

Indiana State University

Division of  
Finance and Administration

Annual Report  
2019-20



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# **FINANCE AND ADMINISTRATION**

## **ANNUAL REPORT**

### **2019-20**

#### **INTRODUCTION**

The Division of Finance and Administration is comprised of approximately 307 staff employees and 47 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.

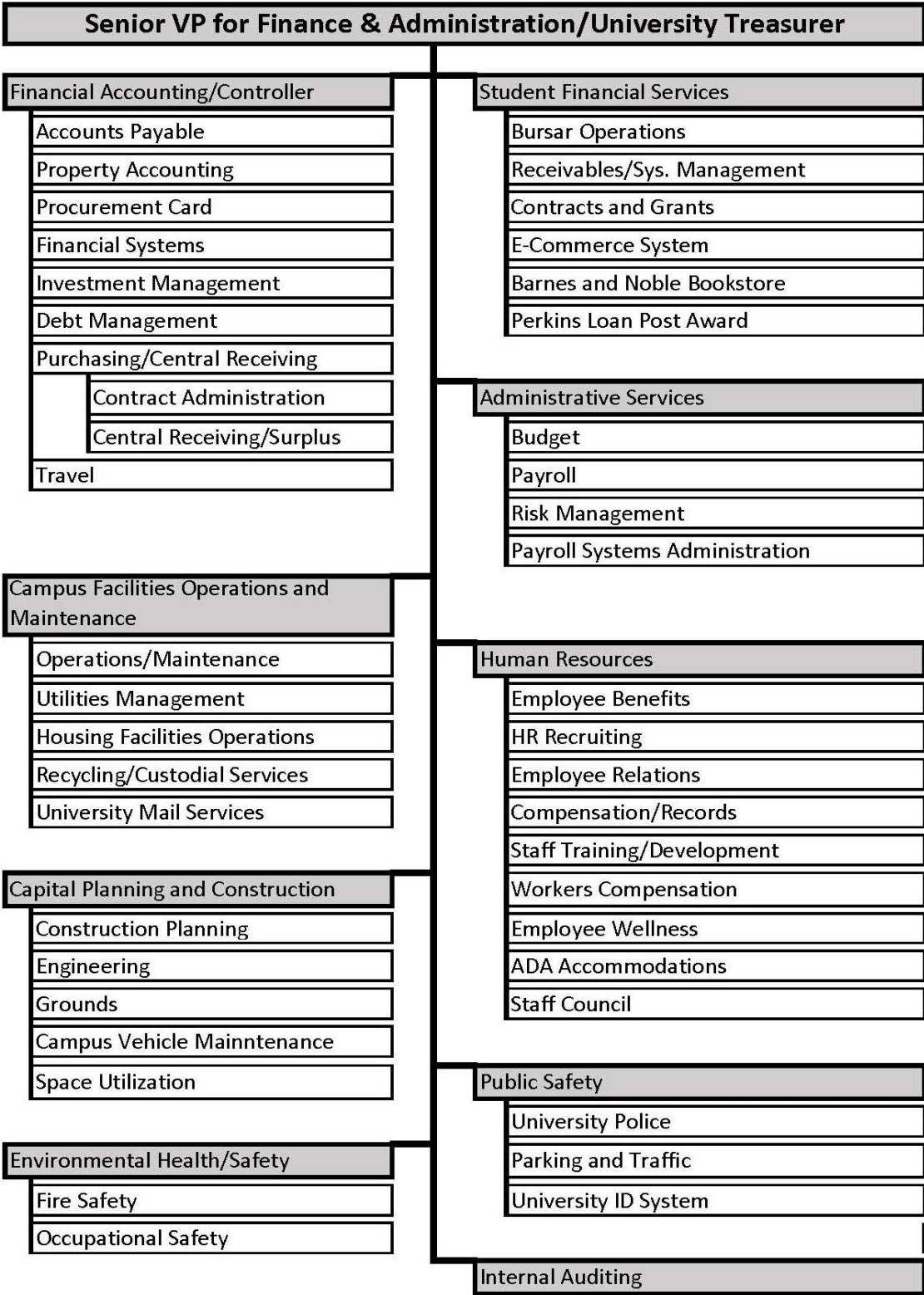
While recent months have reminded us that our expectations can be dashed with amazing swiftness, we also have learned how resourceful and resilient our communities and institutions can be. Indiana State University and its people have approached the problem-solving and financial challenges of this year with purpose and care as together we prioritize the learning experience of our students. That work may have been disrupted by COVID-19, but our mission and purpose remain unchanged.

This annual report is designed to inform constituents of the contribution the Division of Finance and Administration has made to the University. To that end, effort has been made to capture and quantify the more significant services and support that are provided, highlight accomplishments over the past year, as well as demonstrate the management of resources responsibly as we anticipate better days beyond the pandemic.

A handwritten signature in black ink that reads "Diann E. McKee". The signature is written in a cursive style with a large initial 'D' and 'M'.

Diann McKee

Senior Vice President for Finance and Administration / University Treasurer



Effective July 1, 2019

# University Statement of Mission, Vision, and Core Values

## MISSION

We transform the lives of students through a high-quality education infused with experiential learning, community engagement and career-readiness. Our students succeed within a culture of inclusion and support that provides the skills and knowledge to impact Indiana and beyond.

## VISION

We will be the university of choice for students seeking a distinctive, high-quality education highlighted by challenging experiences that prepare our graduates to contribute to the economic vitality and civic and cultural development of their communities and the global society.

## CORE VALUES

- **Learning:** We prepare the next generation of leaders and citizens by providing personalized and transformative experiences that lead to success in the classroom and beyond.
- **Discovery:** We nurture intellectual curiosity and growth through the creation of new knowledge and the joy of enhanced human understanding.
- **Engagement:** We collaborate with our local and global communities to create long-term relationships, connectedness with integrity, and a shared sense of pride.
- **Inclusiveness:** We take action to honor the diversity of individuals, ideas and expressions, ensuring they are genuinely recognized, valued, and lived.

