

Indiana State University

**Division of
Finance and Administration**

Annual Report 2022-23



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FINANCE AND ADMINISTRATION

ANNUAL REPORT

2022-23

INTRODUCTION

The Division of Finance and Administration is comprised of approximately 261 staff employees and 48 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, debt management, procurement, facilities management, payroll, risk management, public safety, 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 Procurement
Financial Services
Human Resources
Public Safety (Campus Police and Traffic & Parking Services)
Risk Management

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.

A handwritten signature in black ink that reads "Diann E. McKee". The signature is written in a cursive style with a small dot above the 'i' in "Diann".

Diann McKee

Senior Vice President for Finance and Administration / University Treasurer

Senior Vice President for Finance & Administration / University Treasurer

Financial Accounting/Controller

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

Campus Facilities Operations & Maintenance

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

Capital Planning and Construction

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

Environmental Health/Safety

- Fire Safety
- Occupational Safety

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, 2023

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 TREASURER

2022-23

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:

Accounting and Auditing Associate; Controller's Office; 28 years of service

Purchasing Assistant; Purchasing; 23 years of service
Contracts and Grants Assistant Director; Financial Services; 11 years of service
Chief of Police Assistant; Public Safety; 12 years of service
Safety Specialist; Environmental Health & Safety; 26 years of service
Lead Locksmith; Facilities Management; 40 years of service
Custodians (2); Facilities Management; 42 years of service combined
Senior Custodial Supervisor; Housing Facilities; 18 years of service
Senior Maintenance Mechanic; Housing Facilities; 27 years of service

BUDGET AND PAYROLL

2022-23 ACCOMPLISHMENTS

- Successfully transitioned to Kronos Dimensions eliminating the use of phones for clocking and introduced a new mobile app, proximity readers (in some campus departments) and expanded the use of computers to enter and stamp time. This move also included the use of cloud services further decreasing dependence on internal OIT resources.
- Processed 54,808 pay events in 2022-23 with a total gross payroll of \$95,716,486.
- Issued 4,232 W-2s in 2022 with 57% being issued through the ISU portal.
- Withheld \$19,489,168 in taxes and timely submitted over 50 payments with corresponding federal and state reports.
- Completed 31 wage verifications.
- Processed 425 involuntary wage deductions (child support, wage garnishments, and delinquent tax withholding) resulting in 98 payments to outside agencies.
- Applied 1,103 salary budget increases to full-time benefit eligible faculty and staff positions.
- Processed over 595 capital project invoices & requisitions via check requests, purchase orders and procurement card transactions; approximately \$22M in capital project expense flowed through Plant Fund programs.
- Reviewed and/or updated 1,041 salary budgets due to various position changes such as promotions, new hires, reallocations, transfers, and separations via EPAFs.
- Audited samples from over 817 employee salary records in the University's Salary Book for reporting accuracy.
- Compiled exempt & non-exempt employee FTE (873) and salary data (\$45.3M) for comparison purposes from the Budget Office to the Human Resources Staffing Report to ensure reporting accuracy.
- Assisted 26 auxiliary/designated units with approximately 53 departmental budgets totaling \$73 million.
- Reviewed and uploaded 143 budgets in Budget Development totaling \$104.4M
- Updated Budget Development procedures to further assist budget managers in the budget upload process.
- Evaluated budget reduction proposals and staff re-organizations to assist VP divisions in identifying \$12M in budget reductions for FY24.

CONTRACTS AND GRANTS

2022-23 ACCOMPLISHMENTS

- In FY 23 we requested the setup of 42 indexes for external projects that have been awarded to Indiana State University.
- Indiana State University recorded \$185,482 in Indirect Cost Recovery for FY 23 F&A recovery for external grant awards.
- Indiana State University recorded \$10,056,022 of externally funded grant costs during FY 23. Of this amount \$3,532,143 was for CARES/CRRSAA/ARP funding received from the US Department of Education due to the COVID-19 pandemic.
- FY 22 2CFR200 Uniform Guidance Single Audit with an unmodified opinion & no findings
- Continued to review Federal Regulations & requirements for cash management related to CARES/CRRSAA & ARP funding received from the US Department of Education during FY 23. 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.
- The FY 20 IDC Proposal to HHS prepared & submitted in FY 21 was reviewed & the Indirect Cost Rate agreement was finalized by HHS during FY 23. Indiana State University received a new approved Indirect Rate Agreement of 31.1% of Total Modified Direct Costs (TMDC) effective through 6/30/2026. This was the same rate as the prior rate agreement effective through 6/30/2021.

