2019-2020 Annual Report

OFFICE OF THE
SENIOR VICE PRESIDENT FOR
FINANCE & ADMINISTRATION

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Durham, Maya. Photograph of UNM Main Campus. Fall 2019.

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2019-2020 Annual Report

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OFFICE OF THE
SENIOR VICE PRESIDENT FOR
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Message from the SVP for Finance and Administration:

Fiscal year 2019-20 was unprecedented and challenging for the University of New Mexico. Over the course of the year, the University faced a series of serious financial challenges. There was financial disruption in the energy market, severely reducing the availability of State of New Mexico general funds. Then, the University experienced a second straight year of enrollment reductions that led to far lower-than-anticipated tuition revenue for the institution. It was in this cash-strapped environment that the severe acute respiratory syndrome Coronavirus 2 (SARS-CoV-2) began to spread globally, leading to a pandemic of the Coronavirus (COVID-19) disease, moving the entire University into a mode of remote operations. I am very pleased to report that the Finance and Administration team stepped up admirably to handle the disruptions that occurred during this most difficult year.

These challenges created historic financial pressures, not only for the University of New Mexico but also for the entire State of New Mexico and the nation. Here in New Mexico, thanks to dedicated University leadership, a focus on our community partnerships, enhanced yet virtual teamwork, and the hard work and commitment of staff, we were able to complete 2019-20 with achievement while preparing for an equally challenging 2020-21.

Compared with fiscal year 2018-19, the state appropriations for the Main Campus Operating category increased by $14,904,600 or approximately 7.8%. This included funding from the state to pay for approximately half of an overall 4% legislatively-approved compensation increase. Due to the funding shortfall, the University was only able to implement a 3% compensation increase for eligible faculty, staff, and student employees. The campus requested funding to allow for the un-implemented 1% as part of the mid-year legislative session. But, because of state-wide financial challenges, the additional funding was not able to be approved.

Tuition and fee rates for 2019-20 were approved by the Board of Regents on April 22, 2019. The board approved a 3.1% tuition increase plus a $10 per credit hour increase in the undergraduate and graduate premium rate, a $50 technology fee, and a 3.43% mandatory student fee increase. Despite these rate increases, unrestricted tuition and fee revenues were projected below the original budget because conservative tuition and fee projections were used to account for the current revenue shortfall as well as to offset any future enrollment declines.

The conservative projection was realized, and the enrollment for Fall 2019 was down 7% in student credit hours and 6.56% in student headcount. Tuition and fees came under budget by approximately $4.2M or 2.6%. The original budget included an adjustment for an enrollment fluctuation, and outcomes exceeded it. During 2019-20, rather than implement a mid-year budget reduction, the revenue shortfall was covered by central reserves.

In March 2020, the University went into limited operations and quickly converted to remote learning due to the Coronavirus pandemic. The Office of the Senior Vice President and the Health Sciences Center launched a COVID-19 finance Smartsheet system that tracked lost revenues and COVID-19 related expenditures. The University distributed $8.6M in federal Coronavirus Aid, Relief, and Economic Security (CARES) Act funding directly to students. The University including the Hospital applied for Federal CARES Act funding and received approximately $38.4M. In addition, the University applied FEMA reimbursement as well. However, total losses net of relief funding still resulted in an estimated loss of $33.2M.

Overall, the University of New Mexico weathered the financial storm by gradually adapting to the new environment brought about by the Coronavirus pandemic. There were many uncertainties, but the members of the team maintained our optimism, resilience, and determination. The 2019-20 annual report that follows highlights our many notable accomplishments in a time of great upheaval, and describes our significant future plans for 2020-21.

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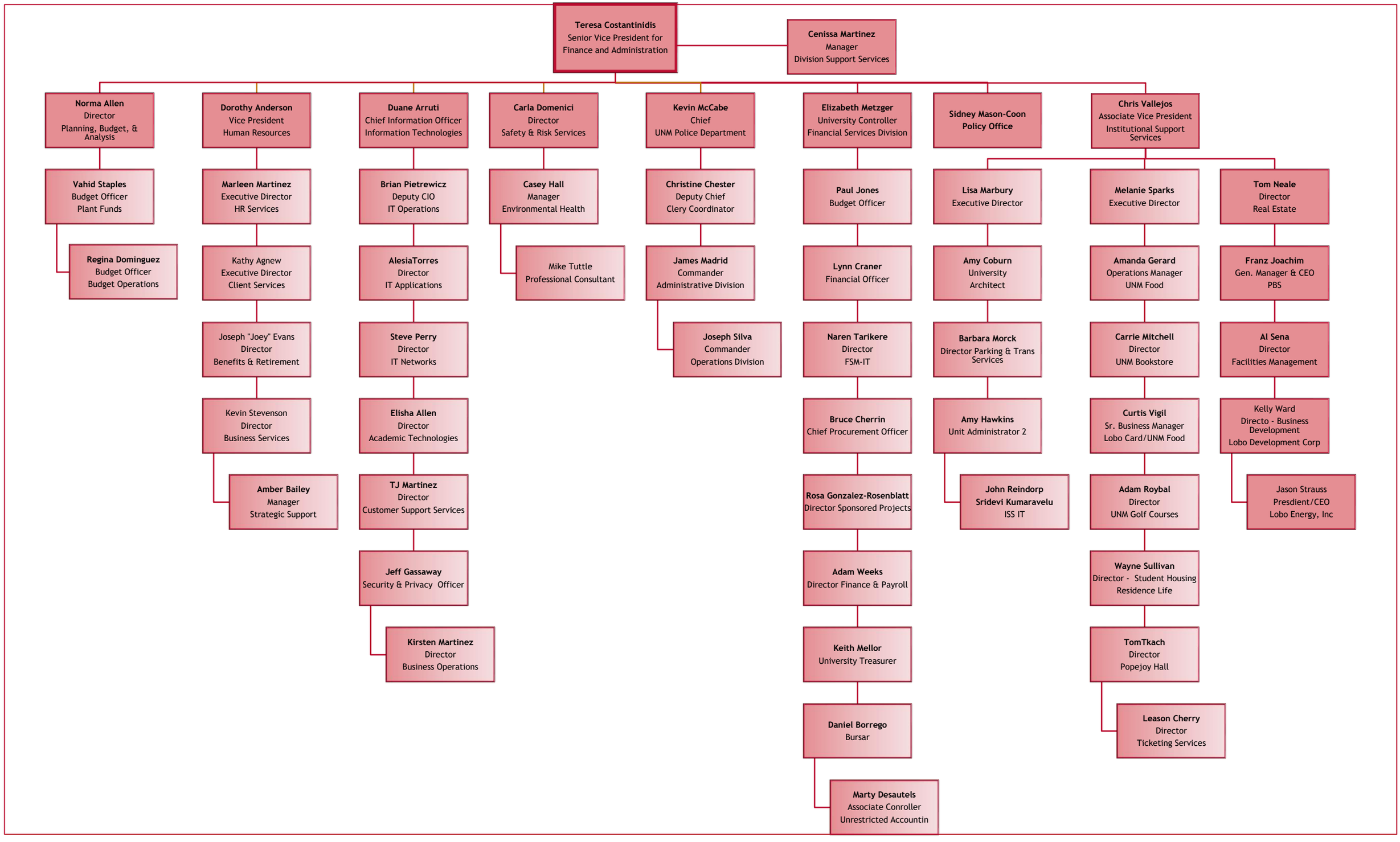
2019 – 2020 ORGANIZATIONAL CHART



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2019-2020 Annual Report

Financial Services Division

Submitted by:

Elizabeth Metzger, CPA – University Controller

http://fsd.unm.edu/

Mission and Vision

Mission

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

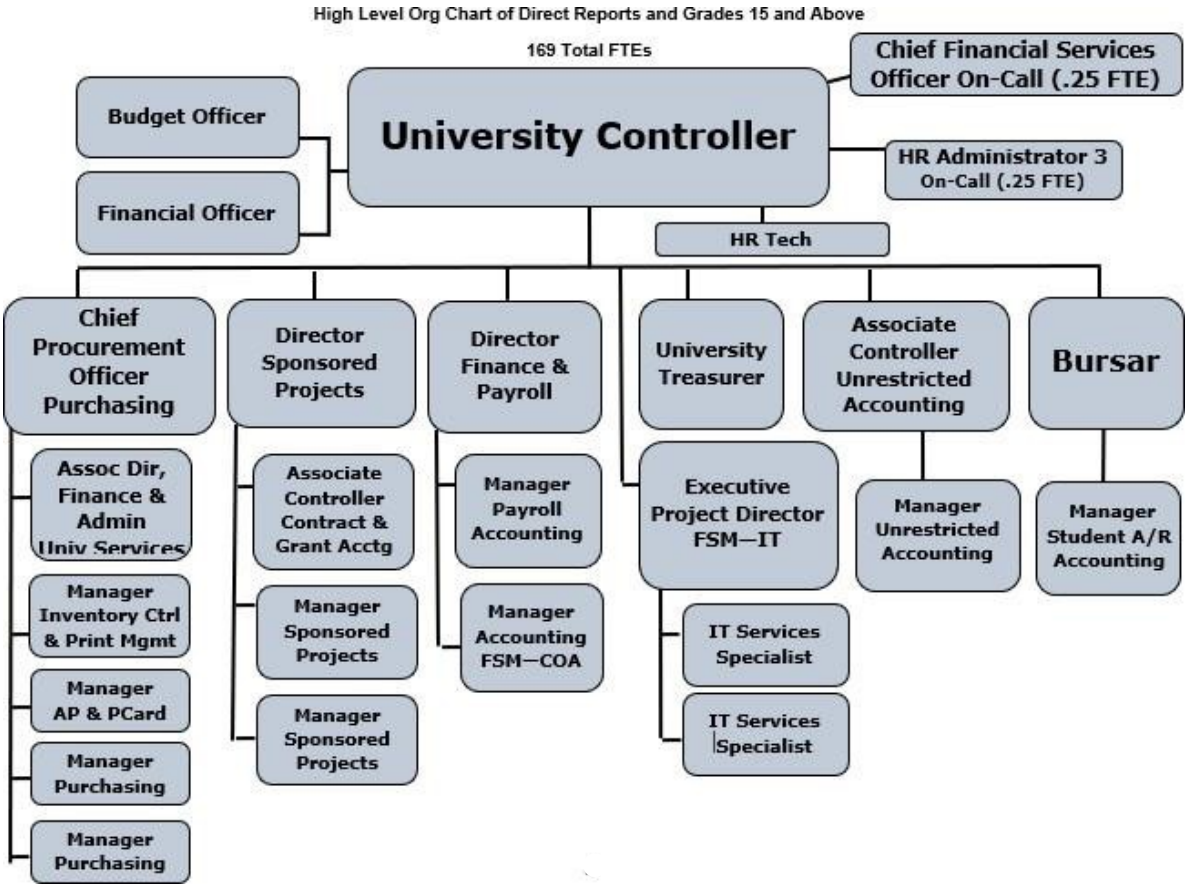
Financial Services Division Culture:

- 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.


High Level Org Chart of Direct Reports and Grades 15 and Above
169 Total FTEs
Budget Officer
Financial Officer
University Controller
Chief Financial Services Officer On-Call (.25 FTE)
HR Administrator 3 On-Call (.25 FTE)
HR Tech
Chief Procurement Officer Purchasing
Assoc Dir, Finance & Admin Univ Services
Manager Inventory Ctrl & Print Mgmt
Manager AP & PCard
Manager Purchasing
Manager Purchasing
Director Sponsored Projects
Associate Controller Contract & Grant Acctg
Manager Sponsored Projects
Manager Sponsored Projects
Director Finance & Payroll
Manager Payroll Accounting
Manager Accounting FSM—COA
University Treasurer
Executive Project Director FSM—IT
IT Services Specialist
IT Services Specialist
Associate Controller Unrestricted Accounting
Manager Unrestricted Accounting
Bursar
Manager Student A/R Accounting

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I. EXECUTIVE SUMMARY

The Division of Financial Services continued its commitment to accountability, excellent customer service, and fiscal responsibility, despite unusual conditions under UNM's limited operations, which began in March 2020, due to the COVID-19 pandemic, and throughout the fiscal year ending June 30, 2020. 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 an unmodified audit opinion. The Division's 2019-2020 I&G Base Budget Allocation was $6,485,456.

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

1. Accounts Payable continued expansion of its Portal Invoicing Project.
2. The Bursar successfully transitioned over 65 departments, 99% of users across campus, to the TouchNet Web Departmental Deposits for Money List Transactions functionality, which reduced the need for in person deposits brought to the Bursar Office.
3. Contract & Grant Accounting, along with Office of Sponsored Projects and OVPR, prepared for and participated in the NCURA Peer Review.
4. FSM-IT developed a new daily cash balance report for monitoring during the coronavirus lockdown and limited operations.
5. FSM Ops had zero external audit findings related to security maintenance.
6. Payroll enabled new earn codes for tracking new leave requirements under FFRCA & CARES Acts, enabled temporary March Sick Leave requirements, and increased Annual Leave maxed bank requirements per HR directives.
7. PCard successfully implemented Chrome River Mercury Invoicing, allowing for an easier user experience.
8. University Services' Mailing Systems rolled out the new mailing barcode, that allows departments to use a single barcode linked to their respective index codes to pay for USPS, UPS and FedEx services.
9. Under COVID-19 limited operations, Unrestricted Accounting implemented emergency procedures for allowable/unallowable purchasing and employee reimbursements.
10. The VEBA Advisory Committee continued to meet semi-regularly.

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

Administrative Technologies Advisory Board
Annual External Audit
Audit Rule Training

Bond Payment Contingency Plan
Budget Leadership Team:
    Multi-Year Budget Planning
    New Revenue Subcommittee
Debt and Investment Advisory Committee
Executive Cabinet
External Audit Coordination and Oversight for UNM Component Units
F&A Proposal Including Space Survey Coordination
Institutional Compliance Committee
Internal Audit RFP
Internal Outreach:
    Quarterly Manager Meetings and Goal Assessments
    Service Award Distribution
    Annual Staff Recognition Picnic for all FSD staff members
    Onboarding New Employees
Inventory Control/Space Management Steering Committee
IT Advisory Board Chairs
IT Funding Committee
Monthly Meetings with OVPR/C&G Accounting/OSP
Monthly and Weekly Update Meetings w/Exec Staff:
    VP Human Resources
    Office of Sponsored Projects/OVPR Management Meetings
    Sr. Executive Officer for Finance and Administration/HSC
NCURA Peer Review
New Consolidated Financials Format
Per Diem and Mileage Rate Changes
Security Incident Review
Various COVID-19:
    Expense Tracking
    Business Continuity
    Phased Return Steering Subcommittee
Various Internal Audit Responses
VEBA Advisory Board

II. SIGNIFICANT ACCOMPLISHMENTS

Accounts Payable

- LoboMart:
    - Implemented Special Handling feature to ensure that essential processing information is available at the time an invoice is keyed.
    - Implemented ACH Supplier Class feature allowing immediate identification of vendor's payment disbursement type.
    - Streamlined Invoice Exceptions review process for Fiscal Services Techs.

- Portal Invoicing Project Implementation - Continued efforts to encourage vendor participation in the Portal Invoicing feature through LoboMart. Portal Invoicing allows suppliers to send invoices to UNM electronically via the Customer portal. Suppliers are able to check payment status and other status fields.
- 1099 Process Enhancements - Worked closely with FSM to ensure that all electronic uploads were successful. Created and implemented an upload file for zero-dollar updates that can be submitted to the IRS electronically. This process replaced the manual 1099 and 1096 Form submission.
- Chrome River – Staff participated in a team that successfully implemented Chrome River Mercury Invoicing
- Unclaimed Property – Ongoing effort to review and research State of New Mexico Unclaimed Property database.
- Lunch & Learn – Staff participated in the monthly session to answer customer questions and offer support.
- Misc. Processes:
    - Implemented FTP process that allows for safe and secure document uploads of supporting documentation that must be included with checks. Process promotes accuracy and efficiency of checks that require special handling.
    - Implemented electronic approvals for various documents that require additional review and approval.

Bursar/Cashier

- Successfully transitioned over 65 departments and 99% of users across campus to the TouchNet Web Departmental Deposits for Money List Transactions functionality. Responsibility for data entry was transferred to users along with almost complete control of their deposits. The Bursar's Office retained final approval of deposits, streamlined its processes, provided higher levels of customer service, tripled the speed of Money List processes, and reduced documents stored for retention.

COVID-19 Limited Operations

- Provided limited onsite presence customers to make cash and cash-related payments and deposits.
- Successfully transitioned all non-cash customer service and accounting activities to remote locations with the ability to provide real-time assistance.

Contract & Grant Accounting

Financial Reviews, Site Visits and Audits

- Completed an NSF COMPRES Financial and Administrative Review spanning project inception (June 2017) through September 30, 2019. Auditors reviewed $4,243,681 in project expenditures with disallowed direct costs of $62,725. Negotiations with the sponsor resulted in recoup of $62,247 of these costs.
- Completed Defense Intelligence Agency (DIA) review of active and closing awards and our financial monitoring procedures. No issues were noted and no further action required.
- Coordinated and managed on-site review conducted by the NM Higher Education Department for the Perkins program at multiple branch campuses.
- Assisted OSP and UNM CARC with compliance monitoring visit by AmeriCorps VISTA Program Officer in August 2019.

Reporting and Compliance

- Completed new grant award set-ups and index requests in Banner in an average of 1.93 business days.
- Completed and submitted Sandia National Labs Electronic Cost Claims Report, NSF survey for FY19, and completed fiscal year-end entries and reconciliation successfully.
- Remained in compliance with federal regulations by closing awards within 90 days and ensured 201901 and 201902 effort reports were completed.
- Created ad hoc reports that push automatically to various research compliance offices which monitor compliance with IRB protocols, COI, and Export Control.
- Created and redesigned financial data and graphs for presentation to the OVPR in bi-weekly meetings. Statistics and graphs show useful and meaningful information such as F&A comparison to prior periods and averages, F&A earned and distributed by college/center, research expenditures by month compared to running 5-year comparison, expenditures by funding source, and expenditure analysis by research budget categories compared with prior periods.

Collaboration and training

- Along with OSP, hosted in-person half-day training, in September 2019, for new research administrators and accountants across Main and Branch campuses.
- Conducted training sessions and provided relevant guidance and updates to department research administrators and accountants on UNM policies and federal regulations (i.e. Uniform Guidance), including specifically a virtual Q&A Session on COVID-19 federal agency updates and a virtual closeout training.
- CGA participated in the planning committee for the 3rd Annual Research Administrator Symposium on September 25, 2019. Contract and Grant Accounting fiscal monitors presented on post-award monitoring.
- Continued working with the Chrome River Leads to test and support Chrome River enhancements and updates, as needed.

Office Processes

- Modified all internal procedures to convert office processes to 100% paperless. This process change was planned before the pandemic in an attempt to create process efficiencies and align with UNM's sustainability values. The COVID-19 pandemic accelerated our efforts to get this done to allow employees to work remotely.
- Continued enhancements and ongoing updates to the redesigned Contract and Grant Accounting website. Enhancements and updates include a "What's New" and "Training Videos & Special Events" box on the homepage, a live feed of our new Contract & Grant Accounting Twitter account, and a new page devoted to updated sponsor guidelines and federal agency updates on COVID-19.
- Along with OSP, revamped subaward request process. All subaward requests are handled through Banner workflow and routed electronically to appropriate offices. The subaward request from the department is initiated with a subaward request form using Formstack. This allows for better tracking of subawards and quicker processing times. The revamp included flow-charting, stakeholder feedback, testing, and updated SOPs.
- CGA performed a departmental review and reorganization in order to promote greater efficiencies.

Other Projects

- Along with OSP and OVPR, prepared for and participated in the NCURA Peer Review Program with an on-site visit from November 13-15, 2019. The peer review was conducted by a team of nationally recognized research administrators who thoroughly reviewed the sponsored programs area with the goal of enhancing UNM's sponsored programs operations. Began coordination with Controller and OVPR on review and implementation of recommendations.
- With FSM and HSC Contract and Grant Accounting, CGA participated in planning and design meetings for effort certification alternatives, in order to reduce administrative burden on research faculty, and enhance reporting features in MyReports.
- CGA participated in Purchasing Advisory Committee, in collaboration with the Purchasing Department, OVPR, and Advance at UNM. This group endeavored to promote sustainable changes in administrative policies, processes and procedures at UNM. In FY20, this committee pushed for policy changes to promote efficiency and to reduce administrative burden.
- CGA participated in monthly Research Accounting meetings to collaborate and network with HSC Contract and Grant Accounting.
- CGA involved with Research Administrators Network (RAN) Working Group to collaborate on training and resources for monthly meetings

Credit Collections & Merchant Services (CCMS)

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

Investments

- Monitored and processed the semi-annual debt service payments for all outstanding University Bonds - total principal and interest payments of $36,690,213.

Collections & Debt Service

- Billed $26,155,784 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

- Completed the takeover of the capital asset accounting due to staff retirements. Duties include accounting for Capitalized Interest, Construction in Progress and Capital Additions and Deletions.
- Prepared the audited financial statement GASB 40 footnote disclosure concerning cash and investment balances.

- Drafted and prepared the audited financial statement GASB 53 footnote disclosure regarding derivative interest rate swaps attached to the University's variable rate bonds.
- Drafted and prepared the audited financial statement 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.
- Participated on the PCI team which is responsible for detection of weaknesses within the University credit card processing system. When weaknesses are detected, the team rapidly responds with a short- and long-term solution. As such, the team will continue to monitor the card processing system for weaknesses such as non-encrypted data transmissions, firewall weaknesses, in-house card data storage and other PCI non-compliance issues.

Finance Systems Management – Information Technologies (IT)

Finance & Research Administration Reporting & Analytics

- Enhanced the MySpend data portal for campus leaders with new features to get an accurate picture on organizational spend.
- FSD Advanced Analytics Initiative – Worked on building a predictive model to categorize University spending into different hierarchical categories for actionable insights, strategic sourcing, and decision making.
- In Spring 2020, assumed responsibility to support Budget and Provost offices with reporting needs.
- Developed a new daily cash balance report for monitoring during coronavirus lockdown and limited operations.
- Developed a new effort certification reporting dashboard for campus research support staff.
- Enhanced multiple ChromeRiver and Cayuse reports for improved compliance.
- Automatically pushed burn rate report to PI inboxes to better manage their project expenditures.
- Participated in the evaluation of Enterprise application/data integration toolset.

Process Improvements

- Implemented TCM (Total Contract Management) for the School of Medicine and the Hospital to streamline their procurement contracting process.
- Worked with Lobomart's vendor and the suppliers to onboard the following suppliers into Lobomart marketplace: Fastenel, Science Exchange, BioRad Labs, VWR, New England Biolabs, Thomas Scientific, and Sarstedt.
- Implemented PBP (Project Based Procurement) module in Lobomart for tracking spend by project.
- Implemented ordering, billing, catalog and reporting for Chem store in Lobomart as a stop-gap measure.
- Tested, validated, coordinated and successfully completed the Lobomart 19.2, 19.3 and 20.1 upgrades.
- Upgraded Cayuse research proposal submission system to version 3.9 – planning, testing, coordination and rollout.
- Implemented RMM (Research Materials Manager) module for Chem store.
- Enhanced RMM by setting up a new stock master repository.
- Championed and implemented a new mobile app to streamline asset inventory and surplus processes for campus.
- Revamped COA (Chart of Accounts) application for departments to submit requests for maintaining finance chart elements.

Finance Systems Technical Operations Support

- Ensured smooth operations of Cayuse, Lobomart, Banner and ChromeRiver systems and services.
- Provided functional and technical support for the fiscal year-end close processes.
- United Way Campaign – provided project management, portal integration, configuration, coordination and reporting services for President's office.
- System administration for FSD Sharepoint websites.
- Technical support for Staff salary, University Services, and Payroll ERB Access databases.
- Continued representation in Cayuse's change advisory board to influence their product direction.
- Participated in eRA (Electronic Research Administration) committee, which evaluated the enterprise needs for proposal submission and research compliance systems.

Finance Systems Management – Network Support

- Implemented the enterprise monitoring version of BitLocker to encrypt hard drive on all new computers and re-imaged computers, which is critical for off-site computer use.
- Participated in AppTree testing and training. AppTree is the new Inventory Control application.
- Created a BCIT website to make it easier for staff to schedule on-site appointments for assistance with computer related issues and exchanges.

Finance Systems Management – Operations

- FSM Operations continued a successful partnership with Chrome River to champion continuous process improvements, efficiencies and effectiveness, which led to resolution of operational issues, improved compliance, provided outstanding customer support to campus, and furthered collaboration with Chrome River.
- Successfully coordinated and completed numerous Banner upgrades for Financial Services.
- Successfully completed all month-end and year-end processes, continued Chart of Accounts maintenance, Finance security maintenance, and supported Effort Certification and Payroll processes.
- Had zero external audit findings for security maintenance.

Inventory Control

- Developed and implemented additional tools to streamline and improve processes, including those for annual audits and asset reviews.
- Continued to work with Facilities Management and State of NM to obtain replacement titles and documents for new and existing vehicles.
- Worked with UNMH to improve record retention for UNMH owned vehicles.
- Streamlined the processing of vehicle registration and titles.
- Partnered with Controllers Office and Contract and Grant Accounting to develop and update comprehensive policies and procedures for fabricated equipment.

Office of Sponsored Projects

Streamlined various sponsored research processes and procedures and collaborated with multiple core offices to identify overlapping processes and lessen administrative burden; provided training on various research topics; added useful resources to website.

- Implemented ospcontracts@unm.edu to manage and allocate contract related actions and to provide customers with direct communication to the contracts team.
- OSP website resources:

  - Guidelines on Fabricated Equipment.
  - Description of Salaries, Wages, and Fringe Benefits.
  - Description and matrix for Subrecipient vs. Consultant/Vendor.
  - Conversion Calculators intended for budget building.
  - Quick Links box, for easy access to frequently used information.
  - Reorganized Staff page by teams.

- Simplified email templates used at award stage, to request information from the Principal investigator (PI) and Department.

- Developed a close working relationship with the Office of University Counsel (OUC) and UNM Information Technology Privacy Office (IT). This benefited PIs and Research Administrators with OSP in a supportive role to facilitate communication between the PIs and OUC and IT.
  - Collaborated with OUC and IT to create an end-user license agreement that allows researchers to publish mobile applications on Google Play and itunes.
  - Assisted IT with updating the Privacy Security Questionnaire (PSQ) form, to enhance the submission of IT tickets.
- Collaborated with Inventory Control to create a Fabricated Equipment guidance for PIs to reference as they build their proposal budgets.
- Developed a new Material Transfer Agreement template.
- Implemented upgrades to the Cayuse system that improved its reporting of proposals and awards with additional tracking features.
- Provided training to research administrators and faculty:
  - Research Administrator training offered in September 2019 to 22 attendees.
  - Virtual training for Branch Campuses on June 16, 2020 to 24 attendees.
  - Participated in planning, and led sessions on Pre- and Post-Award at the 2020 Research Symposium.
  - Established a Research Administrators Network Working Group, from core offices and departments and research centers, to determine which topics were covered in Research Administrators Network (RAN) meetings.
  - Held nine RAN Meetings in 2020 with an average of 30 attendees at each meeting.

Participated in a National Council of University Research Administrators (NCURA) peer review evaluation in fall 2019 for an extensive review of OSP and Contract & Grant Accounting (C&G) processes, procedures, and business practices including evaluation of the current UNM Research Infrastructure.

- The NCURA peer review was conducted by a team of nationally recognized research administrators. A report from was published that includes key

information on our current processes with suggestions and tips for enhancing sponsored programs' operations.
    - In preparation for the review, a preliminary questionnaire of 100 plus questions was completed and a 400-page book comprised of UNM policies and OSP & C&G processes and procedures was assembled.

Streamlined internal SOPs and successfully set up the office for remote work, under limited operations due to COVID-19. Redesigned operations and created new guides and tools using an electronic routing system.

- Transitioned office staff to work from remote locations.
- Transitioned from paper processes to electronic routing and processing of actions.
    - OSP maintained all of its functions while working under limited operations, and in accordance with social distance and safety guidelines.
- Reduced the turnaround time to obtain signatures on agreements from 4 to 2 days on average.
- Developed an internal matrix for contract-related actions for increased efficiency of processes. This tool helped to reduce the steps involved in routing and processing non-competitive contracts.
- Revamped internal scheduling system for proposal review appointments in the Proposal Review and Submission process.
    - Reduced the need for a full-time scheduler, which led to more effective staffing assignments in the Awards Team.
    - More efficient process for scheduling proposal review appointments.
    - Reduced stress for OSP staff.
- Revamped the process to categorize contract actions in Cayuse. Created new status category that increased transparency for customers to assess the progress of transactions.

Improved staff retention and morale through assignment of additional projects of interest to the staff. Collected data to ensure workloads are manageable. Provided opportunities for the staff to attend special events in order to engage directly with faculty and research administrators in the departments they support.

- Evaluated workloads, assigned projects that have OSP and University wide-impact to expand and strengthen the staff's creativity.
- Developed reports of workload statistics for each of the teams. These assisted OSP leadership to assess staffing capacity, and distribute workloads by team and person. Provided an accurate view of turnaround time, and identified any inefficient processes.
- Conducted in-person outreach to the research community including:
    - Departments, Centers and the UNM Foundation.

- Attended research specific events like the PI Reception, College of Education Research Showcase, Lightening Lounge events, and presented at the Research Policy Committee, and ADVANCE.
- Strengthened OSP staff engagement with the research community and kept PIs and research leaders apprised on updated processes and procedures.
- OSP staff stayed informed about the direction and progress of UNM's research enterprise.

Payroll

- Successfully implemented 403(b) and 457(b) Roth contributions for employees to manage their supplemental retirement accounts.
- Successfully completed campus rollout of 2019 Form W-2 electronic consent.
- Converted ERB Access database to APEX application and MyReports to achieve automation and reporting efficiencies.
- Successfully migrated Athletics Events staff into LoboTime.
- Worked with HR continuously to improve compliance adherence and enable Dept. of Labor FLSA changes.
- Implemented 2020 Form W-4 compliance changes and UNM Payroll Calculator.
- Moved Parking Tax Deduction back to pre-tax.
- Collaborated to end over 10,000 stale student job records.

COVID-19 Limited Operations

- Enabled new earn codes for tracking new leave requirements under FFRCA & CARES Acts.
- Enabled temporary March Sick Leave requirements and increased Annual Leave maxed bank requirements per HR directives.
- Collaborated on student unemployment claims.
- Handled increased load for employment verifications.
- Processed extra compensation to Faculty who moved classes to online instruction.
- Continued great employee service via scheduled appointments during limited and off-site operations.

PCard

- vPayables - Participated on a team to evaluate and research vPay options for implementation. vPayables leverages the power of automation to accelerate and streamline payment strategy.
- TSM Project Evaluation and Planning - Continue to participate on a team to evaluate TSM functionality.

- Chrome River – Staff participated on a team that successfully implemented Chrome River Mercury Invoicing. PCard expense reports are reviewed by staff within 2 business days of receipt.
- Lunch & Learn – Staff participated in the monthly session to answer customer questions and offer support
- Customer Outreach – Attended various meetings to offer additional training and answer questions.
- CRC Exclusions Screening Tool – Worked closely with HSC Compliance Office to successfully implement application for identifying sanctioned or debarred vendors. Developed SOP to clearly define the process.
- PCard Contract – Participated on the team that negotiated and signed the new PCard contract through Bank of America.

Print Management

- Awarded the Print Management program RFP to four vendors in order to meet campus department user needs for MFDs and printing services.
- Streamlined the Billing Process for vendors.
- Provided Print Management services to UNM Campus which reduced overall costs and device footprints by driving more volume to MFDs.

Procurement Services

- Purchasing Reorganization – The Strategic Purchasing Team was formed in April 2020 to cultivate key supplier relationships, enhance the end-to-end procurement process and create intuitive solutions that drive results and cost savings for UNM. In addition, the Team regularly conducted virtual and in-person training, customer and vendor outreach, and added value through strategic community engagement and advocacy for small businesses.
- Gross Receipts Tax on Construction - Worked closely with the New Mexico Taxation and Revenue Department to develop a new process and tax form for the public sector, government and non-profit organizations that undertake construction projects for allowable gross receipts tax deductions.
- CRLS and Purchasing implemented a single application enterprise within LoboMart, Research Material Manager in FY20 (RMM, formerly known as ERM) to source, track and inventory chemicals, reagents and lab supplies throughout UNM.
- Partnered with IT to implement Adobe Sign to enable all UNM departments to utilize electronic signatures without having to go through the process of contracting with a provider.
- Simplified and enhanced the procurement process for small- and medium-size projects for UNM On-Call Contractors, UNM Job Order Contracting (JOC) and the UNM A/E On-Call method. The new process allows UNM Project Mangers the capability to manage and make informed decisions at higher dollar

thresholds and increased competition/participation from local, small- and medium-size businesses. The new process has led to faster response times for projects with short timelines and allowed greater overall flexibility.

- Coffee with Purchasing and Lunch & Learn –Implemented two monthly events for UNM departmental staff to meet Purchasing staff and management in order to review procedures and ask questions related to the procurement process. Feedback has been overwhelmingly positive. During limited operations, these are now conducted via Zoom.
- The Purchasing Department website was completely revamped to improve users' experience and to provide critical information to campus.

COVID-19 Limited Operations

- The Strategic Purchasing Team was instrumental in establishing new LoboMart punchout vendors (Western Paper) to source COVID-19 safety supplies for Main Campus, HSC and the UNM Hospital.
- Strategic initiatives for Safety Risk Services (SRS) and Residence Life facilitated the purchase of essential safety items and kits that have allowed UNM Staff, Students and faculty return to campus safely.
- Several staff served on critical committees to develop the *'Bringing Back the Pack'* plan:
    - Established COVID-19 shipping exceptions, updated PO terms and conditions, and COVID-19 Safe Practices (CSPs) for anyone performing work at a UNM Campus.

Taxation

- Identified a subsequent repeal to a portion of the Tax Cuts and Jobs Act of 2017 regarding treatment of Parking Fringe which resulted in a substantial tax refund for the University.
- 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.

University Services

- CRLS and Purchasing implemented a single application enterprise within LoboMart, Research Material Manager in FY20 (RMM, formerly known as ERM) to source, track and inventory chemicals, reagents and lab supplies throughout UNM.
    - CRLS also worked closely with FSM-IT to train RMM and LoboMart users, established RMM Help to address any customer issues and

streamline billing processes. RMM has allowed CRLS to create a self-servicing kiosk for walk-in customers and features a fully integrated barcode system to track CRLS stockroom inventory.

- Mailing Systems rolled out the new mailing barcode, that allows departments to use a single barcode linked to their respective index codes to pay for USPS, UPS and FedEx services. This removed the need for departments to have individual carrier accounts, and reduced departmental administrative burden. The new barcode allowed Mailing Systems to streamline and automate internal billing processes.
- Records Management scanned 225 boxes of personnel files for Payroll as part of a pilot program to convert paper files to digital records.
- Surplus Property generated six figures in auction proceeds for the fifth consecutive fiscal year.
- Due to the implementation of RMM and the construction of Clark Hall, CRLS underwent a large-scale operational reengineering effort. The project included reduction of deadstock inventory, establishment of a standard markup, streamlined deliveries and leveraged Mailing Systems, and HSC Shipping & Receiving for non-chemical deliveries and tracking. Signage and fencing were upgraded to protect storage tanks, and a dedicated entrance was created for CRLS customers.

COVID-19 Limited Operations

- CRLS, Mailing Systems, and HSC Shipping & Receiving played a critical role in the 'Bringing Back the Pack' initiative.
    - CRLS is carried a useful selection of safety supplies.
    - Both Mailing Systems and HSC Shipping & Receiving operated as central receiving areas. Items purchased arrived at the receiving facility closest to the customer's building location, and were made available for contactless pick-up.

Unrestricted Accounting

Operations

- Assumed responsibility for Fixed Asset Accounting function for UNM.
- Worked to re-configure sections of the ChromeRiver interface to reduce the high rate of Chrome River reports that could not be approved as submitted.
- Provided vital financial accounting and reporting services for KUNM and UNM Police.
- Completed annual filing of State of New Mexico Unclaimed Property Reporting for Accounts Payable and Payroll.

- Completed IRS 1099-K reporting for UNM.
- Participated in beta-testing and product development for enhancements and challenges pertaining to Chrome River and Banner.

COVID-19 Limited Operations

- Implemented emergency procedures for allowable/unallowable purchasing and employee reimbursements.
- Clarified allowable home office expenses, restrictions on food & travel expenses, and other allowable/unallowable expenses for employees working remotely during the pandemic.

III. FUTURE PLANS

Accounts Payable

- Unclaimed Property – Review current research process and identify more effective and efficient options for recovering funds.
- Portal Invoicing Project Implementation – Continue efforts to increase vendor participation.
- Continue to implement process improvements that promote efficiencies for staff and departments.

Bursar/Cashier

- Work with the Policy Office to update the Money List and Credit Card Reports policy to reflect the changes made in calendar year 2019.
- Work with IT to create a tuition calculator for the Bursar's Office website.
- Work with IT to allow non-students, e.g., retirees, to opt-out of receiving monthly paper billing statements.
- Work with Human Resources and Payroll to automate the Tuition Remission process.
- Continue to market and increase MarketPlace participation across the University system.

Contract & Grant Accounting

- Participate in the steering committee and various working groups to analyze and implement NCURA Peer Review recommendations. Working groups cover training, communications, staff retention issues, process review, and policy review.
- Continue work with HSC Contract & Grant Accounting and FSM on an effort certification process to develop a potential alternative payroll certification system that is compliant with Uniform Guidance. This new effort reporting model, along with new MyReports tools, will allow PIs to certify payroll by fund,

(instead of employee), on an annual basis, (instead of semi-annually), by budget period end date. This model will greatly reduce faculty burden by reducing the number of actions required by PIs and will create a more timely and effective reporting system.
- Continue work with Chrome River Leads to help create and test possible system enhancements to the Chrome River dashboard, including redesign of Chrome River tiles and report types for efficiency, reporting, and a more friendly end-user experience.
- Continue work with the newly created Research Administrator's Network (RAN) Working Group to create training opportunities throughout the year, and more meaningful networking and communications in order to provide the best quality customer service to departments and PIs.
- Continue work with OVPR to plan and design future Research Administrator's Symposium.
- Continue to reassess and tweak internal paperless processes for remote work to ensure internal controls are working effectively and processes are as efficient as possible.

Finance Systems Management - IT & Network Support

- Working on implementing a new payment method (e-payment card called ePayables) to reduce paper waste, exposure to check fraud and faster payments to suppliers.
- Migration of all FSD users from desktop computers to laptop computers.
- Move all users off of Pulse Secure (Juniper) VPN and on to GlobalProtect (Palo Alto) VPN.
- Surplus old server equipment.
- Plan to VLAN Business Center and Copy Center's network.
- Plan to explore video/audio conferencing options for FSD conference rooms.

Finance Systems Management – Operations

- Chart of Accounts Application replacement.
- Evaluation of options for Effort Certification reporting in collaboration with CGA offices.
- Continue operational automation enhancements.
- Work with IT on security provisioning/de-provisioning overhaul of application and new automated processes.

Inventory Control

- Partner with Accruent and AppTree vendors to develop the UNM Asset Assistant, a comprehensive, campus-wide asset management system.
- Partner with IT to develop integration between UNM systems and FAMIS/AppTree applications.
- Develop new reports for the FAMIS/AppTree asset management system.

- Partner with IT for asset tagging of Dell computers.
- Improve communication and collaboration across network of stakeholders.
- Reinstate complete annual department inventories to include all capital and noncapital assets to mitigate the loss of noncapital assets.
- Continue to implement process updates that promote efficiencies for departments.

Office of Sponsored Projects

Evaluate and Implement NCURA Recommendations

- OSP, C&G and VPR's offices are collaborating to lead and participate in working groups to develop plans for addressing areas that need improvement based on the peer review completed in 2019. Develop implementation plans by December 2021.

Continue to re-evaluate and streamline OSP SOPs. Develop new tools and guides to support OSP staff to greater efficiency. Collaborate with other core offices to clarify research processes that impact OSP. Provide training on complex topics to expand the knowledge of UNM research administrators.

- Develop a campus wide onboarding and training for researchers and research administrative staff and make it available on Learning Central.
- Continue to enhance OSP website to reflect more institutional data and useful resources for PIs and Research Administrators.
- Streamline process for unfunded agreements.
- Develop an Award Matrix to support internal communication amongst team members for the timely and efficient processing of proposals, awards, and contracts.
- Develop a guide to assist the Awards and Contracts Teams to discern if an action will need IT security (DMP/PII) review and to reduce turnaround time for award set-ups.
- Continue to work closely with IT ISPO team and ITOs to strengthen the research security process.
- Work with IT and the Privacy Office to improve review of contracts subject to HIPAA regulations/PHI.
- Continue to consistently collect and analyze data on contracts processes, iCloud and dashboard.
- Collaborate with the Purchasing office to streamline the Subcontracting Plan process.
- Continue to establish and enhance OSP relationships with the research departments on campus.

Staff Retention

- Implement NCURA peer review recommendations on staff retention.
- Develop tools for staff to explain the various actions processed by each team to streamline customer service efforts.
- Develop and update SOP on data reporting, data cleanup, and query creation to better assist departments with their reporting needs.
    - Develop and disseminate project work that engages staff creativity, benefits OSP and/or the larger research community, and reduces the monotony of the day-to-day work performed by OSP staff.
    - Cross-train between OSP Teams and between OSP Teams and C&G Teams.
    - Continue to evaluate workloads to ensure equitable distribution within the Teams.
    - Increase the number of staff members who are Certified Research Administrators.

System Evaluation Improvements

- Develop new scheduling tool, to streamline access to the Proposal Team staff and allow departments to identify availability.
- Work with UNM IT Electronic Research Administration subcommittee, and consider NCURA's recommendations, to evaluate options for a new pre-award system to replace Cayuse, which lacks critical customization and reporting features.

Payroll

- Work with University Services to scan all Payroll files into WebXtender.
- Work with Employment Areas to automate processes and enhance compliance initiatives.
- Move time-entry training from classroom led to online and host ongoing Zoom meetings to further assist departments.
- Enable 2020 Form W-2 compliance changes due to FFRCA act.
- Continue to support HR for Leadership and compliance initiatives.

PCard

- vPayables – Continue to work towards implementation of the program.
- TSM Project Evaluation and Planning - Continue to participate on a team to evaluate TSM functionality.
- Continue to implement process improvements that promote efficiencies for staff and departments.

Print Management

- Work with FSM to upgrade the Print Management Billing System.

- Partner with University Services and the Copy Center to evaluate quotes to upgrade copier/printing services.
- Develop ad-hoc reports for reporting.

Procurement Services

- Form strategic alliance with Project ECHO to advise and establish protocols for the procurement of goods and services related to the National Nursing Home COVID-19 Action Network Award.
- Partner with IT to enhance the Security Review Process with measures that will allow UNM to limit the risk of unpredictable cyber and security threats.
- Standardize the Memorandum of Understanding (MOU) process to provide UNM departments with a versatile document that covers a variety of departmental needs, is easy to reproduce, and protects UNM's key assets.
- Streamline the Small Business Administration (SBA) process with the Contract and Grant Accounting and Sponsored Projects Offices to ensure federal requirements are fulfilled.
- Continue with critical role related to COVID-19 safe practices and procurement needs for UNM Main, Health Sciences Center and UNM Hospital.

Taxation

- Continue to update the 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.

University Services

- Copy Center will create a production facility at the University Services building (1128 University Blvd NE) and vacate the HSC location in order to offer expanded services and streamline the production operation.
- Mailing Systems and HSC Shipping & Receiving will merge in order to streamline receiving and delivery and improve the operational efficiency and services that each area provides to UNM.

Unrestricted Accounting

Operations

- Transition and absorb staff from the "Risk Services" portion of Safety and Risk Services (SRS) into Unrestricted Accounting.
- Develop efficiencies in the electronic deposits process to reduce

errors, minimize email communications and improve overall functionality.

- Continue to 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. APPENDIX

Accounts Payable

	FY20	FY19	VARIANCE
Banner Invoices	23,621	23,801	-0.76%
Direct Pay Invoices	44,531	41,331	7.19%
Banner + Direct Pay Invoices	68,152	62,180	8.76%
Bookstore Invoices	6,350	7,651	-20.49%
PCard	128,667	153,145	-19.02%
Direct Pay Invoices + PCard	173,198	215,325	-24.32%
Total Invoices Count	203,169	225,928	-11.20%
Checks	35,551	35,068	1.36%
ACH Direct Deposits	34,068	31,669	7.04%
Wire Transfers and Foreign Currency Checks	429	487	-13.52%
Total Disbursement Count	70,048	67,224	4.03%
Total Disbursements Amount	751,212,178	708,301,511	5.71%

BURSAR & CASHIER

	FY19		FY20	
	Trans	**Dollars**	**Trans**	**Dollars**
Cashier Receipts	61,869	119,415,986	53,477	103,400,490
LoboWeb Credit Card Payments	21,460	18,173,441	20,689	18,359,857
LoboWeb ACH Payments	74,752	60,712,231	75,820	63,194,052
Flywire Payments (International)	109	305,284	96	339,565
MarketPlace Payments	39,814	7,308,158	36,855	6,567,946
Total Receipts	198,004	205,915,102	186,937	191,861,910
LoboWeb Direct Deposit Refunds	42,890	82,486,746	51,281	80,291,249
Student Check Refunds and Short Term Loans	10,487	12,463,090	12,608	13,309,627
	53,377	94,949,836	63,889	93,600,876

Tuition and Fee Revenue	**FY19**	**FY20**
Undergraduate – Resident and Non-Resident*	$ 140	$ 140
Graduate – Resident and Non-Resident*	41	42
Course Fees	10	12
Total Revenue *(to nearest million)*	**$ 192**	**$ 194**

**Includes Course Premiums and Tuition Differentials.*

Contract & Grant Accounting			
	FY19	**FY20**	**Variance**
Total Active Awards*	1855	1811	-2.37%
Total Expenditures	$167,004,758.00	$174,314,001.00	4.38%
F&A Recovery	$ 21,592,640.00	$ 21,350,503.00	-1.12%
Total Receivables	$ 17,450,693.00	$ 13,909,815.00	-20.29%
Closed Funds	571	570	-0.18%

*Active awards during FY20

Contract & Grant Accounting – Approval Statistics			
	FY19	**FY20**	**Variance**
Chrome River Approvals	6,686	5,418	-18.97% **
Total Invoices Billed	7,290	7,149	-1.93%
Total JVs Approved	3,786	3,094	-18.28% **

** Decreases in approvals due to University travel and food restrictions during COVID-19 pandemic

Credit Collections & Merchant Services

Deposits processed Processed approximately 7,200 deposits from various entities for UNM departments
Property & Construction JVs processed Reviewed and processed over 1,200 payment documents and journal entries
Audit FARs processed Completed forty five complex audit FARs related to Cash, Investments, Swaps, Bonds and Capital Assets
Notes to the Financial Statements Completed five extensive notes to the annual audited financial statements
Debt Service Payments Processed $34 million in Debt Service Payments
State Bond Billing Billed over $20 million in construction reimbursements from the State of New Mexico.
Investments Served as investment contact person for the DIAC regarding bond portfolio results, which earned $2.2 million in interest income for FY20.

