for the fourth year in a row.

- In January 2014, a new 81 KW solar power system was completed on the roof of the newest UNM Continuing Education building. The system was partially funded by a donation.

- In January 2014, Linda McCormick retired as Resource Conservation Manager and returned part time to work on finding additional customers to pay for recycling services. Mary Clark, Sustainability Manager, assumed management of UNM Recycling and hired Scott George in April as the Recycling Supervisor.

Maintenance & Planning Division

The Maintenance and Planning division completed 19,552 work orders last year. That equated to $6.8 million in cost. The division has accomplished the following items this fiscal year:

Area Maintenance

- All Area techs using ipads for work orders - During the year, all maintenance areas are using mobile devices to access work orders. With much assistance from PPD/ IT group, devices were issued, training was held in each area and paper work orders stopped being issued. Early results indicate data collected is more accurate and the problem of old, finished work orders staying open has been minimized. Paper use has dropped considerably.
- New elevator maintenance contract - An RFP was prepared and issued for a 4 year elevator maintenance contract. Kone was awarded the contract for 161 elevator units on the Albuquerque campus. We were able to negotiate 80 hours per week of on campus elevator staff with a slight savings over the previous 60 technician hours from the old contract.
- Purchased radios for emergency backup - Following the helicopter crash at the hospital, it was determined that a better, redundant, communication system was needed. We purchased 11 new 2-way radios and renewed the FCC license. A new repeater will be installed on the roof of Popejoy to enhance radio performance.
- Staff training - The first year of a 4 year plan for technician training was begun. All area maintenance staff received training in customer service, first aid, CPR, and blood borne pathogens. This was a joint effort between Continuing Education and PPD.

- Safety - The division had a total of 10 reported accidents from June 2013 to July of 2014. This is exceptional considering the number of staff and the type of work they do. This could be attributed to the work of the PPD Safety committee and the well documented and thorough safety training that is delivered to staff each year
- Area Technicians have returned to the after-hours call back program. This is a voluntary program that pays staff technicians who are available to come and handle emergencies.

Sign Shop

- The Sign Shop extended the building monument project into the Health Sciences Center. The shop worked with the Planning and Campus Development Department to change the coloring of the signs to match the standard format for HSC.
- Installation of placards onto the street drains throughout campus. This program was initiated by Safety and Risk Services to protect our watershed system. The warning placards will remind people to recognize that the street drains connect to our local water ways.

Lock Shop

As more of the equipment and projects get entered into the TMA system, the response to work order requests improves. This past year showed large gains in the backlog of work requests and work performed.

- The Lock Shop increased the use of electronic access control devices throughout the main and branch campuses.
- A re-key of many buildings improved the overall deferred maintenance effort by eliminating old outdated key ways and equipment.
- The Los Alamos campus requested the repair of many of their devices and also installed electronic access control systems on key doors.
- BR&R funds were provided this year to replace the aging key core equipment.
- The Facility Access Committee (ADA compliance) also provided funds for the repair/replacement of automatic door closers throughout the campus.

Remodel

This year was another successful year for the Remodel Section. Remodel completed 197 projects totaling $4,062,944. Our staff was reduced which helped our cost effectiveness and project surveys showed no decrease in customer service.

- Repair of $494,000 worth of roofs in our continuing Extensive Preventive Maintenance Program.
- Projects include the replacement of the HVAC and exhaust system in the Mattox Building and the repair of multiple restrooms on campus.

Utilities Division

- The second cogeneration unit at the Ford Utilities Center was completed on January 15. The project was funded and managed by Lobo Energy and Larry Schuster was the project manager. The project completed three months ahead of schedule and under budget. Injector sound resonance issues that led to numerous unplanned shutdowns were resolved under warranty by Solar Turbines, Incorporated.

- To take best advantage of the waste-heat steam produced by the gas turbine's heat recovery system and to maximize electrical output of the existing steam turbine electrical generator, the CUP absorption chiller was restored to operation. Remotely-actuated pressure-reducing valves were added to the campus steam distribution system to provide more stable control.

- The existing cogeneration unit at Ford Utilities Center underwent two major unplanned shutdowns. The first occurred in March when the unit failed its emissions test due to injector fouling. The injectors were cleaned, and the unit passed the re-test. In May, the unit was voluntarily shutdown after a turbine blade was damaged by a foreign object and was offline until June 26. Although the exact cause could not be determined, staff suspected ice ingestion from the evaporative cooler. The cost of repair was covered by State Risk Management. Corrective procedures and controls settings were implemented to prevent further occurrences.

- In April, the UNM Emergency Operations Center was activated, and the Division supported efforts to remove a crashed helicopter from the roof of UNMH. This work required the disconnection of electricity from PNM. As UNM separated from the PNM electrical grid, however, a PNM outage was sensed at Ford Utilities Center and an automatic shutdown of GTG #2 was initiated. GTG #1 was immediately overloaded and shut down automatically to protect itself. That led to a cascade effect that shut off the entire plant. Modifications to the turbine and electrical distribution controls systems have been completed that will allow both turbines to operate in parallel in the future. A clearer understanding of how to both initiate and restore power during such an event has been used to update the Division's Standard Operating Procedures.

- Student Family Housing - The Division entered into an MOU to operate the central plant at Student Family Housing. Improvements were made to the plant equipment to meet current code requirements and to increase the plant's reliability. Additional capital improvements to replace or repair failing infrastructure are planned. The highest priority, replacement of electrical distribution within the complex, was designed, and the construction contract was in procurement at the end of the fiscal year.

- Mesa del Sol Micro Grid - The Division took over operation of the NEDO micro-grid systems at Mesa del Sol. Collaboration with the research team and negotiations with the owners of the Mesa del Sol Aperture Center are underway to reach an understanding of Utilities' future involvement.

- Solar Photovoltaic Projects - A solar PV system was installed at Continuing Education (81 kW), and a third at UNM West (110 kW) was in procurement at the end of the fiscal year.

Engineering & Energy Services

- The annual savings of the Energy Conservation program initiated by Engineering & Energy Services now exceeds $2.2 million and has avoided more than $11,000,000 since inception.

- The building energy system installations which have been completed utilizing Engineering & Energy Services staff has saved more than $95,000 (a 20% savings) when compared to projects utilizing contracted services. Additionally Engineering & Energy Services projects have delivered control systems installations on average of 5% below estimated costs.

- Major projects completed during this reporting period include heating, cooling, ventilation and lighting projects in Art, Regener and Woodward, New Mexico Law and the Basic Research Facility. These projects have invested approximately $2,500 in building system replacements. Not only did these projects result in utility cost avoidance, but they also modernized aging building systems, reduced maintenance and increased system reliability.

Communications

The PPD Communication and Outreach Specialist position was established on July 1st. This is a completely new position for the department, and one that is rare in the facilities management field. The last year has been exciting and challenging to implement processes of communications for a very large, complex department.

One of the first things to be accomplished was the creation of PPD's Communication Plan. This plan included much of what has been accomplished for FY13-14. The goals stated in the Communication Plan include:

1. To strengthen PPD's internal and external communications by communicating clearly, accurately, professionally, and timely.
2. To improve the visibility of PPD's projects, initiatives, staff, and stewardship, at the University of New Mexico and the New Mexico community.
3. To increase the amount of internal and external communications regarding PPD's presence on campus, in order to improve the department's credibility, reputation, morale, and leadership.

- The *PPD News*, an electronic newsletter, began in September 2013. Over the course of this fiscal year, 36 issues have been published. This newsletter started off as an internal newsletter for the more than 400 employees of PPD, but grew to be read by a larger UNM audience. Today, the *PPD News* is distributed to individuals all across campus who have expressed an interest in this type of news, i.e. building coordinators.

- The PPD Building Coordinator Meeting was launched on November 13, 2013, with approximately 100 coordinators in attendance. The purpose of this meeting is to educate this group about PPD, its operations, maintenance processes and procedures, and how they can be instrumental in keeping our buildings in good repair, safe, and conducive to the needs

of the occupants of our buildings. This meeting is held each Fall, Spring, and Summer, therefore two meetings were conducted in FY14.

- 14 news stories have been written about PPD for the *UNM Newsroom* portion of the UNM website during this fiscal year. These stories have sparked interest from *The Albuquerque Journal* and local television news stations to cover positive stories about UNM and the Physical Plant Department.

- In April, PPD implemented the Communication Card for Areas 1 – 4, PPD Automotive Center, Pest Management, Main Campus Custodial Services and HSC Custodial Services. This communication tool is designed to interact with our customers when they are not available to speak with technicians. The card enables them to say "we were here," when work has been completed, if it's still in progress or delayed for any reason.

- In April, PPD was notified that it was selected for the APPA Award for Excellence. PPD Communications wrote the script for a video and developed a shot list which was provided to New Mexico PBS (KNME) for production. The result was a seven-minute video highlighting the beauty of our campus, and the dedication our staff.

Finance and Administration Division

Work Control

- This year PPD initiated and completed 64,746 work orders through the TMA system. A total of 7,566 phone calls were received by Work Control staff during this fiscal year.

- Work Control was able to reduce its staff by .25 employees (6%) with the implementation of WebTMA Go in the four Area Maintenance Shops. Efficiencies were gained as the Maintenance Shops now enter in their labor hours and close their Work Orders in WebTMA Go (previously handled by Work Control). Additional services will also be added to the Service Call Coordinator role as a result of these time savings. Other areas within PPD are under consideration for implementation of this mobile technology.

ISS IT

- The PPD IS Group purchased 80 iPad minis and 80 WEBTMA GO licenses. The iPad minis were distributed in stages to all four Area Maintenance Shops within PPD. Training was completed and technicians were sent into the field for the first time with mobile technology. This allows PPD maintenance technicians to receive work orders electronically, log their time spent on each job, write comments about the job they completed, and list any parts they used.

- The PPD IS Group completed their annual computer replacement program by purchasing and replacing 35 Dell desktop computers.

Current Projects

Environmental Services

- Installation of ADA sidewalks and ramps throughout the campus.

Maintenance & Planning Division

Area Maintenance

- Roll out of the "Year of the Walk Through" program. Re-focus on locating repairs and completing them immediately.
- Conduct first round of quarterly validation testing for water safety program
- Replacing one hydraulic elevator lift system at Northrup Hall and the other at Anderson School of Management.
- Facilities Manager is managing the elevator modernization project at Cornell Parking structure. This project was funded by the Parking and Transportation department.
- Area 1 is reevaluating the maintenance costs at Athletics. This hopefully will result in an increase in funding in that area. They are also installing a UVC lighting system in improve indoor air quality.
- Area 2 continues to install UVC light systems in air handlers at the UNM Cancer Center. They are also working on installing 2 new high efficiency domestic hot heat exchangers at IDTC.
- Area 3 is completing a control valve project to increase efficiency and safety at Economics and Social Sciences.
- Area 4 is currently installing additional LED exterior fixtures around their area. They are also involved in the Clark Hall renovation and new construction at Science and Math Learning Center phase 2. They are in the final phase of Castetter Hall tenant fit out.

Sign Shop

- The effort to maintain consistent formats and styles across the campus continues. New construction projects now include standards for new signs.

Lock Shop

- The Lock Shop will continue with the implementation of the electronic access system. We intend to facilitate the use of the system as a major component of the campus security program.

Office of Sustainability

- The Student Fee Review Board approved $50,000 for the green fund, which is being administered by the Sustainability Coordinator, Earl Shank. Students and departments will be allowed to apply to this fund for grants for sustainable projects, events, etc.
- The Office of Sustainability continues to sponsor events, which promote understanding of sustainability and sustainable practices. These events include the 6th annual Sustainability Expo, Arbor Day, a UNM women's' volleyball green game, and a UNM women's' basketball green game.

Engineering & Energy Services

- Significant energy conservation and life safety projects are currently being completed:
  - CERIA – Installation of new HVAC equipment related to digital controls system upgrade.
  - Logan Hall – Upgrades to hot water system, as well as HVAC and controls upgrades on south side of building.
  - EECE – Installation of new HVAC, control and lighting systems.
  - All Valencia Campus Buildings – Remove iNET controls systems and replace them with new and complete fully functional ALC controls systems.
  - Gallup Career Education – Installation of new DDC control system.

Utilities

- Improve equipment uptime and reliability, the TMA program is being carefully reviewed to ensure that all necessary maintenance activities are properly planned, executed and tracked.
- Replace the cooling tower fill at the Lomas Chilled Water Plant to restore efficiency

Communications

- PPD Communications continues to write stories for the PPD News and UNM Newsroom.
- Processes are being created and implemented to streamline media requests for interviews. An intake process form and an "experts" list is being formulated to have staff at the ready for possible on-camera and traditional interviews.
- PPD Communications will be engaging the staff to participate in the PPD fundraiser (BBQ) to reach our goal of raising $1500 for the United Way.

Finance and Administration Division

- An assessment of the printers and copiers used by PPD was completed this fiscal year. Xerox, Ricoh, and Pacific Office Automation were evaluated. PPD selected Pacific Office Automation to provide our future printer and copier services based on the following criteria: sustainability, document management, standard equipment features, and cost. Implementation of the new equipment will take place during the first half of FY15.

Future Plans & Goals FY'14-15

Environmental Services Division

Main Campus Custodial
- Strive for 100% rating for the safety audit.
- Increase employee recognition (awards program and staff development).
- Implement environmentally safe and sustainable products and services.
- Promote growth within the custodial department by utilizing the career ladder program.

HSC Campus Custodial

- Maintain excellent safety record
- Improve working relationships and employee satisfaction

Office of Sustainability

- We will officially open the Office of Sustainability in the Fall 2014. The office will attempt to reinstate the Eco-Rep program in the residence halls. This program educates student representatives living on campus on how to promote recycling and energy conservation to other students. We will also complete a sustainability strategic plan and update the UNM Climate Action Plan.

Maintenance & Planning Division

- Refine the Water Safety Program
- Improve preventive maintenance program verification using new labels
- Work on the cost relationship between the preventive maintenance program and the cost avoidance of the corrective work.
- Goals for next year include the coordination of Project Management into a single organization. The intent is to gather all major maintenance projects within the Remodel Section to insure a consistent and comprehensive program of completion. The tracking and scheduling of projects will be a priority in the upcoming year as well as continuing our high value of customer service.

Utilities Division

- Improve reliability and communication with the eDNA database, replacement of the controls for the chiller plant is being investigated for feasibility.
- Pursue the use of iPads in conjunction with TMA, and evaluate use for gathering plant operating data
- Evaluate the campus chilled water and steam load profiles for additional absorption cooling
- Evaluate acquiring an additional gas compressor for the gas turbines.

Engineering & Energy Services

- Plans for FY15 include the development of a model program to effectively determine best uses of available funding for building maintenance and energy conservation work, the completion of energy conservation projects in Anthropology and Domenici Hall, as well as infrastructure projects at the Gallup and Valencia campuses. A project will also be completed at the Seidler Natatorium that will provide dehumidification for the therapy pool area.

Communications

- Update the PPD Website to include a "news feed" and more up-to-date information that would be of interest to readers. Rachel Stone will be working with Sue Van Cleve to update the home page of the website and train Rachel to be able to do updates when needed.
- A survey of the staff at PPD and the campus community are needed to see if our communication efforts have made a positive impact. The internal survey will be compared to the PPD Work Climate survey conducted in 2009 to see if perceptions have changed since then. The external survey will be a beginning stage to see how PPD is perceived on campus.
- To integrate more communication/outreach programs, particularly with the student population. This is a population that can elevate PPD's level of visibility on campus, and can assist in engaging the campus to recognize the importance of facilities management at our University.

Finance and Administration Division

- PPD is enhancing the reporting process for Financial and Capital Project Reporting. Beginning in the 2nd quarter of FY15, monthly meetings will be conducted with the Director, Associate Directors, and Managers of each division. Budgets, Year-to-date Expenditures, and anticipated Balances will be reviewed for all Operating Indexes and current Capital Projects managed by PPD.

Department/Staffing Information

PPD began the year with 398 staff members. 58 employees joined our team this fiscal year. A total of 54 employees were separated (retirement, resignation, etc.) ending the fiscal year with 402 PPD employees. These totals exclude student, on-call, and temp employees.

Recommendations

Maintenance & Planning Division

- Reinstate the tuition remission benefit for use at CNM
- Work with ISS to re-brand or re-vitalize the services that the Remodel section can provide.
- Schedule semi-annual campus tour with all area managers
- Schedule semi-annual update meetings with UNM Police department

Environmental Services Division

Office of Sustainability
- In order to provide greater outreach to the campus, the Office of Sustainability must be able to engage as many students and staff as possible. In order to do this we will offer unpaid internships to students, which will allow them to work on specific projects, and reach out to building coordinators and educate them on sustainable practices they can adopt in the departments.

Communications

- Overall, the goal of PPD communications is to maintain consistent visibility in the UNM community through story writing, news updates, and personal interaction. It's important that with each opportunity, the impression left is one of professionalism, expertise, confidence, and stewardship. This can be attained through consistent educational training of the PPD staff and positive interactions between management and the staff. Establishing better internal communications will naturally influence external communications. When our staff are trained, informed, and confident in their knowledge, their interpersonal interactions with our campus constituents will improve, which in turn, advances the reputation of the department.

- It is my recommendation that a PPD marketing plan be implemented which will enhance the effectiveness of our communications, to include changing the Physical Plant Department name to something like "Facilities Management Department."

- Implementing more outreach is also another recommendation. This has been difficult due to the overwhelming amount of communications, and the time it requires, needed to have consistent visibility on campus. Outreach within PPD is a good place to start, but also expanding that to a campus-wide initiative is my recommendation.

Appendix J

UNM

FY 2013 – 2014 Annual Report

CAPITAL PROJECTS

Submitted by:

RICK HENRARD, DIRECTOR
http://iss.unm.edu/ocp/

Mission and Vision

Mission:
The Office of Capital Projects manages major capital and minor capital programming, design and construction; remodeling; and restoration of UNM campus buildings and their environments

in support of…

- excellence in teaching, research, patient care, and community service;

- a sustainable environment;

- a lasting campus heritage;

- a diverse workplace that fully supports staff development.

Vision:
- The Office of Capital Projects provides excellence in professional management services that yield the highest possible value for all project stakeholders.

- We enhance the UNM educational experience by creating great places to learn, work, and live. We achieve solutions that embody the University Core Values: Excellence, Access, Integrity, Diversity, Respectful Relationships, Freedom and Sustainability.

- We aspire to a legacy of sustainable stewardship of UNM's unique campuses, where form and function converge with New Mexico traditions and innovation.

2013 – 2014 Annual Report

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Executive Summary:

The Office of Capital Projects in all aspects had a successful year. The 2013/2014 fiscal year has shown signs of an increasing Capital development program for UNM in particular for the Major projects and Branch Campus projects. The department completed a total of 34 projects on time, on budget and with good quality and service. This is consistent with 34 projects accomplished in FY13, and 33 respectively in FY12. This is a good indicator and baseline for projecting revenues for the coming year(s). One significant difference is that we completed only 3 major capital projects this year compared to 6 the previous year. However, we had 34% more in Major Capital revenue which equates to $226,922 compared to the last year, because we had more Major Capital work in early project stages that will get completed in the following year(s). This will help support our revenue baseline for the next couple of years. Our Minor Capital dropped a small amount by 16% which equates to $63,464 less than the previous year, but still is relatively consistent with the last couple of years.

Another area of growth for OCP this year has been with the Branch Campuses in particular Taos and Los Alamos. This was an area projected to have increase, and the metrics proved to be correct showing an increased revenue of 6.09% over the prior year, and an increase of 43.55% compared to the year before that. This equates to $113,029 additional revenue from Branch Campus work for this year and we project higher revenues for the coming year.

OCP-General Contracting (GC) Division has been our 'wild card' allowing us to adjust our delivery method based on revenue need. With the increase in Major Capital revenues we were able to decrease our dependency on OCP-GC which generated 24% of last year's total revenue compared to 41% the prior year. This is more in line with prior years and represents more of the OCP business model with current staffing capacity. This is primarily due to an increase of Major Capital projects to include those passed in the 2012 GOB and 2013 STB. This has allowed OCP to concentrate more on general project management and depend less on OCP-GC projects.

OCP has also been able to be flexible and generate additional revenue with Management Oversight Projects. These projects are limited in work scope when compared to the typical OCP fee-based project. Scope of work, responsibilities and negotiated hours are determined and approved. Such project examples are UNM Medical Group projects for the HSC, and BR&R Classroom renewal projects where OCP provided support and oversight to the project FF&E scope. These projects have generated some additional revenue streams in the amount of $21,707 which is consistent with what was done the previous year in the amount of $25,789.