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

**Diann E. McKee, Senior Vice President  
2019-20**

## **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**

Retirements throughout the year included:

Director; Employee Benefits; 43 years of service  
Human Resources Assistant III; Employee Benefits; 31 years of service  
Senior Custodial Supervisor; Facilities Management; 36 years of service  
Custodian; Facilities Management; 32 years of service  
Electrician; Facilities Management; 11 years of service  
Fleet Management Supervisor; Facilities Management; 24 years of service  
Accounting Unit Supervisor; Office of the Controller; 21 years of service  
Director/Chief of Police; Public Safety; 20 years of service



# **BOOKSTORE OPERATIONS: BARNES AND NOBLE**

**Abbe Hendrix, Store Manager  
2019-20**

## **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 Nights
- VIP Event – including root beer floats, popcorn, door prizes, and activities
- Participated in New Faculty Orientation Resource Fair
- Participated in Downtown Terre Haute events including Trick or Treat and First Fridays
- Hosted multiple Game Nights
- Participated in over 6 book events throughout the ISU and Terre Haute Community
- Hosted a Give to Blue Day event partnering with Alumni Association and Annual Giving in their annual Give to Blue Day
- Co-hosted 100 Days to Graduation with multiple offices on campus
- Took part in State Welcome by hosting events at the bookstore the first 5 weeks of the semester
- Partnered with the Office of Communications and Marketing to help provide merchandise for Blue Fridays
- Was an active member of the Licensing Committee
- Celebrated unique holidays throughout the year to drive traffic and awareness of the bookstore including: Frankenstein Friday, Cheese Pizza Day, Friday the 13<sup>th</sup>, Talk like a Pirate Day, Pepperoni Pizza Day
- Participated in ISU Career Fair

- Participated in Vigo County Public Library community days including Family Learning Day
- Hosted multiple egg hunts on campus – 1<sup>st</sup> day of school, Halloween, and President's Day
- Hosted Facebook Contest: Halloween Costume
- Hosted faculty event: Walk the Shelves with Abbe
- Donated 60 books to 14<sup>th</sup> and Chestnut during our annual holiday book drive
- Partnered with Bartleby to host a Candy Bar Day Bartleby Information Event
- Hosted 4 in store Café Sampling Events
- Successfully executed DeStress Events in December
- Partnered with the Office of Communications and Marketing to implement the launch of the new Athletic logo.
- Hosted a Safety Day and partnered with local first responders for Indiana State University Family Day
- Hosted a local author event for Family Day
- Hosted a campus Halloween Party with food, games, and pumpkin carving.
- Supplied material to help with May 2020 Graduation Box
- Worked with students on Spring 2020 rental textbooks return by offering free UPS shipping labels
- Hosted 3 Rental Return Curbside Drop Off events in June
- Worked with orientation team to change our part of resource fair to a virtual resource fair
- Worked with Distance Learning to provide textbooks for Hoosier Energy

# **BUDGET AND PAYROLL**

**Chip Rogers, Executive Director of Administrative Services  
2019-20**

## **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 65,368 pay events in 2019-20 with a total gross payroll of \$108,423,563
  - Issued 5,378 W-2s in 2019
  - Increased electronic W-2 percentage from 43.4% in 2018 to 50.4% in 2019
  - Withheld \$22,509,304 in taxes and timely submitted 72 payments with corresponding federal and state reports
  - Completed 132 wage verifications
  - Processed 957 involuntary wage deductions (child support, wage garnishments, and delinquent tax withholding) resulting in 213 payments to outside agencies
  - Provided six training sessions to student supervisors and graduate assistants on Kronos timekeeping procedures
  - Processed over 781 capital project invoices & requisitions via check requests, purchase orders and procurement card transactions; approximately \$56M in capital project expense flowed through Plant Fund programs
  - Applied 1,339 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, reallocations, transfers and separations
  - Audited samples from over 970 employee salary records in the University's Salary Book for reporting accuracy
  - Compiled exempt & non-exempt employee FTE (1,113) and salary data (\$55.8M) for comparison purposes from the Budget Office to the Human Resources Staffing Report to ensure reporting accuracy
  - Assisted 20 auxiliary/designated units with approximately 88 departmental budgets totaling \$93.2 million
- **Major Goals/Projects Achieved:**
  - Successfully completed a 941 IRS audit by completing several information requests (IDRs) for detailed payroll and benefits information for the audit period of 2018.

- Built and implemented new payroll leave codes to track employees utilizing Emergency Paid Sick Leave, Emergency FMLA, and Emergency Paid Sick Caregiver Leave as part of the federal Families First Coronavirus Response Act (FFCRA).
- Tracked, paid and reconciled Federal Work Study payments to student employees per the U.S. Department of Education guidelines when student were forced to leave campus during the COVID-19 pandemic and could no longer work.
- Added new comment code to Kronos and provided instructions to campus on how to accurately report time spent completing COVID-19 health assessment prior arriving on campus.
- Upgraded Kronos to version 8.1.4 removing Adobe Flash requirement.
- Successfully coordinated and transferred payroll processing to a remote process due to University moving to remote work during the COVID-19 pandemic.
- Upgraded Kronos clocking system to Teletime IP providing new features to campus departments utilizing phones for time reporting.
- Fully integrated Budget Development in Banner Self-Service into our annual budget process for ALL auxiliary/designated areas during the FY20 budget cycle. These areas now enter their budget into Banner Self-Service and, once reviewed by the Budget Office, it is then uploaded directly into Banner as part of detailed budget procedures.
- Assisted Student Affairs with the establishment of a new budget for the Health & Wellness Fee.

# **CONTRACTS AND GRANTS**

**Sarah Ber, Director of Contracts and Grants  
2019-20**

## **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 FY20 we requested the setup of 55 indexes for external projects that have been awarded to Indiana State University.
- Indiana State University recorded \$270,152 in Indirect Cost Recovery for FY20 F&A recovery

- Indiana State University recorded \$6,516,205 of externally funded grant costs during FY20.
- FY19 2CFR200 Uniform Guidance Single Audit with an unmodified opinion & no findings
- Reviewed Federal Regulations & requirements for cash management related to CARES Act funding received from the US Department of Education during FY20
- Transitioned grant processes and procedures to a remote work environment while maintaining Internal Controls.
- Scholarship Payment Process from externally funded grant awards was refined for implementation in Fall 2020
- CRC Upgrade testing
- Began draft of FY19 IDC Proposal to determine next steps for FY20 IDC proposal due to HHS in FY21.

# ENVIRONMENTAL HEALTH AND SAFETY

David Ellis, Director and Radiation Safety Officer  
2019-20

## 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

- Fire Safety
  - Property Conservation
    - Inspection/Testing/Maintenance of fire protection systems (pre-action/wet/fixed)
    - Fire Pump Testing
    - Post-Indicator Valve Inspections
    - Sprinkler Valve Inspection
    - Portable Fire Equipment Inspections
    - Hot Work Permit System
  - Life Safety Building Evaluations
  - Provide inspection and testing records to property insurer, state and local fire agencies
  - Acceptance testing for new fire protection systems



- Occupational safety
  - Accident Investigations
    - OSHA 300 Log
  - Safety Training
    - Bloodborne Pathogen
    - Hazard Communications
    - Powered Industrial Trucks
    - Safe Lifting and Stretching
    - CPR/AED
    - First Aid
    - Aerial Lifts
    - General Electrical Safety
    - General Safety Awareness
    - Heat Illness Prevention
    - Cold Weather Safety
    - Concrete inspections for evaluation of trip hazards and recommendations for repairs
  - Personal Protective Equipment, maintain inventory and distribute
  - Collection and disposal of biohazardous waste
  - Vocational shop evaluations and exposure assessments
  - Ergonomic Evaluations
  - OSHA Program Compliance: bloodborne pathogens; hazard communication, lockout/tagout; confined space entry; respiratory protection; walking and working surfaces; powered industrial trucks; etc.; personal protective equipment
  