FSM-IT Production Support Incidents

Production Support Incidents	**FY20**	**FY19**
# of resolved incidents	904	957

Finance Top 3 Reports Usage Trend

Number of Times Run	**FY20**	**FY19**
Operating Ledger	143,353	126,493
Salary Labor Benefits	64,600	51,760
Grant Ledger	42,783	35,698

FSM-NS Production Support Incidents

Production Support Incidents	FY20	FY19
# of resolved incidents	2107	1730

FSM-NS Imaging

Upgraded all remaining 87 FSD computers to Windows 10 operating system either by re-imaging them or replacing the computers.

Inventory Control

	FY20	FY19	FY18
Equipment	$227,642,390	$222,810,976	$231,607,726

Capital Additions	548	502	464
Value of Capital Additions	$14,050,673	$10,794,793	$11,294,159
Computer Additions < $5K	5205	4055	3949
Original Cost of Computer Additions	$5,851,190	$4,717,738	$4,493,423

Capital Deletions	1036	3275	4063
Value of Capital Deletions	$6,283,941	$21,066,802	$19,099,101
All Deletions (Capital and Computer)	3811	7252	7008
Original Cost of All Deletions	$8,920,992	$24,169,358	$21,733,739

Office of Sponsored Projects
(Main Campus and Branches)

Proposals Submitted, and Awards Received

	2017	2018	2019	2020
# of Proposals	1,200	1,084	1,026	1086
$ of Proposals	$ 445,450,282	$ 459,677,593	$ 413,420,122	$424, 597,550
# of Awards*	944	813	839	790
$ of Awards	$ 143,193,197	$ 112,036,492	$ 119,887,443	$110,384,434

** does not include No Cost extensions and Unfunded Agreements*

PAYROLL

FY20 Direct Deposits Issued	**248,333**
FY20 Paper Checks Issued	**947**
CY2019 W-2s Issued	**17,879** **(5,664 were electronic consent!)** ☺

PCard

	FY19	**FY20**
P-Card/F-Card		
TOTAL $	$ 68,977,125	$59,779,793
TOTAL # of Trans	153,145	128,667
Vendor Setups and Maintenance Requests	10,890	10,618

Print Management

	FY20	**FY19**	**FY18**
Leases	$1,788,974.12	$1,822,516.18	$1,871,633.54
Maintenance	$20,879.00	$31,740.79	$72,260.46
Device Purchases	$11,330.00	$22,041.01	$7,363.66
Total	$1,821,183.12	$1,876,297.98	$1,951,257.66

Print Management

	FY20	**FY19**	**FY18**
Multi-Functional Devices (Copiers, printers and scanners) managed in program	780	790	779
Customer accounts / departments	474/288	479/283	440/282
Maintenance Agreements	53	60	56
Device Purchases	8	9	5

Procurement Services

Purchasing	FY18	FY19	FY20
RFPs Issued	44	51	65
IFBs Issued	3	4	4
Total Solicitations	47	55	69
POs Issued ($)	$139,602,631.04	$126,026,428.27	$149,737,241
POs Issued	6,376	7,259	8,511
COs Issued	1,742	1,938	2,011
PCard/FCard $	$71,914,005.71	$68,960,081.00	$59,559,655.74
PCard/FCard Transactions	156,492	153,145	128,667
Vendor Setups and Maintenance Requests	12,420	10,890	10,618

Taxation

Tax Returns Filed

State Governmental Gross Receipts Tax (monthly)

State Water Conservancy Fee (monthly)

Federal Fuel Excise Tax Refunds (quarterly)

Form 1042 return and 415 1042S Forms for foreign nationals (annual)

Form 990T - Unrelated Business Income Tax (annual)

Taxes Paid

Governmental Gross Receipts Tax paid in FY20 = $1,163,807

Form 1042 Annual Withholding 2019 = $ 182,064

UBIT tax liability FY19 = $20,333 (paid in FY20)

Documents Processed

Reviewed and Processed over 1,329 payment documents to non-resident aliens

Reviewed and Processed over 1,092 Foreign scholarship awards

University Services

Mailing Systems

Mailing Systems	FY20	FY19	FY18	FY17
Outgoing Packages & Mail (Excluding Bulk)	689,325	660,632	704,436	761,111
Incoming USPS Mail Pieces	800,780	857,323	1,001,627	988,392
Campus Mail	381,897	449,992	516,301	768,073
Accountable Packages & Mail	66,307	75,304	61,529	48,646
Bulk/Permit Mail	1,640,020	1,409,074	1,442,656	2,011,243
FedEx Incoming	13,910	16,621	11,764	6,861
FedEx Outgoing	1,340	1,748	1,502	1,380
UPS Incoming	20,367	20,928	18,849	10,600
UPS Outgoing	1,306	1,231	1,496	378

Shipping & Receiving

Shipping & Receiving	FY20	FY19	FY18	FY17	FY16
Freight – Total Pieces	32,689	35,048	36,504	31,969	32,119
Weekly Average (Freight Received/Delivered)	628	674	702	614	618
Delivery Points (HSC Campus/UNMH)	240	234	227	215	211

Surplus Property

Surplus Property	FY20	FY19	FY18	FY17	FY16
Regents Report – Total $ Value Deleted	$4,520,968	$3,345,896	$4,959,431	$4,850,586	$4,850,381
Total Surplus Property Items	21,076	18,941	13,883	20,087	17,622
Inventoried Equipment	3,496	3,740	2,964	3,373	2,870
Non-Inventoried Equipment	17,580	15,201	10,919	16,714	14,752
Number of Pickups	1,267	1,259	1,281	1,467	1,347
Number of Auctions	318	287	168	191	70

Records Management

Records Management	FY20	FY19	FY18	FY17	FY16
Total Inventory (Boxes)	6,921	8,599	9,581	10,777	10,134
Boxes Withdrawn	317	438	445	426	663
New Inventory (Boxes)	284	697	661	1,019	1,492

Chemical & Research Laboratory Supplier (CRLS)

CRLS	FY20	FY19	FY18	FY17	FY16
Total Sales	$1,002,121	$1,771,417	$2,190,672	$2,194,365	$2,244,549
Total Orders	7,082	2,813	3,686	3,868	4,016
Stock Orders	5,729	602	721	855	785
Customer Orders	1,353	2,211	2,965	3,013	3,231

Copy Center

Copy Center	FY20	FY19	FY18	FY17
Black & White Copies	5,796,167	8,048,618	7,048,997	6,112,945
Color Copies	3,179,725	3,343,158	2,617,845	2,113,776
Total Copies	8,975,892	11,027,020	9,666,842	8,748,786
Total Sales ($)	$771,862	$960,301	$994,275	$976,585

UNRESTRICTED ACCOUNTING – MAIN CAMPUS

Document/Process	FY17	FY18	FY19	FY20	FY19/FY20 Variance
Purchase Requisitions	3,318	2,947	2,914	2,753	-161 (5.5%)
Petty Cash	181	163	166	122	-44 (26.5%)
NSP and other Compensation Docs.	99	44	51	26	-25 (49.0%)
Direct Pay/Chrome River Requests	20,291	19,450	19,390	23,116	+3,726 (19.2%)
Journal Vouchers	12,825	8,977	10,876	10,769	-107 (1.0%)
Scholarships Workflow Documents*	3,688	3,747	3,781	3,429	-352 (9.3%)
Total Documents	**42,770**	**37,363**	**39,908**	**40,215**	**+307 (0.8%)**
NSAR Billings (# invoices)	2,724	2,763	2,789	2,680	-109 (3.9%)
NSAR Billings (million $)	$6.244	$5.779	$5.789	$5.548	-$0.241 (4.2%)
NSAR Collections (million $)	$5.948	$6.064	$5.627	$5.748	+$0.121 (2.2%)
Equipment Additions (million $)	$14.4	$11.0	$12.0	$11.1	-$0.9 (7.5%)
Equipment Deletions (million $)	$8.5	$19.0	$17.8	$6.3	-$11.5 (64.6%)

OFFICE OF THE
SENIOR VICE PRESIDENT FOR
FINANCE & ADMINISTRATION

2019 – 2020 Annual Report

Human Resources

Submitted by:

Dorothy T. Anderson, Vice President for Human Resources

hr.unm.edu/

Mission and Vision

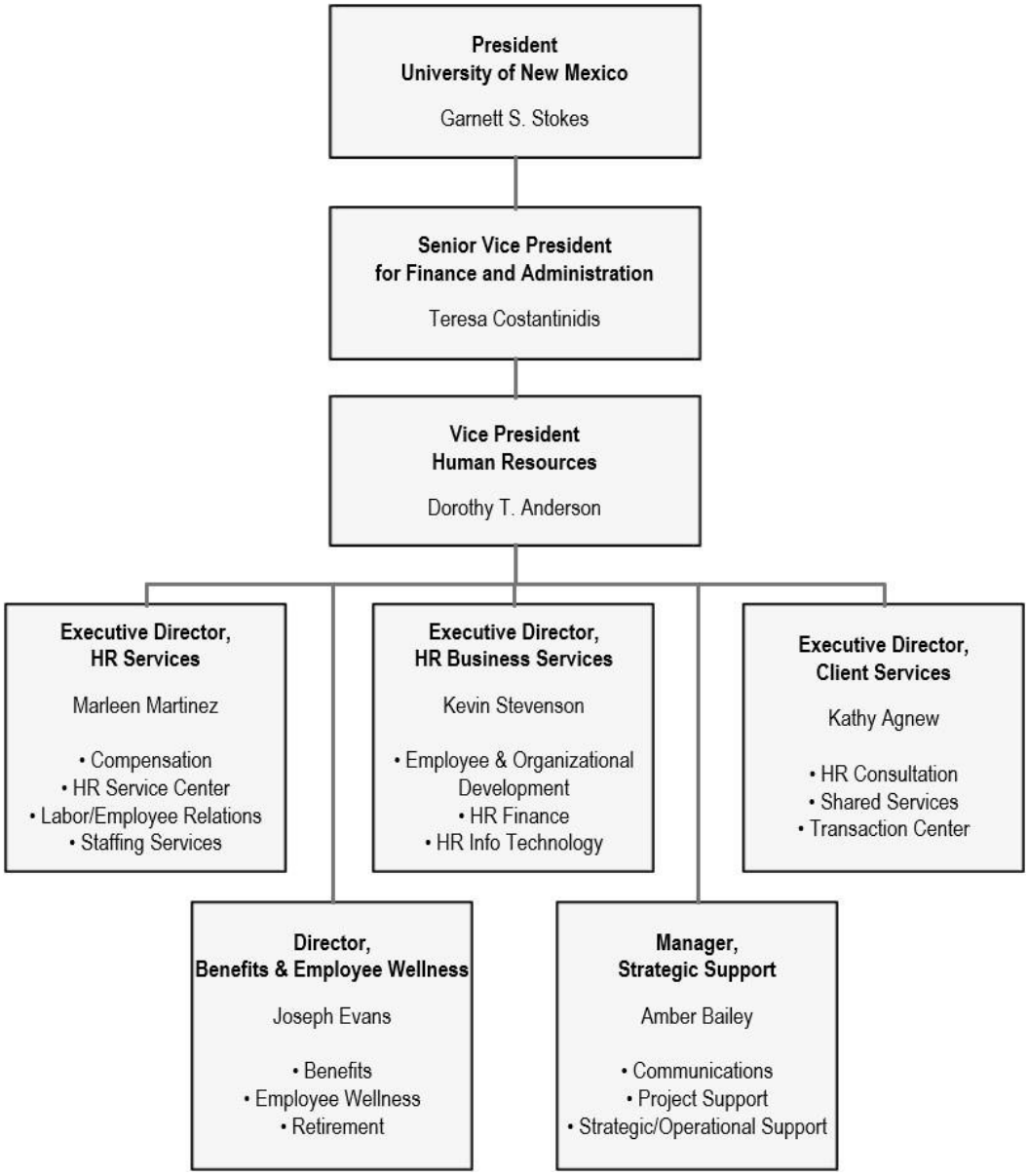
Mission

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



2019-2020 Annual Report

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I. EXECUTIVE SUMMARY

The division of Human Resources (HR) is responsible for a number of functions, comprised in the following key areas:

- Office of the Vice President for Human Resources, including administrative support, communications and strategy.
- Benefits and Employee Wellness, including education and leave benefits, employee and financial wellness, health and disability insurance benefits, and retirement benefits.
- Client Services, including HR consultation, employee and supervisor guidance, policy interpretation, performance management, and transactional processing.
- HR Business Services, including employee and organizational development, HR finance, and HR information technology and reporting services.
- HR Services, including compensation analysis, labor and employee relations issues, staffing services, management of personnel files, and is the primary inquiry hub for all HR matters.

HR continues to remain a critical division for The University of New Mexico, holding a place at the table to advise and carryout initiatives laid forth by senior leadership.

During FY20, HR had established 25 projects for completion or kickoff.

- Ten projects associated with Goal 1, People
- Three projects associated with Goal 2, Optimization
- Five projects associated with Goal 3, Technology
- Seven projects associated with Goal 4, Compliance

These large-scale projects take place while smaller individual projects are in progress, associated with individual staff and department goals, alongside the division's daily commitments to serve the employees of the University.

As HR's primary focus is its people, key initiatives over the past year included, in large part, HR's assistance in UNM's response to the Novel Coronavirus Pandemic, COVID-19. With viral infections occurring in New Mexico beginning in March 2020, HR began completing critical tasks to maintain communication with employees and establish guidance and policies to support them.

UNM's much required response was undeniably the most critical change in business processes the University has ever seen. Many employees were asked to move off-site and conduct their work remotely. HR is one of the units that transitioned to remote services, which continues into FY21. In an effort to limit people on campus, very few HR staff visit campus to carry out onsite duties such as checking mail and validating Form I-9s for essential new hires.

Any in-person visits with HR staff must be pre-scheduled and all service areas of HR have been remodeled to include protective desk shields, capacity limits, and directional

signage for foot traffic. Hand sanitizer stations have been placed throughout, employees have been issued face masks, and provided with disinfecting wipes and supplies to maintain clean surface areas while on campus.

While committing to slowing the spread of the virus by working primarily from home, HR has proved to manage its day-to-day work successfully. In continuing to offer services as seamless as possible and proving to be a key component of central administrative operations, HR has acquired more responsibility and its Client Services department will be taking over the faculty hiring and transactional processing from the Office of Faculty Affairs & Services. This work will be transitioned through a Shared Service Agreement and is scheduled to begin October 1, 2020.

Shared Service Agreements allow for potential cost reductions in staffing without eliminating positions, seek to improve the quality of service provided to managers and supervisors, improve the communication directed to employees and allow for access to new technology, reporting capabilities, and the information technology support that comes with it. Client Services has really expanded its scope over the past year through its offering of these Shared Service Agreements. To-date they have evaluated the possibility of a total of eight agreements since making the service available. Additional shared service opportunities will be explored in FY21.

Over the last year, HR's Benefits & Employee Wellness department rolled out improvements to the annual online Open Enrollment application process, restated the voluntary retirement plan documents, and changed the Flexible Spending Account plan year to the fiscal year from the calendar year. Although these were initiatives set out for FY20, the year took a turn again due to COVID-19. Benefits & Employee Wellness was quick to establish a secure file upload process for employees to submit benefits paperwork safely and remotely. As budgets have become a concern for UNM, Benefits & Employee Wellness is now leading an initiative called the Voluntary Retirement Incentive Option (VRIO) program. The planning and prep work began in FY20, and in FY21, employees who are eligible for retirement will be provided an option to retire and receive a one-time incentive payment for a percentage of their annual salary. The program will involve plenty of communication and discussion options as employees evaluate if the decision is right for them.

As UNM adjusts to new and unexpected budget cuts in FY21, functions will continue to be evaluated by HR and may be redistributed or absorbed in creative ways to achieve further cost savings. Although budgets are tight and may get smaller, HR must continue to comply with the state minimum wage increases that are scheduled to occur annually through January 1, 2023. Along with these increases, HR is committed to supporting UNM in being a choice employer within the state and the city of Albuquerque by remaining competitive when it comes to market salary rates. As such, Human Resources sought the expertise of an external consulting firm to evaluate its pay practices. This review took place during FY20, and in FY21 the firm will proceed to aid HR's Compensation department on implementing their recommendations.

In FY20, HR Business Services continued to release quality developmental and training programs through its Employee and Organizational Development (EOD) department. Many in-person programs were moved online to meet the needs of UNM's newly large remote workforce. EOD has also taken on an active role in translating communications and programs for Spanish language speakers.

The information technology department of HR Business Services, HRIT, worked to bolster its reporting functionality in the system called HR Reports. The system dashboard was refreshed and many new reports were created to make data analysis easier for level three organizational review and UNM's hiring areas. Additional reports and tracking mechanisms were built and released quickly to further aid departments with activities occurring in relation to policies and guidance in support of UNM's move to limited operations.

Budget Summary

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 2019-20 totaled $7.1M. The primary sources of funding for HR are Instructional & General (32%), general institutional services (28%), miscellaneous general (18%), and internal service center funding (11%). Other sources of funding (11%) for HR include transfers, other allocations, and balance forwards. The majority of HR's expenditure budget is comprised of salary & benefit expenses ($5.2M). The primary increases in FY20 include pass-through funding for specific university-wide initiatives throughout the year, as well as increases in HR Shared Service activities throughout the year.

With regard to HR Staff salaries, as UNM has watched its projected FY20 budget from the state go from something very promising to a pullback in funding due to the economic impact of Coronavirus, HR has taken steps to reduce spending on salaries by separating from employment all student, temporary and term appointment staff.

HR Strategic Plan

To continuously realize our vision of delivering exceptional service and resources to make employees' lives better every day, we continue to correlate all projects and initiatives to the goals and strategies outlined in our five-year Strategic Plan (2018-2023). Our goals

and strategies are included below, and can be found online at hr.unm.edu/hr-strategic-goals-initiatives.

Goal 1: 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.

1.1 Total Rewards: Build upon programs and practices that attract, develop and retain quality employees.

1.2 Improved Service: Cultivate relationships by providing employees and departments with up-to-date and useful information through consistent and exceptional customer service.

Goal 2: 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.

2.1 Collaboration, Process and Documentation: Enhance collaboration across HR departments and reduce duplication through the review, refinement and documentation of internal business processes.

Goal 3: Technology

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

3.1 HR Technology and Infrastructure: Deploy technical solutions within our sphere of authority to enhance HR department effectiveness.

3.2 Effective Partnering Across Campus: Leverage relationships and expertise with departments across campus to implement and improve enterprise applications, systems and processes.

Goal 4: Compliance

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

4.1 Initiatives: Adopt best practices across the Division to effectively support employees, manage risk and control cost.

4.2 Mandates: Implement new obligations in a forward-looking manner that promotes an environment of ethics and compliance while balancing efficiency and effectiveness.

II. SIGNIFICANT ACCOMPLISHMENTS

FY20 proved to be another successful year as we completed the projects we set out to achieve while also being agile enough to take on the additional work that presented itself amid the global pandemic – COVID-19. The following are considered HR's top five accomplishments.

1. **360-Degree Evaluations of VP Level Employees** – In follow-up to the 360-degree evaluations conducted of Senior Leadership in 2019, 360-degree evaluations were conducted at the Chancellor, Dean, and Vice President office levels beginning in early 2020. Although the process was paused during the initial pandemic response, it resumed in early FY21 and was completed. The results were reviewed with each participant and the leader of each group of participants received a comprehensive report and meeting with the consultant to review the findings in detail. The findings are aimed at highlighted areas of development and areas where the participant is successful.

2. **COVID-19 Pandemic Planning and Mitigation Strategies** – On February 3, the U.S. declared a Public Health Emergency due to the coronavirus outbreak. By March 11 the World Health Organization had declared COVID-19 a pandemic and cases of infection began to appear in New Mexico. March 17 The University of New Mexico entered into its limited operations period to reduce services and the number of employees physically present on campus. Beginning the month of March, HR immediately became a key player in communicating and establishing policies and guidelines to help many employees transition to remote work and maintain services where applicable. The following are some key duties HR assumed to ensure consistency and provide support for the UNM community.

    a. Employee Support Services and Policies
        i. Annual Leave Temporary Policy Allowance
        ii. Childcare options for Tier 1 employees
        iii. FAQs on Bringing Back the Pack, Daily Symptom Screening, Employee Health, Wellness, and Safety, Period of Limited Operations, Leave Reporting and Timekeeping, Suspension of Employment and Personnel Actions, Impact to Job Continuity and Pay, Guidance Regarding Travel, and Guidance to Tier 1 Employees.
        iv. Installation of protective plexiglass shields in HR Service areas
        v. Families First Coronavirus Response Act (FFCRA)
        vi. Hired COVID Contact Tracers for UNM cases
        vii. Remote work stipend
        viii. Sick Leave policy expansion
        ix. Staff Needs Assessment Survey during Limited Operations
        x. Temporary Policy for Disaster Relief and Emergency Volunteer Activities
        xi. Union Negotiations in relation to COVID policies

xii. Wellness initiatives – physical, nutritional and mental support/resources

b. Communications and Guidance Materials

i. Contributed to development and updates to UNM COVID-19 and Bringing Back the Pack websites
ii. Employee Time Reporting and Leave Usage Guide for Remote Work
iii. Guidance for Timekeepers during University Limited Operations
iv. HR Agents Town Halls
v. HR COVID-19 website
vi. Limited Operations Communications regarding schedule and extensions
vii. Restrictions to Travel and Business Food
viii. Return to Campus Staff Guide
ix. Return to Campus Department Guide
Suspended Staff Hiring and Personnel Actions

c. Compliance and Safety Policies

i. Bringing Back the Pack – Return to Work Training (online in English and Spanish)
ii. Key communications and policies provided in Spanish
iii. Probationary Pause for new hire assessment
iv. Travel Guidelines

d. Systems and Reporting

i. Bringing Back the Pack Training Completion Reports
ii. COVID-Positive Self-Reporting Form and Report process
iii. Daily Screening Symptomatic Student Reports
iv. Daily Screening Department Reporting and Live Screening Data
v. FFCRA Request and Tracking system
vi. Tier Tracking of work location assignments (onsite, remote, not working)

3. **Shared Service Agreements** – FY20 is the year the Shared Service model option began really taking shape. A significant amount of work was conducted by HR's Client Services department to develop an agreement and process for transition of services. Shared service agreements provide a streamlined option of functions that HR is equipped to manage, which results in potential cost reduction, improved quality of service for supervisors and managers, access to new technologies, and improved communications to employees. The following departments on campus were evaluated for support.
    a. College of Education – evaluated and didn't move forward
    b. Controller's Office – evaluated and didn't move forward
    c. Facilities Management – effective 7/1/19 and ongoing
    d. Information Technology – effective 11/4/19 and ongoing

4. **ULead program moved online** – In light of the increased usage of remote services at UNM in early 2020, the popular ULead program was fully recreated online. Participants were sought and taught remotely, and they communicated with each other completely online, working on team projects and presenting their work products and business models. Overall, they were very successful working in teams and the opportunity to engage them was not lost via the online platform. The participants reported to have enjoyed the course and were grateful to build on their leadership skills in this year's focus areas of – Project Management, Managing Relationships in the Workplace, and Inclusive Leadership.

5. **UNM Staff Pay Practices Review – Phase 1: External Consultant Review** – HR sought guidance from an external consulting firm to solicit expert advice regarding UNM's pay practices, staff pay structure, and flexible pay approach for staff employees. The review largely focused on identifying best practices and compensation strategies that enable UNM to adapt to varying needs of its component units as they differ primarily between Main Campus and the Health Sciences Center positions.

While the projects above involved many stakeholders and had a great impact on university employees at large, we also consider these additional accomplishments impactful achievements.

6. 403(B) & 457(B) Plan Docs Restated

7. Conversion of Sick Leave to Service Credit

8. ERB Contribution Requirement for Return to Work Retirees

9. FSA Plan Year Transitioned to Fiscal Year

10. MSU Process Improvement
11. Multiple Job Overtime Rule Enforcement Standards

12. Open Enrollment Application Improvements

13. Retirement Association Administrative Support Services Acquired

14. UNMJobs Mobile Friendly Enhancements

15. Online Secure Document Upload Portal

III. FUTURE PLANS

As we enter FY21, the COVID-19 pandemic largely continues. Human Resources remains focused on aiding the University where needed in this regard while pushing forward on several new forefronts. The following initiatives are Human Resources' top five focus areas for FY21.

1. **COVID-19 Pandemic Planning and Mitigation Strategies Continued** – Human Resources continues to provide support for the university community through issuing policies and guidelines and providing resources to aid staff with the many situations the university is facing. Below is a list of key initiatives that are being managed by Human Resources during the continuation of the COVID-19 pandemic.

    a. **Employee Support Services and Policies**
        i. Childcare Options and Resources for all working parents (onsite or remote)
        ii. FAQ updates as processes and state guidance change
        iii. Student COVID-19 testing hires for site work
        iv. Union Negotiations in relation to COVID policies
        v. Wellness initiatives – physical, nutritional, and mental support/resources continued

    b. **Communications and Guidance Materials**
        i. Essential Worker Definitions and Revision by FFCRA
        ii. Facilities Guide – Main Campus

    c. **Compliance and Safety Policies**
        i. Checklist for Positive COVID-19 Cases
        ii. Checklist for Possible Exposure to COVID-19
        iii. COVID Contact List for Contact Tracing
        iv. Key communications and policies translated and provided in Spanish
        v. Manager's Guide for Failure to Comply with COVID-Safe Practices
        vi. VPHR led Operations Committee as part of UNM Leadership's HEROICS team

    d. **Systems and Reporting**
        i. FFCRA Request and tracking system continued
        ii. Tier reporting as more employees transition back to campuses

    e. **Future work to return processes back to normal will occur when the end of the pandemic is in sight, hopefully not later than FY21.**

2. **Enhanced Online Learning Experiences** – The Employee & Organizational Development (EOD) team have done a great job in pivoting learning opportunities into positive online learning experiences. Although they were already developing online programs and were in the process of moving some learning modules online as a service to UNM's Branch Campus populations, the need to speed up this process increased when UNM entered into its limited operations period at the start of COVID-19. To enhance these services, EOD will deploy the use of Moodle, a collaborative, user-friendly learning platform. This virtual modality serves to outline and guide a learner through their curriculum while including virtual in-person interactions. These blended synchronous and asynchronous learning plans will shorten the in-person time spent physically attending sessions that pull employees out of their work environments. They bring the learning to them in a more timely, flexible, and accessible manner. Critical programs that are being updated online this year include:

    a. New Employee Experience (formerly Lobo U, New Employee Orientation)
    b. Career Pathways (formerly the Professional Development Series)
    c. The Successful Supervisor Pathway, which will include the revised, online Employee Life Cycle, a required course for new supervisors at UNM.

3. **Shared Service Agreements:**

    a. **Faculty Hiring/Transactional Processing Transition from Office of Faculty Affairs and Services (OFAS) to HR** – This transition involves substantial effort by both offices and includes advisement by the Senior Vice Provost. It is designed to streamline services and staffing levels into a single area, ultimately reducing costs, standardizing services centrally, improving communications to employees and connect support staff with more technology options and technological support. The agreement is effective 10/1/20 and shall be ongoing.

    b. **Graduate Student Hiring/Transactional Processing Transition from Graduate Studies to HR** – Similar to the OFAS transition mentioned immediately above, this effort is tentatively schedule for Fall 2020.

    c. **Project Echo** – Agreement effective 8/24/20-12/31/20

    d. **School of Law** – Agreement effective 6/15/20-12/15/20

4. **UNM Staff Pay Practices Review – Phase 2: Implementation Assistance by External Consultant** – Following the review conducted during Phase 1 by the external consulting firm, UNM will proceed in working with the firm to implement their recommendations which include the identification of shared titles at the Health

Sciences Center (HSC) and Main Campus, conduct market analysis of positions, analyze jobs identified with market differences, identify appropriate methodology for calculating relevant experience, and provide recommendations for changes to current job titles between HSC And Main Campus.

Voluntary Retirement Incentive Option program – As a result of the necessary budget reductions due to cuts in state funding per the impact of COVID-19, with the approval of UNM Leadership, HR released a temporary program that allows regular staff and faculty who are eligible for retirement to retire and receive a one-time incentive payment. The program kicks off August 24, and staff may retire on the first of the month on a date between October 1, 2020 and February 1, 2021; faculty may retire on January 1, 2021. To-date, close to 700 employees have been identified as eligible and although we do not yet know the final number of retirees under this program, approximately 18% have expressed interest.

Additional projects and initiatives underway or scheduled to begin in FY21 include:

5. Advisement Structure Study/Equity Review

6. Centralizing Education and Experience

7. Communications Enrichment:
    a. Language Translation/Interpretation Services
    b. Content Accessibility, and
    c. Web resource updates for Client Services and Staffing Services

8. Disability Hiring

9. Electronic Department File Management Improvements – Compensation and Benefits & Employee Wellness

10. The Successful Supervisor training program

11. EPAF Attachment Indexing of Documents to Personnel File

12. Executive Search Assistance, Coordination, Facilitation

13. Main Campus Flu Shot Campaign

14. Minimum Wage Increase for 2021

15. Minimum Wage Increase - analysis, salary structure updates and communications for 2022 changes

16. Review of HSC and Main Campus Position Classifications
17. Salary Placement and Equity Tools
18. Staffing Services – Review of Services and Profitability
19. Temporary Voluntary Reduction in Full Time Equivalency
20. UNM Staff Pay Practices Implementation

IV. APPENDIX

APPENDIX A: EMPLOYEE & ORGANIZATIONAL TRAINING

Staff Development (in-person courses)	FY17	FY18	FY19	FY20
Total number of courses	37	24	24	20
Total number of participants	403	320**	301	464
Staff Development (online courses)	FY17	FY18	FY19	FY20
Total number of courses	4	15***	15	15
Total number of participants	605	462**	411	314
Leader Specific Courses (in-person and includes ULead)	FY17	FY18	FY19	FY20
Total number of courses	65	35	35	20
Total number of participants	840*	582**	389	208
Consulting services provided by EOD per departmental request	FY17	FY18	FY19	FY20
Total number of services provided	79	77	89	83
Total number of participants	1,269	1,294	1,515	1539 people impacted*

*These numbers reflect the impact of each consultant/trainer on participants. There are instances where the same participants take multiple trainings, or more than one staff member works on a project.
**Includes Professional Development Certification Program
***Eleven new titles from Development Dimensions International Inc. were added for online courses.

Client List FY 2020

- Latin American Institute
- Gallup Staff
- Community Health Workers
- Office of Medical Investigator
- Pediatrics
- Parking and Transportation Office
- Parking Business Office
- School of Law
- Grand Challenges - Successful Aging
- Dermatology
- Harwood Art Museum
- Speech Therapist
- HSC-OCHC IRB project
- Graduate School Office
- Cancer Research Center
- Clinical Trial Informatics
- Benefits – HR
- Office of Equal Opportunity
- Transition Services
- OB-GYN
- Research Administrator's Symposium
- LQUIP
- UNM Taos Facilities Management
- Office of the Provost
- Neonatology
- College of Pharmacy
- Southwest Environmental Finance Center
- UNM IT
- KUNM
- UNM Tech Days Conference
- UNM Communications Center
- Pediatrics Administration
- UNM Athletics
- Neurology
- PGSA
- CDD
- HSLIC
- Graduate Studies
- GEO
- Engineering
- Internal Medicine
- UCAM
- Hearing and Speech
- EVP
- School of Medicine
- Cancer Center
- UNM Medical Group
- HSC Finance & Administration Shared Services

APPENDIX B: ULEAD STATISTICS

Fall 2019 Cohort Size = 22

Position	Department	Level 3 Organization
Facilities Supervisor	Parking and Transportation	VP Institutional Support Services
Sr. Department Administrator	Mechanical Engineering	School of Engineering
Sr. Medical Practice Specialist	Pediatrics	School of Medicine
Program Coordinator	Cancer Center Research Administration	School of Medicine
Accountant 3	Pediatrics	School of Medicine
Medical Education Program Specialist	Anesthesiology	School of Medicine
Program Coordinator	SOM Family & Community Medicine TEASC Project	School of Medicine
Program Coordinator	Health Sciences Library & Informatics Center	VP HSC Administration
HR Tech	Facilities Management HR	VP Institutional Support Services
Financial Aid Officer	Financial Aid	VP Division of Enrollment Management
Clinic Coordinator	General and Gastrointestinal Surgery	School of Medicine
Compliance Specialist	Office of Animal Care Compliance	HSC VP Research
Administrative Coordinator	HSC Office of the Chancellor	VP HSC Administration
Associate Director	Office of Equal Opportunity	President Admin Indpnt Office
Accountant III	College of Nursing	College of Nursing
Technical Training Consultant	Project ECHO	School of Medicine
Operations Manager	School of Law, Clinical Law Programs	School of Law
Community Health Worker	Community Health workers initiative	VP HSC Administration
Certified Community Health Care Worker	Office of community H/Community health workers	VP HSC Administration
Admin Asst. 3	Office of the Medical Investigator (OMI)	School of Medicine
Unit Administrator	General Internal Medicine	School of Medicine
Executive Assistant	Office of the Provost	Provost Administrative Units

Spring 2020 Cohort Size = 15

Position	Department	Campus	Learning Path
Administrative Officer	Department of Pediatrics	North Campus	Managing Relationships in the workplace
Library Information Specialist	Health Sciences Library and Informatics Center	North Campus	Managing Relationships in the workplace
UNM Compliance Manager	Office of Equal Opportunity	Main Campus	Managing Relationships in the workplace
Accountant II	Neurology	North Campus	Managing Relationships in the workplace
Executive Director	New Mexico Immunization Coalition, Office for Community Health	North Campus	Project Management
Financial Aid Officer	Financial Aid Department	Main Campus	Managing Relationships in the workplace
Administrative Assistant to Executive Director	Neurology	North Campus	Project Management
Student Success Specialist, Sr	College of Nursing Student Services	North Campus	Project Management
Library Information Specialist 3	CULLS	Main Campus	Managing Relationships in the workplace
Research Coordinator	UNM HSC CTSC	North Campus	Project Management
Sponsored Projects Specialist, Sr.	Office of Sponsored Projects	Main Campus	Project Management
Facilities Service Technician	Facilities Management	Main Campus	Managing Relationships in the workplace
Administrative Coordinator	UNM Health System Administration and Finance	North Campus	Project Management
Lead Community Health Worker	CHWI/OCH	North Campus	Managing Relationships in the workplace
Admin Support Supervisor	OB-GYN	North Campus	Managing Relationships in the workplace

APPENDIX C: OTHER TRAINING

Annual Mandatory Training	CY16	CY17	CY18	CY19
Basic Annual Safety Training	97.5%	95%	93.5%	95.3%
Intersections: Preventing Discrimination & Harassment	97.5%	94.9%	93.4%	94.7%
Active Shooter on Campus: Run, Hide, Fight*	N/A	95.1%	93.6%	95.5%

*****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: TECHNICAL TRAINING AND SPECIAL PROJECTS

Technical Training and Projects	FY20
Technical Projects	11
Spanish Translation Services	4
PEP Information Sessions Total Participations	281

Special Projects FY20

1. Office of Senator Martin Heinrich UNM Jobs Video
2. Bringing Back the Pack Training/ Department: University Wide
3. Vyond NEE Campus Tour Video/ Department: University Wide
4. Open Enrollment Overview Videos English/Spanish Department: Benefits
5. Open Enrollment Tutorial English/Spanish/ Department: Benefits
6. ULead Online Promo Video/ Department: EOD
7. Career Pathways Promo Video/ Department: EOD
8. Vyond Welcome NEE Video/ Department: University Wide
9. Employee Life Cycle Captivate conversion
10. PEP Training Videos
11. PEP website and training materials creation
12. LoboTime Course

Spanish Translation Services

1. FLSA for UNM Benefits
2. Open Enrollment for UNM Benefits
3. Bringing Back the Pack Campus Wide Training

APPENDIX E: EDUCATIONAL BENEFITS

Tuition Remission Statistics

Department	Academic Year 16-17	Academic Year 17-18	Academic Year 18-19	Academic Year 19-20
Anderson School of Management	$175,180.00	$143,978.58	$100,435.00	$67,845.00
Continuing Education	$735,363.31	$762,638.03	$758,825.10	$786,235.64
Continuing Med Education	$155,461.68	$117,623.56	$126,513.56	$90,423.00
Miscellaneous*	$155,275.92	$116,015.00	$135,693.08	$140,401.50
New Mexico State University	$93,451.30	$69,628.50	$94,665.10	$132,265.30
Recreational Services WOW Program	$111,090.50	$109,035.50	$79,981.00	$46,377.00
University of New Mexico**	$3,306,840.75	$3,503,867.42	$3,558,556.13	$3,841,411.66
Total	$4,732,663.46	$4,822,786.59	$4,854,668.97	$5,104,959.10

*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 16-17	Academic Year 17-18	Academic Year 18-19	Academic Year 19-20
Total	$1,027,753.96	$1,229,017.05	$1,147,789.96	$1,138,108.65

APPENDIX F: HEALTH BENEFITS

Employee Health Plan Enrollees – Active Employees

	FY17				FY18				FY19				FY20			
	BCBS	Pres.	UNM Health	Total	BCBS	Pres.	UNM Health	Total	BCBS	Pres.	UNM Health	Total	BCBS	Pres.	Lobo Health	Total
Single	1796	550	550	2,896	1,753	507	564	2,824	1,207	496	671	2,374	N/A	490	2,445	2,935
Double	557	226	179	962	564	200	181	945	403	188	181	772	N/A	196	684	880
Family	810	272	249	1,331	784	257	245	1,286	648	228	269	1,145	N/A	230	994	1,224
Employee + Child(ren)	327	108	106	541	353	109	108	570	258	116	142	516	N/A	116	484	600
Total	3,490	1,156	1,084	5,730	3,454	1,073	1,098	5,625	2,516	1,028	1,263	4,807	N/A	1,032	4,607	5,639

Benefits Enrolled – Retirees Under 65

	FY17				FY18				FY19				FY20			
	BCBS	Pres.	UNM Health	Total	BCBS	Pres.	UNM Health	Total	BCBS	Pres.	UNM Health	Total	BCBS	Pres.	Lobo Health	Total
Single	235	113	66	414	213	99	65	377	209	92	69	370	N/A	98	266	364
Double	61	24	17	102	59	24	15	98	61	24	18	103	N/A	22	76	98
Family	10	11	4	25	13	12	2	27	12	9	2	23	N/A	8	11	19
Employee + Child(ren)	7	4	2	13	6	3	3	12	9	4	3	16	N/A	5	8	13
Total	313	152	89	554	291	138	85	514	291	129	92	512	N/A	133	361	494

Benefits Enrolled – Retirees Over 65

	FY17				FY18				FY19				FY20			
	Lovelace	Pres.	AARP	Total	Lovelace	Pres.	AARP	Total	Lovelace	Pres.	AARP	Total	Lovelace	Pres.	AARP	Total
Single	425	520	353	1,298	405	550	395	1,350	380	530	429	1,339	385	539	437	1,361
Double	201	234	182	617	190	260	200	650	175	257	226	658	171	256	250	677
Family	1	0	0	1	1	0	0	1	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
Total:	627	754	535	1,916	596	810	595	2,001	556	787	655	1,998	557	795	687	2,039

Flexible Spending Accounts (FSA)*

FSA Type	CY17	CY18	CY19	CY20
FSA Health Care	1,307	1,338	1,445	1,377
FSA Dependent Care	230	231	263	209
Total FSA Participants	1,537	1,569	1,708	1,586

*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	FY17		FY18		FY19		FY20	
	Total	Avg. Age	Total	Avg. Age	Total	Avg. Age	Total	Avg. Age
Faculty	2,428	50.51	2,391	50.68	2,347	50.33	2,366	50.32
Staff	5,002	45.86	4,875	45.69	4,896	45.38	4,918	45.07
All Employees	7,430	47.3	7,266	47.3	7,243	47.3	7,284	47.3

APPENDIX H: STAFF PERFORMANCE

Performance Evaluations

Type	FY17	FY18	FY19	FY20
Evaluations Due	4,610	4,474	4,469	7,728
Evaluations Received	4,402	4,249	4,327	7,728
Percent Evaluations Received	95.5%	95.0%	96.8%	100%

Performance Ratings

Rating	FY17		FY18		FY19		FY20	
Job Successful	4,376	99.4%	4,231	99.6%	4,307	99.5%	3,849	49.8%
Job Not Successful	26	0.6%	18	0.4%	20	0.5%	15	0.2%
Goal Successful	N/A	N/A	N/A	N/A	4,304	99.5%	3,847	49.8%
Goal Not Successful	N/A	N/A	N/A	N/A	23	0.5%	17	0.2%

APPENDIX I: DEMOGRAPHICS

Total Staff by Gender

Gender	FY17	FY18	FY19	FY20
Female	3,247	3,147	3,169	3,176
Male	1,755	1,728	1,727	1,741
Not Reported	0	0	0	1
Total	5,002	4,875	4,896	4,918

Total Staff by Age Range

Age Range	FY17	FY18	FY19	FY20
<=30	596	602	622	679
31-40	1,170	1,143	1,172	1,198
41-50	1,191	1,184	1,206	1,185
51-60	1,348	1,281	1,244	1,210
61-70	658	626	613	605
>70	39	39	39	41
Total	5,002	4,875	4,896	4,918

Total Staff by Ethnicity

Ethnicity	FY17	FY18	FY19	FY20
American Indian	261	242	233	255
Asian	125	118	104	109
Black or African American	100	102	93	88

Hispanic	2,000	2,003	2,048	2,097
Native Hawaiian	3	7	9	6
Non-Resident Alien	50	53	52	63
Race/Ethnicity Unknown	112	102	113	110
Two or More Races	76	72	80	89
White	2,275	2,176	2,164	2,101
Total	5,002	4,875	4,896	4,918

APPENDIX J: STAFF EMPLOYMENT

Turnover

Type	FY17		FY18		FY19		FY20	
Voluntary								
Resigned	537	59.1%	531	61.5%	574	69.1%	493	63.9%
Retired	153	16.9%	169	19.6%	157	18.9%	150	19.5%
Involuntary								
Released*	137	15.1%	71	8.2%	53	6.4%	48	6.2%
Relieved**	33	3.6%	50	5.8%	33	4.0%	52	6.7%
Layoff	29	3.2%	29	3.4%	5	0.6%	10	1.3%
Discharged	9	1.0%	7	0.8%	4	0.5%	9	1.2%
Deceased	10	1.1%	7	0.8%	5	0.6%	9	1.2%
Total	908		864		831		771	
Annual Rate***		18.1%		17.7%		16.7%		15.7%

*Released employees are employees whose assignment ends, typically for a term appointment.
**Relieved employees are employees who are let go during the probationary period
***Percentage of Turnover in relation to total employees in Demographic tables.

