

**Indiana State University**  
**Division of**  
**Finance and Administration**

**Annual Report**  
**2018-19**



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# **FINANCE AND ADMINISTRATION**

## **ANNUAL REPORT**

### **2018-19**

#### **INTRODUCTION**

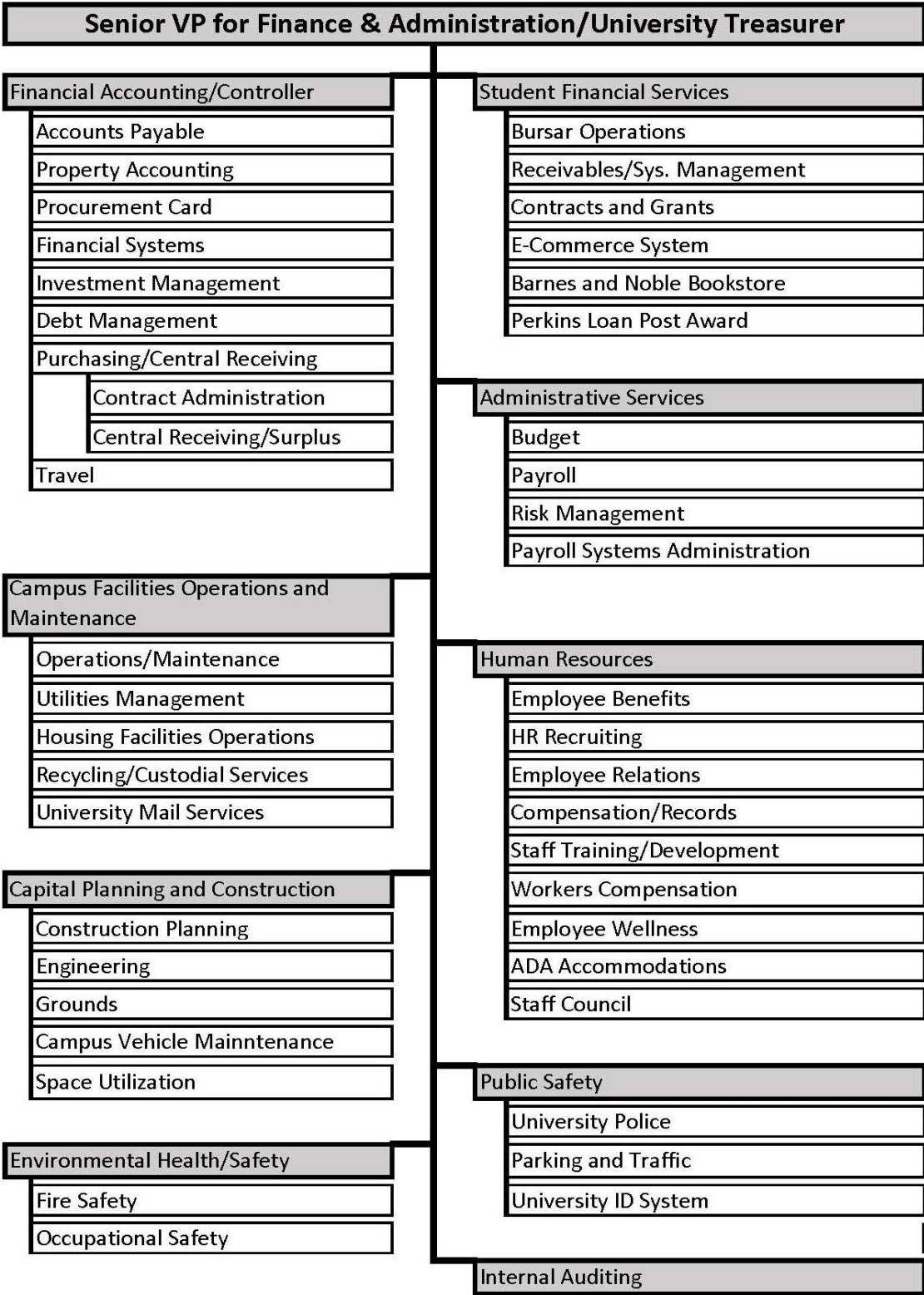
The Finance and Administration division is comprised of approximately 363 staff employees and 79 student employees (not including bookstore operations) that provide an array of daily services and support to the University community. Many of these employees routinely perform daily tasks such as cleaning, maintaining, and transaction processing that are critical to the appearance of campus and are necessary in providing essential services to students, employees, and visitors. These services add a substantial value to the overall University atmosphere and integrity that is critical.

Finance and Administration provides the business functions of accounting, budgeting, investing, procurement, facilities management, payroll, risk management, public safety, audit, and human resource management to the colleges, departments, employees, and students of Indiana State University. In performing these functions, every effort is made to ensure the protection of University assets and compliance with all laws, regulations, and business practices. The unit is comprised of 12 operating departments that include:

Bookstore Operations  
Budget and Payroll  
Contracts and Grants  
Environmental Health and Safety  
Capital Planning and Construction  
Campus Facilities Operations and Maintenance  
Financial Accounting and Purchasing  
Human Resources  
Internal Audit  
Public Safety (Campus Police and Traffic & Parking Services)  
Risk Management  
Student Financial Services and E-Commerce

These areas each operate with values and principles that emphasize teamwork and integrity and focus on quality assurance that make a significant contribution to Indiana State University.

This annual report is designed to inform constituents of the contribution that the Finance and Administration division makes to the University. To that end, effort has been made to capture and quantify the more significant services and support that are provided and also highlight accomplishments over the past year.



Effective July 1, 2019

# **University Statement of Mission, Vision, and Core Values**

## **MISSION**

Indiana State is dedicated to teaching and the creation of knowledge while maintaining its longstanding commitment to inclusiveness, community and public service, and access to higher education. We integrate teaching, research, and creative activity in an engaging, challenging, and supportive learning environment to prepare productive citizens of the world.

## **VISION**

Inspired by a shared commitment to improving our communities and inclusive excellence, Indiana State University will be known nationally for community engagement, experiential learning, and career readiness.

## **CORE VALUES**

- Diversity
- Scholarship
- Equity
- Inclusion
- Excellence

# **SENIOR VICE PRESIDENT FOR FINANCE AND ADMINISTRATION / UNIVERSITY TREASURER**

**Diann E. McKee, Senior Vice President  
2018-19**

## **FUNCTION AND MISSION:**

The Office of the Senior Vice President for Finance and Administration/University Treasurer is committed to providing quality service and support. Working as an administrative partner with faculty, staff, students, trustees and governmental officials to fulfill the mission and vision of Indiana State University.

