

**Indiana State University**

**Division of  
Finance and Administration**

**Annual Report  
2020-21**



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# **FINANCE AND ADMINISTRATION**

## **ANNUAL REPORT**

### **2020-21**

#### **INTRODUCTION**

The Division of Finance and Administration is comprised of approximately 281 staff employees and 45 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.

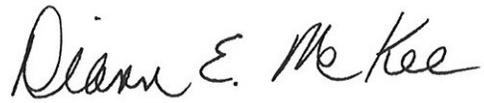
Finance and Administration provides the business functions of accounting, budgeting, investing, procurement, facilities management, payroll, risk management, public safety, audit, and human resource management to the colleges, departments, employees, and students of Indiana State University. In performing 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 11 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  
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 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, flowing style.

Diann McKee

Senior Vice President for Finance and Administration / University Treasurer

**Senior VP for Finance & Administration/University Treasurer**

**Financial Accounting/Controller**

- Accounts Payable
- Property Accounting
- Procurement Card
- Financial Systems
- Investment Management
- Debt Management
- Purchasing/Central Receiving
  - Contract Administration
  - Central Receiving/Surplus
- Travel

**Campus Facilities Operations and Maintenance**

- Operations/Maintenance
- Utilities Management
- Housing Facilities Operations
- Recycling/Custodial Services
- University Mail Services

**Capital Planning and Construction**

- Construction Planning
- Engineering
- Grounds
- Campus Vehicle Maintenance
- Space Utilization

**Environmental Health/Safety**

- Fire Safety
- Occupational Safety

**Student Financial Services**

- Bursar Operations
- Receivables/Sys. Management
- Contracts and Grants
- E-Commerce System
- Barnes and Noble Bookstore
- Perkins Loan Post Award

**Administrative Services**

- Budget
- Payroll
- Risk Management
- Payroll Systems Administration

**Human Resources**

- Employee Benefits
- HR Recruiting
- Employee Relations
- Compensation/Records
- Staff Training/Development
- Workers Compensation
- Employee Wellness
- ADA Accommodations

**Public Safety**

- University Police
- Parking and Traffic
- University ID System

**Audit Liaison**

**Staff Council Liaison**

Effective July 1, 2021

# 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.

# **OFFICE OF THE SENIOR VICE PRESIDENT FOR FINANCE AND ADMINISTRATION / UNIVERSITY TREASUER**

**2020-21**

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, 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

Division retirements throughout the year included:

Director; Purchasing & Central Receiving; 35 years of service

Director; Internal Audit; 21 years of service  
Director; Fiscal Operations; 30 years of service  
Senior Maintenance Mechanic; Facilities Management; 23 years of service  
Plumber; Facilities Management; 27 years of service  
Utility Workers (2); Facilities Management; 51 years of service combined  
Administrative Assistant II; Facilities Management; 15 years of service  
Custodians (4); Facilities Management; 83 years of service combined  
Senior Maintenance Mechanic; Housing Facilities; 19 years of service

# **BOOKSTORE OPERATIONS: BARNES AND NOBLE**

## **2020-21 ACCOMPLISHMENTS**

- VIP Event Aug 2020 – door prizes, food, and activities
- Hosted multiple Game Nights
- Took part in State Welcome 2020 & hosted an event each week for the first 5 weeks of the semester
- Participated in ISU Career Fairs
- Teamed with Jennifer Keller and got two new sets of Grand Marshall Regalia for Commencement
- Feb/March launched new platform for turning in textbooks - AIP
- Hosted a Give to Blue Day event partnering with Alumni Association and Annual Giving in their annual Give to Blue Day
- Walked campus multiple times to engage with faculty regarding textbooks
- Took part in State Orientation in Jan & June 2021
- Worked with Distance Learning to provide textbooks for Hoosier Energy
- Worked with orientation team for the Taking Care of Business Session
- Participated on the Panel of Campus Experts for orientation
- Took part in a Mock State Start Up
- Team with New Student Programs to offer Spring Break Packages that parents purchased during a virtual parent weekend March 2021
- Joined the State Welcome Committee hosted by John Gettemeyer
- Fulfilled an internship for merchandise major, student Jordan Truitt who graduated in May 2021
- Finals week May 2021 hosted 3 distress events
- Teamed with Ben Kappes to enter in events into Tree House
- June 10<sup>th</sup> management team volunteered at the strawberry fest in downtown Terre Haute
- Added 2 employees, Rebekah Allsopp, and Taylor Hester into our manager training program
- Started sending out monthly newsletters

# BUDGET AND PAYROLL

## 2020-21 ACCOMPLISHMENTS

- **Work Statistics:**

- Processed 56,187 pay events in 2020-21 with a total gross payroll of \$102,784,026
- Issued 4,540 W-2s in 2020
- Increased electronic W-2 percentage from 50.4% in 2019 to 56.3% in 2020
- Withheld \$21,293,020 in taxes and timely submitted over 70 payments with corresponding federal and state reports
- Completed 106 wage verifications
- Processed 802 involuntary wage deductions (child support, wage garnishments, and delinquent tax withholding) resulting in 200 payments to outside agencies
- Processed over 588 capital project invoices & requisitions via check requests, purchase orders and procurement card transactions; approximately \$34M in capital project expense flowed through Plant Fund programs
- Updated 924 salary budgets due to various position changes such as promotions, new hires, reallocations, transfers and separations
- Audited samples from over 911 employee salary records in the University's Salary Book for reporting accuracy
- Compiled exempt & non-exempt employee FTE (1,040) and salary data (\$52.4M) for comparison purposes from the Budget Office to the Human Resources Staffing Report to ensure reporting accuracy
- Assisted 20 auxiliary/designated units with approximately 89 departmental budgets totaling \$90.8 million

- **Major Goals/Projects Achieved:**

- Combined the non-exempt staff and student pay dates which substantially reduced the number of pay dates per year. This change came as an overall review of payroll operations to maximize efficiency. The first combined payroll date was paid on June 4, 2021.
- Reviewed and overhauled timekeeping manager security for non-exempt staff and students by collecting new modified authorization forms from campus departments and utilizing Banner to track turnover in manager and department head positions. This will result in enhanced tracking of manager security and result in greater efficiency when moving to Kronos 'Dimensions'.
- Began the implementation of the new Kronos 'Dimensions' system designed to minimize shared "touch points" and reduce the potential for the spread of COVID-19.