Total Staff Hires

Type	FY17	FY18	FY19	FY20
Competitive Hires	907	1,015	1,107	419
Alternative Appointment Hires	75	90	73	22
Total Regular Hires	982	1,105	1,180	441
On-Call Hires	201	404	278	52
Short Term & Professional Svc Apt Hires	54	84	46	12
Total of All Hires	1,237	1,593	1,504	505

UNMTemps Placements

Location	FY17	FY18	FY19	FY20
Main/Branch	172	254	263	80
HSC	71	122	112	15
Total	243	376	375	95

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OFFICE OF THE
SENIOR VICE PRESIDENT FOR
FINANCE & ADMINISTRATION

2019 – 2020 Annual Report

Information Technologies

Submitted by:
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Mission and Vision

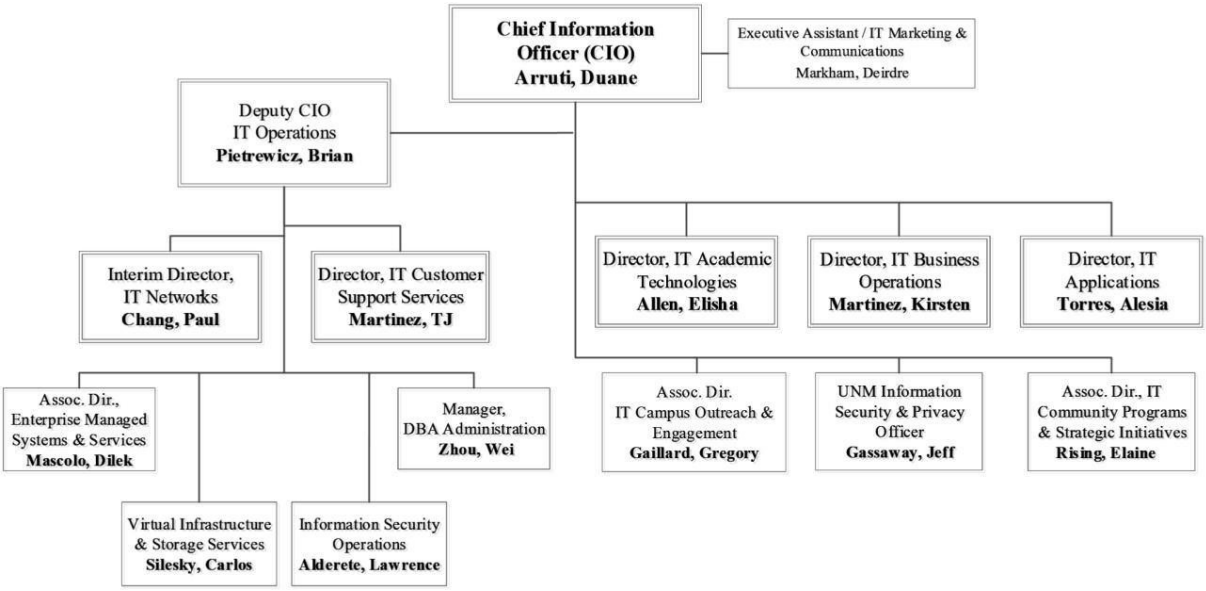
Mission

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



2019-2020 Annual Report

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I. EXECUTIVE SUMMARY

FY20 has been a challenging year for UNM IT as it has been for others, but at the same time, it has been a year of rapid, ground-breaking opportunities and achievements which have transformed the way we accomplish our mission.

Our 2019/2020 digital transformation began with our formal launch of the Adobe Creative Campus initiative at UNM IT's annual community event "Tech Days 2019", inaugurating UNM as the first and only Creative Campus in New Mexico digitally empowering our students, faculty and staff to apply creativity to research, projects and coursework. Throughout the year, we made great strides to move beyond just the tool as we incorporated digital literacy into the fabric of our institution, giving students, staff and faculty in virtually any and every field cutting edge skills and enhanced communications mechanisms.

The Creative Campus initiative spawned many notable projects and activities throughout the year, including:

- Licensing all of our faculty and students with no-cost Adobe Creative Cloud tools, while also providing low-cost access to the software suite for our staff.
- Procuring and deploying Adobe Sign institution-wide to allow for electronic workflows for signature and approvals to process many of UNM's operational activities more efficiently.
- Planning for the installation of an Adobe Creative Commons (ACC) Studio in the first floor of Zimmerman Library. The Adobe Creative Commons Studio will be an information & digital literacy hub that supports the UNM community in designing, creating, and producing digital content, including online/digital documents, video, audio, graphics, or images. A partnership between University Libraries and UNM Information Technologies, the ACC Studio will facilitate a multidisciplinary learning community that welcomes and supports users from all experience levels, and that promotes creativity, collaboration, and experimentation.
- Launching an online Software Store, completely built in-house, for students, faculty and staff to download no-cost and reduced cost software from a single location. The current software catalog includes Adobe, Matlab, Symantec, and others. This innovative store provides both convenience to our users and financial savings to our institution, as we no longer pay a transaction fee to a third party that was hosting limited software downloads.

In the midst of these transformational activities, UNM IT continued in our commitment to actively upgrading enterprise applications to new technologies. Although largely unnoticed by most community members, these activities keep pace with evolving needs and requirements and keep our major systems operating efficiently. Significant accomplishments this past year include:

- Rolling out a new open enrollment benefits system to a new technology for a simple and effective enrollment event.
- Upgrading Learning Central, in partnership with UNM Hospitals, to new, cloud-based technology.
- Completing the most significant system upgrade since Banner was first implemented. The “Banner 9” upgrade has been a massive effort involving over 4 years of institution-wide collaborative work. In FY20 the self-service component was completed, which is the touch point for virtually all of the interactions that our students, faculty and staff have with Banner, from registration for students to payroll for employees, and everything in between.

We finished the fiscal year with the same vigor in which we began, when “The Limited Operations and Shift to Online Classes/Work from Home Model” became critical in response to COVID-19.

In March (just at the start of spring break) UNM transformed the over 100-year-old model of primarily on-campus administration and education to almost completely work and learn from home. Usage of every Academic Technology system skyrocketed, as did the demand for new IT applications, and support. To make everything work, staff made heroic efforts and contributed substantial overtime to develop new services and cope with rising demands for support.

This transformation, initially born of necessity, will continue to evolve the model at UNM in surprising, beneficial ways, but will not be without ongoing challenges and opportunities. UNM IT responded immediately to support this transformation through utilization and dissemination of technology to accomplish:

- Successfully transitioning our workforce to remote service delivery.
- Assisting our faculty and students in the heavy move to synchronous and asynchronous remote instruction.
- Rapidly deploying needs-based laptop/iPhone checkouts to students.
- Seamlessly transitioning our UNM IT Service Desk and Learn Support Team to remote service while providing continued technology assistance to our students, faculty and staff.
- Effectively supporting web conferencing technologies for remote instruction, remote work, townhalls, lectures and other interactions, including full deployment of an enterprise service model leveraging Zoom Professional accounts.
- Partnering in the City of Albuquerque’s Wi-Fi on wheels program while also expanding UNM’s outdoor Wi-Fi to parking lots, accommodating over 400 cars in three parking lots strategically placed throughout campus.
- Quickly deploying a travel registration system to track and assess travel plans relative to COVID- 19 developed and implemented in close collaboration with the Global Education Office and UNM Hospitals.

- Rapidly developing and deploying an events registration system to register, track and assess on-campus events.
- Supporting the Children's Campus registration and billing system for first responder use. UNM IT helped re-open the Children's Campus in support of UNMH First Responders so that they would have necessary child care.
- Implementing the Faculty Early Alerts System supporting student success by allowing faculty to put a notification for student affairs when students are not attending online class. This solution demonstrated a great success rate in getting students back to class.
- Developing online documentation, resources, training guides, and support information for faculty quickly adapting to this new normal.
- Scaling of support information and developing policy and practice to grow new and small services into large-scale enterprise tools overnight.
- Launching a virtual Tech Days, for the first time, to deliver a fully-online information technology training and engagement experience.
- Creating an online store for Tamarind to mitigate the impact on their sales due to COVID.
- Providing continuous support for the state Department of Health COVID hotline on March 11 that is managed by the NM Poison Center, including a process for routing overflow calls to the National Guard.
- Supporting numerous departments needing to answer lines remotely including SHAC, Enrollment Services, UNM Ticketing, PATS, Continuing Ed, HSLIC and many others. This included consulting, new designs, changing Automated Call Delivery (ACD) routing, recording alerts for auto attendants, and enabling unified messaging with voice mail.
- Supporting a Canvas workshop to facilitate online instruction for the Peñasco School District provided by the College of Education.

Everything UNM has accomplished this year underscores our past, current and future success as an institution of higher education and research. For UNM IT, FY20 was that year that allowed us leverage our "foundation of execution". Due to many years of carefully designing, developing and documenting services, we were able to quickly scale these services to meet rising demands and new use cases. Our community has an amazing ability to meet the normally rigorous challenges of providing technology and enhancements to our broad and diverse activities, and at the same time, we have shown that we can rise to enormous challenges. The way forward will not be easy, but UNM IT will adapt and thrive, and continue to 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.

UNM IT's operating budget for Fiscal Year 2019-2020 totals $32.5M. Since FY18, the integration of Extended Learning IT ($3.3M) with IT Academic Technologies and the addition of several IT Officer organizations ($1.9M) through the IT Effectiveness and

Efficiencies Effort, has increased the IT operating budget by $5.2M. The primary sources of funding for IT include sales and service revenue, Instruction & General (tuition) revenue, and new for FY20, revenue generated from a student technology fee.

During FY20 budget development, a recommendation to assess a new student technology fee for Main and HSC students to fund our IT Academic Technologies – Learning Environments organization was approved and became effective Fall, 2019. IT services in support of students funded through this fee include student lab/classroom support, course evaluations and surveys, test scoring, student employment opportunities and student use software. Additionally, as part of this student technology fee, we have been able to license the full Adobe Creative Cloud suite for Main and HSC students.

Other sources of funding for IT include banner tax, grant funding, and one-time annual allocations of equipment/building renewal and replacement dollars. The majority of IT's expenditure budget includes personnel costs ($19.7M), annual software licensing fees ($4.4M), hardware maintenance, and cost of goods sold ($4.5M) associated with resale of IT services and equipment. Licensing obligations continue to increase each year, as does the need for technology refresh. To address these fiscal challenges, IT is reevaluating its funding model and continues to look for operating and capital funding sources to fund maintenance and renewal costs and new infrastructure.

Fiscal Year 2020 One-time Funding:

Description	Amount
Lab Computing	$100,000
Switch Upgrades (Humanities & Mesa Vista)	150,000
Wireless Bolstering (5-6 Worst Buildings)	212,500
Workstation Refresh	212,500
Fiber Optic Renewal	300,000
Fire Alarms Renewal – IT Support	350,000
Legislative Capital – various projects	655,000
Total One-time Funding	**$1,980,000**

We very much look forward to the $13.5M general obligation bond request that will be voted on in the Fall which includes funding for much needed academic technology upgrades, network upgrades, and fiber renewal.

II. SIGNIFICANT ACCOMPLISHMENTS

Accessibility Improvements in the Learning Management System (LMS) Expanded support for Blackboard Ally to do accessibility checking and remediation in our LMS, enabled a new REACH 2.0 service with Kaltura that provides automatic machine captioning for all uploaded content, signed a new captioning contract with Verbit to significantly reduce the cost of ADA compliant video captioning, and supported accessibility services with signed interpretation and related technology needs.

Adobe Sign Negotiated and entered into a new 3-year enterprise and unlimited transaction agreement for Adobe Sign licensing, replacing DocuSign. As a result of successful negotiations, estimated University savings range from $10K to $134K annually per year when compared to DocuSign's expected price increases.

Banner Upgrades Over the past year, more the 350 upgrades and patches were applied to Banner. Banner 9 was put in to production environment and some modules are in use.

Branch Campus Network Service Improvement Completed network router replacements at UNM-Taos and UNM-Los Alamos router and enabled wireless service integration to main campus for UNM-Los Alamos and UNM-Gallup.

Computing.unm.edu Redeveloped computing.unm.edu site as a comprehensive technology support site including services and related policy for students, faculty, and staff. This site makes UNM computing resources accessible and easy to find in one place, regardless of which department is providing the support.

Controlled Unclassified Information (CUI) Allocated a portion of our data center environment also known as LoboCloud for hosted services and storing data associated with CUI. This environment will be highly secured, meeting NIST 800-171 requirements. With the automation capabilities of a Software Defined Data Center (SDDC) users can expect faster deployments times for their CUI services while meeting CUI compliance.

Course Evaluations Developed a new "Opt-out" process for Course Evaluations in support of rapid shift to Remote Instruction. With the of School of Law also adopting the system in the Spring of 2020, Evaluation Kit delivered 203,138 student surveys (97,895 completed) for 12,011 individual course evaluations

Data Center and Campus Building Refresh Effort Demised antiquated routers and switches, expanding spine-leaf architecture to accommodate Lobo Cloud expansion along with 111 switches replacement in 10 buildings.

Digital Day Camp Team Collaborated with True Kids 1, **www.truekids1.org** , **Adobe**, **LANL Foundation**, and the **New Mexico Public Education Department** to offer a free Digital Day Camp for youth ages 8 – 18 as a COVID response. This inaugural work was the foundation for a collaboration with TrueKids1 to further our K-20 statewide digital literacy initiative.

Enterprise VPN Migration Expanded enterprise VPN service from 500 licenses to unlimited licenses, allowing authorized employees to have secure, remote access to UNM systems and servers with sensitive information.

Faculty Equipment Checkouts Configured and procured document cameras with integrated microphones to check out to STEM faculty teaching from home, and worked with countless faculty across disciplines to build support and confidence with the use of media in remote instruction.

HR Shared Services Beginning in FY20, UNM IT is leveraging a partnership with UNM HR to embed a senior HR consultant within UNM IT to streamline UNM IT's human resources activities.

Identity Management Implemented an enterprise commercial identity management system to replace the previous system developed in-house. The system manages NetID provisioning, de-provisioning, administration and end-user password resets. The new system includes significantly improved security, manufacturer support and patching, and improved password reset capabilities. A user can now reset passwords using a registered cell phone eliminating the need to call the service desk.

Information Security and Privacy Improved the security posture and response to incidents through: drafting a UNM Privacy Policy and creating a program; publishing standard privacy resources at privacy.unm.edu; improved response to bias and hate crimes as well as information security incidents and breaches of all kinds.

Infrastructure Upgrades and Consolidations Upgraded several significant components of the datacenter infrastructure. UNM IT is in the process of migrating all services to a next-generation Software Defined Data Center (SDDC). SDDC allows for micro-segmentation of resources which provides the ability to apply fine-grained access controls for substantially improved security. As it is software defined it allows for automated deployments reducing the time to market for applications. IT UNM also completed replacements of our storage infrastructure, DNS infrastructure and Uninterrupted Power Supply (UPS) infrastructure. Workstation management tools were moved the cloud services enable remote management via the internet for remote/work from home workstations. Multiple schools, colleges and administrative units were migrated to the enterprise datacenter significant reducing the total cost of ownership of IT infrastructure.

Kaltura Streaming Media Planned upgrades to the system, implemented new integrations between UNM Learn and Zoom, and planned support for faculty teaching asynchronously using Remote Instruction. To give some perspective of scale, by Fall 2020 UNM Classes were generating 70,000 minutes of new content in the first two weeks of Fall 2020 alone, with 2.2 years of video streamed to viewers in that same period. All of that was made possible by careful planning and attention to service models over the summer.

Laptop Checkout Program Devised and oversaw a long-term laptop checkout program for Pell-eligible students, including shipping to students in rural and indigenous communities. About 250 laptops and 50 internet hotspots were checked out under this program.

Learning Management System Scaling Added two new application servers to the production cluster of UNM Learn. Moved Database storage from SAS Hybrid to SSD and increased capacity to 3TB. Moved content storage from SAS Hybrid to SSD and increased the amount from 8TB to 10TB. Ordered additional storage shelf and servers to provide flexibility for future scaling of the system as needed. Completed emergencyLMS

maintenance tasks to patch a security risk and support growth as well as the planned annual upgrade to the system. UNM Staff solved a problem with a difficult undocumented bug in Blackboard software to make this upgrade successful.

Learning Management System Support, Documentation, and Accommodations Worked with UNM Online to publish a new online training and orientation site for UNM Learn, and worked with the Center for Digital Learning to develop new getting started documentation and Quick Start guides, extended course access dates by two weeks to allow students additional time to complete assignments and check grades, and published comprehensive resources for faculty adopting Remote Instruction.

Legacy Hardware/Operating System Remediation: Replaced a large number of workstations across campus that were still running a now de-supported Windows 7 operating system. This effort also included purchasing a relatively high percentage of spares that are available to be used to meet an immediate need and then backfilled as appropriate. Long term, this strategy provides teams with the ability to align technology maintenance plans with a continuous upgrade process based on those reserves.

Lobo Check-In Implementation, (LCI): Daily COVID Screening, American Indian Student Services (AISS), and Faculty Early Alerts Complying with New Mexico's COVID mandate, UNM is collecting daily survey information pertaining to the wellbeing of our students, staff, and faculty. This was made possible via an automated email-reminder process, online survey web application (using LCI), and public dashboard (coviddashboard.unm.edu) that we developed in collaboration with the Provost Office, Dean of Students, Housing, Human Resources, Enrollment Management, Student Health and Counseling, and the Office of University Counsel. AISS was interested in a new check-in solution to replace their existing solution. We worked together with AISS to develop an online web application (using LCI) to allow students and visitors to check in at the office to meet with the AISS advisors. This application allows students and visitors to check by swiping their Lobo cards or entering their UNM credentials. In collaboration with College Enrichment Program (CEP), we launched an online web application (using LCI) that faculty can use to notify CEP of issues with their students. CEP then reviews the faculty's submissions, reaches out to the students, and connects them with the campus groups that can help them get back on track.

Mobile App Contest The UNM Office of the CIO and Central New Mexico Community College (CNM) hosted 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 up to $5,000 are awarded at “Demo Day” for the top three apps designed by a student or student team from either institution. In FY20, 119 participants registered, and winners were chosen from 15 student finalists comprising 7 teams. Representatives from the Albuquerque community comprise the judging panel, and we offer recognition of the female finalists at the New Mexico Technology Council’s annual Women in Technology celebration.

Modern/Flexible Classrooms Collaborated with the Scheduling Office, Planning Design, & Construction, and the Office of the Provost to modernize the technology in the 150 centrally scheduled classrooms to provide updates to computers, AV systems, laser projectors, digital teacher stations, as well as refurbishment of lighting, paint, flooring and furniture as budgets allowed. In collaboration with academic departments on campus, UNM IT also supported upgrades to departmental spaces. As part of UNM's COVID response, UNM reprioritized efforts to focus on remote work and learning, to include microphone, room camera, and document camera installations in classrooms over the Summer of 2020.

Multi-Factor Authentication (MFA) for sensitive data and systems To better secure the personal data of UNM students, staff, faculty, and retirees, UNM IT and the business functional offices (Benefits, Payroll, Bursar) worked together to implement Azure MFA for multiple online business applications including the Bursar Account Suite, Direct Deposits, Open Enrollment, and Tax Forms. The new system supports single sign (SSO) on so users only need to sign on one time for all services as long as they are within the same browser session. The new system has positioned UNM IT to move all services to SSO and MFA. UNM IT has also moved all server administration activities to MFA democratically improving the security posture.

New Mexico Decedent Image Database, Completed the development of an online web database, accessible across the globe, providing researchers with whole human body computed tomography scans and metadata for COVID research.

Next Generation Wireless Service Deployment at SRC Dormitory Upgraded wireless service at the SRC Dorms and SRC Commons with the latest Access Points models that can support 802.11Ax (WiFi6) capable devices.

Pathways K-20: Office of the CIO/Taos Municipal School District (TMSD)/College of Education/Center for Teaching and Learning (CTL) Introduced the idea of placing UNM prospective teachers and Center for Academic Program Support (CAPS – part of CTL) tutors into virtual classrooms in the TMSD. The Office of the CIO will provide tutoring and parent/family training and technical support and for this initiative.

Preferred/Affirmed First Name - Phase IIII Updated the Operational Data Store with the preferred first name, preferred pronoun and gender identification values from Banner. The outcome of this phase allows the reporting communities to use the preferred first name, preferred pronoun and gender identification in various forms of communication.

Ruffalo Noel Levitz (RNL) Statistical Analysis Feed Worked with Enrollment Management on a data feed with RNL for statistical analysis in an effort to better market our Fin Aid awards and attract students. The feed consists of student data concerning enrollment and their demographics. An initial query of the past 3 years is given to them up front then subsequent smaller feeds are sent on a regular basis.

Service Expansion at Santa Ana Pueblo Site Provided technical expertise in provisioning consortium-owned optic network equipment and facilitated non-educational Internet service for tribal community.

Student Experience – Phase I Worked with multiple departments across campus to create the Student Guide tab in MyUNM that offers relevant information and links to students for the Fall 2020 Semester.

Surveys Supported development of multiple campus surveys to gather campus needs and sentiments related to the shift to remote operations.

Universal Laptop Program Developed and presented a proposal for a required universal laptop ownership program for UNM students. The proposal was well received and is gaining traction within the university.

University Community Parking Lot Wireless Expansion Collaborated with the City of Albuquerque's Wi-Fi on Wheels initiative, and expanded Wi-Fi service in the following parking lots in order to provide free community connectivity for students needing wireless access while maintaining social distancing during the COVID pandemic: G parking lot next to SRS, Rio Parking Lot next to SSSC, R parking lot by the IT 153 building, Gallup's G1, G2, and G3 parking lots, by Gurley Hall. We also provided coverage for the COVID Testing Center at the C parking lot next to The White House.

Verizon Basic Phone Cellular Rate Reduction In preparation for FY21 and as a result of continued budget reductions, UNM IT analyzed and reviewed existing costs for UNM provided cell phones. Effective July, 2020, UNM IT reduced its monthly rate for UNM issued basic phones with Verizon service, resulting in savings of $44K annually to UNM departments. Cell phone vendor costs and IT rates continue to be evaluated for cost savings opportunities to UNM departments.

Virtual Desktop Infrastructure (VDI) for Distance Instruction and Research UNM IT implemented a VDI environment in Microsoft Azure, branded Lobo Virtual Desktop allowing students and faculty to access a virtual computer lab and specialty software from their own computers.

Wireless Service Expansion on Behalf of the Student Fee Review Board (SFRB) Upgraded outdated equipment at these locations: Architecture, School of Law, Anthropology Annex, Travelstead, CoGen, CTLB, ISR, KUNM, KNME, Manzanita, Mesa Vista Hall, and Onate Hall.

Verizon 5 G Project Completed agreements and design of the fiber optic build-out including for new route to the UNM Business Center.

Zone 1 / Centennial Fiber Optics Replacement Completed BR&R portion of the fiber optic buildout to replace 30-year-old fiber optics infrastructure to 20 College of Engineering and College of Arts and Science buildings.

Zoom Web Conferencing Developed policy, clarified privacy and security controls, and developed a support model for scaling a service used occasionally by a couple hundred people to one that was used continuously by thousands of people. This included both adoption of the tools in classes and support models for high profile campus meetings and webinars such as UNM Town Halls and Board of Regents meetings. Zoom usage surged overnight from approximately 7,000 meetings in all of FY19 to what would ultimately be 32,000 meetings in just the first two weeks of the Fall 2020 semester.

III. FUTURE PLANS

Academic Implementations due to Coronavirus Response Further buildout and refinement of online and remote instructional technologies, refined support models for remote participants, webinars, usage of the Learning Management System for academic programs that have not previously used it, attention to student privacy rights (filming, video recording), and ensuring access for students through laptop checkouts and universal laptop ownership planning.

ABQG Routers Replacement Replace core Albuquerque GigaPoP routers in both 505 Marquette and 400 Tijeras locations to reduce service latency and expand service capacity to interconnect state-wide R&E networks and to accommodate Western Regional Network backbone refresh effort.

Automated and Real Time Testing for all Critical Enterprise Applications Make advancements in automation of testing to streamline and ensure quality and security of the applications and code delivered to the campus.

Building Modernization and Space Updates In an effort to facilitate collaboration and improve employee working spaces, IT Building 153 will be undergoing some improvements during FY21, including completion of IT mural, in partnership with the College of Arts and Sciences and Dr. Taylor Spence.

Building Remodel for IT Customer Support Move As a result of the University Hospital Tower Project, the Customer Support group will be moving from Building 255 to Building 153. The it building will be undergoing renovations in the old computer pod to accommodate Customer Support staff. The 1st phase of this remodel is expected to be completed by December 1, 2020.

Contact Tracing and Screening Initiatives Continue to support the evolving needs for the collection, delivery and analysis of various COVID 19 management functions.

Creative Campus Initiative Possibilities for partnership K-20, including K-12 teacher prep, dual credit, stackable degrees and technical certificates, and larger adoption of digital literacy concepts across the UNM curriculum.

Electronic Research Administration RFP Support the campus-wide RFP in selecting a replacement system for research administration at UNM.

Enterprise Firewall Upgrade and Data Center Firewall Consolidation Expand capacity based on security HIPPA and FERPA requirements; consolidate aging firewall services in Data Center; make ready for campus backbone redesign effort the following year.

Integration/Master Data Management (MDM) System Implementation of the foundational MDM system for initial integration use cases, facilitating robust and reusable integration foundations.

Implementation of DevOps, CI/CD and Cloud UNM IT Development/Security/Operations (DevSecOps) implementation including: code versioning, continuous integration/deployment/testing, micro-services, cloud-hosted migration to streamline and ensure quality of the applications and code delivered to the campus. IT Platforms also intends to build infrastructure components that will further increase the efficiency of application development including the use of container and infrastructure automation tools. This is a challenging endeavor given the budget cuts we have endured leading into FY21, but we hope to make continued progress.

Improving the Student Experience Continued work on integrations between systems to ensure streamlined and accurate communication to our students as well as research and possible implementation of a Student Relationship Management System (built on a Customer Relationship Management (CRM) Platform) to get prospective student information and streamline the application process.

IT Compensation Strategy/Comprehensive Review of IT Positions In collaboration with UNM Compensation, evaluate IT position classifications, conduct formal market rate analysis, and make recommendations for retention offers.

IT Employee Rewards and Recognition (Incentive Program) Develop rewards and recognition program for IT employees, to include developing guidelines for project closeout celebrations, incentive programs, and other general recognition opportunities for staff.

IT Funding Model for UNM Evaluate the current funding of information technology (IT) at UNM and provide a recommendation of an IT funding model. Anticipated implementation in FY22.

Learning Management System (LMS) RFP This project will replace UNM's self-hosted LMS solution with a cloud-based Software-as-a-Service (SaaS) model.

Legacy Authentication Demise Allowing legacy authentication poses a significant security risk to our enterprise systems. IT Platforms intends to demise legacy authentication protocol currently in use with enterprise several services. Some

applications that do not support modern authentication protocols will need to be replaced with application that do. Examples include but are not limited to Skype for Business and older email clients like Thunderbird.

Mesa Del Sol Data Center Evaluation Partner with UNM Real Estate, UNM Hospitals, and the Center for Advance Research Computing to evaluate the feasibility of acquiring the Mesa Del Sol Data Center for shared services.

Multi-Factor Authentication (MFA) for all Users and Services The most significant security problem facing UNM and most universities worldwide is account compromises via phishing. The only way to prevent this problem in its entirety is through the use of MFA. MFA has been implemented for system administrative access to enterprise systems. A project is underway to implement MFA for all enterprise services significantly improving the security posture for enterprise services.

NMHACK 2020 Currently collaborating on creating a multi-tiered virtual hack-a-thon which will pair undergrad mentors with novice high school students slated for Oct. 18h, 2020. Our goal is to build a self-sustaining hacker community across the UNM and New Mexico colleges, universities, and high school campuses in partnership with Major League Hacking www.mlh.io and other nonprofit education partners. This will be a pilot project targeting students in northern New Mexico to start a new paradigm of recruitment and community connections through computer science.

Participate as key partner in statewide Yazzie vs Martinez Initiative Submit an Information Technology (IT) Comprehensive Plan for funding: From Home to School for American Indian Populations. The lead partner is UNM Indigenous Design and Planning Institute (iD+Pi) in the Department of Architecture and Planning, UNM Office of the CIO, UNM College of Education, and Native American Library Special Interest Group (NALSIG). Funds to UNM IT expected to be in excess of $287k.

Perimeter Security One of the largest security vulnerabilities is perimeter security. UNM IT has a started a project to implement a least permissive posture at our perimeter security. Once complete this should reduce UNM's surface area of attack by more than 70%. This is expected to be a multi-year project.

Research Technologies Strategic Plan Participate in the development and delivery of a new Research Technologies Strategic Plan.

Single Sign On (SSO) UNM IT plans to implement SSO allowing users to log in one time to access to all enterprise services. This will dramatically improve the customer experience. It will also enable the seamless use of MFA for all services.

Unified Enterprise Data Warehouse Research, identify and implement a unified enterprise data warehouse that contains all of the data required to satisfy administrative, operational, and analytic reporting across the enterprise. This will ensure the standardization, quality and availability of data across the Institution.

UNMH Tower- Related Fiber Redundancy Project Establish Cancer Center as fiber exchange point for Telco service exchange, interconnect existing key service demarcations, namely, Novitski, Physical Plant, building 256 telecommunication room with secure fiber passage to maintain service resilience during UNMH Tower construction.

Voice Cloud Service Proof of Concept Explore Microsoft Teams voice integration with existing UNM DID number and PBX system; business plan based on POC result.

IV. APPENDIX

Telephone and Cellular Services UNM IT provides landline and cellular telephone and pager services. The total number of phones in use fluctuates frequently throughout the year and across years. Currently, there are over 19K landlines and 1,000 cellular phones, which has remained constant from FY19.

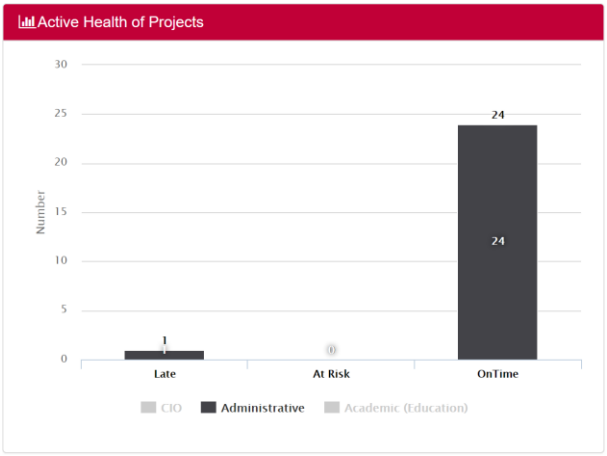
Printing continued to decline in the first half of the year with Fall 2019 printing levels at about 50% of Fall 2018 levels. With the shift to remote instruction, campus printing is at less than 10% of normal levels.

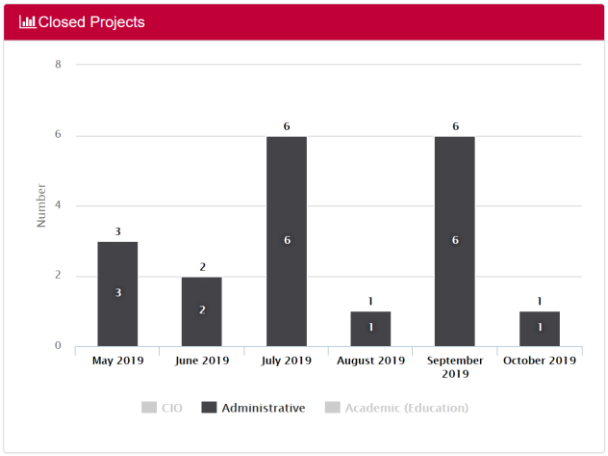
Learning Management System Additional capacity supported record usage of the LMS in the Spring semester and prepared us for a 59% increase in maximum concurrent users (peak over 14,000 concurrent users in the system) in the Fall 2020 semester. Fall 2019 hosted 4,538 sections in the system (by comparison, Fall 2020 has 5,288 course sections). Spring 2020, which is normally smaller than Fall, hosted a new record number of course sections at 4,764. Summer 2020 was comparatively smaller than Fall and Spring semesters but was still large for Summer at 855 sections.

Customer Support Services Center

- Phone Assists 47k
- Walk-in Assists 83
- Self-service 12.2k
- Password Reset 12.4k
- First Contact Resolution 69%

Applications Development Metrics





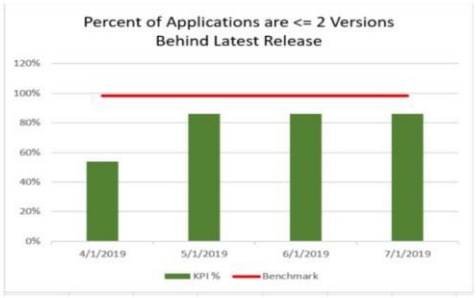
KPI September Review Quadrant - % of Applications that are <= 2 Versions Behind Latest Release

Review by Operations team:

Measurement and Description

Link to description and more information on this KPI: LINK

The chart below shows counts for the year 2019 (broken down by month) of the percent of Banner applications that were <= 2 versions behind the latest release.



*Graph shows the percent of Banner Applications that are less than or equal to two versions behind latest release.

Business Value, Value Add

How does this relate to the Core Values of Secure, Accessible, Reliable, Innovative, and Effective?

Meeting the KPI for percentage of Banner modules that are less than or equal to two versions behind latest release ensures adherence to the vendor's release schedule which continues a stable performance and availability to Banner modules.

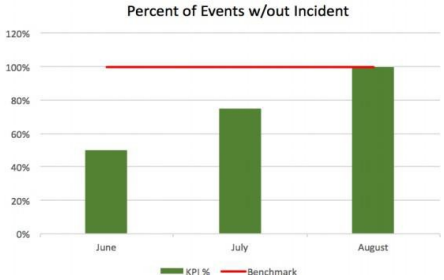
KPI Review Quadrant - % of Operations Events w/o KPI Incident

Review by Operations team 01 Aug 2019

Measurement and Description

Description and more information on this KPI

The chart below shows counts for the year 2019 (broken down by month). Higher percentage is better, % of Operations Events **without** a KPI Incident.



Business Value, Value Add

How does this relate to the Core Values of Secure, Accessible, Reliable, Innovative, and Effective?

If the Standard Operating Procedure(s) can be improved by the information gained from Lessons Learned from the Incidents created /caused by upgrades, we can improve the upgrade procedures which should, in turn, reduce the number of Incidents to zero; this will then deliver/result in 100% of Operations Events without a Key Performance Indicator Incident. Reaching 100% of Operations Events without a Key Performance Indicator Incident consistently will demonstrate that the Operations Team is completing Events are in a Reliable and Effective manner.

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2019 – 2020 Annual Report

Institutional Support Services (ISS)

Submitted by:

Chris Vallejos, Associate Vice President

http://iss.unm.edu/

Mission and Vision

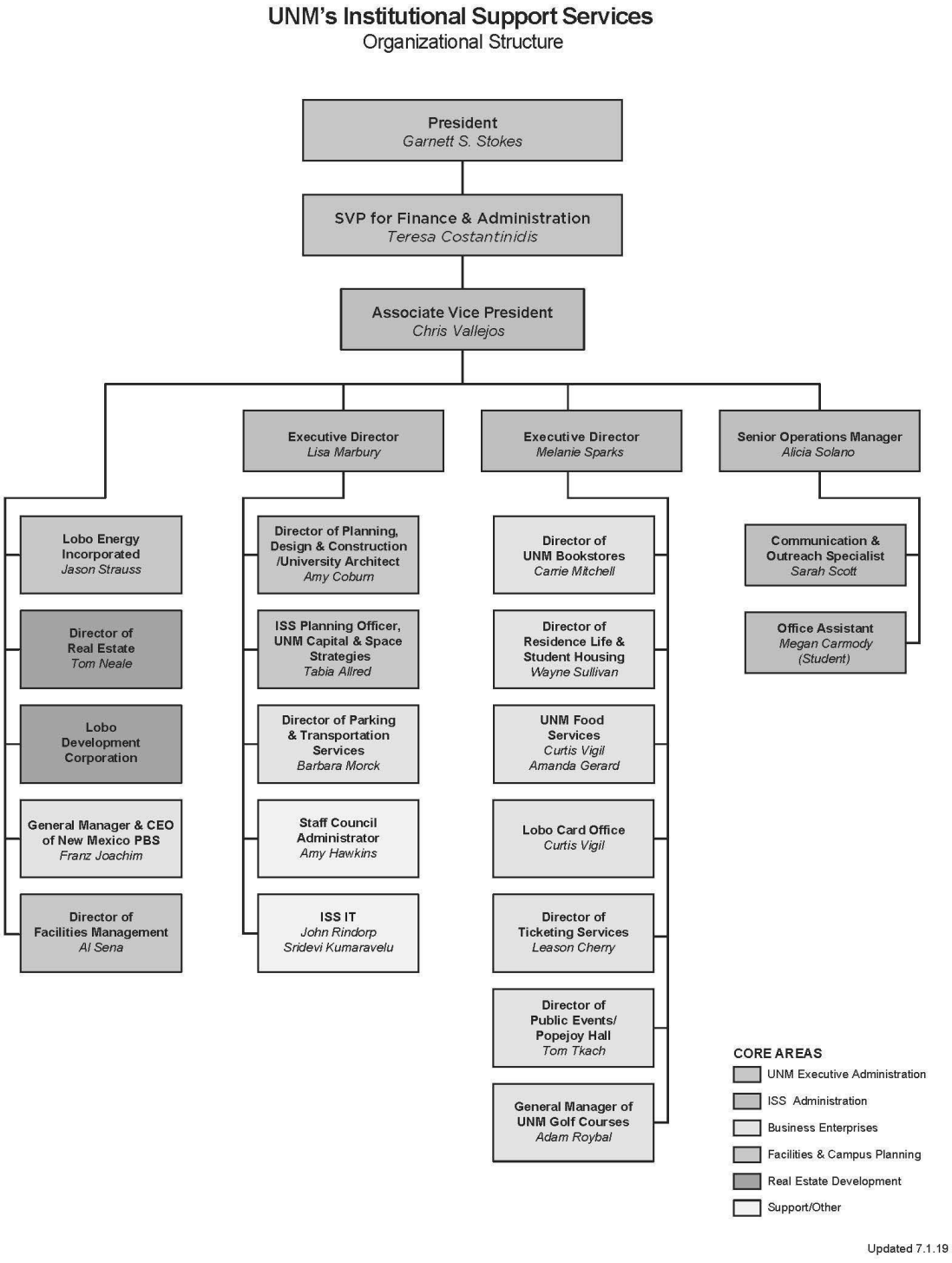
Mission

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

Vision

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

Organizational Chart



2019-2020 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	**Real Estate & Business Dev.**	**Facilities/Campus Planning**
Ticketing Services	Real Estate Department	Planning, Design & Construction
UNM Bookstores	Lobo Development Corporation	Facilities Management
Popejoy Hall		Capital & Space Strategies
UNM Golf Courses		Lobo Energy Incorporated
New Mexico PBS		
Residence Life & Student Housing		
UNM Food		
LoboCard Office		
Parking & Transportation Services		

ISS also oversees the administrative office of UNM Staff Council.

Overall, FY20 presented some unique challenges for our departments, but they were able to demonstrate resilience and frequent adaptability. The operational and fiscal impacts of COVID-19 were substantial, but ISS departments handled this the best they could and for many, how they responded was a significant accomplishment. In March of 2020, the university moved to remote access instruction. For main campus housing, all resident housing contracts ended on March 24, 2020 unless the resident presented a compelling reason he or she needed to be permitted to stay. Residents who moved out were given pro-rated refunds. For satellite housing at Lobo Rainforest, all residents were permitted to stay but were allowed to be released from their contract if they requested and were given a pro-rated refund. Residence Life & Student Housing (RLSH) refunded students over $1.5 million and lost approximately $620,000 in summer conference and short-term housing revenue. RLSH was able to reduce the impact this had on their year-end balance by cutting nearly $1.8 million in expenses. With some residents remaining on campus, UNM Food still needed to remain operational, but with limited capacity. UNM Food refunded students over $1.5 million in meal plans. UNM Food partnered with our food services vendor, Chartwells, and RLSH to put operations and protocols in place to safety and effectively feed the remaining residents. Additionally, Facilities Management (FM) worked collaboratively with all departments to successfully position campus facilities for limited operations. FM also worked with UNM IT on developing an approval process for reopening university facilities. Tracking COVID exposure in university facilities and instituting a notification system was also completed. UNM Bookstores also collaborated with Parking & Transportation Services (PATS), Popejoy, and UNM Police Department to organize and implement a COVID-safe drive-thru for three days for students to return rented books. New Mexico PBS, in partnership with Albuquerque Public Schools, created and aired APS@Home statewide. APS@Home was a daily 4-hour block of classroom instruction for K-5 grades.

Outside of responding to and modifying operations due to the pandemic, ISS did have other accomplishments for FY20 that should be highlighted. New Mexico PBS saw a 22%

increase in development revenue over their original goal for FY20 and a 14.5% increase over FY19 actuals. Development efforts at Popejoy also were incredibly successful, and for the fifth year in a row, exceeded initial fundraising goals. This year, contributions from donors totaled $1,845,228, including major pledges, bequests, and contributions received for the Benefactor Program. UNM Golf Courses was ranked the 15th best campus golf course in the country according to Golfweek magazine, which was an improvement from their 18th ranking in FY19.

ISS departments also continued to make process improvements through various tools and technologies. The LoboCard Office was able to fully deploy and utilize the newly created online photo submission application.. This assisted in reducing wait times at the LoboCard Office and greatly supported the New Student Orientation (NSO) program with photos being submitted online, which the LoboCard Office was able to preprint prior to the student's arrival on campus. This enabled the LoboCard Office to collaborate with RLSH, along American Campus Communities (ACC) for students to pick-up their Lobo Card during their housing check-in event. Phase 1 of the Facilities Condition Assessment was completed and Capital & Space Strategies (CSS) assisted FM in utilizing the data received from the assessment by developing several reports for campus stakeholders. Facility report cards were developed for each facility assessed and then distributed. UNM Ticketing Services transitioned to Paciolan ticketing services in time for subscriptions for the 2019-2020 Popejoy season. One key feature of the system is better mobile integration for patrons.

Overall, ISS departments did struggle to reach their financial goals for the fiscal year, but this was predominantly due to COVID-19. From March 11, 2020 to June 30, 2020, ISS departments reported a combined $8,365,156.11 in lost revenue and additional expenses due to COVID-19. To help offset some of these losses/expenses, ISS received a $4,816,333.24 distribution of CARES Act Higher Education Emergency Relief Funds.

The total balance carry forward for VP Office indices were:

816003 (general operating)	$680
816007 (auxiliary consolidated)	$72,729
816008 (self-supporting)	$50

Total available reserves for ISS departments was $10,591,031.29 with $4,936,960.18 and $5,654,071.11 categorized towards commitments and dedications respectively. At the end of FY19-20, ISS was still able to contribute $1,750,000 to the University to help support the academic/student mission.

II. SIGNIFICANT ACCOMPLISHMENTS

The following is a summary of the significant developments that occurred within ISS and its units for FY19-20:

- Bookstore continued to grow their Inclusive Access program. The Bookstore increased Inclusive Access sales by 31% over prior year. The program saved students 30% on the price of course materials compared to standard textbooks.
- Capital & Space Strategies completed its first full year of operations and was successful in the coordination of capital planning and implementation of institutional space resources. CSS coordinated and facilitated the reboot of the Capital Planning Leadership Team, during which the new Comprehensive Capital Plan was developed.
- Facilities Management worked with IT on developing an approval process for reopening facilities on campus that closed down during limited operations. Tracking COVID exposure in university facilities and implementing a notification system was also completed.
- UNM Food consulted national data, conducted research, and used feedback loops to understand the best value, access, and features that our students are looking for in their meal plans. New meal plan structures were designed that offer variation to accommodate different tastes, dietary concerns, budgets, and lifestyle patters to best serve our students, staff, and faculty.
- UNM Golf Courses hosted the 53rd Pacific Coast Amateur Championship in July 2019 at the Championship Course. This is the oldest and most prestigious amateur golf championships in North America.
- In addition to the online photo submission application that was noted in the Executive Summary, the LoboCard Office also completed and rebranded a new website. The new website is easier to navigate and locate pertinent information based on audience type.
- New Mexico PBS continued its award-winning tradition of garnering awards and national recognition: Rocky Mountain Emmy Award nomination (September 2019) for the *Majesty of Music and Math* documentary and 2019 New Mexico Governor's Award for Excellence in the Arts for *COLORES!*.
- Parking & Transportation Services hired Walker Parking Consultants to perform a survey of the changing environment on North Campus due to the construction of a new Hospital Tower and Patient Parking Structure, construction of two new clinics, and expansion of the MIND Institute facility. Study was completed in March 2020.
- Planning, Design & Construction saw substantial completion of several large projects in FY20 (PAIS approximately $65.8 million, JCER approximately $35.7 million, and Gallup Physical Plant approximately $2.6 million). The projects are undergoing final commissioning and closeout processes, and will be formally closed in FY21.
- Popejoy Hall presented 61 productions totaling 96 performances. Additionally, Popejoy Hall held a fundraising banquet on stage in August 2019 to support the Excellence Fund. The event was successful in not only raising $40,000 for the 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.

- Real Estate Department completed a lease renewal and lab modernization of the Sandia Advanced Materials Laboratory (AML) at the UNM Science & Technology Park. The $1.5 million renovation project upgraded the ventilation, laboratory fume hood exhaust system, and electrical systems to current standards and life safety codes.
- Residence Life & Student Housing, with limited funds available, was able to work with UNM IT to replace WiFi in Coronado and Alvarado Hall, as well as, upgrade WiFi throughout the SRC buildings.
- Staff Council led initiative for information accessibility for blind and visually impaired staff for all Staff Council communications and within the broader University community.
- Ticketing Services fully implemented the Paciolan ticketing system and implemented mobile tickets, including subscription tickets.

III. FUTURE PLANS

- The Bookstore will continue to work towards simplifying the process for instructors and administrators to order academic kits for the architecture, art and engineering programs.
- Capital & Space Strategies will move forward with the FAMIS Cloud Space Module Go-Live UNM-wide and continue with Phase 2 of the Facility Condition Assessment.
- Facilities Management will continue coordination and evaluation plan to construct a utility plant at the North Campus coordinated with HSC.
- UNM Food is engaging in an RFP for a new transaction vendor. UNM Food will work closely with LoboCard Office and other stakeholders to install new hardware, software, and technology to upgrade current point of sale systems across campus.
- UNM Golf Courses will continue to work with Bernalillo County and the neighborhood associations to preserve the golf course for its patrons and maintain a perimeter walking trail for all of those who enjoy it.
- LoboCard Office, in conjunction with UNM IT, is researching various vendors to operate the UNM Badging Software on an independent level. This will allow for more flexibility in the reporting fields and a more robust badging system in issuing UNM credentials.
- New Mexico PBS, will complete construction and installation of a new tower, new antennae, and new transmitters of both KNME and KNMD. The new antennae and transmitters will be compatible with the new ATSC3 broadcast standard. They will also migrate all KNMD content to KNME by adding two new sub-channels.
- Parking & Transportation Services released an RFP for an Automatic Passenger Counter to provide boarding and deboarding information that will be used to help plan for and drive improvements in the shuttle services. The RFP is expected to be awarded before the end of the calendar year 2020.

