

FY 2016/2017 ANNUAL REPORT

OFFICE of the EVP for Administration, COO & CFO



Cover photo provided by Doan, Thu. "Dane Smith Hall." February 2014
Photo provided by Farfan, Roxanne. "UNM Duck Pond." November 2017



OFFICE OF THE EVP FOR ADMINISTRATION, COO & CFO

Message from the EVP for Administration:

Presented herein is the FY 2017 Annual Report for the Office of the EVP for Administration, which highlights the numerous strategic goals accomplished by the Administrative departments over the year. The Administration is responsible for the overall financial functions of the University of



New Mexico and performs a wide variety of support functions, which include but are not limited to Financial Services, Budget Planning and Analysis, Information Technology, Human Resources, Government Relations, Institutional Support Services, Safety and Risk Services, and Policy. In support of UNM's *2020 Vision and Strategic Plan*, our office continues to ensure financial integrity and strength through effective financial planning and management. The following information will provide you with a high level overview of UNM's financial picture for FY 2017.

At the beginning of the fiscal year, state appropriations for Main Campus Instruction and General (I&G) operations decreased by \$4.5 million, or 2.4%, for FY 2017. In addition, there were no compensation increases for faculty or staff and no changes to the employee retirement plan. In the Fall of 2016, the state called a special session to address a projected revenue shortfall. State appropriations for Main Campus Instruction and General (I&G) operations decreased an additional \$9.33 million, or 5%, in FY 2017.

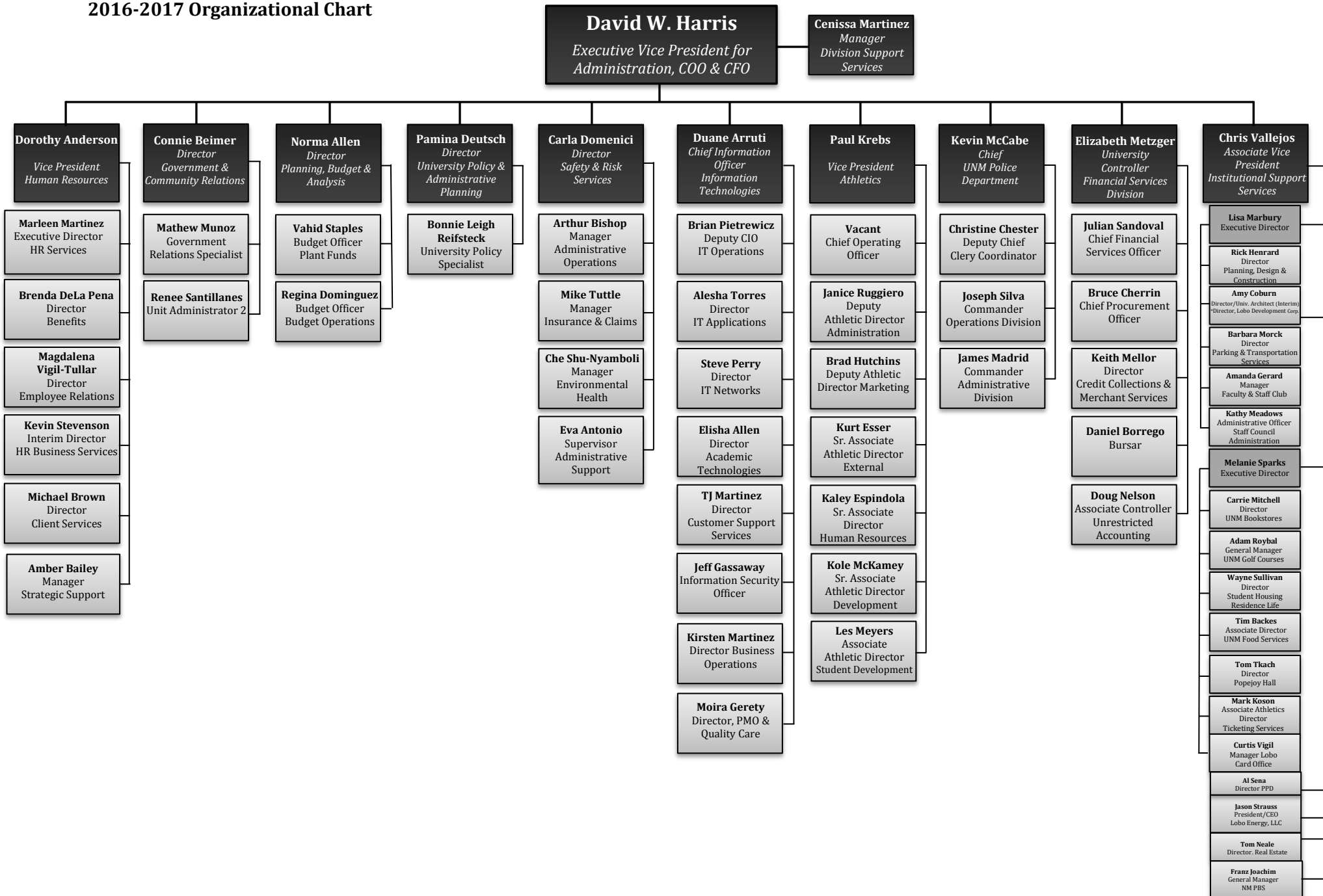
The UNM Board of Regents voted to increase Tuition & Fee rates by 4.3% for FY 2017. The result of this increase meant that students attending UNM in the Fall of 2016 paid \$286.20 more in Tuition & Fees, as compared to the previous year. This blended rate was comprised of a 2.5% tuition rate increase and a 10.43% fee rate increase. The Administration was largely successful in securing this Tuition & Fee increase as the result of a methodology that: 1) addressed a decrease in tuition revenues (as a result of an enrollment decline) with strategic budget reductions across I&G units and 2) coupling the new incremental Tuition & Fee revenues with initiatives that would enhance student success. The University of New Mexico experienced an enrollment decrease of approximately 2.7% during FY 2016, which resulted in a tuition shortfall of \$3.45 million. In order to provide a conservative tuition budget for FY 2017, this adjusted enrollment base was used to calculate the tuition base for FY 2017. Final Tuition and Fee revenues fell short of budget estimates by 1%, which was the final amount withheld and absorbed by I&G and SFRB funded units.

Although the University continues to weather financial challenges, our objective is to remain fiscally stable while promoting and leveraging efficiencies. We continue to provide a quality environment to serve the needs of our students, faculty, staff, alumni and other external constituencies. Please enjoy reading about the many accomplishments, projects, and future planning efforts in this annual report.



**Executive Vice President for Administration,
Chief Financial Officer and Chief Operations Officer**

2016-2017 Organizational Chart



FY 2016-2017 Annual Reports

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FY 2016-2017 Annual Report

Financial Services Division

Submitted by:

Elizabeth Metzger, CPA, University Controller

<https://fsd.unm.edu/>

Mission and Vision

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

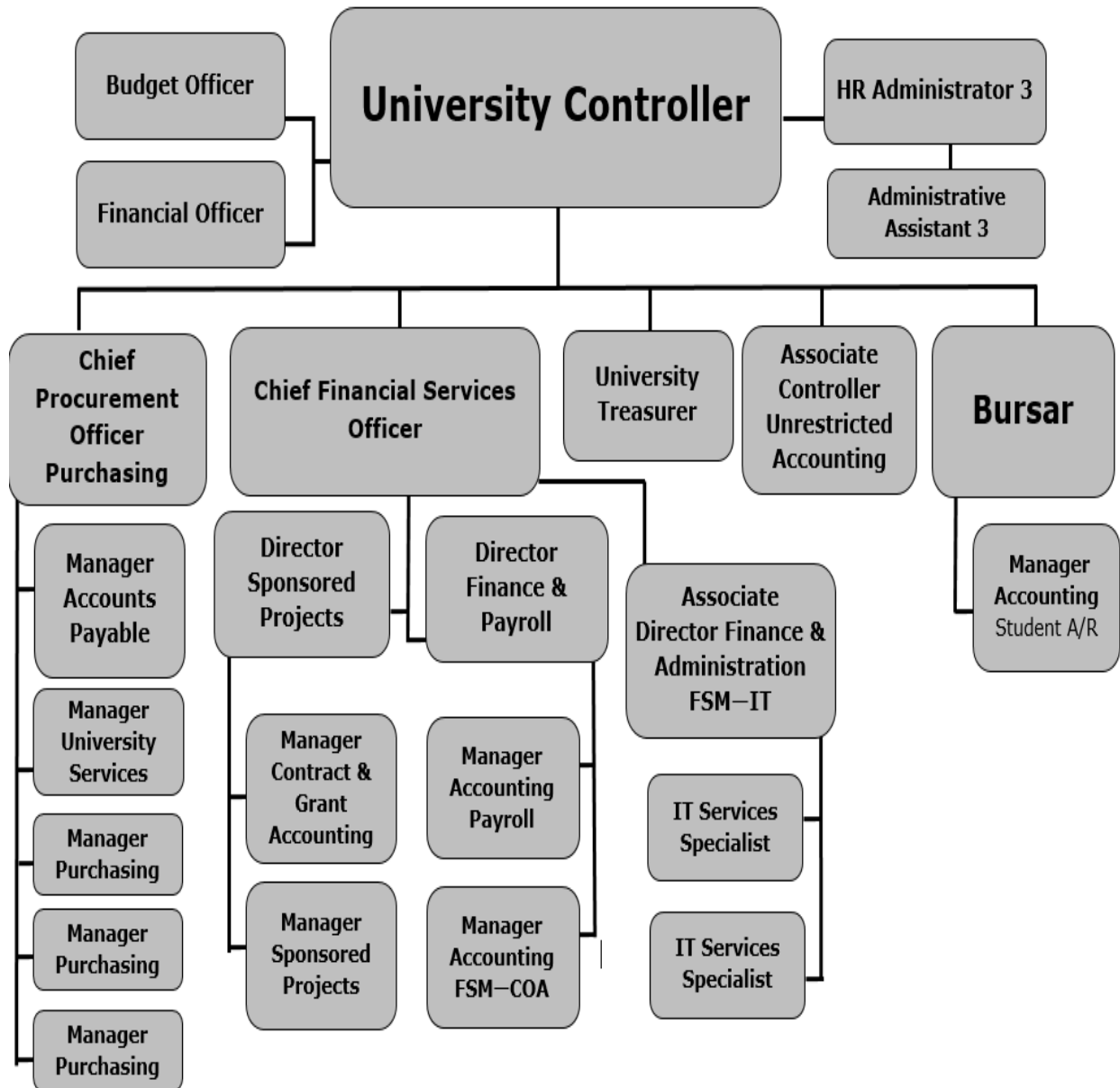
Division Culture:

- Integrity and high quality services.
- Accountability and social responsibility.
- Respectful 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 MyReports reporting tools, and Banner Finance data stores, to enhance end-user friendliness.

Organizational Chart



FY 2016-2017 Annual Report

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I. 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, 2017. 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. The Division's FY 2016-2017 I&G Base Budget Allocation was \$6,770,258.

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. As part of the UNM 2020 Vision, Responsibility Oriented Management (ROM) was further developed and involvement of the Finance Systems Management department continued in order to develop new Executive Summary reporting capabilities and Administrative Metrics.
2. Accounts Payable implemented Greenphire.
3. The Bursar's Office remained significantly involved in the implementation of UNM's College of Nursing's Managed Online Program (MOP) for the RN to BSN program.
4. The Bursar's Office implemented TouchNet PayPath, which resulted in a 62% decrease in credit/debit card payments and a 163% increase in ACH payments.
5. Contract & Grant Accounting and OSP collaborated to develop and redesign the subaward request process in order to streamline the current process into an electronic workflow.
6. Contract & Grant Accounting developed a Travel Advance Exception process form and process flow in Chrome River.
7. FSM-IT set up a new punch out site for Amazon within Lobomart to streamline purchases.
8. FSM completed the implementation of Chrome River with Financial Services.
9. OSP developed a process, and negotiated a standard UNM F&A rate for state contracts.
10. The Payroll department completed the implementation of Talent Management Suite with Employment Areas.
11. Payroll implemented email notifications for biweekly payroll status for the employee and their supervisor in addition to the timekeeper and approver.
12. Payroll collaborated with Human Resources to implement changes mandated by the anticipated changes to the Federal Labor Standards Act (FLSA).
13. Purchasing implemented new Cash Advance procedures that tightly control cash disbursements.
14. UNM Mailing Systems now provides USPS, UPS and FedEx services.
15. The VEBA Advisory Committee continued to meet regularly.

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

- Accountable Plan Reporting.
- AGOC.
- Annual External Audit and Implementation of GASB 72.
- Athletics' IPRA Request.

Budget Allocations.
Chrome River Steering Committee.
CIO Search Committee.
Consultation with Budget Office for the 2.6% budget pullback for FY17, of \$174,962.00.
Cybersecurity Training for Financial Services Division.
ERB 520-Rule.
Faculty Contracts and Payroll collaboration.
Faculty Senate Research Policy Committee Presentation.
Student Tuition and Fees.
Debt and Investment Advisory Committee.
Emergency Operations Center Events
Executive Cabinet.
External Audit Coordination and Oversight for UNM Component Units.
Internal Outreach:
 Quarterly Manager Meetings and Goal Assessments.
 Service Award Distribution.
 Annual Staff Recognition BBQ for all FSD staff members.
IT Funding Committee.
IT Technology Advisory Board.
IT Strategic Advisory Committee.
Land Grant Permanent Fund – GASB Technical Inquiry.
Legislative Priorities and Appropriations.
LFC Program Evaluation.
Monthly Meetings with OVPR/C&G Accounting/OSP.
Monthly Update Meetings w/Exec Staff:
 Athletics.
 VP Human Resources.
 Office of Sponsored Projects/OVPR Management Meetings.
 Sr. Executive Officer for Finance and Administration/HSC.
 Internal Audit.
Strategic Goal Setting.
Talent Management System Leadership Committee
Talent Management System Steering Committee.
UNM Data Governance.
Various Internal Audit Responses.
VEBA Advisory Board.

II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

Accounts Payable

- Greenphire Implementation.
- Chrome River Implementation.
- Conducted Chrome River live training classes and spoke to campus groups.
- 1099 data clean up from Chrome River.

Bursar/Cashier

TouchNet PayPath Implementation

- As a cost-savings measure, TouchNet PayPath was implemented in early FY17. Through this, credit card processing fees were transferred from the University to the payee. As expected, the type of payment activity quickly and dramatically resulted in a 62% decrease in credit/debit card payments and a 163% increase in ACH payments (by volume). Total savings to the University is expected to be just under \$1 million.

TouchNet Marketplace

- Overall transaction volume and revenue in the TouchNet Marketplace eCommerce payment solution decreased in FY17 as Bookstore and Housing ceased using TouchNet ready partners. There was also a slight decrease in department use, from 77 departments to 71. uPay sites decreased from 56 to 55 with a 6% decrease in revenue. On the other hand, Active Stores, increased from 151 to 158 with revenue growth of 21%. Departments that use Marketplace benefit because it is a secure method for taking online payments in a PCI compliant environment.

Monthly Billing Date Change

- In 2017, the Spring semester billing date was aligned with the start of the semester, which delayed billing by one month. As a result, service charges and past due holds were not placed on students' accounts prior to the first day of the semester. This granted students more time to complete their financial aid requirements, resulting in fewer angry calls and less confusion for students and parents.

Academic Partnerships and Managed Online Academic Programs (MOPs)

- The Bursar's Office remained significantly involved in the implementation of UNM's College of Nursing's first completely online RN to BSN program.

Contract & Grant Accounting

Financial Reviews, Site Visits and Audits

- Air Force Office of Scientific Research Site Visit, completed, no findings.
- NSF Award Cash Management System Site Visit, completed, no findings.
- Santa Fe Community College Sun Path Site Visit, completed, no findings.
- CYFD Financial On-Site Review done in May 2017. CYFD requested additional support on a subaward invoice, which was provided, however, no final report issued as of 10/6/17.
- UNM's FY16 Single Audit, completed. Research and Development Cluster and Higher Education Institutional Aid tested as major programs. Only one federal award finding, not directly related to Contract & Grant Accounting (Procurement supporting documentation).

Reporting and Compliance

- Completed and submitted Sandia National Labs Electronic Cost Claims Report for FY16.
- Completed and submitted NSF survey for FY16.
- Configuration, Security Setup, Data Cleanup and scheduling of new 201602 Effort Reporting period.
- Completed and submitted FY17 Hybrid Fringe Rate to DHHS cognizant agency.
- Analysis of monthly variance reports of expenditures and F&A generated.
- Completed PARs and FARS for FY17.
- Remained current on closeouts and closeout reviews. Awards are closed within 90-days of the project end date.
- Continuous post-audit reviews of all journal vouchers, 90-day memos, labor redistributions.
- Continued management of delinquent ONR reports by aggressively addressing outstanding reports on a monthly basis.
- Began monitoring index set-up times with new monthly report developed. Information is reviewed and disseminated to OVPR.

Collaboration on Projects with OSP

- Developed a new process for collecting Award Budget Sheet (ABS) for new awards. Formerly done by OSP, the new collection process allows for faster index set-up times for departments and PIs.
- Compiled institutional information including links to rate agreements and audit reports for use on the Federal Demonstration Partnership Expanded Clearinghouse website. UNM went live with this enhanced reporting site on July 7, 2017.
- Developed and redesigned the subaward request process. Collaborated with OSP to streamline the current process into an electronic workflow, which would incorporate both project and financial risk assessment, to be completed by both offices. Soft roll out effective October 2017.
- Co-presented topics and trainings to department administrators at monthly RAN meetings.

Collaboration on Projects with HSC Contract & Grant Accounting

- Participated in planning and design meetings for new ClinCard participant incentive payment option (reloadable debit card). This was rolled out to campus in September 2017, with the first study for Main Campus sent for setup in October 2017.
- Participated in planning and design meetings for effort certification alternatives.
- Participated in monthly research accounting meetings.

Customer Service and Training Efforts

- Participated in two separate departmental site visits, along with FSM and PCard, at the School of Engineering to provide training and support on Chrome River questions.
- Participated in a campus site visit at Valencia Campus to provide training and support on Chrome River.
- Toured and visited several departments, including: COSMIAC, Continuing Education, School of Engineering, College of Arts & Sciences, Speech and Hearing Sciences, EPSCoR, Center for Micro Engineering Materials (CMEM), School of Law, Chicana & Chicano Studies,

Biology, Global Education Office, Center for Emerging Energy Technology (CEET), International Studies, English Department, Information Technologies, and American Indian Language Policy Research and Teaching.

Other Projects and Collaborations

- Developed Travel Advance exception process form and process flow in Chrome River.
- Participated in planning meetings as part of the implementation team for FLSA Changes.
- Participated on implementation team for Chrome River, and offered training support and testing as needed.
- With help from Jennie Wong, Contract and Grant Accounting updated its website to the new V2 template.

Documented and/or Revamped the Following Office Processes

- Completed extensive organization and cleanup of network drive, with improved process guides and a linked Index of Fiscal Monitor Procedures.
- Finished re-design of Burn Rate query and rolled it out to campus.

Copy Center

- Successfully assumed the printing operation for UNM Hospital at a cost savings to UNMH.
- Leased 2 color machines to keep up with UNM Hospital requests.
- Worked with IT to create a user friendly, on line order form, for hospital customers.
- Maintained the daily check production process for the Bursar's Office and Accounts Payable.
- Lowered color print costs.

Credit Collections & Merchant Services

Banking

- 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 five depository accounts.
- Continued to upgrade the University's merchant card system. Monitored fiscal agent banks and functioning of the processing software.
- Continued evaluation of banking processes to gain efficiencies.

Investments

- Continued to develop and monitor four tranches of operating cash, thus maximizing earnings on the University's unrestricted operating funds. As of June 30, 2017, operating cash balances consisted of: (1) the General Depository Bond Portfolio had a balance of \$120,353,769, (2) the Global Depository Bond Portfolio had a balance of \$255,471,572, (3) US Bank Checking had a balance of \$37,308,714, and (4) the commercial paper portfolio had a balance of \$77,060,709, for total overnight liquidity of \$490,194,764.
- Responsible for monitoring \$42 million of callable funds from the Foundation.
- Continued the monthly investment fund reconciliations and BANNER related journal vouchers.

- Continued to develop and distribute monthly investment and cash flow reports to better monitor investment performance.
- Maintained a commercial paper program with US Bank with overnight liquidity earning the 180 day rate.

Collections & Debt Service

- Billed \$27.9 million to the State of New Mexico as reimbursements for expenditures on capital projects.
- Monitored and processed the semi-annual debt service payments on all \$423,503,733 of outstanding University Bonds. These debt service payments consisted of \$16,177,969 of principal and \$16,566,496 of interest payments for a total of \$32,744,465.
- 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.

Financial Reporting

- Prepared on a monthly basis, the operating funds investment and cash flow reports which are distributed to the DIAC.
- 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.
- Prepared a total of 33 audit FARS related to UNM's outstanding bonds, operating investments and cash holdings.

Merchant Services

- 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 the installation of various credit card processing machines across campus.

CRLS

- Organized a successful CRLS Vendor Show in Oct. 2016 for university researchers to learn new information on products and services.
- Worked with Purchasing Dept. to promote VWR Scientific as a preferred university vendor across campus; decreased costs to lab departments for VWR chemicals stocked at CRLS.
- Upgraded server to a new workstation to improve network functionality and to meet IT requirements.

- Reduced the Chemistry Department's glass shop deficit by \$15,000 and allocated \$15,000 for Operational Reserve account to be used for additional equipment and safety improvements.
- Ended FY16/17 with a positive budgetary outcome and reduction in non-salary operational costs by 2%.
- Served as a member of the Local Emergency Planning Committee (LEPC) for CRLS TIER II reporting/committee requirements as per New Mexico Homeland Security Dept.

Finance Systems Management – IT

- Set up new punch out site for Amazon within Lobomart to streamline purchases.
- Set up e-invoicing for Sandia Office.
- Set up e-invoicing for Dell.
- Implemented two Huron recommendations for Lobomart:
 - Customized Help text within the interface.
 - Cleaned up legacy POs where possible.
- Transitioned University Services IT support to FSM-IT and centralized file server architecture for efficiencies.
- ERM application migration from on-site to a hosted solution.
- ERB form 9 changes to Access database.
- Developed pending labor redistribution report.
- Developed customized report for PPD based off of FOROLEH.
- Developed T-tag report for Inventory control.
- New reporting view for OPBA.
- Enhanced Pcard report to streamline user scheduling.
- Implemented a new Sponsored research data portal for all campuses in MyReports.
- Implemented spend radar/spend analytics for Purchasing.
- Developed report of Cayuse proposal submissions for OSP.
- Enhanced report scheduling capability for campus users.
- Upgraded Cayuse to v3.6 with enhanced features and bug fixes.
- Automated nightly data refreshes for Sponsored research portal.
- Semi-automated Lobomart configuration feeds.
- Upgraded Lobomart v16.2, v16.3, and v17.1 with new features and bug fixes.
 - Enhanced procurement forms after 16.1 release.
- Offered MyReports in-class training throughout the year to campus users.
- Upgraded Sharepoint to v2013.

Finance Systems Management – Network Support

- Redesigned and migrated four FSD websites to UNM Template version 2. The websites are Contract and Grant Accounting, Mailing Systems, University Services, and Taxation.
- Rebuilt the Livetime helpdesk server on to LoboCloud.
- Relocated the LoboShipping and CRIS database servers to IT datacenter.
- Demised the Acoma server and replaced its SFTP function on the Aroch server. Configured and tailored an open source shopping cart website for Surplus Property.

- Created web order forms for Copy Center including: UNM Hospital Copy Request, T-Shirts, Mugs, and Holiday Card.
- Prepared a migration plan to move servers and data from the Financial Services datacenter to the IT datacenter.
- Migrated Contract Archeology, Graduate Studies, and Research Compliance departments' computers and files to the IT Datacenter and renewed their Service Level Agreements.
- Built a new FSD file server at the IT Datacenter.

Finance Systems Management – Operations

- Completed the implementation of Chrome River with Financial Services.
- Exclusion/Sanction Checking SAM/OIG - provided specifications to identify Main Campus employees on Federal contracts and Main campus Vendors.
- Cleaned up ChromeRiver 1099 reporting and modified export file code.
- Provided technical setup, configuration and support for UNM Gives United Way Campaign.

Inventory Control

- Incorporated stakeholders such as Export Control and FAMIS Database Manager into Wave presentations, to provide more transparent information to customers.
- Streamlined the equipment fabrication process and developed an online Request for Fabrication Control Number form for departments to report new build-projects. Added fiscal controls at the beginning of projects for compliance monitoring and financial reporting purposes. Contract & Grant Accounting and Export Control review and provide timely feedback to departments regarding compliance with regulatory entities.
- Developed a new Inventory Report in MyReports: FNRFAIC – Fixed Asset Inventory Control. The report allows inventory contacts to access their inventory lists and verify their assets.
- Implemented \$500.00 threshold for capital expenditures related to existing assets.
- Developed online forms for the Employee Equipment Checkout Form and to request reprinted property tags.
- Served as a reviewer/approver for the PCard and Reimbursement Expense reports in Chrome River. Enabled timely review of expenses related to assets and entry into the department's inventory. Departments do not need to separately report equipment/computer purchases as all the information needed for tagging is requested upfront in Chrome River. Equipment returns are processed swiftly for removal from department inventories.
- Partnered with IT Department to implement the IT Efficiencies Program and to define the process for reviewing and approving purchases, tagging equipment, and issuing UNM property tags.

Office of Sponsored Projects

- Developed OSP/VPR responsibility matrix.
- Developed a process and negotiated a standard UNM F&A rate for state contracts.
- Restructured office to team concept to accommodate administrative needs of faculty.

- Implemented MyReports Sponsored Research Dashboard for Main campus and Branches.
- Developed OSP proposal submission metrics reports.
- Revamped award setup process to include change in collection of Award Budget Sheet (ABS).
- Implemented new limited review process for proposal intake.
- Revamped agency setup process for Cayuse Backbone.
- Migrated OSP website to new server and redesigned webpage.
- Implemented strategies to improve communication with stakeholders.
- Created a Mission and Vision statement that reflects OSP's role and institutional impact.
- Provided trainings to staff and campus via the monthly RAN meetings. Added participation from other central and other core offices.
- Cayuse Related:
 - Re-did agency setups in Backbone to correct the Sponsor Type and Sponsor code to match to Banner.
 - Re-did drop down menu options for Activity and NSF codes, to include accurate program description to match with Banner.
- Decreased time needed for award setup and contract negotiations.
- Redesigned the Proposal Development & Award Guide (PDAG).
- Revamped sub award process to include risk assessment and a workflow.

Payroll

- Implemented email notifications for biweekly payroll status for the employee and their supervisor in addition to the timekeeper and approver.
- Automated required payroll deductions for federal and state withholding, etc. for new employees.
- Enabled online employment verifications.
- Implemented Multifactor Authentication for Form W-2.
- Streamline Minimum Wage Vital Error process.
- Payroll collaborated with Human Resources to implement changes mandated by the anticipated changes to the Federal Labor Standards Act (FLSA).
- The Payroll department completed the implementation of Talent Management Suite with Employment Areas.

Print Management

- Continued to address data security. All new agreements automatically and contractually include data security software for every leased and/or purchased device.
- During FY17, three departments participated in Print Management Assessments. Valencia completed a full assessment of their entire campus and worked to finalize implement completely.
- Lease and Maintenance costs continued to drop but are leveling out under the current RFP's pricing. Total cost savings for lease and maintenance agreements was \$16,912.90.
 - The significant decrease in lease costs is due to decreased base fees and click rates negotiated for new agreements under the Print Management RFP requirements.

- An increase in maintenance agreement costs is due to Taos, Gallup and HSLIC completing *Print Management Assessments*. Their solutions include umbrella maintenance agreements that cover numerous owned devices, mainly printers.
- Total program costs, which include device, paper and supply purchases have decreased each year. Realized \$35,923.07 total program cost savings from FY16.

Purchasing

- Implemented Chrome River.
- Conducted Chrome River live training classes and spoke to campus groups.
- Implemented Spend Radar – Spend Analytics Management Software.
- Implemented new Cash Advance procedures that tightly control cash disbursements:
 - Required an Exception Request form be approved by the department head for each cash advance disbursement.
 - Assigned Receivables as needed.
- Implemented Chrome River PCard Expense for all transaction reconciliation, which allowed for timely/efficient submission, review, and approval, and promotes complete transparency of information.

Taxation

- Provided essential tax services to UNM departments, including tax research, foreign national payment analysis, and federal and state tax filing compliance.
- Electronic Foreign National Travel Form – enhanced security for the process to receive passport and visa documents from foreign travelers via Lobo Mart

University Services

- Installed new tracking software for Mailing Systems and Shipping & Receiving to provide real time package updates and delivery information.
- Merged Consolidated Imaging Group (CIG) with University Services' Records Management to streamline operations and provide electronic records digitization/scanning services to UNM departments.
- Completed UPS contract to service the “Last Mile” of packages and centralize delivery/pickups. UNM Mailing Systems now provides USPS, UPS and FedEx services.
- 1,837,080 mail/packages were delivered to UNM Departments by Mailing Systems and Shipping & Receiving.
- Created online virtual showroom to provide 24/7 access to Surplus Property items available to the UNM Campus for repurposing.
- Provided departments with online access to monthly billing statements and active internal PRs for Mailing Systems, Records Management and Surplus Property.

Unrestricted Accounting

- Absorbed the process for posting all incoming wire-transfer payments and bank deposits to Banner for CCMS.
- Participated in Chrome River Implementation and resolution of post-go-live issues.

- Instructed numerous live training classes, information forums, and walk-in help sessions to assist end-users with the new Chrome River system.
- Tested & upgraded Banner Fall Bundle upgrade 2016, Banner Spring Bundle 2017 & WebFocus 8105 Upgrade.
- Completed State of New Mexico Unclaimed Property Reporting for Accounts Payable and Payroll.
- Completed 1099-K reporting for the University.

III. CURRENT/FUTURE PROJECTS

Accounts Payable

- Clean up 1099 data from Chrome River.
- Implementing new ACH security review process.

Bursar/Cashier

- Continue to work with Enrollment Management to train staff on Bursar policies and procedures.
- Increase departmental cross-training among Accountants.
- Continued involvement in Managed Online Academic Programs.
- Transition 1098-T reporting from Box 2 (Amounts Billed) to Box 1 (Payments Received) as mandated by the IRS.
- Implement Banner 9.

Contract & Grant Accounting

- Cross train and build team comraderie between C&G Accounting and OSP departments.
- Update the Proposal Development & Award Guide (PDAG) for new PIs.
- NSF-OIG Audit ongoing (FY14-FY16). Over \$1.7 million in expenditures tested on 92 different NSF awards. Worked closely with departments to provide transaction support, documentation, and answers to auditor questions. Received preliminary questioned costs still subject to negotiation with NSF.
- New subaward workflow process to streamline the current subaward request process into an electronic workflow, to incorporate both project and financial risk assessment to be completed by both offices. Soft roll out effective October 2017, with CHTM, Psychology, EPSCoR, and CASAA. Continue to fine-tune workflow steps and reporting functions during soft roll out testing.
- Working with OVPR to present at Research Symposium on September 28, 2017.
- Refresh and update Contract and Grant training curriculums available through EOD.
- Future plans to continue Research Symposium presented by OVPR.
- Continue collaboration with compliance offices to redesign campus trainings.
- Continue quarterly staff performance reviews.

CRLS

- Currently in the process of awarding an RFP bid for Standard/UHP gases and for bulk Liquid Nitrogen.
- Work with Purchasing and SciQuest to identify new software and accounting processes for CRLS operations.

Finance Systems Management –IT

- Implementation of Total Contract Manager for OSP.
- Implement Huron recommendations to enhance Lobomart:
 - Automate feeds to Lobomart (Users, Roles and Parent/Child Index Information).
- Develop Fund Establishment Form workflow for CGA, Foundation and UA.
- Developing RFI to replace Inventory control and space management applications
- HED FTE report modifications
- Modification of FORBCRA branch campus report to include main campus data.
- Enhancements/Rebuild for Payroll adjustments report and dashboard for campus.
- Replace Enterprise Metrics Reporting application using Snowflake/Tableau.
- Rewrite MS Access Fringe rate report using Webfocus.
- Enterprise Data Warehouse implementation.
- Enterprise Data integration toolset implementation.
- Sponsored Research Portal phase 2 implementation.
- Chromeriver Analytics and reporting enhancements and implementation.
- Chromeriver tax reporting (W2) report development.
- Rewrite Effort certification report in Webfocus.
- Rewrite all payroll oracle reports in Webfocus.
- Upgrade Webfocus/MyReports to version 8.2.
- Upgrade Cayuse SP to version 3.7.2.
- Lobomart 17.3 and 18.1 upgrades
- Continue implementing Huron recommendations to enhance Lobomart:
 - Supplier portal invoicing.
 - ePayables implementation.
 - Total Supplier Manager (TSM) Project.
- Rewrite Chart of Accounts application using supported technologies.
- Develop workflow for payroll adjustment process.
- Enhance Grants 90 day workflow for encumbrances.

Finance Systems Management – Network Support

- Prepare to add all FSD computers to IT Active Directory.
- Prepare to migrate all FSD files to the new file server at the IT Datacenter.
- Demise FSD servers.
- Rewrite all standard operating procedures.

Finance Systems Management – Operations

- Chrome River taxable reporting analysis and report development.
- Implement Chrome River analytics and travel pre-approval and pcard exception.
- Implement Chrome River Phase 2.
- Implement Banner 9 modules as available and applicable.

Inventory Control

- Evaluate current and future state requirements for a Fixed Asset and Inventory Control management application.
- Develop a schedule to conduct partial inventories yearly to account for capital equipment and equipment not owned by UNM.
- Develop a schedule to conduct full inventories every 2 years to account for computers and other non-capital assets.
 - This process will alleviate administrative burden at the departmental, and core office level (Inventory Control, Contract & Grants, and Unrestricted Accounting).
- Develop automated process for updates to the Inventory database to match data from the FAMIS database for improved tracking.
- Implement a Fixed Asset and Inventory Control management application to allow for improved/efficient controls, reporting and tracking.
- Continue to implement process updates that promote efficiencies for departments.

Office of Sponsored Projects

- Sponsored Research Dashboard - Phase II.
- Fund Establishment Form in workflow- collaborating with HSC pre award office and UNM foundation office to develop this process.
- Continue to improve internal controls for proposal submission, award set up and contract negotiations.
- Develop process to collect and house final progress reports.
- Implement new sub award process to include new risk assessment and a workflow.
- Organizational analysis (SWOT) ahead of planned external assessment as directed by the Strategic Plan.
- Improve OSP customer service expectations and delivery.
- Revamp proposal review process and checklist.
- Develop metrics report of staff workload by major task.
- Revamp Extra compensation guidance.
- Began process for member of contract team to have Government Clearance for Secret level proposal and awards.
- Revamp PI eligibility guidance.
- Implement Contract Director software to house research contracts.
- Create more contract templates for industry contracts and state awards.
- Develop process and workflow for contracts.
- Ongoing updates and maintenance of FAR/DFAR matrix.
- OSP collaboration with IRB and IACUC to integrate reports for interdepartmental consistency.

- Enhance recruitment and retention of staff.
- Train staff to use workflow for closeouts.
- Provide campus wide training for research administrative network outside of RAN.
- Collaborate with stakeholders to reduce the number of proposals that have limited PI support in the development phase.
- Continue to develop and track points to improve overall understanding of OSP institutional impact.
- Improve communication and collaboration across network of stakeholders.
- Develop and implement Sponsored Projects certificate for onboarding across campus.
- Enhance OSP website to reflect more institutional data and current resources for PIs and Research Administrators.
- External Assessment.
- Continue to improve internal controls and quality of work by making sure established processes are followed and proper training is given to all staff.
- Cayuse data integrity:
 - provide regular trainings for staff to improve accuracy and consistency of data entry into Cayuse.
 - Use error reports developed in FSM, to identify staff making errors and ensure those are corrected promptly.
- Continue to develop training materials for departments on various OSP processes and related topics, such as Proposal, Award and Contract review, budget generation and best practices.
- Cross train staff between Office of Sponsored Projects and Contract & Grant Accounting.
- Evaluate PI grants management training and monitor the recertification process.

Payroll

- Collaborating with Human Resources to reverse implemented changes mandated by 2016 changes to the Federal Labor Standards Act (FLSA).

Print Management

- In FY17, continue progressive developments to streamline processes: i.e. online quoting form, online printer authorization form, and billing process improvements through LoboMart.
- Research and development of specifications for Print Management RFP

Purchasing

- Chrome River Pre-Approvals implementation. This will replace the current Special Exception Request Form that is managed by email. The Chrome River solution will allow for the consolidation of information and will track dates and dollars spent against an approval.
- Chrome River Analytics.
- Continue to implement updates and enhancements that promote efficiencies for departments, policy compliance and data reporting.

Taxation

- Continual updates to UNM Taxation website with current information regarding payment requirements to foreign nationals and state and federal taxes, which reduces UNM's tax liability exposure and improves compliance.

- Develop secure weblink for foreign visitors to upload their passports, W8-BENs and other sensitive documents.
- Improve electronic routing of documents requiring review by Taxation.

University Services

- Perform electronic scanning and indexing of all 10,000+ UNM Records Management boxes currently stored at University Services.
- Partner with CRLS and SRS to centralize the receipt of chemicals in Mailing Systems and Shipping & Receiving, and to inventory and secure any dangerous/hazardous chemicals.

Unrestricted Accounting

- Centralize review of employee moving expenses to serve the UNM community quickly and more consistently.

IV. PERSONNEL APPOINTMENTS/SEPARATIONS

APPOINTMENTS OF SENIOR STAFF

Accountant 3

| | |
|----------------|-------------|
| Dave Collymore | August 2016 |
| Myla Cooper | July 2016 |
| Pat Eads | June 2017 |

Bursar

| | |
|----------------|---------------|
| Daniel Borrego | November 2016 |
|----------------|---------------|

IT Services Specialist

| | |
|--------------|----------------|
| Nicole Jones | September 2016 |
|--------------|----------------|

Mgr, Accounting

| | |
|----------------|----------|
| Patrick Patten | May 2017 |
|----------------|----------|

Mgr, Purchasing

| | |
|-------------------|-----------|
| Brett Sletten | July 2016 |
| Veronica Trujillo | July 2016 |

Mgr, Sponsored Projects

| | |
|-------------------------|------------|
| Mindy Connolly | July 2016 |
| Paul Christopher Saxton | March 2017 |

Sponsored Projects Officer

| | |
|------------------|------------|
| Hannah Clark | April 2017 |
| Lindsay Fickling | April 2017 |

Sponsored Projects Officer, Sr.

| | |
|------------|-------------|
| Tanya Pyke | August 2016 |
|------------|-------------|

Paul Christopher Saxton
Monica Waquie

September 2016
February 2017

SEPARATIONS OF SENIOR STAFF

Accountant 3

Monica Candelaria
Josie Flakes

June 2017
March 2017

Bursar

Marianne Presser

November 2016

Financial Services Accountant, Sr

Soraya Salazar

January 2017

Mgr, Accounting

José González

April 2017

Mgr, Sponsored Projects

Mindy Connolly

December 2016

Sr. Contracts Specialist

Jenny Ramirez

April 2017

V. APPENDIX

ACCOUNTS PAYABLE

| Prior Year Comparison | | | |
|--|----------------------|----------------------|---------------|
| FY16 – FY17 | | | |
| | FY16 | FY17 | VARIANCE |
| Banner Direct Pay Invoices | 252,450 | 232,409 | -7.93% |
| Banner Regular Pay Invoices | 25,304 | 24,714 | -2.33% |
| Total Invoices Count | 277,754 | 257,123 | -7.42% |
| Checks | 48,649 | 42,738 | -12.15% |
| ACH Direct Deposits | 34,122 | 32,057 | -6.05% |
| Wire Transfers and Foreign Currency Checks | 602 | 563 | -6.47% |
| Total Disbursement Count | 83,373 | 75,358 | -9.61% |
| Total Disbursements Amount | \$793,125,148 | \$752,475,644 | -5.12% |

BURSAR
Prior Year Comparisons
FY2016 – FY2017

| | FY16 | | FY17 | |
|--|--------------|----------------|--------------|----------------|
| | <u>Trans</u> | <u>Dollars</u> | <u>Trans</u> | <u>Dollars</u> |
| Cashier Receipts | 68,250 | 125,338,606 | 67,574 | 125,877,790 |
| LoboWeb Credit Card Payments* | 66,650 | 50,786,488 | 29,246 | 24,246,924 |
| LoboWeb ACH Payments* | 26,907 | 15,121,556 | 70,851 | 49,997,895 |
| LoboWeb Debit Card Payments* | 15,327 | 7,195,609 | 1,922 | 1,120,318 |
| Marketplace Payments** | 123,005 | 12,925,624 | 44,495 | 6,890,464 |
| Total Receipts | 300,139 | 211,367,883 | 214,088 | 208,133,390 |
| LoboWeb Direct Deposit Refunds | 46,132 | 100,195,905 | 46,613 | 96,384,660 |
| Student Check Refunds and Short Term Loans*** | 18,369 | 23,706,227 | 15,445 | 19,674,775 |
| | 64,501 | 123,902,132 | 62,058 | 116,059,435 |

*Credit and Debit Card payments decreased while ACH payments increased due to the TouchNet PayPath implementation which transferred the credit card processing fee from the University to the payee.

**MarketPlace transaction volume and revenue significantly lower because Bookstore and Housing ceased using their TouchNet ready partners.

***FY16 figures corrected.

| Tuition and Fee Revenue | <u>FY16</u> | <u>FY17</u> |
|---|--------------------|--------------------|
| Undergraduate, Resident and Non-Resident | \$ 144 | \$ 147 |
| Graduate, Resident and Non-Resident | 44 | 45 |
| Course Fees | 9 | 10 |
| Total Revenue (to nearest million) | \$ 197 | \$ 202 |

CCMS statistics for FY17

| |
|--|
| Deposits processed Processed approximately 10,000 deposits from various entities for UNM departments |
| State Bond Billings Reviewed and processed over 1,500 payment documents and journal entries for a total dollar volume of \$27,943,892. |
| Departmental Banner Journal Vouchers Processed and approved approximately 5,200 Banner JV's for various departments. |
| Banner Requisitions Reviewed and approved approximately 1,300 purchase requisitions for various departments. |
| Chrome River Expense Vouchers Reviewed and approved approximately 1,600 Chrome River expense vouchers for various departments. |

Copy Center

| | |
|--------------------------|-----------|
| Black & White | 6,112,945 |
| Color | 2,113,776 |
| Work Orders | 10,975 |
| Customer Accounts | 695 |
| Posters Produced | 1394 |

CRLS/Chem Stores

| CRLS | Total Sales | Total CRLS Sales invoices | Vendor Invoices | On-Campus % incr(decr) | Off-Campus % incr(decr) |
|-------------|--------------------|--------------------------------------|----------------------------|-----------------------------------|------------------------------------|
| FY17 | \$2,194,365 | 14195 | 5,604 | .003% | (39.00) |
| FY16 | \$2,244,549 | 13,824 | 5,730 | .11% | .17% |
| FY15 | \$2,015,396 | 13,552 | 5,556 | (8.00%) | 1.00 |

| CRLS | Total Orders Placed | Stock Orders | Customer Orders |
|-------------|----------------------------|---------------------|------------------------|
| FY17 | 6068 | 917 | 5151 |
| FY16 | 4,016 | 785 | 3,231 |
| FY15 | 4,007 | 588 | 3419 |

Inventory Control

| Inventory Processes | FY17 | FY16 | FY15 | FY14 |
|-------------------------------------|--------------|--------------|--------------|--------------|
| Capital Inventory Additions | 560 | 543 | 502 | 544 |
| Value of Capital Additions | \$14,786,127 | \$14,224,498 | \$11,019,658 | \$11,332,496 |
| Inventory Computer Additions < \$5K | 4,315 | 4,370 | 4,817 | 4,594 |
| Value of Computer Additions < \$5K | \$5,347,486 | \$4,965,029 | \$5,571,369 | \$5,254,346 |
| Inventory Deletions | 3,883 | 4,271 | 4,344 | 4,701 |
| Value of Deletions, at total cost | \$12,458,162 | \$16,138,114 | \$14,730,696 | \$13,476,952 |

| | | | | |
|------------------------------|--------|--------|--------|--------|
| Annual Inventories Requested | 2,240 | 2,220 | 2,198 | 2,092 |
| Annual Inventories Completed | 1,313 | 1,163 | 2,059 | 2,093 |
| Number of Assets | 49,294 | 48,344 | 48,528 | 46,490 |

| | | | | |
|-----------------------------|------------------|------------------|------|------|
| Inventory Reviews Requested | 381 (In Process) | 354 (In process) | 590 | 611 |
| Inventory Reviews Completed | 255 | 302 | 555 | 575 |
| Number of Assets Reviewed | 948 (In Process) | 850 (In process) | 1711 | 2606 |

PCard

| Prior Year Comparison – Purchasing | | |
|--|------------------|------------------|
| FY16-FY17 | | |
| | FY16 | FY17 |
| P-Card/F-Card | | |
| TOTAL \$ | \$ 79,894,402.41 | \$ 73,020,622.77 |
| TOTAL # of Trans | 172,108 | 158,683 |
| Vendor Setups and Maintenance Requests | 20,541 | 16,135 |

Print Management

| Print Management Program | FY17 | FY16 | FY15 |
|--|-------------|-------------|-------------|
| Devices (Copiers, printers, MFD's) managed in program | 757 | 789 | 770 |
| Customer accounts / departments | 452/322 | 442/324 | 417/313 |
| Multi-Functional Devices / Color | 593/402 | 579/383 | 556/345 |
| Maintenance Agreements | 81 | 207 | 211 |
| Printers | 153 | | |
| Other Devices (Wide Format, Scanners, Software, etc.) | 11 | NA | NA |
| Device Purchases | 19 | NA | NA |
| Other Purchases (paper, toner, supplies) | 47 | NA | NA |

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

- Continued increase in Color MFDs as color is now more affordable.
- Decrease in purchased printers and maintenance agreements as departments reduce their overall device footprint by driving more volume to MFDs.

Financials:

| | FY17 | FY16 | FY15 |
|-------------------------|-----------------------|-----------------------|-----------------------|
| Leases | \$1,814,593.06 | \$1,801,187.67 | \$2,011,611.04 |
| Maintenance | \$136,241.42 | \$166,559.71 | \$153,847.81 |
| Device Purchases | \$30,565.30 | \$44,403.46 | \$93,793.69 |
| Paper/Supplies | \$5,037.65 | \$10,209.66 | \$7,957.36 |
| Total | \$1,986,437.43 | \$2,022,360.50 | \$2,267,209.90 |

PURCHASING

| Prior Year Comparison – Purchasing | | |
|---|------------------|-----------------|
| FY16-FY17 | | |
| | FY16 | FY17 |
| RFPs Issued | 71 | 55 |
| IFBs Issued | 5 | 7 |
| | | |
| Total Solicitations | 76 | 62 |
| | | |
| POs Issued | 6,595 | |
| COs Issued | 3,333 | |
| | | |
| P-Card/F-Card | | |
| TOTAL \$ | \$ 79,894,402.41 | \$73,020,622.77 |
| TOTAL # of Trans | 172,108 | 158,683 |
| | | |
| Vendor Setups and Maintenance Requests | 20,541 | 16,135 |

University Services

Mailing Systems

| Mailing Systems | FY17 | FY16 | FY15 | FY14 | FY13 |
|---|-------------|-------------|-------------|-------------|-------------|
| Outgoing USPS Mail Pieces (Excluding Bulk) | 746,303 | 819,318 | 961,535 | 1,041,098 | 1,051,712 |
| Incoming USPS Mail Pieces | 988,392 | 1,200,850 | 1,395,300 | 1,485,050 | 1,555,525 |
| Campus Mail | 768,073 | 821,665 | 921,091 | 865,532 | 840,859 |
| USPS Accountable Mail | 48,646 | 50,579 | 59,882 | 52,845 | 59,375 |
| Bulk/Permit Mail | 1,883,909 | 1,991,627 | 1,726,406 | 1,819,973 | 1,704,679 |
| FedEx Incoming | 6,861 | 8,305 | 8,253 | 7,327 | 8,674 |
| FedEx Outgoing | 1,380 | 1,610 | 1,494 | 1,606 | 3,093 |
| UPS Incoming | 10,600 | N/A | N/A | N/A | N/A |
| UPS Outgoing | 378 | N/A | N/A | N/A | N/A |

Shipping & Receiving

| Shipping & Receiving | FY17 | FY16 | FY15 | FY14 | FY13 |
|--|---------------|-------------|-------------|-------------|-------------|
| Freight – Total Pieces | 31,969 | 32,119 | 32,722 | 31,774 | 35,786 |
| Weekly Average (Freight Received, Processed, Delivered) | 614 | 618 | 629 | 611 | 688 |
| Delivery Points (HSC Campus/UNMH) | 215 | 211 | 203 | 249 | 275 |

Surplus Property

| Surplus Property | FY17 | FY16 | FY15 | FY14 | FY13 |
|--|-------------|-------------|-------------|-------------|-------------|
| Regents Report – Total \$ Value Deleted | \$4,850,586 | \$4,850,381 | \$4,268,510 | \$3,191,111 | \$2,726,967 |
| Total Surplus Property Items | 22,585 | 17,622 | 23,120 | 15,414 | 18,363 |
| Inventoried Equipment | 3,373 | 2,870 | 3,036 | 4,683 | 2,383 |
| Non-Inventoried Equipment | 16,714 | 14,752 | 20,084 | 10,731 | 15,980 |
| Number of Pickups | 1,467 | 1,347 | 1,552 | 1,185 | 1,340 |
| Online Surplus Property Sales | FY17 | FY16 | FY15 | FY14 | FY13 |
| Number of Auctions | 191 | 70 | 132 | 45 | 28 |
| Net Sales | \$20,393 | \$18,302 | \$11,300 | \$6,826 | \$5,684 |

Records Management

| Records Management | FY17 | FY16 | FY15 | FY14 | FY13 |
|---------------------------|---------------|--------|--------|--------|--------|
| Total Inventory (Boxes) | 10,777 | 10,134 | 16,255 | 15,840 | 15,164 |
| Boxes Withdrawn | 426 | 663 | 1,002 | 1,067 | 757 |
| Boxes Removed & Destroyed | 1,716 | 7,940 | 1,577 | 1,663 | 1,993 |
| New Inventory (Boxes) | 1,019 | 1,492 | 1,988 | 2,313 | 1,946 |



FY 2016-2017 Annual Report

Government and Community Relations

Submitted by:

Connie Beimer, Director, Government and Community Relations

<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

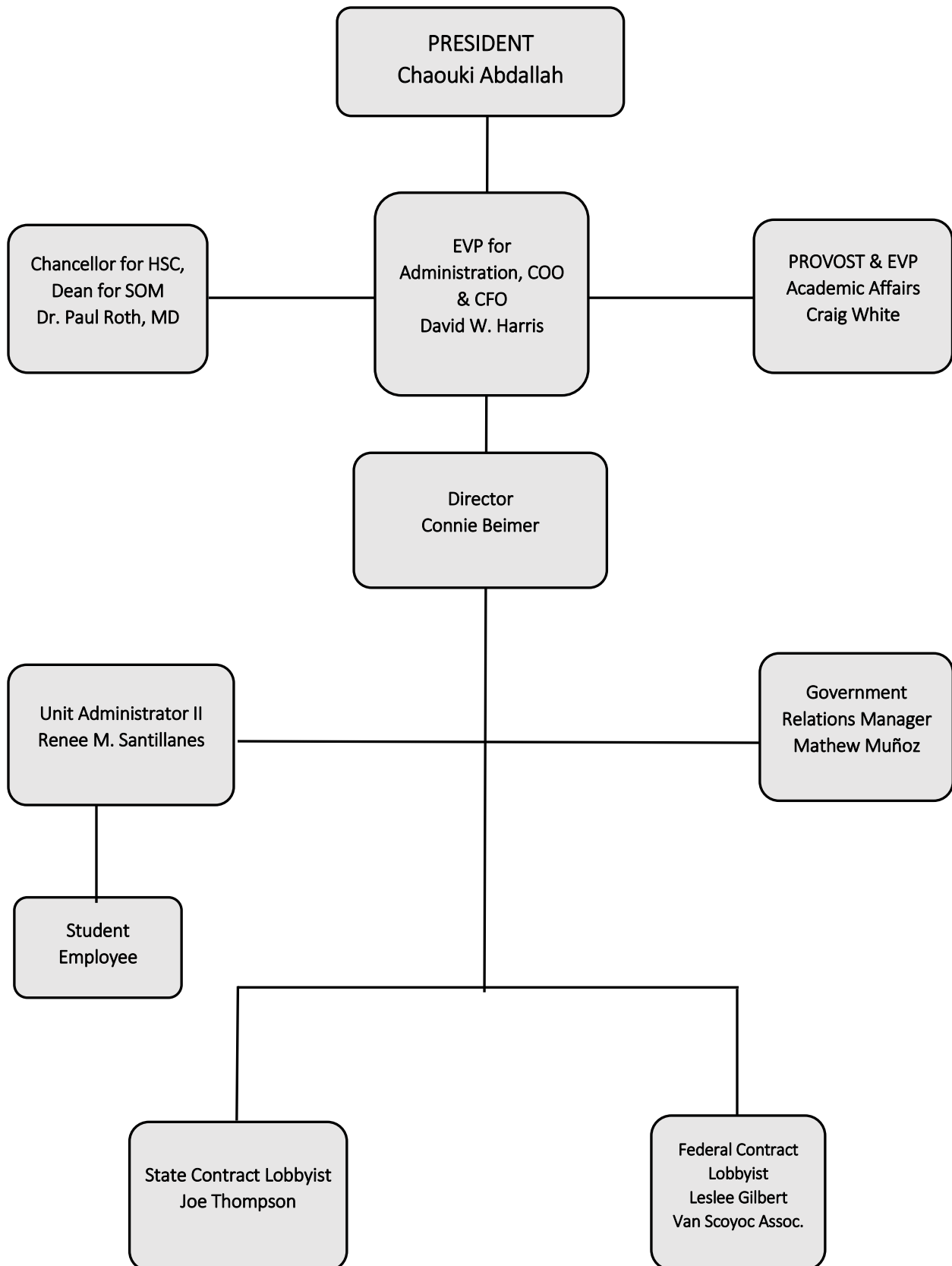
- Create opportunities for New Mexico residents and businesses to invest UNM and the University Health Science Center as a high level research university and medical center

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.

Organizational Chart



FY 2016-2017 Annual Report

Table of Contents

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I. EXECUTIVE SUMMARY

The Office of Government & Community Relations (OGCR) represents the interests of the University of New Mexico by serving as the University's lead advocate with elected and appointed officials, their staffs and government bodies. By building and strengthening relationships with local, state and federal government officials, OGCR encourages investment in and support for UNM, its programs and its initiatives. While OGCR is funded through various UNM programs and services, the I&G budget for this past year was \$163,294.

State Relations:

The 2017 legislative session, similar to the previous two legislative sessions, commenced with diminishing state revenues. The Consensus Revenue Estimate predicted a \$69 million short fall for FY17 and \$93 million shortfall for FY18. The Severance Tax Bonds were estimated at \$60 million for FY18, \$80 million less than the previous fiscal year, however, the monies used for the bonding capacity was diverted to the State General Fund to pay for the shortfalls of fiscal year.

- I&G budget:
 - Main Campus, \$175,651,400, a \$1,598,400 decrease or -0.9%
 - Medical School, \$57,201,100, a \$574,500 decrease or -1.0%
 - Gallup, \$8,481,100, a \$159,600 decrease or -1.9%
 - Los Alamos, \$1,719,300, a \$26,300 decrease or -1.5%
 - Taos, \$3,263,400, a \$22,300 decrease or -0.7%
 - Valencia, \$5,132,800, a \$49,400 decrease or -1.0%
- Research and Public Service Projects:
 - Main Campus, \$8,730,100, a -1.0% decrease
 - Health Science Center, \$30,980,900, a -1.0% decrease
 - Branch Campuses, \$571,500, a -1.0% decrease

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 departments 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 kept us informed of opportunities and issues impacting higher education and the University of New Mexico.

II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

State Relations:

- 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.
- With administration and 8 constituency groups, engineered and evaluated UNM's outcomes from the 2017 New Mexico State Legislative Session for fiscal year 2018:
- I&G budget:
 - Main Campus, \$175,651,400, a \$1,598,400 decrease or -0.9%
 - Medical School, \$57,201,100, a \$574,500 decrease or -1.0%
 - Gallup, \$8,481,100, a \$159,600 decrease or -1.9%
 - Los Alamos, \$1,719,300, a \$26,300 decrease or -1.5%
 - Taos, \$3,263,400, a \$22,300 decrease or -0.7%
 - Valencia, \$5,132,800, a \$49,400 decrease or -1.0%
- Research and Public Service Projects:
 - Main Campus, \$8,730,100, a -1.0% decrease
 - Health Science Center, \$30,980,900, a -1.0% decrease
 - Branch Campuses, \$571,500, a -1.0% decrease
- 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.
- Oversaw the legislative priority selection process and worked with the Provost, HSC Chancellor and Executive Administration on identifying the 2017 Legislative Priorities.
- 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.
 - Provided support to the eight constituent groups with regard to legislative engagement.
- Developed 2017 interim committee legislative agenda.
- Monitored and attended 23 interim committees regarding legislative issues impacting UNM and higher education, and coordinated 36 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.
- Frequently met with elected and government officials to develop rapport and educate them on UNM issues.
- Collaborated with the political science department on the OGCR student internship program for undergraduate students by providing student success funding for ten students to participate in the program.
- 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.
- Helped coordinate UNM Day at the State Capitol.
- Prepared President for budget hearing to the Legislative Finance Committee prior to the beginning of 2017 Legislative Session.

- 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.
- From January to March, maintained the bill tracker for the legislative session. Monitored the daily update of over 350 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 60 day legislative session provided a bi-weekly legislative briefing from 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 and HSC in a leadership capacity on the government relations section of our national university member organizations.
 - Director served on the HACU Government Relations Committee.
 - Director served on the APLU Council of Governmental Affairs.
- 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
- Obtained language for Indians into Nursing program that led to the successful funding of HSC grant proposal.
- Developed an extensive federal relations plan and a federal priorities package. The federal relations plan was drafted during the first quarter of the year and then updated regularly based on priorities on campus and meetings with Congressional committee staff and federal agency officials. The federal priorities package was developed based on university focus areas, information from the federal meetings, and input from the Congressional offices. The package included recommended appropriations language and programmatic requests for eleven UNM main campus and HSC projects – Indians into Nursing, Indians into Medicine, Birth Cohort Study, High Energy Density Physics, Nuclear Energy University Program, Enhance

Technology Transfer Activities with DOE, Poison Control Center, Minority Health Disparities, Prescription Opiate Abuse Study, Photonics, and Global and National Security.

