



OFFICE OF THE  
EVP FOR ADMINISTRATION,  
COO & CFO

ALUMNI MEMORIAL

# ANNUAL REPORT 2017-2018



Cover photograph provided by Martinez, Heidi. Photograph of Alumni Memorial Chapel. May 2018  
Photograph provided by Farfan, Roxanne. Photograph of abstract art, UNM Main Campus. May 2018.



**ANNUAL REPORT 2017-2018**

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Message from the EVP for Administration:

The FY 2018 Annual Report highlights the outstanding work and many successes accomplished within the divisions of the Administration at the University of New Mexico. I want to thank all of the divisions of the Administration for their excellent efforts over the last year. It is their ongoing commitment and dedication to service that has continued to help this university overcome challenges and enhance opportunities.

The following information provides a summary of UNM's financial position for FY 2018. Due to declining state revenues, state appropriations for Main Campus decreased by approximately \$11.5 million, or 5.9 percent, for FY 2018. Similar to the previous year's legislative session, there were no compensation increases for faculty or staff and no changes to the employee retirement plan.

Tuition and fee rates were approved by the Board of Regents on May 24, 2017. Unrestricted tuition and fee rates were increased by \$18 per credit hour for all upper division courses, 4% across the board for graduate students, and \$18 per credit hour for graduate programs without differential tuition. Tuition and fee revenues remained relatively flat despite these increases, as a result of conservative tuition and fee projections due to changes in state lottery scholarship funding and its impact on enrollment. In addition, the Board of Regents approved a 7.3 percent increase in mandatory student fees to fund the 2017 UNM Bond Issue. This bond issue funds the new Physics and Astronomy Interdisciplinary Sciences Building (PAIS) and renovations for the Biology Annex, Art Annex, Student Health and Counseling (SHAC), and Smith Plaza.



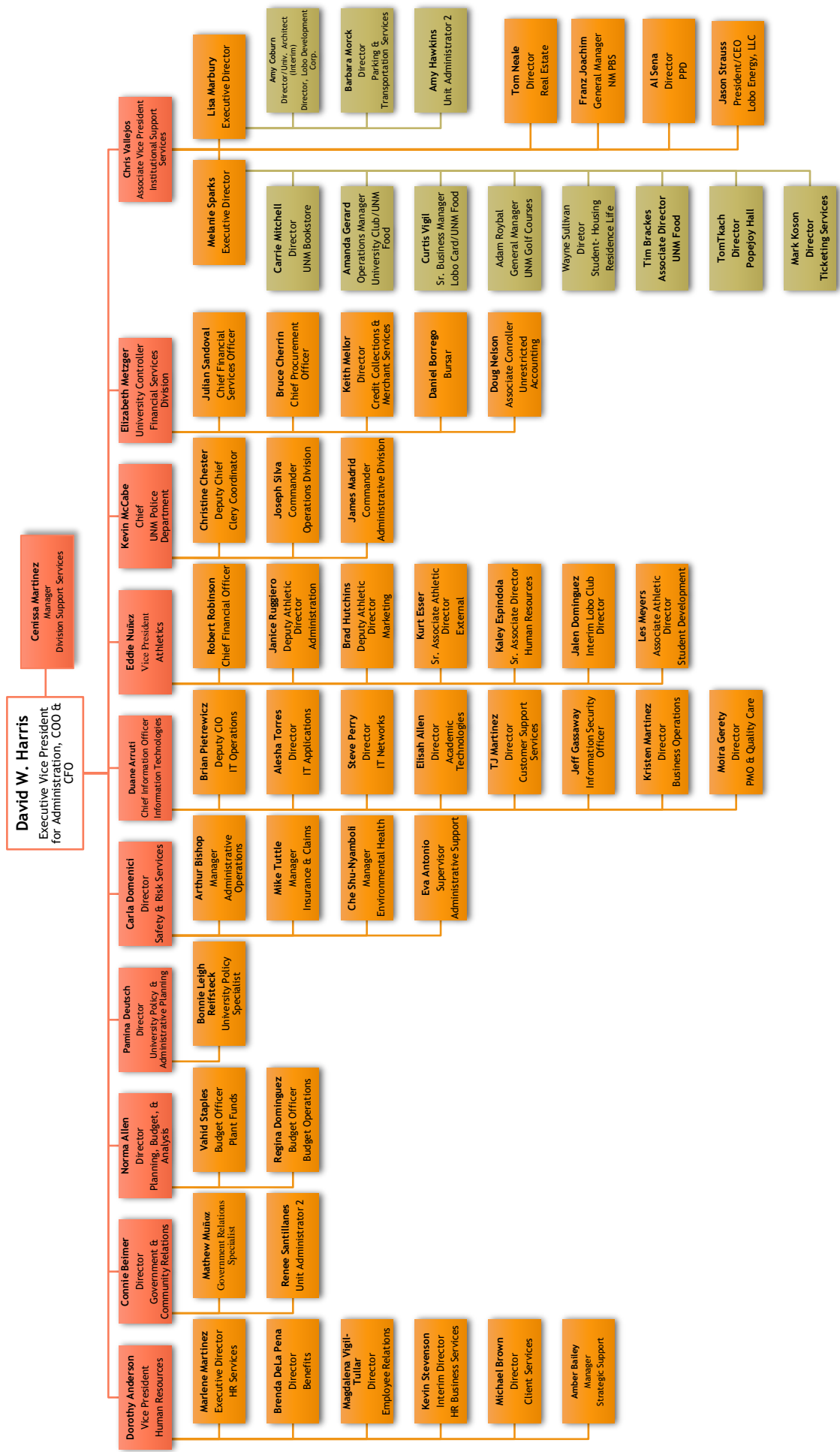
Over the year, Main Campus experienced a 2.89 percent decrease in Fall Student Headcount, which resulted in a tuition and fee revenue shortfall of \$3.8 million. This required Main Campus to pull-back funding from departments and to utilize one-time funding to make up the budget shortfall.

I applaud the divisions of the Administration for their resilience in overcoming these financial challenges and advancing UNM in its mission.

Photograph provided by Seis, Brenda. Photograph of Cane Cholla. May 2018.



# 2017 - 2018 ORGANIZATIONAL CHART





OFFICE OF THE  
EVP FOR ADMINISTRATION,  
COO & CFO

FY 2017-2018 Annual Report

# Financial Services Division

Submitted by:

Elizabeth Metzger, University Controller, Financial Services Division

<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***

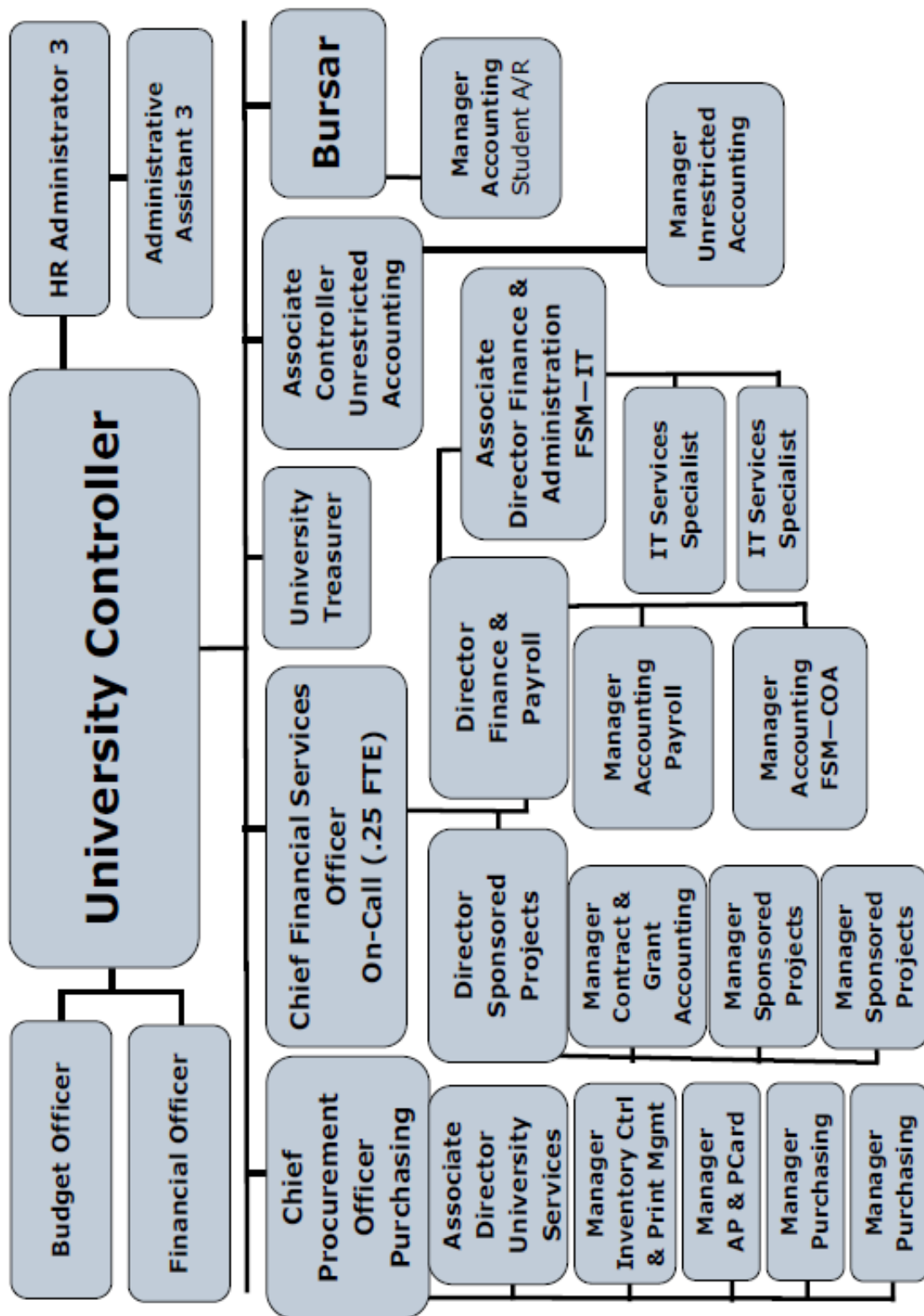
Financial Services Division Culture:

- 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 2017-2018 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, 2018. 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 2017-2018 I&G Base Budget Allocation was \$6,649,385.

Below is a partial list of events and accomplishments demonstrating the Division's ongoing 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, involvement of the Finance Systems Management department continued in order to revamp reporting/analytics for the Procurement office and campus.
2. Accounts Payable implemented an online form for electronic delivery of invoices.
3. The Bursar's Office worked intensively with IT to implement the Banner 9 Accounts Receivable Module.
4. Contract & Grant Accounting remained in compliance by closing awards within 90-days, and ensured 201701 and 201702 effort report periods were completed, and managed ONR reports on PI technical reports for the GONE Act.
5. Contract & Grant Accounting collaborated with Colorado Plateau Cooperative Ecosystem Studies Unit (CP-CESU) and identified improvements on communications and operational efficiencies.
6. FSM-IT became involved in the Chrome River Analytics Product Improvement Initiative.
7. FSM-NS successfully transferred all 200+ Financial Services Division computers to IT's Active Directory.
8. FSM Ops headed a successful partnership with Chrome River in championing continuous process improvement, efficiencies and effectiveness; resolved operational issues, improved compliance, provided outstanding customer support to campus, and collaborated with Chrome River for continued success.
9. The Office of Sponsored Projects completed the successful negotiation of several new Master agreements:
  - a. Applied Defense Solutions
  - b. PG Environmental
  - c. Renewal of NM Dept. of Health Provider Agreement
  - d. Master Non-Disclosure Agreement with SierTek, Ltd.
10. Payroll implemented the new Employee Dashboard, including the launch of a new, more informative paystub, added links with more specific employee information, and provided a user friendly experience to employees, all in one location.

11. Purchasing embedded a Contracts Specialist within the IT department for improved efficiencies, immersion and first-hand knowledge of needs and upcoming projects with regard to IT procurements.
12. The Purchasing Card department implemented Fuel Card training through Learning Central.
13. University Services provided business operations support to UNM Football in FY18. Duties included expense management, strategic planning and recommending actions for financial improvements for the operation.
14. Unrestricted Accounting implemented the new Banner 9 Non-Student Accounts Receivable Module, overhauled training materials, and conducted dozens of live training sessions for campus users.
15. The VEBA Advisory Committee continued to meet regularly.

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

- AGOC – includes search committee for City Internal Auditor.
- Annual External Audit.
- Athletics finances and audits.
- Athletics' CFO Search Committee.
- Audit Rule Training.
- Chrome River Audit – Implementing Internal Audit recommendations and Exit Conference.
- CUI Steering Committee.
- Debt and Investment Advisory Committee.
- 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.
  - Onboarding New Employees.
- IT Funding Committee.
- IT Technology Advisory Board.
- Monthly Meetings with OVPR/C&G Accounting/OSP.
- Monthly Update Meetings w/Exec Staff:
  - VP Human Resources.
  - Office of Sponsored Projects/OVPR Management Meetings.
  - Sr. Executive Officer for Finance and Administration/HSC.
- NM Attorney General Inquiries.
- NM State Audit of Athletics.
- Procurement Services' Reorganization.
- Strategic Goal Setting.
- STC Accounting.
- Tax Reform CY18.
- Various Internal Audit Responses.

- VEBA Advisory Board.

## **II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS**

### **Accounts Payable**

- Reorganization - merged AP with PCard.
- Streamlined the invoice receipt and payment process by eliminating the alphabetical vendor assignments for Fiscal Services Techs.
- Published an online form for electronic delivery of invoices.
- Converted paper document backup to an electronic process for various forms/processes

### **Bursar/Cashier**

The Bursar's Office continued to experience reduction in staff due to internal (Financial Services and UNM) promotions. Throughout FY18, we experienced a 20-25% staff shortage. In spite of this, the entire team pulled together and maintained normal operating levels, and kept up with the customer service needs of the UNM community.

### *Audits*

- Numerous audits by various agencies – both internal and external – occurred throughout the fiscal year. The Bursar's Office was relied upon heavily to pull data and documentation for applicable testing.

### *Banner 9 Implementation*

- Over a six month period, worked intensively with IT to implement the Banner 9 Accounts Receivable Module.

### *TouchNet Marketplace*

- Overall transaction volume decreased while overall revenue in the eCommerce payment solution increased 6% in FY18. There was a slight increase in department use, from 71 departments to 78. uPay sites increased from 55 to 56 with a 5% decrease in revenue, due largely to the discontinuance of Housing's uPay site. Active Stores increased from 158 to 161 with 10% revenue growth. Departments that used MarketPlace benefited from the secure, PCI compliant method for taking online payments.

### **Contract & Grant Accounting**

#### *Financial Reviews, Site Visits and Audits*

- NSF-OIG Performance Audit covered a three year span, tested \$1.7 million in costs and resulted in less than 3% of questioned costs.
- CYFD Financial On-Site Review for FY17 done in June 2018.

#### *Reporting and Compliance*

- Completed index set-up requests in Banner for all new awards within 2 business days.

- Completed and submitted Sandia National Labs Electronic Cost Claims Report, NSF survey for FY17, and completed fiscal year-end entries and reconciliation successfully.
- Reviewed Burn Rate reports, Budget to Actual reports, Expenditures by Source, F&A Comparison, F&A Recon, Gain/Loss Recon, and IRB Pending.
- Completed PARs and FARS for FY18, including SEFA information for Main and Branch campuses.
- Remained in compliance by closing awards within 90 days, ensured 201701 and 201702 effort report periods were completed, and managed ONR reports on PI technical reports for the GONE Act.
- Implemented and tested reporting for Federal Labor Hours as required by Federal Contracts.

#### *Collaborations and Trainings*

- Provided training to new administrators in Chemistry and other A&S departments. Conducted Effort certification workshop at the School of Engineering and College of Education.
- Co-presented topics and trainings to department administrators at RAN meetings.
- Collaborated with Colorado Plateau Cooperative Ecosystem Studies Unit (CP-CESU) and identified improvements on communications and operational efficiencies.
- Presented at the Research Administrator Symposium, where we had over 100 attendees.
- Along with FSMIT, helped develop and implement an effort certification detail and summary report for all campus users (FNRECDS).
- Participated in planning and design meetings for effort certification alternatives.
- Worked with FSMIT on testing of Chrome River integration with WebFocus; attended Chrome River Leads meetings, and provided training, support, and testing.

#### *Documented and/or Revamped the Following Office Processes*

- Revamped the Contract and Grant Accounting website design and content.
- Completed Onboarding Procedure Manual for new employees.
- Implemented process in Banner Workflow for award extensions.
- Developed C&G Team Leads meeting with Management and Senior Accountants/Accountant 3s, and Cash Team Meetings with Cash Accountant and Billing Accountants.

#### *Other Projects and Collaborations*

- Developed form for the Travel Advance exception 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.
- Created and implemented standard core office return codes for use in Chrome River and roll out targeted training. The codes allow for efficient tracking of the frequency of returns, and the reasons. This improved service to end-user departments. Training was developed based upon highest frequency of return comments. Worked with other core offices to identify standard codes and definitions, and implemented standard tax review comments/codes.

*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.

**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 six depository accounts.
- Continued to upgrade the University's merchant card system. Monitored fiscal agent banks and functioning of the processing software.
- Continued as Treasurer and the primary banking contact for the University.

*Investments*

- Continued to develop and monitor three tranches of operating cash, thus maximizing earnings on the University's unrestricted operating funds.
- Monitored Payment receipts from a \$27 million loan to Lobo Development Corp. at a 3% interest rate, beating market rates by ~ 100bps.
- Developed and distributed monthly investment and cash flow reports to effectively monitor investment performance of the operating bond portfolios, and inform DIAC members.
- Continued the monthly investment fund reconciliations and BANNER related journal vouchers.

*Collections and Debt Service*

- Billed over \$25.6 million to the State of New Mexico as reimbursements for expenditures on capital projects.
- Prepared the annual New Mexico Higher Education Debt Service Requirement certification reports for UNM branch campuses, which calculate the cash requirements to service local debt and are used by the Higher Education Department to certify mil levy rates for the next tax year.

### *Financial Reporting*

- Took over much of the capital asset accounting due to staff retirements. Duties included: accounting for Capitalized Interest, Construction in Progress, and Capital Additions and Deletions.
- Prepared the GASB 40 footnote disclosure concerning cash and investment balances.
- Drafted and prepared the GASB 53 footnote disclosure regarding derivative interest rate swaps attached to the University's variable rate bonds.
- Drafted and prepared the Capital Asset footnote for additions and deletions.
- Prepared audit footnote Schedule 18 detailing UNM's pledged collateral, which provides security against bank failures for all account balances.
- Prepared audit footnote Schedule 19 detailing UNM's individual deposit and investment accounts.

### *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.
- The PCI team is responsible for detection of weaknesses within the University credit card processing system. When weaknesses are detected, the team rapidly responds with a short and long term solution. As such, the team will continue to monitor the card processing system for vulnerabilities such as non-encrypted data transmissions, firewall weaknesses, in-house card data storage, and other PCI non-compliance issues.

## **Finance Systems Management – IT**

### *Reporting and Analytics*

- Developed a new payroll portal for all campus users to improve and manage the payroll adjustments process.
- Purchasing Reports' Modernization – Revamped the reporting/analytics for Procurement office and campus.
- Involved in Chrome River Analytics Product Improvement Initiative.
- Enhanced FRRCGES report.
- Upgraded Banner ODS to version 9.
- Involved in UNM Data Governance initiative.
- Enhanced HED/FTE report.
- Converted MS Access fringe rate report to MyReports.
- Re-built EMR (Enterprise Metrics Reporting) using Snowflake cloud based data warehouse and Tableau dashboards.
- Involved in the RFP for Enterprise data warehouse solution.
- Involved in the procurement of Enterprise application and data integration system.
- Developed a new grant salary report (FNRGSLC) for C&G Accounting.
- Re-built the effort certification eprint report in MyReports (FNRECDS).

- Re-wrote oracle reports in MyReports for Payroll and Finance.

*eProcurement (Lobomart) and Business Process Workflows*

- Developed a new workflow to streamline the process for sub-award setups.
- Developed form for the Fund establishment workflow by coordinating efforts with C&G and UNM Foundation.
- Tested, validated and coordinated the Lobomart 17.3, 18.1 and 18.2 upgrades.
- Automated the process of synchronizing account index, parent/child relationship, user roles and approval queues for Lobomart.
- Implemented Total Contract Manager system for HSC, Medical group, and Hospital.

*Cayuse Application Support and Analytics*

- Upgraded Cayuse SP and 424 modules multiple times throughout the fiscal year.
- Enhanced Cayuse dashboards and operational reports.
- Provided support for Cayuse application issues and worked with the vendor.
- Representation in Cayuse's change advisory board to influence their product direction.

*University Services Technical Support*

- Managed the replacement efforts for the Inventory control system. Explored the market for options; developed RFI, and collaborated with PPD space management to find a consolidated system for space and inventory.
- Migrated ERM system from on-site to a vendor hosted solution.
- ERM Stockroom implementation.

*Banner Finance Technical Support*

- Provided support for year-end close process.
- Enhanced Banner Finance forms by adding new fields using SDE functionality.

*Other*

- United Way Campaign – Configuration, setup and reporting services for yearly United Way campaign.
- System administration for all FSD Sharepoint sites.
- Technical support for Staff salary access database.
- Championed and worked with HR to create a whole new job classification – 'Data Scientist.'

**Finance Systems Management – Network Support**

- Completed the file and printer Migration project:
- All Novell file server's files were copied and transferred the IT's UNMCIFS storage.
- All printers were re-created on one of IT's Windows print servers.
- Ensured the IT file backup and retention scheme adhered to the current daily backup standards, and the 2-year retention standard.



- Built and Configured a Microsoft Windows Deployment Services server. This will be used to retool the imaging process in preparation for FSD's discontinuance of the Novell Zenwork and ENGL licenses.
- Migrated backup process to a new server appliance to assure continued back -up of file servers that cannot be moved to IT.
- Transferred all 200+ FSD computers to IT's Active Directory.
- Migrated HR files and printer to IT's UNMCIFS and print server.
- Configured new file server for CRLS and migrated CRLS files to this server.
- Migrated the WinStar database from MS Access to MySQL for the Payroll department.

### **Finance Systems Management – Operations**

- FSM Ops headed a successful partnership with Chrome River in championing continuous process improvement, efficiencies and effectiveness, which led to resolution of operational issues, improved compliance, provided outstanding customer support to campus, and furthered collaboration with Chrome River for continued success.
  - Provided technical setup, configuration and support for UNM Gives United Way Campaign.
  - Coordinated numerous Banner upgrades for Financial Services.
  - Coordinated Internal Audit of Chrome River taxable reporting.

### **Inventory Control**

- Implemented a rotating “partial wave” schedule to reduce departmental burden of annual inventory certification process. NM State statutes only require capital assets valued over \$5,000 to be certified annually. Partial waves will rotate each fiscal year and will result in the annual certification of capital assets and the biannual certification of computers.
- Completed the deletion of 4063 capital assets in the amount of \$19,099,101.00.

### **Office of Sponsored Projects**

- Re-engineered the office environment.
- Enhanced customer service expectations.
- Implemented strategies that improved communications with stakeholders.
- Successfully built and fostered improved collaborative relationships with research faculty and administrators to effectively support the University's research mission.
- Systems application analysis and improvements.
- Provided trainings to:
  - OSP staff via weekly trainings.
  - Campus via the monthly RAN meetings.
  - Research Administrators campus wide via annual Research Symposium.
- Successfully negotiated several new Master Agreements:
  - Applied Defense Solutions.
  - PG Environmental.
  - Renewal of NM Dept. of Health Provider Agreement.
  - Master Non-Disclosure Agreement with SierTek, Ltd.

- In collaboration with HSC pre-award and UNM foundation, developed process to determine if a project is sponsored research or a gift.

### **Payroll**

- Payroll launched the new Employee Dashboard that featured a new, more informative paystub, added links with more specific employee information, and an improved experience for users, all in one location.
- Completed FSLA overtime rules reversal.
- Implemented Banner 9 HR-Payroll Module.

### **Print Management**

- Provided print management services to UNM campus to reduce overall device footprint by driving more volume to MFDs and reduce costs.
- Streamlined department billing.
- Participated in meetings for the Print Management RFP.
- Met with Print Management program vendors quarterly to review metrics.
- Continued to address data security. All new agreements automatically and contractually include data security software for every leased and/or purchased device.
- Device purchases, maintenance costs and non-paper supplies continued to decrease under the current RFP's pricing.

### **Purchasing**

- Embedded a Contracts Specialist at IT for improved efficiencies, immersion and first-hand knowledge of needs and upcoming projects with regard to IT procurements.

### *Strategic Procurement*

- Laid groundwork for Strategic Sourcing through outreach to existing contracted vendors, new quarterly meetings, scorecard development, and engaged other entities such as UNMH, UNMMG in the process, to identify opportunities for combined buying power.
- Reorganization - merged PCard with AP.
- Continued utilization of Chrome River PCard Expense for all transaction reconciliation, which allowed for timely/efficient submission, review, and approval, and promotes complete transparency of information.
- PCard staff reviewed and completed PCard expense report approvals within 2 business days.
- Implemented Fuel Card training through Learning Central.

### **Taxation**

- Provided essential tax services to UNM departments, including tax research, foreign national payment analysis, and federal and state tax filing compliance.
- Processed and filed monthly New Mexico Governmental Gross Receipts Tax payments and annual Unrelated Business Income Tax return.

- Implemented new Tuition Expense Payment form in order to resolve issues in determining the taxability of certain payments.

### **University Services**

- Provided business operations support to UNM Football. Duties included: expense management, strategic planning and recommendations for cost and financial improvements.
- Mailing Systems performed an extensive route analysis to consolidate routes and improve delivery and pickup timelines for the UNM campus.
- Records Management began scanning UNM records in FY18 and started the conversion of all paper Payroll records into electronic files.
- Surplus Property generated six figures in auction proceeds for the third consecutive fiscal year.
- HSC Shipping & Receiving delivered 15% more items in comparison to FY17. Implemented new tracking system that resulted in increased productivity and saved time.
- Streamlined CRLS billing processes and procedures to increase operational efficiency, save time and resources, reduce duplicate efforts, and eradicate waste.
- Underwent extensive facility remodel to create a storefront and improve the overall space utilization of the UNM Copy Center. Operational efficiencies were created and the customer experience was improved, which has generated positive feedback and countless happy customers.

### **Unrestricted Accounting**

- Implemented the new Banner 9 Non-Student Accounts Receivable Module, overhauled training materials, and conducted dozens of live training sessions for campus users.
- Established a new streamlined process to disburse self-generated funds raised by Chartered Student Organizations.
- Participated in weekly Chrome River meetings and beta-tested dozens of product enhancements/post-go-live issues.
- Tested & upgraded Banner Fall Bundle 2017, Banner February Bundle 2018 and Banner Summer Bundle 2018.
- 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**

- Implementation of Virtual Payables through Bank of America.

### **Bursar/Cashier**

- Transition 1098-T reporting from Box 2 (Amounts Billed) to Box 1 (Payments Received) as mandated by the IRS.

- Increase MarketPlace participation across the University system.
- Work with Human Resources/Benefits and Payroll to automate the Tuition Remission process.
- Participate and assist the Dean of Students Office with the new Center for Financial Capability initiative.
- Continue to work with Enrollment Management to train staff in all areas with regard to Bursar policies and procedures.

### **Contract & Grant Accounting**

- Continue to cross-train and build team comradery between C&G Accounting and OSP departments. Participate and present at Training Fridays, an inter-department training effort between OSP and C&G.
- NIJ (Office of Justice Programs) site visit.
- Representation and participation in the Corporate Relations Roundtable, which is part of the OVPR's Research Strategic Plan.
- Work with OVPR, OSP, and Research Compliance to refresh and update Grants Management Training content available on Learning Central.
- Work with Banner 9 Project Team to test and roll-out Banner 9 Finance Module.
- Continue to help with testing Banner upgrades, WebXtender, MyReports, Chrome River, and Banner Workflow.
- Continue collaboration with research compliance offices to redesign campus trainings.

### **Finance Systems Management – IT**

- Webfocus 8203 upgrade in progress.
- Involved in the RFP for Enterprise data warehouse solution.
- Beta testing of Purchasing departmental scorecard/dashboard.
- Revamping ERM stockroom software solution.
- Integrating Inventory control with FAMIS space management SaaS solution.
- Total Contract Manager system implementation for OSP.
- Workflow 8x upgrade.
- Lobomart 18.3 upgrade.
  - Find a replacement for Effort Certification solution.
  - Total Supplier Manager implementation for Purchasing.
  - Implement Unified Enterprise Data warehouse solution.
  - Rewrite Chart of Accounts application for campus users.
  - Huron recommendation – ePayables and supplier portal invoicing.

### **Finance Systems Management – Network Support**

- Rewrite all standard operating procedures.
- Demise all Novell file and print servers, HR file server, and CRLS file server.
- Assist Copy Center with new website project.
- New Records Management scanning solution.
- Configure SCCM task sequence imaging and application deployment package as a workstation management tool.

- VLAN Copy Center.
- Migrate all FSD printers to secure printing.

### **Finance Systems Management – Operations**

- Chrome River taxable reporting analysis and report development.
- Implement Chrome River analytics and travel pre-approval.
- Banner Finance 9 implementation.
- Banner Finance 9 security preparation and consolidation.
- Chart of Accounts Application replacement.
- Evaluation of options for Effort Certification reporting in collaboration with CGA offices.

### **Inventory Control**

- Evaluate current and future state requirements for a Fixed Asset and Inventory Control management application.
- Evaluate and test Accruent Asset Inventory system to determine if system can be used to replace existing Inventory Control application
- Partner with Contract and Grant Accounting, CHTM and Physics and Astronomy to improve accounting for fabrications.
- Implement a Fixed Asset and Inventory Control management application to allow for improved/efficient controls, reporting and tracking.
- Improve communication and collaboration across network of stakeholders
- 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.
- Continue to implement process updates that promote efficiencies for departments

### **Office of Sponsored Projects**

- Continue to improve internal controls for proposal submission, award set up and contract negotiations.
- Organizational analysis (SWOT) ahead of planned external assessment as directed by the Strategic Plan.
- Develop metrics report of staff workload by major task.
- Revamp PI eligibility guidance.
- Revamp PI grants management training and monitor the recertification process.
- Implement Contract Director software to house research contracts.
- Develop a campus wide onboarding and training for research administrative staff.
- Collaborate with stakeholders to reduce the number of proposals that have limited PI support in the development phase.
- Cross train Office of Sponsored Projects and Contract & Grant Accounting staff.

- Enhance OSP website to reflect more institutional data and current resources for PIs and Research Administrators.

### **Payroll**

- Rewrite Payroll ePrint reports in MyReports.
- Shift Payroll parking deduction to post-tax due to IRS 2018 tax law changes.
- Work with University Services to scan all Payroll files into WebXtender.
- Enable Form W-2 electronic consent so employees can choose online version instead of mailed copy.
- Convert ERB Access database to MyReports.

### **Print Management**

- Continued development to streamline processes and billing –billing upload and monthly department billing.
- Research and development of specifications for Print Management RFP.

### **Purchasing**

- ADA Compliance Initiative: Campus wide project involving LoboMart, among other systems, to evaluate enhancements that will facilitate use by persons with disabilities such as blindness.

### **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**

- Decommission outdated Access databases and billing platforms throughout University Services functional areas to increase efficiency, maximize operational effectiveness and provide departments and customers with intuitive solutions and added value/service.

### **Unrestricted Accounting**

- Work towards the successful implementation of the Banner 9 Finance upgrade, which includes complete and thorough product testing, overhaul of all training materials, and comprehensive training for all UA-Main staff members.
- Redesign and implement the Moving Expense Policy and payment process for new employees in order to adjust to regulatory changes.
- Work towards clarification and application of the rules and laws related to donor cultivation expenses, in particular, as they relate to the State of New Mexico's anti-donation laws.

**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
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***IT Services Specialist***

Nicole Jones	September 2016
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***Mgr, Accounting***

Patrick Patten	May 2017
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***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	September 2016
Monica Waquie	February 2017

**SEPARATIONS OF SENIOR STAFF**

***Accountant 3***

Monica Candelaria	June 2017
Josie Flakes	March 2017

***Bursar***

Marianne Presser	November 2016
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***Financial Services Accountant, Sr***

Soraya Salazar	January 2017
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***Mgr, Accounting***

José González

April 2017

**Mgr, Sponsored Projects**

Mindy Connolly

December 2016

**Sr. Contracts Specialist**

Jenny Ramirez

April 2017

**V. APPENDIX****ACCOUNTS PAYABLE**

	<b>FY16</b>	<b>FY17</b>	<b>VARIANCE</b>
<b>Banner Direct Pay Invoices</b>	252,450	232,409	-7.93%
<b>Banner Regular Pay Invoices</b>	25,304	24,714	-2.33%
<b>Total Invoices Count</b>	277,754	57,123	-7.42%
<b>Checks</b>	48,649	42,738	-12.15%
<b>ACH Direct Deposits</b>	34,122	32,057	-6.05%
<b>Wire Transfers and Foreign Currency Checks</b>	602	563	-6.47%
<b>Total Disbursement Count</b>	83,373	75,358	-9.61%
<b>Total Disbursements Amount</b>	\$793,125,148	\$752,475,644	-5.12%

**BURSAR**

	<b>FY17</b>		<b>FY18</b>	
	<b>Trans</b>	<b>Dollars</b>	<b>Trans</b>	<b>Dollars</b>
<b>Cashier Receipts</b>	67,574	125,877,790	66,210	129,316,569
<b>LoboWeb Credit Card Payments</b>	29,246	24,246,924	23,732	19,943,815
<b>LoboWeb ACH Payments</b>	70,851	49,997,895	77,161	62,520,492
<b>LoboWeb Debit Card Payments</b>	1,922	1,120,318	0	0
<b>Flywire Payments (International)*</b>	111	264,345	148	458,065
<b>MarketPlace Payments</b>	44,495	6,890,464	41,413	7,304,846
<b>Total Receipts</b>	214,199	208,397,736	208,664	219,543,787
<b>LoboWeb Direct Deposit Refunds</b>	46,613	96,384,660	44,587	87,055,616
<b>Student Check Refunds and Short Term Loans</b>	15,445	19,674,775	12,233	14,420,172
	62,058	116,059,435	56,820	101,475,788



\*Flywire is a student centered global payment processor which focuses efforts on international students. It was introduced at UNM in FY14 but not included in the presentation until this year as activity continues to increase.

<b>Tuition and Fee Revenue</b>	<b>FY17</b>	<b>FY18</b>
<b>Undergraduate, Resident and Non-Resident</b>	\$ 147	\$ 148
<b>Graduate, Resident and Non-Resident</b>	45	41
<b>Course Fees</b>	10	10
<b>Total Revenue (to nearest million)</b>	<b>\$ 202</b>	<b>\$ 199</b>

### CONTRACT AND GRANT ACCOUNTING

	<b>FY17</b>	<b>FY18</b>	<b>Variance</b>
<b>Total Active Awards*</b>	1888	1924	1.91%
<b>Total Expenditures</b>	\$178,925,438.00	\$170,782,519.00	-4.55%
<b>F&amp;A Recovery</b>	\$ 21,555,537.00	\$ 21,637,283.00	0.38%
<b>Total Receivables</b>	\$ 17,476,302.00	\$ 19,339,312.00	10.66%
<b>Claim on Cash</b>	\$ 7,784,840.00	\$ 9,054,458.00	16.31%
<b>Closed Funds</b>	593	667	12.48%
<b>*Active awards during FY18</b>			

### COPY CENTER

<b>Copy Center</b>	<b>FY18</b>	<b>FY17</b>	<b>FY16</b>	<b>FY15</b>	<b>FY14</b>
<b>Black &amp; White Copies</b>	<b>7,048,997</b>	6,112,945	N/A	N/A	N/A
<b>Color Copies</b>	<b>2,617,845</b>	2,113,776	N/A	N/A	N/A
<b>Total Copies</b>	<b>9,666,842</b>	8,748,786	N/A	N/A	N/A
<b>Posters Produced</b>	<b>1,617</b>	1,394	N/A	N/A	N/A
<b>Total Sales (\$)</b>	<b>\$994,275</b>	\$976,585	N/A	N/A	N/A

### CHEMICAL & RESEARCH LABORATORY SUPPLIER (CRLS)

<b>CRLS</b>	<b>FY18</b>	<b>FY17</b>	<b>FY16</b>	<b>FY15</b>	<b>FY14</b>
<b>Total Sales</b>	<b>\$2,190,672</b>	\$2,194,365	\$2,244,549	\$2,015,396	N/A
<b>Total Orders</b>	<b>3,686</b>	3,868	4,016	4,007	N/A
<b>Stock Orders</b>	<b>721</b>	855	785	588	N/A
<b>Customer Orders</b>	<b>2,965</b>	3,013	3,231	3,419	N/A

**CREDIT COLLECTIONS & MERCHANT SERVICES (CCMS)  
Statistics for FY18**

<b>Deposits processed</b> Processed approximately 7,200 deposits from various entities for UNM departments
<b>Property &amp; Construction JVs processed</b> Reviewed and processed over 1,200 payment documents and journal entries
<b>Audit Fars processed</b> Completed forty five complex audit FARs related to Cash, Investments, Swaps, Bonds and Capital Assets
<b>Notes to the Financial Statements</b> Completed three extensive notes to the annual audited financial statements
<b>Debt Service Payments</b> Processed \$33 million in Debt Service Payments
<b>State Bond Billing</b> Billed over \$25 million in construction reimbursements from the State of New Mexico.

**INVENTORY CONTROL  
Financials/Statistics**

<b>Inventory Processes</b>	<b>FY18</b>	<b>FY17</b>	<b>FY16</b>
<b>Capital Additions</b>	464	560	543
<b>Value of Capital Additions</b>	\$11,294,159	\$14,786,127	\$14,224,498
<b>Computer Additions &lt; \$5K</b>	3949	4,315	4,370
<b>Original Cost of Computer Additions</b>	\$4,493,423	\$5,347,486	\$4,965,029

<b>Capital Deletions</b>	4063		
<b>Value of Capital Deletions</b>	\$19,099,101		
<b>All Deletions (Capital and Computer)</b>	7008	3,883	4,271
<b>Original Cost of All Deletions</b>	\$21,733,739	\$12,458,162	\$16,138,114

<b>Annual Inventories Requested</b>	1565	2,240	2,220
<b>Annual Inventories Completed</b>	985	1,313	1,163
<b>Number of Assets Requested</b>	22,949	49,294	48,344

<b>Inventory Reviews Requested</b>	162	381 (In Process)	354 (In process)
<b>Inventory Reviews Completed</b>	117	255	302
<b>Number of Assets Reviewed</b>	395	948 (In Process)	850 (In process)

**MAILING SYSTEMS**

	<b>FY18</b>	<b>FY17</b>	<b>FY16</b>	<b>FY15</b>	<b>FY14</b>
<b>Outgoing USPS Mail Pieces (Excluding Bulk)</b>	704,436	761,111	819,318	961,535	1,041,098
<b>Incoming USPS Mail Pieces</b>	1,001,627	988,392	1,200,850	1,395,300	1,485,050
<b>Campus Mail</b>	516,301	768,073	821,665	921,091	865,532
<b>USPS Accountable Mail</b>	61,529	48,646	50,579	59,882	52,845
<b>Bulk/Permit Mail</b>	1,442,656	2,011,243	1,991,627	1,726,406	1,819,973
<b>FedEx Incoming</b>	11,764	6,861	8,305	8,253	7,327
<b>FedEx Outgoing</b>	1,502	1,380	1,610	1,494	1,606
<b>UPS Incoming</b>	18,849	10,600	N/A	N/A	N/A
<b>UPS Outgoing</b>	1,496	378	N/A	N/A	N/A

**OFFICE OF SPONSORED PROJECTS (OSP)**

**Proposals Submitted and Awards Received**

Main Campus and Branches (Does not include Financial Aid)

	<b>2016</b>	<b>2017</b>	<b>2018</b>
<b># of Proposals</b>	1,197	1,200	1,082
<b>\$ of Proposals</b>	\$450,925,357.03	\$445,450,282.35	\$458,408,539.92
<b># of Awards</b>	1,168	1,264	1,154
<b>\$ of Awards</b>	\$142,601,267.21	\$142,569,673.08	\$112,036,492.35

**PAYROLL**

**Statistics**

<b>FY18 Payroll direct deposits issued</b>	232,887
<b>FY18 Payroll paper checks issued</b>	1,123
<b>CY2017 W-2s issued</b>	18,358

**PRINT MANAGEMENT  
Financials/Statistics**

	<b>FY18</b>	<b>FY17</b>	<b>FY16</b>
<b>Leases</b>	\$1,871,633.54	\$1,814,593.06	\$1,801,187.67
<b>Maintenance</b>	\$72,260.46	\$136,241.42	\$166,559.71
<b>Device Purchases</b>	\$7,363.66	\$30,565.30	\$44,403.46
<b>Paper/Supplies</b>	\$5,763.75	\$5,037.65	\$10,209.66
<b>Total</b>	<b>\$1,957,021.41</b>	<b>\$1,986,437.43</b>	<b>\$2,022,360.50</b>

	<b>FY18</b>	<b>FY17</b>	<b>FY16</b>
<b>Multi Functional Devices (Copiers, printers and scanners) managed in program</b>	779	757	789
<b>Customer accounts / departments</b>	440/282	452/322	442/324
<b>Maintenance Agreements</b>	56	81	207
<b>Device Purchases</b>	5	19	NA

**Note:** Devices = Multi-Functional Devices (MFDs) + Printers.

Decrease in purchased printers and maintenance agreements as departments reduce their overall device footprint by driving more volume to MFDs.