- Laboratory Safety
  - Update and maintain chemical hygiene plan
  - Laboratory safety evaluations
  - Laboratory safety training
  - Art studio safety evaluations
  - Art studio safety training
  - Review grant proposals
  - Annual activation of 100 eyewash and safety shower units
  - Over 25 research and teaching laboratories were formally inspected
  - Annual inspection and flow test of 100 chemical fume hoods
  - Member of ISU Biosafety Committee
  
- Environmental/Radiation Safety
  - Waste management activities for hazardous, universal, and special waste
  - Asbestos
    - Inspection and assessment
    - Manage abatement activities for renovations, demolitions, and maintenance activities

- Prepare asbestos abatement specifications
- Provide abatement oversight including visual inspections, collection, and analysis of air samples
- Indoor Air Quality Evaluations
  - Measure ventilation efficiency
  - Evaluate contaminant sources
  - Conduct environmental sampling
  - Recommendations for corrective action
- Environmental due diligence for property acquisitions
- Environmental regulatory compliance

## ACCOMPLISHMENTS

- Monthly and annual inspection of 800 portable fire extinguishers
- Monthly inspection of 350 fire protection control/section sprinkler valves
- Weekly and monthly inspection 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
- Final inspection and acceptance testing of fire protection/alarm systems installation in Fine Arts
- Monthly and annual operational/churn testing of 6 stationary fire pumps
- Completed repairs to 30 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, 1 energen clean agent extinguishing system, and 1 Sapphire System in Rankin Hall
- Conducted annual fire extinguisher training – 3 groups
- Issued and checked over 72 hot work permits
- Conducted semi-annual fire safety inspections in all campus buildings
- Conducted 6 occupant load surveys requested by Registrar to regulate classroom size in accordance with building fire code
- We distributed approximately 68 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 898 employees training on a variety of occupational safety topics
- Conducted 7 ergonomic evaluations
- Performed 45 accident investigations
- Completed a summary of all work related injuries/illnesses sorted by individual's University status and cause of incident
- Turned in 2 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 Hulman Memorial Student Union

- Working with Grounds and Residential Life on a Safety Training Matrix for each area
- Completed 10 online training programs through USI Risk Management Center with Student Employment, HMSU, and Facilities Management
- Made 17 biohazardous waste pickups on campus
- Performed 9 COVID-19 worksite safety evaluations
- Secured PPE for essential personnel during COVID-19 closure
- Assisted with COVID-19 educational materials/posters and social distancing decals and distributed to campus
- Annual activation of 100 eyewash and safety shower units
- Over 25 research and teaching laboratories were formally inspected
- Annual inspection and flow test of 100 chemical fume hoods
- Hulman Center Renovation Abatement, completed project in November 2019 which included oversight, air monitoring and analysis, and clearance inspections
- Waste disposal for the year included:
  - 1160 pounds of hazardous waste
  - 1912 pounds of special waste
  - 104 pounds of biohazardous waste
- Universal waste recycled included:
  - 6904 individual fluorescent and HID lamps
- Prepared and submitted annual Hazardous Waste Report to Indiana Department Environmental Management

# FACILITIES MANAGEMENT

**Bryan Duncan, Executive Director, Capital Planning and Construction**  
**Jim Jensen, Executive Director, Campus Facilities Operations and Maintenance**  
**2019-20**

## 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:**
  - Provide graphics for various departments needing drawings of campus and various building from our CAD history file.
  - Provide drafting, design services.
  - Create record documents of all campus facilities.
  - Assist Facilities Management computer users with computer hardware and software selection and installation, and troubleshoot computer issues.
  
- **Construction and Planning Services:**
  - Provide planning services for numerous major capital construction projects on campus annually.
  - Prepare cost estimates of construction projects.
  - Administer contract management between outside consultants, architects, and engineers and the university.
  - Total preparation of construction documents.

- Oversee the bidding process for over 50 projects annually (NOTE: over \$300,000,000 alone of Capital Improvements have occurred since the 2009 Campus Master Plan was accepted).
  - Project warranty review and compliance.
  - Code enforcement review.
  - ADA compliance issues in upgrading existing facilities as required by law.
  - Full time construction inspection of all major and minor construction projects on campus.
- **Custodial Services:**
    - Maintain 2,500,000 sq. ft. of academic and service areas, prioritized by needs
    - Prioritized needs include 24-hour custodial coverage 5 days a week and 8 hours on weekend days.
    - Provide additional cleaning of restrooms and classrooms where evening and weekend classes are held.
    - Focus on high profile needs areas such as Child Care, School of Nursing, and Student Service Center.
    - Handle campus emergency cleanups (i.e. bodily fluids, water and fire damage, graffiti removal, bird droppings, rodent removal).
    - Assist grounds crew during heavy snow times.
    - Assist craft areas with special project needs, such as demolition of walls and ceiling tile installation.
    - Maintain over 70 active employee personnel files and provide over 2, 000 individual time record verifications annually.
    - Purchase equipment and cleaning supplies for all building areas.
    - Maintain storeroom for cleaning supplies with MSDS information for each item.
- **Events Moving and Setup:**
    - Provide nearly 1,000 departmental moves and event setup annually.
    - Assist University Waste Management/Recycling when employee shortages occur.
- **Grounds Maintenance:**
    - Landscape Maintenance: Renovate planting beds, mulch, irrigate, de-weed, and control campus debris.
    - Turf Management: Cut lawn areas, control weeds, spraying, fertilizing.
    - Landscape Development Services: Prepare in-house design, select plant materials, irrigation design.
    - Campus Tree Planting Program: Select/plant Memorial trees, provide pruning, and tree maintenance.
    - Snow Removal: Snow removal, de-icing, and installation of abrasives at entries, and street crossing.
    - Parking Lot Maintenance: Clean, sweep, paint striping, and crosswalks, install signage, bumper blocks, and open and close lots for events and service.

- **Office Management Services:**
  - Process **6-8,000** Service Requests, and 75 Work Orders annually (including material invoice/billing records, and time sheets).
  - Assemble, process and distribute project specifications to Purchasing for bidding (approximately 150 projects annually).
  - Using BANNER place approximately 2,750 requisitions on line annually.
  - Process pay notifications to Controller's Office for all departmental purchases.
  - Open, process and distribute departmental mail daily.
  - Distribute in excess of 3,000 campus keys annually, plus prepare the associated tracking paperwork.
  