With a stabilized revenue stream, solid business model, and good projections for 2014/2015 (already 'in the black'), OCP has been fortunate to add a much needed Associate Project Manager Term position to assist with the needs produced in the growth of OCP-GC and Branch services. Some of the needs that will be supported are estimating, project engineering, project close-out support and project management.

During this year OCP was also successful in reaching a number of specific goals. The Project Intake process was one of our highest goals achieved and launched early in 2014. This has helped our UNM customers funnel all project requests into one neutral website location

eliminating the confusion of what group would execute the project. Another major goal achieved this year was to re-structure our electronic and paper filing system for the entire department use.

The office and its performance looks very positive going forward. The team is made up of many leaders and solid role models with a very high morale. OCP is a high-energy group with a very good spirit. We have good practices in place and are consistently improving and meeting goals for better efficiencies and process improvement. Our main objective is to manage projects of high quality in budget, on time, while providing good consistent services practices and minimizing risks. One of our highest goals for this coming year is a customer survey so we can test and validate our high quality of service. We look forward to another highly productive year of delivering excellent projects for an enhanced and sustainable environment for our students, faculty and staff.

Accomplishments

Zone 1 – Main Campus

Projects of interest completed and occupied during 2013/2014:

- *Bookstore Second Floor Lighting Upgrades $118,342 8,000 s.f.
- Castetter Hall 19-19A AWA Compliance $ 44,151 1,000 s.f.
- Fine Arts Design Library Service Desk Renovation $ 16,907 800 s.f.
- *Hokona Gameroom, Ballroom & Theater Upgrades $155,434 7,368 s.f.
- *Honors College Restroom Renovation $249,170 13,600 s.f.
- Human Resources – renovations to Client Services $ 35,451 497 s.f.
- Human Resources Service Center Renovations $ 62,867 5,126 s.f.
  - Logan Hall Classroom/Lab Remodel $ 92,573 1,143 s.f.
- North Golf Course $1,500,000 N/A
- School of Architecture and Planning Metal Shop $ 66,000 548 s.f.
  *UAEC/UCAM – Bursar Backfill $487,000 5,600 s.f.
- *Zimmerman CSP Phase 1 (Restroom Remodel) $291,336 1,245 sf.
- *Zimmerman CSP Renovations $1,540,000 22,708 s.f.

Project Highlights (In Progress):
- <u>*Alvarado / Santa Clara Windows</u> – $281,867.00
- <u>Biology Building Completion (Castetter Hall)</u> – this 11,000 sf, $3,850,000 build-out will include research labs and faculty offices, which are currently in design. Also included in the budget is the cost of demolition of the adjacent outmoded Biology Annex Building.
- <u>*Bookstore Restrooms</u> – $140,322.
- <u>Center for Stable Isotopes Lab Renovation</u> – Planning for this project started in March, 2014, and includes the renovation of 1,199 square feet of lab space. Construction is set to begin in Fall of 2014, with completion in January of 2015. The project will make space for specialized equipment and be a space that showcases experiments and hosts international visitors.

- Chemistry Building Renovations (Clark Hall) Phase 2 – This $16 million renovation to Clark Hall will include mechanical, electrical and IT upgrades and is currently in programming. Also included are Research Laboratories and Office improvements.
- Farris Engineering Center Renovation – Work continues on this $21,323,627 project, with the project going to the voters for bond approval in November 2014. The planning phase is scheduled to continue through December 2014. The scope of work includes the renovation of Farris floors 1, 2 and 3; the shell of the Farris Ground Level; and the build out of labs in the Centennial Engineering Center Basement. Total project square footage is 86,510.
- Interdisciplinary Science and Education Building – This 164,239 sf project includes three components: Laboratory Space for wet, optics and general labs; Office Support; and a Classroom Building. Needs assessment is expected to complete in September 2014, with programming and design to follow. The project budget is $77,561,053.
- Mechanical Engineering 218 – $99,811.
- Meteorite Museum – This $130,700 project covers renovates the 805 square foot museum, located on the first floor of Northrup Hall. Included in the scope of work are revised wall, floor, ceiling, lighting finishes; new signage and some exhibition cases.
- North Golf Course Renovation – This $1.5 million project, funded entirely by Bernalillo County Open Space funds, included the renovation of the golf course irrigation and the construction of a 2 mile public walking trail around the perimeter of the golf course. Construction completed May 1, 2014.
- Northrop 122 – $235,910.
- Addition to Popejoy's Donors Lounge – This $449,800 project includes approximately 700 square feet event space addition to the Donors' Lounge.
- RVA Hut – $70,895.
- Santa Clara Kitchen – $51,100.
- Science and Mathematics Learning Center – This 12,450 square foot addition to the SMLC that will include teaching labs and faculty offices is in construction.
- Zimmerman Combined Service Point Phase 2 (Learning Commons) – This 16,390 square foot, $1,540,000 project is a renovation of the Student Learning Commons on the first floor of Zimmerman Library. The project includes a renovation of the staff area. Construction began on May 22, 2014, and is scheduled to complete August 7, 2014.
- Zimmerman Combined Service Point Learning Commons Furniture – This project, approved in early June provides updated and functional furnishings for students in the newly renovated Zimmerman Commons space. New furnishings will facilitate collaborative learning and also improve student computer workstations. Project budget is $299,000 and is scheduled to complete October of 2014.

  *Projects performed under OCP-GC.

Zone 2 – Health Sciences Center

Significant projects completed and occupied during 2013/2014:

- UNM Medical Group, Center for Reproductive Health $979,389   8,373 s.f.
- College of Pharmacy, B12 Offices $278,176   875 s.f.

- HSSB HSC Chancellor's Suite Renovation $290,000   1,478 s.f.
- HSSB Elevator Lobby $158,122   342 s.f.

Project Highlights (completed and in design):
- UNM Medical Group, Center for Reproductive Health Clinic – Construction was completed in April, 2013 and the clinic was relocated from its prior 2,500 SF lease facility. The clinic was designed and constructed to American Association of Accreditation for Health Care (AAAHC) standards, the Medical Group accrediting body in lieu of Joint Commission. The project made use of an existing UNM generator to support the two procedure rooms housed in the new clinic.
- College of Pharmacy, B12 Offices – Upgrades were completed to a former classroom wet lab to house the Department of Pharmacy Practice. This group was previously located in three separate spaces scattered throughout the College of Pharmacy. This project is the second of five planned improvements for the Dean of the College of Pharmacy.
- HSSB HSC Chancellor's Suite – Design and construction was completed in April, 2014 on this highly visible renovation project. Though a small area, design details required significant care and time. 16 staff were relocated, some to other buildings, to vacate Suite 302 to facilitate the full mechanical, electrical and architectural renovations. The suite had not been upgraded since its original construction 19 years ago.
- HSSB Elevator Lobby – As the entry point to the HSC Executive Leadership team offices, the project created challenges. This area was previously a laboratory and "discovery" included a gas vent stack in the middle of the lobby which traced back to a teaching lab on the 2nd floor, requiring it to remain active. The finished project is a focal point for future renovations to this floor.
- 1650 University Interior Build-Out – Design was completed in October, 2013 and RFP's were evaluated in November on this $7.4M project. Construction formally began in January, 2014. This 104,897 GSF facility had a core and shell upgrade accomplished under the leadership of UNMH. Early work during construction required numerous coordination items between the two projects. Substantial completion by contract was set for October 17, 2014 with the general contractor completing early on September 18. FF&E valued at $788,474 in support of the construction was occurring simultaneously via UNM direct contracts.
- 1650 Occupancy Projects – Seven HSC and three UNMH departments will occupy the space. Eight budgets and scope statements were prepared for HSC leadership and department approvals. They are Project ECHO, $443,946, 16,948 NSF; HSC Finance & Budget Office, $308,192, 10,463 NSF; HSC Communications and Marketing, $125,058, 2,427 NSF; College of Nursing Research, $270,046, 6,784 NSF; HSC Compliance Office & HSC Privacy Office, $124,901, 3,554 NSF; Care NM, $181,819, 1,862 NSF; NM Poison Control & Drug Information (24/7 call center), $216,991, 5,694 NSF; Common Facilities (conference and break rooms), $499,914, 2,078 NSF. The three UNMH departments are Clinical Education; Business Operations Pre-Authorization, Frontline Education; Transcription.
- IDTC 3rd Floor Internal Medicine Labs – Design for this project was completed in April and construction started at the end of June. Completion is set for early December, 2014. This $507,147, 2,315 NSF project will complete the build out of the remaining shell space on this floor and will contain research labs.

- SURGE Nursing & Pharmacy Clinical Trials and Code Upgrades – The original project design was completed in 2013. Construction started in February, 2014 with subsequent CID and SFMO inspections revealing code issues. Funding of $205,000 for the original 1,937 NSF project was insufficient. An additional $170,000 was separately obtained to support the code upgrades affecting 2,100 NSF. Construction is resuming in October, 2014.
- BRF Anesthesiology Lab Renovations, G38, G38A, G40, G40A – This project incorporates collaborations between UNM Radio Pharmacy, UNM Anesthesiology and Invicro. Cutting edge technology, equipment and associated research goals generated a 12 month design process. The revised budget is $295,817 affecting 1,330 NSF. Construction targeted to begin in October, 2014.
- CRF 3rd and 1st floor Remodels – The $124,148, 5,536 NSF 3rd floor lab and office renovation was completed in August, 2013. The $144,506, 1,060 NSF offices renovation on the 1st floor was designed and construction completed June, 2014. This latter project was fast track to accommodate new research faculty joining the UNM Cancer Center in July, 2014.
- College of Pharmacy, B39 Offices – Design began in April, 2014 for this $201,014 project to convert a former 915 NSF office/meeting room space into faculty offices. Anticipated construction completion is November, 2014.
- Minor Capital Projects – Five minor capital projects for the HSC were completed in FY 2014 or are in construction. Total area affected is 33,058 NSF and aggregate budgets are $224,336.
- HSC Grant Support – NIH grant support for the Animal Resource Facility was completed in July. Project award received in May, 2014 with a budget of $490,983 affecting 1,511 NSF.

Zone 3 – South Campus (Athletics, Science & Technology Park, Mesa del Sol)

Projects of interest completed and occupied during 2013/2014:

- *Baseball/Tennis Drainage Project $235,000   100,000 s.f.
- *McKinnon Family Tennis Complex $1,266,388   54,100 s.f.

Projects of interest in progress during 2013/2014:
- Baseball Restroom – Project includes men's and women's restrooms and space for game officials' changing, shower, and lockers. This is 1,200 s.f. project with a budget of $290,000.
- MTTC 2nd Chiller Installation – MTTC Chiller project consisted of adding a second rotary screw chiller in tandem with the exiting chiller to expand the chilled water cooling capacity for the recently completed clean room #4. This is a 200 s.f. project with a budget of $131,000.

    *Projects performed under OCP-GC.

Zone 4 – Branch Campuses (Rio Rancho / Valencia / Gallup / Los Alamos / Taos)

UNM Taos Campus Infrastructure Projects:
- Taos Drainage Projects $94,525   N/A

The drainage infrastructure project will consist of rebuilding or adding drainage structures at the Tech Center, Snack Bar, and the Arts Building Southwest, Southeast, and West sides.

- Taos Portable Classroom & Infrastructure (completed August 14) $268,000   2, 800 s.f.
The portable installation project consisted of adding 2 portable classrooms to the campus with all utility and infrastructure connections for use as surge space during the construction of the Taos Core Student Success Center.

- Taos Site Demolition and Utility Relocations (completed July 14) $101,000   N/A
This project consisted of demolition of existing site work to allow relocation of water, gas, sewer, and electrical utilities in preparation for the expansion of Padre Martinez Hall to become the new Taos Core Student Success Center.

- Design Completion for the UNM Taos Core Student Success Center $3,688,000   14,890 s.f.
University of New Mexico- Taos Student Success Center includes a renovation and addition to Padre Martinez Hall. The conjoined project will design, engineer and construct a 7,700 sf addition and refresh and repair the existing 7,190 sf building to complete a Student Services Center and Classroom Building on Taos Klauer Campus. The scope includes mechanical, IT, electrical, and HVAC upgrades and furniture and equipment for staff offices, new and renewed general classrooms, and an open student service area for admissions, counseling and general student gathering for formal and informal study. Building service rooms including one centrally located IT equipment room to serve the full building, and bathrooms and janitorial closet are added to meet the expanded building needs. Classrooms will be wired with appropriate IT and electrical outlets designed to support additional audiovisual and enhanced learning environments equipment. Learning environments technical equipment and flexible/ movable classroom furniture will be provided. Project to be constructed during FY14/15 with expected completion of July 2015.

- Taos Civic Plaza Building Renovations – Phase 1 $4,000,000   13,369 s.f.
(Building Evaluation, Feasibility Study, and preliminary design completed FY13/14)
University of New Mexico- Taos Campus Civic Plaza Building Project Phase 1 will include renovations of the Rio Grande Hall portion of the building, correction of building deficiencies, performance of deferred maintenance and outfitting the renovated portion with furniture, fixtures and equipment for use by the Taos Campus Health Sciences Education program. Redevelopment of the Taos Civic Center is broken into distinct phases of deferred maintenance and renovation projects to maximize the use of existing UNM-Taos funds and resources. Building renewal projects and a remodel of 13,369 SF of the Rio Grande Hall portion of the building will provide classrooms and labs for the full Health Sciences program with additional STEM classrooms ready for occupancy in 2015.
Project # 1 – Correct building deficiencies and perform deferred maintenance functions such as new roofing, utility upgrades, stucco repair, windows, surface drainage, additional insulation, update security, fire protection.
Project # 2 –Tenant Improvement to include classrooms, dry labs, offices, minor HVAC, plumbing, energy control systems, power upgrades and Information Technology and as required by programming. In addition, Furniture, Fixtures and Equipment will be included to outfit the facilities in accordance with the design specifications and programs, including the use of modular wall partitions to facilitate rapid construction and future flexibility as programs change or grow. Project is anticipated to be completed by Fall 2015.

- Harwood Museum Exterior Improvements and Emergency Entrance Repairs
(completed August 14) $366,000   N/A
The Harwood Museum projects included:

replacement of deteriorating viga ends, stucco repair, site work repairs, new site lighting, emergency repair of the Museum entry portal, and drainage work.

- UNM Los Alamos Emergency Medicine Classrooms – This project is in planning. It has a current budget of $750,000. Scope includes the renovation of a lab classroom and training area in Building 6 of approximately 1,100 s.f.
- UNM Los Alamos Science Labs Project – This 2,142 square foot, $750,000 project includes the renovation of two lab classrooms and the chemical storage room. Project was approved for construction in March of this year. Construction began in late May and will conclude August 7.

Supplemental Developments

OCP General Contractor Division Services:

- OCP continued its efforts with the OCP-GC process on larger projects as listed primarily in the Zone One projects, notably the Zimmerman CSP Renovations, approximately 60% complete scheduled for completion in early FY 2014/2015. In addition a project in Zone 3 (Athletics), the McKinnon Family Tennis Court Complex was completed in FY 2013/2014. Both projects exceeded $1 million in size. This Division has added a third person to the operation, which continues to run at nearly 100% capacity despite each person having additional project and construction management duties.
- OCP-GC continued its trend of high quality service and cost savings for our customers on both projects listed above, as well as numerous smaller sized projects. OCP-GC continues to provide these positive attributes since the team is able to work closely with the A/E team and stakeholders early in the design process, providing cost estimates that are accurate and allowing solution of constructability issues prior to beginning construction.
- OCP-GC continues to provide transparency and cost savings to the projects. Change Orders are not marked up and continue to be primarily at the customers' request. All savings gained through the bidding process and construction phase go back into the project and/or are returned to the customer or the funding source.
- OCP-GC has supported the over-all OCP income versus expense balance by achieving 24% of the over-all OCP revenue source this year, as compared to 41% in 2012/2013 FY and 29% in 2011/2012 FY. This decline in overall income can be attributed to the increased number of major capital projects that have returned to the campus after several years of reduced capital. This does not decrease the commitment to customer satisfaction and quality of work that continues to be provided to the customer.
- Although, this Division also increases the support needed for the financial team to keep up with the additional productivity of bids, PO awards and maintenance of our over-all accounting reconciliations, adjusting staff member's available hours and tasks to support this continues to have little impact to the OCP operations budget.

OCP Interiors / Furniture, Fixtures & Equipment (FF&E) Division:

This Division is basically a one-person operation and continues to be 'the UNM resource' for furniture scope, pricing, procurement, move implementation plans and interior design. This

Division managed $674,008 in FF&E alone. The process continues to save projects and UNM significant dollars via a competitive RFQ procurement process. This division continues to receive more recognition since it is supporting both OCP GC and PCD with Interiors on In-House design projects and PPD Remodel with specific interiors and furniture needs. The following is a list of FF&E specific projects and/or part of capital projects that were supported and accomplished in the last fiscal year.

- Faculty & Staff Club Furniture – $26,025 FF&E, provided updated furnishings and custom casework to help attract higher use of facility. Project included development of furnishings specifications, procurement, installation oversight and punch list on schedule and under budget.
- Honors College Renovation – $52,734 FF&E, with OCP GC team, assisted in rebranding the Honors College space refreshing worn finishes including carpet, restroom tile, paint, decorative panels, reupholstering of existing lounge furniture, providing collaborative spaces for students and outdoor furnishings. Handled multiple phased moves.
- Northrop 122 – $103,038 FF&E, OCP GC project/Provost Office Classroom Renewal. Developed specifications, finishes and RFQ package for auditorium seating. Installation and punch item oversight. Project was on schedule and on budget.
- Mechanical Engineering 218 – $38,911 OCP GC project/Provost Office Classroom Renewal. Developed specifications, finishes and RFQ package for auditorium seating. Installation and punch item oversight. Project was on schedule and on budget.
- CELAC Classroom Furniture – $24,982 FF&E, working closely with staff developed classroom furnishings package to make current classrooms more functional for students and faculty. Furniture specification development, finish selection, procurement, installation oversight, punch items and coordination/removal of Surplus items. Project was on schedule and on budget.
- Hokona Game Room & Ballroom – $50,500 FF&E, OCP GC/Housing project to upgrade and refresh highly visible spaces. Developed project finishes including laminate flooring, carpet, paint. Developed furnishings specifications for game room and lounge. Handled procurement, managed installation and punch list on time and on budget.
- Main Bookstore Restrooms – OCP GC project. Developed finish and tile selection, created tile pattern, assisted with fixtures selection and placement.
- Dispute Resolution – $19,350 FF&E, 2 phased project including selecting more functional/updated furniture for Director, Staff, Admin offices, conference room seating and flexible seminar tables to accommodate different types of gatherings. Managed procurement, installation and punch list items on time and on budget.
- Anthropology Auditorium Seating – $30,982 FF&E Provost Office Classroom Renewal Project. Selected new finish palette to upgrade existing auditorium seating by replacing seat and back cushions plus arm cap replacements. Managed procurement, installation and punch list items on time and on budget.
- Main Bookstore Textbook Customer Service/Textbook Stockroom Furniture – $7,945 FF&E project to provide privacy and designated work areas for Customer Service and Textbook Stockroom staff. Managed procurement, installation and punch list items on time and on budget.