**PROCUREMENT CARD**

	<b>FY17</b>	<b>FY18</b>
<b>P-Card/F-Card</b>		
<b>TOTAL \$</b>	\$ 73,020,622.77	\$ 71,755,548.09
<b>TOTAL # of Trans</b>	158,683	156,492
<b>Vendor Setups and Maintenance Requests</b>	16,135	12,420

**Procurement Services**

	<b>FY17</b>	<b>FY18</b>
<b>RFPs Issued</b>	55	44
<b>IFBs Issued</b>	7	3
<b>Total Solicitations</b>	62	47
<b>POs Issued</b>	7,496	7,023
<b>COs Issued</b>	4,149	3,892
<b>P-Card/F-Card</b>		

<b>TOTAL \$</b>	\$73,020,622.77	\$71,755,549.09
<b>TOTAL # of Trans</b>	158,683	156,492
<b>Vendor Setups and Maintenance Requests</b>	16,135	12,420

**RECORDS MANAGEMENT**

<b>Records Management</b>	<b>FY18</b>	<b>FY17</b>	<b>FY16</b>	<b>FY15</b>	<b>FY14</b>
Total Inventory (Boxes)	<b>9,581</b>	10,777	10,134	16,255	15,840
Boxes Withdrawn	<b>445</b>	426	663	1,002	1,067
Boxes Removed & Destroyed	<b>1,704</b>	1,716	7,940	1,577	1,663
New Inventory (Boxes)	<b>661</b>	1,019	1,492	1,988	2,313

***Shipping & Receiving***

<b>Shipping &amp; Receiving</b>	<b>FY18</b>	<b>FY17</b>	<b>FY16</b>	<b>FY15</b>	<b>FY14</b>
Freight – Total Pieces	<b>36,504</b>	31,969	32,119	32,722	31,774
Weekly Average (Freight Received, Processed, Delivered)	<b>702</b>	614	618	629	611
Delivery Points (HSC Campus/UNMH)	<b>227</b>	215	211	203	249

**SURPLUS PROPERTY**

<b>Surplus Property</b>	<b>FY18</b>	<b>FY17</b>	<b>FY16</b>	<b>FY15</b>	<b>FY14</b>
Regents Report – Total \$ Value Deleted	<b>\$4,959,431</b>	\$4,850,586	\$4,850,381	\$4,268,510	\$3,191,111
Total Surplus Property Items	<b>13,883</b>	20,087	17,622	23,120	15,414
Inventoried Equipment	<b>2,964</b>	3,373	2,870	3,036	4,683
Non-Inventoried Equipment	<b>10,919</b>	16,714	14,752	20,084	10,731
Number of Pickups	<b>1,281</b>	1,467	1,347	1,552	1,185
Number of Auctions	<b>168</b>	191	70	132	45

## TAXATION FY18 Statistics

<b>Tax Returns Filed</b> <ul style="list-style-type: none"> <li>• State Governmental Gross Receipts Tax (monthly)</li> <li>• State Water Conservancy Fee (monthly)</li> <li>• Federal Fuel Excise Tax Refunds (quarterly)</li> <li>• Form 1042 return and over 674 1042S Forms for foreign nationals (annual)</li> <li>• Form 990T - Unrelated Business Income Tax (annual)</li> </ul>
<b>Taxes Paid</b> <ul style="list-style-type: none"> <li>• Governmental Gross Receipts Tax paid in FY18 = \$1,663,941</li> <li>• Form 1042 Annual Withholding 2017 = \$ 196,482</li> <li>• UBIT tax liability for FY16 = \$146,296 (paid in FY17)</li> </ul>
<b>Documents Processed</b> <ul style="list-style-type: none"> <li>• Reviewed and Processed over 1,505 payment documents to non-resident aliens</li> <li>• Reviewed and Processed over 1,121 Foreign scholarship awards</li> </ul>

## UNRESTRICTED ACCOUNTING

Document/Process	FY15	FY16	FY17	FY18	FY17/FY18 Variance
<b>Purchase Requisitions</b>	4,147	3,656	3,318	2,947	-371 (11.2%)
<b>Petty Cash (3)</b>	264	263	181	163	-18 (9.9%)
<b>NSP and other Compensation Docs.</b>	256	124	99	44	-55 (55.6%)
<b>Travel Advances (1)</b>	83	0	0	0	+0 (0.0%)
<b>Direct Pay/Chrome River Requests</b>	24,733	20,313	20,291	19,450	-841 (4.1%)
<b>Journal Vouchers</b>	20,269	17,287	12,825	8,977	-3,848 (30.0%)
<b>Scholarships</b>	6,191	6,418	6,056	5,782	-274 (4.5%)
<b>Total Documents</b>	<b>55,943</b>	<b>48,061</b>	<b>42,770</b>	<b>37,363</b>	<b>-5,407 (12.6%)</b>
<b>NSAR Billings (# invoices) (2)</b>	2,331	2,236	2,724	2,763	+39 (1.4%)
<b>NSAR Billings (million \$) (2)</b>	\$4.925	\$5.891	\$6.244	\$5.779	-\$0.465 (7.4%)
<b>NSAR Collections (million \$)</b>	\$4.547	\$5.300	\$5.948	\$6.064	+\$0.116 (2.0%)
<b>Equipment Additions (million \$)</b>	\$11.4	\$14.0	\$14.4	\$11.0	-\$3.4 (23.6%)
<b>Equipment Deletions (million \$)</b>	\$10.7	\$13.1	\$8.5	\$19.0	+\$10.5 (123.5%)
<b>NSAR Billings (# invoices) (2)</b>	2,331	2,236	2,724	2,763	+39 (1.4%)

(1) Travel Advances eliminated in June 2015. Now processed as PCard Travel.

(2) UA started this process in March 2012

(3) UA started approving HSC petty cash in November 2014



OFFICE OF THE  
EVP FOR ADMINISTRATION,  
COO & CFO

## FY 2017-2018 Annual Report

# **Government & Community Relations**

Submitted by:

Connie Beimer, Director, Government & 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

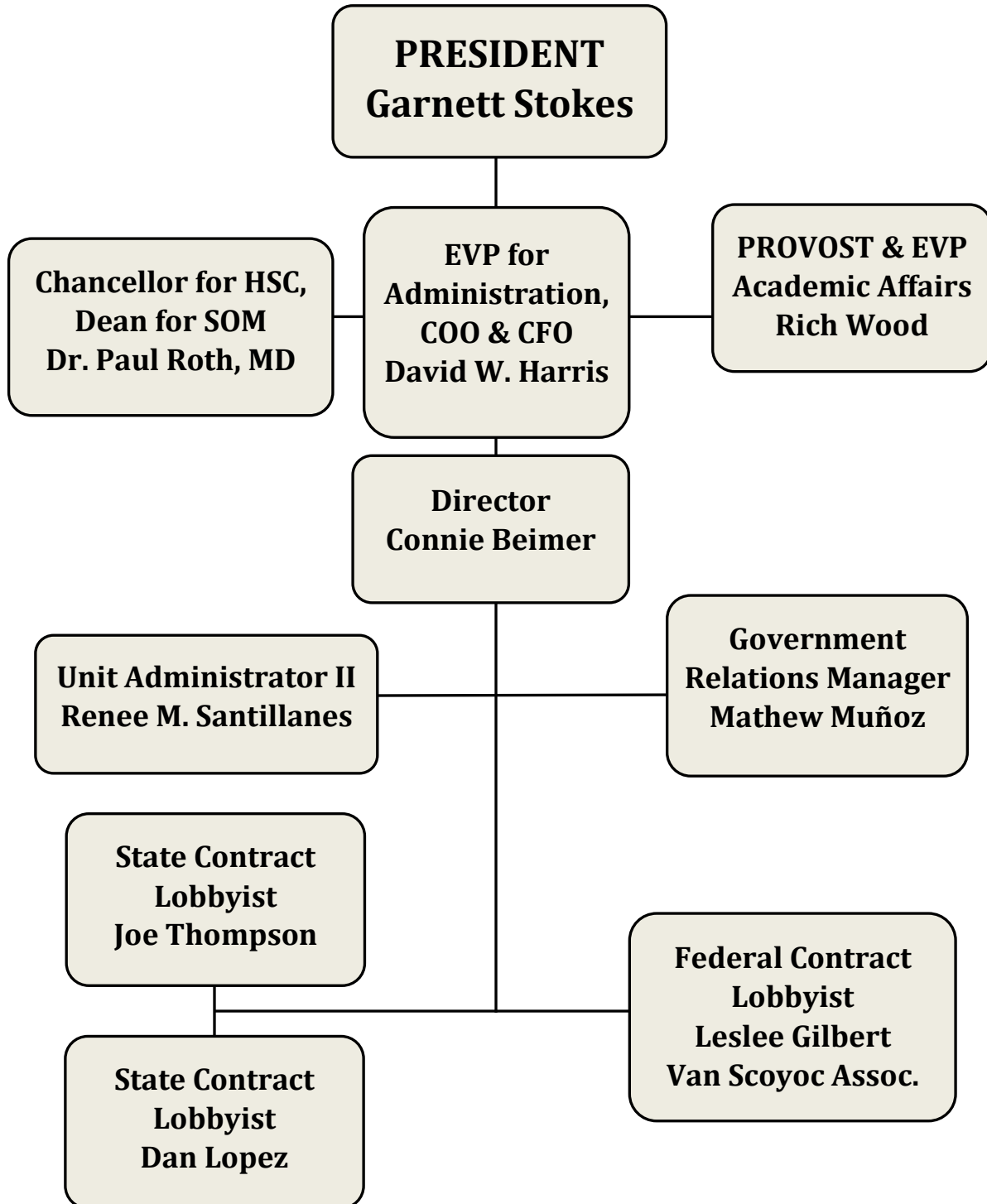
### ***Vision***

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 2017-2018 Annual Report**

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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.

**Department Budget Summary:**

The office of Government and Community Relations' budget is utilized in support of advocacy for the University of New Mexico in an effort to create awareness, build relationships and generate support that will result in increased opportunities for student success, research and healthcare. OGCR's operating budget for Fiscal Year 2018-2019 totaled \$632,148.00. The primary source of funding includes support from Health Sciences, Office of Research, Regents and I&G.

**State Relations:**

The 2018 legislative session started on a positive note compared to the previous two sessions. In December, the Consensus Revenue Estimate predicted \$199 million in new money for FY 19; the Consensus Revenue group released new estimates on January 25<sup>th</sup>, and increased the new money for FY19 to \$292 million. The Severance Tax Bond capacity is \$142 million, \$80 million more than the previous year, and the General Obligation Bond capacity is \$165 million for FY19

- I&G budget:
  - Main Campus: \$179,839,600, a \$4,016,400 increase or 2.3%
  - Medical School: \$57,201,100, flat funding
  - Gallup: \$8,358,600, a \$48,500 decrease or -0.5%
  - Los Alamos: \$1,728,900 a \$18,000 increase or 1.0%
  - Taos: \$3,365,500, a \$91,400 increase or 2.8%
  - Valencia: \$5,233,500, a \$98,300 increase or 1.9%
- Research and Public Service Projects
  - Health Science Center: \$31,480,900, a \$500,000 increase for OMI

**Federal Relations:**

The federal relations efforts centered on creating awareness, building relationships and generating support that will result in increased opportunities for student success, research and healthcare. Opportunities were created for the university to work closely with federal departments and agencies. 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 2018 New Mexico State Legislative Session for fiscal year 2019:
- I&G budget:
  - Main Campus: \$179,839,600, a \$4,016,400 increase or 2.3%
  - Medical School: \$57,201,100, flat funding
  - Gallup: \$8,358,600, a \$48,500 decrease or -0.5%
  - Los Alamos: \$1,728,900 a \$18,000 increase or 1.0%
  - Taos: \$3,365,500, a \$91,400 increase or 2.8%
  - Valencia: \$5,233,500, a \$98,300 increase or 1.9%
- Research and Public Service Projects
  - Health Science Center: \$31,480,900, a \$500,000 increase for OMI
- Continuously met and worked with the senior management team, executive cabinet, each College Dean, department head, and the eight 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 2018 Legislative Priorities.
- Met with government relation representatives from all eight constituencies on a monthly basis, presidents and deans' council quarterly and full boards on a bi-annual basis.
  - Provided support to the eight constituent groups with regard to legislative engagement.
- Developed 2018 interim committee legislative agenda.
- Monitored and attended 23 interim committees regarding legislative issues affecting 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 2018 Legislative Session.

- Led 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 February, 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 30 day legislative session provided a 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.
- Participated and provided assistance and governmental coordination with the President's statewide listening tour initiative covering 38 cities in 33 counties and 3 Indian reservations.

#### **Federal Relations:**

- Collaborated with UNM leadership, 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.
- Coordinated visits to Washington, DC to meet with NM Congressional Delegation Members and their staff, committee staffers, and agency officials on UNM federal initiatives, policies and issues.
- Developed an extensive federal priorities package and plan. 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 ten UNM main campus and HSC projects – Indians into Medicine, High Energy Density Laboratory Plasmas, Nuclear Energy University Program, SBIR/STTR Support for NM Minority Entrepreneurial Small

Business, Photonics: Science, Technology, and Materials, Prescription Opiate Abuse Policy and Prevention Center, Project ECHO Technical Training Center through the Office of Rural Health Policy, National Training Center for Communicating Science, Indian Health Professionals, Project ECHO Technical Training Center through IHS.

- Maintained communications and relationships with Delegation Members and their DC and NM staff.
- Coordinated efforts with the Department of Energy to establish a National Labs Day in conjunction with the School of Engineering. Fifteen labs from throughout the country participated providing advice and information to UNM students on job and research opportunities at our National Labs.
- Coordinated efforts with the OVPR to host an NSF Day with the NSF Director France Cordova. Approximately 250 faculty members and researchers from throughout the state participated.
- 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 to present UNM federal priorities.
  - Meetings with Congressional Delegation and new President Garnett Stokes, along with a reception in recognition of the delegation and to introduce the DC alumni of the new President.
  - Annual Congressional Staff Academy held on the main and HSC campuses.
  - 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.
- Organized a trip to Washington DC for College of Education researchers to meet with federal agency officials and program officers. Three UNM researchers participated. Early results – received advance notice of several topic areas for upcoming RFPs, gained insight on advancing proposals, established helpful relationships.
- Coordinated UNM efforts with the NM Congressional Delegation offices on their initiative to work with the National Labs and UNM to establish a strong STEM pipeline.

**III. CURRENT/FUTURE PROJECTS****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 meet and work with the senior management team, executive cabinet, each College Dean, department head, and the eight UNM constituency groups to develop long-term legislative agendas.
- Oversee the legislative priorities before and during the legislative session
- Continue to meet with government relation representatives from all eight constituencies on a monthly basis, presidents and deans' council quarterly and full boards on a bi-annual basis.
  - 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 2019 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 60 day legislative session provided a bi-monthly 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.

**Future Plans FY19**

The Office of Government & 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.

**IV. PERSONNEL APPOINTMENTS/SEPARATIONS**

There has been no change to the personnel in the Office of Government and Community Relations since the last annual report.





OFFICE OF THE  
EVP FOR ADMINISTRATION,  
COO & CFO

## FY 2017-2018 Annual Report

# Human Resources

Submitted by:

Dorothy T. Anderson, Vice President, Human Resources

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

## **Mission and Vision**

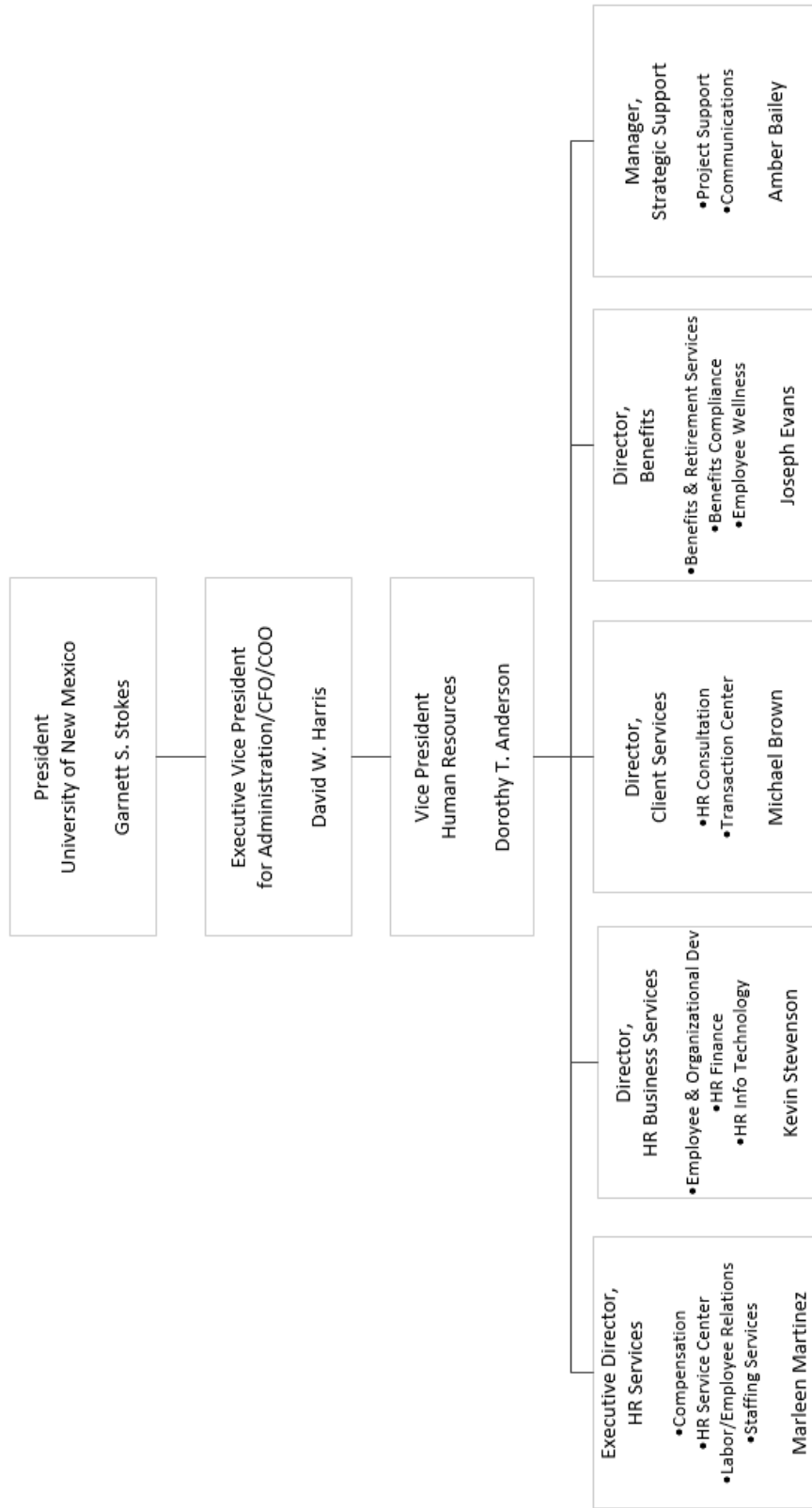
### ***Mission***

Deliver exceptional service and resources to make employees' lives better every day.

### ***Vision***

Create a culture where our employees are engaged and empowered.

### Organizational Chart



**FY 2017-2018 Annual Report**

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## I. EXECUTIVE SUMMARY

The division of Human Resources (HR) is made up of the following departments/functions:

- Office of the Vice President/HR Administration
- HR Services, including the HR Service Center, Compensation, Labor and 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 Wellness (health and financial)

The HR 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 budget is utilized to provide strategic guidance, consulting support, and compliance support for the various departments of the University. HR strives to make the most of its budget to offer 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 FY 2017-2018 totaled \$6.3M. The primary sources of funding for HR are Instructional & General (32%), general institutional services (30%), miscellaneous general (21%), and internal service center funding (12%). Other sources of funding (5%) for HR include transfers, other allocations, and balance forwards. The majority of HR's expenditure budget is comprised of salary & benefit expenses (\$4.6M).

At the beginning of the 2017-2018 fiscal year, Human Resources administrators worked to finalize a five-year Strategic Plan for the division. The plan, which sought feedback and engagement from all HR staff was fully implemented at the start of the 2018 calendar year. All projects completed at that time and currently in progress were categorized within the four new plan goals and their associated strategies.

### **Goal One: People**

*First and foremost, HR is about people. We must enhance the quality and consistency of services and resources we provide to the people who work for UNM and the people that work with HR if we are to succeed in creating a culture of engagement and empowerment for an improved overall experience at UNM.*

Under Goal One, HR focused on the people of the University by implementing changes to the Compensation Guidelines related to counter and retention offers for existing employees. Counter offers are currently allowed when an offer of employment from an external employer was made; however now counter offers can be extended to employees when they are offered a position within the University, no longer limited to external employers. Retention offer guidelines were developed so departments have the option to extend a retention offer before an offer is even made. Therefore, the requirement to provide an official offer letter in order to be able to even request the allowance of a retention offer, has been removed. These new guidelines have served the University well in that departments are confident in having more options to retain their most valuable

employees.

HR has further centered its focus on the people of UNM by generating more web resources using its online collaboration software, Confluence. An HR Intranet was built for increased internal collaboration on projects and initiatives and usage of an external site, the Employment Knowledge Base (EKB) was improved since its original inception in March 2017. The EKB is now the official documentation space of standard operating procedures, instructional guides and feedback for HR hiring and transactional processes.

Another initiative, not only in support of Goal One but also supporting the President's goal of making UNM a veteran friendly campus, was kicked off by HR. Beginning in August 2018, a Veteran Hiring Preference Program was introduced as a pilot for regular staff position postings. Upon veterans declaring their intent to participate in the program at the application stage, the hiring department is required to interview veterans if they meet the position eligibility requirements. The program will be evaluated in FY2019 to determine the effectiveness of the program resulting in more veteran hires. To date the program is already bringing to the forefront more qualified veteran candidates for University positions.

### **Goal Two: Optimization**

*Optimize the HR Division by increasing internal collaboration, evolving our organization structure, and refining our business processes to allow us to focus less on red tape and more on helping UNM departments and employees get their jobs done more effectively.*

In keeping with the vast changes that the University is subject to, HR strives for excellence in collaboration among its own departments. The Client Services department and Compensation department, respectively, are focusing on aligning their services to complement one another through shared resources. Though HR is a fairly large division offering a variety of services, it is HR's goal to continuously improve upon its service from the customer's perspective such that the services appear seamless and efficient.

### **Goal Three: Technology**

*Employ technology to improve efficiency within HR and to increase employee satisfaction and success across campus.*

While ensuring technological resources remain effective and current, HR continues to move the University forward in its online services with regard to applicant tracking and performance reviews. The UNMJobs system that was implemented for hiring in the previous fiscal year continues to receive upgrades and improvements based on customer feedback. Ensuring UNM is utilizing this system to its full potential will be an ongoing effort for HR.

For the 2018 performance review year, the Performance Evaluation and Planning (PEP) forms (formerly paper) will be completed online in UNMJobs. The annual PEP process will now be routed and signed electronically and then stored securely within UNMJobs where it will be readily accessible at all times to the employee and supervisor.

**Goal Four: Compliance**

*Embrace HR's role in an effective university-wide compliance program while responding with agility to new challenges and requirements.*

During FY18, HR evaluated their existing processes for the Exit Survey, Mandatory Training and Performance Management for improvement.

The Exit Survey, formerly called an Exit Interview was reviewed and benchmarked against other institutions and best practices. The online mechanism was changed to a simpler system, the overall look was refreshed, questions were updated and the delivery is being automated based on separation dates. The manner in which the data is compiled, distributed and utilized will also be changed. The information captured will help the division of HR reviewer better identify issues or trends that can be addressed and assist in developing tools to proactively address issues.

Mandatory Training is comprised of three trainings that are deemed required at UNM for all employees: 1) Intersections: Preventing Discrimination and Harassment (required by the Department of Justice Agreement); 2) Basic Annual Safety (required by the State of New Mexico's Risk Management Division); and 3) Active Shooter on Campus (a requirement of UNM to promote workplace safety and survival in such situations should they occur). The three trainings and associated process are reviewed by Employee and Organizational Development on an annual basis and updated to ensure current content and high participation rates. For the 2017 calendar year, the training completion rate for all three trainings averaged 95%. As we approach the reporting period for the 2018 data, HR is hopeful to exceed last year's average with improved communication, more transparency around the systematic process, and increased reporting stats with division leaders.

Another significant achievement this past fiscal year was the implementation of a revised staff performance improvement process. The policy name was changed from Performance Management to Performance Improvement and several tools and trainings were developed to guide supervisors and their HR Consultant through a recommended and more consistent approach in addressing performance matters. The goal is to work with supervisors to encourage a more positive work environment by helping them first make reasonable efforts to train employees and then ensure they are addressing negative behaviors quickly and effectively.

Overall, in keeping with our new mission to deliver exceptional service and resources to make employees' lives better every day, Human Resources is proud of the achievement and progress in FY2018 and looks forward to delivering on a variety of services that are in process for the FY2019 period.

## II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

The following items are significant Division or Enterprise level projects that were accomplished in FY2018.

1. **Compensation Guidelines Study Adoption and Implementation**

Design and implement the concepts 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 updated content on the HR website.

2. **Veteran Hiring Preference Program**

Establish a program that promotes staff veteran hiring in addition to extensive recruiting that is already occurring to provide diverse applicant pools. HR will support President Stokes in meeting her goal in making UNM a veteran-friendly campus.

3. **UNMJobs Redesign**

Based on applicant and UNM employee feedback after go-live, HR, in collaboration with Core IT, led an extensive review and redesign of the new UNMJobs system. Completed in the spring of 2018, this resulted in a highly improved experience for applicants interacting with the site as well as corrected serious issues faced by departmental hiring coordinators when posting and processing hiring requests.

4. **Banner 9 HR Implementation**

Collaborate with Core IT and HR Functional users to test, learn and migrate to Banner 9.

Other FY2018 accomplishments included the following Department level initiatives:

1. Assessment of Integration of **Background Checks** within UNMJobs
2. Creation and Implementation of **HR Intranet**
3. Development of **Human Resources Strategic Plan**
4. **FLSA Rule Reversal** of Exemption Status Change and **Communication** to Executives, HR Agents and affected Employees
5. **Franklin Covey Courses** Migrated Online
6. **HR Organizational Structure Data Cleanup** with Financial Services Management
7. **HR Service Center Ticket System** Implementation
8. **IT Upgrade** participation and contributions in regard to **Operational Data Store**
9. **Executive Search Committee** Assistance/Participation:
  - a. Director of Intercollegiate Athletics
  - b. University President
  - c. Chief Legal Counsel
10. **Server Migration** with Central IT
11. **Tobacco Cessation Committee Participation and Communication** for Making UNM a Smoke-Free Campus



**III. CURRENT/FUTURE PROJECTS**

1. **Employment Contract Issuance & Renewal Process**  
Redefine process and ownership to reduce turnaround time of contract issuance and decrease annual processing time of fiscal year renewals; therefore, creating a more efficient flow of work. Review contract process and identify areas where we can simplify overall process to reduce inefficiency, confusion, and stress.
2. **Increase efficiency through process evaluation and increased collaboration**  
The Client Services department and Compensation department respectively, are focusing on aligning their services to complement one another through shared resources. This is in line with HR's goals to continuously improve upon its service from the customer's perspective such that the services appear seamless and efficient.
3. **Non-Credit Teachers**  
Moved to staff status. Need to create position descriptions, determine employee versus independent contractor, and streamline payment and hiring processes. Determine application at branch campuses.
4. **Evaluation of Lean Six/Sigma practices for HR**  
Determine how to effectively implement Lean and roll it out to HR staff through presentations, consultations and ongoing support. Initial applications of this methodology have proved promising, such as the implementation of the automated processes for mandatory training reporting and automation of the newly developed exit survey.
5. **Continue Evaluation of Division Organization and Structure**  
Through succession planning and the evolution of services requested of Human Resources by UNM, HR regularly evaluates its structure and functional process ownership to meet changing needs. As a result, the Benefits organizational structure was changed effective May 2017 to support cross-training of staff which caused subsequent departmental functions and reporting lines to change beginning FY2018.
6. **Employment Knowledge Base Enhancements**  
Improve look, feel and usability of the Employment Knowledge Base for a better end-user experience.
7. **Total Compensation Calculator Assessment**  
Improve online calculator to provide employees information on the overall "value" of their total compensation package (compensation and benefits).
8. **Wellness Platform Evaluation**  
Evaluate the possibility of implementing a wellness platform to complement existing UNM wellness initiatives. This item will include a cost analysis with a recommended funding source and a timeline to begin in CY19.
9. **Benefits Enrollment Platform Evaluation**  
Evaluate the possibility of implementing an enrollment platform to improve the employee experience of viewing, selecting and managing health offerings. This item will include a cost analysis with a recommended funding source and a timeline to begin in CY19.

**10. Online Performance Evaluation Full Implementation**

Transition from paper form to electronic submission of the Annual Performance Evaluation and Planning process through a pilot program with several UNM Divisions and subsequently for all University employees for the 2018 calendar review period.

**11. Employee Relations Database Redesign and Implementation**

Implement a new case management software that provides metrics on case status and trends such that they may be used to ensure consistency of actions and also for compliance reporting as necessary.

**12. Salary Placement and Equity Tool Assessment**

Develop a reporting tool, phase 2b, to aid departments and HR Consultants in making informed decisions when offering a salary to an employee or applicant. Due to impending changes in our approach to salary placement and internal equity, a need for a tool and/or report has been identified in order to successfully implement and administer this key component of our guidelines. This tool will be critical in aiding both departments and HR Consultants with a preliminary/high level analysis of day-to-day actions and add tremendous value in making informed decisions.

**13. UNMJobs Phase 2: Technical Improvements & Enhancements**

Current HRIT improvement efforts underway:

- Data exporter implementation and creation of HR Reports
- Review of possible solutions to duplicate user
- Continued improvement of upgrade testing/release management
- Evaluate career friendly enhancements and prepare for implementation
- Security role review and enhancement
- Review and implementation of Reporting 2.0

**14. UNMJobs: End-User Improvements and Documentation**

Improve and streamline SOPs, resource documentation, New Employee Orientation materials, Help materials, etc. for an overall simplification of processes and duplication of effort for all of UNM's Employment Areas.

**15. Performance Improvement Process Development & Implementation**

Redesign performance improvement process, policy, tools and training to align with best practices and demonstrate consistency of actions in relation to infractions or violations. Benchmark against peer institutions and industry best practices. End product will include internal processes, procedures, policies, tools, and training that will guide the implementation of the new disciplinary process.

**16. UNM Mandatory Training Enhancements**

Assess and improve the 2017 UNM Mandatory training processes including communication, reporting, IT requirements and Learning Management System (LMS) troubleshooting. Develop recommendations for improved processes and implement for 2018 reporting period.

**17. Exit Survey Process Redesign and Implementation**

Redesign the UNM Exit Survey content and identify an appropriate survey mechanism in an effort to capture meaningful data that can be used to identify areas of focus.

Other current and future projects include the following Department level items:

1. **ADA Transition Plan** Development
2. **Insurance Reconciliation** and reporting process automation
3. **FMLA Assessment** of process documentation
4. **Records Management** assessment of electronic filing
5. **Medicare Retiree Medical Plan RPF and Implementation**
6. **Life and Disability RFP and Implementation**

#### **IV. PERSONNEL APPOINTMENTS/SEPARATIONS**

##### **Regular Staff**

Abeyta, Ivan C.\*  
 Alvarado-Nau, Regina  
 Anderson, Dorothy T.  
 Arzate, Emily J.  
 Bailey, Amber M.  
 Baltunis, Ryan M.  
 Bermudez, Eugene  
 Brantley, Jane M.  
 Briggs, Tracey L.  
 Brito, Marie A.  
 Brooks, Laverne G.  
 Brown, Erica D.  
 Brown, Michael E.  
 Carnivele, Katherine  
 Carviso, Stacie  
 Chavez, Cynthia Perez  
 Cordova, Tiffany M.  
 Cox, Coleen A.  
 De La Pena, Brenda K.  
 Dominguez, Gloria A.  
 Evans, Joseph W.  
 Farias, Mary E.\*  
 Farrell, Thomas  
 Gallegos, Martin E.  
 Garcia, Elizabeth C.\*  
 Giese, Sarah L.  
 Goering, Judith A.  
 Gonzales, Jillian J.  
 Gonzales, Steven M.  
 Gonzalez, Brandy N.  
 Gutierrez, Rita D.  
 Hamilton, Christopher L.

Healey, Julie A.  
 Heimbigner, Nancy  
 Jackson, Stacie L.  
 Knight, Cheryl J.  
 Lewis, Lauren J.  
 London, Terra S.  
 Lopez, Alex J.  
 Lopez, Patrick J.\*  
 Luhman, Emily H.  
 Lujan, Alisha E.  
 Maez, Carmen L.\*  
 Martinez, Marleen L.  
 Ormita, Matthew G.  
 Pace, David A.  
 Palmer, Mei-Lee D.  
 Porras, Miguel A.  
 Pryde, Michael J.\*  
 Reyes, Sandra L.  
 Rickman, Jamie E.  
 Rivera, Denise L.  
 Rivera, Gabriel A.  
 Rivera, John D.  
 Robinson, Lana S.  
 Rodriguez, Herman J.  
 Romero, Frank I.  
 Rotunno, Stefanie L.  
 Roybal, Vanessa M.  
 Sanchez, John I.\*  
 Sandlin, Elizabeth M.\*  
 Sandoval, Evan  
 Savoca, Krista J.\*  
 Sherman, Theresa L.  
 Shrum, James R.

Stevenson, Kevin G.  
 Tompkins, Shary\*  
 Valencia, Rayleen F.  
 Vawter, Reed A.  
 Velasquez, Sandra  
 Vigil-Tullar, Magdalena

##### **Temp & On-Call**

Byrd McDaniel,  
 LaTrenia D.\*  
 Garcia, Ernest L.  
 Gonzalez, Brandy N.  
 Lopez, Patrick J.\*  
 Siegwart, Christopher T.

##### **Student Employees**

*(Employed on and off in accordance with semesters)*

Andrews, Lydia A.  
 Basnet, Alisha  
 Cheek, Savannah  
 Dee, Makayla E.\*  
 Fairbanks, Richard R.\*  
 Goodart, Makaila J.  
 Hall, Tatiana Y.  
 Ko, David M.  
 McCormick, Timothy B.  
 Moulton, Emily A.  
 Silva, Alexis V.  
 Thomas, Philip A.  
 Zamora, Jaycob F.

\* Separated during FY2018

**V. APPENDIX****APPENDIX A: EMPLOYEE & ORGANIZATIONAL TRAINING**

Staff Development (in-person courses)	FY15	FY16	FY17	FY18
Total number of courses	60	37	37	24
Total number of participants	704	462	403	320**
Staff Development (online courses)	FY15	FY16	FY17	FY18
Total number of courses	N/A	N/A	4	15***
Total number of participants	N/A	N/A	605	462**
Leader Specific Courses (in-person and includes ULead)	FY15	FY16	FY17	FY18
Total number of courses	37	43	65	35
Total number of participants	502	521*	840*	582**
Consulting services provided by EOD per departmental request	FY15	FY16	FY17	FY18
Total number of services provided	82	105	79	77
Total number of participants	1099*	1,083*	1,269*	1,294

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

\*\*Includes Professional Development Certification Program

\*\*\*Eleven new titles from Development Dimensions International Inc. were added for online courses.

APPENDIX B: ULEAD STATISTICS

Session	Position	Department	Level 3 Organization
Fall 2017 Cohort size = 15	<ul style="list-style-type: none"> <li>▪ Accountant 2</li> <li>▪ Administrative Assistant 3</li> <li>▪ Assessment Coordinator</li> <li>▪ Business Service Manager</li> <li>▪ Education Support Coordinator</li> <li>▪ Financial Office</li> <li>▪ Program Coordinator</li> <li>▪ Recruitment Coordinator</li> <li>▪ Senior Accounting Tech</li> <li>▪ Student Program Director</li> <li>▪ Student Success Manager</li> <li>▪ Supervisor of Administrative Support</li> <li>▪ Temporary Part-Time Instructor</li> <li>▪ Training Support Analyst</li> <li>▪ Unit Administrator 3</li> </ul>	<ul style="list-style-type: none"> <li>▪ College of Nursing</li> <li>▪ Department of Chemistry</li> <li>▪ Employee &amp; Organizational Development</li> <li>▪ Graduate Programs</li> <li>▪ HSLIC, Planning &amp; Business Support</li> <li>▪ Locum Tenens / Specialty Ext Services</li> <li>▪ NM Center for Memory &amp; Aging</li> <li>▪ Office of Student Affairs</li> <li>▪ Parking &amp; Transportation Services</li> <li>▪ Project ECHO</li> <li>▪ STEM Collaborative Center</li> <li>▪ Student Affairs</li> <li>▪ TRIO/Student Support Services</li> <li>▪ UC Student Academic Communities</li> </ul>	<ul style="list-style-type: none"> <li>▪ School of Architecture &amp; Planning</li> <li>▪ School of Medicine (6)</li> <li>▪ Institutional Support Services (3)</li> <li>▪ University College</li> <li>▪ HS Library &amp; Informatics Center</li> <li>▪ College of Nursing</li> <li>▪ Associate VP Student Life</li> <li>▪ UNM Medical Group</li> </ul>
Spring 2018 Cohort size = 18	<ul style="list-style-type: none"> <li>▪ Accountant 1</li> <li>▪ Accountant 2</li> <li>▪ Administration Support Supervisor</li> <li>▪ Administrative Assistant</li> <li>▪ EEO Compliance Manager</li> <li>▪ Facilities Services Manager</li> <li>▪ Faculty Services Rep</li> <li>▪ Faculty Services Representative</li> <li>▪ Foundational Math Coordinator</li> <li>▪ Group Manager</li> <li>▪ Medical Education Program Coordinator</li> <li>▪ Medical Education Program Manager</li> <li>▪ PATS Supervisors (2)</li> <li>▪ Program Coordinator</li> <li>▪ Program Manager</li> <li>▪ Project Manager</li> <li>▪ Senior Fiscal Services Tech</li> </ul>	<ul style="list-style-type: none"> <li>▪ Academic Foundations, University College</li> <li>▪ College of Nursing: Practice Team</li> <li>▪ Department of Neurology</li> <li>▪ Department of Psychiatry</li> <li>▪ Graduate Medical Education</li> <li>▪ HS Library and Administration Center</li> <li>▪ HS Strategic Planning</li> <li>▪ Internal Medicine, Epidemiology</li> <li>▪ Internal Medicine, Gastroenterology</li> <li>▪ Molecular Medicine</li> <li>▪ OBGYN Administration</li> <li>▪ Office of Equal Opportunity</li> <li>▪ Parking &amp; Transportation Services (2)</li> <li>▪ Planning, Design &amp; Construction</li> <li>▪ Psychiatry and Behavioral Sciences</li> <li>▪ School of Architecture &amp; Planning</li> <li>▪ UNM Children's Campus</li> </ul>	<ul style="list-style-type: none"> <li>▪ College of Nursing</li> <li>▪ Gallup (3)</li> <li>▪ HS Library &amp; Informatics Center</li> <li>▪ HSC VP Research</li> <li>▪ Human Resources</li> <li>▪ Institutional Support Services (3)</li> <li>▪ Provost, Administration Units (4)</li> <li>▪ School of Medicine</li> <li>▪ University College</li> <li>▪ UNM Medical Group</li> </ul>
Fall 2018	<b>**DEFERRED UNTIL MARCH 2019**</b>		

**APPENDIX C: OTHER TRAINING**

Annual Mandatory Training	CY15	CY16	CY17
Basic Annual Safety Training	96%	97.5%	95%
Intersections: Preventing Discrimination & Harassment	96%	97.5%	94.9%
Active Shooter on Campus: Run, Hide, Fight*	N/A	N/A	95.1%

\*Beginning 2017, active shooter was added as part of annual mandatory training.  
 2017 annual mandatory training included more participants: all regular faculty and staff, temporary faculty and staff, on-call staff, and student employees (including grad students.)

**APPENDIX D: EDUCATIONAL BENEFITS**

**Tuition Remission Statistics**

Department	Academic Year 14-15	Academic Year 15-16	Academic Year 16-17	Academic Year 17-18
Anderson School of Management	\$219,769.04	\$225,167.12	\$175,180.00	\$143,978.58
Continuing Education	\$762,947.74	\$744,385.19	\$735,363.31	\$762,638.03
Continuing Med Education	\$161,427.25	\$132,524.00	\$155,461.68	\$117,623.56
Miscellaneous*	\$75,839.05	\$125,630.24	\$155,275.92	\$116,015.00
New Mexico State University	\$95,629.40	\$87,410.20	\$93,451.30	\$69,628.50
Recreational Services WOW Program	\$1,331.00	\$71,502.00	\$111,090.50	\$109,035.50
University of New Mexico**	\$3,244,431.34	\$3,174,530.68	\$3,306,840.75	\$3,503,867.42
<b>Total</b>	<b>\$4,561,374.82</b>	<b>\$4,561,149.43</b>	<b>\$4,732,663.46</b>	<b>\$4,822,786.59</b>

\*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 14-15	Academic Year 15-16	Academic Year 16-17	Academic Year 17-18	
<b>Total</b>	<b>\$1,019,506.90</b>	<b>\$955,565.42</b>	<b>\$1,027,753.96</b>	<b>\$1,229,017.05</b>

**APPENDIX E: HEALTH BENEFITS**  
**Employee Health Plan Enrollees – Active Employees**

	FY15				FY16				FY17				FY18			
	BCBS	Pres.	UNM Health	Total	BCBS	Pres.	UNM Health	Total	BCBS	Pres.	UNM Health	Total	BCBS	Pres.	UNM Health	Total
Single	1,888	634	446	2,968	1,848	585	510	2,943	1,796	550	550	2,896	1,753	507	564	2,824
Double	576	275	155	1,006	596	244	184	1,024	557	226	179	962	564	200	181	945
Family	831	314	200	1,345	825	289	230	1,344	810	272	249	1,331	784	257	245	1,286
Employee + Child(ren)	352	125	83	560	342	125	96	563	327	108	106	541	353	109	108	570
<b>Total</b>	<b>3,647</b>	<b>1,348</b>	<b>884</b>	<b>5,879</b>	<b>3,611</b>	<b>1,243</b>	<b>1,020</b>	<b>5,874</b>	<b>3,490</b>	<b>1,156</b>	<b>1,084</b>	<b>5,730</b>	<b>3,454</b>	<b>1,073</b>	<b>1,098</b>	<b>5,625</b>

**Benefits Enrolled – Retirees Under 65**

	FY15				FY16				FY17				FY18			
	BCBS	Pres.	UNM Health	Total	BCBS	Pres.	UNM Health	Total	BCBS	Pres.	UNM Health	Total	BCBS	Pres.	UNM Health	Total
Single	207	123	63	393	235	116	67	418	235	113	66	414	213	99	65	377
Double	77	34	13	124	66	30	15	111	61	24	17	102	59	24	15	98
Family	15	12	4	31	15	11	4	30	10	11	4	25	13	12	2	27
Employee + Child(ren)	11	5	2	18	11	5	3	19	7	4	2	13	6	3	3	12
<b>Total</b>	<b>310</b>	<b>174</b>	<b>82</b>	<b>566</b>	<b>327</b>	<b>162</b>	<b>89</b>	<b>578</b>	<b>313</b>	<b>152</b>	<b>89</b>	<b>554</b>	<b>291</b>	<b>138</b>	<b>85</b>	<b>514</b>

**Benefits Enrolled – Retirees Over 65**

	FY15				FY16				FY17				FY18			
	Lovelace	Pres.	AARP	Total	Lovelace	Pres.	AARP	Total	Lovelace	Pres.	AARP	Total	Lovelace	Pres.	AARP	Total
Single	513	435	309	1,257	476	493	133	1,302	425	520	353	1,298	405	550	395	1,350
Double	221	182	160	563	213	215	163	591	201	234	182	617	190	260	200	650
Family	1	0	0	1	0	0	0	0	1	0	0	1	1	0	0	1
Employee + Child(ren)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total:</b>	<b>735</b>	<b>617</b>	<b>469</b>	<b>1,821</b>	<b>689</b>	<b>708</b>	<b>496</b>	<b>1,893</b>	<b>627</b>	<b>754</b>	<b>535</b>	<b>1,916</b>	<b>596</b>	<b>810</b>	<b>595</b>	<b>2,001</b>

**Flexible Spending Accounts (FSA)\***

FSA Type	CY15	CY16	CY17	CY18
FSA Health Care	1,204	1,322	1,307	1,338
FSA Dependent Care	199	227	230	231
Total FSA Participants	1,403	1,549	1,537	1,569

\*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	FY15			FY16			FY17			FY18		
	Total	Avg. Age	Total	Avg. Age	Total	Avg. Age	Total	Avg. Age	Total	Avg. Age		
Faculty	2,391	50.66	2,383	50.56	2,428	50.51	2,391	50.68				
Staff	5,214	45.80	5,165	45.80	5,002	45.86	4,875	45.69				
All Employees	7,605	47.33	7,548	47.3	7,430	47.3	7,266	47.3				

**APPENDIX F: COMPENSATION  
Reclassifications and Career Ladders**

Type	FY15	FY16	FY17	FY18
Position Classification Administrative Change (PCLAD)	62	30	169**	283***
Reclassifications (RECLS)	146	639*	155	136
Promotion Non-Competitive (PROMN)	77	187	14	15
Career Ladder (CRLDR)	N/A	N/A	N/A	16****

\*Increase in Reclassifications in FY16 was partially due to the IT study.