ENVIRONMENTAL HEALTH AND SAFETY

2022-23 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 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
- 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
- Conducted semi-annual fire safety inspections in all campus buildings
- 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
- Installed new replacement 10 lb. fire extinguishers with paper tags (inspection) in elevator equipment rooms per orders from the state elevator inspector
- 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
- Universal waste recycled included:
 - 6,647 individual fluorescent and HID lamps
 - 1,607 lb. hazardous waste disposal
 - 250 lb. nonhazardous waste disposal
- Prepared and submitted annual Hazardous Waste Report to Indiana Department Environmental Management
- 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
- Radioactive waste inventory was approved for shipment and pickup was completed in May followed by closure/decommissioning samples that were submitted to the Nuclear Regulatory Commission (NRC) to terminate the University's Material License

- We distributed personal protective equipment (gloves, safety glasses, hearing protection, filtering face pieces, etc.) to employees, primarily to Facilities Management
- Performed accident investigations, as needed
- Completed a safety review of the College of Technology (COT) laboratory spaces including:
 - Safety evaluation of each lab
 - Assisted COT faculty and staff with Lab Hazard Assessments for accreditation requirements
- Made biohazardous waste pickups on campus, as needed – One hundred forty three pounds were sent out for disposal
- 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

FACILITIES MANAGEMENT

2022-23 ACCOMPLISHMENTS

Facilities Management Service Requests:

TMA/ WORK REQUESTS
Task Analysis Summary
FY 2022-2023

Skilled Trade (types of requests)	# Complete
Carpentry (build, install, hang, repair)	1,301
Painting (new paint, cover holes, patch existing)	102
Lock Maintenance & Keys (install new, repair existing, cut keys)	956
Electrical (lights, outlets, switches, wiring, generators)	1,664
HVAC (temperature control, ventilation, air quality)	917
Plumbing (water issues, kitchen & restroom fixtures)	818
Mechanical/Welding (machine work, welding, misc. mechanical repairs)	209
Total Completed Work Requests	5,967

Large Projects managed by FM Operations and Maintenance team:

CHHS Pool Chemical Room	\$ 35,000
CHHS Chiller Repairs	\$ 25,000
Campus; JCI Building Automation Upgrades to 8 Buildings	\$ 60,000
HMSU Chiller Controls and Heating Upgrades	\$ 45,000
Landsbaum, Install Reheat Coils & RTU Replacement	\$ 300,000
Memorial Stadium, President's Press Box Upgrade	\$ 30,000
Myers ATC Tube Bundles for Hot Water System	\$ 18,000
SCWP, Installation of Strainers on Chillers	<u>\$ 35,000</u>
Total	\$ 548,000

Housing Facilities:

- Prepared all Housing areas, rooms, lounges, and hosted over 2300 guest for Special Olympics, NSO, 500 Duke Energy employees, followed by over 2400 guest of Hmong group, then all areas ready for student move in within 11 days.

- Finalized contract with Cauldwell Gregory to remove approximately 450 washers/dryers and replace them with new CG units with all responsibilities for operation and maintenance to be assumed by CG.
- Sandison chiller was brought back on line in house, after 12 years out of service.

Central Heating Plant:

- Completed IDEM Title V Part 70 5 Year Renewal for the Campus.
- Tunnel 7 and Tunnel 2 repair project.
- UPS systems for control system and lighting purchased and ready to be installed.