- Maintained communications and relationships with Delegation Members and their DC and NM staff.
- Coordinated efforts between the Department of Energy and UNM Student Affairs to fund (DOE) and implement UNM) the Hispanic Youth Leadership Conference.
- Congressional Delegation – Arranged and implemented numerous briefings, tours and meetings for Delegation Members and their staff:
 - Annual Advocacy trip to DC with Interim President Abdallah, Vice President for Research Lopez, and Executive Vice Chancellor Larson.
 - Senator Heinrich – Roundtable with NSF funded researchers
 - Congresswoman Grisham – Roundtable discussion with international students, remarks at commencement ceremonies for La Raza, Biology Department and School of Architecture and Planning.
 - Senator Udall – met with the president and executive vice chancellor.
 - Briefings for chiefs of staff and various staff members.
 - Regular meetings with district and state staff.
 - Brought staff to campus for events and briefings.
- Sent monthly communication to the Congressional offices.
- Provided input to our Congressional delegation on matters concerning HSI- specific legislation, federal agency research budgets, research initiatives.
- Coordinated support letters for our key proposals.
- Requested Delegation Members sign on to letters of importance to UNM issues and programs.
- Developed and implemented plans, with the research office, to increase grant opportunities for our researchers.
- Arranged meeting for VPR to meet with key Congressional committee staff which resulted in agreement to assist the university with language that will help facilitate collaborations between the Labs and research universities and streamline processes.
- Organized a trip to Washington DC for College of Education researchers and Dean to meet with federal agency officials and program officers. Four UNM researchers and research leaders participated in over 10 meetings in a two-day period. Early results – received advance notice of several topic areas for upcoming RFPs, gained insight on advancing proposals, established helpful.
- Worked with the Global office to develop plan to increase the number of international students attending UNM and assisted with issues for our international students. Targeted key countries with strong international programs and funding.

Publication and Outreach:

- Maintained and expanded the OGCR website to keep the university informed of legislative issues affecting them.
 - Maintained user friendly bill tracking system for the website.
- 2017 Legislative priorities booklet.
- “How to talk to Legislators” pamphlet.
- State Legislators and NM Delegation district maps showcasing UNM Alumni, undergraduate and graduates in their district.

- Planned and implemented an advocacy education trip to Washington D.C. for UNM student leaders.
- Coordinated with research office a visit to campus by the director for basic research for the Department of Defense.
- Worked with the office of the DOE secretary to have UNM chosen as one of ten university sites nationally for a DOE innovation forum.
- Worked with the research office to plan and implement the very successful Southwest Regional Energy Innovation Forum with the DOE Secretary and both NM Senators and attendance from all the research universities and national labs in the four state region and Idaho.

III. CURRENT/FUTURE PROJECTS

Current Plans FY18

State:

- 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.
- Working with the students on lottery scholarship solvency; advance the students legislation.
- Continuously met and work 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.
- Oversee the legislative priority before and during the legislative session
- 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.
 - Coordinated the student legislative orientation at the State Capital:
 - January 2018.
 - Continue to provide support to the eight constituent groups with regard to legislative engagement.
- 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.
- Frequently meet with elected and government officials to develop rapport and educate them on UNM issues.
- 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.
- 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.

- Help coordinate UNM Day at the State Capitol.
- Prepare President for budget hearing to the Legislative Finance Committee prior to the beginning of 2018 Legislative Session.
Lead all UNM budget efforts during the 30 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.
- From January to April, maintain the bill tracker for the legislative session. Monitored the daily update of proposed legislation action.
- During the 30 day legislative session provided a weekly legislative briefing in Albuquerque 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 schools and colleges, 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 lobbyist to coordinate UNM efforts.

Future Plans FY19

The Office of Government and Community Relations will enhance our work and involvement with local, state and federal governments, both existing and newly-elected, and establish relationships with elected officials and our new UNM President.



FY 2016-2017 Annual Report

Human Resources

Submitted by:

Dorothy T. Anderson, Vice President, Human Resources

<https://hr.unm.edu/>

Mission and Vision

Mission

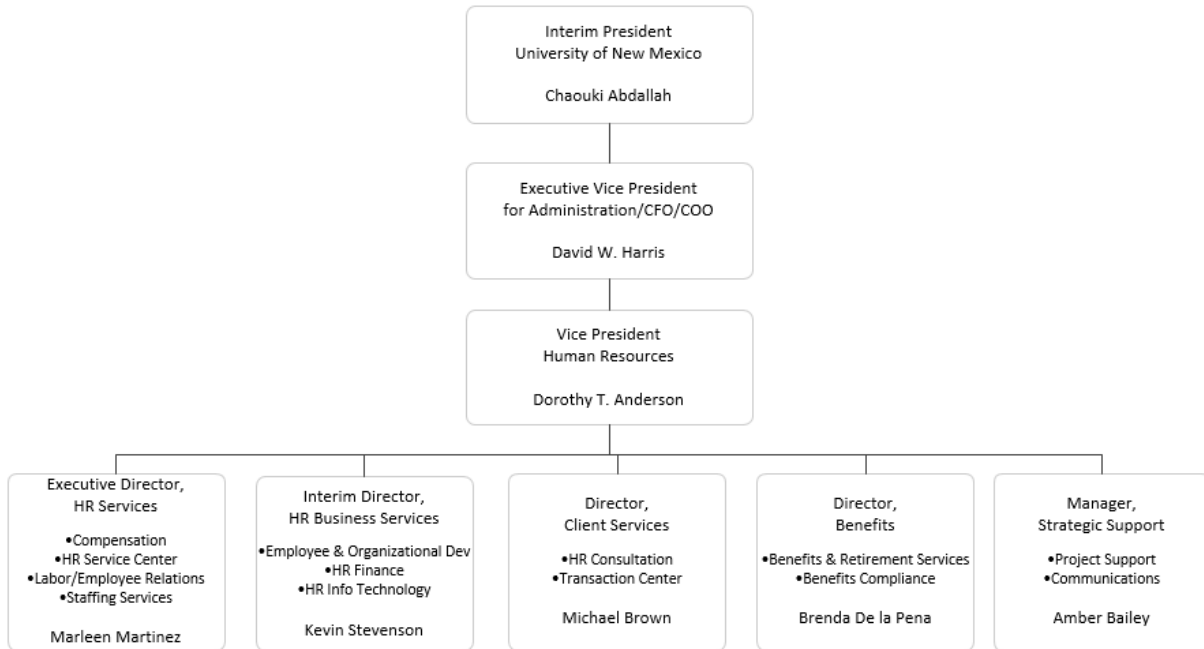
As a strategic partner, we support the University's success by:

- 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.

Organizational Chart



FY 2016-2017 Annual Report

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I. EXECUTIVE SUMMARY

The Division of Human Resources is made up of the following departments/functions:

- Office of the Vice President/HR Administration
- HR Services, including the HR Service Center, Compensation, Labor/Employee Relations, and Staffing Services
- HR Business Services, including HR Finance, HR Information Technologies, and Employee & Organizational Development
- Client Services and the HR Transaction Center
- Benefits, including Retirement and Employee Health Promotion

Over the last fiscal year, UNM and Human Resources faced a few challenges. On September 21, 2016, the University imposed a Hiring Moratorium on new or replacement hires for regular and temporary positions at Main and Branch campuses. This decision was a result of the anticipated budget shortfall at the State government level for FY18-19. The Hiring Review Process that was implemented in FY15-16 was modified to include a more stringent review by the committee. The University encouraged Departments to consider restructuring positions before submitting a request for hire. Requests for hire were examined closely to ensure they were critical positions to advance the mission of the University.

Considering the hiring moratorium and how it would impact the UNM Temps & Recruitment Services mission, HR identified an area of opportunity for a change in this function. After assessing the hiring needs of departments, a plan was constructed to redesign the service. It was renamed more concisely Staffing Services and now offers a range of hiring solutions to fit the varying needs and budgets of its clients. Departments can benefit from dedicated and experienced HR Analysts who will focus on the specific hiring needs and details, therefore expediting the recruitment and hiring process.

Another strategic step forward for HR was in regard to the Compensation Guidelines project that was initiated in FY15-16. Even though the University has been unable to support annual salary increases, the new Compensations Guidelines now allow for In-Range Adjustments to be requested for re-evaluated positions. The new guidelines assist departments who may find themselves having to restructure programs and services. These departments may find it more fiscally responsible to allocate key duties to other staff members and grant an increase in compensation than to maintain and/or fill a full-time position.

In regard to federal requirements, HR continued its efforts in compliance with the Affordable Care Act provisions that continue to be phased in as we approach year 2020; a new module was added to the annual Mandatory Training curriculum that covers Active Shooter awareness and response; and HR partnered with several other campus divisions to address and manage the new Fair Labor Standards Act (FLSA) Overtime Rule imposed by the Department of Labor. The rule focused primarily on updating the salary and compensation levels needed for executive, administrative and professional workers to be exempt. Specifically, the rule raised the standard salary level from \$23,660 to \$47,476, provided employees meet the appropriate minimal duties test, and with the understanding that the salary level would increase every three years.

The FLSA project quickly evolved as detailed analysis was conducted on grade 12 positions and all other positions that were at, or just above or below the new threshold amount. Being that the rule originally required that employers must be in compliance by December 1, 2016, UNM made the decision to move those identified as affected employees to a nonexempt/biweekly pay schedule on November 12, 2016. The ultimate goal was to allow overtime pay to employees who are not making \$47,476 or more per year. However, on November 22, 2016, an injunction was issued postponing the new overtime rule/salary threshold and as of November 26, employees who originally changed pay schedules were considered “exempt” again, but remained on a biweekly pay schedule since a final ruling was expected soon. On January 20, 2017, a new U.S. Presidential Administration was in place and no direction was being provided on the ruling. As a result of the uncertainty in the ruling’s staying power, UNM Administration decided it was in the best interest of the employees and the institution to return those affected to their previous monthly pay schedule, with the associated employment class representing their true exempt status. Employees will be moved back to the exempt/monthly pay schedule effective September 1, 2017.

In order to meet HR’s goals to cultivate Workforce Effectiveness and Continuous Improvement, HR continued in its partnership to lead campus employment area offices (Faculty, Staff, Students, and Temps) through the implementation of UNMJobs 2.0. In 2015, the UNMJobs 2.0 project was kicked off in an effort to redesign the hiring process using new Talent Management System software by Cornerstone OnDemand. UNMJobs 2.0 went live on April 3, 2017 and a Banner integration component (Employee Onboarding System) using Workflow was launched into production on June 29, 2017. HR thanks the many departments that were involved in the design, configuration, programming, and testing of the systems. Primary non-HR contributors were: HSC Faculty Contracts, Office of Faculty Affairs, Student Employment Office, Central IT, and Payroll.

Another great achievement of the University of New Mexico during this past fiscal year is the Family Friendly Business award that was received on December 12, 2016. UNM was awarded the Gold level, which is the top award for meeting the criteria in all four categories: Paid Leave, Health Support, Work Schedules, and Economic Support. The award was presented to the Vice President for Human Resources and the Director for University Policy & Admin Planning.

In closing, there are so many accomplishments that the Division of Human Resources is proud of and we have included more descriptions in sections two (II) and three (III) of this report. However, we’d like to specifically highlight these other accomplishments as larger achievements for FY16-17:

- Disciplinary Process and Policy Revision
- Benefits Strategic Plan
- HR Service Center efforts to streamline and capture metrics as the department’s typical first point of contact
- Continued efforts toward a healthy campus: Preventive Health Checkups, Tobacco Cessation, and creation of Wellness Alliance
- IT Study Participation with outside vendor, TIG
- Administrative Function Review: Main & HSC Alignment

- Search Committee Involvement: Presidential Search, Athletic Director Search, AVP HR/Executive Director Search, and Benefits Director Search.

Budget Summary

The Human Resources Division budget is utilized in support of hiring and recruitment of staff, for employee compensation, benefits, and training for the University faculty and staff. In addition, the HR Division budget is utilized to provide strategic guidance, consulting support, and compliance support for the various departments of the University. HR strives to utilize the budget to provide services and individual support to UNM employees in numerous aspects of their personal life, including health, wellness, and financial information. HR's operating budget for Fiscal Year 16-17 totaled \$6.3M. The primary sources of funding for HR are I&G (33%), general institutional services (24%), and internal service center funding (15%). Other sources of funding (28%) for HR include Misc. Services, Misc. General, General, and Balance Forwards. The majority of HR's expenditure budget includes salary & benefit costs (\$4.6M).

II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

Through the daily operations, special projects, and focus on strategic goals, the Division of Human Resources achieved a number of noteworthy accomplishments during fiscal year 2016-2017 in relation to the four overarching goals.

1. **Workforce Effectiveness:** Foster a culture to enhance workforce effectiveness by building partnerships, competencies, and expertise.
2. **Total Rewards:** Support and promote a total rewards program that attracts, retains, and develops high quality employees.
3. **Metrics:** Create metrics to monitor institutional trends and HR organizational effectiveness.
4. **Continuous Improvement:** Improve HR processes, systems, use of technology, and infrastructure to provide a high level of efficiency, quality, and cost effectiveness.

HR Administration

Accomplishments

In addition to the other major accomplishments within the Division of Human Resources, the following projects were managed and completed centrally by the HR Administration office.

1. **University Efficiency Review Participation:**
 - a. **Administrative Function Review: Main & HSC Alignment**

The VPHR led an evaluation of the areas of strategy, finance, and communications and marketing. Aon – an insurance agency – was selected to conduct an objective review of 22 positions working within those functions. The review was part of a larger administrative function review initiated by President Frank to identify greater efficiencies and alignment between the efforts of Main Campus and the HSC. Updates presented to the Board of Regents and the Finance & Facilities Committee based on Aon recommendations occurred on October 11, 2016. The University released Aon's evaluation on September 30, 2016.

b. **IT Study Participation**

As part of President Frank's initiative to review and assess the IT functions, the VPHR worked with a select group at the direction of the President to identify ways to align processes and reorganize functional areas if needed. The VPHR collaborated and provided guidance and information as requested by the TIG (Technology Integration Group) Consultant. Employment contracts were updated in accordance with reorganization efforts by the Interim CIO as of September 2016.

2. **Cost Containment Efforts & Reviews:**

a. **Moratorium on Personnel Actions**

As the State of New Mexico faces a significant budget shortage, UNM Leadership prepared for a shortfall in the mid-year budget as well as a reduction in recurring State appropriations. To remain fiscally prudent, a moratorium was placed on certain personnel actions until further notice. Positions affected were vacant regular positions at Main and Branch Campuses that were not approved through the HRP process. A waiver process was put in place which requires that biweekly requests are compiled into a report and presented to the President, Provost, or EVP for approval or denial. A website was constructed providing details regarding the process and it will be an ongoing review until the moratorium is lifted per administration.

b. **Evaluation of Temp, On-Call, and Return to Work Retiree Positions**

UNM Administration evaluated opportunities for cost savings and requested that all departments review Temp, On-Call, and Return to Work retiree positions. Justification for keeping these positions was required. On 9/20/16, EVP Harris requested justification specifically for temp and on-call employees no later than 10/14/16. The justification was reviewed and divisions were informed if their positions were approved to continue or if they needed to be notified of an end date. Going forward, divisions are advised to identify existing staff or students to help with duties.

c. **Annual Leave Review for Cost Containment**

To further identify other potential areas for university cost savings, HR Administration was tasked to review UNM's current leave policy compared to leave accrual rates with similar institutions. HR identified that cost savings could be incurred through the implementation of a graduated leave program. Before the program was implemented, the University President decided not to move forward in order to preserve the current employee leave benefits, one of the benefits that makes UNM a preferred employer.

3. **Position Searches:**

a. **Presidential Search**

Provided guidance and assistance in defining the overall search process, assembly of search committee and their responsibilities, and aided in identifying a search firm. Provided direction regarding position description, qualifications and evaluation criteria for selection process. Attend search meetings to participate in discussions regarding UNM's needs and goals to identify the qualities desired in a candidate. Assess and prepare Presidential contract for employment.

b. **AVP HR/Executive Director Position Search**

In accordance with a recommendation from Sibson Consulting, HR began a search for an Assistant Vice President. Working with the Vice President for the Department of Human Resources, the Assistant Vice President was to be responsible for providing leadership in planning, developing, and administering UNM's complex and

comprehensive human resource programs that align with UNM's institutional strategies and efforts. The job ad was posted October 3, 2016, but due to a failed search the posting was retracted and an internal search occurred for an Executive Director position. An Executive Director was appointed effective December 5, 2016.

c. **Benefits Director Position Search**

Due to the retirement of Elaine Phelps on January 1, 2017, a search for a new Benefits Director began. An interview committee was formed and internal candidate, Brenda De La Peña was appointed effective March 15, 2017. At the time of appointment, Ms. De la Peña boasted seven years of experience in Benefits management with the University of New Mexico.

4. **Implementation of Revised Overtime Rule per Fair Labor Standards Act**

On Wednesday, May 18, 2016, the Department of Labor (DOL) released the final rule on increasing the salary threshold for white-collar exemptions to the federal overtime pay requirements under the Fair Labor Standards Act (FLSA). HR, Payroll, and IT worked together to implement the change, requiring approximately 900 employees to become nonexempt (from exempt), as well as an evaluation of other employees who fell under certain job duties exceptions. This change also triggered a review for reclassifications of certain positions that earn close to the new threshold and should remain exempt due to their job duties and expectations. Although UNM met the requirement deadline in converting its affected employees, the rule was put on hold at the last moment and UNM had to undo the changes to the nonexempt classifications in September 2017.

5. **Implementation of True Reporting Structure**

Worked with the campus community to identify true supervisor for upload into Reports to Banner field. This field will drive Employee Performance Evaluation routing when automated, and allows for responsible managers to be notified regarding their staff's mandatory training.

6. **Implementation of New Brand Concepts**

In January 2016, UCAM contracted with 160over90 to develop a new brand concept. In alignment with this effort, HR began to implement the new Brand concepts as they were released. HR evaluated several primary mediums including websites, UNMJobs, New Employee Orientation (NEO), EHP Wellness Programs and more. As of October 2016, the bulk of this effort was considered complete although the Public Information Rep continues to identify areas for brand inclusion or revision as needed. HR collateral for rebranding includes: presentation slides, mailers, brochures, reports, and various merchandise, incorporating new unit logos (Staffing Services, EHP, etc.).

7. **Forms and Documents Webpage Review**

In order to streamline processes and aid in HR's strategic role at the University, HR Administration reviewed all forms and documents at hr.unm.edu/documents-and-forms to evaluate relevance and identify areas for process improvement. This task was a preliminary start to an ongoing larger project in relation to document retention.

8. **One-Time Payment of \$550**

On May 13, 2016, the Board of Regents approved a One-Time Pay supplement for certain UNM employees. Eligible exempt employees received their \$550 payment in the 8/31/16

check and non-exempts received it in the 8/26/16 check. Union criteria applied to those in a bargaining unit.

9. **Performance Evaluation and Planning (PEP) Screen Reader Accessible Form**
Made PEP form accessible for Screen-reader software as requested by Staff Council per employee feedback on 11/2/16.

10. **New Mexico Family Friendly Business Award Program Recipient**

UNM earned a gold level designation as a Family Friendly organization on December 12, 2016. The VPHR and Director of the UNM Policy Office were invited to New Mexico State Senate for recognition. According to the Task Force's website- The award program recognizes New Mexico employers and businesses that offer family friendly employee benefits and promote increasing the number of businesses with family centered policies and workforce access to them. The purpose of the award is to recognize and support businesses that adopt and implement family friendly policies for their employees. A "Gold" level award is the highest award and means that recipients meet at least one family friendly policy in each of the four categories and receive the family friendly business award seal and certificate of recognition that they can utilize in their business materials promotion. The four categories are: 1) Paid Leave, 2) Health Support, 3) Work Schedules, and 4) Economic Support.

11. **Implementation of Employment Knowledge Base (Confluence by Atlassian)**

Engaged central IT's support of this team collaboration software for maintenance of SOPs and other public documentation. Confluence replaces OneSource, a former knowledgebase website used to document the EPAF process. The IT Administrative Tech Advisory Board approved the use of Confluence on 2/15/17. HRIT continues to establish users with the assistance of Central IT and aid in content building for the new hiring and performance management systems. HR's Project Specialist leads the effort to introduce users to the new functionality.

12. **Employee Onboarding System (EOS) Testing and Implementation – Phase II of UNMJobs**

The EOS is a new process created by Central IT and utilizes Workflow to move candidate data from UNMJobs' new Applicant Tracking System into Banner for UNM's various hiring employment areas and Payroll. EOS went live on 6/29/17.

13. **Remodel/Construction:**

- a. **VPHR Suite, Scholes Hall, Room 100**

In FY 2015-2016, a consulting firm recommended that the Process Improvement function be moved to the HR Administration department. To accommodate the relocation of the existing position into the VPHR Suite, a wall was constructed to add a workspace on the South side of room 100. The minor construction project began on September 22 and was complete by mid October 2016.

- b. **HR Service Center, John and June Perovich Business Center**

The purpose of this remodel was to secure the staff and incoming confidential information in a high traffic area as well as provide more of a private space for customers to conduct business and/or apply for jobs. The remodel began on May 31 and was complete on July 18, 2016.

Benefits*Accomplishments***1. Retiree Association Partnership Efforts**

Goal: Form a closer partnership with the Retiree Association to inform retirees more effectively of the resources that are available to them. Benefits began to include information about the Retiree Association in their mailings to retirees, and also assist with an annual mailing to all retirees. HR Admin sends the HR Newsletter to a Retiree Association contact, who distributes it to their listserv. Twice a year (May and November) HR will include Retiree Association information in the HR Newsletter. The Retiree Association will determine what they want to advertise or highlight during the peak retirement times of January and July. Finally, retirees are invited to attend the Financial Wellness Program sessions.

2. Retirement Plan Investment Committee

Committee established to oversee the 403(b) and 457(b) Tax Sheltered Annuity Plans investment strategies and options, service providers, plan fees, and compliance with the plan documents. The committee will meet quarterly and vote on pertinent issues. Developed page content and added to webpage at hr.unm.edu/retirement/rpic.

3. Affordable Care Act (ACA) Student Insurance Coverage – 100% by UNM

Based on competing federal and state regulations, UNM decided to self-fund the student health plan in order to continue paying coverage for Graduate Assistants. The self-funded plan was implemented using third-party administrator- Academic Health Plans. Additionally, the Benefits department partnered with UNM Health to provide high touch customer service to students covered on the student health plan. Benefits provided input and subject matter expertise to UNM Legal Counsel, several national higher education organizations, and the New Mexico Congressional Delegation to implement changes in accordance with the ACA. The benefits Department applied to the Centers for Medicaid and Medicare Services (CMS) for Minimum Essential Coverage (MEC) certification for the self-funded student plan in October, 2016. MEC certification was received in March, 2017.

4. ACA – Extend Benefits to Adjuncts and Temps (excluding leave)

In order to comply with the ACA Employer Shared Responsibility requirement to offer health coverage to at least 95% of full-time employees, and to ensure compliance with other federal and state regulations, UNM began providing benefits (except leave) to adjunct faculty and temporary staff working an FTE of .75 and above, with specified employment periods beginning July 1, 2016.

5. Pharmaceutical Benefits for UNM Employees

Continued to evaluate and identify opportunities where the College of Pharmacy can partner with Express Scripts to increase the value of prescription drug benefits to UNM employees and provide cost containment for the University.

6. Flexible Spending Account RFP

Initiated an RFP for a competitive bid process for UNM's Flexible Spending Accounts (FSA) and Dependent Care FSA. The RFP was released on September 12, 2016. Proposals were due September 22 and SHDR and UNM finalized the contract in November 2016.

7. **Retiree Off-Boarding (three modules)**

Created modules to communicate pertinent retirement information to all employees who retire, whether or not they attend an HR retirement class or meet with an HR representative. All three modules were posted to HR website and in Learning Central as of December 2016. The availability of the modules was communicated campus-wide via the HR newsletter.

8. **Post-65 Open Enrollment**

The Benefits department coordinated the annual Open Enrollment for Post-65 retirees. A project plan was created, vendors were coordinated, rates were established, and notifications were sent. Benefits ensured timely form submissions to the vendors so that Post-65 retirees would be enrolled by January 1, 2017. Benefit plan designs and rates were completed with BCBSNM and Presbyterian. Open Enrollment ran from 10/19/16 - 11/8/16, followed by data entry and reconciliation with the vendors.

9. **Medical plan Non-Discrimination Testing**

Completed Medical Plan Non-Discrimination Testing to confirm any necessary policy changes to benefit offerings, such as the offer of benefits to Temp Staff/Adjuncts. As of 4/12/17, UNM passed testing, and metrics were provided to the VPHR. Based on ACA requirements and data, UNM will continue to offer Temp Staff/Adjuncts benefits in FY18.

10. **Reinstate LoboWeb Benefit Statement Access for UNM Retirees**

The Benefits Department collaborated with the IT department to evaluate current security options for UNM Retirees to view their Benefit Statement via LoboWeb. When Duo (a dual-layer security login) was implemented initially, it did not include the same provisions for UNM Retirees. Through this collaboration, IT and Benefits reinstated this LoboWeb access on July 1, 2017. Communications were mailed to UNM Retirees in June of 2017.

11. **Dental Plan Administrative Services RFP**

The Benefits Department released the RFP in December 2016. The RFP recommendation was presented to the Board of Regents in February 2017. Delta Dental of New Mexico was selected and the contract was finalized in June 2017. As a result of the RFP process, the UNM Dental Plan is projected to experience approximately \$800,000 in savings in FY 2018.

Client Services and Transaction Center

Accomplishments

1. **Affirmative Action Program (AAP) Annual Report Compilation**

Worked with Office of Equal Opportunity (OEO) and Jackson Lewis P.C. to develop a sound process for completing the federally required annual report.

a. **Underutilization Statement**

Client Services' student employees updated a few hundred UNMJobs records to include the 2015/2016 underutilization statement.

b. **Improved Process for Job Advertisements**

In order to attract more diversified applicant pools, all postings are now being advertised on the following job boards:

- DiversityJobs.org
- HireBilingual.com
- VeteransJobs.com

- Workforce Solutions job board
- HigherEdjob.com

2. **Electronic Personnel Action Forms (EPAFs) Created**

Developed EPAFs for data transmission from the new UNMJobs Applicant Tracking System to Banner. Completed October 2016.

3. **Reorganization of Transaction Center to Improve Efficiency**

The two Transaction Center teams formerly had the same duties as each other except that one managed Main and Branch campuses and the other managed North campus. Now a dedicated group manages all campuses and a separate quality control team functions to minimize errors and clean up data where needed. Some tasks the group has tackled is the removal of inactive Teaching Non-Credit (TN) positions and updating language per changing federal requirements on job ads.

4. **Overtime Amendments to Fair Labor Standards Act (FLSA)**

In order to comply with changing federal FLSA rules, the HR Consultants prepared departments for the exemption status change being made to their employees. Recommended strategies and led a team to effectuate the changes across campuses. This information was also presented at HR Forums and included in the UNM News Minute communications. Training modules were completed with a technical subgroup that worked through transition items. Worked with Payroll to roll back changes to FLSA rules due to court injunction. This entailed moving employees back to a monthly payroll that were placed on a biweekly payroll. HR will continue to monitor the Department of Labor (DOL) changes to the FLSA regulations and develop a plan to meet any new rule modifications.

5. **Remodel/Construction of HR Transaction Center**

Remodeled the Transaction Center cubicle area to make better use of the space for increased employee productivity and bring teams closer together. Construction was complete February 2017.

Compensation

Accomplishments

1. **MSU Exceptions**

Analysis conducted of all MSU Exception requests under EVP for Administration. Identified any flags/concerns.

2. **Salary Structure Update**

As part of the Compensation Study review, Compensation updated UNM's salary structure resulting in narrow ranges to 100% range-spread. This effort required changes in Banner and a communication plan. Worked with HRIT and HR Finance to update Banner and UNMJobs information.

3. **Main and HSC Alignment**

In relation to the Main and HSC Alignment review the VPHR participated in, the Compensation team also collaborated with Aon, a consulting firm, in the review of functions

of the Strategic, Finance, and Communication & Marketing positions identified. Further, Compensation developed new job descriptions as needed per the review and they also worked with Client Services to ensure the appropriate changes were made to employment contracts, when applicable.

4. FLSA Impact Analysis

A thorough analysis was conducted to identify positions to be impacted by the 2016 FLSA Overtime Rule. The project required continuous review of employee data to ensure the appropriate population was identified for the IT data load. Compensation worked closely with IT and the FLSA Project Team to help ensure a smooth transition. The data was loaded November 1, 2016

5. Annual Leave Review of Replacement Job Classifications

As a sub-task of the Annual Leave Review for Cost Containment project conducted by the VPHR office, the Compensation department identified job classifications requiring temporary replacements when an employee is out (i.e. nurses, public safety officers, etc.) The purpose was to see how many positions potentially result in additional money being spent to pay the replacement while also paying the regular employee for their leave time. Findings were provided to Aon in October 2016.

6. Evaluation of Compensation Practices and Guidelines by Aon

Aon conducted an evaluation of current compensation practices and guidelines for staff positions throughout the University. Compensation guideline and practices to be reviewed included: the offer process for new hires, promotions and lateral moves, pay adjustments, career development, succession planning, rewards and recognition, and payments for achieving advance degrees. Compensation provided requested employee data and updated salary survey information for analysis. Aon presented findings to leadership and this project is now complete.

Employee Health Promotion

Accomplishments

1. Health Education Courses and Wellness Presentations

Lifesteps Weight Management, Branch Campus Lunch n' Learns, State of New Mexico MyCD (Chronic Disease) Course, Massage Therapy Program, and topic-specific Fitness, Nutrition, and Stress Management presentations at various departments. EHP offered 358 unique programs during the year and had 5,344 benefits-eligible employees participate.

2. Consultations Available for Purchase

The department offered Individual Fitness, Nutrition and Health, and Wellness Coaching Consultations for staff and faculty. These consultations are affordable and promote a healthier community.

3. Wellness Ambassador Program

EHP concluded a successful inaugural year of the Wellness Ambassador program, which was developed to grow our collaboration and reach across all campuses. Each department or college Wellness Ambassador is supported by EHP staff and provided monthly challenges and

wellness information for dissemination to all UNM Benefits Eligible Employees. There are currently over 50 trained ambassadors across departments and campuses.

4. Programs and Committees

EHP staff are active members of the following committees and task forces: Johnson Center Expansion and Renovation Committee, LoboRESPECT Task Force, JED Campus Survey Committee, HR Seniors Committee Rewards and Recognition Program, HR Boosters Committee, HR Mission/Vision Committee, HR Manager/Leader Committee, Tobacco Free Campus Policy Task Force, Wellness Alliance, and UNM Sustainability Council.

5. University Environmental Initiatives

EHP endorses, manages and maintains the following initiatives: Healthy Eats, Healthy Vending, Take the Stairs, LoboTrails, Massage Therapy Days, Lifespan Treadmill and Bike Work Station Initiative, and Varidesk Standing Workstation Pilot Grant Program.

6. UNM Population Engagement Programs

Walk Out on Work Wednesday, International Day of Yoga, Pokémon Go Walks, Pop-up Fitness, Operation Gratitude, World AIDS Day events and WOW pass classes.

7. University-wide Lifestyle Campaigns

Partnered with Healthy Wage, MyInertia, and Health Enhancement Systems to conduct online wellness challenges for the entire university faculty, staff, retiree and dependent populations twice a year. Hosted the Jackpot Weight Loss Challenge, Healthy U Step Challenge, and the UNM Stadium Stair Challenge. The department also partnered with LoboPERKS to promote gym memberships, Parking and Transportation promoting the Lobo Bike Program among many other events and departments.

8. Incentive Based Wellness Program/Onsite Preventive Health Checkups

UNM rolled out new premium incentive for employees who get biometric screenings (annually) in FY17. Employee Health Promotions (EHP) coordinated incentivized biometric screening events through Catapult Health for UNM health plan employees to earn a premium differential. After extensive prep work to ensure participant privacy and functional incentive distribution, health screening appointments were held from July 6 through October 14, 2016. Approximately 2,000 employees made appointments or turned in primary care physician (PCP) forms. The premium reductions began occurring in the September 2016 payroll.

HR Business Services

Accomplishments

Finance and Information Technology

1. Banner Document Management (BDM) File Room Scanning Project – Phase Two

HR worked with PDS (Professional Document Systems) to scan various previous personnel file documents for electronic storage. This required scanning over 200 boxes formerly stored at the UNM records management archives facility.

2. ADA Web Accessibility

The Department of Justice released a preview of Title II guidelines for ADA web accessibility. HR reviewed the Q&A piece and the "ADA Now" document provided by OEO to verify

compliance of the HR website and ADA website tools currently in place. The review was completed October 2016.

3. **Performance Evaluation and Planning (PEP) Score Loading**
Improved data entry efficiency of PEP scores by creating an easier entry process using APEX for data being loaded to Banner. New entry process completed spring 2017.
4. **Apex Application for UNM *Temps* Performance Evaluations**
UNM*Temps* performance evaluations at completion of temp assignment are now automatically sent via Apex. Forms are easily and securely completed online and can be reported on through HR Reports.
5. **Talent Management Suite (TMS) Applicant Tracking and Onboarding (UNMJobs)**
Replaced PeopleAdmin Applicant Tracking System with the Applicant Tracking and Onboarding systems offered through Cornerstone OnDemand. New BAR roles were established, users and champions trained and implementation dates of features were widely communicated. Overviews and feedback/question sessions conducted. Go-live occurred 4/3/17 as planned; requisitions, applications, and hiring is now underway for five Employment Areas (Staff, Student, HSC Faculty, Main Campus Faculty and UNM*Temps*). Reports and information were obtained from PeopleAdmin and it was deactivated on June 8, 2017. The UNMJobs Design Teams continue to meet to improve the system and determine which new features can be utilized through quarterly releases and end-user feedback.

Employee and Organizational Development

1. **University-wide Mandatory Training (Policy 3290)**
Implemented and communicated the updated University-wide mandatory training policy #3290. Provided support to Executive Divisions in tracking University-wide mandatory training for all faculty, staff, graduate assistants and student employees. Completed the configuration of the new Mandatory Training report and corrected bugs. In order to track and encourage participation, the rate of completion chart automatically generates nightly and is displayed within the HR Reports Dashboard page and is shared via the EOD webpage.
2. **Performance Review Redesign (PEP Form)**
Led efforts to complete the Performance Evaluation and Planning (PEP) pilot program. After successful testing with selected departments, the PEP pilot form was approved for rollout to all staff for the 2016 performance review process. The new form includes a goal planning section, a more streamlined look and feel, and aids the employee and supervisor in engaging in a conversation regarding performance. All information was updated online and EOD heavily communicated the new program at various HR Forums, HR Agent meetings, through the HR Newsletter, and notifications were sent to All-staff and Mgr-Sup LISTSERVS.
3. **Upgrade EOD Classroom Technology – Audiovisual (AV) in Rooms and Signage in Hall**
In August 2016, EOD, with the assistance of HRIT, completed an upgrade of all EOD classroom AV capability to allow for better presentation quality and service to remote locations. Video panels for meeting room calendars were installed in the hallway to broadcast the latest schedule changes.

4. **Completed Two ULead Cohort Sessions**

The leadership cohort program began in fiscal year 2017. Sessions were offered in the spring and fall semesters, and each session was supported by active sponsors, including Dr. Cheo Torres (Student Affairs), and Rick Henrard and Amy Coburn (Planning, Design and Construction). The fall 2017 session was sponsored by Kenedi Hubbard (University Secretary) and Cinnamon Blair (University Communications and Marketing). All participants produce final team projects that are presented to a panel of University leaders. A voluntary “Manager Engagement” component is available to interested managers of participants. Managers meet weekly via Skype to share strategies for supporting the participant and integrating the classroom learning into the department or organization. See Appendix A1 for additional details.

5. **Introduced Leadership Bite Series (LBS)**

In response to departments experiencing resource loss while managing the same or higher workload, the LBS was established to provide brief, in-person learning and skill building. Sessions were attended by varying levels of management from across the University.

6. **Cornerstone Performance Module Kick-off and System Design**

An EOD project team was assembled to work with Cornerstone, the new UNMJobs vendor, to build out the Performance Module which will host the new online performance management system for UNM staff employees. The team involves both technical and functional members to ensure that process, policy, and procedure are each considered. Process automation will enhance simplicity through auto-routing and online approvals, reduce the amount of time needed to complete, submit, and enter paper forms into the system, and allow data to feed from and to Banner, reducing the opportunity for errors and enhancing the process flow.

7. **Change Management Support for UNMJobs Enterprise System**

In an effort to ensure successful implementation and adoption of the new UNMJobs system in spring 2017, a Change Management sub-team was created to support the new applicant tracking system. The team included members from the Project Management Office, EOD, and the VPHR’s Office. EOD facilitated design meetings, coached design team leadership, supported testing, and analyzed change management and the recruitment of Champions across University hiring organizations.

8. **FLSA Project Coordination and Training**

EOD provided meeting facilitation, logistical support, training design consultation, and collaboration with UNM Extended Learning to design and deliver an informational video covering the federal legislative change to the Overtime Rule that was temporarily updated in November 2016.

9. **Supported Safety and Risk Training Initiatives**

Updated Active Shooter training by redesigning and updating the online course in collaboration with Safety and Risk Services and Industrial Security. This process included designing and recording a Spanish version of the content. Converted and loaded 17 modules into Learning Central for staff use across campus to provide safety measures across campus facilities.

10. **Mandatory Training Improvements**

Identified and addressed four process needs to improve annual mandatory training. Successful outcomes include: Achieved 97.5% completion rate, established a communication plan, redesigned the report in the HR Reports system, established an escalation process in collaboration with Main IT and UNMH for trouble shooting Learning Central, and established the first point of triage through the main IT Service Desk.

11. **Organizational Assessment Tool Development**

As a best practice for an organizational development function, it is important to offer organizational assessment tools to clients. These tools are designed to identify needs based on process, structure, personnel, and group dynamics. In FY16-17, EOD researched fourteen external tools and provided guidance to Labor/Employee Relations and Client Services to develop one for UNM. The tool has been piloted with two large voluntary groups. EOD will assess feedback and continue to develop the tool for broad use.

Labor and Employee Relations

Accomplishments

1. **Assimilation of Title IX Function**

Conducted extensive training, one 4-day off-site session plus several on-campus sessions. Created internal process for determining appropriate level of discipline for violations of this nature as well as an appeal process.

2. **Investigatory Process Improvements**

Updates were made to the Interview Preparation guide, the opening and closing statements for the Interview process, and the Complaint Assessment and Investigation Guidelines. Served as a member of the policy committee to provide guidance on updates to UAP 2200, Reporting Misconduct. Overall process was updated in accordance with Policy changes where applicable.

3. **Emerging Leader Group Formation**

Formed interdepartmental group to support and grow leaders through sharing experiences, knowledge, and ideas as they relate to current projects or goals in support of the Division's and University's mission.

4. **Union Contract Negotiations**

In FY16-17, the following contracts were negotiated:

- Committee of Interns and Residents (CIR) – Full Contract
- Communication Workers of America (CWA) – Partial Contract
- United Staff-UNM (US-UNM) – Partial Contract via MOU
- Police Officers Association (POA) – Impasse on partial contract changes resulting in “evergreen” on current contract.

5. **Union Contract Negotiations – Mid-Year**

- US-UNM – Sick leave bank accruals for hires July 1, 2017 and after
- US-UNM – Mass Salary Update and In-Range Adjustments

Staffing Services (formerly known as UNM Temps & Recruitment Services)*Accomplishments***1. UNM Temps & Recruitment Services Renamed Staffing Services**

To streamline and further identify services, UNM*Temps* & Recruitment Services were identified as two functions that have been consolidated under one new department name, Staffing Services.

2. Apex Application for UNM Temps Performance Evaluations

UNM*Temps* performance evaluations at completion of temp assignment are now automatically sent via Apex. Forms are easily and securely completed online and can be reported on through HR Reports.

3. Administrative Assistant Job Pools

Reestablished Administrative Assistant job pools, allowing for expedited temporary job placement in administrative job families. Job pools were re-established based on metrics indicating the highest usage by UNM departments in related job classifications. Upon reviewing current usage of jobs being filled through UNM*Temps*, it was identified that administrative roles were used most frequently. Therefore, we reintroduced the Admin Pools to allow for a pool of already qualified candidates to be readily available.

4. Shared Services Center Program Development

Assessed hiring needs of UNM and developed and communicated a Shared Service Center program to be rolled out in October 2017. The new program will meet UNM's diverse hiring needs by offering several service options to choose from. Departments can opt for full hiring assistance or choose select services based on need or budget.

5. Temp Employee Satisfaction Survey

Created a Staffing Services survey in Formstack which is sent at the 30-day mark for temp employees. The survey asks departments to rate their satisfaction with Staffing Services and the quality of the temp employee provided.

6. Third Party Web Recruitment

Replaced LinkedIn recruiter with Monster as a primary sourcing tool. LinkedIn only allowed one recruiter seat, whereas Monster has a more diverse demographic and offered an enterprise license that multiple recruiters can use at once.

III. CURRENT/FUTURE PROJECTS

HR Administration

Current/Future Projects

1. **Contract Process Review**

In order to streamline the process and reduce inefficiencies, HR has begun reviewing the staff contract process and associated policy to identify ways in which the annual renewal process can be simplified. The department is in the process of creating test contracts and approval routing/delivery in UNMJobs to determine if this is a viable option.

2. **FLSA – Reversal of Overtime Rule**

In accordance with the injunction placed on the Fair Labor Standards Act Overtime Rule change from the fall of 2016, HR partnered with Payroll to communicate and reverse the necessary employees back to an exempt status from a nonexempt status. This required careful evaluation of payroll cycles, leave accrual balances, and appointment percent/salary/job changes in process or future-dated. Notices were sent to all VPs/Deans and HR Agents on June 8, 2017, and to affected employees on June 13, 2017. An additional notice was sent at the beginning of August, reminding employees that their pay schedules would change starting in September 2017.

3. **Records Management**

The department is currently reviewing the records management process to identify where efficiencies can be gained with regard to file retrieval, audits and other functions while complying with all state and federal mandates on records retention.

4. **Continued Implementation of New Branding Concepts**

HR has received its division logo and many of its unit logos. New branding concepts are being rolled out through various mediums: letterhead, reports, websites, programs, booklets, presentation slides, and merchandise. A “logo liaison” has been appointed and is working with HR’s departments on standardization of their materials.

5. **Presidential Search**

Presidential search involvement has continued as outlined in the Accomplishments section. The search is anticipated to conclude the end of calendar year 2017.

6. **Reassess HR Presentation/Communication Schedule**

In addition to various targeted and electronic communication, HR regularly presents key topics to its constituents throughout the year. HR is reassessing the frequency and audiences of these meetings to ensure meaningful information is presented timely and effectively. Changes may occur to the 2018 calendar year schedule for the HR Agents and Forum sessions. General announcements and Newsletter distribution schedules will remain the same in 2018.

7. **Athletic Director Search**

The Vice President of Human Resources is actively participating in the search for an Athletic Director. Parker Executive Search firm was selected to execute the talent search in coordination with a UNM search committee. The search began July 2017.

Benefits*Current/Future Projects***1. High Deductible Health Plan (HDHP)**

Evaluate the feasibility of implementing a high deductible health plan. Benefits to work with representatives from Aon. Aon presented a draft overview to Faculty and Staff Benefits Committee (FSBC). Following the FSBC presentation, the FSBC indicated they need to discuss further and would like to revisit this again in August, but has not yet added this to their Agenda. To sufficiently implement an HDHP, the Benefits department could feasibly target July 1, 2019, considering to the massive communications necessary to educate employees, and also due to the necessity to transition the FSA plan year from a Calendar year to a Fiscal year. The FSA plan year must be aligned with our fiscal year prior to this HDHP/HSA implementation. This evaluation is still in progress.

2. Implement Roth 403(b) and 457(b) plans

The Retirement Plans Investment Committee (RPIC) voted in favor to implement the Roth option for the 403(b) and 457(b) retirement plans. This action requires the current plan documents to be reviewed and updated. The time necessary for this legal review has resulted in revision of our implementation timeline. The anticipated effective date for the ‘re-proposed’ plan documents and adoption agreements is January 1, 2018, and January 1, 2019 for the Roth implementation. The extended effective date for the Roth implementation will allow Payroll and Benefits to address the need to evaluate a new ‘record keeper’ or Third Party Administrator and dedicate response to one implementation rather than implementing the Roth twice.

3. Add Brokerage Window Option to 403(b) and 457(b) Retirement Plans

In May 2017, the Retirement Plans Investment Committee (RPIC) approved that four of our five retirement vendors add a ‘brokerage window’ option for participants. This addition will allow employees the flexibility to participate in a variety of funds, to include social-economic friendly options.

4. Grade 12 Reversal to Exempt Salary (in relation to FLSA/DOL Overtime Rule)

The Benefits team is coordinating with Payroll to transition biweekly deductions to monthly deductions starting on September 1, 2017. The team hosts a kickoff meeting on July 7, 2017 regarding the timeline and actions.

5. ERB Long-Term Solvency Feedback

The Benefits team collaborated with the Educational Retirement Board (ERB) to solicit stakeholder feedback on future changes to address long-term solvency issues. HR has met with the ERB to better understand ERB’s recommendations for improving funding. ERB anticipates analyzing recommendations, financial reform models in other states, and actuarial data in 2018 to develop a recommendation for the 2019 state legislative session. This ERB request will be discussed at the FSBC September 2017 meeting. ERB will present on this topic to the FSBC on November 8, 2017.

6. Transition to New Enrollment Website by The Standard

The Benefits department is working in collaboration with The Standard (insurance company) to transition from their existing enrollment website to a new one. This transition is expected

to result in an improved administrative reporting and enrollment experience. The implementation date is expected to occur spring 2018.

Client Services and Transaction Center

Current/Future Projects

1. Develop Electronic Personnel Action Forms (EPAFs)

Assess current EPAFs to make improvements in information captured and how it is routed for approval. Document the EPAF development process and train others how to create EPAFs. Develop new ones or consolidate EPAFs where needed to streamline personnel data transactions. In doing so, see where EPANs (Electronic Personnel Action Notices) can be eliminated. Work with HR Admin Project Specialist to move EPAF documentation into the Employment Knowledge Base from OneSource.

2. Development of Transactional Paper Forms

Certain transactions are unable to be completed via an EPAF, therefore Client Services is assessing and creating additional electronically fillable and email-routable PDF forms using Adobe. These new forms will be geared toward eliminating redundancy and enforce compliance with policy.

3. Non-Credit Instructors as Staff

Last year, Faculty Contracts determined that non-credit instructors should not be classified as faculty and these employees have been transitioned to staff status. Client Services made minor changes to the process while more research is underway.

4. Restructure of Internal Case/Document Retention

Develop a process for where to store and how to track documents that Client Services provides consultation on. Determine secure file access and how to transition documents to personnel files as they are considered final actions.

5. Catastrophic Leave (CAT Leave) Data Analysis and Process Review

In order to more effectively offer this benefit to eligible employees, Client Services is working with HRIT and IT to develop a process to inform employees of when CAT leave deductions will be made. Further, UAP 3430: Catastrophic Leave Program will be updated to allow employees on probation to participate in the program.

6. Employee Relations Database Review and Rebuild

The current database was created in a program that is no longer actively supported by Adobe, therefore a new solution is being sought out. Client Services is working with HRIT to assess the data storage fields/tables, reporting needs, system user access and common search features needed. The goal is to implement a new solution and possibly migrate data in 2018.

7. Refining the Reclassification/Career Ladder Process

Created PDF versions of Career Ladder and PRQ Reclassification forms. These new forms enable quick selections, and digital signature blocks.

8. FMLA Benchmarking

Benchmarked UNM's FMLA policies against seven comparable universities to identify possible changes and analyze competitiveness. Assess process, forms, and web documentation so that improvements in the administration of this process can be made.

Compensation

Current/Future Projects

1. **Affirmative Action Plan (AAP) - Reporting for 2015-2016**

Working with OEO and Jackson Lewis to develop a sound process for completing the federally required Affirmative Action Plan (AAP) annual report. Information regarding the plan can be found online at <https://oio.unm.edu/rights/affirmative-action/plan.html>.

2. **Affirmative Action Plan (AAP) – Compensation Data Review**

Analyze data provided by Jackson Lewis to gain an understanding of potential disparities, identify trends, and discuss action/approach to help minimize potential concerns. A thorough review of the data and summarized findings will be discussed with various departments in HR and the UNM Office of Equal Opportunity.

3. **Job Description Conversion Banner Position Description**

The initiative includes template design, extensive testing, data scrub, upload of existing job descriptions to new module and adjustments to existing practices due system limitations.

4. **Job Family Classification and Compensation Reviews**

As is required to remain competitive with the job market, Compensation is currently reviewing job families in five categories. These reviews consist of equity and salary placement within a range and may trigger a redesign of the job family.

5. **Staff Compensation Guidelines Study – Data Review and Redesign**

Under Phase 1 of this multi-phase project, Compensation successfully reviewed existing guidelines, identified best practices with both industry and like institutions, and established recommendations of a redesign in alignment with the identified practices.

6. **Revise Comp Processes to Reflect Implementation of New Comp Guidelines**

Phase 2a. Design and implementation of the compensation guidelines study.

Implementation will include review, revisions, and content development of guidelines, process, policy, and forms. Initiative includes effective communication and extensive training to key stakeholders, and content update to the compensation website. We are currently reviewing recommendations from 2016 and looking to identify those guidelines that can be implemented considering UNM's current state. Guideline updates, content development, communication, training and implementation will be begin immediately following approvals.

7. **Salary Placement and Equity Tool**

Phase 2b. Develop report or tool aid in analysis done by departments and HR Consultants

Due to the impending changes in our approach to salary placement and internal equity, a tool and/or report has been identified as a need to successfully implement and administer a key component to our guidelines. This tool will be critical in aiding both the departments and Consultants with a preliminary/high-level analysis of day-to-day action, and add tremendous value in making informed decisions.

8. In-Range Adjustments

Compensation staff are working on enhancing the in-range adjustment process to allow for adjustments when a position has been eliminated or reclassified to a lower level position. There must be a cost savings in excess of the adjustment and savings committed to the appropriate EVP/President's area. The process has been developed along with the associated documents needed to roll out the new initiative. Documents will include revised policy, guidelines, forms, and FAQs.

Employee Health Promotion (EHP)

Current/Future Projects

1. Wellness Incentive (Preventive Health)

For FY18, our second year of Preventive Health Checkups, we will extend participation to enrolled spouses/domestic partners. Screenings begin July 10, 2017 and continue through October 6, 2017. EHP has scheduled 53 screenings locations (between Main, North, and all Branch campuses). Premium credits for participation will be issued in November/December 2017.

2. Continued Efforts on Tobacco Cessation Committee

EHP is participating in the revision of Policy 2250: Tobacco-Free Campus, and activities related to implement this cultural change. They participated in a 30-second Public Service Announcement on behalf of employee and student health and are working to add signage to various parts of campus to advertise and enforce the no-smoking policy. Beginning August 2017 (fall semester), UNM's Tobacco-Free campus status will officially be in effect and the Campus Office of Substance Abuse Prevention (COSAP) will utilize trained peer educators to engage tobacco users who may be interested in a smoking cessation program. Citations for smoking may be issued by UNM Police.

HR Business Services (formerly HRIT, Finance, & Business Services)

Current/Future Projects

1. UNMJobs 2.0 Improvements and Enhancements

Convene and coordinate efforts across HR and other Employment Areas to enable configuration changes and improvements to UNMJobs 2.0. This includes revisiting efforts regarding requisition design, career site design and functionality, reconfiguration of security roles, and implementing a sustainable data feed to enable reporting and analysis.

2. Position Control

HR to collaborate with OPBA and Payroll on design and scope of implementation of a position control model for efficient management of staff positions. Developing proposal to leverage Hiring Process Review committee and create policies/procedures that will mimic benefits of a position control system without full implementation.

3. Develop Monthly Reconciliation Process for Payroll Deduction Revenue

Reconciliation process to support UNM *Temps* and Benefits in validating expected vs. actual revenue generated as payrolls run. Reviewing Excel spreadsheets of historical revenues to develop methodology for reconciliation.

4. **Talent Management Suite – Performance Management**

Statement of Work completed and project team formed. Team began training with vendor to learn how to build and utilize the Performance module in the new Talent Management System. The performance module will be configured such that regular UNM staff will conduct their annual performance reviews and goal setting in the system. Forms will electronically be routed and stored to eliminate the paper process.

5. **UNM Mandatory Training**

Assess the 2017 UNM Mandatory training processes including communication, reporting, IT requirements and Learning Management System troubleshooting. All employees will need to complete the three modules (Intersections, Basic Annual Safety, and Active Shooter) before December 1, 2017.

6. **Establish Vision and Guiding Principles for Human Resources**

Currently, HR adheres to the HR Strategic Goals and Initiatives and the Universities Guiding Principles; but as we strive for more, a project to develop HR's own Guiding Principles has become one of our ambitions. In FY17, efforts were primarily focused on drafting a vision statement that would guide us into the next steps for developing a plan.

HR Service Center

Current/Future Projects

1. **Process and Services Review**

Begin evaluating existing processes and services to identify opportunities for efficiency and streamlining. This will result in evaluation of multiple services. Changes may occur in phases as opportunities are identified, plans are proposed, and with appropriate approvals. Metrics are being captured as of June 5, 2017 to identify areas for improvement, clarity, and potential resources needed.

2. **Assessment of Personnel File Contents**

Review and assess documentation that should be captured in the personnel file. HR receives many paper forms that traditionally should be retained in the department file.

3. **SOP Documentation**

Create and compile standard operating procedure documentation for the many services that HR departments provide. A centralized electronic table of contents has been created and various SOPs are linked to it for quick access. This is the start to a department-wide effort.

Labor and Employee Relations

Current/Future Projects

1. **Disciplinary Process and Policy Changes**

Conducted analysis of research on benchmarked data and recommended changes to current process and policy. Created fact-finding training geared for supervisors, and created disciplinary matrix and guidelines to provide consistency in determination of level of discipline. Created and updated documentation: 1. Timing Guidelines for progressive discipline to provide guidance on how long to monitor and when to address issues. 2.

Communication of roles and responsibilities in the process. 3. Fact-finding guide. 4. Updates made to Pre-discipline Checklist. Communication to stakeholders/partners is the final phase. These groups include: Internal stakeholders, Policy Office, Office of University Counsel, HR Agents, HR Agents (focus group), Police Department, and the Executive Vice President and University President.

2. **Exit Interview Process**

Benchmarked and analyzed data of other organizations, created proposal and prototype or new format. This effort has been presented to Internal Stakeholders, Faculty Staff Benefits Committee, and the HR Agents.

Staffing Services (formerly known as UNM Temps & Recruitment Services)

Current/Future Projects

1. **Staffing Services Business Plan**

Now that UNM Temps & Recruitment Services has been renamed to Staffing Services, a review of activities and processes is underway. The goal is to reassess the primary focus of this department to better address the current and future needs of the University as staffing requirements evolve with the quickly changing higher education climate. In coordination with this new focus, the department website will be redesigned to be more accessible, clearly define services, and to provide resources and updated forms/guides.

2. **Shared Service Center Implementation**

New Shared Service Center (SSC) to be implemented in October 2017. The SSC's model offers departments the option of utilizing their full hiring service or choosing from an a la carte menu. The goal of the SSC is to increase hiring efficiency, be cost effective, and aid those departments who may hire infrequently or don't have the staffing resources to manage a hiring process. The need for these services was discovered through working with numerous departments on hiring staff through the UNM Temps service model. Stakeholders involved in the development of this model primarily included: Leadership from Human Resources, the Health Sciences Center, and the Provost's Office.

IV. PERSONNEL

The Division of Human Resources thanks the following employees who contributed their talents, whether for the full year or at a point in time during FY16-17. Those listed more than once held more than one position.

Regular Staff

Abeyta, Ivan C.
 Aguilar, Alma L.
 Alvarado-Nau, Regina M.
 Anderson, Dorothy T.
 Arzate, Emily J.
 Bailey, Amber M.
 Baltunis, Ryan M.
 Brannock, Samantha J.
 Brantley, Jane M.
 Briggs, Tracey L.
 Brito, Marie A.
 Brooks, Laverne G.
 Brown, Michael E.
 Brown, Michele J.
 Brown, Sandra D.
 Brummett, Meghann M.
 Carviso, Stacie
 Chavez, Cynthia Perez
 Cordova, Tiffany M.
 Cox, Coleen A.
 Crooks, Robert
 De La Pena, Brenda K.
 Dominguez, Gloria A.
 Duran, Michael S.
 Dussault, Amanda V.
 Espindola, Kaley E.
 Evans, Joseph W.
 Farias, Mary E.
 Farrell, Thomas
 Gallegos, Martin E.
 Garcia, Debra A.
 Garcia, Elizabeth C.
 Giese, Sarah L.
 Goble, Cameron M.
 Goering, Judith A.
 Gonzales, Jillian J.
 Gonzales, Steven M.
 Gutierrez, Rita D.

Hamilton, Christopher L.
 Healey, Lisa E.
 Heimbigner, Nancy
 Hernandez, Aida
 Howard, Debbie A.
 Jackson, Stacie L.
 Knight, Cheryl J.
 Lewis, Lauren J.
 Lopez, Alex J.
 Lopez, Lalita N.
 Lopez, Patrick J.
 Luhman, Emily H.
 Lujan, Alisha E.
 Maez, Carmen L.
 Martinez, Ann M.
 Martinez, Ashley M.
 Martinez, Marleen L.
 Mendez Guardado, Candy
 Ormita, Matthew G.
 Palmer, Mei-Lee D.
 Phelps, Elaine
 Porras, Miguel A.
 Reyes, Sandra L.
 Rickman, Jamie E.
 Rivera, Denise L.
 Rivera, Gabriel A.
 Rivera, John D.
 Robinson, Lana S.
 Rodriguez, Herman J.
 Romero, Frank I.
 Romero, Steven J.
 Rotunno, Stefanie L.
 Roybal, Vanessa M.
 Salazar, Caroline M.
 Sanchez, Justin R.
 Sandlin, Elizabeth M.
 Sandoval, Evan
 Sandoval, Logan P.
 Shrum, James R.

Silva, Bobby E.
 Simons, Anelisa
 Stevenson, Kevin G.
 Thornton, Debra G.
 Tompkins, Shary
 Underwood, Marc D.
 Valencia, Rayleen F.
 Vawter, Reed A.
 Velasquez, Sandra
 Vigil-Tullar, Magdalena S.

Temp & On Call

Baird, Benjamin S.
 Brooks, Laverne G.
 Sanchez, John I.
 Shurley, Eric
 Siegwart, Christopher T.
 Vallez-Sokey, Jessica A

Student Employees

Baker, Rodney C.
 Castillo, Kennedy J.
 Chavez, Danielle M.
 Cheek, Savannah N.
 Crooks, Robert
 Dee, Makayla E.
 Fairbanks, Richard R.
 Garcia, Salomon A.
 Garvin, Connor J.
 Kaban, Chelsea A.
 Ko, David M.
 Moulton, Emily A.
 Patil, Ajinkya C.
 Sanchez, John I.
 Silva, Bobby E.
 Thomas, Philip A.
 Zamora, Jaycob F.