- **Operations and Maintenance (HVAC / Heating / Plumbing / Refrigeration / Energy Management / Carpentry / Painting / Locksmithing / Electrical):**
  - Emergency response to building general construction and systems emergencies (broken windows, doors, water pipes, floods, stools, and urinals).
  - Emergency response to refrigeration, air conditioning, and temperature control emergencies.
  - Maintenance of building general construction.
  - Maintenance of building systems of over 220 individual building systems.
  - Maintenance and operation of central chilled water plant and operation of Dede Fountain.
  - Maintenance and operation of Dede Fountain.
  - Maintenance of department-owned equipment (environmental chambers, water treatment, autoclaves, etc.).
  - General construction renovation and rehabilitation projects.
  - Cabinetmaking.
  - Locksmithing (Key Issuing, and Security).
  - Provide assistance to other departments such as installing telecommunications cabling.
  
- **Remote University Properties Operations and Maintenance:**
  - Provide general maintenance for six remote properties in Vigo and Clay Counties; Kiewig Nature Preserve, Blue Stem Prairie, Landsbaum Property, ISU Brazil Field Campus, WISU, and Pseudocarpis pond.
  
- **University Fleet Management Services (Motor Pool):**
  - Service 108 departmental, 81 crafts, and 7 Motor Pool vehicles annually (196 vehicles total).
  - Process 3,600 reservations annually for Motor Pool vehicles.
  - Pump fuel, and provide cleaning, and vehicle preparation services prior to each reservation.
  - Track accidents, gasoline use, and maintenance costs for each vehicle, by department.
  - Submit billings to individual departments for use of Motor Pool vehicles.

- **University Mail Services:**
  - Process approximately 720,000 pieces of bulk rate mailing annually from University departments (includes addressing, labeling, tabulating, folding, and inserting).
  - Sort, pickup, deliver 1.8 million pieces of campus mail, and U.S. Postal Service mail annually.
  - Process mail billing statements and deliver to University departments.
  - Provide ‘to your building’ deliver of campus mail and U.S. Postal Service mail two times daily.
  - Operate a Postal Kiosk Unit for the entire campus and downtown community.
  
- **University Central Heating Plant:**
  - Provide reliable steam for cooking, heating, and providing hot water for over 4,000,000 sq. ft. of campus, 24/7.
  
- **Central and Satellite Chilled Water Plants:**
  - Provide cooling for 28 buildings on campus totaling over 2 million square feet (over 6,800 tons of cooling load). These two plants provide and distribute chilled water through an extensive chilled water loop system that runs throughout campus. All other campus buildings have their own (stand-alone) cooling sources. Both plants collectively can provide up to 9,800 tons of cooling and additional buildings will be connected in the future.
  
- **Waste Management:**
  - Provide waste/recycling services to all academic and service areas on campus, as well as outdoor areas.
  - Continue to realize annual landfill savings of approximately \$40,000 (through diversion of waste to recycling).
  - Promote the University with educational tours and presentations about recycling.
  
- **Housing Facilities Operations:**

Housing Facilities Operations has successfully completed its first year as part of the Facilities Management group. We are responsible and committed to the management of maintenance, custodial, special events and projects operations for over 1,300,000 square feet of 24-hour Residential Halls, Dining, and meeting areas in 20 residential and dining buildings. These include over 4,000 student beds in UA South, 500 Wabash, Mills, Blumberg, Cromwell, Rhoads, Burford, Pickerl, Erickson, Hines, Jones, Sandison, Reeve, Lincoln Quad, and UA North. In addition, Lincoln and Sycamore Dining, 9 restaurants, and retail spaces kept operational. This is accomplished with over 70 fulltime skilled and unskilled employees and numerous temporary workers at peak periods. We are committed to providing and maintaining safe quality residential facilities, services, and environment which enhances Indiana State University’s mission of teaching, research, lifelong learning, public service, and commitment to inclusiveness, in support of our student, faculty, staff, visitors, and the entire community of Terre Haute.

## ACCOMPLISHMENTS

### Facilities Management:

- The Covid 19 Pandemic created many challenges for our campus this FY and ISU's Facilities Management and Housing Facilities Operations teams continued to function and maintain buildings and services. This occurred as many ISU staff on campus worked from home for several months. We also provided PPE and many other services to campus as we prepared for the return of many faculty, staff and students. Installation of Plexiglas, hand sanitizer stations and supplies, signage and many other Covid 19 related tasks were accomplished without fail.
- 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 sent 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 prior to halting these activities in March due to the Covid 19 pandemic.
- 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.

15 major projects were completed, worth over \$17.2 million. Larger projects include:

Central Heating Plant- Masonry  
Condit House- Re-roof  
Fine Arts Renovation  
Gillum Hall- Lighting Upgrade  
HMSU- 8th Flr. Renovation  
Holmstedt Hall- South Entry Lobby  
Housing- Storage Building  
Hulman Center- Asbestos Abatement  
Landini Center/New Theater- Fire Alarm  
Root Hall- Restroom Renovation  
Science Bldg.- Southwest Entrance  
Sycamore Towers- Emergency Generator  
Technology A- Reroof  
University Apts.- Emergency Generator  
University Apts.- South II Windows



## **Housing Facilities Operations:**

Housing Facilities Operations has successfully completed its second year as part of the Facilities Management group. This year we are facing and will overcome the challenges of budget and staff reallocations, and the immense challenge of Covid 19, to provide the environment for student, staff, and the entire Indiana State University community's success. We are responsible and committed to the management of maintenance, custodial, special events and projects operations for over 1,300,000 square feet of 24-hour Residential Halls, Dining, and meeting areas in 18 residential and dining buildings. These include over 4,000 student beds in UA South, 500 Wabash, Mills, Blumberg, Cromwell, Rhoads, Burford, Pickerl, Erickson, Hines, Jones, Sandison, and Reeve. In addition, Sycamore Dining, 9 restaurants, and retail spaces kept operational. This is accomplished with over 60 fulltime skilled and unskilled employees and numerous temporary workers at peak periods. We are committed to providing and maintaining safe quality residential facilities, services, and environment which enhances Indiana State University's mission of teaching, research, lifelong learning, public service, and commitment to inclusiveness, in support of our student, faculty, staff, visitors, and the entire community of Terre Haute.