This upgrade will also provide new features in time reporting for payroll staff and campus departments.

- Implemented Banner 9 Self Service which provided a new look Pay Stub for employees and an overhauled Leave Reporting module.
- Assisted Student Employment with aligning student position numbers with appropriate labor distributions within Banner to allow for the implementation of the student EPAF (Electronic Personnel Action Form) system in FY22.
- Added COVID leave earnings data to box 14 of the 2020 W-2s related the Families First Coronavirus Response Act to ensure compliance with IRS instructions.
- Provided revenue loss data for auxiliary areas as a result of COVID-19.

# CONTRACTS AND GRANTS

## 2020-21 ACCOMPLISHMENTS

- In FY 21 we requested the setup of 56 indexes for external projects that have been awarded to Indiana State University.
- Indiana State University recorded \$192,169 in Indirect Cost Recovery for FY 21 F&A recovery for external grant awards, plus \$3,776.92 in CARES/CRRSAA FY 21 IDC recovery.
- Indiana State University recorded \$20,639,702 of externally funded grant costs during FY 21. Of this amount \$14,943,672 was for CARES/CRRSAA funding received from the US Department of Education due to the COVID-19 pandemic.
- FY 20 2CFR200 Uniform Guidance Single Audit with an unmodified opinion & no findings
- Reviewed Federal Regulations & requirements for cash management related to CARES/CRRSAA & ARP funding received from the US Department of Education during FY 21. Coordinated drawdown of funds as expenses were incurred. Coordinated quarterly report submissions for Institutional & SIP funding received. Coordinated compilation of Annual Performance Report for Student, Institutional, & SIP funding received.
- During FY 21, extensive work was completed by OCG staff to transition grant file documents to electronic storage to assist with the electronic processes and procedures used during the remote work environment in FY 21. This included reorganizing the share folder used by all OCG staff to ensure grant documents were easily accessible during the work day. Many procedures & processes used during the daily management of the office had to be reviewed during this transition to electronic file storage to ensure internal controls were still maintained and to ensure vital records were available.
- Prepared & submitted FY 20 IDC Proposal to HHS in FY 21, still awaiting final negotiations for IDC rate as of 6/30/2021

# ENVIRONMENTAL HEALTH AND SAFETY

## 2020-21 ACCOMPLISHMENTS

- Monthly and annual inspection of 813 portable fire extinguishers
- Monthly inspection of 358 fire protection control/section sprinkler valves
- Weekly and monthly inspection of 35 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
- Monthly and annual operational/churn testing of 7 stationary fire pumps
- Completed repairs to 40 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 25 hot work permits
- Conducted semi-annual fire safety inspections in all campus buildings
- Resurveyed numerous campus buildings to assist in establishing occupant load capacity for COVID-19 distancing requirements
- Inspected, tested, and commissioned Hulman Center sprinkler system and fire pumps
- Conducted semi-annual property conservation audits with Field Engineer from FM Affiliated Insurance Company to assess the University's continuing compliance with requirements and recommendations
- Document collecting and processing for all property conservation activities (fire protection, surface water management, building safety) as required for regulatory compliance from various Authority Having Jurisdiction (AHJ) and recommendations by FM Affiliated Insurance Company
- We distributed approximately 335 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 400 employees training on a variety of occupational safety topics
- Conducted 4 ergonomic evaluations
- Performed 20 accident investigations
- Slip, trip, and fall safety hazards: 18 identified or report by staff. Most have been addressed
- Four (4) lifting hazards with injury potential have been identified with our safety partners and all have been corrected
- Three (3) structural/load capacity concerns have been identified and reported to Facilities Management
- Completed a safety review of the College of Technology (COT) laboratory spaces including:
  - Safety evaluation of each lab
  - Uploaded chemical inventory to MSDSONline for Safety Data Sheet access

- Assisted COT faculty and staff with Lab Hazard Assessments for accreditation requirements
- Updated hard copy of SDS binders and uploaded chemical inventories to MSDSonline for Safety Data Sheet access for Student Recreation Center and Hulman Memorial Student Union
- Completed 70 online training programs through USI Risk Management Center with Public Safety, Residential Life, HMSU, and Facilities Management
- Made 12 biohazardous waste pickups on campus
- Completed OSHAs 300 Log of Work-Related Injuries and Illnesses for both reportable and non-reportable incidents
- Completed OSHAs 300A Summary of Work-Related Injuries and Illnesses. Posted Summary on Human Resources' bulletin board and submitted electronic data as required by OSHA and Bureau of Labor Statistics
- Initiated Incident Investigation Form to be completed by supervisors of an employee who has missed one or more days of work due to a work-related injury or illness. We had four employees for 2019-2020. This is in addition to OES accident investigation. We are trying to get supervisors to be actively involved in employee safety.
- Unprotected Openings/Fall Hazards
  - 5 which have either been mediated or have signage warning of hazard
- ADA Safety concerns reported by either students or staff
  - 1 - door opener – repaired
  - 4 - curb cuts – repaired
  - 1 - employee workstation modification completed
- Annual activation of 168 eyewash and safety shower units
- Over 35 research and teaching laboratories were formally inspected
- Annual inspection and flow test of 120 chemical fume hoods
- Waste disposal for the year included:
  - 1599 pounds of hazardous waste
  - 6046 pounds of special waste
  - 253.5 pounds of biohazardous waste
- Universal waste recycled included:
  - 9316 individual fluorescent and HID lamps
  - 117 pounds of various batteries
- Prepared and submitted annual Hazardous Waste Report to Indiana Department Environmental Management
- Completed Nuclear Regulatory Commission (NRC) virtual compliance inspection of radioisotope material license with no violations
- Lincoln Quad demolition, asbestos survey completed, quantification, coordinated abatement, oversight, and air monitoring
- Dreiser Hall renovation, asbestos abatement scheduled and completed for concealed material exposed during the demolition phase of the project