Major Construction Projects:

- Completed 16 projects worth \$24 million.
- Completed Dreiser Hall renovation for \$16 million, and Lincoln Quad demolition for \$1.5 million.
- Received Tree Campus USA certification for 16th consecutive year.

University Mail Services:

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 is dedicated and hardworking.

The Mail Service Department processed all incoming and outgoing USPS mail which included over 1,200 New Student packages for the Admissions Department and over 1,500 packages for the Foundation Department. Total mail handled by the Mail Service Department for 2022/2023 totaled 1,064,624 pieces.

FM Custodial and Special Services:

- Custodians continue to maintain buildings to the best of their ability with 15 fewer staff due to openings. As unaddressed needs arise we handle as a priority.
- Had training for staff on Emotional Intelligence that was well received with positive feedback.
- There has been an increase in moves and set ups this past year and the Recycling/Moving Set up team work together as needed to meet deadlines. Elizabeth's close attention to scheduling aids in the overall process.

FINANCIAL ACCOUNTING

2022-23 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 2021-2022 Financial Report
- As part of the new GASB 96 Pronouncement, we implemented a new process, with the help of a third-party, Lease-Query, to capture our Software Subscription expense to determine if it should be recorded as an asset on our Financial Statements
- Debt Service Management.
- Oversight of Student organization services.
- Compensated for staff shortages and transfers within the department. This included changes in Financial Analyst, Travel, Procard Administrator, Accounts Payable Auditing and Accounting Associate, and Budget Coordinator. Hired two new staff and worked with all affected staff to train on policies and procedures.
- ISU Advantage – Committee Work – Communicate and provide tax information to students. Work on how travel payments are going to be handled, transfers, etc.
- Participate in Active Shooter Training.
- Improved scholarship tracking for manual adjustments to 1098-Ts from annual to a monthly reconciliation allowing for more accurate record keeping.
- Worked with Athletics Department and Sackrider Accounting in completing annual NCAA audit.
- Participated in Human Resources campus wide trainings to provide trainings for Budget, Accounts Payable and Travel processes.
- Provide custom Banner Finance training for individuals / departments / chairs upon request.
- Review vendor analysis of monthly transactions for fraud and opportunities to use Pro-Cards to increase rebate.
- Reviewed available options for AP automation.
- Taxes:
 - Tax management including but not limited to creation and distribution of all 1099, 1098-T and 1042-S Tax forms.
 - Worked with outside consultants to prepare and file form 990-T Annual Income Tax Return.
- Technical / Systems
 - Collaborate with OIT on software upgrade, testing and implementation for all ISU OIT managed upgrades.
 - Collaborate with Vendors on software / website upgrades impacting ISU. Vendors included Egencia, Enterprise, Altour, Chrome River, and JP Morgan Chase.
 - Work with Chrome River to implement minor enhancements and resolve issues with current implementation.

- Managed and enhanced processes for Finance security relative to Separations and Transfers.
- Maintain and enhanced websites for Office of the Controller, Purchasing, and the Office of Contracts and Grants.
- Consult with First Financial Bank relative to changes in their policies regarding ACH and Positive Pay reporting.
- Consult with OIT to provide a secure method for W-9 document upload.
- Travel:
 - Management of Travel activities including Pre-Approvals, Expense Reports, Cash Advances, Direct Bills, and Travel Cards.
 - Worked with Global Engagement Office to prepare travel information for faculty for international travel.
 - Issued Travel Card to faculty to replace cash advances for faculty led trips abroad.
- Purchasing:
 - Oversight and support of Purchasing Department.
 - Review Purchasing policies and procedures with SIG Consultant to identify areas of improvement.
 - Eliminate Purchasing's custom Company Processing System (CPS) and implement processes to complete quarterly minority reporting to the state without reliance on CPS.
 - Assist Purchasing in creating quarterly minority reports for the state of Indiana.
 - Work with Purchasing and OIT to review/research options to replace custom Inventory Surplus System.
 - Work with Purchasing on other improvements/enhancements including a way to send a copy of the Bid to the department, set default Vendor communication methods and a way to set delivery method for Bids and Purchase Orders.