- College of Nursing/Pharmacy Lounge Upgrade – $32,600 FF&E project to upgrade and refresh CON/COP lounge furnishings to include custom curved lounge unit. Managed procurement, installation and punch list items on time and on budget.
- CRF Dr. Pasqualini/Arap's Office – $11,200 FF&E project for high visibility research doctor's offices. Developed finish palette including accent paint, carpet, furnishings, needs assessment and layout. Managed procurement, installation and punch list items on time and on budget.
- HR Client Services Room 1428 – $10,198 FF&E and construction project to create a new large conference room include moving a door for access, building a storage closet. Co-managed with Maria Dion.
- HR Client Services – $35,451 FF&E and construction project to remodel the 3rd floor suite to accommodate 7 staff members that included creating 2 offices, reuse of existing modular furniture, new furniture where needed, providing data and power where needed. Managed procurement, occupant moves, installation and punch list items on time and on budget. Co-managed with Maria Dion.
- HR Service Center – $62,867 FF&E and construction project to update the finishes and functionality of the HR Service Center suite to include development of finish palette to include paint, carpet, vinyl flooring, window coverings, new break room furniture, room signs and literature holders. Co-managed with Maria Dion.
- Northrop Hall Phase 2 – $34,674 FF&E OCP GC project for classroom furnishings upgrade to include customized collaborative tables. Managed procurement, installation and punch list items on time and on budget.
- Ortega Hall Conference Room 245 Flooring – $2,966 construction project including specification and finishes for wood laminate flooring and cove base. Managed procurement, installation and punch list items on time and on budget.
- Regener Hall 103 – $118,560 FF&E Provost Office Classroom Renewal Project to refresh and upgrade auditorium seating. Worked closely with Physics &Astronomy staff and the Provost office representative to maximize the use of the space and provide more comfortable seating for students. Developed specifications, finishes and RFQ package for auditorium seating. Installation and punch item oversight. Project was on schedule and on budget.
- University House Dining Room – on behalf of PPD, worked directly with Janet Frank to develop dining room furniture that would create a comfortable dining experience for official dinners hosted by President Frank with flexible and aesthetically appropriate furniture for the U House.
- UAEC Lobby Furniture – $11,025 FF&E project to update UAEC Lobby lounge furniture that would create more comfortable, vibrant student gathering areas. Project was on schedule and on budget.
- UAEC Vestibule – worked with PPD to provide an interesting, exciting entrance into the academic spaces at UNM. Assisted with development of signs, artwork, photo mosaic, finishes and furniture. Project was on schedule and on budget.

Process Improvements:

- Project Intake Process was achieved and launched in early 2014.

- Electronic and paper filing systems: the entire electronic (N: Drive) was restructured for consistent use and ease of retrieval.

Future Plans/Goals FY14-15:

- Revision of the OCP Client Survey.
- Development of a Project Checklist for use by Project Managers.
- Development of Project Management Guidelines.
- Provide Recycling of Carpet and Ceiling Tiles initiatives for every project.
- Update and revision of the OCP website to make it more current.
- OCP/PCD merge execution.

Recommendations:

- Revisit intake process to fully update and engage new members. Review metrics and make adjustments as needed.
- Adjust and solidify the OCP/PCD org chart.
- Revisit proposed merge of OCP and PPD Remodel.

Publications/Awards of the Division:

- "How Do You Move From Good to GREAT As A Leader!" White Paper produced by Mary Gauer.
- Quarterly Capital Projects Reports.
- UNM's Annual Capital Outlay Request to the Higher Education Department.
- NAIOP Award of Excellence 2013 Residential – Casas del Rio.
- NIAOP Award of Merit 2013 Education Post-Secondary – Collaborative Teaching and Learning Building.
- Associated General Contractors of New Mexico 2014 Buildings $5 – 10 million Best Building Collaborative Teaching and Learning Building.

Staff Appointments:

- September 16, 2013 – Sharon Rodgers hired as Associate Project Manager.
- October 5, 2013 – Peri Fletcher promoted to Administrative Assistant 3.
- March 1, 2014 – Antonio Sanchez promoted to Project/Construction Manager.
- May 1, 2014 – Established MOU between Office of Capital Projects and Office of the University Architect for Amber Straquadine, Professional Intern/Technical, to work at OCP to assist with project workload.

Staff Separations:

- None.

Outside Professional Activities of Staff:

- **Christopher Carian, Senior Project/Construction Manager:** Licensed Architect, State of New Mexico; Certified with National Council of Architectural Registration Boards (NCARB); Certificate of Project Management; English as a Second Language (ESL) Certified Tutor; Achieved LEED Green Associate Accreditation.
- **Maria Dion, Group Manager, Capital Projects:** LEED Green Associate accredited, Main Campus Space Allocation Committee, Member; Facility Access Committee, Member; Member of the Committee for Public Art for the PIT/University Arena renovation; US Green Building Council, Member; attended Society of College and University Planners workshop; UNM Management Academy Graduate.
- **Mary Gauer, Group Manager, Capital Projects:** Licensed Interior Designer, State of New Mexico; International Facility Management Association (IFMA) Certified Facility Manager Credential (International); Speaker, IFMA New Mexico Chapter, IFMA Credentials; speaker IFMA international conference, "How Do You Move From Good to GREAT As A Leader!", October 4, 2013.
- **Rick Henrard, Interim Director:** Registered Architect; NM Licensed General Contractor; American Institute of Architects (AIA), Member; Society of College & University Planners (SCUP), Member; U.S. Green Building Council (USGBC), New Mexico Chapter, Member; Learning Environments Committee, Member; Main Campus Space Allocation Committee, Member; UNM Management Academy Graduate.
- **Michael Reid, Group Manager, Capital Projects:** Presented a discussion on capital project management to Dr. Steven Yourstone's Operations Management 720 graduate class at the Anderson School of Management. Presented a discussion on construction project scheduling to Dr. Mark Russell's Civil Engineering Department's ME 455 Engineering Project Management class. Provided assistance to Undergraduate and Graduate students Peter Kelton, Hang Ding, and Antonio Sanchez.
- **Sharon Rodgers, Associate Project Manager:** Completed Astronomy 101 course towards Bachelor of Business Administration degree.
- **Antonio Sanchez, Project/Construction Manager:** Tony earned his B.S. in Construction Management in December 2013. In the Fall of 2013, he attended the following classes: Mgmt 308 – Ethical Policy and Social Environ. – Fall 2013, CE 455 – Engineering Project Mgmt. – Fall 2013, CE 478 – Temporary Support Structures – Fall 2013. He also took Advances in Building Envelope Science, a seminar in the spring of 2014.
- **Brian Scharmer, Project/Construction Manager:** PMI Certified Project Manager.
- **Eric Schwaner, Senior Project/Construction Manager:** Licensed General Contractor; Currently in his 2nd term as President, UNM North Golf Course League. Completed Career and Professional Development Program "Essentials for Managers" course through the Anderson School of Management.
- **Amber Straquadine, Professional Intern/Technical:** In progress on completing her NCARB Internship Development Program.
- **Kimberly Sylvester, Associate Project Manager:** Main Campus Space Allocation Committee, Member; Learning Environments Committee, Member.

Appendix K

FY 2013-2014 Annual Report

PLANNING & CAMPUS DEVELOPMENT

Submitted by:

ROBERT DORAN, UNIVERSITY ARCHITECT

TABIA MURRAY ALLRED, PROGRAM PLANNING OFFICER

http://iss.unm.edu/planning.html

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Executive Summary

Planning and Campus Development (PCD) consists of four areas of expertise, including University Architect, Planning, Space Management and Administration. Over the course of the year, the face and focus of PCD shifted into a new focus on Integrated Project Delivery, developing BIM (Building Information Management) and advancing an internal service unit Architectural Design Studio in the Office of the University Architect (OUA). All of these efforts improve the efficiency with which projects are planned, executed and maintained.

PCD Staff provide planning and administrative support to many UNM committees including: Foundations for Excellence Committee for Retention, UNM Capital Planning, UNM Sustainability, UNM Public Arts, UNM Historic Preservation, UNM Museums Council, HSC – Family Policy and Leave Committee, Space Allocation Committee, ERP Steering Committee, Building Information Management (BIM) Steering Committee, Learning Environments Committee, Facility Access Committee and many capital project committees.

Accomplishments / Significant Developments

Planning
Planning and Campus Development provides full project planning services from assisting academic and service departments in assessing their minor and major capital project needs to developing capital scopes and full project programs. PCD has been able to save university funds by providing full programming services that direct the design and construction rather than paying or subcontractors, often multiple times, while capital projects realize funding.

PCD continues to be an advocate for UNM-wide capital project processes that develops rational projects and can adjust to shifting funding opportunities by managing the planning and development process from project inception through programming.

Master Planning
Planning and Campus Development continues to provide UNM with full master planning services. PCD will work with Taos, Los Alamos and Gallup Branch Campuses to update their master plans and is providing master plan and site plan services for the Harwood Museum. The resulting plans will provide a comprehensive ten year roadmap for renewal and development including a complete capital projects schedule.

Space Management
PCD Space Management continued to work closely with the Provost's Office to support the Space Allocation Committee, with University constituents in their pursuit for facilities data and with the New Mexico Higher Education Department in support of the State's Space Policy.

Space Management continued their partnership with Information Technology (IT) Applications group to utilize their expertise in supporting large software systems and to develop Oracle Discoverer data reports, strategize on the integration of BANNER to FAMIS (including HR employee table, Grant Codes, Organizational Codes) and also how best to integrate Inventory Control's equipment database into FAMIS. This partnership enabled FAMIS to be utilized for the Facilities & Administration (F&A) cost survey for the federal government. The Space Survey and Visual Map function within the FAMIS Portal allowed users to complete the F&A survey electronically. By utilizing FAMIS for the survey, we increased accuracy, speed and saved money by reducing/eliminating the need for printing the survey.

Campus Map – Space Management and Planning continued to refine the Campus Map (AutoCAD & Illustrator). This map has been utilized to develop new visitor maps, wayfinding maps, ADA maps, etc. and is posted on PCD's web page for campus-wide distribution. Space Management also worked with the Physical Plant to plan for the update to the Utility Map by supporting the project needs and working with High Mesa Consulting to prepare for the update.

Space Assessments and Layouts – provides space assessments and layout plans for UNM Depts. using Revit.

Plan Room – developing the UNM Plan room and is coordinating with PPD.

Space Rental – manages the Hokona Storage Cage Units for the SAC.

BRR – continues to prepare the BRR report annually for the UNM Budget Office.

University Architect

Robert W. Doran, the University Architect, has worked diligently to create a recognizable and strong identity for the University Architect at UNM and throughout the State. Bob created the new Office of the University Architect Design Studio as an internal service unit for the University. The OUA Design Studio worked on several small scale internal architectural design projects:

- UNM Taos Master Plan Redesign
- Zimmerman Library Expansion Study
- Anderson School of Management Test-to-Fit Study
- Popejoy Facilities Master Plan

Landscape Architect

PCD Landscape Architect has participated in collaborative efforts with various departments on projects that include:

- o Collaborative Teaching & Learning Building (CTLB) – The landscape on the south side of CTLB was completed in September 2014. This completes all the landscape surrounding the building and provides a wonderful turf area with trees.
- o Lower Johnson Recreation Area – project began May 2014 and was 99% complete Sept 2014. Project included, demo and grading of entire site, installation of 4 half-court basketball courts, 2 sand volleyball courts, large turf areas, 25 trees, various shrubs, boulder terrace planting areas and boulder seating, new irrigation system, and stabilized crusher fine gravel paths. Installation of benches will be completed by November 2014.
- o Anatomic Donor Garden aka 'Helix Garden' – The Landscape Architect consultant and the Civil Engineer are completing construction documents for the first phase of this landscape. Construction is planned for spring 2015. The committee for this very interesting project includes various constituents from the North campus that have championed this project for many years.
- o Lily Lane Phase 2 – Construction Documents of Phase 2 of Lily Lane, Yale Parking Garage to south side of Las Lomas are being completed this fall/spring in preparation for construction late spring/early summer of 2015. This phase will make the pedestrian crossing of Las Lomas safer and much more pleasant. Future segments will complete the entire route.
- o School of Medicine Faculty Memorial and Landscape – Plans and proposals are 95% complete. Anticipated fabrication and construction start date is January 10, 2015.
- o Other completed landscape projects – bench and day lilies installed at Lily Lane phase 1, furniture installation and fountain renovation at HSC Staff Plaza, assisted OCP with North Golf Course renovations project, Real Estate Department west side yard, bollards between ACC Housing and Lower Johnson Rec Area.
- o Landscape projects in planning or design – Main Campus Landscape Master Plan, HSC shade structures with HSC planner, Lily Lane Phase 3, Taos Central Landscape plan, Harwood Museum landscape, Housing furniture installation, Housing student patio rehab, COE furniture installation

o Memorials – Tree and other donations included Jason Blankenship rose, Larry Depkin tree (planning only), Pridham tree, and UNM Staff Council Environs Committee trees. A boulder and bench installation at the Law School was completed. Several more items are in planning.
o Art – Coordinated with PCD Planner and art selection committees to commission and/or purchase and install work in conjunction with the New Mexico Arts, Art in Public Places Program, for placement in 2015. The piece for UNM Pit is due to be completed Feb 2015.

Planning
Wayfinding – Ben Savoca has been responding to wayfinding requests, aided by Stacy Kaneshige and John Tomaszewski. The majority of requests have involved re-lettering existing signage or installing temporary signs. UNM Purchasing awarded a bid for large order monumental signs for the Dental, Athletics and the new CTL Building, to ASI Signage Innovations. The work will be completed in the Fall 2013.

Facility Access Committee (FAC) – The committee is now chaired by Ben Savoca, PCD Planner, and aided by Stacy Kaneshige, serves the UNM community in an advisory role regarding accessibility issues within the physical environment of all UNM campuses. After an extensive period of gathering data and establishing priorities, the committee funded the completion of projects totaling $150,000 in upgrades, repairs and ADA accessible routes across campus. The committee developed a sharepoint site to share information

Transportation Planning – As part of a comprehensive effort to improve transportation planning, UNM partnered with CNM, City of Albuquerque, Bernalillo County and the Mid-Region Council of Governments (MRCOG) in a Memorandum of Agreement in the Spring of 2009. This agreement has resulted in a planning effort to evaluate and implement a major transit corridor that connects the University of New Mexico to CNM, the Albuquerque International Sunport, and existing City of Albuquerque transit service. The planning effort is reaching its final stages and is beginning the process of applying for federal funding.

UNM Bicycle Master Plan Committee – Defunct since 2009, this committee has recently been reinstituted. The committee, chaired by Ben Savoca, aims to encourage bicycle use by staff, students and faculty; improve safety of bicyclists on campus, reduce bicycle theft; and install more on-campus bicycle facilities. The hope is that this will better connect them to the regional bicycle facility network. The committee hopes to apply for recognition as a Bicycle Friendly University by the League of American Bicyclists in Summer 2014.

University Libraries – The University Libraries approached PCD to develop a comprehensive Master Plan for Zimmerman Library, which includes major renovations to the building in the short and long term. Construction on portions of the plan may begin as early as the 2013 Winter break, and major construction may occur as early as Summer 2014.

Farris Engineering Center Renovation – A local architecture firm RMKM Architecture, has been hired to develop a planning and programming document to renovate Farris Engineering Center, a building long plagued by code issues and over-crowding. PCD is working closely with RMKM and the School of Engineering to determine an appropriate solution. Planning work will be complete in February 2014.

Wellness & Recreation Center – The Hartman + Majewski Design Group has been hired to conduct planning work on a proposed Wellness and Recreation Center. The Wellness Center would augment many of the existing functions housed in Johnson Gym and the nearby Student Health and Counseling Center (SHAC), and involves numerous campus groups; Recreational Services, SHAC, the college of Education, Athletics, and student representatives from ASUNM and GPSA. Relocating the user groups into a modern facility brings many of these groups into compliance with oversight groups, relieves over-crowding, provides students greater access to wellness and recreational facilities, and represents a tremendous paradigm shift that is appearing in universities across the country.

A. **UNM BIM Initiative**
B.   The UNM BIM Initiative will be working to provide the standards and documentation of implementing BIM practices into the facility lifecycle process. Part of this will be the departure from creating a BIM Guide in favor of working such language and practices into the proposed Project Delivery process. As the Project Delivery process develops, we will create a Project Execution Plan, and specifications for deliverables. There is currently a nascent effort between the UNM BIM Initiative, SNL, NMPSFA, and industry experts, to collaborate on the development of, from an owner's standpoint, a more unified standard for deliverables. This effort would provide an avenue toward more efficient and reliable efforts from consultants during the pre-design, design, and construction phases. The UNM BIM Initiative is also working with the SOE and SA+P to acquire and implement a program that will bring a High Definition Surveying (HDS) geosystems laser scanner to UNM. This program will benefit the schools by providing additional teaching opportunities with emerging technology, and PCD with access to technology that will save time, effort, and money, as well as accurate models of existing facilities that may have questionable record data. While there still is a need for a unified document management system, these efforts and working with projects that are on the horizon, there looks to be some positive exposure for the implementation of BIM at UNM.
C.
Additional Planning & Programming work completed in 2013-2014:
- Chemistry Building renovations – Clark Hall
- SMLC Phase II Addition Program Verification
- UNM-Gallup Zollinger Library Shelled Space
- UNM-Taos Student Success Center & Library Facilities Plan
- Medical Group Back Fill Plan
- Meteorite Museum
- UNM-Los Alamos EMS Academy
- UNM-Taos STEMH Classroom & Nursing Program
- Chemistry Building Renovations – Clark Hall Phase II

Plans & Needs Assessments Completed:
- UNM-Gallup Utilities and Infrastructure upgrade plan
- UNM-Gallup Physical Plant Capital Project
- Family Friendly Policy Development for HSC
- UNM-Special Care Dental Clinic
- UNM-Taos Library Relocation
- Space Layouts/Concepts:
  - HSC Coders
  - Hokona RWJ
  - HSC Cont. Ed
  - HSC Card Off/Safety
  - HSC Pharmacy B12
  - HSC HSSB Conf/Off
  - HSC Peds Gen Med
  - HSC ACC 4th Floor Back fill
  - HSC Pub Aff
  - HSC Comm Health
  - OIA
  - UAE Classrooms
  - IT Admin Suite
  - HSC Acad Affairs
  - HSC Office of Edu
  - HSC Pharm B39 and Labs
  - HSC Neurosurgery
  - HSC Neurology
  - Cont. Ed South
  - HSC Peds Actg
  - Peds Silver
  - HSC CDD ECLN

Committee Assignments
- Planning / Programming / Design Review Leadership
- Building Information Management Steering Committee
- Design Review Board Leadership
- Facilities & Real Estate Management
- NM Higher Education Department
- NM State Board of Finance
- UNM Facility Scan
  - FS. Academic Master Plan SC
  - FS. Public Realm / Open Space SC
  - FS. Vacant Sites For Future Development SC
  - FS. Existing Facilities Condition SC / Replacing or Repurposing Existing Buildings
  - FS. Infrastructure Master Plan in Support of Companion Sub Committees (Including IT)
  - FS Parking Master Plan SC
- SRS / Design / Construction Advisory Sub-committee
- Provost Advisory Counsel
- Provost Academic Master Plan Steering Committee
- Honors College Steering Committee
- Johnson Center Master Plan
- UNM Student Union Building Master Plan
- Construction Owners of America - University Member
- ADA Committee
- Naming Committee

2013-2014 Significant Developments
- FAMIS F&A Cost Survey training
- FAMIS F&A Cost Survey completion

Future Significant Plans/ Recommendations:
- Collaborate with the Office of Institutional Analytics to integrate FAMIS data within a 'Data Mart' which would include facility data, grant data, expenditures/indirect costs dollars, Principal Investigators, etc. to develop a research database.
- Complete FAMIS updates with the IT Applications Group
- Assist UNM Health Sciences Center Art Program with researching and obtaining a mobile art scanning/tracking mechanism which would integrate with the FAMIS database/floor plans.
- Create a new Research Space Sub-Committee (to the Space Allocation Committee) to focus on main campus research space use, utilization, allocation, productivity, etc.
- Refine and outline our relationship with the IT Applications group to assure that Space Management be provided a technical edge to our core FAMIS team in order to further develop reports, integrate BANNER (including HR employee table, Grant Codes,

Organizational Codes), integrate Inventory Control equipment, write scripts, etc. as the IT Application Group goes through team restructuring, hiring, etc.
- Development of next phases of Lily Lane
- Develop Public Realm Master Plan
- Planning & Programming oversight of the following major capital projects:
  - Anderson School of Management
  - Interdisciplinary Science & Education Building
  - Domenici Health Education Phase 3

Department Staffing Information

Appointments to Faculty/Staff:
- Samuel Escoto, Professional Intern, OUA, September 23, 2013
- Antoni Baca, Professional Intern, OUA, September 30, 2013
- Carlos De Anda, Professional Intern/Technical, OUA, October 25, 2013
- Amber Straquadine, Professional Intern/Technical, OUA, October 25, 2013

Separations of Faculty / Staff:
- NONE

Publications of the division: publications of the individual Faculty / Staff:
- NONE

Out-side Professional Activities of Staff members:
- Bob Doran, University Architect – American Institute of Architects (AIA), National Council of Architectural Registration Boards (NCARB), Society of College and University Planners (SCUP) Member Pacific Regional Council Member, Association of University Architects Construction Owners of America and the Albuquerque LEAN Construction Institute.