- Indoor Air Quality investigations were conducted in several campus buildings with resolution from HVAC modification, mold abatement, and cleaning of mechanical systems and interior spaces

# FACILITIES MANAGEMENT

## 2020-21 ACCOMPLISHMENTS

### Completed Projects:

Arena- Athletics Roof  
 Athletic Training- Renovation  
 Burford Hall- Commons Roof  
 Chestnut Bldg. 416 Renovation  
 Chestnut St. Paving  
 HMSU-8th Floor  
 HMSU-Commons Fire Alarm  
 Hulman Center- Meeting Rm. Carpet  
 Hulman Center-Meeting Rm. Painting  
 Hulman Center Renovation  
 Myers Tech- Rm. 101 Renovation  
 North Gym-Curtains  
 Parsons Hall- Dropbox  
 Root Hall- Rm. 130 Sound Control  
 Science Bldg. - Lab 158 Renovation  
 Science Bldg. S/W. Tunnel  
 Sycamore Banquet Center-Ctr. Av.

### Completed Service Requests and Projects coordinated by FM Maintenance staff:

#### TMA REQUESTS FOR SERVICE COMPLETED FY 2020-2021

Trade/Craft	Task Description	Qty	Cost
Carpentry	Construct or Build	30	\$ 8,213
	Repair/Replace Doors	67	2,831
	Repair/Replace Windows	19	600
	Repair Walls	31	4,200
	Repair Ceilings	135	19,425
	General Carpentry Repair	119	9,775
	Hang or install items	169	8,325
	Fabricate/Order Signs	103	4,088
	General Inspection, Carpentry	2	100
	Carpet Installation/Repair	13	700
	Assemble/Disassemble Items	94	13,963
	Carpentry Estimate	2	613
	Roof Leak	52	1,775
	Drains, Roof, Gutter	18	16,278

Locks/Doors	Door, Automatic Hydraulic Electric Or	1	13	
	Doors, Main Entrance	22	650	
	Core Change	24	663	
	Install New Locks	9	225	
	Repair/Replace Existing Locks	119	2,143	
	Cut Keys	65	656	
	General Lock & Key Maintenance	112	2,444	
	Install or Repair Door	1	25	
	Install or repair door closures or handles	29	738	
	Painting	Paint/Patch Existing	19	9,300
General Painting		34	23,950	
Electrical/Lighting	Repair/Replace Lights	690	29,775	
	Repair/Replace Switches	14	363	
	Repair/Replace Receptacles	11	1,663	
	General Electrical Repair	162	14,322	
	Wiring Installation/Modification	10	275	
	Event Electrical Setup	2	1,433	
	General Fire/Life Safety	6	188	
	Check/Silence Active Alarm	2	63	
	Night Electrician Materials	12	2,625	
	Emergency Generator, Electric, Gasoline Or	392	18,238	
	Inspect and Maintain Batteries	12	469	
	Door Openers, ADA type	12	356	
	Outside Lighting	12	8,750	
	Automatic Fire Detection Or Alarm Device	245	13,800	
	PM Electrical	21	1,563	
	Clocks, All	12	150	
	HVAC/Plumbing	Room Temperature Problems	269	18,500
		Repair/Replace Equipment	30	5,694
		General HVAC Repair	149	23,756
		General Mechanical/HVAC Inspection	154	49,660
Mechanical repair/adjustment		145	16,750	
Water Drainage Problem		31	2,181	
Water Source Problem		19	2,594	
Repair/Replace Fixtures		49	2,469	
General Plumbing Repair		595	41,800	
General welding repair		42	10,350	
PM Cooling Tower Monthly		33	16,269	
PM Heating System Pump Monthly		36	788	
PM Check And Or Replace In Room Filters		19	700	
Filter Maintenance for Air Handlers		238	73,069	
Fountain, Memorial Or Decorative		18	2,313	
Filter, Ice machine		45	1,406	
Irrigation and Ground Hydrants		18	974	

Lighting, Special Fixture	13	444
Motors	1	306
Materials for Science Building Technician	19	9,656
Pool Supplies for HHS Pool	18	6,363
Pool Supplies for SRC Pool	18	28,091
Sump Pump	8	269
Service R.O. Water Filter Systems	18	4,344
Water Softener	268	18,309
Filter, Water	1	250
Parking Meters	18	4,125
<b>Totals</b>	<b>5176</b>	<b>\$ 567,147</b>

### **MAINTENANCE PROJECTS COMPLETED FY 2020-2021**

1. CCWP—Cooling Tower Replacement (Phase II)
2. Campus—Thermal Imaging Services for Main Electrical Substation
3. Central Heating Plant—Replace Backup Batteries at Switchgear
4. Custodial Services—Replace Ice Machine
5. HMSU—Replace Steam Valves throughout Tower
6. Science Building—Replace RO System

### **Grounds Maintenance:**

#### Landscaping Projects

1. CHHS re-worked south end of property on Chestnut side create an erosion/boulder wall with landscaping (in-house).
2. Started minimizing oversized planting beds and turned portions back to turf.