Housing Facilities has received and responded to 13,282 work orders in the past year with a 96% completion rate. 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:

### **MAINTENANCE**

- UA South Unit I Window Project
- Burford 111 Staff Apartment Renovation
- Hines 1015 Staff Apartment Renovation
- UA South Unit I - 110 Staff Apartment Upgrade
- Hines Lower Level Meeting Room Renovation
- Housing Facilities Operations Storage Building Project
- Sycamore Dining Project
- Sycamore Lower Level Office Space Renovation
- Lincoln Quad Water Softeners Removal
- Card Access to Reeve East and West
- Designed and Built Mailbox Enclosures for Reeve East/West
- Installed Barriers for Sodexo (Covid 19)
- Installing Barriers for Res Life Areas (75% complete)
- Conducted PPE/Covid 19 Training

## **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, and Reeve.
- 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 45 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.
- Participates in recycling programs.
- Purchases equipment and cleaning supplies.
- Manages the storage, care and repairs of cleaning equipment and furniture.
- Manages inventories and responsible for deliveries.
- Manages all MSDS files of all products in use and/or previously used by the department.
- Inventories, unloads, and takes responsibility for deliveries.
- Responsible for all Special Event set up and tear down.
- Cleaning, disinfecting, and sanitizing quarantined and isolation rooms from Covid 19.
- Procure special PPE and provided training and guidelines for preparation for Covid 19

# **FINANCIAL ACCOUNTING**

**Jeff Jacso, Associate Vice President and Controller  
2019-20**

## **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**

- Worked with OIT to identify Banner Self Service modifications and, with Payroll collaboration, began discussions regarding requirement for the Direct Deposit functionality and needed modifications to the new baseline. OIT is currently looking at how to meet those needs.
- Worked with JP Morgan Chase (JPMC) to roll out a single-use credit card program. Identified target vendors and created data interfaces to send transaction data to JPMC and receive acknowledgement and reconciliations files for integration with ISU systems.
- Developed reports and dashboards for Blackboard Finance. Worked with OIT and Institutional Research to modify reports for software updates.
- Participated in and supplied data in compliance with IRS 941 Audit. The audit examined AP files, 1099 reports and payroll records. There were no findings.
- Finalized implementation of Chrome River travel system and transitioned to a support mode for ongoing training and maintenance.
- Utilized Chrome River reporting to identify current and pending travel and manage those activities when the pandemic lockdown began.
- Major website updates to refresh content.

- Implemented dual control for approval of daily bank ACH files with First Financial Bank.
- Updated positive pay to use vendor name with to compare to the physical check as a further security measure with First Financial Bank.
- Assisted with University Accreditation project.
- Established modified procedures for approval and processing of daily tasks as a result of the pandemic lockdown. This enabled us to continue with all office functionality while minimizing staff on campus. We were able to collaborate with all other departments on campus and all movement of paperwork, including getting approvals, was completed electronically.
- Assisted Purchasing with creation of new reports to comply with revised state requirements for reporting minority and women business impact.
- Additionally, below is a sampling of the types and volumes of transactions completed in fiscal year 2020.

Invoices	49,440
– Parent Plus Refunds	1,292
– Student Refunds	37,421
– Travel Reimbursements	3,642
– Agency Vouchers	44
– Other	7,041
Journal Vouchers	16,698
– Budget Transfers (BA)	2,261
– Intramural Vouchers (IV)	2,207
– Other	12,230
Encumbrances	4,542
– Travel Authorizations	2,511
– Purchase Orders	1,671
– Agency Purchase Orders	360
Disbursements	47,848
– Checks processed	19,098
– Direct Deposit payments	28,674
– Wire Transfers	76
1098-T Tax Forms processed	15,621
– Printed and Mailed	13,792
– Digital Image	1,829
Other Activities	---
– 1042-S Tax Forms	52
– 1099 Tax Forms	557
– Direct Deposit Accounts added or updated	3,157
– Student inquiries regarding 1098-T form	200+
– Tracked Construction Projects (by Index)	25
– Physically Inventoried Assets of 50 Departments on Campus	8,932
– Verified Asset Inventory of 42 Departments on Campus	2,904
– Managed / Tracked Assets	18,714
▪ Including Depreciation Schedules for	5,797

- Managed Pro-Card contracts consisting of	---
▪ Transactions	25,803
▪ Total Purchases	\$10,052,451
▪ Earned Rebates	\$183,183

# HUMAN RESOURCES

**Richard Enyard, Executive Director for Human Resources  
2019-20**

## 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**

- There was no increase in Health rates for 2020 for either plan
- ISU's first year with our new Vision provider METLIFE and has seen little disruption
- Hired two new employees and training is going well
- Two of our benefits employees received a Certificate in Contact Tracing from John Hopkins
- Helped develop processes and procedures for
  - Employee's Daily Health Assessments (Phone and Qualtrics)

- Contact Tracing and daily reporting
- Emergency Paid Sick and FMLA electronic request form
- Temporary Employee Accommodation Request
- Helped develop and update FAQ's for Sycamores Back on Track and updated processes and procedures for website while physical campus was closed
- Continued working to develop Employee Benefits Training Guide for Employees and Student staff
- Developed electronic request forms for FMLA and ADA and plan to go live in the near future
- Employee address updates and file audits (Life Insurance, Health Plan, etc) were completed in the spring
- Benefits Webpage was reviewed for updates which is still ongoing.

### **Compensation and Records:**

- Updated ESOC codes for all staff
- Revised Skill Codes and updated all staff to new nomenclature
- Revised PCLS Code structure on Banner to an easily assignable structure
- Transitioned Performance Evaluations back to Compensation area
- Learned the day to day tasks of Compensation and Records Manager as well as annual tasks such as CUPA and AAUP surveys, Target Salary calculations, Performance Evaluations
- Completed two World at Work exams and ready to sit for third

### **Employment**

Primary Functions of Employment:

Assist hiring departments with the Applicant Tracking System that is used for recruiting and hiring activities, including job postings, applications, background checks and reference checks. Train search committee members and hiring managers on hiring procedures and how to use the Applicant Tracking System.

- During the fiscal year of 2019-2020, the following activities were accomplished through ATS:
  - a. Total of 1,992 applications of which 281 were faculty and 1,711 were staff.
  - b. Total of 291 positions posted of which 98 were faculty and 193 were staff.
    - i. Faculty – 98
      1. Regular Search: 15
      2. Direct Hires: 83 (mainly part-time lecturers)
    - ii. Staff – 193
      1. Regular Search: 103
      2. Direct Hires: 90 (mainly part-time positions)
  - c. Total of 389 hiring proposals processed as follows:
    - i. Faculty (full time and part time) – 126

- ii. Staff: 263
- d. Below is the average time a posting takes from the time it is posted to the time it is moved to the filled status, broken down by job type. Please note that the posting is not moved into filled status until the new hire begins working.
  - i. Faculty – 56 days
  - ii. Staff – Exempt & Non-Exempt 57 days

The average time a posting stays in HR’s queue before it is approved for posting is one day.

- Applicant Training sessions were held in November 2019 and 17 people attended (Administrative Assistants, Dean’s Assistant and Academic Affairs representatives).
- Human Resources collaborated with the Office of Equity, Diversity and Inclusion to provide search committee trainings.
- Submitted 17 new hire reports to the State of Indiana.