- Jeff Smith, Manager Space Management - Society of College and University Planners (SCUP) Member; Coach for AYSO EXTRA U10 Boys Soccer Team, Coach for AYSO Advanced Competition Team (ACT) U10 Boys Soccer Team

- Claudia Smith-Miller, Planner – NM Accredited Architectural Historian, member Corrales Farmland Preservation Committee, Member, American Planning Association (APA), Member National Historic Preservation Society, Contributor "Alternative Energy and New Mexico Regionalism, 1960-1980";

- Benjamin Savoca, Planner – Society of College and University Planners (SCUP) Member Pacific Regional Council Member, Urban Land Institute (ULI), New Mexico Chapter Member. Masters Candidate, Community and Regional Planning, UNM School of Architecture and Planning.

- Suzanne Mortier, University Landscape Architect - Full Member of the American Society of Landscape Architects, (ASLA); Member and Past Executive Committee Member of the New Mexico Chapter of ASLA; Licensing Examination Grader for the Council of Landscape

Architectural Registration Boards, (CLARB); Society of College and University Planners (SCUP) Member; Board of Directors for the UNM School of Architecture and Planning Alumni Association; LEED Green Associate and participated in a subject matter group formed for GBCI test items.

- Stacy Kaneshige, Data Manager Space Management – Society of College and University Planners (SCUP) Member;

- John M Tomaszewski, BIM Coordinator – Member of the National Institute of Building Sciences (NIBS), buildingSMART alliance / buildingSMART alliance-North America (bSa), buildingSMART international (bSi, National BIM Standard (NBIMS), National CAD Standard (NCS), bimSMART Foundation (BSF);

- Tabia Murray Allred, Program Planning Officer – Society of College and University Planners (SCUP) Member.

Outside Sponsored Research (sponsor, amount involved, purpose of grant, duration, etc.):
- No Outside Sponsors at this time.

Appendix L

FY 2013-2014 Annual Report

STAFF COUNCIL

Submitted by:

RENÉE DELGADO-RILEY, STAFF COUNCIL PRESIDENT

KATHY MEADOWS, STAFF COUNCIL ADMINISTRATIVE OFFICER &
STAFF COUNCIL EXECUTIVE COMMITTEE

http://staffcouncil.unm.edu/

Mission and Vision

Staff Council nurtures leadership, education, advocacy, diversity and service (LEADS) by:
- Focusing on the development of leadership skills, aptitudes, and behaviors necessary to succeed in lifelong learning and viable career pathways
- Communicating with constituents, faculty, students, and the administration about the promotion of the well-being of every staff member at UNM
- Providing UNM Staff a support structure and forum to address issues of concern
- Providing opportunities for staff to work with people and organizations across the University and in our community

Improving the working lives of staff at the University of New Mexico.

Organizational Chart

2013-2014 Staff Council
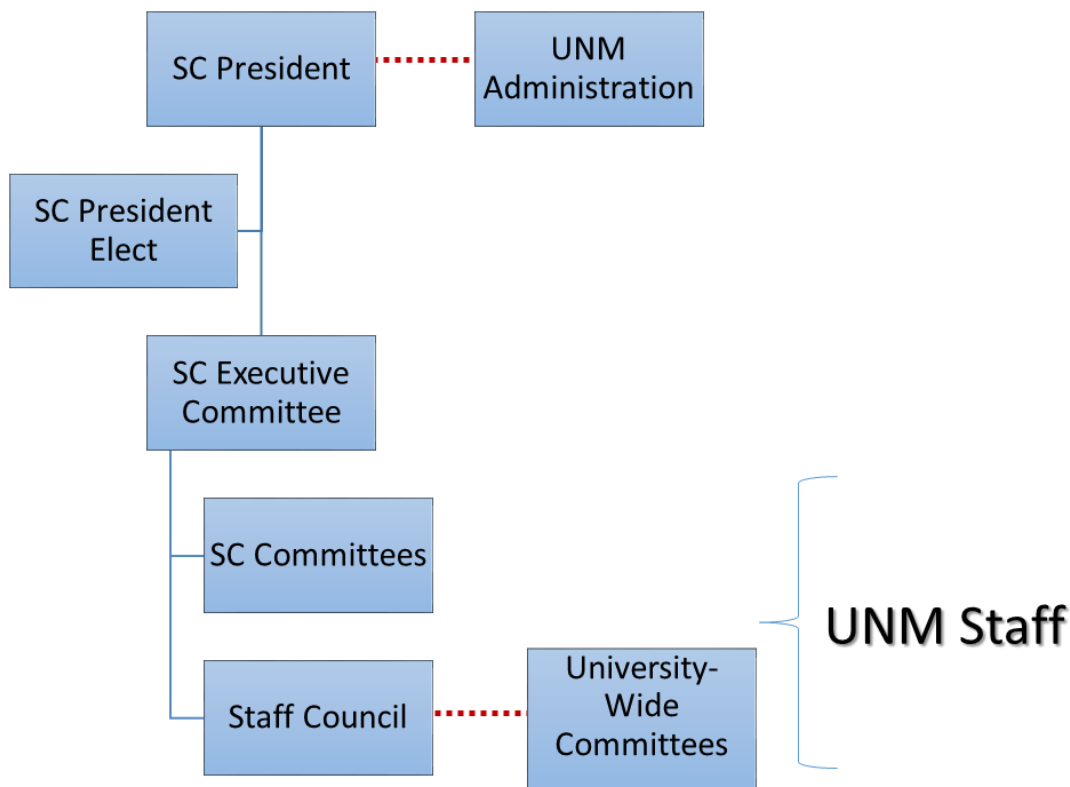
Staff is non-bargaining unit staff

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Executive Summary

The UNM Staff Council serves as the voice for staff in shared governance at the University of New Mexico by conveying information and making recommendations to the President and Board of Regents regarding interests and concerns of staff. The Staff Council is organized as a collective voice, which fosters a spirit of unified community and encourages the exchange of ideas and concerns in supporting the mission of The University of New Mexico.

Overview

Over the past year, the University of New Mexico Staff Council has engaged in several campus-wide activities that enable us to represent our constituents and help make effective institutional changes to improve the quality of life for staff. These activities included:

- UNM Staff Council Strategic Planning Development
- Leadership Training
- Branch Campus Liaison
- Staff Engagement Events

From the above activities, the University of New Mexico Staff Council is focused on promoting a culture of life-long learning at UNM and helping support staff to grow professionally and academically. The goals of Staff Council are:

1. Represent constituents through two-way communication of policies, information, etc.
2. Serve UNM staff by strengthening the collective UNM staff 'voice'
3. Highlight the many UNM Staff contributions to UNM
4. Foster leadership at UNM and in the community
5. Partner with UNM shareholders in efforts aimed at improving UNM Staff well-being

Core Values:

Accomplishments

UNM Staff Council Strategic Planning Development
The Staff Council has been working on our strategic planning for the past 10 months. We have a new Vision/Mission/Goals & Core Values. The Staff Council believes these truly represent what we have done historically, what we do, what we aspire to do going forward. These will create a

model of sustainability of our organization and be a clear path to understanding where our energies should be placed.

Focus Groups

In an effort to gain feedback from our constituents (UNM Staff) on how we can help build staff morale, we are hosting 11 focus groups this fall on North, Main and South Campus with a cap of 10 staff members. Within 48 hours of releasing this information, we were 100% filled. This is a testament that UNM Staff want to talk to us about morale.

We have had three focus groups thus far to date.

The following have emerged as areas where energies should be spent in regards to improving Staff morale:

- Respect/Trust
- Viable Career Paths
- Supervisory/Leadership Training
- 360 Evaluations

These results will be aggregated and presented with our Strategic Plan.

Leadership Training

The Staff Council has begun to work on internal recognition and leadership programs in order to better train Staff Councilors and focus on professional growth. The following are a list of monthly workshops for UNM Staff Councilors and other interested staff.

07/07 – Introduction by Mary Clark
08/04 – AVP Andrew Cullen from Budget Office
09/08 – Pamina Deutsch from Policy Office
10/06 – Matt Munoz from Office of Community and Government Relations
11/03 – Ava Lovell from HSC Finance and Administration

Branch Campus Liaison

In an effort to reach out to the Branch Campus staff, Staff Council has refined the current liaison role. The Staff Council President has coordinated and initiated contacts at three of the four Branch Campuses. The Board of Regents and Staff Council reports now incorporate updates from the Branch campuses. Branch campus designees have also begun to attend monthly meetings with the Staff Council. In an effort to celebrate this endeavor, the Staff Council will be planning a visit to the Branch Campuses in the future.

Staff Engagement Events

The Staff Council has coordinated monthly brown bag events to bring staff together to discuss many different topics in order to improve the overall quality of life

1) **January 31st**
   a. Tracy Briggs
   b. Wellness
2) **February 28th**
   a. Vanessa Haye-Porter
   b. Beat the Blues: Demystifying Depression
3) **March 28th**

   a. Jael Clark
   b. Women in Sports: The positive impact of Soccer in a Young Woman's Life
4) **April 25ᵗʰ**
   a. Mathew Maez - Caps
   b. Going Social at UNM
5) **May 30ᵗʰ**
   a. Dr. Nickel
   b. Behavior issues of dogs
6) **June 27ᵗʰ**
   a. Joy Klotz – Program manager, Senior Social Services
   b. Elder care
7) **July (Patio) 25ᵗʰ**
   a. Mary Clark
   b. Sustainability - recycling
8) **Special August 8ᵗʰ Brown Bag**
   a. Tracy Wenzl
   b. Everything you need to know about Roberts Rules
9) **August 29ᵗʰ**
   a. Jenna Crabb – Director for Career Services at UNM
   b. Unlocking your Career Success through Motivation and Burn-Out!
10) **September 26ᵗʰ**
   a. Mark Reynolds
   b. Dancing event – Latin, New Mexican
11) **October 31ˢᵗ**
   a. Annette Mares-Duran, Kat Elwell
   b. Lead A short-term study abroad program
12) **November 21ˢᵗ**
   a. Veterans (Changing History, a journey that never ends)
   b. Marilyn (Mandy) Melendez Dykman, MA
13) **December 19ᵗʰ**
   a. JoEllen Ransom – Ombudsperson UNM staff
   b. Bulling in the workplace

Current Projects

- Staff Council Website Re-design
- Tokens of Appreciation: Internal Recognition Programs
- Outstanding Supervisor Award
- Community Engagement Leave Support for Staff

Future Plans/Goals

- 25th Anniversary Celebration
- Transparency & Communication

Department/Staffing Info

The Executive Committee transacts the routine business of the Council and is convened by the Staff Council President, who serves as Chair of the Committee. All business transacted by the Executive Committee is reported at Staff Council meetings by the President-Elect. The Executive Committee receives Committee reports, via the Staff Council Speaker, for Staff Council Committees and via the Staff Council President for external (University-wide) Committees. The Executive Committee determines the agenda for Council meetings. Elections for the Executive Committee occur at the May meeting.

Past 2013-2014 Committee Members:
Gene Henley – President
Renee Delgado-Riley - President Elect
Tracy Wenzl – Speaker
Karen Mann – Treasurer
Carol Bernhard and Theresa Jastrzemski – Precinct at Large Representatives
Mark Reynolds and Chelsea Beth Walker – Grade at Large Representatives
Mary Clark - Past President (Ex Officio)
Kathy Meadows – Staff Council Office Administrative Officer (Ex Officio)

Current 2014-2015 Committee Members:
Dr. Renee Delgado-Riley - President
Jarrett Hines-Kay- President Elect
Mary Clark - Speaker
Cynthia Mason - Treasurer
Joaquin Baca and Crystal Davis - Grade at Large Representatives
Danielle Gilliam and Gina Urias-Sandoval - Precinct at Large Representatives
Gene Henley - Past President (Ex Officio)
Kathy Meadows - Staff Council Office Administrative Officer (Ex Officio)

Recommendations

The Focus groups are being conducted on the UNM main campus in Albuquerque, New Mexico during the Fall 2014. Participants were invited through their Staff Council representatives and via eNews. Participants were encouraged to be open and asked to give recommendations. The sessions were constructive and the themes will be aggregated along with recommendations by the Spring of 2015 to be giving to UNM Administrators.

FY 2013-2014 Annual Report

Planning, Budget and Analysis

Submitted by:

ANDREW CULLEN, ASSOCIATE VICE PRESIDENT, OPBA
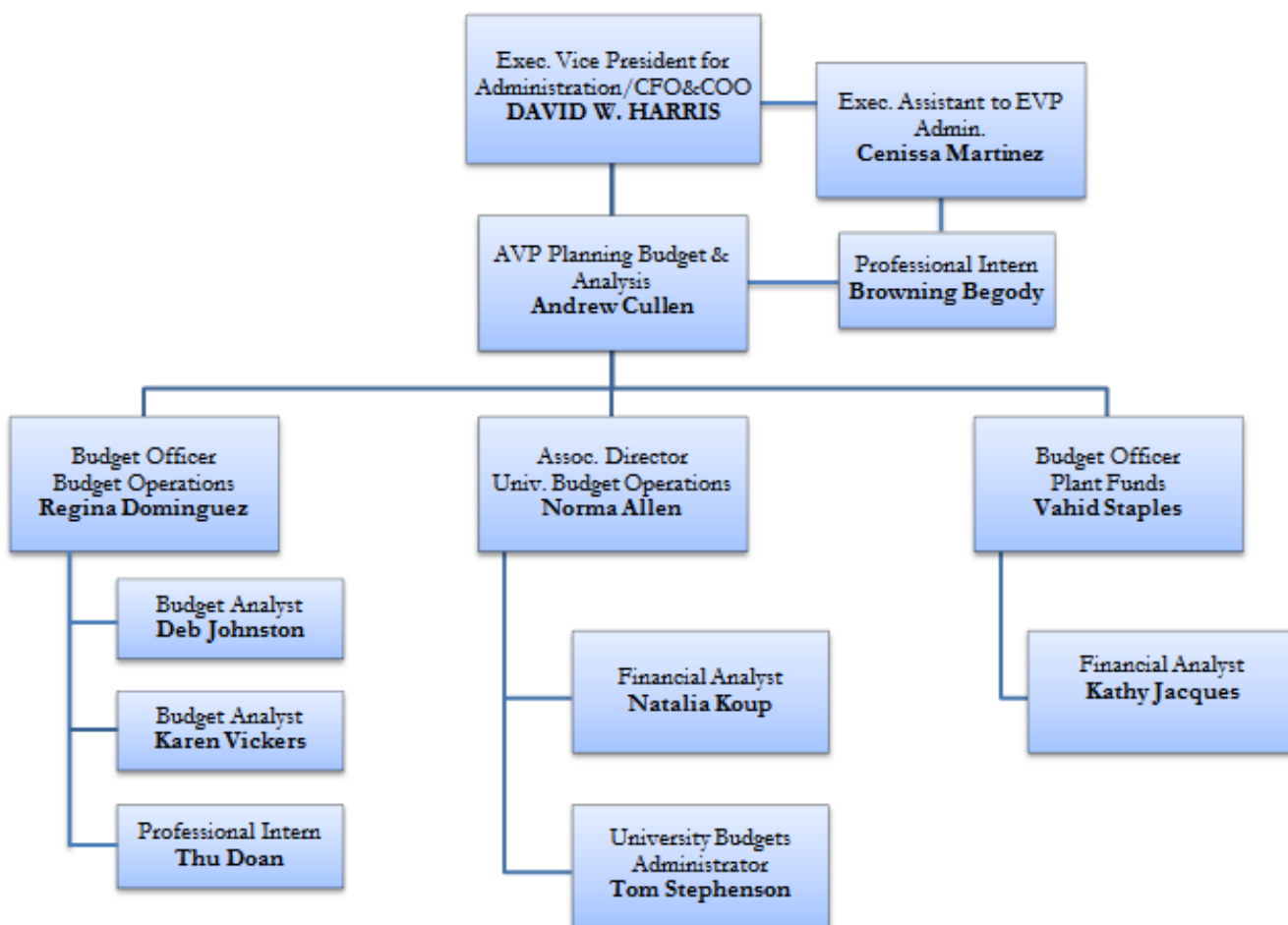
http://www.unm.edu/~budget/

Mission and Vision

The mission of the Office of Planning, Budget & Analysis (OPBA) is to effectively plan and manage UNM's fiscal resources in support of the University's mission of teaching, research, patient care, and community service.

The office works with UNM's academic and administrative departments to ensure accurate, efficient, and successful budget planning, implementation, and reporting practices across all campuses.

We support central administration and departments priorities by identifying, projecting, allocating, and managing resources available for operating and capital expenditures and work with state and local governments to ensure the effective management and use of appropriated resources to meet the stated goals of affordability and access for all New Mexicans.

2013-2014 OPBA Organization Chart

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Executive Summary

Along with the day to day operations of the Office of Planning, Budget & Analysis (OPBA), the office leads several University-Wide initiatives. Most notably, the initiatives included projects that are at the forefront of President Frank's UNM 2020 Strategic plan. They build upon efforts both central to the University's teaching and research mission (budget efficiencies) and outside the University's boundaries as the University of New Mexico leads the City and State effort to simulate economic development in New Mexico.

Central to the stewardship of the University's assets, the OPBA developed numerous reports for the Results Orientated Management (ROM) Project which builds upon the newly acquired Web-Focus reporting tool. These reports will ultimately allow for the evaluation of yet-to-be determined metrics that will be critical in evaluating operational efficiencies within both Academic Affairs and the Administration.

In partnership with the City of Albuquerque, the University of New Mexico is leading an initial effort to spur economic development in New Mexico, and more specifically in the area between Downtown and the University. An important aspect of this effort was acquiring the former First Baptist Church site at the corner of Central and Broadway Blvd's. This transaction was complete just after the fiscal year-end close and allowed the University to move forward with Master Planning and Design Guideline efforts that will transform Historic Route 66 into a vibrant live, work and play innovation district that will benefit the surrounding community, City of Albuquerque and UNM students and researchers alike.

Overview—Budget Operations and ROM Project Support

Accomplishments FY 13-14

- o Yearly Budget Cycle-Staff from OPBA work continually each day on budget revisions submitted through the approval queue, tuition and fee projections, pooled fringe account projections, and various analyses. In addition, the staff is heavily involved in building the New Year budget scenarios, schedules, and legislative tracking reports when the legislative session and budget season starts.

- o Budget Systems and Higher Education Department (HED) Reporting
  - ▪ We have 3 budgeting systems that we train departments to use each year.   The operations team spent countless hours testing the systems because of Banner, Web focus and ODS upgrades, training end users, reviewing and reporting the data, and meeting with departments regarding their projections. The systems include:

    - ➢ Budget Planner
    - ➢ Mid-Year Reviews/Projections System
    - ➢ Categorization of Reserves

- By law, we are required to report to HED our Annual Fiscal Year Budget, Revised Budget and Report of Actuals. We completed Phase II of converting both reports into the Web focus format with drill down capability.

- In addition, we gather budget data and prepare schedules on an on-going basis for Executive Management, Regents' presentations, and external and internal entities.

o Report Conversion from Hyperion to Webfocus
- OPBA staffs were an important part of the reporting conversion effort during FY13-14. This involved membership on a finance leads work-team, attendance at bi-weekly meetings and rigorous testing, documentation and follow-up with IT staff. OPBA led the conversion effort for budget related reports available to end users as well as core office specific reports that our office runs on a daily/weekly/monthly basis to ensure data integrity of university indices, budgets, transfers, allocations, reserves and state appropriations.

o Implementation of Results-Oriented Management (ROM) Web focus Reports and Portal:
- Staff from OPBA worked with IT and IBI report writers to build numerous Webfocus dashboards and reports for Executive Management and departments in order to support the ROM efforts on main campus. Phase I was completed and Phase II was started in FY 14.

Current Projects

o FY 16 Budgeting Process
- OPBA completed the four year budget plan for all of main campus and presented it to the Regents in October 2014. In addition, we are working on FY 16 budget scenarios to be presented in November to the Regents. This is much earlier in the process than in years past.
o OPBA Process Improvements-We have identified several areas to make process improvements in the office. We have identified four areas and assigned the appropriate staff to implement the changes. The areas include:
- Tuition and Fee Projections
- Approval Queue Monitoring and Reporting
- Branch Campus HED reporting review
- Capital Projects Budget and Projections
o Special Tuition and Fee Analysis-Due to enrollment decline, we are stepping up our efforts in monitoring tuition and fees.
o Developing ROM Administrative Metrics for OPBA.

- o Branch Campus Administrative Overhead-OPBA staff is reviewing the current rates and processes and working with Wynn Goering on implementing a more transparent rate configuration and process for FY 16.
- o Implementation of ROM Phase II and Phase III reports. ROM Phase II reports and modifications are complete. OPBA staff is currently working with Academic Affairs and the President's Office on Phase III report development and changes.