- Planning, Design & Construction is anticipating increased engagement with UNM administration and academic leadership around institutional asset management and long deferred master planning efforts for UNM Main Campus, as well as, Center for the Arts.
- At Popejoy Hall, construction will begin and be completed on the lower and upper level artist support spaces, which is the remaining project of Phase III of Popejoy's capital campaign.
- Real Estate Department plans to complete the transfer of the real property interests of the Innovate ABS to the Regents of the University of New Mexico.
- One of Residence Life & Student Housing's plans is to successfully decommission Student Family Housing while providing support for residents in the transition and making best decision possible for facility and land.
- Staff Council will advocate and continue to support staff in pursuit of education through the bi-annual Staff as Students events, in collaboration with Enrollment Management, where staff get priority registration to help accommodate their work schedules and can address any number of class issues with on hand advisors.
- Ticketing Services plans to streamline all of their processes/services to be 100% online.

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2019 – 2020 Annual Report

Appendix A

UNM Bookstores

Submitted by:

Carrie Mitchell, Director, Bookstores

https://bookstore.unm.edu/

Mission and Vision

Mission

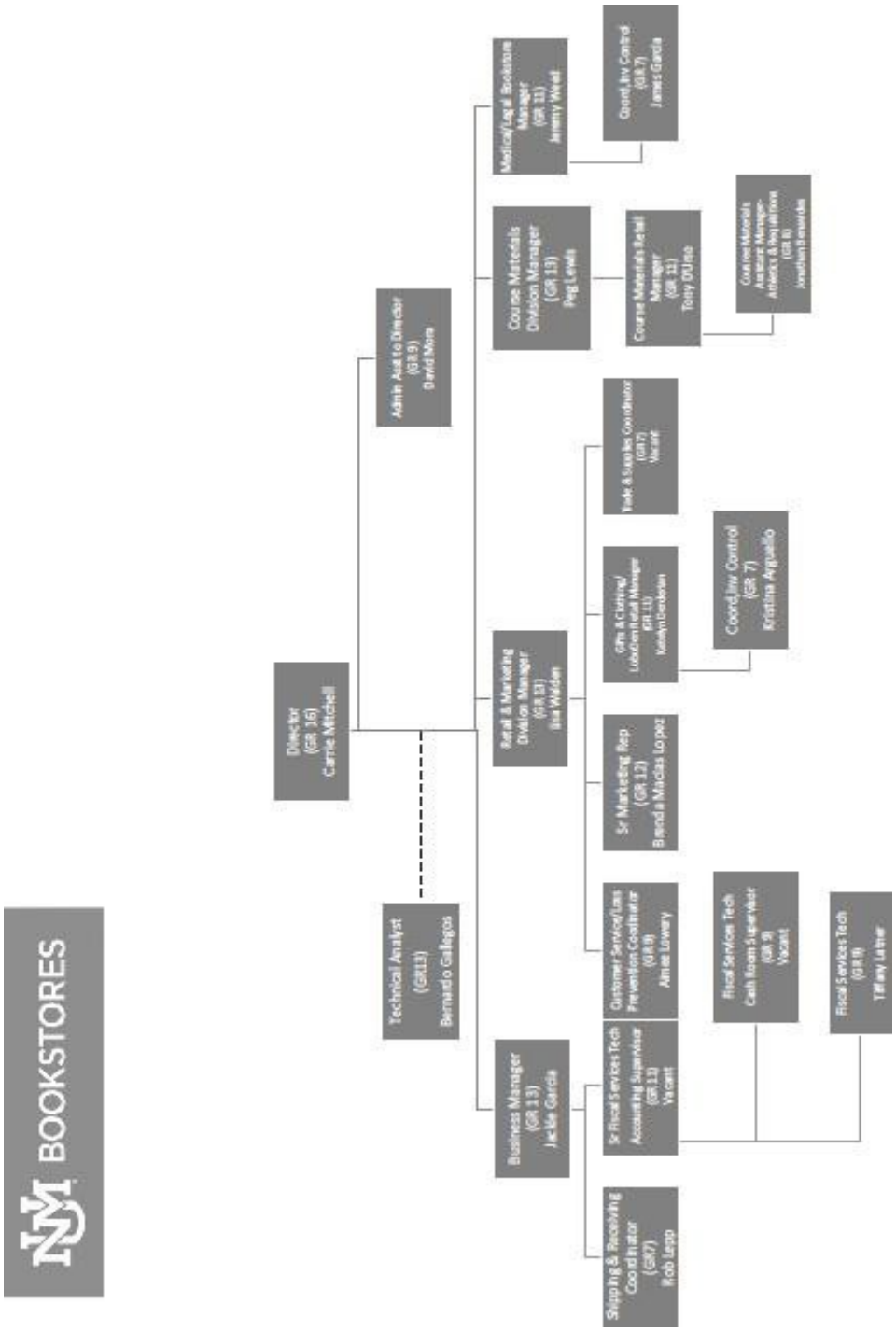
The University of New Mexico Bookstores are proud to be owned and operated by the University of New Mexico. Our primary mission is to serve the students, faculty, and staff of the University as well as our community customers. We strive to deliver quality products and services to enhance the educational, professional and personal lives of our UNM community.

Vision

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

Organizational Chart

On June 30, 2020



I. EXECUTIVE SUMMARY

FY20 was the most challenging year for everyone. Closing both stores to the public in March, April, and May presented challenges and opportunities for the Main Campus Bookstore and Medical Legal Bookstore. We took advantage of the opportunities and reduced the risks and losses by developing several unique services.

The budget summary FY20 for the Bookstores includes a decrease in overall revenues of 16.2%. Stores' sales were down 15.3% for the entire year and other revenue, commissions, misc. income and mail service income down by 43.4%. The decrease in enrollment, loss of customers with stores closed March, April, May, cancellation of graduation, graduation fair, and Apple Spring Sale were key contributing factors through sales and commissions lost.

Prepaid mailing labels were sent to ever student that rented books, and a drive thru book return was created to assist students in getting their books turned in at the end of the semester. The decision to give students the benefit of converting unreturned rental textbooks to purchase rather than charge replacement value took another $30,000 off our bottom line.

There was also a mix-up in budgeting the misc. income which caused a $150,000 reduction to our bottom line. The team members found new ways to reach customers with our web site. The focus to meet the needs of our students enable us to increase our sales on the web over 162% last year's sales during the spring semester, the most notable being our Tech area with an increase of 507%. The expense lines were reduced through much effort and collaboration among our leadership team. Labor expenses were decreased by 9.6% and operating expenses were decreased by 9.5%. Several areas of our expenses were the focus of the reductions. Most significant were Supplies down by 14.7%, Telecommunications down by 19.4%, and with Banking/Other Operating Expenses down by 44.3%.

For the Main Campus location, the enrollment continued to decrease. In turn, the foot traffic decreased in the first semester. The team took that as an opportunity to grow online sales in all areas. The Course Materials (CM) Team were more proactive contacting faculty for adoptions and making sure the Inclusive Access (IA) model was understood by faculty. For spring 2020 rush, the CM team created a great marketing promotion to encourage students to order their course materials early and online. All students that ordered in the month of December were entered into a drawing to get all their textbooks free. The CM team made sure that they ordered the textbooks earlier so they could fill the orders. The sales and web traffic did not increase. The link to the Bookstore from banner had accidently been replaced with a link to Barnes and Noble bookstore. The analytics showed that 583 customers were lost to the link to Barnes and Noble instead of the UNM Bookstore. That was a significant loss in sales for our Spring 2020 semester.

II. SIGNIFICANT ACCOMPLISHMENTS

For the second year in a row, our course materials team concentrated on informing faculty of the great Inclusive Access program we have established. The accomplishment of increasing sales by 31% over prior year was significant during these special times. This program saved students approximately 30% on the price of course materials compared to standard textbooks, provides them virtual access to the course materials starting on the first day of class thru drop/add period free of charge, and gives them the opportunity to try the course materials before they buy.

Increasing our sales on the web 162% over prior year was also a very collaborative effort. The drive to increase our product offerings by more than 100% during the spring term included managers, full-time staff and students working side by side to make it happen. The emphasis quickly changed from increasing sales to meeting student's needs. Graduation, being such an important part of the college experience was causing so many students anxiety. We found that our graduating students needed to celebrate their accomplishments on or off campus. For days the team formed an assembly line, so to speak, to meet the needs of the students. They ordered late, but knew we needed to get them the regalia and tassels to make their moments special. We were able to ship out more than 70 orders a day to guarantee the students had their items on time. The graduation department on our website, increased the sales in FY20 by 168% compared to the same time in FY19.

Part of the increase in web sales were the computers and technology products that were realized through the great need of faculty, staff and students. Our lead student spent hours each day scouring the wholesale web sites buying up computers, web cameras, microphones, and other ancillaries to ensure our academic community had the technology setups to move forward during this time. Again, our teams came together to get them processed and ready for our customers. The sales increased by over 500% during this time compared to FY19 for the same time period.

With more than 2,900 textbooks rented during the spring 20 semester, challenge of how to get them back from our students was a big issue. Each student, that had rented a textbook, received correspondence from us assuring them we were working on the problem. Working with our partners at UPS, students were sent a link from UNM Bookstore to request a UPS shipping label. They could print out the label, box the book(s), request a pick-up and ship them out, or they could take their phone with the link to a UPS location to get the label, boxing and shipping back to the Bookstore. For any students that wished to save the labor of boxing, the team offered a drive-thru rental return. Working with UNM Police, PATS, and Popejoy staff, a COVID-19 safe drive-thru was implemented over three days for students to return their books.

Increased revenue streams by creating an office space for Parking and Transportation Services' Marketing Department to rent on an annual basis. Utilizing space that previously had been used by Bookstore staff in positions we have eliminated, we dedicated two large cubicles for other uses. The main Bookstore was able to offer for rent these cubicles,

along with use of the copier and the large format printer, that suited the needs ofanother ISS department.

III. FUTURE PLANS

Increase Inclusive Access program by working in partnership with UNM Faculty and UNM IT to meet both of their needs of a fully integrated IA program with the different publishers and learning management system.

Develop programs to increase access to computers for UNM students.

Create additional revenue streams to fit the needs of students, faculty and administration that will reduce the revenue decreases.

Progress in simplifying the process for instructors and administrative staff to order academic kits for the architecture, art and engineering programs. Take the fair pricing model that is currently used and expand it.

Analyze the needs and the benefits of having the Medical/Legal Bookstore on north campus.

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Appendix B

Capital & Space Strategies (CSS)

Submitted by:

Tabia Murray Allred, ISS Planning Officer

https://iss.unm.edu/departments/capital-space-strategies.html

Mission and Vision

Mission

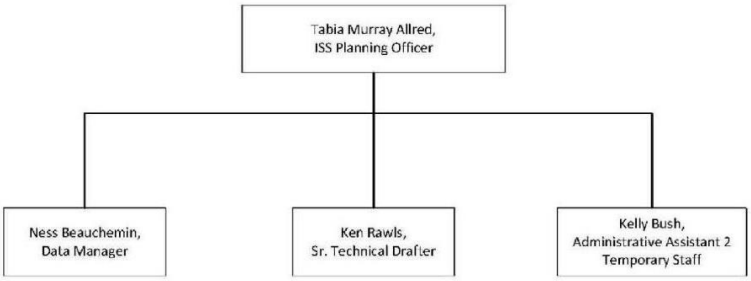
Guiding the strategic use and development of UNM's capital resources.

Vision

Defining the framework for effective utilization and modification of UNM's capital resources to support academic innovation, research advancement, and community services.

Organizational Chart

CAPITAL & SPACE STRATEGIES



I. EXECUTIVE SUMMARY

Capital & Space Strategies (CSS) completed its first operational year in FY20. The unit provides strategic coordination, guidance and planning resources for institutional space, facility physical assets and capital resources for the University of New Mexico.

Capital planning includes working with campus stakeholders to develop integrated, strategic capital projects and preparing the annual Capital Outlay Plan.

- Coordinates and facilitates the capital planning process for the University thru the Capital Planning Leadership Team (CPLT)
- Assists with defining and prioritizing projects for future funding targets/requests
- Develops capital project plans and integrated funding strategies
- Facilitates project construction approval thru UNM and State Governing Boards

Space management includes providing the campus with space data analyses to aid decisions regarding major capital projects and other campus planning endeavors, and managing information on the utilization of space.

- Chairs and facilitates the Space Allocation Committee
- Conducts space studies and audits consistent with campus strategic objectives
- Supports space utilization studies and strategic space planning
- Supports and informs the campus space inventory and database
- Supports space assignments on and off-campus

CSS also serves as an impartial facilities team member, providing oversight coordination of the UNM Project Intake portal and Project Intake metric reporting.

CSS had an operating budget of $305,000 from Instruction & General allocation.

- Personnel: $183,535
  During FY20, CSS had 3 regular full-time staff and 1 temporary full-time staff members.
- FAMIS: $80,522
  Annual operation and migration of FAMIS for UNM's space data.
- Operations: $40,943

II. SIGNIFICANT ACCOMPLISHMENTS

In the first year of its operations, Capital & Space Strategies (CSS), was successful in the coordination of capital planning and implementation of institutional space resources.

Capital Planning

CSS coordinated and facilitated the following capital planning efforts across UNM.

- Capital Planning Leadership Team: FY20 represented the first coordination of the CPLT under the new leadership of Provost Holloway and SVP Costantinidis. During which the new Comprehensive Capital Plan was developed to assist in the organization of the capital needs for the Main campus.
- UNM was successful in receiving capital appropriations from the State Legislature.
    - General Obligation Bond projects $51,400,000:
        - Health Sciences Center Nursing Building $30,000,000
        - Academic & Research Infrastructure Improvements $13,200,000
        - Gallup Campus Center for Career Tech Renovations $3,000,000
        - Taos Klauer Campus Site Improvements $2,000,000
        - Los Alamos Campus Workforce Development & CTE Labs $1,700,000
        - Valencia Campus Fire Safety Improvements $1,500,000
    - Severance Tax Bond projects totaling $7,337,000:
        - UNM Main Academic $2,092,000
        - UNM Main Other $1,075,000
        - UNM Athletics $3,760,000
        - Los Alamos Campus $250,000
        - Harwood Museum $160,000
- UNM was able to move 39 capital projects through the construction approval process, representing nearly $87,000,000.
    - UNM Main $37,339,734
    - UNM Health Sciences $1,409,880
    - UNM Hospital $37,315,206
    - UNM Branches $10,475,000

Space Management

CSS invested significant efforts into the migration of FAMIS Classic space data to FAMIS Cloud as part of the Space/Asset FAMIS Cloud/AppTree Project. Completion of a campus-wide space update was organized in October, 2019. UNM space data was migrated in March 2020. Due to the COVID-19 pandemic and some technical resource issues, the go-live for implementation of FAMIS Cloud UNM-wide was delayed till August 24, 2020.

Facility Condition Assessment

Phase1 of the Facility Condition Assessment was completed and CSS assisted Facilities Management in utilizing the data received from the assessment by developing several reports for campus stakeholders. Facility report cards were developed for each facility

assessed. Reports on the outcomes of the facility condition assessment were delivered to the Main Campus School and College Deans, Capital Planning Leadership Team, Health Sciences, Branch Chancellors and UNM Administration.

III. FUTURE PLANS

- *FAMIS Cloud Space Module UNM-wide Go-Live (August 24, 2020)*
- *Capital Planning Leadership Team progression*
    - *5-year capital project criteria for selection*
- *Space Allocation Committee reorganization*
    - *Space Utilization Assessment*
    - *Implementation of Space Reduction plan*
- *Facility Condition Assessment Phase 2*

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Appendix C

Facilities Management (FM)

Submitted by:
Alfred Sena, Director
https://fm.unm.edu/

Mission and Vision

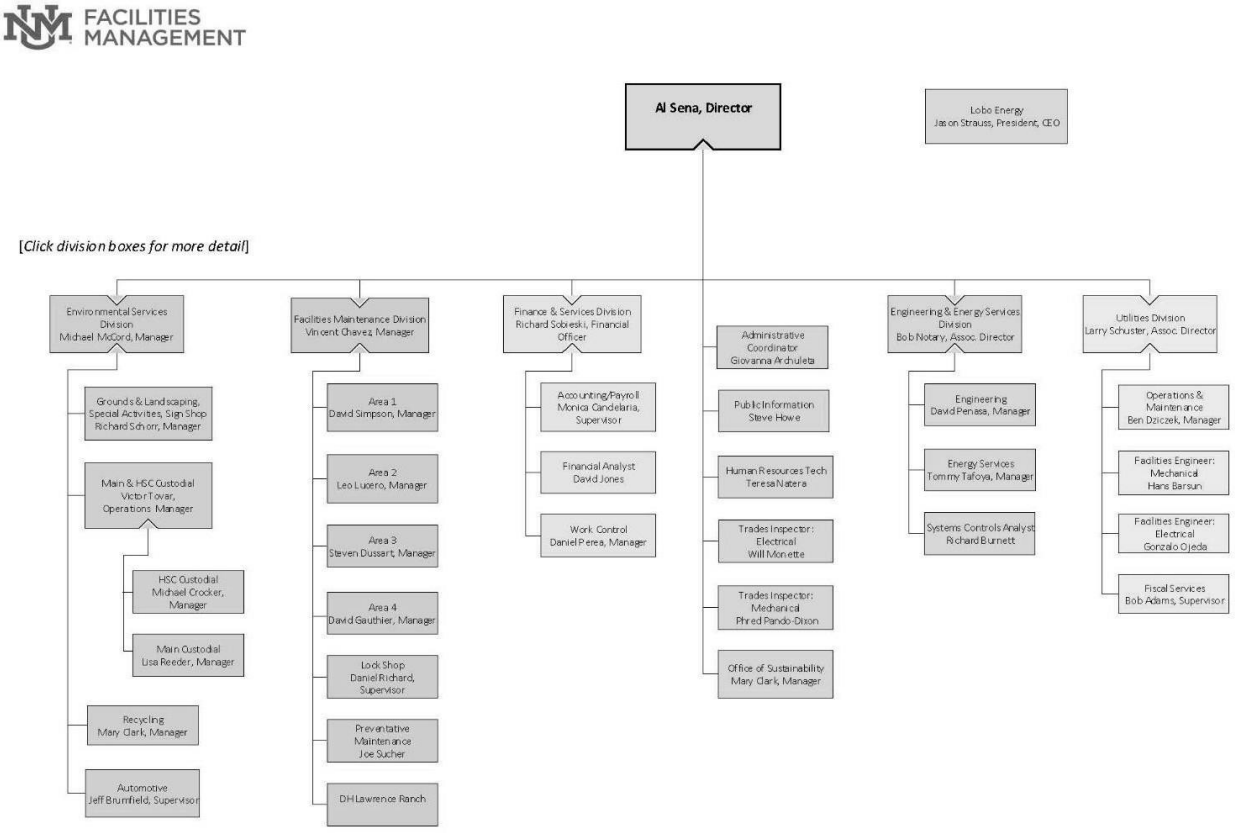
Mission

Facilities Management'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

Facilities Management's vision is that our community, state, and national peers will recognize The University of New Mexico's Facilities Management as a leader in campus sustainability and facilities stewardship.

Organizational Chart



I. EXECUTIVE SUMMARY

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

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

For FM, the overarching objective of these goals continues to be identifying and acting on opportunities, reducing risks, and efficiently managing limited financial resources to improve facilities for our customers. Benchmarking, risk assessment, communication, process refinement, and employee development remain primary strategies.

FM has changed the approval process for funding of projects within the department. The division performing work must complete a Scope of Work approval form which is now processed electronically through the offices of the Director and Finance Officer. This is for all projects and will be implemented at the Utility Division beginning January 2021. The goal is to assure alignment of projects and maintenance efforts within the institution. Increasing management interface of budgeting and forecasting has been implemented. Phase 2 of a Facilities Condition Assessment of the non-I&G facilities on main campus and branch campuses was kicked off and will be rolled into phase 1 data with Capital Space Strategies. This focus was on auxiliaries and University of New Mexico Hospital (UNMH) facilities.

In response to COVID-19, FM worked collaboratively with all departments to successfully position campus facilities for limited operations. FM also worked with IT on developing an approval process for reopening our facilities. Tracking COVID-19 exposure in our facilities and instituting a notification system was also completed.

FM has been involved with development of the ADA transition plan RFP and several contracting selections for construction with Purchasing. FM has also participated in evaluation of the new hospital construction planning efforts and has increased shared processes with UNMH to leverage knowledge and increase (non-medical) alignment of standards.

BUDGET INFORMATION

Total Revenues: $60,374,527

Total Expenses: $60,044,723

Year-end Balance: $2,607,021

II. SIGNIFICANT ACCOMPLISHMENTS

Communications

- Substantively completed the departmental name change from Physical Plant Department to Facilities Management.
- Developed materials (flyers and promotional items) and participated in department employee recruitment events.
- Developed a formal communication plan for the FM Office of Sustainability.
- Maintained and expanded FM website offerings to include a dedicated resources page for Building Coordinators and communication of campus projects of public interest.
- Improved access to FM Procedures and Guidelines on the FM website.
- Served on UCAM COVID-19 signage committee to design and distribute signage to ensure COVID-19 Safe Practices for campus users.
- Developed webpage on the FM site to enable the university-wide facility reopen process.
- Began work with FM Administration on re-defining the Employee Recognition Program to include the addition of supervisory and peer recognition awards.

Engineering and Energy Services

- Obtained a positive FY20 end-of-year balance of $308,000 for the E&ES Division in addition to the more than $400,000 in self-funded projects that were completed (mainly fire safety systems). The positive outcomes achieved is a testament to the dedication of staff during this time of limited on-site work.
- Added a new HVAC system chiller addition to CHTM to improve reliability and performance efficiency. Due to an unexpected failure of the building's heating boiler at the end of the last heating season, an urgent project was initiated and completed in less than two months. The new condensing boiler is of much greater efficiency than the previous boiler.
- Upgraded the campus-wide Building Automation System, resulting in a cloud-based server. This will provide many access and reliability benefits at a cost of only $200 per month and will save hundreds of labor hours per year previously required.
- Completed Fire Safety projects in building-wide systems: Johnson Center project fire alarm system upgrade in support of the JCER capital project; Mechanical Engineering – emergency power for fire alarm system; Education Classroom fire alarm upgrade; Fitz Hall - Fire Alarm System Study
- Conducted a successful pilot test project of controlling laboratory systems from our Building Automation System at the MRF building. This will now be the

campus design standard which will be safer, more efficient, easier to maintain and at a reduced initial cost. Chemistry Phase 2, the first major project to use BAS control for lab ventilation systems, saved approximately $50,000 with this concept.

- All engineers and technical staff attended a series of webinars that provided training in best-practices in laboratory ventilation. This provides a good foundation of understanding for our Laboratory Safety initiative. The timing was good in that much of the training also applies to COVID-19 transmission.
- Replaced the failing piping in Reibsomer Hall from the recent Chemistry Lab Waste System installation capital project. The entire waste system piping was replaced ahead of schedule primarily due to the efficiencies of working in a building with limited occupancy.
- Replaced the obsolete INET digital HVAC controls in the Hibben Center. The replacement with our current campus system was completed by Energy Services staff for approximately $75,000 less than the outside contractor's proposal.

Environmental Services

- Environmental Services was holding team leadership meetings for all managers and supervisors in the division until the COVID-19 pandemic limited staff allowed on campus.
- The COVID-19 pandemic has caused a change in the division priorities with an emphasis on sanitizing, cleaning, and social distancing.
- Video equipment is being purchased to allow leadership teams to return to regular scheduled meetings via Zoom

Automotive:

- Automotive technicians completed 1708 service requests for University fleet vehicles.
- Purchased the new scanners for use in diagnosing vehicle problems.
- Lift inspection was carried out to ensure safe and efficient use of equipment.
- Began the installation of GPS in Facilities Management vehicles.
- Fuel tank inspections were performed to comply with NM State regulations.
- Parts expeditor retired, expect to backfill the position in 2020.
- Vacant Automotive Tech position is to be filled in 2020
- New Operations Specialist hired who performs a wide range of duties, which include purchase of new vehicles, fuel purchases, accounting functions, and backup for the Automotive Services Supervisor.

Custodial Services:

- Main Custodial Services maintained over 4,232,742 cleanable square feet at an APPA Level 2 cleaning standard with 117 FTE.
- The Health Science Center Custodial Services has 42 FTE and maintains over 1,575,914 of cleanable square feet at an APPA Level 1 cleaning standard.
- Lead custodians were reclassified as custodians Grade 5. Custodial unit to hire 13 new Custodial Coordinators to replace the 26 Lead Custodians.
- Two Custodial Supervisors on Main Campus retired and the positions to be backfilled in 2020.
- Custodial staff has a new priority during the COVID-19 pandemic of performing regular sanitizing of public and staff spaces. Additional cleaning and sanitizing are also being done in between and after classes.
- Trained staff on new disinfectant equipment, multiple units of the “Total 360” machines were purchased. Total 360 eliminates odors, kills cold and flu viruses (COVID-19) and is an effective disinfectant against Methicillin-Resistant Staphylococcus Aureus (MRSA). Twenty-one other fogging sprayers were also purchased to provide sanitizing throughout the campus.
- Managed quarterly chemical inventory reporting to Safety Risk Services and chemical analysis tracking program.

Grounds and Landscaping:

- Maintained over 300 acres of campus landscape to APPA Level 2 standards with a reduced staff of well under 40 FTE for the first half of the year. COVID-19 limited staffing resulted in the Grounds unit falling behind in the usual maintenance schedule. Vacant support positions include an Ornamental/Turf Pest Ctrl Technician, and a Turf Equipment Technician and three turf technicians.
- In conjunction with Bernalillo County, Grounds and Landscaping managed a $118,000.00 installation of the Yale streetscape east of the golf course. Grounds also continued maintenance on the new landscapes and tree installations at the north golf course without any additional funding.
- Removed over 500 tons of refuse from campus not including smaller trashcans, landscape green waste, and compactors.
- Participated in NM Arbor Day, national Arbor Day, and Earth Day tree plantings.
- SRC grounds cleanup completed prior to the arrival of the students in July 2019.
- Repaired and replaced deteriorating concrete totaling more than $53,000, and street markings throughout campus totaling more than $41,000.

- Moved three employees to higher-grade positions internally within our own division.
- Continued to provide support to student groups and organizations for numerous events including Freshmen Family Days, Welcome Back Days, homecoming festivities, Red Rally, Hanging of the Greens, Sustainability Fair, and commencement ceremonies, and the Lobo Gardens.
- Created a special team to address homeless camps, removal of medical and human waste and sanitize various areas due to COVID-19 pandemic.
- Added new utility vehicles to our fleet to include five additional John Deere Gators with plows, large area mower, large turf vacuum, and paint striper.
- Renewed and replanted several large lily beds around the University House.
- Added new utility vehicles to our fleet to include five John Deere Gators, two one-ton trucks, and one supervisor vehicle.

Sign Shop:

- Worked heavily with Parking and Transportation (PATS) and Safety & Risk Services (SRS) to update signage in parking lots, reserved spaces and ADA compliance, event direction signage, and fire extinguisher markings.
- Worked with Planning, Design & Construction (PDC) on new building signage at PAIS and JCER expansion.
- Printed and assisted with COVID-19 related signage and return to campus signage.
- Worked with HSC on implementing standardized signage in house versus outsourcing. This is currently in-process.
- Installed new steel banner “flags” with new UNM logo on signs around main campus utilizing cost saving design.
- Worked with PDC and University Communication and Marketing (UCAM) to create, plan, and implement new UNM Signage Standards.
- Worked with Automotive to install new logos on vehicles.

Special Activities:

- Completed numerous Grounds & Landscaping service requests.
    - Completed monthly maintenance on transformers & Daily Lobo boxes.
    - Refurbished benches and table/chair sets as needed on campus.
    - Performed installations, removals and relocations for recycling bins & trashcans, bike racks, benches and table/chair sets.

- Responsible for recycling (offsite) all fridge/freezer and pallets on campus.
- Worked with Accessibility Services to remove & install ADA tables and chairs in classrooms.
- Worked closely with the Provost's office and Registrar's office providing return to campus classroom setups, signage, and implementation.
- Provided support for outdoor classroom tents and assisted emergency medicine with COVID-19 testing site.
- Provided support and equipment to 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, FM United Way BBQ, Welcome Back Days, Freshmen Family Day, HSC Annual Job Fair, New Student Orientation events, Lobo Food Pantry, and HSC Health Expo.

Recycling:

- Conducted service time analysis to increase efficiencies by estimating labor per building.
- Initiated regular meetings with PDC to consolidate standards and equipment choices.
- Refurbished and re-deployed 17, 10-year-old custom built metal waste and recycling units (200-gallon gross capacity each).
- Partnered with a Sustainability Studies class in a pilot project to compost at a food service area on campus.
- A new electric cart was purchased for Recycling.

Sustainability:

- Assisted in hiring a coordinator by the Office of Community Engaged Learning and Research to manage the Lobo Gardens and provide a better interface with FM Grounds and Landscaping.
- The Manager of Sustainability compiled information from Lobo Energy, Inc. FM Utilities, and FM Engineering and Energy Services to complete the "Survey of Higher Education Institutions Climate Actions Strategies" for the New Mexico Department of Higher Education. This survey was to provide information on how UNM is aligning with Governor Lujan Grisham's Executive Order 2019-003 "Addressing Climate Change and Energy Waste Prevention."

Finance and Administration

- Updated our approach to project management and project reporting. From the Scope of Work (SOW) process to the configuring work orders in TMA, these updates have positively influenced our business culture, making FM more efficient and effective.
- The synergy and progress provided by FM leadership has opened new avenues to success. The work we accomplished prior to COVID-19 prepared us for the current crisis and has narrowed our focus. As the data landscape and our business practices continue to evolve, FM is poised to tackle future challenges.
- Updated the process of reconciling the Building Renewal and Replacement accounts. We are tracking these projects closely to ensure maximum value from expenditures.
- The Accounting and Work Control teams have provided TMA training sessions to employees to assist in clarifying job duties and best practices in TMA. We are working on more formalized training that can be offered to all Facilities Management employees.
- Administration has been collaborating on new processes for approving SOW requests. The SOW has been updated and we are continuing to improve upon our process of submitting, approving, and initiating projects.
- Moved from invoicing monthly to invoicing bi-monthly. With two billing cycles per month we have improved accuracy and timely entries into Banner, which is beneficial to both FM and its customer base.

Accounting:

- For FY20:
  - Revenues: $60,374,527
  - Operating Expenses: $60,044,732
  - Balance: $2,607,021
- BR&R
  - Building Renewal & Replacement: $4,490,225
  - Expended: $3,035,288
  - Carried Forward for Completion FY21: $1,454,937

Work Control:

- Processed 59,153 FM work orders through the TMA system, including 22,873 corrective maintenance work orders and 36,280 preventive maintenance work orders.
- Received 3,1890 phone calls for work orders.
- Conducted WEB TMA and Work Order process training with Texas Tech Physical Plant Management on-site at UNM Facilities Management.
- Conducted WEB TMA Basics and Scheduling processes for FM Grounds and Recycling managers/supervisors.
- Conducted WEB TMA Project Management training for FM Maintenance managers/supervisors.
- Work Control staff assisted Grounds Integrated Pest personnel integrate to iPad and provided necessary training.
- Initiated specific task codes in WEB TMA for FM Grounds department to track homeless issues on campus.
- Coordinated with FM Utilities and FM Maintenance areas for Outage Notifications process to improve communication and efficiency between FM and the university community.

Facilities Maintenance

- The division had a total of six reported accidents from June 2019 to July 2020. The FM Safety Committee continues to work in collaboration with the Campus Safety Council to promote work place safety.
- Area techs, supervisors and managers completed approximately 40+ hours of training each, totaling approximately 3,600 hours for the FM Maintenance division. All area maintenance staff received training in Asbestos Awareness, Silica Dust Standards, Confined Space Awareness, Lock Out - Tag Out, Fall Protection and Ladder Safety, and Storm Water Management. Staff continued to work with EOSH to ensure all area maintenance and Lock Shop staff's hearing surveillance compliance was up to date. FM Maintenance Division has developed a tracking system to remain in compliance with EOSH hearing standards. HVAC and Plumbing technicians attended HVAC controls training and boiler training. Master Electricians received extensive thermography training increasing knowledge of condition monitoring and predictive maintenance applications. Area managers and supervisors received training in TMA, Crucial Conversations, and APPA management training prior to travel restrictions due to COVID-19. Two employees from the Lock Shop were sent to the ALOA convention to complete Lock Smithing courses.

- Improved the completion rates of preventive maintenance works orders. Maintenance areas completed 30,057 preventive maintenance work orders, or 67.5 percent of total work orders. They also completed 15,761 corrective work orders, or 32.5 percent of total work orders. This trend indicates a reduction in the corrective work required, and continues to improve year to year.
- Upgraded elevator code deficiencies and equipment modernization was completed at Fitz Hall #1, Nursing and Pharmacy, SHAC, Northrop Hall, Mechanical Engineering, and Dream Style Stadium. A new chair lift was installed at the College of Education. The elevator machine platform in Fitz Hall had a new guard rail system installed to bring the platform up to code and provide increased safety for the technicians working in the space. The new elevators installed during last year's construction projects at Johnson Gym, Coronado Hall, and PAIS buildings have come off warranty and are now under the Kone PM contract. These machine room-less traction units are our new standard and reduce space needed for the hoist way and increase efficiencies. We are currently assessing the elevators at Clark Chemistry, Hokona Hall-West and the stage lift at Rodey Theater for modernization in FY21.
- The UNM Water Management Program tested 216 different water locations in the past year for Legionella and high bacteria concentrations throughout campus. FM Maintenance staff conducted a total of 4979 PM WOs to support the program. Due to the COVID-19 campus closure, the number of PM's was reduced from last year by approximately 15%.
- Discontinued services of the Phigenics consulting firm for Water Management Program support. After months of research, it was determined the program was developed to the point where we could continue independently. Alternative methods for maintaining documentation and quarterly water testing were put in place and began in July 2020. These changes should result in a projected savings for next year of $67,988.
- Replaced HVAC system and repair fire damper at KNME.
- Replaced heat exchanger and steam condensate lines at Clinical and Translation Science Center.
- Restored storefronts and doors at Humanities.
- Replaced damaged roof at EECE.
- HVAC improvements at Mesa Del Sol.
- Replaced domestic hot water heat exchangers at Logan Hall, EEC and CERIA.
- Repaired domestic hot water heat exchanger at Mitchell Hall.

Utilities

- The Division has been able to sustain normal operations during the current COVID-19 reduced operations scenario without disruption to the campus. No staff have contracted the virus to date.
- The Division budget ended with an approximately $2.0 M surplus in Utilities O&M indices due to lower expenses throughout the fiscal year vs. budget. Plan developed to use surplus to “gradualize” future purchased power cost increases on FM-Utilities rates paid by the campus.
- A four-phase contract with GLHN to update the 2013 Utilities Master Plan continues with completion of the first phase evaluating the potential for a joint use UNM-UNMH north campus utilities plant. Although this was found to be the most beneficial option, it was rejected by UNMH. GLHN is proceeding with Phase II, HSC and Main master planning.
- A campus-wide SLA draft that outlines what services utilities customers can expect was prepared for review and comment. No action has been taken on the document
- Valencia Campus Photovoltaic System – Phase III was installed. This final phase was 230 kW and was entirely funded by UNM Valencia bonds.
- Installed and trained staff on a new chilled water control system.
- Reached the highest recorded production of 14.5 MW due to cold weather.
- Replaced Student Family Housing hydronic distribution piping.
- Replaced improperly designed distribution pumps and upgraded control system.
- Replaced campus air compressor at Lomas Plant
- Replaced the roof over Ford boiler bay which would have normally been funded by BR&R
- VFD’s were installed on the Ford boilers to improve efficiency and low flow capability.
- All required equipment successfully passed their annual emissions testing.
- In light of the rejection of a joint use UNM-UNMH north campus utilities plant, to ensure redundant campus capacity is available for new facilities, a new chiller and cooling tower project at the Lomas Plant was approved and is under construction.
- Performed metering upgrades throughout Main, North, and South campus facilities including substations. Completed install of protective relaying at Main Campus Substation. Supported various new construction projects’ design for connection to UNM electrical system. Removed and installed new UPS that failed at Lomas Plant.

- The entire Renewable Energy Rate exemption was revised in the 2019 Legislative session as part of the Energy Transition Act (ETA) resulting in a reduction in the value of the exemption from approximately $500,000 per year to $30,000 per year, eliminating our ability to internally fund alternative energy projects. No conclusive method for provided the necessary certification documents was provided, but we nonetheless completed and distributed our interpretation of the requirement which was received by the required parties. The ETA also removed UNM's exemption from payment of certain renewable fuel charges which increased costs significantly.
- Several sections of domestic water pipeline were replaced as part of our continuous replacement project.
- Groups have been created in ECAP that can be used to report total monthly building utilities consumption for each utility category. These can then be compared to metered plant production. Parasitic plant consumption can then be identified and researched in order to calculate new rates, accurately estimate unmetered utilities or install new meters as needed. We expect to implement this new billing process in FY'21.

III. FUTURE PLANS

Communications

- Continue supporting UNM Administration in communicating COVID-19 Practices, facility exposure and reopening.
- Support FM divisions and units in improving processes and communication through expanded use of tools such as Formstack.

Engineering and Energy Services

- Complete a major upgrade to the Economics HVAC, Controls, Electrical and Fire Alarm Systems, as well as some minor architectural interior changes.
- Upgrade the Fine Arts Center life safety systems with completion of the Fire Alarm portion anticipated in the next reporting period. It will provide UNM's first Emergency Communication enhancements which will significantly increase fire responder's effectiveness and safety within the building.
- Other Fire Safety upgrades will include a smoke control system for the Hibben Center, Fire Alarm System upgrades at Economics, Social Sciences, all remaining portions of the Johnson Center not completed with the JCER project, and all portions of the Chemistry Building portions in conjunction with current Chemistry 2 capital project.

Environmental Services

- Purchase additional grounds vehicles to permit greater production, flexibility, and allow for social distancing.
- Complete study of trash collection on campus and develop plans to modify service based on actual data and customer demand.
- Explore alternative sites and services for Grounds and Landscape buildings/facilities to address UNMH plans for repurposing current FM Building and associated facilities.
- Work with PDC and other entities in support of various projects such as the Girard/Central corner renovation, UNMH hospital expansion, Duck Pond Renovation, and other similar projects.
- Explore additional Custodial Services support activities on campus with regard to UNM auxiliary service units.
- Expand services provided by the Special Activities, Heavy Equipment, and Light Equipment units.

Finance and Administration

- Develop online training for onboarding of new employees.
- Improve our system of project identification, approval and initiation.

Facilities Maintenance

- Repair damaged stucco at EECE.
- Bring plenum/chase up to current code at Humanities.
- Replace primary and secondary sewage ejection pumps at the Student Success Center.
- Upgrade HVAC system at Latin American Institute.
- Replace roof at Psychiatry.
- Replace the storm water lift pump on the Cornell Mall/Parking structure.
- Replace and relocate electrical panels in Mesa Vista Hall to meet current electrical codes.
- Renovate restroom/locker room in Fitz Hall.
- Modernize the Logan Hall elevator.

Utilities

- Continue coordination and evaluation plan to construct a utility plant at the North Campus coordinated with HSC.
- Evaluate the current and future campus chilled water and steam load profiles to determine how best to supply needed additional capacity for campus growth.
- The current inventory of chillers was installed in 2003-2004. We will begin a phased replacement of all chillers, starting with replacement of the Lomas Plant Chiller #3 in FY'21. Cost will be covered by the utilities surcharge reserve funds.
- Individual DES I&G meter billing (shift to billing for 100% of actual DES Steam, Chilled Water, and Electricity I&G by meters in lieu of billing out for "remainder" of unbilled DES utilities to I&G for those utilities)
- Currently, manually-read meter data is not included in ECAP, including DES domestic water and Campus Gas meters. Automated processes have been created to upload the missing utilities consumption data into ECAP each month. Meters are still being created for some of these in ECAP so that their data can be uploaded
- Match billing allocations being used to HED List. An audit of billing allocations currently in use was submitted to FM-Finance and Administration Division. A plan must be developed to make any revisions deemed necessary by FM in order to ensure utilities are accurately billed out to the correct departments.
- Determine appropriate method to compensate for rescission of BR&R funding.
- Engaged UNM EDAC to incorporate utility maps into GIS. Though not 100% complete, system is being used and the allowed us to avoid the expensive replacement of a buried waterline between Scholes & Dane Smith Halls.
- Develop suggested methodology to provide funding for future required campus growth capacity additions.
- Evaluate the use of iPads in conjunction with TMA and for gathering plant operating data.
- Construction underway for 3rd and final phase of the PV system at Valencia Campus. This phase is 435 kW and is entirely funded by UNM Valencia bonds. Zimmerman Library system install will start in FY'21, funded by NM Legislature with a funds match from Utilities Division.
- Revise and update the Utilities Division Construction Guidelines and integrate them with the FM Engineering & Energy Services Design Standards.
- Continue metering upgrades. Replace obsolete relays with new solid-state upgrades at various campus facilities.

OFFICE OF THE
SENIOR VICE PRESIDENT FOR
FINANCE & ADMINISTRATION

2019 – 2020 Annual Report

Appendix D

UNM Food

Submitted by:

Curtis Vigil, Sr. Business Manager & Amanda Gerard, Operations Manager

http://food.unm.edu/

Mission and Vision

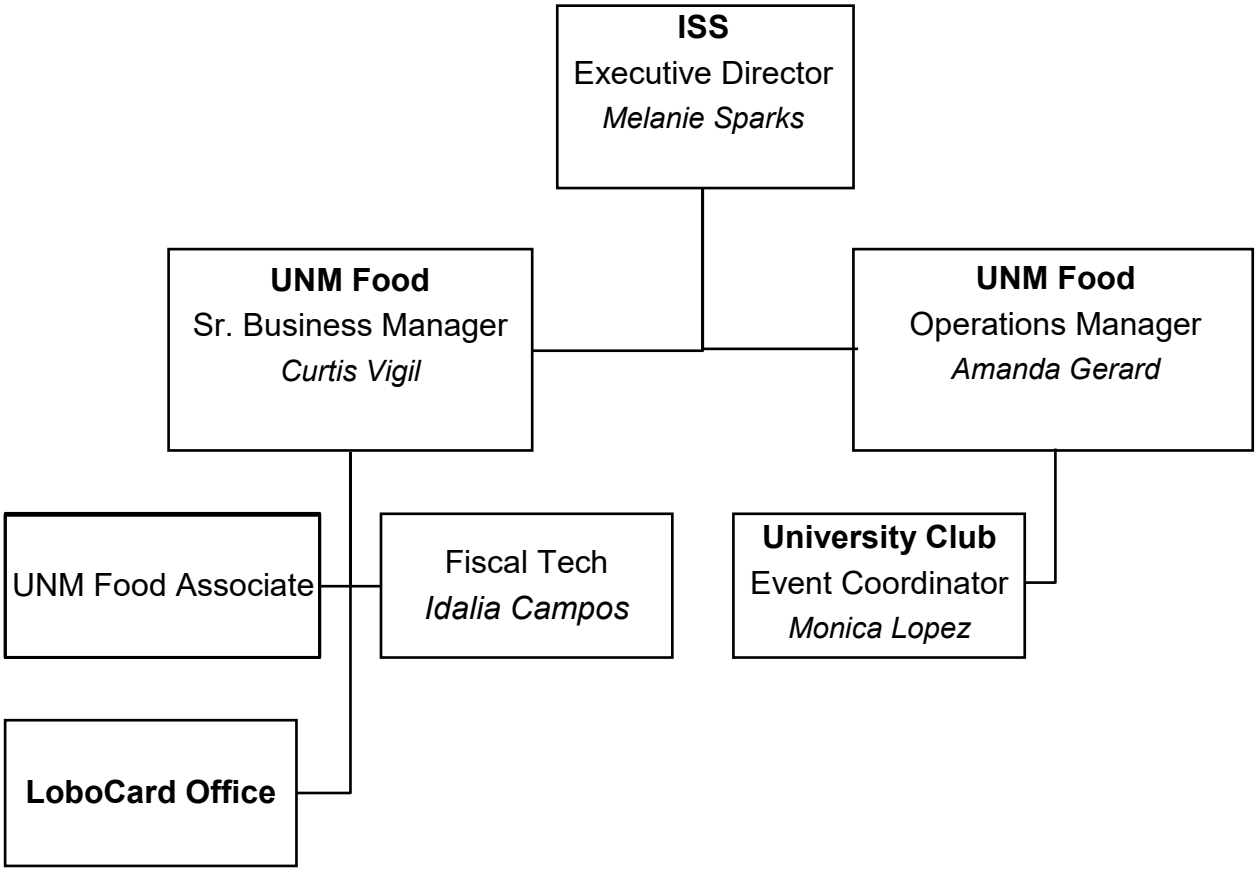
Mission

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 2019 – 20 was $1,712,705. 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, one support staff position shared with the LoboCard Office, and one student position shared with the LoboCard Office. 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, $393,000 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 FY20, food service transferred $319,000 to our capital expenditure account, which will allow for planning of new and/or upgraded facilities on campus as well as contingency funds to operate through financial challenges presented by the COVID-19 pandemic. The office has focused on the commitment to driving efficiency related to the repair and replacement funds by implementing new systems based on best practices as well as repurposing equipment across units, and menu creation is based on equipment that has already been purchased.

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.

The operational and fiscal impacts of COVID-19 were substantial for UNM Food as well as our vendor Chartwells. UNM Food has remained operational in some capacity throughout the pandemic as an essential resource to campus, predominantly is the residential area. The closure of campus and of our non-essential locations resulted in a $3.4 million-dollar loss of product and sales. The decision to refund the cost of unused meal plans to students who left campus early resulted in a $1.5 million-dollar loss, which was funded through our capital reserve account. These impacts continue into the next fiscal year as we balance cost mitigation with providing sufficient service to a drastically reduced campus population.