#### Fish Pond

1. Added additional bubblers for more aeration.

#### Tree Maintenance

1. Tree Farm Spray and pruning of 908 Trees.
2. Trees Pruned on Campus 422 total with grounds and contractor crews.
3. Trees removed 28 total with grounds and contractor crews.
4. Trees transplanted 10 by contractor and 10 in house.

### **Housing Facilities Operations Summary:**

Housing Facilities Operations has successfully completed the 2020-2021 year. We faced and overcame many challenges operating during the ongoing pandemic. We are responsible and committed to the management of maintenance, custodial, special events and projects operations

for over 1,100,00 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 University Apartments, 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 several 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, responded to, and completed over 10,000 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:

- UA-Unit 3 Window Replacement
- UA-Unit 3 PTAC Project
- UA-Unit 1 South Wing Valve Replacement
- Burford to Pickerl Hot Water By-Pass
- Pickerl Chiller Compressor Replacement
- Erickson Hall Hot Water Crossover Track and Repair
- Installed Pallet Rack System for Storage Building

**Housing Facilities Maintenance:**

	<b>Reeve Hall</b>	<b>Sandison Complex</b>	<b>Burford Complex</b>	<b>Sycamore Complex</b>	<b>University Apartments</b>	<b>500 Wabash</b>
<b>Plumbing</b>	139	252	123	218	418	238
<b>Electrical</b>	108	166	210	104	251	89
<b>Carpentry</b>	59	127	109	157	91	80
<b>Laundry</b>	8	53	30	16	21	4
<b>HVAC</b>	46	144	72	136	178	120
<b>Lock</b>	39	111	46	295	68	16
<b>Pest Control</b>	20	35	22	15	39	4
<b>Damages</b>	24	202	343	1,925	328	60
<b>Fire Safety</b>	0	0	13	18	8	3
<b>Misc</b>	138	698	339	491	280	44
<b>Total WOs</b>	581	1,788	1,307	3,375	1,682	658

**Housing Facilities Custodial Services:**

Maintains 1,100,000 sq. ft. of Residential and meeting areas, both interior and exterior grounds.

- Provided Covid related housing, cleaning and disinfecting.
- Hosted Spring & Fall Interim housing as well as summer school housing.

- Provide daily cleaning of living facilities, restrooms, lounges, and meeting areas
- Focus on high profile areas such as the Honors College, conference rooms and our student living quarters.
- Participates in recycling programs.
- Provides daily trash removal in all areas for staff and students.
- Assist with special project needs, such as furniture moving, demolition cleanup, ceiling tile replacement.
- Provides after hours services for cleanup for water leaks, fires, window breakage etc.
- Light bulb replacement.
- Maintains and repairs furniture.
- Paints inside Residential buildings, student rooms and dock areas.
- Check and fill water softeners.
- Host camps/conferences yearly that averages 27 per summer.
- Assist with move in, issuing and installing loft beds for students.
- Provides laundry service for approximately 5,600 sets of clean linens to summer camps and conference.
- Maintains and cleans all carpet spaces within our department.
- Provides window cleaning inside and out.
- Handles residential emergency cleanups such as bodily fluids, water, fire and flood damage, graffiti removal, bird droppings, rodent removal, bat removal, and dead bird removal.
- Assist grounds crew during all snow/ice event by spreading ice melt and shoveling snow.
- Assist grounds in our immediate area with trash pickup and maintaining outside areas.
- Escorts outside vendors contract work, pest control, window dressings, etc.
- Due to budget reallocations, assumed the responsibility of painting student rooms in house.
- Maintains 42 active employee personnel files (includes one Administrative Asst.) and provides 1,170 individual time record verifications annually.
- Purchases equipment and cleaning supplies for buildings.
- Oversees the storage, care and repairs of cleaning equipment and furniture.
- Maintain storage and inventory for cleaning supplies.
- Keeps up to date SDS books.
- Inventories, unloads, and takes responsibility for deliveries
- Host NSO and orchestrates the daily cleaning and turnarounds.
- Host summer camps and orchestrates the cleaning and turnaround.
- Host Indiana Special Olympics, offering extra hours of service with maintenance and custodial workers—also doing set ups and tear downs for a variety of “stations” that they utilize.

### **Extended Services - Covid**

The Housing Facilities Operations staff worked hard during the school year housing the Covid students that were put in isolation and/or quarantine. On top of our regular duties we cleaned and disinfected rooms after each departure as well as laundering all linens provided to students.

We worked diligently to get all Covid rooms and residence Halls cleaned and sanitized with minimal staff and on top of our daily duties. For Covid related stays alone, we cleaned, sanitized and turned around student rooms approximately 355 times and complete apartments were turned around 263 times.

Maintained 1,100,000 sq feet of Residential and meeting areas, both interior and exterior. Created protocol to implement for Covid cleaning which would be consistent while keeping staff safe.

Housing and Facilities provided Covid isolation and/or quarantine for students. We cleaned, sanitized and turned around student rooms approximately 355 times and did the same approximately 263 times for complete apartments.