The Senior Vice President for Finance and Administration coordinates the activities within the division that include: Budget and Payroll, Student Financial Services and E-Commerce, Contracts and Grants, Contractual Services (Barnes & Noble and Sodexo), Controller, Facilities Management, Purchasing, Internal Audit, Risk Management, Human Resources, Environmental Safety, and Public Safety.

Additional responsibilities of the Office of the Senior Vice President for Finance and Administration/University Treasurer include, but are not limited to the following:

- Serve as Chief Financial Officer of the institution.
- Engage primarily in formulating business policies, developing operating procedures, and coordinating business operations.
- Support President of the University and Government Relations in advancing the needs of the University at the state level.
- Develop the biennial state capital and operating request in conjunction with University President.
- Account for and safeguard University assets.
- Lead in the preparation and monitoring of the University budget.
- Improve and maintain University facilities.
- Develop Campus Master Plan.
- Lead in the management of new construction and facility expansion.
- Oversee and manage outstanding University debt and issuance of new debt.
- Manage investment of University funds.
- Prepare financial reports as needed by the administration and Board of Trustees.
- Serve in the following capacities:
  - Member of the Finance Committee of the Indiana State University Foundation
  - Member of the Audit Committee of the Indiana State University Foundation

## **SUMMARY OF ORGANIZATIONAL CHANGES**

Effective July 1, 2019, the department of Facilities Management was divided into two areas: Campus Planning and Construction and a separate unit of Campus Facilities Operations and Maintenance to better serve the needs of the University.

Retirements throughout the year included:

- Eight custodians in Facilities Management; 173 years of combined service
- Administrative Assistant; Facilities Management; 12 years of service
- Grounds Keeper; Facilities Management; 18 years of service
- Steam Plant Systems Operator; Facilities Management; 24 years of service
- Safety Specialist; Environmental Health & Safety; 20 years of service
- Travel Account Specialist; Office of the Controller; 24 years of service



# **BOOKSTORE OPERATIONS: BARNES AND NOBLE**

**Abbe Hendrix, Store Manager  
2018-19**

## **MISSION**

Barnes & Noble at Indiana State University supports the University mission by promoting a positive learning environment to ISU students by providing the necessary materials and tools. Our commitment to helping each individual student achieve his or her own unique personal goals is our top priority. Through active participation and significant engagement with our global community, the ISU bookstore equips students to be productive and first-rate citizens.

## **FUNCTIONS**

- Deliver the most affordable course materials to Indiana State University's students.
- Enhance students' social journey through connections and events.
- To bring Indiana State University "what's next" in retail excellence and next-generation educational content.

## **ACCOMPLISHMENTS**

- Hosted multiple Adult Coloring Parties
- VIP Event – including root beer floats, a Sycamore Magnet station, and popcorn
- Hosted Promoversity Trunk Show
- Participated in New Faculty Orientation Resource Fair
- Participated in ISU Homecoming Parade with a float and walking unit
- Participated in Downtown Terre Haute events including Trick or Treat and First Fridays
- Hosted multiple Game Nights
- Hosted multiple kids' events including: S'more's Night – Kick Off Halloween at B&N, Halloween Party, Holiday Party, Coloring with Santa, Story Time with Santa
- Participated in over 20 book events throughout the ISU and Terre Haute Community
- Started Ph.D. regalia sales through Oak Hall website – 90 of 96 Ph.D. candidates successfully ordered regalia through the site during its inaugural season.
- Hosted a Give to Blue Day event partnering with Alumni Association and Annual Giving in their inaugural Give to Blue Day
- Co-hosted Grad Bash celebration with Alumni Association for graduating seniors
- Celebrated unique holidays throughout the year to drive traffic and awareness of the bookstore including: Talk Like Pirate Day, President's Day – duck hunt, Unicorn Day
- Participated in Vigo County Public Library community days including Family Learning Day

- Hosted Faculty Day – October 10<sup>th</sup> – free food, notebook & folder from bookstore, and door prizes donated by publisher partners
- Hosted In store Community Events – Walking Dead Day, Give Thanks Night, St.Patrick’s Day with Pot of Gold event, Fat Tuesday, and multiple egg hunts on campus
- Hosted Facebook Contests: Halloween Costume, Candy Corn, and Jelly Bean
- Donated 139 books to 14<sup>th</sup> and Chestnut during our annual holiday book drive – the most we’ve ever donated thus far
- Partnered with Partnership Marketing to host events for Army ROTC and College Ave
- Partnered with Bartleby to host a No Foolin’ April’s Fool’s Day Bartleby Information Event
- Hosted 6 in store Café Sampling Events
- Hosted first Customer Appreciation Day on Anniversary of being in this space – April 11
- Participated in ISU’s Earth Day Event
- Increased Mobile App Users by 1040 during NSO
- Successfully executed DeStress Events in May and December

	2018		2019	
Sales (in-store & online)	\$	Units	\$	units
New Textbooks	\$2,737,797	29,238	\$2,020,497	23,034
Used Textbooks	\$352,342	8,147	\$314,423	6,082
New Textbook Rentals	\$481,470	7,368	\$514,567	6,383
Used Textbook Rentals	\$556,760	21,079	\$476,988	14,908
Digital Textbooks	\$78,148	879	\$150,058	2,587
Total Textbooks	\$4,206,518	66,719	\$3,476,533	52,994

# **BUDGET AND PAYROLL**

**Chip Rogers, Executive Director of Administrative Services  
2018-19**

## **MISSION**

The Budget Office is a service unit with a primary mission of service to the University and state officials. The office directs all of its efforts toward assisting academic and administrative units in accomplishing their respective core missions of instruction, research, and public service.

The Payroll mission is to provide timely and accurate compensation payments to University employees and ensure that necessary data, records, and reports are maintained and submitted in compliance with acceptable business and regulatory standards and in accordance with University policies.

Budget and Payroll staff will promote excellence in customer service by meeting the needs of ISU students, faculty, and staff in a pleasant, professional, and efficient manner.