V. APPENDICES

APPENDIX A: EMPLOYEE & ORGANIZATIONAL TRAINING

| Staff Development (in-person courses) | 2014-2015 | 2015-2016 | 2016-2017 |
|---|------------------|------------------|------------------|
| Total number of courses | 60* | 37 | 37 |
| Total number of participants | 704 | 462** | 403** |
| Staff Development (online courses) | 2014-2015 | 2015-2016 | 2016-2017 |
| Total number of courses | N/A | N/A | 4 |
| Total number of participants | N/A | N/A | 605 |
| Leader Specific Courses (in-person and includes ULead) | 2014-2015 | 2015-2016 | 2016-2017 |
| Total number of courses | 37 | 43 | 65 |
| Total number of participants | 502 | 521*** | 840*** |
| Consulting services provided by EOD per departmental request | 2014-2015 | 2015-2016 | 2016-2017 |
| Total number of services provided | 82 | 105 | 79 |
| Total number of participants | 1099*** | 1083*** | 1269*** |

*2014-15 included data for monthly Employee Life Cycle (ELC) sessions.

**2015-2017 Employee Life Cycle is included in leader specific courses. Beginning 2017 ELC is now scheduled every other month due to lower participant numbers and more participant cancellations or no shows in 2016.

***These numbers are unique individuals. There are instances in which the same individuals participate over a series of sessions.

Twenty-three people are currently enrolled in the Professional Development Certificate Program, twelve have completed the certificate in fiscal year 2016.

APPENDIX A1: ULEAD STATISTICS

| Session | Position level | Departments Represented | Level 3 Organization |
|---|--|---|---|
| Fall 2016 Cohort participants = 20 | <ul style="list-style-type: none"> • Operations manager • Accountant • Fiscal Services Tech • Student Success Specialist • Director STEM UP • Training & Development Consultant • Plumber • Lock Shop Tech • IRB Analyst • Financial Aid Manager | <ul style="list-style-type: none"> • HSC Conflicts of Interest • Dental Medicine • Emergency Medicine • University College • Bookstore Main • HSC Sponsored Projects • Advisement-Gallup • PPD • HSC Faculty Contracts • Student Success- Gallup • Office of Student Affairs • UNMMG • College of Nursing • Financial Aid-Gallup • Office of IRB • Dean of Students | <ul style="list-style-type: none"> • HSC • SOM • UC • ISS • Gallup • HSC Administration • HSC Research • Student Services • UNMMG • College of Nursing • VP Student Life |
| Spring 2017 Cohort participants = 14 | <ul style="list-style-type: none"> • HR Administrator • Marketing Rep • Program Manager • Fiscal Services Tech • Admin • Associate Director • Accountant • Academic Advisement Specialist | <ul style="list-style-type: none"> • Student Housing • SOM Admin • College of Arts and Sciences • OBGYN admin • IT Main • Emergency Medicine • Surplus Property • Bursar's Office • STEM UP • Parking and Transportation Services • University Advisement • Planning Design and Construction • Chemistry • College of Nursing | <ul style="list-style-type: none"> • Student Services • SOM • CAS • IT • Controller • Finance • VP Research • ISS • Provost Administrative • ISS • College of Nursing • CAS |

APPENDIX B: OTHER TRAINING

| UNMJobs 2.0 Training | 2014-2015 | 2015-2016 | 2016-2017 |
|--|-----------|-----------|-----------|
| The employee hiring process for Staff, Faculty, Students and Temporary employees was moved from one system (PeopleAdmin) to another (CSOD Talent Management System). Although the functional name of UNMJobs was kept, all hiring departments required training on the new system that went live April 3, 2017. *Therefore, the FY16-17 training participant number is significantly higher than previous years. | 223 | 178 | 532* |
| Annual Mandatory Training | CY 2014 | CY 2015 | CY 2016 |
| Basic Annual Safety Training | 98.9% | 96% | 97.5% |
| Intersections: Preventing Discrimination & Harassment | 98.9% | 96% | 97.5% |

APPENDIX C: EDUCATIONAL BENEFITS**Tuition Remission Statistics**

| Department | Academic Year 13-14 | Academic Year 14-15 | Academic Year 15-16 | Academic Year 16-17 |
|-----------------------------------|------------------------|---------------------------|---------------------------|---------------------------|
| Anderson School of Management | 202,547.06 | 219,769.04 | 225,167.12 | 94,855.00 |
| Continuing Education | 577,421.52 | 762,947.74 | 744,385.19 | 735,363.31 |
| Continuing Med Education | 116,088.00 | 161,427.25 | 132,524.00 | 155,461.68 |
| Miscellaneous* | 89,717.25 | 75,839.05 | 125,630.24 | 155,275.92 |
| New Mexico State University | 88,417.48 | 95,629.40 | 87,410.20 | 58,237.90 |
| Recreational Services WOW Prgm | 34,944.00 | 1,331.00 | 71,502.00 | 111,090.50 |
| University of New Mexico** | 3,277,947.83 | 3,244,431.34 | 3,174,530.68 | 3,306,840.75 |
| University of New Mexico Hospital | 7,006.00 | | | |
| Total | \$4,436,004.64 | \$4,561,374.82 | \$4,561,149.43 | \$4,732,663.46 |

*Miscellaneous includes School of Medicine, Health Science Ethics, Center for Development and Disability, NM Geriatric Program, Office of Medical Investigators, Teacher Education Development, Emergency Medical Services Academy and UNM Center for Life

**University of New Mexico includes, Gallup, Los Alamos, ROTC, Taos, Valencia and Retirees

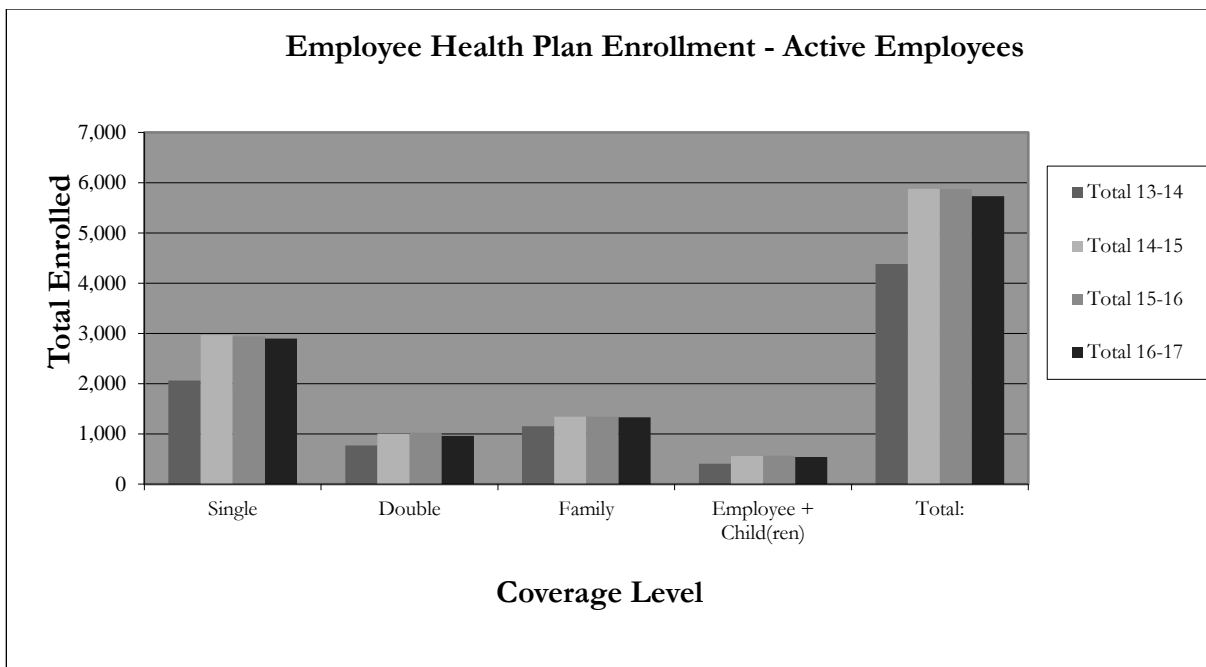
Dependent Education Scholarship

| | Academic Year 13-14 | Academic Year 14-15 | Academic Year 15-16 | Academic Year 16-17 |
|--------------|------------------------|------------------------|------------------------|------------------------|
| Total | \$883,830.78 | \$1,019,506.90 | \$955,565.42 | \$1,027,753.96 |

APPENDIX D: HEALTH BENEFITS

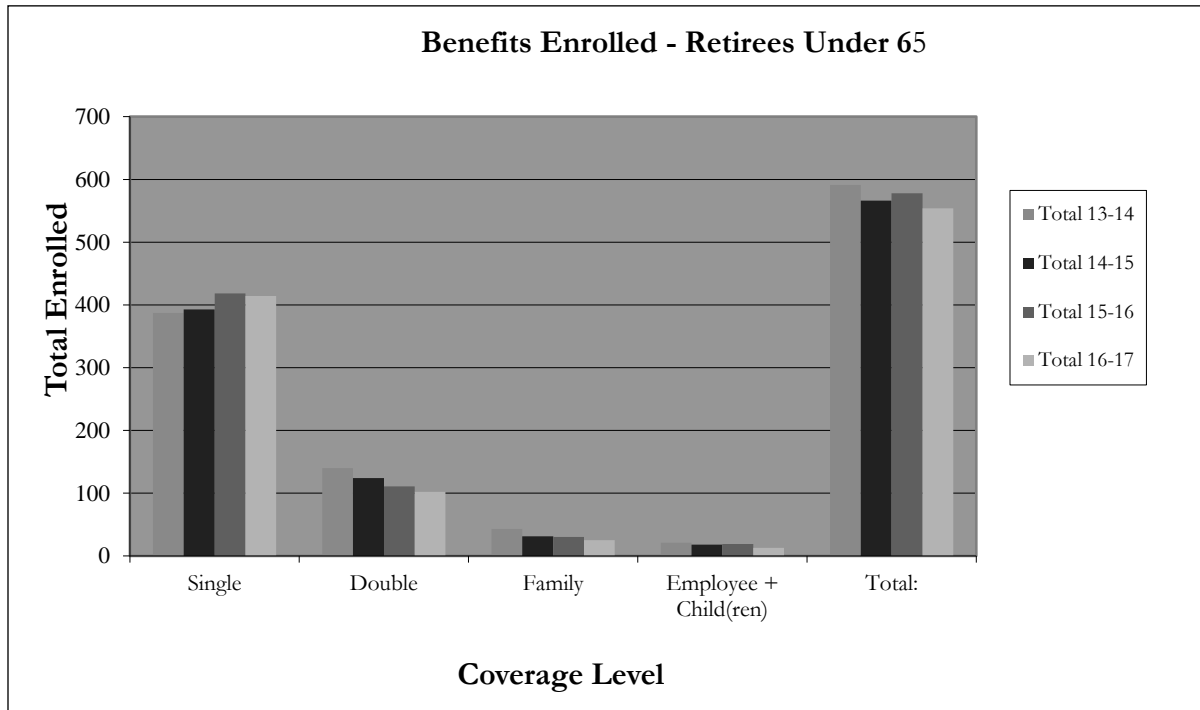
Employee Health Plan Enrollees – Active Employees

| | 13-14 | | | 14-15 | | | | 15-16 | | | | 16-17 | | | |
|-----------------------|--------------|--------------|--------------|--------------|--------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| | Lovelace | Pres. | Total | BCBS | Pres. | UNM Health | Total | BCBS | Pres. | UNM Health | Total | BCBS | Pres. | UNM Health | Total |
| Single | 1,159 | 900 | 2,059 | 1,888 | 634 | 446 | 2,968 | 1,848 | 585 | 510 | 2,943 | 1,796 | 550 | 550 | 2,896 |
| Double | 382 | 384 | 766 | 576 | 275 | 155 | 1,006 | 596 | 244 | 184 | 1,024 | 557 | 226 | 179 | 962 |
| Family | 678 | 475 | 1,153 | 831 | 314 | 200 | 1,345 | 825 | 289 | 230 | 1,344 | 810 | 272 | 249 | 1,331 |
| Employee + Child(ren) | 232 | 172 | 404 | 352 | 125 | 83 | 560 | 342 | 125 | 96 | 563 | 327 | 108 | 106 | 541 |
| Total: | 2,451 | 1,931 | 4,382 | 3,647 | 1,348 | 884 | 5,879 | 3,611 | 1,243 | 1,020 | 5,874 | 3,490 | 1,156 | 1,084 | 5,730 |



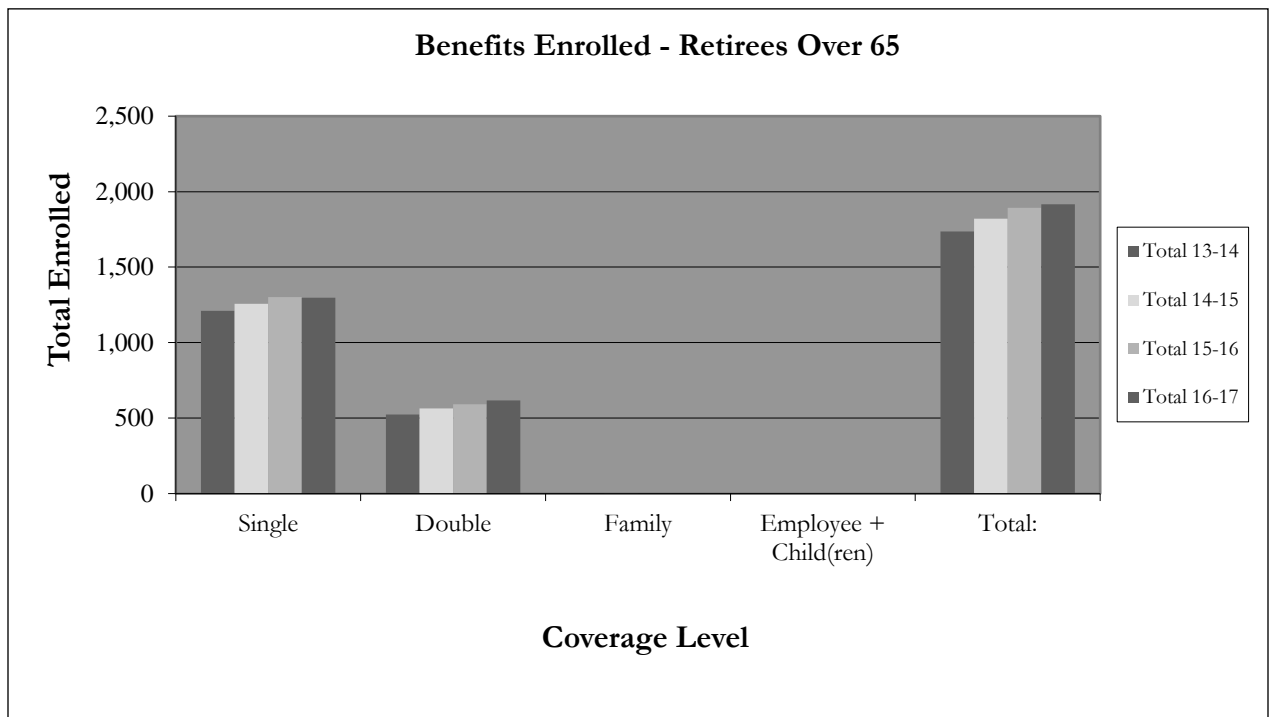
Benefits Enrolled – Retirees Under 65

| | 13-14 | | | 14-15 | | | | 15-16 | | | | 16-17 | | | |
|-----------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| | Lovelace | Pres. | Total | BCBS | Pres. | UNM Health | Total | BCBS | Pres. | UNM Health | Total | BCBS | Pres. | UNM Health | Total |
| Single | 225 | 162 | 387 | 207 | 123 | 63 | 393 | 235 | 116 | 67 | 418 | 235 | 113 | 66 | 414 |
| Double | 89 | 51 | 140 | 77 | 34 | 13 | 124 | 66 | 30 | 15 | 111 | 61 | 24 | 17 | 102 |
| Family | 25 | 18 | 43 | 15 | 12 | 4 | 31 | 15 | 11 | 4 | 30 | 10 | 11 | 4 | 25 |
| Employee + Child(ren) | 12 | 9 | 21 | 11 | 5 | 2 | 18 | 11 | 5 | 3 | 19 | 7 | 4 | 2 | 13 |
| Total: | 351 | 240 | 591 | 310 | 174 | 82 | 566 | 327 | 162 | 89 | 578 | 313 | 152 | 89 | 554 |



Benefits Enrolled – Retirees Over 65

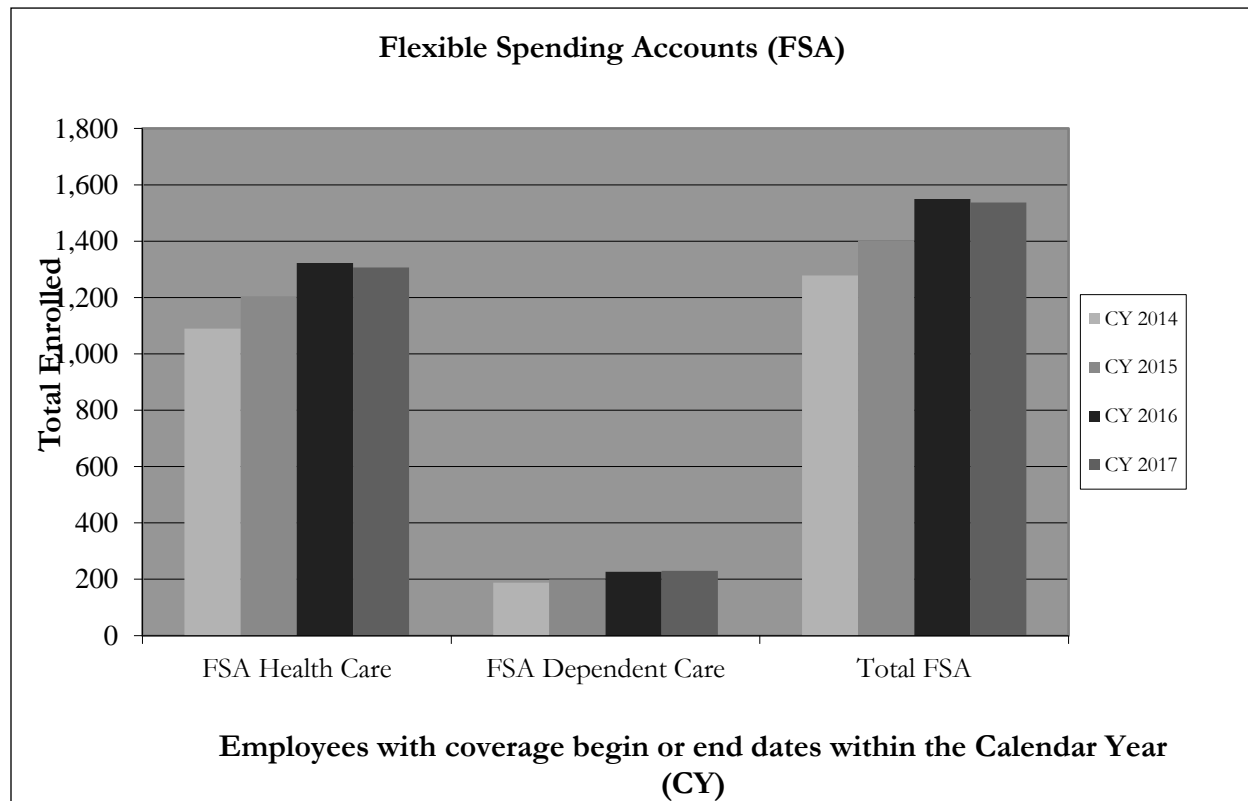
| | 13-14 | | | | 14-15 | | | | 15-16 | | | | 16-17 | | | |
|-----------------------------|--------------|------------|------------|--------------|--------------|------------|------------|--------------|--------------|------------|------------|--------------|--------------|------------|------------|--------------|
| | Love lace | Pres. | AAR P | Total | Love lace | Pres. | AARP | Total | Love lace | Pres. | AAR P | Total | Love lace | Pres. | AARP | Total |
| Single | 522 | 403 | 286 | 1,211 | 513 | 435 | 309 | 1,257 | 476 | 493 | 133 | 1,302 | 425 | 520 | 353 | 1,298 |
| Double | 219 | 156 | 149 | 524 | 221 | 182 | 160 | 563 | 213 | 215 | 163 | 591 | 201 | 234 | 182 | 617 |
| Family | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 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: | 742 | 559 | 435 | 1,736 | 735 | 617 | 469 | 1,821 | 689 | 708 | 496 | 1,893 | 627 | 754 | 535 | 1,916 |



Flexible Spending Accounts (FSA)*

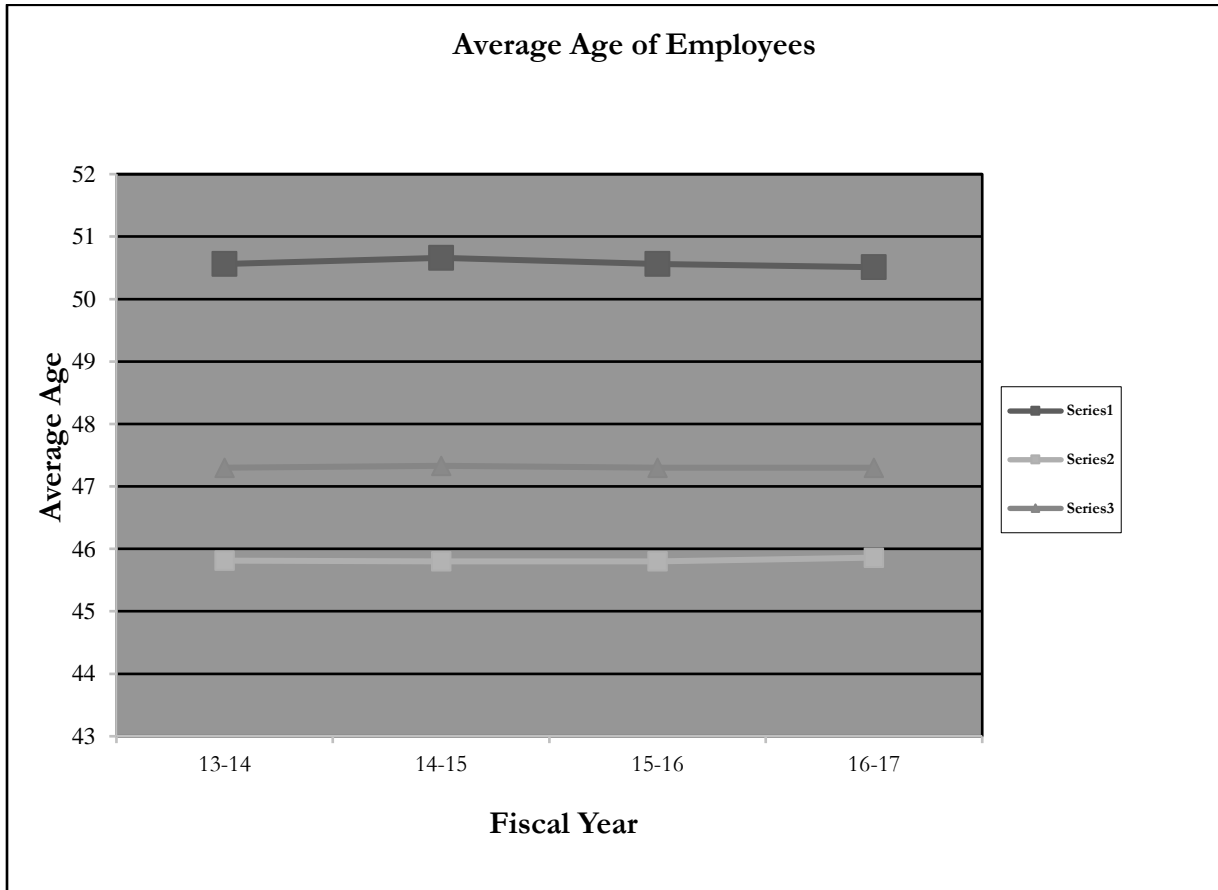
| FSA Type | CY 2014 | CY 2015 | CY 2016 | CY 2017 |
|--------------------|--------------|--------------|--------------|--------------|
| FSA Health Care | 1,090 | 1,204 | 1,322 | 1,307 |
| FSA Dependent Care | 188 | 199 | 227 | 230 |
| Total FSA | 1,278 | 1,403 | 1,549 | 1,537 |

*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.

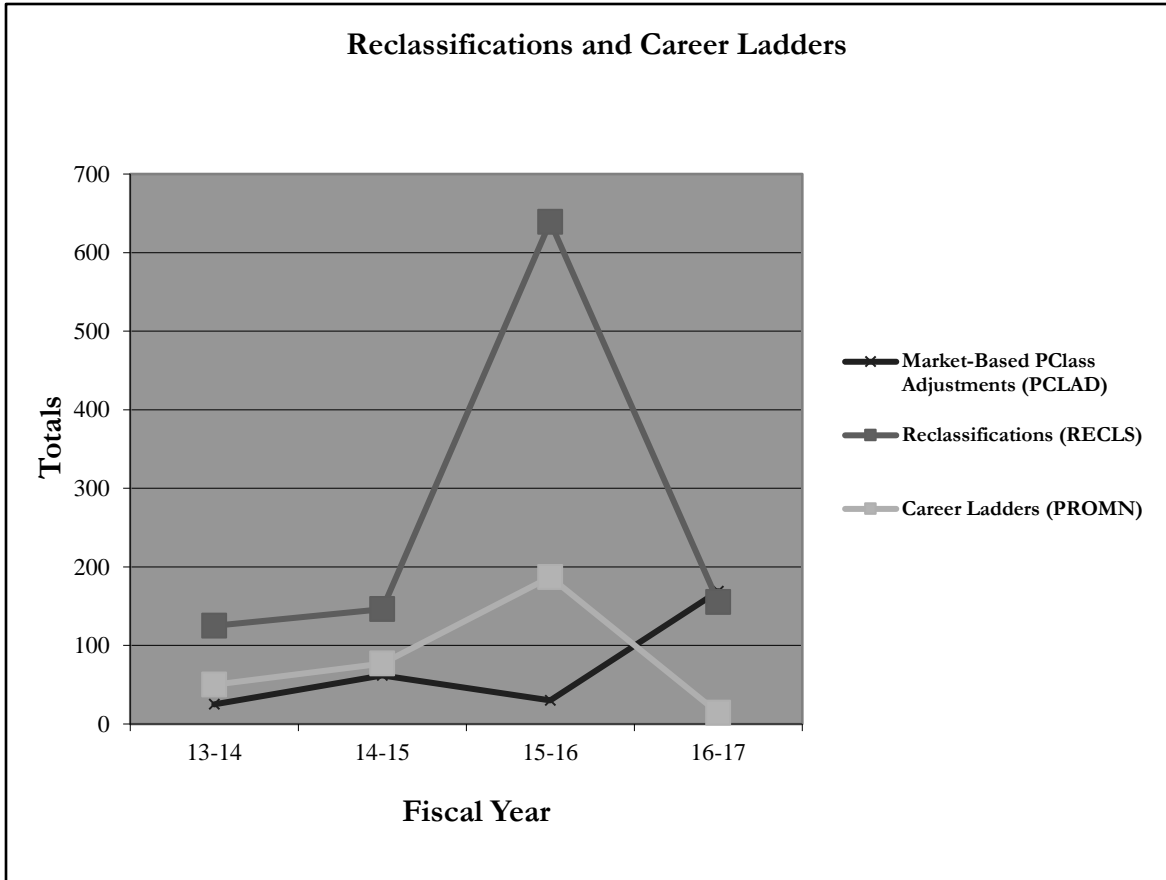


Benefits – Average Age of Employees (faculty and regular staff)

| Employee Type | 13-14 | | 14-15 | | 15-16 | | 16-17 | |
|----------------------|--------------|-------------|--------------|--------------|--------------|-------------|-------------|-------------|
| | Total | Avg. Age | Total | Avg. Age | Total | Avg. Age | Total | Avg. Age |
| Faculty | 2,359 | 50.56 | 2,391 | 50.66 | 2,383 | 50.56 | 2,428 | 50.51 |
| Staff | 5,157 | 45.81 | 5,214 | 45.80 | 5,165 | 45.80 | 5,002 | 45.86 |
| All Employees | 7,516 | 47.3 | 7,605 | 47.33 | 7,548 | 47.3 | 7430 | 47.3 |



APPENDIX E: COMPENSATION



Reclassifications and Career Ladders

| | 13-14 | 14-15 | 15-16 | 16-17 |
|---|-------|-------|-------|-------|
| Market-Based PClass Adjustments (PCLAD) | 25 | 62 | 30 | 169** |
| Reclassifications (RECLS) | 125 | 146 | 639* | 155 |
| Career Ladders (PROMN) | 50 | 77 | 187 | 14 |

*Increase in Reclassifications in 15-16 was partially due to the IT study.

**Increase in P-Class Adjustments is partially due to compliance with the FLSA Overtime Rule change.

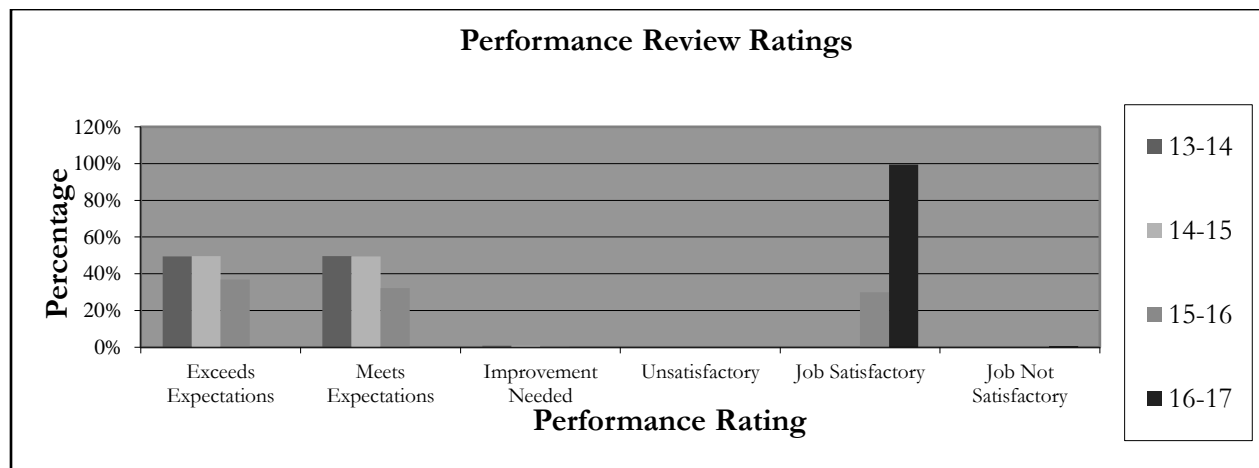
APPENDIX F: STAFF PERFORMANCE

Performance Evaluations

| Evaluation Information | 13-14 | 14-15 | 15-16 | 16-17 |
|-------------------------------|--------------|--------------|--------------|--------------|
| Evaluations Due | 4,550 | 4,649 | 4,751 | 4,610 |
| Evaluations Received | 4,309 | 4,214 | 4,422 | 4,402 |
| % Evaluations Received | 94.7% | 90.6% | 93.1% | 95.5% |

Performance Ratings

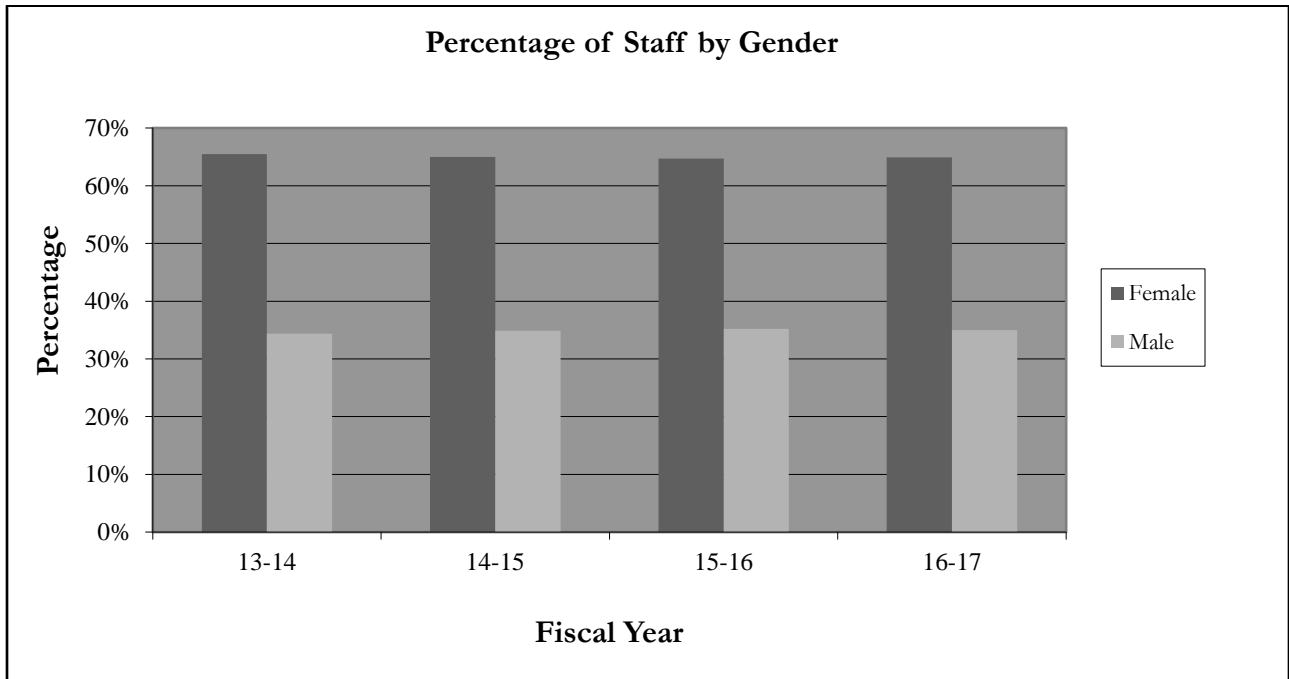
| Rating | 13-14 | | 14-15 | | 15-16 | | 16-17 | |
|----------------------|--------------|-------|--------------|-------|--------------|-------|--------------|-------|
| Exceeds Expectations | 2,133 | 49.5% | 2,096 | 49.7% | 1,632 | 36.9% | N/A | N/A |
| Meets Expectations | 2,136 | 49.6% | 2,084 | 49.5% | 1,424 | 32.2% | N/A | N/A |
| Improvement Needed | 40 | 0.9% | 34 | 0.8% | 31 | 0.7% | N/A | N/A |
| Unsatisfactory | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Job Satisfactory | N/A | N/A | N/A | N/A | 1,326 | 30.0% | 4,376 | 99.4% |
| Job Not Satisfactory | N/A | N/A | N/A | N/A | 9 | 0.2% | 26 | 0.6% |
| Totals | 4,309 | | 4,214 | | 4,422 | | 4,422 | |



APPENDIX G: DEMOGRAPHICS

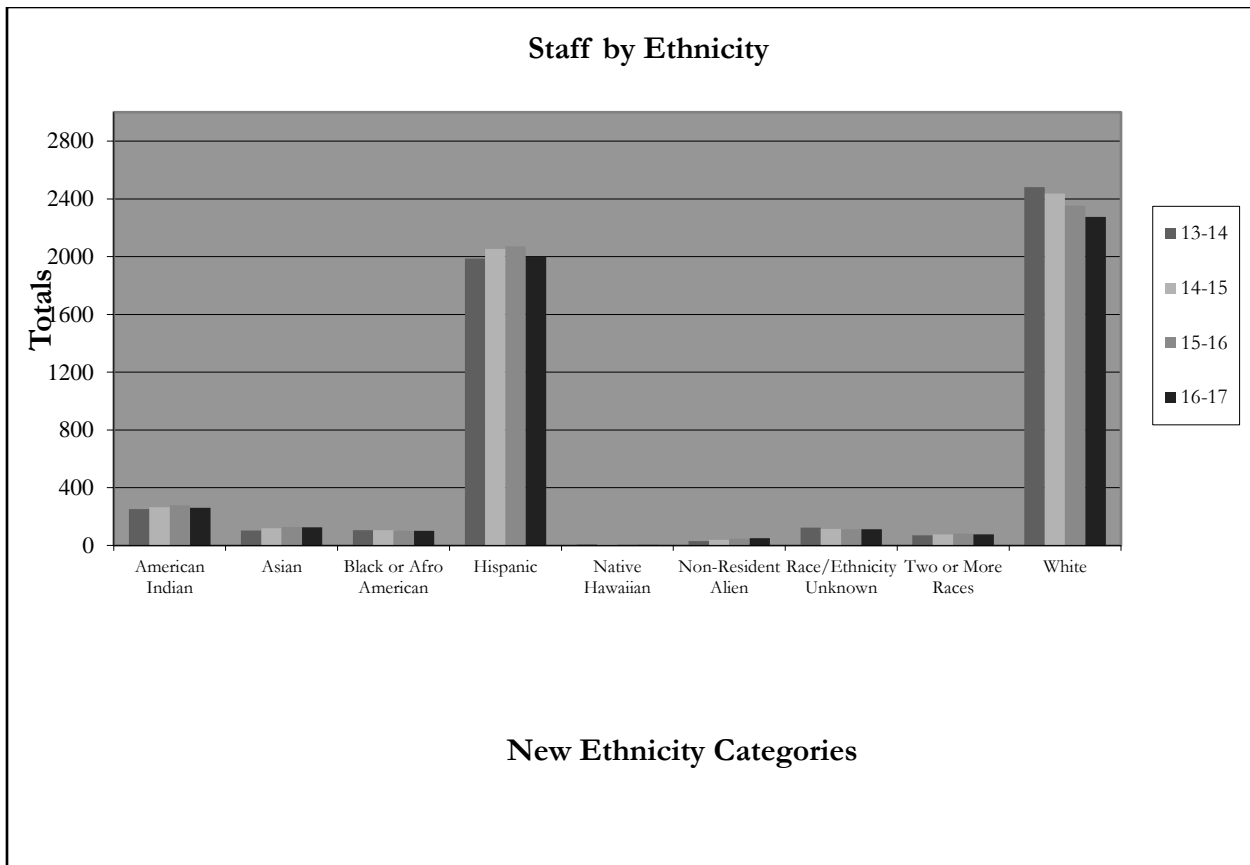
Total Staff by Gender

| Gender | 13-14 | 14-15 | 15-16 | 16-17 |
|--------------|--------------|--------------|--------------|--------------|
| Female | 3,380 | 3,392 | 3,343 | 3,247 |
| Male | 1,777 | 1,822 | 1,822 | 1,755 |
| Total | 5,157 | 5,214 | 5,165 | 5,002 |



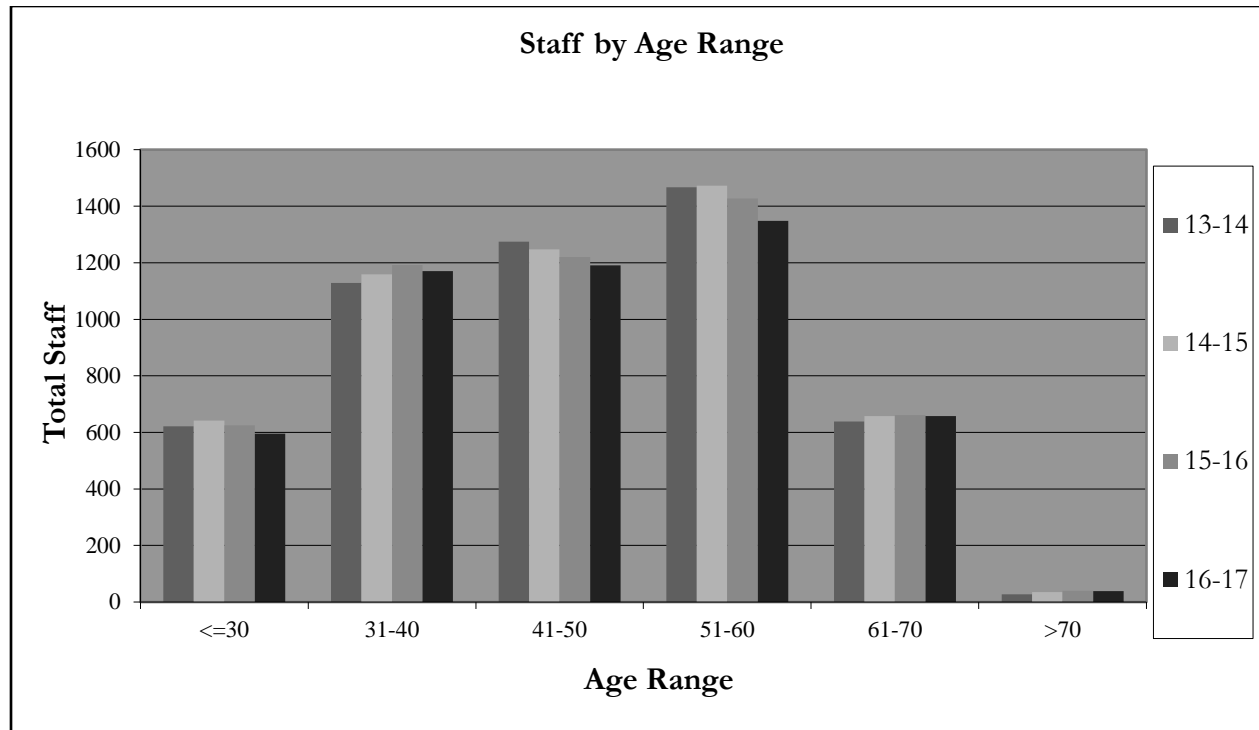
Total Staff by Ethnicity

| Ethnicity | 13-14 | 14-15 | 15-16 | 16-17 |
|------------------------|--------------|--------------|--------------|--------------|
| American Indian | 251 | 265 | 278 | 261 |
| Asian | 104 | 119 | 127 | 125 |
| Black or Afro American | 106 | 105 | 100 | 100 |
| Hispanic | 1,986 | 2,054 | 2070 | 2,000 |
| Native Hawaiian | 7 | 5 | 2 | 3 |
| Non-Resident Alien | 31 | 39 | 45 | 50 |
| Race/Ethnicity Unknown | 122 | 114 | 111 | 112 |
| Two or More Races | 69 | 76 | 80 | 76 |
| White | 2,481 | 2,437 | 2,352 | 2,275 |
| Total | 5,157 | 5,214 | 5,165 | 5,002 |



Total Staff by Age Range

| | 13-14 | 14-15 | 15-16 | 16-17 |
|--------------|--------------|--------------|--------------|--------------|
| <=30 | 622 | 642 | 625 | 596 |
| 31-40 | 1,128 | 1,159 | 1,192 | 1,170 |
| 41-50 | 1,274 | 1,247 | 1,220 | 1,191 |
| 51-60 | 1,467 | 1,473 | 1,427 | 1,348 |
| 61-70 | 639 | 658 | 661 | 658 |
| >70 | 27 | 35 | 40 | 39 |
| Total | 5,157 | 5,214 | 5,165 | 5,002 |



APPENDIX H: STAFF EMPLOYMENT**Turnover**

| Type | 13-14 | | 14-15 | | 15-16 | | 16-17 | |
|--------------------|------------|---------------------------|------------|---------------------------|-------------|---------------------------|------------|---------------------------|
| | Total | Percentage of Total Staff | Total | Percentage of Total Staff | Total | Percentage of Total Staff | Total | Percentage of Total Staff |
| Voluntary | | | | | | | | |
| Resigned | 481 | 61.1% | 1,029 | 63.1% | 553 | 63.6% | 537 | 59.1% |
| Retired | 164 | 20.8% | 323 | 19.8% | 160 | 18.4% | 153 | 16.9% |
| Involuntary | | | | | | | | |
| Released* | 42 | 5.3% | 90 | 5.5% | 68 | 7.8% | 137 | 15.1% |
| Relieved** | 51 | 6.5% | 117 | 7.2% | 51 | 5.9% | 33 | 3.6% |
| Layoff | 26 | 3.3% | 41 | 2.5% | 24 | 2.8% | 29 | 3.2% |
| Discharged | 16 | 2.0% | 20 | 1.2% | 9 | 1.0% | 9 | 1.0% |
| Deceased | 7 | 0.9% | 12 | 0.7% | 5 | 0.6% | 10 | 1.1% |
| Total: | 736 | | 787 | | 1632 | | 908 | |

*Released employees are employees whose assignment ends, typically for a term appointment

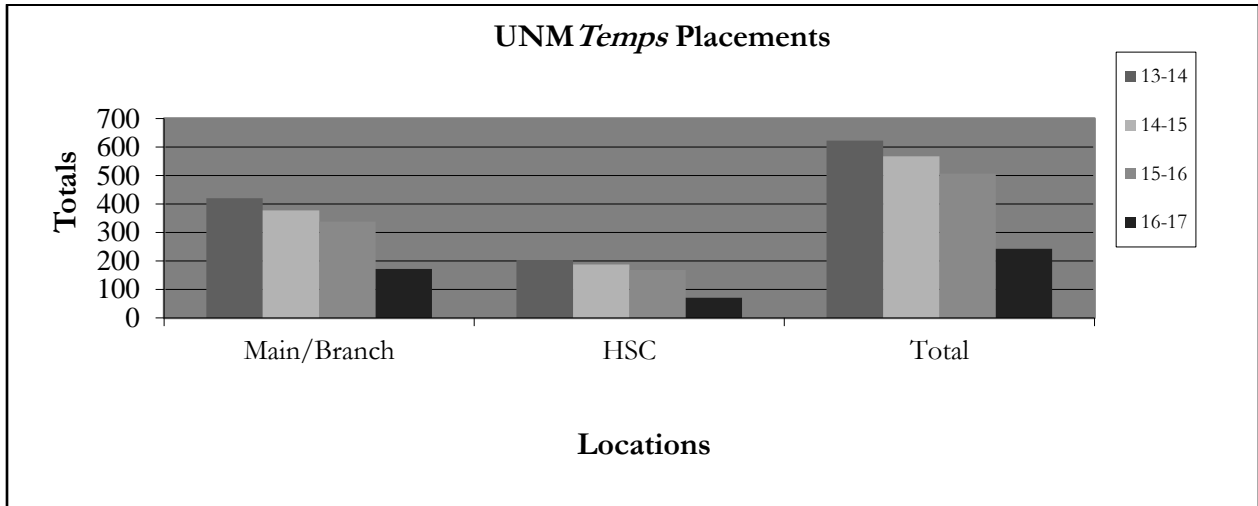
**Relieved employees are employees who are let go during the probationary period

Total Staff Hires

| | 13-14 | | 14-15 | | 15-16 | | 16-17 | |
|---|--------------|------------|--------------|------------|--------------|------------|-------------|------------|
| | Total | Percentage | Total | Percentage | Total | Percentage | Total | Percentage |
| Competitive Hires | 1,207 | 70.63% | 1318 | 71.05% | 1,132 | 70.01% | 907 | 73.32% |
| Alternative Appointment Hires | 111 | 6.50% | 96 | 5.18% | 105 | 6.49% | 75 | 6.06% |
| Total Regular Hires | 1,318 | | 1414 | | 1,237 | | 982 | |
| On-Call Hires | 335 | 19.60% | 393 | 21.19% | 319 | 19.73% | 201 | 16.25% |
| Short Term & Professional Service Appointment Hires | 56 | 3.28% | 48 | 2.59% | 61 | 3.77% | 54 | 4.37% |
| Total All Hires | 1,709 | | 1,855 | | 1,617 | | 1237 | |

UNM Temps Placements

| Location | 13-14 | 14-15 | 15-16 | 16-17 |
|--------------|------------|-------|------------|------------|
| Main/Branch | 420 | | 378 | 338 |
| HSC | 203 | | 188 | 169 |
| Total | 623 | | 567 | 243 |





FY 2016-2017 Annual Report

Information Technologies

Submitted by:

Duane Arruti, MBA, CPA, Chief Information Officer

<http://it.unm.edu> & <http://cio.unm.edu>

Mission and Vision

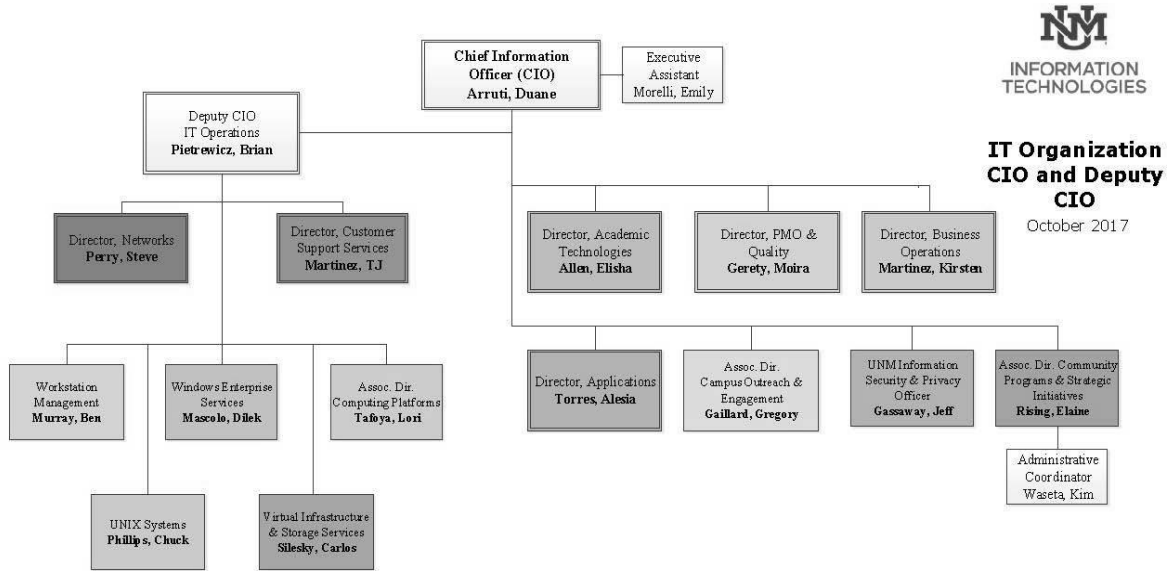
Mission

UNM IT provides effective and efficient information technologies and services to advance UNM's educational, research and service missions.

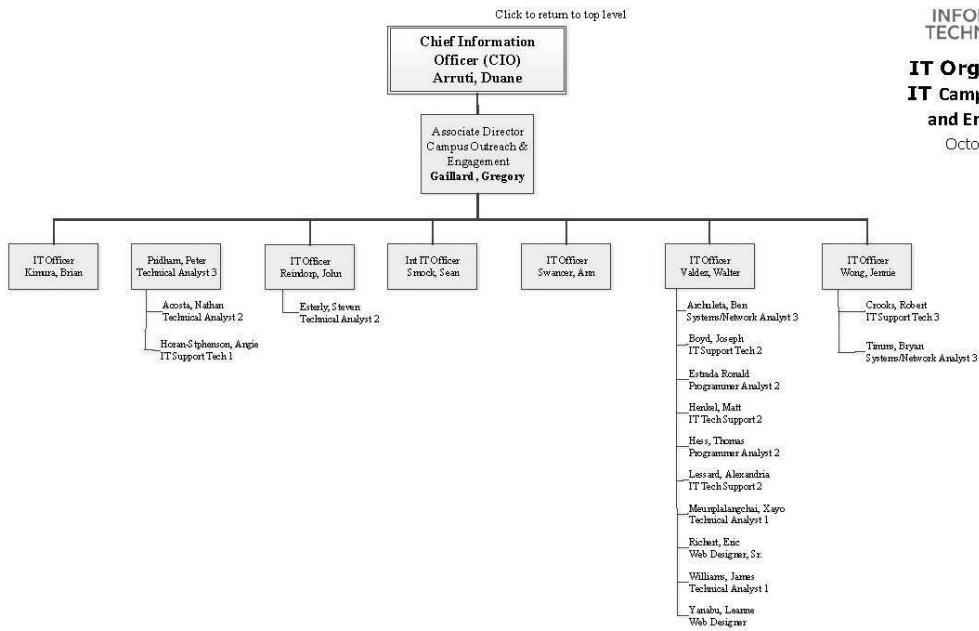
Vision

UNM IT will partner strategically with the community of New Mexico's Flagship University to enable success without boundaries through innovative technologies and services aligned with its educational, research and service missions.

Organizational Chart



**IT Organization
CIO and Deputy
CIO**
October 2017



**IT Organization
IT Campus Outreach
and Engagement**
October 2017

FY 2016-2017 Annual Report

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I. EXECUTIVE SUMMARY

FY17 reflected the advent of a paradigm shift in how UNM views information technology delivery across campus. In August 2016, recommendations by consultants Kurt Salmon and Associates and Technologies Integration Group culminated in the Information Technologies (IT) Effectiveness and Efficiency initiative (E&E), changes of UNM IT leadership, restructuring IT governance, expansion of the UNM IT organization through consolidation, and strategic collaborative initiatives with constituents across campus. Internally, UNM IT restructured the Networks and Customer Support groups under the direction of the Deputy Chief Information Officer, merged Extended Learning IT with Classroom Technologies to create a single Academic Technologies group under UNM IT, and restructured the Applications division to better reflect and serve campus needs.

With the support of executive leadership, UNM IT formed four advisory groups under the existing IT Governance Council, comprised of representatives from senior leaders in stakeholder units across campus. These advisory boards include:

- IT Academic Technologies Advisory Board
- IT Administrative Technologies Advisory Board
- IT Research Technologies Advisory Board
- IT Funding Task Force

The advisory boards meet monthly, or as needed, and the IT Governance Council convenes on a bi-monthly basis. The chair of each advisory board is now included as a representative on the IT Governance Council. Charters and meeting minutes may be found on the IT Effectiveness and Efficiencies website, <http://cio.unm.edu/it-effectiveness/index.html>.

A foundational TIG recommendation was to centralize core IT services with embedded campus IT staff reporting to UNM IT. In adopting the recommendation, UNM IT created a new unit, Campus Outreach and Engagement. A new position titled Information Technology Officer (ITO) was developed in conjunction with UNM Human Resources and work was completed with Deans and Vice Presidents to identify the appropriate individual on their existing staff to fulfill the role and transfer to the new unit in UNM IT. Units represented by ITOs in FY17 include College of Arts & Sciences, Honors College, University College, Graduate Studies, Anderson School of Management, Enrollment Management, College of Fine Arts, Institutional Support Services, Finance and Human Resources. Several additional UNM technology professionals augment the ITO structure as recurring guest ITOs, including representatives from the School of Law, College of Education, and the Libraries. Also, the role of area liaison was established for IT coordination with the Branch Campuses and the Research Community. ITOs identified three critical areas for collaborative effort: security, ticketing, and workstation management. Over the course of FY17, the ITOs began proof-of-concept projects to tackle these areas.

While the E&E effort got underway with external outreach and the development of ITO projects, UNM IT also continued to intentionally enhance our existing portfolio of projects designed to strengthen our campus services, such as improvements to wireless, the development of constituent-facing “myIT” dashboards to enhance transparency and provide a basis for the newly formed advisory boards to provide input on prioritization, classroom technology improvements, and innovations to increase our Help Desk First Contact Resolution rates, among others.

UNM IT's operating budget for Fiscal Year 2016-2017 totaled \$28.9M. The primary sources of funding include sales and service revenue (47%), I&G (31%), and student fees (6%). Other sources of funding include banner tax, grant funding, and one-time annual allocations of equipment/building renewal and replacement dollars. The majority of IT's expenditure budget includes personnel costs (\$15.2M), annual software licensing fees (\$3.7M), hardware maintenance, and cost of goods sold (\$6.9M) associated with resale of IT services and equipment. Licensing obligations continue to increase each year, as does the need for technology refresh. To address these fiscal challenges, UNM IT is reevaluating its funding model and continues to look for operating and capital funding sources to fund maintenance and renewal costs and new infrastructure.

UNM IT's reach spans across campus constituents and facilities, from highly visible projects, such as the E & E initiative, to less conspicuous contributions, such as enhancements to underlying infrastructure and enterprise applications.

All additions and improvements to the delivery of technology on campus, designed to augment UNM's competitiveness, are made possible by the continued dedication and creativity of our UNM IT staff, who continue to operate in a fiscally restrictive climate. The achievements and significant developments detailed here are only a snapshot of the annual output of UNM IT staff. On their behalf, I am pleased to present in this report more details regarding UNM IT services during FY17.

II. OVERVIEW

Virtually every constituent of the University – students, prospective students, faculty, staff, employee applicants, community members and visitors - will utilize the services of UNM IT during their contact with the University, whether directly through Customer Support and Academic Technologies, or through the use of the ubiquitous tools and technologies created, implemented or supported by our staff. UNM IT serves as a largely unseen, though integral, contributor to the way in which UNM is perceived and experienced.

UNM IT's delivered services span many technologies and provide the essential underpinning for UNM's academic, administrative and research activities through networking, enterprise administrative and collaborative applications, computing facilities for students and faculty in classrooms and labs, institution-wide contracts and enterprise licensing of software, and high-touch services such as surveys and reporting.

FY 2017 Service Stats at a Glance

- **Web hits** (www & dept.unm): 2,506,982 hits per day, or 915,048,621
- **Lobomail**: 241 Million messages after spam filtering, with 37,690 active UNM email users
- **Skype for Business**: Instant messaging usage increased by 20%
- **One Drive Storage**: 12.3M MB, an increase of 193%
- **ListServ**: IT services 4,979 listservs
- **UNM NetIDs**: 75,697 active accounts
- **Student-Facing Computers**: 975 UNM IT managed computers in UNM IT Pods, computer, & general classrooms

- **Storage:** 1,736 terabytes managed by IT for applications, hosted machines, and shared files
- **EvaluationKIT:** 334,382 **student surveys** delivered; 16,102 **course evaluations**
- Weekday average **concurrent wireless users** was approximately 17,000
- **ERP transaction volumes:** Average monthly production database reads: 8+ billion.
- **Telephones:** 19,867 landlines, 9,549 with voicemail, and 1,578 University cellphones (including data only plans)

Service Desk

The UNM IT Service Desk provides a single point of contact for our constituents. The Service Desk is comprised of a self-service knowledgebase where information can be accessed and agents who respond to queries, incidents or service requests.

UNM IT demonstrates increased efficiencies when users can find answers to technical problems online or can request service from UNM 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 our Help.UNM self-service portal.

| Area | FY2015 | FY2016 | FY2017 |
|--------------------------------|--------|--------|--------|
| Phone Assists | 77.7K | 77.7K | 68k |
| Walk-in Assists | 3.2K | 3.1K | 1.5k |
| Self-Service Ask-A-Question | 16K | 15k | 13.2k |
| FastInfo FAQ Hits | 260K | 183K | 157k |
| Agent-Assisted Password Resets | 21K | 22K | 15.2k |
| FCR | 47% | 49% | 68% |
| FCR Minus Infrastructure | 51% | 53% | 72% |

Security & Access Services

The University's Information Security & Privacy Office (ISPO) provides services that enable the institution to respond to unauthorized disclosure of institutional information, and to identify areas where information assets are not adequately safeguarded. The ISPO collaborates with various departments across all campuses including Dean of Students, Human Resources, Information Technologies, Purchasing, Sponsored Projects, and University Counsel to address various information security and privacy issues.