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

\*\*\*Increase in P-Class Adjustments is due to various market reviews resulting in grade changes for group/job families with multiple incumbents.

\*\*\*\*The Career Ladder job change reason code is new and was created to more accurately identify career ladders from other promotion actions.



**APPENDIX G: STAFF PERFORMANCE**

**Performance Evaluations**

Type	FY15	FY16	FY17	FY18
Evaluations Due	4,649	4,751	4,610	4,474
Evaluations Received	4,214	4,422	4,402	4,249
Percent Evaluations Received	90.6%	93.1%	95.5%	95.0%

**Performance Ratings**

Rating	FY15		FY16		FY17		FY18	
Exceeds Expectations	2,096	49.7%	1,632	36.9%	N/A	N/A	N/A	N/A
Meets Expectations	2,084	49.5%	1,424	32.2%	N/A	N/A	N/A	N/A
Improvement Needed	34	0.8%	31	0.7%	N/A	N/A	N/A	N/A
Job Successful	N/A	N/A	1,326	30.0%	4,376	99.4%	4,231	99.6%
Job Not Successful	N/A	N/A	9	0.2%	26	0.6%	18	0.4%
Totals	4,214		4,422		4,402		4,249	

**APPENDIX H: DEMOGRAPHICS**

**Total Staff by Gender**

Gender	FY15	FY16	FY17	FY18
Female	3,392	3,343	3,247	3,147
Male	1,822	1,822	1,755	1,728
<b>Total</b>	<b>5,214</b>	<b>5,165</b>	<b>5,002</b>	<b>4,875</b>

**Total Staff by Age Range**

Age Range	FY15	FY16	FY17	FY18
<=30	642	625	596	602
31-40	1,159	1,192	1,170	1,143
41-50	1,247	1,220	1,191	1,184
51-60	1,473	1,427	1,348	1,281
61-70	658	661	658	626
>70	35	40	39	39
<b>Total</b>	<b>5,214</b>	<b>5,165</b>	<b>5,002</b>	<b>4,875</b>

**Total Staff by Ethnicity**

Ethnicity	FY15	FY16	FY17	FY18
American Indian	265	278	261	242
Asian	119	127	125	118
Black or African American	105	100	100	102
Hispanic	2,054	2,070	2,000	2,003
Native Hawaiian	5	2	3	7
Non-Resident Alien	39	45	50	53
Race/Ethnicity Unknown	114	111	112	102
Two or More Races	76	80	76	72
White	2,437	2,352	2,275	2,176
<b>Total</b>	<b>5,214</b>	<b>5,165</b>	<b>5,002</b>	<b>4,875</b>

**APPENDIX I: STAFF EMPLOYMENT Turnover**

Type	FY15	FY16	FY17	FY18
Voluntary				
Resigned	1,029	553	537	531
Retired	323	160	153	169
Involuntary				
Released*	90	68	137	71
Relieved**	117	51	33	50
Layoff	41	24	29	29
Discharged	20	9	9	7
Deceased	12	5	10	7
Total	1,632	870	908	864

\*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**

Type	FY15	FY16	FY17	FY18
Competitive Hires	1,318	1,132	907	1,015
Alternative Appointment Hires	96	105	75	90
Total Regular Hires	1,414	1,237	982	1,105
On-Call Hires	393	319	201	404
Short Term & Professional Service Appointment Hires	48	61	54	84
Total All Hires	1,855	1,617	1,237	1,593

Note: Percentages are no longer available starting in year FY18 due to the implementation of a new applicant tracking system.

**UNM Temps Placements**

Location	FY15	FY16	FY17	FY18
Main/Branch	378	338	172	254
HSC	188	169	71	122
Total	567	507	243	376



OFFICE OF THE  
EVP FOR ADMINISTRATION,  
COO & CFO

FY 2017-2018 Annual Report

# Information Technologies

Submitted by:

Duane Arruti, CIO, Information Technologies

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

## **Mission and Vision**

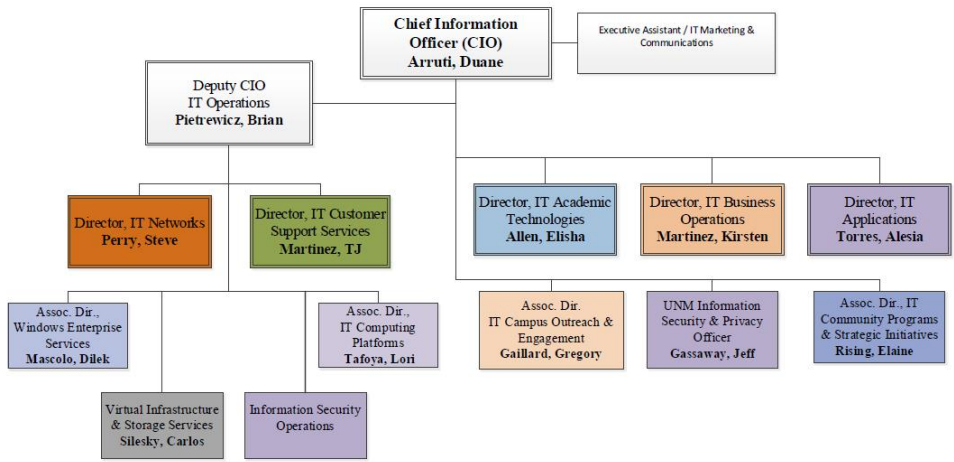
### ***Mission***

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

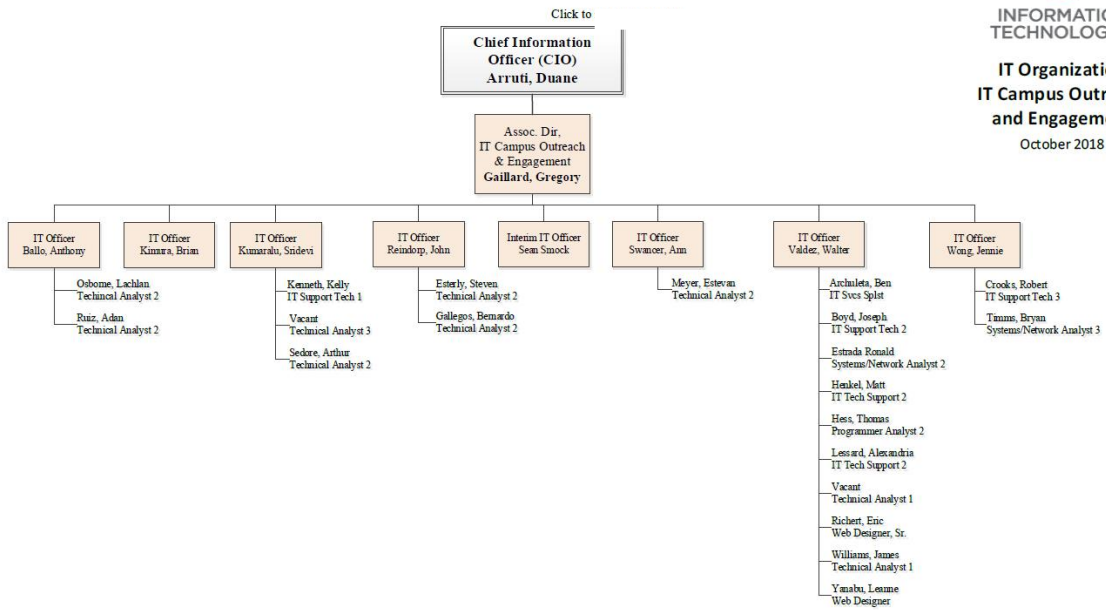
### ***Vision***

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 2018



**IT Organization  
IT Campus Outreach and Engagement**  
October 2018

**FY 2017-2018 Annual Report**

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## **I. EXECUTIVE SUMMARY**

FY18 marked the continuation of the paradigm shift in the structure and delivery of information technology services across campus. Greater than 95% of the main and branch campus faculty, staff and students are now being supported by an area that is either represented by an IT Officer, a guest IT Officer or an area liaison working closely with UNM IT. The streamlined team continues to work on strengthening effectiveness and efficiency of the IT support model as a part of day to day operations.

UNM IT restructured the Workstation Management group under the leadership of the Associate Director for Windows Enterprise Services, effectively aligning the direction of two interrelated areas of strategic focus - servers and workstations. Forward progress was made through this change and in conjunction with the IT Officers in establishing standards, streamlining services and centralizing support of servers and workstations, where appropriate. Additionally, Workstation Management took on support of workstations for Continuing Education and Extended Learning, and began work to extend support for Art and Sciences, Athletics, Office of the Vice President for Research and various other units on campus that currently have no IT support. This is expected, over time, to increase Workstation Management's support footprint from 2,500 managed workstations to over 7,500. This is a critical aspect of standardizing and streamlining IT services on campus.

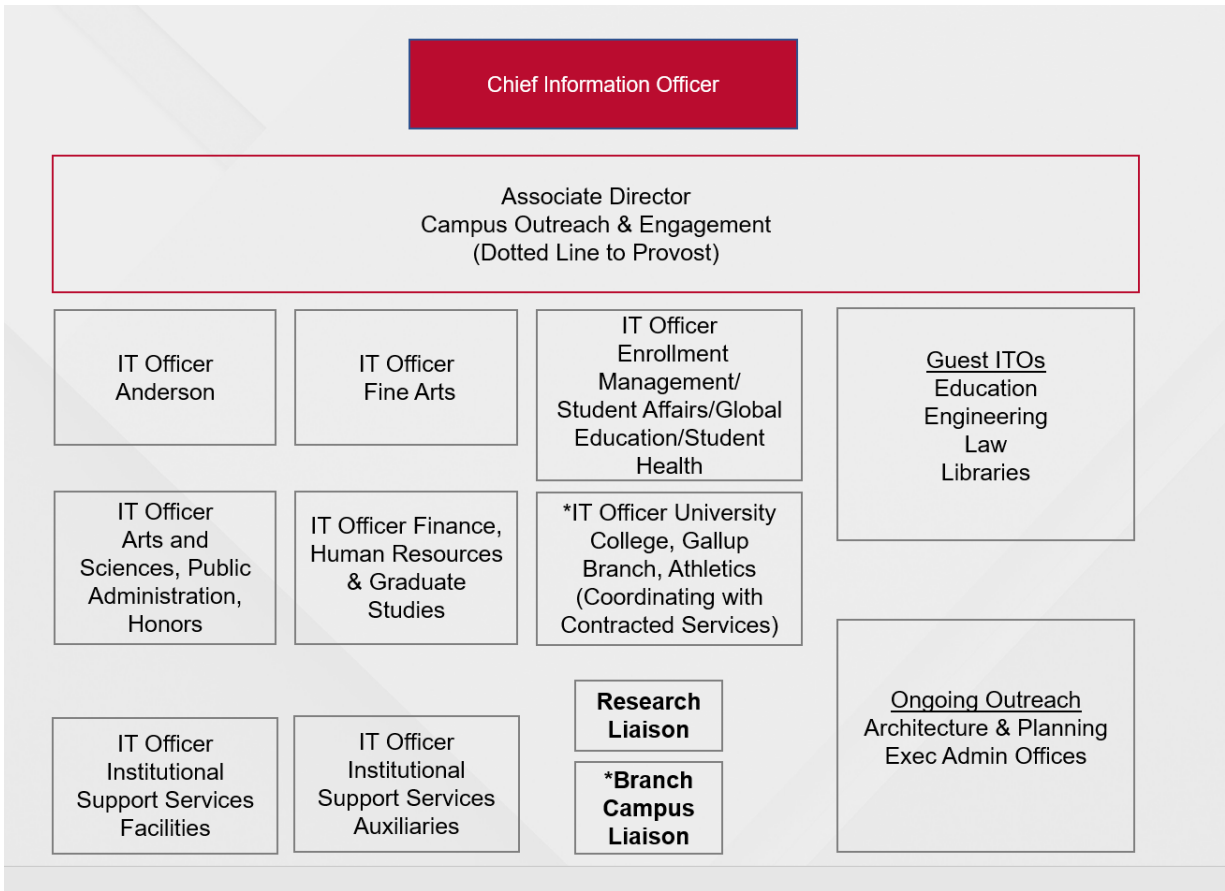
The Project Management Office was dissolved and UNM IT project managers were reassigned to work more effectively with UNM IT teams directly. The project management practice and standards continue to evolve through the coordination of the Associate Director for Community Programs and Strategic Initiatives.

The UNM IT Business Operations unit leveraged a collaboration with UNM Purchasing to embed a buyer within UNM IT to focus on IT purchases and improvement of related business processes to support ongoing IT efficiencies and effectiveness efforts at UNM. The position reports directly to the Chief Procurement Officer to ensure compliance and alignment with UNM Purchasing standards with a dotted line reporting structure to the IT Fiscal Operations Director for alignment with IT standards and IT service processes.

Information Security Operations was placed under the direction of the Deputy Chief Information Officer to allow for better focus and alignment with other UNM IT teams, while the Information Security and Privacy Officer focuses on institution wide security and privacy compliance issues, including Controlled Unclassified Information (CUI).

The transfer of Information Technology Officers (ITOs), professionals already engaged and embedded in campus units, into the UNM IT organizational structure was expanded to include Enrollment Management, Student Affairs, Global Education Office, Student Health, Athletics, and the Gallup Branch Campus. The full structure of the Campus Outreach and Engagement unit includes (please see next page):





UNM IT's newly formed Advisory Boards, addressing Academic, Administrative, Research and Funding needs, within IT, are fully functional and are heavily involved in the alignment of direction and systems, improved visibility and transparency of technology initiatives, organization driven prioritization, resource constraint escalation, definition of service measures, and overall coordination and collaboration. Charters and meeting minutes may be found on the UNM IT Effectiveness and Efficiencies website, <http://cio.unm.edu/it-effectiveness/index.html>.

University Administrative [Policy 2560](#): Information Technologies (IT) Governance was revised, approved and adopted to reflect the changes in the IT Advisory and Governance structure.

UNM IT's operating budget for FY18 totaled \$31.5M. The primary sources of funding for UNM IT include sales and service revenue (40%), I&G (29%), and student fees (5%). Other sources of funding include banner tax, grant funding, and one-time annual allocations of equipment/building renewal and replacement dollars. The majority of UNM IT's expenditure budget includes personnel costs (\$18.4M), annual software licensing fees (\$4.2M), hardware maintenance, and cost of goods sold (\$5.2M) associated with resale of UNM 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 working with campus leadership to consider a new

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 Effectiveness and Efficiency 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 FY18.

### **Overview**

Virtually every constituent of the University – students, prospective students, faculty, staff, administration, 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.

### **FY18 Service Stats at a Glance**

- **Web hits:** (www & dept.unm): 2,288,101 hits per day, or 835,157,142 for the year
- **Lobomail:** 146 Million received messages after spam filtering. 36,568 active users of 87,373 total users. Reduction in messages likely from ceasing to relay salud.unm.edu through the private manual exchange (PMX) since May.
- **Skype for Business:** 21,639 unique users attending peer-to-peer, organized, and conference communications.
- **One Drive Storage:** 27 TB, up from 12.3 in FY17.
- **ListServ:** UNM IT services 5,186 listservs
- **UNM NetIDs:** 93,810 active accounts
- **Student-Facing Computers and Printers:** 1300 UNM IT and ITO managed computers in IT pods, computer & general classrooms, labs, kiosks, & checkout, as well as 32 printers
- **Storage:** 1,736TB managed by UNM IT for applications, hosted machines, and shared files
- **EvaluationKIT:** 227,450 **student surveys** delivered (112,158 completed); 12,265 **course evaluations**

- Weekday average **concurrent wireless users** was approximately 17,500
- **Enterprise Resource Planning (ERP) system transaction volumes:** Average monthly production database reads: Banner - 10.7 billion (this is ERP Transaction Database activity); operational data store (ODS) - 17.9 billion (this is ERP Reporting Database activity)
- **Telephone:** 18,317 landlines, 9,422 with voicemail, and 1,340 university cellphones (including data only plans)

### **Service Desk**

The UNM IT service desk provides a single point of contact for our constituents. The 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.

First call resolution (FCR), or resolving a user’s issue immediately when they initially contact the UNM IT service desk, stands out because it touches so many important aspects of the customer service and support experience—customer satisfaction, service efficiency, and operating costs.

Area	FY2016	FY2017	FY2018
Phone Assists	77.7k	68k	64k
Walk-in Assists	3.1k	1.5k	728
Self-Service Ask-A-Question	15k	13.2k	11k
FastInfo FAQ Hits	183k	157k	132k
Agent-Assisted Password Resets	22k	15.2k	18k
First Call Resolution (FCR)	49%	68%	80%

### **Information Security and Privacy 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 additional safeguards can be leveraged for information assets. The ISPO collaborates with various departments across all campuses including Dean of Students, Human Resources, Information Technologies, Purchasing, Sponsored Projects, University Counsel, and others to address various information security and privacy issues.

During FY18, 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/>).

### ***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). Web usage averages 2.3 million hits/day. Banner ERP Production database activity averaged over 10 billion monthly database “reads.”

### ***Server & Storage Services***

We continue to virtualize servers and balance our application load on multiple servers to provide a consistent, reliable, and ‘green’ platform for applications.

### ***Computer Classrooms & Lab Services***

UNM IT Academic Technologies provides technologies and services for classrooms and computer labs. Through prioritization of the classroom and investment of salary savings, UNM IT was able to upgrade A/V Systems for 33 registrar-owned computer classrooms in Dane Smith Hall, 7 classrooms in Engineering, 6 classrooms in Ortega Hall, 2 classrooms in Northrop Hall, and 2 classrooms in Fine Arts. UNM IT supported 175 classrooms and learning environments, accounting for approximately 75% of UNM’s total scheduled credit hour production. Through a combination of computers and labs supported by UNM IT Academic Technologies, and those supported by IT Officers, UNM IT offers all main-campus UNM students access to over 1300 computers, as well as 32 printers and academic software.

### ***Learn***

UNM Learn, the university’s enterprise Learning Management System (LMS), supported 234,341 student enrollments in 9,368 sections FY18. The peak concurrent user logins during that period reached 8,661 on 9/4/2017, which was a 2.9% increase over the previous peak of 8,410. The system also supported 2,200 instructors over the fiscal year. According to faculty and student surveys, the majority of faculty and students are satisfied with the LMS, and adoption and usage continues to grow.

### ***Media and Collaborative Applications***

Our enterprise video content management system accessed through UNM Learn saw a 24% increase in usage (content views) in FY18. 17.5% of all UNM faculty and students (branches, main campus and HSC combined) created and contributed content using this system, and 61% viewed content.

UNM’s enterprise lecture capture system, hosted by UNM IT Academic Technologies and used by both main campus and HSC students and faculty, was used to record 15,249 lectures and presentations for a combined 48,189 hours of recorded content. There were

149,811 content views by 9,877 unique users.

In partnership with UNM Extended Learning and the UNM Accessibilities Resources Center, Academic Technologies deployed an enterprise closed captioning system in FY18. 2,843 videos were captioned with a guaranteed 99% accuracy and 48-hour turnaround time for a total of 449 hours of captioned video.

Academic Technology supported synchronous meeting tools (Zoom and Collaborate for video and web conferencing), used by 65% of all UNM faculty and students (branches, main campus and HSC combined) for 10,910 meetings in FY18.

### ***Surveys***

Faculty course evaluations, used to support tenure track faculty, are collected online through EvalKit. This year, through EvalKit, UNM IT distributed 227,450 student surveys for 12,265 course evaluations.

UNM IT's Esurvey service currently has 1200 active surveys which is a consistent level of activity from past years. The tool is widely used in student and faculty elections and polling.

### ***E-Mail & Office 365***

There were 36,568 active users of Lobomail in FY18. 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 12.3 TB to 27 TB, or 220%.

### ***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. Currently, there are over 18k landlines and 1340 cellular phones, which is a reduction from FY17. FY18 saw 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 efficiency. All UNM campuses rely on the network, as do entities conducting business with UNM, including other institutions in the state.

The number of devices brought to campus by students, faculty and staff continue to increase year-over-year. The average number of mid-semester daily wireless clients was over 17,500 in FY18.

### ***PC Hardware & Software Services***

Desktop hardware and software purchasing and 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/>.

## II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

**Effectiveness and Efficiency (E&E) Initiative.** The E&E initiative, which began formally in FY17, was officially completed in FY18. Greater than 95% of the main and branch campus faculty, staff and students are being supported by an area that is either represented by an IT Officer, a guest IT Officer or an area liaison working closely with UNM IT. We continue to work with these units on strengthening effectiveness and efficiency of the IT support model as a part of our day to day operations. We have successfully implemented a campus-wide IT reorganization and will continue to be responsive to changes and implement improvements as needed.

**Campus Outreach & Engagement.** Campus Outreach & Engagement coordinates activities in areas supported by Information Technology Officers and IT managers across campus. This group is now a visible feature of a UNM IT community that is committed to the success of the E&E initiative.

The team's initial focus on security, system and support standards resulted in some of the significant savings documented in this report. Consolidating services without disrupting area-specific solutions was one effective strategy, but the team believes that improved high level communication and collaboration has been essential to every success.

None of this would have been possible without the unqualified support of UNM's Executive Leadership, the office of the CIO, the UNM IT staff supporting centralized services, and, of course, the IT Officers and their area leadership and staff. The commitment to inclusion and refining process and procedure to better serve the UNM community has been inspirational. While the mechanics and ideals behind the culture shift will take time to mature, UNM IT has reached a point where opportunities for partnership and shared investments that may not have been noticed in the past are now consistently woven into strategic initiatives that support UNM's mission.

**Banner 9.** UNM IT undertook a major initiative to upgrade our ERP system, replacing Banner 8 technology that is being phased out. Working hand-in-hand with the functional users, UNM IT reviewed, streamlined, and documented departmental business processes, as well as reviewed all Banner modifications, customizations, forms and use, module by module, to create efficiencies. As a result of this initiative, Banner custom forms were reduced by 25%. UNM IT also embarked on an enterprise-wide communications, marketing, and training plan to ensure a successful implementation.

**Identity Management Program.** UNM IT is currently implementing an enterprise product (IdentityIQ) to replace UNM's internally developed identity management system. Phase 1 implementation, which replaces the functionality of the internally developed existing identity management system with a vendor-supported solution, is scheduled for FY19. It will allow users to create their own UNM NetID and reset their own passwords, reducing the number of calls to and tools used by the Support Center and the accounts office. Additional phases are scheduled to leverage the additional capabilities of the IdentityIQ platform.

**C-Cure.** C-Cure is being used to control card access entry to buildings. C-Cure was upgraded in FY18 because the old system had reached end of life. The new version offers features such as a more robust database, a more secure encrypted card reader, and compatibility with a wider variety of card formats. The new version also supplements reporting for the McCleary Act.

**Controlled Unclassified Information (CUI).** UNM IT is a major stakeholder and partner with the Chief Compliance Office for UNM's CUI Program. This program is a collection of projects that strengthen our safeguards required by federal standards for protecting information and systems in areas that include student data (FERPA), protected health information (HIPAA), student financial aid (GLBA), certain unclassified research information (e.g. Department of Defense), among many other information types. The CUI Program is expected to take 3-5 years to identify all of the information and systems, identify current and desired safeguards in systems, initiate projects to address augmentations, and transition its activities back to the academic, business, and research areas responsible for the activities.

A CUI sub-project of particular importance was the HIPAA risk assessments of the main campus components of UNM's Hybrid Covered Entity (HCE) performed by Clifton Larson Allen, Inc.. This project marked the first time UNM IT partnered with UNM's HIPAA Privacy Officer to collaborate with UNM's Chief Compliance Officer, Internal Audit, and the components to develop roadmaps for continuous improvement of HIPAA data safeguards.

**Computer Bulk Purchasing and RFP.** UNM IT continued to facilitate bulk purchasing of Dell computers at deeply discounted prices (~30%) during FY18. For Main Campus, the number of computers purchased through UNM IT totaled 382, which resulted in savings for main campus departments of \$174k. Additionally, a computer RFP was issued and Dell was selected as the awarded vendor. Terms of the contract with Dell, which will begin in FY19, include deeply discounted pricing for personal student, faculty, and staff purchases, along with steep discounts for services such as extended warranties, computer tagging, and asset disposition.

**Wireless Expansion and Network Upgrades.** The Networks division continued the wireless expansion project, with improvements in Clark Hall, Marron Hall, Logan Hall, Humanities, Mattox, Office of Contract Archeology, the KNME Annex, and the duck pond. At the direction of the Student Fee Review Board (SFRB), Networks was able to provide

upgrades for outdated equipment or new installations to some of the wireless equipment at these locations: 1820 Sigma-Chi, Anthropology, The UNM Bookstore, The John and June Perovich Business Center, Castetter Hall, Continuing Education North and South, Extended Learning, The University Club, Hibben Center, Hodgkin Hall, Johnson Gym, Johnson Gallery, Bratton Hall, Lobo Village, Manufacturing Training and Technology Center, Physics, Physical Plant Department, Sout Golf Course, Student Success Center, The Visitors Center, and Zimmerman Library, along with several other academic classroom spaces. Networks also provided all network connectivity and voice services for the newly opened McKinnon Center for Management building (Anderson School of Management), and outdoor WiFi for the new Smith Plaza renovation.

**Cherwell.** In FY18, UNM IT began work on redesigning the Help.UNM portal to improve usability of help system.

**Software Distribution.** UNM IT was able to bring University Libraries under our VMware licensing, avoiding costs of \$70k during FY18.

**Expansion of MyIT.** MyIT is a dashboard application providing transparency to UNM IT projects and workload distribution for and in collaboration with the academic, administrative and research units across campus. In FY18, UNM IT expanded this intake process to include a “scorecarding” feature that helps prioritize projects according to a numerical score derived from evaluation of aspects such as risk, urgency, benefit, and organizational alignment.

**Multi-Factor Authentication for Retirees and for UNM Benefits Information.** Information security remains a top priority for UNM IT and our business partners in Human Resources. Multi-factor authentication secures a users' identity by adding a second authentication method (via text or call) to access benefits information, and now includes retirees in addition to regular staff.

**Tech Days.** Tech Days is an annual event hosted by the UNM Office of the CIO offering the University’s faculty, staff, and students an exclusive opportunity to learn about technologies on campus. Attendees can participate in sessions, discussions, and hands-on demos of current and future technological innovations at the University. In FY18, over 40 presentations were given by over 80 presenters from faculty/staff from across UNM and the branches, as well as from sponsor organizations. This event is entirely funded by sponsorships from as many as 16 vendors. Tech Days 2018 had a total of 806 registrations over the two-day event, which was a 6% increase over the prior year.

**Mobile App Contest.** The UNM Office of the CIO and Central New Mexico Community College (CNM) host the annual Mobile App Contest that provides an opportunity for students from UNM and CNM to develop and apply coding skills to make useful mobile applications for the community. Cash prizes are awarded at “Demo Day” for the top three apps designed by a student or student team from either institution. In FY18, 93 teams registered, and winners were chosen from 10 finalists. Representatives from the



Albuquerque community comprise the judging panel, including staff from City of Albuquerque Office of the CIO, NM Tech Council, sponsor organizations, and the UNM OVPR. A student representative rounds out the panel.

### III. CURRENT/FUTURE PROJECTS

FY19 will be dedicated to further building on the success of effectiveness and efficiency in technology services, specifically, continued streamlining of services, IT Governance prioritization socialization and phasing in of the proposed IT funding model, and enhanced communication and collaboration with campus. UNM IT will also continue its ongoing and scheduled projects as prioritized by the IT Advisory Boards, Executive Leadership, and the University Chief Information Officer.

Please see Appendix A for the Portfolio of current Class 3 IT Projects.

### IV. PERSONNEL APPOINTMENTS/SEPARATIONS

#### Separations

#### July 1, 2017 to June 30, 2018

<b>Name</b>	<b>Unit</b>	<b>Date</b>
Abeyta, Marcos	PMO	2/23/2018
Acosta, Nathan	Academic Technologies	2/09/2018
Archuleta, Marvin	Business Operations	1/05/2018
Baca, Aaron	Academic Technologies	03/31/2018
Borden, Christopher	Academic Technologies	11/3/2017
Boyd, Mia	Applications	06/22/2018
Castillo, Eric	Networks	05/31/2018
Estell, Zachary	Business Operations	09/15/2017
Garcia, Raymond	Platforms	10/31/2017
Gatchell, Charles	Academic Technologies	12/31/2017
Gerety, Moira	PMO	12/31/2017
Gerhold, Valerie	Academic Technologies	12/31/2017
Henry, Elizabeth	Business Operations	01/31/2018
Khan, Mohammed	Platforms	07/31/2017
Knapp, Keith	Academic Technologies	08/21/2017

Meunphalangchai, Xayo	Academic Technologies	01/31/2018
Montoya, Cassandra	Customer Support	01/19/2018
Nagji, Parveen	Applications	08/6/2018
O'Keefe, Jeffrey	Applications	01/31/2018
Pace, Dave	Applications	09/15/2017
Paez, John	Applications	09/8/2017
Phillips, Charles	Platforms	04/30/2018
Polansky, Marcia	Academic Technologies	09/30/2017
Powel, Ian	Applications	03/16/2018
Quan, William	Campus Outreach & Engagement	09/01/2017
Quintero, Joseph	Academic Technologies	01/31/2017
Romero, John Ed	Networks	01/31/2018
Saba, Bahram	Academic Technologies	12/31/2017
Sahs, Thomas	Platforms	05/29/2018
Sheets, Margaret	Business Operations	12/31/2017
Taylor, David Sean	Networks	08/11/2017
Walker, Lucas	Information Security	04/2/2018
White, Justin	Customer Support	05/25/2018

**New Hires****July 1, 2017 to June 30, 2018**

<b>Name</b>	<b>IT Unit</b>	<b>Position</b>	<b>Date</b>
Boyd, Joseph	Campus Outreach	IT Support Tech 2	10/1/2017
Chavez, Sandra	Applications	Programmer Analyst 2	06/25/2018
Collman, Bryant	Platforms	Systems/Network Analyst 2	12/16/2017
Conteras, James	Academic Technologies	Technical Analyst 2	6/14/2018
DeMartino, Giuseppe	Customer Support	IT Support Tech 2	6/6/2018
Eckhardt, Angela	UNM Purchasing	Contracts Specialist	3/5/2018
Gallegos, Bernardo	Campus Outreach	Technical Analyst 2	04/9/2018
Garduno, Mateo	Academic Technologies	IT Support Tech 1	11/1/2017
Haney, Angela	Business Operations	Fiscal Services Tech	6/18/2018
Hendren, Jill	Networks	Network Analyst	03/05/2018
Hyden, Jessica	Business Operations	Financial Analyst	10/2/2017
Muradov, Dennis	Platforms	Systems/Network Analyst 2	10/23/2017
Orgeron, Mark	Security Analyst 1	Information Security	04/16/2018
Savickas, John	Business Operations	IT Project Mgr 3	02/01/2018
Warnock, Kelly	Applications	Programmer Analyst 3	05/01/2018

**Promotions/Staff Changes****July 1, 2017 to June 30, 2018**

<b>Name</b>	<b>IT Unit</b>	<b>Position</b>	<b>Date</b>
Abeyta, Rita	Applications	Core IT Svcs Splst	10/23/2017
Archuleta, Ben	Campus Outreach	IT Svcs Splst	3/1/2018
Arviso, Raiff	Platforms	Systems/Network Analyst 3	06/01/2018
Ballo, Anthony	Campus Outreach	IT Officer	5/1/2018
Bernardone, Dean	Academic Technologies	Assoc Dir, Core IT Svcs	09/1/2017
Bocock, Jonathan	Academic Technologies	Assoc Dir, Core IT Svcs	09/1/2017
Garduno, Gil	Applications	Programmer Analyst 2	11/01/2017
Impallomeni, John	Platforms	Core IT Svcs Splst	04/01/2018
Kumaravelu, Sridevi	Campus Outreach	IT Officer	2/21/2018
Lee, Sung-Hee	Applications	Core IT Svcs Splst	07/01/2017
Lewis, Ryan	Networks	Network Engineer	06/01/2018
Marquez, Maxwell	Academic Technologies	Core IT Svcs Splst	06/01/2018
Mascolo, Dilek	Platforms	Assoc Dir, Core IT Svcs	04/01/2018
Owen, Travis	Academic Technologies	Systems/Network Analyst 2	06/01/2018
Prather Yuka, Lisa	Academic Technologies	Mgr, Core IT Svcs	08/01/2017
Roessner, Alexander	Academic Technologies	Programmer Analyst 2	11/01/2017
Sabol, Neil	Platforms	Systems/Network Analyst 3	04/09/2018
Schmader, Ivan	Platforms	Systems/Network Analyst 1	05/01/2018
Stephenson, Mary H.	Applications	Technical Analyst 1	11/01/2017
Vanpelt, Jonathan	Networks	Core IT Svcs Splst	12/11/2017

## V. APPENDIX

### Appendix A – Current & Completed Portfolio Projects (Class 3)

#### ***FY 19 Projects***

- Antoine Predock Center for Design
- Athletics Cabling Infrastructure Renewal
- Banner 9 (working with Core IT Team, Finance Module Implementation, Student Self-Service.)
- Clark Hall
- Common Course Numbering CUI PCI Phase 3
- Dana C. Wood FSAE Racing Lab Project Exclusion & Sanction Compliance Reporting
- FAAR (Faculty Annual Activity Report)
- Honors College
- JCER - Johnson Center
- Lands West /University Blvd Optical Fiber & Infrastructure Renewal
- Main Campus Optical Fiber and Cabling Infrastructure Redesign - Phase 2—Build
- Main to South Campus Optical Aerial Cable Replacement
- Minors on Campus
- Nature History Science Center
- Oracle Reports Consolidation
- PAIS - Physics & Astronomy
- Student Data Consolidation
- WebFOCUS Report Modernization

#### ***FY18 Completed IT Projects***

- Splunk Phase 1
- Cosmiac email migration
- KNME email migration
- Lobocloud upgrade
- Payroll - Add Billed Medical Amount To W2
- DDNS evaluation
- CSOD Feb
- Upgrade: Banner 8/9 FinAid Patches
- Banner 8/9 February Bundle
- Sophos PureMessage (PMX) RedHat Migration Confluence 6.7 upgrade
- Banner Upgrade - February 2018 - Financial Aid 8.31.2 and 8.31.2.1
- NSF CC DNI Region: New Mexico Research and Economic Development Collaboration
- Banner 8/9 Spring bundle
- AwardSpring Implementation with Banner
- Banner 8/9 BDMS upgrade/xTender upgrade
- EAB / Royall Integration

- Security Breach Data Request
- Clean up Banner Tree
- Upgrade: Banner Fin-Aid 8.32 and AR
- Capital Projects Database Application Replacement
- Famis - Create new reports using the BRR code similar to the Site code reports
- Job Description History
- CSOD May
- Upgrade: CSOD May
- Upgrade: AppWorx Patch 9.2.1
- Upgrade: Banner 8/9 FinAid Spring Release Regents Report Instruction and General Section
- Learn Q4 2017 Upgrade - Branding
- Preferred First Name - Phase II - Diploma
- Evaluate APEX as an Enterprise Application Development Tool
- LastPass as a service
- Third Party Application to Supplement Loboachieve 2.0
- OFAS WorkForceProfile report (formerly ad hoc query in MyReports)
- ORC AD migration & Managed Workstation
- UNM ISPO/UNM IT - Palo Alto Networks
- NGFW - Virtual Wire Policy Migration Implementation Review (Campus)
- FY18 Top 8 Worst Wireless Buildings Upgrade
- Merge Census tables for reporting
- Onboard all Class 3 Projects to Project Online / Methodology
- UNM Campus to ABQ GigaPoP Bandwidth Upgrade



OFFICE OF THE  
EVP FOR ADMINISTRATION,  
COO & CFO

FY 2017-2018 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***

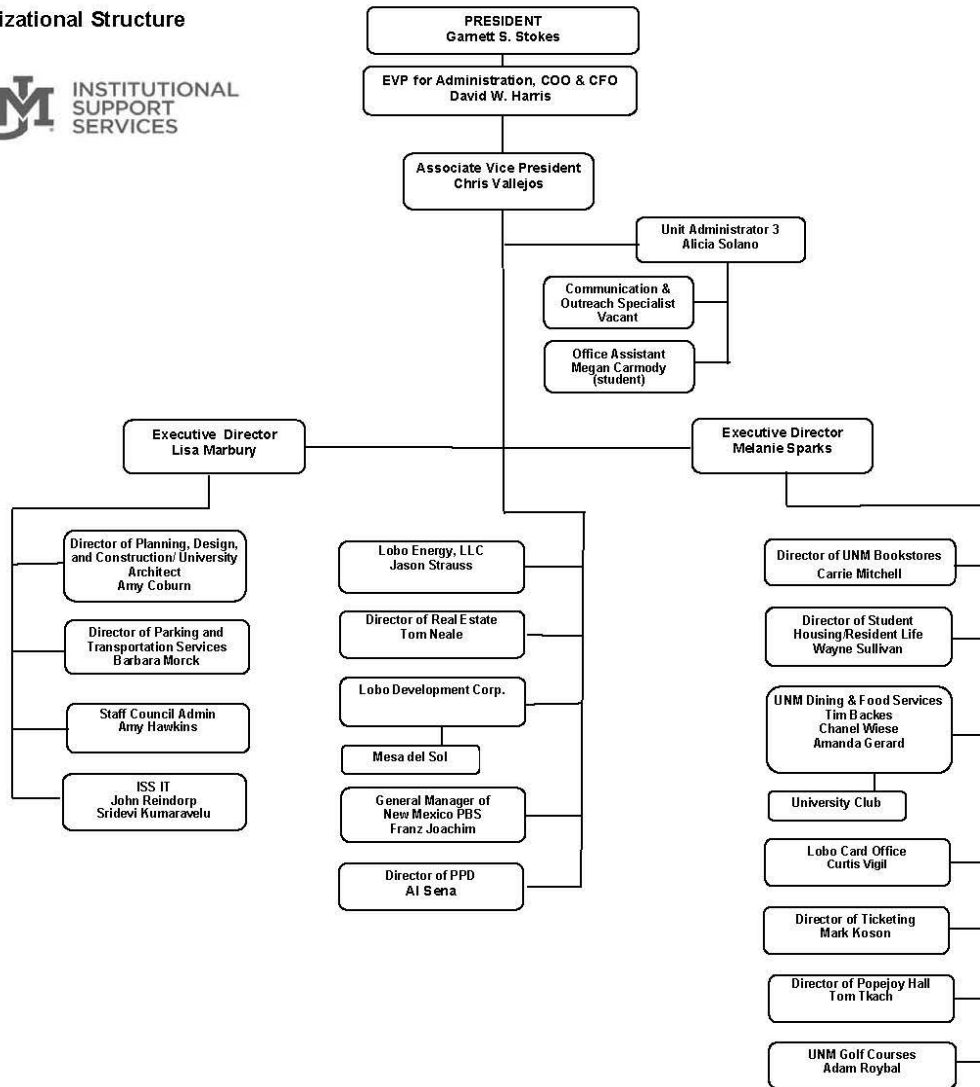
ISS has established the University of New Mexico as the preferred educational destination for students, faculty, staff, visitors, and patrons through the provision of a sustainable campus environment that advances scholarly pursuits and enhances the quality of life by the delivery of outstanding services,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



## Organizational Chart

### Institutional Support Services

Organizational Structure  
2018



**FY 2017-2018 Annual Report**

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**I. EXECUTIVE SUMMARY**

Institutional Support Services (ISS) is a consolidation of the Business Enterprises, 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**

Ticketing Services  
 UNM Bookstores  
 Popejoy Hall  
 UNM Golf Courses  
 New Mexico PBS  
 Residence Life & Student Housing  
 UNM Food  
 University Club  
 LoboCard Office

**Real Estate & Business Dev.**

Real Estate  
 Lobo Development Corp.

**Facilities/Campus Planning**

Planning, Design & Construction  
 Physical Plant Department  
 Parking and Transportation  
 Lobo Energy Incorporated

ISS also oversees the administrative office of UNM Staff Council.