## **FUNCTIONS**

The primary functions of the Budget and Payroll Office are as follows:

- Develop, implement, and control all University budgets based upon allocations approved through appropriate academic and administrative processes.
- Prepare annual operating, auxiliary, student service, and line-item budgets for approval by the ISU Board of Trustees.
- Maintain capital budgets for renovation and major new building projects.
- Assist in the development of the state biennial capital and operating budget requests.
- Provide budget support and reports to vice presidents, deans, and campus departments.
- Support the Senior Vice President for Finance and Administration in long-range financial planning to support the strategic vision of the University.
- Process accurate and timely pays for all employees of the University utilizing three primary payroll types.
- Ensure payroll processes and payments comply with federal and state laws and regulations, University policies and State Board of Accounts procedures.
- Provide payroll training and documentation to employees and departmental personnel responsible for payroll time reporting.
- Monitor and reconcile various payroll liability accounts and all outstanding payroll checks.

- Provide earnings information to various outside agencies verifying employment and wage information on employees.
- Process monthly retiree payrolls designed to expense benefits for retired employees of the University.
- Submit benefit and deductions reports to outside companies each payroll detailing employee information for benefit plan vendors.
- Maintain employee and supervisor approval data in payroll systems (Banner and Kronos), which support the electronic time reporting initiative.

## ACCOMPLISHMENTS

- **Work Statistics:**
  - Processed 77,812 pay events in 2018-19 with a total gross payroll of \$112,152,420
  - Issued 5,736 W-2s in 2018
  - Increased electronic W-2 percentage from 40.8% in 2017 to 43.4% in 2018
  - Withheld \$22,847,505 in taxes and timely submitted 85 payments with corresponding federal and state reports
  - Completed 68 wage verifications
  - Processed 929 involuntary wage deductions (child support, wage garnishments, and delinquent tax withholding) resulting in 225 payments to outside agencies
  - Provided seven training sessions to student supervisors and graduate assistants on Kronos timekeeping procedures.
  - Processed over 775 capital project invoices & requisitions via check requests, purchase orders and procurement card transactions; approximately \$48M in capital project expense flowed through Plant Fund programs
  - Applied 1,389 salary budget increases to full-time benefit eligible faculty and staff positions
  - Updated 630 salary budgets due to various position changes such as promotions, new hires and separations
  - Audited samples from over 1,100 employee salary records in the University's Salary Book for reporting accuracy
  - Compiled exempt & non-exempt employee FTE (1,083) and salary data (\$52.8M) for comparison purposes from the Budget Office to the Human Resources Staffing Report to ensure reporting accuracy
  - Assisted 21 auxiliary/designated units with approximately 88 departmental budgets totaling \$93.2 million
- **Major Goals/Projects Achieved:**
  - Integrated Banner Self-Service payroll forms (W-4, WH-4 & Direct Deposit) into new employee onboarding and the new student hiring process further eliminating use of paper forms.

- Continued to expand the use of Budget Development in Banner Self-Service by adding eight new auxiliary departments during the FY20 budget cycle. In addition, the Office of Information Technology was the first general fund budget to utilize this module.
- Completed Phase II of Electronic Personal Action Form (EPAF) in Banner which include faculty and staff pay authorizations not interfaced through PA7.
- Assisted Residential Life and Flight Academy in developing new rates for 2019-20.
- Provided budgetary analysis to Athletics during the review and selection of a new intercollegiate sports accident insurance company.
- Added additional STATE Works students onto the student payroll and monitored deductions for additional students bringing the total STATE Works positions processed by the Payroll Office to 280 with 125 deductions totaling over \$112,000 for the year.
- Developed a revenue model for the Early Childhood Education Center to accurately project income based on weekly rate, state subsidy, class size, and season.
- Added additional in-house reports to review and analyze direct deposit activity to decrease our exposure for potential fraudulent activity occurring from an increase in the amount of phishing attempts.

# **CONTRACTS AND GRANTS**

**Sarah Ber, Director of Contracts and Grants  
2018-19**

## **MISSION**

The Office of Contracts & Grants provides fiscal management for externally funded projects awarded to faculty and staff at Indiana State University. The office works with both internal & external constituents to ensure compliance with the applicable regulations for the funding received. In addition, the Office of Contracts & Grants adheres to the AVP for Financial Services mission statement as a guide when providing services to our constituents.

## **FUNCTIONS**

The OCG office provides fiscal oversight for the post-award aspects of research administration at Indiana State University. This includes:

- Consultation with the Office of Sponsored Programs (OSP) during the pre-award process.
- Grant Index establishment for awarded grants to Indiana State University including setup of budget, reporting due dates and the indirect cost rate in Banner for each grant award
- Fiscal Management of grants and contracts awarded by external funding sources (federal, state, local, private) and some internally funded awards.
- Work with external and internal auditors for grant related audits.
- Indirect Cost Proposal submission as determined by our rate Agreement with the US Department of Health & Human Services
- University wide Reporting Activities
- Maintain grant records and ensure record retention guidelines are in place and followed
- Training for post-award related issues
- Provide assistance to the Project Directors with grant related questions.
- Cash management activities for Federal Work-Study, SEOG, PELL, & Direct Lending
- Perkins Loans cash management and reconciliation activities

## **ACCOMPLISHMENTS**

- In FY 19 we requested the setup of 59 indexes for external projects that have been awarded to Indiana State University.
- Indiana State University recorded \$320,449 in Indirect Cost Recovery for FY 19 F&A recovery

- Indiana State University recorded \$7,527,538 of externally funded grant costs during FY 19.
- FY 18 2CFR200 Uniform Guidance Single Audit with an unmodified opinion
- Review & Update of Suspension & Debarment processes in conjunction with Purchasing & Internal Audit
- Reviewed Federal Regulations & requirements for cash management related to the closure of the Federal Perkins program by the US Department of Education
- Scholarship Payment Process from externally funded grant awards remains under development
- CRC Upgrade testing

# **ENVIRONMENTAL HEALTH AND SAFETY**

**David Ellis, Director and Radiation Safety Officer  
2018-19**

## **MISSION**

The Office of Environmental Safety supports the University's mission for excellence in education by providing quality environmental health, safety management, fire safety, and property conservation services in a timely and professional manner. We will continue to promote and educate the University community on the services we provide and strive to develop a positive culture and climate that is conducive to a productive learning and working environment for students, faculty, staff, and visitors.