During FY17, ISPO staff performed various Incident Response activities including disconnecting twenty-eight (28) compromised hosts, blocking over two hundred (200+) malicious URLs from users on UNM networks, and locking over one thousand, two hundred (1200) compromised NetIDs. In addition to Incident Response activities, ISPO staff performed five hundred sixteen (516) information security assessments, and collaborated with UNM IT staff to process three hundred fifty-two (352) firewall change requests. ISPO staff also participated in numerous projects sponsored by various stakeholders. For more information about the ISPO, please visit [ISPO.UNM \(https://ispo.unm.edu/\)](https://ispo.unm.edu/).

Applications & Web Services

UNM IT develops, implements, and maintains enterprise applications and databases, the web infrastructure for UNM administrative systems, and innovative mobile applications (see the

“Accomplishments” section for more information). UNM IT develops, implements, and maintains enterprise applications and databases, the web infrastructure for UNM administrative systems, and innovative mobile applications. Web usage averages 2.5 million hits/day. Banner ERP Production database activity remained static at over 8 billion average monthly database “reads.”

Server & Storage Services

UNM IT continues to virtualize servers and balance our application load on multiple servers to provide a consistent, reliable, and ‘green’ platform for applications. Continued virtualization continued to reduce the number of physical server class units.

Computer Classrooms & Lab Services

UNM IT Academic Technologies provides technologies and services for classrooms and computer labs. Upgrades were made to 33 registrar-owned computer classrooms and four departmental spaces. UNM IT supported 175 classrooms and learning environments, and 282,428 schedule credit hours, accounting for 75% of UNM’s total scheduled credit hour production. Technologies supporting online classes saw continued growth (14% of total schedule credit hour production). 4,455 unique student and faculty contributors uploaded 18,787 pieces of instructional video content to our integrated online video solution in FY17; 22,501 videos hosted in UNM Learn were played 523,073 times; UNM IT offers all main-campus UNM students access to 967 computers, as well as printers and academic software. The Registrar also schedules regularly scheduled classes in UNM IT-managed facilities. <http://it.unm.edu/pods> contains more information.

Surveys

Faculty course evaluations, used to support tenure track faculty, are collected online through EvalKit. This year, through EvalKit, UNM IT distributed 334,382 student surveys for 16,102 course evaluations.

UNM IT’s ESurvey service increased by 11% in FY16 to 1800 surveys. The tool is widely used in student and faculty elections and polling. The rise in Opinio users may be due to the fact that UNM IT provides survey tool training and supports users who need assistance building surveys, as opposed to other online options.

E-Mail & Office 365

There were 37,690 active users of Lobomail in FY17. The Office 365 suite of applications also includes Skype for Business, with online data storage, One Drive. Our communications efforts to promote free cloud storage for students, faculty and staff led to a significant increase of usage from 4.2M MB to 12.3M MB, or 193%.

Phones & Pagers Services

UNM IT provides landline and cellular telephone and pager services. The overall total of phones in use fluctuates frequently throughout the year and across years. Voicemail service users continued to rise. Currently, there are 20k landlines and 1500 cellular phones. FY18 will see a shift in how UNM IT administers cellphones to staff on Main Campus, as recommended by the Budget Leadership Team, in order to recognize considerable cost savings.

Networking Services

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

the utmost efficiency. All UNM campuses rely on the network, as do entities conducting business with UNM, including other institutions in the state.

We see a yearly increase in devices brought to campus by students, faculty and staff. The average number of mid-semester daily wireless clients was over 17,000 users in FY17.

PC Hardware & Software Services

Desktop hardware and software purchase, licensing, hardware maintenance, and end-user support are core UNM IT services delivered across UNM.

UNM IT manages the campus licenses for software available either at no cost or at low cost to departments. Find more information at <http://it.unm.edu/software/>.

III. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

Effectiveness and Efficiency (E&E) Initiative.

The E&E initiative began formally in FY17. Among the significant accomplishments were the monthly meetings of four new advisory Boards (Administrative, Academic, and Research Technologies Advisory Boards, and a Funding Committee), and bi-monthly meetings of the IT Executive Governance Council. Charters, membership, and minutes from all meetings can be found here: <http://cio.unm.edu/it-effectiveness/index.html>. The merging of New Mexico Extended Learning with UNM IT Academic Technologies provided a synergy for better delivery of classroom and distance learning technologies. Additionally, embedded IT Officers and UNM IT leadership identified opportunities for collaboration and shared support models for service delivery.

Strategic Planning Retreat. FY17 work to develop a new strategic plan began with the engagement of Education Advisory Board (EAB), UNM Employee and Organizational Development, and a representative group of campus stakeholders in a half-day retreat to 1) determine strengths, weaknesses, opportunities and threats; 2) assess UNM IT's current reputation and develop a desired future reputation; 3) define core departmental values; and 4) craft new mission and vision statements. The half-day retreat served as the kick-off to a process that has since incorporated presentations to and feedback from UNM IT management and staff, Information Technology Officers, the Administrative, Academic and Research Technologies Advisory Boards, and the IT Governance Council, which includes the President, Executive Vice President, Provost and Health Sciences Center executive leadership. The resulting dynamic web-based Strategic Plan, currently in development, will be rolled out in FY18.

Bulk Purchasing Project. At the end of FY16, through the ITO model and the Funding Committee, UNM IT Finance was able to negotiate lower price points (30% below LoboMart pricing) from Dell Computers on three tiers of laptop and desktop workstations, by pooling the purchasing powers of units. The UNM Health Sciences Center also participated in the purchase. The ITOs developed specs for the three tiers of workstations, dependent on needs and usage. The combined purchase resulted in the purchase of 267 computers for main campus units (saving (\$92k); 320 devices were purchased by UNM Hospital. Please see Appendix A for details regarding other Effectiveness & Efficiency savings recognized through the ITO structure.

First Contact Resolution. In November 2016, UNM IT began an initiative led by Customer Support Services called First Contact Resolution (FCR), to focus on resolving as many IT issues as possible during the initial contact made by an end user. This is accomplished largely by effectively documenting triage for common IT service issues, as well as providing training for Service Desk staff. At the beginning of the initiative, approximately 70% of issues were escalated to tier 2 support or beyond. The FCR initiative has reduced the escalation percentage to 17%. This has removed in excess of 4,000 days of wait time for end users utilizing enterprise IT services. FCR is now part of our continuous improvement effort.

Wireless Expansion and Firewall Upgrades. The Networks division continued the Wireless Expansion Project, with improvements in Hokona Hall, Zuni Hall, Zimmerman Library, Mesa Vista Hall, ECE, Art History, Masley Hall and Woodward Hall. At the direction of the Student Fees Review Board, Networks was able to provide upgrades or new installations at these locations: School of Communications and Journalism, Carlisle Gym, the College of Fine Arts, along with several other academic classroom spaces, and provided all network connectivity and voice services in a very short timeframe for the ABQ Innovate Rain Forest Building.

Phish Bowl. New for FY17, in an effort to address phishing, Information Security and Privacy Office staff created the 'Phish Bowl' to assist users with identifying phishing emails. The Phish Bowl proved popular with users receiving over one thousand, six hundred hits during the first four (4) months of operation. ISPO staff is currently collaborating with UNM IT - Applications to make various improvements to the Phish Bowl. The Phish Bowl can be viewed at the following link: <https://ispo.unm.edu/phish-bowl/index.html>.

Talent Management System. UNM IT Applications collaborated with Human Resources and Cornerstone to roll-out UNMJobs 2.0 in FY17, including Position Description, Applicant Track System, and Employee On-Boarding components. The resulting automation saves resources and increase efficiencies.

Cherwell. Cherwell, the ticketing system used by UNM IT, was upgraded in October 2016. In addition, the integration of ITO areas into Cherwell has been modeled successfully.

Software Distribution. In FY17, UNM IT replaced the CD/DVD-based software distribution process with an open source, web-based system, resulting in a 42% reduction in preparation time for distributing software, 1500 CDs/DVDs saved, and 63,000 hours of wait time for software delivery eliminated.

STEM University. UNM IT developed and released this registration application for students to sign up and attend STEM events on campus.

Release of MyIT. MyIT is a dashboard application providing transparency to IT projects and workload distribution for and in collaboration with the academic, administrative and research units across campus.

Multi-Factor Authentication for W2s and W4s. Information security remains a priority for UNM IT. Multi-factor authentication secures a users' identity by adding a second authentication method (via text or call) to access W2s and W4s in Banner Self Service.

IV. CURRENT/FUTURE PROJECTS

FY18 will be dedicated to the further implementation of select recommendations regarding effectiveness and efficiency, specifically, expansion of the ITO group, IT Governance prioritization work, roll-out of a dynamic IT Strategic Plan website and a proposed IT funding model, and enhanced communications with campus. UNM IT will also continue its ongoing and scheduled projects as deemed appropriate for integration with Effectiveness and Efficiency efforts.

Please see Appendix B for the Portfolio of completed and current FY17 IT Projects.

V. PERSONNEL APPOINTMENTS/SEPARATIONS**New Hires**

| Name | IT Unit | Title | Date |
|--|---|---|--------------------|
| Gonzalez, Cristian | Academic Technologies | IT Support Tech 2 | 8/15/16 |
| Schmader, Ivan Z. Nandina, Viswanath | Customer Service Computing Platforms | IT Support Tech 2 Systems/Network Analyst 2 | 8/15/16 9/19/16 |
| Ramirez, Teresa R. | Applications | Programmer Analyst 3 Systems/Network | 9/19/16 |
| Sahs, Thomas J. | Customer Service Project Management | Analyst 2 | 11/1/16 |
| Grong, Erica L. | Office | IT Project Mgr 3 | 3/13/17 |
| Sankar, Sriranjitha | Applications | Programmer Analyst 2 | 5/15/17 |

Promotions

| | | | |
|-----------------------|---|--|---------------------|
| Perkins, Randall S. | Applications Information Security and Privacy | Programmer Analyst 2 Systems/Network Analyst 3 | 11/21/16 1/30/17 |
| Alderete, Lawrence P. | Information Security and Privacy | Systems/Network Analyst 3 | 2/13/17 |
| Walker, Lucas A. | Applications | Acting Director, Applications | 10/1/16 |
| Torres, Alesia | CIO | Interim Deputy Chief Information Officer | 8/1/16 |
| Pietrewicz, Brian M. | CIO | Interim Chief Information Officer | 8/1/16 |
| Duane Arruti | CIO | Information Officer | 8/1/16 |

Separations

| Name | IT Unit | Date |
|--|----------------------------------|-------------|
| Estell, Zachary O. | Finance | 11/11/16 |
| Martinez, Jerry G. | Academic Technologies | 7/22/16 |
| Dark, Matthew J. | Applications | 8/8/16 |
| Burlison, Michael J. | Information Security and Privacy | 9/9/16 |
| Dieterich, Claudia V. | Applications | 9/9/16 |
| Vattikonda, Gayathri Lakshmi Chowdary | Applications | 9/20/16 |
| Narayandas Suparnasa, Vamshi Krishna | Applications | 2/3/17 |
| Bright, Bingham F. | Finance | 3/10/17 |
| Armstrong, Bruce D. | CIO | 5/16/17 |
| Patterson, Travis S. | Academic Technologies | 5/19/17 |
| Malloy, Shad D. | Information Security and Privacy | 5/26/17 |
| Colangelo, John E. | Project Management Office (PMO) | 6/1/17 |
| Van Deusen, Ian S. | Computing Platforms | 6/2/17 |
| McGuire, Jane L. | CIO | 10/31/16 |
| Gonzales, Gilbert R. | CIO | 1/31/17 |
| Penaloza, Robert L. | Academic Technologies | 5/17/17 |
| Lowery, Beth | Applications | 6/30/17 |
| Garcia, Jim | Computing Platforms | 7/14/16 |
| Holness, Richard | Applications | 10/31/16 |
| Sanchez, David G. | Academic Technologies | 2/28/17 |
| Andres, Bennett | Applications | 4/28/17 |
| Van Cleve, Sue G. | CIO/ITO | 5/31/17 |
| Kahleck, Torran | Applications | 9/13/16 |

VI. APPENDICES

Appendix A: IT E&E Savings

IT Effectiveness and EfficienciesSavings Identified to DateAs of July 13, 2017

| Description | Approximate One-time Savings | Potential Recurring Savings (Estimated) | Labor Savings (in annualized hours) |
|--|------------------------------------|--|---|
| UNM Libraries VMWare Licensing | \$ 27,968 | \$ 27,968 | |
| Coordinated Volume Computer Purchase (Pilot) | 91,931 | 1,273,956 | |
| Coordinated Volume Computer Purchase - UNMH | 82,589 | | |
| Coordinated Volume Computer Purchase - HSC | 1,564 | | |
| Coordinated Volume Computer Purchase (Wave 2) | 23,992 | | |
| Data Center, Server and Storage Consolidation - College of Fine Arts | 30,000 | 6,000 | 1,800 |
| Data Center, Server and Storage Consolidation - Financial Services | 100,000 | | |
| VMWare Licensing cost avoidance - CARC | 75,000 | 15,000 | |
| College of Arts and Sciences Dell Purchase Savings | 6,864 | | |
| College of Arts and Sciences Support Center | 2,000 | | 100 |
| Wireless Upgrades - Honors/SMLC | 16,000 | | |
| Bookstore standard imaging support | | | 19 |
| Computer standard imaging support pilot | | | 200 |
| Computer pre-work build/deployment | | | 150 |
| Anderson Virtual Lab (VDI) system purchase | 250,000 | | |
| Financial Services Penetration Testing | 30,000 | | |
| Dane Smith Hall upgrades using Anderson - standard control panel | 30,000 | 30,000 | |
| Positions not filled since IT E&E effort - Extended University | 92,257 | 92,257 | |
| Positions not filled since IT E&E effort - IT Classroom Tech | | 179,350 | |
| Positions not filled since IT E&E effort - ISS Facilities | 26,499 | | |
| Positions not filled since IT E&E effort - Enrollment Management | 5,417 | | |
| Speech and Hearing Sciences Clinic - security risk assessment | 10,000 | | |
| Transfer of Extended Learning staff to Loboscore | | 57,852 | |
| | \$ 902,080 | \$ 1,682,383 | 2,269 |

Appendix B: FY17 Completed & Ongoing Projects**FY17 IT Projects**

Digital Media Management Suite Selection Program

Information Security and Privacy Program

MyUNM - Phase 2

ALEKS Chemistry Placement System

PMO CIP: Project Center Implementation

O365: Program

Banner XE Initial Deployment Project

IDM: Product Selection

Network ReDesign: Implement Logical Design: Core Infrastructure

Graduate Student Engagement Improvement

DC/Net/Sec Redesign: Program

O365: SharePoint 2013: SharePoint Online POC

UNM Talent Management System

HELP Version 8 2016 Upgrade Project

HSC email move from Salud to UNM

DC/Net/Sec Redesign: NSX Producton

GTRI C Cure 9000

UNM App Store

PCI Compliance

Knowledge Base for UNM: Analysis

Departmental Web Infrastructure Design Project

Pinnacle V6 Upgrade Project

Courses Evaluation (IDEA) Replacement

Capital Project: InnovateABQ

Capital Project: PAIS (Physics & Astronomy Interdisciplinary Science Building): SD Phase

Capital Project: MCM new building

Capital Project: Johnson Center staged Renovations: Planning Phase

Capital Project: Smith Plaza

Capital Project: Zollinger Library Gallup Branch

Capital Project: Taos HCTC - Healthcare Training Center

Capital Project: Farris CS Server Relocation

Capital Project: Farris Wet Labs

FY16 Completed Projects

Implement Cherwell for UNM IT

Enterprise Digital Signage as a Service

O365: Lync 2013: Phase 1

LoboTime Implementation Phase II

Banner feed to ACL system

UAchieve v4.2 Implementation

UNM A-Z Directory Upgrade

Moving Oracle Databases & Services from AIX to Linux

Graduate Studies Database Disposition

SoLAR Database Disposition

HED Budget Reporting - HSC Build ODS tables

Law School - Build Myreports infrastructure and Access Reports conversion to Myreport

Community Engagement: 2015/2016 Mobile Apps Contest

WebFOCUS Drive Change see WebFOCUS 8.1.05 Upgrade with Drive Change

Academic Partnership for Collage of Nursing Program (RN to BSN)

Parchment - Send

Learn data to ODS for Academic Partnerships - CON and On-Line Quality Matters

Cap Project: Chemistry Renovation Phase 2



FY 2016-2017 Annual Report

Institutional Support Services

Submitted by:

Chris Vallejos, Associate Vice President, Institutional Support Services

<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 services, sustainability efforts and the creation of unique experiences, while supporting the University's core mission.

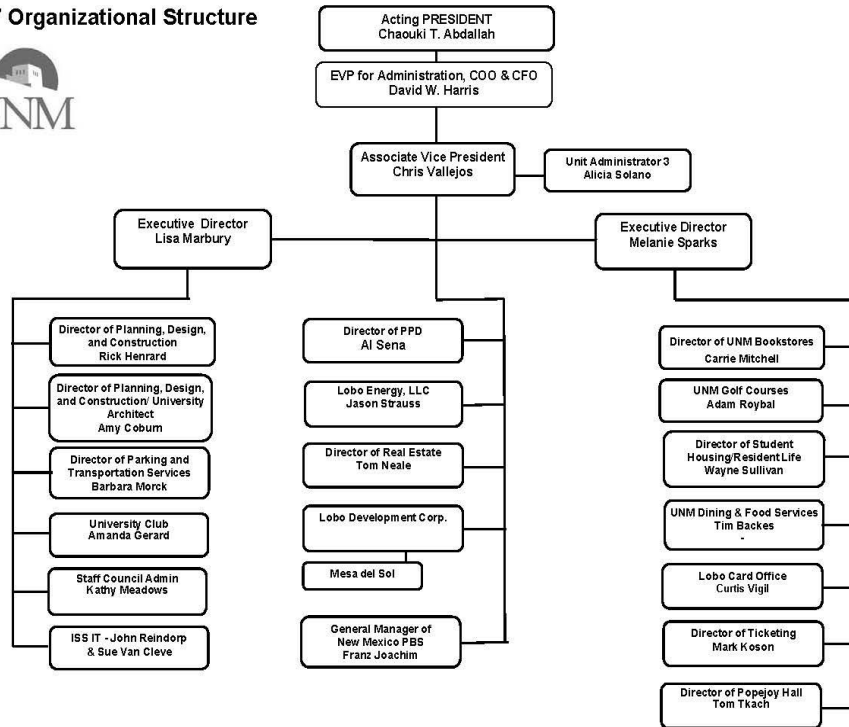
Vision

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

2017 Organizational Structure



FY 2016-2017 Annual Report

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I. EXECUTIVE SUMMARY

Institutional Support Services (ISS) is a consolidation of the Business Enterprise, Real Estate & Business Development, and Facilities & Planning units at the University. These units report to Associate Vice President, Chris Vallejos, and Executive Project Directors, Lisa Marbury and Melanie Sparks. The following departments report to ISS:

| Business Enterprises | Real Estate & Business Dev. | Facilities/Campus Planning |
|----------------------------------|--|-----------------------------------|
| Ticketing Services | Real Estate | Planning, Design & Construction |
| UNM Bookstores | Lobo Development Corp. | Physical Plant Department |
| Popejoy Hall | Mesa Del Sol | Parking and Transportation Svcs |
| UNM Golf Courses | | Lobo Energy Incorporated |
| New Mexico PBS | | |
| Residence Life & Student Housing | | |
| UNM Dining & Food Services | | |
| UNM Faculty Staff Club | | |

ISS also oversees the administrative office of UNM Staff Council.

ISS had many key accomplishments for FY16-17 and overall had a very successful year. The ISS Communications & Marketing Committee successfully completed several key initiatives, including the release of six ISS department videos and stories that were completed in collaboration with University Communications & Marketing (UCAM) in an effort to raise awareness of department programs and services. In addition to this, a staff survey was also administered in March 2017 to collect data related to staff interests and feedback to the monthly ISS newsletters and socials. The survey data will help guide the programs and initiatives for the Committee in FY17-18.

FY16-17 was also a year of change. ISS Administration, along with several key stakeholders, conducted a national search for a new Physical Plant Director from January 2017 through May 2017. The hiring process was completed in May 2017 and the selected candidate began in June 2017. The Physical Plant Department's Remodel Division successfully merged with Planning, Design & Construction in February 2017. The goal of the unit merge was to create seamless delivery of professional support services and to facilitate best practices in capital project planning, project management and various construction delivery on behalf of internal clients and external partners. Additionally, ISS acquired the Lobo Card Office from the VP Office of Student Affairs. This reporting change will help to streamline and put consistent meal plan reconciliation processes in place with the help of UNM Dining & Food Services, which is already a department under ISS.

ISS divisions continue to make both capital and process improvements. The Southwest Capital Bank Lounge opened in Popejoy Hall's lower lobby in September 2016 and the renovation of the public facilities in the lower lobby, including the creation of two universal restrooms, was also completed. UNM Dining & Food Services, in conjunction with Chartwells and Planning, Design & Construction, planned and executed the renovation of La Posada Dining Hall. This project began May 2017 and was completed in August 2017 along with a Grand Re-Opening celebration. The Real Estate Department completed a major upgrade of its financial reporting systems with the application of the Yardi Voyager asset management software. The software provides for more efficient analysis and reporting of the real property assets under management. Residence Life & Student Housing also installed and transitioned to a new software system. The department decommissioned CBORD HMS and launched Symplicity Residence in June 2017.

Overall, ISS divisions were able to reach or exceed financial goals for the fiscal year. The total balance carry forward for ISS indices were:

| | |
|---------------------------------|-----------|
| 816003 (general operating) | \$710 |
| 816007 (auxiliary consolidated) | \$372,052 |
| 816008 (self-supporting) | \$6,501 |

Total available reserves for ISS departments was \$6,371,165 with \$3,509,444 and \$2,861,706 categorized towards commitments and dedications respectively. At the end of FY16-17, ISS was able to contribute \$1,500,000 to the university to help support the academic/student mission.

II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

The following is a summary of the significant developments that occurred within ISS and its units for FY16-17:

- The ISS Communications & Marketing Committee successfully completed several key initiatives, including a collaboration with the University Communication & Marketing (UCAM) department to provide a video series highlighting services and programs within ISS. In FY16-17, videos were completed for the following areas: ISS; Bookstore; Residence Life & Student Housing; Popejoy Hall/Public Events; Golf Course; and Planning, Design & Construction. All videos are available to view on department landing pages on the ISS website.
- ISS conducted a national search for a new Physical Plant Director from January 2017 through May 2017. The hiring process was completed in May 2017 and the selected candidate began in June 2017.
- Along with the Global Education Office (GEO), UNM Bookstores opened a Passport Center in the main bookstore location. The grand opening was on May 5, 2017. The addition of the Passport Center became an opportunity to create a new product category: travel. The travel area located next to the passport center offers travel bags and accessories.
- In conjunction with Planning, Design & Construction, Chartwells, and outside architects Vigil & Associates, Dining & Food Services planned and executed the renovation of the La Posada Dining Hall. This project began May 2017 and was completed in August 2017 along with a Grand Re-Opening celebration.
- UNM Golf Courses hosted the NCAA Women’s Regional Championships in May 2017 at the Championship Golf Course.
- New Mexico PBS saw a 10% increase in development revenue over FY16. Additionally, the station also had its best year of special project funding in the station’s history, raising \$584,545 in private donations, earmarked for several local productions the station is producing.
- Parking & Transportation Services underwent several process improvements, which included the stream-lining of sales systems for reserved parking spaces (both departmental and individual), the collection of Lobo Village transportation fees, and external customer permit renewals.
- The Physical Plant Department’s Remodel Division successfully merged with Planning, Design & Construction in February 2017. The goal of the unit merge was to create seamless delivery of professional support services and to facilitate best practices in capital project

planning, project management and various construction delivery on behalf of internal clients and external partners.

- The Southwest Capital Bank Lounge opened in Popejoy's lower lobby in September 2016 and the renovation of the public facilities in the lower lobby, including the creation of two universal restrooms, was also completed.
- The PPD Trades Training Program was enhanced to allow Trades Training Program participants the ability to use tuition remission for classes taken at Central New Mexico College (CNM). The registration and payment processes were mapped out with officials from CNM.
- The Real Estate Department completed a major upgrade of its financial reporting systems with the application of the Yardi Voyager asset management software. The software provides for more efficient analysis and reporting of the real property assets under management. The implementation streamlines accounting functions, accounts receivable, and budgeting processes.
- Residence Life & Student Housing installed and transitioned to a new software system. CBORD HMS was decommissioned and Symplicity Residence was launched. This system has a client user-friendly dashboard and enhanced roommate matching capacity. The install was completed in June 2017 and was used for fall 2017 assignments.
- Ticketing Services had the fourth highest service charge revenue in the past eleven fiscal years.
- The University Club improved its online resources and communications. The website transitioned to the new Cascade templates and feedback loops were added through form stack. These enhancements have improved the experiences of members and guests.
- The Lobo Card Office moved from under the VP Office of Student Affairs to ISS in December 2016. With the tie to meal plans, this move will facilitate better collaboration with Dining & Food Services for reconciliation.

III. CURRENT/FUTURE PROJECTS

- In an effort to bring a collaborative and unified approach to communications and media responses across the division, ISS will be moving the Communication & Outreach Specialist from the Physical Plant Department to work directly for the VP Office. This position will provide support to the departments in media relations, UNM branding standards, social media engagement, and press releases.
- Working with Apple, the UNM Bookstore is adapting to the new training program for resellers that they developed, following new marketing and reporting guidelines, and are being aggressive in the pursuit of Apple sales from departments as well as students, faculty and staff. They are working on getting the Apple DEP (Device Enrollment Program) set up through Rutex to help increase departmental sales on North Campus which require DEP before purchase.
- The UNM Dining & Food Services team is in the process of finalizing design plans for renovations to retail locations that require corporate-driven upgrades, such as Starbucks at Zimmerman Library serving hot food and Chick-Fil-A offering an expanded menu.
- UNM Golf Courses is working with Real Estate Department, Ford Utilities and the NM Gas Company to install a very high pressure gas line on the west perimeter of the golf course. In doing so, the golf courses are helping Ford Utilities receive a \$50,000 credit from the NM Gas Company for this type of gas line.

- To increase the efficiency and security of New Mexico PBS's membership software, the station is moving its data to a cloud computing environment this winter.
- Parking & Transportation Services is working with the Real Estate Department and Planning, Design & Construction on a proposal to construct a new parking structure on UNM's Main Campus. As part of the preparation, a draft pro forma has been created that demonstrates estimated cost of construction, identification of funding sources for the cost of construction, terms and conditions of use, how on-going debt payment will be made (blending of permit and pay station parking spaces) for the term of a loan.
- Planning, Design & Construction currently have four major capital projects in progress on Main Campus: Farris Engineering Center Renovation, Johnson Center Expansion & Renovation, Physics & Astronomy Interdisciplinary Science Building, and McKinnon Center for Management at Anderson School of Management.
- In collaboration with the Center for the Arts, Popejoy Hall will participate in the renovation of the Center for the Arts lobby, including fresh paint, new furniture, and a shared digital display. In addition, Popejoy Hall seeks to renovate the public facilities on the balcony as part of Act II of their capital campaign. The goal is to begin construction on this project in Summer 2018.
- The Trades Training Program within the Physical Plant Department will be expanded to include other job grades and positions within the department. They will first review the Facilities Services Tech positions and see if there are any opportunities to prepare them for future HVAC, Electrical, and Plumbing positions. The department has had difficulty recruiting for these positions due to a high demand for trade positions in the Albuquerque area.
- Real Estate Department negotiated a public private partnership for the development of a 160,000 square foot mixed use building at Innovate ABQ. The six-story building will consist of 310 student housing beds with 30,000 square feet of academic and commercial space. Construction of the \$35,000,000 building commenced in August 2016. RED negotiated leases with AFRL, Sandia National Labs, Nusenda Credit Union, UNM.STC and Innovation Academy. This building, now called the Lobo Rainforest, is scheduled to open in August 2017.
- Residence Life & Student Housing is preparing for the new Freshman Residency Requirement effective Fall 2018. Application and assignment processes are being reviewed and evaluated for use in the new software and to meet the needs of the Live-in Requirement. In addition, the department is preparing to handle the exception request process for the requirement and coordinate closely with Enrollment Management.
- Ticketing Services is continuing to work with Best Union to enhance the back-end system and hosting environment for their Enta Ticketing System.
- The University Club will be making a major improvement to the food service element by investing in a new buffet table for lunch and special event food service. The new equipment will help to maintain the quality of product, enhance dining aesthetics, and ensure safe service.

IV. PERSONNEL APPOINTMENTS/SEPARATIONS

- There were no hires or separations for the ISS office in FY16-17.

APPENDIX A



FY 2016-2017 Annual Report

UNM Bookstores

Submitted by:

Carrie Mitchell, Director

<http://bookstore.unm.edu>

Mission and Vision

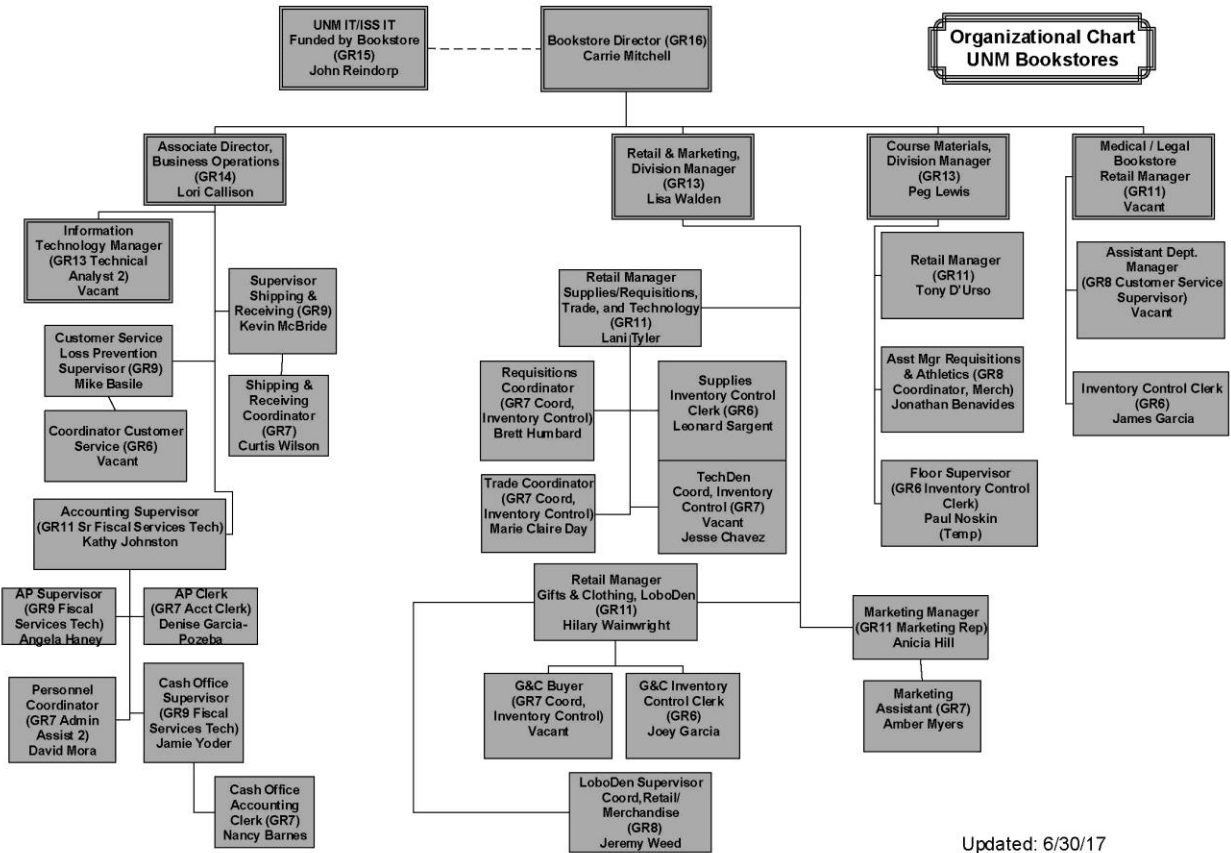
Mission

The UNM Bookstores 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

Organizational Chart



Updated: 6/30/17

I. EXECUTIVE SUMMARY

Fiscal year 17 was a year of transitions for the UNM Bookstores. The Bookstore Team created several successful new programs and departmental collaborations benefiting the University. The Bookstore's focus was on supporting the University departments, faculty, staff, students and administration goals.

Several surveys were administered. The results showed customers' perceptions were, bookstore's prices were high. Lowering prices throughout the store was the concentration for much of the team. In changing the pricing structure, there was a specific target of lowering course materials pricing in an effort to support the President's goal. The success of one of our new programs provided the base for decreasing prices and brought significant savings to our students. Lower margins were created throughout the store with the goal of increasing traffic and units sold. Fiscal year 17 saw the decrease of 2% overall in margins to begin the price restructuring.

The retail industry is faced with huge challenges, as seen in the store closings of retailers such as Macy's, Sears, Limited, just to name a few. University bookstores are seeing the same types of challenges. There is a shift in the focus of revenue from course materials to more ancillary products. The course materials department is becoming more service oriented. Providing new services, programs and developing new partnerships on campus was very successful. New revenue streams must be created to make up for those sales decreases. We are just getting started, but made progress in adding new categories for fiscal year 17.

The bookstores sales were down overall 7.5% from budget, the majority in course materials. Cost of goods were also down, but only 4.8%, due to lowering prices. There was a positive increase in miscellaneous income of 19.3%. This created a decrease of 11.7% in total operating income. In an effort to offset this decrease, the bookstores decreased their labor expenses by 5.3% and operating expenses by 4.9%. So with an overall reduction of total expenses of 5.1%, and the decrease in operating income of 11.7%, the bookstore's net income was positive, but less than the 2.1% of revenue budgeted.

The collaboration between the Bookstore and campus departments continues to grow and show great outcomes. The Inclusive Access Program, developed by the Bookstore's Course Materials' team, is a win-win-win solution for UNM. Piloted in FY17 with successful results, for pricing, student access and procedure. The biggest benefit, students' success, is already being seen. The program is slated to include more than 10,000 students FY18.

II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

The General Book Department entered into a partnership with UNM Press to be the storefront for their books. October 27, 2016 saw the grand opening of the new area. The space has been received well by the campus community.

Along with the Global Education Office (GEO), the Bookstore, opened a passport center in the main bookstore location. Grand opening was May 5, 2017. Space inside the main bookstore is dedicated to the service for new passports, photos and renewal of existing passports, which is run by GEO. The success of the new center has been exceptional.

The addition of the Passport Center became an opportunity to create a new product category. The travel area located next to the passport center offers travel bags and accessories. Just opened in May, sales were under \$1,000 for FY17, but the increase for FY18 is highly anticipated.

A great partnership with UNM Housing has developed on two separate fronts to benefit students living in residence halls. First was the location of a bookstore buyback area for students on main campus. Located in the SCR during semester finals, it is convenient for students to sell back their textbooks and return their rental books.

For year round convenience, Lobo-livery was created, for all students living in any student university housing. These students are able to order their textbooks, or any product carried at bookstore, online. The bookstore will deliver it right to their residence hall, free of charge.

The increase in web sales for FY17 were extensive. Building on Lobo-livery in FY18 should see more increases in revenue.

Course Materials department worked on many fronts to developed programs and partnerships to decrease the costs of course materials. Starting with a pilot program for Inclusive Access (IA), with the Spanish Department, and Anderson School of Management. The IA program is administered by the bookstore. A special low price is negotiated by our Course Materials Team, on a digital textbook or/or adaptive learning materials selected by the faculty. The material is given to each student enrolled in the course on the first day of class, for three weeks free of charge. At the end of the three weeks, student are contacted to see if they would like to opt out of access to these materials, or keep utilizing them. If they don't opt out, they are charged the negotiated price, which is guaranteed to be the lowest price available. Huge benefits, significantly lower prices for students plus all students have free access to the course materials on the first day of class. The pilot program had over six thousand student and they saved close to \$500,000. The program is expanding for FY 18, with the goal of saving UNM students over \$1,000,000.

Another program rolled out for all academic departments by the Course Materials team, was a collection program for faculty adoptions. This new system, purchased and administered by the bookstore, gives all faculty historical information of past adopted course materials. It also gives them access to publisher databases to research textbooks and to Merlot, which is an Open Education Resource (OER) database of free course materials. The system notifies faculty when less expensive materials are available to them. The system is able to collect data on average course material pricing for setting benchmarks in lowering the average price.

III. CURRENT/FUTURE PROJECTS

Working with UNM LERN to integrate Inclusive Access with Blackboard LMS. Spring 2018 pilot Pearson integration with Freshman English courses.

Created new Health and Beauty category. We feature Smashbox Cosmetics as our anchor cosmetic line as well as many other lines including Living Proof, St. Tropez, Philosophy, Bliss, Deborah Lippman, Patchology and Korres as well as affordable cosmetics from Elf, Maybelline, CoverGirl and other drugstore-type products/sundries that students can pick up conveniently. The beauty trend for college students continues to explode. The Bookstore's plan is to capture a portion of this new revenue stream.

Created a new Athleisure shop with a Curvy Girl line in our Clothing Department along with a specialty shop for Tom's Shoes. Both are very hot new trends. The first month sales increased our footwear category sales by over 200%.

Working with Apple, adapting to the new training program for resellers that they developed, following new marketing and reporting guidelines, and being very aggressive in pursuit of Apple sales from departments as well as students, faculty and staff. We are still working to get the Apple DEP (Device Enrollment Program) set up through Ratex to help increase our departmental sales on North Campus which require DEP before they purchase.

Working with UNM LERN on pilot for spring 2018 to deliver proctoring code to online students. A Bookstore partner, RedShelf, is developing a new system to assist with this project.

Developing website authentication with UNM IT for to increase the safety of the online service

Creating centralized buying for Course Materials, Supply Department and Technology products to reduce labor dollars by one full-time position.

Textbook team is creating seminar through the Center for Teaching & Learning. The seminar will be a live program to educate faculty on the Inclusive Access program, its benefits, processes and procedures. The seminar will be recorded for future use.

Complete implementation of new VeriFone chip enabled devices for all stores. This will bring bookstore in to full PCI compliance.

Working with Vortex technologies to update, simply and enhance the used experience on our website. The migration will be to ASP.net V10. The next step is to improve the order fulfillment process within the eRatex product. Fiscal year 18 is the scheduled launch date for both improvements.

Developing an internship program for our Marketing Department to both assist with our personnel budget and to provide career opportunities to students who earn class credit while obtaining real-world experience. We hope if this is successful that we can perhaps utilize this program in other departments such as accounting or HR. We are working in partnership with student success specialists at the Liberal Arts and Integrative Studies department.

IV. PERSONNEL APPOINTMENTS/SEPARATIONS

Appointments

Jesse Chavez, Coordinator Inventory Control for TechDen

Jeremy Weed, Coordinator Retail / Merchandise for Lobo Den

Tony D'Urso, Retail Manager Course Materials

Will Quan, Technical Analyst 1

Separations

Brenda Fuqua, Coordinator Inventory Control for Clothing

Julie Archer, Retired, Manager Store Operations for Medical Legal Store

Julie Armstrong, Retired, Customer Service Supervisor for Medical Legal Store

John Bermel, Technical Analyst 2

APPENDIX B



FY 2016-2017 Annual Report

UNM Dining & Food Services

Submitted by:

Timothy Backes/Associate Director of UNM Dining & Food Services

Mission and Vision

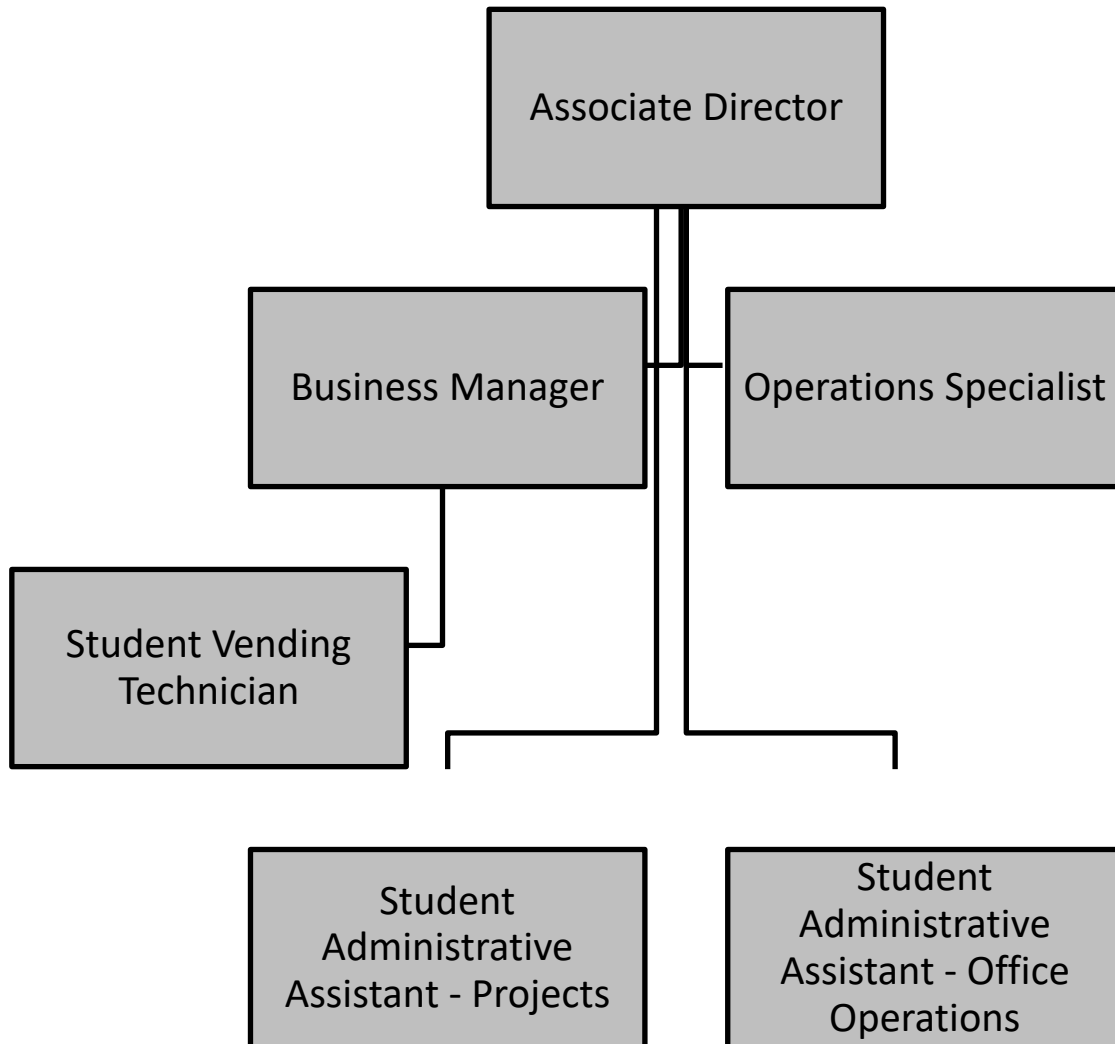
Mission

The University of New Mexico's Dining & Food Services Department is committed to providing an exceptional dining environment while ensuring quality food that addresses diverse nutritional and cultural needs.

Vision

UNM Dining & Food Services is an inclusive and creative food service program that supports academic success and builds a community environment within the University. We are known for offering diverse food options of high quality, while utilizing locally grown and produced products. We strive to offer the finest dining experience across higher education, which will enable us to remain a premier account within the collegiate food service industry. Whether our customers prefer our various retail outlets in the Student Union Building or across campus, the La Posada Dining Hall, Catering or Vending Services, we leave them with a positive experience that is unforgettable.

Organizational Chart



I. EXECUTIVE SUMMARY

FY16-17 is landmarked as a year of renewed collaboration and deliberate contract management with our Food Service partner, Chartwells. After getting through our first Bridge Year and Year 1 of our contract, we have taken our commitment to the students and UNM Community to a new level as we work with Chartwells on matching their portfolio of products to the diverse needs of our campus. We continue to accomplish our contractual obligations to Chartwells in maintaining the environment for them to do business, while also using the expertise of our staff to make recommendations to take our food service program to the next level.

The department's primary revenue source remains to be commissions received from Chartwells. We rely on cost management and the consistent monitoring of our cost centers and units in order to strategically plan for profitability and the strengthening of our capital investments. The financial components of our contract negotiations with Chartwells in the reporting period were all based on optimizing return to the University by way of guaranteed commissions, a profit-sharing provision, capital spending, and accurate reimbursable payments that reflect actual spending in equipment repair, equipment replacement and utilities; these reimbursable structures were negotiated in the best interest of the University based on a thorough historical cost analysis by our team.

II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

Dining & Food Services' major accomplishment in the review period was the renovation of the La Posada Dining Hall. In conjunction with UNM Planning, Design & Construction, Chartwells and outside architects Vigil & Associates, we successfully completed the renovation with minimal impact to the students outside of the summer break, in-time and on budget. A project of that magnitude takes coordination at such a high level and communication and collaboration were key to making the project a success.

In order to fully maximize the impact of such a large renovation, we took it upon ourselves to ensure the execution of a Grand Re-Opening to commemorate our new dining facility. This event was the first time we officially collaborated with University Communications and Marketing, which kicked off a relationship that will continue to benefit our program, our students, and the University as a whole. We were proud to work with UCAM on getting the Grand Re-Opening in the campus press as well as a spot in the Albuquerque Journal. We were honored to have extremely high attendance at our event, and grateful for participation from President Abdallah, AVP Chris Vallejos and Nadeem Zafar from the Corporate Chartwells leadership team. This event gave us a great foundation to continue to share the dining program with potential students, residents, faculty, staff, and the UNM Community as a whole.

At the same time we were working toward our new dining facility, we were actively involved in consulting with Chartwells on key elements of the dining program. Our Associate Director was included in the selection process for the new Executive Chef and Catering Chef for Chartwells, both of which have great impact on our program. We also worked together on awarding scholarship funds allotted to the University as part of the benefits package within our contract with Chartwells. We awarded scholarships in partnership with ASUNM and UNM Athletics and were able to foster great relationships with those entities in the process.

We continue to analyze, with scrutiny and curiosity, both financial statements for our internal operating indices as well as the Chartwells sales and P&Ls to ensure that we are achieving efficiencies and investing our resources with maximized return to the University and back into our dining program. One example of this is implementing a service agreement with our local primary equipment repair company which has brought the average yearly spend down to the tune of over \$60,000. This savings was a direct result of negotiating a fee structure that accounted for the volume of service calls and preventative maintenance.

III. CURRENT/FUTURE PROJECTS

The UNM Dining & Food Services team is in the process of finalizing design plans for renovations to retail locations that require corporate-driven upgrades, such as Starbucks at Zimmerman Library serving hot food and Chick-Fil-A offering an expanded menu. We will mimic the process of the La Posada renovation, but on a smaller scale, by working with key stakeholders at the facilities in questions as well as coordinating with corporate project managers and Chartwells team on execution of both renovations over the Winter Break.

Two of our staff members are working with Chartwells Marketing team to systemize and elevate the marketing of the vast elements our food services portfolio that serve our community. Thus far, we have made great strides in the development of standards for social media, brand guidelines and communication schedules. We will also be instituting a minimum of two initiatives per month that target specific populations and a specific product in order to better reach our customer.

Catering Services is also an opportunity for growth in the future. We want to leverage the benefits and skills of UNM Chartwells Catering in order to provide stronger outreach and education to UNM Departments in order to drive sales. Additionally, we know that Chartwells has an opportunity to capture service to the general public with external sales, which is a market that has been largely untapped. We want to empower UNM Chartwells Catering to seek being featured on preferred catering lists across town and continue to gain more UNM customers by providing quality and consistent service. Our internal UNM team is taking the lead on compiling a set of recommendations to Chartwells based on our unique perspective, expertise and relationships with different departments on campus.

IV. PERSONNEL APPOINTMENTS/SEPARATIONS

We have not had any appointments or separations in the review period. We have had a great opportunity to work more closely with the Lobo Card Office, as our Business Manager acquired oversight over that department when it was brought into the I.S.S. portfolio in the review period.

APPENDIX C



FY 2016-2017 Annual Report

Golf Courses

Submitted by:

Adam Roybal, Senior Operations Manager

<http://unmgolf.com/>

Mission and Vision

Mission

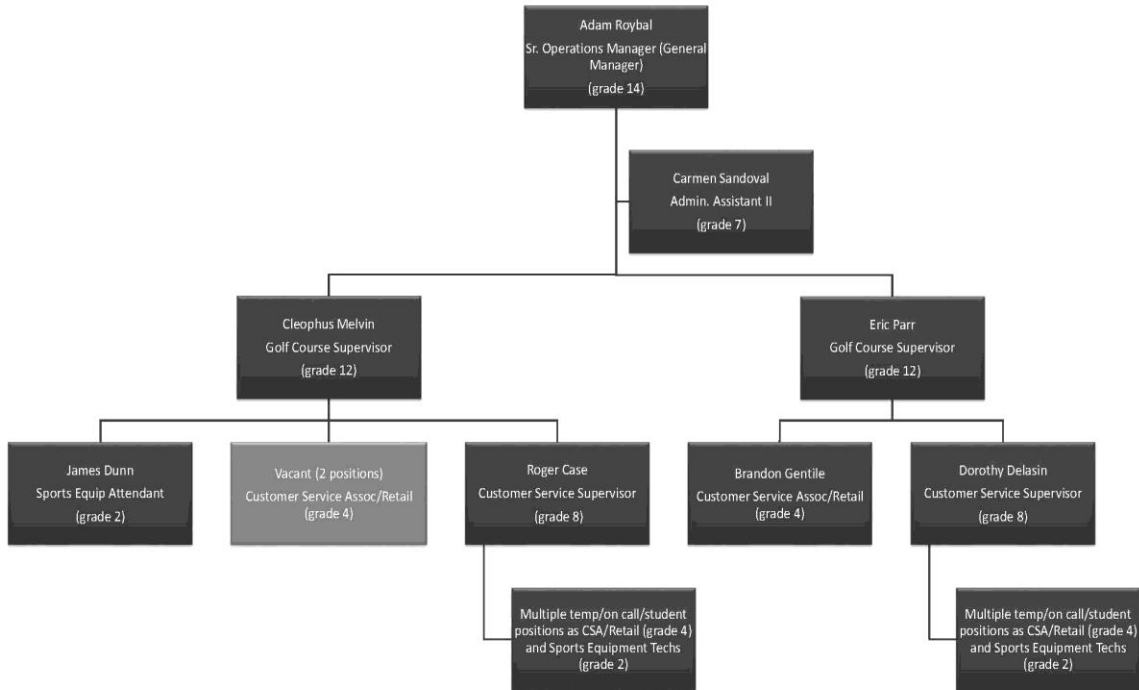
The UNM Golf Courses are essential University assets that embody ideals consistent with its standards of excellence. Maintain the golf courses at a high quality, championship level throughout every aspect of the golf operation. Manage with a commitment to service, emphasizing a welcoming environment. 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.

Vision

Be the best golf courses in New Mexico.

Organizational Chart

UNM Golf Courses
a division of UNM Institutional Support Services
 Departmental Organization Chart as of
 August 2017



S:\Operations\Policies & Procedures\Org Chart\Organization Chart PF18\Organizational Chart-Golf Course-August 2017

I. EXECUTIVE SUMMARY

Golf rounds played at the Championship course totaled **27,885** in FY16-17, on a par with the previous year. Golf rounds played at the North course totaled **28,529** a **0.2%** decrease from previous year. Championship course experienced a flat trend in rounds played while North course had a very slight decrease in rounds played from FY15-16. Furthermore, green fee revenues at the Championship course were consistent with the previous year while the North course had a minimal decrease of **.018%** for the same reporting period. Oversupply of golf courses in the Albuquerque area and lack of increase in demand for the game of golf continues to remain a challenge for both golf courses. Customer retention due to competition of market is also contributing to these figures. On the expense side, the Championship course increased total operating expenses by **.007%** and the North course decreased **7%** from the previous year. Factors contributing to the expense increase at the Championship course are a result from filling the vacant supervisor position. North course expenses decreased from previous year due to savings from the Mountain West Golf Scapes contract. However, both courses remained under budget for total expenditures.

Overall the golf courses reduced the allocation needed to break even from ISS to under \$500,000.

Ultimately, the golf courses continue to support and enhance the variety of recreational opportunities offered to UNM Students/Faculty/Staff, Alumni, University guests and public consumers.

II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

The Championship Course continues to support Athletics hosting both men and women intercollegiate tournaments every September. Also, promoting Athletics and the course nationally by successfully hosting the NCAA Women's Regional Championships in May 2017. Additionally, the Championship course continues to host various United States Golf Association (USGA), Professional Golf Association (PGA), Junior and fundraising tournaments throughout the year. The Championship remains the home of the First Tee of Central New Mexico fostering the environment to grow the game of golf. The championship course was also the site chosen for the film "Just Getting Started" in theaters December 8, 2017. <http://www.justgettingstartedmovie.com/>

The North Course continues to provide a unique venue for golf, open space, cross county and the neighborhood associations. We continue to work with Bernalillo County on the continuous phases of the agreement with the University. We continue to work with the neighborhood associations to protect the golf course and golfers while trying to provide an environment safe for humans and animals. We also continue to host the annual cross country meet for Athletics.

III. CURRENT/FUTURE PROJECTS

The golf courses accepted shipment of 93 new golf carts in August. 77 carts were delivered to the Championship course and 16 to North course. The golf courses collaborated with Institutional Support Services IT, UNM IT, Purchasing and Bookstore to implement a new point of sale system. The system went live in April without interruption. The North Course Phase II with Bernalillo County

and the Ford Utilities chiller plant was completed in June. Water being diverted will be tracked in FY18.

The Championship golf course is working with Real Estate, Ford Utilities and the NM Gas Company to install a very high pressure gas line on the west perimeter of the golf course. In doing so, the golf courses are helping ford utilities receive a \$50,000 credit from the NM Gas Company for this type of gas line.

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. Golf Course will continue to research golf industry trends and will continue to adapt to challenges facing the golfing industry nationwide.

IV. PERSONNEL APPOINTMENTS/SEPARATIONS

Staff Appointments:

Roger Case, Customer Service Supervisor

February 2017

APPENDIX D



FY 2016-2017 Annual Report

New Mexico PBS

Submitted by:

Franz Joachim, General Manager & CEO

<http://nmpbs.org>

Mission and Vision

Mission

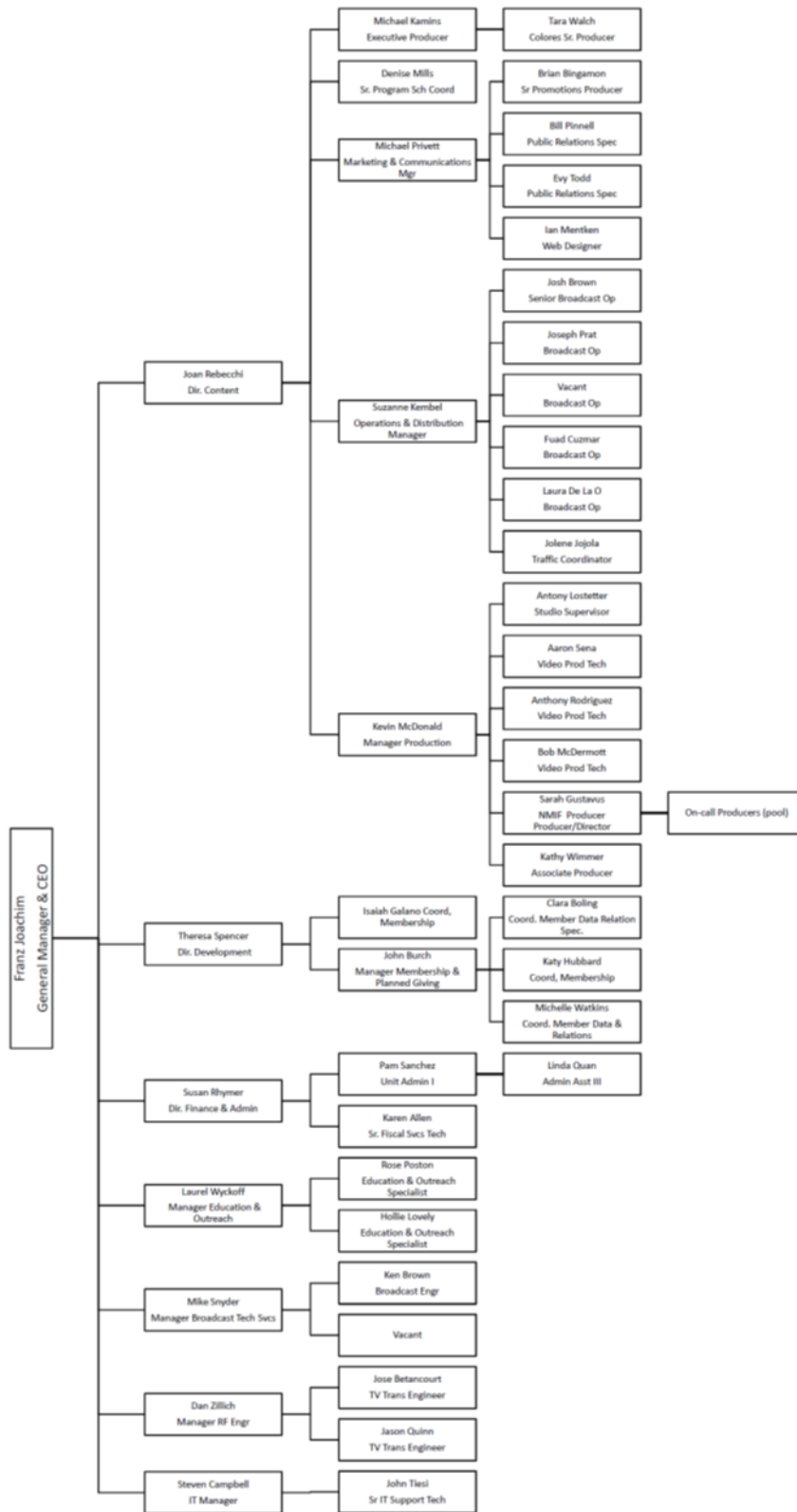
New Mexico PBS' Mission is to inform, engage, educate and connect New Mexico's diverse communities, reflecting their interests and needs through quality programming, services, and on-line content that can be accessed anytime, anywhere.

Vision

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

Prepared by Susan Rhymer



I. EXECUTIVE SUMMARY

New Mexico PBS began the fiscal year 2017 in solid positions with respect to finances, standing in the community and standing nationally as a PBS affiliate.