II. SIGNIFICANT ACCOMPLISHMENTS

New Transactional System RFP

UNM Food has assisted the LoboCard office in preparing and submitting a request for proposals for transactional vendors to serve The University of New Mexico. The contract with our current vendor C-CURE is ending and UNM Food has advised on which technical applications should be sought to improve our business operations, advance our technical capabilities, and improve the experience of our customers both at the point of purchase as well as meal plan management. The RFP yielded six responses and the committee is participating in demos and vendor evaluation for a 2021 selection and implementation.

Student Resident Center (SRC) Market

Our retail concept in the Student Residence Center was refreshed and rebranded to SRC Market. The store now features snacks, beverages, pantry/grocery, and hot or cold meals. This concept has been so successful that we modified it to offer a larger variety of items that were made on a continuous basis for quicker service to our students rather than a traditional made to order kitchen. Surveys and feedback from students influenced our menu and this location is our highest volume location for meal trade outside of the dining hall. Modifications to this location were made using existing equipment and new retail signage provided by Chartwells.

The location has a variety of service methods. Customers may visit the interior of the store, use Grubhub campus dining for ordering ahead, or a newly implemented walk up window on the outside of the building. Offering this variety of options allows us to provide added convenience as well as moderate foot traffic and queueing.

New products have been added to this location based on student feedback. Jack and Olive, a new product line of prepared items, has allowed us to accommodate more dietary restrictions and mitigate operational expenses. The addition of grocery items as well as a large selection of organic and vegan options has generated positive response from our student residents.

Dion’s

UNM Food secured a subcontract with local pizza concept, Dion’s, in spring of 2020. The addition of Dion’s to our Student Union Building portfolio has long been requested by our campus community. Dion’s replaced an in-house pizza concept which allowed for minimal capital investment into the space while delivering a new brand that is well loved by our students and bolsters our support of local franchises in the SUB. Dion’s is slated to open once we return to an operational status that will generate more foot traffic on campus.

New Meal Plans

UNM Food consulted national data, conducted research, and used feedback loops to understand the best value, access, and features that our students are looking for in their

meal plans. New meal plan structures were designed that offer variation to accommodate different tastes, dietary concerns, budgets, and lifestyle patterns to best serve our students, staff, and faculty. New introductory plans were added that satisfy the freshmen resident meal plan requirement while offering competitive pricing to assist the university's ongoing efforts to boost enrollment.

Adapted Service and Support for COVID-19 Related Circumstances

UNM Food worked closely with Institutional Support Leadership and campus stakeholders to scale our food operations to best serve the UNM campus population throughout the COVID-19 pandemic and in preparation for opening in Fall 2020. Additional safety measures as well as adaptation of service styles were designed to continuously support the needs of the campus community.

A heightened focus was placed on supporting our on-campus residents. Careful consideration was paid to preserving the options for meal plan holders as we developed an operational plan for fall 2020. Increased communications were also developed to keep diners informed of the many measure that are taken to keep their dining and retails spaces safe as well as new opportunities such as ordering ahead on a mobile app and picking up meals at an exterior window to assist residents observing limited interactions.

Additional planning and development with Housing led us to create an online ordering system to facilitate food service to students that may be placed in isolation. This service was designed to be ordered online, delivered daily, and take into consideration dietary restrictions. It is offered to meal plan holders at no charge and available to non-meal plan holders for purchase.

III. FUTURE PLANS

UNM Food Delivery

UNM Food is in the process of deploying delivery service via mobile ordering on main campus. Users will be able to order food through the Grubhub campus dining app and have their order delivered to buildings on main campus. This service will give us another avenue to reach our customers even if they are not comfortable visiting the Student Union Building (SUB) due to COVID-19 concerns. The added convenience of mobile ordering plus delivery on campus also allows our program to remain competitive both in terms of recruiting new customers as well as keeping pace with external food service competitors in the surrounding areas of campus.

Transactional Vendor Selection and Implementation of Updated Point of Sale

Implementation planning for upgraded equipment and other updates will be coordinated once the transactional vendor contract is awarded. UNM Food will work closely with UNMIT, LoboCard Office, and other stakeholders to install new hardware, software, and

other technology to upgrade our current point of sale systems across campus. The upgrade will allow for updated features, flexibility, and new capabilities such as mobile payment methods.

Franchise and Conceptual Refreshes

There are various national franchises within our portfolios with contractual obligations for refreshes and equipment needs. These concepts are Starbucks, Chick-Fil-A, Einstein Bros. Bagels, and Subway. These updates happen on a schedule and are planned use of our capital funds.

Our other concepts have ongoing needs for refresh and new equipment in order for us to continually address the evolving needs of our campus. These will be addressed as needed through data collection assessment.

Food Insecurity Assistance

Faculty research and surveys have yielded new information regarding food insecurity on campus. Our department will be working with faculty members, department leaders, and student representatives to refocus our initiatives to support campus resources that assist food insecure students. We will be collaborating to identify opportunities to make the greatest impact on food insecurity for our students.

Right Sizing Foodservice on Campus

Our department continues to use data to best inform our strategy regarding food service options around campus. Our goal is to find the optimal number of units, product variety, and value to our customer that allows us to seamlessly serve our campus and provide maximum efficiency to our operator. This includes data collection, feedback loops, and strategic evaluation before replacing, adding, or eliminating food concepts on campus.

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Appendix E

Golf Courses

Submitted by:
Adam Roybal, Director
https://unmgolf.unm.edu/

Mission and Vision

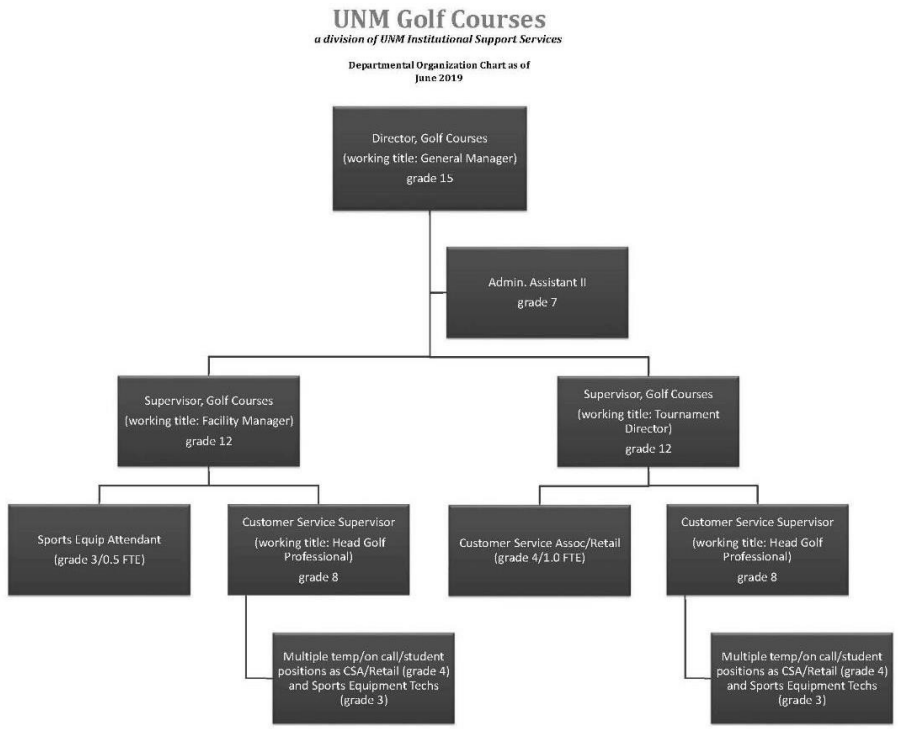
Mission

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



H:\ISS\HR\Golf Course Assessment\Org Chart Golf Course June 2019

I. EXECUTIVE SUMMARY

Overall, the golf courses were under budget and under prior year for total operating revenues. Hindered by COVID-19 and the Governor's mandated closure of golf courses during the months of March and April, rounds and revenue were negatively affected. However, 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.

- Rounds of golf played at the championship golf course:
  - FY 19 33,254
  - FY 20 30,797
  - Variance (2,457)
  - Percentage 7% Decrease
- Rounds of golf played at the north golf course:
  - FY 19 31,390
  - FY 20 31,221
  - Variance (169)
  - Percentage 1%
  - Decrease
- Total revenue at the championship golf course:
  - FY 19 $1,399,907
  - FY 20 $1,220,322
  - Variance $179,585
  - Percentage 13% Decrease
- Total revenue at the north golf course:
  - FY 19 $511,203
  - FY 20 $495,273
  - Variance $15,493
  - Percentage 3% Decrease

II. SIGNIFICANT ACCOMPLISHMENTS

The UNM Golf Courses continue to pursue its current Mission and Vision. The golf courses make every effort to be the best 9-hole and 18-hole golf courses in the State. As the Flagship University we are proud to provide excellence services to everyone visiting our facilities. We are an essential department to the University, and we were one of the few departments to re-open immediately after the COVID-19 Governor mandated shutdown. We provide essential mental well-being and physical recreation during these challenging times.

The championship course continues supporting Athletics at gratis, both men and women golf teams' including; locker rooms, offices, indoor/outdoor practice facilities, green fees, golf carts, range balls and excellent course conditions for student athletes. The championship course hosts both UNM Athletic teams' intercollegiate tournaments every September, also for gratis. Additionally, pre-COVID-19 the Championship course continues to be selected for various United States Golf Association (USGA), Sun Country Amateur Golf Association (SCAGA), NCAA Division II intercollegiate, Junior and fundraising tournaments throughout the year. The championship course is ranked the 15th best campus golf course in the country according to Golfweek magazine. The championship course hosted of the 53rd Pacific Coast Amateur Championship. The Pacific Coast Amateur Championship is one of the oldest and most prestigious amateur golf championships in North America. http://www.pacificcoastamateur.com/quade-cummins-wins-53rd-pacific-coast-amateur-championship/

Since re-opening May 2nd 2020, we have been one of the few options New Mexicans have for safe recreational activity. We continue to provide one of the less risk options as we remain contactless as possible while still providing excellent customer service.

The North Course continues to provide a unique venue for golf, open space, cross county, the neighborhood associations and the UNM community as a whole. Although we support the neighborhood associations, we also have a responsibility to protect the golf course and golfers while providing an environment safe for everyone. We continue to plan future operations as a golf course with the perimeter as open space. We host the annual cross-country event in August for Athletics. We also hosted the NCAA Junior College Cross Country National Championship in collaboration with Athletics. Also, re-opening May 2nd 2020, the North course as well as perimeter walking trail give UNM Faculty, Staff and Students a great space for outdoor well-being.

III. FUTURE PLANS

North Course: Persisting to provide New Mexicans as well as UNM stakeholders a COVID-19 less risk option for outdoor recreation. Continue to work with Bernalillo County and the neighborhood associations to preserve the golf course for its patrons and maintain the perimeter walking trail for all those who enjoy it. Resume work with Facilities Management for all phases of funding provided by the County and Legislature. Lastly,

regenerating the long-standing tradition, the north golf course holds in the community as a golf course, not a central park nor dog park.

Championship Course: Renewing its commitment to excellence in course maintenance, customer service and Athletic provisions for the Flagship University. Provide New Mexicans, UNM stakeholders, and everyone playing the golf course from around the globe the best golf course possible. Remain high rankings in national publications as well as being selected from the NCAA, PGA, national and international associations as host to their championship events. Deliver a golf course where UNM student athletes can train, practice and play to prepare for any of their upcoming competitions, including hosting championships for their needs.

The golf courses will continue to provide an excellent product and endure becoming the best golf courses in New Mexico.

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Appendix F

LoboCard Office (LCO)

Submitted by:
Curtis Vigil, Senior Business Manager
http://lobocard.unm.edu/

Mission and Vision

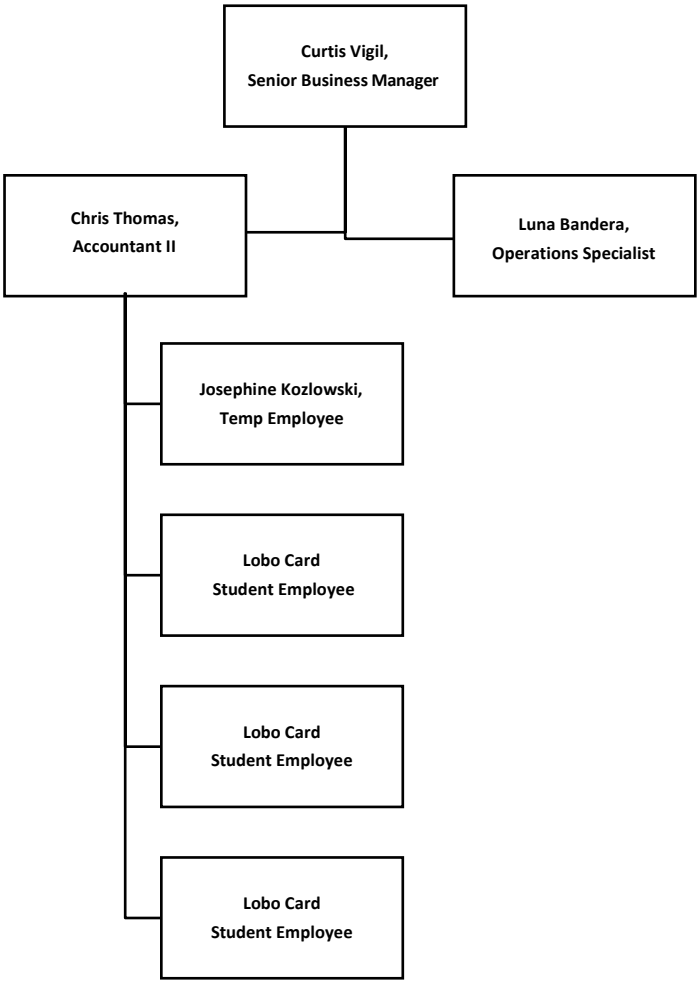
Mission

The LoboCard 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 LoboCard Office is focused on maintaining the highest standards set forth in the technology field for higher education carding systems. The LoboCard 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 eateries to help with their academic success.

Organizational Chart



I. EXECUTIVE SUMMARY

The LoboCard Office operates on a $343K annual budget, which includes $162K of support from the University of New Mexico's budget office. The LoboCard office operates with 3 full-time employees, 1 temp employee and 3 student employees to operate our front counter customer transactions, along with operating the meal plan program assignments to the University students and community, which is financially supported by Food Service of up to $44K annually. 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 LoboCard Office receives a commission on each Lobo Cash sale of any merchandise or food sold from the participating retail locations. Also, part of the LoboCard budget is revenue generated through UNM ID replacement cards. The LoboCard Office issued approximately 1,200 replacement cards in 2019, which generated approximately $36K worth of revenue for our operational budget.

With that being said, the LoboCard Office realized a significant drop in Lobo Cash commission revenue as a result of the COVID-19 pandemic, along with other revenue sources being highly affected. The LoboCard Office was able to balance the budget with the reduction of labor and other printing and carding costs within the office.

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 LoboCard Office must be prepared financially to think forward towards current and future capital purchases, which means building a solid capital reserve.

II. SIGNIFICANT ACCOMPLISHMENTS

- The LoboCard Office continues to issue proximity credentials to the UNM population, which allows new and/or existing buildings to install proximity readers on their doors to enter their facility for a more secure location. The move to proximity readers will also allow the University of New Mexico to pursue any initiative to track faculty, staff or student building access and usage for various reasons.
- The LoboCard Office continues to work with ISS IT and UNM Food to select a new vendor to operate our Point of Sale system and Meal Plan assignment program. LCO is working with UNM Food on a possible new vendor that can accommodate some of the latest and greatest service requests we need in order to operate our meal plan program at an elite level but also enhance the technology of Lobo Cash platform, which will allow for further vendors to participate in the program and provide greater options for our UNM population to consume from in and around the University Community. UNM Food was able to garner six vendor responses to

the Point of Sale RFP and have selected the top three vendors to demonstrate their product to our team and make a final determination.

- The LoboCard Office was able to fully deploy and utilize our newly created online photo submission application during the 2019-20 school year. This has assisted our University community in wait times at the LoboCard Office and also greatly supported the NSO program. With photos being submitted online, the LoboCard Office staff was able to preprint IDs prior to the student's arrival on campus. This enabled the LoboCard Office to collaborate with Residence Life and Student Housing department, along American Campus Communities for students to pick-up their LoboCard during their housing check-in event.
- With the assistance of with a few UNM constituents, the LoboCard Office was able to complete the re-branding of the LoboCard Office website, which has provided the ability for patrons to navigate the website with ease to locate prudent information to our office. We will continue to work with UCAM to rebrand and reconstruct the office space to enhance the guest experience as we move forward.

III. FUTURE PLANS

- In conjunction with UNM IT, the LoboCard Office is currently researching various vendors to operate the UNM Badging Software on an independent level. This will allow for more flexibility in the reporting fields and a more robust badging system in issuing the UNM credential through our office.
- The LoboCard Office, in relation to the meal plan program is working closely with UNM IT, RLSH, Dean of Students, Admissions and the Student Experience Committee to help develop a solution for all departments to be informed of enrolled and dis-enrolled students and how that information can be sent to all branches that are affected with information of a student's enrollment status.
- LoboCard has been developing a very close working relationship with the Security Office, UNM Police and UNM IT to move the LoboCard onto a mobile cellular device, which is becoming the industry standard for security purposes. This will eventually eliminate the need for a physical LoboCard to be carried by faculty, staff and students for identification and access across campus

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Appendix G

New Mexico PBS (NMPBS)

Submitted by:

Franz Joachim, General Manager & CEO

https://www.newmexicopbs.org/

Mission and Vision

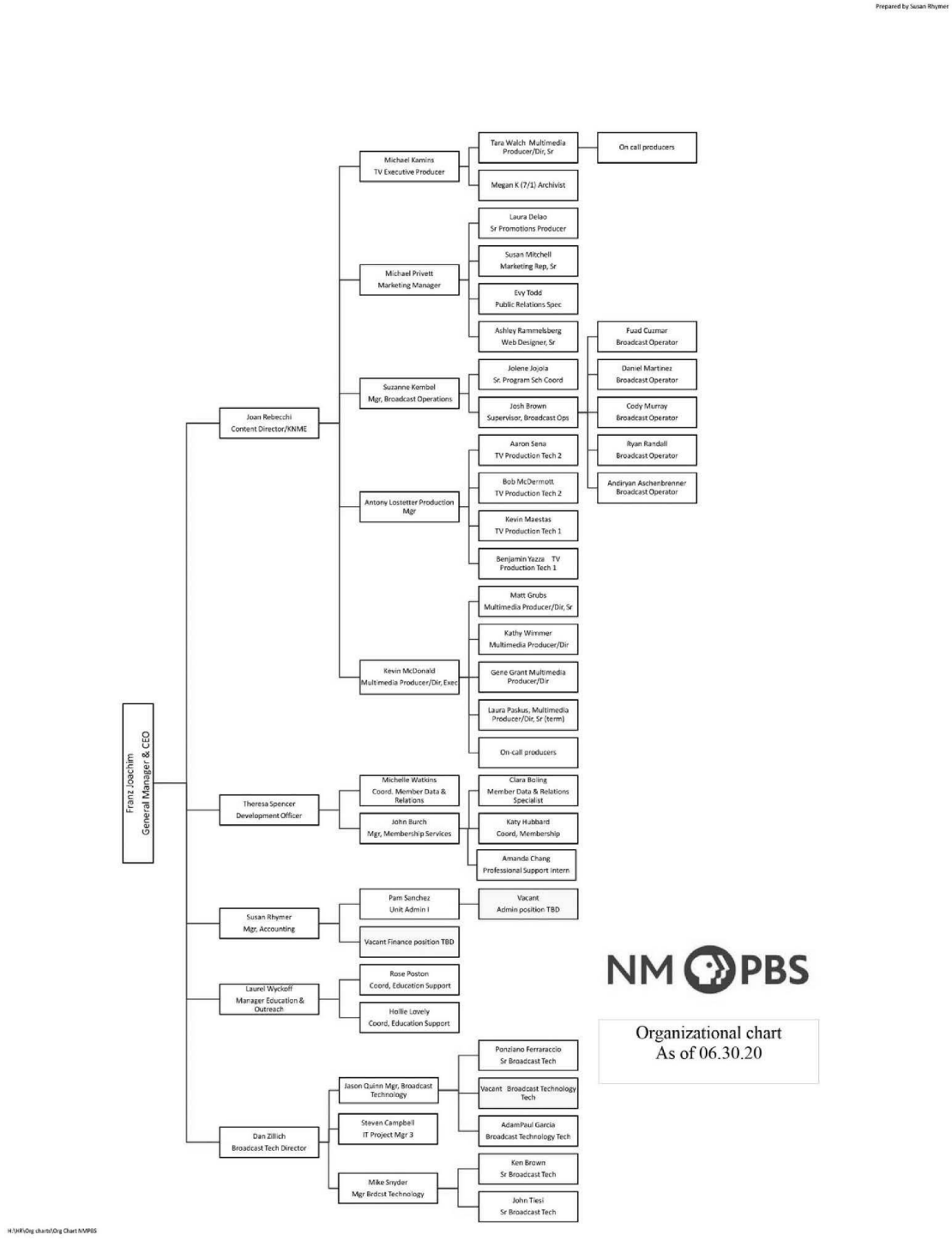
Mission

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 online 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



I. EXECUTIVE SUMMARY

Despite the economic contractions and the social restrictions of the COVID-19 pandemic New Mexico PBS finished fiscal year 20 in excellent positions with respect to finances, standing in the community, and standing nationally as a PBS affiliate.

Key accomplishments during FY20 included a 22% increase in Development revenue over our goal for the year and a 14.5% increase over FY19, continuing a five-year trend of revenue increasing over the previous year's total. Overall station revenues exceeded our budget projection by 13.6%, an 11% increase over last year's revenue. Only one revenue line fell short of budget projections as broadcast production as a revenue source ceased during the shutdown.

New Mexico PBS continues to excel in securing planned gifts from donors. In FY20 the station raised $480,329 in planned gift revenue from six donor estates. Station activities had a positive effect on our total number of donors to the station. In FY20 NMPBS recorded 24,650 active donors supporting its work. This is a 7% increase over FY19.

New Mexico PBS began FY20 continuing our mission as a vital education and information resource for New Mexicans. But the crisis in education brought on by the pandemic created needs we had anticipated and opportunities we were quick to meet. And our community recognized this and demonstrated their support through increases in membership, annual donations, planned giving, and corporate support

New Mexico PBS channel 5.1 KNME continued to enjoy strong viewer and member engagement. We provide many opportunities on-air and online to view and share our content by maintaining five different streams on-air, a robust presence online, and through social media on Twitter, Facebook, Instagram, Pinterest, YouTube, Podcasts, Passport membership, and the PBS 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 multi-media learning assets for students and educators through PBS LearningMedia.

During FY20, in keeping with our mission mandate to be accessible to viewers anytime, anywhere, NMPBS launched a new method of reaching our viewers through Live Linear Streaming. Now viewers can access the same content we broadcast over the air at the same time it is broadcast, through a link on our website, or a link on the PBS App. And we completed an agreement with YouTube TV and are accessible through their Live Stream subscription service as well. In FY21 we expect to add one or two more of the major streaming services.

As online education has taken on a new relevance NMPBS was proactive in reaching out to community partners to offer PBS LearningMedia as a "shovel ready" set of online learning assets for the educator. We worked with Project ECHO to help create ECHOfor

Education with NMPBS, PBS LearningMedia, and PBS Ready to Learn as cornerstones of the ECHO for Education partnership.

PBS LearningMedia is the world's largest collection of online learning modules with tens of thousands of modules across all subjects and grades, easily searchable and all meeting state and national common core standards. The entire collection is free to students and educators nationwide. At the beginning of February 2020, we had 4761 PBS LearningMedia users in New Mexico. By April of 2020 we had 8900 users, an 87% increase in two months. Similarly, pageviews went from 20,835 in February to 47,814 in April, a 130% increase.

FY20 also saw significant improvements in our physical plants. Our main studio building was built in 1968 and does not have an elevator. As federal Americans with Disabilities Act deadlines for compliance approached we worked with Albuquerque Public Schools to get an elevator addition included in their last capital funding bond initiative. We are very proud to say that construction of an elevator addition began at the end of FY20 and will be complete in fall of 2021.

We also leveraged the FCC forced sale of some of our spectrum to encourage T-Mobile to pay for the replacement of eight of our 35 transmission signal repeaters. This network of translators, or repeaters, extends our signal from the Texas border into the Navajo Nation and from Colorado down to Carrizozo. In FY20 we completed upgrades on most of our repeater sites and have completed the purchase process for the rest.

As we look forward to technological advances, we know we will soon realize the true convergence of broadcast technology and internet distribution. Two fundamental changes in how our broadcast signals are used will shape the industry forever. In 3rd quarter FY21 we anticipate transitioning to the internet compliant broadcast standard of ATSC3. Parallel to that effort we are planning to launch a Datacasting platform that will use our broadcast signal to deliver educational content designed for the internet to homes without internet connectivity

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 collaborative among public media stations is also a critical pathway for vital public safety information in times of crisis. New Mexico PBS is a key part of the national WARN network which is the backbone of the distribution system for emergency alerting.

II. Budget Summary

KNME-TV
FY20 Q4 Financial Report
Presented: August 4, 2020

NM PBS

	FY20 Budget	YTD Actuals	% of YTD Budget	PY Actuals FY19
Revenues:				
Corporation for Public Broadcasting grants	$ 1,492,700	$ 1,561,127	104.6%	$ 1,602,167
State Appropriation	1,113,800	1,113,800	100.0%	1,092,300
Gifts/Memberships	3,555,955	4,318,692	121.4%	3,699,690
Corporate Support	249,167	334,971	134.4%	364,458
Broadcast Production	402,200	344,744	85.7%	418,684
Translator Leases	82,310	92,457	112.3%	75,063
APS operational support	20,000	20,000	100.0%	20,000
Educ & Outreach	32,857	50,133	152.6%	39,408
Use of reserves/misc	414,776	532,575	128.4%	218,500
Total Revenues	**$7,363,764**	**$8,368,500**	113.6%	**$7,530,270**
Operating Expenses:				
Personnel	$ 3,680,000	$ 3,715,635	101.0%	$ 3,271,630
Fundraising	1,030,000	958,104	93.0%	868,408
Broadcast Program Acquisition	1,352,500	1,383,199	102.3%	1,394,792
Promotions	205,961	270,933	131.5%	322,542
Professional Services	390,000	315,140	80.8%	284,160
Telecommunications	67,265	63,019	93.7%	60,592
Travel and Prof Dev	55,453	45,674	82.4%	70,770
Equipment and support	134,768	152,935	113.5%	155,496
IT software and support	11,000	15,870	144.3%	38,919
Translator sites	100,500	100,601	100.1%	112,954
Repairs and Maintenance	65,000	52,577	80.9%	54,639
Automotive	15,714	10,040	63.9%	15,134
Office Supplies	25,379	19,586	77.2%	78,225
Dues and Memberships	42,500	44,236	104.1%	49,981
Bad Debt Exp	45,000	19,047	42.3%	(17,084)
Other Operating Exp	(48,950)	(48,398)	98.9%	43,716
Taxes and Fees	45,842	44,677	97.5%	43,083
Total Operating Expenses	**$7,217,932**	**$7,162,874**	99.2%	**$6,847,957**
Transfer to (from) other fund types	$ (425,000)	$ 370,903	-87.3%	$ -
Total Expenses	**$6,792,932**	**$7,533,777**	110.9%	**$6,847,957**
Profit (Loss)	**$570,832**	**$834,722**	146.2%	**$682,312**

Plant Balance 06/30/20
$ 1,352,172

III. SIGNIFICANT ACCOMPLISHMENTS

- Despite a very challenging economy and the challenges of working during the pandemic our development efforts exceed expectations across the board.
    - In FY20 NMPBS raised $3,497,138 in membership revenue against a $3,025,000 goal. That total represents a 15% increase in individual giving over the year's projected goal and $33,000 in additional revenue over last year's total.
    - June 2020 was the highest grossing month in individual giving in the station's history at $371,622. As New Mexicans sheltered-in-place, they watched NMPBS programming and responded to the station's on-air appeals.
    - The number of sustaining members increased to 32% of the overall database in FY20 which resulted in a 14% increase in sustainer revenue. Sustaining gifts are monthly gifts auto-donated electronically and auto-renewed annually.
    - All the above activities had a positive effect on our total number of donors to the station. In FY20 NMPBS recorded 24,650 active donors supporting its work. This is a 7% increase over FY19.
    - New Mexico PBS raised $480,329 in planned gift revenue from six donor estates in FY20. The station continues to make estate giving a top priority for the station's future financial health.

- NMPBS began construction of a new 180ft tower and antenna on Sandia Crest, replacing our aging antennae and transmitter.
    - We are replacing a 60-year-old tower and 20-year-old transmitters.
    - The new tower will negate the need to lease space on a commercial tower, saving $70,000 a year in lease payments and providing space we can lease out to other broadcasters.
    - NMPBS is also upgrading the facility electrical, and emergency generator with help from APS, UNM, and PNM.
    - Both KUNM and KANW, FM radio stations owned by our licensees, will be accommodated in this upgrade.

- Other significant engineering efforts include:
    - Beginning construction on a 3-story elevator that will provide ADA access to all floors of the main studio building.
    - Completing the replacement of all of our 35 TV Translators in the field. 1/4 were paid for by a negotiated agreement with T-Mobile.
    - Completing a rebuild of the Navajo Nation Television system, which carries KNME programming to the Navajo Nation.

- Installing new video and audio encoders on both KNME and KNMD that has improved our signal quality and prepares the station for the new ATSC 3.0 broadcast format that will launch sometime next year.
- Leading the PBS system as the first station to receive and air programming using the new fiber/cloud-based program delivery system.
- Leading the PBS system as the first station to offer original programming to the PBS system using the new fiber/cloud-based program delivery system.

- NMPBS began Live Linear streaming Channel 5.1 in June of 2020.
  - Channel 5.1 is streaming for free from our website and through the PBS App on set-top boxes.
  - Channel 5.1 and the PBS Kids Channel are now on You Tube TV expanding NMPBS's digital footprint to engage viewers where, when and how they choose to consume content.
  - By the end of FY20 our streaming viewers from the web site, and OTT devices have grown to 180,000 monthly streams from 5,000 in 2016.

- In the ongoing response to the novel coronavirus, NMPBS programming adapted and lead the nation in our response.
  - We partnered with Albuquerque Public Schools to create and air APS@Home statewide. APS@Home was a daily 4-hour block of classroom instruction for k-5 grades.
  - NMPBS had the highest year to year increase in viewership of any PBS station in the country in the time period for its broadcast of the APS@Home.
  - Early in the pandemic NMPBS and the Department of Indian Affairs collaborated to produce a one-hour Tribal Town Hall looking at the effects of COVID-19 on Native Americans in New Mexico.
  - NMPBS and the Santa Fe Indian School collaborated to broadcast the 43rd Annual SFIS Graduation and 2020 SFIS 8th Grade Promotion throughout the state and Indian Country and into the homes of the graduates and their families in a "virtual" celebration.

- NMPBS received a $500,000 Council on Library and Information Resources grant to lead a statewide collaboration that will digitize, preserve and provide public access to the archives of all New Mexico Public Media organizations.
  - KNME, KRWG, KENW, KUNM, and KANW.
  - The NMPM collection will be available via the Library of Congress and the American Archive for Public Broadcasting.
  - The collection will also be available through a special portal hosted by
    - UNM's Center for Southwest Research online Digital Collection

        - NM State Library system
        - and a variety of statewide and national educational organizations.

- New Mexico PBS continued its award-winning tradition by garnering two significant awards in FY2020.
    - The *Majesty of Music and Math* documentary won a Rocky Mountain Emmy Award nomination in September of 2019.
    - PBS stations around the country continue to broadcast this program. Following the Emmy award, we realized a 60% increase in the number of stations carrying the program and an 80% increase in stations carrying the program on their main channel.
    - On September 20th, 2019 the COLORES! series received the 2019 New Mexico Governor's Award for Excellence in the Arts.

- Within a few days of schools early closing due to the pandemic, KNME joined forces with UNM ECHO Institute for a weekly series of teacher support workshops.
    - By the end of the 2020 school year we had attendance of 1,274 teachers.
    - 43% were from rural counties and 21% were from Bernalillo County.
    - Presentations and trainings both in-person and online reached more than 1,770 educators with an indirect reach of about 35,400 students.

IV. FUTURE PLANS

- In 3rd quarter FY21 we will complete construction and installation of a new tower, new antennae, and new transmitters for both KNME and KNMD.
    - The new antennae and transmitters will be compatible with the new ATSC3 broadcast standard.
    - We will migrate all KNMD content to KNME by adding two new sub-channels.
    - We will transition KNMD to ATSC3 and replicate some of our KNME channels on KNMD in the new broadcast standard.
    - This new standard uses the available spectrum much more efficiently. We will be able to market and monetize the excess spectrum.

- Datacasting uses excess spectrum capacity to distribute information not meant to be viewed as part of the normal linear stream that television viewers watch.
    - Datacast content can include anything that can be disseminated via internet protocols, including
        - Vital and timely information to first responders
        - Educational content to homes that lack internet

  - NMPBS has demonstrated Datacasting to various Public Safety groups, including NM Department of Homeland Security.

- NMPBS has discussed plans with NM Public Education Department, APS, other education professionals. NMPBS Development will participate in National Estate Planning Awareness Week
  - in late October by mailing donors an estate planning booklet and hosting an estate planning seminar in its studio to increase planned gift expectancies to the station.
  - In deference to donor health and the desire to increase efficiencies due to the pandemic, NMPBS is making a downloadable, fillable estate planning guide available online to donors at nmpbs.org/estate planning.
  - It is also hosting its annual estate planning seminar with donors on the Zoom platform.

- Recognizing the rapid growth of viewership through non-broadcast, internet related means NMPBS plans to spin off our Web media services from Marketing and Promotions to create a new department to work on the growth of this expanding distribution option.

- Migrate Education & Outreach activities to online platforms
  - Outreach activities have begun the transition from in-person events to virtual events. We will formalize this transition and work to make it permanent.
  - Transition Education activities to an online centric presence through partnerships like ECHO for Education.

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Appendix H

Parking & Transportation Services (PATS)

Submitted by:

Barbara Morck, Director

http://pats.unm.edu

Mission and Vision

Mission

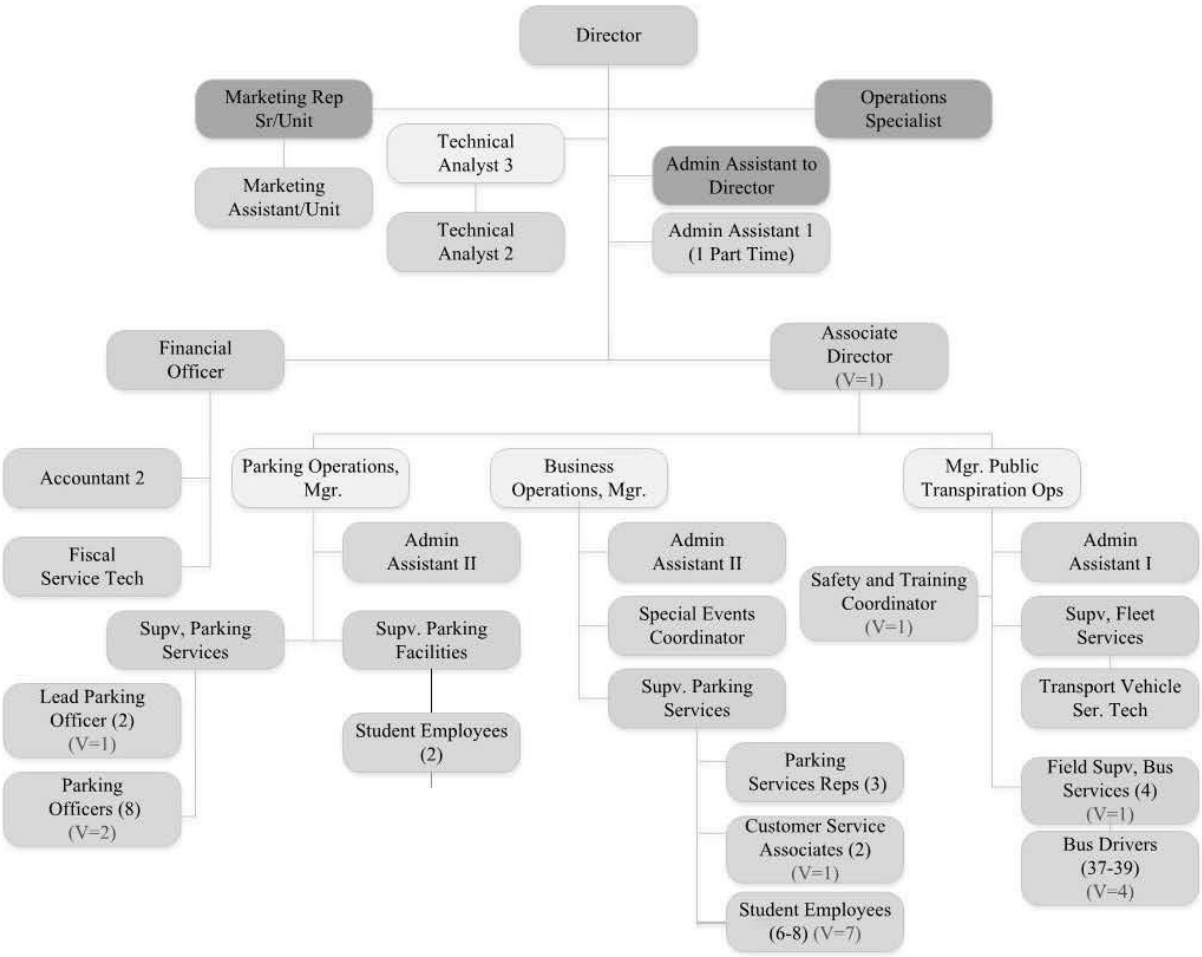
Parking & Transportation Services (PATS) supports the University's education, research, and service missions by providing access to key programs for faculty, staff, students and visitors through a variety of transportation services that consider the needs of each customer.

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

Parking & Transportation Services (PATS) continued its effort to provide quality services to its customers which includes faculty, staff, student, patients and visitors, and to the Albuquerque community as a whole. Services offered by PATS includes permit parking, pay station (visitor) parking, across-campus shuttle services, and alternative transportation programs that include but are not limited to: ABQ RIDE Bus Sticker program, Bike Locker Program, Lobo Bikes, and Electric Vehicle (EV) charging stations.

Accomplishments by PATS' staff in fiscal year (FY) 2020 include, but are not limited to: issued a total of approximately 15,745 parking permits to faculty, staff, students, visitors and vendors; special events services for approximately 410 special events (e.g. traffic control, parking, parking attendants, barricading of spaces, shuttle services); provided approximately $ 459,334 in the form of "In-Kind" services for (e.g.) reduced/free parking for parents of Music Prep, Popejoy House Managers, Army/Navy Reserved Officers Training Corps (ROTC), K-12 Workshops, various memorials/funerals, the Lobo Food Pantry; and provided special event services for Government Relations and the President's Office. Other of PATS accomplishments include taking delivery of two (2) new ADA accessible 40-foot CNG-fueled buses ($411,676 total cost), performed annual maintenance and repair on approximately 792,085 square feet (sq. ft.) of parking lots and structures, continued work to improve customer service by creating improved interfaces with customers through use of Formstack platform and by moving as many transactions (e.g. permit purchase, permit refund/return) to an on-line process as possible.

PATS continues in its forward-thinking, strategic planning and, in that process, engaging as many other entities as possible. In order to better understand and stay abreast of the ever-evolving environment across the Main, North and South Campuses, PATS continues to collaborate and actively communicate with other UNM Department and University partners i.e. the City of Albuquerque (CABQ) and the Mid-Region Council of Governments (MRCOG).

PATS began FY2020 in fairly good shape and despite an expected continued decline in enrollment which directly affects revenue. With the onset of the pandemic, the second half of the fiscal years saw a major loss of revenue coupled with increases in expense. Many of the increased expenses were a direct result of the pandemic and steps taken by the department to minimize and mitigate potential exposures to the virus by staff who deal directly with customers. Expenses include purchases of disinfectants and cleaning supplies, masks and gloves; installing partitions on shuttle buses and at desks where there is direct contact with customers; etc. Because of the revenue losses, at the end of FY2020 PATS' found itself with a negative balance.

- Revenues –
    - Permits $ 4,619,011
    - Permits/Yale structure $ 790,378

- Pay station parking/surface lots $ 585,168
- Pay station parking/Cornell structure $ 530,727
- Event Revenue $ 293,746
- Citation fines $ 494,646
- Other Income $ 22,654 (Includes PAIS pmt. for loss of parking spaces)

Total: $ 7,336,330

- Expenses –

- Personnel $ 4,250,916
- Taxes/Fees $ 856,138
- Operating Costs $ 688,721
- Transportation Costs (repairs, fuel, insur.) $ 391,306
- Infrastructure Costs $ 72,590
- Debt Service $ 1,526,852
- Capital Expenditures $ 709,684

Total: $ 8,496,207

(Includes -$1,243,752 Operating Loss/ after Use of Reserve: -$380,947)

II. SIGNIFICANT ACCOMPLISHMENTS

ADMINISTRATION. FINANCIALS, COMMUNICATIONS-MARKETING, AND INFORMATION TECHNOLOGY

PATS continued work on improving effective and timely communication with both external and internal customers (e.g. UNM departments, the University community as a whole), and to expand its network of communication avenues. Example of communication efforts in 2020 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. PAIS and JCER construction projects, major repair/maintenance activities on parking lots and structures across campus, etc.). Communication went out to customers using direct email (permit holders), social media (Twitter, Facebook, and Instagram), formal press releases through UCAM, etc. PATS continued to work closely with other UNM departments also using social media, by sharing and re-tweeting information and notifications as appropriate.

PATS attended numerous meetings and especially at those that presented potential impacts to customers parking on campus (e.g. construction projects) and/or who utilized transportation services (e.g. bus stop closures due to construction activities or road closures). Meetings included, but were not limited to: Popejoy, Physics and Astronomy Interdisciplinary Sciences (PAIS), Johnson Center Expansion and Remodel (JCER), UNM Hospital planning meetings, Health Sciences Center (HSC) planning meeting, etc. PATS worked closely with UNM Real Estate and Office of University Council on the development of an agreement with (then) Zagster/Spinn to allow eScooters limited access

to the campuses that would be safe and better ensure compliance with existing University Policies pertaining to use of motorized vehicles on UNM sidewalks, etc. PATS also worked with the City of Albuquerque (CABQ) on their eScooter policy and permitting process, and the Mid-Regional Council of Governments (MRCOG) on the County's Master Bicycle Plan, thus helping to ensure that the University maintained its voice in the greater community.

PATS contributed **$630,000** to UNM Institutional Services Support's (ISS) for their programming expenses and University financial obligation. In this same period PATS contributed approximately **$459,334** in "In-Kind" (aka Goodwill) goods and services, and provided special event services that included, but were not limited to: 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 **$293,746**.

As part of PATS' communication/marketing efforts:

- Continued to work with ASUNM and GPSA to host the annual "Parking & Transportation Services Summit" to listen to and address student concerns about campus parking and shuttle services. The FY2020 Summit was be held in March 2020 but was cancelled when UNM went into Limited Operations due to the COVID-19 pandemic.
- Maintained and edited the existing PATS website as needed to reflect current, accurate information, creating new images, icons, web pages, links, and maps as well as working with other UNM entities to ensure the website met known accessibility requirements while complying with UNM Branding Standards.
    - Continued to encourage use of the "Where's My Bus?" smartphone application on UNM's LoboMobile application.
    - Maintained the development and usage of a "Sign Standards Manual" to the UNM Parking & Transportation Services (PATS) sign system to ensure cohesiveness across the distinct areas under the PATS division including parking lot and parking structure enforcement, special event parking, shuttle transportation system, and traffic control.
    - Continued to work with UNM Communication and Marketing (UCAM) to ensure proper use and application of UNM Brand Guidelines in all promotional materials produced by department.
    - Continued the effort to expand communication/outreach efforts to customers and visitors to UNM regarding lot closures, shuttle service, disruption/detours, campus events that might affect parking and /or traffic flow, etc.
        - Published over 115 direct messages (aka "Press Releases") to various groups of PATS' customers to alert them of (e.g.) lot closures, detours, heavy campus traffic, and construction.
        - Posted approximately 375 social media posts, communicating construction messages, traffic notices, orientation information,

business operational updates and promote PATS initiatives such as the Night Bus Route, “Happy Hour Parking” in the structures, and special events. PATS earned 287.3 Twitter impressions through-out the year with approximately 3.1% engagement rate. Collaborated with Institutional Support Services (ISS) Communication and Marketing team and the University Communication and Marketing staff to keep the University community informed on impact of construction around the University on access to campus and/or the parking lots.

- Incorporated the use of Google Analytics on PATS website (pats.unm.edu) to gain a better understanding of customer’s online habits and to evaluate the effectiveness of PATS’ current website.
- Started the Phase I planning for the re-organization of PATS current website in effort to better serve customers and the University Community.
- Maintained and edited the existing PATS website as needed in order to keep it up to date with current, accurate information, creating new images, icons, web pages, links, and maps.
- Created/updated 40+ forms, flyers, maps and other informational materials for the department’s internal and external use.
- Helped coordinate PATS’ (CY) 2019 Annual Staff Awards and Recognition ceremony, held in December 2019.
- Created and produced over 120 different signs for internal and external use.
    - Including, new Reserved parking signs, ADA signs, bus route magnet signs, etc.
- Ordered, stocked, and managed the distribution of PATS Promotional Products.
- Maintained & updated the PATS PowerPoint presentations for New Student Orientations and New Employee Orientations to include the UNM Brand Guidelines.
- Updated and renewed a PREZI Presentation for the PATS Proposal to the UNM Student Fee Review Board to help fund the ABQ RIDE Bus sticker Program.
- Updated online Formstack forms to maximize performance of our existing forms for PATS Event requests, Rover Applications, Vendor/Contractor permits
- Re-stocked “3:45 Rule” business cards to distribute to customers at our office, in 3:45 Rule parking Violations and orientations and tabling events.
- Continued the use of “permit shells” to make dash pass printing more cost effective, easier to produce and keep inventory.