Future Plans/Goals FY 14-15

- o Finish Phase III ROM Reports
- o Finalize OPBA ROM Administrative metrics
- o Complete 50% of the process improvements noted above.

- O Compile a recommendation for the EVP for Administration on how to fund current priorities by identifying efficiencies within administration, i.e. service centers, pause and hold strategies and operational restructuring.

Overview—Plant Funds and Investment Support

Accomplishments FY 13-14

- o Yearly Budget Cycle-Staff from OPBA work each day on capital budget revisions submitted through the approval queue and various analyses.

- o Investment Returns
   - ▪ Implemented a CD laddering approach for UNM Bond Renewal and Replacement funds as well as STC Building Renewal and Replacement reserves. This change in approach significantly increased the returns that the University was receiving as a result of today's historically low interest rates.

- o As per the law, we reported to HED our New Fiscal Year and Revised Budgets and Report of Actuals for all Plant Funds.
   - ▪ Staff from OPBA worked with Health Science Center and the Branch Campuses to pull together and ensure consistency on all submitted plant information.

- o Initiated and completed RFP's in order to place contracts for both Financial Advisor and Bond Council.

Current Projects

- o Bond Refunding
   - ▪ OPBA is working on refunding the 2003A, 2003B, 2003C, and the 2005 bonds. Once this process is complete the University will recognize savings in the amount of debt service it is required to pay.

- Working with First Southwest, Modrall Sperling, JP Morgan, G.K. Baum, and U.S. Bank on the refunding's.

o Reaffirm the University's credit rating. As part of the process of refunding the bonds referenced above, the University has to go through a thorough financial review by the rating agencies, Moody's and Standard and Poor's.

- We were successful in keeping the University's Aa2 and AA ratings.

o Stand By Purchase Agreement (SBPA) - The University's current agreement expires on December 31ˢᵗ 2014. OPBA is currently working with the University's Financial Advisors, Bond Council, and the Liquidity provider to get a new agreement in place before the expiration date. An initial review suggests this replacement will result in significant savings to the University of New Mexico.

Goals FY 14-15

o Review debt service portfolio after refunding's complete. Emphasis will be placed on review of available revenue to analyze the potential of a new revenue bond issue.
o Review investment portfolio to try and identify any potential areas where increases in interest yield can be attained within the Investment Policy parameters.

Recommendations

The OPBA, in conjunction with the Executive Vice-President for Administration, must lead the budget reform efforts currently being requested by the Board of Regents and University President. An important aspect of this effort will be implementing administrative efficiencies AND efficiencies within schools and colleges that streamline instruction and administrative policies and procedures. Further research is required, but Administrative Service Centers have proven to be effective cost saving initiatives at other higher education institutions and must be evaluated for implementation here at UNM in the upcoming fiscal year.

In addition to operational efficiencies, investment returns will continually be evaluated in an effort to bolster investment income and the bond portfolio will be reevaluate to determine if further savings can be achieved by refunding current outstanding bond issues or by other means related to Standby Purchase Agreement and Liquidity Providers.

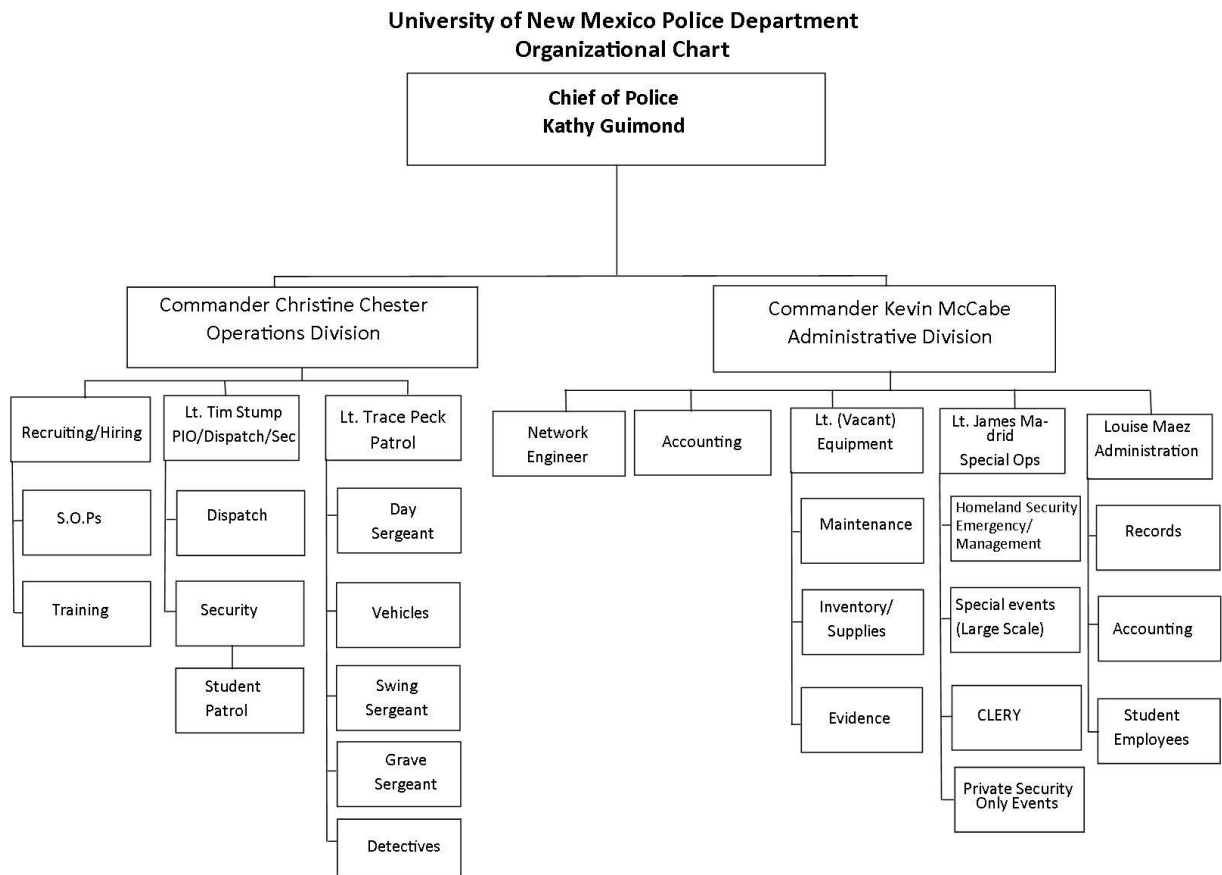# FY 2013-2014 Annual Report

Police Department

Submitted by:

KEVIN MCCABE, CHIEF OF POLICE

http://police.unm.edu

The University of New Mexico Police Department

To provide the University of New Mexico with exceptional police services for the preservation of human rights and the protection of people and property. These services will be provided with an emphasis on proactive measures, minimizing the need for reactive responses. We will strive for a positive interaction with outside agencies and maintain a strong, cooperative relationship with the community by respecting differences and fostering a better understanding

**University of New Mexico Police Department
Organizational Chart**

```
                          Chief of Police
                          Kathy Guimond

        Commander Christine Chester            Commander Kevin McCabe
           Operations Division                  Administrative Division

  Recruiting/   Lt. Tim Stump    Lt. Trace Peck   Network    Accounting   Lt. (Vacant)   Lt. James Ma-   Louise Maez
   Hiring       PIO/Dispatch/Sec   Patrol         Engineer                Equipment      drid            Administration
                                                                                         Special Ops

   S.O.Ps       Dispatch         Day                                      Maintenance   Homeland Security   Records
                                 Sergeant                                               Emergency/
                                                                                        Management

   Training     Security         Vehicles                                 Inventory/    Special events    Accounting
                                                                          Supplies      (Large Scale)

                Student          Swing                                    Evidence      CLERY             Student
                Patrol           Sergeant                                                                 Employees

                                 Grave                                                  Private Security
                                 Sergeant                                               Only Events

                                 Detectives
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2013-3014 Annual Report

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Executive Summary

The most significant event that took place at the Police Department during the fiscal period of FY2013/2014 was the retirement of Kathy Guimond who served as the Police Chief for approximately eighteen years. The additional events taking place were the implementation of the SART Team and the utilization of the Department's website to meet the requirements of the Clery Act making it more of an effective tool to serve the public and university. I will discuss each of them in some detail.

Overview

On June 30, 2014 Kathy Guimond retired after eighteen years of service as the Chief of Police. Chief Guimond served with honor and distinction leaving a department that is staffed with well trained, skilled officers who are respected throughout the law enforcement community for their professionalism. One of Chief Guimond last initiatives was her involvement in the successful implementations of the SART (Sexual Assault Response Team) program.

The initiative was started during FY2012/2013 and Chief Guimond drew on her background in sexual assault and violent crime investigations to steer the committee in forming the SART Team. The four key components are medical, counseling; law enforcement and student conduct officer. The formation of the SART Team, along with a strong awareness campaign throughout the university regarding sexual violence and the importance of getting involved, resulted in an increase in reported sexual assault crimes. Through a coordinated approach the victim is not re-victimized by the process and all available resources are identified and made accessible to victim.

The next significant development was the utilization of the Police Department's website to address serious reporting issues with the Clery Act. Examination of the website also revealed that it did not offer much assistance to the public'. The first change to the webpage was the addition of online police reporting. Certain nonviolent crimes were identified that do not require a police officer response. The public can access online reporting through the website and file a report such as a bicycle theft. This type of reporting provides an avenue for the public to report a crime without causing them further inconvenience, which sometimes resulted in no report being filed and leaving police unaware of a possible problem. Online reporting went into effect on August 1, 2013 and to date we have recorded 516 reports at a savings of approximately $25,000 based on the cost and time expended by an officer who would have been dispatched. The benefit to the Department is not just the cost savings because it leaves officer on patrol and available for priority one calls.

In April of 2014 Internal Audit conducted an audit of the Annual Security and Fire Safety Report (ASFSR) to determine if the University was in compliance with the Clery Act reporting requirements. The audit identified several issues, the daily crime log did not provide the information to the public, there was not an accurate accounting of who was a CSA (Campus Security Authority) and did they have any training of what their role is in Clery reporting. Work was done with the

Website to address these issues. The Daily Crime log was placed on the website and contained all the required fields necessary for Clery. The Daily Crime log also provides a pin map so the public can get a visual idea of the location of any criminal activity. Next, a Log-on portal was developed for the CSA's which requires all CSA's to register with the University and then connects them to online training geared to educate the CSA's on what a CSA is and their role in reporting Clery related crimes. The implementation of this portal on the website now allows the University to record and keep track of all CSA's and their training. The CSA's portal contains all the required Clery forms making it easy and assessable for CSA's to report immediately and matter that is brought to their attention.

As the Department looks forward it believes residential life on campus will continue to expand along with south campus so is it important that the department expands also to keep up with the demands placed on law enforcement and our ability to respond quickly. The increase in school shootings, large scale protesting and the threat of terrorism also results in an increased demand for greater law enforcement presence.

Accomplishments

First full year of online police reporting. There were 516 reports filed online with a costs saving of approximately $25,000.00.

Re-designed UNMPD web page making it more effective for the department and public to access and use. Public can now file police reports, review the daily crime/fire logs and the Annual Security and Fire Safety Report.

SART (Sexual Assault Response Team) team implemented in July/August 2013.

Current Projects

In April 2014, Internal Audit conducted an audit on the Annual Security and Fire Safety Report. Multiple recommendations were made by Internal Audit which resulted in identifying the need to create the position of a Clery Coordinator. The Clery Coordinator would organize the University's efforts to meet all Clery reporting requirements, write policy and procedures and ensure reporting deadlines are met. In August 2014 the Department promoted Commander Christine Chester to the rank of Deputy Chief of Police and she is serving as the Interim Clery Coordinator. Deputy Chief will serve in this capacity until a permanent Clery Coordinator can be named. The Department is also working with a University multidisciplinary team to enact RAVE Guardian. RAVE Guardian enhances safety on campus through a virtual safety network of friends, family and campus safety. The go-live for this project is January 2015 due to changes in software by the developers. RAVE Guardian will require support from UNMPD dispatch if an alarm is activated and therefore all dispatchers will need to be trained on RAVE Guardian and it will be an additional responsibility for dispatchers.

In addition to the RAVE Guardian project the Department is involved with the Global Threat Reduction Initiative (GTRI). GTRI is a plan between UNM and Sandia National Laboratories regarding a security and response plan regarding certain facilities located within UNM that utilize radiation for research and treatment. GTRI is a plan to place enhanced security measures at these locations and utilizes alarms and monitors to respond if a threat is detected. Part of this initiative includes UNMPD dispatch. The Dispatch room would be fitted with two additional monitoring stations that are wired to the identified locations. Dispatchers will be required to monitor and dispatch any alarm activation under the GTRI plan. In the current facility, the room to fit two more monitoring stations will be difficult and challenging for the Department.

Future Projects

The Department intends to address the radio communications upgrade that has been in the planning for the past two years. The Department radio communications system operates off of the City of Albuquerque Police Department's 800 MHZ system. In the process of upgrading our communication system it was learned that the City was also in the process of going to a new communication system. Before we are able to move forward, the Department must standby until we learn what system will be used by the City in order for us to remain interoperable.

The Department still seeks a goal of fifty officers that was approved previously but put on hold due to budget restraints felt by all University Departments during the recession. The addition of almost 2,000 residential students who live on campus 24/7, the anticipated growth of the Caesar Chavez corridor with commercial businesses and the increasing requests being made for police services due to the heighten awareness of active shooters, sexual violence, large scale protesting and terrorism is making it difficult for the Department to keep pace. At the present time the Department does not have the level of staffing, equipment and facilities that are necessary to ensure success of the current growth of residential life and the anticipated growth of south campus.

The Department is currently housed in Hokona and as we grow space is becoming an issue. The men's locker rooms is at full capacity , the Dispatch room is in need of an upgrade and with the addition of two more monitoring stations for GTRI and the addition of RAVE Guardian are placing greater demands on the dispatch room and necessitating the need for a larger facility. A facility with the space to accommodate locker rooms and a larger communications center in which we could incorporate a state of the art central monitoring station for CCTV would improve the Departments effectiveness. An Emergency Operations Center should also be included in the planning. In April of 2014 a helicopter accident occurred requiring the activation of the current Emergency Operation Center currently located in the basement of Hokona. The space and equipment are inadequate to handle such an event and it became very apparent during the activation. A new facility would enable planning to take place to meet the needs of law enforcement and an emergency operations center taking advantage of the state of the art technologies to enhance our response to an emergency.