Key accomplishments during FY 17 included an exceptional 10% increase in development revenue over FY16 revenue. The station also had its best year of special project funding in the stations history, raising \$584,545 in private donations, earmarked for several local productions the station is producing. Despite declines in federal and state funding sources New Mexico PBS continues to be a vital educational resource for New Mexicans. Viewers are responding with their charitable gifts. We have successfully reversed the trend of declining corporate underwriting, made significant gains in endowments and bequests. 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. Ancillary revenue from leasing space at translator sites is improving.

| | FY17 Budget | YTD Budget | YTD Actuals | % of YTD Budget | FY Actuals FY16 |
|---|--------------------|--------------------|--------------------|-----------------|---------------------|
| Revenues: | | | | | |
| CSG grant from CPB | \$ 1,523,915 | \$ 1,523,915 | \$ 1,508,222 | 99.0% | \$ 1,447,656 |
| State Appropriation | 1,091,200 | 1,091,200 | 1,091,200 | 100.0% | 1,170,200 |
| Sprint Royalties and Other Royalties | 299,668 | 299,668 | 299,668 | 100.0% | 626,380 |
| Gifts/Memberships | 3,000,000 | 3,000,000 | 3,423,109 | 114.1% | 2,984,440 |
| Corporate Support/Underwriting | 299,715 | 299,715 | 430,377 | 143.6% | 378,784 |
| Ancillary (Video) Sales | 11,000 | 11,000 | 2,742 | 24.9% | 8,078 |
| Translator Leases | 95,770 | 95,770 | 100,027 | 104.4% | 97,871 |
| Broadcast/Production | 404,651 | 404,651 | 381,018 | 94.2% | 481,028 |
| F&A recovery | 5,000 | 5,000 | 12 | 0.2% | 11,367 |
| APS operational support | 20,000 | 20,000 | 20,000 | 100.0% | 20,000 |
| Use of reserves/misc | 330,489 | 330,489 | 107,421 | 32.5% | 306,605 |
| Total Revenues | \$7,081,408 | \$7,081,408 | \$7,363,796 | 104.0% | \$7,532,409 |
| Operating Expenses: | | | | | |
| Personnel | \$ 3,379,362 | \$ 3,379,361 | \$ 3,308,704 | 97.9% | \$ 3,271,911 |
| Dues/Memberships | 59,762 | 59,762 | 61,940 | 103.6% | 60,418 |
| Professional Services | 507,239 | 507,239 | 602,451 | 118.8% | 565,873 |
| Supplies | 73,191 | 73,191 | 90,188 | 123.2% | 54,866 |
| Pledge premiums | 259,481 | 259,481 | 281,723 | 108.6% | 300,237 |
| Syndicated Content/PBS program dues | 1,427,602 | 1,427,602 | 1,153,847 | 80.8% | 1,325,531 |
| Other Operating (DMW, Nielsen, postage) | 624,248 | 624,248 | 628,004 | 100.6% | 567,941 |
| Repairs & Maintenance | 202,919 | 202,919 | 172,538 | 85.0% | 181,528 |
| Telecommunications | 64,919 | 64,919 | 72,124 | 111.1% | 62,588 |
| Equipment Rental/Contracts | 32,889 | 32,889 | 45,354 | 137.9% | 37,090 |
| Taxes/Fees | 156,371 | 156,371 | 141,009 | 90.2% | 141,161 |
| Automotive | 22,731 | 22,731 | 13,726 | 60.4% | 12,173 |
| Utilities | 41,880 | 41,880 | 49,186 | 117.4% | 32,017 |
| Travel / Conferences / Mileage/Events | 47,520 | 47,520 | 27,323 | 57.5% | 79,692 |
| Total Operating Expenses | \$6,900,113 | \$6,900,112 | \$6,648,117 | 96.3% | \$6,693,027 |
| Transfer to (from) Plant | \$ 117,081 | \$ 117,081 | \$ 135,330 | 115.6% | \$ 280,000 |
| Transfer to Plant- debt service | 48,000 | 48,000 | 573,000 | 1193.8% | 48,000 |
| Total Expenses | \$7,065,194 | \$7,065,193 | \$7,356,447 | 104.1% | \$7,021,027 |
| Profit (Loss) | \$16,214 | \$16,215 | \$7,349 | 45.3% | \$511,382 |
| Fund Balance 6/30/16 | \$ 182,420 | | | | |
| Plant Balance 6/30/17 | | | | | \$ 1,586,838 |

New Mexico PBS channel 5.1 KNME continued to enjoy strong ratings, indicating a dedicated following. Aggregate ratings for KNME-TV channel 5.1 show that we remain in the top twenty most watched PBS station in the country, and regularly appear in the top five for specific evenings and programs. Day time ratings, specifically around our children’s block are competitive with the commercial offerings sharing the same day parts often outperforming all competition. However we are seeing weakness in the morning lineup for children’s programming. We attribute this to a concerted effort by New Mexico PBS and by PBS nationally to push families towards “second screen” viewing on tablets and smart phones for children’s programming, and even more significantly the launch of a new 24/7 PBS Kids channel on our channel 5.2. We have a robust platform for children with educational programming and educational games.

Our local impact enjoys continued success and increased relevance. With the launch of *Colores!* in FY 13 we 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 has incorporated that structure into their program. New Mexico PBS and the American Graduate initiative are fundamental to the Mission: Graduate structure as a key partner and media leader.

New Mexico in Focus remains the only state wide television program devoted to New Mexico public affairs and the analysis of local issues. New Mexico PBS also partnered with KUNM, NM In Depth, and UNM News Port, on the *People, Power, and Democracy* project that provided extended coverage of the 2017 Legislative session. *People, Power, and Democracy* leveraged the strengths of the four partners to provide multiple platforms for distributing content. More significantly the partnership with UNM’s Communications and Journalism department through UNM News Port provided multiple opportunities for student success while increasing the depth and scope of our coverage.

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. This was most apparent in our collaboration to make sure that EVERY citizen in New Mexico had access to a live feed of Governor Martinez 2017 State of the State address. Providing a live feed of the address to each Public Television station and Public Radio station as well as providing a live stream on the internet ensured that every citizen of the state had the opportunity to see the Governor’s address. New Mexico PBS also supplied our recording of the address for distribution nationally on CSPAN.

II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

Acting on Nielsen data demonstrating very low interest in KNME 5.2 V-Me, supporting the anecdotal evidence we have been relying on since its inception in 2007, we replaced V-Me with the 24/7 PBS Kids channel. In addition we launched a third KNME channel 5.3, FNX or First Nations Experience. FNX is a program stream with original content by and about Native Americans in the United States and indigenous peoples worldwide. KNMD 9.1 continues to enjoy some of the highest overall per capita viewership in the nation for the World channel and 9.2 Create demonstrates strong, growing viewership. This despite the fact that KNMD is still not available to 30% or more of our viewers on DirecTV or rural translators. With pending improvements in broadcast technology we plan to push the KNMD channel 9 program streams to rural populations in the next 5 years.

New Mexico PBS is one of the most watched public television stations in the country reaching almost 700,000 households each week. NMPBS continues to average in the top ten most viewed stations at least three times a week.

The total annual page views for our website increased from 1,043,356 to 1,342,252 page views in FY 2017, raising the monthly page view average from 86,946 page views to 111,854 page views. This represents a 29% increase in page views from FY16. Additionally, the bounce rate, which is the percentage of visitors who navigate away from a website after viewing only one page, decreased from 60% in FY 2016 to 35% in FY 2017, a 71% decrease, and the number of pages viewed per session increased from 2.2 pages per session to 2.8 pages per session (a 28% increase). Both the bounce rate decrease and the increase in pages viewed per session indicate our website visitors are having a better experience on our site, and finding more content worth exploring. Other signs of strength include a growth in YouTube video views from 57,268 in FY 2016 to 72,097 in FY 2017, a 26% increase, as well as an increase in the number of views to our schedule page, from 198,639 in FY 2016 to 350,443 in FY 2017, a 76% increase over FY16.

Our social media sites also saw growth in the past year. NMPBS Facebook fans have grown 18%, and our Twitter following has grown 17%. Along with the growth we saw on Facebook and Twitter, our Instagram following has increased 41% in FY17.

New Mexico PBS signature weekly public affairs show ***New Mexico in Focus*** remains the only state wide television program devoted to New Mexico public affairs and analyses of local issues. Topics covered by ***New Mexico in Focus*** in 2016-2017 NM opioid epidemic, Facebook plant in Los Lunas, Santa Fe soda tax, ART, homeless students in NM, high cost of child care in NM, New Mexico at Standing Rock, treatment for repeat DWI offenders, debate over the future of NM Monuments, economic impact of medical cannabis, ideas for improving high school and college graduation rates, future of Medicaid in NM and much more. This same ethos carries through our entire commitment to public affairs, to make sure vital information is available to every citizen of New Mexico.

COLORES! continued as a weekly local and national art series on New Mexico PBS. The 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 through a collaboration between New Mexico PBS and the Public Television Major Market Group (MMG), a public television affinity group.

In April 2016, NMPBS went on location to film *Nuestra Musica* at the Lensic Performing Arts Center. NMPBS turned this into a one-hour pledge special that featured some of the best of New Mexico's Hispanic folk musicians such as the legendary Toni Apodaca. This aired in August 2016.

The 2016-2017 fiscal year was another successful one for our Production Services division. Clients served included FOX, MSNBC, CNN, RT America, 124 Studios and Telemundo. We connected dozens of experts and pundits to these commercial outlets in both Albuquerque and Santa Fe. We also successfully navigated a significant threat to this revenue stream with a competing operation. Consistent quality, superior customer service, and diversity of service locations overcame a significant price differential.

New Mexico PBS production services division also works with a variety of organizations on fee-for-service video production, often helping University departments fulfill Broader Impact requirements for their grants. Some of the highlights include People, Power and Democracy, a collaborative reporting project focused on the 2017 legislative session. Media partners included KUNM radio, New Mexico in Depth and the New Mexico News Port at UNM. In addition, we worked with the Solutions Journalism Network on a series of pieces on challenges in rural New Mexico. We also helped record a three day conference on Decolonizing Nature at the Hispanic Cultural Center in April 2017. The conference was an interdisciplinary environmental justice project at sponsored by UNM. We are currently working with the organizer of that conference, Professor Subhankar Banerjee on a series of lectures this fall on the 6th Extinction Event.

As in years past, we also continue to help train and mentor the broadcast production professionals of the future. First and foremost, there is the lab for Communications & Journalism 360 that continues to meet in our studio. This Communication and Journalism class teaches students the basics of television production, from reporting, to shooting and editing news packages, as well as the basics of studio production: from studio cameras, to technical directing and running an audio board. We also continued to work with the New Mexico News Port students from the C&J department. Students have started working with the Producer of New Mexico in Focus, Sarah Gustavus, on producing a monthly education segment for the show.

New Mexico PBS continues to offer opportunities for a wide variety of students through paid internships and part-time employment. Fully 25% of the employees at NMPBS are UNM student employees. More on our current and former student employees can be found at our dedicated website for students, <http://www.newmexicopbs.org/community/students/>.

In coordination with United Way's Mission: Graduate Education summit in September 2016, NMPBS American Graduate hosted a luncheon and awards ceremony to recognize and award New Mexico's American Graduate Champions. One Champion, Lorilei Chavez of Bernalillo High School, was honored in the national broadcast for American Graduate Day in September 2016.

During 2016 we have provided approximately 1000 hours of satellite uplink service to PBS stations during the fiscal year, and reached approximately 107% of our annual goal. NMPBS has also renewed the distribution agreement with our largest client, Democracy Now! for the next fiscal year. We have also been deeply engaged with the new PBS Interconnection project and participated in the vendor RFP and selection.

We continued our partnership with UNM Continuing Education for the NMPBS Kids Summer Learning Camp. NMPBS trained instructors to use PBS Kids programming for camps that provided

hands-on activities for children while building their math and reading skills. In addition, NMPBS held Sci Girls camps based on the popular PBS program to investigate STEM activities.

New Mexico PBS membership raised \$3,251,052 against a goal of \$3,000,000 this fiscal year. That total is an exceptional 10% increase over FY16. Membership revenue success is attributable to:

Sustaining Gifts. (Sustaining gifts are monthly gifts auto-donated electronically and also auto-renewed annually.) One-fifth of our database is now comprised of sustaining donors acquired via on-air and direct mail efforts. The increase in the number of sustaining donors resulted in an increase of 39% in sustaining revenue.

Direct Mail Gifts. All direct mail sourced income increased by 21% for NMPBS. This increase is a result of better file selection and response coding.

In its second year the membership benefit, Passport (online streaming of archived programming), continued to offer an additional means of acquiring new members. To date, 1,470 new members have contributed through the dedicated Passport web page. That number accounts for 56% of the total 2,611 who donated through the web last year.

In FY17 NMPBS had excellent increases in revenue from new members as well as lapsed members. Revenue from new members increase by 30% and from lapsed members by 26%.

All of the above had a very positive effect on the number of supporting contributors to NMPBS. In July 2016 the total number of members increased 11% to 22,154.

New Mexico PBS received \$357,281 in estate gifts in Fiscal Year 2017. The station continues to cultivate these “additional” revenue gifts.

New Mexico PBS participated in National Estate Planning Week in October 2016 and mailed 113 estate planning books by request of donors. To date, NMPBS has 48 planned gift expectancies.

NMPBS raised \$585,545 in special project gifts. It’s the largest combined amount for documentaries raised by the station in its 59 year history. Gifts benefit the making of ***The Majesty of Music and Mathematics*** and ***Painting Santa Fe***.

In conjunction with our endowment partners, NMPBS raised \$34,000 through the Great Southwestern NMPBS Arts and Education Endowment. The fund is permanently held at the Albuquerque Community Foundation. Only annual payouts of approximately 4.5% are spent, ensuring the stability of the fund. Payouts benefit NMPBS programming. This year’s payout helped fund the documentary ***Painting Santa Fe***.

The station also earned two additional endowment gifts totaling \$122,000 to support future programming.

New Mexico PBS continued to make Payment Card Industry (PCI) Compliance a top priority for its donors by requiring annual staff training and strengthening security procedures across departments.

Due to falling corporate revenue, reflecting a stagnant corporate economic environment, New Mexico PBS reorganized the underwriting department. By outsourcing a majority of underwriting services and hiring a full-time administrative assistant, a former UNM student employee, the station was able to realize a higher net gain from the department. Underwriting revenue for FY17, from 46 underwriters, was \$293,428. This sum is relatively equal to the previous two years of revenue.

New Mexico PBS worked with Albuquerque Public Schools Capital Master Plan to include a capital request in the 2015 Mill Levy. Upon passage of the Mill Levy New Mexico PBS secured \$1.45 million to fund a variety of projects including purchase and installation of a new Broadcast Master Control automation system, as well as new equipment to streamline the distribution of our signals statewide. NMPBS completed the purchase and began installation of the new system. Final system integration is expected by September 2017.

Upon completion of the PBS V-6 interconnection test phase New Mexico PBS engineering and operations departments were selected to participate in the RFP process to implement the new interconnect nationwide. Two NMPBS managers participated in national committees to vet and negotiate pricing on a new comprehensive fiber and cloud based delivery system to replace the current satellite/ground station system. Through our work New Mexico PBS was chosen as one of eight Alpha test sites nationally, and the only University Licensee in the group.

The FCC (Federal Communications Commission) approved construction and operation of a translator for the Zuni Pueblo. This translator now serves over 8000 people who previously did not have access to a free public television signal. NMPBS was successful in securing a USDA Rural Utilities Grant to pay for the construction.

Using 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, 2016), Station Activities Benchmark Study (March, 2017), and Station Activity Survey (March, 2017). Significant CPB grants received during FY2014-15 were: Community Service Grant (\$1,310,164), Interconnection grant (\$24,776), Distance Service Grant (\$48,950), and Universal Service Support Grant (\$31,936).

NMPBS Education and Outreach hosted 2 training workshops at Sandia High School for APS Library Media Specialists in PBS LearningMedia. NMPBS Co-hosted education conference Attendance + Engagement = Graduation with Mission: Graduate. 6 American Graduate Champions were recognized during the luncheon event. NMPBS trained teachers at 5 APS Schools and presented to a meeting of the Charter leaders.

New Mexico PBS presented awards to eight American Graduate champions. One American Graduate Champion spot was chosen for National American Graduate Day broadcast from WNET. NMPBS Education and Outreach held screening and community dialogue with Santa Fe Birth to Career Collaboration using Independent Lens documentary ***Class of '27***.

Presented at NMPBS LearningMedia at Expand NM PreK Summit, NM PED STEM Symposium, the Mid-School Math National Conference, the Humanities and Technology (THAT) Camp, New Mexico Public Health Association Conference, APS Title I Family Engagement Conference, and Rio Rancho Elementary administrators and “Ed Techs”.

NMPBS Community Outreach Events included Indie Lens PopUp screening series at Albuquerque Center for Peace and Justice, Maya Angelou: and Still I Rise with New Mexico Office of African American Affairs at African American Performing Arts Center, ***The Bad Kids*** at RFK Charter High School, ***Chinese Exclusion Act*** with New Mexico Department of Health, Office of Health Equity.

New Mexico PBS hosted 12 Science Cafes featuring researchers from Sandia Labs, New Mexico Tech and UNM throughout Albuquerque and also in Los Alamos during Science Fest. Science Café’s are a Broader Impact forum featuring NMPBS programming along with research conducted locally. A

local scientist with specific knowledge of a topic covered by a PBS program holds a lecture for members of the community.

Through funding from the New Mexico Bench and Bar association New Mexico PBS produced a one-hour documentary on the history of New Mexico's federal court houses. ***Taming New Mexico: NM Federal Courthouses***. This program examined New Mexico history to the present through the lens of the federal court system, its judges and institutions. The program aired in May of 2017.

III. CURRENT/FUTURE PROJECTS

In partnership with the Santa Fe Symphony and the Santa Fe Institute, New Mexico PBS has begun production on a performance special called ***The Majesty of Music and Mathematics***. A combination of symphonic performance woven together with a narrative on the science and animation created by New Mexico PBS, this program investigates the fascinating intersection of Music and Math. The partnership has successfully secured full funding of an anticipated \$600,000 budget from individual donors for the completion of the project. In June, NMPBS taped one of the key pieces of ***The Majesty of Music and Mathematics***. Working with PBS NewsHour and Nova science correspondent Miles O'Brien we taped concert performances with the Santa Fe Symphony and narration with Santa Fe Institute mathematician Cris Moore. Filming of the interstitials for the production will take place in November 2017. This program will broadcast and be distributed nationally in the winter of 2018.

We are using the new local production, "Painting Santa Fe," and the previous productions, "Painting Taos" and "Painting Albuquerque" to bolster on-air pledge offerings from PBS. New Mexico PBS is planning a Local Production night during our December Pledge Drive.

In an effort to provide more intimate opportunities with donors, the station is hosting a trip to Ecuador and the Galapagos with local travel company Destination Southwest. The 10-day trip has a 20 person minimum. NMPBS receives \$500 per traveler. General Manager and CEO, Franz Joachim, will be the official host of the tour. Destination Southwest is the longtime group travel company for South Carolina Education Television, the state run PBS affiliate for South Carolina.

To increase the efficiency and security of our membership software, the station is moving its data to a cloud computing environment this winter.

KNME translator channels around the state, serving rural populations, have been significantly impacted by the FCC Spectrum auction. Eleven of our Thirty-Five translator channels will have to be surrendered to the FCC and T-Mobile for repurposing. NMPBS is currently working with the FCC to secure new channels for these affected areas. NMPBS is also working with PBS and T-Mobile to finalize a negotiated agreement through which NMPBS will be compensated for all costs associated with these channel changes.

New Mexico PBS has secured the cooperation of the Frederick Hammersley Foundation to produce a documentary on Frederick Hammersley as seen through his writings. ***In His Own Words*** is in pre-production and due to be completed by fall 2017.

NMPBS worked with UNM Professor Subhankar Banarjee to help livestream and record the Decolonizing Nature conference held around earth day at the Hispanic Cultural Center.

In December 2017 we held a screening of the premiere of *Victoria* on MASTERPIECE at the Lensic Performing Arts Center in Santa Fe. Over 600 people attended this highly anticipated series.

New Mexico in Focus is working with public media outlets in New Mexico to collaborate on a host of Public Affairs initiatives. The long term goal is to increase our capacity for enterprise journalism, while also giving journalists of tomorrow, from UNM, APS and elsewhere a chance to hone their skills. Funding is being sought from the Thornburg Foundation and the Kellogg Foundation, among others.

New Mexico PBS has begun work on a digital series NM and the Vietnam War in connection with the Ken Burns THE VIETNAM WAR series. In 2017 NMPBS launched a web site dedicated to our past and future Veteran's programming, and the first four segments of the digital series. A total of 10 segments for the digital series will be on-line by December 2017. We received a \$10,000 grant from WETA to produce the digital series. NMPBS also began the planning of a screening in Santa Fe for a one-hour highlight of the Ken Burns series at the Lensic Performing Arts Center. We are planning to turn the digital series into a documentary on NM and The Vietnam War. In addition, *New Mexico in Focus* has developed segments on homeless Veterans and jobs for Veterans. *COLORES!* also developed segments on Veterans arts.

NMPBS provided the New Mexico History Museum four interviews from our NM and The Vietnam War digital series that feature the experiences and perspectives of Vietnam War Veteran's Jane Carson, Tom Baca, Don Loftis and Jake Lopez. These interviews were included in the Museum's exhibition *Voices of Counterculture in the Southwest* which opened in April 2017.

New Mexico PBS is also working on a one-hour documentary called ***Painting Santa Fe***. This documentary focuses on the founding of the Santa Fe Arts Colony. It tells the fascinating history of Santa Fe's transformation from an adobe village to a world-renowned center for the arts. The film celebrates the history, artists, and patrons of this unique chapter in American art. *Painting Santa Fe* will broadcast in December 2017.

New Mexico in Focus is launching a monthly series on land, air and water issues across the state. Veteran environmental journalist Laura Paskus is the correspondent. The series will begin in July 2017.

NMPBS is collaborating with National Native News to develop a series of segments for ***New Mexico in Focus***. These segments will focus on the health and wellness initiatives in Native American Communities in New Mexico, Arizona and southern California. This is funded by an Annenberg Fellowship. These segments will begin in July 2017.

NMPBS is the lead organization in a collaborative reporting experiment funded by the W. K. Kellogg Foundation. Our Impact Fund project includes collaboration with KUNM and Generation Justice. We are working together to develop a new reporting model for covering education in New Mexico. Our aim is to identify new insights and potential solutions for addressing education issues by starting our reporting process with listening session with high school students. The goal is to identify areas of potential collaboration among our organizations and increase engagement with our current and potential audience through targeted social media and sharing our content. This will be broadcast in December 2017.

IV. PERSONNEL APPOINTMENTS/SEPARATIONS

Personnel appointments:

| | |
|-----------------------------------|--|
| 08/15/2016: Tafoya, Albert | Coord, Membership |
| 09/12/2016: Mentken, Oliver (Ian) | Web Designer |
| 04/01/2017: Allen, Karen | Promoted to Sr. Fiscal Services Technician |
| 04/01/2017: Sanchez, Pam | Promoted to Unit Administrator I |
| 04/01/2017: Quan, Linda | Promoted to Administrative Assistant III |
| 05/15/2017: Galano, Isaiah | Coord, Membership |

Personnel separations:

| | |
|----------------------------------|--------------------------------|
| 07/06/2016: Miera, Arianna C. | Coord, Membership |
| 10/07/2016: Rammelsberg, Ashley | Multimedia Assistant |
| 10/23/2016: Padilla, Denise | Contract & Grant Administrator |
| 02/28/2017: Douglass, Jodie | Account Exec/Broadcast Media |
| 02/28/2017: Quintanar, Jeannette | Sales Manager |
| 04/30/2017: Chavez, TC | Administrative Coordinator |
| 06/09/2017: Tafoya, Albert M. | Coord, Membership |

APPENDIX E



FY 2016-2017 Annual Report

Parking & Transportation Services

Submitted by:

Barbara Morck, Director

<http://pats.unm.edu/>

Mission and Vision

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.

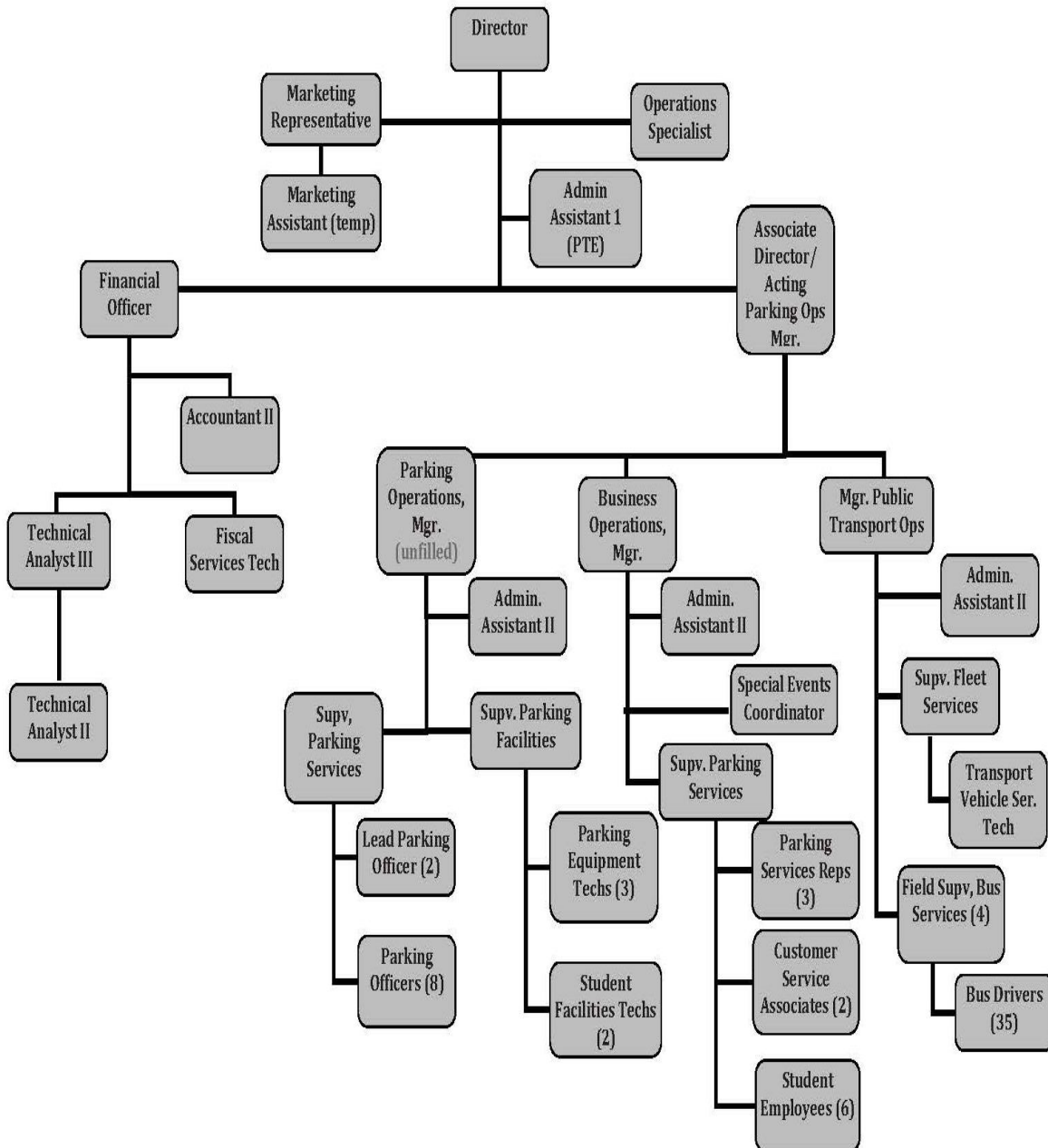
Vision

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

Organizational Chart

Organizational Chart

I. EXECUTIVE SUMMARY

According to a study conducted in 2013 by MR-COG, at any given time there are over 44,000 students, faculty, staff, visitors and patients of its various clinics on the University campus. To meet the parking and transportation needs of its customers, UNM Parking & Transportation Services (PATS) provides a range of services that include permit parking, visitor (hourly) parking, a campus-wide shuttle service, and alternative transportation programs such as the Bike Locker Program, Lobo Bikes, and the ABQ RIDE Bus Sticker Program.

Accomplishments over the past fiscal year include, but are not limited to: the sale of approximately 17,600 parking permits to faculty, staff, students, visitors, and vendors; transportation of approximately 1.6 million passengers on the shuttle service; provided parking services (traffic control, vouchered parking, parking attendants, etc.) for over 500 special events, and shuttle services for 223 special events, all of which resulted in additional revenue earnings of \$417,394; replace six (6) pay stations (Digital Luke) to be in compliance with UNM's PCI/EMV compliance activities; contribution of approximately \$439,000 in "goodwill" services to UNM programs and/or special events (e.g. reduced/free parking for Music Prep parents, Popejoy House Managers, Army/Navy Reserves Officers Training Corps, K-12 Workshops, various memorial services, the Lobo Food Pantry, etc.), and special event shuttle services (e.g. Government Relations, President's Officer, etc.); in hopes of reducing vandalism in the Cornell parking structure, purchased and installed E-Link system allowing PATS to "shut down" the elevator overnight; purchase of one (1) 40 ft. Compressed Natural Gas (CNG)-fueled shuttle bus for \$207,162; repair and maintenance (crack-seal, seal-coating and re-striping) of approximately 300,718 square feet (including outsourced work performed in T Lot); collaboration with UNMH PATS and PPD/PPD Engineering for the upgrade to the emergency lighting in the Lomas parking structure; stream-lining of sales systems for reserved parking spaces (departmental and individual), the Lobo Village transportation fees, and external customer permit renewals; initiated "billable customer" module and created an accounts receivable function within Flex (parking software system); on-going collaboration with UNM Gallup campus for permit control of their parking lots by providing access to PATS' parking software system (T2 Flex).

PATS continues to keep strategic and focused attention on how best use data to help guide decision making processes, and as a result experienced a financially successful fiscal year without any changes in permit rates, citation fine amounts, etc., and despite an otherwise stagnate state economic environment. In round numbers:

| | |
|---|--------------------|
| • <u>Revenues</u> – | |
| ○ Permits | \$5,059,016 |
| ○ Permits/Yale structure | \$1,056,442 |
| ○ Pay station parking/surface lots | \$807,384 |
| ○ Pay station parking/Cornell structure | \$803,887 |
| ○ Event Revenue | \$513,165 |
| ○ Citation fines | \$663,588 |
| ○ Other Income | <u>\$22,604</u> |
| | Total: \$8,962,083 |
| • <u>Expenses</u> – | |
| ○ Personnel | \$3,766,439 |
| ○ Taxes/Fees | \$987,866 |
| ○ Operating Costs | \$682,760 |

| | |
|--|-------------------------------------|
| ○ Transportation Costs (repairs, fuel, insur.) | \$406,385 |
| ○ Infrastructure Costs | \$94,475 |
| ○ Debt Service | \$1,730,819 |
| ○ Capital Expenditures | <u>\$1,251,790</u> |
| Total: | \$8,920,535 (plus \$5,548 “profit”) |

II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

ADMINISTRATION

PATS continued its push to improve effective and timely communication with both external and internal customers (e.g. UNM departments, the Albuquerque community, etc.), and to expand its network of communication outlets. Communication efforts included, but was not limited to, notification of pending parking lot/parking space closures, shuttle service disruption or detours, campus special events that could impact vehicular traffic, construction activities performed both on and around the campus (e.g. the City’s ART Project). PATS communication efforts included use of direct emails to customers (permit holders), social media (Twitter, Facebook, and Instagram), formal press releases through UCAM, etc. In addition, PATS continued to work closely and collaborate with other UNM departments also using social media, by sharing and re-tweeting information and notifications as appropriate.

Throughout the year PATS was in attendance at meeting across the campus and especially at those pertaining to construction projects that included, but not limited to: Popejoy, Farris Engineering, Karen Abraham Courtyard, HEB Domenici III, McKinnon Center for Management (Anderson School of Business), Physics and Astronomy Interdisciplinary Sciences (PAIS), Johnson Wellness Center, and Campus-wide planning. PATS also attended meetings with outside entities such as the City of Albuquerque, and the Mid-Regional Council of Governments (or MR-COG) as part of the Bicycle Friendly Community plan and the University Blvd. Bus Rapid Transit Study (formerly known as the Sunport BRT Study).

- As a team-building initiative that started in FY2016, PATS Management Team continued active participation in the “Speed of Trust”, which is a FranklinCovey system of team engagement.
- Oversaw all departmental operations and efforts, and providing guidance, direction and project management.
- Performed (annual) of all parking spaces on the UNM campus and updated associated Computer-Aided Design (CAD) maps of the parking lots and structures accordingly.
- Performed on-going evaluation of accessible (ADA) parking spaces, in effort to ensure equitable, adequate and appropriate access to all areas of the UNM campus is maintained.
- Continued collaborations with ASUNM and GPSA to host the bi-annual “Parking & Transportation Services Summit” to listen to and address student concerns about campus parking and shuttle services. Summits were held on Main campus on October 28, 2016, and on North Campus on February 22, 2017.
- Fully incorporated the new UNM Brand Guidelines in all materials produced by our department as required.
- As part of the effort to communicate and expand outreach efforts to customers and visitors to UNM regarding lot closures:

- o Published over 80 direct messages/Press Releases to various groups of PATS customers impacted by lot closures, heavy traffic, and construction.
- o Posted approximately 450 social media posts each month, communicating construction messages, traffic notices, orientation information, business operational updates, etc.
- o Ongoing collaboration with ISS' Communication and Marketing committee as well as other University communication and marketing members to help the University community up-to-date on potential impacts caused by (e.g.) the City's ART Project, campus construction projects, etc.
- Presented department overviews at over 100 various orientations and tabling events (including student resource fairs, UNM Housing events, UNM Sustainability Fair, New Employee Orientations, New Student Orientations, Transfer and Non-Traditional Student Orientations, and Family Connection Orientations).
- Incorporated the use of google analytics on website - pats.unm.edu - to gain a better understanding of customer's online habits and evaluate the effectiveness of current website. Used Google analytic data to determine the new structure of website when working on the website redesign.
- In collaboration with UCAM Web Team, worked extensively on layout and design of the new PATS website's redesign. In doing so, utilized new UNM branding, consideration ADA accessibility, with goal of making PATS' website mobile responsive.
- Created 45 various forms, flyers, maps and other informational materials for the department's internal and external use.
- Created and produced over 200 different signs for internal and external use.
- Complied results of PATS' 2016 Employee Engagement Survey and shared results with PATS and ISS management.
- Updated and added additional online "FormStack" form with goal of maximizing effectiveness of existing forms used by external and internal customers requiring (e.g.) special events services, access to Rover permits, Vendor/Contractor permits, etc.
- Produced approximately 7,000 temporary dash-board passes for programs like Music Prep, Student Success Services Center's (SSSC) advisement center, and other special events that require temporary parking permits. (Special event support).
- Began development of a "Sign Standards Manual:" for PATS to ensure cohesiveness across the distinct areas under the PATS' department regarding signage (e.g. parking lots and structures, special event parking, shuttle/transportation system, etc.).

BUSINESS OPERATIONS / FINANCIAL / INFORMATION TECHNOLOGY

- Performed required updates/upgrades to PATS' parking software system known as T2-Flex and FlexPort (the on-line business, purchase and payment interface with Flex)
- Contributed \$675,000 to Institutional Services Support's (ISS) capital program and UNM-funding.
- Contributed approximately \$439,772 in "goodwill" services (e.g. reduced or free parking, placement of barricades, special event parking/shuttle services, etc.) to various University programs and departments. Examples include the Music Prep program, US Forest Services, and the Lobo Food Pantry.

- In collaboration with ISS-IT and other ISS Departments, purchased and installed a centralized audio/video camera system in PATS' facilities including the Yale and Cornell parking structures.
- Despite a -2.09% decrease in revenue in FY2017 (\$8,926,083) from FY2016 (\$9,116,614), which was primarily due to continued decrease in UNM enrollment, PATS was able to meet departmental operating and most capital expenses, and provide financial support to the University through it's ISS contribution (\$675,000 in FY2017).
- Expanded the implementation of the "parking happy hour" (\$5 flat rate between the hours of 3pm and 12am) to include the Yale parking structure.
- Provided special event parking services (e.g. traffic control, vouchered parking, pay station validation codes, parking attendants) for over 500 events and shuttle services for over 220 events. These special event activities resulted in a revenue gain of \$417,394.

TRANSPORTATION

- Daily operations had a total of 1,594,186 passenger boardings during FY 2017: 1,501,217 passengers on regular weekday shuttle service; 92,969 passengers on shuttle service for 245 special events.
- During the FY2017, averaged Fall and Spring semesters, average 6,029 passenger boardings per day.
- Through the collaborative camera purchase with ISS-IT and other ISS-departments, purchased and installed security cameras inside of the Transportation building and outside at its exterior doors.
- Purchased three (3) new mid-sized buses - 2 unleaded buses and 1 CNG-fueled bus - for a total cost of \$286,891 (\$84,637 each for unleaded fuel, and \$177,617 for CNG-fueled).
- Surplused two (2) 40-foot CNG fueled buses and one (1) oversized van that had reached their useful life.
- Completed CNG tank replacement project on last 40-foot bus for tanks expiring in April 2017, for a total of \$25,917. The CNG tank replacement project saved PATS from having to purchase new CNG-fueled buses (at approximately \$207,000 per bus).
- At the start of the Fall 2016 semester and based on student input, implement the "Night Bus" route in place of the South Lot-Lobo Village-SSSC and G/Q Lot bus routes. The Night Bus operates Monday through Thursday from 7pm to 10pm, and is designed in such a way as to allow passengers to ride between south, north and main campuses without having to transfer between routes.

PARKING OPERATIONS

- 38,887 citations were issued by Enforcement Officers in FY2017. This activity resulted in a revenue gain of \$513,165.
- Focus Enforcement – Officers check vehicles parking in accessible parking spaces, to ensure the displayed accessible parking placards matches (for those placards issued by New Mexico) photo ID of user(s), and then check the placard against the NM Motor Vehicle Department's database to ensure validity of use per state law and as allowed by UNM Parking Regulations. Focused Enforcement activities were conducted on the main and north campuses, and yielded the following results:
 - o Valid Placards 24
 - o Invalid Placards 14

- o Confiscated Placards 0
 - o Unable to verify placard information/validity 9
- Repair and maintenance work performed in the parking lots and structures included but were not limited to: removal of graffiti in parking structures; placement and pick-up of barricades/signage for campus construction activities, special events, etc.; sign pole and/or signage placement/replacement; maintenance and repair of pay station equipment; posting of notices alerting customers of (e.g.) temporary lot and bus stop closures; striping and stenciling of parking lots spaces across campus including fire lanes, accessible parking spaces, “no parking” curbs, etc.; light maintenance of facilities (e.g. light bulb replacement, spraying for bugs, checking HVAC systems, etc.).

III. CURRENT/FUTURE PROJECTS

- Continue to work with Real Estate and PDC for the construction of a new parking structure on UNM’s Main Campus. As part of the preparation, a (draft) pro forma has been created that demonstrates estimated cost of construction, identification of funding sources for the cost of construction, terms and conditions of use, how on-going debt payment will be made (blending of permit and pay stations parking spaces) for the term of (e.g.) a loan, etc.
- In preparation for building of new hospital, begin conversations regarding a possible shared parking structure on North Campus.
- Complete installation a bus stop shelter in the T Lot.
- With the goal and intent of providing improved performance to customers, especially during fall permit sales when 75-80% of the year’s permits are sold, continue preparation for moving the T2-Flex parking software system to T2’s webhosted environment.
- Continue to work with UNM Gallup on their incorporating Gallup parking into PATS’ T2-Flex system. Steps include on-going training on proper use of Flex to track permits and customers/vehicles, permit/parking enforcement, etc.
- Future Capital Projects
 - o Refurbishment of the Q Lot, Mental Health Lot, and B-Bandelier Lot.
 - o Purchase of one (1) large capacity van (15 or more passengers) to replace similarly sized vehicle that has exceeded its useful life.
 - o Purchase of one (1) service vehicle to replace vehicle that has exceeded its useful life.
 - o Purchase two-three (2-3) new medium-duty and/or heavy-duty buses (CNG and/or diesel fueled) to replace same number and type that have exceeded their useful life.
 - o Install new PCI/EMV compliant credit card readers in pay station equipment located in surface lots.
 - o Working with MR-COG, continue to explore possibility of implementing a bicycle rental program, in partnership with the City of Albuquerque’s ZipBike program.
 - o Construction of a new parking structure for Main Campus.
 - o Reconfiguration of the A lot in response to changes created in the lot by the re-opening the Princeton intersection and closure of “No Name Road” (aka Vassar). Changes will also help address pending move of the entrance into the Cornell parking structure with the late-spring start of construction of the JCER project.
 - o In collaboration with Purchasing and Clean Energy, continue to explore possible fast-fill CNG fueling station to replace the existing slow-fill station.

- Internal Process Improvements
 - Continue to explore possibility of adding LoboCash use for payment of pay station parking.
 - Move annual renewal of Rover permits to the start of the fiscal year (rather than start of academic/permit year), using an auto-renewal process, with invoicing and payment via Index Code/Journal Voucher.
 - Continue to explore opportunities for improvement in operations and the provision of customer through more effective use of technology, training, improved communication and team work.

IV. PERSONNEL APPOINTMENTS/SEPARATIONS

This fiscal year has been especially challenging in regard to recruiting and hiring efforts. The learning curve created on all fronts with the change to the software used at UNM for posting, gathering, tracking, etc. open positions (UNMJobs), has made a timely hiring somewhat challenging. This challenge is seen more so in the student employment side, where it can take 2-3 months (or more) after interview before the prospective student employee(s) receives an official job offer. In addition, and as wages and benefits outside of UNM become more competitive, it has been more difficult to recruit and then through the interview process, find a pool of solid, qualified applicants.

At the end of FY2017 and in line with the deeper collaboration across ISS Auxiliaries and their associated IT personnel, the titles for PATS-IT personnel were changed to be in accordance with UNM-IT. Over the course of the year there has been an increased emphasis on the recruitment and hiring of student employees to assist Business Operations (permit sales and special event support) and Facilities Maintenance. FY2017, there were twenty-one (21) separations that included: one (1) Customer Services Associate, three (3) Bus Drivers, two (2) Parking Officers, one (1) Supervisor, Parking Services, one (1) Supervisor, Fleet Services, one (1) Parking Officer, one (1) User Support Analyst, and thirteen (13) student employees. The separations occurred for the following reasons: twenty (20) resignations (hired elsewhere or to a different position within PATS, schooling, graduated, did not re-enroll, or moved out-of-state), and one (1) relieved during probation.

Staffing

End of FY17 staffing was as follows:

| | |
|----------------------------------|--|
| 1 Director | 1 Associate Director |
| 1 Financial Officer | 1 Operations Specialist |
| 1 Accountant 2 | 1 Fiscal Services Tech |
| 0 Parking Operations, Manager | 2 Supervisors-Parking Operations |
| 3 Parking Equipment Techs | 2 Parking Services Tech-Students |
| 6 Parking Officers | 1 Manager-Public Transportation Operations |
| 4 Field Supervisors-Bus Services | 0 Supervisor-Fleet Services |
| 1 Transport Vehicle Service Tech | 34 Bus Drivers |
| 1 Technical Analyst 3 | 1 Technical Analyst 2 |
| 0 Technical Analyst 1 | 1 Business Operations, Manager |
| 1 Business Operations Supervisor | 3 Parking Services Representatives |
| 3 Administrative Assistant IIs | 2 Customer Service Associates |

| | |
|------------------------------------|-----------------------------|
| 1 Administrative Assistant I | 2 Lead Parking Officer |
| 1 Special Event Coordinator | 6 Student Employee-Business |
| 1 Parking Services Tech - Students | |

Hiring

Ernest Lucero, Bus Driver
Jesus Chavez, Bus Driver
Christopher Chavez, Bus Driver
Anthony Chavez, Bus Driver
George Franco, Bus Driver
Tracy Kirby, Bus Driver
Jacob Lassiter, Lead Parking Officer
Brenda Macias-Lopez, Marketing Assistant/Unit
Jacob Gamboa, Parking Equipment Tech
Dominique Roark, Parking Officer
Alex VanDisco, Parking Officer
Christopher Firor, Parking Officer
Kathleen Batt, Parking Service Representative
Brent Robare, Special Events Coordinator
Dexter Elliott, Student Employee - Business
Miguel Gonzalez, Student Employee - Business
Richard Paul, Student Employee - Facilities
Elijah Wolverton, Student Employee-Business
Jacob Hurst, Student Employee-Business
Rajani Budha, Student Employee-Facilities
Matthew Gomez, Student Employee-Operations
Wendy Brunty, Business Operations Supervisor
Jason Jaramillo, Fiscal Services (temp)

Separations

Constance Candelaria, Bus Driver
Kelvin Pouncil, Bus Driver
Melissa Warrick, Bus Driver
Eric Parker, Customer Service Associate
Jared Brown, Parking Officer
Alex Bradbury, Student Employee - Business
Evelyn Reyes, Student Employee - Business
Imani Campbell, Student Employee - Business
Michael Bianconi, Student Employee - Business
Rebecca Donelson, Student Employee - Business
Susan Taylor, Student Employee - Business
Mary Abeita, Student Employee – Business
Jason Jaramillo, Student Employee - Business
Pragya Lama, Student Employee - Business
Adrianna De La Cruz, Student Employee – Facilities

Richard Paul, Student Employee – Facilities
Seth Tinkle, Student Employee – Facilities
Sungcheol Choi, Student Employee – Facilities
Mark Russell, Supervisor-Fleet Services
William Quan, Technical Analyst 1
Robert Brown, Supervisor-Fleet Services

- PATS staff continue to serve as members of Staff Council: Tyson Eakman.
- Wendell Billingsley continues to work on a BA
- Eric Parker completed a Masters and was successful in securing a job in his chosen field!
- Staff Awards and Recognition Committee promotes a peer-nomination process for annual staff awards. The committee secured door prizes 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 The Cooperage; this year focused on Communications and Change Management.
- Transportation division held their annual bus “Roadeo” at the end of their summer training sessions. This is done as a way of celebrating the return of students for the start of UNM’s fall semester, and to continue to promote safe and effective driving, the 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 FY17 competition was Bruce Griffith.
- Inter-departmental teamwork continues to be promoted through department-wide contests and potlucks.
- PATS Supervisors, with sessions led by PATS’ Associate Director, all participated in the “Speed of Trust”, which is a FranklinCovey system of team engagement.

APPENDIX F



FY 2016-2017 Annual Report

Physical Plant Department

Submitted by:

Alfred R. Sena, Director

<http://ppd.unm.edu/>

Mission and Vision

Mission

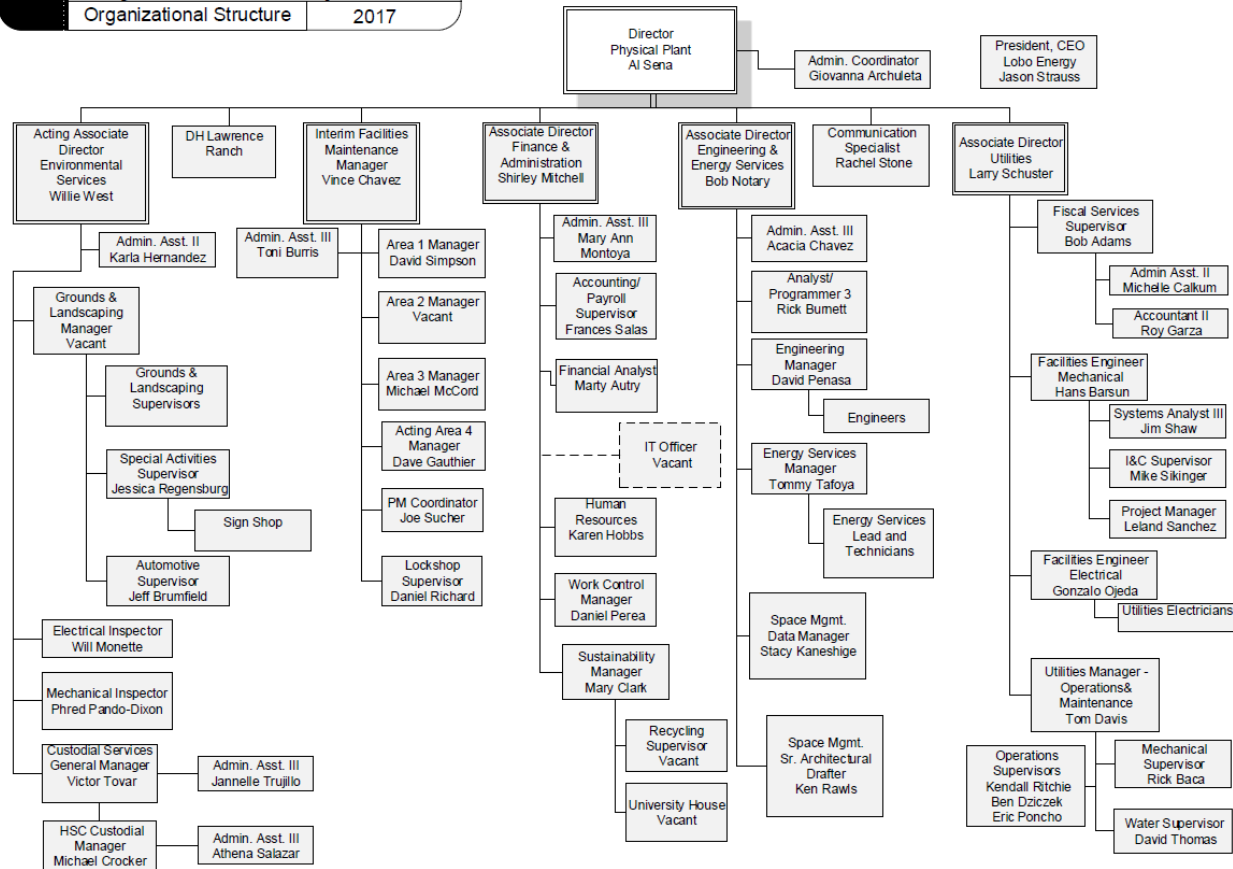
The Physical Plant Department's (PPD) mission is to consistently deliver effective programs and efficient facility services based on sustainable and collaborative outcomes aligned with The University of New Mexico's core mission.

Vision

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

Physical Plant Department
Organizational Structure 2017



10/9/2017

PPD Org Chart June 2017 Grayscale

I. EXECUTIVE SUMMARY

The Physical Plant Department is comprised of five divisions; Environmental Services, Engineering, Energy Services and Space Management, Finance and Administration, Facilities Maintenance and Utilities. During the year, each of the divisions supported the ISS goals of:

- Finance
- Customers and other Stakeholders
- Process Improvement/Quality Initiatives
- Human Resource Management
- Risk Assessment and Compliance

For PPD, the overarching objective of these goals was to continue to identify opportunities to reduce expenses and to efficiently repurpose those funds to improve facilities for our customers. Benchmarking, risk assessment, communication, process refinement, and employee development remained as primary strategies.

PPD continued collaboration with Lobo Energy to complete the identification potential opportunities of an Energy Performance Management program. Eight buildings were selected and approved for the investment grade audit, which was is 98% complete. The program will be finalized in FY17.

PPD's capital projects reporting via project book has been utilized to track project status. PPD's Remodel Group was reorganized at the end of the fiscal year and moved to the Planning, Design, and Construction (PDC) department.

PPD refined processes in several ways in FY17. The monthly financial review meetings were enhanced to include a review of key information from TMA. PPD also continued to revise the department policies and procedures manual. This project will is expected to be complete in FY17.

Lastly, PPD pursued several ways to improve employee performance and job satisfaction. PPD continued annual training programs for managers and supervisors. The program has refresher courses for critical personnel management processes as well as more general courses to improve supervisory skills. Basic computer classes were conducted in both English and Spanish. Personal finance classes were also conducted for Main Campus and Health Sciences Center (HSC) Custodial staff.

Budget Information:

Total Revenues:

- \$80,570,845

Total Expenses:

- \$79,604,972

Year-end Balance:

- \$965,873

Note: Includes Main Campus and HSC Operating balances

II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

Communications

The communications within the Physical Plant Department is in its fourth year and an important part of PPD's operations.

- Google Analytics have been gathering data on the PPD website traffic which was launched in May of 2016. Here are a few highlights for FY17:
 - There were 71,551 page views in FY17 (Google Analytics began gathering data in September 2016).
 - The top five pages are the home page (21,040 views), campus maps (14,750 views), space database (FAMIS – 7,423 views), lock shop (2,333 views), PPD staff (2,291).
 - The bounce rate is 62.93% which higher than the average. An “excellent” bounce rate is between 26-40%.
- PPD Communications received 29 requests from the media between July 1, 2016 & June 30, 2017, nine of them for Planning, Design, & Construction.
- PPD's Facebook page has been consistently updated, involving a variety of UNM issues, notifications, and stories.
- All employees within PPD received brand presentations from University Communication & Marketing. There were nine presentations given regarding the brand rollout for The University.
- PPD maintains Rocky Mountain APPA Board presence and has defined areas of improvement with regards to RMA's communications; most notably the RMA Facebook presence, RMA website, and delivery of RMA news, which often applies to PPD communications. Several accomplishments have been made:
 - UNM's Water Safety Program was published in the CAPPa Newsletter in 2016.
- A total of 22 news stories and press releases were written in FY17.
- Twenty-one PPD newsletters were produced in FY17.

Engineering, Energy Services and Space Management

- In-House controls replacement at Dane Smith Hall found fire alarm issues associated with the atrium smoke control system that was subsequently resolved. Engineering and Energy Services (EES) staff, in conjunction with the IT Alarms group performed a broader evaluation of all similar campus systems.
- The project book was developed to report on Engineering and Energy Services projects.
- Replacement of HVAC/Lighting was completed in CERIA, Domenici Hall/MRN, and Anthropology.
- Outdoor lighting projects in various areas (South parking lot, Redondo Dr., walkways for enhanced safety).
- Commissioning Services were completed on several projects including UNMH Eubank

Clinic, Cancer Research, Valencia Campus Chilled Water System,

- Completed storm water study and prioritization of future projects needed.
- Completion of water sustainability project that delivers cooling tower blow-down water from the Lomas Chilled Water Plant to the North Golf Course.
- Replacement of legacy energy control systems with campus standard systems at Continuing Education, Speech & Hearing, Domenici Hall, and HSSB.
- TMA access for managers to track technician time, assign work orders to technicians, track projects budgets and project progress, maintain stock room inventory, and streamline work orders index for proper charges.
- Deployment of the virtual warehouse allowed technicians to scan bar codes on parts, which allow for immediate adjustment to the stock count and charges the work order index as appropriate.
- Started a relationship with the UNM Cancer Center resulting in on-going maintenance agreement and revenue generation.
- Completed a high-level evaluation and recommendations for building systems needs at Clark and Castetter Halls in anticipation of PDC planning efforts for building renewal.
- Continuation of building main electrical gear and emergency generator replacements at Zimmerman, Popejoy and Economics.

Environmental Services

Automotive:

- Automotive technicians completed 2,255 service requests for University fleet vehicles.
- Implemented a head light refurbishing program to reduce costs to our customers for replacing lights.
- Painted the Automotive Center to improve working environment.

Custodial Services:

- Created paperless process and time saver by becoming proficient with iPads for weekly inspections and work orders.
- Purchased eight additional Kai Vacs to furnish each area of custodial services, which are compact and reliable. A no touch cleaning system for primarily restroom facilities, which greatly increases staff production rates while providing better service and healthier environments was also implemented.
- Utilized new technology such as the Hygiene program to verify cleanliness and identify problem areas.
- Main Custodial Services maintained over 3,862,742 cleanable square feet at an APPA Level 2 cleaning standard with 105 FTE's.
- The Health Science Center Campus Custodial Services has 34 FTE's and maintains over 1,073,393 of cleanable square feet at an APPA Level 1 cleaning standard. This was accomplished with a reduction of 12 FTE's.

- New shifts were implemented to provide better service to the campus community in the evenings and on weekends.
- Custodial staff training exceeded 4,960 hours. Topics included team cleaning, equipment use, floor care and mandatory compliance training.
- Implemented quarterly chemical inventory reporting to Safety Risk Services (SRS).
- Implemented chemical analysis tracking program.

Grounds & Landscaping:

- Maintained over 300 acres of campus landscape to APPA Level 2 standards with a staff of just under 40 FTE's
- Planned and project managed nearly eighty concrete sidewalk projects including coordinating with the Facilities Access Committee in the installation or upgrading of sidewalk ramps. Many projects required extensive advance communications and cooperation from numerous other departments.
- In addition, worked with the Facilities Access Committee and the Governor's Commission on Disability to continue identifying and upgrading handrails on campus. Ten rails were added or modified to bring into Americans with Disability Act (ADA) compliance.
- Worked with student groups to renovate several areas of campus during Fall Frenzy activities in October 2016 including the south side of CERIA, NW of Scholes Hall as well as other locations.
- In conjunction with Special Activities, staff tagged and removed over 60 bikes from campus.
- Continued drainage improvements along the pedestrian walkway north of Simpson Hall and on the west side of Domenici Mind.
- Over twenty storm drain inlets were identified and replaced in walkways for ADA compliance and storm water quality, with assistance from EES.
- Completed two storm water reduction and storm water quality projects including north of Woodward Hall and retention pond at "G" lot with support from EES.
- Pest management technicians responded to 894 request for service and completed over 230 preventative treatments and inspections, and reduced bird roosting sites.

Sign Shop:

- Sign Shop technicians completed over 576 signage requests.
- Coordinated with Parking and Transportation Services to update signage in parking lots and event direction signage.
- Created and installed Tobacco free campus signage for new campus policy on Main, North and South Campus, as well as, creating signage for UNM remote campuses.
- Created and installed firearms prohibited signs at all campus entry points for the UNM Police Department.

Special Activities:

- Special Activities staff completed over 863 work requests for moves, event support and equipment rental.
 - Spent over 1,066 hours on graffiti removal.
 - Completed transformer quarterly maintenance, Lobo box maintenance, recycling of all fridge/freezers and pallets.
 - Major moves: Anderson School of Management, BBER, and Johnson Gym.
- Worked with Accessibility Services to remove & install ADA tables and chairs in classrooms to accommodate student needs each semester.
- Installation and removal of banners throughout campus.
- In partnership with grounds, staff tagged and removed abandon bicycles from campus.
- Installed and refurbished outdoor furniture at numerous locations on campus.