- Completed production on a new PATS promotional video for social media marketing; contains a visual overview of services offered by PATS; video was posted to ISS's website.
- Started the PATS Informational Videos project (Phase I: Scripts with animation rigging).
- Created informational bookmarks to distribute at all tabling events.
- Began design and creation of a PATS social media campaign for use during the pandemic to remind customer of COVID-19 safe practices.
- Facilitated the communications sent out during the COVID-19 pandemic to inform the university community of service changes, closures, cancellations, permit sales, re-opening procedures, social distancing guidelines, etc.
- Created a "COVID-19 Shuttle Passenger Guide" for the Transportation department to distribute and post in the shuttles.
- Worked closely with UNM Hospital (UNMH) communications to ensure information provided to customers regarding North Campus construction activities was consistent and correct.
- Helped coordinate the official AY2020-2021 Permit Order.
- Additionally, each year the marketing department produces approximately 7,000 temporary dashboard passes for programs like Music Prep, SSSC Student Advisement center, and other special events that require temporary parking permits (special event support)

In support of PATS' operations and services, the following projects/tasks were performed:

- Service updates were made, moving all Payroll, Accounts Receivable, and Customer data file transfers from PATS153EBC02 to T2-Flex (Flex) or to UNM Banner App Works to eliminate dependence on an additional server to process.
- Reinitiated the Remote Desktop web application giving Tier 2 staff access to a virtual desktop as if they were logging in at the office from off-site work locations.
- Data updates were made to clean up faculty, staff and student data received from Banner. These dates reconfigured customer's names and addresses so they would fit correctly in reportable fields within Flex (the parking software system used by PATS).
- Updated permit payment import process to minimize overpayment events in Flex when no overpayments were reported in the import file.
- Integrated data received from Banner to determine eligibility for PATS Bus Sticker Program by faculty, staff and students.
- Updated the PATS issuance application to retrieve and store the data in Flex to eliminate any external processes and make the processes supportable by T2 Systems.
- Working in collaboration with UNM IT and T2 Systems, updated all Banner file transfer processes to use T2 System's new FTP server.

- Created report to find permit payment plan payments that went to the customer's account instead of paying off the permit to allow Accounting to determine whether PATS needs to refund the customer or apply the payment to the customer's permit.
- Created a PATS internal order form using Formstack, for to use for submission of purchase request allowing all requests to be created remotely and run through our approval process.
- Created a new Formstack processes for use during UNM Limited Operations allowing faculty, staff and students to return a permit without having to physically come into the Business office. A similar form and process was developed and implemented for faculty and staff needing to purchase and/or exchange parking permits.
- Tested a new EMV-PCI compliance EMV credit card reader provided by Flowbird (aka Parkeon), one of the pay station systems used by PATS on campus. In testing, found that the EMV reader provided by Flowbird was not able to effectively communicate with Elevon (processed credit card transaction). The EMV reader was subsequently installed pending Flowbird addresses the communication issue.
- Upgraded Fleet Maintenance Pro, a software system used by Transportation to track vehicle repairs, preventative maintenance cycles, etc., to latest version for improved shuttle repair/maintenance tracking.

BUSINESS OPERATIONS (Includes some Information Technology)

- Provided parking services (traffic control, vouchered parking, parking attendants, etc.) for over **410** special events which resulted in revenue gain for PATS of **$293,746.25**.

- Streamlined event services set up and break down for Popejoy Hall events and began utilizing Securitas (outside source) and/or Student Employees to staff these events, which enabled PATS Enforcement to continue to remain focused on enforcement activities.

- Issued **7321** parking codes for use at the parking structure pay stations with an approximate value over $**71,354.**

- "In-Kind" (aka Goodwill) services to UNM programs and/or special events totally approximately **$459,334**. In-Kind services included:
  - Music Prep Program
  - Enrollment Management / Senior Day
  - Alumni Chapel (memorial services)
  - University President's Office
  - Student Activities Office
  - Formula Society of Automotive Engineers (FSAE)

  - Popejoy School Time Series

- Continued efforts to stream-line sales of Reserved parking spaces (departmental and individual), and external (outside source) customer permit renewals, to improve the provision of customer services during Fall permit sales. Reports generated by PATS parking software system, T2-Flex (Flex), were modified to streamline the waitlist process for reserved spaces, and a solution was found in Flex to allow for a "hold" to be placed on permits for customers called up from the waitlist.
  - Maintained an average of **94.4%** for Reserved spaces "sold" at any given time
  - Revenue gain through sale of Reserved parking spaces totaled approximately **$978,174.80**

- Alternative Transportation -
  - Continued to provide bus stickers and alternative transportation information at the Transformation Information Center (TIC) located in the SUB thru March 16, 2020. This location was temporarily closed due to COVID-19 social distancing guidelines.
  - Student employees continued to staff the TIC 8:30am to 3:30pm Monday thru Friday thru March 16, 2020
  - Bus Sticker Program distributed over **5880** bus stickers to student, faculty and staff at UNM
  - Bike Locker program leased **89** bike lockers and maintained a **95%** average leased rate.

- Customer Service -
  - Business office answered over **11,880** incoming calls and placed over **1,400** outgoing calls
  - Business office responded to over **9,000** e-mails
  - Business office fulfilled **298** temporary ("scratch-off") permit orders for **224** different UNM departments. The total number of temporary permits issued was **17,173**.
  - Effective March 16, 2020 and with the onset start of UNM Limited Operations due to the pandemic, PATS' modified key processes and external interfaces to align with the COVID-19 guidelines.
    - Developed and implemented an on-line process to return permits with a photo rather than in person
    - Developed and implemented an on-line process to file lost/stolen reports for permits
    - Developed and implemented an on-line process to purchase a faculty/staff permit on-line with payroll deduction
    - Developed and implemented an on-line process to complete Separation Checklists for faculty and staff

  - Ensured key processes continued during the time of closure due to UNM Limited Services. These processes included:
    - ✓ Mail services (sending and receiving US Mail)
    - ✓ Mail payment processing for (e.g.) citations, etc.
    - ✓ Deposits to UNM's Cashiers Office
    - ✓ Handling of PATS primary email account (parktran@unm.edu)
    - ✓ Handling of calls/voice mail messages on PATS primary phone number (505-277-1938)
  - Worked with PATS Facilities to have Plexiglas shields installed in the customer service area
  - Developed and implemented a cleaning schedule for staff in order to meet UNM "Bringing Back the Pack guidelines"
  - On June 1, 2020, the business office on June 1, 2020 was reopened, but by appointment only. As many customers as was feasible were serviced via on-line services.

- Developed a Formstack call log form with a goal of improving customer service during UNM's Limited Services. The information from the call log is translated into work tickets and assigned to Business staff (Public Service Reps and student employees) for follow up.

- Notable Events -
  - Continued to collaborate with Resident Life/Student Housing (RL/SH) and ACC-Casas Del Rio for the annual fall semester move-in.
  - Continued to work with the City of Albuquerque (CABQ) by providing special event services the City's Route 66/Summerfest and Twinkle Light Parade
  - Also provided special event services for:
    - Freshman Family Day
    - Senior Day
    - UNM Mentoring Conference
    - Hanging of the Greens
    - Fall Convocations
    - 80 Popejoy Hall performances

TRANSPORTATION

- Shuttle operations had a total of 970,614* passengers boarding during FY 2020. The number of passenger boarding showed reductions when compared to FY 2019 (decrease of 36%) due to UNM Limited Operations*, which began March 16, 2020.
  - 917,968** passengers on regular weekday shuttle service (35% reduction from FY 2019).

  - 52,646*** passengers on special event shuttle service for 144 special events (47% reduction from FY 2019).

- UNM Limited Operations began on Tuesday, March 17, 2020 because of the COVID-19. This impacted the provision of UNM shuttle services as between March 17 and March 25, the shuttle services were operated on an "on-demand" basis: customer would call the Transportation Office to say they needed a ride from (somewhere on the campus) to (somewhere on the campus) and at what time. Then, on March 26 UNM "closed" to all but essential personnel, at which point all shuttle service was suspended. On Monday, June 1 (start of the summer semester), limited shuttle services resumed on the Main, North and South Campuses, as Transportation staff was split into two (2) groups working different days in order to mitigate risk to the division in the event of a possible positive COVID-19 test.

- PATS' 5-Year Capital Plan calls for the replacement of 2-3 buses per year. However, the last several years' of UNM declining enrollment coupled with the need to invest in other areas of PATS scope of responsibilities has adversely affected the ability to replace buses because of the cost (e.g. cost of a new 40 ft. CNG-fueled bus is @ $206,000 per bus). In FY2020, PATS spent a total of $339,172 on its shuttle buses: $258,844 for regular maintenance and repair paid for through PATS' operating funds, and $80,328 for major work (e.g. engine or transmission rebuilds) paid for through PATS' capital funds.
  - The average vehicle age of the shuttle bus fleet is 8.3 years. The breakdown in age and miles of PATS' 32 shuttle fleet is as follows:
    - 2001 model year (19 years) – 2 buses; Mileages: 90,379; 105,873
    - 2002 model year (18 years) – 3 buses; Mileages: 112,124; 118,544; 128,683
    - 2003 model year (18 years) – 2 buses; Mileages: 123,370; 135,282
    - 2007 model year (13 years) – 2 buses; Mileages: 168,799; 138,022
    - 2009 model year (11 years) – 4 buses; Mileages: 114,502; 137,217; 144,998; 143,178
    - 2012 model year (8 years) – 3 buses; Mileages: 109,988; 102,122; 108,811
    - 2013 model year (7 years) – 1 bus; Mileage: 79,178
    - 2014 model year (6 years) – 5 buses; Mileages: 84,290; 86,847; 78,119; 67,689; 62,911
    - 2015 model year (5 years) – 1 bus; Mileage: 55,619
    - 2016 model year (4 years) – 5 buses; Mileages: 71,550; 64,199; 80,742; 78,524; 59,140
    - 2018 model year (2 years) –1 bus; Mileage: 17,386
    - 2019 model year (1 year) – 1 bus; Mileage: 36,035
    - 2020 model year (0 years) – 2 buses; Mileages: 7,690; 4,570

- Regular shuttle operations resulted in 239,698 miles on the buses. The buses used a total of 87,427 gallons of fuel with an average of 4.15 MPG: 33,836 gallons of Diesel; 41,122 “gallons” of CNG; and 12,468 gallons of Unleaded.

PARKING OPERATIONS (Enforcement and Facilities)

- Enforcement Officers issued approximately 30,907 citations and 7,543 warnings in FY2020. The payment of citation fines resulted in a revenue gain of $494,646. Most common citations issued were for:
  - Failure to Display a Valid Permit – 47%
  - Pay Station violation – 29%
  - Permit Invalid for Zone violation – 11%
  - Patient Parking violation – 4%
  - ADA parking space violation – 3%
  - Unauthorized use of a Reserved parking space – 2%

- Enforcement performed three (3) “Focused Enforcement” events in parking lots on the Main and North Campuses. In these events, and as authorized in UNM Parking Regulations, Enforcement Officers check vehicles parked in accessible parking spaces to ensure they are displaying a current accessible parking placard. The placard number is checked against the NM Motor Vehicle Department’s (NM MVD) database to ensure validity of use per state law, then the check the name of the user (photo ID) against the name associated with the placard. The 3 Focused Enforcement events held in FY2020 produced the following results:
  - Number of placards checked 84
  - Number of valid placards 67
  - Number of Invalid placards 13
  - Number of placards confiscated 4

- Facilities completed 900 Work Tickets (WT) in FY2020. WTs included but were not limited to: cleaning up vandalism/broken glass in the parking lots/structures (145 WT); setting up/taking down barricades for special events (150 WT); general lot/structure maintenance and cleaning (76 ST); painting parking spaces, curbs, hash-marks, etc. (51 WT).

- Facilities performed maintenance and repair activities on approximately 792,085 square feet in UNM’s parking lots and structures:
  - M-Novitski – 117,245 sq. ft (contracted to outside vendor, but managed project work)
  - Integrity Lot/HSC – 26,211 sq. ft. (crack-fill, re-striping, installation of ADA signage and stenciling)
  - Lomas Parking Structure – 255,968 sq. ft. (power washed, re-striped parking lanes and re-painted columns)

  - Cornell Parking Structure – 121,531 sq. ft. (power washed, re-striped parking lance and ADA stenciling)
  - G Lot – 238,869 sq. ft. – re-striped parking lanes

- Facilities used 525 gallons of street paint (assorted colors) and 95 cans of aerosol striping paint. Paint was used to restriped parking spaces (white), fire lanes (red), no parking zones (yellow), loading zones (green), shuttle bus stops (yellow), accessible parking spaces (blue), 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
  - A Lot along Central Avenue
  - A-Student Services Lot
  - G and Q Lots
  - R-Zone (all lots)
  - M-Zone (Family Practice, Novitski and Facilities Management)
  - W-Zone (all lots)

- 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.

III. FUTURE PLANS

- Continued collaboration with PDC and FM as well as nearby stakeholders (JCER and SHAC) to improve parking and access in the existing “A-SHAC” lot by adding new parking spaces and improving drainage and vehicle paths-of-travel within the lot. Construction is anticipated to start in October 2020.
- PATS’ hired Walker Parking Consultants to perform a quick survey of the changing parking environment on North Campus due to the construction of a new Hospital Tower and Patient Parking Structure, construction of two (2) new clinics (Movement Disorder and Senior Health), and expansion of the MIND Institute facility. Study was completed in March 2020 and is being used to help inform PATS decisions regarding parking and transportation services provided on the North Campus.
- Continued collaboration with HSC on their Master Plan as it pertains to future planning and construction of buildings on North Campus especially work that will impact parking, and developing plans that would allow for the replacement of parking spaces lost to construction activities.

- A Request for Proposal (RFP) for an Automatic Passenger Counters (APC) was released by PATS in April 2020. The APC system will provide boarding and deboarding information that will be used to help plan for and drive improvements in the shuttle services. The RFP is expected to be awarded before the end of calendar year 2020.
- Continue to explore on-going changes in Informational Technologies (IT) as they pertain to parking, and how these improvements can help PATS provide better services to its customers.
- Facilities Management (FM) was successful in its application to the New Mexico Volkswagen Environment Mitigation Trust Program for funding to purchase and install additional Electric Vehicle (EV) charging stations on Main, North and South Campuses. PATS had also applied to this program in hopes of securing funding for vehicle replacement: the application was not funded.

OFFICE OF THE
SENIOR VICE PRESIDENT FOR
FINANCE & ADMINISTRATION

2019 – 2020 Annual Report

Appendix I

Planning, Design & Construction (PDC)

Submitted by:

Amy Coburn, Director / University Architect

http://pdc.unm.edu/

Mission and Vision

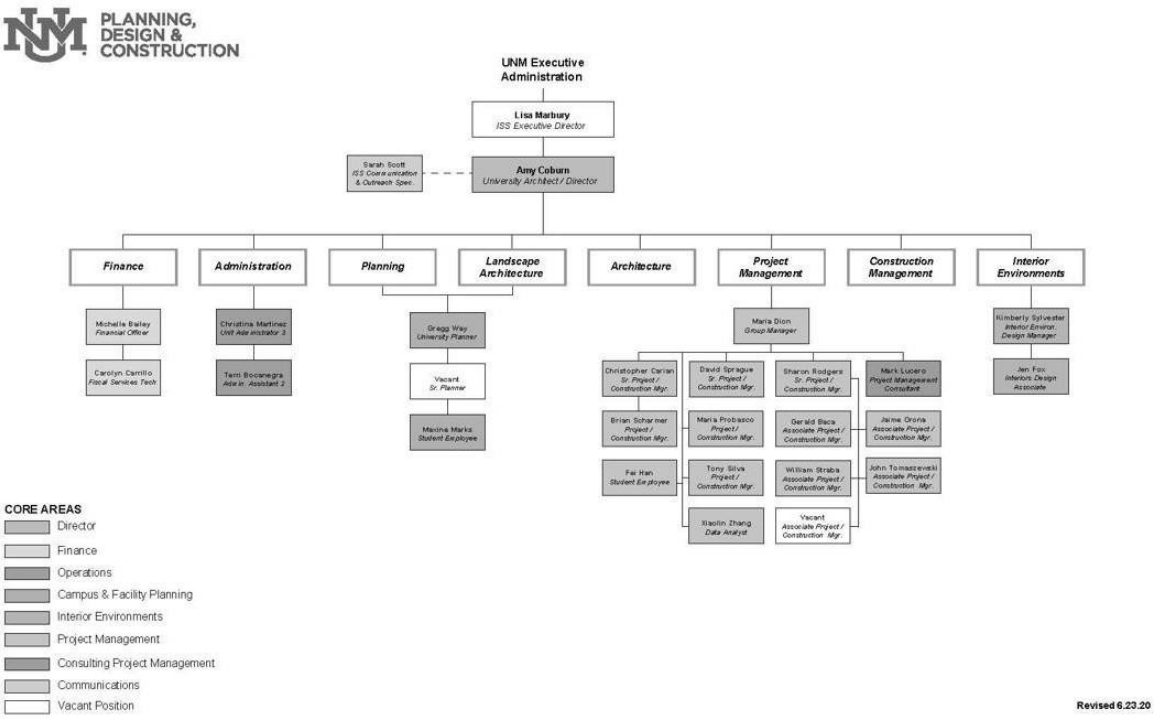
Mission

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



I. EXECUTIVE SUMMARY

Planning, Design & Construction (PDC) provides comprehensive, professional leadership for a broad array of planning, design and construction services in support of the development and renewal of institutional facilities and lands. Professional staff within PDC provide development guidance and stewardship supportive of long-term campus planning goals. PDC provides leadership in the creation, definition and renewal of capital investments and in this manner is integral to the effective delivery of the educational and research mission of UNM.

PDC is a professional internal service unit which operates with revenue from both Instruction & General (I&G) as well as self-generated Internal Service Unit (ISU) funds. PDC Director, University Architect in partnership with planning staff provide broad direction for the institution's land use, architectural and landscape character and long-term stewardship of the University's facility assets.

Cumulative for PDC as of June 30, 2020

	EOY	
REVENUE		
Instruction & General	$	446,413
Internal Service Center Sales	$	2,245,028
Transfers	$	(9,660)
TOTAL REVENUE	**$**	**2,681,781**
EXPENSES		
Salaries	$	1,392,425
Fringe	$	348,675
Total Compensation	$	1,741,100
Supplies	$	80,152
Travel	$	11,580
Communications	$	17,133
Services	$	222,666
Maintenance	$	50,430
Foundation surcharge	$	10,620
Other Expense	$	28,242
Banner Tax	$	252
Total non-Salary Expenses	$	421,076

TOTAL EXPENSES	**$**	**2,162,175**
Profit (Loss)	**$**	**519,606**

Cumulative for PDC as of June 30, 2020
(Continued)

	EOY
Year End Reserves	**Balances**
240A	**$ 41,707**
250A	**$ 946,962**
363A	**$ 38,048**
Total Reserves for PDC	**$ 1,026,717**

240A		250A		363A	
June 30, 2020	**EOY**	**June 30, 2020**	**EOY**	**June 30, 2020**	**EOY**
REVENUE		**REVENUE**		**REVENUE**	
Instruction & General	$ 446,413	Internal Service Center Sales	$2,033,171	Internal Service Center Sales	$211,856
Transfers	$ 63	Transfers	($9,723)		
TOTAL REVENUE	$ 446,476	**TOTAL REVENUE**	$2,023,449	**TOTAL REVENUE**	$211,856
EXPENSES		**EXPENSES**		**EXPENSES**	
Salaries	$ 381,318	Salaries	$906,538	Salaries	$104,568
		Fringe	$314,465	Fringe	$34,209
Total Compensation	$ 381,318	Total Compensation	$1,221,004	Total Compensation	$138,778
Supplies	$ 3,365	Supplies	$71,862	Supplies	$4,925
Travel	$ 5,724	Travel	$5,856	Communications	$3,130
Communications	$ 3,402	Communications	$10,601	Services	$509
Services	$ 7,880	Services	$214,278	Maintenance	$840
Maintenance	$ 5,389	Maintenance	$44,201	Foundation Surcharge	$740
Foundation surcharge	$ 2,033	Foundation surcharge	$7,847	Other Expense (Admin OH)	$24,895
Banner Tax	$ 252	Other Expense	$3,347		
Total Non-Salary Expense	$ 28,044	Total Non-Salary	$357,992	Total Non-Salary Expenses	$35,040
TOTAL EXPENSES	**$ 409,362**	**TOTAL EXPENSES**	**$1,578,996**	**TOTAL EXPENSES**	**$173,817**
Profit (Loss)	**$ 37,114**	**Profit (Loss)**	**$444,453**	**Profit (Loss)**	**$38,039**

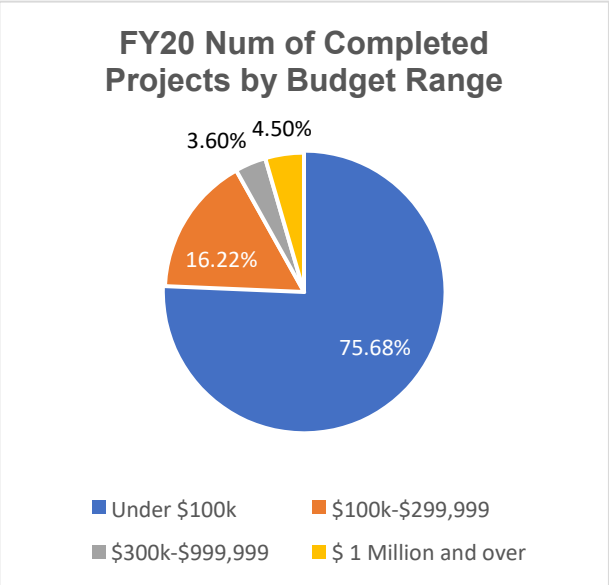
II. SIGNIFICANT ACCOMPLISHMENTS

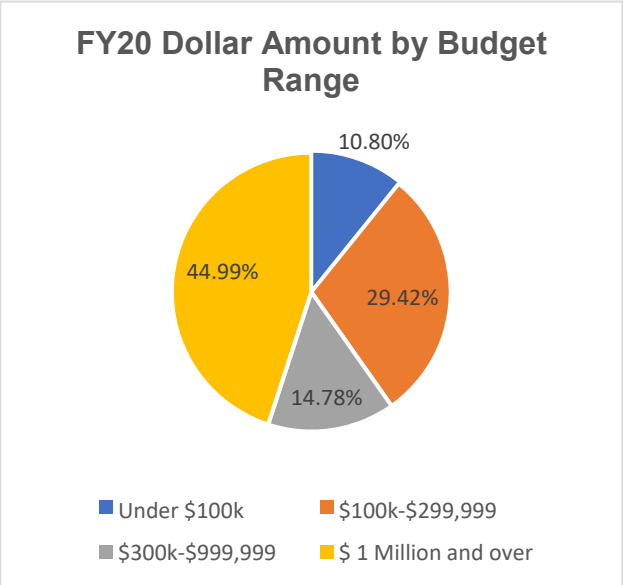
PDC provides the following professional services to the University: Architectural Leadership, Campus Planning, Facility Planning, Project Estimation, Project Management, Historic Preservation Expertise, Interior Environments Services, Landscape Design Management, General Contracting Services, and Construction Management. PDC serves the following campuses: Central, North & South, UNM Valencia, UNM Gallup, UNM Taos, UNM Los Alamos, Health Science Center (HSC), as well as off-site locations.

Despite the overwhelming challenges to business practices experienced in Q4 FY20 due to COVID-19, our work efforts for FY19-20 have been very successful by all metrics of project feasibility, development and delivery. Significantly, all of our nearly 200 projects have been delivered on-time and on-budget. PDC successfully manages almost $200 million of capital responsibility on behalf of our varied institutional clients and have completed the year with operation efficiencies and a positive balance.

FY20 Completed Projects by Budget Range

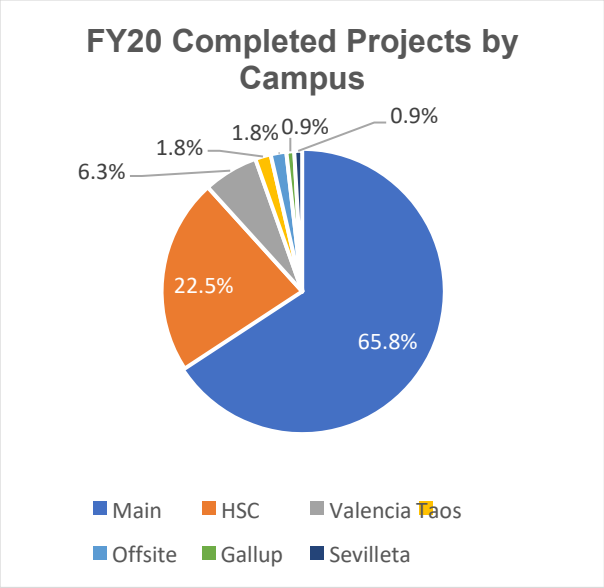
Budget Range	**Number**	**% of Quantity**	**Total Dollar Amount**	**% of Total Dollar Amount**
Under $100k	84	75.7%	$1,243,123.30	10.80%
$100k-$299,999	18	16.2%	$3,386,154.46	29.42%
$300k-$999,999	4	3.6%	$1,701,597.00	14.78%
$ 1 Million and over	5	4.5%	$5,178,082.00	44.99%
Total	111	100.0%	$11,508,956.76	100.00%

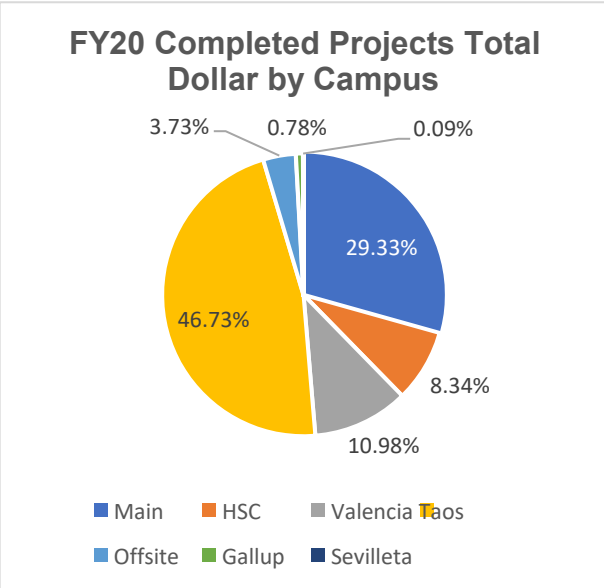




Completed Projects by Campus

Campus	Num	% of Quantity	Total Dollar Amount	% of Total Dollar Amount
Main	73	65.8%	$3,376,113.52	29.33%
HSC	25	22.5%	$960,401.22	8.34%
Valencia	7	6.3%	$1,264,000.00	10.98%
Taos	2	1.8%	$5,378,082.00	46.73%
Offsite	2	1.8%	$429,859.02	3.73%
Gallup	1	0.9%	$90,000.00	0.78%
Sevilleta	1	0.9%	$10,501.00	0.09%
Los Alamos	0	0.0%	$0.00	0.00%
Total	111	100.0%	$11,508,956.76	100.00%





PDC also achieved substantial completion on several larger projects in FY20 (see below). These projects are undergoing final commissioning and closeout processes, and will be formally closed in FY21.

PDC managed $37,119,000 on projects in FY20, of which $22,000,000 was associated with Construction and the balance of $15,000,000 was associated with Architect and Engineering fees, furniture, and other project expenses.

Substantial Completion:

PAIS	$	65,797,330
JCER	$	35,673,197
Gallup Physical Plant	$	2,635,000
	$	104,105,527

Interior Environments

Interior Environments provides professional service resources for furniture scope development, project pricing, procurement, move implementation plans, interior design consulting, and building interiors oversight. The unit also supports classroom renewal projects with new furnishings, reuse and repurposing of existing classroom furniture. Interior Environments work associated with large construction projects are developed in-house through a competitive RFQ process.

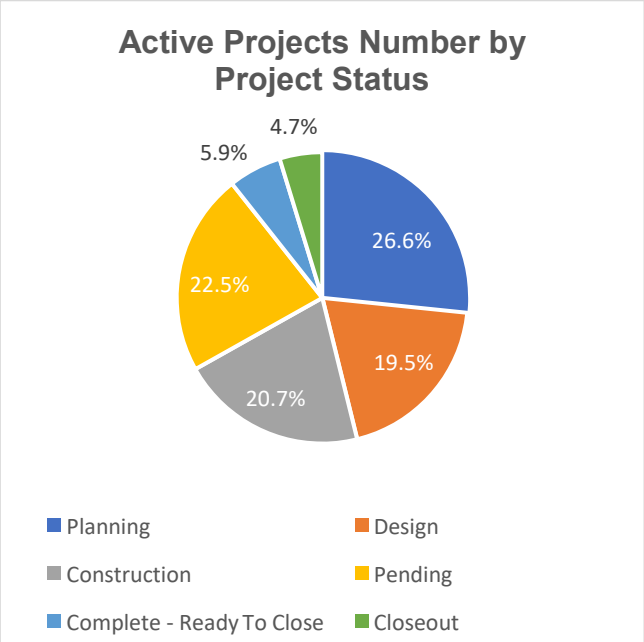
In FY19/20, Interior Environments managed and completed 13 projects valued at $1.9M in furnishings, fixtures and equipment (FF&E) and supported the selection of and

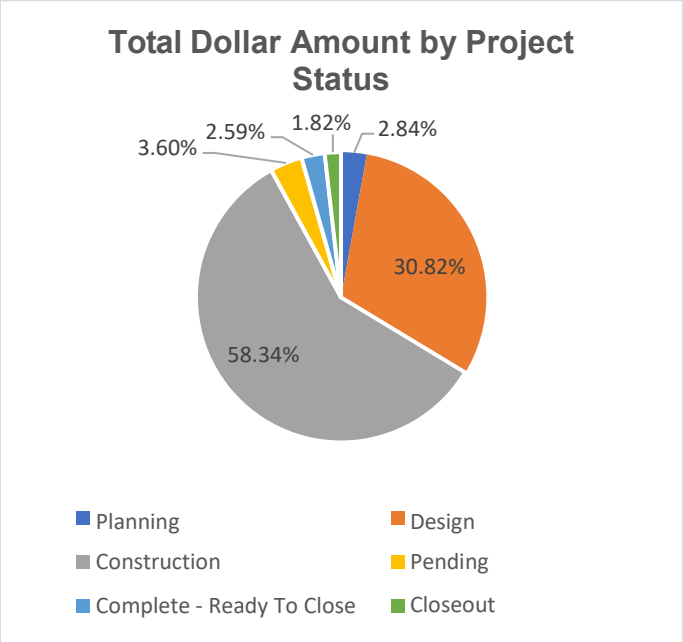
coordination with facilities for many millions of dollars of selected building materials within larger and smaller project budgets.

III. FUTURE PLANS

PDC enters FY21 with positive reserves and excellent organization strength. However, PDC anticipates a multi-year reduction in revenue generated from large capital projects due to decline in funding from both and institution bonds. Care will be taken to continue to operate with great management efficiency and a high standard of service practice. PDC continues to finds efficiencies with staff augmentation vs. hiring as well as deliberate leadership coaching to cultivate best practices.

The University Architect and University Planner anticipate increased engagement with Administrate and Academic Leadership around institutional asset management and long deferred master planning efforts for UNM Main Campus as well as Center for the Arts.



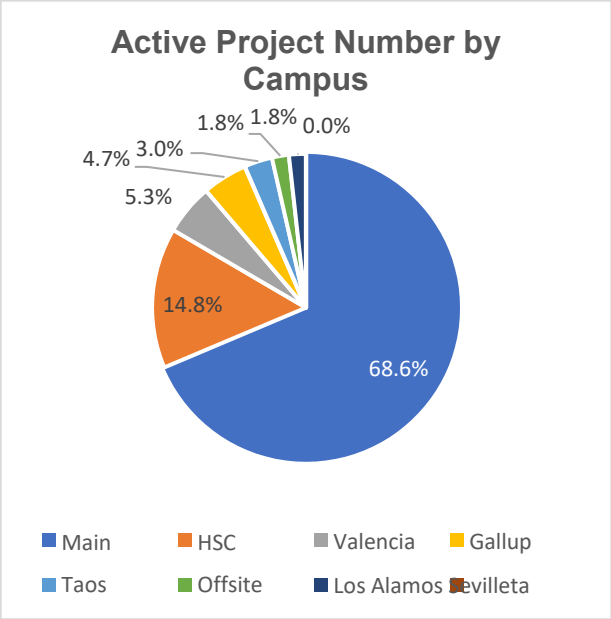


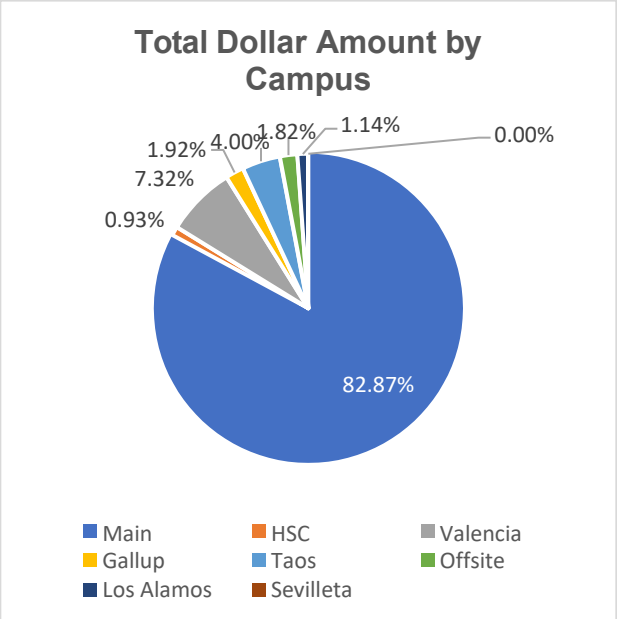
Active Project by Campus

Campus	**Num**	**% of Quantity**	**Total Dollar Amount**	**% of Total Dollar Amount**
Main	116	68.6%	$159,098,889.64	82.87%
HSC	25	14.8%	$1,785,869.44	0.93%
Valencia	9	5.3%	$14,045,451.99	7.32%
Gallup	8	4.7%	$3,689,922.71	1.92%
Taos	5	3.0%	$7,675,000.00	4.00%
Offsite	3	1.8%	$3,492,225.00	1.82%
Los Alamos	3	1.8%	$2,187,500.00	1.14%
Sevilleta	0	0.0%	$0.00	0.00%
Total	169	100.0%	$191,974,858.78	100.00%

Active Projects by Project Status

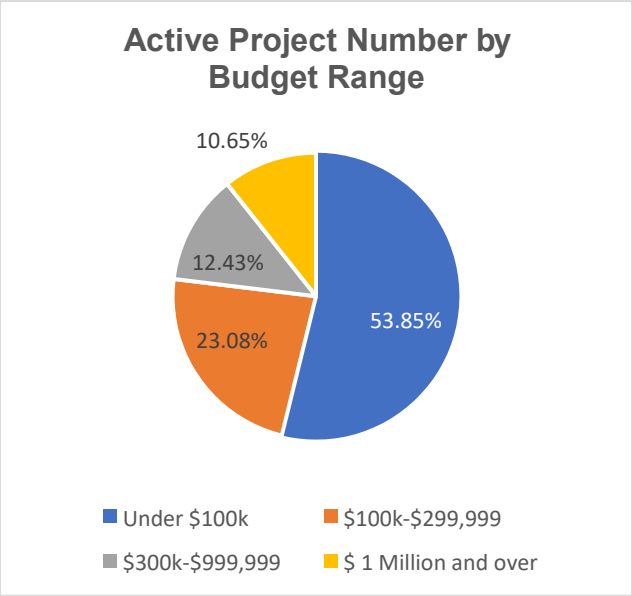
Status	**Number**	**% of Quantity**	**Total Dollar Amount**	**% of Total Dollar Amount**
Planning	45	26.6%	$5,444,700.19	2.84%
Design	33	19.5%	$59,172,277.48	30.82%
Construction	35	20.7%	$111,991,569.65	58.34%
Pending	38	22.5%	$6,909,180.91	3.60%
Complete - Ready to Close	10	5.9%	$4,971,784.56	2.59%
Closeout	8	4.7%	$3,485,345.99	1.82%
Total	169	100.0%	$191,974,858.78	100.00%

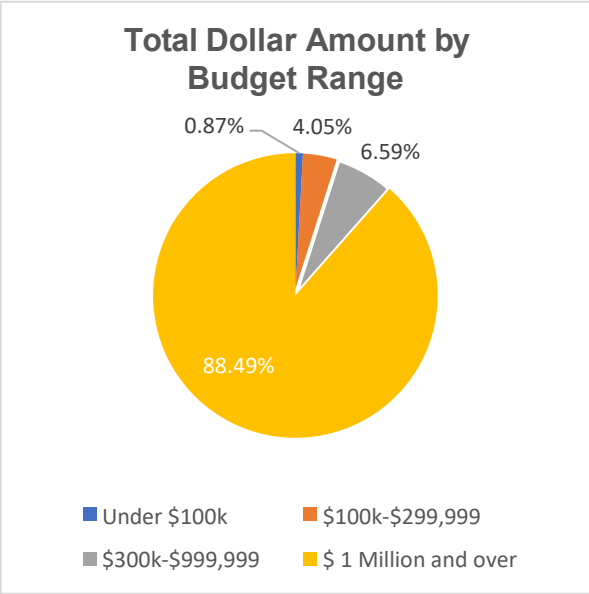




PDC Projects by Budget Range

Budget Range	Number	% of Quantity	Total Dollar Amount	% of Total Dollar Amount
Under $100k	91	53.8%	$1,671,578.66	0.87%
$100k-$299,999	39	23.1%	$7,778,235.89	4.05%
$300k-$999,999	21	12.4%	$12,642,981.23	6.59%
$ 1 Million and over	18	10.7%	$169,882,063.00	88.49%
Total	169	100.0%	$191,974,858.78	100.00%


Active Project Number by Budget Range
10.65%
12.43%
53.85%
23.08%
Under $100k
$100k-$299,999
$300k-$999,999
$ 1 Million and over


Total Dollar Amount by Budget Range
0.87%
4.05%
6.59%
88.49%
Under $100k
$100k-$299,999
$300k-$999,999
$ 1 Million and over

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Appendix J

Public Events/Popejoy Hall

Submitted by:

Thomas Tkach, Director

http://www.popejoypresents.com

Mission and Vision

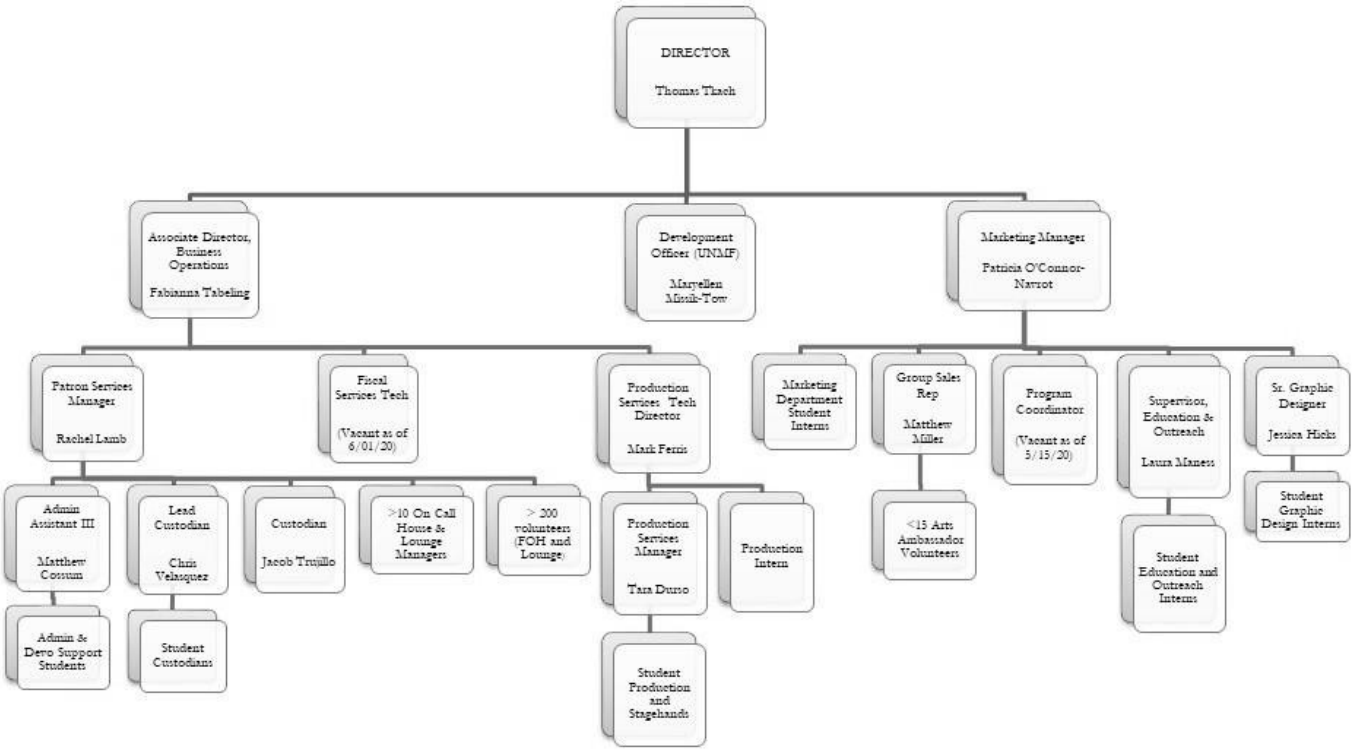
Mission

To make the performing arts accessible to all New Mexicans.

Vision

To create an exceptional experience for artists and audiences alike by maintaining a state-of-the-art performing arts center; attracting the best touring arts to our community.

Organizational Chart



I. EXECUTIVE SUMMARY

Popejoy Hall's 54th season provided a unique opportunity for its patrons to experience a variety of productions. A particularly thrilling Broadway season saw week long engagements of *Jesus Christ Superstar*, *Waitress*, and *The Book of Mormon.* A limited return engagement of *Blue Man Group* also rounded out our Broadway offerings for the season. A sampling of additional popular programs included: The Four Italian Tenors, Mariachi Christmas, *Mystery Science Theater 3000, 1984,* and Pilobolus. With 37 completed performances total, more than 61,000 patrons attended Popejoy Hall's Broadway and Ovation Series shows throughout the year. Additionally, twelve educational programs were attended by approximately 32,000 school children.

Unfortunately, due to the COVID-19 pandemic, all performances at Popejoy Hall were postponed or canceled beginning with *Escape to Margaritaville* on March 12, 2020. A complete breakdown on the financial impact due to COVID-19 can be found in the appendix and a list of all events postponed or canceled is listed below in Section II.

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 $3,413,784.25. Contributed revenue totaled $1,845,228, including $475,000 in pledges and $548,000 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. We employed a total of 15 full time staff members during the 2019-2020 fiscal year. In addition to full time staff members, Popejoy employs several on-call staff members and approximately 50 student employees throughout its departments. Additionally, 190 active volunteers provided services to over 137,000 patrons and donated more than 14,000 hours, saving Popejoy an estimated $383,000 in labor costs.

II. SIGNIFICANT ACCOMPLISHMENTS

Popejoy Hall presented 61 productions totaling 96 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 $40,000 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 fifth year in a row, exceeded initial fundraising goals. This year, contributions from donors totaled $1,845,228, including major pledges, bequests, and contributions received for the Benefactor Program.

Phase III, the completion of Popejoy's capital campaign, began with renovation of one of three-star dressing rooms and main floor green room during the summer of 2019. The project, which includes the renovation of all of the artist support spaces will be completed during the 2020-2021 fiscal year with the completion of the remaining artist support spaces.

Popejoy actively participated in the transition to Paciolan ticketing services in time for subscriptions for the 2019-2020 season. One key feature of the new system is the ability for better mobile integration for patrons.