ISS had many key accomplishments for FY17-18 and overall had a very successful year. In an effort to bring a collaborative and unified approach to communication and media responses across the division, ISS moved the Communication & Outreach Specialist from the Physical Plant Department to work directly for the VP Office. This position provides support to the departments in media relations, UNM branding standards, social media engagement, press releases, graphic design, and strategic marketing. In collaboration with the ISS Communications & Marketing Committee, ISS created a 52 page Welcome Guide that highlights key facts and information of our departments. The committee will continue to find opportunities to educate the UNM community about the importance of ISS and the vital role that each department plays in supporting the overall University mission.

ISS divisions continue to make both capital and process improvements. In August 2017, UNM Food unveiled the newly renovated La Posada Dining Hall. Student feedback regarding the upgraded facility, collaborative dining area, along with the very popular Chef Innovation Station which allows patrons to receive cook to order meals, has created a buzz around campus as a destination location for students. Also in August 2017, the Lobo Rainforest building successfully opened. This 158,000 square foot building was completed on time and within the \$35 million budget. The Real Estate Department successfully leased 100% of the 30,000 square feet of office and commercial space prior to completion of construction. Residence Life & Student Housing completed the partial remodel of the Coronado Hall including room interiors, flooring, sinks, and communal bathrooms. Parking & Transportation Services updated and added online FormStack forms to their website with the goal of maximizing the effectiveness and timeliness of customer requests for special event and parking support services.

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)	\$87
816007 (auxiliary consolidated)	\$291,052
816008 (self-supporting)	\$3,520

Total available reserves for ISS departments was \$6,801,933 with \$3,383,680 and \$3,415,565 categorized towards commitments and dedications respectively. At the end of FY17-18, 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 FY17-18:

- In an effort to bring a collaborative and unified approach to communication and media responses across the division, ISS moved the Communication & Outreach Specialist from the Physical Plant Department to work directly for the VP Office. This position provides support to the departments in media relations, UNM branding standards, social media engagement, and press releases.
- The Bookstore saved students approximately \$4.2 million in course materials this last academic year. The Inclusive Access program saved students approximately \$2.4 million alone. Along with these savings, textbook rentals saved students \$745,000; used textbooks saved \$339,000; eBooks saved \$185,900; and new textbook price reductions saved \$144,900.
- In August 2017, UNM Dining & Food Services unveiled the newly renovated La Posada Dining Hall. This has been a huge success to the UNM community. Student feedback regarding the upgraded facility, collaborative dining area, along with the very popular Chef Innovation Station which allows patrons to receive cook to order meals, has created a buzz around campus as a destination location for students. Additionally, UNM Dining & Food Services make a branding transition to UNM Food. This name and branding change allowed the department to unify with our vendor partner to promote a cohesive customer facing identity.
- UNM Golf Courses saw an increase over prior year in both number of rounds played and revenue generated at both golf courses (Championship Golf Course: 19% increase in rounds, 8% increase in revenue; North Golf Course: 12% increase in rounds, 10% increase in revenue). This equated to 8,883 additional rounds and \$140,024 in additional revenue over prior year.
- Lobo Card Office established preferred/affirmed name process for issuing UNM IDs. UNM students can now choose the first name they prefer to have appear on their Lobo Card ID. As part of its commitment to providing a safe, inclusive, and respectful learning, living, and working environment, the University of New Mexico recognizes that many people prefer to use a name other than their legal name to identify themselves.
- New Mexico PBS saw a 12% increase in development revenue over their original goal. From individual donors, membership raised \$3,373,375 against a goal of

\$3,000,000. The station has also successfully reversed the trend of declining corporate revenue and has made significant gains in endowments and bequests.

- Parking & Transportation Services issued approximately 17,396 parking permits to faculty, staff, students, visitors, and vendors and transported approximately 1,656,464 million passengers on the shuttle service. Additionally, PATS provided parking services (e.g. traffic control, vouchered parking, parking attendants, etc.) for over 500 special events and shuttle services for over 220 events, resulting in additional revenue gain of \$477,317.
- Physical Plant Department reorganized its administrative structure to improve accountability of key functions such as space management and inspection. Alignment measures were also evaluated and deployed to improve supervisor and management engagement with staff for human resources purposes.
- Planning, Design & Construction experienced a very active and successful FY18, providing a broad range of customer services to over \$200 million of capital investment related to 57 active projects on our campuses. PDC experience an increase of over 50% in total number of projects completed compared to FY17.
- Popejoy Hall presented 96 productions totaling 174 performances. Additionally, Popejoy held a fundraising banquet on state in August to support the Excellence Fund. The event was successful in not only raising \$57,000 for the excellence fund through table sales, but it also brought new donors to Popejoy as they were invited by board members to have their first experience at Popejoy.
- The Lobo Rainforest building successfully opened in August 2017. This 158,000 square foot building was completed on time and within the \$35 million budget. The Real Estate Department successfully leased 100% of the 30,000 square feet of office and commercial space prior to completion of construction.
- Residence Life & Student Housing successfully planned and administered the new Freshmen Residency Requirement. This included the development of policies and processes to handle exception requests, either administratively or by exception review committee based on specific criteria.
- ISS, in collaboration with Staff Council stakeholders, successfully recruited and hired a new Unit Administrator 2 in September 2018 to oversee the administrative and finance functions of Staff Council. The former Administrative Officer had retired in July 2018.
- In FY18, Ticketing Services had the highest service chargeable revenue in the past 12 years.

### **III. CURRENT/FUTURE PROJECTS**

- With the addition of the Communication & Outreach Specialist position within ISS, and the continued collaboration within the ISS Communications & Marketing Committee, ISS will focus on the following initiatives in FY19: updating the departmental website and Welcome Guide, creation of marketing collateral for New Employee and New Student Orientations, and revamping the monthly electronic newsletter.

- UNM Bookstores continues to look for new revenue streams by creating more shops that have an appeal to the campus community. This includes a new Outdoor Adventure shop and exploring a New Mexico Shop due to high demand from customers. Additionally, the department is working in conjunction with UNM Food and Chartwells to create a new market featuring a full line of Starbucks products, milkshakes, ice cream and a large grab and go snack shop to replace the Satellite café in the main store.
- UNM Food is planning to incorporate mobile ordering into their dining concepts, using the Tapingo mobile ordering application. This application will allow customers to order and pay for food from any of our dining outlets across campus on their mobile device. The target for initiating mobile ordering is for Fall 2018, with the delivery deployment to occur in Spring 2019.
- UNM Golf Courses will be one of three sites in Albuquerque to host the 2019 National Senior Games for golf in June 2019.
- Lobo Card Office is in conversations with a few vendors to operate an online photo submission application for the UNM community. This will reduce wait times in the office and assist the Dean of Students New Student Orientation Program with a quicker turnaround time in issuing IDs.
- New Mexico PBS is beginning their transition to the new signal delivery standard ATSC3, leading New Mexico's television broadcasters. They are building a new tower on Sandia Crest and purchasing new transmitters and accessory equipment to improve the quality of coverage of their signal. ATSC3 promises to revolutionize the broadcast industry providing the opportunity to consolidate broadcast and internet experiences into one seamless platform accessible anywhere, on any device, at any time.
- Parking & Transportation Services will continue to work with Real Estate Department and Planning, Design & Construction for the construction of a new parking structure on UNM's main campus. A pro forma has been submitted for review.
- Physical Plant Department launched a name change in August 2018 to Facilities Management. The original name did not quite encompass the entirety of what is provided to the UNM campus community by the department, nor did the name directly identify the work of its employees.
- Planning, Design & Construction continues to work on two large capital projects: Johnson Center Expansion & Renovation (JCER) and Physics & Astronomy Interdisciplinary Science (PAIS). The \$35.5 million JCER project is currently on track to be completed in March 2020. The \$65.7 million PAIS project is anticipated to be complete in July 2019.
- Popejoy Hall will begin renovating the public facilities on the balcony as part of Act II of their capital campaign. Construction is scheduled to be complete in September 2018. Popejoy Hall also plans to begin fundraising for Act III of their capital campaign, which aims to renovate the green room and artist dressing rooms backstage.
- Real Estate Department is currently working on a long-term ground lease for the former Galles automotive dealership at the northwest corner of University Boulevard and Lomas Boulevard. The 11-acre site is strategically located at one

of the gateways to the University and has been targeted for acquisition by UNM over several decades. The property will be utilized by the Heath Sciences Center.

- Residence Life & Student Housing continues to plan and prepare for capital improvements. The department is planning for the future phases of the Coronado Hall remodel, which could include a remodel of the front lobby and additional bathrooms. They are also preparing for the Student Family Housing HVAC piping project in conjunction with UNM Facilities Management.
- Ticketing Services will continue with enhancements to their website homepage and back-end functionality.

#### **IV. PERSONNEL APPOINTMENTS/SEPARATIONS**

- Departmental Transfer: Rachel Stone, Communication & Outreach Specialist, transferred from Physical Plant Department to Institutional Support Services in September 2017.
- Separation: Rachel Stone separated from the University in February 2018.

V. APPENDICES  
*Appendix A*



## FY 2017-2018 Annual Report

# UNM Bookstore

Submitted by:

Carrie Mitchell, Director, UNM Bookstore

<http://bookstore.unm.edu>



## **Mission and Vision**

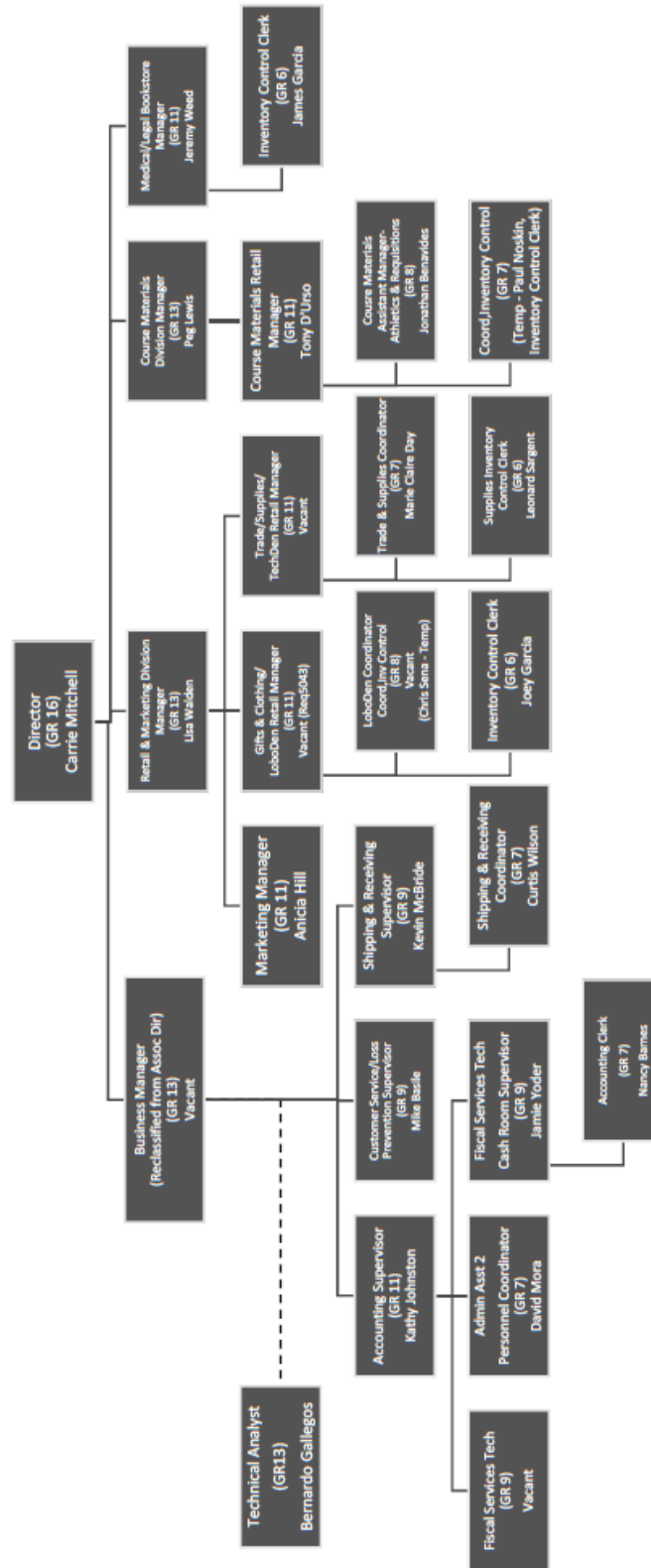
### ***Mission***

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



## **I. EXECUTIVE SUMMARY**

Fiscal year 18 brought new challenges and opportunities. UNM Bookstores, have stores on north, south and main campus to serve the entire campus community. The enrollment declines severely affected the major portion of sales, course materials. The poor performance and problems in the sports arena were also detrimental to our revenue. Our critical challenge was to identify and create new revenue streams, decrease costs, and continue to find ways to create more affordable course materials for our students.

New revenue streams created in FY18. First shop was Travel, which offers products for travelers. This coincided with opening the Passport Center for Global Education. In an effort to create an area that is focused on repeat purchases by students, we added an area with health/cosmetics and Tom's shoes. These products created excitement for many of our students and filled the need for on campus health aides. A third area was our snack shop opening in May 2018. In an effort to draw more customers in and increase the average transaction, we needed something to increase our daily traffic. This area was an instant success and has been expanded. These were the four new revenue streams that were in place for part of FY18 adding over \$50,000 in revenue. There are several additional areas identified for fiscal year 2019 that are budgeted to bring in over \$100,000 in new revenue.

Controlling expenses was a strong focus once again for the Bookstores. Labor costs were significantly reduced through attrition, positions left unfilled and layoff of two other positions. Decrease in labor from prior year was \$493,687, approximately 22% less. We also Reduced operational costs from prior year by \$121,243 bring total expenses down by 15%.

Affordability of course materials is a critical issue in higher education. When students are not able to afford textbooks, they are not as engaged, retention is hurt as well as the academic success of our students. Considering this, we embarked on several initiatives this year, resulting in close to \$4 million dollars saved for students on course materials. This was accomplished through several avenues. The most significant was implementing Inclusive Access (IA) throughout most academic departments on main campus. This program provides all students taking a class, which has adopted IA, course materials on the first day of class. This significantly increases the success rate for students. The student has free use of the course materials until the drop/add period ends. Then they have the choice to purchase at deeply discounted price, or opt out and lose access to the materials. It takes a united effort on the part of the faculty, the publisher, IT Academic Technologies and the Bookstore to make it all work. The IA program saved students approximately \$2.4 million dollars this past years. Along with those savings, textbook rental saved students \$745,000, used textbooks saved \$339,000, eBook saved \$185,900 and new textbook price reductions saved \$144,900.

The success of affordability for our students had a dramatic effect on revenue. The bookstore's sales were \$11,885,802, down 9.6% from prior year, down 11.2% from budget. The decrease in course materials sales from enrollment declines, lower average

textbook prices as well as the loss of computer systems on the first day of fall 17 classes account for 80% of the total down trend in sales. Ten percent of that decrease in sales came from poor sales of athletic merchandise. The new revenue streams helped to offset some of the sales decreases. The operating income was \$3,411,385 a decrease of 15.2% to budget. We were able to decrease our labor by 15.4% from budget and operating expenses by 6.2%.

Once again this year, collaboration with campus departments both academic and auxiliary departments was very strong, as well as our support of students through reducing course material prices. The bookstore needs to continue to find ways to bring in additional revenue streams, cut costs, and be the source for all course material information and product.

## **II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS**

Partnering with IT Academic Technologies, we successfully created a pilot to provide virtual proctoring for seven online courses. This was an unmet need for online students that is critical to the success of their courses. With the same group, we expanded the integration of the Revel program for all Freshman English courses.

A large goal was realized in our Tech Den with Apple product sales. An increase of \$230,000 in sales for this past year and a ranking of the top sales performer in the southwest region for Apple was accomplished. We continue to see an increase of foot traffic by our students, staff and faculty needing high level knowledge on technology products. Our staff is certified resellers of Apple products and Lobo Brain Bar is open each weekday for assistance.

Reorganized our Medical Legal store personnel to reduce labor costs by one full time position. Instituted new culture and strategic direction for this store. Hired new manager who is responsible for creating new services and revenue streams that support the north campus. With less than six months in place, significant increases in new department business has been realized bringing in additional revenue.

Completed centralization of course materials purchasing duties from two stores to for course materials to the main store. The synergy created will save on shipping, labor and duplication of effort.

Took part in the School of Medicine match day event to provide graduation regalia and diploma frames for the students. It was received extremely well, more than doubling our sales of frames from the prior year and reaching many more students.

Successfully partnered with UNM IT to create a position that is an IT employee housed in the Bookstore. The increases resources for both departments and adds a seamless integration for our POS system.

**III. CURRENT/FUTURE PROJECTS**

The most significant project is to replace the Satellite café in our main store. We are working in conjunction with Food Services and Chartwells to create a whole new market featuring a full line Starbuck products, milk shakes, ice cream and a large grab and go snack shop. This will continue to give our faculty, staff and students an area to meet, study and socialize, only with more room, updated and high demand food. We fully expect this have a major impact to the revenue that had been coming to the Bookstore.

Continue to create more shops with new revenue streams that have an appeal to our campus community. We have a new Outdoor Adventure Shop that opens August 2018. We are exploring a New Mexico Shop due to high demand from customers wanting this type of product. With the large volume of conference attendees that shop at the store, this is an area with great potential for new revenue.

Along with those shops, we are creating a Lil' Lobo corner in the store that features everything from bibs and booties, to cheer outfits and fleece hoodies. Nike brand is featured here so that mom and daughter or father and son can sport similar looks and show their Lobo pride.

We are expanding our collegiate wear featuring the new UNM logo that is appropriate for everything from casual to professional. To accent our collegiate wear there will be an area for "college of" shirts. Similar to sports specific t-shirts, this new area will attract students, faculty and staff who are in these colleges.

Our north campus Medical Legal Store is working with the Dental Medicine department to provide the instruments that are used by their students. This is a service that they have requested and we are working to fill. The potential is an annual \$65,000 dollars in revenue and will be expanded to other departments.

A new partnership with the School Of Nursing is being developed to supply all first year nursing students with "Class of 20\_\_" jackets from Columbia. This is something the school would like to purchase for their students each year. Since development began this fall, several other departments have requested to create similar programs for their students.

Course materials is expanding the pilot for the Proctorio program to twenty four courses for fall, with a plan to expand further in spring 19. They will continue their work with IT Academic Services to increase the publisher integration on the LMS platform for more of the Inclusive Access courses.

We have been working with a new vendor to improve our eCommerce site. The goal is to increase the customer experience, the product offerings and services to increase our sales.

We are creating a new social media team that includes student employees from all areas of our stores. The first student is from our customer service area that has been performing

make overs in our cosmetic area for customers and live streaming them. We are creating new awareness for this service and product area. This template could be utilized at our Medical Legal Store featuring medical instrument demonstrations. The plan is to take a unique perspective from each department or store and create full social media campaigns with this team.

#### **IV. PERSONNEL APPOINTMENTS/SEPARATIONS**

##### ***Appointments***

Jeremy Weed, Retail Manager - Medical Legal Bookstore

##### ***Separations***

Brett Humbard, Coordinator, Inventory Control - Supplies

Hilary Wainwright, Retail Manager - Gifts & Clothing

Lani Tyler, Retail Manager - General Books, Supplies, & TechDen

Amber Myers, Marketing Assistant/Graphic Designer

Denise Garcia-Pogzeba, Accounting Clerk

Lori Callison, Associate Director, Business Operations

Jesse Chavez, Coordinator, Inventory Control - Tech Den

Angela Haney, Fiscal Services Tech - Accounts Payable Supervisor

*Appendix B*



## FY 2017-2018 Annual Report

# UNM Food

Submitted by:

Curtis Vigil, Senior Business Manager, UNM Food

Amanda Gerard, Operations Manager, UNM Food

<http://food.unm.edu>

## **Mission and Vision**

### ***Mission***

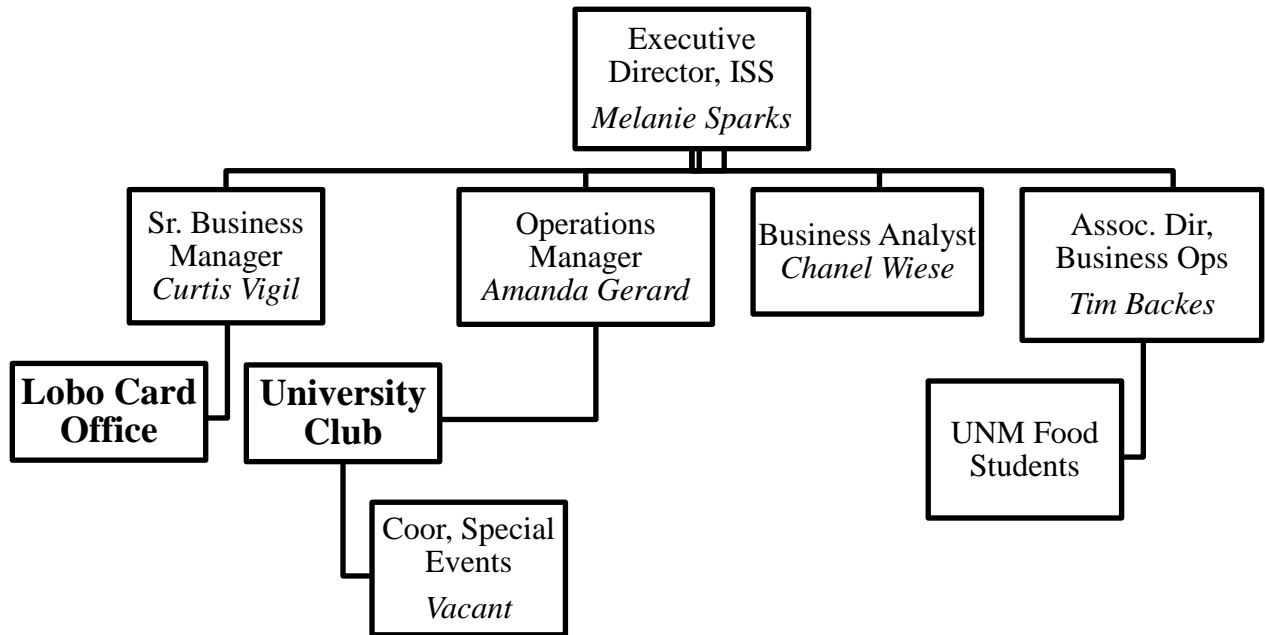
UNM Food is committed to providing an exceptional dining environment while ensuring quality food that addresses diverse nutritional and cultural needs.

### ***Vision***

UNM Food 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**

The overall operational budget for UNM Food in 2017-18 was \$2,518,077. The food service budget is based primarily on commissions received through the contract signed with our food service contractor, Chartwells. UNM Food is comprised of two full time staff members and one student position. The department oversees all operations pertaining to food and works in partnership with Chartwells to provide the University community with food options across campus. As part of the overall budget, \$1,052,577 is received by UNM Food to ensure we have purchased all the proper kitchen and retail equipment to operate our food venues on campus, as well as service, repair or maintain all the equipment to keep them functional daily. With proper daily maintenance and handling of our equipment, we are able to mitigate our annual expenses and utilize our yearly commissions to plan for future capital projects. In FY18, food service transferred \$741K to our capital expenditure account, which will allow for planning of new and/or upgraded facilities on campus. The latest capital upgrade and renovation on campus was the La Posada Dining Hall. The upgrade of the equipment in La Posada did net a savings of \$70K in utilities in FY17. The new equipment purchased during this renovation will also assist UNM Food in expenses, as service and repair call-outs is likely to decrease, which will allow for additional savings and planning of capital projects for our office in the future.

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.

FY17-18 was a productive year in the way of improving our relationship and management of our existing food contract. UNM Food also completed a number of important construction projects (La Posada renovation, Chick-Fil-A refresh, Starbucks refresh) as well as collaborating on the development of a new taproom concept born out of student initiative. UNM Food has also increased our visibility to our customer and created a united front with our vendor partner under the new UNM brand standards.

## **II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS**

The purchase and installation of newly upgraded equipment has allowed the University Club to offer wide range of menu items for their guests and members. University of New Mexico Faculty and staff are able to continue to utilize the space to build relationships in this unique setting.

The renovation and upgrade to the Starbucks at Zimmerman Library was completed in January just in time for the 2018 spring semester and arrival of our Lobo community. The newly installed equipment will allow for an expanded menu, specifically the popular Paninis, hot sandwiches and wraps to Starbucks customers.

The mandated Chick Fil A refresh was completed in January 2018, which included upgraded equipment to allow for customer service enhancements and the introduction to the ever-prevalent spicy chicken sandwich to the University community.

The La Posada Dining Hall renovation has been a huge success to the University of New Mexico community. Student feedback regarding the upgraded facility, collaborative dining area, along with the very popular Chef Innovation Station which allows patrons to receive cook to order meals, has created a buzz around campus as a destination location amount students.

With the departure of our previous pizza and salad retailer, Food Service, along with Chartwells developed an in-house pizza, pasta and salad concept that gives our university community a variety of options and offers something for everyone. π (Pi), located in the south end of the Student Union Building offers ready-made pizza, pasta and salads, as well as build your own option. The location officially opened its doors on September 24<sup>th</sup> 2018 and has been a received well by the Lobo community.

The student led initiative of developing a Taproom to bring the university community together and a gathering destination became a reality on the University of New Mexico campus on October 1, 2018. Food Service, Chartwells, Planning Design and Construction, along with other university leaders and local breweries were able to collaborate and develop a one of kind setting. Draft and Table is located inside the Student Union Building, which is the heart of the University campus. The community location offers another distinctive location for Lobos to socialize, exchange ideas and connect. UNM Food Service is committed to providing a safe and fun atmosphere that is rooted in appreciating a craft food and beverage experience in a responsible way.

Lastly, the department underwent a rebrand. The department had been known as UNM Dining and Food Services but made a transition to 'UNM Food'. This name and branding change allowed us to unify with our vendor partner to promote a cohesive customer facing identity. The rebrand was assisted by UCAM to align our efforts with the new University brand standards.

### **III. CURRENT/FUTURE PROJECTS**

#### **Tapingo – Online Mobile Ordering application**

UNM Food is planning to incorporate mobile ordering into our dining concepts. This new application will allow our customers to order and pay for food from any of our dining outlets across campus on their mobile device. The customer will be alerted to a pick up time and will be able to avoid long lines. The second phase of this application will include a delivery

option that customers may utilize for convenience. We anticipate formalizing an agreement with Tapingo, a premier mobile ordering company, and initiating mobile ordering in fall 2018 with a delivery deployment to occur in spring 2019.

### **Vending**

The UNM Food vending contract will expire in December of 2018. The office will be issuing a request for proposals to interested parties in late Fall 2018. We will look to enhance our vending options and provide a consistent customer experience to our UNM community by reassessing the number and placement of our vending machines. UNM Food is coordinating with Purchasing to facilitate the execution of the bidding and contractual process.

### **LaPo To-Go**

UNM food took a special interest in gathering feedback from our students last year to make strategic improvements to our dining program. We showed particular interest in the resident dining experience as we prepared for the transition to the new live-in requirement.

After aggregating the feedback, we were able to find a solution that would address several consistent concerns from our students regarding healthy options, dietary restrictions, and time constraints. UNM Food and the Office of Sustainability partnered to offer a program called LaPo To-Go. Each 'Unlimited Meal Plan' came with access to reusable take out containers that allow our students to take meals on the go from La Posada in addition to our 'Swipe' (meal trade) locations across campus. This has added flexibility and options to our dining program and students are enjoying the amenity.

### **SRC Café**

The SRC Café is being evaluated for possible shifts in concept or offerings. This unit is in the residential community and we will discuss the satisfaction level and ideas for desired changes with resident focus groups and surveys. The UNM Food team will then strategize implementation of the changes at an off-peak time for residents.

## **IV. PERSONNEL APPOINTMENTS/SEPARATIONS**

UNM Food went through an organizational restructure in 2018. The associate director retired in July 2018. The sole employee of the University Club was added to the UNM Food team and was transitioned to a greater role along with one other current UNM Food employee in preparation for that transition. These positions were an operations manager and business analyst and absorbed the primary duties of the associate director. There are no plans to back fill the associate director position at this time. Other support roles of fiscal tech and event coordinator are planned to be added to the UNM Food team to support the needs of managing our contract and portfolio.

*Appendix C*



## FY 2017-2018 Annual Report

# Golf Courses

Submitted by:

Adam Roybal, Director, Golf Courses

<http://unmgolf.unm.edu>

## **Mission and Vision**

### ***Mission***

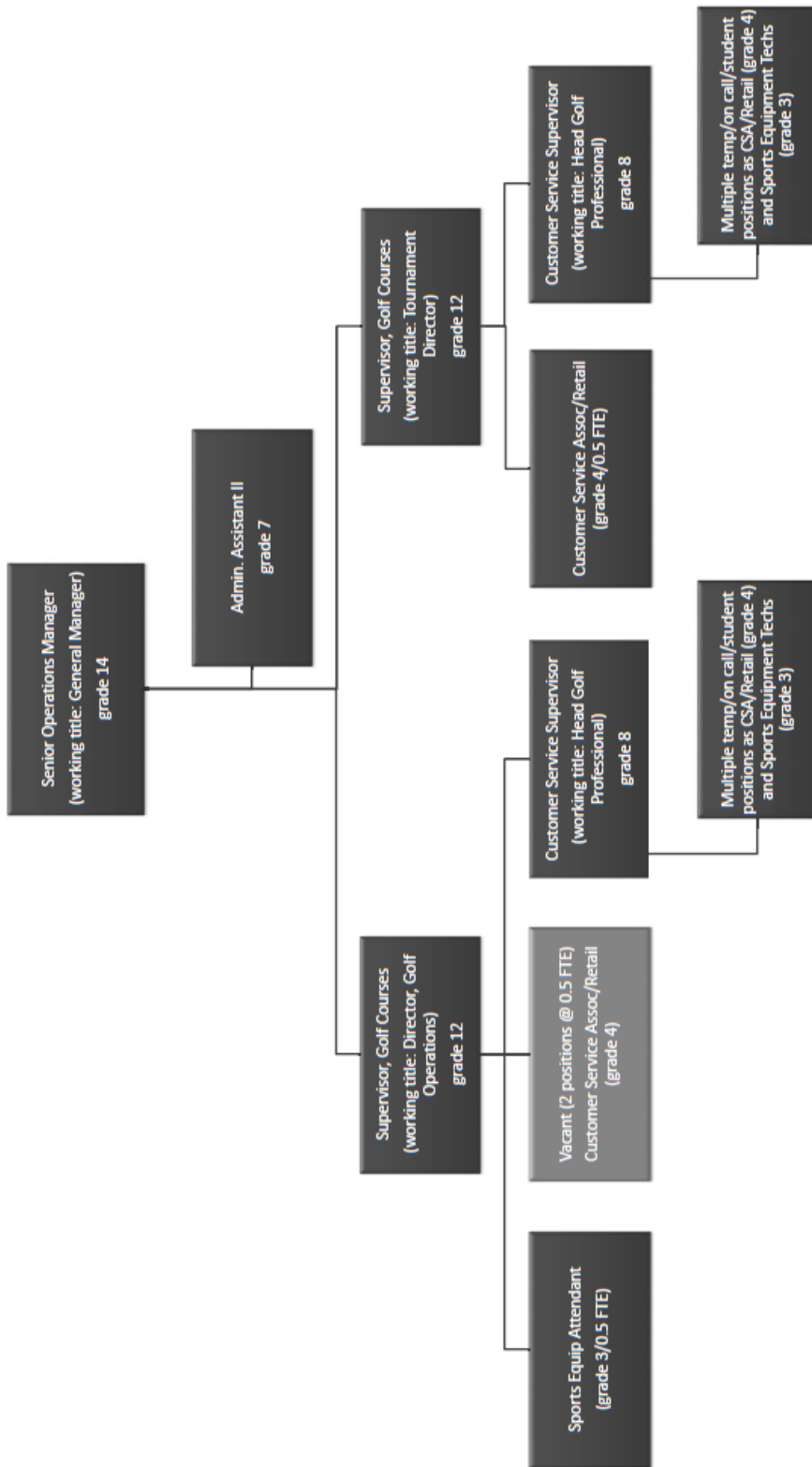
The UNM Golf Courses are essential University assets that embody ideals consistent with its standards of excellence. Maintain the golf courses at a high quality, championship level throughout every aspect of the golf operation. Manage with a commitment to service, emphasizing a welcoming environment. 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  
 July 2018



## I. EXECUTIVE SUMMARY

- Rounds of golf played at the championship golf course:
  - FY 17: 27,885
  - FY 18: 33,311
  - Variance: 5,426
  - Percentage: 19% increase
- Rounds of golf played at the north golf course:
  - FY 17: 28,529
  - FY 18: 31,986
  - Variance: 3,457
  - Percentage: 12% Increase
- Total revenue at the championship golf course:
  - FY 17: \$1,246,891
  - FY 18: \$1,339,129
  - Variance: \$92,238
  - Percentage: 8% increase
- Total revenue at the north golf course:
  - FY 17: \$465,334
  - FY 18: \$513,120
  - Variance: \$47,786
  - Percentage: 10% increase

Overall the golf courses were under budget for total operating expenditures. In conjunction with revenues increasing and expenditures under budget the golf courses were able to reduce the ISS allocation from \$470,000 to \$410,000. Ultimately, the golf courses continue to support, enhance, sustain and retain the variety of recreational opportunities offered to students, staff, faculty, alumni, guests, patrons and the general public.

## II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

The championship course continues to support UNM Athletics by housing for gratis both men and women golf teams' including locker rooms, offices, practice facilities, golf carts, range balls as well as a challenging course for student athletes. The championship courses also hosts both men and women intercollegiate tournaments every September. Additionally, the Championship course continues to host various United States Golf Association (USGA), Professional Golf Association (PGA), Sun Country Amateur Golf Association (SCAGA), Golf Channel Amateur Tour, Senior Olympics, Intercollegiate, 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 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 UNM Athletics.

### **III. CURRENT/FUTURE PROJECTS**

#### **North Course:**

Collaboration with Bernalillo County to successfully expend Legislative monies granted to the county for use at the North Golf Course. Phase II included PPD crews planting 227 new trees at the north golf course. As of May 2018 these new trees raised the total number of trees to approximately 680. Phase III is on-going with a deadline of June 30, 2019 for legislative monies to be spent.

#### **Championship Course:**

PPD Utilities and NM Gas Company installed a very high pressure gas line for connection to main campus, allowing the university to take advantage of a \$50,000 credit to utilities. The golf course was utilized for another film production, tentative name of production is "Old Story". New Mexico Senior Olympics hosted the national qualifier in July 2018. We will be one of three sites in Albuquerque to host the 2019 National Senior Games for golf. (June 2019)

### **IV. PERSONNEL APPOINTMENTS/SEPARATIONS**

#### ***Staff Separations:***

Brandon Gentile, Customer Service Assoc/Retail

*Appendix D*



## FY 2017-2018 Annual Report

# Lobo Card

Submitted by:

Curtis Vigil, Senior Business Manager, Lobo Card

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

## **Mission and Vision**

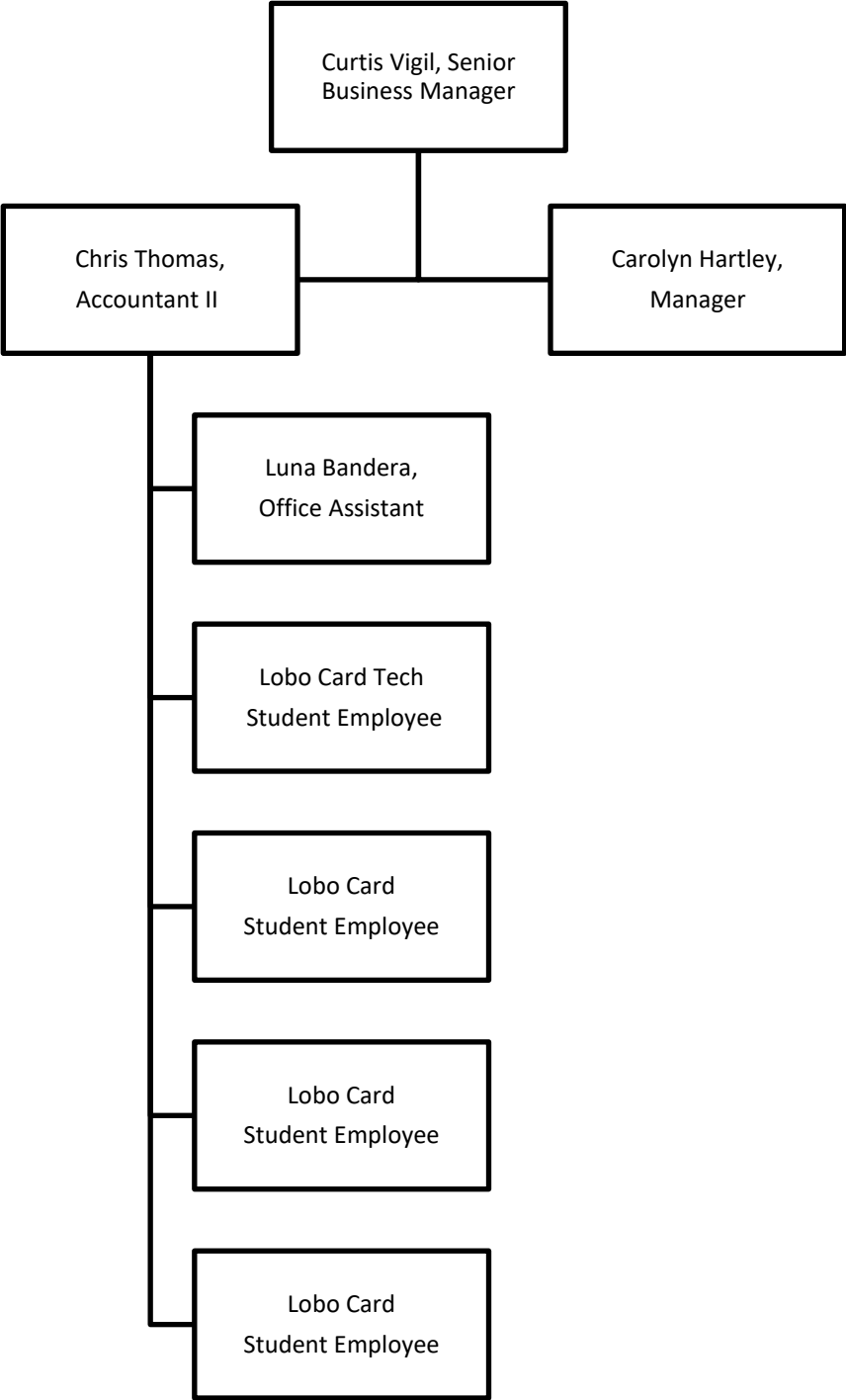
### ***Mission***

The Lobo Card Office is committed to providing the University community with a connection to campus life and enhancing each students learning experience.

### ***Vision***

The University of New Mexico Lobo Card Office is focused on maintaining the highest standards set forth in the technology field for higher education carding systems. The Lobo Card Office is and will continue to utilize the most advanced technologies to give each student access to their educational environment, recreational venues and our on-campus eatery's to help with their academic success.

### Organizational Chart



## **I. EXECUTIVE SUMMARY**

The Lobo Card Office operates on a \$364K annual budget, which includes \$180K support from the University of New Mexico's budget office. The Lobo Card office operates with 2 full-time employees, 1 temp employee and 5 student employees to operate our front counter customer transactions. The other half of the revenue is self-generating through the operation of the Lobo Cash program, which allows for the University community to purchase food, supplies and apparel at various location on and off campus. The Lobo Card Office receives a commission on each Lobo Cash sale of any merchandise or food sold from the participating retail location. Also part of the Lobo Card budget is revenue generated through UNM ID replacement cards. The Lobo Card Office issued approximately 2,000 replacement cards in 2017, which generated \$60K worth of revenue for our operational budget.

As we continue to move forward and keep up with the new technology standards and provide the best service possible to our faculty, staff and students, the Lobo Card Office must be prepared financially to think forward towards current and future capital purchases.

## **II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS**

- The Lobo Card Office is in the final stages of IT security review to bring online photo submission to the University of New Mexico campus. Online photo submission will allow faculty, staff or students to take a picture on their mobile device at the convenience of their home, office or dorm room. The photo will then be submitted through a mobile application to the Lobo Card Office for processing and printing of the ID. The convenience of this service will allow our follow Lobos to avoid long lines and pick-up their ID that fits everyone busy schedule.
- The creation of a billing access database, which streamlines the request of specialty cards from departments and affiliates and payments to and from UNM Departments and vendors.
- Completion of comprehensive Standard Operating Procedures to assist our staff in Customer Service to the UNM community. The Lobo Card Office assists hundreds of faculty, staff, students and affiliates on a daily basis. Ensuring that the Lobo Card Office is able to answer and completely assist the patron is critical to the overall mission of the University.
- Establish preferred/affirmed name process for issuing UNM ID's. University of New Mexico students can now choose the first name they prefer to have appear on their LoboCard ID. As part of its commitment to providing a safe, inclusive, and respectful learning, living, and working environment, the University of New Mexico recognizes that many people prefer to use a name other than their legal name to identify themselves.
- The Lobo Card Office prides itself on building relationships with the University community and the exceptional relationship built with the Dean of Students office to issue meal plan cards to incoming freshmen, as well as incoming transfer

students groups, allows them to experience the retail food options in the SUB at lower cost has provided a pivotal role in enhancing the student experience.

### **III. CURRENT/FUTURE PROJECTS**

- Currently compiling information for a couple of vendors to potentially submit a competitive bid to overtake our current transaction system. We currently work with the Cbord Group and are looking for potential new vendors that can accommodate some of the service requests we need to operate our meal plan program.
- We are in conversations with a few vendors to operate on online photo submission application for the University community. This will assist our patrons in wait times at the Lobo Card Office and also assist the Dean of Students NSO program with a quicker turnaround time in issuing ID's.
- In conjunction with UNM IT, Ccure 9000 was installed, which is our badging system database. This will allow our office for more flexibility in the reporting fields and a more robust badging system.
- We look to establish a greater working relationship with the Dean of Students, as we are now going to be issuing meal plan cards to the entire NSO population starting in fall 2018. We have agreed to operate this service to our fellow department as a cost savings for NSO and an opportunity to introduce and showcase our food retail locations.
- The Lobo Card office and the meal plan program is working closely with UNM IT, Housing, Dean of Students and Admissions to help come up with a solution for all departments to be informed of enrolled and dis-enrolled students and how that information can be sent to all departments that are effected with knowing a student's enrollment status.