Department Staffing

Department Hires: Hired

1. Richard Wills - Police Officer   09-09-13
2. Renee Dolan - Police Officer   09-09-13
3. Wayne Jones - Police Officer   09-09-13
4. D.J. Romero - Police Officer   09-09-13
5. Juan Mitchell - Campus Security Officer   10-09-13

Retires: Retired

1. Kathy Guimond - Chief of Police   06-30-14
2. Ronnie Rushing - Police Officer   05-30-14

Terminations/Resignations   Separated

1. Tim Dwyer - Police Officer   Terminated
2. Manual Luna - Dispatch Supervisor   Terminated 05-13-14

Current Staffing Numbers:

Sworn Personnel:

1. Command Staff: 6
2. Sergeants: 3
3. Officers: 27

Civilian Personnel:

1. Administrative Staff - 5
2. Campus Security - 9
3. Dispatchers - 8
4. IT Unit - 2

Outside Professional Activities of Staff Members

International Association of Chiefs of Police
International Association of Campus Law Enforcement Administrators
New Mexico Association of Chief of Police
FBI National Academy Associates

FY 2013-2014 Annual Report

Policy Office

Submitted by:

PAMINA M. DEUTSCH, DIRECTOR OF UNIVERSITY POLICY AND
ADMINISTRATIVE PLANNING

BONNIE LEIGH REIFSTECK, UNIVERSITY POLICY SPECIALIST

http://policy.unm.edu

Mission and Vision

The UNM Policy Office oversees the development, revision, and issuance of the Regents' Policies and the University Administrative Policies, while serving as the official repository for historical and current versions of the policies. Through the policies, the office strives to mitigate risk, enhance efficiency, and promote compliance with laws and regulations.

Organizational Chart
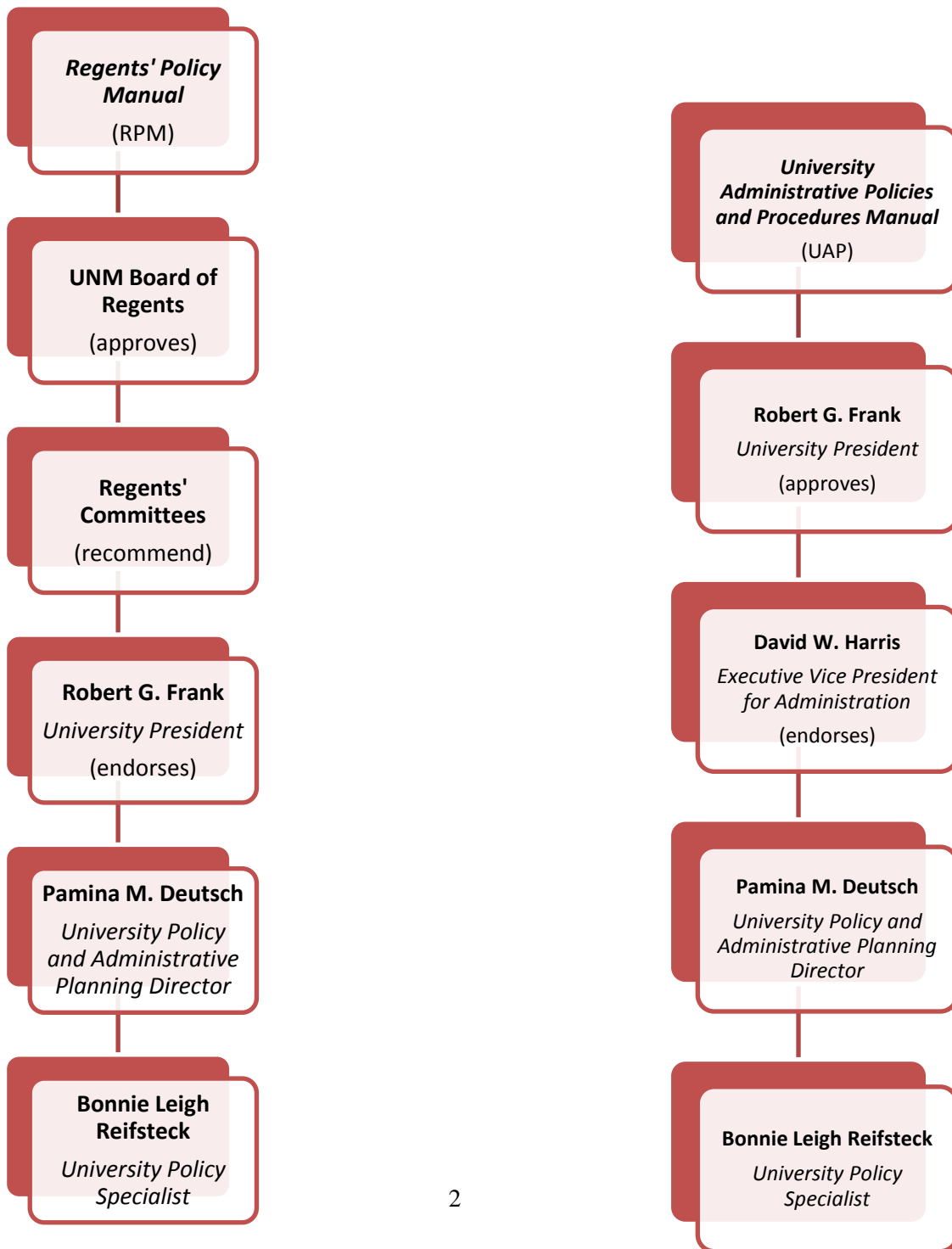
Regents' Policy Manual

(RPM)

UNM Board of Regents

(approves)

Regents' Committees

(recommend)

Robert G. Frank

University President

(endorses)

Pamina M. Deutsch

University Policy and Administrative Planning Director

Bonnie Leigh Reifsteck

University Policy Specialist

University Administrative Policies and Procedures Manual

(UAP)

Robert G. Frank

University President

(approves)

David W. Harris

Executive Vice President for Administration

(endorses)

Pamina M. Deutsch

University Policy and Administrative Planning Director

Bonnie Leigh Reifsteck

University Policy Specialist

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<u>**2013-2014 Annual Report**</u>

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<u>EXECUTIVE SUMMARY</u>

The Policy Office accomplished a significant amount of work this academic year, despite a small staff. Until September 3, 2013, the office was a one-person operation. Presently, the staff consists of a full-time Director, Pamina Deutsch, and a half-time University Policy Specialist, Bonnie Leigh Reifsteck.

Thirty-four policies were developed or revised, including several complex new policies and substantive amendments to existing ones. Notable among these was a new policy on Gifts to the University, a consolidation and significant enhancement of several policies, now superseded, which were not meeting the needs of departments, museums, or the UNM Foundation. On May 1, 2014, the UNM Foundation presented Ms. Deutsch with the inaugural Outstanding University Partner Award in recognition of her extensive work on the Gifts to the University Policy, which helped pave the way for the Mandelman-Ribak gift and other large gifts that were accepted for both accessioning and future sale purposes.

As part of its policy work and in support of other University initiatives, the Policy Office facilitated or otherwise participated in well over a dozen committees and task forces, on such diverse topics as consensual relationships, Title IX, Loss Prevention and Control, and tuition and fees.

On September 3, 2013, as the result of a highly successful search for an assistant, Ms. Deutsch hired Ms. Reisteck as a University Policy Specialist, who brought many years of directly related experience and expertise to the position.

Since the new consolidated Policy Office website was launched on February 28, 2013, the website has attracted many thousands of visitors and averages 400 visitors each workday.

<u>OVERVIEW</u>

Founded in 1990, the Policy Office is responsible for developing, amending, administering, and issuing the policies in the UAPPM and the RPM, each of which contains approximately 150 policies. Related to this work, the office maintains the official University website of all currently issued UAPPM and RPM policies, and serves as a repository and archive for superseded versions of the policies.

For the UAPPM, there are at least two formal policy review cycles each academic year, in the fall and spring. The formal process for developing new UAPPM policies and revising existing policies includes opportunities for review and comment by subject matter experts, the Faculty Senate, the Staff Council, the Deans' Council, the Office of University Counsel, the Executive Cabinet, the Health Sciences Center's Office of Academic Affairs, and others as appropriate, culminating in a 30-day full campus review and comment period. The Policy Office continually refines and broadens the process. During this period, commenters can enter comments online through the Policy Office website. In addition to this formal process, minor amendments to UAPPM policies can be accomplished within a couple of weeks.

Though the Board of Regents has ultimate authority for the RPM, the Policy Office works closely with the Board on the development of new policies and amendments to current ones.

ACCOMPLISHMENTS AND SIGNIFICANT DEVELOPMENTS

Website

In that the Policy Office launched its new consolidated website, which houses both policy manuals, on February 28, 2013, this was the first full academic year with the website in place. Once policies are approved by the University President or Board of Regents, they are promptly posted on the website and announced in the "News" section of the website, as well as in the UNM News Minute.

Google Analytics data show that in the period from July 1, 2013 to June 30, 2014, the website received 104,424 visits; 46,069 unique visitors; and an average of about 400 visits per workday. Notably, on November 25, 2013, the site received 1246 visits; on December 5, 2013, it received 1144 visits; and on February 5, 2014, it received 1866 visits.

Staffing

During the initial months of this year, Ms. Deutsch remained the sole employee of the Policy Office, fulfilling all aspects of the functions of the office herself. After an earlier failed search, Ms. Deutsch conducted a highly successful search for an assistant and hired Ms. Reifsteck, who on September 3, 2013 began working as a half-time University Policy Specialist. Ably assisting with policy development, office operations, and other substantive matters, Ms. Reifsteck brings to the office many years of relevant experience and expertise in academic and administrative settings on both sides of campus.

Outstanding University Partner Award

On May 1, 2014, Ms. Deutsch was the first recipient of the Outstanding University Partner Award from the UNM Foundation, in honor of her work on the new UAPPM 1030 ("Gifts to the University") policy, which was credited with helping to enable the recent acquisition of the Mandelman-Ribak collection, among other benefits.

Education Abroad Policy

As an illustration of the policy review process working, toward the end of the fall 2013 semester, the Policy Office received draft revisions to UAPPM 2710 ("Education Abroad Health and Safety") that had been drafted primarily by two attorneys. When the policy draft was posted for a 30-day review and comment period, it elicited a large number of negative comments. The Policy Office invited the 50 or so faculty members and others who had commented on the draft to participate in a committee charged with thoroughly revising the draft to address the concerns of the commenters.

Policy Development

Thirty-four policy revisions or new policies were issued, as detailed below, this year. In addition to the issued policies, significant time was devoted to other policies during this period that at certain times appeared on the verge of being in final draft form and ready for campus review and comment, but which ultimately required further discussion and will be issued in the future.

Newly Issued Policies

RPM

The following eight Regents' Policies were issued as amended versions of existing policies:

>   September 10, 2013
>   >   3.5 ("UNM Health Sciences Center Board of Directors")
>
>   March 10, 2014
>   >   1.3 ("Public Notice of Regents' Meetings") – effective date of May 1, 2014
>
>   April 8, 2014
>   >   7.4 ("Purchasing")
>   >   7.8 ("Signature Authority for Contracts")
>   >   7.9 ("Property Management")
>   >   7.11 ("Selection of Architects for UNM Projects")
>   >   7.12 ("Approval of Construction Projects")
>   >   7.13 ("Receipt and Investment of Gifts to the University")

UAPPM

The following 12 University Administrative Policies were issued as new policies or amended versions of existing policies after a full public comment and review period.

>   July 17, 2013
>   >   2250 ("Camping")
>   >   3400 ("Family & Medical Leave Act") – updated to reflect new regulations
>
>   October 18, 2013
>   >   4000 ("Allowable and Unallowable Expenditures")
>
>   January 10, 2014
>   >   1030 ("Gifts to the University")
>
>   January 22, 2014
>   >   7200 ("Cash Management")
>   >   7225 ("Cashier Operation and Services")
>   >   7230 ("Financial Aid Disbursement")
>   >   7250 ("Refunds")
>
>   February 10, 2014
>   >   4030 ("Travel")
>
>   April 30, 2014

6110 ("Safety and Risk Services")

May 21, 2014
2720 ("Equal Opportunity, Non-Discrimination, and Affirmative Action," formerly 3100)
2730 ("Sexual Harassment," formerly 3780)

The following 14 University Administrative Policies were updated with minor revisions using an abbreviated process:

July 2, 2013
3600 ("Eligibility for Employee, Retiree, and Dependent Benefit Plans")

July 29, 2013
3700 ("Education Benefits")

August 21, 2013
1200 ("Presidential Award")

September 20, 2013
1150 ("Staff Council")

October 2, 2013
3430 ("Catastrophic Leave Program")
3500 ("Wage & Salary Administration")

March 11, 2014
3210 ("Recruitment and Hiring")
3790 ("Domestic Partners")

April 30, 2014
2335 ("Departmental Scholarships")
3600 ("Eligibility for Employee, Retiree, and Dependent Benefit Plans")
7110 ("Property Management and Control")

May 29, 2014
3220 ("Ombuds/Dispute Resolution Services for Staff")
3600 ("Eligibility for Employee, Retiree, and Dependent Benefit Plans")

June 5, 2014
3600 ("Eligibility for Employee, Retiree, and Dependent Benefit Plans")

ONGOING PROJECTS

In connection with ongoing policy development during this period, the Policy Office facilitated substantial committee work regarding policies on Gifts to the University, Consensual Relationships, Fundraising, Education Abroad, Political Activity, Campus Violence, and Tuition and Fees. Many

of these policies remain under revision by committees or will go to public comment and final issue in the fall semester.

Additionally, Ms. Deutsch participated on several UNM committees facilitated outside of the Policy Office, including the Background Checks Policy Committee, Tuition and Fees Policy Committee, Title IX Committee, Strategic Budget Leadership Team, Campus Compliance Committee, UNM2020 Tactics Work Group, Search Committee for a Vice President for Human Resources, Strategic Management Task Force, and Loss Prevention and Control Committee.

As an outgrowth of the Fundraising Policy Committee, Ms. Deutsch, in consultation with an Office of University Counsel attorney, engaged in protracted communications with the New Mexico Taxation and Revenue Department regarding the taxability of chartered student organizations' fundraising proceeds. Ultimately, the Taxation and Revenue Department agreed to support a statutory change that would exclude the chartered student organizations' fundraising proceeds from taxation.

Ms. Deutsch drafted a Code of Ethics for Main Campus, based on the Heath Sciences Center's Code of Ethics, which she submitted to the President's Office with a recommendation that, alternatively, the University develop a shorter document, specifically a set of values or principles that could be embraced more easily by the campus community. The President's Office endorsed the idea.

PLANS FOR THE FUTURE

A major project for the upcoming academic year is to scan copies of the Policy Office's historical files, and incorporate the scanned materials into the LoboVault online digital archives that are part of the UNM Archives. Once the project is complete, members of the campus community will be able to access superseded versions of the policies on their own through LoboVault, without having to make a request for copies to the Policy Office.

Ms. Deutsch and Ms. Reifsteck have been participating in a Presidential task force that is charged with developing a set of guiding principles for the UNM community.

The Policy Office plans to assign Policy Owners to the University Administrative Policies currently without designated Owners, provide education to Owners about their responsibilities, and periodically notify Owners of policies within their purview that are in need of review.

Though the Policy Website currently receives about 400 visits each workday, the Policy Office is planning efforts to make the website more visible to the UNM community.

COMINGS AND GOINGS OF STAFF

Appointment to Staff

On September 3, 2013, Bonnie Leigh Reifsteck joined the Policy Office as a half-time University Policy Specialist.

Separations of Staff

There were no separations of staff during this period.

PROFESSIONAL DEVELOPMENT AND RELATED ACTIVITIES

Conferences

- Association of College and University Policy Administrators' Conference, Chicago, IL (September 29-October 1, 2013)
- Seven Habits of Highly Effective People (November 11, 12, and 19, 2013) [Ms. Reifsteck only]

Webinars

- Background Checks (Pre-employment) Webinar (July 2, 2013)
- Demise of DOMA Webinar (September 26, 2013)
- Clery Act Webinar (April 30, 2014)

Professional Organizations

- Member, Association of College and University Policy Administrators (and active members of its listserv)
- Member, Association of Governing Boards
- Member, College and University Professional Association for Human Resources

FY 2013-2014 Annual Report

Safety and Risk Services

Submitted by:

CARLA PRANDO-DOMENICI, DIRECTOR, SRS

ARTHUR BISHOP, ADMINISTRATIVE OPERATIONS

http://srs.unm.edu

Mission and Vision

The Department of Safety and Risk Services supports the University's core mission by advancing the safety and health of the University community through risk management best practices, education, consultation and collaboration.

Organizational Chart