In collaboration with other departments, the Office of Environmental Safety will develop effective programs that will ensure regulatory compliance and serve to minimize environmental, safety, and fire related liabilities for the University. We will continue to offer comprehensive services and technical support to academic programs and the community that will contribute to the University's strategic plan.

Experiential learning has been a longstanding core value for the Office of Environmental Safety as we integrate meaningful and unique learning opportunities for our student employees on campus as well as in the community. This will enhance their classroom experience and aid in professional and personal development, thereby contributing to the University's goal of pre-eminence.

## **FUNCTIONS**

- Occupational Safety
- Fire Safety
- Laboratory Safety
- Radiation Safety
- Environmental Safety

## **ACCOMPLISHMENTS**

- Hulman Center Renovation Abatement, completed bid process and contractor selection for second phase of project beginning March 2019 which included oversight and air monitoring



- Waste disposal for the year included:
  - 1267 pounds of hazardous waste
  - 2642 pounds of special waste
  - 232 pounds of biohazardous waste
- Universal waste recycled included:
  - 9720 individual fluorescent and HID lamps
- We distributed approximately 84 pieces of personal protective equipment (gloves, safety glasses, hearing protection, filtering face pieces, etc.) to employees, primarily to Facilities Management
- Conducted or helped organize approximately 523 employee trainings on a variety of occupational safety topics
- Conducted 10 ergonomic evaluations
- Performed 56 accident investigations
- Completed a summary of all work related injuries/illnesses sorted by individual's University status and cause of incident
- Turned in 4 reports regarding safety hazards that could have affected our employees, students, or visitors on University property to the City of Terre Haute's 311 Citizen Contact Center
- Completed a Safety Training Matrix for Central Heating Plant
- Working with Grounds, Hulman Memorial Student Union, and Residential Life on a Safety Training Matrix for each area
- Completed a campus wide Safety Training Matrix for areas requiring training
- Occupational Safety Specialist has maintained her American Heart Association BLS Instructor certification
- Completed 20 online training programs through USI Risk Management Center with Student Employment, HMSU, and Telecommunications
- Monthly and annual inspection of 839 portable fire extinguishers
- Monthly inspection of 332 fire protection control/section sprinkler valves
- Weekly inspections of 36 post indicator fire protection valves
- Quarterly inspection/alarm and annual operational trip test of 17 water-based pre-action sprinkler and alarm systems in campus buildings and 35 wet sprinkler systems
- Five year internal inspection and obstruction testing of 40 wet sprinkler systems
- Final inspection and acceptance testing of fire protection/alarm systems installation in College of Health and Human Services
- Monthly and annual operational/churn testing of 5 stationary fire pumps
- Completed repairs to 48 cases of leaks, failed switches, mechanical parts/malfunctions in water-based sprinkler systems
- Semi-annual inspection and operational testing of 4 fixed CO2 extinguishing systems, 2 fixed halon and 1 energen clean agent extinguishing system

- Conducted annual fire extinguisher training – 6 groups
- Issued and checked over 876 hot work permits
- Conducted semi-annual fire safety inspections in all campus buildings
- Annual activation of 140 eyewash and safety shower units
- Over 40 research and teaching laboratories were formally inspected
- Annual inspection and flow test of 140 chemical fume hoods
- Conducted 12 occupant load surveys requested by Registrar to regulate classroom size in accordance with building fire code
- Secured compliance with the Nuclear Regulatory Commission following inspection for our material handling license

# **FACILITIES MANAGEMENT**

**Bryan Duncan, Executive Director, Capital Planning and Construction**  
**Jim Jensen, Executive Director, Campus Facilities Operations and Maintenance**  
**2018-19**

## **MISSION**

### **MISSION STATEMENT:**

We plan, develop and maintain the physical environment and provide services, which enhance Indiana State University's mission of teaching, research, and lifelong learning, and public service in support of our students, faculty, staff, visitors, and the Terre Haute community.

### **VISION STATEMENT:**

#### **-SERVICE-**

We constantly seek creative, visionary, and innovative solutions to better meet ever changing campus needs. We strive to create, promote, and maintain a safe and healthful campus environment.

#### **-QUALITY-**

We expect a high quality of integrity, performance, and professional behavior. We take pride in the appearance and quality of our campus facilities.

## **FUNCTIONS**

- CAD-CAM Computer Services
- Construction and Planning Services
- Custodial Services
- Events Moving and Setup
- Grounds Maintenance
- Office Management Services
- Operations and Maintenance (HVAC / Heating / Plumbing / Refrigeration / Energy Management / Carpentry / Painting / Locksmithing / Electrical)
- Remote University Properties Operations and Maintenance
- University Fleet Management Services (Motor Pool)
- University Mail Services
- University Central Heating Plant
- Central and Satellite Chilled Water Plants

- Waste Management
- Housing Facilities Operations

## ACCOMPLISHMENTS

### **Facilities Management:**

- ISU Facilities Management ‘celebrated’ its 98<sup>th</sup> Anniversary of being a separate department on campus, having been formed in 1921.
- 86 of our FacMan staff celebrated being with the department for at least 10 years or more, with several celebrating in excess of 40 year careers with ISU.
- The FacMan Annual Report, which has been compiled for over 40 years once again indicates cost containment on a variety of fronts including utility costs.
- Over 1000 Tons of waste materials (mainly paper products) were averted from being send to our local landfill.
- Our Recycling Center celebrated its 27<sup>th</sup> year by offering tours to over 60 groups totaling over 3,000 participants.
- In conjunction with local artists Watermark, ISU finalized and oversaw the installation of Solar Sycamore.
- A ‘Plan to Landscape a Sustainable Campus’ was developed and shared with the greater university community. A plan which will serve as a guide for continued improvements to our campus’ native landscape. (copies available).
- Recycling Center recipient of award for outstanding performance during Recyclemania program.
- Our TMA Customer Services System continues to expand and through refinement of the processes is helping tremendously with record-keeping as well as communications with our customers throughout campus.
- An upgrade to the 2009 Campus-wide Master Plan was finalized in December 2016, and the major aspects of that plan are already well underway in being implemented

21 major projects were completed, worth over \$70 million. Larger projects include:

- College of Health and Human Services, Phase I and II
- Science Building corridor enhancement
- Tirey roof and masonry repairs
- New Theater lighting and stage
- Holmstedt classrooms and restrooms
- Student Rec Center floor
- University Apartments fire alarms
- Lincoln Quad stairwell repairs
- Tunnel repairs
- Starbucks store
- Parking lot sealcoating