Hosted:

Indiana State Olympics	1,200
Hmong Youth Camp	1,500
Crossroads Theater	8
Business Professionals of America	10
Ed Leadership Summer PhD Residence	10
State Connect “Hotel”	20
Bicycling Cops	30
Early Arrivals to RH (mostly athletes)	30

- Prepared Jones Hall ready for the new occupants in a timely manner.
- We successfully removed all our items from Lincoln Quad by the deadline.
- We have begun work on moving items to the storage building.
- Completed excessive cleaning at University Apartments Unit 3 due to two construction projects.
- We were able to complete our summer cleaning with limited help from temp service.

We created a new “checks and balances” for checking newly cleaned apartments and Family Housing. This includes a routine for the supervisor, checklist and new paper work orders that can be kept on all housekeeping carts to ensure more efficient reporting.

**University Mail Services Summary:**

Indiana State University Mail Service Department processed all incoming and outgoing departmental mail including student mail. Incoming mail includes letters, parcels, and other miscellaneous mail addressed to employees in various departments and student mail going to the dorms. The mail is sorted in the mailroom and is delivered daily. Interdepartmental mail is picked up during the day, sorted and delivered to the departments. The outgoing mail is picked

up during each delivery and processed in the mailroom. This process includes sorting, metering and charging departmental accounts for the proper amount of postage.

The primary objective of the Mail Service Department is processing mail as efficiently and quickly as possible, and advising university personnel regarding required mailing procedures.

The Mail Service Department dedicated and hardworking essential employees during the pandemic took on extra responsibilities. Including unloading FedEx and UPS trucks and notifying departments to pick up packages. Cleaning and sanitizing the packages and the office for the safety of the faculty, students and staff. Mail Services processed all incoming and outgoing USPS mail which included 2,000 Commencement packages with only half of our staff.

Total mail handled by the Mail Service Department 2020/21 totaled 1,319,313 pieces.

The Mail Service Department strive to help Indiana State University fulfill the strategic goals.

### **University Custodial, Recycling Center and Special Services Summary:**

In addition to the normal day to day operations, we were able to obtain over 500 wall mount dispensers and product for hand sanitizers that were installed in all academic buildings and classroom areas. Also with the help from many vendors, we obtained disinfecting wipes, disinfectant for spray bottles, alcohol wipes for OIT, Music and Science Labs, hand sanitizer for small bottle distribution. Sanitizing items were provided to departments as requested and delivered to designated locations.

Supervisors and staff provided emergency electrostatic disinfectant spray treatment of areas potentially infected with COVID.

ISU Recycle Center used the time to sand and paint 18 – 1 cu. Yd. metal hoppers and 1 - 2 cu. Yd. metal hopper that were badly rusted.

After temporarily closing due to the pandemic, the Recycling Center at Indiana State University reopened for the public on June 7<sup>th</sup> on Monday, Wednesday and Friday.

# FINANCIAL ACCOUNTING

## 2020-21 ACCOMPLISHMENTS

- Timely and accurate processing of financial transactions including invoices, student refunds, journal vouchers, encumbrances, and disbursements.
- Financial Reporting and Analysis including but not limited to:
  - Completion of FY 2019-2020 Financial Report
  - Analyzed all agency funds for implementation of GASB Statement 84, Fiduciary Funds, to determine which funds should be reported as fiduciary or other.
- Tax management including but not limited to:
  - Implemented changes in support of new IRS form 1099-NEC for reporting of non-employee compensation separate from other 1099 reported income.
  - Creation and distribution of all 1099, 1098-T and 1042-S Tax forms.
- Collaborate with OIT on software upgrades including implementing Banner 9 Self Service for Direct Deposits.
- Support of and training for Departmental Reporting.
- Work with other departments on management, distribution and establishment of procedures for research, travel and experiential learning foundation fellowships and awards.
- Researching solutions for electronic forms and digital approval / signatures.
- Management of Travel activities including COVID-19 protocols.
- Oversight of Student organization services.
- Debt Service Management.
- Oversight of Purchasing functions including providing technical support for reporting requirements.
- Additionally, below is a sampling of the types and volumes of transactions completed in fiscal year 2020.

Invoices	40,143
- Parent Plus Refunds	647
- Student Refunds	31,865
- Travel Reimbursements	697
- Agency Vouchers	0*
- Other	6,934
Journal Vouchers	11,872
- Budget Transfers (BA)	1,650
- Intramural Vouchers (IV)	1,521
- Other	8,701
Encumbrances	2,439
- Travel Authorizations	818
- Purchase Orders	1,587

- Agency Purchase Orders	34
Disbursements	38,015
- Checks processed	13,610
- Direct Deposit payments	24,342
- Wire Transfers	63
1098-T Tax Forms processed	14,937
- Printed and Mailed	12,741
- Digital Image	2,196
Other Activities	---
- 1042-S Tax Forms	49
1099 Tax Forms	---
▪ 1099-NEC	316
▪ 1099-MISC	46
- Direct Deposit Accounts added or updated	3,168
- Student inquiries regarding 1098-T forms	225
- Tracked Construction Projects (by Index)	22
- Physically Inventoried Assets of no* Departments on Campus	0*
- Verified Asset Inventory of 100 Departments on Campus	9,181
- Managed / Tracked Assets	7,037
▪ Including Depreciation Schedules for	5,691
- Managed Pro-Card contracts consisting of	---
▪ Transactions	20,398
▪ Total Purchases	\$7,310,567.74

\* COVID-19 circumstances limited the ability of some activities as well as the ability of the office staff to physically perform some functions (e.g. physical inventories).