```
EVP for Administration
David W. Harris
        │
    Director
Carla P. Domenici
```

Manager Insurance & Claims — Michael Tuttle
- Claims Specialist — Miguel Delgado

Manager, Admin. Operations — Arthur Bishop
- Admin Asst. I (Temp) — Michelle Mellor
- Accountant III — Chris Gallegos
- Fiscal Services Tech — Delma Baca
- Fiscal Services Tech (Temp) — Sterling Nichols
- EHS Tech I — Michael Burt

Admin. Support / Admin. Support Supervisor — Eva Antonio
- Student Employee — Dennis Gonzales
- Student Employee — Travis Lilly
- Student Employee — David Stager

Environmental Health Manager — Chemanji Shu-Nyamboli
- Safety Specialist — Jimmy Garcia
- EHS Tech III — Michael McKinstry
- EHS Tech III — Desiree Mora
- Safety Specialist — Edward Enriquez
- Fire Safety Specialist — Martin Giron
- EHS Tech II — Ian Allison

Hazardous Materials Manager — Henry Romero
- Hazardous Materials Specialist — John Archuleta
- Safety Specialist — Javier Cruz

2013-2014 Annual Report

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Executive Summary

The purpose of this report is to highlight key improvements, accomplishments and planning for SRS over the past year. The focus is on specific initiatives that exemplify SRS's commitment to its mission to "advance the safety and health of the University community through risk management best practices, education, consultation, and collaboration."

The pages inside will show the 2013-2014 year proved instrumental in making SRS a more streamlined, skillful department. Staff completed a variety of important training and education related to their respective safety and risk disciplines, and much crucial work was completed in order to keep the UNM community secure and protected around the state. In addition, SRS ramped up its loss prevention and control activities and continued work on a campus-wide LPC Plan which is slated for completion later this year.

Moving forward, SRS is looking ahead to another successful year filled with opportunities for new improvement and for enhancing existing programs and services. We look forward to documenting our key experiences and achievements in anticipation of our next annual report.

Overview

What purpose does SRS serve at UNM?

Risk
SRS oversees all lines of insurance for UNM with the exception of health plans and benefits. This includes paying premium, allocating premium internally, disputing premium assessments when appropriate and serving as a liaison with the New Mexico General Services Department, Risk Management Division or private carriers. Further, SRS handles workers' compensation claims for UNM, general liability claims for UNM, SRMC and UNMH and all property claims for UNM and UNMH. SRS also manages UNM's Loss Prevention and Control Program.

Safety
SRS is responsible for campus occupational safety programs that include fire safety, construction safety, air quality, storm water, petroleum storage tanks, ergonomics, N-95 respirator training and fit testing, defensive driving, safety training, asbestos, lead and mold testing and abatement, laboratory safety, machine shop safety, chemical waste disposal, biohazardous waste disposal, special events assistance and training, chemical inventory and other industrial hygiene programs.

Loss Prevention and Control
SRS provides ongoing analysis of risk management premiums and continually identifies areas for improvement campus-wide. In addition, SRS serves as a guidepost for the UNM community's education and consultation on loss prevention measures. The department also oversees UNM's Loss Prevention and Control Committee, houses and makes improvements to UNM's Loss Prevention and Control Plan and interfaces with the New Mexico Risk Management Division to ensure UNM comports with state statutes, rules and guidelines.

Projects, Planning & Accomplishments

Risk
- SRS developed and applied an internal premium allocation formula to include a loss experience factor to ensure premium costs are equitably distributed amongst departments.
- SRS established a new process to review all insurance purchase requests.
- SRS is working with RMD to provide quotes for Cyber Insurance to protect UNM from data breaches.
- The job description for Claims Specialist was developed and filled to provide multi-line claims services to UNM.
- The Time Matters software was purchased and is being currently implemented to better manage and track all claims SRS handles.
- SRS Claims Specialists are invited regularly to the GSD/RMD Workers' Compensation Denial Committee meetings to provide input on decisions.
- SRS developed a list of insurance policies purchased by individual UNM departments and analyzed whether the policies are needed.
- SRS is working with the Research Park Act Corporations to insure that they have necessary insurance coverage in place.
- SRS has worked with RMD to find appropriate insurance coverage for storage tanks located on UNM property to bring UNM into compliance with insuring the risk.
- SRS has been working with the UNM Policy Office to determine if UNM can purchase insurance for donors of equipment to the university.
- SRS continues to organize and staff the Loss Prevention and Control Committee to communicate as required with the GSD/RMD.
- SRS retained an independent construction adjuster to determine value of Young Ranch loss and ensure the settlement reached was fair and accurate.
- SRS provides risk orientation to new employees at New Employee Orientation (NEO).
- SRS is improving the ergonomics program for both office and industrial work.

Training
- SRS is revising and updating several safety training modules for both on-line and live use including: Basic Annual Occupational Safety Training, Personal Protective Eye Equipment Training, Asbestos Awareness, Respiratory Protection, Personal Protective Clothing and Shoes, Portable Fire Extinguishers, Hazard Communications, Confined Spaces, Fall Protection, Lead Awareness, Blood borne Pathogens, Lock Out/Tag Out, Personal Protective Hand Equipment, Flammable Liquids, Walking Surfaces including Ladders and Exit Routes.
- Defensive Driving Program Policy revision was promulgated and all DDC training is now on-line for added convenience.

Fire Safety
- SRS entered into an MOU with the Albuquerque Fire Department for AFD support when appropriate.
- SRS:
  * Prepared a Special Events Form for UNM to use when planning a special event;
  * Developed a uniform LPC inspection process and form and initiated a rigorous inspection program at UNM.
  * Worked with the New Mexico State Fire Marshal to insure that code requirements are applied at UNM consistently to develop an inspection schedule and to address any requirements at special events in advance;
  * Reviewed all fire related RFP's to determine the appropriate level of contractual support;

- ∗ SRS prepares the SRS Annual Fire Safety Capital Report;
- ∗ Established a relationship with Lobo Village and Casa del Rio to provide fire safety services;
- ∗ Developed and provided fire safety training to the docents at the D.H. Lawrence Ranch;
- ∗ Inspected branch campuses;
- ∗ Contacted fire departments near branch campuses to ensure prompt response to emergency situations; and
- ∗ Developed and filled a Fire Safety Specialist position.
- ∗ Developed a Fire Suppression Tech position.
- Provided Geographical Information System data to AFD for faster and more efficient response to on campus calls;
- Collaborated with UNM Information Technologies Department, Residence Life and UNM Physical Plant Department to insure that fire safety is incorporated into the mission of those departments.

Construction Safety

- SRS developed the Construction Safety Manager position.
- SRS finalized the Construction Safety Plan and policy for all construction to include remodel and new construction.

Environmental Health

- SRS is conducting an environmental audit to improve compliance with UNM's air quality permits under the Clean Air Act. SRS retained two consultants to complete this task, and a final report is due in March 2015. Air emissions from UNM's permitted emission units continue to be below permitted limits during routine operations.
- UNM continues to participate in a cooperative with the CABQ, NMDOT and AMAFCA to ensure compliance with the NPDES permit requirements for storm water monitoring and reporting. In anticipation of a new watershed-based permit to replace the existing permit, SRS has conducted an assessment of it MS4. This assessment will allow SRS to install storm water monitoring stations on UNM's MS4 to collect storm water data specific to UNM.
- UNM continues to operate under a voluntary pollution prevention program with the ABCWUA. The P2 program allows UNM to take proactive measures to reduce pollution discharge into its sanitary sewer which discharges to the ABCWUA sanitary sewer. SRS is in the process of updating this P2 agreement which was signed in 2002. The agreement allows UNM to operate outside a formal permit process that requires strict monitoring and reporting.
- SRS continues to conduct monthly inspections of UNM's petroleum storage tanks as required by the NMED PST regulations. Three SRS personnel are certified to conduct these inspections. The tanks inspected continue to be in compliance. SRS also ensured that the tanks were registered and fully insured in case of a spill into the environment.
- SRS is administering a campus-wide ergonomics program for all UNM employees.
- SRS employees undergoing air dispersion modeling training.
- Revising the Storm Water Management Plan.
- Developing an internal storm water educational program.
- Assessing UNM's role in the Watershed Basin Permit.
- Reviewing and revising Title V Air Quality Permits.
- Provided N-95 and Respirator Training campus wide.
- Provided fume hood inspections.

Chemical and Laboratory Safety

- SRS formed and staffed the main and branch campus Chemical and Laboratory Safety Committee that is chaired by John Wood, Ph.D, Director of Manufacturing Engineering Technology and Professor of

Mechanical Engineering and co-chaired by Christopher Vallejos, Vice-President of ISS and Geoff Courtin, Research Engineer, Chemical and Nuclear Engineering Department.

- SRS developed a chemical hygiene plan/chemical hazardous communication plan that was approved in May 2014.
- SRS completed inventories on main campus, the branch campuses, and begun the HSC inventory with limited pilot labs volunteering to conduct the inventory.
- Developed a training packet and begun administering the ERM training to the labs that have had the inventories completed. This training allows the PI's of the lab the ability to manage the chemical inventories of their labs.
- Distributed quarterly COI lists to each of the labs for Q4, Clark Hall, Centennial Engineering, and Earth and Planetary Sciences are the first to have received the Q4 COI lists.
- Implemented preventive maintenance (PM) work orders to verify ERM scanner functionality in the field on an annual basis and to insure that the ERM scanner inventory is accurate.

Radiation Safety
- Radiation Safety was transferred to HSC.

Hazardous Waste Program
- Staff completed RCRA, DOT and HAZWOPER compliance training.
- In 2014, six waste shipments were sent out from SRS. No safety issues were raised during these shipments and there have been no chemicals rejected by the waste vendors and all regulatory files have been placed in an "audit ready" format.
- Staff became proficient in data loading of all chemical pick-ups and insuring that the chemical inventory is valid prior to sending the shipment to RFP.
- A project to renovate the chemical waste warehouse was initiated, currently the scope of works includes recoating the CRC floor, lowering the general exhaust to within 12 inches of ground level in order to exhaust any fumes that are heavier than air, plumbing the chemical cabinets to provide exhaust to the lower part of the cabinet, change out the cabinet exhaust fan to increase exhaust to the chemical cabinets. Replace the wood pallets under the chemical cabinets with chemical resistant pallets. Plans are in the process of being finalized and the project is set to start in Q4, 2014.• SRS responded to chemical spills as needed.
- Weekly biohazardous waste pick-ups ongoing. There have been no reportable spills or releases from the result of the weekly shipments.
- SRS, in coordination with University Services, conducts audits of bio-contaminated equipment prior to being released to surplus. Recommendation of decontaminating the equipment allows the equipment to be deemed safe prior to being released to Surplus personnel.
- SRS inventoried all the IH equipment and have placed an order to have the equipment compiled and identified as being cost effective to maintain or rent on an as needed basis.
- Chemical spill response team is being developed and should have all PPE and necessary equipment in place by the end of 2014.
- An Ebola task force is being created within the SRS group in order to identify and properly manage the waste of an Ebola infected patient. All waste vendors are being asked to share protocols and action plans on how they plan on dealing with Ebola infected waste that will be generated from such an incident.
- Lab waste area inspections are being finalized and will begin an annual inspection process within Q4.

Accounting
- SRS hired an Accountant III position and two Fiscal Services Technicians.
- New paperwork processes are in place to ensure items like purchase orders, cost transfers and reimbursements are recorded properly and filed and logged appropriately.
- Staff are providing detailed tracking reports for SRS vendor expenses.
- Staff are generating updated monthly PO balances for SRS areas and providing feedback to managers on budgets.
- SRS dedicated one Fiscal Services Technician to Fire Safety.

Goals for FY14-15

Risk Management

- Participate in the Minors on Campus task force and insure that appropriate risk management is included in the policy.
- Successfully complete the Loss Prevention and Control Audit.
- Co-Host the Institutions of Higher Learning Seminar with the New Mexico General Services Department's Loss Prevention and Control Bureau.
- Develop an industrial and medical ergonomics program for UNM.
- Complete the population of Time Matters with claim files.
- Develop a complete set of policies, declarations pages and other information for all insurance at UNM.
- Locate a cyber-insurance policy that meets the needs of UNM.

Safety

- Review and recommend changes to UNM's passenger van program.
- Review and revise UNM's Department of Homeland Security program to insure that it is consistent with federal regulations.
- Comply with the Title V permit by rigorously reviewing and auditing the program.
- Complete the chemical inventory at HSC and continually inventory all labs campus wide.
- Train all P-Card holders on how to purchase chemicals through ERM.
- Work with HSC to complete the HSC Chemical Hygiene Plan.
- Continue to develop the laser safety program.
- Develop a machine shop and welding shop safety and inspection program.
- Comply with Clery Act requirements.
- Prepare evacuation maps for all UNM buildings. Also, drill all UNM buildings.

Staffing Information

Appointments to Staff
Miguel Delgado, Claims Specialist
William Mansker, Program Operations Director
Andrew L. Chavez, University Fire Marshal
Edward Enriquez, Safety Specialist
Michael Burt, EH&S Tech I
Ian Allison, EH&S Tech II
Faron Valencia, EH&S Tech III
Michael McKinstry, EH&S Tech III
Joseph Garcia, Hazardous Materials Specialist
Anita Tavasci, Administrative Assistant III
Kevin O'Grady, EH&S Tech III
Sandra Clough, Safety Specialist
Frank Taylor, Construction Safety Manager
Henry Romero, Hazardous Materials Manager
Javier Cruz, Safety Specialist
Chemanji Shu-Nyamboli, Environmental Health Manager
Liliana Gonzalez, EH&S Tech I
Amy C. Baca, Admin. Assistant II
James LaCour, System Analyst II

Radiation Staff Transfers to HSC
Andrew Buchan, Radiation Safety Specialist
Mathew Eden, Safety Specialist

Interim Appointments
David Hunter, Interim University Safety Officer
Brett Reynolds, Interim Tech Analyst II
Dustin Allen, Interim System Administrator
Craig Sutton, Interim Health Physicist

Separations of Staff
Mark Denis, Safety Specialist
Dawn McGinn, Workers' Compensation Specialist
Yvonne Grinnell, Administrative Assistant II
Travis Miller, Environmental Health Manager
Sandra Clough, Safety Specialist
Mark Shoesmith, Claims Specialist
Theresa Lujan, Accountant III
Leslie Jaramillo, Administrative Assistant I
William Mansker, Program Operations Director
Andrew L. Chavez, University Fire Marshal
Joseph Garcia, Hazardous Materials Specialist
Anita Tavasci, Administrative Assistant III
Kevin O'Grady, EH&S Tech III
Liliana Gonzalez, EH&S Tech I
Amy C. Baca, Admin. Assistant II
James LaCour, System Analyst II

[Staffing Information Cont'd.]

Staff Retirements
Robert Dunnington, Program Operations Director
Grandon Goertz, Safety Specialist
Patricia Theuer, EH&S Tech III

Publications of the Division and Staff
SRS Quarterly Loss & Risk Report
UNM Stormwater Management Plan
Loss Prevention and Control Plan
Chemical Hygiene Plan

Outside Professional Activities of Staff Members
National Safety Council
National Fire Protection Association (NFPA)
International Code Council (ICC)
Rio Grande Health Physics Society
New Mexico State Bar
Workers' Compensation Association
American Society of Safety Engineers (ASSE)
New Mexico Society of Hazardous Materials Professionals
University Risk Management Insurance Association
OSHA Certified Trainer

Appendix

Revisions to UNM Chemical Hygiene Plan

http://srs.unm.edu/chemical-safety/media/docs/chemHygienePlan-v1-20140403.pdf

Revisions to Administrative Policies and Procedures Manual - Policy 6110: Safety and Risk Services

http://policy.unm.edu/university-policies/6000/6110.html

FY 2013-2014 Annual Report

UNM Athletics

Submitted by:

PAUL KREBS, VICE PRESIDENT, ATHLETICS

FRANK MERCOGLANO, ASST. A.D., COMMUNICATIONS

http://www.golobos.com

Mission and Vision

Mission of UNM Athletics

University of New Mexico athletics is committed to student athlete success and competitive excellence by creating an inclusive environment, through recruiting, developing, and retaining quality people, providing a great fan experience, inspiring community engagement, and serving as a source of pride for New Mexico.

Vision Statement

UNM athletics aspires to be the premier institution in the Mountain West Conference and recognized as a national leader in intercollegiate athletics with an international reputation for excellence.

Core Values

• Student Athlete Experience - We provide an environment that promotes personal, academic, athletic, and social development. We prepare Lobos for Life!

• Integrity - We are honest, respectful, and accountable.

• Excellence - We maximize our efforts and talents to ensure success of the Lobos.

• Respect - We value the importance of diversity, fairness, goodwill and sportsmanship.

• Lobo Pride - We support an atmosphere that embraces school spirit, honors tradition, and develops Lobos for Life!

Organizational Chart
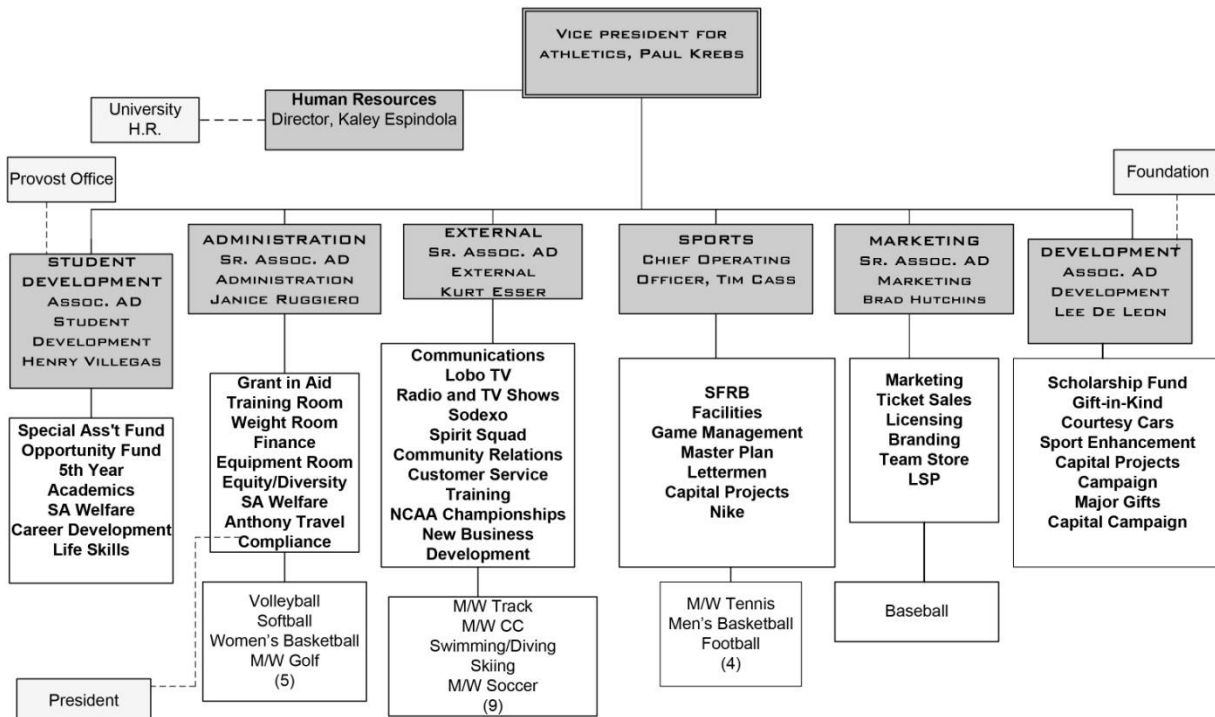
2013-14 Annual Report

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Appendix A

Executive Summary

The 2013-14 academic year was a successful one for the University of New Mexico athletics department. The program won a total of 10 conference championships and competed in the postseason in 11 of UNM's 21 sports. In addition, the student-athletes represented the institution well in the classroom, and in the community.

Accomplishments/Significant Developments

The University of New Mexico won conference championships in the following sports:

*Men's Cross Country (5th Straight title)
*Women's Cross Country (6th Straight title)
*Men's Soccer Regular Season
*Indoor Men's Track and Field (2nd straight)
*Indoor Women's Track and Field (1st ever)
*Men's Basketball Conference Tournament (3rd Straight Title)
*Baseball Regular Season (3rd Straight Title)
*Men's Golf
*Women's Golf
*Men's Outdoor Track and Field

The men's soccer championship was in Conference USA, a league they joined for the 2013-14 season as an affiliate member. All of the other titles were Mountain West championships

Sports that advanced to the postseason were (finish indicated):

Women's Cross Country	NCAAs	10th
Men's Cross Country	NCAAs	11th
Men's Soccer	NCAAs	Tied for 3rd
Men's Basketball	NCAAs	Tied for 33rd
Skiing	NCAAs	3rd
Men's Indoor Track and Field	NCAAs	45th
Women's Indoor Track and Field	NCAAs	---
Men's Golf	NCAAs	Regionals
Women's Golf	NCAAs	Regionals
Men's Outdoor Track and Field	NCAAs	44th
Women's Outdoor Track and Field	NCAAs	---

In addition, the University finished 51st in the Learfield Directors Cup final standings for the second straight year, which tied for the fourth-highest finish in school history. UNM was the sixth-highest ranked non-BCS school. UNM finished ahead of over 25 BCS conference schools including western schools such as Texas Tech, Oregon State and Utah.

Continuing the long-standing tradition of public service, Lobo student-athletes, including the cheer and dance teams, logged over 6,500 hours of community service for the fourth consecutive year.

Six programs ranked among the top 25 in the NCAA in attendance. Volleyball, softball, men's soccer, women's soccer, women's basketball, and men's basketball all ranked in the top 25, with baseball ranked in the top 50. The men's basketball team ranked in the top 25 for the 47th straight year, and both men's and women's soccer finished in the top 10 nationally in attendance.

The athletic department continued to have a strong presence on the internet. UNM as of June had over 72,000 likes on its official facebook page, and almost 21,000 followers on Twitter. Every program now has its own official Twitter account. The official website of UNM athletics GoLobos.com logged just over 7 million hits after switching to a new provider, NeuLion.

ACADEMICS

UNM Athletic NCAA Graduation Success Rate (GSR): 74% for 2013 (this factors in transfer students and mid-year enrollees).

•In the Spring of 2014 UNM Student-Athletes matched the all-time high 3.25 cumulative GPA that was achieved in the Fall of 2013. In the Spring of 2013, they accrued a GPA of 3.23, which at that point was the record for the highest cumulative grade point average. UNM Student-Athletes have broken or tied the record GPA in each of the last 5 semesters.

•Lobo female Student-Athletes had a record high 3.53 GPA in Spring of 2014. This marked the eighth consecutive semester that UNM's female Student-Athletes have garnered a cumulative GPA of 3.40 or better and the 14th straight semester of a 3.30 or better. UNM's female Student-Athletes have now had a cumulative GPA of 3.0 or better for 32 straight semesters.

•Lobo male Student-Athletes earned a cumulative GPA of 3.03 for the Spring of 2013 semester. This is the fifth consecutive semester the Lobo men have had a GPA of a 3.0 or higher. Spring 2012 was the first semester in school history that the men had a term GPA above a 3.0.

•A record 36 UNM Student-Athletes carry a cumulative GPA of 4.0 or better at the completion of the Spring 2014 term.

•The Mountain West 2013-14 Scholar-Athlete Award honored a conference high 144 UNM Student-Athletes. The award is one of the highest academic honors bestowed by the Conference. To be eligible, Student-Athletes must have completed at least two academic terms at the member institution, while maintaining a cumulative grade point average of 3.5 or better and have participated in varsity competition in an NCAA-sponsored sport.

•The Mountain West 2013-2014 All Academic award honored 181 UNM Student-Athletes, also the most of any school in the conference. The award recognizes Student-Athletes who have completed one academic term at the member institution while maintaining a cumulative grade point average of 3.0 or better, and who started or were significant contributors on their athletic teams.

•Seven of the 21 Lobo athletic programs achieved a perfect 1000 score in the NCAA's 2013 Academic Progress Rate. Of the 21 programs, 13 improved upon their scores from a year ago, and

three maintained their scores from the 2012 report. The biggest four-year rolling score increases were in men's basketball, which jumped 21 points, and men's golf, which jumped 20 points. Women's skiing had the biggest jump on the women's side with a 16 point leap.
The NCAA recognized Women's Golf, Men's Basketball and Men's Tennis for having APR scores in the top 10 percent in the nation for their sports.
The UNM Athletic Department celebrated 75 student-athlete graduates in the Spring of 2014 and 32 in the Fall of 2013 for a total of 107 over the 2013-14 academic year.

•Seven Academic All-Americans were honored this past year, including two-time Academic All-Americans, Men's Skier Armin Triendl and Men's Track's Gabe Aragon. 2013-14 Academic All-Americans include Brooke Ellison (Women's Soccer), Sam Haggerty (Baseball), Mats Resaland (Men's Ski), Patrick Zacharias (Men's Track) and Luke Caldwell (Men's Track).

•Luke Caldwell was also recognized as the Academic All-American of the Year in track and field/cross country, the highest individual academic honor in the sport.

•17 student-athletes earned Academic All-District honors:

James Rogers	Men's Soccer	First Team
Kyle Venter	Men's Soccer	First Team
Brooke Ellison	Women's Soccer	First Team
Liz Nare	Women's Soccer	First Team