### **Employee Relations**

- Bi-weekly orientation (approx.. 26 sessions for FY)
- Unemployment Billing statement (12 monthly statements) categorizing employee class, department, job title, responsible acct. to bill charges
- Unemployment claims submitted to DWD
  - Student claims online: 142
  - Faculty/staff claims online: 118
  - Various fax/paper claim submissions: 90
- Employee Recognition Brunch for 4 University Medallion recipients and 138 Years of Service Milestones
- Drug Free Notifications
  - Annual Notifications to 4,298 employees
  - Monthly notifications to 1,291 new employees
- Annual Fire and Safety notification to 4,297 employees
- 9886 entries into ImageNow and Banner PPACMNT for DFN and ASFSR notifications
- Employee evaluations (with MM training/assistance for last 3 months)
  - Introductory 2019; 131 total reviews
  - Introductory 2020; 64 total reviews
  - Annual 19-20; 972 reviews
  - Annual 20-21; 1,069 reviews
- Disciplinary action letters; 80 write-ups written/issued
- Grievance Appeal Committee Recruitment and Training of new committee of 39 members
- Policy review Committee member; submitted edited notes suggestions to PP reviews of 17 assigned policies with a 55 page submitted report to Dr. Enyard
- There are 211 employees (faculty and staff) utilizing remote work due to COVID-19.
- Developed and implemented COVID-19 Guidelines and FAQ’s.



## **Training and Professional Development**

Total number of employees have completed the Supervisory Certification and Leadership Certification via SkillSoft or in class:

Supervisor Certification Training- 229 (offered on SkillSoft)

Leadership Development Certification- Program implement on 9/2017 - 144 certified (95% is in class with the last 5% of the content is delivered on-line). We provide 6 months of content re-enforcement.

New Employee Training- 597 (July 1, 2019 to current)

How many employees completed some sort of training this past year either face to face or with skill soft or other on-line training?

Ouch! Diversity Training- 320

Leadership Team Development - 37 (in-class room training)

New Employee Orientation – 84

Branch "Scholarship" Training – Custom content in SkillSoft - content was updated in 2/2020. Due to the Covid-19, it has impacted training 17 have completed and 114 have been assigned.

The information below represent usage from Skillsoft. Just as a reminder, students have access to Skillsoft as well, therefore, the numbers are a mix of students and staff. Skillsoft houses all required new employee training, student certifications and other co-curricular assessments. There are several faculty that use the content to augment coursework. Most employees use Skillsoft for personal development.

### **2019**

July - 585

August – 1,391

September -1,978

October – 1,179

November - 885

December – 766

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

- Chaired bi-weekly employment meeting group consisting of:
  - Benefits
  - Compensation
  - Employment
  - Academic Affairs
  - Student employment
  - Budgets

- Payroll
- Reviewed of Banner releases and communicate to employment area for review
- Completed the 2019 Target Salary process in the absence of a compensation manager
  - Made 5 process improvements to streamline the process.
- Reviewed and prepared Vets Data so the Office of Inclusive Excellence could submit the federal report
- Provided oversight and preparation of three official file captures done Sept 25<sup>th</sup>, Nov 1<sup>st</sup> and Feb 1.
- Completed the Staffing report in the absence of a compensation Manager
  - Provide 4 process improvement enhancements during this time to streamline the process for future years
- Completed the annual salary increase process for all Staff employees in the absence of a compensation manager.
- Reviewed yearly regulatory releases for Banner and Evision product so ISU could produce the annual ACA files to employees and the government.
- Prepared Annual Affirmative Action data so it could be review and sent to our third party partner.
- Participated in the review of Affirmative Action reporting review.
- Provided in depth review of the Banner product to see if the product could be reconfigured to house the necessary classification codes to meeting the Affirmative action initiative.
- Provided guidance to the HR on how to reconfiguration Banner so we can provide more detail classification of management groups and ESOC codes.
- Wrote supporting audit reports to assist in the setup and configuration to ensure all personnel had been convert to the new format
- Rewrote the Affirmative action reports to include the new classification fields.
- Provided oversight on employment projects that require OIT task
- Provided process improvement suggestion for ImageNow processing
- Reviewed HR/employment/Benefit budgets to allocate funding to purchase new equipment for the HR/Benefit area as well as provide funding for the upgrade of the Conference rom.
  - Work with OIT to ensure equipment was ordered and installed. Well still waiting on OIT to configure the work stations and deliver them.
- Provided remote assistance for staff during the Covid-19 remote work period.
- Perform normal production support for the employment areas processes.
- Converted/maintain HR/Benefits/Employment web site for accuracy
- Served on the Data security committee
- Served on the ACC advisory committee
- Served on the Portal advisory committee
- Served on the Argos advisory committee
- Performed TDX help ticket support and resolution for items that affect the Finance and Administration area
- Produced the annual Salary book and distributed it to the Library

## Wellness

- Wellness Workshop Hosted 8 workshops (two virtual). Topics based on aggregate health results to meet the greatest health and wellness needs of employees.
- Wellness presentations Planned and presented 6 “Wellness on Wheels” to department and college meetings. Topics based on employee needs and interests.
- Programming to increase physical activity: Walking groups, Pickleball, program partner with Physical Therapy students, 2 K Tuesday program partner Purdue Extension, online challenges, weight training program with PE faculty and students, STATE crossed the state challenge, Flu Shots Feb and fall 2020
- Programming to support mental health: Mindful Mondays(weekly video meetings March-present), online challenge, Yoga and Meditation programs partnered with SRC and Student Counseling staff members
- Programming to support financial health: TIAA monthly webinar promotion; on campus and virtual programs with TIAA representative
- Programming to support employees who wish to lose weight: Lighten Up Blue (3 weekly meetings meeting online since March), Lose a Pound Give a Pound challenge; online challenge
- Managed EAP program and over 90 referrals
- 2019 and 2020 Wellness screening: communications, registration, trouble shooting, partnering with Union Hospital, reporting and individual employee and spouse assistance.
- Cessation support and programs for 41 employees on Cessation Roster

# **INTERNAL AUDIT**

**Sally Hunter, Internal Audit Director  
2019-20**

## **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.
- 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 and compliance of Child and Adult Food Program.
- Reviewed Residential Life transactions and financial processes to ensure adequate internal controls exist over housing processes.
- Updated the Master Audit Plan.
- Assisted with compiling information needed for the Federal Compliance section of the Higher Learning Commission report.
- Completed over 40 hours of continuing professional education to maintain Certified Internal Audit and Certified Fraud Examiner certifications.
- Assisted with all external audits.