# HUMAN RESOURCES

## 2020-21 ACCOMPLISHMENTS

### Benefits Administration

- Retired 56 employees including 11 ten year retirees.
- Successfully added a Medicare Advantage Plan 01/01/2021 for eligible ISU retirees as an additional option to Medicare Supplemental Plan offered.
- Implemented Prudent RX savings program with Caremark 01/01/2021 to assist with costs of Specialty Drugs for employees on the University's Traditional PPO Plan.
- Developed electronic forms for ADA, FMLA, COVID, Health Enrollment, and benefit forms.
- Updated ADA process.
- Went out to bid for Life Insurance, Voluntary Life and LTD carrier. (Lincoln Financial effective 7-1-21).
- Reviewed for accuracy and updates to Employee Benefits section of University's Policy Library for Office of General Counsel.
- Benefits webpage was reviewed for updates which is still ongoing.

### Compensation and Records

- Completed CUPA and AAUP Surveys
- Worked with IR to verify IPED's Data Collection
- Completed Target Salary Calculations for 2020/21
- Compiled and analyzed data for Affirmative Action Report. This involved mapping data from previous years due to change in codes for reporting.
- Prepared Staffing Report.
- Prepared Board Reports for Exempt, Non-Exempt Professional and Non-Exempt employees and began project to streamline this process.
- Annual Performance Evaluations 2019/20 were started and follow up was completed.
- Annual Performance Evaluations 2020/21 were started.
  - Introductory 2020; 75 total reviews
  - Introductory 2021; 147 total reviews
  - Annual 20-21; 928 reviews
  - Annual 21-22; 975 reviews
- Reviewed the Banner Position Description module and determined this would not be a viable alternative to People Admin at this time.
- Assisted with the production of 1095-C's and 1094-C reporting
- Continued validation of scanned files with the goal of eliminating dual file systems
- Submitted Indiana New Hire Reports to State on a biweekly basis
- Prepared reappointment letters for coaches

- Participated in department reorganization discussions
- Updated the Policy Library as it relates to HR policies.
- Created 858 EPAF's for staff transactions (reappointments, end jobs, separations, etc)
- Processed 220 HP's and EPAF's for staff new hires and promotions
- Processed 413 HP's and EPAF's for faculty new hires, promotions, and reappointments
- Processed 377 Summer Pay Authorizations
- Processed 672 One Time Only Payments
- Criminal Background Checks Processed: 493
- Modified 165 Position Descriptions
- Completed 663 Verifications of Employment
- Prepared 13 written employment verification letters & international travel letters.

### **Employment**

- During the FY 2020-2021, the following activities were accomplished through ATS:
  - a. Total of 2,123 applications of which 294 were faculty and 1,829 were staff.
  - b. Total of 330 positions posted of which 90 were faculty and 240 were staff.
    - i. Faculty – 90
      1. Regular Search: 16
      2. Direct Hires: 74 (mainly part-time lecturers)
    - ii. Staff – 240
      1. Regular Search: 69
      2. Direct Hires: 171 (mainly part-time positions)
  - c. Total of 317 hiring proposals processed as follows:
    - i. Faculty (full time and part time) – 98
    - ii. Staff: 219
  - d. Below is the average time a posting took from the time it was posted to the time someone was hired by job type.
    - i. Faculty – 63 days
    - ii. Staff – Exempt & Non-Exempt 59 days

In comparison to 2019-2020 numbers, there was an increase in the average number of days it took to fill a position. This was partly attributed to the receipt of few or no applications the first couple of weeks of posting the position. Thus, leaving positions posted for a longer period. Furthermore, during part of the fiscal year, most clerical positions were initially approved for internal searches but received few or no applications. Thereafter the positions were posted externally. Therefore, taking a longer time to fill positions. The average time a posting stayed in HR's queue before it was approved for posting was two days. This was an increase of one day from last fiscal year due to the high number of vacant positions that were submitted for posting and the loss of a full-time position.

- Worked with HRIS to develop Instructor and Lecturer reappointment process in the Applicant Tracking System.

- Human Resources collaborated with the Office of Equity, Diversity and Inclusion to provide search committee trainings.

### **Employee Relations**

- Bi-weekly orientation presentations (approximately 6 face to face sessions in 2020 then moved to virtual).
- Unemployment Billing statement (12 monthly statements) categorizing employee class, department, job title, responsible acct. to bill charges.
  - Total Assessment of Benefits Charges \$104,573.79
  - Miscellaneous Payment Adjustments (COVID-CARES credit) \$36,395.38
- Unemployment claims submitted to DWD
  - Faculty/Staff/Student claims online: 134
  - Various fax/paper claim submissions: 136
- Employee Recognition Celebration for 4 University Medallion recipients and 142 Years of Service Milestones
  - Planned, and implemented a new gift box and virtual presentations due to pandemic.
- Drug Free Notifications
  - Annual Notifications to 3416 employees
  - Monthly notifications to 1660 new employees
- Annual Fire and Safety notification went to 3453 employees
- Processed FY 220 terms/retirees
- Disciplinary action letters; 82 write-ups written/issued.
- Grievance Appeal Committee completed one formal grievance process/hearing.

### **Employee Wellness**

At a glance: 4 weekly group coaching sessions, 4 online challenges, 3 online programs, 5 in person programs, Wellness Screening, EAP, COVID-19 contact tracing and quarterly presentations to Employee Wellness, Faculty Economic Benefits and Staff Benefits committees.