## **Housing Facilities Operations:**

Housing Facilities has received, responded to, and completed over 10,600 work orders in the past year. Our goal is to complete all work orders to APPA standard level 2. In addition to the work orders, we have completed several projects this past year, including:

### **HOUSING FACILITIES MAINTENANCE**

- UA South Unit II Window Project
- Burford Staff Apartment Renovation
- Hines Staff Apartment Renovation
- UA South Unit I Staff Apartment Upgrade
- Hines LL Meeting Room Renovation
- UA South Unit I Emergency Generator Project
- Sycamore Towers Emergency Generator Project
- Burford Hallway Lighting Upgrade to LED
- Lincoln Quad Stairwell 6 Upgrade
- UA South Basement/Exterior Lighting Upgrade to LED
- Lincoln Quad dish machine steam booster replacement
- Lincoln Quad Softener replacement
- Lincoln Quad Domestic hot water pump replacement
- Lincoln Quad Ice machine replacement
- Lincoln Quad walk in/reach in cooler/freezer
- HMSU Exhaust hood replacement
- HMSU Reach in freezer replacement
- HMSU roof top package unit component repair/replacement
- HMSU Water Heater replacement
- Sycamore Dining

### **HOUSING FACILITIES CUSTODIAL SERVICES**

- Maintains 1,300,000 square feet of residential and meeting area to APPA standard level 2 including UA South, 500 Wabash, Mills, Blumberg, Cromwell, Rhoads, Burford, Pickerl, Erickson, Hines, Jones, Sandison, Reeve, Lincoln Quad, and UA North.
- Provide daily cleaning of living facilities, restrooms, lounges, and meeting areas.
- Handle residential emergency cleanups.
- Assist ground crew during all snow/ice events
- Assist special project needs, furniture placement and moving, demolition, cleanup, ceiling tile replacement, and light bulb replacement.
- Annually host camps and conferences that averages 27 per year.

- Maintains 48 active employee personnel files including 3 Custodial Supervisors, 7 Leads, 6 Janitors, Administrative Asst., and Housekeeping staff, providing 1,326 individual time record verifications annually.
- Purchases equipment and cleaning supplies.
- Manages the storage, care and repairs of cleaning equipment and furniture.
- Manages all MSDS files of all products in use and/or previously used by the department.
- Inventories, unloads, and takes responsibility for deliveries.
- Host Indiana Special Olympics, offering extra hours of service with Housing Facilities Staff.
- Responsible for all Special Event set up and tear down.
- Housing Facilities staff hosted a variety of overnight guest this summer. Starting May 31<sup>st</sup>
- we had fifteen concurrent sessions of New Student Orientation with an additional 16 camps/conferences hosted from May 31 to July 25<sup>th</sup>.
- Hosted Indiana Special Olympics 50th Summer Games. 3,037 athletes, coaches, and volunteers in attendance.
- Summarizing, Housing Facilities Hosted 4,484 guests occupying 2,349 rooms.

# FINANCIAL ACCOUNTING

Jeff Jacso, Associate Vice President and Controller  
2018-19

## MISSION

The Office of the Controller provides students, faculty, and staff an efficient and effective financial environment in which to carry out their daily tasks, through teamwork, innovation, honesty, and concern for customers.

## FUNCTIONS

- Timely and accurate processing of financial transactions
- Financial reporting and analysis
- Fixed asset management
- Accounts payables and reimbursements
- Treasury management support
- Tax management
- Travel
- Student organization services
- Debt service management
- Oversight of purchasing functions

## ACCOMPLISHMENTS

- Continued roll-out of Chrome River Travel system to university. Currently proceeding with the last few areas and on-going training efforts.
- Worked with OIT to remove all customizations and add additional functionality as needed using new methodology to minimize future maintenance.
- Cleaned up duplicate and inactive vendor records
- Cleaned up inactive indexes, organizations, funds, and programs.
- Cleaned up many Financial Managers and Predecessor Organizations to improve reporting
- Worked with JPMorgan Chase to investigate single-use credit cards.
- Worked with Purchasing to update Pro-Card guidelines.
- Implemented online training for Pro-Card holders.
- Implemented Blackboard Finance reporting. In final preparations to roll-out to pilot users.
- Modified processes and procedures to comply with new IRS 1098-T regulations.

### Audits & Security

- Completed 2018 financial statements with no audit findings

- Supported NCAA audit process

Transactional Activities

- Timely processing of various transactions and documents, including but not limited to:

Transaction Type	Documents
<b>Invoices</b>	
Parent Plus Refunds	978
Student Refunds	26,577
Travel Reimbursements	5,071
Other	8,758
<b>TOTAL</b>	<b>41,384</b>
<b>Journal Vouchers</b>	
Budget Transfers (BA)	2,702
Intramural Vouchers (IV)	3,087
Other	11,032
<b>TOTAL</b>	<b>16,821</b>
<b>Encumbrances</b>	
Travel Authorizations	4,052
Purchase Orders	2,744
<b>TOTAL</b>	<b>6,796</b>
<b>Disbursements</b>	
Checks processed	15,691
Direct Deposit payments	22,819
Wire Transfers	95
<b>TOTAL</b>	<b>38,605</b>
<b>1098-T Tax Forms processed</b>	
Printed and Mailed	14,924
Digital Image	1,867
<b>TOTAL</b>	<b>16,791</b>
<b>1042-S Tax Forms</b>	<b>53</b>
<b>1099 Tax Forms</b>	<b>548</b>
<b>Direct Deposit Accounts added or updated</b>	<b>3,240</b>
<b>Other activities</b>	
Student inquiries regarding 1098-T forms	526
Reviewed/Managed Pro-Card Expense reports	5,414
Tracked Construction Projects (by Index)	60
Inventoried Assets of 45 Departments on Campus	7,778
Managed / Tracked Assets	17,641
Including Depreciation Schedules for	5,524
<b>Managed Pro-Card contracts consisting of:</b>	
Transactions	\$31,300
<b>Total Purchases</b>	<b>\$12,710,896</b>
<b>Earned Rebates</b>	<b>\$189,129</b>



# HUMAN RESOURCES

**Richard Enyard, Executive Director for Human Resources  
2018-19**

## **MISSION**

The mission of the Office of Human Resources is to serve as a proactive strategic business partner. This is accomplished by providing quality services and support, responsive and timely leadership in the development, implementation, and administration of sound human resource policies, procedures, and programs in the areas of Benefits Administration, Compensation/Records, Employee Assistance, Employment, Employee Relations, Human Resources Information Systems (HRIS), Immigration, Training and Development and Wellness. The Office of Human Resources will ensure that the University's mission is achieved while meeting all regulatory and legal standards in accordance with University policies and ethics as human resource professionals.