### **IV. PERSONNEL APPOINTMENTS/SEPARATIONS**

The Lobo Card Office has lost another employee with the recent retirement of our Administrative Assistant. The retirement of this position, along with losing our Fiscal Service Tech in 2016 has left a gap in personnel and created additional work for our current staff. I have been grateful for our current group of student employees who have stepped up in the front counter coverage to allow for our Manager and Accountant II to operate our day to day technical operations.

In January 2019, I have been informed that our long time Lobo Card Manager will be retiring from the University. The Lobo Card Office has and will continue to assess and plan to restructure the office with the hiring of new employees.

*Appendix E*



## FY 2017-2018 Annual Report

## New Mexico PBS

Submitted by:

Franz Joachim, CEO, New Mexico PBS

[www.nmpbs.org](http://www.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.

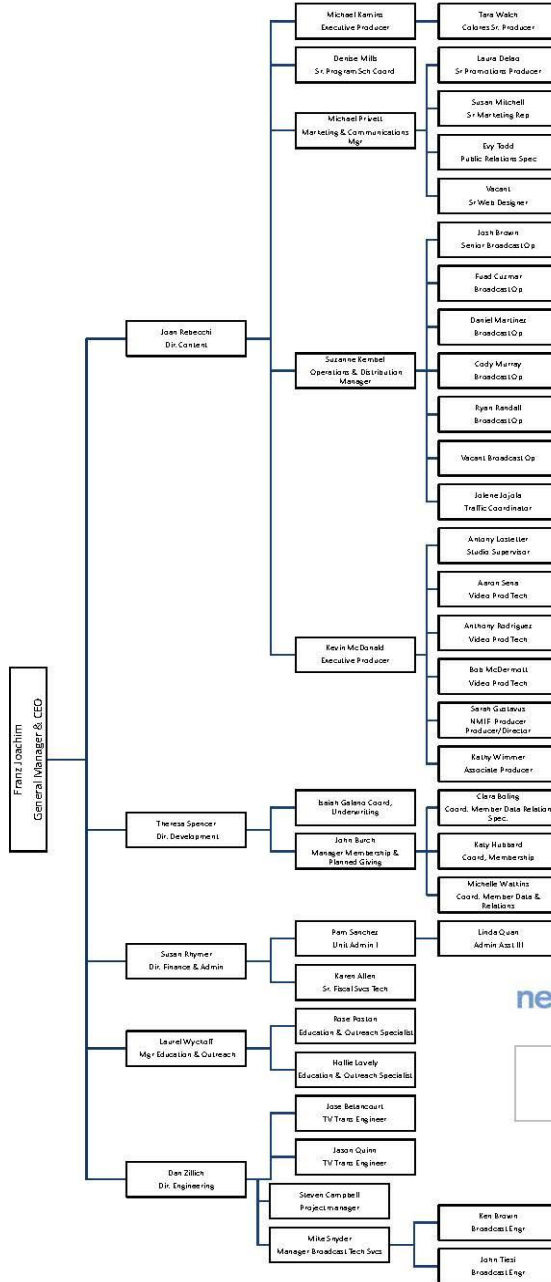
### ***Vision***

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 Rymer



Organizational chart  
As of 06.30.18

10/15/2018 10:50:00 AM

## I. EXECUTIVE SUMMARY

New Mexico PBS began the fiscal year 2018 in solid positions with respect to finances, standing in the community and standing nationally as a PBS affiliate.

Key accomplishments during FY18 included a 12% increase in development revenue to goal. From individual donors, membership raised \$3,373,375 against a goal of \$3,000,000. Despite declines in federal and state funding sources New Mexico PBS continues to be a vital educational resource for New Mexicans. Viewers are responding faithfully to robust direct mail campaigns and on-air fundraising drives. The station has successfully reversed the trend of declining corporate revenue and has made significant gains in endowments and bequests. At the end of FY18 New Mexico had successive months with every one of our ten non-governmental revenue lines exceeding budgetary expectations.

	FY18 Budget	YTD Budget	YTD Actuals	% of YTD Budget	PY Actuals FY17
<b>Revenues:</b>					
Corporation for Public Broadcasting grants	\$ 1,402,583	\$ 1,402,583	\$ 1,025,985	73.1%	\$ 1,708,197
State Appropriation	1,080,200	1,080,200	1,080,200	100.0%	1,091,200
Gifts/Memberships	3,096,089	3,096,089	3,642,013	117.6%	4,048,980
Corporate Support/Underwriting	265,000	265,000	430,820	162.6%	431,257
Broadcast/Production	321,250	321,250	428,013	133.2%	303,773
Translator Leases	70,000	70,000	102,741	146.8%	92,713
Sprint Royalties and Other Royalties	138,000	138,000	151,139	109.5%	300,322
Ancillary (Video) Sales	3,765	3,765	6,620	175.8%	6,003
F&A recove & [Picture]	2,000	2,000	5,474	273.7%	12
APS operational support	20,000	20,000	20,000	100.0%	20,000
Educational outreach grants	-	-	51,665	0.0%	32,381
Production grants	-	-	73,364	0.0%	70,812
Use of reserves/misc	485,000	485,000	534,460	110.2%	76,740
<b>Total Revenues</b>	<b>\$6,883,887</b>	<b>\$6,883,887</b>	<b>\$7,552,493</b>	<b>109.7%</b>	<b>\$8,182,390</b>
<b>Operating Expenses:</b>					
Personnel	\$ 3,165,277	\$ 3,165,277	\$ 3,086,213	97.5%	\$ 3,363,500
Pledge Premiums and Direct Mailings	665,879	665,879	721,068	108.3%	438,338
PBC Dues and Syndicated Content	1,405,650	1,405,650	1,010,158	71.9%	1,354,422
Translator Site Lease and Utilities	135,000	135,000	155,847	115.4%	127,843
Dues/Memberships	47,963	47,963	394,018	821.5%	49,123
Professional Services	905,000	905,000	962,288	106.3%	892,584
Telecommunications	79,805	79,805	108,924	136.5%	79,460
Travel/Conferences/Mileage	51,358	51,358	47,910	93.3%	28,733
Office Supplies	23,482	23,482	54,288	231.2%	95,583
Computer Equipment and Supplies	101,009	101,009	62,308	61.7%	10,525
Software Licenses and Support	36,873	36,873	49,085	133.1%	46,379
Equipment Purchases/Rental/Support	38,300	38,300	55,255	144.3%	41,675
Repairs and Maintenance	73,835	73,835	24,707	33.5%	53,720
Automotive	14,930	14,930	17,195	115.2%	13,831
Taxes/Fees	175,500	175,500	122,244	69.7%	137,808
Other Operating Expenses	3,790	3,790	5,869	154.9%	495,969
<b>Total Operating Expenses</b>	<b>\$6,923,651</b>	<b>\$6,923,651</b>	<b>\$6,877,378</b>	<b>99.3%</b>	<b>\$7,229,494</b>
Transfer to (from) Plant	\$ (91,350)	\$ (91,350)	\$ 648,625	-710.0%	\$ 117,080
Transfer to Plant- debt service	48,000	48,000	48,000	100.0%	573,000
<b>Total Expenses</b>	<b>\$6,880,301</b>	<b>\$6,880,301</b>	<b>\$7,574,003</b>	<b>110.1%</b>	<b>\$7,919,574</b>
<b>Profit (Loss)</b>	<b>\$3,586</b>	<b>3,586</b>	<b>(21,509)</b>	<b>-599.9%</b>	<b>262,816</b>
	<b>Fund Balance 6/30/17</b>	<b>\$ 180,151</b>	<b>Plant Balance 6/30/18</b>	<b>\$ 2,876,131</b>	

New Mexico PBS channel 5.1 KNME continued to enjoy strong viewer and member engagement, with highly successful fundraising drives indicating a dedicated following. We provide many opportunities on-air and online to view and share our content maintaining five different streams on-air and a robust presence online and through social media on Twitter, Facebook, Instagram, Pinterest, YouTube and the PBS Passport app. We have robust platforms for safe viewing and engagement by children with educational programming and educational games as well as the nation's largest repository of learning multi-media learning assets for students and educators through PBS LearningMedia.

**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, NMpolitics.net, Santa Fe Reporter, and New Mexico Political Report to provide collaborative and expanded legislative coverage of the 2018 Legislative session. This partnership focused on good government and transparency issues, which was the main thrust of coverage this year.

New Mexico PBS continues a long tradition of creating opportunities for student success. NMPBS offers multiple cross disciplinary student positions with fully 21% of our staff comprised of students. UNM graduates with NMPBS work experience continue their success as television and film professionals from running an ABC station in Austin Texas to working as film professionals in Los Angeles.

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.

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 2018 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. This year also featured live annotation of the speech from a pool of journalists. New Mexico PBS also supplied our recording of the address for distribution nationally on CSPAN.

## II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

On May 10<sup>th</sup>, 2018 KNME-TV celebrated our 60<sup>th</sup> birthday, serving northern and central New Mexico with invaluable educational televised programming. Now five channels, including KNME, and a robust online presence New Mexico PBS is one of the most successful public television stations in the country reaching 650,000 households through over-the-air, satellite and cable TV signals.

While our broadcast signal and traditional television viewing is still our primary focus and the bulk of our viewer engagement we are cognizant of the impact of the internet, web viewing, live streaming, and social media have in our changing business dynamic. Web traffic measured in page views for our website increased from 1,342,252 to 1,643,808 page views in FY18. This represents a 22% increase in online viewing from FY17. The number of viewers who stay engaged on our site improved significantly as the number of pages viewed per session increased from 2.2 pages per session to 3 pages per session, a 36% increase. Concurrently the number of viewers who left after one page view decreased from 35% in FY 2017 to 22% in FY 2018, a 37% decrease. These factors indicate our website visitors are having a better experience on our site, and finding more content worth exploring quicker than before. Other signs of strength include a growth in YouTube video views by 74% as well as an increase in the number of views to our schedule page by 34% over FY17.

Our social media sites also saw growth in the past year. NMPBS Facebook fans have grown 56%, and our Twitter following has grown 7% to 13.6k followers. Along with the growth we saw on Facebook and Twitter, our Instagram following has increased 30% in FY18.

In December 2017 New Mexico PBS premiered **Painting Santa Fe** to outstanding local viewership, focusing on the founding of the Santa Fe Arts Colony. A screening event was held on November 30th at the New Mexico Museum of Art in Santa Fe. In February 2018 **Painting Santa Fe** was distributed nationally to public television stations and has been broadcast 111 times on 60 different public television station nationwide. Painting Santa Fe was nominated for an Emmy award for the 2018 Rocky Mountain Emmy's. New Mexico PBS raised \$106,000 in special project gifts around this program.

Also in December 2017 we premiered our original production **Frederick Hammersley: By Himself**, a program bringing together the artist's writings with his artwork to help provide an understanding of Fred's aesthetic evolution over the course of his artistic life. This included writings, diaries, oral history, lecture notes, photographs, notebooks, sketchbooks and final art. The documentary was a centerpiece of exhibition openings, first at the Huntington Library in California in October and again at the New Mexico Museum of Art in Santa Fe in May 2018.

Throughout 2017 and 2018 New Mexico PBS partnered with the Santa Fe Symphony and the Santa Fe Institute for a special multi-media production exploring the interconnectedness of music and math. Captured live at the Lensic Theater, **The Majesty**

**of Music and Math** features an appearance by Santa Fe Institute mathematician and computer scientist Cristopher Moore and music selections by The Santa Fe Symphony with Principal conductor Guillermo Figueroa. The program was finished in April and is schedule for broadcast and distribution in September 2018.

On August 30, NMPBS held a preview screening of Ken Burns THE VIETNAM WAR at the Lensic Performing Arts Center in Santa Fe. Over 600 people attended. Following the preview, Paul Barnes, one of the program's editors, discussed the making of the series and working with Ken Burns on multiple projects.

On December 5, NMPBS held a public screening of the premiere episode of **Victoria** on **Masterpiece Theatre** at the Lensic Performing Arts Center in Santa Fe. Over 600 people attended, including many in elaborate Victorian-era dress. In 2017 over 600 people attended our New Mexico PBS Science Café events, which took place at local venues in Albuquerque and Los Alamos. Topics included the science of gem minerals found in New Mexico, expanding offshore wind farms, the total solar eclipse over America, reinventing nuclear technology after Fukushima, Hubble Space Telescope discoveries revealed, and Cassini's death dive to Saturn. Lecturers included scientists from Sandia National Laboratories, New Mexico Tech and the New Mexico Museum of Space History.

In 2017, New Mexico PBS continued our work as a hub station for the national American Graduate initiative, helping local children stay on track to graduation. To that end, we honored two outstanding American Graduate Champions at a luncheon on September 8, along with telling their stories on-air and online. They are dynamic individuals who commit their time, skills and resources to help young people succeed.

In 2017-2018, our Ready To Learn services impacted over 6,000 children, 700 parents and 150 educators in Bernalillo County, supporting school readiness, 3rd grade reading proficiency, family involvement, summer learning and STEM. And we're continually working to expand those efforts statewide. Reaching over 500 kids and parents at STEMFEST in Los Alamos in July using our iPad educational station, showcasing New Mexico PBS Learning Media content. During this same period we increased educator signups to PBS LearningMedia to 6500 from 5000.

Using the PBS Kids Summer Learning Adventures curriculum and in partnership with UNM Continuing Ed, we offered a SciGirls Summer Camp for 6 weeks, and a PBS Kids Camp for 6 weeks, serving approximately 130 children.

Producer Sarah Gustavus and Antonia Gonzales, anchor/producer of National Native News, were fellows with the USC Annenberg Center for Reporting on Health. Their collaborative reporting on health and wellness initiatives in Native American communities in the Southwest included travel to Arizona and California. NMiF participated in round two of the Solutions Journalism Network's collaborative reporting project on rural economic development. Producer Sarah Gustavus teamed up with Marisa Demarco, a reporter at KUNM, on a story about entrepreneurship on the Navajo Nation for State of Change.

NMiF staff also led a collaborative experiment on a new model for reporting on education with a \$25,000 Impact Fund grant from the Kellogg Foundation. NMPBS worked with KUNM and Generation Justice to hold listening sessions with high school students and recent graduates on their experiences in the education system. New Mexico PBS used the opportunity to create opportunities for student success in our “My Voice” Project, designed to expand our education coverage by centering it on the student perspective. As part of our “My Voice” project, we held a day long workshop with Fellows from Working Classroom, teaching them the basics of interviewing and allowing them to conduct on-air interviews themselves, which were later aired on New Mexico in Focus.

We helped record a three day conference called “The Last Oil” at various locations on the UNM campus. The conference was an interdisciplinary environmental justice project at sponsored by UNM, and organized by Professor Subhankar Banerjee.

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 offer internship and other opportunities to those students at UNM as well as APS as possible.

In other student success stories, UNM IFDM junior Faith Perez produced her second **!Colores!** feature segment about renowned Bernalillo painter Scott Greene. IFDM senior Rachel Hendrix produced the community building feature segment “We Are the City.” Amy Biehl High School Liam Goss senior helped with our “New Mexico & The Vietnam War” veteran’s digital series. Throughout our organization, we continue to offer educational opportunities to both college and high school students. Through Production, Marketing, Development and other areas these students make up approximately 21% of our overall station effort.

New Mexico PBS/Westlink Satellite uplink is a national distributor within the PBS system. Working with independent producers and other public television stations we provide approximately 1200 hours of program material to PBS stations nationwide. As a production facility with national fiber distribution, we help put New Mexico “on the map” by providing news stories and getting New Mexico news makers to national news outlets.

On March 23<sup>rd</sup> New Mexico PBS was the first PBS station in the nation to use PBS’s new sIX Interconnection to broadcast a program. New Mexico PBS continues to play a lead role in creating and testing the sIX Interconnect, an internet cloud and fiber based television program delivery system that will replace the expensive and aging satellite delivery system presently used by PBS Member Stations. NMPBS has been chosen as the Primary Alpha site for the new system. Both our Manager of Broadcast Engineering Mike Snyder and our Operations Manager, Suzanne Kembel are part of the PBS Interconnection Working Group. Ms. Kembel is the Vice Chair.

In April 2018 **New Mexico in Focus** journalists won five Society of Professional Journalists top of the Rockies awards for excellence in Journalism. Topics covered by **New Mexico in Focus** in 2017-2018 include concussion in youth sports in New Mexico, drought conditions and water conservation, school safety, creating a healthy workforce, ART construction, Santa Fe Soda Tax, Native American drop-out rates, increase in crime in Albuquerque, treatment for DWI offenders, homeless students in New Mexico, update on Spaceport America, Government transparency, sexual harassment in the legislature, bilingual education in NM, and much more. The same ethos carries through our entire commitment to public affairs, to make sure vital information is available to every citizen of New Mexico.

At January 2018 National Educational Telecommunications Association conference in Washington DC Rio Rancho 1<sup>st</sup> grade teacher Michelle Garmon was honored as a PBS Digital Innovator for her development of teaching techniques using technology and PBS Kids Programming. New Mexico PBS was honored as well for our support in helping Ms. Garmon develop her curriculum.

New Mexico PBS operates 35 low power translators that repeat our broadcast signal to rural communities around the state. Throughout 2017 and 2018 New Mexico PBS engaged in moving a number of our translators to new channels, as mandated by the FCC. In that process we led the nations PBS stations in forging agreements with PBS and T-Mobile to have T-Mobile cover the costs of this transition. The result is eight or more new translators and one microwave transmission site all paid for by T-Mobile.

New Mexico PBS Engineering completed an upgrade to the statewide fiber system that links New Mexico's three PBS stations. We can now share programming between the three stations in full high-quality HD.

New Mexico PBS was proud to participate in the Department of Homeland Security conference, Video Quality in Public Safety (VQiPS) as part of a panel discussion on how public television spectrum can be used by the public safety and emergency services groups to provide more and better data to first responders.

New Mexico PBS and the Heritage Hotel group agreed to collaborate in the creation of the New Mexico PBS Arts & Culture channel, a closed circuit hotel channel that features NMPBS arts, history and culture programming exclusively for Heritage Hotel guests at eleven different hotels around the state.

New Mexico PBS has begun work on a digital series New Mexico 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 combined the digital series into a one hour special that aired in May 2018.

New Mexico PBS membership raised \$3,373,375 against a goal of \$3,000,000 in FY18. That total represents a 4% increase over FY17 raised dollars. Membership revenue success is attributable to:

Sustaining Gifts (Sustaining gifts are monthly gifts auto-donated electronically and also auto-renewed annually.) Sustainer giving continues to be a huge aspect of the department's success with revenue increasing 20% in FY18 over FY17. Active sustainer members total 4,713 and is growing each year.

Direct Mail Gifts. All direct mail efforts continue to perform well, but of particular note in FY18 was a 14% increase in revenue from additional gift mail campaigns. In addition, acquisition mail increased by 8.61% and best of all was an increase of 12.3% in all renewal mail sources.

In its third year, the membership benefit, Passport (online streaming of archived programming), continued to offer an additional means of acquiring new members. To date, 1,808 new members have contributed through the dedicated Passport web page. The total amount contributed solely through these dedicated Passport signups is \$120,000.

All of the above had a very positive effect on the number of supporting contributions to NMPBS. At FY18 year end, the number of members 22,712, a third year of positive member growth.

In January, New Mexico PBS moved its development computing to a cloud environment. Response times have been greatly improved by making this move, increasing efficiency for the entire department. NMPBS is serving as a beta test client for the newly merged Allegiance Fundraising (Allegiance Software, DMW and Member Card Inc.) Allegiance will work with staff to establish a partnership specifically in data queries of the CRM software.

NMPBS began a new initiative in FY18 providing donors the opportunity to locally support national programs with a major gift. "NMPBS Friends of the PBS NewsHour" began with a \$10,000 gift from a Santa Fe couple. Another donor gave \$25,000 to support "NMPBS Friends of Nature." Talks continue with donors

The station continues to receive underwriting revenue from an outsourced sales representative. In-house administrative support and inter-department coordination is supplied by the station. This continues to aid the station in net revenue. Underwriting revenue for FY18 was \$ 378,784 – outperforming previous year totals by a wide margin.



### III. CURRENT/FUTURE PROJECTS

Indicative of our prominence in public television the New Mexico PBS is represented on numerous professional and public television boards and committees, including New Mexico First board member, Vision Maker Media board member, Public Television Affinity Group Coalition board chair, PTV University Licensee Association vice chair, Society of Professional Journalists chair, (NETA) National Educational Telecommunications Association Production Council chair, NETA Programming Council member, sIX Interconnect Technical Advisory Committee vice chair, PBS Technical Advisory Council member, UNM STEM-H Advisory council chair.

**The Majesty of Music and Mathematics**, produced in partnership with the Santa Fe Symphony and the Santa Fe Institute, is scheduled to premiere at the Lensic theatre in August, followed by broadcast premiere in September 2018. National release and distribution will take place in the fall of 2018.

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 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 in Focus** launched a new environmental series “Our Land: New Mexico’s Environmental Past, Present, and Future.” This series focuses on land, air and water issues across the state. Veteran environmental journalist Laura Paskus is the correspondent. The series began in July 2017 and continues through this year. Topics covered include wildlife recovery in the state, water wells going dry in the East Mountains, and plans for one of the Southwest’s first urban animal refuges, the Valle Del Oro in the South Valley and more. Our Land is being requested by content sharing news collaboratives in Phoenix and Denver. We will be focusing some efforts to push this content out regionally.

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

NMPBS also produced pieces looking at economic resilience in New Mexico, as part of the Solutions Journalism Networks “State of Change” project. Our pieces look at resources available on the Navajo Nation to help small business start and get off the ground.

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.

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.

NMPBS planned and executed a charitable giving seminar “How to make the most of your charitable giving in the wake of tax reform.” NMPBS worked with Vickie Wilcox, JD, of Wilcox & Myers, PC, Samuel Baca, CPA, of Baca and Howard PC, and Bonnie McLeskey, CSPG, of the UNM Foundation. Approximately two dozen supporters attended the event. Three estate gifts were confirmed at the event. NMPBS Development continues to leverage our contacts from this seminar as well as other efforts to continue growing this significant revenue line. The station continues to devote department time to solicit and track estate gifts. In FY18 we received 243 responses to this year’s National Estate Planning Week effort. FY17’s effort yielded 109 responses. We received a \$85,255.78 estate (largely real estate) gift from a longtime donor near Belen. The station also confirmed a straight bequest of \$75,000 from a Rio Rancho donor. In partnership with the UNM Foundation, the station will be the beneficiary of two charitable gift annuities when matured.

New Mexico PBS is beginning our transition to the new signal delivery standard ATSC3, leading New Mexico’s television broadcasters. We are building a new tower on Sandia Crest and purchasing new transmitters and accessory equipment to improve the quality and coverage of our signal. ATSC3 promises to revolutionize the broadcast industry providing the opportunity to consolidate broadcast and internet experiences into one seamless platform accessible anywhere, on any device, at any time.

#### IV. PERSONNEL APPOINTMENTS/SEPARATIONS

***Personnel appointments:***

06/08/2018: Mitchell, Susan	Sr. Marketing Representative
03/12/2018: Martinez, Daniel	Broadcast Operator
03/01/2018: Randall, Ryan	Broadcast Operator
02/04/2018: De La O, Laura	Sr. Promotions Producer
08/21/2017: Hubbard, Katy	Coord, Membership
02/01/2018: Zillich, Daniel	Promoted to Broadcast Operations Director
03/01/2018: Tiesi, John	Reclassified to Lead Broadcast Ops Tech

***Personnel separations:***

04/01/2018: Pinnell	Public Relations Specialist
02/03/2018: De La O, Laura	Broadcast Operator
11/03/2017: McCormick, Bryan	Broadcast Operator
12/22/2017: Mentken, Oliver	Web Designer
09/22/2017: Bingamon, Brian	Sr. Promotions Producer
07/24/2017: Henry, Robert	Lead Broadcast Operations Tech

*Appendix F*



FY 2017-2018 Annual Report

# **Parking & Transportation Services**

Submitted by:

Barbara Morck, Director, Parking & Transportation Services

<http://pats.unm.edu>

## **Mission and Vision**

### ***Mission***

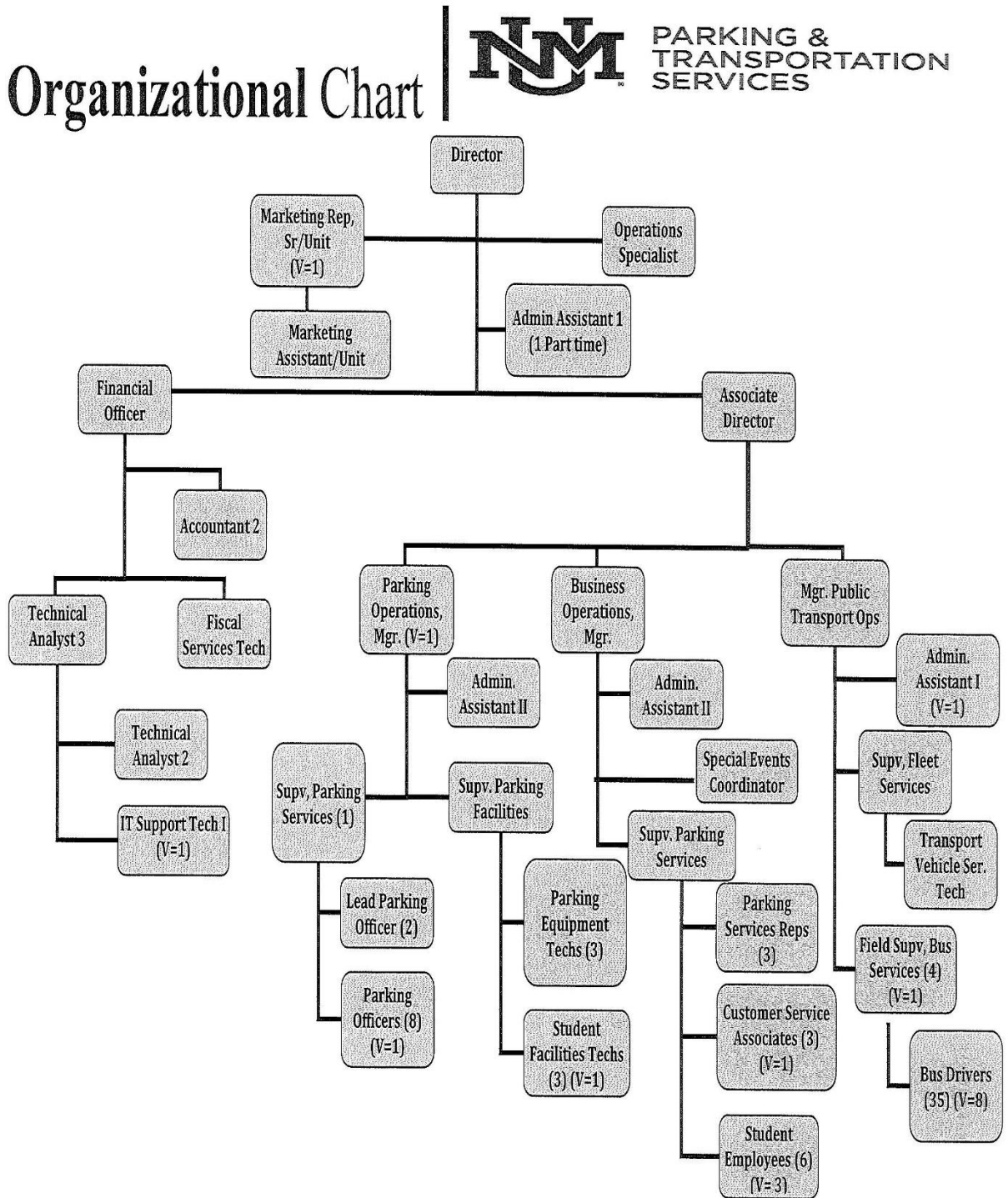
We support the University's education, research, and service missions by providing access to key programs for faculty, staff, students and visitors through a variety of transportation services that consider the needs of each customer.

### ***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



**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 (FY2018) include, but are not limited to: issued approximately 17,396 parking permits to faculty, staff, students, visitors, and vendors; transportation of approximately 1,656,464 million passengers on the shuttle service (includes 61,218 on special event shuttles); provided parking services (traffic control, vouchered parking, parking attendants, etc.) for over 500 special events, and shuttle services for approximately 265 special events, all of which resulted in additional revenue earnings of \$477,317; contribution of approximately \$398,898 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.); purchase of one (1) 8 passenger diesel-fueled shuttle/van with passenger lift for \$55,294, \$22,000 of which was contributed by Facility Access Committee/General Funds; in collaboration with UNM Planning, Design & Construction (PDC), re-configured the A Lot and R-Central & Girard Lot by closing “No-Name Road” and opening Princeton through to Redondo at a project cost of just over \$400,000; re-roofed the offices located in the Cornell parking structure; purchased and installed a bus shelter in the T Lot for use by shuttle passengers; project repair and maintenance (crack-seal, seal-coating and re-striping) of approximately 539,674 square feet; collaboration with UNMH PATS and PPD/PPD Engineering completed the upgrade to the emergency lighting in the Lomas parking structure; continued in efforts to stream-line sales of Reserved parking spaces (departmental and individual), and external customer permit renewals; to improve customer services during permit sales, migrated PATS’ parking software system (T2-Flex) and business services to the T2 webhosted environment; continue to develop and adopt T2-Flex’s “billable customer” module to streamline sales, invoicing, and tracking of special event activities performed by PATS; continued to collaborate with UNM Gallup campus and added UNM Valencia campus, for permit control of their parking lots by providing access to the permitting and enforcing features found in T2-Flex.

PATS maintains a focused and strategic-minded attention on using any/all data generated by program activities in its decision-making processes, and as a result continued to experience financially successful fiscal years without having to make changes to (e.g.) permit rates or citation fine amounts, and despite an otherwise stagnate economic environment. In round numbers:

• <u>Revenues</u> –	
○ Permits	\$5,103,422
○ Permits/Yale structure	\$1,030,304
○ Pay station parking/surface lots	\$759,970
○ Pay station parking/Cornell structure	\$784,202
○ Event Revenue	\$477,317
○ Citation fines	\$740,240
○ Other Income	<u>\$19,571</u>
	Total: \$8,915,026
• <u>Expenses</u> –	
○ Personnel	\$3,737,625
○ Taxes/Fees	\$958,305
○ Operating Costs	\$670,627
○ Transportation Costs (repairs, fuel, insur.)	\$430,387
○ Infrastructure Costs	\$79,559
○ Debt Service	\$1,664,235
○ Capital Expenditures	<u>\$837,691</u>
	Total: \$8,378,425 (includes \$27,789 “profit)

**II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS**

***Administration***

PATS continued to 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. Example of communication efforts included but were not limited to: notification of pending parking lot/parking space closures, shuttle service disruption or detours, campus special events impacting vehicular traffic, impact of construction activities performed both on and around the campus (e.g. McKinnon and PAIS projects, Princeton Road opening with the reconfiguration of A and R Lots, etc.). PATS communication went out to customers using direct emails (permit holders), social media (Twitter, Facebook, and Instagram), formal press releases through UCAM, etc. PATS continued to collaborate with other UNM departments also using social media, by sharing and re-tweeting information and notifications as appropriate.

PATS continued to attend meetings throughout campus and especially at those pertaining to (construction usually) projects that would have impact on parking and/or transportation services. These included, but not limited to: Popejoy, HEB Domenici III, McKinnon Center for Management (Anderson School of Business), Physics and Astronomy Interdisciplinary Sciences (PAIS), Johnson Wellness Center (JCER), Innovate/Lobo Rainforest, and as well a campus Master planning. PATS also met with outside entities, such as the City of Albuquerque and the Mid-Regional Council of Governments, in their planning activities as part of UNM’s role in the community at-large.

- 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. The FY2018 Summit was held on Main campus on October 5, 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:
  - Published over direct messages/Press Releases to various groups of PATS customers impacted by lot closures, heavy traffic, and construction.
  - Posted social media posts each month, communicating construction messages, traffic notices, orientation information, business operational updates, etc.
  - 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.) 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).
- Continued to use and incorporate 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 final structure of PATS’ new website while working on the website redesign.
- Continued to utilize (new) UNM branding and in consideration of the need for (ADA) accessibility and met the goal of making PATS’ website mobile responsive.
- Created 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.
- Updated and added additional online “FormStack” forms 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 temporary dash-board passes for programs like Music Prep, Student Success Services Center’s (SSSC) Advisement Center, and special events activities that required temporary parking permits.
- Continued to development and maintain a “Sign Standards Manual:” for PATS, with goal of better ensuring cohesiveness across the distinct areas under the

PATS' department pertaining to signage (e.g. parking lots and structures, special event parking, shuttle/transportation system, etc.).

- Several management team members attended ULead Training(s) at Employee Occupational Development (EOD), to improve their communication and supervisory skills.

### ***Business Operations / Financials / Information Technology***

- Completed the migration of PATS' parking software database, T2-Flex and FlexPort (the on-line business, purchase and payment interface with Flex), to T2's webhosted environment
- Contributed \$671,500 to Institutional Services Support's (ISS) capital program and UNM-funding.
- Contributed approximately \$398,898 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.
- Despite a continued decline in enrollment, PATS was able to meet departmental operating and most capital expenses and provide financial support to the University through its ISS contribution.
- 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 \$477,317.
- Completed the update of all aging T2 Systems' Luke 1 pay stations to fully supported Luke 2 pay stations to maintain compliance with payment card industry standards.
- Managed the acquisition, placement, and installation of three hourly parking pay stations for Science and Technology Park's parking structure, and at the Lobo Rainforest (Innovate ABQ). PATS continues to manage the physical and financial process requirements of the pay stations

### ***Transportation***

- Shuttle operations had a total of 1,626,464 passenger boarding's during FY 2018: 1,565,246 passengers on regular weekday shuttle service, and 61,218 passengers on special event shuttle service for 265 special events.
- Purchased one (1) 8 passenger diesel-fueled van with passenger lift for a total cost of \$55,924 (\$22,000 of which was contributed by the UNM Facility Access Committee/General Funds. The van will be available for use by UNM departments and especially those needing a vehicle with a passenger lift to transport to/from department events and activities.
- With "Night Bus" route a firm success, began to initiate a review of the entire daytime shuttle service structure and schedule. Upon completion and based on customer feedback, a planning and design process will be started with goal of increasing effectiveness and efficiency of the shuttle service without increase operational expenses. (We anticipate the planning and design to be completed by

the end of 2019, and the new route structure implemented by the start of the Fall 2020 semester.)

- Shuttle operations resulted in 300,887 miles on the buses using a total of 77,141 gallons of fuel with an average of 4.3 MPG: 32,848 gallons of Diesel, 35,495 “gallons” of CNG, and 8,797 gallons of Unleaded.

***Parking Operations (Enforcement and Facilities)***

- 45,468 citations were issued by Enforcement Officers in FY2018. This activity resulted in a revenue gain of \$740,240.
- 6 “Focused Enforcement” events were held in the parking lots across campus, during which PATS’ Parking 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). The placards are also checked 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:

○ Placard Checked	124
○ Valid Placards	68
○ Invalid Placards	35
○ Confiscated Placards	9

- 1,475 Work Tickets were submitted to PATS’ Facilities division, of which 1,465 were completed. The work tickets range from light bulb replacement to setting up/taking down barricades for special events to replacing signage to performing repair/maintenance work in the parking lots/structures.
- 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; replacing stolen fire extinguishers in the parking structures (Yale and Cornell); 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.).
- Bike Lockers were cleaned, repainted and repaired as needed
- Replaced 612 light bulbs in the Yale parking structure, and submitted a TMA work ticket to PPD for 98 light fixtures needed repair/replacement
- Facilities performed maintenance and repair activities in various parking lots: 539,674 square feet (sq. ft.) in total. Project work included crack-seal and re-striping of the M zone (117,245 sq. ft.) and Q Lot including UNM Children’s Campus lot (422,434 sq. ft.)
- In striping parking spaces and painting associated curbs (e.g. fire lanes, no parking, ADA spaces, etc.), Facilities used 150 gallons of street paint (assorted colors) and 62 cans of aerosol striping paint.

- Facilities restriped the fire lanes (red), no parking zones (yellow), loading zones (green), shuttle bus stops (yellow), and applied stenciling (e.g. “Pay Station Parking”, “Reserved”) in the following areas:
  - Redondo, Las Lomas and Campus Blvd. (B and C zones)
  - All Shuttle Bus Stops
  - G and Q Lots
  - Law School Lots
  - R Zone
  - South Lot
  - Lot at the Business Center (mixed use)
  - U Lot
  - C-Zimmerman Lot
  - N-Frontier Road Zone
  - Areas within the Science & Technology Park

### **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. A pro forma has been submitted to UNM Leadership for review and approval, at which point funding will be secured and planning/design of the structure begun in earnest. A parking structure on main campus is critical and especially with PAIS construction scheduled to be completed in/around June 2019 and the need for faculty/staff parking near proximity to the facility.
- Continuing conversations with North Campus stakeholders – HSC, UNMH – regarding a possible shared parking structure on North Campus in preparation for a new hospital and new HSC facilities.
- Continue to work with UNM Gallup, and now UNM Valencia, on incorporating their parking needs into PATS’ T2-Flex system. Steps include on-going training on how to use of Flex to track sales of permits to customers, enforcement of parking, etc.
- Future Capital Projects
  - Refurbishment of the N-Mental Health Lot and B-Bandelier Lots.
  - Purchase of one (1) service vehicle to replace vehicle that has exceeded its useful life.
  - 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.
  - Complete installation and programming of new PCI/EMV compliant credit card readers in pay station equipment.
  - Working with MR-COG, continue to explore possibility of implementing a bicycle rental program, in partnership with the City of Albuquerque’s ZipBike program.
  - Construction of a new parking structure for Main Campus.
  - In collaboration with PDC, plan, develop and construct new parking spaces in the land located just off the northwest corner of the Natatorium.

- In collaboration with Purchasing and Clean Energy and University partners, 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.
  - Explore possibility and feasibility of use a pay station Validation system where customers could purchase a block of hourly parking which they would use throughout the course of the semester (ala debit card).
  - 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**

##### ***Reclassifications and Promotions***

Burns, Lyle, Supv. Fleet Services

##### ***Appointments:***

Bird, James, Supv. Parking Facilities  
Jaramillo, Jason, Customer Service Associate  
Lopez, Veronica, Parking Officer  
Johns, Randy, Bus Driver  
Smith, Phil, Bus Driver  
Macias Lopez, Brenda, Marketing Assistant/Unit

##### ***Separations:***

Olvera, Femma, Bus Driver, Retirement  
Gallegos, Joseph, Field Supv, Bus Services, Resignation  
Chavez, Anthony, Bus Driver, Resignation  
Macias Lopez, Brenda, Temp Marketing Asst. End of Term  
Robertson, Douglas, Parking Officer, Relieved During Probation  
Padilla, Anthony, Bus Driver, Resignation  
Montano, Johnny, Bus Driver, Relieved During Probation  
Martinez, Raul, Mgr. Public Transport Ops, Resignation  
Murray, Peter, Customer Services Associate, Retirement  
Quan, William, IT Support Tech I, Resignation  
Lucero, Becky, Admin Assistant 1, Resignation  
Edwards, Clara, Admin Assistant 2, Retirement  
Concini, Frank, Bus Driver, Resignation  
Padilla, Dale, Bus Driver, Deceased  
VanDisco, Alex, Parking Officer, Resignation

*Appendix G*



FY 2017-2018 Annual Report

# Planning, Design & Construction

Submitted by:

Amy Coburn, Director, Planning, Design & Construction

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

## **Mission and Vision**

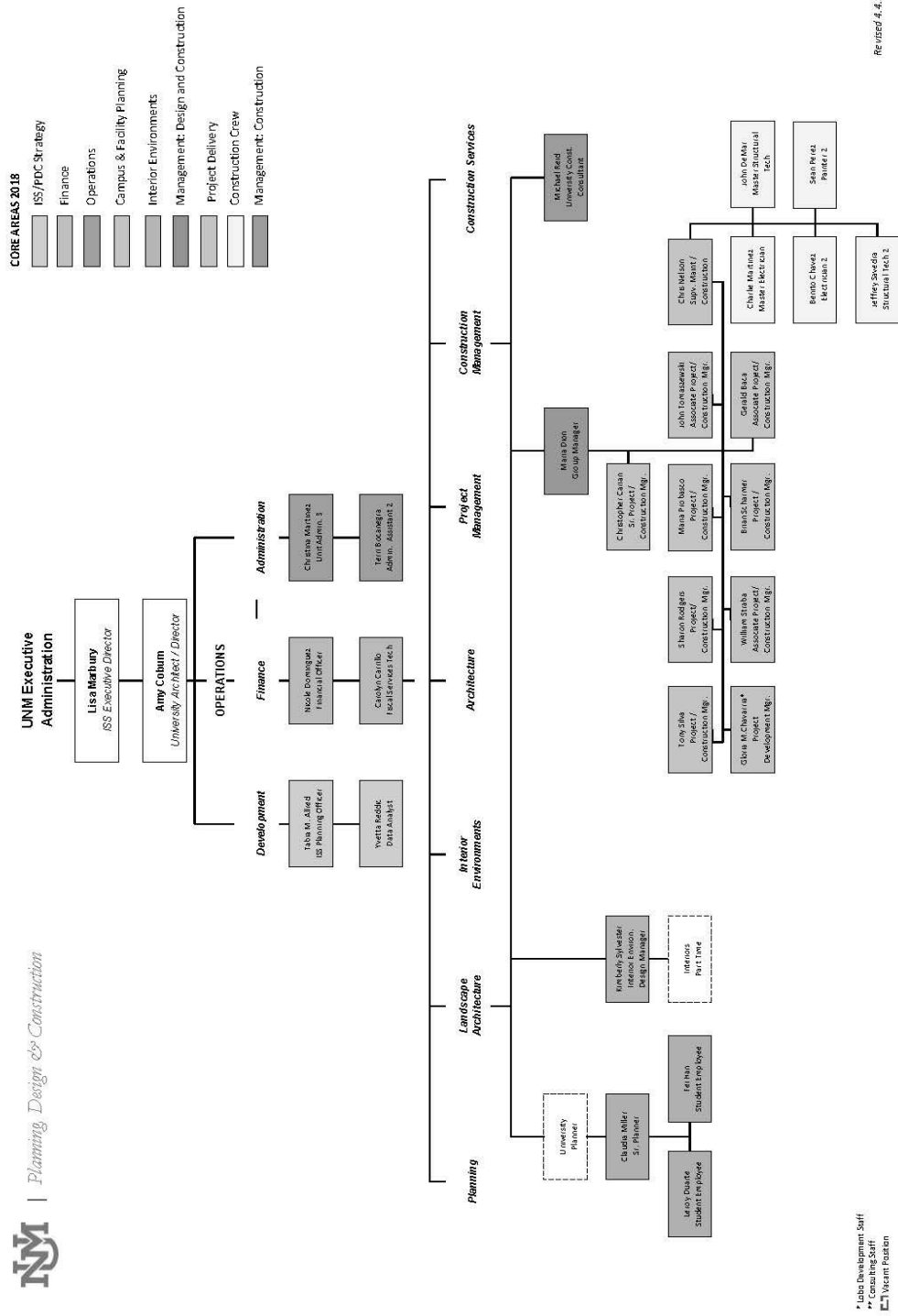
### ***Mission***

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



Revised 4.4.18



## I. EXECUTIVE SUMMARY

PDC provides high quality, professional leadership motivated by a commitment to professional best practices, resource conservation, and campus stewardship. The following are services provided by Planning, Design & Construction:

- Capital Planning Leadership
- Architectural Stewardship
- Campus Planning
- Development Management (Public Sector Administration)
- Finance
- Facility Planning
- Project Estimation
- Historic Preservation Leadership
- Public Art Committee Representation
- Interior Environments Services
- Landscape Design Management
- Architectural Design Management
- Construction Services (General Contracting)
- Construction (Limited Construction Services)

UNM Planning, Design & Construction (PDC) experienced a very active and successful fiscal year 2018 (FY18), providing a broad range of customer services to over \$200 million dollars of capital investment related to 57 active projects on the campuses of The University of New Mexico (UNM).