- Covid-19 responsibilities: completed Johns Hopkins online contact tracing training, attend meetings at Vigo County Health Department, complete contact tracing for employees and graduate assistants, communicate with supervisors as needed, answer general questions and emails, report daily isolation and quarantine numbers.
- 2020 Wellness screening: on-campus screenings were not held, but employees were asked to create accounts on new Navigate portal and complete Wellbeing Survey. Managed communications, registration, trouble shooting, partnering with Union Hospital, reporting and individual employee and spouse assistance.
- Managed EAP referrals and billing for record high 110 participants.
- Programming related to physical wellness: Stride to Thrive challenge, Turkey Trot challenge, Lose to Win challenge, Ready, Set, Go challenge, Learn-to-Play Pickleball at

SRC, Walking program with Doctorate Physical Therapy students, Summer Strength Camp at SRC, Blood pressure screenings with PA students, coordinated 450 Flu shots in 18 locations on campus.

- Programming related to emotional wellness/mental health: Mindful Mondays (weekly video meetings March-present), EAP presentations online, wellness workshop “Zentangle on Zoom”
- Programming to support employees with weight loss goal: Lighten Up Blue (3 weekly meetings meeting online), Stride to Thrive challenge; Lose to Win challenge, Ready, Set, Go challenge, Strength Camp, online group personal training classes
- Programming to support financial wellness: wellness workshop “Inside Track”, promoted monthly online TIAA seminars
- Cessation support. Completed Mayo Clinic Tobacco Treatment Specialist Training June 2020. Registration paid by Tobacco Free Blue grant.

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

- Chaired bi-weekly employment meeting group consisting of: Benefits, Compensation, Employment, Academic Affairs, Student employment, Budgets and Payroll.
- Served on the following committees: Data security, ACC advisory, Portal advisory, Argos advisory, and Drug Free workplace and Annual Fire and Safety.
- Reviewed of system software releases and communicate to employment area for review
- Assisted with the preparation of data for target salary, AAP report, salary book and staffing report.
- Reviewed and prepared Vets 100 Data for the Office of Inclusive Excellence.
- Provided oversight and preparation of three official file captures done Sept 25<sup>th</sup>, Nov 1<sup>st</sup> and Feb 1<sup>st</sup>.
- Reviewed yearly regulatory releases for Banner and Envision product.
- Reviewed and provided guidance on Banner FMLA, Banner position description module, benefits codes, and collection of beneficiary information.
- Reviewed of the new Banner 9 self-service and worked with OIT to get it converted from Banner 8 to Banner 9.
- Provided oversight on employment projects that require OIT resources.
- Perform normal production support for the employment areas processes.
- Performed TDX help ticket support and resolution for items that affect the Finance & Administration area.
- Perform routine security reviews of HR software and electronic storage.

### **Training and Professional Development**

There were approximately six (6) in person orientations before orientation was moved to a virtual format. Worked with orientation presenters to develop and record their section for new employees to review. The virtual orientation was available via SkillSoft and new employees (full and part-time) were assigned the course to complete in thirty (30) days.

Total number of employees who have completed the Supervisory Certification and Virtual New Employee Training via SkillSoft or in class:

- Supervisor Certification Training- 105 (offered on SkillSoft)
- Virtual New Employee Training- 115 (July 1, 2020 to current)

There was increased utilization of SkillSoft for employees and students 2020 and 2021 from previous years. 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.

# **PUBLIC SAFETY**

## **2020-21 ACCOMPLISHMENTS**

- Hired 4 new officers
- Old voice over phones were removed from the academic buildings that now have Valcom
- Presented an Annual IACLEA Drill concerning Man with a Gun Incident in an academic building
- Continued the Virtual Student ID process for the 21-22 school year
- Completed and updated the Emergency Response plan (9/2020)
- Completed and updated the Annual Security Report (9/2020)
- Updated all 60 Building Coordinator Plans (10/2020)
- Received grant money from Drug Free Vigo County to pay for a new Drone Program and another portable ticket writing system.
- Created the new position of Captain of Investigations and Special Services and promoted Dan Parmer to this position after a lengthy interview process
- Promoted 5 officers to new positions within the department
- Represented the Public Safety Dept. on 2 Strategic Plan committees for the University
- Collaborated with the African American Cultural Center for new training
- Represented the Public Safety Dept. on the Search Committee for the VP of Student Affairs
- Collaborated with the ISU Football team on a Unity March throughout campus
- Implemented a new State required crime statistics reporting program- NIBRs
- Each officer completed 24 hours of continued training mandated by ILEA
- Each officer completed 3 courses of Cultural Humility training presented by the Multicultural Dept. and MSW Programs
- Implemented a new reporting system for the FTO program which has a built in warning system to alert Administrators of areas of concern with new officers- LEFTA
- Attended weekly COVID update meetings with other universities within the State
- Attended weekly Sycamores Care meetings with other campus partners
- Updated the computers in dispatch and the officers and CSOs area

# **PURCHASING AND CENTRAL RECEIVING**

## **2020-21 ACCOMPLISHMENTS**

- Reported quarterly to the State of Indiana Governor's Minority/Women/Veteran Owned Business Committee
- Improved and maintained the Company Processing System – loading State of Indiana Certified MWVBE database quarterly.
- Improved and maintained the Subcontractor Tracking System.
- Completed the State of Indiana Disparity Study.
- Increased Web surplus auction sales-\$116,381.00 YTD '21.
- Addition of purchase order line item terminology to reflect updated debarment language.
- Created Export Controls operating guidelines for Purchasing Department.

# **RISK MANAGEMENT**

## **2020-21 ACCOMPLISHMENTS**

- Completed applications and secured insurance renewals for 19 lines of coverage.
- Reviewed 16 unique events with the Special Events Committee and student groups.
- Reviewed fewer than 50 contracts for approval of insurance provisions.
- Processed 18 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 seven verification letters for professional student placements.
- Worked with our consultant on broker selection and moved eight lines of coverage to a new broker, Sycamore Insurance Associates.
- Established a working group to customize United Educators' training with a single sign-on to implement online training courses. Customization is complete and ready for the next phase.
- Updated procedures, sending out quarterly global emails with risk management information regarding training, safety, best practices, etc.