## **FUNCTIONS**

- Benefits Administration
- Compensation & Records
- Employment
- Employee Relations
- Human Resources Information Systems (HRIS)
- Immigration Services
- Training and Professional Development
- Wellness

## **ACCOMPLISHMENTS**

### **Benefits Administration**

- Technology: Worked on Open Enrollment, EPAF, and security rolls with Banner and office files/data.
- Added Privacy Officer Responsibilities with the Workers Comp and Benefits Administration staff who, along with Legal Affairs, have held meetings across campus.

## **Compensation & Records**

- Completed the standard increase spreadsheet which included the standard increase and target salary increase calculations.
- Continue to review all job titles to ensure that the position class codes and standard occupational codes are correct and match with Banner.
- Completed salary surveys (4 CUPA and 1 AAUP) and any other requested surveys that will benefit ISU.
- Completed 676 employment verifications.
- Tracked and logged 876 Criminal Background Checks run through Reference Services.

## **Employment**

- Implemented and streamlined the adjunct hiring process
- Provided on-boarding training
- Collaborated with Office of Inclusive Excellence in conducting search committee training

## **Employee Relations**

- Completed the Daily User / People Admin Imports from Banner including any errors that occur during the nightly integration, researching and making all necessary adjustments. Looking at the new-hires and verifying placement into appropriate performance evaluations, position descriptions and assigned to appropriate supervisor.
- Orientation Mondays. Present to staff new-hires. Cover topics that include;
  - Policy Library (showing them where it is located, their responsibilities in the review and follow-through. Specifically cover, FERPA, Drug-free Workplace, Computer user, Firearms, Tobacco/Smoking, Disciplinary Action Process, Attendance and Tardiness, NCAA Guidelines regarding student athletes, and Community Service Leave Policy.
  - Performance Evaluations
  - FMLA
  - Workers Compensation
  - Weather Guidelines
  - Safety on Campus
  - IT help desk and telephone usage
  - Communications on Campus
  - Big Blue Fridays
  - Employee Portals; showing them how to activate their employee portals and a walk-through on what they will have access to in their individual portals
  - 60 and 90 day follow-up/check-in after orientation to verify all is going well and all new-hire tasks are completed

- Employee Recognition
  - Creating, validating and submission of electronic data file to the OC Tanner Company for monthly career milestones; 3, 5, 10, 15, 20, 25, etc. years of service.
- Drug Free Notifications
  - Fulfilling government requirements of Drug-Free Workplace policy notification. Creating, validating, and submission of electronic drug-free notices to all new employees (staff, faculty and students) for the prior month.
- Employee Evaluations; both annual and introductory programs
  - Finalizing Introductory program 2018 (120 reviews)
  - Finalizing Annual 2018-19 program (991 reviews)
  - Initiating Introductory program 2019 (81 reviews)
  - Initiating Annual 219-20 program (1070 reviews)
- Annual Employee Recognition of Service Brunch
- Policy Review Committee Member
  - Assigned a listing of University policies to review and edit as necessary.

### **Human Resources Information Systems (HRIS)**

- Banner 9 modification and updates
- Updated HR website
- Provide multiple official Employee official file snap shots to support several major reporting efforts (IPEDS, Faculty Compensation, Staffing)
- Provide support for the target salaries process for all salary increases

### **Training and Professional Development**

- Established Finance and Administration Inclusive Excellence Committee
- Identified Inclusive Excellence courses for staff
- Delivered Ouch Training to address stereotypes and offensive language
- 4 Leadership Development Cohorts held

### **Wellness**

- Personal health coaching for weight loss, nutrition, smoking cessation, stress management, personal fitness
- Wellness on Wheels presented programs at staff meetings, retreats, and special events (2-4 per month) on topics of wellness benefits, weight loss, nutrition, smoking cessation, stress management, personal fitness
- Lighten Up Blue weight loss groups: planned and facilitated 3 eight week sessions and 2 six month sessions: 3 HMSU, 1 Rankin, 1 Welcome Center, 1 Financial Aid
- Wellness Workshops monthly starting in November No-Gain November; Employee Open House at SRC; Blood Pressure; Behavior Change; Office Ergonomics; Managing Stress and Anxiety; Preventing Injuries; Zen of Gardening
- Walking Wednesday: started in January weekly walking group at 12:15pm and 7:30am in summer

- Wellness Challenges: The Daily Mile; Lose-a-Pound Give-a-Pound; training groups for the Crossroads Half Marathon; Mindfulness Month
- Biometric Health Screenings: trained to use OneCommunity administrative site; attended fall 2018 screenings; tracked Tobacco Affidavits; provided resources to employees; address complaints; provided login help to site; worked with Margaret Mary on coding spreadsheets for wellness discount and tobacco surcharge. Planned 2019 screenings including all communications and login support; updated 2020 Tobacco Affidavit
- Freshstart Smoking Cessation: completed free training and certification by American Cancer Society; ordered materials and worked individually with 6 employees.
- EAP program: increased awareness and use of this benefit; managed billing for all services; maintain password protected spreadsheet to track use and billing; 79 referrals in fiscal year
- Established Employee Wellness Committee: recruited members, edited Mission Statement and Purpose, facilitated quarterly meetings

# **INTERNAL AUDIT**

**Sally Hunter, Internal Audit Director  
2018-19**

## **MISSION**

The purpose of the Internal Audit function is to assist personnel in effectively, efficiently, and economically fulfilling their assigned responsibilities by providing objective analyses of the activity reviewed.

## **FUNCTIONS**

- Evaluating risk exposure relating to achievement of the organization's strategic objectives.
- Evaluating the reliability and integrity of information and the means used to identify measure, classify, and report such information.
- Evaluating the systems established to ensure compliance with those policies, plans, procedures, laws, and regulations which could have a significant impact on the organization.
- Evaluating the means of safeguarding assets and, as appropriate, verifying the existence of such assets.
- Evaluating the effectiveness and efficiency with which resources are employed.
- Evaluating operations or programs to ascertain whether results are consistent with established objectives and goals and whether the operations or programs are being carried out as planned.
- Monitoring and evaluating the effectiveness of the organization's risk management processes.
- Performing consulting and advisory services related to governance, risk management, and control as appropriate for the organization.
- Evaluating specific operations at the request of management, as appropriate.
- Coordinating visits and/or inquiries of all compliance and financial outside auditors.
- Serves as liaison between University offices and external auditors.