PDC experienced an increase of over fifty percent in total number of projects to complete compared to the FY17 projects. PDC's FY18 development program represented an increase in larger, major capital projects, funded by Government Obligation and Institutional Bonds. These large capital projects generate significant fees and a large revenue stream to support a healthy department budget.

PDC operates with revenue generated from both Instruction & General (I&G) as well as Internal Service Unit (ISU). These separate funds and revenues combine and support the FY18 operations budget of \$2,277,226. Project management efficiencies create budget capacity to carry many small, time consuming projects. PDC ended Fiscal Year 2018 with a balance forward of \$379,458.

UNM branch campuses of Gallup, Taos, Valencia and Los Alamos contribute to ISU income. Project management services at branch locations is projected to sustain work similar year over year with ongoing projects. PDC Construction Services provides alternative (general contracting) abilities and continues to provide depth to our service offering. Associated fees for this work are not significant relative to our overall ISU income (Construction Services provided less than 1% on \$155,576 of total revenue for FY18). However, this operation provides flexibility to our internal customers and allows PDC to meet internal customer's demanding summer construction needs.

PDC manages a construction crew which provides additional flexibility to our project delivery services. Optimal staff size and service rates will be reviewed in FY19. PDC also provides management oversight of third party projects (Rain Forest). These projects are relatively limited in work scope. This service provides another needed professional service to our UNM community.

Several of our large capital projects were completed in FY18, specifically, Health Education Phase III, Farris Engineering and McKinnon Center for Management. Physics & Astronomy and Interdisciplinary Science (PAIS), Smith Plaza and Johnson Center Expansion & Renovation (JCER) all began construction in spring 2018. The period (FY18, 19, 20) represents peak workload for the University's capital development unit. An anticipated decline in large major capital projects will require that PDC build internal efficiencies in order to adjust to smaller size projects.

Our team is comprised of variety of professional, management and trade representatives that provide a variety of services to UNM. As previously reported in Annual Report FY17, PDC incorporated staffing resources of the former Physical Plant Department's Remodel organization into the PDC operating unit. This merger, the second in three years, generated team restructuring. Since that time, the newly configured PDC has accomplished the forming, storming and norming stages of team formation. The performing phase has been elusive, substantially due to multiple staffing vacancies (see Section IV). Staff replacement proved to be extended and extremely time consuming and key positions were un-staffed for months at a time (i.e.: Financial Officer). This situation in FY18 strained our ability to perform at the highest level and generated some stress among staff. Human resource deficiencies at a time of great capital investment proved to be the most challenging of all our business matters.

Overall, PDC's FY19 financial and administrative outlook is very positive. 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 FY18 has experienced a modest increase of requests from the campus community. The campus distribution of projects remains fairly consistent with FY17 with over fifty percent of projects associated with Central Campus and over twenty percent for Health Science Center (HSC) Campus. The project types reveal that over fifty percent of projects are Renewal and over twenty percent are Renovation. Tracking Requestor groups reflects academic units as majority requestor of projects.

BY CAMPUS	TOTALS FY18					
	483		PDC	PPD-R	PPD	Deleted
CENTRAL	270	56%	55	155	46	18
HSC	124	26%	22	77	11	13
NORTH	39	8%	12	24	6	1
SOUTH	12	2%	3	8	4	1
OFF SITE	15	3%	1	14	0	2
BRANCHES	23	5%	2	4	2	0
Gallup	5	22%	2	2	0	0
Rio Rancho	0	0%	0	0	0	0
Valencia	13	57%	0	2	0	0
Taos	2	9%	0	0	2	0
Los Alamos	3	13%	0	0	0	0

PROJECT TYPES	TOTAL FY18	
	483	
Renewal	250	52%
Renovation	114	24%
Furniture/Equipment	52	11%
Maintenance	28	6%
Site/Landscape	20	4%
Planning	7	1%
Code Compliance	12	2%
New Construction	0	0%

REQUESTORS	TOTAL FY 18	
	483	
Academic	190	39%
Athletic	5	1%
Auxiliary	30	6%
Business	33	7%
Museum	7	1%
Research	7	1%
Service	75	16%
HSC Academic	76	16%
HSC Business	17	4%
HSC Clinical	17	4%
HSC Research	5	1%
Branch	21	4%

### III. CURRENT/FUTURE PROJECTS

#### **Planning**

PDC’s Planning manages project content through design for UNM capital projects and funding initiatives. Planning provides support for all project phases, from the production of Needs Assessments to the development of capital projects associated with the UNM five - ten year comprehensive capital plan. Staff is responsible for initiating and completing programming documents, then guiding capital projects through design and into construction, consistent with planning objectives. Planning develops college and departmental facility master plans for renewal and capital projects as well as facility master planning services.

PDC’s Planning currently provides planning and programming services for:

- 11 major capital projects valued at \$104 million in project cost
- 2 facility and branch facility master plans

Planning annually provides scope and program development for approximately twenty departmentally initiated projects and professional assistance for four UNM committees. The Senior Planner also develops UNM standards for space and security planning. Specifically, Planning provides assistance to the UNM Security Task Force and UNM Police Department Security Director developing secure campus initiatives and safe facilities and environs reviews. The Senior Planner is the liaison for the NM Cultural Affairs Department 1% for the Arts Program orchestrating the state funded purchase of over \$700,000 of public art works placed on our UNM campus facilities. PDC is actively developing a comprehensive capital projects submittal process and procedures for annual development of UNM's five year capital projects plan and annual State capital projects requests.

Planning is under-staffed maintaining only one full-time employee and one student intern. PDC will add to Planning staff a Construction Cost Estimator to assist in the estimation of capital projects and development of costs forecasts. This position is anticipated to be filled in Q4 2018. PDC has not been authorized to staff the University Planner position.

### ***PDC Interior Environments***

Interior Environments (IE) continues as the UNM resource for furniture scope, development, pricing, procurement, move implementation plans, interior design consulting, and building interiors oversight. Interiors Environments work associated with large construction projects are developed in-house through a competitive RFQ process. UNM gains control and purchasing benefits and saves UNM significant project cost in interior design components through the self-performance of this work effort.

PDC's intake process is the mechanism by which the significant majority of UNM's interiors related projects are assigned. FY18, IE managed 19 projects valued at \$2.1m in furnishings, fixtures and equipment (FF&E). IE supported the selection of and coordination with facilities for many millions of dollars of selected building materials within larger project budgets.

In addition IE supports Classroom Renewals with new furnishings and the reuse and repurposing of existing classroom furniture wherever possible. Not only does this business practice save UNM financial resources, but it lessens the environmental impact of our institution. This year's renewal project was Ortega Hall Classrooms (Phase 1) and included carpet, paint and furnishings selections.

Complete FY18 projects (partial list):

- Farris Engineering \$800K furnishings through a competitive RFQ process with design oversight/coordination and occupancy role.
- McKinnon Center for Management (MCM) \$850K furnishings through a competitive RFQ process and design oversight/coordination.
- HEB3 (IHSC Remodel) - \$103K detailed medical equipment and furnishings procurement/installation.
- HSC Café – \$57K interiors oversight, furnishings selection and procurement.

- LGBTQ Resource Center \$31K furnishings, interior design services included building finishes selections.

Active FY18/19 projects:

- Taos STEM – \$255K final furnishings layouts and product selections in process; design oversight.
- PAIS – \$875K furnishings in development with detailed user programming; design oversight.
- Smith Plaza – \$35K colorful freestanding outdoor furnishings to enhance the new landscaping/community spaces.
- Honors College - \$46K (current) budget requiring reuse/reconfiguration of existing furnishings and some new in addition to design oversight and coordination.
- Johnson Gym \$24K furnishings budget; design oversight.
- Tap Room - \$12K restaurant furnishings and design oversight/coordination.

***Planning, Design & Construction Fiscal Year 2018 Capital Projects List***

Complete in FY18 Main Campus Projects

- Farris Engineering Center Renovation \$21,801,500
- McKinnon Center for Management \$25,590,281
- La Posada Renovation \$2,800,000
- A&R Parking Lot \$463,000
- HVAC replacement and building insulation at Mattox
- Many various projects

Active FY18/19 Main Campus Projects

- Johnson Center Expansion & Renovation (JCER)  
The \$35,500,000 JCER completed design, pricing, commenced the early work, and secured the Guaranteed Maximum Price (GMP). Demolition also began during this period, with extensive utility discovery a major focus. JCER is currently on track to complete construction in March 2020.
- Physics & Astronomy Interdisciplinary Science (PAIS)  
The 139,100 SF, \$65.7 million dollar project completed design, secured a GMP and began construction. Scope includes Specialized High Performance Research Labs, Offices, Teaching spaces, Gathering Areas and other support spaces. Construction is anticipated to complete in July 2019.

Partial list of other capital projects including numerous lab, restroom and office renovations:

- Coronado Dorm Update Phase 2, a \$2,489,205 renovation of corridors and several restrooms was in design and construction in FY18, expecting to complete in August 2018.
- Football Locker Room Renovation, a \$725,790 renovation of the locker room at Tow Diehm, which is expected to complete in August 2018.
- The \$3,043,265 renovation of Smith Plaza includes will complete in August 2018.
- The Lobo Taproom \$650,000 build-out will complete September 2018.

- Popejoy Restrooms (\$384,000) will complete in September 2018.
- Honors College: This \$2,217,000 project renovating ASM East is in design, and construction will complete in Summer 2019.
- Dr. Lee Lab: For the Department of Nuclear Engineering, a \$107,000 build-out of a shelled lab in the basement of CEC in design; construction will complete in December 2018.

### ***Health Sciences Center***

The PDC project management team continued to support numerous projects on the Health Sciences Center campus in FY 18, with the main focus being the construction of the Health Education Building, Phase III and the HEB III Café, both of which completed in FY18. In addition, multiple smaller sized projects and lab renovations were successfully completed during the 2017-2018 fiscal year.

#### **Complete FY18 HSC Projects**

- HSC Health Education Building Phase III – \$27,300,000
- \*Health Education Building Café - \$1,575,000
- \*HSC Fitness Center - \$295,540
- CTSC Planter Upgrades - \$224,570
- College of Nursing Plaza Storm Drainage System Replacement Project – \$167,915

#### **Active FY18/19 HSC Projects:**

- Dermatology Clinic Renovations - \$92,000
- \*HSC Surge Molecular Epidemiology Lab Renovations - \$130,000
- AIMS Center Cobre Grant Renovations - \$287,000
- Many various projects

\* PDC Construction Services provides comprehensive construction services in lieu of general contracting on projects up to \$2 million

### ***Branch Campuses***

#### **Complete FY18 Valencia Projects**

Several Valencia Projects were completed during this period, totaling \$4,100,000, including:

- The renovation of eight total restrooms in various buildings.
- Boiler and air handler replacements.
- New cooling system for Building H (Auditorium).
- Fiber infrastructure – campus wide included new Cat 6a cable, all outside plant fiber and infrastructure.
- WAPs, reconfiguration of data racks, and uninterrupted power supply.
- Replacement of older security cameras with higher resolution cameras with some additional.

Active FY18/19 Valencia Projects

- Gunshot detection system to complete by December 2018
- Campus wide access control upgrade \$180,000
- Student Union roof replacement will complete by November 2018 – \$250,000

Complete FY18 Gallup Campus

- Campus Utilities Infrastructure and Fire Protection Project - \$3,000,000
- Gallup Calvin Hall ADA Ramp and Walkway Replacement Project - \$142,502
- Gurley Hall ADA Wheel Chair Lift/Elevator Project - \$63,952

Active FY18/19 Gallup Campus Projects

- Gallup Campus Main Gateway Sign - \$200,000 – replaces the outdated sign at campus entrance.
- New Physical Plant and Storage Facility - \$2,000,000 – This project was over-bid in FY18. A CMAR search is nearing completion and design should complete in November 2018.

Complete FY18 Taos Campus Projects

- Harwood Alcalde building –renovations to the portales and gate
- PDC played a major role in bringing Taos Harwood onto the TMA system

Active FY18/19 Taos

- Taos STEM Technical Career Center Phase II completed design and began construction in FY18. Construction is anticipated to complete March 2019 - \$4,890,000
- Various small projects

Active FY18/19 Los Alamos

- The Los Alamos Campus Infrastructure Project, budget of \$625,000 went for approvals. Construction began in the spring of 2018 and is anticipated to complete by January 2019.

**Complete FY18 Building Renewal & Replacement (BR&R)**

- PDC completed many BR&R projects this year in support of the Physical Plant Department, totaling approximately \$3,800,000. Many of these were roofing, stucco or HVAC projects. Among those projects completed was the \$218,000 replacement of the skylights at Castetter Hall; restroom replacements and code upgrades at Med 2, Social Sciences and the Service Building; several roof replacements on Sara Reynolds, Cogen, Robert Hartung building, a portion of Johnson Center, RIB, Lomas Chiller, and Simpson Hall; stucco replacement or repair occurred on Integrity, the Business Center and Social Sciences.
- IT/CIRT Bldg. 153 – 3<sup>rd</sup> Floor HVAC Replacement Project - \$207,317
- Johnson Center Epoxy Coating Waterproofing to Exterior Ramp between the Natatorium and Old Johnson Pool Project - \$197,000
- Humanities Building, 2<sup>nd</sup> Floor Elevated Deck Repairs Project - \$112,433

- Humanities Bldg. Fire Door Replacement and Exit Signs Project - \$59,844

#### **IV. PERSONNEL APPOINTMENTS/SEPARATIONS**

##### ***Appointments***

- Martha Terri Bocanegra, Administrative Assistant 2
- Nicole Dominguez, Financial Officer
- Yvetta Reddic, Data Analyst

##### ***Separations***

- Lorie Chance, Financial Officer, Retirement
- David Jones, Operations Specialist, Accepted new position with the Physical Plant Department
- Benjamin Savoca, Planner, Resignation
- Rick Henrard, Director, Retirement
- Amber Straquadine, Associate Project/Construction Manager, Resignation
- Eric Schwaner, Group Manager, Resignation



*Appendix H*



FY 2017-2018 Annual Report

## **Physical Plant Department**

Submitted by:

Al Sena, Director, Physical Plant Department

<http://ppd.unm.edu>

## **Mission and Vision**

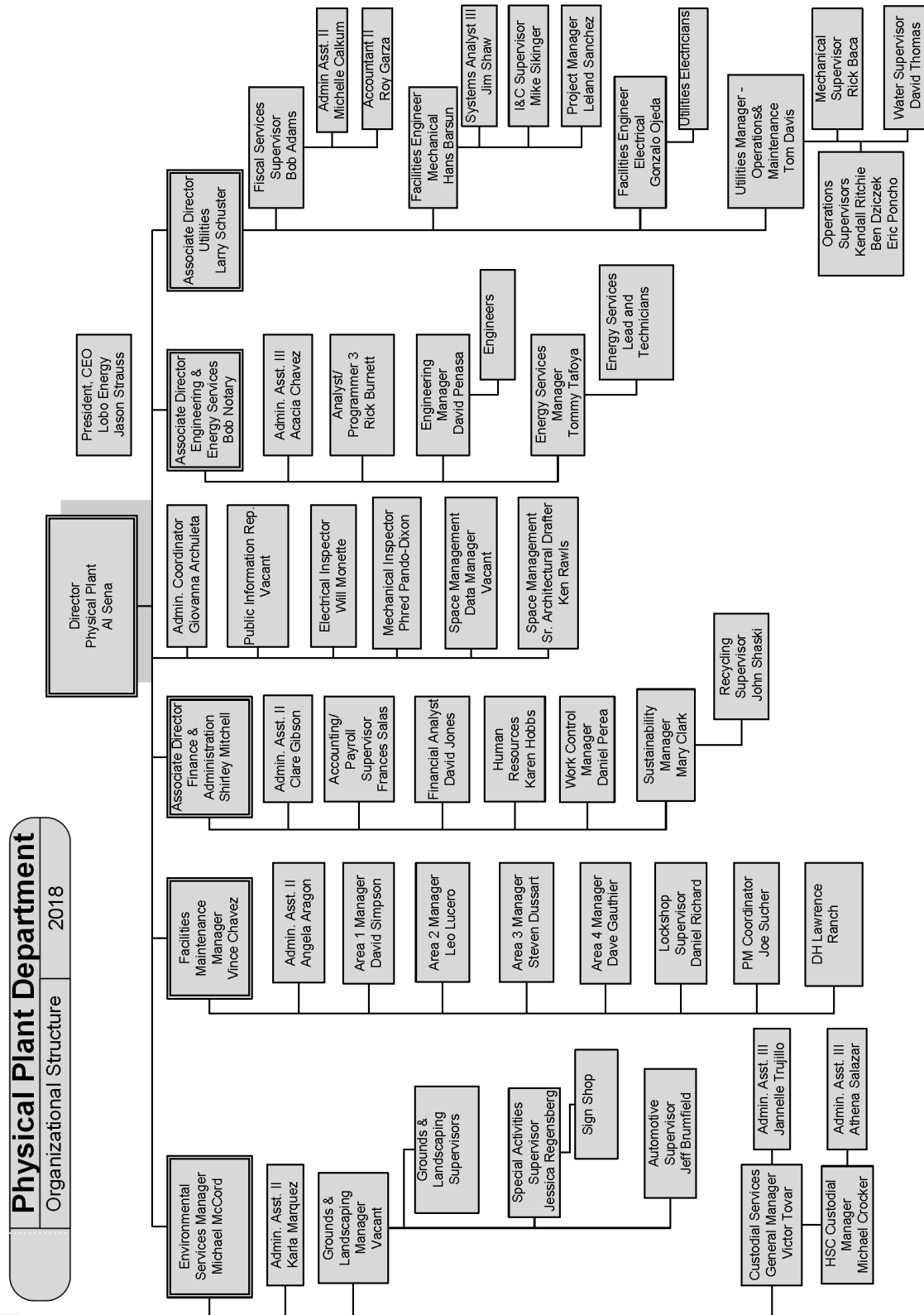
### ***Mission***

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

### ***Vision***

The Physical Plant Department's vision is that 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



PPD Org Chart June 30, 2018

10/3/2018

**I. EXECUTIVE SUMMARY**

The Physical Plant Department is comprised of five divisions; Engineering and Energy Services, Environmental Services, Facilities Maintenance Services, Finance and Administration Services and Utilities. Each division supports Institutional Support Services goals of: throughout the year:

- 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 and act on 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 primary strategies.

PPD reorganized how capital projects and maintenance improvements are identified and vetted. The goal was to assure that projects are aligned with other projects ongoing within the institution. This process was extended throughout the department and collaborated with the Planning Design and Construction Department.

PPD also reorganized administrative structure to improve accountability of key functions such as space management and inspection. Alignment measures were also evaluated and deployed to improve supervisor and management engagement with staff for human resources purposes. Staff development planning was identified as a weakness to be address by each unit with every division. A department development plan outline was started in order to increase staff retainage and recruitment.

PPD reviewed UAP policies that directly affect operations and engagement with our customers and stakeholders. The department has determined that annual review of polices, standards, procedures, and practices is essential for improvement.

***Budget Information:***

Total Revenues:	\$77,515,169
Total Expenses:	\$74,620,593
Year-end Balance:	\$2,894,596

## II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

### ***Communications***

- Completed an overview of Communications efforts and activities with the new director.
- Coordinated a fall presentation of PPD activity and changes to the University's building coordinators.
- Started outlining a communications plan to address internal and external processes and procedures. This included a fresh look at a marketing plan for the department.
- Created a combined Communications and Outreach Specialist position with Institutional Support Services.
- Communications and Outreach Specialist position became vacant in March 2018.
- Started a search for new position Public Information Representative.

### ***Engineering, Energy Services and Space Management***

- Installed, operated and maintained control systems at Continuing Education, UAEC, HEB Café, MRF, Taos Pueblo Hall, and Zimmerman Library in support of energy conservation, renovations, and replacement of obsolete systems. Absorbing these activities in-house has saved over \$700,000 compared to utilizing outside contractors.
- Numerous failed tests of building smoke control systems resulted in expedited repairs and/or replacements of fire alarms systems in various buildings. Projects were completed at Dane Smith, Mechanical Engineering, Kiva, Continuing Education, UAEC, Pearl Hall, Hibben Center, EECE, Chemistry, Student Union, and Popejoy Hall.
- Installed and replaced interior and exterior lighting at multiple locations around campus for enhanced lighting, energy savings, controllability, and safety.
- Completed a storm water study and performed system enhancements and developed a system-cleaning program. Subsequent large rainfall events were sustained without previous flooding issues.
- Replaced of underground domestic water distribution systems throughout the Student Residence Center (SRC) complex. The piping was installed during the summer of 2018.
- Continuation of building main electrical gear and emergency generator replacements for the HSC Library, CTSC, Family Practice, EECE, Mechanical Engineering, and Logan Hall.
- Completion of several major commissioning services projects, including McKinnon Center, Farris Engineering, Health Education Building Phase 3 and numerous smaller projects on the main campus, branch campuses and UNM-Hospital. Total cost savings achieved by performing these in-house services was approximately \$200,000 compared to the cost of outside commissioning agents.

### ***Environmental Services***

#### Automotive:

- Automotive technicians completed 2,206 service requests for University fleet vehicles.
- Started GIS research to track UNM assets to provide data on appropriate use and location.

#### Custodial Services:

- Purchased new disinfectant equipment, Total 360 Disinfectant Cleaner, which disinfects an area from top to bottom within minutes, eliminates odors, kills cold and flu viruses. This product is an effective disinfectant against Methicillin-Resistant Staphylococcus Aureus (MRSA).
- Main Custodial Services maintained over 3,862,742 cleanable square feet at an APPA Level 2 standard with 100 FTEs.
- The Health Science Center Custodial Services has 39 FTEs and maintains over 1,073,393 of cleanable square feet at an APPA Level 1 cleaning standard.
- Custodial staff training exceeded 4,662 hours. Topics included team cleaning, supervisor, manager, equipment use, floor care, and mandatory compliance training.
- Implemented iPad usage for weekly inspections and work orders creating a paperless process and saving staff time.
- Implemented the Hygiene Program to verify cleanliness and identify problem areas.
- Implemented a chemical analysis tracking program and quarterly chemical inventory report to Safety Risk Services.
- Continued Campus Council meetings with building monitors to ensure customer satisfaction.

#### Grounds and Landscaping:

- Maintained over 300 acres of campus landscape to APPA Level 2 standards with a reduced staff of well under 40 FTEs. The staff vacancies included several leadership positions and many other support positions.
- Planned replacement of multiple sidewalks affected by a major piping project at the SRC housing complex prior to the start of school.
- Worked with student groups to renovate several areas of campus during Fall Frenzy activities in September 2017. This included the replacement of mulch at Scholes Hall, the Duck Pond, Zimmerman Library, and University House. Volunteers also washed PPD vehicles, removed graffiti/stickers and assisted in replacing trees northeast of the SUB.
- Continued drainage improvements on the south side of Domenici Mind.
- In conjunction with PPD Engineering, replaced storm drain covers with ADA compliant covers. This style also reduces the quantity of landscape debris from entering, and subsequently blocking, the storm drain system.
- Pest management technicians responded to 567 requests for service and completed over 126 preventative treatments and inspections. IPM evaluated best practices and initiated new preventative pest management services in cooperation

with various campus auxiliary units. The totals were affected this year due to the retirement of the IPM Tech with several months of IPM work being contracted.

#### Sign Shop:

- The Sign Shop completed over 609 TMA Service Requests.
- Worked closely with Parking and Transportation (PATS), as well as with Safety and Risk Services (SRS), to update signage in parking lots, including reserved spaces, ADA compliance, event direction signage, and fire extinguisher markings.
- Purchased new 'Roland VersaUV-300 Flatbed Printer.' The new printer has advanced ECO-UV inks that create textures and embossing effects with gloss ink. It also offers direct printing capabilities on a variety of materials, including three-dimensional items. We are able to create media that is 31.5"W x 14.2"Lx3.94"H in (6) color CMYK+ gloss+ white.
- Assisted with design standards, creation, and install of all building signage for the McKinnon Center.

#### Special Activities:

- The Special Activities staff completed over 765 service requests for moves, event support, and equipment rentals. Also assisted in the fulfillment of Grounds and Landscaping service requests including:
  - 700 hours on graffiti and sticker removal
  - Maintenance on transformers and Daily Lobo boxes monthly.
  - Refurbished benches and table/chair sets as needed on campus.
  - Performed installs, removals and relocations for recycling bins and trashcans, bike racks, benches, and table/chair sets.
- Provided joint support with Grounds and Landscaping on numerous student and academic events on campus, including graduation and convocation ceremonies, International Fair, Sustainability Fair, Engineering – Annual BBQ, HSC staff appreciation luncheon, Hanging of the Greens, Red Rally, PPD United Way BBQ, Welcome Back Days, Freshmen Family Day, HSC Annual Job Fair, New Student Orientation events, and Lobo Food Pantry.
- Large moves included Johnson Center, in prep for construction, as well as the College of Education.
- Replaced all triangle banners on campus, including University House, Duck Pond, Cornell Mall, Yale Mall and Hodgkin Hall, to support UNM logo transition.

### ***Finance and Administration***

#### Accounting:

- Continued the process to eliminate LoboTime "Buff sheets." This fiscal year, Areas 2, 3, 4, the Sign Shop, Special Activities and Automotive were included in the process.
- Timecards are now reviewed and approved in LoboTime by the employee and supervisor, eliminating the need for after-the-fact reporting of time.
- For FY18:
  - Total Revenues: \$77,515,169
  - Total Expenditures: \$74,620,593

- Balance: \$2,894,576

Recycling and Sustainability:

- Supported UNM in becoming a member of the University Climate Change Coalition (UC3), a group designed to help local communities achieve their climate goals and accelerate the transition to a low-carbon future.
- Hired John Shaski as the new Recycling Supervisor.

Work Control:

- Processed 58,073 PPD work orders through the TMA system, including 26,181 corrective maintenance work orders and 31,892 preventive maintenance work orders.
- Received 4,973 phone calls for work orders.
- Entered roof warranties for university buildings into TMA for electronic access by PPD staff.

***Maintenance and Planning***

- The division had a total of seven reported accidents from June 2017 to July 2018. The PPD Safety Committee continues to promote staff safety and issued three safety awards of one day off with pay.
- All area maintenance staff received bucket truck safety training. Electricians received NFPA 70E and High Voltage maintenance training. Plumbers received UPC, steam systems, and water treatment training. HVAC technicians attended UMC, vibration and alignment training, and training on updates to the controls systems on campus. All area managers and supervisors received training on bargaining unit, FMLA, impairment at work, APPA management training, and OSHA 10 card certification. Two employees from the Lock Shop were sent for training on the updated version of ENAC. Total cost of these programs was approximately \$40,000.
- The maintenance areas continue to improve the completion rates of preventive maintenance work orders. They completed 25,396 preventive maintenance work orders, or 62 percent of total work orders. They completed 15,496 or 38 percent corrective work orders. This trend indicates a reduction in the corrective work required, and continues to improve year to year.
- Upgraded elevator code deficiencies in Novitski Hall, Reibsommer Hall, and Zimmerman Library. Safety stops were replaced at Dream Style Stadium. During the renovation of Farris Engineering building a completely new machine room-less traction elevator was installed. These units are our new standard and reduce space needed for the hoist way and increase efficiencies. We are currently assessing the elevators at Humanities, Ortega Hall, and Reginald Heber Fitz Hall for renovation.
- Water Management Program testing uncovered two legionella hits. Both of these were in Area One and were remediated in cooperation with Phigenics.
- Main Custodial and HSC Custodial staff, all the area plumbers, and our mechanical inspector received training from Phigenics on HACCP plan controls for water heaters, water storage tanks, and domestic hot water recirculation systems.



- Completed renovation of the first floor bathrooms at Social Sciences at a cost of \$200K.
- Replaced Reznor units with Aeon's HVAC units on the roof of the Mattox Sculpture Center at a cost of \$100K.
- Replaced leaking windows in the atrium area of the new Art building at a cost of \$150K.
- Replaced roofs on Simpson Hall at a cost of \$150K, and the Johnson Center roof over the old pool at a cost of \$250K.
- Replaced Castetter Hall skylights over the atriums at a cost of \$185K.

### **Utilities**

- The division budget projected a \$78,379 surplus and ended FY18 with a surplus of \$1,132,035. After accounting for a \$231,071 deficit from FY17, the division finished FY18 with a net balance of \$900,965. The balance was due to favorable gas prices and delayed hiring.
- The plant failed to "island" (provide continuous power to the plant during loss of utility power) numerous times during the previous fiscal year. We engaged in a rigorous evaluation to determine and correct the cause(s) which resulted in a successful "stress test" of the loss-of-utility controls sequences. These tests will now be performed periodically.
- A campus-wide intermittent and random loss of chilled water availability due to air in the system resulted in large CHW system make-up water (approximately 16,000 gallons) and chemical replacement. The source of air entrainment appeared to have been caused by improper filling of chilled water systems at one or more construction projects managed by others.
- A new Very High Pressure (VHP) gas line was installed by New Mexico Gas Company at division expense, resulting in increased reliability, decreased electrical cost, and reduced maintenance.
  - No gas turbine failures were experienced from February through June. Seven failures occurred prior to gas line installation
  - Gas compressors were removed and sold.
- Phase I of the Valencia Campus Photovoltaic System was installed.
- The plant chilled water control system was upgraded with state-of-the-art controls.
- Gas Turbine Generator #1 engine was replaced.
- All required equipment successfully passed annual emissions testing.
- Performed complete preventative maintenance inspections of switches and transformers at Central and North Campus substations. Replaced substation class battery systems. Upgraded substation protective relaying. Replaced defective bus duct at Lomas Chilled Water Plant.
- Several sections of domestic water pipeline were replaced as part of our continuous replacement project.
- Installed a gently-used absorption chiller in place of the much older and failing machine at Campus Utility Plant (CUP).
- Converted billing process to ECAP and re-organized accounts to differentiate between future billable I&G DES meters, non-I&G DES meters, and non-billable

(informational only) meters. All changes in delegation of responsibilities have been documented in division SOPs.

### **III. CURRENT/FUTURE PROJECTS**

#### ***Communications***

- Eliminate joint Communications and Outreach Specialist position and create a dedicated PPD Public Information Representative position.
- Post and fill Public Information Representative Position.

#### ***Engineering, Energy Services and Space Management***

- Fire safety projects to improve smoke control and fire alarm systems are being completed in Ortega Hall, Masely Hall, Bratton Hall, and the Maxwell Museum
- Continuation of HVAC and lighting replacement projects in various campus buildings to increase system reliability and energy efficiency, including Bandelier West, CHTM, Economics, Humanities, Communication and Journalism, Northrop Hall, Nuclear Engineering, and HSSB.
- Commissioning of HVAC and lighting systems in accordance with LEED and campus standards in various projects (PAIS, JCER, Art, Honors College, and Student Health).
- Support of capital projects in design and construction phases including system commissioning and HVAC control system programming for various building projects and Smith Plaza renovation.
- Systematic replacement of legacy INET or ALC control systems that no longer have replacement parts available. Projects are being completed in Manzanita, Fire Arts, Castetter Hall, Carlisle Gym, Redondo Village, and Student Health.
- Building main electrical gear and emergency generator replacement projects, including a trailer-mounted temporary generator that will be available for quick service restoration in various facilities.
- Development of a pilot project for analytics decision making at Farris Engineering. This will provide a pathway to continuously monitoring, optimizing performance, and energy conservation in buildings.
- Market controls maintenance and commissioning services to auxiliaries, branch campuses, the UNM Cancer Center and UNM Hospital to improve building performance and generate revenue.
- Modify organization structure within the Energy Services group to increase ability to accept revenue-generating work and ensure emphasis on control systems and fire safety systems.
- Develop campus-wide analytics program, based on the Farris Engineering pilot project that utilizes building controls and energy data to continuously monitor and optimize performance and energy conservation in buildings.

### ***Environmental Services***

#### Custodial Services:

- Perform a custodial leadership evaluation to determine best practices and alignment.
- Review and address equipment replacement and upgraded job function needs.
- Review and develop training requirements for all levels of leadership.
- Develop and deploy standard practices and procedures for all custodial groups.
- Increase staff training hours over FY18.

#### Grounds and Landscaping:

- Evaluate the Grounds and Landscaping unit for implementation of new shifts to provide additional services to the campus community.
- Complete feasibility study for Duck Pond improvements
- Fully staff vacant positions.

### ***Finance and Administration***

#### Recycling and Sustainability:

- Support UC3 initiative to convene a climate change forum in 2018 at UNM to bring together community and business leaders, elected officials and other local stakeholders.
- Participate in the development of a UC3 coalition-wide report, to be released in late 2018, that will synthesize the best practices, policies and recommendations for continued progress on climate change goals across the nation and the world.
- Improve the efficiency of pick-up routes, sorting, and continue providing excellent customer service.

### ***Maintenance and Planning***

- Renovate restrooms in Humanities and Zimmerman Library.
- Clean all main campus storm drains.
- Replace roof, swamp coolers, and exhaust fans on Carlisle Gym.
- Replace sewer/cleanout lines at Johnson Gallery, as well as replace the aging hot water system with more efficient tankless water heaters, reducing costs and need for testing.
- Renovate roof, HVAC, and sewer systems at Hope House.
- Modernize elevators and perform fire service upgrades in Zimmerman Library, Ortega Hall, and Humanities.

### ***Utilities***

- Evaluate plan to construct a utility plant at the North Campus coordinated with UNMH.
- 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.
- Enhance ECAP billing process to include parallel lump-sum and building-by-building I&G Utilities billing, upload missing utilities consumption data, include manually-read meter data, and determine division parasitic energy consumption to factor into rates.

- Make changes to billing allocation as directed by Associate Director of Finance and Administration (when hired) to ensure utilities are being accurately billed out to the correct departments.
- Determine appropriate method to compensate for rescission of BR&R funding.
- Start phase II of Valencia Campus Photovoltaic System.
- Revise and update the Utilities Division Construction Guidelines and integrate them with the PPD Engineering and Energy Services Design Standards.
- The planned chiller addition was deferred until FY20 pending further coordination with the UNMH expansion.

#### **IV. PERSONNEL APPOINTMENTS/SEPARATIONS**

PPD began FY18 with 371 employees (excluding on-call and student employees). Sixty-one employees joined our team during the fiscal year. Sixty-three employees were separated (retirement, resignation, transfers, etc.), ending the fiscal year with 369 PPD employees.

*Appendix I*



FY 2017-2018 Annual Report

## **Popejoy Hall/Public Events**

Submitted by:

Thomas Tkach, Director, Popejoy Hall/Public Events

<http://www.popejoypresents.com>

## **Mission and Vision**

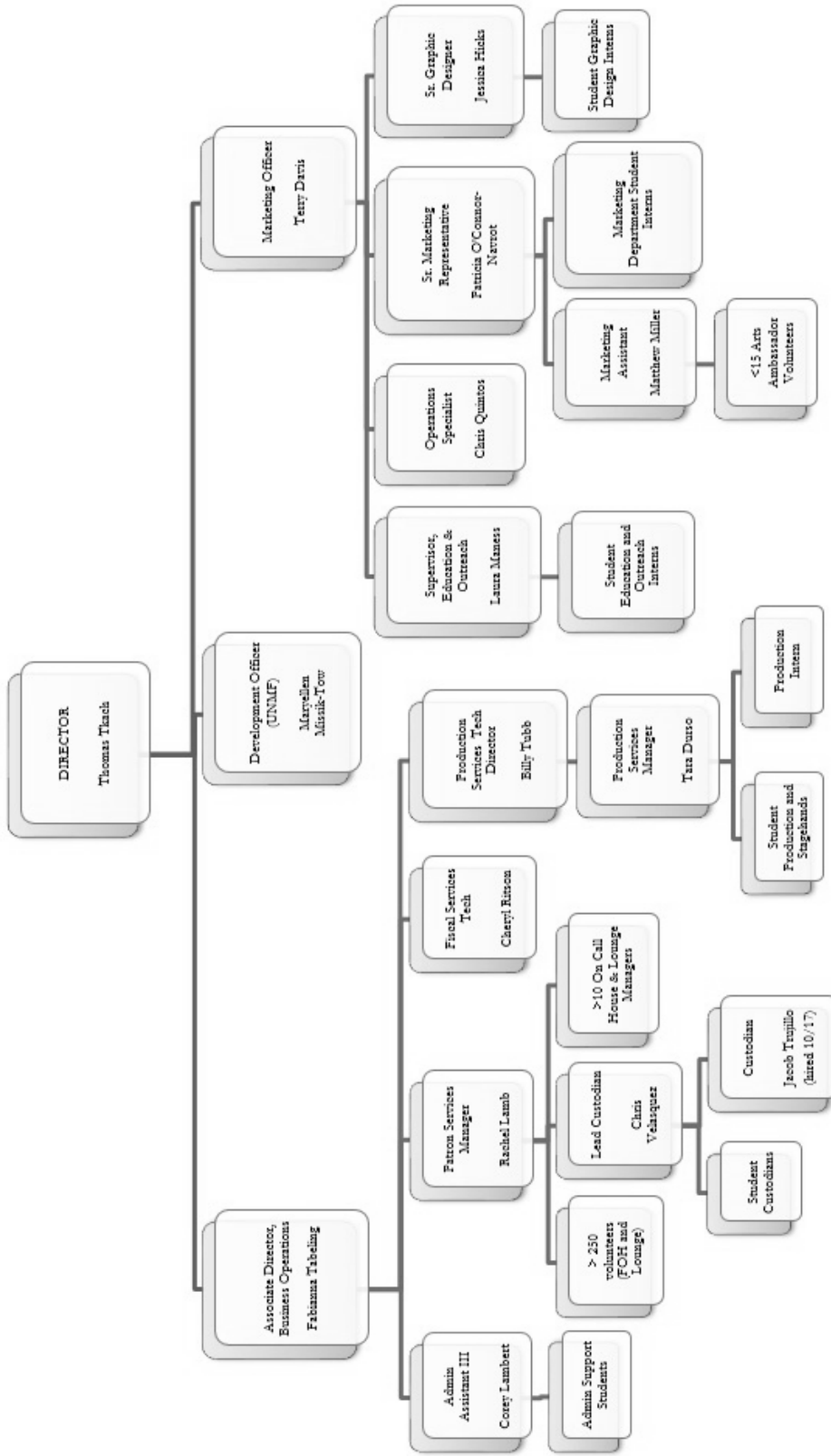
### ***Mission***

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 52<sup>nd</sup> season provided a unique opportunity for its patrons to experience a variety of productions starting with an exciting week of *An American in Paris*. A particularly thrilling Broadway season saw week long engagements of *Gentleman's Guide to Love and Murder*, *Cinderella*, *A Chorus Line*, *Les Misérables*, and *The King and I*. A limited return engagement of *The Book of Mormon* also rounded out our Broadway offerings for the season. A sampling of additional popular programs included: *An Evening with Lily Tomlin*, *Tao: Drum Heart*, the *Peking Acrobats*, *Mummenschanz*, and the *Ten Tenors*. With 73 performances total, more than 114,000 patrons attended Popejoy Hall's Broadway and Ovation Series shows throughout the year. Additionally, fifteen educational programs were attended by approximately 45,000 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 the largest contributor towards Popejoy's financial stability totaling \$8,720,742. Contributed revenue totaled \$1,349,604, including \$340,000 in bequests, and \$450,000 through the Benefactor program.

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 one appointment to our staff. We employed a total of 15 full time staff members during the 2017-2018 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 96 productions totaling 174 performances. Additionally, Popejoy Hall held a fundraising banquet on stage in August to support the Excellence Fund. The event was successful in not only raising \$57,000 for the excellence fund through table sales, but it also brought new donors to Popejoy Hall as they were invited by Board members to have their first experience at Popejoy.

Development efforts continue to be incredibly successful as we have, for the fourth year in a row, exceeded initial fundraising goals. This year, contributions from donors totaled \$1,349,604, including major pledges, bequests, and contributions received for the Benefactor Program.