Finance & Administration

- A Lunch with the Director program was initiated in February. Each week ten employees are randomly selected from the five divisions of PPD to have lunch with the director. The employees are given an opportunity to share what they like about working at PPD; what they think is done well. They are asked if they have any suggestions for improvement and what we can do better. The lunches have been very successful. Management has been able to research and resolve some issues that were brought to our attention, and consider solutions to issues that need to be addressed. Once all employees have had an opportunity to participate in lunch, the program will recycle.
- The PPD Trades Training Program was enhanced to allow Trades Training Program participants the ability to use Tuition Remission for classes taken at Central New Mexico Community College (CNM). The registration and payment processes were mapped out with officials from CNM. Our first Trades Training Program participant starts the HVAC track at CNM this fall.
- PPD continued with its monthly review process for Financial and Capital Project Reporting. Key information from TMA is reviewed each month with Area Managers to ensure critical tasks are completed timely. Meetings continue to be conducted with the Director, Associate Directors, and Managers of each division. Budgets, Year-to-date Expenditures, and anticipated Balances are reviewed for all Operating Indexes. Completion Dates and projected Budgets are reviewed for all Capital Projects managed by PPD.
- Working with Contact Wireless, PPD staff implemented a texting program that will increase the timeliness of reporting and addressing potential issues in our high-traffic buildings. Signs were placed in the restrooms of several Main Campus and HSC buildings alerting the occupants (staff, students, and the public) to text PPD with issues. Information is relayed to the Work Control staff who then generate a work order or phone call, depending on the urgency.
- Management of PPD Asset Inventory was reorganized and an electronic filing and

communication system was put into place prior to the annual inventory review in the spring of 2017. By the end of FY17, almost all paper communication with UNM Inventory Control was accomplished by e-mail, saving time and documenting transmission of required responses.

- UNMJobs was replaced with a new talent management system. The PPD HR staff attended training classes and participated in testing of the new system. Training was conducted for all PPD staff who were impacted by this change.

Accounting:

- The Accounting Department continued the process to eliminate LoboTime “Buff sheets”. Finance & Administration and Engineering & Energy Services were the original pilot groups. Remodel, Lock shop, and one Maintenance & Operations area (Area 1) began using the process this fiscal year. Timecards are now reviewed and approved in Lobotime by the employee and supervisor; eliminating the need for after-the-fact reporting of time.

ISS IT:

- In January, the process began to transition the PPD ISS IT team into the Main Campus IT organization. The Main IT group is using a phased in approach whereby all IT staff will report to the Main Campus IT group, but still provide the same level of service to PPD and other departments within ISS.
- ISS IT completed the update of the Mitchell System (automotive billing system) and updated the computer systems to support the new version.
- ISS IT implemented System Center Configuration Manager (SCCM) which will allow them to push out updates, install software during off hours, and manage software licensing, thereby preventing down time for employees during regular working hours. This also reduces the time it takes for IT staff to implement changes, allowing technicians to focus on other tasks.
- ISS IT participated in a volume purchase of replacement computers, allowing departments to purchase at a savings of up to thirty percent off systems. This also standardizes computer systems across campus. This allowed PPD to purchase 44 replacement computers, and a total of 96 across all ISS departments.
- ISS IT coordinated the purchase and installation of several camera systems around the PPD complex to provide greater security for staff and property.

Recycling & Sustainability:

- The Office of Sustainability created the Sustainability Council with faculty, staff, and students from across campus. The Council meets monthly to discuss collaborative projects and improving communications about sustainability at UNM.
- The UNM Green Fund was modified to only fund student projects on campus. This provides an opportunity to allow students to expand on their ideas and passion for sustainability through project implementation and community engagement.
- Recycling Services conducted a thorough review of its billing and work processes to become more cost-effective and efficient.

Work Control:

- This year PPD initiated and completed 61,466 work orders. This included 30,125 Corrective Maintenance work orders and 31,341 Preventive Maintenance work orders. PPD uses TMA as its computerized maintenance management system. A total of 4,998 phone calls were received by Work Control staff during this fiscal year.

Maintenance & Planning

- The Maintenance and Planning division completed 41,480 work orders last year. That equated to \$9,241,744 in cost.
- The PPD Safety committee continues to promote staff safety and awarded five safety awards, which allows for one day off with pay. The committee has established a tab on the PPD website. It will be used to drive safety topics and be a location for safety videos, award nomination forms and communications from the committee. The department had twelve reported accidents from June 2016 to July of 2017.
- All area maintenance staff received four hours of training in customer service and;
 - o Electricians received training in NFPA 70B.
 - o Plumbers received steam systems and water treatment training.
 - o HVAC technicians attended vibration and alignment training.
 - o Structural techs received concrete and block repair and maintenance training.
 - o All area managers and supervisors attended several trainings. Topics included bargaining unit, FMLA and OSHA 10 cards. Total cost of these programs was approximately \$32,654.00
- The maintenance areas continue to improve the completion rates of preventive maintenance works orders. They completed 24,190 preventive maintenance work orders or 58.8% of total work orders. They completed 41.25% corrective work orders. This trend indicates a reduction in the corrective work required. The trend continues to improve year to year and could become a factor in reduced future budgets and services.
- Elevator hydraulic cylinders in Fine Arts were replaced. The department's elevator program completed projects upgrading elevator code deficiencies and added hydraulic leak containment to prevent future environmental contamination. Safety stops were replaced at the football stadium. As part of the renovation of Farris Engineering building a completely new machine room-less traction elevator will be installed. These units are our new standard and reduce space needed for the hoist way and increase efficiencies. Elevators at Zimmerman Library are being evaluated for renovation.
- UNM continues to be a leader with a comprehensive, hazard analysis and critical control point based water management plan (HACCP). This year the committee developed a campus wide water and bottled water dispenser cleaning protocol. It also began the verification phase of the program. Good progress was made verifying our prevention measures are effective. The verification rate is 35%. Areas along with the PM coordinator completed four quarterly sets of total bacteria and legionella water test. Two hundred sixteen individual tests were completed, one test came up positive at the Research Park

and was immediately corrected.

Utilities

- The division ended the fiscal year with a \$231,000 deficit. This was due primarily to a requirement that a payment equivalent to the retired \$314,000 debt service for the North Campus Sub-station be continued.
- The Ford Plant had a loss of utility controls failure at the end of the year. The plant failed to “island”, i.e. provide continuous power to the plant during loss of utility power, numerous times during the year. The division engaged in a rigorous evaluation to determine and correct the cause(s), which is ongoing.
- A contract with New Mexico Gas Company (NMGC) was executed to extend 400 psig high pressure natural gas to Ford Utilities Center. This will allow the plant to run its gas turbine-generators without the gas compressors, resulting in improved reliability and reduced costs. The project is expected to complete in December 2017.
- The tunnel security system was upgraded which included cameras being added at each plant.
- Thanks to the generosity of a donor, the final increment of matching funds combined with a bond match was used to install a 127kW solar PV system at the Valencia Campus.
- Gas Turbine Generator (GTG) #2 tripped numerous times during rainstorms, causing significant demand charges. The cause was determined and eliminated. Several control valves on the gas train piping preventing turbine startup were replaced.
- The plant’s Rockwell control system was upgraded to the latest hardware and software.
- Several sections of domestic water pipeline were replaced as part of a replacement program and included some due to failure.
- All units requiring testing passed their Air Quality Permit emission’s tests.
- The division completed a series of projects that upgraded the protective relay and metering schemes, improved load voltage monitoring, and moved alarm monitoring to the Ford Utilities Center control room.
- The Ford GTG#1 blackstart generator, and Central substation battery systems, including new battery chargers were addressed. Uninterruptible power supplies were installed on both heat recovery steam generators.
- The plant completed coordination, short circuit, and arc flash studies for the 480V switchgear for the Ford Electrical Distribution System. Work included implementing settings and stickers for each device.

III. CURRENT/FUTURE PROJECTS

Communications

- Rachel Stone continues to write stories for the PPD News and UNM Newsroom; as well, as press releases. Her duties will expand to include all media relations within ISS and serves as the “Logo Liaison” for ISS departments who do not have a dedicated marketing/communications staff member.
- Rachel will serve as chair of the ISS Communication & Marketing Committee.

Engineering, Energy Services and Space Management

- Deploy Energy Service contract with YESCO as part of the Investment Grade Audit.
- Continue the Space Data Update by working with departments to ensure space data is accurate in configuration, classification and assignment in FAMIS.
- Implementation of storm drainage augmentation projects on central campus as prioritized by recently completed Storm Water Study.
- Continuation of HVAC and lighting replacement projects in various campus buildings to increase system reliability and energy efficiency.
- Commissioning of HVAC and lighting systems in accordance with LEED and campus standards in various projects.
- Support of capital projects in design and construction phases including system commissioning and HVAC control system programming, various building projects, and Smith Plaza renovation.
- Continue the systematic replacement of legacy INET control systems that no longer have replacement parts available.
- Student Residence Center replacement of underground domestic water distribution systems throughout the complex with construction anticipated during summer 2018.
- GIS Mapping of storm drainage system will be a pilot program for Area 3.
- FAMIS database update and continuation of Space Utilization Initiative.
- Continue to market commissioning services to improve building performance and generate revenue.
- Training program for PPD Area maintenance technicians on control systems.
- Continue to market controls maintenance contract to auxiliaries, branch campuses and UNMH
- Increase the number of Energy Services staff to meet growing needs of HVAC control system operation and allow for an increase in revenue generating controls installation work.
- Modify organization structure within the Energy Services group to increase ability to accept revenue generating work and ensure emphasis on control system and building

system performance.

Environmental Services

- Evaluate the Grounds and Landscape division for implementation of new shifts to also provide additional services to the campus community
- Pursue revenue enhancement opportunities with all divisions to offset funding reductions. This will especially apply to the Sign Shop and the recently acquired 3-D printer.
- Continue CNG tank replacement on university vehicles to keep costs down and extend vehicle lifespan.
- Incorporate trash compactor locations with current building projects to reduce refuse removal costs.
- Continue installation of deterrents to reduce bird roosting and nesting on buildings and structures.
- Renovation of the Duck Pond.
- Fully staff vacant positions.
- Custodial Services is to improve customer relations with quarterly meetings with their clients by informing them of new changes, custodial services job description, duties and expectations.
- Continue to implement equipment tracking program by video in-house equipment training library for Custodial Services.

Finance & Administration

- PPD will continue to work with the Main Campus IT Department to complete the transition of the ISS IT function into their organization. Budget impact related to this change will be evaluated and presented to the senior management team in early 2018.
- The Accounting Department continues to add other departments to the new LoboTime approval process to eliminate LoboTime “Buff sheets”. The remaining three Areas (Area 2, Area 3, and Area 4) will be added early FY18 with a goal to have all Areas following the new process by October 2017. Special Activities, Sign Shop, and Automotive will be added in the latter part of calendar year 2017 with a goal to have those departments using the process by calendar year end. Following this new process will eliminate the need for after-the-fact reporting of time.
- The Trades Training Program will be expanded to include other job grades and positions within PPD. We will first review the Facilities Services Tech positions to see if there are opportunities to prepare them for future HVAC, Electrical, and Plumbing positions. PPD has had difficulty recruiting for these positions due to a high demand for trade positions in the Albuquerque market area.
- There is no redundancy for the monthly billing process. This process will be documented by the Financial Analyst to ensure there is no interruption of service for this high-priority task. Thorough documentation of this task will minimize the potential impact of this

critical process.

- The Accounting Department completed an evaluation of asset depreciation for all vehicles and large equipment owned by PPD. Recommendations for a phased-in approach will be made to the management team for consideration.
- The monthly review process for Financial and Capital Project Reporting will be enhanced for all divisions of PPD. Key information from TMA will be reviewed each month to ensure appropriate emphasis is placed on all critical areas. Meetings will continue to be conducted with the Director, Associate Directors, and Managers of each division. Budgets, Year-to-date Expenditures, and anticipated Balances are reviewed for all Operating Indexes. Completion Dates and projected Budgets are reviewed for all Capital Projects managed by PPD.
- Management will identify options to address the security concerns brought to our attention by the custodial staff. The majority of our custodial staff begins their day at 4:00 am. There is concern for their personal safety when traveling between their parked car and their work location. Providing a shuttle for the staff is an option under consideration.
- In an effort to improve communication within PPD, management will review the possibility of using electronic boards to communicate timely information. The boards would be located in each of the central areas. Documents will be posted in both English and Spanish.
- Recycling Services will hire a new supervisor and that person will be tasked with using TMA to create PM's for all recycling routes and work processes.

Maintenance & Planning

- Complete renovation of the first floor bathrooms at Social Sciences, at a cost of \$200K.
- Replace Reznor units with Aeon's HVAC units on the roof of the Mattox sculpture center at a cost of \$100K.
- Replace the leaking windows in the atrium area of the New Art Building, cost \$150K.
- Replace the roof over the original Natatorium pool at Johnson Center at a cost of \$250K.
- Replace the roof at Simpson Hall at a cost of \$150K.
- Replace skylights over Castetter Hall atriums at a cost of \$185K.
- PPD Safety committee produced a safety video to share with the campus in September. The video can be viewed on the PPD website.

Utilities

- Ford Utilities is conducting a loss of utility testing at their facilities. A complete review of all required control sequences to allow the plant to successfully continue operation during a campus power failure is underway. Several deficiencies have been corrected after power failure simulation testing.
- A high-pressure gas line is in process of being extended to the Ford Utilities Center.

Several GTG trips have been attributed to the gas compressors. The gas compressors will be removed and salvaged, if possible.

- An approximately 70kW PV system will be installed at the Valencia campus. This is Phase II of the PV system.
- ECAP utilities billing implementation is currently in the commissioning phase of the system. Once the remainder of the bugs are worked out, we will go live. Estimated completion September 28, 2017.
- Required engine and reduction gear replacement of GTG #1 is scheduled.
- Replace the Trane chilled water control system with an expansion of the recently upgraded Rockwell controls.
- Evaluate the current and future campus chilled water and steam load profiles to determine how best to supply needed additional cooling capacity to the campus. The effects of the coming construction of new large facilities including the Physics and Interdisciplinary Science Building (PAIS), McKinnon Center for Management and the expansion of Johnson Center on these profiles is also being evaluated.
- Determine metering and data management needs to restructure I&G Utilities billing process from a lump-sum amount to building-by-building billing using ECAP. Assign responsibilities of Fiscal Services Supervisor and Accountant II accordingly.
- Perform complete preventative maintenance inspections of switches and transformers at Central and North Campus Substations. Replace substation class battery system.
- Pursue the use of iPads in conjunction with TMA, and evaluate their use for gathering plant operating data.
- Develop a comprehensive plan for replacement of remaining old domestic water piping.
- Revise and update the Utilities Division Construction Guidelines and integrate them with the PPD Engineering & Energy Services Design Standards.
- Review and expand Division Standard Operating Procedures.

IV. PERSONNEL APPOINTMENTS/SEPARATIONS

PPD began the year with 419 staff members. Twenty-four employees joined our team this fiscal year. Seventy-two employees were separated (retirement, resignation, transfers, etc.) ending the fiscal year with 371 PPD employees. These totals exclude student and on-call employees. The department also welcomed a new director the last week of the year.

APPENDIX G



FY 2016-2017 Annual Report

Planning, Design & Construction

Submitted by:

Amy Coburn, University Architect / Director

Rick Henrard, Director

<http://pdc.unm.edu/>

Mission and Vision

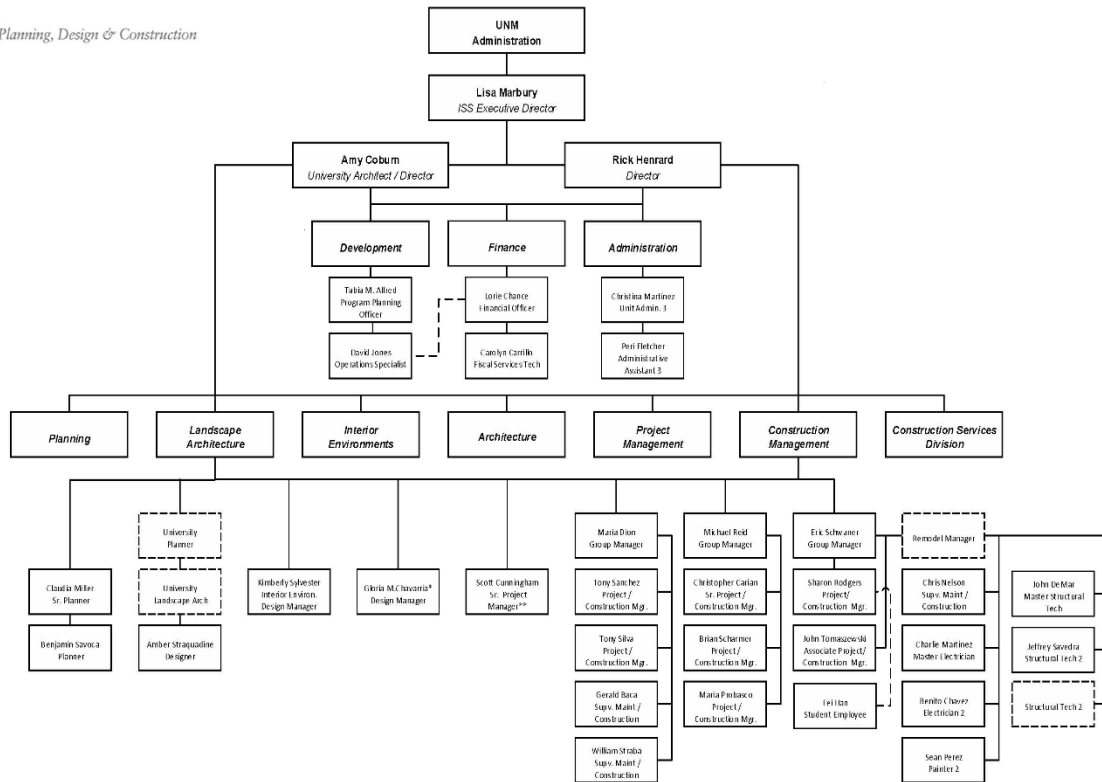
Mission

To steward UNM's campus identity and lead capital development to create outstanding environments.

Vision

Great spaces for great people doing great things!

Organizational Chart



* Lobo Development Staff
 ** Consulting Staff
 □ Vacant Position

I. EXECUTIVE SUMMARY

UNM Planning, Design & Construction (PDC) has had a very successful year relative to primary responsibilities for project development, project management, internal operations and customer service. A significant accomplishment has been the successful merge of two independent ISS business units, Planning, Design & Construction with the Physical Plant Department Remodel. The combination of ISS service units generate administrative and organizational efficiencies.

The goal of the unit merge was to create seamless delivery of professional support services and to facilitate best practices in capital project planning, project management and various construction delivery on behalf of our internal clients and external partners. While the merge was a response to operating and project management deficiencies identified within PPD Remodel, the merge was a strategic move to provide more consistent project management and delivery to our internal clients. Improved cross pollination, training, capacity of skill sets and overall opportunities for the staff are anticipated outcomes of this business merge.

PDC currently operates with two business models, Instruction & General (I&G) and Internal Service Unit (ISU). Separate funds and revenues combine to meet an operating cost of \$2,863,000. Fiscal Year (FY) 16/17 PDC ended with a positive balance of \$314,262. Projecting forward, PDC's financial outlook for FY17/18 looks very positive and even more so for the subsequent year, contingent on execution of all major capital projects currently outlined.

PDC had another productive year completing high quality professional management of thirty-one (31) projects. These projects were all completed on time and on budget. This was a significant increase (65%) in total number of projects completed compared to the twenty (20) projects in the prior FY16. Of the thirty-one projects completed, twelve (12) were major and nineteen (19) were minor capital projects. PDC's current development program represents a dramatic increase in larger, major capital projects. These projects will generate fees and a larger revenue stream to support a healthy department budget for the next several years.

Another area of revenue for PDC has been scope associated with UNM branch campuses, specifically Gallup, Taos, Valencia and Los Alamos. Project management at branch locations is projected to have sustained work similar to the previous year with ongoing projects.

PDC Construction Services has continued to be an important business unit, allowing adjustments to delivery methods based on revenue available and internal workload capacity. As major capital revenues have increased, PDC has been able to reduce PDC Construction Services fee generation. Construction Services provided just 1% (\$153,697) of total revenue for FY16. This is a significant reduction compared to percentages in previous years: 7.5% in FY16; 11% in FY15; 24% in FY14, and 41% in FY13. Careful management of Construction Services will allow unit to concentrate more on general project management for revenue and less on general contracting projects. PDC Construction Services completed a large project (Coronado) after the FY along with the current HSC Café project that will produce and reflect in larger fees generated for next FY.

PDC has also been successful in generating revenue with management oversight projects. These projects are relatively limited in work scope compared to normative PDC fee-based projects. Scope of work, responsibilities and negotiated hours are determined and approved. This service provides another important professional service within our PDC business model and to our UNM community.

This year PDC generated \$31,200 in revenue compared to \$11,118 in FY16 and \$12,725 in FY15. While these are small in number relative to total operating expenses, these scopes serve to provide another important professional service within our PDC business model and to our UNM community.

PDC and its performance continues to look positive going forward. Several of our large capital projects are nearing completion with HEB3 and Farris by Fall 2017 and MCM by March 2018. PAIS, our second largest project in UNM history starts construction in early Fall 2017, along with Smith Plaza and JCER later in 2018. This period represents peak workload. This decrease in large major capital projects lends PDC to adjust to smaller size projects while increasing Construction Services opportunities to support some of the revenue stream.

Throughout FY16 PDC has provided high quality, professional leadership motivated by a commitment to professional best practices, resource conservation, and campus stewardship. PDC is comprised of leaders and committed contributors with strong professional guidance. PDC has strong practices in place and seeks to improve efficiencies, process tools, management while minimizing risks. We look forward to another highly productive year of delivering excellent projects for an enhanced and sustainable environment for our UNM community.

II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

PDC Project Intake

Project Intake has seen a slight decline of requests from the campus community over FY17. The distribution of the work is still holding at a nearly 60% from Central Campus and 20% from HSC Campus. The project types show an increase of renewal requests vs. renovation as well as an increase of furniture/equipment requests. This shows a mindset of re-use or re-configure rather than new in the campus community. We are beginning to track requestor groups for FY18 reporting, which will show who are our campus customers (i.e. Academic, Athletic, Museum, Research, Business, etc.).

| TOTALS FY17 | | | | | | |
|-------------|-----|-----|-----|-------|-----|---------|
| BY CAMPUS | 387 | | PDC | PPD-R | PPD | Deleted |
| CENTRAL | 239 | 62% | 63 | 139 | 26 | 11 |
| HSC | 96 | 25% | 25 | 52 | 15 | 4 |
| NORTH | 23 | 6% | 5 | 16 | 2 | 0 |
| SOUTH | 8 | 2% | 1 | 5 | 2 | 0 |
| OFF SITE | 2 | 1% | 1 | 1 | 0 | 0 |
| BRANCHES | 19 | 5% | 0 | 0 | 0 | 0 |

| | | | | | | |
|------------|---|-----|---|---|---|---|
| Gallup | 7 | 37% | 3 | 4 | 0 | 0 |
| Rio Rancho | 0 | 0% | 0 | 0 | 0 | 0 |
| Valencia | 9 | 47% | 0 | 8 | 0 | 1 |
| Taos | 1 | 5% | 1 | 0 | 0 | 0 |
| Los Alamos | 2 | 11% | 2 | 0 | 0 | 0 |

| | TOTAL FY17 | |
|----------------------|------------|-----|
| PROJECT TYPES | 387 | |
| Renewal | 198 | 51% |
| Renovation | 96 | 25% |
| Furniture/Equipment | 49 | 13% |
| Maintenance | 21 | 5% |
| Site/Landscape | 15 | 4% |
| Planning | 5 | 1% |
| Code Compliance | 2 | 1% |
| New Construction | 1 | 0% |

III. CURRENT/FUTURE PROJECTS

Planning

PDC’s Planning Division manages projects for all planning phases through design for UNM minor and major capital projects and funding initiatives. The division provides planning services supporting all project phases from inception, produces needs assessments to developing capital projects for the UNM 5-10 year comprehensive capital plan. Staff is responsible for initiating and completing programming documents then guiding capital projects through design into construction. Planning fully develops college and departmental master plans for facility renewal and capital projects. The department provides full master planning services and develops 10 year master plans for UNM Branch campuses.

PDC’s Planning Division is currently providing planning and programming services for:

- 13 major capital projects on Main campus totaling \$162 million.
- 4 capital projects at Branch campuses totaling \$9.125 million.

- 3 facility and branch campus master plans.
- In addition staff provides scope and program development for a minimum of 10 to 20 departmentally initiated projects annually and provides professional assistance for 4 UNM committees and develops UNM standards for space planning and signage design.

PDC Interior Environments Division

This Division, led by the Interior Environments Design Manager with design support, continues to be the UNM resource for furniture scope, pricing, procurement, move implementation plans, interior design consulting, and building interiors oversight. Large construction projects are fully developed in-house through a competitive RFQ process and save UNM significant dollars. All Interiors related projects through PDC or Intake are assigned to this Division. In 2016/2017, this Division managed 14 projects valued at \$850,000 in FF&E alone. This does not account for any Interiors-only consulting projects that generate some revenue to PDC.

In addition to the above, this Division supports Classroom Renewals with new furnishings and the reuse and repurposing of existing classroom furniture wherever possible. This not only saves UNM money, but lessens our environmental impact.

This year this Division began setting and documenting interiors standards by working with the Remodel team on campus bathroom renovations; the first 3 were installed summer 2017.

High profile projects include:

- HEB3 - \$560K furnishings through competitive RFQ process, design coordination and occupancy.
- Coronado Dorm Renewal – Interiors finishes oversight and coordination.

Current/In Progress high profile projects:

- Farris Engineering - \$800K furnishings on order through competitive RFQ process, design coordination and occupancy roles.
- HEB3 (IHSC Remodel) - detailed equipment procurement/installation.
- HSC Café – interiors oversight, furnishings programming and procurement.
- MCM/Anderson – estimated \$870K furnishings RFQ development in process.
- Taos STEM – detailed user programming and furnishings layouts in process.
- PAIS – detailed user programming; furnishings budget review.

Zone 1 – Main Campus Large Capital Projects (In Progress)

Farris Engineering Center Renovation – During FY 17, construction documents were completed by RMKM Architecture and the project went out to bid through the DACC Contractor, and construction will complete in November 2017, with occupancy in 2018.

JCER - During FY17 the Johnson Center Expansion & Renovation reached significant milestones in delivering this important UNM project. The Design and Construction Team was put in place the project and the project proceeded into the Program, Master Plan and Schematic Design phases. JCER is currently on track to begin construction by the end of FY18.

Physics & Astronomy Interdisciplinary Science (PAIS) Building - This 139,100 s.f., \$65.7 million dollar project completed Design Development, and achieved UNM Regents and HED project approvals. Scope includes Specialized High Performance Research Labs, Offices, Teaching spaces, Gathering Areas and other support spaces.

McKinnon Center for Management at ASM (MCM) – This project provides a new \$25.6 million, 60,727 s.f. building for the Anderson School of Management. This project will include Specialized Teaching Spaces, Offices, Gathering Areas and other support spaces. Construction began in July of 2016.

Other Projects Underway Main Campus

Many projects are underway on Main Campus, from Lomas to Athletics. These include lab renovations, restroom renovations and office renovations. Of special interest is the La Posada Renovation, which is the 14,639 renovation of the main service area included updated lighting, infrastructure and finishes, as well as upgraded accessible restrooms for a project budget of \$2,800,000, and the design of the Olympic Training Center on the Athletics campus, which will complete late spring 2018.

A project of note on the HSC Campus is PDC's Construction Services division will bid and construction the HEB Café, a 5,240 square foot renovation to the basement of Domenici 1 to accommodate HEB Cafe. Scope of work includes kitchen equipment, new lighting, flooring, HVAC etc. and the project budget is \$1,575,000. Construction will start in late October 2017 and complete late April 2018.

Projects Underway at Branch Campuses

The Valencia Campus is extremely active this year with several projects totaling over \$2.5 million. These projects include two restroom renovation projects as well as security and IT infrastructure upgrades.

The Gallup Campus is equally active, with approximately \$6.5 million in design or construction. Of special note are the Zollinger Library Build-Out which achieved Substantial Completion achieved on June 7, 2017; the campus Utilities and Fire Protection Project set to complete in January 2018; and the construction of a Physical Plant facility which is currently in design.

The Taos Campus saw several small projects this year, and the STEM Technical Career Center Phase II is in design. This is a 10,839 gross square foot single story addition to the existing 3,995 gross square foot Career Tech Center. Construction is anticipated to start in November and complete by January 2019, the budget is \$4,890,000.

The Los Alamos Campus has an infrastructure project that is in planning. This includes HVAC, building envelope, ADA restroom upgrades. Budget is \$625,000 and design is expected to begin in Spring 2018.

Projects of Interest Completed during 2016/2017

On main campus, we completed many projects. Some examples are: the South Golf Course Locker Room Expansion project, the Dental Services Renovation. We provided basement access to Travelstead ADA. Tow Diem Training Room Renovation Installed new power to roll up door, relocate plumbing fixtures, add floor sink in ice room, new carpet, demo CMU pony walls, and add electrical floor boxes.

Main Campus BR&R:

We completed many BR&R projects this year in support of the Physical Plant Department. Many of these were roofing, stucco or HVAC projects. Among those projects completed was the \$310,000 stucco replacement of the IDTC building, three \$100,000 rood replacements on Sara Reynolds, Zimmerman, and Bratton Hall, as well as a \$150,000 re-roof of the Business Center.

Roof replacements on the schedule for FY 18 are The Robert Hartung, building, the Lomas chiller plant, Cornell Parking Structure among others.

Several Valencia Projects were completed during this period, totaling \$3.4 million, including the Central Chilled Water System Phase II - \$2 million; the Campus Wide Fire Alarm Upgrades - \$888,334.00; and the Campus Wide Keyless Entry - \$460,883.

Gallup Projects Completed were Child Care Center Parking Lot - \$277,463.

Zone 2 – Health Sciences Center

The PDC project management team continues to support numerous projects on the Health Sciences Center campus with the main focus being the construction of the Health Education Building, Phase III. In addition, multiple smaller sized projects and lab renovations were successfully completed during the 2016-2017 fiscal year.

HSC Health Education Building Phase III_– \$27,300,000. This 76,500 sf project is completing the third and final phase of the Domenici Center for Health Sciences Education. The project includes a new 3 story addition to the current Phase II structure that includes additional classrooms, problem based learning labs, a testing lab, a new pharmacy lab, and PT/OT spaces. In addition the areas vacated by the existing pharmacy lab in Phase II will be backfilled with additional nursing and simulation labs. The existing PT space in the basement of Phase I will be demolished and a new Café will be constructed.

Current/In Progress/Completed projects:

- Molecular Genetics CoBRE Grant Renovations – \$298,600.
- *Health Education Building Café - \$1,575,000.

- BRF G20/G21 Lab renovations - \$35,000 Note: the bulk of this renovation work was completed by PDC's internal crew of carpenters, electricians, and painter.
- Dermatology Clinic Renovations - \$75,000.
- CTSC Planter Upgrades - \$224,570.
- HSC Child Care Renovations - \$164,370.
- *HSC Fitness Center - \$295,540.
- *HSC Surge Molecular Epidemiology Lab Renovations - \$130,000.

* Projects performed under PDC-CSD.

PDC Construction Services Division (CSD):

PDC continued its efforts with the general contracting process, now known as PDC-CSD, on multiple projects as listed primarily in Zones 1 & 2, notably the \$1.2M Coronado dorms renovation project, completed in August 2017. Other upcoming projects for this division will be the Health Education Building Café at \$1.6M and phase 2 of the Coronado dorms renovation at approximately \$1.5M This Division continues to run at 100% capacity with numerous smaller projects also completed and upcoming.

PDC-CSD's trend of high quality service and cost savings continued for our customers on the project listed above as well as numerous smaller sized projects. PDC-CSD 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. Transparency and cost savings are the key to this success.

PDC-CSD has continued to support the over-all PDC income versus expense balance and will likely see an increased number of projects as the current major capital projects on campus continue to be completed. This will not decrease the commitment to customer satisfaction and quality of work that continues to be provided to the customer.

IV. PERSONNEL APPOINTMENTS/SEPARATIONS

Appointments

- September 12, 2016 – Fei Han, Student Employee
- February 4, 2017 – Sean Perez, Painter
- June 12, 2017 – Leroy Duarte, Student Employee

Separations

- January 31, 2017 – Antonio Sanchez, Retirement
- June 30, 2017 – Patricia Fletcher, Retirement

APPENDIX H



FY 2016-2017 Annual Report

Public Events/Popejoy Hall

Submitted by:

Thomas Tkach, Director

<http://www.popejoypresents.com>

Mission and Vision

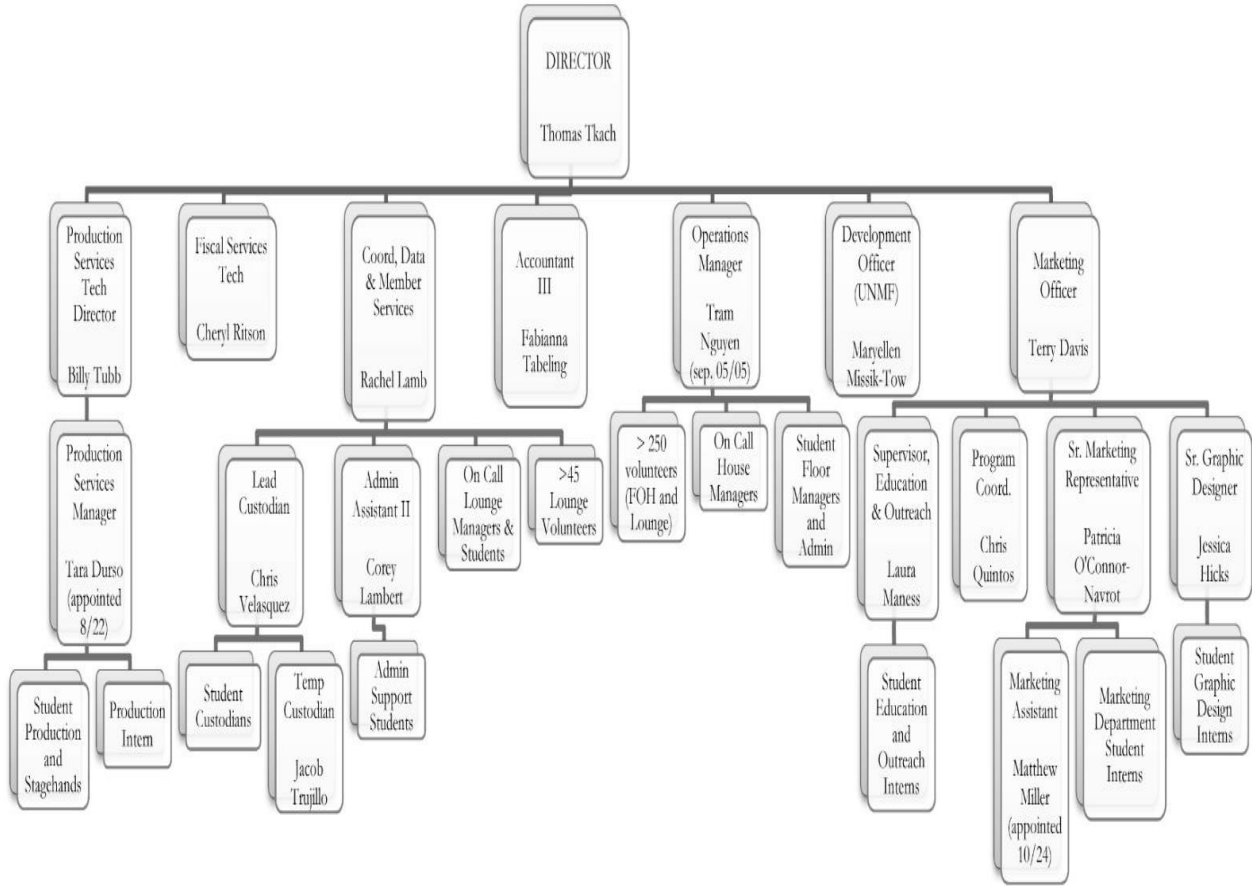
Mission

To make the performing arts accessible to all New Mexicans.

Vision

To create 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



I. EXECUTIVE SUMMARY

Popejoy Hall's 51st season provided a unique opportunity for its patrons to experience a variety of productions starting with a fantastic four-week run of *Disney's The Lion King*. A sampling of additional popular programs included: *Matilda the Musical*, *Motown the Musical*, *DRUMLine Live!*, *Dirty Dancing*, and *In the Mood*. With 78 performances total, more than 125,898 patrons attended Popejoy Hall's Broadway and Ovation Series shows throughout the year. Additionally, seventeen educational programs were attended by more than 52,000 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 \$7,826,748 and contributed revenue totaled \$1,371,041, including more than \$420,000 in major pledges, and a \$100,000 gift to start the Popejoy Hall Excellence Fund.

The budget for every season varies depending on the number and length of Broadway presentations. Each performance comes with its own unique costs: artist fees, marketing and labor expenses. Popejoy's fixed overhead expenses are around \$1,500,000. The total budget ranges from \$5 and \$10 million.

Finally, Popejoy continues to operate with a relatively small staff for a theater of its size, this year having had two appointments to our staff and one separation. We employed a total of 14 full time staff members during the 2016-2017 fiscal year. In addition to full time staff members, Popejoy employs several on-call staff members and approximately 50 student employees throughout its departments.

II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

Popejoy Hall presented 90 productions totaling 178 performances. Additionally, Popejoy held a benefit concert featuring Bernadette Peters, which raised approximately \$150,000 in revenue for operations and outreach. The brand new Southwest Capital Bank Lounge opened in Popejoy's lower lobby in September and the renovation of the public facilities in the lower lobby, including the creation of two universal restrooms, was also completed.

Upon the completion of Act I of our capital campaign, we have begun fundraising for Act II, which aims to renovate the public facilities on the balcony at Popejoy. We also received \$420,000 in major gifts, including gifts for the creation of two new endowments: The David L. & Barbara S. McKinney Endowment and the Popejoy Hall Excellence fund.

New color changing LED lighting was also installed on the back wall of Popejoy Hall adding to not only the ascetic of the building, but providing additional lighting for safety purposes.

Events July 1, 2016 - June 30, 2017**Popejoy Presents – Broadway in New Mexico**

| | |
|------------------------|---|
| Disney's The Lion King | October 4-30, 2017 (32 performances) |
| Matilda The Musical | January 12-15, 2017 (6 performances) |
| Motown The Musical | February 28- March 5, 2017 (8 performances) |
| The Illusionists | May 4-7, 2017 (6 performances) |
| Dirty Dancing | June 15-18, 2017 (6 performances) |

Popejoy Presents - Ovation Series

| | |
|---|---------------------------------|
| Much Ado About Nothing | November 6, 2016 |
| Danú – A Christmas Gathering | December 9, 2016 |
| Mariachi Christmas | December 11, 2016 |
| DRUMLine Live! | January 29, 2017 |
| Russian National Ballet: Cinderella | February 2, 2017 |
| The Peking Acrobats | February 4, 2017 |
| The Australian Bee Gees Show | February 11, 2017 |
| The World Famous Glenn Miller Orchestra | February 19, 2017 |
| Shaolin Warriors | February 24, 2017 |
| In the Mood | March 11, 2017 (2 performances) |
| Altan | March 17, 2017 |
| Neil Simon's Last of the Red Hot Lovers | March 18, 2017 |
| The Doo Wop Project | March 19, 2017 |
| Piano Battle | March 24, 2017 |
| ABBA The Concert: A Tribute to ABBA | March 26, 2017 |
| Taj Express | April 14, 2017 |
| US Army Field Band | April 20, 2017 |
| MOMIX: Opus Cactus | April 23, 2017 |
| An Evening with Bernadette Peters | May 21, 2017 |

Schoolltime Series

| | |
|--|--|
| Much Ado About Nothing | November 7, 2016 (1 full-length performance) |
| Doktor Kaboom!: Live Wire | November 14, 2016 (2 performances) |
| Highlights of the Nutcracker Ballet | November 28-29, 2016 (3 performances) |
| Danú: A Christmas Gathering | December 9, 2016 (1 performance) |
| Mariachi Christmas | December 12, 2016 (2 performances) |
| Charlotte's Web | January 24, 2017 (2 performances) |
| Moon Mouse: A Space Odyssey | January 30, 2017 (2 performances) |
| Beethoven's Wig: The Animated Stage Show | February 7, 2017 (2 performances) |
| Story Pirates' Greatest Hits | February 10, 2017 (2 performances) |
| Skippyjon Jones: Snow What | February 14, 2017 (2 performances) |
| The American Revolution | March 10, 2017 (2 performances) |
| Mufaro's Beautiful Daughters | March 13, 2017 (2 performances) |
| Zydeco Rocks! Creole For Kidz | March 14, 2017 (2 performances) |
| The Little Mermaid | March 28, 2017 (2 performances) |
| Peter Rabbit Tales | April 10, 2017 (2 performances) |
| Dr. Seuss' The Cat in the Hat | April 18, 2017 (2 performances) |
| Momix | April 24, 2017 (1 performance) |

Elephant & Piggie's We Are in a Play April 28, 2017 (2 performances)

RESIDENT EVENTS

New Mexico Philharmonic

| | |
|-------------------------|---|
| Classics I | September 16, 2016 |
| Classics II | November 12, 2016 |
| Youth Concerts | November 15 & 18, 2016 (4 performances) |
| Classics III | November 19, 2016 |
| Classics IV | December 10, 2016 |
| Pops I | December 17, 2016 |
| Pops II | January 21, 2017 |
| Classics V | January 28, 2017 |
| Classics VI | February 18, 2017 |
| Classics VII | March 25, 2017 |
| Pops III | April 1, 2017 |
| The Wizard of Oz Ballet | April 8, 2017 |
| Classics VIII | April 22, 2017 |
| Youth Concerts | May 16-17 & 19, 2017 (6 performances) |

UNM Music Department

| | |
|----------------------------|------------------------------------|
| Wind Symphony | September 14, 2016 |
| Orchestra | November 10, 2016 |
| Albuquerque Youth Symphony | November 13, 2016 (2 performances) |
| Wind Symphony | November 16, 2016 |
| Chorus | December 7, 2016 |
| Orchestra | February 16, 2017 |
| Wind Symphony & Chorus | February 22, 2017 |
| Wind Symphony | March 22, 2017 |
| Orchestra | April 4, 2017 |
| Albuquerque Youth Symphony | April 29 & 30, 2017 |
| Wind Symphony | May 1, 2017 |
| Wind Symphonic Band | May 2, 2017 |

UNM Additional Department Rentals

| | |
|---|------------------------------------|
| School of Medicine White Coat Ceremony | July 22, 2016 |
| Freshman Family Day | August 21, 2016 |
| College of Pharmacy White Coat Ceremony | August 25, 2016 |
| Senior Day | September 17, 2016 |
| All State | January 4-7, 2017 (4 performances) |
| DECA | January 18, 2017 |
| Greek Sing | February 20, 2017 |
| Step Afrika! | March 7, 2017 |
| CFA Convocation | May 11, 2017 |
| Psychology Graduation | May 12, 2017 |

Outside Rentals

| | |
|-----------------------|---------------------------------------|
| The Nutcracker Ballet | November 26-27, 2016 (2 performances) |
| The Nutcracker Ballet | December 3-4, 2016 (3 performances) |

| | |
|--------------------------------|----------------------------------|
| NM Symphonic Chorus | December 16, 2016 |
| Bill Maher | February 12, 2017 |
| CopperPoint: Wake U | March 29, 2017 |
| Brain Candy Live | March 31, 2017 |
| Imparables | April 2, 2017 |
| Popejoy Awards | May 14, 2017 |
| Fishback Recitals | May 26-27, 2017 (3 performances) |
| Dance Dimensions | June 2-3, 2017 (2 performances) |
| Elvis Costello & the Imposters | June 7, 2017 |

POPEJOY – FACILITY USE DURING FISCAL YEAR 2016-2017

General Hall Usage Statistics:

| | |
|---|---------|
| Total number of events in venue | 90 |
| Total number of performances in venue | 178 |
| Total number in attendance | 253,475 |
| | |
| Total number of days with performances/rehearsals | 157 |
| Total number days for technical requirements | 78 |
| Total number of “dark” days with no activity | 130 |

UNMPE Presentations/Popejoy Presents

| | |
|---|---------|
| Total number of Popejoy Presents events | 25 |
| Total number of Popejoy Presents performances | 78 |
| Total number of Popejoy Presents patrons | 125,898 |
| Average number in attendance per performance | 1,614 |

Schoolltime Series Productions

| | |
|---|--------|
| Total number of events | 18 |
| Total number of performances | 34 |
| Total number of attendance | 52,422 |
| Average numbers in attendance per performance | 1,542 |

Popejoy Hall Rentals – NM Philharmonic/Outside

| | |
|--|--------|
| Total number of events/NM Philharmonic | 14 |
| Total number of performances/NM Philharmonic | 16 |
| Total number attending/NM Philharmonic | 24,350 |
| Average number attending per performance/NM Philharmonic | 1,522 |
| Total number of events/Outside | 9 |
| Total number of performances/Outside | 15 |
| Total number attending/Outside | 20,758 |
| Average number attending/Outside | 1,384 |

UNM Department Usage, Including UNM’s Music Dept

| | |
|------------------------------|--------|
| Total number of events | 23 |
| Total number of performances | 31 |
| Total number attending | 29,899 |

Average number per performance

964

III. CURRENT/FUTURE PROJECTS

In collaboration with the Center for the Arts, Popejoy will participate in the renovation of the Center for the Arts lobby, including fresh paint, new furniture, and a shared digital display. In addition, Popejoy Hall seeks to renovate the public facilities on the balcony as part of Act II of our capital campaign. We aim to begin construction on this project in Summer 2018.

Due to the resignation of our Operations Manager, we will also submit a staffing restructure including the reclassification of four employees to absorb the responsibilities of the Operations Manager rather than fill that position.

IV. PERSONNEL APPOINTMENTS/SEPARATIONS

Appointments:

| | |
|----------------|--|
| Tara Durso | Production Services Manager (Appointed 8/22) |
| Matthew Miller | Marketing Assistant (Appointed 10/24) |

Separations:

| | |
|-------------|------------------------------------|
| Tram Nguyen | Operations Manager (Separated 5/5) |
|-------------|------------------------------------|

Current Full Time Staff

| | |
|--------------------------|---|
| Thomas Tkach | Director |
| Terry Davis | Marketing Officer |
| Tara Durso | Production Services Manager |
| Jessica Hicks | Sr. Graphic Designer |
| Rachel Lamb | Coord., Data & Member Services |
| Laura Maness | Supervisor, Education & Outreach Programs |
| Matthew Miller | Marketing Assistant |
| Maryellen Missik-Tow | Development Director |
| Patricia O'Connor-Navrot | Sr. Marketing Representative |
| Chris Quintos | Program Coordinator |
| Cheryl Ritson | Fiscal Services Tech |
| Billy Tubb | Technical Director |
| Fabianna Tabelaing | Accountant III |
| Chris Velasquez | Lead Custodian |

Current On Call Staff

| | |
|-----------------|--|
| Eric Bechtold | House Manager Associate – Lounge Manager |
| David Bentley | House Manager Associate |
| Brian Colburn | House Manager Associate |
| Rosemarie DeLeo | House Manager Associate |
| Kim Dyson | House Manager Associate – Lounge Manager |
| Michael Gaba | House Manager Associate – Lounge Manager |
| Hannah Peceny | House Manager Associate |
| Herb Wright | House Manager Associate |

Volunteer Information

| | |
|---|--------|
| Total number of volunteers FY 16-17: | 266 |
| Total number of volunteer hours donated FY 16-17: | 17,000 |

APPENDIX I



FY 2016-2017 Annual Report

Real Estate Department

Submitted by:

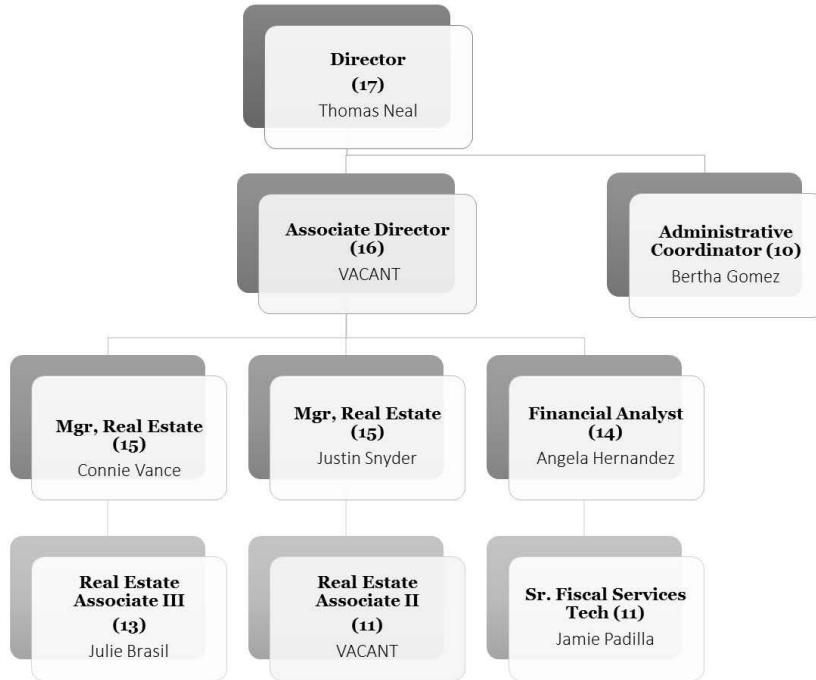
Thomas M. Neale, Director, UNM Real Estate Department

<http://realestate.unm.edu>

Mission

To provide effective, efficient real estate service to University customers that support institutional needs. “Real estate services” relate to leasing, transactions (purchase and sales), feasibility and ‘highest and best use’ analysis, property and asset management, and investment and portfolio management. “University customers” include administrative and business organizations, academic and research units, senior executive management and the Board of Regents. “Institutional needs” encompass short-term ‘tactical’, as well as long-term “strategic” needs.

Organizational Chart



I. EXECUTIVE SUMMARY

The Real Estate Department (RED) manages all real estate activities of the University, including: (1) purchases, sales, development and leasing of institutional real property, (2) off-campus leasing for UNM tenants, (3) property management and (4) revenue generating investment real property.

RED consists of six full-time employees, one half-time employee and one half-time term employee. Major areas of responsibility include: property management, leasing, acquisitions, financial and feasibility analysis, internal consulting, and administration. RED provides comprehensive real estate services for all entities of the Regents including academic and research units (North, Central, South and Branch Campuses), Health Sciences Center, UNM Hospital, UNM Medical Group, and Science and Technology Corporation. In addition, RED provides professional real estate support to Lobo Development.

The department currently administers over 1,200,000 square feet of leased space with annual rent obligations of approximately \$13,000,000. RED has direct fiscal responsibility for approximately 320,000 square feet of office space, a number of ground leases, billboard leases, oil and gas distribution orders, cell tower leases, and a variety of license agreements. We provide property management for an additional 230,000 square feet of commercial and institutional space. The amount of space under direct management has been consistent for the past three years. In addition, RED is responsible for targeted land acquisitions and negotiation of a variety of ground leases and other public-private partnership initiatives.

RED had an administrative budget of \$808,000 (\$298,000 funded from I&G and \$510,000 funded through operations). The department ended FY16 with a balanced budget and had no significant year-end reserves.

II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

The Real Estate Department (RED) employed the principles of Performance-Based Management and continually strives to maximize revenue potential, control operating and administrative expenditures, and increase staff productivity. RED has achieved highly successful results during one of the worst and prolonged downturns in the local commercial real estate markets. Tremendous focus has been placed on restructuring our systems for financial management and reassigning staff to maximize production within the department. Staff continues to seek opportunities to improve financial performance.

Collected revenues from all sources for projects where RED has fiscal oversight, were in FY 2013 \$5,168,000 and totaled \$5,055,000 in FY 2017, a decrease of two percent over the five year period. Revenues per full time employee (FTE) were \$544,000 in FY 2013 and \$722,000 in FY 2017, representing an increase of employee productivity of 33%. During this period we reduced our administrative salary expense.

RED negotiated a public private partnership for the development of a 160,000-square-foot mixed use building at Innovate ABQ. The six-story building will consist of 310 student housing beds with 30,000 square feet of academic and commercial space. Construction of the \$35,000,000 building commenced

in August 2016. RED negotiated leases with AFRL, Sandia National Labs, Nusenda Credit Union, UNM.STC and Innovation Academy.

In addition, RED completed a major upgrade of its financial reporting systems with the application of the Yardi Voyager asset management software. The software provides for more efficient analysis and reporting of the real property assets under management. The implementation streamlines our accounting functions, accounts receivable, and budgeting process.

III. CURRENT/FUTURE PROJECTS

RED staff are currently working on a number of initiatives on behalf of various institutional entities, a number of targeted land acquisitions and leases for the Health Sciences Center and UNM Hospitals. RED is in the early stages of analyzing commercial development opportunities along the edges of UNM's Main Campus and is marketing all of the commercial lands at South Campus.

RED will continue to strive to increase revenues and returns on real property assets under management, slow the growth in operating and administrative costs, and continue focusing on staff productivity. During FY 2018, we look to concentrate on improving financial reporting, staff development, and aggressively seeking income-producing opportunities.

IV. PERSONNEL APPOINTMENTS/SEPARATIONS

During FY 2017, the Real Estate Associate III at the Science and Technology Park left the Department and relocated out of state. RED is currently working on a succession plan for the projected retirement of the Park Manager at the end of CY 2017.

APPENDIX J



FY 2016-2017 Annual Report

Residence Life and Student Housing

Submitted by:

Wayne Sullivan, Director

<http://housing.unm.edu>

Mission and Vision

Mission

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

Vision

To support and develop outstanding UNM students in a residential setting.

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.

I. EXECUTIVE SUMMARY

UNM Residence Life & Student Housing continues to deliver the positive collegiate residential experience the department envisions for students. In addition, the department focus remains on balancing available resources with facility requirements, partnering with other campus departments whenever possible and planning for future University needs.

Fiscally, with an annual budget of \$10,608,000 the department has been conservative in staffing and expenditures in light of enrollment and occupancy challenges. Expenses were met and the department contributed to the University as well as department plant fund.

II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

UNM Residence Life and Student Housing had a successful year building on the momentum and changes made in previous years.

The department remained fiscally prudent with a budget of \$8,273,760 and revenue of \$12,628,826. After expenses, debt service and increasing department reserves by \$34,899, the department contributed \$250,000 to Institutional Support Services and \$2,500,000 to department plant fund.

Several facility projects were completed this fiscal year, including the remodel of Santa Clara room interiors, the remodel of two live-in staff apartments, and the emergency replacement of one of the sewer lines in Student Family Housing. The plant fund balance ended the year at \$2,122,833 with \$632,598 of the balance committed to projects that were underway or had been completed but not paid for yet.

Although initiated in the prior Fiscal Year (2016-2017), the following projects were completed before the residence halls were opened in August 2017: partial remodel of Coronado room interiors, complete remodel in new style for two of the Coronado communal bathrooms. The resident feedback on the bathroom remodel has been very positive. In addition, significant staff time was spent participating in the preparation and marketing of Lobo Rainforest downtown campus apartments.

After review of current and available products, the department installed and transitioned to a new software system. CBORD HMS was decommissioned and Symplicity Residence was launched. Residence has a client user-friendly dashboard and enhanced roommate matching capacity. The install was completed in June and was used for fall 2017 assignments.

Residence hall occupancy numbers are reflected in the following table:

| | |
|--------------------|--------------|
| Fall 2016 | 1,821 |
| Spring 2017 | 1,682 |
| Summer 2017 | 203 |

The Summer Conference season was less profitable for Residence Life and Student Housing than 2015-2016 with the department conference program income decreasing by \$16,141 to \$337,045. Due

to a staff shortage at the SUB, the RLSH department sold services to internal UNM groups for a total of \$369,471.50 including food and housing revenue. This was 70% of the housing conference sales. The summer conference bed night count was 15,755, a decrease 1,077. There was not STEM program this year, and Coronado Hall was off line during the summer for renovation.

The department continued the summer intern program where Residence Life and Student Housing provides summer housing for interns participating in local programs such as Sandia National Labs and the Air Force. Participants increased from 122 to 178 with a revenue of \$285,321.74 an increase of 24%.

Continuing into 2016-2017, the short term housing program uses unfilled apartment style space on main campus to house University related visitors. The program housed 86 guests and 2 groups for a total of 3,588 bed nights with revenue of \$96,852. This is an increase of 5 ½ times more than last year.

The Resident Education efforts were strong with over 1,000 programs implemented by Resident Advisors, Community Associations, Residence Hall Association, and on-campus housing organizations. The Living and Learning program has made significant improvements through intentional efforts with staffing changes through the addition of a full time staff person to build relationships between our residents and campus partners and the process of refining the topic the community to be more in tune with student needs. Additionally, the Residence Hall Association and National Residence Hall Honorary submitted award bids on a regional and national level for various students and programs; they won several of those bids, earning significant recognition for the University.

III. CURRENT/FUTURE PROJECTS

The department is preparing for the new Freshman Residency Requirement effective fall 2018. Application and assignment processes are being reviewed and evaluated for use in the new software and to meet the needs of the Live-in Requirement. In addition, the department is preparing to handle the exception request process for the requirement and coordinate closely with Enrollment Management.

The Residence Hall Association is hosting the IACURH regional conference which will bring residence hall student government leaders from across the western mountain region to Albuquerque November 2-5.

Residence Life and Student Housing continues to actively plan for the future including preparation for the Freshman Live-In Requirement, what roles will be played in the new downtown Lobo Rainforest living area, and an internal multiyear plan to address facility needs including potentially undertaking phase II of the Coronado remodel including an elevator, ceiling & lighting, and renovating additional bathrooms, replacing SRC domestic water and chilled water delivery system, Student Family Housing HVAC delivery system.