Brianna Webster	Women's Soccer	First Team
Cassie Ulrich	Women's Soccer	Second Team
Dylann O'Connor	Women's Soccer	Second Team
Lena Skipper	Volleyball	First Team
Sam Haggerty	Baseball	First Team
Michaela Bezdickova	Women's Tennis	First Team
Mads Hegelund	Men's Tennis	First Team
Armin Triendl	Skiing	First Team
Mats Resaland	Skiing	First Team
Luke Caldwell	Track & Field	First Team
Patrick Zacharias	Track & Field	First Team
Gabe Aragon	Track & Field	First Team
Margo Tucker	Track & Field	First Team

•Patrick Zacharias (Men's Track) and Amelia Weaver (Women's Track) were awarded the UNM Stores Post Graduate Scholarship.

•Women's Basketball had a perfect 100% GSR's in 2013.

The University of New Mexico recognized 297 Student-Athletes as a part of the 2014 Scholar-Athlete Banquet. The event recognizes Student-Athletes who have achieved excellence in the classroom and on the playing field with a cumulative GPA of 3.20 or higher.

Former University of New Mexico Scholar-Athlete and Albuquerque Mayor Richard Berry addressed upper class Student-Athletes as a part of the 2013 Lobo Leadership Institute. The

Institute brings former Student-Athletes, who have achieved a high level of success in their careers and lives, to campus to inform and inspire current Student-Athletes.

FUNDRAISING AND FINANCIALS
The athletic department is proud that over 80% of the UNM athletics budget is self-generated. Ticket sales, advertising sales, Lobo Club donations for scholarships, and gift-in-kind make up a large majority of the self-generated amount.

The Lobo Club had 4.490 members for 2013-14, and raised approximately $11.5 million in restricted and unrestricted cash, utilized gift-in-kind and major gift pledges to support UNM Athletics ($2.8 million in major gifts, $0.7 million in student-enhancement fund, $3 million in gift in kind, $3.05 million in the Lobo Scholarship Fund and $2 million in Pit Suite/Club Level seat revenue). A total of nearly 300 gift-in-kind partners pledged over $3 million, a total that includes numerous local businesses.

SIGNIFICANT DEVELOPMENTS

The University of New Mexico once again had facility and digital improvements in 2013-14. At the end of the fiscal year, the McKinnon Family Tennis Stadium was completed and opened to rave reviews. The new facility occupies space with the Lobo Field for baseball and Lobo Field for softball, creating new spring sports area. In addition, a new restroom facility that is a part of the next phase of the baseball facility was started.

The 2013-14 fiscal season also saw the largest scoreboard in the Mountain West make its debut at Branch Field at University Stadium. The new full color HD board allowed for Learfield Sports Properties to have more available inventory for sales, and it allowed for full replays and now crowd interaction during football games.

The Lobos continued to be a leader with the Mountain West Network and its live stream technology.

In the social media world, the department added a UNM Instagram account along with its other social media platforms.

The athletic department successful hosted many events, most notably the 2013 Mountain West Women's Soccer Tournament and the 2014 NCAA Indoor Track and Field Championships.

APPOINTMENTS/SEPARATIONS OF STAFF
The athletics department added several staff members in 2013-14.
Administration: Amy Neel, Faculty Athletic Representative
Academics: Megan Roegner, Student Success Manager
Academics: Robert Trujillo, Student Success Manager
Athletic Performance: Ryan Dupree, Assistant
Athletic Performance: Jeremy Anderson, Assistant
Men's Basketball: Alan Huss, Assistant Coach
Men's Basketball: Cody Hopkins, Director of Operations
Men's Basketball: Ben Sanders, Video Administrator
Women's Basketball: Amy Beggin, Assistant Coach (moved from Director of Operations)

Women's Basketball: Jourdine Erskine, Director of Operations (moved from Video Coordinator)
Women's Basketball: Vera Jo Bustos, Video Administrator
Business Office: Jon Haarlow, Program Specialist
Communications: Chelsey Chamberlain, Assistant
Lobo Club: Ed Manzanares, Assistant AD/Major Gifts
Lobo Club: Jon Burkett, Assistant AD/Development
Facilities: Steven Skaggs, Coordinator
Football: Charles McMillian, Assistant Coach
Football: Barry Sacks, Assistant Coach
Football: Lukkes Gilgan, Graduate Assistant
Lobo Sports Properties: Kyle James, General Manager
Lobo Sports Properties: Jared Schmit, Marketing Coordinator
Lobo TV: Kasey Byers, Executive Producer
Men's Soccer: Mike Graczyk, Assistant Coach
Men's Soccer: Travis Campbell, Director of Operations
Men's Tennis: Bart Scott, Interim Head Coach
Men's Tennis: Ben Dunbar, Graduate Assistant

As a whole, the athletic department is proud of the successes that occurred during the 2013-14 academic year, and will continue to strive to represent the university, the city of Albuquerque, and the state of New Mexico in the highest manner possible.

Women's Soccer (Kit Vela, Head Coach) * 8-10-3, 6-3-1 MW
Mountain West Tournament Runner -Up
☐ Lindsay Guice, Dylann O'Connor, Brianna Webster and Liz Nare were all named Second Team All-Mountain West.
☐ Had NCAA Division I leading five players earn Capital One/CoSIDA Academic All-District honors.
☐ Brooke Ellison was named Second Team Capital One/CoSIDA Academic All-American.
☐ Team finished eighth in the NCAA in attendance, averaging 1,431 fans over its 10-match season.

Men's Soccer (Jeremy Fishbein, Head Coach) * 14-6-2, 7-1-1 Conference USA
Conference USA Regular Season Champions
NCAA College Cup Semifinalist
☐ Finished the season ranked No. 4 in the NSCAA poll.
☐ Lost in the national semifinals, and is one of three teams to have qualified for the Sweet 16 in each of the last three seasons.
☐ Had nine All-Conference USA selections, with Jeremy Fishbein named Coach of the Year.
☐ Kyle Venter was CUSA Player of the Year and Defensive Player of the Year, and Christopher Wehan was named CUSA Freshman of the Year.
☐ Had four players; Kyle Venter, Michael Kafari, Michael Lisch and Michael Calderon drafted in the MLS Draft.
☐ Had 23 players qualify for the CUSA Academic Honor Roll.
☐ Finished eighth in NCAA in attendance, averaging 2,121 over the 12-match season.

Football (Head Coach Bob Davie) *3-9, 1-7 MW
☐ Finished fourth nationally in rushing yards, the second straight season UNM finished in the top five.

 Defeated New Mexico State in the Rio Grande Rivalry for the second straight year.
 Is one of four schools that has increased its offensive scoring by 20 or more points from 2011, joining Marshall, Florida State and Ohio State.
 Team had 16 Mountain West All-Academic selections.
 Defeated UTEP in overtime, ending a 15-game losing streak to teams in Texas, and UNM's first win in Texas since 1997.

Volleyball (Head Coach Jeff Nelson) * 24-7, 14-6 MW
 Chantale Riddle was named Third Team AVCA All-America.
 Hannah Johnson, Chantale Riddle and Miquela Lovato were named All-MW, and Julia Warren was named Freshman of the Year.
 The Lobos won 24 matches, their most since the 1988 season.
 Chantale Riddle was named the Collegiate Female Athlete of the Year at the 41st annual New Mexico Sports Hall of Fame ceremony.
 Riddle and Cassie House competed over the summer for the U.S. Collegiate National Team.
 House, Julia Warren and assistant coach JJ Glavan competed in Europe with the Mountain West All-Stars.

Men's Cross Country (Head Coach Joe Franklin)
Mountain West Conference Champions * 11th at NCAA Championships)
 The team won its fifth consecutive Mountain West Championship.
 Joe Franklin was named Men's MW Cross Country Coach of The Year for the third straight year.
 Luke Caldwell, Adam Bitchell and Pat Zacharias were all named First Team All-Mountain West, and Sean Stam named Second Team.
 Luke Caldwell earned NCAA All-American honors.
 Was awarded the 2014 and 2015 NCAA Mountain Regional Men's Championships

Women's Cross Country (Head Coach Joe Franklin)
Mountain West Conference Champions
Mountain Region Champions * 10th at NCAA Championships)
 The team won its sixth consecutive Mountain West championship.
 Joe Franklin was named Women's MW Cross Country Coach of The Year for the sixth straight year.
 Sammy Silva, Charlotte Arter and Nicole Roberts were all named First Team All-Mountain West, with Calli Thackery and Heleene Tambet named Second Team.
 Sammy Silva was named the Mountain Region Athlete of the Year after winning the regional.
 Sammy Silva and Charlotte Arter were named NCAA All-Americans.
 Was awarded the 2014 and 2015 NCAA Mountain Regional Women's Championships.

Swimming & Diving (Head Coach Kunio Kono) * 5th in MW
 Teams' fifth place finish was its best Mountain West finish in over 10 years.
 A total of seven swimmers and divers earned All-Conference honors in 10 events.
 Diver Megan Harper competed at the NCAA Championships.
 The team set a program record with 23 All-Mountain Academic selections, and it led all Mountain West swimming and diving programs.

Women's Basketball (Head Coach Yvonne Sanchez) * 11-19, 6-12 MW
 Sara Halasz became 18th player in team history with 1,000 points.

☐ Team honored by the WBCA for finishing in the top 25 academically for a seventh straight season.
☐ Team finished in the top 12 nationally in attendance and UNM led the Mountain West in attendance for the 15th straight season.
☐ Anteshia Brown named Honorable Mention All-Mountain West.

Men's Basketball (Head Coach Craig Neal) * 27-7, 15-3 MW
Mountain West Tournament Champions
Second Round of the NCAA Tournament
☐ UNM won the Mountain West Tournament for the third straight year, the first team in MW history to do so.
☐ The Lobos played to 98.3% capacity, averaging 15,211. It was the 48th straight year in the top 25 for the Lobos, who finished 16th nationally in attendance.
☐ Craig Neal became the first rookie coach in school history to lead the team to the NCAA tournament, and his 27 wins were the 12th most in NCAA history by a rookie head coach.
☐ The team tied a program record with 14 wins outside of The Pit for the third straight year.
☐ Team was ranked No. 17 in the AP Poll and finished in the national rankings for the fourth time in five seasons.
☐ Cameron Bairstow was drafted by the Chicago Bulls in the second round, signing a three-year contact.
☐ Alex Kirk signed a two-year free agent contact with the Cleveland Cavaliers.
☐ The program was given public recognition by the NCAA for its APR performance.

Skiing (Head Coach Fredrik Landstedt) * 3rd in RMISA
3rd in NCAA Championships
☐ Eva Sever Rus won the NCAA title in the Nordic Freestyle.
☐ The Lobos had nine All-Americans in 11 events: Armin Triendl, Eva Sever Rus (two), Sean Horner (two), Mats Resaland, Karoline Mykelbust, Aku Nikander, Mateja Robnik and Aljaz Praznik.
☐ The Lobos finished third nationally, the program's 31st straight top-10 national finish.
☐ Mats Resaland and Armin Triendl both earned First Team Academic All-America honors.
☐ Aku Nikander won the U.S. National Championship in the 50K Classical.

Men's Tennis (Head Coach Alan Dils) * 20-8, 6-3 MW
Mountain West Tournament Runner-Up
☐ Qualified for the Mountain West title game for the third consecutive season.
☐ The program was given public recognition by the NCAA for its APR performance.
☐ Alan Dils was named Mountain West Coach of the Year for the fifth time in his 18-year career.
☐ Five Lobos won at least 20 singles matches on the season.
☐ Mads Hegelund was named a First Team Capital One/CoSIDA All-District.

Women's Tennis (Head Coach Erica Perkins Jasper) * 17-8, 6-2 MW
☐ Qualified for the Mountain West title game.
☐ Michaela Bezdickova earned her sixth and seventh All-Mountain West honors.
☐ Michaela Bezdickova earned Capital One/CoSIDA Academic All-District Honors for the second straight year.
☐ The team had four 20-match winners in singles.
☐ The team was named an ITA All-Academic squad.

Softball (Head Coach Erica Beach) * 16-36, 7-17 MW
☐ Had seven players hit over .290 on the season.
☐ Brandi Heimburg, Willow Kalinen and Naomi Tellez were named All-Mountain West.
☐ The Lobos led all MW softball teams with 12 Mountain West All-Academic selections. The 12 were a program record.

Men's Golf (Head Coach Glen Millican) * Mountain West Champions; 6th at NCAA Regionals
☐ The team won its second straight Mountain West Tournament title, and Gavin Green won medalist honors.
☐ Green was named All-Mountain West along with Victor Perez. Green won four tournaments during the year.
☐ Green was named the Mountain West Player of the Year, and Glen Millican was named Mountain West Coach of the Year. Millican was honored for the second straight year and fourth time in his 13 seasons.
☐ Green was named a Second Team Ping All-American and he earned a No. 5 World Amateur Ranking.
☐ Team finished sixth at the NCAA Auburn Regional, missing nationals by a stroke.
☐ Team finished the season ranked No. 22.

Women's Golf (Head Coach Jill Trujillo) * Mountain West Champions; 15th at NCAA Regionals
☐ The Lobos won the Mountain West title by one shot over San Jose State.
☐ Sammi Stevens was named First Team All-Mountain West, and Manon Mollé and Manon De Roey were named Second Team All-Mountain West.
☐ The program was given public recognition by the NCAA for its APR performance.
☐ Two players were named to the All-Mountain West squad in De Roey and Stevens.
☐ Jill Trujillo was named Mountain West Coach of the Year.

Baseball (Head Coach Ray Birmingham) * 37-20-1, 20-10 MW
Mountain West Regular Season Champions
☐ The team won its third straight Mountain West regular season title.
☐ Danny Collier was named Mountain West Freshman of the Year. Alex Real, Sam Haggerty and Chase Harris were named First Team All-Mountain West, and Josh Walker was named Second Team.
☐ Chase Harris (14th, Philadelphia Phillies), Josh Walker (22nd, Baltimore Orioles) and Alex Real (24th, Minnesota Twins) were all selected in the 2014 MLB Entry Draft.
☐ The Lobos posted their lowest ERA in 37 years with a 4.23 earned run average.
☐ Pitcher Josh Walker finished his career second in school and Mountain West history in wins (26).

Track & Field (Head Coach Joe Franklin)
Mountain West finishes of 1st (Men's Indoor), 1st (Men's Outdoor), 1st (Women's Indoor), 2nd (Women's Outdoor)
NCAA Finishes of 45th (Men's Indoor), 44th (Men's Outdoor)
☐ The men's team won its second consecutive indoor conference championship, and the women's team won its first-ever indoor conference championship.

☐ Luke Caldwell earned All-America honors indoors and outdoors. Coupled with his All-America status in cross country, he is the only person to earn All-America honors in three sports in the same year at UNM. He also accomplished the same feat last year as well.
☐ Caldwell was named the Capital One/CoSIDA Academic All-American of the Year.
☐ Caldwell, Patrick Zacharias, Gabe Aragon and Margo Tucker were all named Capital One/CoSIDA First Team All-District, with Caldwell, Zacharias and Aragon earning First Team Academic All-America.
☐ The men's squad finished 11th in the "Program of The Year" race.
☐ The women's team had 22 Mountain West All-Academic honors, the most since 2009, and the men's program had 16.

Current Projects

The department's major project is the completion of the new Department of Athletics Strategic Plan for the next five years. This plan, which is being developed by several committees and spearheaded by Kurt Esser, Associate Athletic Director with consultation from Todd Turner will be the follow-up to the 2009-2014 Strategic Plan. The executive summary of the 2009-2014 plan is Appendix A in this report.

The continuing modernization of UNMs athletic facilities falls under both the current projects and future plans tabs. While the McKinnon Family Tennis Stadium is now open, the department will continue to work to make that facility, along with the Lobo Baseball Field and the Lobo Softball Field in which it shares space with, more harmonious. A new clubhouse should begin in the upcoming fiscal year for baseball, and a new restroom facility should allow for more fan comfort. Also, the exterior in parts of Lobo Softball Field will be updated to match that of the Lobo Baseball Field.

A new refurbished weight room for football and a new Olympic Sports Weight Room were slated to be completed prior to the start of the 2014 fall sports seasons.

Many more facility improvements are scheduled as funding comes available.

Future Plans

Many future plans are being worked on the new 2015-2020 Strategic Plan that is in development, but that plan will not be completed until the end of the 2014 calendar year.

All future plans will key on the phrase "We Build Lobos For Life", which the department feels is a short, easy to remember "mission key" that carries over to academics, athletics, and any post-UNM career.

LOBO ATHLETICS
2009-2014
STRATEGIC PLAN
EXECUTIVE SUMMARY

INTRODUCTION

The following pages present an overview of the 2009-2014 strategic plan. It provides a few, but not all, of the many successful accomplishments during this time period. This plan, the Mission/Vision statements and core values were created more than five years ago. Much has changed over the course of that time. The explosion of social media, the impending change in NCAA governance and conference realignment have all had or will have an effect on Lobo Athletics and our student-athletes. The complete plan (which is available for review via GoLobos.com), the Mission/Vision Statements and the Core Values will be reviewed during planning process for the 2014-2019 plan.

ABOUT THE 2009-2014 STRATEGIC PLAN

The 2009-2014 University of New Mexico Athletics Department Strategic Plan was a comprehensive working document intended to serve as a 5-year guide for the Athletics Department, a period that will end on June 30, 2014. The primary function of the Strategic Plan was to help shape the department's vision for the foreseeable future. It operated as a roadmap and a decision-making instrument in unison with the overall Strategic Plan of the University of New Mexico.

The Athletics Department Strategic Plan was more than a year in the making and was compiled by the University of New Mexico Athletics Leadership Team with input from all athletics department staff. The document was completed on September 25, 2009. The plan included the development of the athletics department's mission and vision statements and its core values.

THE MISSION OF UNM ATHLETICS

The University of New Mexico Athletics Department is committed to student-athlete success and competitive excellence by creating an inclusive environment through recruiting, developing, and retaining quality people, providing a great fan experience, inspiring community engagement, and serving as a source of pride for New Mexico.

THE VISION OF UNM ATHLETICS

UNM athletics aspires to be the premier institution in the Mountain West and recognized as a national leader in intercollegiate athletics with an international reputation for excellence.

CORE VALUES

THE CORE VALUES OF UNM ATHLETICS GUIDE OUR ACTIONS AND OUR DECISION-MAKING, AND HOW WE CONDUCT OURSELVES AS A DEPARTMENT.

- **STUDENT-ATHLETE EXPERIENCE** - WE PROVIDE AN ENVIRONMENT THAT PROMOTES PERSONAL, ACADEMIC, ATHLETIC, AND SOCIAL DEVELOPMENT. WE PREPARE LOBOS FOR LIFE!

- **INTEGRITY** - WE ARE HONEST, RESPECTFUL, AND ACCOUNTABLE.

- **EXCELLENCE** - WE MAXIMIZE OUR EFFORTS AND TALENTS TO ENSURE SUCCESS OF THE LOBOS.

- **RESPECT** - WE VALUE THE IMPORTANCE OF DIVERSITY, FAIRNESS, GOODWILL, AND SPORTSMANSHIP.

- **LOBO PRIDE** - WE SUPPORT AN ATMOSPHERE THAT EMBRACES SCHOOL SPIRIT, HONORS TRADITION, AND DEVELOPS LOBOS FOR LIFE.

- **COMMUNITY AND CAMPUS ENGAGEMENT** – WE ARE DEDICATED TO INTEGRATING OUR ACTIVITIES AND VOLUNTEERISM INTO CAMPUS LIFE AND THE COMMUNITY.

SUCCESSES FOR 2009-2014:

ACADEMIC SUCCESS:
- ✓ UNM Student-Athletes recorded:
  - ○ All-time high cumulative GPA of 3.25 in the fall of 2013 establishing record high cumulative GPA's in six out of the 12 previous terms
  - ○ Department's all-time highest graduation rate of 61% in 2011 and the second highest of 60% in 2012
  - ○ 57% and 55% four-year average graduation rate in 2012-2013, up significantly from the 44% four-year average in 2008
- ✓ APR scores have significantly improved with a four-year average total score of 974 (2013) compared to 937 (2008). UNM also has had zero teams below the NCAA 930 cut-off score compared to five in 2008
- ✓ Developed assessment systems to evaluate first year student-athletes' capacity to succeed in college
- ✓ Developed partnerships with CAPS (Center for Academic Program Support) and UNM IT Department to provide enhanced tutoring and tech support

BRANDING:
- ✓ implemented a consistent Lobo identity for branding and a primary mark (logo) along with Lobos font on uniforms, facilities & signage
- ✓ Licensing revenues set all-time highs in each of the last five years (2009-10 through 2013-14)
  - ○ # of licensees increased along with retail locations
  - ○ Created vintage logos
  - ○ Started expansion into international markets (China, Mexico, New Zealand, Australia & European Union). Align with University expansion when possible.
- ✓ In partnership with Nike N7, reintroduced turquoise
- ✓ Enhanced game day atmosphere celebrating traditions and energizing the home-field environment.
  - ○ Lobo Prowl & New Mexico Man at Football, Howl Zone, New videoboards at basketball & Lobo Football, Pregame student tailgate at Football, Basketball Intro's, Student-Athlete Excitables, etc.

COMMUNICATIONS
- ✓ Launched an enhanced Golobos.com through a new website provider
- ✓ More than 71,000 Facebook likes and 18,000 Twitter followers ranks UNM in top 40 nationally on the collegiate level
- ✓ LoboTV is a leader in the MW Network, streaming most home athletic events and delivering creative videos on a daily basis

COMMUNITY & CAMPUS ENGAGEMENT
- ✓ Strengthened relationships with UNM employees and students by:
    - ○ Hosting a campus-wide ice cream social
    - ○ providing free parking for staff at Isotopes games
    - ○ offering staff free entrance to Olympic sporting events
    - ○ distributing football tickets to United Way donors
    - ○ Providing free suite usage for campus and community entities
- ✓ Recorded over 25,000 hours of community service since the fall of 2011
- ✓ Annually host events that positively impact the community, these include the APS Backpack Giveaway, Coaches vs. Cancer, Special Olympics and New Mexico High School Activities Association

COMPETITIVE EXCELLENCE
- ✓ Finishes for the Learfield Directors' Cup in the last three years: 2011-12 – 35TH, 2012-13 – 51ST, 2013-14 – TBD. All represent the highest non-BCS public school finish in the country
- ✓ Conference Championships:
    - ○ 2009-10 - 4
    - ○ 2010-11 - 4
    - ○ 2011-12 - 10
    - ○ 2012-13 - 8
    - ○ 2013-14 - 8
- ✓ Individual National Champions:
    - ○ 2009-10 - 2
    - ○ 2010-11 - 0
    - ○ 2011-12 - 1
    - ○ 2012-13 - 1
    - ○ 2013-14 - 1
- ✓ Academic All-Americans:
    - ○ 2009-10 - 3
    - ○ 2010-11 - 4
    - ○ 2011-12 - 4
    - ○ 2012-13 - 5
    - ○ 2013-14 - 2
- ✓ Developed Leadership Program entitled "Lobos for Life"

FACILITIES:
- ✓ Completed projects:
    - ○ Pit renovation - $60m
    - ○ Baseball Phase - $3.5m
    - ○ End Zone Club - $3.5m
    - ○ McKinnon Tennis Center - $2.3m
    - ○ Soccer/Track Enhancement - $1.5m
    - ○ Football Videoboard - $1.5m
    - ○ Football FieldTurf - $1.5m
    - ○ Softball upgrades - $1.5m
    - ○ Student-Athlete plaza - $1m

- ✓ Completed projects (continued):
  - ○ Lettermen's Lounge - $1m
  - ○ Tow Diehm Weight room renovation $1m

FINANCIAL STABILITY:
- ✓ 4,490 Lobo Club members, the most in our 82-year history
- ✓ Since 2011, the Lobo Club has received the two largest cash donations in the history of Lobo Athletics and In 2012-13, raised more than $10.3 million, the second best year in Lobo Athletic history
- ✓ Extended the multi-media rights agreement with Learfield through June 2020
- ✓ Extended the Nike Contract through June 2020
- ✓ Contracted Learfield/IMG ticketing solutions to enhance outbound ticket sales

HUMAN RESOURCES
- ✓ Retained and recognized outstanding employees
- ✓ Enhanced Orientation including development and updating of new departmental employee manual
- ✓ Enhanced work environment with staff events including Isotopes and special event ticket distribution, New employee breakfast, Holiday celebration, staff kickball and flag football games
- ✓ Created a department diversity statement and social media policy

INTEGRITY
- ✓ In the past five years, the Compliance education program has been expanded to a multifaceted approach that includes all departments and sports within the Athletic Department as well as organizations and entities within the state of New Mexico including high school coaches associations, athletic directors, counselors, etc.
- ✓ A compliance education plan has been developed and implemented for donors and the university community
- ✓ Good sportsmanship is promoted through pre-game video which includes the Lobo Pledge

STUDENT-ATHLETE EXPERIENCE:
- ✓ Developed a partnership with Career Athletes to further connect student-athletes with national employers and career opportunities
- ✓ Engaged the Student-Athlete Advisory Committee (SAAC) to participate in the shared governance of the athletic department
- ✓ Continued growth and development of the Scholar-Athlete Banquet and Student-Athlete Graduation Reception
- ✓ Hired a sports nutritionist to support and improve healthy eating habits and optimize performance and recovery