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



Due to last fiscal year's resignation of a high level employee, Popejoy sought to complete a staff restructure during 2017-2018 to reassign those duties rather than hiring a replacement. The restructure was completed in October 2017

### Events July 1, 2017 - June 30, 2018

#### Popejoy Presents – Broadway in New Mexico

An American in Paris.....	October 17-22, 2017 (7 performances)
Gentleman's Guide to Love and Murder.....	December 7-10, 2017 (6 performances)
Mannheim Steamroller.....	December 13, 2017 (2 performances)
Cinderella.....	January 4-7, 2018 (6 performances)
A Chorus Line.....	March 8-11, 2018 (6 performances)
The Book of Mormon.....	April 10-15, 2018 (8 performances)
RAIN.....	April 23, 2018 (1 performance)
Les Misérables.....	May 8-13, 2018 (8 performances)
The King and I.....	May 20-24, 2018 (6 performances)

#### Popejoy Presents - Ovation Series

Lily Tomlin.....	September 23, 2017
iLuminate.....	October 27, 2017
The Underwater Bubble Show.....	November 12, 2017
David Sedaris.....	November 17, 2017
Charlie Brown Christmas.....	November 19, 2017
Mariachi Christmas.....	December 17, 2017
A Christmas Carol.....	December 22, 2017
Pilobolus.....	January 19, 2018
Swan Lake.....	February 1, 2018
The Peking Acrobats.....	February 11, 2018
Mummenschanz.....	February 17, 2018
Baskerville: A Sherlock Holmes Mystery.....	February 23, 2018
The Ten Tenors.....	February 25, 2018
Gobsmacked!.....	March 3, 2018
Celtic Nights.....	March 4, 2018
Live in Central Park: Simon and Garfunkel.....	March 25, 2018
TAO: Drum Heart.....	April 20, 2018

#### Schoolltime Series

Chicken Dance.....	October 10, 2017 (2 performances)
Go Dog Go.....	October 30, 2017 (2 performances)
The Underwater Bubble Show.....	November 13, 2017 (2 performances)
Nutcracker.....	November 27 & 28, 2017 (2 performances)
A Very Electric Christmas.....	December 12, 2017 (2 performances)
Mariachi Christmas.....	December 15, 2017 (2 performances)
Pilobolus.....	January 19, 2018 (1 performance)
How I Became a Pirate.....	January 25, 2018 (2 performances)
Pete the Cat.....	January 30, 2018 (2 performances)

Osebo's Drum.....	February 5, 2018 (2 performances)
Doctor Kaboom: Live Wire!.....	February 15, 2018 (2 performances)
Waters of the Earth.....	March 2, 2018 (2 performances)
Treasure Island.....	March 20, 2018 (2 performances)
Shh! We Have a Plan.....	April 5, 2018 (2 performances)
The Banana Slugs String Band.....	April 19, 2018 (2 performances)

**RESIDENT EVENTS**

**New Mexico Philharmonic**

Youth Concerts.....	October 3 & 5, 2017 (2 performances)
Classics I.....	October 14, 2017
Classics II.....	October 28, 2017
Classics III.....	November 11, 2017
Pops I.....	November 18, 2017
Pops II.....	December 17, 2017
Pops III.....	January 20, 2018
Classics IV.....	January 27, 2018
Pops IV.....	February 3, 2018
Classics V.....	February 24, 2018
Ballet: Aladdin.....	March 17 & 18, 2018
Classics VI.....	March 24, 2018
Classics VII.....	April 21, 2018
Youth Concerts.....	April 29, 2018 (4 performances)
Youth Concerts.....	May 16-18, 2018 (6 performances)

**UNM Music Department**

Wind Symphony.....	September 20, 2017
Orchestra.....	September 26, 2017
Symphonic Band.....	October 4, 2017
Wind Symphony.....	October 9, 2017
Orchestra.....	November 2, 2017
Albuquerque Youth Symphony.....	November 7, 2017
Department of Music College Concert.....	November 9, 2017
Wind Symphony.....	November 15, 2017
Wind Symphony.....	February 7, 2018
UNM Orchestra Concert.....	February 27, 2018
Wind Symphony.....	March 21, 2018
Orchestra Concert.....	April 3, 2018
Wind Symphony.....	April 30, 2018
Symphonic Band.....	May 2, 2018
Chorus Concert.....	May 3, 2018

**UNM Additional Department Rentals**

School of Medicine White Coat Ceremony.....	July 20, 2017
College of Pharmacy White Coat Ceremony.....	August 3, 2017
Freshman Convocation.....	August 20, 2017

Senior Day.....	October 7, 2017
All State.....	January 4-7, 2018 (4 performances)
DECA.....	January 9, 2018
Greek Sing.....	February 12, 2018
Step Afrika!.....	March 7, 2018
CFA Convocation.....	May 11, 2018
Psychology Graduation.....	May 12, 2018

**Internal Department Events**

Lounge Volunteer Appreciation Social.....	July 16, 2017
Center Stage Banquet.....	August 26, 2017
2018-2019 Season Preview.....	June 3, 2018

**Outside Rentals**

Regina Spektor.....	October 26, 2017
The Nutcracker Ballet.....	Nov. 25-26 & Dec.2-3, 2017 (4 performances)
A Drag Queen Christmas.....	December 19, 2017
All State.....	January 11-13, 2018
Lyle Lovett.....	February 16, 2018
ABBA Mania.....	February 18, 2018
Wake U.....	February 28, 2018
Dancing With the Stars.....	March 1, 2018
Shen Yun.....	March 5 & 6, 2018 (2 performances)
Hater’s Roast.....	April 5, 2018
Jason Isbell & the 400 Unit.....	April 25, 2018
Living in the Story Film Screening.....	April 27, 2018
NM High School Theatre Awards.....	May, 5, 2018
Celtic Woman.....	May 22, 2018
Dance Dimensions.....	June 2, 2018 (2 performances)
Yanni.....	June 13, 2018

**POPEJOY – FACILITY USE DURING FISCAL YEAR 2017-2018**

**General Hall Usage Statistics:**

Total number of events in venue.....	96
Total number of performances in venue.....	174
Total number in attendance.....	233,772

Total number of days with performances/rehearsals.....	151
Total number days for technical requirements.....	96
Total number of “dark” days with no activity.....	118

**UNMPE Presentations/Popejoy Presents**

Total number of Popejoy Presents events.....	32
Total number of Popejoy Presents performances.....	73
Total number of Popejoy Presents patrons.....	114,889
Average number in attendance per performance.....	1,573

**Schoolltime Series Productions**

Total number of events.....	15
Total number of performances.....	29
Total number of attendance.....	44,369
Average numbers in attendance per performance.....	1,529

**Popejoy Hall Rentals – NM Philharmonic/Outside**

Total number of events/NM Philharmonic.....	14
Total number of performances/NM Philharmonic.....	23
Total number attending/NM Philharmonic.....	31,112
Average number attending per performance/NM Philharmonic.....	1,352

Total number of events/Outside.....	14
Total number of performances/Outside.....	20
Total number attending/Outside.....	21,695
Average number attending/Outside.....	1,085

**UNM Department Usage, Including UNM’s Music Dept**

Total number of events.....	25
Total number of performances.....	30
Total number attending.....	21,712
Average number per performance.....	724

**III. CURRENT/FUTURE PROJECTS**

Popejoy Hall will begin renovating the public facilities on the balcony as part of Act II of our capital campaign. Construction is set to begin on June 25, 2018 and will finish in September 2018.

We also plan to begin fundraising for Act III of our capital campaign which aims to renovate the green room and artist dressing rooms backstage.

**IV. PERSONNEL APPOINTMENTS/SEPARATIONS**

***Appointments***

Jacob Trujillo.....Custodian (Appointed10/17)

***Separations***

None this FY

*Appendix J*



## FY 2017-2018 Annual Report

# Real Estate

Submitted by:

Thomas M. Neale, Director, Real Estate

<http://realestate.unm.edu>

## Mission and Vision

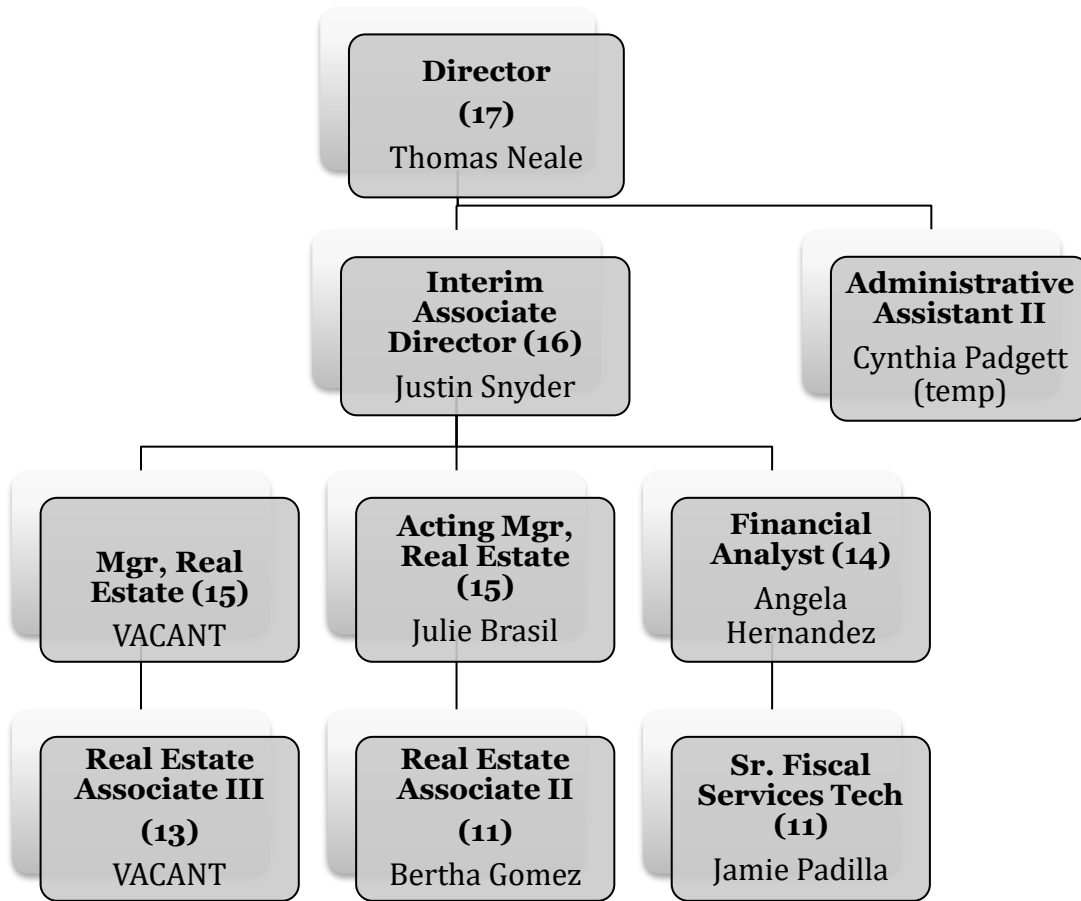
### ***Mission***

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.

### ***Vision***

The Real Estate Department is component of Institutional Support Services (ISS). Our vision is in alignment and in support of the vision of ISS. To establish 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



## **I. EXECUTIVE SUMMARY**

The Real Estate Department (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 provides professional real estate support to Lobo Development.

Major areas of responsibility include: (1) acquisitions, 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. In addition, RED is responsible for targeted land acquisitions and negotiation of a variety of ground leases and other public-private partnership initiatives.

In FY18 RED facilitated approximately 1,150,003 square feet of leased space with annual rent obligations of \$12,145,863. RED has direct fiscal responsibility for approximately 383,563 square feet of space comprised of office, research and development facilities, ground leases, billboard leases, oil and gas distribution orders, cell tower leases, and a variety of license agreements. We provide property management for 406,000 square feet of commercial and institutional space. Although the amount of space under our direct management has been consistent for the past several years, in FY18 the Lobo Rainforest building was added to our RED portfolio. The Lobo Rainforest added an additional 158,000 square feet to the RED asset inventory, including 310 student housing beds and 30,000 square feet of academic and commercial space.

RED ended FY18 with four full-time employees, one half-time employee, one three quarter-time exempt employee and a full-time temporary employee. RED had an administrative budget of \$795,091 (\$285,547 funded from I&G and \$509,544 funded through operations).

## **II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS**

The Real Estate Department (RED) continues to maintain the principles of Performance-Based Management. We continually strive to maximize revenue potential, control operating and administrative expenditures, and increase staff productivity. Tremendous focus has been placed on restructuring our systems for financial management and reassigning staff to maximize production within the department.

Collected revenues from all sources for projects where RED has fiscal oversight, were \$5,168,000 in FY 13 and totaled \$5,055,000 in FY 18, a decrease of two percent over the five year period. Revenues per full-time employee were \$544,000 in FY 2013 and \$722,000 in FY 2018, representing an increase of employee productivity of 33%. During this period we reduced our administrative salary expense. RED transferred \$522,000 of net profits to ISS for support of the academic enterprise.



In FY 18, the 158,000-square-foot Lobo Rainforest building was completed on time and within the \$35,000,000 budget. The 30,000 square feet of office and commercial space was 100% leased prior to completion of construction. The initial absorption phase of the residential units occurred during the fiscal year. This was the first phase of Innovate ABQ.

In FY17 RED completed a major upgrade of its financial reporting systems with the application of the Yardi Voyager asset management software. In FY18 RED's focus was to enhance and streamline its annual financial reporting capabilities. We were able to utilize advanced capabilities to project financial scenarios using actual general ledger accounts and budgets, forecast multi-year budget scenarios, and automate several key reporting tools for management. RED continually strives to improve efficiencies in analysis and reporting of the real property assets under management.

### **III. CURRENT/FUTURE PROJECTS**

RED is currently working on a long-term ground lease for the former Galles automotive dealership at the northwest corner of University Boulevard and Lomas Boulevard. The 11-acre site is strategically located at one of the gateways to the University and has been targeted for acquisition by UNM over several decades. The property will be utilized by the Health Sciences Center.

A major new initiative is the planning for a new research and development facility at the UNM Science and Technology Park. This is a joint planning initiative with the UNM Office of Research, Sandia National Laboratory, and the Air Force Research Laboratory.

In addition, RED provides professional support to Lobo Development Corporation and is currently working in partnership with the City of Albuquerque on the establishment of a Tax Increment Development District for South Campus.

### **IV. PERSONNEL APPOINTMENTS/SEPARATIONS**

On January 31, 2018, the Real Estate Manager at the Science and Technology Park retired from the department. RED created a succession plan in anticipation of this staffing vacancy. The plan strategically restructured responsibilities among current staff to allow for succession within RED for those employees who demonstrated additional competencies and a willingness to take on greater duties. The Manager of Leasing and Transactions was promoted to an Interim Associate. Director position, the Real Estate Associate III was promoted to Acting Manager of Leasing and Transactions. The Administrative Coordinator was promoted to a Real Estate Associate II position. In addition, in February 2018, we added a temporary Administrative Assistant II position to oversee the daily administrative functions of the department.

*Appendix K*



FY 2017-2018 Annual Report

# Residence Life & Student Housing

Submitted by:

Wayne Sullivan, Director, Residence Life & Student Housing

<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.

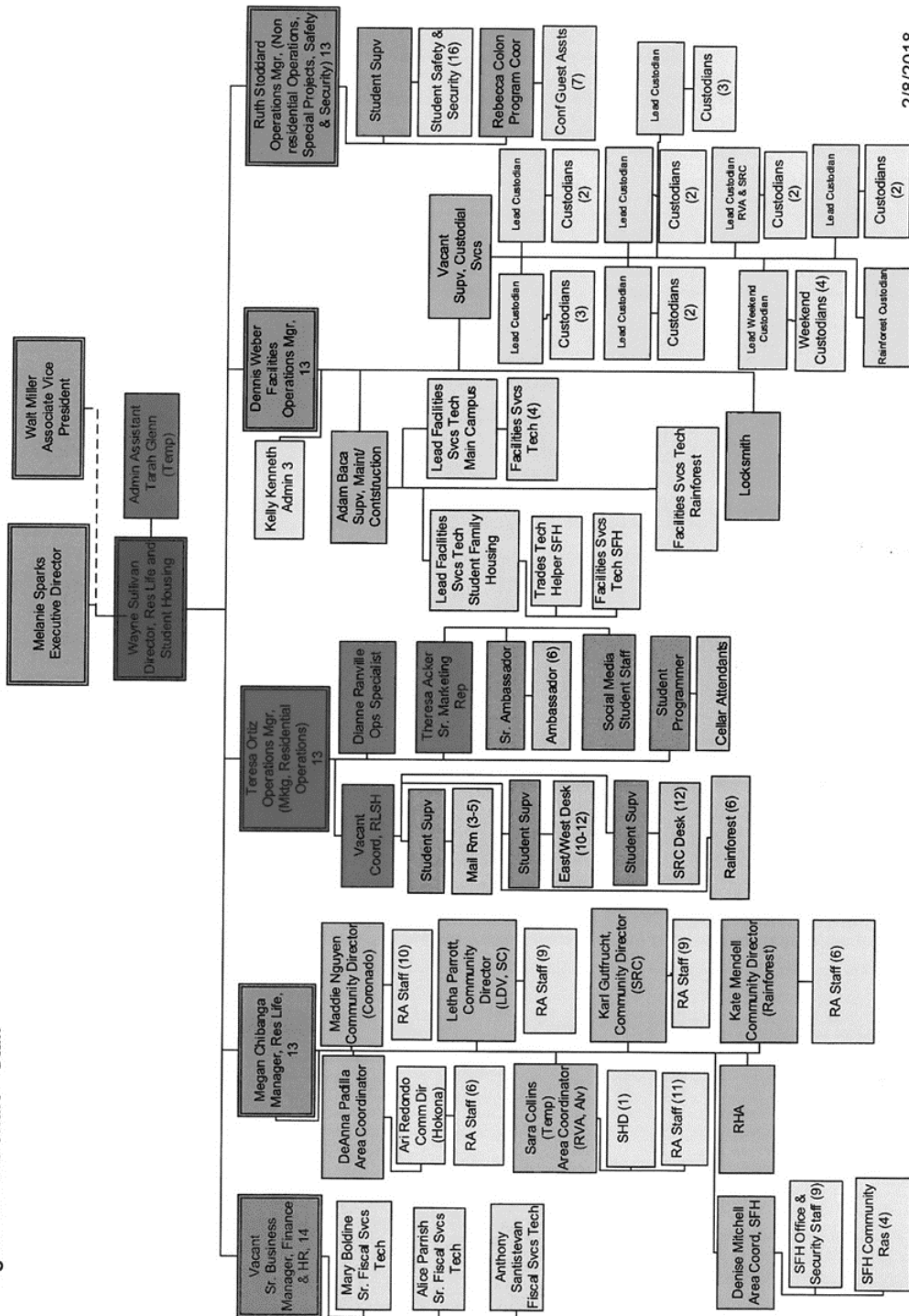
### ***Vision***

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

### Organizational Chart



#### Organizational Chart – Staff



2/8/2018

## **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 \$11,228,377 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 \$11,228,377 and revenue of \$12,205,640. After expenses and debt service, the department contributed \$250,000 to Institutional Support Services and \$2,303,651 to department plant fund.

Several facility projects were completed this fiscal year, including the partial remodel of the Coronado room interiors, flooring, sinks, and a complete remodel in new style for two of the Coronado communal bathrooms. The Plant fund balance ended the year with \$508,860 with \$338,090 of the balance committed to projects that were underway or had been completed but not paid for yet.

In addition, significant staff time was spent on the preparation, opening, and marketing of Lobo Rainforest downtown campus apartments.

Although initiated in the prior Fiscal Year (2017-2018), the following projects were completed before the residence halls were opened in August 2018: the continuing partial remodel of Coronado room interiors, ceiling, lighting, and a complete remodel in new style for two of the Coronado communal bathrooms. In addition, the department partnered with UNM PPD engineering to replace the domestic water supply system for the Student Residence Center.

Residence Life and Student Housing completed a long-term reorganization with dramatic impacts on the senior leadership team. Upon careful study and recommendation from UNM HR – Compensation, two new senior leadership positions were created: Assistant Director, Residence Life, Assistant Director, Housing Business Operations, and the existing Facilities Operations Manager was identified to remain as a direct report to the Director. The staff in the remaining senior management positions would be protected by identifying existing openings within the department for them to assume the duties of if they did not apply for or were not the successful candidate for the new positions. Since

sufficient internal candidates had the experience to meet the qualifications for the AD-Residence Life, it was posted internally for the department. Megan Chibanga was the successful candidate. The AD-Business Operations was posted nationally and the successful candidate was Suzanne Helms. Dennis Weber continued in the Facilities Operations Manager position but announced his retirement for August 31. Ruth Stoddard continued as Operations Manager but assumed the responsibilities previously held by vacant Custodial Supervisor position and retained the responsibility for Department Safety. Teresa Ortiz continued as Operations Manager but assumed the responsibilities held by the vacant Coordinator position including student customer service staff supervision and retained responsibility for the housing applications in the department software. The Residence Life Manager position previously held by Megan Chibanga was re-evaluated and re-posted as Residence Life Supervisor. Internal candidate DeAnna Padilla was the successful candidate.

Residence hall occupancy numbers are reflected in the following table:

<b>Fall 2017</b>	<b>1,867</b>
<b>Spring 2018</b>	<b>1,686</b>
<b>Summer 2018</b>	<b>182</b>

The Summer Conference season for the 2017-2018 fiscal year recorded a conference program income of \$202,263. The Summer Conference bed night count for Conferences from July 1 – June 30 totaled 10,073. SRC and Coronado were offline during the summer for facilities projects.

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. Since the fiscal year covers the second half of the Summer 2017 term, and the beginning half of the Summer 2018 term, the statistics for both terms were averaged in order to determine the number of interns. The average number of participants for the summer intern program was 174, with a revenue of \$179,105.25.

Continuing into 2017-2018, the short-term housing program uses unfilled apartment style space on main campus to house University related visitors. The program housed 71 guests and 5 groups for a total of 2,555 bed nights with revenue of \$56,983.

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 fostered additional partnerships to provide two more identity-based communities, Essence Hall and the Navajo Nation Student Community. The partnerships for these communities are African American Student Services, and the Navajo Nation and American Indian Student Services, respectively. Through a departmental reorganization and in response to the Freshmen Residency Requirement, Resident Education completed a significant restructure to increase staffing in order to decrease staffing ratios to be more responsive to increased areas of student need and support.

The Residence Hall Association hosted the IACURH regional conference, which brought residence hall student government leaders from across the western mountain region to Albuquerque for November 2-5.

Residence Life and Student Housing administered the policy for the Freshman Live-in Requirement, and made arrangements for the exception committee. Our operations specialist tracked the exception requests and approved those that were administratively based and did not require committee review.

### III. CURRENT/FUTURE PROJECTS

The department is in the process of wrapping up Phase 2 of the Coronado remodel. The project is set to finish this year with the replacement of room doors, and the instillation of an elevator.

Residence Life and Student Housing continues to plan for the future phases of the Coronado remodel, which could include a remodel of the front lobby, as well as additional bathrooms.

The department is also preparing for the Student Family Housing HVAC piping project in conjunction with UNM Facilities Management division. The project has gone to the Board of Regents and is scheduled for completion in Spring 2019. In addition, we will work with ISS and Facilities Management in assessing the facilities in Student Family Housing, and planning a strategic approach to addressing the facility's needs.

### IV. PERSONNEL APPOINTMENTS/SEPARATIONS

#### *Hires*

<b>Id</b>	<b>Name</b>	<b>Job Title</b>	<b>Hire Date</b>
101824220	Nguyen, Madeline	Coord, Residence Life Community	7/10/2017
101630129	Redondo, Arianna	Coord, Residence Life Community	7/10/2017
101830828	Romero, Joe	Lead Facilities Services Tech	9/18/2017
101819386	Apodaca, Marciano	Facilities Services Tech	10/14/2017
100004547	Grine, Abrian	Trades Tech Helper	4/01/2018
101813212	Greathouse, Pamala	Custodian	4/23/2018
101812222	Morales, Gloria	Custodian	5/07/2018
101858133	Barnhart, Joshua	Coord, Residence Life Area	6/18/2018

**Promotions**

<b>Id</b>	<b>Name</b>	<b>JobTitle</b>	<b>Separation Date</b>
101759214	Williams, Thomas	Facilities Services Tech	3/16/2018
101532508	Chibanga, Megan	Asst Dir, Residence Life	4/15/2018
100351450	Padilla, Deanna	Supv, Residence Life	5/13/2018
101760382	Parrott, Letha	Coord, Residence Life Area	6/17/2018

**Separations**

<b>Id</b>	<b>Name</b>	<b>JobTitle</b>	<b>Separation Date</b>
101767339	Baca, Patrick	Custodian	7/22/2017
101721274	Copeland, Maurice	Coord, Residence Life Area	12/17/2017
100011082	Baatz, Kelly	Sr. Business Mgr	1/09/2018
100052556	Weaselboy, Leah	Coord, Student Housing	1/02/2018
101669582	Sherman, Theresa	Marketing Rep, Sr/Unit	5/06/2018
101733606	Burciaga Vasquez, Veronica	Custodian	5/07/2018

**Retirements**

<b>Id</b>	<b>Name</b>	<b>JobTitle</b>	<b>Retirement Date</b>
100003609	Bolivar, Silvia	Supv, Custodial Services	12/31/2017
100004656	Delgado de Chavez, Cruz Ofelia	Custodian	4/30/2018
100014663	Rodriguez, Maria	Lead Custodian	6/30/2018



*Appendix L*



## FY 2017-2018 Annual Report

# Staff Council

Submitted by:

Amy Hawkins, Administrative Officer, Staff Council

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

## **Mission and Vision**

### ***Mission***

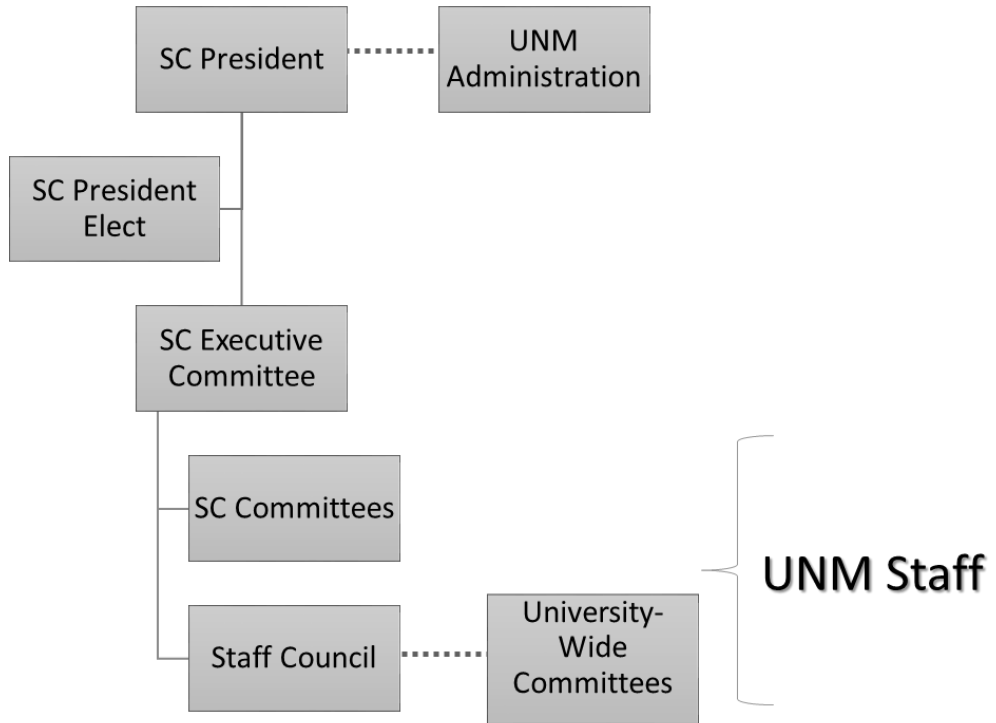
Staff Council nurtures leadership, education, advocacy, diversity and service (LEADS) by:

- 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 include:

- Improved North Campus Involvement & Communication
- Student Government Liaising
- Staff Engagement Events, several involving President Stokes
- Increased Staff Engagement and Campus-Wide Partnerships
- Representing constituents through two-way communication of policies, information, etc.
- Serving UNM staff by strengthening the collective UNM staff 'voice'
- Highlighting the many UNM Staff contributions to UNM
- Fostering leadership at UNM and in the community
- Partner with UNM stakeholders in efforts aimed at improving UNM Staff well-being

The Staff Council hosts several annual events including: Staff as Students, (held twice a year, one in fall and one in spring), the Homecoming Ice Cream Social (through partnership with UNM Athletics), Happy Tails Drive, Jim Davis Award, Gerald May Awards, the Outstanding Supervisor Award, the Book Exchange, the Staff Appreciation Luncheon, and HSC Pop in for Popcorn. Successful new events this year include the HSC Wellness Rave, 200 Days event with President Stokes, a Staff as Veterans Appreciation Ceremony in partnership with UNM Student Veterans and Veterans Resource Center, and with a partnership through UNM Food, the Staff Appreciation Breakfast.

### ***Budget Summary***

The Staff Appreciation index had a carryforward of \$4,680 into FY18 which was listed in the COR for general operating expenses in FY18. This carryforward will be used for staff appreciation events and/or annual award programs. The General Operating index had a carryforward of \$1,928 into FY18 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 \$2,324 into FY18 which was listed in the COR for general operations expenses. This will be used for an additional Supervisor Award recipient's cash prize for FY18 and to help offset expenses related to the award reception. The Gerald May Recognition index had a carryforward of \$4,804 into FY18 which was listed in the COR for general operations expenses. This will be used for an additional Gerald May recipient's cash prize for FY18 and to help offset expenses related to the award reception.

## **II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS**

### ***Accomplishments for FY17-18***

- Engaged in BLT meetings concerning UNM budget
- Engaged in conversations with Interim President regarding reengineering ideas for UNM and continue these conversations with President Stokes
- Adopted Resolution 2018 #1 Support for Staff with Disabilities
- Utilization of formal Student Government liaison
- For the first time in years the Council has remained at a 93% or above regarding a full slate of Councilors
- Continued progress of North Campus involvement with Staff Council
- Amended the Staff Council Constitution which was ratified by the Regents on August 2, 2018
- Updated and renewed the 2006 MOU between the University and Staff Council
- Staff Council Submission for HLC Accreditation 2018-2019
- Staff Engagement events
- Staff Appreciation events
- Staff Award programs

## **III. CURRENT/FUTURE PROJECTS**

### ***Current***

- Resolution in support of hiring staff with disabilities
- Keeping staff up to date on potential ERB changes
- Staff Hero Award which recognizes long term support of Staff Council
- Tokens of Appreciation/Staff Council Stars which is an Internal Recognition Program for individuals who have excelled in their role as Council Representative or committee member
- Implementation of third Outstanding Supervisor Award Program which will be held on October 16, 2018
- Staff as Students for fall, to be held on November 5, 2018
- Staff Engagement events including and the Staff Reception with President Stokes and the Homecoming Ice Cream Social
- 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 opportunities to meet with friends, and co-workers, and administration 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 2017-2018.

*Appendix M*



## FY 2017-2018 Annual Report

# **Ticketing**

Submitted by:

Leason Cherry, Interim Director, Ticketing

<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 area.

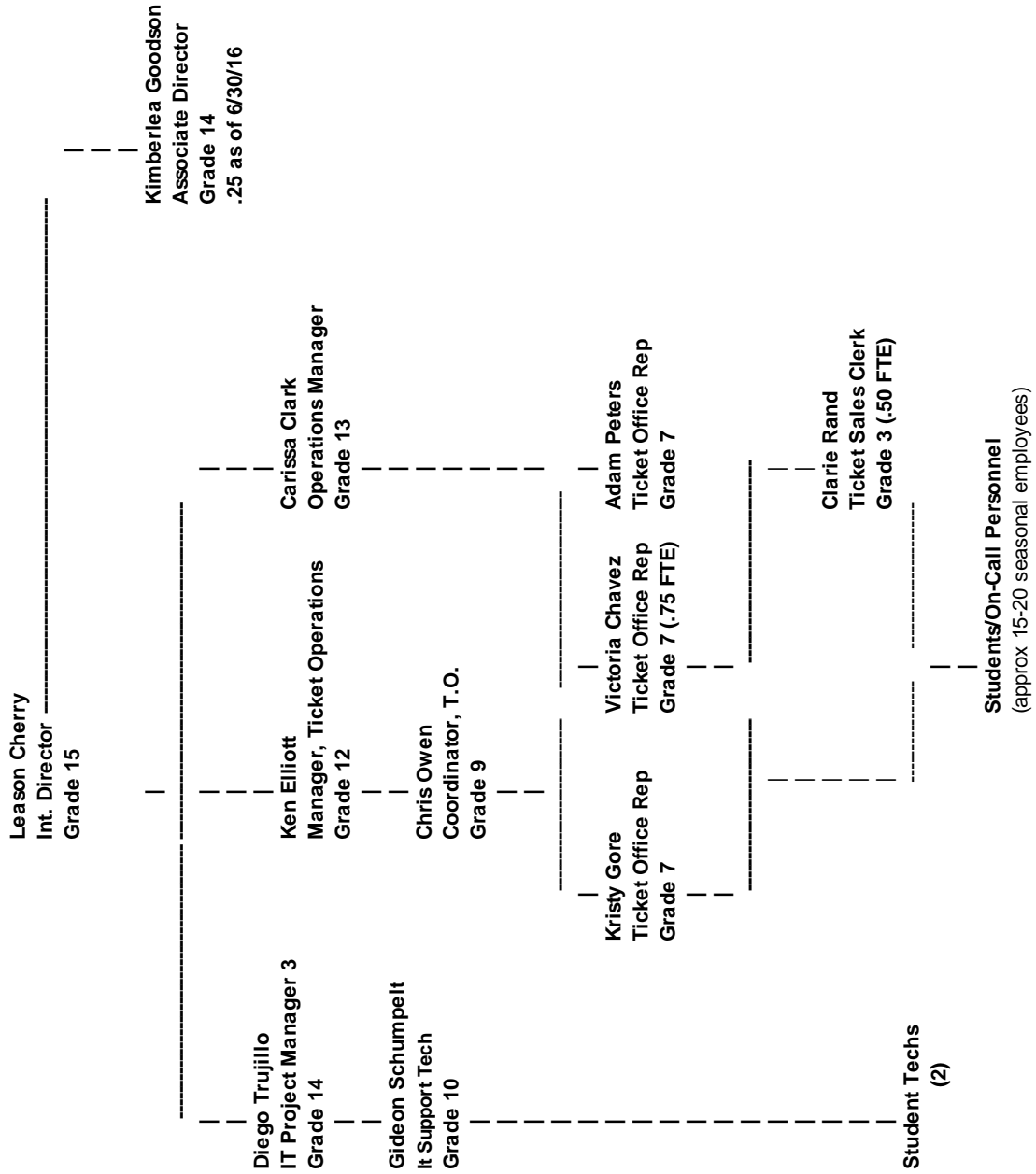
### ***Vision***

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 \$890,000. Expenses stayed within projections. Overall budget balanced for the 20<sup>th</sup> consecutive year.

See appendix A.

## **II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS**

- Balanced budget.
- Highest service charge revenue in the past 12 fiscal years.
- Collaborated with Expo New Mexico on the State Fair for the sixth consecutive year.
- ISS contribution of \$275,000.
- Enhanced back-end website environment.
- Archival of Data – improving system speed and efficiency.

## **III. CURRENT/FUTURE PROJECTS**

- Continued back-end website enhancements.
- Website homepage enhancement.
- POS computer refresh project.
- ENTA software enhancements.

## **IV. PERSONNEL APPOINTMENTS/SEPARATIONS**

- Leason Cherry appointed to Interim Director of Ticketing Services 7/1/18.
- Carissa Gariss promoted to Operations Manager 6/1/18.
- Mark Koson retired 6/30/18.
- Peter Loughhead resigned as Ticket Sales Clerk 2/15/18.
- Claire Rand hired as Ticket Sales Clerk 4/30/18.



OFFICE OF THE  
EVP FOR ADMINISTRATION,  
COO & CFO

FY 2017-2018 Annual Report

# **Planning, Budget, & Analysis**

Submitted by:

Norma Allen, Director, Planning, Budget, & Analysis

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

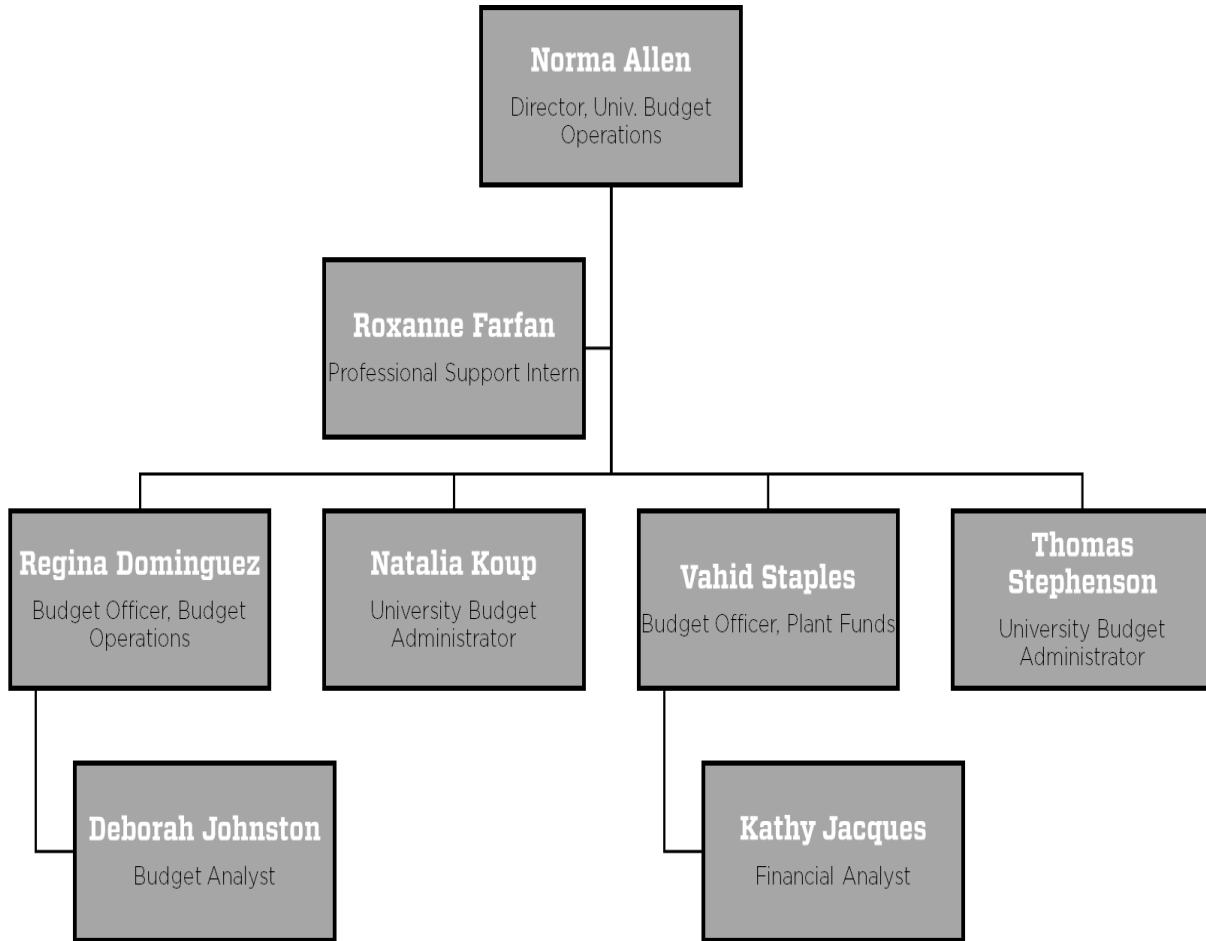
**Mission and Vision**

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



**FY 2017-2018 Annual Report**

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## **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 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 18, there was an enrollment decline which resulted in a revenue shortfall of \$3.8 million. In an effort to honor the University's commitment to protect the institution's instructional mission, other pooled revenue sources were identified to offset the shortfall. For FY19, due to new revenues from the state, only slight reductions were needed in administration to offset the permanent reduction in enrollment.

In response to the continued pressure to minimize administrative support costs and meet budget reductions, 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 and standardization of annual reporting functions to the State of New Mexico and Executive Management as well as implementing process improvements. The budget for OPBA at the beginning of fiscal year 2018 was \$717,188. Since FY 16, the budget for OPBA has been reduced by approximately 19% which includes the elimination of 3 FTE's.

Looking forward, the Office of Planning, Budget and Analysis, in conjunction with Academic Affairs and the Executive Vice-President for Administration, will participate in the University redesign efforts currently being led by the University President as a result of enrollment declines. An important aspect of this effort will be the possibility of implementing a budget model that incentivizes departments as well as identifying administrative efficiencies AND efficiencies within schools and colleges that streamline instruction and administrative policies and procedures.

In addition to the items mentioned above, investment returns will continually be evaluated in an effort to bolster investment income and the bond portfolio will be re-evaluated 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 17-18**

- Budget Systems and Higher Education Department (HED) Reporting
  - Per state statute, OPBA submitted the University HED Report of Actuals (ROA) for FY17, May 1 revised budget for FY 18 and operating budget for FY 19 to the NM HED Department according to established deadlines. To meet these annual reporting requirements, OPBA collaborated with departments to make sure budgets and projections were as accurate as possible.
  - We trained department to use the three budgeting systems. The systems include:
    - Budget Planner
    - Projections
    - Categorization of Reserves
  - We provided on-going training to end-users who utilize these systems, reviewed and reported the data entered into these systems, and conducted mid-year reviews with departments.
  - We converted training materials for Categorization of Reserves and Projections to an online format.
  - Worked each day reviewing budget revisions submitted through the approval queue and various analyses.
- Process Improvements related to reporting:
  - Worked with IT to automate charts, graphs and schedules included in the annual Operating and Capital Budget Plans eBook.
  - Developed reports to track managed online programs tuition revenue.
  - Worked with IT to automate Categorization of Reserves Reports.

### ***Plant Funds and Investment Support***

#### **Accomplishments FY 17-18**

- Worked each day on capital budget revisions submitted through the approval queue and various analyses.
- Bond Issuance
  - Assisted the Valencia Branch Campus in the issuance of \$7,000,000 in new bonds. This is the last of a total of \$16,000,000 of voter approved bonds. Issuing in this tranche amount saved the branch a fair amount of money and allowed them to level out their Mil levy rate without causing fluctuations and increasing taxes.
- Standby Bond Purchase Agreement (SBPA) - OPBA worked with the University's Financial Advisors, Bond Counsel, and Liquidity Provider to get a new agreement in place with U.S. Bank before the expiration date. The new agreement term is for three years ending December of 2020. We were able to negotiate the same terms as the previous agreement and replacing the liquidity facility resulted in significant savings to the University of New Mexico.
- Worked on retaining Bond Counsel and Financial Advisor through the Request For Proposal (RFP) process. Having these services help ensure the University is



protected. During the process were able to negotiate down the fee charged by our bond counsel, which is a saving to the University.