IV. PERSONNEL APPOINTMENTS/SEPARATIONS***Hires***

| Id | Name | JobTitle | Hire Date |
|-----------|----------------------------|--------------------------------|------------------|
| 101733606 | Burciaga Vasquez, Veronica | Custodian | 3/18/2017 |
| 101758845 | Nunez, Guadalupe A. | Custodian | 3/18/2017 |
| 100032314 | Tarango, Gabriel E. | Lead Custodian | 5/15/2017 |
| 101760381 | Mendell, Katharine P. | Coord,Residence Life Community | 7/1/2016 |
| 101760382 | Parrott, Letha L. | Coord,Residence Life Community | 7/1/2016 |

Promotions

| Id | Name | JobTitle | Separation Date |
|-----------|---------------|-------------------------------|------------------------|
| 101746203 | Baca, Adam E. | Lead Facilities Services Tech | 5/26/2017 |

Separations

| Id | Name | JobTitle | Separation Date |
|-----------|----------------------|--------------------------|------------------------|
| 101375215 | Archuleta, Robert M. | Facilities Services Tech | 12/23/2016 |
| 101610194 | Griego, Michael C. | Facilities Services Tech | 12/16/2016 |

Retirements

| Id | Name | JobTitle | Retirement Date |
|-----------|-------------------|--------------------------|------------------------|
| 100005670 | Perez, Robert L. | Supv,Maint/Construction | 3/31/2017 |
| 100016063 | Todacheene, Cora | Lead Custodian | 12/31/2016 |
| 100013448 | Marquez, James E. | Facilities Services Tech | 4/30/2017 |

APPENDIX K



FY 2016-2017 Annual Report

Staff Council

Submitted by:

Danelle Callan, Staff Council President, Carla Sakiestewa, Staff Council Treasurer and
Amy Hawkins, Staff Council Administrative Officer

<http://staffcouncil.unm.edu>

Mission and Vision

Mission

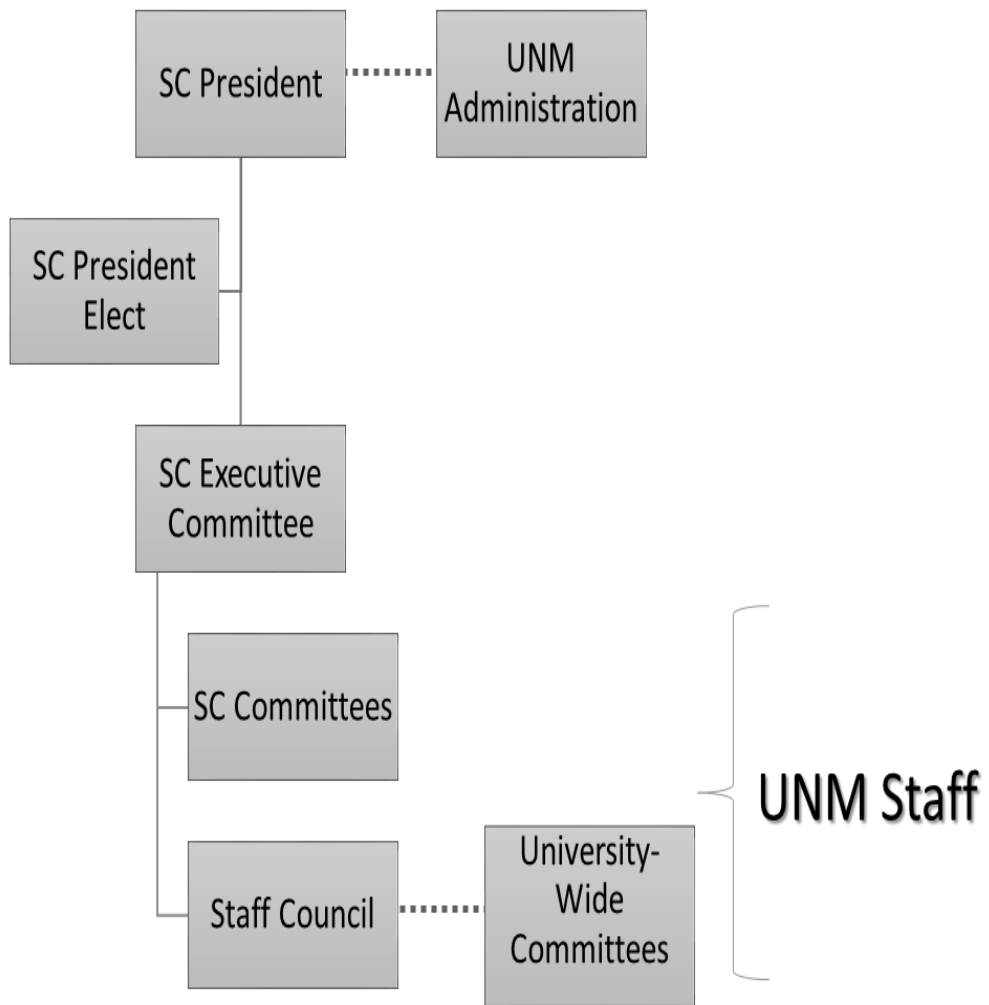
Staff Council nurtures leadership, education, advocacy, diversity and service (LEADS) by:

- 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

Vision

Improving the working lives of staff at the University of New Mexico.

Organizational Chart



**Staff is non-bargaining unit staff*

I. 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. 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

- Strategic Planning Implementation
- Improved North Campus Involvement & Communication
- Branch Campus liaising
- Staff Engagement Events

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:

- Represent constituents through two-way communication of policies, information, etc.
- Serve UNM staff by strengthening the collective UNM staff ‘voice’
- Highlight the many UNM Staff contributions to UNM
- Foster leadership at UNM and in the community
- Partner with UNM shareholders in efforts aimed at improving UNM Staff well-being

The Staff Council hosted several events including: Staff as Students, LOBORrito (on north and main campus), Staff as Students, Ice Cream Social, Happy Tails Drive, Staff Research Expo., the Jim Davis Award, Gerald May Award Ceremony, the Book Exchange (on north, main, and south campus), and the Staff Appreciation Luncheon, which was a huge success.

Budget Summary

The Staff Appreciation index had a carryforward of \$2,014 into FY17 which was listed in the COR for general operating expenses in FY17. All of the carryforward will be expended for staff appreciation events or annual award programs in particular for food expenses. The General Operating index had a carryforward of \$766 into FY17 which will be also be used for general operating expenses such as office supplies and equipment or other miscellaneous expenses related to staff appreciation events or annual award programs. The Supervisor’s Award Program index had a carryforward of \$773 into FY17 which was listed in the COR for general operations expenses to be used for FY17 Supervisor Award recipient’s cash award and to help offset expenses related to the award reception.

II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

Accomplishments for FY16-17

- Engaged in BLT meetings concerning UNM budget
- Engaged in conversations with Interim President regarding reengineering ideas for UNM
- Creation of SC Ad Hoc Committee to hold a series of Staff Council Town Halls to engage and inform staff of Staff Council
- Formal branding and marketing of the Staff Council with assistance from UCAM
- Adopted Resolution 2017 #2 in support of Security Cameral in all campus parking lots
- Adoption of Resolution 2017 #3 in support of Creating a Sanctuary Campus at UNM
- Implementation of extra Winter Break day for staff (2016 Resolution #4)
- Utilization of formal Branch Campus liaisons
- Continued progress of Outreach to Branch campuses
- Continued progress of North Campus involvement with Staff Council
- Presentation of Outstanding Supervisor Award which is permanently funded by the President, Provost, Chancellor
- Revision and update of Staff Council governing documents (Constitution, ByLaws, Election Code, Staff Councilor Handbook)
- Staff Engagement events
- Staff Appreciation events
- Staff Award programs

III. CURRENT/FUTURE PROJECTS

Current

- Tokens of Appreciation/Staff Council Stars: Internal Recognition Programs
- Implementation of second Outstanding Supervisor Award Program
- Staff Appreciation events
- Staff Engagement events including Staff as Students and Town Halls
- Staff Award programs including monthly PAWS Award and annual Gerald May Award

Future

- Bring continued recognition and acknowledgement of staff's role in the academic, research, and healthcare mission of the university
- Recognition of individual staff through our awards programs
- Encouragement of staff to seek certifications, professional development, and degrees
- Providing staff the opportunity to meet with friends and co-workers at our Staff Appreciation events
- Continued engagement with staff to bring awareness of workplace issues, professional development and wellness

- Advocacy on behalf of staff at the New Mexico Legislature
- Professional Development/Leadership Development for Staff Councilors

IV. PERSONNEL APPOINTMENTS/SEPARATIONS

One full-time Administrative Officer is assigned to the Staff Council. There were no additional personnel appointments or separations during FY 2016-2017.

APPENDIX L



FY 2016-2017 Annual Report

Ticketing Services

Submitted by:

Mark Koson, Director

<http://unmtickets.com>

Mission and Vision

Mission

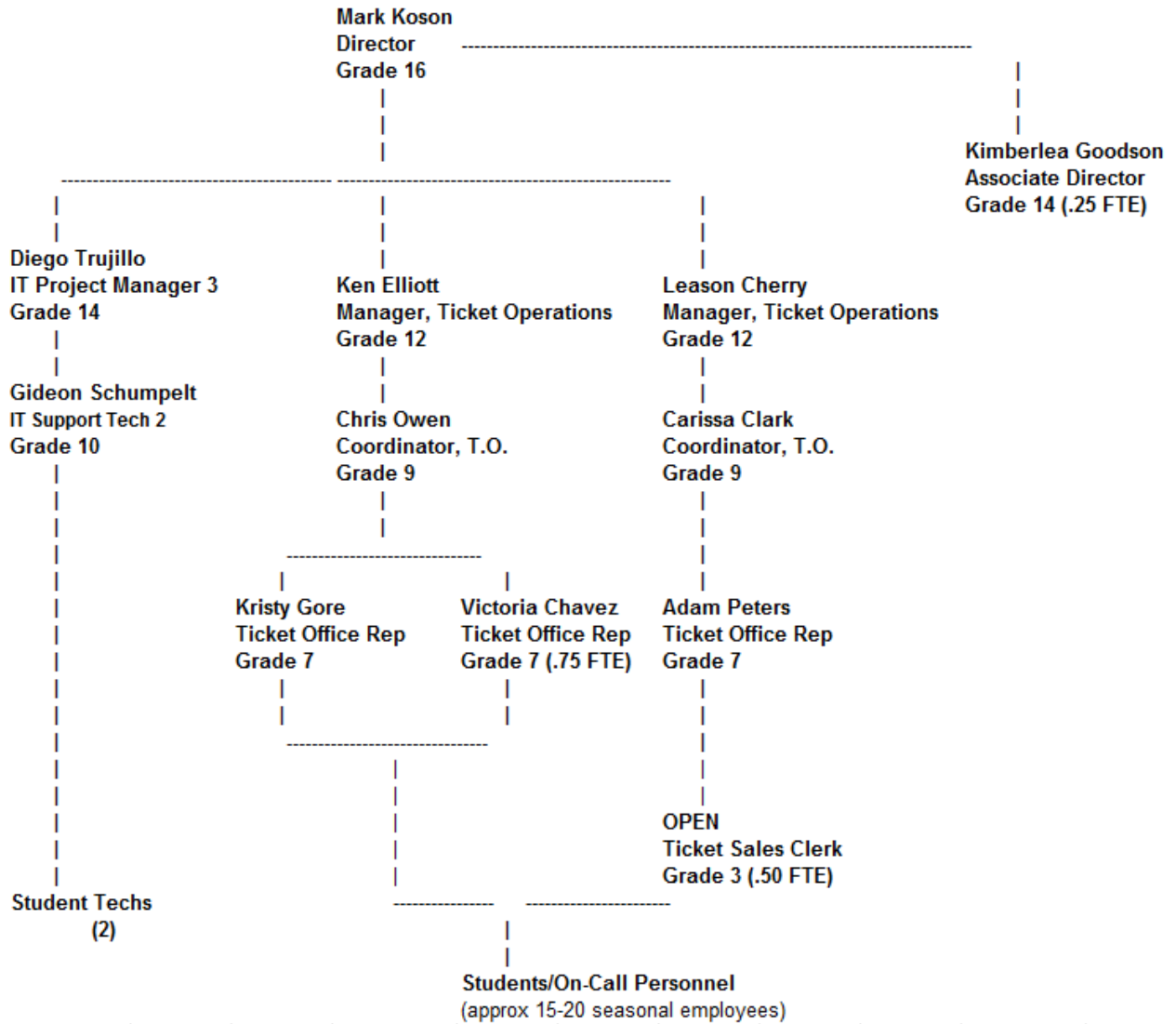
To continue as a proactive leader in the ticketing industry, provide the highest level of service to our customers, represent the University of New Mexico in the positive manner possible and be the premier ticket source in the Albuquerque/Santa Fe area.

Vision

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

ORGANIZATIONAL CHART FOR TICKETING SERVICES



I. EXECUTIVE SUMMARY

Budgetary goals accomplished. Service charge revenue surpassed \$800,000. Expenses stayed within targeted projections. Overall budget balanced for 19th consecutive year.

II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

- Balanced budget.
- Fourth highest service charge revenue in past 11 fiscal years.
- Collaborated with Expo New Mexico on State Fair for fifth consecutive year.
- ISS contribution of \$226,000.
- Plant Fund contribution of \$26,000.

III. CURRENT/FUTURE PROJECTS

- Ongoing website enhancements.
- Upgrading ticketing software version.
- Working with Best Union to enhance back-end system and hosting environment.

IV. PERSONNEL APPOINTMENTS/SEPARATIONS

- No new hires.
- No separations.

APPENDIX M



FY 2016-2017 Annual Report

University Club

Submitted by:

Amanda Gerard, University Club Manager

<http://universityclub.unm.edu>

Mission and Vision

Mission

The University Club's mission is to deliver outstanding products, services, and experiences to our members and guests in a relaxing and inviting environment.

Vision

The University Club's vision is to encourage social wellness across campus by providing a comfortable setting to exchange ideas, collaborate, and enhance our campus community.

Organizational Chart



I. EXECUTIVE SUMMARY

The University Club continues to make improvements through amenities, services and processes. The Club operated with a \$73,191 budget and began the year with \$73,903 in reserves and ended the fiscal year with \$60,129 in reserves. The University Club operated without the use of a \$40,000 supplemental transfer to cover management salary for the first time this year. The club utilized a budgeted use of reserve, but not at the originally anticipated amount of \$28,191 due to an increase in revenues.

The club will use increased revenues and a budgeted use of reserves to support operating costs. The University Club has continued to diversify its revenue streams to include sources other than member dues specifically focusing on increasing rentals for private events. The Club has also added new upgrades to service elements to enhance the guest experience and increase usage.

II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

The club continues to grow as a top choice for special events and receptions on campus. Even as the fiscal climate continues to present challenges, the club has been stable in event revenues and continues to grow by offering an affordable rental fee to departments. We have been committed to delivering a very attentive level of service throughout the planning process as well as event execution. The club has built a strong reputation for delivering excellent service that has given us many return events as well as new clients through positive word of mouth.

The University Club has improved its online resources and communications. We keep our website maintained with the latest information about menus, events, and rental information. We have added feedback loops to our website as well as newsletters to stay connected to improving the experiences of our members and guests. We also focus heavily of customer service to set our venue apart from others around campus.

Quality of food and beverage has been improved by working closely with Chartwells to come up with products that are attractive to our members and guests. We have made it a priority to provide delicious, quick meals at a great value that are unique to our venue. We have worked with the culinary team and beverage purveyors to offer seasonal choices that appeal to our client base.

The University Club made a major improvement to the food service element by investing in a new buffet table for lunch and special event food service. The new equipment helps us to maintain the quality of our product, enhance dining aesthetics, and ensure safe service.

III. CURRENT/FUTURE PROJECTS

The University Club is currently campaigning to forge relationships with departments that will increase usage and memberships. The club will seek to market itself to HSC, particularly for memberships, capitalizing on its proximity and offerings not found on North Campus. Overall, membership maintenance and increase is our most important focus in the current fiscal climate affecting campus.

Our future initiatives are to continue to grow our membership base through implementation of strategic incentives as well as maintaining an active and vibrant environment for members. We will continue to have regular member events as well as recruiting events.

The University Club plans to add staff support in the way of a student or an on call employee to support the growing number of special events.

We will also continue to drive event revenues with focus on early week and weekend events to increase sales during our off peak days and times. We will continue to position the University Club to be a premier rental venue, with excellent service, at a competitive price.



FY 2016-2017 Annual Report

Planning, Budget, and Analysis

Submitted by:

Norma Allen, Director, Planning, Budget, and Analysis

<http://budgetoffice.unm.edu/>

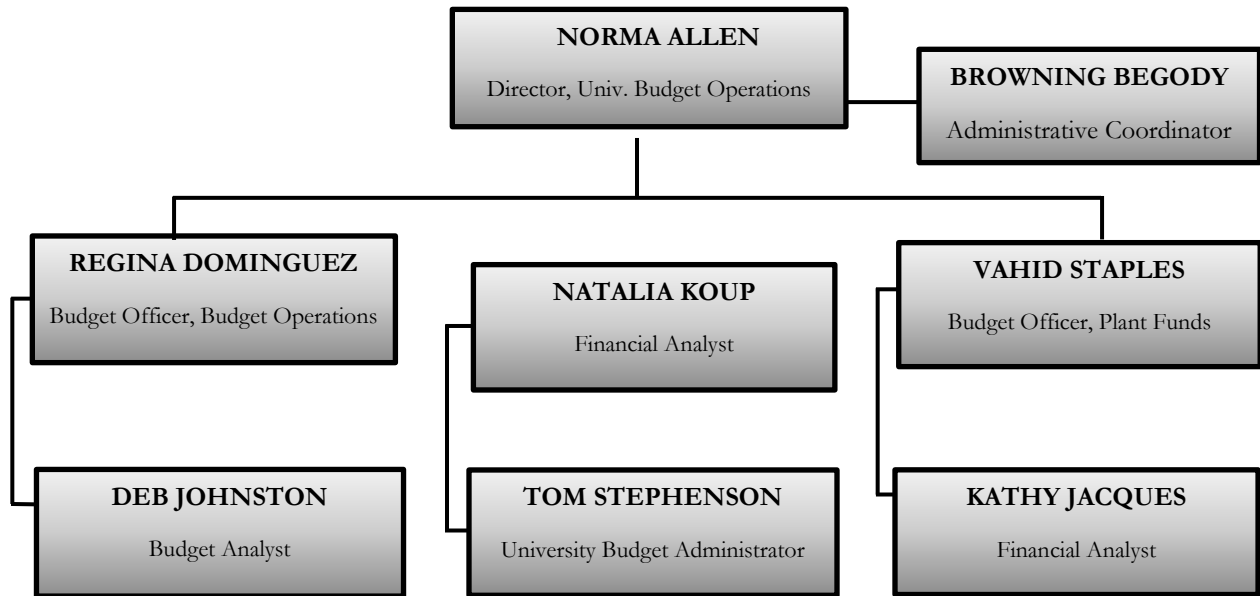
Mission and Vision

The mission of the Office of Planning, Budget and Analysis 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.

Organizational Chart



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| IV. | PERSONNEL APPOINTMENTS/SEPARATIONS | 8 |

I. 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 Budget Leadership Team (BLT) The Budget Leadership Team (BLT) was formed to create a broader voice in the University's budget development process. In this regard, it serves as a conduit to all of campus. Additionally, the BLT is charged with making the budget recommendations to the President of the University, who in turn makes recommendations to the Board of Regents.

During FY 17, there was a mid-year rescission from the state of 5% and an enrollment decline which resulted in a revenue shortfall of \$11.3 million. In an effort to honor the University's commitment to protect the institution's instructional mission, other pooled revenue sources were identified to help partially offset the shortfall. However, these revenues were not enough to offset the full amount so a mid-year pullback of funding through the hiring moratorium process, a reduction of expenditures, and the use of reserves from the academic and administrative units was needed. For FY 18, permanent budget reductions were thoughtfully implemented during the annual budget development cycle.

The budget for OPBA at the beginning of fiscal year 2017 was \$849,776. Due to Andrew Cullen's retirement, vacancy savings from his position of \$117,000 was pulled back in order to help meet the FY 17 main campus revenue shortfall. Over the past two fiscal years, 3 FTE's have been eliminated in the office. This is in response to the continued pressure to minimize administrative support costs and meet budget reductions. Therefore, the office began planning during the last part of FY 15 to reduce its workforce. The ability to absorb this reduction in workforce was driven largely by the automation of annual reporting functions to the State of New Mexico, the automation of various Executive Management reports, and process improvements.

Looking forward, the Office of Planning, Budget and Analysis, in conjunction with Academic Affairs and the Executive Vice-President for Administration, must lead the budget reform and University reengineering efforts currently being requested by the Board of Regents and Interim University President as a result of enrollment declines and reductions in State funding. 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.

In addition to operational efficiencies, investment returns will continually be evaluated in an effort to bolster investment income and the bond portfolio will be reevaluated to determine if further savings can be achieved by refunding current outstanding bond issues or by other means related to the Standby Bond Purchase Agreement and Liquidity Providers.

II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

Budget Operations and Project Support

Accomplishments FY 16-17

- The staff on the Budget Operations and Project Support Team work continually each day on budget revisions submitted through the approval queue, tuition and fee projections, pooled fringe account projections, and various analyses. Annually, 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. In addition, we gather budget data and prepare schedules on an on-going basis for Executive Management, Regents' presentations, and external and internal entities as well as continue to process hiring moratorium requests for units under the EVP for Administration.
- Budget Systems and Higher Education Department (HED) Reporting
 - We have 3 budgeting systems that we train departments to use each year. The systems include:
 - Budget Planner
 - Projections
 - Categorization of Reserves
 - The operations team spent countless hours testing the systems due to Banner, Web focus and ODS upgrades. In addition, we provide on-going training to end users who utilize these systems, review and report the data entered into these systems, and conduct mid-year reviews with departments to review their projections.
 - By law, we are required to report to HED our New Fiscal Year and Current Revised Budget and Year End Report of Actuals.
- Process Improvements related to reporting:
 - Worked with IT to automate tuition and fee revenue projections and HSC tuition reports.
 - Successfully converted the annual Operating Budget and Capital Budget Plans and Budget Adjustment Request books to eBooks.

Plant Funds and Investment Support

Accomplishments FY 16-17

- Yearly Budget Cycle-Staff from OPBA work each day on capital budget revisions submitted through the approval queue and various analyses.
- Bond Issuance
 - OPBA successfully issued the 2017 UNM bonds which represented \$45,650,000 in new bond proceeds. This included going before and receiving approvals from The Board of Regents, Higher Education Department and the State Board of Finance. As a result of the issuance of the bonds the University will be able to construct much needed new, renewal and expansion projects on campus. Specifically the bonds will be used for the 1) Physics and Astronomy Interdisciplinary Science (PAIS) Facility, 2) Smith Plaza renewal, 3) Biology Annex renewal, 4) Art Annex renewal, and 5) Student Health and Counseling renewal.
 - Assisted the Gallup Branch in the defeasance of their 2009 bonds. The Branch had excess cash in its debt service fund, so those funds were used for early pay off a portion of the bonds. This saved the branch a fair amount of money and allowed them to level out their

- Mil levy rate without causing fluctuations and increasing taxes.
- Assisted the Valencia Branch Campus in the issuance of new bonds.
- Worked with various outside entities including First Southwest, Modrall Sperlring, JP Morgan, G.K. Baum, and U.S. Bank on the new bond issuance.
- Reaffirmed the University’s credit rating. As part of the process of the new bond issuance referenced above, the University had to go through a thorough financial review by the rating agencies: Moody’s and Standard and Poor’s.
 - We were successful in reaffirming the University’s Aa2 and AA ratings.
- Per statute we reported our New Fiscal Year and Revised Budgets and Report of Actuals for all Plant Funds to HED.
 - Staff from OPBA worked with Health Science Center and the Branch Campuses to pull together and ensure consistency on all submitted plant information.
- Successfully implemented a Guaranteed Investment Contract (GIC) for the proceeds of the 2017 Bonds. The GIC will earn interest which can then be used for the University’s capital needs.

III. CURRENT/FUTURE PROJECTS

Budget Operations and Project Support

Current Projects

- Building and refining the FY 19 Budget Scenario report
- Continued refinement of tuition and fee projections and reports

Future Plans

- Automation of :
 - Restricted Budget reporting
 - Operation and Capital Budget Book
 - Categorization of Reserves Reporting
 - Budget to Actual Comparison Schedule

Plant Funds and Investment Support

Current Projects

- Working on replacing or retaining Bond Counsel and Financial Advisor through the Request For Proposal (RFP) process.
- Continue review of CD laddering approach for UNM Bond Renewal and Replacement funds as well as STC Building Renewal and Replacement reserves. The Certificates revolve and as new ones mature we evaluate for new CDs that are in terms of appropriate time horizon and best yield.

Future Projects

- Work on a three year extension of the Standby Bond Purchase Agreement.(SBPA) This agreement expires in December 2017 and needs to be extended.

- Finalize contracts with Financial Advisor and Bond Counsel.
- Work with the Planning, Design and Construction Department to ensure cost effective implementation of the capital projects associated with the new 2017 UNM bond issue.
- Review investment portfolio to try and identify any potential areas where increases in interest yield can be attained within the Investment Policy parameters.

IV. PERSONNEL APPOINTMENTS/SEPARATIONS

The Associate Vice President of OPBA, Andrew Cullen, retired on October 31, 2016. Associate Director, Norma Allen, was appointed interim Director for 6 months and was permanently appointed Director of University Budget Operations on May 1, 2017. Due to budget constraints on Main Campus, the Associate Vice President position was not replaced.



FY 2016-2017 Annual Report

Police Department

Submitted by:

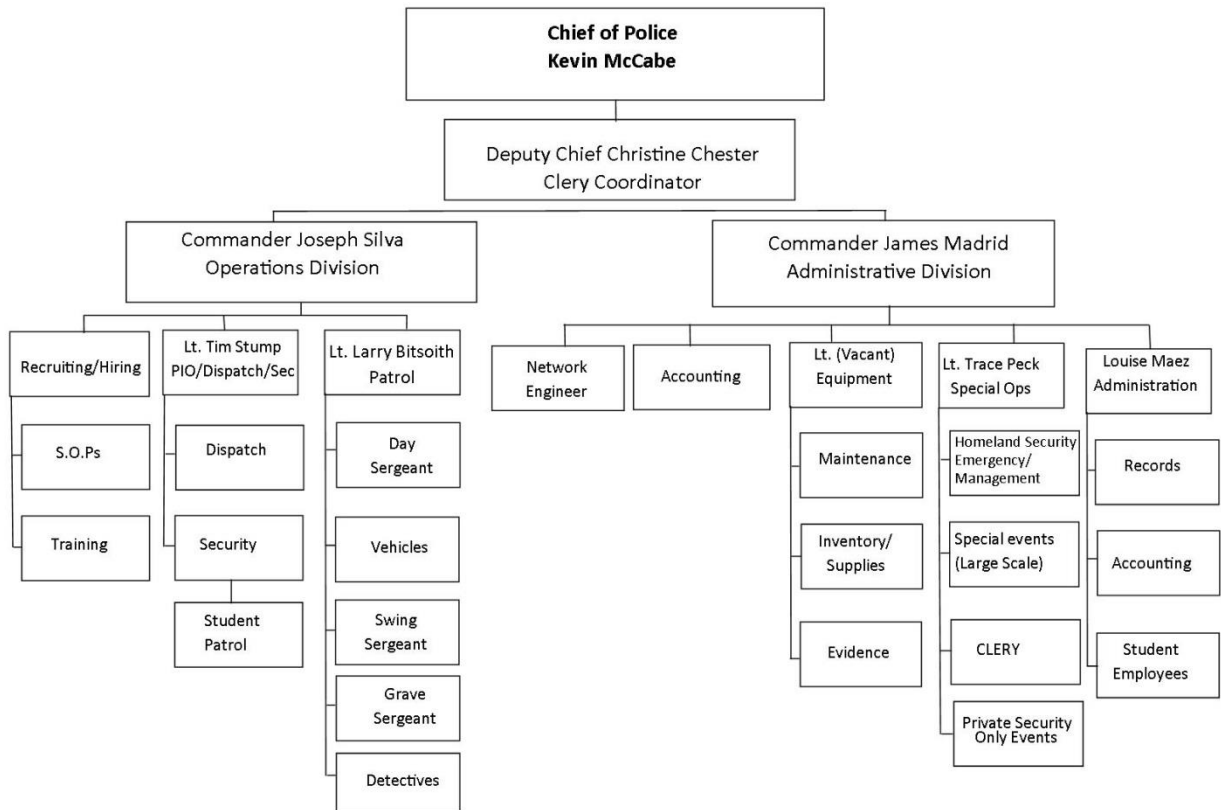
Kevin McCabe, Chief of Police

<http://police.unm.edu>

Mission and Vision

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.

Organizational Chart



FY 2016-2017 Annual Report

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I. EXECUTIVE SUMMARY

The University Of New Mexico Police Department (UNMPD) has an operating budget of \$2,953,328.00. In the past 7 years labor expense has accounted for 90% or more of the total operating funds for UNMPD. In the upcoming fiscal year the budget will see a reduction of .8% in response to university wide budget concerns. To help offset the reduction and operating expenses, salary savings are used but this is dependent on employee turnover which is unpredictable. The most significant event that took place at the Police Department during the fiscal period of FY2016/2017 was the “Milo Protest.” Milo is a controversial speaker and prior events at college campuses nationwide caused large protests resulting in injuries, property damage and major disruptions at those universities. Through the support of Interim President Abdallah and Vice President Harris the police department was able to effectively manage the event preventing any major problems and serving as an example to other universities in dealing with such a controversial event. UNMPD continued to follow the mandate set in place by the Department Of Justice as it pertains to sexual assault and domestic violence. The department conducted in house training for all officers on the neurological effects of trauma on the brain and gender bias. More than half of the sworn officers also received training from Dr. Christopher Wilson in Forensic Experimental Trauma Interview (FETI). The remaining officers are scheduled to be trained in October 2017.

Another area of significance is with the installation of cameras in and around the UNM football stadium and the creation of a command post to conduct law enforcement operations during events taking place either at the football or basketball stadium. UNMPD has seen a sharp increase in property crime occurring on the UNM campus. More and more vehicles are being broken into and stolen from the multiple parking lots spread throughout the campus. Similar activities were being reported at and during sporting events to visitors attending games. A plan was devised with the assistance of Information Technology and UNM Alarms to install cameras around campus. UNMPD would be able to monitor events in real time and record the parking lots when games were not occurring. The cameras would also aide in identifying offenders and hopefully lead to a reduction in thefts. The long term plan is that the university can evaluate more areas of high criminal activity and add cameras as the budget allows. The costs of the cameras and command center is currently approximately \$100,000 and was paid for by UNMPD. I will discuss how the department has reacted to each of the issues in some detail.

II. OVERVIEW

The 2016 Presidential election was and still is considered very divisive and has fractured the nation. As a result college campuses have become the frontline line for speeches and protests. On January 27, 2017 Milo Yiannopoulos (Milo) appeared at University of New Mexico. Milo was conducting a nationwide speaking tour at multiple universities. Protests were being held at each location and were drawing national media attention due to the protests becoming out of control and causing injuries and property destruction. The protests were also causing major disruptions to the universities ability to operate. Interim President Abdallah was committed to having the event go forward in order to protect the freedom of speech. The UNMPD enlisted the assistance of the New Mexico State Police, Bernalillo County Sheriffs and the Albuquerque Police Department to provide manpower and resources to staff the scheduled event and protect all persons and university property. The event took

place without any major problems and resulted in no injuries, no damage to property or any disruption to the university. The event costs UNMPD \$15, 924.64 in overtime costs.

Another issue UNMPD is focused on is the Department of Justice (DOJ) report that was issued in April 2016 addressing UNM's handling of students reports of sexual harassment, including sexual assault. The reports identified certain areas in which advanced training for UNMPD officers was necessary. The DOJ required that all officers who respond to or investigate allegations of sexual assault and domestic violence receive training on evidence-based, trauma-informed investigative techniques. The training will must include neurobiological effects of trauma on the brain, how to identify drug and alcohol –facilitated sexual assault, effective report writing and evidence gathering. DOJ required that UNMPD put into place written protocols which require all responding officers to receive this training annually. Additional training pertaining to recognizing and eliminating implicit and explicit gender bias in policing is also required.

In response to the request made by the DOJ, UNMPD took several steps to be in compliance. The first step taken was to seek out and obtain specialized training for all of our detectives who are assigned to the SMART (Sexual Misconduct Assault Response Team) Team. SMART Team members are responsible to investigate incidents of sexual assault. SMART Team members attended Forensic Experiential Trauma Interview and Neurobiology of Trauma: Strategies for Investigations of Sexual Assault Cases, Strategies to Prosecute Sexual Assault Cases in NM and Community Professional Sexual Assault Response Training. The training speaks directly to the requests made in the DOJ report.

The next step taken was to train and educate all sworn UNMPD officers who respond to incidents of sexual misconduct and assault as part of their patrol duties. The training was provided by SMART Team members and included the topics listed above which were identified in the DOJ report. A Pre and Post Test was given to quantify the knowledge attained in the training to evaluate how well officers receiving the training retained the important information. The department conducted in house training for all officers on the neurological effects of trauma on the brain and gender bias which was completed by December 1, 2016. More than half of the sworn officers also received training from Dr. Christopher Wilson in Forensic Experimental Trauma Interview (FETI). The remaining officers are scheduled to be trained in October 2017.

The police department is currently staffed with 29 officers assigned to patrol campus 24/7. In supporting roles there are 6 security officers and 3 student patrol officers. The department responds to approximately 25/30 calls for service a shift which consists of an area of 8 square miles, 300 buildings and over 25,000 students. The Department is adequately staffed to handle the calls for service each day but a common complaint by the campus community is an increased overall presence of officers on campus. In order to properly address this complaint would require more officers. Increasing personnel would require a considerable budget increase. To address these concerns now, officers patrol the campus at all times utilizing foot patrol and bicycles for greater visibility and contact with students. Officers conduct daily building checks in the evening hours for unlocked doors or subjects who are not authorized to be on campus during these times. In 2016 the department responded to 23,939 calls for service. Of those calls for service 60% of them were self-initiated by officers during routine patrol. For the first 8 months of 2017 the department had responded to 16,942 calls for service. This serves to illustrate the work being done by officers in regards to patrolling the campus and the commitment to making the campus a safe environment for everyone.

As mentioned above the department initiated the installation of cameras over at the sports complex. The cost of the cameras so far to UNMPD have totaled approximately \$100,000.00 and with the assistance of Information Technology and UNM Alarms some of the costs have been reduced. It is the intent to monitor the effectiveness of the cameras at the sports complex. If we learn that it's making an impact on criminal activity we will seek to expand the cameras to other areas around campus and this would require assistance from the administration to cover cost associated with expansion. UNMPD is hoping the cameras will help to address some of the increases in crime through utilization of technology as opposed to trying to increase manpower which is costly and a much slower process.

Another component to this project was securing space at Center for High Technology Materials (CHTM). CTHM has allowed UNMPD to set up a command posts to conduct operations during events being held at one of the sports arenas. The command post provides us with the resources to setup our monitoring station and staff it with personnel to conduct operations. CHTM is now serving as the University's new Emergency Command Center (EOC). When it is necessary to activate the EOC for an emergency, members of the EOC team will be directed to this location. This location provides plenty of room and parking which were both lacking at the former location, Hokona Hall.

The department continues to takes an active role in various committees throughout the university to increase communication and development of positive relationships which extend beyond the department. The committees include LOBORESPECT, Clery Steering Committee, SMART, Student Counsel, Emergency Management Response, Compliance Committee, Minors on Campus and Security Task Force (created to address finding in Pilgrim Report). By participating in these meetings and several more the department expands its footprint around the campus without increasing the number of officers employed. The use of online police reporting continues to impact the university positively. In FY 2016/2017 online reporting was responsible 393 reports saving 589 man hours and approximately \$19,650.00 in costs if officers responded instead of having online reporting.

All sworn personnel now receive Title IX training annually and all officers assigned to patrol are trained in Crisis Intervention Training (CIT). This is a weeklong of intense training on how to respond to individuals in crisis and equip officers with the tools to try and resolve the situation peacefully and successfully.

III. ACCOMPLISHMENTS

Revision of Department Standard Operating Procedures (SOP)

Online reporting received 368 reports, saving approximately 552 man hours and \$18,000.

Forensic Experiential Trauma Interview (FETI) and the Neurobiology of Trauma training for all sworn officers

Gender Bias Training for all sworn Officers

Installations of Security Cameras and Command Post at Sports complex

Active Shooter Training for all Sworn Officers. Eight hour training block was developed by UNMPD to train officers how to respond to active shooter. Training was recognized by the New Mexico Law Enforcement Academy for other agencies to utilize.

IV. CURRENT/FUTURE PROJECTS

Current Projects

The creation of UNMPD command post which will allow us to conduct operations from during events scheduled at one of the sports arenas or in if the EOC is activated due to major event. The command post is located in the Center for High Technology Materials (CHTM). UNMPD would like to expand the number of cameras on campus to cover parking lots and other areas in an effort to reduce crime and better protect the university community. Assessments will be made of all the parking lots to determine which areas to address first.

The final project will be the installation of new radio communications in our dispatch center. The equipment in the communications center is over 25 years old and money was set aside to upgrade the system. Because the department operates off of the City of Albuquerque Police Department's system, at a great savings to the university we have been delaying upgrade to ensure we remain combatable to the city's system. In July of 2017 it was determined it was no longer possible to delay the upgrade. The City just upgrade their system and we are working with them to ensure we remain combatable. The estimated cost for upgrade is approximately \$300K and funds were set aside to cover the costs.

Future Projects

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 heightened 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 Hall and as we grow space is becoming an issue. The men's locker rooms are at full capacity. 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. The Emergency Operations Center should include the ability to a command center for all special events taking place on South Campus regarding athletics. Currently the command post is located inside each of the athletic events. Ideally a command center either fixed or mobile would be more effective and separate the command operations from the event. This would prevent the command operations from being disabled or damaged if an attack or natural disaster occurs to either of the stadiums.

The space and equipment we currently have is inadequate to handle such an event and it became very apparent during a recent 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.

V. PERSONNEL APPOINTMENTS/SEPARATIONS

Department Staffing

Department Hires:

| | <u>Hired</u> |
|---|--------------|
| 1. Jeremy Manzanares - Police Officer | 10/10/16 |
| 2. Eric Peer- Police Officer | 10/16/16 |
| 3. Andrew Drexler- Police Officer | 11/7/16 |
| 4. Nathan Lerner- Police Officer | 11/7/16 |
| 5. Amber Fitzgerald - Police Dispatcher | 11/7/16 |
| 6. Patrick Burk- Police Officer | 4/16/16 |

Promotion: None

Retires: None

Terminations/Resignations

| | <u>Separated</u> |
|--------------------------------------|-------------------|
| 1. Paul Gonzales - Police Officer | Resigned 7/16/16 |
| 2. Dennis Trujillo –Police Officer | Resigned 7/25/16 |
| 3. Sonya Silva – Police Dispatcher | Resigned 8/22/16 |
| 4. Martin Cordova – Police Officer | Resigned 9/16/16 |
| 5. Chris Camacho – Police Officer | Resigned 9/23/16 |
| 6. Luis Arias – Police Dispatcher | Resigned 10/14/16 |
| 7. Sara Castillo – Police Dispatcher | Resigned 12/8/16 |

Current Staffing Numbers:

Sworn Personnel:

1. Command Staff: 7
2. Sergeants: 3
3. Officers: 29

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 Joint Terrorism Task Force



FY 2016-2017 Annual Report

Policy Office

Submitted by:

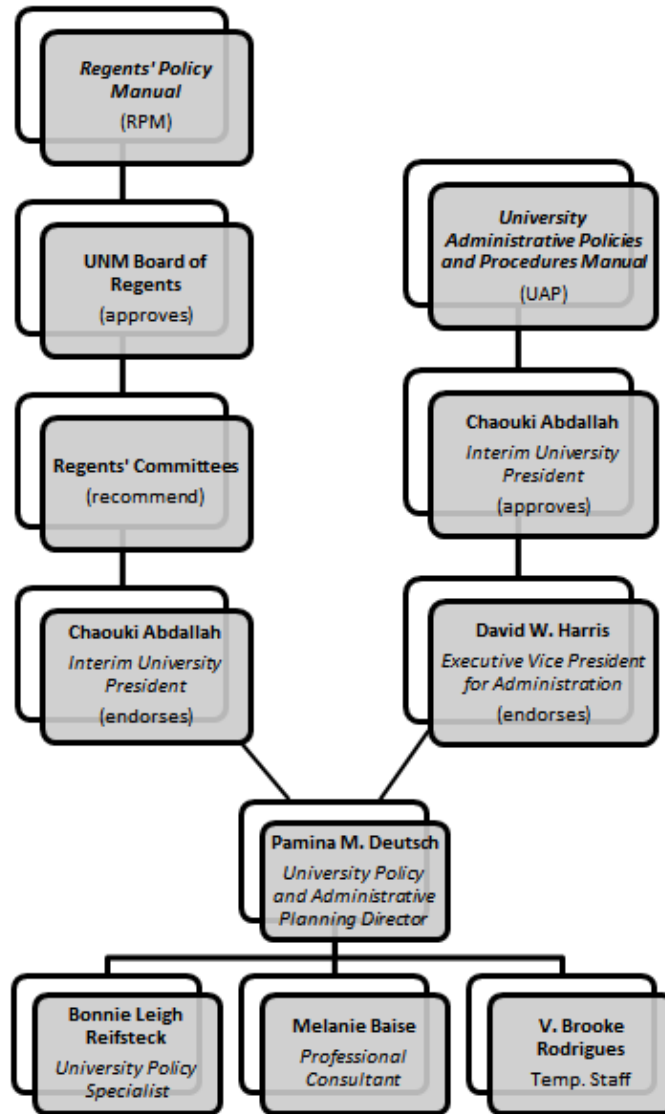
Pamina M. Deutsch, Director, Policy Office

<http://policy.unm.edu>

Mission and Vision

Founded in 1990, 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



FY 2016-2017 Annual Report

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I. EXECUTIVE SUMMARY

The Policy Office's regular staff consists of a full-time Director, Pamina Deutsch, and a half-time University Policy Specialist, Bonnie Leigh Reifsteck. This academic year the office also employed a part-time temporary archivist assistant and an on-call professional consultant.

Forty-five policies were developed or revised this year, including several complex new policies and substantive amendments to existing ones. Notable among these were Foreign Nationals, Inspection of Public Records, Universal Restroom Initiative, Honorary Naming Recognition, Whistleblower, Campus Violence, and Police and Security Services policies, as well as a substantially revised Regents' policy on University Affiliated Organizations. Nine policies related to Chrome River financial system implementation were approved last year and went into effect this year, coinciding with the system's go-live date.

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, focusing on such diverse topics as campus violence, whistleblowing/reporting misconduct, sexual harassment, Title IX, loss prevention and control, institutional compliance, Clery Act compliance, accreditation, smoke and tobacco-free campus, faculty and staff benefits, and comprehensive Regents' policy review.

The Policy Office website continues to consistently average about 400 visitors each workday, and our Policy Office email listserv has grown to 169 subscribers. The website pages most frequently viewed include sexual harassment and misconduct, travel, sick leave, annual leave, and acceptable computer use policies.

The Policy Office budget for Fiscal Year 2015-2016 totaled \$178,512 and was funded primarily by I&G allocation. Other than I&G funds and use of reserves, the budget includes a small amount of miscellaneous revenue that is reimbursement from the UNM Foundation for use of the online Westlaw legal resource database. The Policy Office has a trim administrative budget, with approximately ninety percent of expenses going to personnel costs. Other major expenses include a subscription to the Westlaw legal database for policy research and development, office supplies and equipment, copier rental expense, professional development, and work station maintenance.

II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

In terms of policy development, forty-five policy revisions or new policies were issued this year, as detailed below. 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.

Regents' Policy Manual

The following Regents' Policies were issued as new policies or amended versions of existing policies:

- September 13, 2016
 - 7.17 ("University-Affiliated 501(c) Organizations")

- December 13, 2016
 - 1.3 (“Public Notice of Regents’ Meetings”)

University Administrative Policies and Procedures Manual

The following policies from the University Administrative Policies and Procedures Manual were issued as new policies or amended versions of existing policies after a public comment and review period.

- December 1, 2016 - Nine policies related to Chrome River
 - 2110 (“Long Distance Telephone Calls”)
 - 2170 (“Honorarium Payments”)
 - 2480 (“Incentives for Program Participants”)
 - 4020 (“Moving Expenses and Relocation Allowance”)
 - 4030 (“Travel”)
 - 4040 (“Employee Recruitment Expense Reimbursement”)
 - 4320 (“Purchasing Goods Off Campus”)
 - 4370 (“Receiving and Paying for Off Campus Purchases with a Purchase Order”)
 - 7210 (“Petty Cash Fund”)
- December 12, 2016
 - 1030 (“Gifts to the University”)
 - 2010 (“Contracts Signature Authority and Review”)
 - 2015 (“Contract Monitoring”)
 - 2140 (“Use and Possession of Alcohol on University Property”)
 - 2180 (“Foreign Nationals”)
 - 2300 (“Inspection of Public Records”)
 - 2610 (“Time and Leave Reporting”)
 - 3200 (“Employee Classification”)
 - 3225 (“Separation of Employment”)
 - 3230 (“Performance Review and Recognition”)
 - 3300 (“Paid Time”)
 - 3400 (“Annual Leave”)
 - 3410 (“Sick Leave”)
 - 3700 (“Education Benefits”)
 - 5300 – NEW (“Universal Restroom Initiative”)
 - 6130 (“Emergency Control”)
- May 10, 2017
 - 1020 (“Honorary Naming Recognition”)
 - 1100 (“Development and Approval of Administrative Policies”)
 - 2200 (“Reporting Suspected Misconduct and Whistleblower Protection from Retaliation”)
 - 2210 (“Campus Violence”)
 - 2230 (“Police and Security Services”)
 - 2260 (“Non-Motorized and Small Motorized Vehicles”)
 - 7205 (“Dishonest or Fraudulent Activities”)

The following policies in the University Administrative Policies and Procedures Manual were updated using the abbreviated process (because minor revisions were necessary to reflect current practices or outside regulatory requirements):

- December 12, 2016
 - 2680 (“Payroll Overpayments and Collections”)
- March 21, 2017
 - 4000 (“Allowable and Unallowable Expenditures”)
 - 4030 (“Travel”)
 - 4320 (“Purchasing Goods Off Campus”)
- April 21, 2017
 - 2265 (“Recreational Drones”)
 - 2480 (“Incentives for Program Participants”)
 - 3210 (“Recruitment and Hiring”)
 - 3220 (“Ombuds Services and Dispute Resolution for Staff”)
 - and Exhibit B (“Peer Hearing Procedure”)
 - 3600 (“Eligibility for Employee, Retiree, and Dependent Benefit Plans”)
 - 6410 (“Museums and Collections”)
 - 7000 (“Budgets and Reserves”)

Committees facilitated by the Policy Office:

- Campus Violence Policy Committee
- Smoke- and Tobacco-Free Task Force
- Whistleblower Policy Committee
- Sexual Harassment Policies Committee
- Regents’ Policy Manual Review Committee

Other committees participated in by the Policy Office:

- Title IX (facilitated by Office of Equal Opportunity)
- Clery Act Compliance Steering Committee (facilitated by President’s Office)
- Institutional Compliance Committee (facilitated by Main Campus Compliance Office)
- Loss Prevention and Control Committee (facilitated by Safety and Risk Services)
- Accreditation Committee – Criterion Two (facilitated by Academic Affairs)
- Insurance Committee (facilitated by Safety and Risk Services)

Professional Development:

- Association of College and University Policy Administrators (ACUPA) Annual Conference, Minneapolis, MN, June 21-23, 2017
- ACUPA Pioneer Members (for incorporation of the professional organization)
- Toastmasters (Pamina)
- Webinars hosted by UNM Policy Office:
 - “Faculty Civility and Academic Freedom: Protecting the Workplace while Preserving Academic Culture” with OEO, Academic Impressions, October 2016

III. CURRENT/FUTURE PROJECTS

The Policy Office continued facilitating a Regents' Policy Manual Review Committee, which conducted a comprehensive review and revision of the manual. Most of the manual had not been revised since 1996, the time of its inception. The Committee consisted of faculty, staff, and administrative representatives who met 22 times in 2016 and 17 times in 2017. At this time, the Committee has completed its work in updating and consolidating the Regents' policies. The Office of University Counsel conducted a legal review of the policy drafts and subject matter experts were consulted, as appropriate, to review the policy drafts. Efforts are underway for approval of the revised manual by the Board of Regents.

Another significant initiative of the Policy Office was facilitating the Smoke- and Tobacco-Free Task Force and its goal of making UNM virtually smoke- and tobacco-free by the start of the Fall 2017 semester. A broad cross section of constituents participated in the Task Force meetings, including representatives from the State Department of Health, branch campuses, Health Sciences Center, Main Campus, and students, faculty, staff, and administrators.

The Policy Office assigned Process Owners to all University Administrative Policy and Procedures Manual policies that were without designated Owners, and will continue to provide education to Owners about their responsibilities, and periodically notify Owners of policies within their purview that are in need of review.

The Policy Office also updated and continues to update and enhance its website to align with the UNM Branding Initiative.

IV. PERSONNEL APPOINTMENTS/SEPARATIONS

Victoria Brooke Rodrigues' contract as a Temporary Staff Archivist Assistant was extended through June 30, 2017, to assist with the LoboVault archive project, policy proofreading, and website updates.



FY 2016-2017 Annual Report

Safety & Risk Services

Submitted by:by:

Carla P. Domenici, Director, Safety & Risk Services

<https://srs.unm.edu/>

Mission and Vision

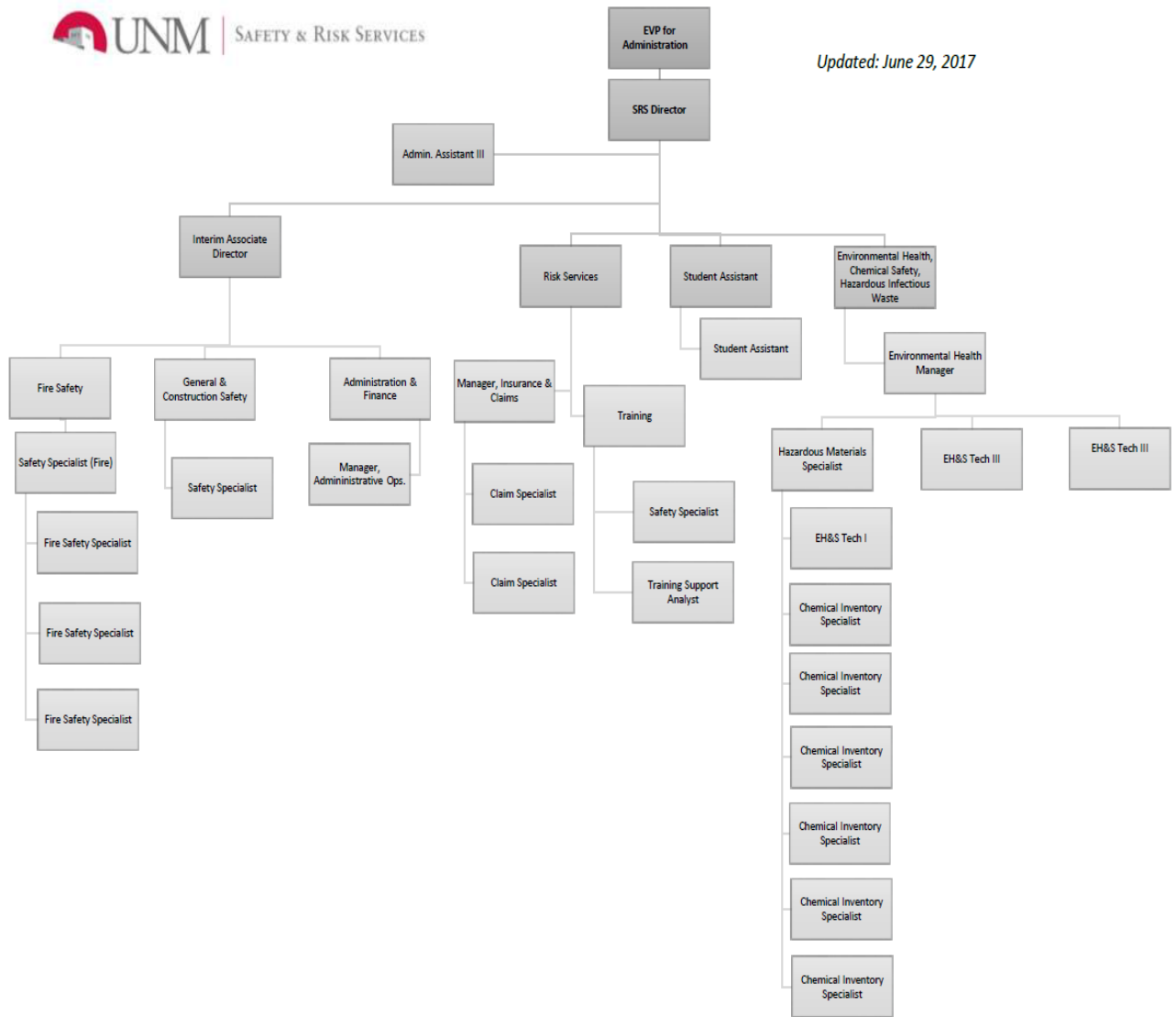
Mission

The Department of Safety & 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.

Vision

To become the premier occupational safety & risk management department and organizational model of superior quality and service in the eyes of our customers, stakeholders, and campus community.

Organizational Chart



FY 2016-2017 Annual Report

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I. EXECUTIVE SUMMARY

The Safety and Risk Services Department Staff works diligently and successfully to accomplish the SRS Mission Statement. SRS strives to reach its vision to become the premier occupational safety & risk management department. The mission and vision of SRS's employees is demonstrated by the customer service provided to the campus community and the commitment to safety issues.

The Risk Services Staff vastly improved upon an already rigorous and well run program by improving data collection and presentation. The Risk Services Staff works with the numerous committees that it staffs to, communicate losses to campus stakeholders. SRS Risk Services Staff developed numerous standard operating procedures that document a vigorous investigation process for all claims. It is SRS's goal to immediately investigate losses to obtain facts that are accurate and lead to a fair and cost efficient resolution to claims. Additionally, these standard operating procedures assist the SRS Risk Staff with its handling of checks and other funds associated with claims and insurance.

SRS serves the UNM campus community, and it provides risk management services per MOU to the University of New Mexico Hospital, Sandoval Regional Medical Center and the UNM Cancer Center. SRS also assists the UNM Research Act Corporations to acquire insurance coverage by working with brokers or with the New Mexico General Services Department to obtain coverage.

SRS also trains employees throughout the year both with live and on-line trainings. It is the department that oversees and staffs the UNM Defensive Driving Program, the UNM Respirator Fit Test Program, the UNM Ergonomics Program, the UNM Occupational Safety Training Program and the UNM Risk Services Training Program. It is with great pride, that SRS also reports that Chemanji Shu-Nyamboli, the SRS Environmental Health Manager is now certified to provide OSHA 10 and OSHA 30 training to UNM employees. SRS also translated its trainings into Spanish.

SRS reached out to the Branch Campus Deans and facility managers to ensure their attendance at SRS committee meetings and to work to adjust its provided services to meet the need of the branches. SRS managers also scheduled meetings with deans throughout the campus to implement a process of outreach to make certain that the campus is aware of the services SRS provides and that SRS is aware of the changing needs of the campus.

SRS continues to attend Welcome Back Days and uses this opportunity to educate the campus about how to be stewards of the environment by taking care of storm water. It also highlights the safety and risk services SRS offers. SRS also attended other Open Houses throughout campus to reach out to the community.

SRS worked with UNM Communications and UNM IT to create a new SRS website with at least two goals in mind: (1) to make the website user friendly; and (2) to make it accessible by smart phone. The website now looks great and uses a new type of on-line forms that allow the campus to request services in a uniform and secure form.

In an effort to bring out a spirit of teamwork and to easily identify SRS staff to the campus, SRS purchased shirts, hats, vest and jackets with the UNM and SRS logos on them. Because many SRS staff work in the field, it is helpful for them to be identifiable with uniforms that are also comfortable.

In FY17, SRS continued to build on flagship programs in areas like fire alarm system management and ergonomics evaluation. Its committees also continued to lead the way in helping develop solutions to programmatic and fiscal challenges in fire safety, chemical and laboratory safety, and loss prevention and control. In addition, the department finalized its new website, which now includes enhanced methods for outside entities to communicate needs related to items like training, waste management, air quality and claims reporting, to name several.

SRS experienced budget cuts again this fiscal year. Its reserves were reduced by \$200,000. Its I&G budget was permanently reduced by \$41,801. Its allocation from the Health Sciences Center was cut by an additional \$22,489. Conversely, Building Renewal and Replacement funding increased by \$35,000.

In the coming months, SRS will continue to build and maintain its already-strong relationship with the UNM community through a continued focus on quality customer service at every level. Despite the budget cuts faced by SRS, its staff continues to provide quality service to make the campus a safer place to study, live and work.

II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

SRS Environmental Health & Safety

Air Quality Compliance:

In FY17, the Safety & Risk Services Department prepared and submitted to the City of Albuquerque Environmental Health Department (EHD) all required semiannual and annual compliance and greenhouse gas reports and emissions inventories, as required by UNM's Title V Operating permit. SRS also oversaw the campus wide compliance inspection of UNM's emissions sources by the EHD. These inspections included visual inspections of emission sources, review of maintenance records, as well as reporting and record keeping. EHD is still inspecting SRS throughout FY18.

In FY16, SRS continued working with other departments, notably the Physical Plant Department, to implement outstanding recommendations of an environmental audit that EHD completed in FY15 to improve compliance with UNM's air quality permits under the Clean Air Act. SRS completed and submitted to EHD three applications for Construction Permits to replace the emergency generators at Popejoy, Zimmerman Library and the Economics Building. All three permits were issued and the generators installed. SRS continued to working with EHD to complete a five-year renewal application for UNM's Title V Operating permit. Air emissions from UNM's permitted emission units continue to be below permitted limits during routine operations.

Storm Water Quality:

In FY17, SRS continued to implement requirements of the watershed-based Middle Rio Grande NPDES permit issued on December 22, 2014. SRS implemented a sampling plan for wet weather monitoring to comply with requirements of the NPDES permit, along with 11 other co-permittees. The 11 co-permittees include: the City of Albuquerque, Albuquerque Metropolitan Arroyo Flood Control Authority (AMAFCA), the New Mexico Department of Transportation, Los Ranchos de Albuquerque, the Village of Corrales, the City of Rio Rancho, Bernalillo County, Sandoval County, Southern Sandoval County Arroyo Flood Control Authority, Eastern Sandoval County Arroyo Flood Control Authority, and the Town of Bernalillo. Through this cooperative agreement, UNM will take part in stormwater monitoring activities to comply with requirements of the NPDES permit.

Wastewater Quality:

UNM continues to operate under a voluntary pollution prevention (P2) program with the Albuquerque Bernalillo County Water Utility Authority (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. An updated version of the P2 agreement between UNM and ABCWUA was signed on June 20, 2016. The agreement allows UNM to operate outside a formal permit process that requires strict monitoring and reporting.

In FY 17, SRS agreed to host an intern from the New Mexico Environment Department (NMED). She reviewed and analyzed UNM's P2 activities for FY16. SRS began, in FY17, to implement these recommendations on P2 activities.

Petroleum Storage Tanks:

SRS continued to: (1) conduct monthly inspections of UNM's South Championship golf course petroleum storage tank; (2), collect and review inspection reports for the PPD automotive petroleum storage tank; and (3) ensure compliance with NMED Petroleum Storage Tank regulations. SRS and PPD personnel are certified to conduct these inspections. Both tanks inspected continue to be in compliance through FY17. The tank at HSSB was inspected by the NMED and some violations were noted. SRS is working with PPD to correct those violations. SRS also ensured that the tanks were registered and fully insured in case of a spill into the environment.