# **PUBLIC SAFETY**

**Michele Barrett, Chief of Police**  
**2019-20**

## **MISSION**

Indiana State University Public Safety supports the mission and core values of the University by preserving a safe environment for students, faculty, staff, and visitors with respect for others and for the law. We promote safety and enforce laws guided by our commitment to relationship-building and collaboration within our diverse community.

## **FUNCTIONS**

- Law Enforcement
- Investigation
- Traffic & Parking Services
- Service
- Communications
- Emergency Response
- Clery Compliance
- General Order Maintenance
- Community Service Officer program
- Building Coordinator Plans

## **ACCOMPLISHMENTS**

- Created a new mission statement with input from University of Communications.
- Hired 4 new officers, 1 new dispatcher, and 1 new parking assistant.
- New ENS system installed in all academic buildings to replace the old phones in classrooms.
- Revamped FTO program and implemented a new FTO supervisor, Lt. McCollough.
- Updated 15 chapters in our General Orders Manual.
- Introduced a foot patrol project in the Residence Halls, SRC, Cunningham Memorial Library, & The Commons.
- Implemented 12 hour shifts for the patrol officers.
- Updated the conference room with equipment to host Zoom & Skype meetings.
- Reaccredited through IACLEA.
- Presented an Annual IACLEA Drill concerning Man with a Gun Incident to the President's Cabinet.

- Developed Virtual Student ID process for the 20-21 school year.
- Completed and updated the Emergency Response plan (9/2019).
- Completed and updated the Annual Security Report (9/2019).
- Updated all 60 Building Coordinator Plans (10/2019).
- Parking Garage Permit Changes for 20/21- Student Garage permit & Staff/Faculty Garage permit.
- Received grant money from Drug Free Vigo County to pay for off duty local law enforcement officers to assist ISUPD with the changes to Tent City at 2019 Homecoming.

# **PURCHASING AND CENTRAL RECEIVING**

**Kevin Barr, Director  
2019-20**

## **MISSION**

The Purchasing and Receiving Department has been charged by the Board of Trustees with the responsibility for the procurement of all materials, equipment, supplies, contracted services, central receiving and the disposal and sale of surplus materials and equipment.

## **FUNCTIONS**

- The procurement and contracting for goods, services, and consultants.
- The management and disposal of surplus items.
- The central receiving of shipments.

## **ACCOMPLISHMENTS**

- Increased minority and women owned procurement.
- Created a successful web site for selling surplus items.
- Improved and maintained the Company Processing System – loading State of Indiana Certified MWVBE database quarterly.
- Improved and maintained the Subcontractor Tracking System.
- Hired and trained a new Purchasing Assistant.
- Supplied data for the State of Indiana Disparity Study.
- Reported quarterly to the State of Indiana Governor's Minority/Women/Veteran Owned Business Committee.
- Participated in the Mid-State on-line Minority Conference.
- Participate in Black Expo's on-line Minority Conference.
- Participated in the State of Indiana IDOA on-line conference.



# **RISK MANAGEMENT**

**Sherry O'Neal, Risk Manager  
2019-20**

## **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
  - Review current insurance coverage relative to changing risks to be sure there are no gaps in coverage.
  - Participate in the selection of insurance brokers and carriers.
  - Direct insurance negotiations.
  - Place insurance coverage in appropriate amounts with financially stable companies to adequately cover the various exposures to the University.
  - Manage insurance programs including property, commercial liability, professional liability, educators legal liability, auto liability, commercial crime/fidelity, cyber liability, multimedia liability, foreign general liability, aviation/flight school commercial package, group accident, surety bonds, and workers compensation.
  - Meet with field engineers to review/update/eliminate recommendations from inspections in an effort to gain favorable underwriting for property insurance premiums.
  - Meet with liability risk control specialist annually to tour areas of campus that may pose higher risk exposure and determine ways to mitigate those risks when possible.
  - Obtain certificates of insurance when required for off-campus entities.
  - Verify certificates of insurance from outside vendors and groups who use our facilities.
  
- Losses
  - Investigate loss reports and initiate claims with insurers.
  - Request spending authority for emergency operations after a loss.
  - Coordinate recovery efforts after a loss, tracking information for completion of claims.
  - Coordinate and supervise the activities of outside regulatory investigative or insurance-related agencies.
  - Provide an accounting summary of financial impact.
  - Review procedures following a loss to determine if updating is needed.

- General
  - Review contracts for clinical placements, internships, some performances and events for accurate and appropriate insurance provisions.
  - Participate in the Special Events Committee bi-weekly to review primarily student events on campus and recommend approval once all conditions have been met.
  - Participate in the annual review/updating of the Emergency Preparedness/Response plan and exercises.
  - Meet with departments upon request to provide information and clarification of any insurance questions they might have as well as providing risk assessment of proposed activities.
  - Ensure that all drivers of University owned, leased, or rented vehicles have successfully completed the online United Educators Driver Safety course and have successfully completed the road test where required.
  - Update and maintain driver information database.
  - Update and maintain fleet listing.

## **ACCOMPLISHMENTS**

- Work Statistics
  - Completed applications and secured insurance renewals for 16 lines of coverage.
  - Reviewed 52 unique events with the Special Events Committee and student groups.
  - Reviewed more than 300 contracts for approval of insurance provisions.
  - Participated in EES Grad meeting regarding safety, risk and driving issues.
  - Participated in three Q & A departmental meetings.
  - Processed 26 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 15 verification letters for professional student placements.
  - Addressed/resolved over 50 risk/insurance-related issues.
  - Worked with our consultant on broker selection procedures.
  - Participated in broker interviews with four firms to determine the best placement of our insurance. Ongoing.

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

**Domenic Nepote, Associate Vice President for Financial Services  
2019-20**

## **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.

## **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
- Review/approval/denial of international MOU's and Global Initiatives of Strategic Importance
- Associated systems implementation and maintenance
- Reconciliatory and fiscal year end responsibilities
- Delinquent account collection, inclusive of in-house initiatives and collaboration with external collection agencies and the Indiana Department of Revenue's Tax Offset Program

- Ensuring ISU and Barnes & Noble compliance with bookstore contract requirements, as well as addressing campus concerns regarding Barnes & Noble’s performance