- Implemented a process for review and compiling of the Categorization of Reserves (CAR) for all Plant funds: Major, Minor, Building Renewal and replacement and Debt Service. Previously the Categorization of Reserves was only applicable to operating funds.
- 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 May 1 New Fiscal Year and Revised Budgets and Report of Actuals (ROA) 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 oversaw and tracked the Guaranteed Investment Contract (GIC) income for the proceeds of the 2016 and 2017 Bonds. The GIC will earn interest which can then be used for the University's capital needs in the future.

### **III. CURRENT/FUTURE PROJECTS**

#### ***Budget Operations and Project Support***

##### **Current Projects**

- Continued refinement of tuition and fee projections and reports
- Automation of:
  - Categorization of Reserves Reporting
  - Budget to Actual Comparison Schedule

##### **Future Plans**

- Automation of :
  - Restricted Budget reporting
  - HED May 1 and ROA 1A Transfer schedules
  - HED Other State Funds and Federal Funding (OSF and FF) Report

#### ***Plant Funds and Investment Support***

##### **Current Projects**

- Continue working with Moody's to reaffirm the University's credit rating. In July the state of New Mexico was downgraded. As part of the process of their annual review Moody's will be visiting the University of New Mexico in October 2018.
  - We hope to be successful in reaffirming the University's Aa2 and AA ratings.
- Refining the process for compiling of the Categorization of Reserves (CAR for all Plant funds: Major, Minor, Building Renewal and replacement and Debt Service.

##### **Future Plans**

- 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.

- Work with newly established Capital Planning Leadership Team to ensure the 5 year plan for the University is revamped and reflects the priorities of the University.
- Work with the Planning, Design and Construction Department to ensure cost effective implementation of the capital projects associated with the 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.
- Review the University's bond portfolio to see if there are any opportunities for refunding of outstanding bonds.
- Automation of HED May 1 and ROA Plant Reports

#### **IV. PERSONNEL APPOINTMENTS/SEPARATIONS**

Natalia Koup was promoted to a University Budget Administrator. Browning Begody, our Administrative Coordinator, took a position at Anderson School of Management. We hired a Professional Support Intern, Roxanne Farfan, to replace Browning.



OFFICE OF THE  
EVP FOR ADMINISTRATION,  
COO & CFO

## FY 2017-2018 Annual Report

# Police Department

Submitted by:

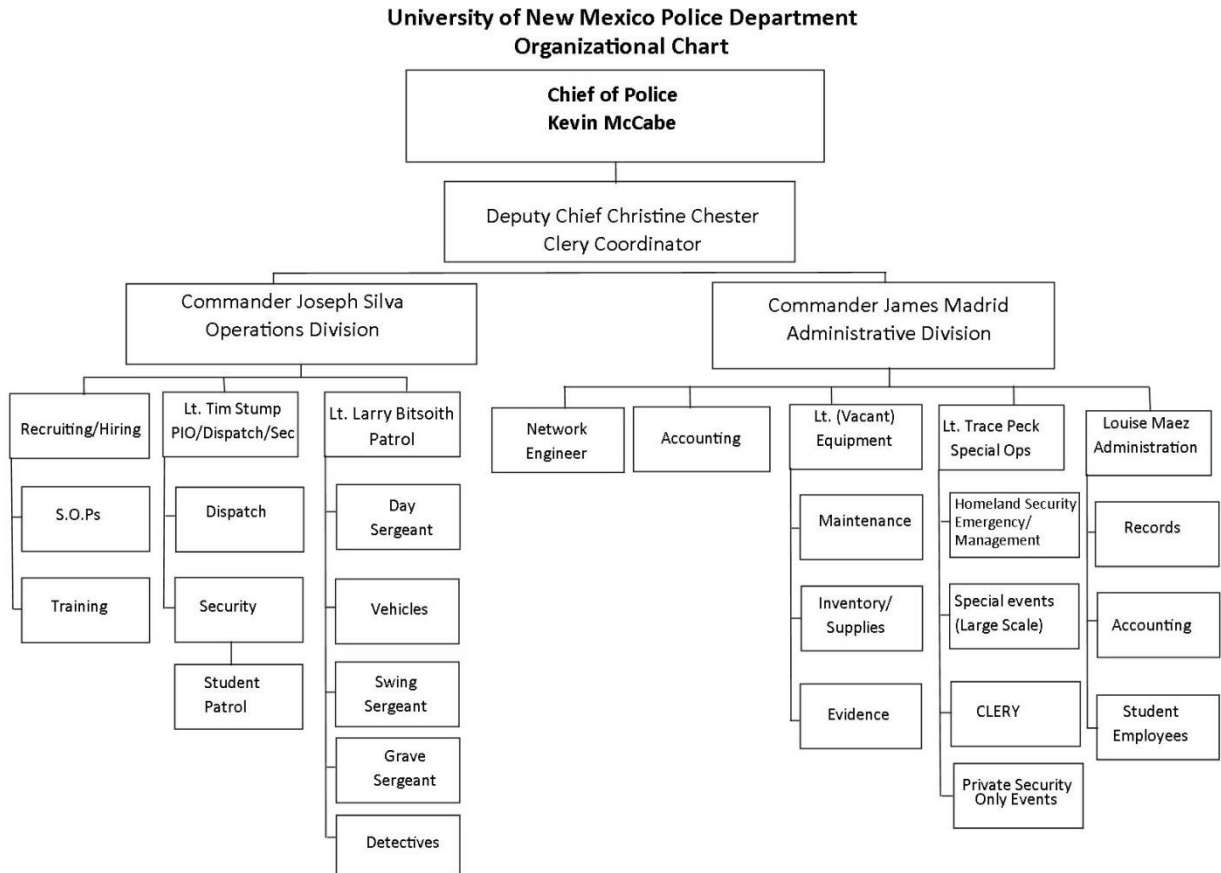
Kevin McCabe, Chief of Police, Police Department

<https://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



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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. To help offset the reduction and operating expenses, salary savings are used but this is dependent on employee turnover which is unpredictable. One of the most significant issues the Department faced during the fiscal period of FY2017/2018 was officer retention. Majority of the current officers employed in the department are retired officers from the surrounding metropolitan area. Due to a man power shortage within the Albuquerque Police Department (APD) the city and APD union negotiated a favorable contract to officers with the intent to attract officers from other departments such as UNMPD. Faced with possible mass exodus the university negotiated a favorable contract with UNMPD Officers resulting in a 13% increase in salary. This salary increase has reduced the number of officers choosing to leave and also has made us competitive in the hiring of new officers to replace the ones we have lost. The next initiative was confronting the high auto theft rate taking place on University property and other property crime theft such as burglary and larceny. In 2016 there were 174 vehicles stolen and in 2017 there were 222 reported stolen. The Albuquerque metro area was ranked number 1 in the country for vehicle thefts. Based on this information UNMPD decided to seek alternative methods to combat the theft problems and implemented a pilot program utilizing video surveillance cameras to deter thefts. I will address this further later in this report.

The final initiative would be a pilot program initiated in the 2018 spring semester to try to increase interaction between officers and students on campus. Officers from each of the shifts would make contact with the Resident Advisors (RA) from three of the student resident housing complexes. They would work with the RA's to educate each other on how we can all work together to make the campus a safer place.

### **Overview**

In 2016 there were 174 auto thefts reported to UNMPD. In 2017 the auto thefts were continuing to trend upward with a total of 222 being reported stolen. During the 2016-17 Lobo basketball season multiple vehicles were being stolen during games at the arena. It was decided to take a more proactive approach to the increasing theft problem and a pilot project was initiated utilizing surveillance video cameras to monitor parking lots to deter the thefts and create recorded evidence to use for investigations of thefts.

The University Football Stadium was chosen to install 6 video cameras that could be used to monitor games live and then record parking lots when no games are occurring. Along with the purchase of 6 cameras a mobile command post was purchased. The command post would allow us to monitor the games live and also be used when the Emergency Operations Center (EOC) is activated in cases of emergencies. The intent of this project was to build a platform for video cameras and the hardware necessary to support the cameras such as storage data and network infrastructure. Once a platform is built, if the cameras proved to be effective the intent would to add cameras as funding permitted. The most profound impact of the cameras was seen during the 2017-2018 Lobo

Basketball season. UNMPD utilized the cameras and new mobile command post along with pre-existing cameras already in operation in and around the Lobo Basketball arena. As a result of these proactive steps taken not one single vehicle was reported stolen during the basketball season. The cameras allowed us to monitor the parking lots live and coordinate with officers patrolling the same parking lots. It is believed the utilization of the cameras played a major part in the reduced threats. The cost of this project was approximately \$100,000.00.

This outcome was shared with Interim President Abdallah and Vice President Harris. The Department was directed to obtain an estimate cost to place cameras in all of the UNM parking lots. There are 39 parking lots located throughout the University campus and the proposal calls for 235 cameras for an estimated cost of \$3 million dollars. The project has since moved forward under the direction of President Stokes and Vice President Harris. Financial assistance is being sought from the NM Legislators and a position within the UNMPD for a Security Operations Director has been approved. The Security Task force continues to meet and a strategic plan is being developed to expand the video surveillance project, create policy and procedures to provide direction and priorities that are being set for camera installation. UNMPD will continue to work through the UNM Security Task force to build a comprehensive video surveillance camera program in an effort to deter criminal activity on campus.

The next major initiative to address is the upgrade of the Police Communications radio system. In October of 2017 the police department upgraded the radio communications system. The current system was over 25 years old and beginning to fail. For a total cost of \$284,330.41 the Department purchased 64 new hand held 800 MHZ radios and all the supporting hardware, monitors and consoles to support the upgrade. This has improved our communications systems and reduced the possible failure due to an outdated system which was no longer repairable. It was also necessary to upgrade the Law Enforcement Records and Computer Aided Dispatch System. The total cost of this upgrade is approximately \$120,000.00 which will be completed in FY19. Funding for this project was provided by UNM Health Science Center.

The final initiative I would like to address is the pilot project of community policing in the residence halls which was started in the spring 2018 semester. The scope of the project is an effort to improve communication practices with the residents on campus, to guide Resident Assistants (RA) and Student Resident Counselors (SRC) in police procedure, campus resources and learn more about student safety concerns. Three officers from each of the shifts (Dayshift, swing-shift and graveyard) would make contact with members of the resident halls who are working the same shifts. They would meet and share their experiences and the issues they encounter. The hope is officers would hear firsthand the problems facing the residence halls. By working together with the residence halls problems could be addressed more effectively. Officers through their experience can help identify and share the additional resources available to the students through Lobo-Respect and Advocacy Center and will keep current on changes to resources.



The Pilot program proved to be very successful with positive feedback from officer and residence hall staff members. We intend to expand the program in the fall 2018 semester to cover more residence halls. The improvement in communication between officers and the residence halls has been the main benefit.

The police department is currently staffed with 33 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. During the period of FY2017 the Department responded to 21, 377 calls for service. Of those calls for service 49% of them were self-initiated by officers during routine patrol. During the same period of FY2016 the department responded to 24,936 calls for service with 59% of them being self-initiated by officers on routine patrol. 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.

The department continues to take 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.

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.

## **II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS**

Purchase of a new communications system include new handheld radios, monitors and supporting hardware. Total costs of new system \$284,330.41.

Installation of 6 video surveillance cameras at the UNM Football Stadium and establishment of a Mobile Command Post to monitor sporting events at both the football and basketball arenas. Mobile command post is located in the Center for High Tech

Materials (CHTM) building. This location is now identified as new Emergency Operations Center (EOC). Approximately costing \$100,000.00.

Upgrade of the Law Enforcement Records Management System. Upgrade began in the spring of 2018 and will be completed by the end of 2018 for a cost of approximately \$120,000.00 funding for this upgrade was provided by UNM Health Science Center.

38 Officers received Forensic Experiential Trauma Interview (FETI) training. This training is required by Department of Justice for officers who respond to incidents of sexual violence.

3 Officers received specialized instructor training for Exterior Response to Active Shooter Events (ERASE).

13 officers received specialized Exterior Response to Active Shooter Events (ERASE).

Online Reporting received 359 reports, saving approximately 538.50 man hours and \$17,950.00

Development of a Video Camera Security Standard Operating Policy. This policy is also being utilized to develop a University wide Video Camera Policy.

### **III. CURRENT/FUTURE PROJECTS**

The major project the department is working on is the installation of video surveillance cameras throughout the campus community. Utilizing the initial surveillance system set up at the sports stadium and the infrastructure needed to support it, the university is committed to expanding the number of cameras. President Stokes secured funding through a tuition increase for additional cameras and lighting on campus as part of her commitment to campus safety. The department is working closely with the UNM Security Task Force in identifying areas around the campus to install the new cameras. The cameras will record activity in the areas and store the data for a period of time. If an incident is reported to police, officers will utilize the recording to see if there is evidence of event for investigative purposes. The Task force is developing a strategic long term plan for the placement, operation and technical support for the video surveillance project.

In conjunction with the Video Surveillance Camera Project, the department established the new position of Director of Security Operations. Under the supervision of the Chief of Police the Director will provide leadership and coordination of all security functions of the University. The Director will provide strategic leadership, consultation and expertise related to the University's physical environment and security technologies. Throughout the last two (2) plus years the Security Task Force determined that there was no clear ownership for the planning, design, coordination and implementation of security systems at the University. Various departments within the University work independently creating a splintered and ineffective approach to security. The Director of Security Operations

positions hopes to eliminate these differences and provide a clear and coordinated approach to campus security. This position has been approved and will be filled effective in the fall of 2018.

### ***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.

#### IV. PERSONNEL APPOINTMENTS/SEPARATIONS

***Department Hires:***

1. Lawrence Harlan – Police Officer
2. Christopher Camacho – Police Officer
3. Darry Carter – Security Officer

Hired

12/4/17  
9/11/17  
4/30/18

Promotion: None

Retires: None

***Terminations/Resignations:***

1. Mark Krueger – Police Officer
2. Jerremy Manzanares – Police Officer
3. Michael Fisher – Police Officer

Separated

Resigned 7/6/17  
Resigned 8/21/17  
Resigned 6/8/18

***Current Staffing Numbers:***

Sworn Personnel:

1. Command Staff – 7
2. Sergeants – 3
3. Officers – 28

Civilian Personnel:

1. Administrative Staff – 5
2. Campus Security – 6
3. Dispatchers – 7
4. IT Unit – 1



OFFICE OF THE  
EVP FOR ADMINISTRATION,  
COO & CFO

## FY 2017-2018 Annual Report

# Policy Office

Submitted by:

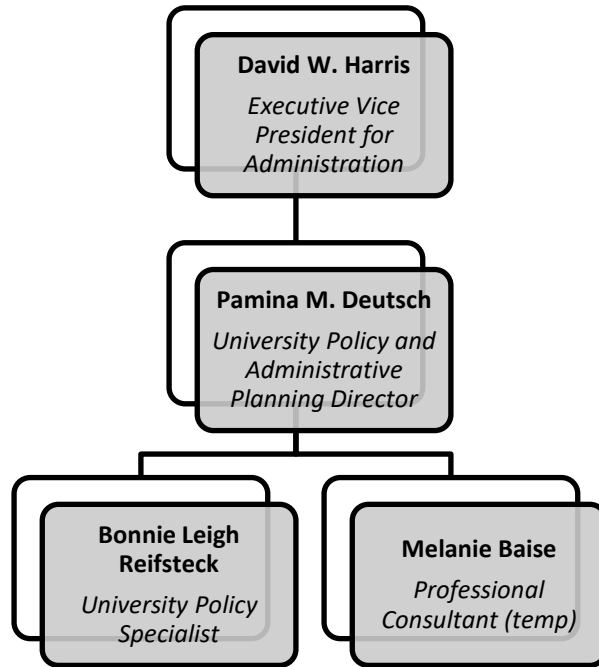
Pamina M. Deutsch, Director, Policy Office

<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



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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 an on-call professional consultant, a former attorney in the Office of University Counsel.

Thirty-six policies were developed or revised this year, including several complex new policies and substantive amendments to existing ones. Notable among these were Photo Identification Cards, Ombuds Services for Staff, Facility Maintenance (new), Prohibited Discrimination and Equal Opportunity, Sexual Misconduct, Respectful Campus, Performance Improvement, Catastrophic Leave Program, Use of University Facilities (new), and Records Management (new). Two policies were rescinded and wrapped into revisions of other administrative policies (Sexual Harassment and Code of Conduct).

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. The Policy Office also assisted with publicity efforts and elimination of several designated smoking areas in conjunction with the Smoke- and Tobacco-Free Task Force during the Fall 2017 semester.

The Policy Office website continues to consistently average about 400 visitors each workday, and our Policy Office email listserv has grown to 234 subscribers. The website pages most frequently viewed include policies on sexual misconduct, travel, employee code of conduct and conflicts of interest, annual leave, sick leave, acceptable computer use, and education benefits policies.

The Policy Office budget for Fiscal Year 2017-2018 totaled \$161,646 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, copier rental expense, professional development, office supplies and equipment, promotional expenses, and work station maintenance.

## **II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS**

In terms of policy development, thirty-six policy revisions or new policies and two policy rescissions were issued this year, as detailed below.

### ***Regents' Policy Manual***

No revisions to the Regents' policies were approved during this period. The culmination of a two-year comprehensive review of the Regents' Policy Manual was achieved, and

efforts were made to obtain Board of Regents' approval of the updated manual. In October 2017 and January 2018, the draft policy revisions were provided to the Board of Regents for their review and comment. On January 16, 2018, the Regents' Policy Manual revisions were discussed at a full Board of Regents' meeting, with the expectation that they would be approved at the next full Board meeting in February, but the approval was deferred to another, as yet unspecified, time.

### ***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.

- January 4, 2018
  - 1050 ("Photo Identification Cards")
  - 2205 ("Minors on Campus")
  - 3220 ("Ombuds Services for Staff")
  - 3405 ("Holidays")
  - 5010 ("Key Authorization")
  - 5050 ("Facility Maintenance, Repair, and Alteration") – NEW
  - 7780 ("Use of University Vehicles")
- February 26, 2018
  - 2720 ("Prohibited Discrimination and Equal Opportunity")
  - 2730 ("Sexual Harassment") – RESCINDED<sup>1</sup>
  - 2740 ("Sexual Misconduct")
- June 11, 2018
  - 2240 ("Respectful Campus")
  - 2560 ("Information Technologies Governance")
  - 3215 ("Performance Improvement")
  - 3430 ("Catastrophic Leave Program")
  - 5250 ("Use of University Facilities") – NEW
  - 6020 ("Records Management, Retention, and Disposition") - NEW

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 conform to regulatory changes):

- July 8, 2017
  - 2010 ("Contracts Signature Authority and Review")
  - 2100 ("Sustainability")
  - 2440 ("Internal Service Centers")
  - 3240 ("Contract Employees")
  - 3410 ("Sick Leave")
  - 3500 ("Wage and Salary Administration")
  - 3745 ("Service Awards")
- July 19, 2017

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<sup>1</sup> The policy was rescinded because its contents were incorporated in 2740 ("Sexual Misconduct").

- 2010 (“Contracts Signature Authority and Review”) Exhibit B2 – HSC Delegations (and Policy Office has new role of maintaining signature delegations, which previously were maintained by the University Secretary’s Office)
- September 30, 2017
  - 2290 (“Animal Control on University Property”)
  - 2610 (“Time and Leave Reporting”)
  - 3700 (“Education Benefits”)
  - 3715 (“Code of Conduct”) – RESCINDED<sup>2</sup>
  - 3720 (“Employee Code of Conduct and Conflicts of Interest”)
  - 5020 (“Historic Preservation”)
  - 7000 (“Budgets and Reserves”)
- October 13, 2017
  - 3600 (“Eligibility for Employee, Retiree, and Dependent Benefit Plans”)
  - 7610 (“Investment Management”)
- January 4, 2018
  - 2010 (“Contracts Signature Authority and Review”)
  - 2550 (“Information Security”)
  - 4325 (“Purchasing Services from Independent Contractors”)
- April 4, 2018
  - 1050 (“Photo Identification Cards”)
  - 3405 (“Holidays”)

Committees facilitated by the Policy Office:

- Regents’ Policy Manual Comprehensive Review Committee 2016-2018
- Smoke- and Tobacco-Free Campus Policy Task Force
- Ombuds Policy Committee
- Respectful Campus Policy Committee
- Facility Use Policy Committee
- Performance Improvement Policy Town Halls
- Records Retention Policy Committee

Other committees participated in by the Policy Office:

- Sexual Misconduct Task Force (facilitated by Faculty and Chief Compliance Office)
- Title IX Committee (facilitated by Title IX Coordinator)
- Minors on Campus Task Force (facilitated by Compliance Office)
- Clery Act Compliance Steering Committee (facilitated by President’s Office)
- Institutional Compliance Committee (facilitated by Chief Compliance Office)
- Loss Prevention and Control Committee (facilitated by SRS)
- Accreditation Committee – Criterion Two (facilitated by Academic Affairs)
- Insurance Committee (facilitated by SRS)
- Affirmed/Preferred Name Working Group (facilitated by IT)

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<sup>2</sup> The policy was rescinded because it was deemed unnecessary in that its subject matter was addressed in 3720 (“Employee Code of Conduct and Conflicts of Interest”).

- Faculty Staff Benefits Committee (facilitated by University Secretary's Office)

Professional development:

- Association of College and University Policy Administrators (ACUPA) Annual Conference, April 29-May 2, 2018, Anaheim, California
- ACUPA Pioneer Members (incorporation of professional organization)
- ACUPA webinar, "What's in Your Toolbox?" April 9, 2018
- Seminar, "FERPA: Avoid Mistakes and Costly Violations Across Campus." April 11, 2018. Hosted by UNM Division of Equity and Inclusion and OEO.
- "Whistling While They Work: Whistleblower and Anti-Retaliation Training Workshop" (Quentin Smith of Sheehan & Sheehan), March 7, 2018
- "Title IX: Implementing an Equitable Process" (Gina Maisto Smith and John DiPaolo of Cozen & O'Connor), January 10, 2018
- "Conducting Internal Investigations" (Quentin Smith of Sheehan & Sheehan), November 10, 2017
- "Sexual Violence and the Disabled Community" (Resolve of New Mexico), October 20, 2017
- Call-in seminar on "Title IX Changes: Part II" (National Association of College and University Attorneys), September 28, 2017
- "Know Your Rights" (Sanctuary Campus Working Group), September 8, 2017
- "The National Labor Relations Board and Social Media: How to Avoid Violation of the NLRA Even in Non-Union Workplaces" (Melissa Fleischer), July 13, 2017

### III. CURRENT/FUTURE PROJECTS

The Policy Office continued facilitating a Regents' Policy Manual Review Committee, which completed 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. Once the Committee 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 is to develop several new policies on universal design/accessibility, video surveillance systems, and public art, along with substantive revisions to policies on sexual harassment/misconduct, peer hearing procedures, and reasonable accommodations for individuals with disabilities.

The Policy Office continues to provide outreach to Process Owners about their responsibilities, and to periodically notify Owners of policies within their purview that are in need of review. A current project is to work with policy owners to review and potentially update policies that have not been revised in over ten years.

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

The Policy Office participated in a meeting with representatives of LANL's Policy Office as part of LANL's effort to benchmark best practices and policy office systems.

#### **IV. PERSONNEL APPOINTMENTS/SEPARATIONS**

There were no personnel appointments or separations during fiscal year 2017-2018, but the office was involved in succession planning in light of the upcoming retirement of Pamina Deutsch on September 30, 2018.



OFFICE OF THE  
EVP FOR ADMINISTRATION,  
COO & CFO

FY 2017-2018 Annual Report

## **Safety & Risk Services**

Submitted 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



Updated: June 29, 2017



**FY 2017-2018 Annual Report**

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## I. EXECUTIVE SUMMARY

During Fiscal Year 2018, the Safety and Risk Services Department (SRS) continued to serve the campus community by providing professional and comprehensive risk management, insurance and occupational safety services. SRS worked to fulfill its Mission to advance the safety and health of the University community through risk management best practices, education, consultation and collaboration. Additionally, SRS staff continued to grow and develop so it could become the premier occupational safety and risk management department of superior quality in the eyes of its customers, stakeholders and the campus community.

The SRS Risk, Insurance and Loss Prevention program continues to be strong and robust. The staff has handled numerous claims and served as a resource for the campus community. While the University of New Mexico Hospital developed its own safety program and pulled out the memorandum of understanding with SRS for safety, it has continued to renew its MOU for risk and insurance services. Similarly, the Sandoval Regional Medical Center and the Cancer Center have entered into MOUs for risk and insurance services. This demonstrates the trust that the campus places on SRS to handle these issues. The Risk, Insurance and Loss Prevention program is very proactive and assists even its safety counterparts in performing N-95 fit tests and ergonomic evaluations.

To complete an outstanding Internal Audit finding SRS Risk Staff worked with the Campus Safety, Health and Environmental Management Association (CSHEMA) to complete a peer review of SRS that compared this department to other environmental health and safety departments at other institutions of higher education. The respondents to the CSHEMA survey included 42 institutions. Of these 14 were found to be similar to UNM based on total square footage, total number of full time equivalent students, faculty and staff as compared to UNM. The peer review found the following:

- **Resident Hall Space with Sprinklers:** Compared to the 14 respondent institutions that are closest to UNM in total net assignable square feet (NASF) of all buildings on and off campus that were owned and/or rented by the institution as of October 15, 2014, UNM is considerable lower reporting 11% of resident hall space with a sprinkler system or other automatic fire suppression system. The institutions reporting the highest amount have 100% of resident hall space covered;
  - SRS has previously raised this issue in its annual Fire Safety Capital Regents Report;
- **Total EHS Expenditures:** Compared to the 14 respondent institutions that are closest to UNM in total number of full time equivalent students as of October 15, 2014, UNM reported \$1,366,117 in total EHS Expenditures. The institution reporting the highest amount spent \$7,556,864; the institution reporting the lowest spent \$128,112.
- **Number of FTE EHS Employees:** Compared to the 14 respondent institutions that are closest to UNM in total net assignable square feet (NASF) of all buildings on and off campus that were owned and/or rented by the institution as of October

15, 2014, UNM reported 38 full time equivalent employees. The institution with the highest number reported 68; the institution with the lowest number reported 7.

- **Total Number of Employee Injuries/Illnesses:** Compared to the 14 respondent institutions that are closest to UNM in total number of full time equivalent students as of October 15, 2014, UNM reported a total of 184 recordable occupational injuries or illnesses reported by all faculty, staff, and student employees in calendar year 2013. The institution with the highest number of recordable injuries/illnesses reported 445; the institution with lowest number reported zero.
- **Total Number of In-Person Safety Training Hours:** Compared to the 14 respondent institutions that are closest to UNM in total number of full time equivalent students as of October 15, 2014, UNM reported 4,000 hours of in-person safety-related training for faculty, staff, and students in Fiscal Year 2014. The institution with the highest number of hours of in-person safety training reported 26,842 hours; the institution with the lowest number reported 368 hours.
- **Total Number of Web-Based Safety Training Hours:** Compared to the 14 respondent institutions that are closest to UNM in total number of full time equivalent students as of October 15, 2014, UNM reported 15,000 hours of web-based safety-related training for faculty, staff, and students in Fiscal Year 2014. The institution with the highest number of hours of web-based safety training reported 372,070 hours; the institution with the lowest number reported zero.
- **Annual Salary for EHS Director:** Compared to the 14 respondent institutions that are closest to UNM in total number of full time equivalent students as of October 15, 2014, UNM reported an annual salary for the EHS Director at \$121,124. The institution with the highest annual salary reported \$206,080; the institution with the lowest annual salary reported \$56,819.
  - Other institutions did not combine insurance and risk with EHS functions. The Director of SRS is responsible for environmental health and safety as well as risk and insurance;
- **Annual Salary for Hazardous Waste/Chemical Safety Program Manager:** Compared to the 14 respondent institutions that are closest to UNM in total number of full time equivalent students as of October 15, 2014, UNM reported an annual salary for the Hazardous Waste/Chemical Safety Program Manager at \$82,167. The institution with the highest annual salary reported \$88,216; the institution with the lowest annual salary reported \$41,621.

Since the audit of 2009-2010, SRS has demonstrated progress in its safety program and has addressed all of those outstanding audit findings. SRS is now beginning to fulfill its vision of becoming a premier risk and safety department.

## II. ACCOMPLISHMENTS/SIGNIFICANT DEVELOPMENTS

- Entered into Memoranda of Understanding with the UNM Cancer Center for Risk Services and limited Safety Services;
- Renewed the Memoranda of Understanding with UNMH and SRMC for Risk Services;

- Developed and obtained approval to reinstate the University Safety Officer position;
- Began remodel of Building 1 at SRS;
- Completed all open Internal Audit Findings;
- Completed a peer review comparing SRS with other institutions of higher education who are also members of CSHEMA;
- Completed and successfully presented the Risk Analysis for the UNM Taproom;
- Selected and budgeted for the purchase of the On-Site Chemical Safety Assistant Software to assist the Safety staff;
- Obtained funding from the Budget Office to install Backflow Preventers at the UNM Student Support Center;
- Obtained funding from the Budget Office to address fire alarm and suppression system deficiencies at the Maxwell Museum, the Center for the Arts, Bratton Hall and Ortega Hall;
- At the request of UNMH, initiated an inventory of HSC/UNMH fine arts collections;
- SRS continued to work with UNM IT in accordance with SRS's IT Strategic Plan through an MOU for IT related services;
- SRS purchased additional servers and worked with IT to migrate data;
- SRS entered into an MOU with UNM Communications and updated its website; and
- SRS Director presented to the Deans' Council Meeting regarding unmet insurance needs and current coverage available.

### **III. CURRENT/FUTURE PROJECTS**

#### ***Risk, Insurance and Loss Prevention & Control***

- Director met with the Deans of the College of Education, Engineering, Arts & Sciences, Fine Arts and Anderson School of Management to discuss insurance needs, claims handling and safety programs to improve the services SRS offers to the campus community;
- Director met with Branch Campus leadership to discuss insurance needs, claims handling and safety programs to improve the services that SRS offers to the campus community;
- Director and staff met with the Chairs and faculty of the Department of Cinematic Arts to address insurance needs for students involved in field work;
- Director and staff met with the Office of the Provost to discuss coverage for students performing field work;
- Director worked with RMD to obtain close to \$20,000.00 in UNMH Terrorism Refund;
- Risk Staff participated in the HIPAA Assessments by Clifton Larson Allen;
- Risk Staff assist AIG in its re-survey of high risk buildings at UNM;
- SRS initiated a review of all leases entered into by the UNM Real Estate Office at the request of RMD:

- Director completed a Risk Analysis of the UNM Taproom Project and presented it to the UNM Board of Regents Finance and Facilities Committee, the UNM Board of Regents, the New Mexico Higher Education Department Capital Project Committee, and the New Mexico Board of Finance;
- Risk Staff completed the Annual Survey;
- SRS initiated a Fine Arts Inventory of HSC Fine Arts;
- Risk Staff oversaw and presented at four quarterly Loss Prevention and Control Committee meetings that included the following topics:
  - Overview of Volunteer and Group Accident Insurance;
  - Cinematic Arts Insurance Needs;
  - UNM Press Insurance Needs;
  - Student Group Special Events Insurance Issues;
  - Gallup Branch Campus Slip and Fall Claims;
  - UNM Storage Tank Insurance Policy;
  - RMD's Denial of Claims for Late Notice;
  - Rejection of Mutual Indemnification Clauses in Landlord/Tenant Leases;
  - Hold Harmless Language in Construction Contracts;
  - Update on Valencia Campus subrogation claim;
  - Early Return to Work Program;
  - Art Inventory and Annual Survey; and
  - Direct Claims with Adverse Carriers.
- Risk Staff worked to fill out applications to renew coverages such as crime;
- Risk Staff provided documentation to the UNM Medical Group, SRMC and UNMH so they could meet accreditation requirements;
- Risk Staff worked with RMD to secure coverage for the UNM Medical Group;
- Risk Staff secured insurance for the Rainforest Project;
- Risk Staff provided eight training sessions that included Accident & Workplace Injury and Injury & Accident Reporting;
- Risk Staff recovered \$17,058.00 from third party insurance companies;
- Risk Staff handled the following claims:
  - 48 Property Claims:
    - 17 Flood/Water;
    - 9 Sewage Backup;
    - 5 Auto Collision;
    - 4 Boiler & Machinery;
    - 4 Other;
    - 3 Vandalism;
    - 2 Theft;
    - 1 Fine Arts;
    - 1 Fire;
    - 1 Power Surge; and
    - 1 Wind;
  - 23 General Liability Claims:
    - 18 Property Damage to Others;
    - 4 Personal Injury; and
    - 1 Slip and Fall;

- 6 Property-Auto Claims;
- 10 Auto Liability; and
- 1 Fine Arts;
- SRS Risk Staff handled 343 Workers' Compensation claims as follows:
  - 242 Medical Only;
  - 72 Report Only; and
  - 8 Lost Time;
- Workers' Compensation Claims included:
  - 85 Slip, Trip and Fall;
  - 72 Contact with a Falling Object;
  - 40 Needlestick;
  - 37 Bodily Motion;
  - 31 Exposure;
  - 19 Lifting;
  - 11 Other;
  - 9 Contact with a Stationary Object;
  - 9 Moving Vehicle Accident;
  - 6 Bites/Stings; and
  - 4 Repetitive Motion.
- Risk Staff completed the SRS Peer Review;
- Risk staff allocated premium between HSC and UNM based on exposure and experience;
- Director and Associate Director completed an extensive audit of all open claim files and used this as a training tool for claim staff;
- Risk Staff obtained certifications to perform ergonomic evaluations and assisted with this task throughout the year;
- Risk Staff obtained N-95 Fit Test training to support the safety staff throughout the year;
- Risk Staff performed monthly and quarterly audits and reconciliations of the Volunteer and Group Accident insurance coverages;
- Risk Staff ensured that all Loss Prevention and Control Inspections were performed twice a year, the reports were transmitted and filed;
- Risk Staff submitted information on work related injuries to the safety staff and assisted in the Loss Prevention and Control Safety Committee meetings;
- Risk Staff answered and responded to numerous questions from the campus on whether certain activities or persons were covered with existing insurance;
- Risk Staff reviewed numerous leases and contracts to ensure insurance issues were adequately addressed;
- Risk Staff reviewed Special Events applications and worked with applicants to obtain necessary and required insurance coverage; and
- Risk Staff prepared and completed the annual OSHA report in compliance with federal and state law.

### ***Administrative Operations***

- SRS replaced its exterior fencing to better secure its assets. This fencing includes stronger fence posts, tighter chain mesh and updated barbed wire and latching systems;
- SRS regraded the lot entry corridor to improve storm drainage and to narrow the gap between the ground and the bottom of the gate;
- SRS replaced the main gate and installed bollards to prevent break-ins and the theft of SRS vehicles;
- SRS enhanced its security by adding cameras;
- SRS published an SRS newsletter called the SRS Update;
- SRS awarded the Acknowledging Commitment & Excellence (ACE) Award to employees for their service;
- SRS purchased and installed a new radio repeater located on the roof of Popejoy Hall to provide wider radio coverage for SRS two-way radios;
- SRS obtained a license from the FCC for the new radio repeater;
- SRS had a new AC Unit installed in Building 3 that houses the SRS Training Center;
- SRS advertised an RFP to enter into contracts with vendors to develop campus-wide evacuation maps;
- SRS added gas cabinet certifications to the fume hood/biosafety cabinet program at UNM;
- SRS partnered with a consultant to develop strategic goals for department programs;
- SRS Learning Central Training Modules were translated into Spanish; and
- SRS continued to use TMA for work tracking and monitoring.

### ***Budget***

- SRS is part of a memorandum of understanding with the Office of the Provost Finance Center;
- The Finance Center staff performs the accounting and budget preparation for SRS;
- SRS revenue for FY18 totaled \$3,883,983;
- The majority of this revenue came from the University of New Mexico Hospital, \$2,224,415 and from the Sandoval Regional Medical Center \$91,953;
- This revenue is considered a pass through to pay for premium for insurance coverage for these two institutions;
- SRS received I&G revenue in the amount of \$1,567,615;
- UNMH MOU in the amount of \$71,735.00;
- SRMC MOU in the amount of \$18,000.00;
- Cancer Center MOU in the amount of 18,000.00;
- During FY 2018, SRS total expenses totaled \$3,594,797 as follows:
  - Salaries \$948,680;
  - Insurance Premiums \$2,311,111; and
  - Other Operating Costs \$335, 006.

### ***Fire Safety***

- SRS completed fire alarm testing campus-wide;

- SRS completed fire suppression system testing campus-wide;
- SRS completed monthly and annual fire extinguisher inspections;
- SRS completed submission of Clery Act data;
- SRS staffed the Fire Safety Capital Committee;
- SRS attended construction meeting and assisted with fire safety related issues;
- SRS assisted with fire safety issues at special events;
- SRS assisted the New Mexico State Fire Marshal's Office with building inspections.

### ***Occupational Safety Inspections***

- 636 laboratory inspections;
- 34 machine shop inspections;
- 328 building inspections; and
- 23 laser inspections.

### ***Air Quality Compliance***

- SRS completed and submitted to the City of Albuquerque Environmental Health Department (EHD) two applications for Construction Permits to replace the emergency generators at the UNM Clinical and Translational Science Center (CTSC) and the Health Sciences Library and Informatics Center (HSCLIC). Both permits were approved and issued;
- SRS prepared and submitted to the 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 campus wide compliance inspection of UNM's emissions sources by the EHD;
- The EHD issued a renewed permit to replace UNM's existing Title V Operating permit. Permit renewals happen every 5 years; and
- In FY18, air emissions from UNM's permitted emission units continued to be below permitted limits during routine operations.

### ***Storm Water Quality***

- SRS worked with KUNM to develop content for radio spots promoting water pollution awareness;
- SRS implemented requirements of the watershed-based Middle Rio Grande NPDES permit issued on December 22, 2014 by the USEPA;
- SRS prepared a written operations and maintenance plan for stormwater activities;
- SRS made updates to the UNM Stormwater Management Program Plan, conducted stormwater inspections, and prepared and submitted the annual report to the USEPA and the New Mexico Environmental Department as required by the MS4 permit;
- SRS also significantly increased its stormwater education and outreach efforts to include the entire UNM campus community, surrounding neighborhood associations, and faith-based groups and other non-profit groups; and



- SRS continued to implement a sampling plan for wet and dry weather monitoring and to comply with requirements of the NPDES permit, along with 11 other co-permittees, namely: City of Albuquerque, AMAFCA, New Mexico Department of Transportation, Los Ranchos de Albuquerque, Village of Corrales, City of Rio Rancho, Bernalillo County, Sandoval County, Southern Sandoval County Arroyo Flood Control Authority, Eastern Sandoval County Arroyo Flood Control Authority, and Town of Bernalillo.

### ***Wastewater Quality***

- UNM continued to operate under a voluntary pollution prevention (P2) program with the Albuquerque Bernalillo County Water Utility Authority (ABCWUA);
- 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; and
- In FY18, SRS conducted some preliminary sampling of wastewater discharges at Clark Hall to screen for possible constituents being released down the drain. Sampling was requested by the Planning, Design and Construction department. SRS also identified potential sampling locations for future expansion of sampling activities should funding become available.

### ***Chemical Safety***

- SRS continued to staff the main campus Chemical and Laboratory Safety Committee and the HSC Chemical Safety Committee; and
- 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.

### ***Local Ventilation Systems Testing and Certification***

- SRS continued to conduct chemical fume and biosafety cabinet testing and certification, through third party vendors.

### ***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; and
- SRS staff conducted indoor air quality assessments as requested throughout campus.

### ***Petroleum Storage Tanks***

- SRS continued to:
  - conduct monthly inspections of UNM's South Championship golf course petroleum storage tank;

- collect and review inspection reports for the PPD automotive petroleum storage tank; and
- Ensure compliance with NMED Petroleum Storage Tank regulations.

### ***Spill Response***

- SRS maintains a chemical spill response team;
- The team has acquired the necessary PPE and equipment; and
- SRS also has an on-call vendor to provide spill response services for large spills.

### ***Hazardous Waste***

- SRS staff completed refreshers and initial certification training in the areas of RCRA, DOT and HAZWOPER;
- SRS continued to maintain proficiency in data loading of all chemical pick-ups and insuring that the chemical inventory is valid prior to soliciting quote;
- The SRS chemical waste storage area inspections are being conducted weekly and the inspection reports are being filed on the SRS Share drive;
- SRS provided ongoing training to all research centers, departments and administrative units who generate waste to avoid future fines; and
- SRS retained the assistance of a vendor to conduct the pick-ups at the laboratories and bring the waste to SRS.

### ***Infectious Waste***

- Weekly infectious waste pick-up by a third party vendor continued; and
- SRS, in coordination with University Services, conducts audits of bio-contaminated equipment prior to being released to surplus.

### ***Construction Safety***

- SRS reviews of program, design and construction project documents for construction and remodel projects;
- 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; and
- If there are specific and technical issues that arise, then SRS may seek guidance from experts.

### ***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

#### **IV. PERSONNEL APPOINTMENTS/SEPARATIONS in FY 2018**

##### ***APPOINTMENTS***

- Pearl Duncan, Claims Specialist
- Mary Gutierrez, Professional Intern
- Tamar Didberidze, Safety Specialist
- Ryan Bilyeau, Safety Specialist

##### ***PROMOTIONS***

- Rachel Pretlow, EH&S Tech III

##### ***SEPARATIONS***

- Mike Tuttle, Interim Associate Director – Retirement
- Eva Antonio, Training Support Specialist -- Retirement
- Miguel Delgado, Mgr., Risk, Insurance & Claims
- Johnny Eastwood, Mgr., Risk, Insurance & Claims
- Arthur Bishop, Mgr., Administrative Operations
- Josh Padilla, Claim Specialist
- Doug Peters, Fire Safety Specialist
- Martin Giron, Fire Safety Specialist
- Louis Gonzales, Fire Safety Specialist
- Jason Terry, Safety Specialist
- John Saucedo, Safety Specialist
- Christine Villalobos, Administrative Assistant III