## **ACCOMPLISHMENTS**

- Assisted the State Board of Accounts by documenting built-in Banner controls over vendor disbursements, inspected controls over Operating Revenue, and confirmed bank and investment balances through confirmations.

- Worked this past year with our New Purchasing policy in conjunction with the Federal debarment and suspension requirements.
- Audited the internal controls of the Community School of the Arts.
- Updated the Master Audit Plan.
- Completed over 40 hours of continuing professional education to maintain Certified Internal Audit and Certified Fraud Examiner certifications.
- Assisted with Department of Defense Memorandum of Understanding renewal process, and application process.
- Assisted with all external audits.

# **PUBLIC SAFETY**

**Joseph Newport, Chief of Police  
2018-19**

## **MISSION**

We are dedicated to providing our community with the highest quality of law enforcement services. We are committed to developing a partnership with the University community, local law enforcement agencies, and the citizens of Terre Haute to provide a safe environment in which we can live, learn, and work.

## **FUNCTIONS**

- Order Maintenance
- Law Enforcement
- Investigation
- Traffic & Parking Services
- Service
- Communications
- Emergency Response
- Clery Compliance

## **ACCOMPLISHMENTS**

- Expanded our Dignitary Protection Program to include a police presence at any mid to high level profiled guest of the University. January 2019.
- Remodeled and refigured the PS Office to Comply with IDACS/NCIC building security standards. Summer 2019
- Fresh paint in the entire department including the front lobby area where we also replaced the worn and unattractive furniture. Summer 2019
- Covered interior office windows with photo graphics adding an attractive appearance to the workplace Summer 2019
- Added new motor vehicles to our fleet
- Completed the updating, publication and testing of the following:
  - a.) Annual Security and Fire Safety Report September, 2019
  - b.) Emergency Response Plan September 2019

- c.) Confirming and replacing the 60+ Building Coordinators October, 2019
  - d.) ISU Police General Orders Manual (continuing)
  - e.) Campus preparedness through semi-annual drills
- 
- Actively participated in the year-long plan to retool the 2019 Homecoming set October 12, 2019
  - Worked with vendors, ISU's OIT Department and Facilities Management in the replacement of the ALERTUS BEACON Pilot Program to the VALCOM Pilot Program. The ALERTUS was not compatible with the existing systems. Transitioning to the VALCOM system will replace the aged emergency classroom phones campus wide within 1-2 years. The Valcom units will tie into a building's existing Simplex Fire Alarm and provides an emergency alert to building occupants. Continuing
  - Developed a revised security plan for the security presence at Hulman Center during the two year construction project.
  - Tweaked our information sharing with campus partners on police reports. This allowed an added layer of review and a more standardized distribution. July 2019



# RISK MANAGEMENT

Sherry O'Neal, Risk Manager  
2018-19

## MISSION

The Office of Risk Management is responsible for minimizing the risk of financial loss to the University through the identification and analysis of risk and implementation of loss control programs.

## FUNCTIONS

- Insurance
- Losses

## ACCOMPLISHMENTS

- Work Statistics
  - Completed applications and secured insurance renewals for 16 lines of coverage.
  - Reviewed 75 unique events with the Special Events Committee and student groups.
  - Reviewed more than 350 contracts for approval of insurance provisions.
  - Participated in 2 Q &A departmental meetings.
  - Participated in EES Grad meeting regarding safety, risk and driving issues.
  - Participated in Faculty Workshops through the Center for Community Engagement
  - Processed 21 notices of auto/liability claims/potential claims and follow-up investigations.
  - Processed audits: workers compensation, workers compensation/flight academy, auto, general liability exposures, group accident and Colorado workers compensation for student clinical placements.
  - Provided 22 verification letters for professional student placements.
  - Addressed/resolved 75 risk/insurance-related issues.
- Major Goals/Projects Achieved
  - Successfully placed auto and general liability insurance with two new providers at a substantially reduced premium from the existing insurer's quote.
  - Successfully completed the FEMA Multi-Hazard Emergency Management for Higher Education course.
  - Participated in a Faculty Development Series session as a panelist and resource for the importance of risk management in building their service learning courses.

# **STUDENT FINANCIAL SERVICES AND E-COMMERCE**

**Domenic Nepote, Associate Vice President for Financial Services  
2018-19**

## **MISSION**

Our mission is to provide fiscal leadership on an on-going basis to the university community in conjunction with existing programming and new initiatives. This encompasses not only the responsibilities of ensuring the fiscal integrity of the institution, accountability, and the stewardship of institutional resources, but also of providing financial services and information to the university community and external clients with the appropriate tools and data to ensure sound financial decisions.

## **FUNCTIONS**

Primary functions of the area include:

- Managing all University receivables and cash collections
- E-commerce development including maintenance, Payment Card Industry (PCI) compliance, and Foundation Office PCI support
- Student account processing including penalty assessment
- Financial counseling/customer service
- Policy/procedure development
- Reporting responsibilities
- Audit responsibilities
- Perkins Loan post-award administration
- Non-traditional program administration
- Various legal and tax responsibilities including contract review/authorization and IRS form preparation
- Title IV compliance regarding cash management responsibilities
- State and University aid compliance and reconciliation
- Travel abroad fee/payment management
- Associated systems implementation and maintenance
- Reconciliatory and fiscal year end responsibilities

Many systems are used to manage these responsibilities and collaboration with other offices is a must. Close interaction with the Offices of Enrollment Management, Admissions, Financial Aid, Residential Life, and Registration and Records, often results in consultation and guidance provided in the development of procedures for these offices and/or deep involvement in their systems development primarily from the assessment and/or e-payment perspective. Responsibility also exists for managing space utilization records and serving as the University liaison for the Barnes & Noble University Bookstore. Contracts & Grants reports to the AVP for Financial Services as well. In addition, at the request of the Sr. VP for Finance & Administration, planning projects are completed, such as income projections associated with proposed new fee structures and/or assessment policies and/or the identification of concerns with initiative proposals.