## ACCOMPLISHMENTS

1. TouchNet e-commerce payment system
  - a. Completed feature pack upgrades and changed site template from “classic” to “designer”
  - b. Developed and implemented various new payment sites
    - i. Enrollment deposit (involved much research via other schools/software, etc.)
    - ii. Residential Life short term stays
  - c. Slate/TouchNet payment integration for Undergrad and Grad applications
2. Banner enterprise system
  - a. Completed Fall and Summer release review and testing
  - b. Completed 1098T upgrade
  - c. Provided form TVAAUTH fine grain access to ORR regarding FERPA needs after review of impact on other AR processes
  - d. Developed and tested procedures and coding for COVID -19 emergency funds
    - i. Foundation funded Disaster Relief awards
    - ii. Federal CARES Act awards
3. Form Fusion document enhancement technology
  - a. Form Fusion server/application upgrades
4. Argos enterprise reporting solution
  - a. Argos server/application upgrades
5. UC4 scheduling technology
  - a. UC4 server upgrade
  - b. UC4 nightly jobs scheduling procedures altered significantly; eliminates OIT operator role due to declining OIT staff
6. CRC (Campus Receivables Collector) post-award Perkins Loan administration system
  - a. CRC server/application upgrades
  - b. Implemented new “Cancer deferment” system configuration (new Perkins Loan “benefit”)
  - c. Implemented separation of duties (internal control enhancement) re: payment processing
7. JPoint cashiering system
  - a. JPoint server/application upgrades
  - b. JPoint receipt printer technology upgrade
8. Bursar Operations departmental email established ([ISU-Bursar@indstate.edu](mailto:ISU-Bursar@indstate.edu)); merged other unit email addresses in only this one
9. Departmental digital letterhead developed to support working remotely.
10. Developed and implemented Perkins online payment to enhance service and working remotely
11. Perkins forms developed online to support working remotely
  - a. Graduate Fellowship Deferment Request
  - b. Mandatory Forbearance Request
  - c. Military Deferment Request

- d. Deferment/Cancellation Request
  - e. Rehabilitation Training Deferment Request
  - f. In-School Deferment Request
  - g. Unemployment Deferment Request
  - h. Economic Hardship Deferment Request
  - i. General Forbearance Request
12. Department forms converted to fillable forms for electronic routing to improve office efficiency
- a. Transcript release
  - b. Write off Journal
  - c. Detail Receivable Journal check request
  - d. Withdrawal adjustment form
  - e. AR adjustment form
  - f. Non-cash Payment Voucher
  - g. Write off reinstatement
  - h. AR Cashiering Suspense Journal
  - i. Variable Payment Plan fee waiver request form
  - j. Receivables Journal
  - k. Financial Aid Variable Payment Plan fee waiver form
  - l. Cashier balancing report
  - m. Life Long Learning Journal
13. Logs created on L Drive to track electronic document numbers to support working remotely
14. Implemented process to push electronic ImageNow documents to support working remotely
- a. Limits the number of hard copy documents received in the office
  - b. No printing of electronic copies and then scanning
15. Front desk calls (x3535) routed to several individuals in the office to assist with answering calls
- a. At home – using Skype for Business
  - b. In office – no front desk worker
  - c. Experiencing increased call volume due to fewer face-to-face interactions
16. Business continuity rapid response interaction with OIT to facilitate shelter in place directive
- a. Headsets
  - b. Laptops for cashier area
  - c. Temporary phone numbers assigned to cashiers to assist when working remotely
  - d. Adobe on cashier workstations
17. Secure File Hub project started
- a. Removes sensitive information from email
  - b. OneDrive access to information instead of being in one individual's email account
  - c. Provides the ability for individuals to send information to our office in a secure manner
18. Implemented Discover Card as a new payment method:
- a. Elavon coordination/testing
  - b. Touchnet bill template changes

- c. Form Fusion bill template changes
- d. Website updates
- e. Collection letter update
- f. Bill letters update
- g. College challenge update
- 19. Title IV required Foreign Contracts/Payments data provided to Financial Aid for Legal Affairs
- 20. Streamlined collections process to get accounts out to external collection agencies sooner
  - a. Use of Argos to review accounts further/track payments
- 21. Began Citation Services Review for Traffic and Parking Collection Services
- 22. PCI
  - a. Review of PCI information for current and potential vendors to ensure compliance
  - b. PCI compliance assessment successfully completed
  - c. Review/approval/denial of 45 new e-commerce initiatives
- 23. 1098T
  - a. Completed 1098T missing SSN “due diligence” requirements
  - b. Submission of W9S form via ORR’s secure file hub to eliminate SSNs in email
- 24. TEAM sites
  - a. Implemented for sharing of electronic forms to reduce office traffic
    - i. Sycamore Emergency Loans
    - ii. Referrals
    - iii. Payroll Loans
    - iv. Financial Aid fee waiver forms
- 25. Review of remote deposit functionality with First Financial Bank
- 26. CARES ACT Refunds – spring 2020, summer 2020, and fall 2020
- 27. Disaster Relief Refunds – spring 2020
- 28. Residential Life COVID-19 Spring 2020 Room and Board adjustment audits
- 29. Other COVID-19 response actions
  - a. Clearing hurdles allowing remote work capabilities to continue as needed
  - b. Rotating office/home work scheduling during return to campus time period
  - c. Plexiglas location determination/installation of floor social distancing decals/tape
  - d. Depository box (money-bag capable), camera installation initiative
  - e. Coordination/development of Parsons Hall way-finding signage to limit in-office traffic
- 30. Assisted OIT by accepting payments for Laptop rental fees during the COVID-19 shelter-in-place
- 31. Assisted Nursing and Physician Assistant departments by accepting payments for seat fees during the COVID-19 shelter-in-place
- 32. Made several Perkins loan assignments to the Department of Education
- 33. Obtained updated signatures of understanding and compliance for all cash collection sites.
- 34. Participated in the vendor analysis for the replacement of Blackboard
- 35. Participated in the vendor analysis for the replacement of the Portal
- 36. Participated in the vendor analysis for the replacement of the existing CRM
- 37. ISU Foundation donation pages on ISU websites were altered in response to concerns raised by this division to be redirected to a PCI compliant third party payment processor

site where credit card information could be entered directly instead of being entered via an ISU webpage.

38. Higher Learning Commission Criterion 5 committee co-chair
39. Pathway to Blue initiative development/implementation/monitoring
40. Assisted the Extended Learning office in the electronic development of signature approval forms used for Alternative Fee Programs
41. Provided training to facilitate the transfer of Space Utilization responsibilities to Facilities Management.
42. Directed the development of the financial payment processes tied to the Hoosier Energy initiative
43. Contributed to the procedures development, coding, and FAQ's in support of the new Health & Wellness fee
44. Supported virtual orientation from the perspective of the data we provide

### **Bursar Operations Information for Fiscal Year 2019/20**

# of Charge A/R Transactions	233,015
Net A/R Charge Transaction Dollars	\$262.9 million
# of Credit A/R Transactions	128,565
Net A/R Credit Transaction Dollars	\$263.8 million
# of Student Refund Transactions	39,706
Student Refund Transaction Dollars	\$47.8 million
Perkins Loan Portfolio Managed	\$6.1 million
# of Accounts Receivable Bills	71,266
# of Perkins Loan Bills	16,942
# of Electronic Commerce Transactions	49,358
Net Electronic Commerce Dollars	\$35.8 million