Completed Events July 1, 2019 - June 30, 2020

Popejoy Presents – Broadway in New Mexico

Jesus Christ Superstar (6 performances) ..... October 17-20, 2019

Blue Man Group (2 performances) ..... November 12 & 13, 2019

Waitress (6 performances)..... December 12-15, 2019

The Book of Mormon (8 performances) ..... February 4-9, 2020

Popejoy Presents - Ovation Series

The Four Italian Tenors ..... October 10, 2019

Swan Lake ..... October 13, 2019

Bandstand.....November 1, 2019

'Twas the Night Before .....December 10, 2019

The Swingles .....December 19, 2019

Mariachi Christmas .....December 22, 2019

The Peking Acrobats..... January 12, 2020

Ballet Folclorico Nacional ..... January 17, 2020

Cirque Mechanics ..... January 31, 2020

Mystery Science Theater 3000… ..... February 14, 2020 We've

Only Just Begun.....February 23, 2020

1984 ..... March 1, 2020

The Mikado ..... March 5, 2020

Pilobolus ..... March 7, 2020

Michael Londra and The Celtic Fire ..... March 8, 2020

Schooltime Series

Sugarskull (2 performances) ..... October 28, 2019

Rainbow Fish (2 performances) ..... October 30, 2019

Sunjata Kamalenya (2 performances) ..... November 15, 2019

Nutcracker (2 performances) ..... December 3, 2019

A Very Electric Christmas (2 performances) ..... December 10, 2019

Mariachi Christmas (2 performances) ..... December 18, 2019

The Peking Acrobats (2 performances) ..... January 13, 2020

Miss Nelson Has a Field Day (2 performances) ..... January 23, 2020

Cirque Mechanics ..... January 31, 2020

Sons of Mystro (2 performances) ..... February 25, 2020

The Boy Who Could Sing Pictures (2 performances) ..... February 18, 2020

1984 ..... March 2, 2020

RESIDENT EVENTS

New Mexico Philharmonic

Youth Concerts (2 performances) ..... October 1 & 3, 2019

Classics II ..... October 2, 2019

Classics I ..... October 5, 2019

Pops I ..... October 26, 2019

Classics III ..... November 23, 2020

Pops II ..... December 21, 2019

Classics IV ..... January 25, 2020

Classics V ..... February 15, 2020

Ballet ..... February 29, 2020

UNM Music Department

Wind Symphony ..... October 23, 2019

Orchestra ..... November 5, 2019

Snapshot Concert ..... November 7, 2019

Albuquerque Youth Symphony ..... November 17, 2020

Wind Symphony ..... November 20, 2020

Wind Symphony ..... February 12, 2020

Symphonic Band ..... February 19, 2020

UNM Additional Department Rentals

School of Medicine White Coat Ceremony ..... July 26, 2019

College of Pharmacy White Coat Ceremony ..... August 1, 2019

UNM Freshman Convocation ..... August 18, 2019

DECA ..... January 15, 2020

Greek Sing ..... February 24, 2020

Internal Department Events

Lounge Volunteer Appreciation Social ..... July 14, 2019

Center Stage Banquet ..... August 24, 2019

Christmas Party ..... December 5, 2019

Outside Rentals

Orbison and Holly ..... October 6, 2019

The Nutcracker Ballet (5 performances) ..... November 30, & December 1,7,8, 2019

All State (4 performances) ..... January 8-11, 2020

Scheduled Events Postponed or Canceled due to COVID-19

Popejoy Presents – Broadway in New Mexico

Escape to Margaritaville (6 performances) ..... March 12-15, 2020

The Play That Goes Wrong (6 performances) .....April 16-19, 2020

Come From Away (7 performances) ..... June 9-14, 2020

Popejoy Presents - Ovation Series

The Tap Pack..... March 20, 2020

Broadway Princess Party ..... March 22, 2020

Bollywood Boulevard..... March 27, 0202

Killer Queen ..... March 28, 2020

Drum Tao 2020 .....April 3, 2020

Canadian Brass ..... May 3, 2020

Schooltime Series

Doktor Kaboom (2 performances) ..... March 17, 2020

Wilde Creatures (2 performances)..... March 24, 2020

Moon Mouse (2 performances) .....April 9 ,2020

RESIDENT EVENTS

New Mexico Philharmonic

Classics VI ..... March 21, 2020

Pops III.....April 4, 2020

Classics VII .....April 11, 2020

Ballet..... May 2, 2020

Youth Concerts (6 performances) ..... May 12-14, 2020

UNM Music Department

Wind Symphony..... March 25, 2020

Orchestra .....April 2, 2020

Wind Symphony.....April 22, 2020

Albuquerque Youth Symphony (2 performances) .....April 25-26, 2020

Symphonic Band .....April 27, 2020

Orchestra .....April 30, 2020

Albuquerque Youth Symphony Reunion Concert ..... May 24, 2020

UNM Additional Department Rentals

College of Pharmacy Graduation ..... May 8, 2020

CFA Graduation ..... May 15, 2020

College of Psychology Graduation ..... May 15, 2020

Architecture and Planning Graduation ..... May 16, 2020

Outside Rentals

Enchantment Awards ..... May 10, 2020

Dance Dimensions (2 performances) ..... May 29-30, 2020

Chevel Shepherd ..... June 5, 2020

POPEJOY – FACILITY USE DURING FISCAL YEAR 2018-2019

General Hall Usage Statistics:
Total number of events in venue 61
Total number of performances in venue 96
Total number in attendance… 137,389

Total number of days with performances/rehearsals 99
Total number days for technical requirements 82
Total number of "dark" days with no activity… 74
Total number of days shutdown due to COVID-19 111

UNMPE Presentations/Popejoy Presents
Total number of Popejoy Presents events 19
Total number of Popejoy Presents performances 37
Total number of Popejoy Presents patrons 61,004
Average number in attendance per performance… 1,648
Total number of Popejoy Presents performances impacted by COVID-19 25

Schooltime Series Productions
Total number of events 12
Total number of performances 18
Total number of attendance… 32,065
Average numbers in attendance per performance 1,781
Total number of performances impacted by COVID-19 6

Popejoy Hall Rentals – NM Philharmonic/Outside
Total number of events/NM Philharmonic 10
Total number of performances/NM Philharmonic… 13

Total number attending/NM Philharmonic..... 15,383
Average number attending per performance/NM Philharmonic… 1,183
Total number of performances/NM Philharmonic impacted by COVID-19.....10

Total number of events/Outside… 3
Total number of performances/Outside… 10
Total number attending/Outside….....12,827
Average number attending/Outside… 1,283
Total number of performances/Outside Renters impacted by COVID-19.....4

UNM Department Usage, Including UNM's Music Dept
Total number of events.....17
Total number of performances 18
Total number attending 18,095
Average number per performance.....1,005
Total number of performances impacted by COVID-19 12

III. FUTURE PLANS

Construction on the lower and upper level artist support spaces, the remaining project in Phase III of Popejoy's capital campaign, began in August 2020. The project aims to be completed by November 1, 2020 and will conclude Popejoy's capital campaign.

IV. APPENDIX

COVID-19 FISCAL IMPACT	
PUBLIC EVENTS/POPEJOY HALL	
FY20	
Broadway Series	(469,844)
Ovation Series	(164,106)
Schooltime Series	(6,060)
Rentals	(71,867)
Total FY20 Net Impact for Performances Canceled	**(711,877)**
Other Costs:	
Travel Reimbursement Canceled Flight	(75.00)
Total FY20 Other Costs due to COVID	**(75.00)**
Total COVID-19 Fiscal Impact	**(711,952)**

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Appendix K

Real Estate Department (RED)

Submitted by:
Thomas M. Neale, Director
UNM Real Estate Department http://realestate.unm.edu

Mission and Vision

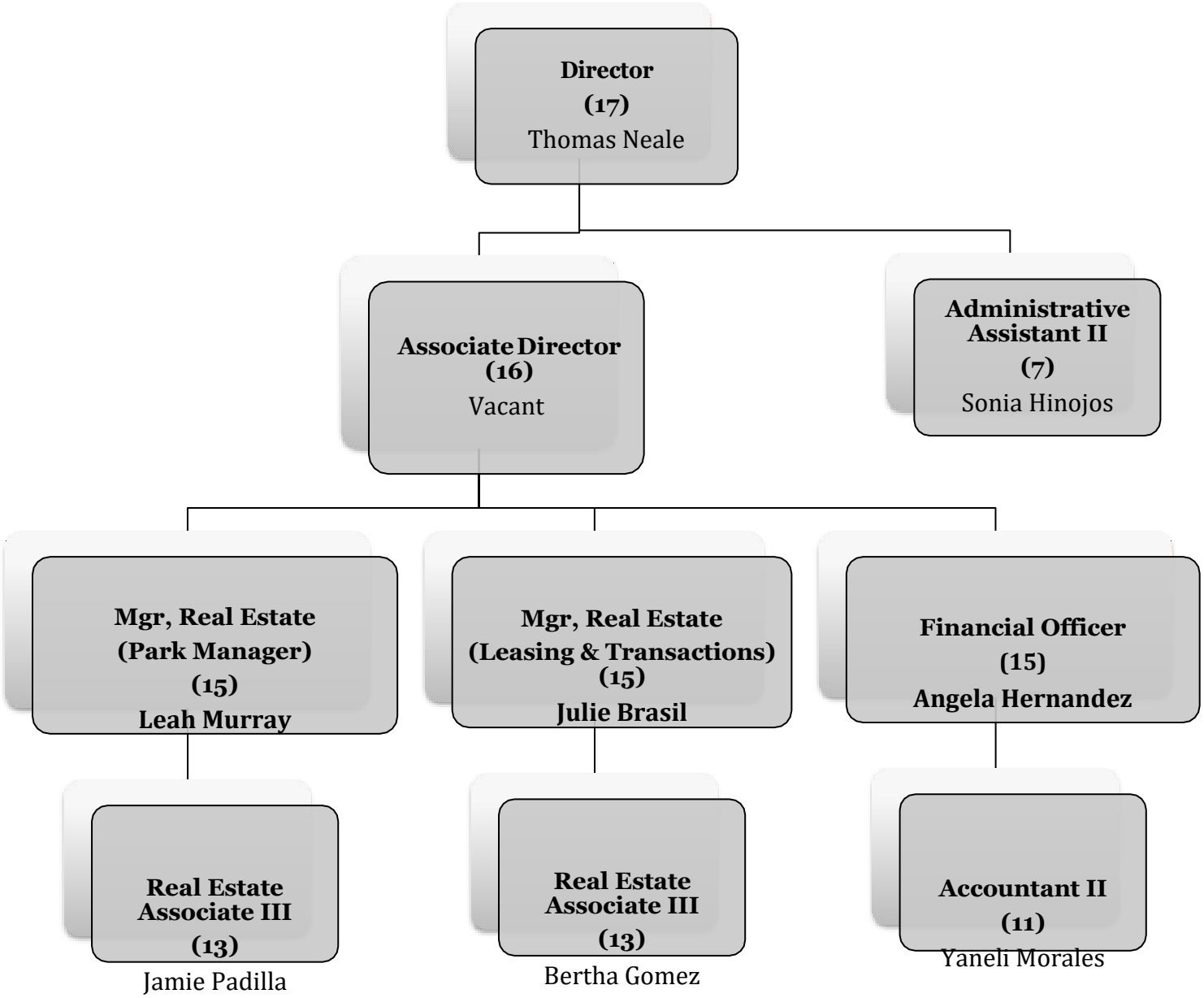
Mission

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 University Real Estate Department (RED) provides professional real estate services for all entities of the Regents of the University of New Mexico (UNM) including all academic, research, and administrative departments of Main Campus, the UNM Health Sciences Center, UNM Hospitals, UNM Sandoval Regional Medical Center, and UNM Branches in Taos, Gallup, and Valencia County. In addition, RED provides professional real estate support to the Lobo Development Corporation.

Principal functions of the department include all real property acquisitions/dispositions, property management, and leasing for all entities of the Regents, including lease administration of 225 leases containing approximately 1,330,000 square feet totaling approximately $14,000,000 in annual lease payments. Since 2013, RED has facilitated over $70,000,000 in real property acquisitions and development projects on behalf of Regent-controlled entities.

RED currently consists eight full-time employees with two assigned to property management of over 500,000 square feet of space office and R&D space, two assigned to leasing and real property transactions, and three assigned to financial/asset management and administration.

Annual Operating Budget in FY20:

• Administrative Operations	$813,217
• Assets Under Direct Management	$8,762,532
• Capital Improvement Projects	$3,401,107
• Departmental Debt Service Requirements	$1,148,704
	Totals $14,125,560

II. SIGNIFICANT ACCOMPLISHMENTS

AIMS@UNM Relocation and Expansion: Completed relocation of AIMS@UNM from 1155 University Boulevard SE to 933 Bradbury SE, including the renovation of 16,454 square feet resulting in the consolidation of AIMS into one contiguous space. The $1.5 million project in partnership with Lobo Development Corporation allowed for the expansion of UNM Athletics within the Student Success Center at 1155 University and completion of a long-term goal to consolidate AIMS occupancy in one contiguous space. AIMS@UNM has earned the #1 school ranking in New Mexico for the 10th year in a row. In addition, the publication ranked AIMS@UNM 23rd out of 2,845 national charter schools and, even more astonishingly, 103rd out of 24,121 U.S. schools, the top 99th percentile in the country.

Sandia National Labs Advance Material Laboratory: Completed a lease renewal and lab modernization of the Sandia Advanced Materials Laboratory (AML) at the UNM Science and Technology Park. The $1.5 million renovation project upgraded the ventilation,

laboratory fume hood exhaust system, and electrical systems to current standards and life safety codes. AML represents a long-standing academic partnership that has profound impacts on the University of New Mexico.

Other notable achievements include the acquisition of a medical clinic in Rio Rancho for the UNM Medical Group, the acquisition of the former Bernalillo County health clinic at 1111 Stanford Drive, adjacent to the UNM School of Law, and termination of a long-term ground lease for the former Alpha Chi Omega sorority house at 1635 Mesa Vista. The building improvements will be repurposed University-related uses.

During the fourth quarter economic downturn due to the COVID-19 Pandemic, RED maintained stable occupancy and nominal loss in revenue for properties under direct management.

III. FUTURE PLANS

IT Network Infrastructure Upgrade: In collaboration with UNM ITS to pursue the study and implementation of an improvement plan to complete a new build to house the zone hub and a multi-phased new conduit system for the IT network at the Science & Technology Park @ UNM on south campus.

Proposed Collaborative Research and Development Facility: RED will determine the feasibility of a new research building to accommodate demand of UNM researchers and partnerships with national laboratories. The project will require complex procurement and funding models. The project, as currently scoped, will contain 120,000 square feet of office, lab, and other collaborative spaces.

Innovate ABQ: Complete the transfer of the real property interests of the Innovate ABQ to the Regents of the University of New Mexico.

Student Family Housing: Consult with UNM Residence Life and Student Housing on appropriate exit strategy for the family housing project at South Campus and close on a transfer of ownership.

Financial Model Upgrades: Incorporate the housing component of the Lobo Rainforest into the Yardi asset management software with the goal of creating a financial model that could be applied across the student housing program.

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Appendix L

Residence Life and Student Housing

Submitted by:

Wayne Sullivan, Director

https://housing.unm.edu/

Mission and Vision

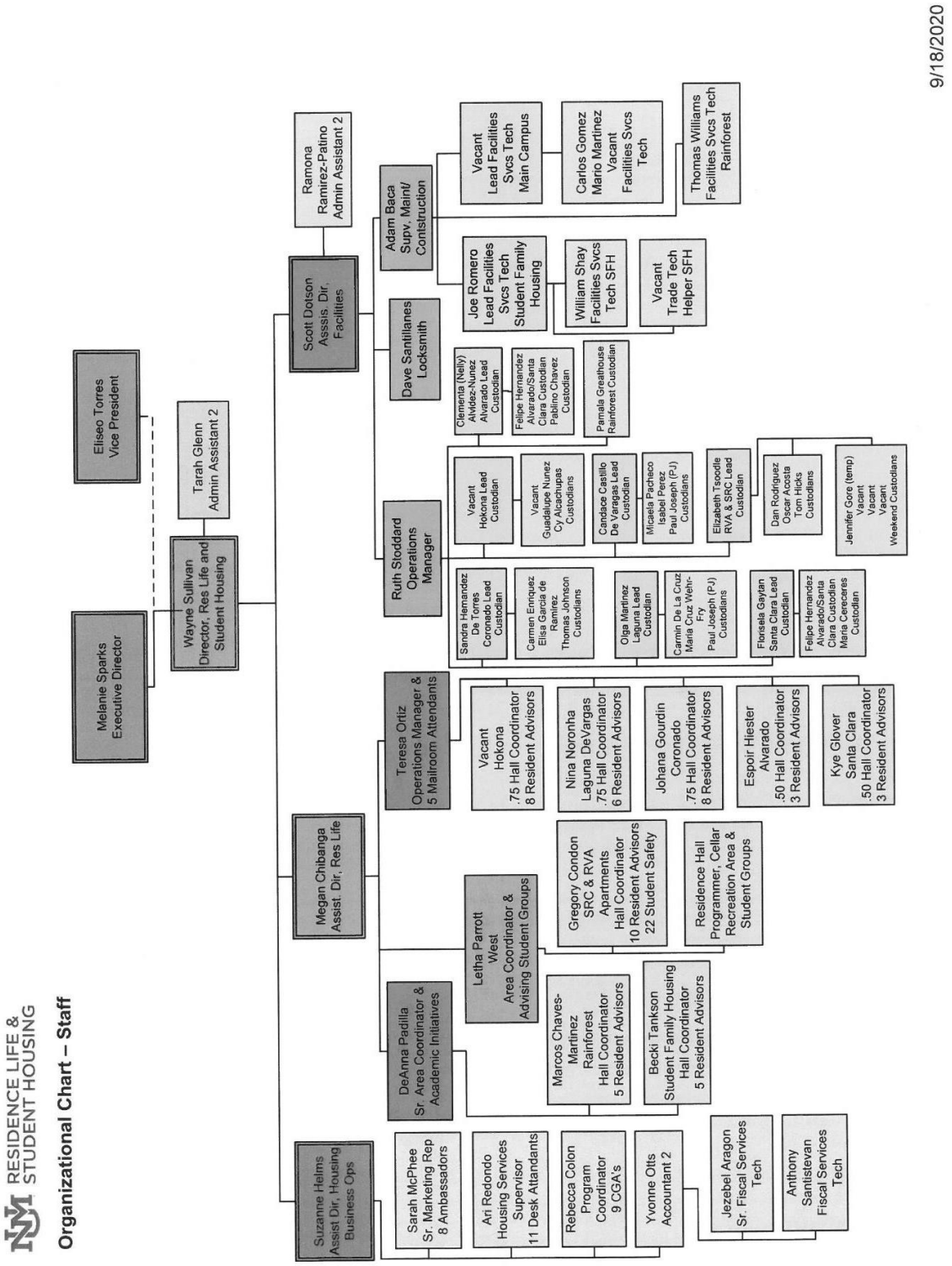
Mission

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



I. EXECUTIVE SUMMARY

UNM Residence Life & Student Housing continues to deliver the positive collegiate residential experience the department envisions for students. Despite significant disruption due to COVID-19, the department focus remained on balancing available resources with facility requirements, partnering with other campus departments whenever possible and planning for future needs.

Fiscally, with an annual budget of $10,925,926, the department has been conservative in staffing and expenditures in light of enrollment and occupancy challenges. Due to the impact of COVID-19, revenue and expenses were reduced but there was shortfall and department reserves were used. Despite this, the department contributed to the University as well as department plant fund.

II. SIGNIFICANT ACCOMPLISHMENTS

UNM Residence Life and Student Housing was able to provide a positive living experience for 2,001 students on main campus, Lobo Rainforest and Student Family Housing.

The department remained fiscally prudent with a budget of $10,925,926 but due to COVID-19 impacts only had revenue of $8,943,759. After expenses and debt service, the department contributed $440,000 to Institutional Support Services and $304,403 to department plant fund. The department was able to reduce expenses but had to use reserves of $282,012 at year-end.

The most significant accomplishment of 2019-2020 is the handling of the COVID-19 impacts on the university and housing. In March of 2020, the university moved to remote access instruction. For main campus housing, all resident housing contracts ended on March 24 unless they presented a compelling reason they needed to be permitted to stay. Residents who moved out were given pro-rated refunds. For satellite housing at Lobo Rainforest, all residents were permitted to stay but were allowed to be released from their contract if they requested and were given a pro-rated refund.

For summer session 2020, residents who remained in campus housing after March 24 were permitted to remain living on campus and were relocated to Student Residence Center. All summer 2020 conferences with housing arrangements cancelled or rescheduled for summer 2021. The summer intern programs were all cancelled by the sponsoring organizations. In May, Hokona Hall was temporarily turned over to UNM Health Sciences Center to be used as respite housing for clinical staff.

With limited funds available from previous capital project transfers, the department was able to initiate fewer projects but was able to work with UNM IT to replace Wi-Fi in Coronado and Alvarado hall, as well as upgrade Wi-Fi throughout the SRC buildings. The SRC apartments also received 25 new couches to replace the old couches. In addition,

the department corrected a number of items from SRS at Student Family Housing, including fixing holes in the decking, lighting, striping, and sidewalks. The Student Family Housing Admin Building access control instillation was completed in the spring of 2019, with 4 doors now being on Access Control for security and access tracking.

The Plant fund balance ended the year with $766,325 with $391,800 of the balance committed to projects that were underway or had been completed but not paid for yet.

In 2019, it became apparent that significant structural issues were developing in Student Family Housing facility. A facility review continued with UNM PDC. In the fall of 2019, the new modems purchased for delivering UNM Internet over cable were phased in and software issues were discovered impacting the ability to deliver UNM based internet. The decision was made to encourage residents to secure their internet from private sources and that a credit would be issued for the remainder of the housing contract term. In January, residents were notified that the facility's future was being reviewed and that renewal contracts for 2020-2021 would only be for the period ending in May 2021. In June, RLSH notified Student Family Housing residents that the facility would be decommissioned and would close at the end of May 2021.

For the 2019-2020 Academic Year, RLSH launched a new pet permitted specialized living area for SRC D (30 beds) and Santa Clara (120 beds). The area proved to be popular and while it had some issues in behavior, it will be continued for 2020-2021 and an evaluation will be performed.

Residence hall occupancy numbers are reflected in the following table:

Fall 2019	**2001**
Spring 2020	**1487**
Summer 2020	**112**

While COVID-19 resulted in the loss of Summer 2020 Conferences and Intern programs, FY20 does reflect revenues from the second half of Summer 2019 (July 1, to the end of the Summer season). These included Conference revenues of $152,146 with bed-night counts of 5,559.

FY20 Revenues also included the second half of the 2019 Summer Intern program, which houses interns from local organizations such as Sandia National Labs and the Air Force. Reflecting an average participant count of 188, this program realized revenues of $37,249 from July 1, through the end of the summer program.

The short-term housing program also continued in 2019-2020, until we shut down the program in March 2020, due to UNM COVID-19 limited operations. From July 1 through March, the program housed 217 guests, including 9 groups, for a total of 3,734 bed-nights, with revenue of $95,185.

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.

III. FUTURE PLANS

- Plan and implement COVID-19 safe living environment for UNM residents that balances need to keep students and staff safe with developmental and social needs for residents.
- Successfully decommission Student Family Housing while providing support for residents in the transition and making best decision possible for facility and land.
- Address unacceptable flooring installation from recent Coronado Hall facility project.
- Update Living Learning Program including enhanced partnership with Academic Affairs.
- Due to COVID-19 reduced occupancy, reduce expenses where possible without compromising safety and security.

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2019 – 2020 Annual Report

Appendix M

Staff Council

Submitted by:

Amy Hawkins, Staff Council Administrator

https://staffcouncil.unm.edu/

Mission and Vision

Mission

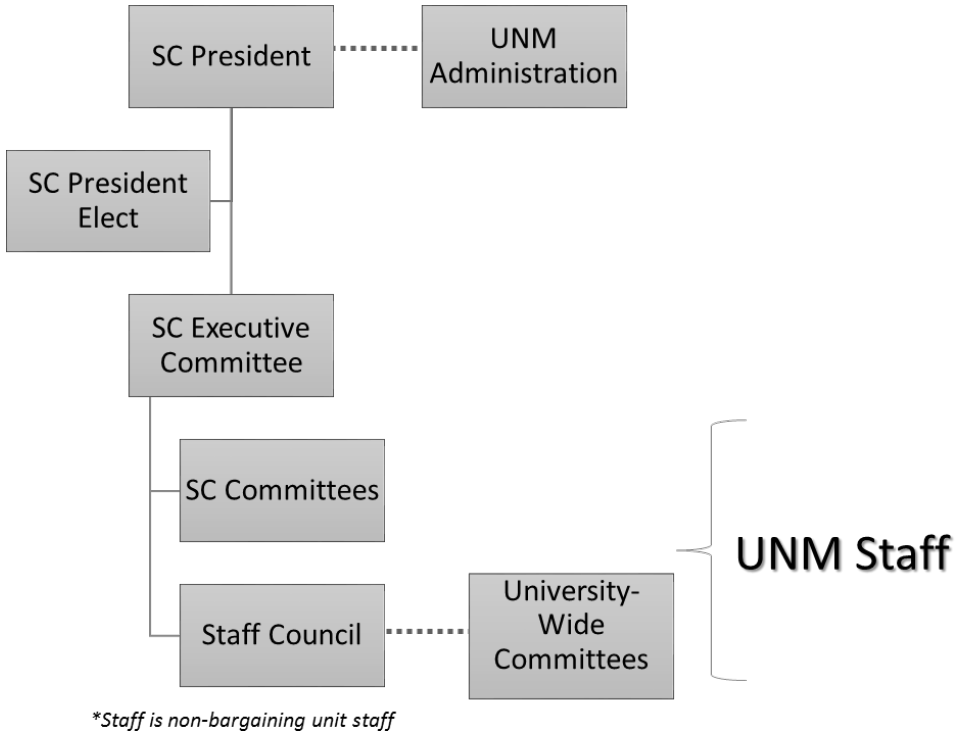
Staff Council nurtures leadership, education, advocacy, diversity and service by:

- 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



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 initiatives that enabled us to engage with and represent our constituents to help make effective institutional changes to improve the quality of life for staff. These activities are not limited to but include:

- Increased staff engagement through new Staff Council committee initiatives
- Increased partnerships through campus-wide committee representatives and liaisons
- Representing constituents through communication of staff concerns with administration, and finding answers to questions staff send to scouncil@unm.edu, the Executive Committee, and/or their representatives
- Serving UNM staff by strengthening the collective UNM staff 'voice'
- Highlighting the many UNM Staff contributions to UNM through continued award programs
- Fostering leadership within the UNM community
- Collaborating with UNM stakeholders in efforts aimed at improving UNM Staff well-being

This year, the Staff Council was saddened not to be able to host our most popular staff appreciation events because of the COVID-19 pandemic. However, we were still able to serve staff in one of our most important initiatives, Staff as Students, where staff pursuing education have the opportunity to register a full week before anyone else in order to assure they get a class time slot that best fits their needs and schedule while working. This took quick thinking, initiative, and organizing by our committee members, who partner with Admissions, to make this event a success through virtual means.

We continue to support our staff with our award programs including the Hero, PAWS, Outstanding Supervisor, and Gerald W. May programs, engaging online for ceremonies, promoting awardees in news and through social media, and mailing the award certificates, plaques, and PAWS baskets. We also support and engage with other departments such as Facilities Management who continue to support their staff with activities such as virtual raffles of baskets and departmental swag during what would normally be their annual United Way Fundraiser and BBQ.

Budget Summary

The Staff Council General Activity index (816000) received an allocation of $89,615 and had a carryforward of $2,393.10 into FY20 which was listed in the COR for general expenses related to office supplies and/or office equipment potentially including any

necessary items for ensuring safe return to campus e.g. cleaning materials; masks for visitors, etc. Due to the MSU pullback, the allocation was reduced by $2,400.94.

The Staff Appreciation index (816006) received an allocation of $31,000 and had a carryforward of $ 28,099.89 into FY20. This is due to the cancelation of several staff appreciation events which were planned for last quarter of the fiscal year. These reserves were listed in the COR for new staff appreciation initiatives that our committees are working tirelessly on in support and appreciation of our staff.

The Supervisor's Award Program index (816010) was funded with a total of $4,000 ($1K each from the Office of the President, Provost, Chancellor, and Senior VP for Finance & Administration) and had a carryforward of $41.71 into FY20 which was listed in the COR for general operations expenses and will be used for expenses related to the award program.

The Gerald May Recognition index (816011) is funded with $10,000 annually from the Staff Council General Activity allocation, had a carryforward of $3,386.46 into FY20, and will potentially be used for an additional Gerald May recipient's cash prize and/or to help offset expenses related to the award program.

II. SIGNIFICANT ACCOMPLISHMENTS

- 2020 Adopted Resolutions
    - Resolution 2020 #6 - Addressing Acts of Racism at UNM
    - Resolution 2020 #5 - Parking
    - Resolution 2020 #4 - Requesting Town Hall Regarding Policing
    - Resolution 2020 #3 - Spanish Translation of Key University Communications, Mandatory Training, and Policies
    - Resolution 2020 #2 - Addressing Climate Change at UNM
    - Resolution 2020 #1 - Support for UNM Legislative Priorities
- Implemented accessibility measures for voting in Staff Council elections with:
    - A bilingual election hotline that allowed callers to select English or Spanish to reach a person able to answer any questions they had about voting
    - Flyers, detailed voting instructions, and press release all created and disseminated in English/Spanish
    - A practice voting ballot link sent to all staff, that mimicked the real election ballots for any staff apprehensive about accessing the voting technology on their phone or home computer

  - Electronic flyers in English/Spanish sent directly to supervisors of known areas on Main & North campus that have traditionally low voter turnout, with a request to physically post in visible area for Tier 1 staff
  - Detailed voting instructions including screen shots of ballot in English/Spanish posted on SC website, the link for which was included in the "invitation email" to the election ballots
  - Designated computer access on campus at Dane Smith Hall between 9-5 each day of election week for staff use of the computer kiosks to vote

- Approved the 2020 Staff Council Strategic Plan

- Led initiative for information accessibility for blind and visually impaired staff for all Staff Council communications and within the broader University community by:
  - Staff Council Administrator consulting with the Accessibility Coordinator at University of Washington regarding first steps of making weekly news, website, emails, and documents more accessible for the blind; consultation included shared documents and links for additional resources, testing and tools.
  - Implementing the "big 3" in regards to emails:
    - Clear & concise headings
    - Inserting alternative text into any images (including department logo)
    - Smart hyperlinks
  - Continued follow-up with blind staff member who made initial request to make Staff Council news more accessible
  - Meeting with Staff Council Communications & Marketing (C&M) Committee Chairs, Mark Reynolds & Cynthia Meche, Matt Carter, Dir Univ Web Communications; Heather Jaramillo, Assoc Dir Equal Opportunity; Rob Burford, Dir University Compliance; Carree Connelly, IT Officer; Tuan Bui, IT Applications; & Alesia Torres, Dir Core IT Svcs to bring this conversation to a broader UNM context and awareness
  - Continually learning by reviewing best practices, bringing in Amanda Burtrum, Interim Director ARC to meetings/discussion for accessibility in general for all types of electronically disseminated information including Staff Council website

- Approved the creation of two new Standing Committees, including Staff Council Diversity, Equity, and Inclusion which has successfully implemented initiatives such as:
  - Virtual engagement of over 430 staff who digitally signed a letter denouncing racist acts directed towards a faculty member of African Studies
  - Amplifying Diverse Voices campaign to amplify the voices of diverse staff at UNM who are speaking up and taking a stand against racism and discrimination (*Appendix A)

- In partnership with the Division for Equity and Inclusion and HSC Office for Diversity, Equity & Inclusion, launched the university-wide “Inclusion Book Club”

III. FUTURE PLANS

- Advocacy of an inclusive and equitable campus climate for all staff at UNM by working in concert with the Division of Human Resources, the Division for Equity and Inclusion, the HSC Office for Diversity, Equity and Inclusion, and other partners to identify specific goals, actions and initiatives.
- Commitment to staff two-way communication of workplace issues, communicating available resources, vocalizing concerns with UNM leadership and administration, and strategizing potential solutions across the broader UNM Community
- Advocacy and continued support of staff in pursuit of education through the bi-annual Staff as Students events, in collaboration with Enrollment Management, where staff get priority registration to help accommodate their work schedules and can address any number of class issues with on hand advisors
- Professional Development/Leadership Development for Staff Councilors with newly named and defined Staff Success Committee
- Advocacy on behalf of staff at the New Mexico Legislature through the Staff Council Government Relations Committee in collaboration with the UNM Office of Government & Community Relations
- Continued recognition of individual staff and supervisors through our monthly PAWS awards, Hero awards, and our annual Outstanding Supervisor and Gerald W. May Staff award programs

IV. APPENDIX A

AMPLIFYING DIVERSE VOICES

MEET GRACE FAUSTINO

"SPEAK UP AND SPEAK OUT AGAINST RACISM AND DISCRIMINATION IN OUR COMMUNITIES"

Grace Lynn Faustino

My name is Grace Faustino and I am a Lobo. An IT Project Manager with the Office of the Vice President for Research. A staff councilor that represents the voice of UNM staff.

For the past few weeks, I have struggled to cope with both the pandemics of COVID-19 and racial discrimination. Unlike the former, the latter is not new. We are in an era where technology is amplifying what has been happening all along behind America's closed doors. Once again, I find myself in an all too familiar space. Having that rite of passage conversation with my children. Especially with my young adult son. I am angry, I am frustrated, and I am exhausted.

For those of us in the professional space, we are not only subject to overt racism and discrimination in the public space but also to its more subtle and covert counterpart in the form of institutional racism and discrimination often disguised in the form of policies and implicit bias.

I ask that each of us continue to speak up and speak out against racism and inequality. Don't be silent bystanders to injustice. It is time to move from saying "I am not a racist" to being anti-racist. From being empathetic to actually changing behavior.

The 8 minutes and 46 seconds image that all of us witnessed, where we all saw images of ourselves reflected in that moment as the knee of racial injustice took the breath out of George Floyd will forever be etched in our memories.

Hear us, stand by us, try and understand what it means to be in our shoes, and finally commit to change.

STAFF COUNCIL

AMPLIFYING DIVERSE VOICES

MEET ANGIE BEAUCHAMP

Hi. I'm Angie Beauchamp, the Department Administrator for Film and Digital Arts at UNM and a member of the Staff Council Executive Committee. I define myself in many ways—woman, lesbian, white, middle-aged, working class background with a middle class life, first gen. But in this moment, I am proud to call myself an ally. What that means to me is that I recognize my privileged world and actively work to change the institutional racism, class oppression, sexism, and other forms of injustice that continue to pervade our country. And even in hard times, I just keep on keeping on.

Angie Beauchamp

To get where I am today, I got a hand up from others—the elementary school teacher who taught me how to stand up to sexism, the banker in my small town who helped me get that college scholarship, the university professor who accompanied me to the meeting with administrators after a homophobic attack. Those people made a difference in my life, and I've realized that part of my role is to extend my hand to others. Here are a few examples of being an ally at UNM, and I hope that this brief list might give you some ideas.

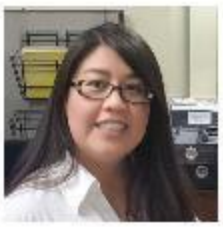
1. Hiring and supervising student employees can be largely about mentorship, teaching them how to function in the world of white collar work and giving them an important reference and line on a resume. I hire with an eye for diversity of all kinds, even if it means extra time to train some students who might not be the easy choice.
2. We can't all have a place on upper level administration search teams, but when I noticed that not one staff or faculty member of color was listed on a dean search committee, I emailed the committee chair. Within days, a POC was added to the group.
3. A Facilities Management supervisor mentioned that employees used to have important university communications verbally summarized in Spanish in morning meetings, but that was no longer possible under COVID19 conditions. Those who couldn't read English just weren't getting the messages. I emailed Dr. Assata Zerai, our VP for Equity and Inclusion. Within days, important COVID19 information was being translated into Spanish.
4. The facilitator at a microaggressions workshop referenced the habit of saying, "Can everyone hear me without the mic?" in meetings and then speaking without one. No, actually, people with hearing impairments probably can't understand you. Now our in-person Staff Council meetings always include a microphone at the front that is mandatory for speakers to use.

My point is that each of us can help make the world more equitable, accessible, and inclusive for others. Extend your hand to individuals. Extend your hand to people who may never know who you are. Be an ally, now more than ever.

STAFF COUNCIL

AMPLIFYING DIVERSE VOICES

MEET JENNIFER BENITEZ



Jennifer Benitez

Hi, my name is Jennifer, but most people call me JB. I work in the Development Office of the College of Arts & Sciences and have been working at UNM for just slightly over a year. I ran for Staff Council because from a young age I have been instilled with a strong sense of civic duty. I am also a UNM student who set foot in the classroom this past spring semester after a 20-plus year absence. As a woman of color in a same sex marriage and raising a young son, the subjects of racism and equality are discussed frequently in our home. I am determined to raise my son to not only be able to recognize racism when he sees it, but to also disrupt it. These are some of the practices I've learned to use with my son to take action against racism:

It is never too early to talk to children about race. Our actions speak volumes, and before they can even speak, they learn about the world and about race through the words we speak. It is important for children to value diversity and to hear "Black Lives Matter," but if your actions don't also show it, those words won't mean much.

Do not be silent. Have open conversation with children about race and do not shame or shush them for asking questions about race. Even if they make an inaccurate or racist comment, probe deeper in order to understand your child's thought process and then provide factual information to them.

Listen. It is important that children get to voice their perspective and how they are taking in events and issues taking place around them. When they are engaged in a topic, deep learning is taking place.

Teach kids about structural racism. Racism is structural and embedded into all aspects of society, including laws, institutional policies, dominant cultural norms, and even our very own consciousness.

Our actions speak louder than words. The actions we take on a daily basis as parents or role models is either reinforcing or disrupting racism. Hold yourself accountable because talking about race is a means, not an end.

I have hope that we can move on from this turbulent time in our history, and not forget it, but learn from it. Because when we know better, we do better.

STAFF COUNCIL

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AMPLIFYING DIVERSE VOICES

MEET SEAN FISHER

"When someone asks me what they can do about systemic racism, I tell them to start dismantling it within their social circle. These spaces are not open to those who are oppressed."

Sean Fisher

Hi, I work in the IT Customer Service department here at UNM. I've been employed here for a little over a year. I joined the Staff Council to ensure those who aren't normally given a voice has one through my contribution.

This year has been arduous to say the least. The pandemic, coupled with police brutality has made it challenging for me to get out of bed every morning; the mental stress and emotional strain are symptoms POC, the LGBTQ+ community, women, etc., have to cope with daily. As Dr. King stated in his "I have a dream" speech, "that in spite of the difficulties and frustrations of the moment, I still have dream. I have a dream that one day this nation will rise up and live out the true meaning of its creed—we hold these truths to be self-evident: that all [people] are created equal."

Black Lives Matter (does not mean "only")
Trans Lives Matter (does not mean "only")
When you say "all", we feel excluded. Look at what's happening around the nation.

Where to Start:

Educate yourself: In order to understand our plight, you must attempt to find the answers to start your journey to enlightenment.

Reflect: Acknowledge that we all suffer from prejudices; we're human. Whenever I have a thought that is stereotypical, I interrupt said thought and attempt to apply reason. There is, absolutely, no way a particular group can be the same; we're all unique—start there.

Get and stay involved: There are groups that provide a platform for those who need guidance. It provides a safe space for those who are lost, but trying to find their way. Google is your friend. Stay involved, check your privilege every day, and continue to learn. It's like elastic, if you don't constantly stretch it, it loses its elasticity.

Check your privilege: We all have it. Recognize that the body and life one is born into comes with specific privileges (being heterosexual, cisgender, a man) that do not apply to all arguments or situations. Consider the person's plight and acknowledge your inherent privileges; put them aside in order to gain a better understanding of another's situation.

Stand up, Speak up: You cannot allow friends and family to make racially, sexist, bigoted statements within your social circles without challenge. Your silence only amplifies those beliefs and the microaggressions continues. If you do not take as much risks as those who are oppressed, YOU are a part of the problem.

UNM STAFF COUNCIL

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AMPLIFYING DIVERSE VOICES

MEET JENELL POLLARD

Jenell Pollard

My name is Jenell Pollard, Administrative Assistant II at UNM Health Sciences Rio Rancho Campus. Aside from UNM, my passions include theology, Christian apologetics, ministry, and philosophy. I enjoy seeing how these spheres intermingle and finding creative ways to implement them in my daily life.

As a biracial (Black / Latina) woman, and as a Christian, I feel a personal responsibility to address and confront racism in a way that educates those in my social spaces while pleading that we all view one another with the humanity and dignity that I believe has been bestowed upon us by God. A truth that has become a sustaining foundation for me is the notion of the Imago Dei, or, "the image of God,": that we all as human beings have been made in God's image to reflect His nature and to continue His work. It is through this lens that I respond to racism – both by fighting to slay my own discrimination and bias, while also encouraging those in my social spaces to see others in this same light.

Current events, such as the murders of Ahmaud Arbery, Breonna Taylor, and George Floyd, have shed a harsh light on the reality of racism and discrimination that is still present and thriving in our country. Following George Floyd's murder in particular, I felt a visceral sense of grief and mourning – I woke up crying each day for weeks as though I was awoken to a living nightmare. I was and still am in deep sorrow over the reality of the Black experience as an American, the fear and cognitive dissonance we live in on a daily basis, and the helplessness of the kind-hearted non-POC loved ones in my life and faith communities who feel hopeless in their attempts to take this burden from me.

Moving forward, I am eager to see non-POC allies be willing to hear from the stories of Blacks and their experience in this country, while also recognizing that it is not the sole responsibility of Black folks to educate their non-POC loved ones. This work looks like being intentional to engage with the works of Black people, being willing to deny one's own tendency towards pride and self-defense, to acknowledge one's own failures and to repent of them sincerely, and to advocate for the equality of Black people – not only on social media platforms, but in our day to day conversations and interactions with one another. It is through this dedication to empathy, education, and compassion that our country will have any hope to overcome the sickness of racism that so deeply ails us.

STAFF COUNCIL

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AMPLIFYING DIVERSE VOICES

MEET NANCY SHANE

Nancy Shane

Hello! My name is Nancy Shane and I am this year's Staff Council President. As a middle-aged, heterosexual, cis-gender, able-bodied white woman, I must be a member of the most common demographic groups among UNM staff. So it is disconcerting to write for this series although its creators are adamant of their desire to hear from everyone. Many others can, and have, given better instruction on how to be a good ally. I can only share some thoughts about my own process on that journey, mid-stream.

In college, I took an ethnic study course or two. When I moved to New Mexico, I volunteered with an organization working for ethnic and racial equity. An interest in criminal justice made the racial disparities in that system obvious to me long ago. I even married a Hispanic man and raised a biracial son. Yet I cannot say that I started to deeply explore racial injustice and my own privilege until recently.

A few years ago, I read *The New Jim Crow: Mass Incarceration in the Age of Colorbindness* by Michelle Alexander. As asserted in its opening pages, 'Once you see it, you cannot unsee it.' The careful explanation of how racism is intentionally and cleverly institutionalized made a big impression. Not long after, the national leadership in my church told a highly qualified Latina applicant that she was 'not a good fit' for an upper management position. That sent waves of moral reckoning around the denomination; and my local church initiated the reading of *White Fragility* by Robin D'Angelo. In those weeks, my fellow congregants and I were served heaping dishes of humble pie. I tried to take advantage of that. I considered my interactions with people of color and conversations around race; I asked many people what I might do differently. (Perhaps Facebook was not the best way to do it.)

I still ask questions, and still find the answers often are not apparent. So, I keep studying. I listen to podcasts: *Code Switch, Seeing White, White Lies.* I was lucky enough to be assigned to analyze, along with a coworker, the experiences of students of color in the UNM Medical School—one of the most powerful learning experiences of my life. I have attended some of the recent demonstrations held by Black Lives Matter. I put a sign in my window. I exercise with *Running Medicine.* I go to presentations and dialogues that are offered on campus. I'm reading *An Indigenous Peoples' History of the United States* by Roxanne Dunbar-Ortiz, along with other staff, for the Inclusion Book Club. I try to apply these lessons to my life and work. I fall down a lot.

It is crushing to learn the extent to which racism defines our social fabric. One can scarcely find a measure of influence or power for which racial disparities do not exist. Many microaggressions escape me, I am certain. But I am also struck by how many injustices are unhidden; they are right on the surface. Yet they remain unknown to too many of us. All we need do is focus our lenses.

UNM STAFF COUNCIL

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AMPLIFYING DIVERSE VOICES

MEET THERESA L. SHERMAN

Communications and Project Specialist
UNM Human Resources

Theresa L. Sherman

I grew up in a bit of two worlds- my dad a Mexican American with deep ties to the land of Mexico as well as Southern New Mexico, generations passing between those two worlds before we were a state.

My white mother was from Louisiana where she witnessed the deep racial divides in the Jim Crow south. She left as soon as she was able and lived an adamantly anti-racist life- a word we hear often now, but for her was an engrained way of life. How she came away so enlightened, I do not know.

Her words of the deep segregated south always gave me hope for the future. That things had improved. She cried the day Obama became president. She said she never thought she would live to see the day. Her enthusiasm for a bright future made me feel we had conquered so much in race relations.

My dad- well he was a unique character. I wish I would have had more conversations with him on race while he was alive. He was a man of few words so his words were chosen carefully. He believed I was well-educated because my words were NOT in Spanish. He grew up in a world where your native tongue was foreign and sometimes dangerous to speak. "No Mexicans Allowed" signs existed too.

My parents passed away on the same day, 26 years apart.

So here I am- descendant of slave owners and Mexican land owners. Not quite white but not quite Mexican. Completely and utterly New Mexican. An Aztec Warrior Princess and a Southern Belle. I'm still trying to figure it all out. What I have learned in 2020 is words matter. *Enslaved* vs. *slave*. *Black* vs. *All*. *We* vs. *they*. I'm setting my intention to choose my words carefully and thoughtfully. To understand the words of the past and the words that will create a bright future.