## ACCOMPLISHMENTS

- Implemented new processing requirements for the 2018 IRS Form 1098T
- Implemented an enhanced version of TouchNet mobile
- Implemented online payment via wire capability (International and Domestic) in the TouchNet student account suite
- Successfully completed the annual assessment and finalized the PCI-DSS Self-Assessment questionnaire
- Performed due diligence on 100+ vendors to ensure PCI compliancy
- Tested upgrades for the following systems:
  - Argos – end user reporting tool
  - UC4 – nightly program scheduling tool
  - Form Fusion – bill template
  - Banner –University’s ERP system
  - CRC – Perkins post-award administrative software
  - JPoint Cashiering – cashiering system
  - Jade – server where Banner application programs are executed and stored
  - ImageNow – document imaging system
  - TouchNet –e-commerce software (e.g., On-line bill, On-line payments, etc.)
  - StarRez – housing lockbox file processing associated with automation of charges
- Banner 9 transformation of forms was completed which removed form/table modifications
- Implemented Banner 9
- Re-wrote and tested hundreds of Argos reports as a result of the Banner 9 transformation of forms and removal of modifications
- Assignment of select Perkins Loans to the Department of Education
- In addition to the above specific examples, that which follows provides a sampling of the types and volumes of transactions completed in 2018-19.
 

– Number of Charge A/R System Transactions	237,239
– Net A/R System Charge Transaction Dollars	\$271.1 million

- Number of Credit A/R System Transactions	146,023
- Net A/R System Credit Transaction Dollars	\$271 million
- Number of Student Refund Transactions	28,755
- Student Refund Transaction Dollars	\$41.9 million
- Perkins Loan Portfolio Managed	\$7.1 million
- Number of A/R Accounts Managed	141,244
- Number of Accounts Receivable Bills	77,570
- Number of Perkins Loan Bills	16,861
- Global Engagement Agreements Approved/Denied/In Process (e.g., South Korea, China, Jordan, Cuba)	7
- Alternative Fee Programs Approved/Denied/In Process (e.g., Educational Leadership IN Principal Institute, Reading Recovery, Sycamore Educators Day)	8
- Recruitment Initiative Agreements	3
- Detail codes created (e.g., new initiatives, new scholarships, etc.)	27
- Book award programs administered	6
- Book award student recipients	1,056
- Book award payments	\$500,457
- Vendor PCI attestations secured	73
- Software PCI evaluations completed	20
- Total Web credit/debit card transactions	49,010
- Total Web credit/debit card transaction dollars	\$28.2 million
▪ Mobile device credit/debit card transactions	3,333
▪ Mobile device credit/debit card transaction dollars	\$2.6 million
- Total ACH payment transactions	5,158
- Total ACH payment transaction dollars	\$9.7 million
▪ Mobile device ACH payment transactions	672
▪ Mobile device ACH payment transaction dollars	\$1.1 million
- Non-web credit/debit card transactions	16,306
- Non-web credit/debit card transaction dollars	\$91,366

## COMMUNITY ENGAGEMENT

The Division of Finance and Administration staff volunteer in many organizations throughout the Wabash Valley including serving in various roles at local churches and schools. Other organizations include:

- 1<sup>st</sup> Street Improvement Plan
- 8-1-1 Dig Radio Operator for utility location services
- Alternative Spring Break
- Alzheimer's fundraising walk
- American Cancer Society Relay for Life
- American Heart Association
- Big Brother/Big Sister volunteer
- Bike Across Indiana for Habitat for Humanity
- Blues at the Crossroads Festival
- Camp Navigate
- CANDLES Holocaust Museum
- Career Fair
- CASA (Court Appointed Special Advocate) for Children
- Children's Theater
- City Stormwater Quality Improvement Plan
- Clay County Food Program
- Clinton Little League coach
- Clinton Optimist Youth Soccer Volunteer
- Community Art Spaces
- Community Climate Action Plan/Carbon Footprinting/Sustainability Committee
- Community Garden Leadership Council
- Community Garden Service Day
- Community Outreach Programs in 12 Points
- Community Theater
- Control Plan for Crow Population
- Creative Learning Center field trip chaperone
- Divorce Care Program
- Downtown Terre Haute / First Fridays
- Effingham Catholic Charities Food Pantry
- Farrington Grove Chorale
- Girl Scouts of America
- Greater Terre Haute Pickle Ball Association
- Habitat for Humanity
- Hospice of the Wabash Valley
- House of Hope
- International Disaster Emergency Services (IDES) food packaging volunteer
- Indiana Special Olympics
- Indiana State University Community Garden

- Indiana State University Federal Credit Union Supervisory Committee
- Indiana State University Foundation
- Indiana State University Laptop Distribution
- Indiana State University Staff Council and Committees
- Indiana State University Student Pantry Donation Drive
- IU Methodist Hospital ICU Volunteer
- Junior Achievement's Let's Get Real Program
- Kiwanis Club Members
- Ladies Hooks & Needles Knitting Group
- League of Terre Haute
- Meals on Wheels
- MNGIE awareness fundraiser
- Montezuma Park Clean Up
- Move-In Day
- Multiple Sclerosis fundraising walk
- Muscular Dystrophy Association
- NAACP
- National Night Out (Law Enforcement)
- Northview Marching Band
- Oblong Children's Home
- Project Help (Marshall, IL)
- Recycling Institutional Coalition Partnership
- Riley Children's Hospital
- Riverscape
- Salvation Army
- Seelyville Fire Department Auxiliary Committee
- Senior Citizen Luncheon
- Serving on the Streets (Christian Youth & Women's Ministry)
- Shop with a Cop
- Special Olympics
- Star Weave Jam for domestic violence
- Susan G. Komen Race for the Cure
- Sycamore Service Saturday
- Terra Foods Blueberry Festival
- Terre Haute Miss Softball America
- Terre Haute Parks and Recreation Department Master Planning Committee
- Thunder in the Valley Triathlon
- TREES Inc. Board Members
- United Way
- United Way Serve the Valley
- Vigo County Diversity Internship Program
- Vigo County Emergency Management Advisory Committee
- Vigo County Parks Department
- Vigo County School Corporation

- Vigo County School Corporation GED Program
- Vigo County Tobacco Cessation Coalition
- West Vigo Community Center
- Women of ISU
- WVRR Mini Marathon Race Support
- Youth Sports Programs