# STUDENT FINANCIAL SERVICES AND E-COMMERCE

## 2020-21 ACCOMPLISHMENTS

- Touchnet e-commerce payment system
  - Developed and implemented various new payment sites
  - Transitioned some existing sites from using Visual Zen to SLATE
  - Flight Academy site was modified to provide students/parents the ability to pay additional amounts when additional flight hours were needed to achieve proficiency
  - Began conversations regarding NACHA requirements for ACH account validation and ACH file encryption
  - Introduced functionality to enable emailing receipts directly from the TouchNet Marketplace module in conjunction with transactions being processed through SalePoint's JPoint system
- Banner Enterprise System
  - Developed and tested procedures and coding for HEERF II and HEERF III Stimulus dollars
  - Oracle 9 upgrade
  - Completed Summer 2020 and Spring 2021 release upgrades
  - The in-house “hold” process was reviewed and coding was developed to automatically “extend out” holds to allow student registration instead of manually running reports and adjusting the hold date.
  - The in-house variable payment plan process was reviewed and coding was developed to include the Health and Wellness fee in balance calculations, and to use the entry date instead of the effective date of the transactions
- Blackboard Connect
  - Assumed responsibility for sending out portal messages to students in regard to refunds and collection notifications – previously done by Communications and Marketing
- Argos enterprise reporting solution
  - Completed an Argos application upgrade
- Payment Card Industry
  - The annual PCI compliance assessment was successfully completed, resulting in a “fully compliant” designation
  - Began preliminary CBI contract discussions for the February 2022 assessment
- IRS Form 1098T
  - Completed 1098T missing SSN “due diligence” requirements
  - Processed external system transactions via baseline functionality – removed the ISU process modification

- Worked with Ellucian to clean up carry-forward amounts from previous years to ensure reporting accuracy
- Implemented new procedures to process Sycamore Emergency Loans and Financial Aid Referrals that eliminated inner-office traffic
- Nelnet external payment plan
  - Reviewed and executed a contract with Nelnet regarding platform migration from the TMS platform to the Nelnet platform. Actual implementation is planned for FY 2021/2022
- Indiana Department of Revenue Tax Offset Program
  - Increased the number of accounts annually sent to the Indiana Department of Revenue tax offset program from 927 accounts in 2018 to 5293 by the end of June 2021
  - Created an automated method of adjusting account balances in the IDOR file when payments are made
- Audited International Sponsor Billings/Balances
- Installed new external depository to accept locked bank bags
- Modified collection agency reconciliations to include more automation
- Analyzed Early Childhood Center past due accounts and provided departmental guidance
- Implemented Secure File Hub
  - Allows students to send documents to our office in a secure manner
  - Takes sensitive information out of ISU email
  - Allows multiple individuals to have access to submitted documents instead of being in only one staff member's email
- Reviewed potential vendors for Stoneware replacement (ISU Portal)
- Reviewed potential vendors for Early Alert / Student Success software
- Reviewed a program scheduling tool vendor for Atomic (UC4) replacement
- Viewed webinars regarding required changes to military procedures
  - Tuition Assistance debt letters / refunds
  - ArmyIgnitED billing software
- Hired several new staff members, including the replacement of a 30+ year retiree
- Supported the Pathway to Blue initiative via financial status reports and meeting attendance
- Completed final steps of the HCL accreditation process
- Provided guidance to the ISU Foundation regarding a variety of donor established scholarships that carried a myriad of financial requirements
- Completed significant analysis of the Federal Trade Commission Red Flag rules and the response to the same by other Indiana institutions.
- In addition to the above specific examples, that which follows provides a sampling of the types and volumes of transactions completed in 2020-2021
  - Number of A/R System Charge transactions 233,573
  - Net A/R System Charge transaction dollars \$242.3 million
  - Number of A/R System Credit transactions 123,557

○ Net A/R System Credit transaction dollars	\$242.1 million
○ Number of Student Refund transactions	33,545
○ Student Refund transaction dollars	\$41 million
○ Perkins Loan portfolio dollars managed	\$5.1 million
○ Number of Perkins Loan bills	13,860
○ On-line Perkins Loan payment transactions	2085
○ On-line Perkins Loan payment transaction dollars	\$197,364
○ Number of A/R Accounts Managed	150,251
○ Number of Accounts Receivable Bills	62,966
○ Global Engagement Agreements Approved	2
○ Alternative Fee Program Approvals	4
○ Detail Codes created (e.g., new initiatives, new scholarships, etc.)	83
○ Book award programs administered	4
○ Book award student recipients	1,470
○ Book award payments	\$308,777
○ Vendor PCI attestations secured	85
○ Software PCI evaluations completed	18
○ Total Web credit/debit card transactions	41,670
○ Total Web credit/debit card transaction dollars	\$26.9 million
▪ Mobile credit/debit card transactions	3,593
▪ Mobile credit/debit card transaction dollars	\$2.9 million
○ Total ACH payment transactions	4,554
○ Total ACH payment transaction dollars	\$9.5 million
▪ Mobile ACH payment transactions	724
▪ Mobile ACH payment transaction dollars	\$1.1 million
○ E-Wire payment transactions	2
○ E-Wire payment transaction dollars	\$26,403
○ Sycamore Emergency Loans processed	81
○ Financial Aid Referrals processed	93
○ IN Dept. of Revenue (IDOR) Tax Offset Accounts	5293
○ Amount collected via the IDOR Tax Offset initiative	\$273,423