Safety Training:

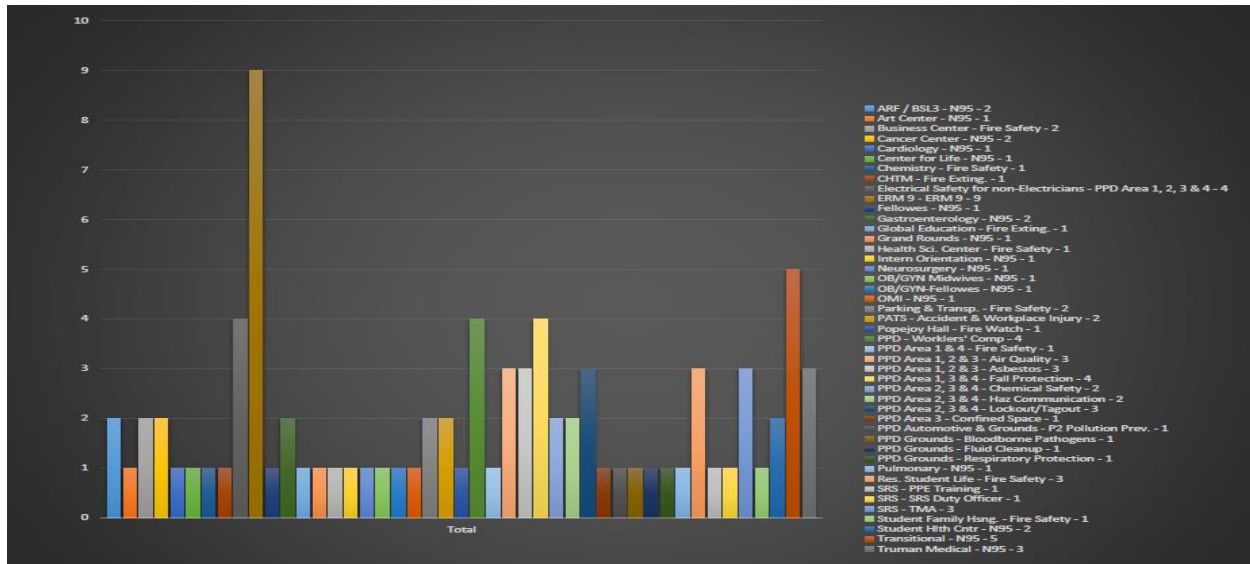
SRS continued to provide training in general safety as requested. Areas of training included:

Air Quality Compliance
 N 95 Fit Testing
 Defensive Driving
 Lock-out/Tag-out
 Fire Safety Awareness
 Fire Safety
 Fire Extinguisher Use
 Hazard Communication
 Chemical Safety
 Asbestos and Lead

Personal Protective Equip.
 Hazardous Waste
 Stormwater Management
 Pollution Prevention
 Bloodborne Pathogens
 Fluid Cleanup
 Fall Protection
 Electrical Safety
 Enterprise Reagent Mgr. 9
 TMA

Compressed Gasses
 Ergonomics
 Flammable Liquids
 Hand and Power Tool Safety
 Slip, Trip and Fall Protection
 Bucket Training

The chart below reflects the number of trainings and training type per entity:



Two SRS staff members also completed the required training and exam to become Authorized OSHA Outreach Trainers.

Local Ventilation Systems Testing and Certification:

SRS continued to conduct chemical fume and biosafety cabinet testing and certification, through third party vendors. In FY16 C-SCAN completed certification of chemical fume hoods in Area 2 and biosafety cabinets campus wide. Certification of fume hoods has continued into FY18.

Indoor Air Quality:

SRS, through vendor services, provided asbestos and mold testing and abatement as needed throughout campus. Asbestos testing includes coordinating with environmental consultants to facilitate inspection and testing on suspect building materials for asbestos content, prior to demolition, renovation, or repair for utility and building maintenance services. Abatement involves controlled demolition and removal of the asbestos containing material. SRS staff conducted indoor air quality assessments as requested throughout campus.

CHEMICAL SAFETY

SRS continued to staff the main campus Chemical and Laboratory Safety Committee and the HSC Chemical Safety Committee. SRS worked with the HSC Chemical Safety Committee to revise a previously approved Chemical Hygiene Plan and the revised plan was approved by the HSC Executive Vice Chancellor and Vice President for Research. SRS made revisions to a similar plan for UNM main campus that was approved in 2014 by the main campus Chemical and Lab Safety Committee. The revisions continued into FY17. The revised version will be presented to the committee for approval in December 2017. SRS continued to conduct a re-inventory of chemicals on main campus, branch and satellite campuses. The chemical inventory process is important because it provides information about Chemicals of Interest (COIs) currently on campus.

SRS continued to provide the training it developed on how to use ERM 9 chemical inventory management software to the labs that have had their inventories completed. This training provides the PI's of the lab personnel the ability to manage the chemical inventories of their labs.

Lab Inspections:

In FY17, SRS continued conducting lab inspections for compliance with applicable local, state and federal environmental health and safety regulations. A total of 398 labs were inspected in FY17, compared to 382 in FY16; 49 in Area 1, 251 in Area 2, 7 in Area 3 and 72 in Area 4. Lab inspections will continue through FY18.

Occupational Exposure Assessments:

In FY17 SRS continued conducting Occupational Exposure Assessments at multiple locations on campus. The assessments were performed to ensure that employee exposures to certain substances were below OSHA permissible exposure limits (PELs). Monitoring was done for the following substances: benzene, toluene, xylene, methylene chloride, chloroform, trichloroethylene, and other organic compounds. Exposure levels were found to be below OSHA PELs. Additional assessments will continue through FY18.

Spill Response:

SRS continued maintaining a chemical spill response team that meets on the last Friday of the month.

The spill response team conducted one drill in FY17. SRS spill response team responded to chemical spills as needed. The team has acquired the necessary PPE and equipment. SRS also has an on-call vendor to provide spill response services for large spills.

HAZARDOUS AND INFECTIOUS WASTE

Hazardous Waste:

SRS staff completed refreshers and initial certification training in the areas of RCRA, DOT and HAZWOPER. These certifications allow staff to manage and ship hazardous waste and hazardous materials. Staff continued to maintain proficiency in data loading of all chemical pick-ups and insuring that the chemical inventory is valid prior to soliciting quotes. In FY17, six hazardous waste shipments were sent out from SRS. The SRS chemical waste storage area inspections are being conducted weekly and the inspection reports are being filed on the SRS Share drive.

In FY16 the New Mexico Environment Department Hazardous Waste Bureau conducted a compliance assessment inspection of UNM and issued a Notice of Violation (NOV) that listed 30 violations. SRS worked with the different departments to collect information and prepare a response to the NOV. SRS also worked with the Provost's office to negotiate a settlement with NMED and collect fines from the academic units.

SRS provided ongoing training to all research centers, departments and administrative units who generate waste to avoid future fines. It also retained the assistance of a vendor to conduct the pick-ups at the laboratories and bring the waste to SRS. Further, SRS partnered with the Office of the Provost to immediately address issues that arise to avoid future fines.

Infectious Waste:

Weekly infectious waste pick-up by a third party vendor continued through FY17. There have been no reportable spills or releases as a result of the weekly shipments. SRS, in coordination with University Services, conducts audits of bio-contaminated equipment prior to being released to surplus. SRS recommendations on how to decontaminating the equipment allows the equipment to be deemed safe prior to being released to Surplus personnel. In FY16 SRS cleared 100 individual pieces of equipment for surplus.

CONSTRUCTION SAFETY

SRS successfully implemented the SRS Construction Safety Manual at UNM. Both safety and fire safety staff attended all new construction meetings and many of the large remodel project meetings to provide input on general and fire safety issues. The involvement of SRS staff in construction safety does not stop with attendance at meetings, but rather continues with reviews of program, design and construction project documents for construction and remodel projects. Many times, SRS staff serve as the liaisons for the New Mexico State Fire Marshal's Office and with other regulatory agencies such as Construction Industries Division.

If there are specific and technical issues that arise, then SRS may seek guidance from experts. This may occur in construction that involves laboratories or other specialized research.

Examples of construction projects the SRS participated in include: Farris Engineering Center renovation, HSC Health Education building, Physics and Astronomy and Interdisciplinary Science building, La posada remodel, Valencia Chilled Water Plant Phase 2, Domenici Hall Center for Brain Recovery and Repair remodel.

Building Inspections:

SRS conducted building inspections for compliance with applicable local, state and federal health and safety regulations. A total of 121 buildings were inspected in FY17, compared to 119 in FY16. This process allows SRS to continually interact with the campus community and identify hazards before they cause injury or damage.

Machine Shop Inspections:

SRS staff conducted follow up machine shop inspections for compliance with applicable safety and health regulations. A total of 22 machine shops were inspected in FY17, compared to 62 in FY16. Inspections are continuing into FY 18.

Laser Safety Inspections:

SRS staff, with help from a third party vendor, conducted laser reconnaissance inspections. The inspections were intended to complete an inventory of UNM's laser and to ensure compliance with applicable safety and health regulations. A total of 108 lasers were inspected in FY17. Additionally, the laser safety inspections assisted SRS with creating an inventory of the non-medical lasers on campus.

SRS Risk Services

The SRS Risk Services Staff is directly responsible for the oversight and administration of numerous risk management duties. The Risk Services Staff is comprised of the following staff members: Carla P. Domenici, Director, Miguel Delgado, Manager, Risk, Insurance & Claims, and Joel Jackson, Claim Specialist.

The Risk Services Staff is tasked with providing direct administration and management of workers' compensation claims for UNM and for the UNM Medical Group (UNMMG), general liability and auto liability claims for UNM, Hospital (UNMH), Sandoval Regional Medical Center (SRMC), and UNMMG, and property claims for UNM and UNMH. Due to the wide spectrum various operations performed by UNM, the Risk Services Staff responds to claims ranging from hundreds of dollars to millions of dollars. The Risk Services Staff frequently handles claims exceeding a million dollars. Additionally, the staff ensures the expedient settlement of claims and distribution of funds to the UNM departments who have sustained covered insurance losses.

Claims Administration

In FY17, the SRS Risk Services Staff processed and handled 531 insurance claims from various UNM and UNMH departments. This figure was down significantly from FY16, in which a total of 592 insurance claims were handled. Of those 531 claims, 391 were workers' compensation claims and 140 were property & casualty claims. The workers' compensation claims include report only claims, medical only claims, and lost time indemnity claims. The property & casualty claims include property claims, auto claims, and liability claims. The reduction in claims was reflected in our insurance premiums. Our FY17 workers' compensation premium was down \$168,553.99 from FY2016, a notable reduction of over 8%.

Each of these claims was entered into our Time Matters claims database. Time Matters is a practice management software, originally developed for law firms to store case information. SRS is

effectively using Time Matters to store claim information and related documents and email correspondence. The Time Matters software provides format consistency and shared access (for authorized users) to the electronic claim files. In 2017, SRS Risk Staff developed additional data entry fields in our Time Matters database. These additional fields provide Risk Staff with the ability to sort claims based on numerous types of data including injury causation and sub-departments. These improvements allow Risk Staff to further analyze accident and claim trends and respond with appropriate risk control and risk prevention measures.

Loss Prevention and Control Program

The Risk Services Staff is responsible for the oversight and implementation of the Loss Prevention and Control (LPC) Program at UNM. The Risk Services Group staffs the LPC Committee and the LPC Safety Committee. The LPC Safety Committee operates as a sub-committee of the main LPC Committee. SRS responsibilities associated with these committees include developing meeting agendas and presentation topics, preparing the Loss Prevention Quarterly Claim Reports and Claim Analysis Reports, and ensuring collaboration and administrative code compliance with the campus stakeholders. Quarterly Committee Meetings are held at SRS and focus on relevant loss prevention and control topics.

During FY17, the following topics were presented at quarterly LPC and LPC Safety Committee Meetings:

- LPC Self Inspection Checklist and Process
- SRS Lab Inspections
- SRS Fire Bug Fire Extinguisher Inspection Software
- UNM Lock Shop/Vendor Key Issues
- SRS Pollution Prevention Program
- UNM Parking Structure Exposures related to suicides/attempted suicides
- UNM Campus-wide Increased Theft and Vandalism Claims
- Fire Extinguisher Theft- UNM Parking Garages
- Passengers in UNM Vehicles
- UNM Cancer Center- Construction Learning Experiences
- SRS/UNM Ergonomics Program Training Improvements

SRS has continued our process of providing a Quarterly Report to upper management. The purpose of this report is to identify any current trends, issues, and ideas related to risk management and loss prevention. The following topics were addressed during FY17:

- Suicide Prevention at UNM & UNMH Parking Structures
- Student Family Housing Kitchen Fires
- Chinese Sky Lanterns
- Opioid and Fentanyl-Related Overdose and Deaths
- UNM Campus-Wide Increase in Thefts and Vandalism
- UNM Laboratory Checkout Process
- UNM Driver Screening Process
- UNM Use of University Vehicles Policy

Loss Prevention & Control Inspection Program

Pursuant to the requirements set forth in the State Loss Prevention and Control Program (NMAC 1.6.4), SRS has implemented a building inspection program. The administrative code requires that a self-inspection and audit of each agency operation should be conducted as often as needed or required, but at least semiannually.

The emphasis of the inspections is to identify areas where slip, trip, and fall incidents could potentially occur, to ensure clear access to egress points, and to pin point other general safety hazards such as poor housekeeping or insufficient lighting. SRS conducts LPC inspections on every UNM building every six months and maintains a database of the inspection reports. Reports are disseminated to stakeholders and written responses are required to ensure that appropriate corrective action was taken.

In FY17, SRS successfully completed bi-annual LPC inspections of all 300+ buildings owned by UNM. These inspections led to the identification and resolution of multiple deficiencies throughout the UNM system. More importantly, these inspections have led to the reduction and mitigation of hazards, which directly reduces the number of claims and positively affects our loss experience.

SRS Fire Safety

SRS Fire Safety had a productive year, moving forward with annual testing of fire-related systems located in UNM facilities. The SRS Fire Safety staff also provided training, fire drills and other important life safety guidance to the campus community.

In June, SRS hit a major milestone by completing all 142 fire alarm tests university-wide. The department also stayed ahead of schedule with monthly, quarterly, annual and five-year inspections and tests on UNM's 107 fire sprinkler systems, completing 380 total service items. In addition, SRS responded to 82 unscheduled maintenance, repair and services requests for these systems.

SRS fully implemented the Fire Bug Program in FY 2017. There are approximately 4,700 fire extinguishers at UNM. A finalized inventory of campus fire extinguishers was completed in December 2016.

SRS also played a role in maintaining UNM Clery Act compliance through detailed fire safety reporting and helped facilitate safety inspections carrier out by the New Mexico State Fire Marshal's Office.

The department has continued to administer the UNM Fire Safety Capital Committee. The FSCC was created to gather constructive input from committee members in lieu of relying solely on SRS staff input. The FSCC Charter explains that the committee's purpose is to review current and future fire safety capital needs on campus, discuss recommended projects, and vote to prioritize them and to share recommendations on projects and capital issues with the members of the UNM Board of Regents as part of the SRS Fire Safety Capital Report.

The SRS Fire Safety program also oversaw the following in FY17:

- SRS oversaw operating expenses for system repairs and allocated funding as needed to ensure that UNM fire systems were code compliant.
- Annual fire pump runs at the UNM Cancer Research facility and the Sevilleta Field Station.
- SRS personnel remained on call for rapid response to fire suppression system and

- alarm system emergencies.
- Created, monitored and replaced building evacuation maps as needed.
- Facilitated inspections by the New Mexico State Fire Marshal of virtually every campus building.
- Distributed and maintained Hot Works permits.
- Oversaw fire safety reviews for all UNM special events.
- Attended all campus construction meetings.

Administrative Operations

SRS Administrative Operations covers a wide range of service areas for the department, including fleet management, facilities, IT and purchasing, to name several.

On the facility side, SRS installed new security features in its parking lot, including additional high-tech cameras, which will continue to enhance vehicle and property safety. The department is currently exploring opportunities for replacing its perimeter fencing and main gate.

New technology has again played a role in SRS operations this fiscal year. Most notably, the department has replaced its older staff computers with new machines and monitors. SRS is also researching ways to reorganize and streamline its shared file drive in order to bolster document security and build new storage capacity.

Vehicles continue to be important to SRS, linking staff to main campus, branch campuses and UNM satellite locations around the state. In addition to updating maintenance records, the department added to its stock of electric vehicles in FY17, again increasing the SRS fleet to help boost flexibility and efficiency for staff, particularly in safety-related areas.

In the administrative area, SRS added several new staff members to the roster and updated positions. On the purchasing side, updates to existing service agreements were made, along with the addition of several new contracts.

In FY17, due to the budgetary issues faced by UNM SRS reconfigured its business model. In the past, SRS has retained a Financial Analyst and an Accountant III to handle daily financial transactions and its short and long-term budget work. In January, these two positions were eliminated and the SRS entered into an MOU with the Provost's Office to participate in their shared service financial center. This has resulted in a hefty budgetary savings for UNM and for a more efficient accounting model for SRS.

III. CURRENT/FUTURE PROJECTS

SRS is working with the Chemical and Laboratory Committee to implement a Laser Safety Manual and to approve the Laser Safety Plan. This will be a significant accomplishment in laboratory safety. Additionally, SRS formed a Confined Space Task Force, an Emergency Generator Task Force and a Hot Works Permit Task Force to revise prior guidelines and procedures and to ensure that work is performed safely and in a manner that preserves valuable research.

SRS also intends to offer OSHA 10 and OSHA 30 training to all UNM employees in the upcoming year. It is also improving its Respirator Training Program to include a training component. Additionally, SRS intends to contract with a vendor to improve and revise all evacuation maps campus-wide.

On the administrative side, SRS will focus heavily on the overall quality of its facilities. Increased security for departmental staff and material assets will be a priority. SRS is currently undertaking a project to replace the entirety of its perimeter fencing, including its gates and doors. Stronger, more modern fencing materials will better safeguard SRS vehicles and building entries while also improving privacy via tighter chain link meshing and weather guarding panels.

The next fiscal year will also provide opportunities for building upon staff-focused health initiatives. SRS recently designated a staff wellness coordinator who will work in conjunction with UNM's Employee Health Promotion Office to promote overall health and well-being in the workplace. Along those lines, the department has already added treadmill and bicycle workstations in key locations where employees can incorporate low-impact, high-yield exercise into their daily office routines.

Over the past several years, SRS has made sweeping improvements to its methods for tracking and organizing the department's workload. Moving forward, even more emphasis will be placed upon developing efficiencies in this area through expanded use of UNM's proprietary work order system (TMA).

As always, strategic thinking and planning will play a large role throughout FY18 in improving overall office functions in and outside the department. To that end, SRS leadership has been developing five-year strategic goals in each area of service. Through consultation and collaboration over the next several months, SRS expects to finalize these benchmarks for excellence to help meet the expectations outlined in the department's mission and vision statements.

IV. PERSONNEL APPOINTMENTS/SEPARATIONS

Appointments to Staff:

SRS Full-Time Staff:

Hussain Alyami, EHS Tech III

Casey Hall, EHS Tech III

Jeffrey Maloney, Admin. Assistant III

Johnathan Quam, EHS Tech I

Melissa Terry, EHS Tech III

Temporary Employees:

Lisa Healey, Temp. Admin. Assistant III

Dennis Gonzales, Office Assistant

Loretta Montoya, Temp. Admin. Assistant III

Students:

Chemical Inventory Specialists:

Ryan Brown, Student Advanced Level

Office Assistants:

Louis Chacon, Student Technical Specialist

Theresa Montoya, Student Technical Specialist

Separation of Staff:

SRS Full-Time Staff:

John Archuleta, Hazardous Materials Specialist (retirement)
Michael Buchanan, EHS Tech III
David Chavez, EHS Tech I
Clarissa Fidler, Admin. Assistant to the Director
Christopher Gallegos, Accountant III
Carin Kelley, Safety Specialist
JJ Maloney, Admin. Assistant to the Director
Johnathan Quam, EHS Tech I
Michael Withrow, Financial Analyst

Temporary Employees:

Kyle Duran, Professional Intern
Dennis Gonzalez, Office Assistant

Students:

Chemical Inventory Specialists:

Madison Clark, Student Advanced Level
Kenny Duong, Student Advanced Level
Jacob Lemmons, Student Advanced Level
Rajeswari Ramasamy, Student Advanced Level
Tyler Steele, Student Advanced Level
Kimberly Toddy, Student Advanced Level

Office Assistants

Louis Chacon, Student Technical Specialist
Theresa Montoya, Student Technical Specialist
David Stager, Student Advanced Level

Promotions:

Melissa Terry was promoted from EH&S Tech III to Hazardous Materials Specialist
Josh Padilla was promoted from Professional Intern to Claims Specialist
Johnathan Quam was promoted from Student Employee to Temporary Employee to EH&S Tech I
Miguel Delgado was promoted from Interim Manager, Risk, and Insurance & Claims to Manager, Risk, and Insurance & Claims
Louie Gonzalez was promoted from Fire Suppression System Tech to Fire Safety Specialist
Dennis Gonzalez was promoted from student to temporary employee



FY 2016-17 Annual Report

UNM Athletics

Submitted by:

Frank Mercogliano, Asst. A.D. for Communications

<http://www.golobos.com>

Mission and Vision

MISSION

Developing Lobos For Life!

VISION STATEMENT

The University of New Mexico athletics aspires to be the premier athletic program in our 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!

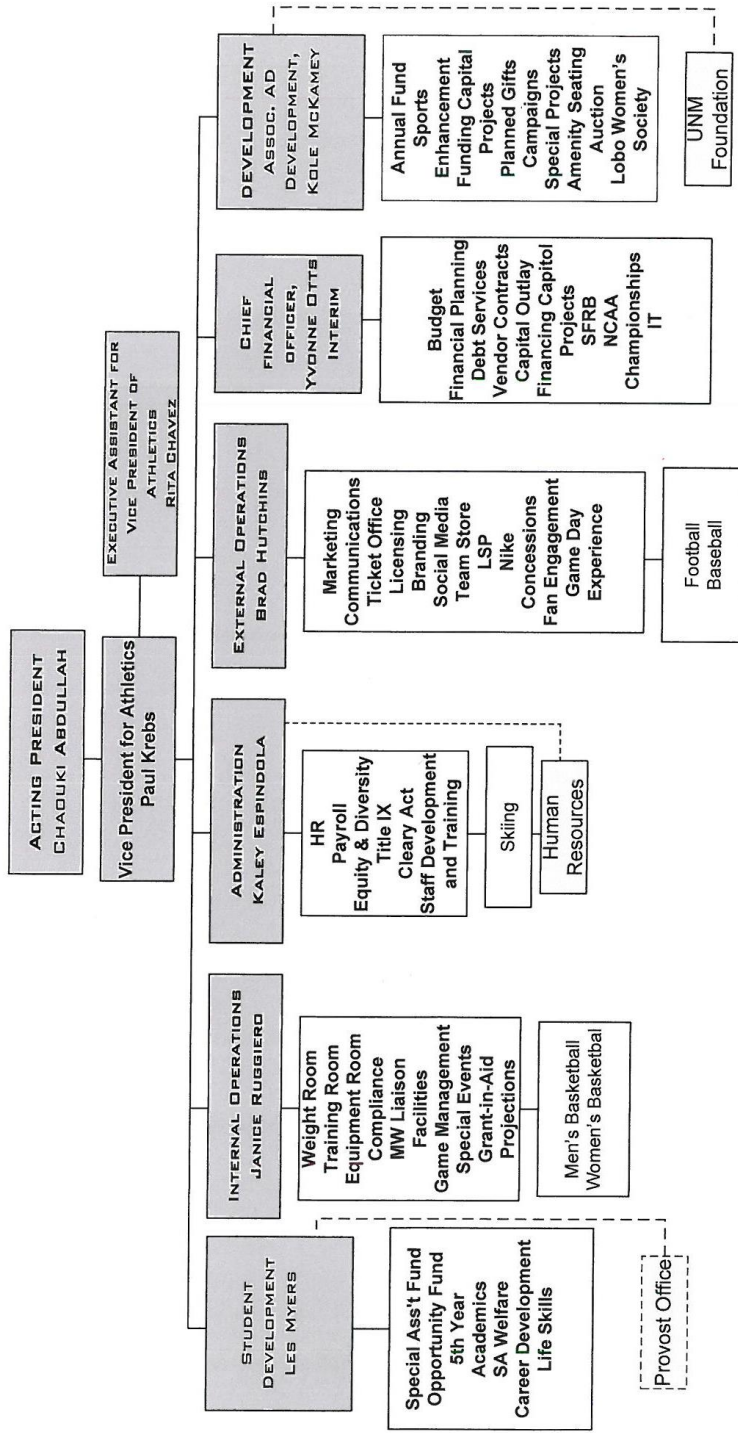
Integrity - We are honest, respectful, and accountable.

Excellence - We maximize our efforts and talents to ensure success of the Lobos. 12

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



UNM ATHLETIC DEPARTMENT ORGANIZATIONAL CHART

5/15/17

2016-17 Annual Report

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I. EXECUTIVE SUMMARY

The 2016-17 academic year was another successful one for The University of New Mexico athletics department. The program won three conference championships, which ran UNM's total over the last six years to 39, the best five-year run in school history. Additionally, New Mexico led the Mountain West for a fifth straight year in Mountain West All-Academic selections, and for a fourth straight year in Mountain West Scholar-Athlete selections.

Overall, nine of UNM's 22 sports competed in the postseason. In addition, the student-athletes represented the institution well in the classroom and in the community.

II. ACCOMPLISHMENTS / SIGNIFICANT DEVELOPMENTS

The University of New Mexico won conference championships in the following sports:

Women's Cross Country (9th straight title)
Men's Soccer (Conference Tournament)
Baseball (Regular Season)

Sports that advanced to the postseason were (finish indicated):

National Finishes

| | | |
|-------------------------------|-----------|--------------------|
| Men's Soccer | NCAAs | Round of 32 |
| Women's Cross Country | NCAAs | 7th |
| Football | Bowl Game | Win |
| Men's Indoor Track & Field | NCAAs | 22nd |
| Skiing | NCAAs | 7th |
| Men's Outdoor Track & Field | NCAAs | T-23 rd |
| Women's Outdoor Track & Field | NCAAs | T-32nd |
| Men's Golf | NCAAs | (Regionals) |

Additionally, the University of New Mexico has finished 61st in the final Learfield Director's Cup standings, the ninth-consecutive year that the Lobos have finished in the top 70.

The Lobos picked up 423 points to finish in 61st place, which was also the fifth-highest non-Power 5 Conference finish among all institutions. The Lobos earned points from women's cross country, men's soccer, football, men's indoor track and field, women's outdoor track and field, men's outdoor track and field, men's golf and skiing in the spring. The Lobos picked up 137 spring points after getting 119 in the winter and 167 in the fall.

The Lobo student-athletes again were active in the community, as the student-athletes, including the spirit squad, logged over 5,000 hours of community service, the seventh consecutive year with at least 5,000 hours.

Three programs ranked among the top 25 in attendance in women's basketball and men's soccer, while four others (baseball, men's basketball, women's soccer and volleyball) were in the top 50. The men's basketball team finished in the top 30 in attendance for the 51st straight year.

ACADEMICS

UNM Athletic NCAA Graduation Success Rate (GSR): 80% for 2016 (this factors in transfer students and mid-year enrollees). This is officially the 2009 cohort.

In the Spring of 2017 UNM Student-Athletes scored a 3.32 cumulative GPA, an all-time department high. It marked the 11th consecutive semester in which UNM student-athletes have achieved at least a 3.20 grade point average and the 18th in which UNM student-athletes have achieved at least a 3.00 grade point average.

Lobo female Student-Athletes had a record high 3.59 GPA in Spring of 2017. This marked the eighth-straight semester that UNM's female student-athletes have recorded at least a 3.50 GPA, the 14th consecutive semester of a cumulative GPA of 3.40 or better and the 20th 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 38 straight semesters.

Lobo male Student-Athletes earned a cumulative GPA of 3.13 for the Spring of 2017 semester. This is the third consecutive semester that UNM has recorded a record 3.13 GPA, and the 11th consecutive semester the Lobo men have had a GPA of a 3.0 or higher.

The Mountain West 2016-17 Scholar-Athlete Award honored a conference-high 106 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. Five different programs either led the league or tied for the league lead within their respective sports: baseball, men's golf, women's golf, men's track and field and softball.

New Mexico led the Mountain West in 2016-17 Academic All-Conference Awards as 188 student-athletes were honored. The Lobos' 188 total honorees this academic year constitute the third-highest number of selections in department history, with all three coming in the last three years (199 in 2016 and 189 in 2015).

Additionally, New Mexico saw eight teams out of the 11 spring sports recognized by the Mountain West rank in the top three of their sports. Baseball, softball and men's track & field finished tops in the MW in their respective sports, with women's golf tying for first. Both men's and women's tennis tied for second, with men's basketball and men's golf ranking third 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.

For the seventh consecutive year, The University of New Mexico had all 21 sports above the mandated 930 mark in the NCAA Academic Progress Rate Institutional Report, released publicly by the NCAA today. The report, which is the 2014-15 report, does not contain beach volleyball.

APR is a combination of eligibility and retention scores. For each semester, a student-athlete can account for two points, one for returning to school, and one for being eligible. The total points accumulated is divided by the total points possible, and then multiplied by 1000 to get the raw score. All 21 of UNM's sports were easily above the 930-mark established by the NCAA, and in fact, 20 of the 21 sports were above 970, and none were below 958.

While men's golf, men's tennis and women's golf all had perfect 1000s for APR, they weren't the only highlights. Baseball (954), football (958), men's soccer (980), softball (982) and volleyball (984) all set program records while men's golf (1000), men's tennis (1000), women's golf (1000) and women's track (996) all tied program highs. Last year six programs either set or tied records. This is the 11th year of that APR scores have been issued.

The UNM Athletic Department celebrated 92 student-athlete graduates combined in the Spring of 2017 and in the Fall of 2016.

Eight Academic All-Americans were honored this past year, Garrett Adcock of football (First Team), Niko Hansen of men's soccer (First Team), Cherise Beynon of women's basketball (First Team), Jared Mang (Second Team) and Carl Stajduhar (Third Team) of baseball, and Samuel Trigg, Alice Wright and Sophie Connor (all First Team) of track and field/cross country.

It marked the 16th consecutive year that UNM had two student-athletes earn CoSIDA Academic All-American honors. Overall, they were the 98th, 99th, 100th, 101st, 102nd, 103rd, 104th and the 105th CoSIDA Academic All-Americans in school history.

12 student-athletes earned Academic All-District honors:

| | |
|-------------------|-------------------------------|
| Niko Hansen | Men's Soccer |
| Jason Beaulieu | Men's Soccer |
| Simon Spangenberg | Men's Soccer |
| Chris Gurule | Men's Soccer |
| Garrett Adcock | Football |
| Cherise Beynon | Women's Basketball |
| Jared Mang | Baseball |
| Carl Stajduhar | Baseball |
| Marisa Doran | Beach Volleyball |
| Alice Wright | Track and Field/Cross Country |
| Sophie Connor | Track and Field/Cross Country |
| Samuel Trigg | Track and Field/Cross Country |

The University of New Mexico recognized 283 Student-Athletes as a part of the 2015-16 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.

FUNDRAISING AND FINANCIALS

The athletic department is proud that over 70% 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 approximately 3,500 members for 2015-16 (with a goal for 5,000 members by 2019), and raised approximately \$14.8 million in restricted and unrestricted cash, utilized gift-in-kind and major gift pledges to support UNM Athletics (included in that total is \$2.6 million in the Lobo Scholarship Fund). Over 200 gift-in-kind partners pledged nearly \$3 million, a total that includes numerous local businesses.

BUDGET INFORMATION

The athletic department budget is an extremely complex and multilevel document that in its most basic terms hinges annually on two key areas:

- 1) Self-generating revenues such as ticket sales, advertising, corporate sponsorships, fundraising, etc.
- 2) Expenses (salaries, facility costs, grant-in-aid, travel, health care, etc.)

UNM's annual athletics budget is approximately \$37 million, and in the 2016-17 year, UNM finished the year with an operating net operating loss of \$371,576.24. UNM athletics did bring in record revenues for the 2016-17 fiscal year.

UNM Athletics ranks either first or second in most of the revenue generating categories among Mountain West institutions (total ticket sales, concessions, sponsorship, media rights, gift-in-kind, annual donations, although concessions and ticket sales have been lower than projected). UNM does rank next-to-last in internal support revenue. The average internal support (student fees, university and state subsidies) for Mountain West schools is over \$17 million, and UNM receives less than \$12 million.

The athletics department ended the 2016-17 fiscal year awaiting the final audit report from the State Auditor's office, as well as a final report from the New Mexico Attorney General's office, which was investigating certain expenditures relating to fundraising trips, suite sales for basketball, and other financial matters.

A significant development in terms of a revenue for UNM Athletics was the announcement of a naming-rights agreement with Dreamstyle Remodeling. In a partnership through the university and Learfield Sports Properties, UNM's football and basketball venues have been renamed Dreamstyle Stadium and Dreamstyle Arena. The naming rights agreement is for 10 years and \$10 million, of which \$1 million is earmarked for campus initiatives including the Anderson School of Management, UNM Children's Hospital, and Popejoy Hall.

The agreement with Dreamstyle Remodeling came about via the relationship between UNM Athletics and Larry Chavez, Sr., the owner and CEO of Dreamstyle Remodeling. Chavez is a graduate of the UNM Anderson School of Management, and he once worked inside the stadium that bears his company's name as a soda salesman. Chavez, who was inducted into the Anderson School of Management Hall of Fame in 2017, founded Dreamstyle Remodeling in 1989. In the following 28 years, Chavez grew it into one of the largest home improvement companies in the country and employs nearly 500 people, of which half are located in New Mexico. Chavez was born in Springer, N.M. and raised in Albuquerque and giving back to the community is one of his great passions.

SIGNIFICANT DEVELOPMENTS

The University of New Mexico again had facility and digital improvements in 2016-17. Facility-wise, the R.D and Joan Dale Hubbard Clubhouse, which houses the Lobo baseball team, was opened just prior to the 2017 baseball season. The facility costs \$2.3 million and is thought to be the first completely privately-funded multi-million dollar building on the UNM campus. The facility is over 6,000 square feet and houses locker rooms, coaching offices, restrooms, showers, a training room, storage and a player's lounge. The building also provides a second-floor deck that overlooks the field.

The precursor to the \$10 million naming-rights agreement with Dreamstyle Remodeling was the refurbishment of the Tow Diehm football offices. The quarter-million-dollar renovation has helped give the offices a complete remodel, with new graphics, upgraded meeting rooms and a glass entry ways along with new carpeting and better aesthetics.

The wireless upgrade to Dreamstyle Arena was completed in time for the 2016-17 basketball season. The upgraded wi-fi system can allow for 19,000 simultaneous log-ins and has allowed for UNM fans and students to make better use of social media in-game.

Santa Ana Star Field served as the host for the 2017 Mountain West Tournament, hosting seven games and four teams over a four-day span in May. In addition, UNM hosted the Mountain West Indoor Track and Field Championships in February, and the NCAA Women's Golf Regionals in May.

New Mexico's Twitter presence increased approximately 52%, jumping from 56,000 followers to over 85,000 followers. New Mexico's facebook page now has over 82,000 likes. This past year UNM's social media presence was streamlined with all team handles on Twitter and Instagram changing to begin with UNMLobo (for instance, UNMLoboFB, or UNMLoboBaseball). This allows for fans and media members to easily find and tag our sports, and it has been very well received.

DEPARTMENT IMPORTANCE

The University of New Mexico Athletics Department continues its importance to the fabric of campus life and the town of Albuquerque. Fans of the program are found throughout the state and the country. At many road events for football and men's basketball, the department teamed up with the alumni office to offer alumni gatherings and events.

UNM Football played in the opening Bowl game of the 2016 season, and brought in a television audience of 1.39 million viewers. Overall, UNM athletics had over 40 contests broadcast on national television between football and men's basketball.

Using the lower ad rate for the top 15 cable television channels in 2015, which is \$1,780 (according to Dana Severnson) and rounding UNM's national broadcasts on television to just 40 at an average of 2 ½ hours per contest, UNM athletics generates what amounts to \$21.3 million in free advertising nationally for the university.

A 2016 study showed that New Mexico football had over 10,000 articles in print and on the web in addition to seven games on ESPN, three on ROOT Sports and one on CBS Sports Network. The study showed the top five media centers for Lobo Football were New Mexico, Texas, California, Ohio and New York, with the next five being Arizona, Utah, Colorado, Florida and Wisconsin.

In addition, UNM's student-athletes had a higher average grade point average and graduation rate than the overall student population at the university. Five of UNM's programs (men's basketball, women's basketball, men's soccer, women's soccer and volleyball) ranked among the attendance leaders in its respective sports, showcasing their popularity.

As a whole, the athletic department is proud of the athletic and academic successes that occurred during the 2016-17 academic year, and will continue to strive to represent the university, the city of Albuquerque and the state of New Mexico in the highest possible manner.

Women's Soccer (Heather Dyche, Head Coach) * 9-7-3, 5-5-1 MW

- Maddie Irwin was named Second Team All-Mountain West.
- Recorded second-most road wins in school history, with six.
- Tied a program record with 18 Mountain West All-Academic selections, leading the Mountain West for a seventh straight season.
- Set a program record with a 3.77 GPA in the Spring, its 14th straight semester with a 3.4 GPA.

Men's Soccer (Jeremy Fishbein, Head Coach) * 12-7-3, 4-3-1 Conference USA

- Won its first Conference USA Tournament title.
- Niko Hansen earned Third Team All-America, First Team Academic All-America, and was drafted No. 9 overall by the Columbus Crew in the 2017 MLS SuperDraft.
- Advanced to the Second Round of the 2016 NCAA Tournament.
- Recorded a 3.56 GPA in the Spring, its 12th straight semester with a 3.2 GPA.

Football (Head Coach Bob Davie) * 9-4, 6-2 MW

- Won just the university's second bowl game in the last 56 seasons, defeating UTSA 23-20 in the Gildan New Mexico.
- Tied for the Mountain Division title, the team's first title in 19 seasons.
- Led the nation in rushing for the first time in school history, and led the nation in total rushing yards, yards per carry, and runs of 10, 20, 30, 40, 50, 60 and 70 yards.
- Garrett Adcock was a finalist for the Wuerffel Trophy, and he was named a First Team CoSIDA Academic All-America.
- Recorded a 2.76 GPA, the fourth-best semester in program history.

Volleyball (Head Coach Jeff Nelson) * 16-16, 6-12 MW

- Devanne Sours registered her 1,000-career kill, doing it in dramatic fashion, on her final kill of the season.
- Overall UNM had two players, Sours and Cassie House 1,000 kills, and Ashley Kelsey and Julia Warren both hit the 1,000-career digs mark.
- *UNM defeated two Power-5 conference teams, the same as the rest of the Mountain West combined.
- Team ran its streak of semesters with a 3.0 GPA to 29 of the last 30.

Men's Cross Country (Head Coach Joe Franklin)

5th place at Mountain West Championships

- Named an All-Academic squad by the USTFCCCA.

- Graham Thomas was UNM's top finisher at the MW Championships, coming in 18th.
- The Lobos had seven Mountain West All-Academic selections, the fifth straight year of at least seven honorees.

Women's Cross Country (Head Coach Joe Franklin)

Mountain West Champions * 7th at NCAAs

- The team won its ninth consecutive Mountain West championship.
- Alice Wright won the Mountain Region championship, earning Region Runner of the Year.
- Wright was also named the Mountain West Athlete of the Year
- Wright and Calli Thackery earned All-America honors.

Swimming & Diving (Head Coach Dorsey Tierney-Walker) * 6th in MW

- Earned Scholar All-America honors from the College Swimming Coaches Association of America. It marks the 15th straight semester that UNM has been honored by the CSCAA.
- The Lobos had 18 Mountain West All-Academic selections, making UNM the only Mountain West program with 18 or more in each of the last six years.
- *Had nine student-athletes earn All-Mountain West honors.
- Had a 3.55 GPA in the Spring, the 38th straight semester with at least a 3.0, and 23rd straight with at least a 3.2.

Men's Basketball (Head Coach Craig Neal) * 17-14, 10-8 MW

- Tim Williams and Elijah Brown were both named All-Mountain West, and Brown was named All-Region as well.
- Team earned the NABC Academic Award.
- Four Lobos; Connor MacDougall, Tim Williams, Anthony Mathis and Adam Cumber, were named to the NABC Honors Court.
- Team recorded a 3.11 GPA, its second-best semester, and it also was the 18th time the program recorded a 2.7 in the last 19 semesters.
- Paul Weir was named the 21st head coach in program history on April 13, 2017.

Women's Basketball (Head Coach Mike Bradbury) * 15-15, 10-8 MW

- Richelle van der Keijl was named the Mountain West Newcomer of the Year.
- Cherise Beynon twice recorded triple-doubles, and she was also named CoSIDA First Team Academic All-America.
- van der Keijl and Beynon were named All-Mountain West, and Mykiel Burleson was named to the All-Freshman team.
- The program extended their streak of semesters with a 3.0 GPA to 33 straight semesters.

Skiing (Head Coach Fredrik Landstedt) * 5th in RMISA

7th in NCAA Championships

- The Lobos had three All-Americans: Karoline Sovik Myklebust, Katharine Irwin and Krista Niiranen.
- The Lobos finished seventh nationally, the program's 34rd straight top-10 national finish.
- Kristi Niiranen was named the RMISA Alpine MVP.
- Nineteen student-athletes were named to the RMISA All-Academic Team and the women's team registered a school record 4.01 GPA.

Softball (Head Coach Erica Beach) * 23-27, 8-15 MW

- Chelsea Johnson was named All-Mountain West.
- The Lobos led all MW softball teams for the fifth straight season with 14 Mountain West All-Academic selections. The 14 tied a program and Mountain West record.
- Named Dr. Paula Congleton, a UNM graduate, as the new head coach on June 20, 2017.
- Team recorded a 3.33 GPA in the Spring semester, its 23rd straight with at least a 3.2 GPA.

Men's Tennis (Head Coach Ben Dunbar) * 12-13, 4-4 MW

- Had three players, Ricky Hernandez-Tong, Dominic West and Bart van Leijsen, earn All-Mountain West.
- Earned Academic honors from the ITA.
- Recorded a 3.44 GPA in the Spring, its 14th straight semester of at least a 3.2 GPA.
- The Lobos had six Mountain West All-Academic selections as UNM has finished first or second in the MW in eight of the last nine years.

Women's Tennis (Head Coach Stephanie Wooten-Quijada) * 8-13, 4-1 MW

- Recorded the second-best conference record in the Mountain West among the league's 11 teams, finishing the season 7-2.
- Earned Academic honors from the ITA.
- Recorded a 3.60 GPA in the Spring, its 38th straight semester of at least a 3.0 GPA.
- The Lobos had seven Mountain West All-Academic selections, which kept up UNM's amazing streak as the Lobo women's tennis team is the only Mountain West women's tennis program with at least five selections in all 15 years of the All-Academic team's existence

Men's Golf (Head Coach Glen Millican)

26th at NCAA Championships

- Team advanced to the NCAA Championships, coming in 26th, after coming in fourth at the West Lafayette Regional.
- Andrej Bevins earned Honorable Mention All-America honors.
- Best team showing was a second-place finish at The Maxwell.
- Team recorded a program record 3.70 GPA in the Spring, the 20th straight semester with at least a 3.0 GPA.

Women's Golf (Head Coach Jill Trujillo)

16th at NCAA Regionals

- Manon Molle finished fourth individually at the Mountain West Championships.
- Finished third on the WGCA All-Scholar Team GPA list, and had four All-America scholars; Katerina Jaeger, Ingrid Gutierrez, Alexandra Moisand, Eva Saulnier.
- Team recorded a program record 3.88 GPA in the Spring, the second-best in program history and the 10th straight semester of a 3.7 or better.
- The team had six Mountain West All-Academic, tied for the most in the Mountain West. The women's golf program is the only Mountain West program with at least five Academic All-Conference selections each of the last 11 years.

Baseball (Head Coach Ray Birmingham) * 30-27-1, 19-9-1 MW***Mountain West Regular Season Champions***

- UNM won the 2017 Mountain West title with a 19-9-1 record, earning the right to host the Mountain West Tournament.
- Jack Zoellner was the Tony Gwynn Co-Player of the Year in the Mountain West. He, Carl Stajduhar and Jared Mang were First Team All-MW, and Tyler Stevens and Johnathan Tripp were second team.
- Four players were selected in the MLB Entry Draft, Luis Gonzalez (3rd round/87th overall by the Chicago White Sox), Jack Zoellner (9th round, 287th overall by the Philadelphia Phillies), Tyler Stevens (18th round, 535th overall by the Los Angeles Angels) and Carl Stajduhar (18th round, 547th overall by the New York Mets).
- Carl Stajduhar and Jared Mang were both named Third Team CoSIDA Academic All-America.
- The team recorded a 3.15 GPA, a Spring semester record and the 10th straight of at least a 3.0 GPA.
- The team had 21 Mountain West All-Academic honors, making UNM the only baseball program with double-digit honorees over the last five seasons. It was also a program and Mountain West Record.

Track & Field (Head Coach Joe Franklin)**Mountain West finishes of 4th (Men's Indoor), 4th (Men's Outdoor)****4th (Women's Indoor), 9th (Women's Outdoor)****NCAA Finishes of T-22nd (Men's Indoor), T-23rd (Men's Outdoor), T-32nd (Women's Outdoor)**

- Josh Kerr won two NCAA titles, winning the mile indoors and the 1,500 outdoors.
- Kerr was a two-time All-America and was joined by Sam Trigg and Alice Wright outdoors in the triple jump and the 5,000-meter respectively.
- Trigg, Wright and Sophie Connor were all named CoSIDA First Team Academic All-America, giving the program six in the last two seasons.
- The men's team had 24 Mountain West All-Academic honorees and the women's team had 18. The 24 for the men was the most in program history.
- The men's program had a 3.50 Spring GPA, the 10th straight semester of at least a 3.2 GPA, and the women's program had a 3.52 GPA, the 20th straight with at least a 3.3 GPA.

Beach Volleyball (Jeff Nelson, Head Coach) * 17-10

- Earned a win over nationally-ranked California.
- Went undefeated at home.
- Earned the AVCA's Academic Award, and recorded a program record 3.85 GPA in the Spring.
- The pairing of Lise Rugland and Devanne Sours went a 20-7, the second 20-win pairing in program history.

Below is a list of other individual honors earned by the Lobos this past year

Conference Players of the Year/Individual Honors (4)

| | | |
|------------------------|-----------------------|-----------------------|
| Alice Wright | Women's Cross Country | Athlete of the Year |
| Krista Niiranen | Women's Nordic | MVP |
| Richelle van der Keijl | Women's Basketball | Newcomer of the Year |
| Jack Zoellner | Baseball | Co-Player of the Year |

Mountain West Athlete of the Year (1)

| | | |
|-----------|-----------------------|---------------------|
| Josh Kerr | Men's Track and Field | Athlete of the Year |
|-----------|-----------------------|---------------------|

Region or District Player of the Year/Individual Honors (2)

| | |
|--------------|-----------------------|
| Alice Wright | Women's Cross Country |
|--------------|-----------------------|

Conference Team Champions (3)

- Women's Cross Country
- Men's Soccer (Conference USA Tournament)
- Baseball

Conference Coach of the Year (1)

| | |
|----------------|----------|
| Ray Birmingham | Baseball |
|----------------|----------|

Conference Players of the Week (33)

| | | |
|--------------------------|------------------------------|---------------------------|
| Alice Wright | Women's Cross Country | |
| Aaron Herrera | Men's Soccer | |
| Jason Beaulieu | Men's Soccer | |
| Jason Sanders | Football | |
| Jason Sanders | Football | |
| Corey Bojorquez | Football | |
| Dakota Cox | Football | |
| Elijah Lilly | Football | |
| Karoline Søvik Myklebust | Women's Skiing | |
| Krista Niiranen | Women's Skiing | |
| Vegard Busengdal | Men's Skiing | |
| Josh Kerr | Men's Indoor Track & Field | Track Athlete of the Week |
| Calli Thackery | Women's Indoor Track & Field | Track Athlete of the Week |
| Elijah Brown | Men's Basketball | |
| Tim Williams | Men's Basketball | |
| Richelle van der Keijl | Women's Basketball | |
| Jack Zoellner | Baseball | Hitter of the Week |
| Luis Gonzalez | Baseball | Hitter of the Week |
| Carl Stajduhar | Baseball | Hitter of the Week |
| Jack Zoellner | Baseball | Hitter of the Week |
| Tyler Stevens | Baseball | Pitcher of the Week |
| Jared Mang | Baseball | Hitter of the Week |
| Jared Mang | Baseball | Hitter of the Week |
| Carl Stajduhar | Baseball | Hitter of the Week |
| Tess McPherson | Softball | Pitcher of the Week |

| | | |
|----------------------|-------------------------------|---------------------------|
| Bart Van Leijsen | Men's Tennis | |
| Ricky Hernandez-Tong | Men's Tennis | |
| Bart Van Leijsen | Men's Tennis | |
| Josh Kerr | Men's Outdoor Track & Field | Track Athlete of the Week |
| Sam Trigg | Men's Outdoor Track & Field | Field Athlete of the Week |
| Alice Wright | Women's Outdoor Track & Field | Track Athlete of the Week |
| Jannell Hadnott | Women's Outdoor Track & Field | Field Athlete of the Week |
| Andrej Bevins | Men's Golf | |

First Team All-Conference (68)

| | | |
|-------------------------|------------------------------|-----------------------|
| Calli Thackery | Women's Cross Country | |
| Alice Wright | Women's Cross Country | |
| Julia Warren | Volleyball | |
| Niko Hansen | Men's Soccer | |
| Chris Wehan | Men's Soccer | |
| Krista Niiranen | Women's Nordic | |
| Vegard Busengdal | Men's Alpine | |
| Richelle van der Keijl | Women's Basketball | |
| Cherise Beynon | Women's Basketball | |
| Josh Kerr | Men's Indoor Track & Field | Mile |
| Josh Kerr | Men's Indoor Track & Field | Distance Medley Relay |
| Elmar Engholm | | |
| Mark Haywood | | |
| Kristian Uldberg Hansen | | |
| Cheyne Dorsey | Men's Indoor Track & Field | 4x400 Relay |
| Isaac Gonzales | | |
| Carlos Salcido | | |
| Mark Haywood | | |
| Elmar Engholm | Men's Indoor Track & Field | Mile |
| Tanner Battikha | Men's Indoor Track & Field | Long Jump |
| Ryan Chase | Men's Indoor Track & Field | Heptathlon |
| Ben Shields | Men's Indoor Track & Field | 60m |
| Graham Thomas | Men's Indoor Track & Field | 5000m |
| Alice Wright | Women's Indoor Track & Field | 5000m |
| Jannell Hadnot | Women's Indoor Track & Field | Triple Jump |
| Amaris Blount | Women's Indoor Track & Field | Weight Throw |
| Sophie Connor | Women's Indoor Track & Field | 800m |
| Kyra Mohns | Women's Indoor Track & Field | Pentathlon |
| Calli Thackery | Women's Indoor Track & Field | 3000m |
| Sophie Connor | Women's Indoor Track & Field | Distance Medley Relay |
| Calli Thackery | | |
| Larimar Rodriguez | | |
| Hannah Riker-Urrutia | | |
| Jared Mang | Baseball | |
| Carl Stajduhar | Baseball | |
| Jack Zoellner | Baseball | |
| Ricky Hernandez-Tong | Men's Tennis | Singles |
| Dominic West | Men's Tennis | Doubles |

| | | |
|----------------------|-------------------------------|----------------------------|
| Bart Van Leijsen | Men's Tennis | Doubles |
| Andrej Bevins | Men's Golf | |
| Anna Celine Bertrand | Swimming and Diving | 400-yard individual medley |
| | | 200-yard butterfly |
| Lindsey Englestead | Swimming and Diving | 200-yard breaststroke |
| Anna Lengyel | Swimming and Diving | 200-yard butterfly |
| Emily McGill | Swimming and Diving | 200-yard breaststroke |
| Adriana Palomino | Swimming and Diving | 500-yard freestyle |
| | | 200-yard freestyle |
| | | 1,650-yard freestyle |
| Kanoha Shinada | Swimming and Diving | 100-yard butterfly |
| Josh Kerr | Men's Outdoor Track & Field | 1500-meter run |
| | | 800-meter run |
| Graham Thomas | Men's Outdoor Track & Field | 3000-meter steeplechase |
| | | 5000-meter run |
| Sam Trigg | Men's Outdoor Track & Field | Triple Jump |
| Daniel Lam | Men's Outdoor Track & Field | Decathlon |
| Alice Wright | Women's Outdoor Track & Field | 5,000-meter run |
| Jannell Hadnot | Women's Outdoor Track & Field | Triple Jump |
| Kyra Mohns | Women's Outdoor Track & Field | 400-meter hurdles |

Second Team All-Conference (13)

| | |
|-----------------|-----------------------|
| Natasha Bernal | Women's Cross Country |
| Sophie Connor | Women's Cross Country |
| Maddie Irwin | Women's Soccer |
| Nik D'Avanzo | Football |
| Garrett Hughes | Football |
| Teriyon Gipson | Football |
| Reno Henderson | Football |
| Arnaud Guyon | Men's Nordic |
| Elijah Brown | Men's Basketball |
| Tyler Stevens | Baseball |
| Johnathon Tripp | Baseball |
| Chelsea Johnson | Softball |
| Tom Smart | Men's Soccer |

Third Team All-Conference (2)

| | |
|--------------|------------------|
| Tim Williams | Men's Basketball |
| Chris Gurule | Men's Soccer |

Freshman All-Conference (3)

| | |
|-----------------|--------------------|
| Mykiel Burleson | Women's Basketball |
| Tom Smart | Men's Soccer |
| Matt Constant | Men's Soccer |

Honorable Mention All-Conference (4)

| | |
|---------------|----------|
| Dakota Cox | Football |
| Jason Sanders | Football |

| | | |
|---------------|----------|--|
| Daniel Henry | Football | |
| Aaron Jenkins | Football | |

All-Region/District (6)

| | | |
|----------------|-----------------------|-------------|
| Calli Thackery | Women's Cross Country | |
| Alice Wright | Women's Cross Country | |
| Niko Hansen | Men's Soccer | First Team |
| Chris Wehan | Men's Soccer | First Team |
| Chris Gurule | Men's Soccer | Second Team |
| Elijah Brown | Men's Basketball | |

National Players of the Week (2)

| | | |
|-------------|-----------------------|--|
| Nike Hansen | Men's Soccer | |
| Josh Kerr | Outdoor Track & Field | |

National Champion (2)

| | | |
|-----------|-----------------------------|-------|
| Josh Kerr | Men's Indoor Track & Field | Mile |
| Josh Kerr | Men's Outdoor Track & Field | 1,500 |

All-America (13)

| | | |
|--------------------------|-------------------------------|-------------------|
| Calli Thackery | Women's Cross Country | First Team |
| Alice Wright | Women's Cross Country | First Team |
| Niko Hansen | Men's Soccer | First Team |
| Karoline Søvik Myklebust | Women's Skiing | Second Team |
| Katharine Irwin | Women's Skiing | Second Team |
| Krista Niiranen | Women's Skiing | Second Team |
| Carl Stajduhar | Baseball | |
| Luis Gonzalez | Baseball | |
| Josh Kerr | Men's Indoor Track & Field | |
| Josh Kerr | Men's Outdoor Track & Field | |
| Sam Trigg | Men's Outdoor Track & Field | |
| Alice Wright | Women's Outdoor Track & Field | |
| Andre Bevins | Men's Golf | Honorable Mention |

Conference All-Academic (227)**National Coaches Association Team Academic Awards (10)**

Women's Cross Country
 Women's Soccer
 Men's Soccer
 Men's Track and Field
 Men's Golf
 Women's Golf
 Women's Track & Field
 Volleyball
 Beach Volleyball
 Men's Basketball

Academic All-District (12)

| | |
|-------------------|-------------------------------------|
| Sam Trigg | Men’s Cross Country/Track & Field |
| Sophie Connor | Women’s Cross Country/Track & Field |
| Alice Wright | Women’s Cross Country/Track & Field |
| Jason Beaulieu | Men’s Soccer |
| Chris Gurule | Men’s Soccer |
| Niko Hansen | Men’s Soccer |
| Simon Spangenberg | Men’s Soccer |
| Cherise Beynon | Women’s Basketball |
| Carl Stajduhar | Baseball |
| Jared Mang | Baseball |
| Marisa Doran | Beach Volleyball |
| Garrett Adcock | Football |

Academic All-America (8)

| | | |
|----------------|-------------------------------------|------------|
| Niko Hansen | Men’s Soccer | First Team |
| Cherise Beynon | Women’s Basketball | First Team |
| Sam Trigg | Men’s Cross Country/Track & Field | First Team |
| Sophie Connor | Women’s Cross Country/Track & Field | First Team |
| Alice Wright | Women’s Cross Country/Track & Field | First Team |
| Carl Stajduhar | Baseball | Third Team |
| Jared Mang | Baseball | Third Team |
| Garrett Adcock | Football | First Team |

III. CURRENT/FUTURE PROJECTS

The Department is working towards completing the goals in its 2015-2020 Strategic Plan (included as Appendix A). There are many on-going current projects.

The department is continuing ambitious scheduling for its teams, including several high-profile games in the upcoming years in football. The 2017 football schedule will see UNM travel to Texas A&M, and the men’s basketball team will host the University of Arizona.

FUTURE PLANS

The main project continues to be funding a permanent Olympic Sports Athletic Performance facility to replace the temporary facility. Athletics is also in the planning and site survey stages for a permanent home for our newest sport, Beach Volleyball (formerly known as Sand Volleyball). Additionally, movement behind the scenes has begun on several football projects, including a new refurbished locker room area.

IV. PERSONNEL APPOINTMENTS/SEPARATIONS

The University of New Mexico announced several staff changes in 2016-17.

New Staff Members (July 1, 2016 to June 30, 2017)

| | |
|--------------------------|--|
| DaDa Willis | Student Success Manager |
| Tyler Stuart | Assistant Athletic Performance Director |
| Paul Weir | Head Men's Basketball Coach |
| Jerome Robinson | Assistant Men's Basketball Coach |
| Mark Tsu | Assistant Men's Basketball Coach |
| Guy Meyer | Men's Basketball Video Administrator |
| Bill Farrera | Assistant Women's Basketball Coach |
| Christopher Dow | Assistant, Business Office |
| Kara Dana | Anthony Travel |
| Dorsey Tierney-Walker | Head Swimming and Diving Coach |
| Chelsea Pitvorec | Assistant Communications Director |
| Clayton Jones | Assistant Communications Director |
| Paige Klostermann | Assistant Director of Development/Special Events |
| Sean Ferrera | Director of Premium Seating |
| Saga Tuitele | Assistant Football Coach |
| Chris Massoletti | Assistant Men's Golf Coach |
| Carl-Johan Oster | Assistant Alpine Coach |
| Christian Otto | Assistant Nordic Coach |
| Kelly Altman | Assistant Men's Soccer Coach |
| Lucas Champenois | Assistant Men's Soccer Coach |
| Mick Supple | Women's Soccer Director of Operations |
| Paula Congleton | Head Softball Coach |
| Ben Dunbar | Head Men's Tennis Coach |
| Robin Goodman | Assistant Men's Tennis Coach |
| Stephanie Wooten-Quijada | Head Women's Tennis Coach |
| Colby Meeks | Assistant Women's Tennis Coach |
| Elsa Kreig | Volleyball Director of Operations |

A major staff change occurred in June when long-time vice president for athletics Paul Krebs announced his retirement. Janice Ruggiero was named the interim athletic director, and she remained in that position until September, when Eddie Nuñez, formerly of LSU, officially took over as the 13th director of athletics in UNM history, and just the third in the last 25 years.