UNM STAFF COUNCIL

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OFFICE OF THE
SENIOR VICE PRESIDENT FOR
FINANCE & ADMINISTRATION

2019 – 2020 Annual Report

Appendix N

UNM Ticketing Services

Submitted by:

Leason Cherry, Director

http://unmtickets.com

Mission and Vision

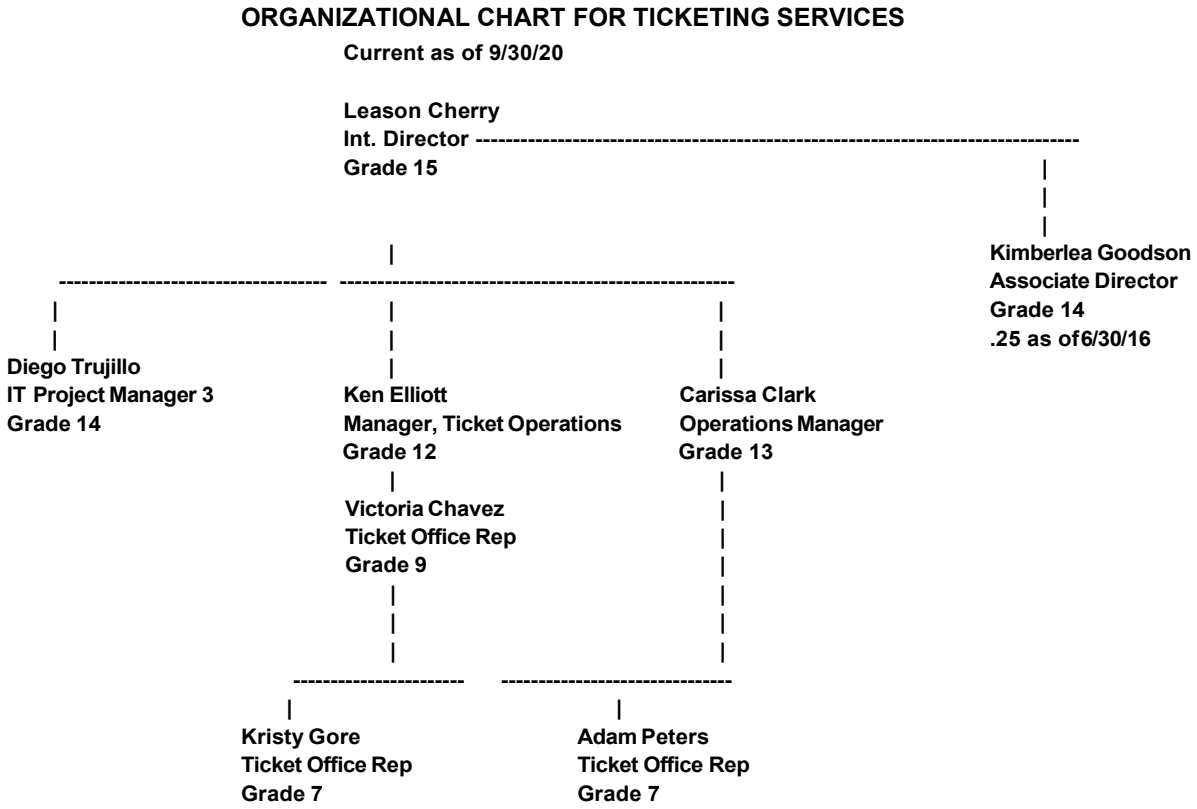
Mission

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

Vision

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

Organizational Chart



I. EXECUTIVE SUMMARY

- Expenses stayed within projections.
- The first time in 27 years we were in a deficit because of COVID-19
- Continued to provide excellent customer service while working remotely
- FY20 budgeted revenue, $869,000.00
- Due to COVID-19 refunds and other operational variables our revenues came in as $551,684.00
- Using our reserve and plant fund we ended the year $16,007 in deficit
- See appendix A.

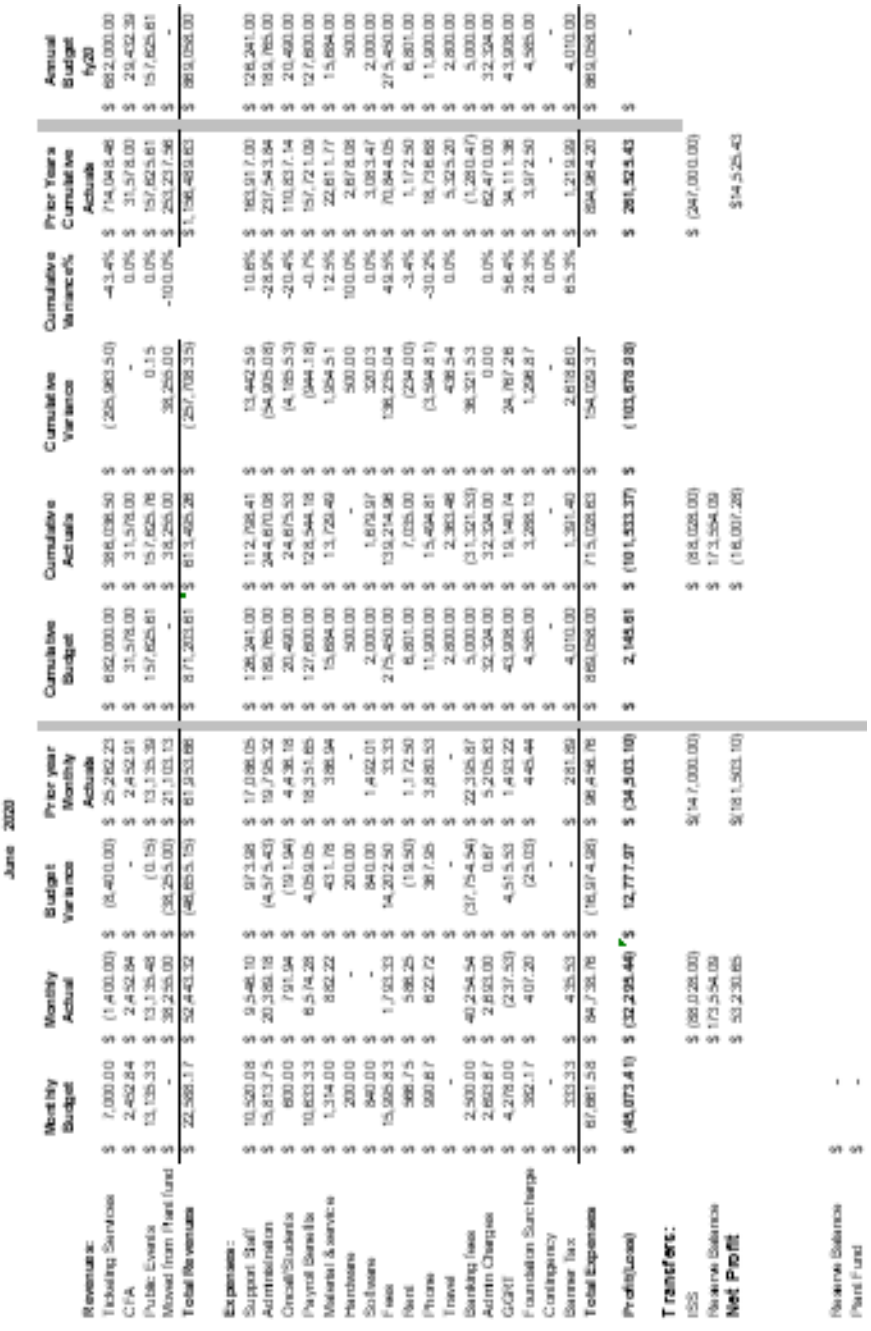
II. SIGNIFICANT ACCOMPLISHMENTS

- ISS contribution of $88,028.00
- Implemented mobile tickets including Subscription tickets
- Provided online ticket exchanges
- Full implemented Paciolan Ticket Software
- Conducted the entire subscription process while working remotely
- Successfully mass refunded several cancelled shows
- Maintain high level of customer service even while working remotely

III. FUTURE PLANS

- Trim staff to meet current needs
- Adjust budget to balance it again
- Cross train staff to learn all aspects of the ticketing system
- Streamline all processes to 100% on line

IV. APPENDIX A



UNM Ticketing Services
June 2020

	Monthly Budget	Monthly Actual	Budget Variance	Prior year Monthly Actuals	Cumulative Budget	Cumulative Actuals	Cumulative Variance	Cumulative Variance%	Prior Years Cumulative Actuals	Annual Budget fy20
Revenues:										
Ticketing Services	$ 7,000.00	$ (1,400.00)	$ (8,400.00)	$ 25,262.23	$ 882,000.00	$ 388,036.50	$ (295,963.50)	-43.4%	$ 714,048.48	$ 882,000.00
CFA	$ 2,452.84	$ 2,452.84	$ -	$ 2,452.91	$ 31,578.00	$ 31,578.00	$ -	0.0%	$ 31,578.00	$ 29,452.39
Public Events	$ 13,135.33	$ 13,135.48	$ (0.15)	$ 13,135.39	$ 157,625.61	$ 157,625.76	$ 0.15	0.0%	$ 157,625.61	$ 157,625.61
Moved from Plant fund	$ -	$ 38,255.00	$ (38,255.00)	$ 21,103.13	$ -	$ 38,255.00	$ 38,255.00	-100.0%	$ 253,237.36	$ -
Total Revenues	$ 22,588.17	$ 52,443.32	$ (46,855.15)	$ 61,953.66	$ 871,203.61	$ 615,495.26	$ (256,708.35)		$ 1,156,489.63	$ 869,078.00
Expenses:										
Support Staff	$ 10,520.08	$ 9,546.10	$ 973.98	$ 17,096.05	$ 126,241.00	$ 112,798.41	$ 13,442.59	10.6%	$ 183,917.00	$ 126,241.00
Administration	$ 15,813.75	$ 20,358.18	$ (4,544.43)	$ 19,785.32	$ 189,765.00	$ 244,870.08	$ (54,905.08)	-28.9%	$ 237,543.84	$ 189,765.00
Overall/Students	$ 830.00	$ 751.94	$ (19.94)	$ 4,436.18	$ 20,480.00	$ 24,675.53	$ (4,195.53)	-20.4%	$ 110,837.14	$ 20,480.00
Payroll Benefits	$ 10,833.33	$ 6,574.28	$ 4,059.05	$ 18,351.85	$ 127,600.00	$ 128,544.18	$ (944.18)	-0.7%	$ 157,721.09	$ 127,600.00
Material & service	$ 1,314.00	$ 882.22	$ 431.78	$ 386.94	$ 15,894.00	$ 13,729.49	$ 1,964.51	12.9%	$ 22,681.77	$ 15,894.00
Hardware	$ 200.00	$ -	$ 200.00	$ -	$ 500.00	$ -	$ 500.00	100.0%	$ 2,678.08	$ 500.00
Software	$ 840.00	$ -	$ 840.00	$ 1,492.01	$ 2,000.00	$ 1,679.97	$ 320.03	0.0%	$ 3,083.47	$ 2,000.00
Fees	$ 15,925.83	$ 1,723.33	$ 14,202.50	$ 33.33	$ 275,450.00	$ 139,214.96	$ 136,235.04	49.5%	$ 70,844.05	$ 275,450.00
Rent	$ 966.75	$ 586.25	$ (19.50)	$ 1,172.50	$ 6,801.00	$ 7,035.00	$ (234.00)	-3.4%	$ 1,172.50	$ 6,801.00
Phone	$ 980.67	$ 822.72	$ 38.05	$ 3,861.53	$ 11,900.00	$ 15,494.81	$ (3,594.81)	-30.2%	$ 18,736.88	$ 11,900.00
Travel	$ -	$ -	$ -	$ -	$ 2,800.00	$ 2,363.46	$ 436.54	0.0%	$ 5,325.20	$ 2,800.00
Banking fees	$ 2,500.00	$ 40,254.54	$ (37,754.54)	$ 22,395.87	$ 5,000.00	$ (31,321.53)	$ 36,321.53		$ (1,280.47)	$ 5,000.00
Admin Charges	$ 2,693.67	$ 2,693.00	$ 0.67	$ 5,205.83	$ 32,324.00	$ 32,324.00	$ 0.00	0.0%	$ 62,470.00	$ 32,324.00
GIGKIT	$ 4,278.00	$ (237.33)	$ 4,515.33	$ 1,493.22	$ 43,908.00	$ 19,140.74	$ 24,767.26	56.4%	$ 34,111.36	$ 43,908.00
Foundation Surcharge	$ 392.17	$ 417.20	$ (25.03)	$ 445.44	$ 4,565.00	$ 3,268.13	$ 1,296.87	28.4%	$ 3,972.50	$ 4,565.00
Contingency	$ -	$ -	$ -	$ -	$ -	$ -	$ -	0.0%	$ -	$ -
Banner Tax	$ 333.33	$ 435.53	$ (102.20)	$ 281.89	$ 4,010.00	$ 1,391.40	$ 2,618.60	65.3%	$ 1,219.99	$ 4,010.00
Total Expenses	$ 67,881.58	$ 84,736.76	$ (16,974.98)	$ 96,436.76	$ 869,056.00	$ 715,028.63	$ 154,059.37		$ 894,964.20	$ 869,056.00
Profit(Loss)	$ (45,073.41)	$ (32,293.44)	$ 12,777.97	$ (34,503.10)	$ 2,148.61	$ (100,533.37)	$ (102,678.98)		$ 261,525.43	$ -
Transfers:										
ISS		$ (88,028.00)		$ (47,000.00)		$ (88,028.00)			$ (247,000.00)	
Reserve Balance		$ 173,554.00				$ 173,554.00				
Net Profit		$ 53,232.56		$ (81,503.10)		$ (16,007.28)			$14,525.43	
Reserve Balance	$ -									
Plant Fund	$ -									

OFFICE OF THE
SENIOR VICE PRESIDENT FOR
FINANCE & ADMINISTRATION

2019 – 2020 Annual Report

Planning, Budget, and Analysis

Submitted by:

Norma Allen, Director University Budget Operations

http://budgetoffice.unm.edu/

Mission and Vision

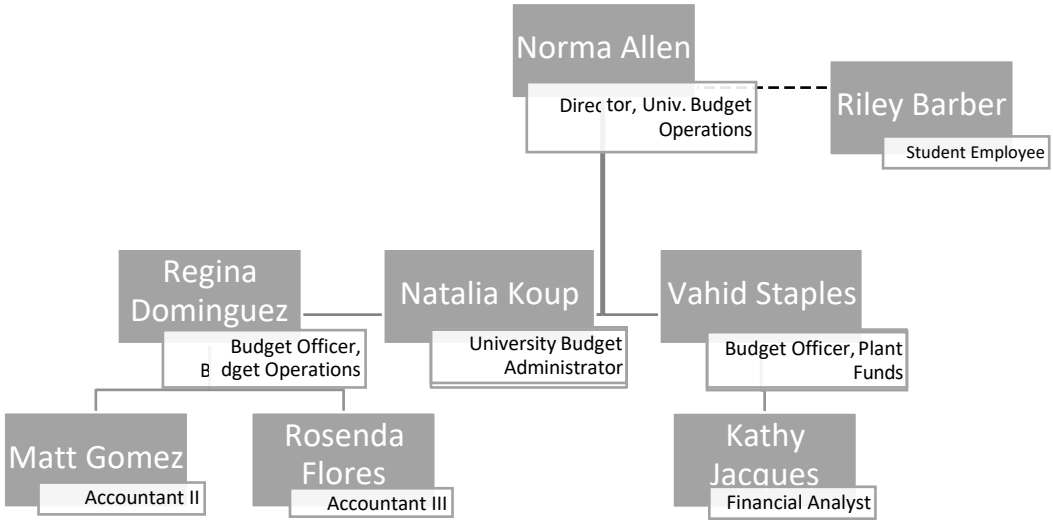
Mission

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.

Vision

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. The office works with central administration and departments by identifying, projecting, allocating, and managing resources available for operating and capital expenditures. Additionally, the office works with state and local governments to ensure the effective management and use of appropriated resources to meet the stated goals of affordability and access for all New Mexicans.

Organizational Chart



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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. Additionally, the BLT is charged with making budget recommendations to the President of the University, who in turn makes recommendations to the Board of Regents. Additionally, OPBA works with the Student Fee Review Board and helps provide guidance and direction regarding the development of mandatory student fee rate recommendations and student fee recipient allocations.

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. Since FY 16, the office has eliminated 3.5 FTE's. 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 FY 2020 was $759,187.

Looking forward, the Office of Planning, Budget and Analysis, in conjunction with Academic Affairs, Senior Vice President for Administration, Financial Services, Health Sciences Center, Campus Branches, and University component units, will continue the efforts to develop a multi-year financial plan for UNM. An important aspect of this effort will be the possibility of implementing a new budget model that incentivizes main campus 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. SIGNIFICANT ACCOMPLISHMENTS

Accomplishments-FY 19-20

- Operations and Plant Funds Reporting and Budget Review
    - Per state statute, the Main Campus Operating and Plant Fund Report of Actuals for FY20, Revised Budget for FY20 and New Year Budget for FY21

were submitted to the NM Higher Ed Department according to established deadlines. To meet these annual reporting requirements, OPBA collaborates with departments to make sure budgets and projections are as accurate as possible. Staff from OPBA worked with Health Science Center and the Branch Campuses to pull together and ensure consistency on all submitted plant information.

- We have 3 budgeting systems:
  - 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 budget reviews and projections with SVP departments.

- We reviewed and compiled the Categorization of Reserves (CARs) for all Main and Branch unrestricted and plant funds.

- We reviewed on a daily basis budget revisions submitted through the approval queue and completed analyses.

- We worked with Financial Services and the HSC Budget Office to implement a COVID-19 cost tracking system. We tracked COVID-19 related lost revenue and expenses for the Main and Branch Campuses. We received CARES ACT HEERF and FEMA funds and allocated the funding.

- Process Improvements

  - Developed a report to determine fringe benefits by org, index and employee. Used this report to estimate pooled fringe revenue distribution to departments.

  - Finalized automation of Budget to Actual Comparison Schedule.

  - Created the Budget to Actual Monitoring (BAM) report for the SVP.

  - Updated the tuition distribution report to summarize by college and school and developed a process to calculate and report ASM International tuition

- Investment and Institutional Bond Support
  - Successfully oversaw and tracked the Guaranteed Investment Contract (GIC) income for the proceeds of the 2016 and 2017 Bonds. The GIC's have been terminated per the contract terms and the interest generated can be used for the University's capital needs.

  - Ensured University compliance with bondholders, stakeholders and counterparties.

  - Worked with Moody's to maintain the University's Aa3 credit rating. COVID-19 may have an operational impact not only on the University but on the State of New Mexico.

III. FUTURE PLANS

- Implementation of a Multi-Year Financial Plan for UNM.

- Continue refining the Budget to Actual Monitoring (BAM) report for the Senior Vice President of Administration as well as the continued automation of budget reports such as: HED restricted budgets, actuals, HED 1A schedule, and HED plant fund reports.

- Work with Academic Affairs and Administration on the possibility of implementing a new budget model for Main Campus.

- Modify the existing Categorization of Reserves application to automatically categorize reserves extracted from Banner

- Work with members of the Debt Investment Advisory Committee (DIAC) to review the RFP for Investment Advisor Services.

- Ensure reimbursement from all potential sources for COVID-19 related items, including figuring out dissemination of FEMA reimbursable expenses.

- 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. Review investment portfolio to try and identify any potential areas where increases in interest yield can be attained within the Investment Policy parameters
- Work with Capital Planning Leadership Team to ensure the 5-year plan for the University is current and reflects the priorities of the University. Continue working with the Planning, Design and Construction Department to ensure ongoing cost effectiveness of the capital projects associated with capital appropriations.

- Analyze potential advanced refunding opportunity for the Series 2014 A, B and C outstanding bonds based on current market conditions.

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OFFICE OF THE
SENIOR VICE PRESIDENT FOR
FINANCE & ADMINISTRATION

2019 – 2020 Annual Report

Police Department

Submitted by:

Joseph O. Silva, Interim Chief of Police

https://police.unm.edu/

Mission and Vision

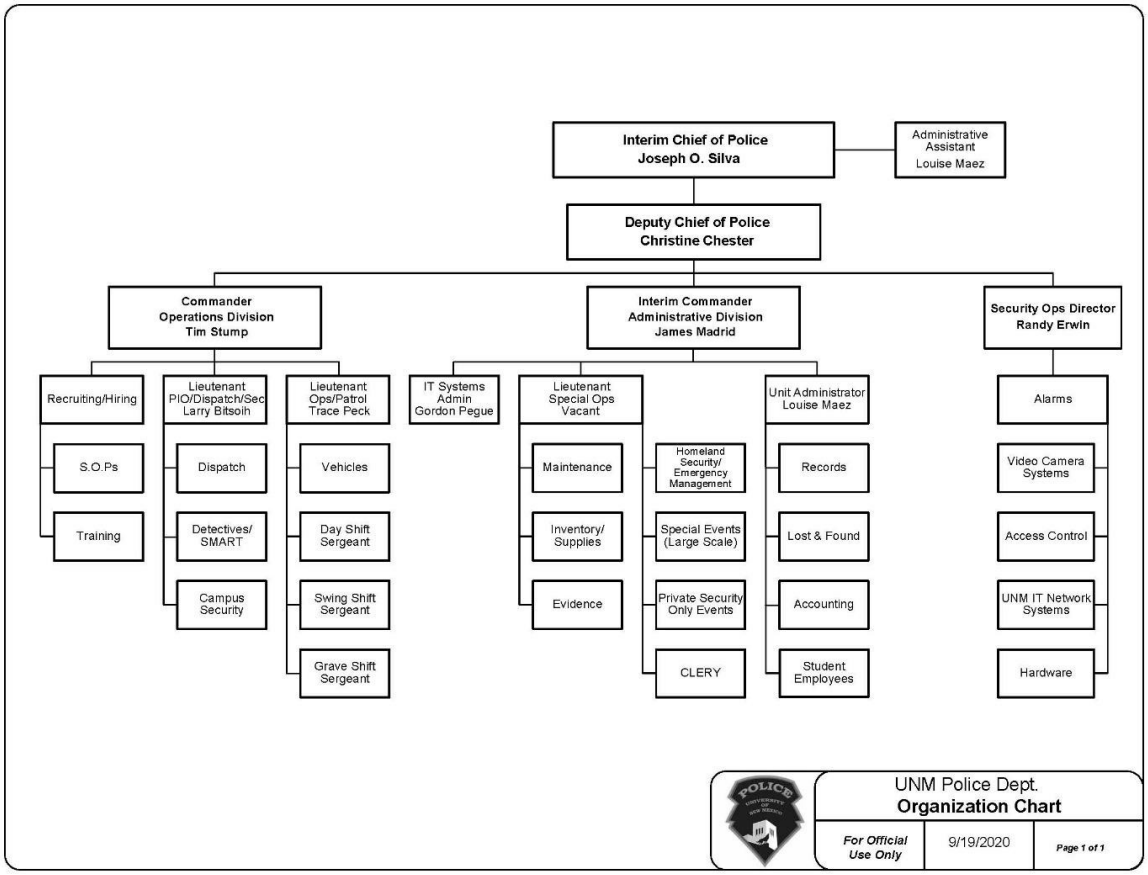
Mission

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 and 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.

Vision

To provide the highest level of service and protection to our campus through the highest professional ethics, performance and personal commitment to ensure a safe place for the campus community to learn, work and grow together.

Organizational Chart



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I. EXECUTIVE SUMMARY

The University of New Mexico Police Department (UNMPD) had an operating budget of $3,792,870 for FY20. Labor expense accounts for 94% or more of the total operating funds for UNMPD. Overtime expended in FY20 was $81,982.40. There were no budget adjustments for this fiscal year.

The most significant issues that the Department faced during the fiscal period were staffing shortages on all shifts due to a new House Bill affecting PERA retirees, the onset of the COVID-19 pandemic along with the restrictions mandated/required, and the safety and security concerns on campus caused by the national and local civil unrest following the death of George Floyd.

During the 2019 Legislative Session, House Bill 360 was passed and signed into law by Governor Lujan Grisham. One of the provisions of HB 360 required PERA retirees working for an ERB employer to begin making non-refundable contributions to the ERB effective July 1, 2019. As a result, our recruiting pool for lateral officers used to fill vacancies practically dried up overnight, which caused a dramatic drop in the Department's sworn staffing levels. Consequently, the Department had to retool the UNMPD Recruiting Plan to build an applicant pool targeting recruit officers, which is significantly more costly and time consuming to replace vacancies for police officers.

COVID-19 also presented many challenges during the last quarter of the fiscal year. Most importantly, maintaining the safety, wellbeing, and health of the men and women of the UNMPD who continually reported for duty in unprecedented times not only for our nation but also for our campus community as they responded to and supported the mission of the Department. This required agility and adaptability in maneuvering through an ever-changing and uncertain environment.

Almost immediately following the death of George Floyd on May 25, 2020, an ongoing series of protests and civil unrest began across the country to include our community. Since the UNMPD was already short-staffed, the protests around UNM easily overwhelmed our resources. Consequently, the New Mexico State Police and Albuquerque Police Department were heavily relied upon to assist our Department in maintaining the order and safety of our community.

In an effort to ensure campus safety, the following initiatives were taken over the past fiscal year in response to the aforementioned challenges:

- Retooled the Recruiting Plan for UNMPD to include Recruit Officers, which included strategies to build a viable applicant pool for both Recruit and Lateral Officers. Proactive measures were appropriated by creating a new position within the department with focus solely on recruiting. Officer R. Lujan was reassigned to the new position as the Department's Recruiting Officer primarily

because of his past experience as a military recruiter. His contribution to this effort has become invaluable in filling our current police officer vacancies.

- Assembled a stockpile of PPE's for our staff to include hand sanitizer, disinfecting wipes and spray, and thermometers. Also, coordinated with Albuquerque Police to get our police vehicles decontaminated as needed. Lt. Peck assisted in training our personnel on the use of the N95 as well.
- Provided updated information department-wide regarding COVID-19 and the protocols for prevention, potential exposure, and/or positive test results. Police personnel were also provided with the specific information regarding Restricted Access on campus along with the directives to NM law enforcement from the governor's office.
- Implemented logs for enforcing UNM's mask policy as well as creating fields within the UNMPD's Computer Aided Dispatch System (CADS) to capture activity and calls for service related to COVID-19 and mask policies.
- Increased building checks, especially since most buildings on campus remain vacant as a result of COVID-19 restrictions. Identified "hot spots" or "Restricted Access" violation areas around campus that are patrolled every shift.
- Identified points of contact for all law enforcement agencies in the metro area to coordinate any issues that could arise as a result of either COVID-19 and/or protests or other issues related to civil unrest.

All the efforts instituted above provided a means to better respond to the safety and security concerns of the campus. However, more work is needed to develop strategies that will better position the Department for the changing climate of policing. The department responded to 22,545 calls for service, which was approximately a 4% increase from the last fiscal year. Also, twenty-one letters of commendations and no formal citizen complaints were received by UNMPD during the fiscal year.

II. SIGNIFICANT ACCOMPLISHMENTS

- Increased efforts in conducting safety talks, town halls, and other presentations throughout campus both in-person and virtually subsequent to COVID-19 regarding campus safety and other public safety concerns.
- Completed the installation of approximately 411 video surveillance cameras between UNM Main (220), Valencia (90), and Gallup (101) campuses. The installation of an additional 249 cameras is pending for main campus with completion of the necessary infrastructure.
- Central New Mexico Community College is now training police cadets and dispatchers at their newly created Law Enforcement Academy. CNMLEA is

accredited by the New Mexico Law Enforcement Academy as a regional/satellite academy. Our first cadet is currently attending the police academy at CNM and will graduate the program in December 2020.

- Contracted with Iron Mountain Inc. to digitally archive police reports dated from 1973 to 2013. There are approximately 35,490 reports scheduled to be archived and the project will be completed by this November 2020. The Department also shifted to archiving police reports now after they are entered into our records management system.
- Completed the UNMPD Law Enforcement Records Management, Computer Aided Dispatch and Mobile systems upgrade. This major six-month long project required close cooperation and collaboration between system vendor personnel and internal PD IT Staff in order to ensure a smooth, seamless transition, minimizing system downtime. Another major IT project involved replacing older Windows 7 PCs with new PCs running Windows 10.

III. FUTURE PLANS

- Provide officers with an opportunity to be in closer contact with students, faculty, and staff while on patrol, the Department will purchase at least two Segways.
- Participate in the expansion of the Campus Safety Council's effort to establish a Community Policing Advisory Committee under the umbrella of the CSC, which will facilitate the identification, analysis, prioritization, and response to problems, issues, and concerns of public safety on campus. Also, within the CSC, strategies will be developed to continue building relationships with our campus community.
- Identify virtual training courses and/or academies to meet the NMDPS biennium in-service training requirements for all sworn personnel due to the limited in-person training opportunities as a result of COVID-19.
- Develop and implement a comprehensive maintenance strategy for the UNM Enterprise Video Surveillance System, and locate resources to transition foreign manufactured camera systems to the Enterprise platform in accordance with Federal requirements.
- Continue to work on identifying a new facility for the police department that fits the growing needs and expansion of the department. The new building should be located in a place on campus that makes the department more visible and approachable to all who seek assistance from police.

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OFFICE OF THE
SENIOR VICE PRESIDENT FOR
FINANCE & ADMINISTRATION

2019 – 2020 Annual Report

UNM Policy Office

Submitted by:

Sidney Mason-Coon, University Policy Officer

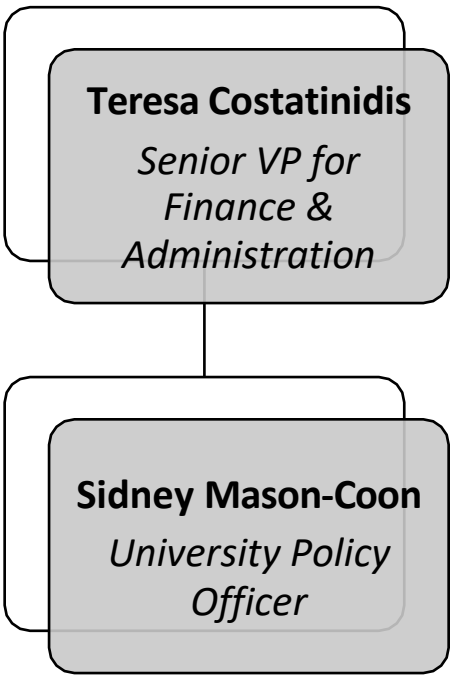
http://policy.unm.edu

Mission & Vision

Mission & Vision

The UNM Policy Office oversees the development, revision, and issuance of the Regents' Policies and the University Administrative Policies, while serving as the official repository for historical and current versions of the policies. Through the policies, the office strives to mitigate risk, enhance efficiency, and promote compliance with laws and regulations.

Organizational Chart



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I. EXECUTIVE SUMMARY

The Policy Office, having been vacant for the majority of the fiscal year, was re-established as a department reporting to the Senior Vice President for Finance and Administration in the 4th quarter of FY 2019-2020. A competitive search was conducted by a hiring committee consisting of University-wide constituents of the Policy Office, and a Policy Officer was hired effective April 1, 2020.

University Administrative Policy and Regents' Policy Manual revisions during FY 2019-2020 include:

- University Administrative Policy (UAP) 3700 ("Education Benefits") was revised via the abbreviated process for policy review outlined in Section 5.1 of UAP 1100 ("Development and Approval of University Policies").

- Revisions to Regents' Policy (RPM) 2.3 ("Equal Opportunity, Affirmative Action, Anti-Harassment, and Anti-Retaliation") were presented to and approved by the Board of Regents. Approval was also granted for rescission of RPM 2.4 ("Diversity and Campus Climate") and RPM 2.5 ("Sexual Harassment"), which were ultimately consolidated into RPM 2.3.

Descriptions of these policy revisions are provided in a subsequent section of this report.

During the absence of Policy Office personnel, several groups throughout the university community continued to work toward providing recommendations for University Administrative Policy revisions and draft policy proposals, which the Policy Office will renew discussions for consideration in FY 2020-2021.

The Policy Office's FY 2019-2020 I&G Base Budget Allocation was $135,545. The Policy Office has a lean administrative budget, with the majority of expenses allocated for personnel costs. The remaining expenses are comprised of general administrative costs such as copier rental, office supplies and equipment, website maintenance, and professional development.

II. SIGNIFICANT ACCOMPLISHMENTS

The most significant accomplishment for the Policy Office, having been vacant for the majority of the year, was the re-establishment of the department as a unit reporting to the Senior Vice President for Finance and Administration, and initiation and completion of the process to hire a Policy Officer. A competitive search was conducted by a hiring committee consisting of university-wide constituents of the Policy Office, and a Policy Officer was hired effective April 1, 2020.

In terms of policy development, University Administrative Policy (UAP) 3700 ("Education Benefits") was revised in FY 2019-2020 via the abbreviated process for policy review outlined in Section 5.1 of UAP 1100 ("Development and Approval of University Policies"). This policy revision serves to make permanent the eligibility expansion of tuition remission benefits from 2016 and to add a section on payment of tuition and related expenses at

third-party institutions. It includes criteria that must be met in order to allow payment for such tuition and related expenses, as well as taxation information and the approval process.

Revisions to Regents' Policy 2.3 ("Equal Opportunity, Affirmative Action, Anti-Harassment, and Anti-Retaliation") were presented to and approved by the Board of Regents. Approval was also granted for rescission of RPM 2.4 ("Diversity and Campus Climate") and RPM 2.5 ("Sexual Harassment"), which were ultimately consolidated into RPM 2.3. These policy revisions serves to consolidate Regents' policies on equal opportunity, affirmative action, sexual harassment and misconduct, and campus climate. The changes in this policy also fulfill a requirement to include gender identity in the Regents' policy on equal opportunity. Since the policy changes are related to sexual harassment, and as part of UNM's agreement, the draft revisions were also reviewed by the Department of Justice.

Committees participated in by Policy Office:

- Faculty Staff Benefits Committee (facilitated by University Secretary's Office)
- Policy Alignment Workgroup (facilitated by Health Sciences Policy Office)
- Institutional Compliance Committee (facilitated by Chief Compliance Officer)
- Title IX Policy Redesign Workgroup (facilitated by Title IX Coordinator)

Professional development:

- College and University Professional Association for Human Resources (CUPA-HR) Webinar, "Title IX Final Rule Released: What You Need to Know Now" May 20, 2020
- Association of College and University Policy Administrators (ACUPA) Webinar, "Putting It All Together – Building and Improving a Systemwide Policy Structure", June 21, 2020
- Association of College and University Policy Administrators (ACUPA) Webinar, "Interactive Training: Applying an Equity Lens with Developing or Reviewing Policies", June 23, 2020

III. FUTURE PLANS

The Policy Office began discussions with the Health Science Center's Lobo Quality Improvement Program at the end of FY 2019-2020, with the hope of enlisting their help to facilitate taking a "Lean" approach to redesigning the policy processes in FY 2020-2021. Constituents have been identified as those having an important role in the policy processes, and therefore, the policy process redesign as well. The timeline for evaluation and implementation is Summer 2020: understanding current state and taking note of processes that do not run as smoothly as desired; Fall 2020: host a Policy Constituent Lean Training, facilitated by the HSC LQIP; Winter 2020: Conduct Policy Redesign sessions, facilitated by the HSC LQIP; Spring 2020: pilot new policy processes.

An audit of administrative detail in the University Administrative Policies will be conducted, to include administrative titles, department names, last revision dates, and broken website links, and corrections or adjustments made where appropriate. Additionally, the Policy Office will create a systematic review cycle of policies whereby each policy will be reviewed and authorized by policy owners on a regular basis, beginning with those that have not been revised in over ten years.

The Policy Office will collaborate with the Office of the University Secretary on a long-standing policy alignment project between the University Administrative Policies and the Faculty Handbook.

Research and analysis will be conducted on possible policy management software to help facilitate the organizational needs of the Policy Office.

OFFICE OF THE
SENIOR VICE PRESIDENT FOR
FINANCE & ADMINISTRATION

2019-2020 Annual Report

Safety and Risk Services

Submitted by:

Casey B. Hall, Interim Director

https://ehs.unm.edu/

Mission and Vision

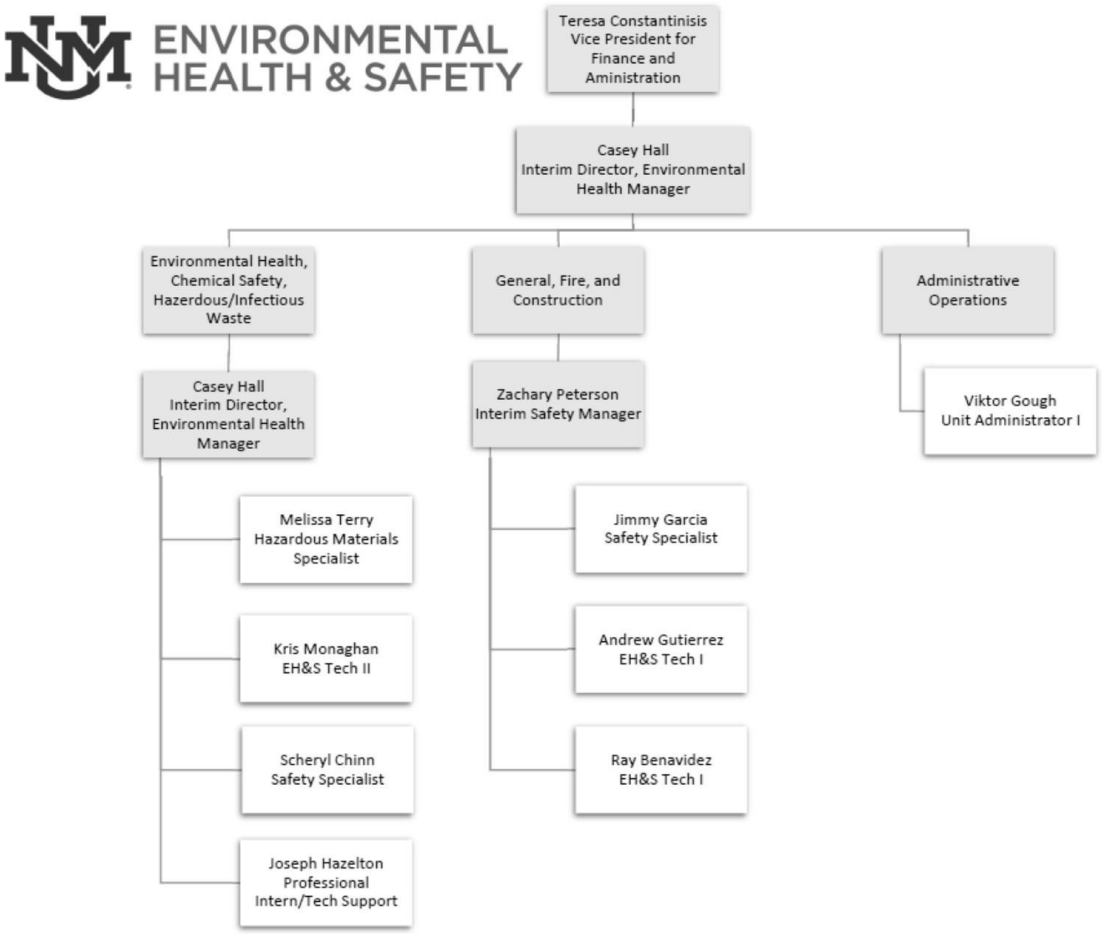
Mission

The Department of Safety and Risk Services supports the University's core mission by advancing the safety and health of the University community through risk management best practices, education, consultation, and collaboration.

Vision

The Department's vision is to become the premier occupational environmental health and safety department and organizational model of superior quality and service in the eyes of our customers, stakeholders, and campus community.

Organizational Chart



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I. EXECUTIVE SUMMARY

Welcome to the 2019-2020 Safety and Risk Services Department (SRS) Annual Report. This report would not be possible without the dedication to excellence and collaboration that the staff strives for daily. Our team has begun the process of splitting into 2 units: Environmental Health and Safety and Risk Services, which will greatly streamline both areas and improve our reporting structures. Since the split has occurred after the fiscal year, this report will contain information from SRS as a whole unit, but moving forward the two units will be separate.

As a team, we take great pride in our accomplishments and contributing to the UNM community's health and safety. SRS continues to generate a culture that is both performance-oriented and customer-focused. As a service organization, SRS values communication, collaboration, and customer service.

SRS provides guidance, services, and recommended plans that enable UNM to effectively execute its mission safely and with environmental excellence. SRS works in the best interest of UNM to provide collaborative institutional oversight while enabling local control and solutions to risk management, safety, health, environmental, emergency management, and business continuity issues. SRS provides regulatory training, inspections, reporting of regulatory and permit-required data on behalf of UNM, regulatory representation and assistance, and the promotion of a strong culture of safety and compliance. SRS hopes this report gives you a look into the many programs SRS offers.

In Fiscal Year 2020, SRS received $785,000 in BR&R funding. This funding was primarily used for fire suppression system testing and maintenance, fire alarm testing, air quality testing and asbestos testing and abatement. SRS continued to support the Sandoval Regional Medical Center, the Cancer Center and the University of New Mexico Hospital, per memorandum of understanding, by providing risk management, loss prevention and claims handling services. These MOU's along with and I&G allocation from Main Campus and HSC provided SRS with a budget of $1.5 million dollars.

II. SIGNIFICANT ACCOMPLISHMENTS

Occupational Safety

- Performed inspections on 127 buildings.
- Created work at home ergonomic guidelines to assist with staff impacted by COVID-19.
- Implemented Ladder Safety Program.
- Implemented Lockout/Tagout Program.
- Implemented Slip, Trip, & Fall Program.
- Provided safety supplies to departments across campus for COVID response.
- Contracted with VIVID Learning to provide 65 digital classes enabling remote and asynchronous safety training.

Environmental Health

- SRS completed biannual air quality inspections by the City of Albuquerque Environmental Health Department as required by the Title V Permit.
- UNM, as part of the Compliance Monitoring Cooperative, finished stormwater sampling required pursuant to the watershed based MS4 permit. UNM, as part of the CMC, will continue to sample stormwater annually assessing the overall effect of the Albuquerque Metro Area on Rio Grande water Quality.
- Completed Illicit Discharge and Pollution Prevention inspections for all known sources on UNM campus.
- UNM continued to operate under a voluntary pollution prevention (P2) program with the Albuquerque Bernalillo County Water Utility Authority (ABCWUA). Renegotiation of the MOU is underway.
- SRS continued to identify asbestos and indoor air quality issues on campus and coordinate remediation.

Chemical Safety

- SRS continued to staff the main campus Chemical and Laboratory Safety Committee and the HSC Chemical Safety Committee.
- Completed laser inventory and inspections for all of Main Campus and HSC.
- SRS fully implemented the use of EHSA software to automate and streamline laboratory safety reporting.
- A revision of the Chemical Hygiene plan for readability and usability was begun with campus stakeholders.
- SRS participated in the Research Continuity task force and inspected 266 laboratories before occupation.
- SRS continued to conduct chemical fume and biosafety cabinet testing and certification, through third party vendors.
- SRS performed 892 N-95 mask fittings, helping clinical staff and faculty work safely during the COVID-19 pandemic. Additionally, SRS fit tested clinicians from outside UNM for N-95 masks during the COVID-19 pandemic.

Hazardous and Infectious Waste

- SRS disposed of 19,133 pounds of hazardous waste from teaching, research, and building maintenance activities keeping UNM in compliance with applicable hazardous waste regulations.
- SRS provided ongoing training to all research centers, departments and administrative units who generate waste to avoid future fines.

Construction Safety

- Completed a review and revision of the UNM Construction Safety Manual.
- Completed and implemented a Crane Lift Safety program for UNM.

- Participated in construction meetings across campus including stormwater inspections, asbestos abatement, and plan reviews.
- Served in an advisory capacity on topics including construction safety, fire safety, chemical safety, and environmental compliance for remodel and construction projects.
- Served as the liaisons for the New Mexico State Fire Marshal's Office and with other regulatory agencies such as Construction Industries Division.

Fire Safety

- Inspected and maintained campus wide fire suppression systems. 76 buildings total.
- Completed annual inspection and testing for 100% of UNM's fire alarm systems.
- Purchased over 1200 new fire extinguishers and began swapping out outdated extinguishers across UNM. Updated the Firebug fire extinguisher tracking software and considerably cut down inspection times.
- Continued campus-wide evacuation map updates.
- Staffed the Fire Safety Capital Committee Meetings.
- Worked with the New Mexico State Fire Marshal to inspect buildings and follow up on deficiencies.

Loss Prevention and Control

- Held Quarterly Loss Prevention and Control Committee meetings.
- Held Quarterly Loss Prevention and Control Safety Committee meetings.
- Updated the Loss Prevention and Control Plans.
- Submitted the Annual Survey.

Claims and Insurance

- UNM and the State of New Mexico Risk Management Division are working closely together to make sure that all claims are being managed correctly and closed when it is appropriate to do so.
- All subrogation possibilities are being adequately investigated to determine if money from the responsible parties can be obtained without resorting to costly litigation.
- SRS continued to provide training to the UNM Campus Community involving different areas of risk management.
- No large property losses (as defined as exceeding our $500,000 self-insured retention) were reported.

Property & Casualty

- SRS tendered 65 Property & Casualty Claims for UNM.
- SRS tendered 19 Property & Casualty Claims for UNMH.
- SRS tendered 1 Property & Casualty Claim for SRMC.
- SRS tendered 1 Property & Casualty Claim for Taos.
- SRS tendered 1 Property & Casualty Claim for Los Alamos.

Workers' Compensation:

- SRS handled the following Workers' Compensation Claims
  - Medical: 142
  - Lost Time: 18
  - Needlestick: 31
- Workers' Compensation Claims originated from the following areas:
  - UNM: 121
  - Valencia 1
  - HSC: 61
  - Gallup : 2
  - Los Alamos: 4
  - UNM MG: 1
  - Taos: 1

Administration

- Renovated and remodel the SRS Training Center to provide a better environment for training campus-wide.
- Updated and integrated the SRS camera system with UNMPD.
- SRS purchased, sold, and distributed masks, sanitizer, and thermometers to the campus community to comply with new COVID-19 precautions.
- Successfully transitioned to working from home during COVID-19 reduced operations.
- Updated all SOPs with input from Subject matter experts, modernizing and streamlining our processes.

III. FUTURE PLANS

- Overhaul EHS website for easier navigation.
- Continue to separate SRS into Environmental Health and Safety (EHS) and Risk Services (RS).
- Offer OSHA 10 and 30 trainings in-house for UNM staff.
- Assist with updating Museum Safety Plans

- Continue to contribute to the campus COVID safety effort through N-95 fit testing, waste water testing, inspections, and consultation.
- Expand use and implementation of EHSA Software.