FINANCIAL SERVICES

2022-23 ACCOMPLISHMENTS

- Worked with campus constituents and payment platform vendor (TouchNet) to execute a 5 year contract extension.
- Designed a payment site for Fraternity and Sorority Life, Panhellenic Recruitment.
- Collaborated with Residential Life to obtain approval to rent bed loft equipment to students via StarRez and created a payment site to accept these payments.
- Partnered with university departments to determine how Faculty Led Travel payments, in conjunction with IS Advantage, would be handled and worked on a payment site to accept these payments.
- Gained knowledge of the different IS Advantage offerings and began testing new Banner detail codes to ensure application of payment functioned as expected on student accounts.
- Updated the TZPHOLD Banner process related to student accounts to allow transcripts, diplomas, and grades to NOT be held due to an account balance in support of a new Indiana law dictating transcript hold requirements.
- Tested transitioning from the COBOL ISU custom procedure TSRLBOX to the JAVA Ellucian baseline procedure TSPLOAD for posting charges/payments to student accounts.
- Performed required steps, setting bill dates and deleting cashier sessions, in anticipation of purging records from TBRACCD.
- Conferred with several university departments related to the addition of Preferred Partners and how the process needed to be developed/streamlined.
- Reviewed information and had conversations with other universities related to various topics of interest at ISU, such as
 - Course Program of Study – USI / Purdue
 - Dual Enrollment software – Community College System of New Hampshire
- Met Department of Education requirement deadline of assigning all loans currently 24 months past due.
 - Assigned 709 Perkins Loans to the Department of Education.
 - Continued to review accounts monthly to determine if they are ready for assignment due to being 24 months past due.
- Intercepted in excess of \$852,000 through Indiana Department of Revenue Tax Offset Program.
- Completed Payment Card Industry assessment with a compliant rating.
- Reviewed 76 vendors to ensure Payment Card Industry compliance.
- Improved university collections process to increase efficiency, improve accuracy, and track data to determine success of collection efforts.
- Wrote new Argos reports to capture information related to collection accounts.

- Updated current collection letter Argos report to ensure all letters obtain an address to reduce the need for manual intervention.
- Utilized Banner Communication module for communications and Banner form GUIMAIL to have record of email communications that are sent to students.
- Implemented monthly process of reconciling collection agency reports to ISU reports in an effort to ensure student accounts reflect accurate information.
- Extended credit bureau reporting to include General Revenue Corporation so both collection agencies being used are handling accounts similarly.
- Began conversations with two potential collection agencies regarding their contracts and collection rates in anticipation of possibly adding a third agency.
- Started imaging old collection folders into the document imaging system to reduce the amount of physical paper/folders in the area.
- Upgraded campus systems as required by OIT.
- Conducted extensive review of Federal Register 34 CFR to ensure changes would not impact our Perkins Loan population/procedures.
- Reviewed semester calendars to determine when best to invoice for military debt due to the Army's new requirement limiting invoicing to only once per semester.
- Assisted with providing information requested as it related to the Department of Defense audit and MOU.
- Successfully tested and assisted OIT with implementation of new thin clients for all cashier stations.
- Implemented new analog phone system in cashier area due to Telecommunications analog system upgrade.
- Reviewed and adjusted chemistry fine values for the Chemistry Department.
- Collaborated with multiple areas to accommodate grant funding for Summer Honors/Maker's Week.
- Assisted with testing the new Payroll UKG timekeeping system.

HUMAN RESOURCES

2022-23 ACCOMPLISHMENTS

Employment

- Completed integration between PeopleAdmin with Reference Services, the background check vendor. This integration has significantly reduced time spent submitting criminal background check requests by eliminating data entry by Human Resources personnel.
- Navigated the move from using Ambucare to Union Health Center for Occupational Health for pre-employment physicals completion. This streamlines our processes by having one provider for both the pre-employment physicals and Worker's Compensation.
- Partnered with the Office of Diversity, Equity, and Inclusion to train 281 search committee members. A total of 49 training sessions were offered.
- Collaborated with other departments/offices to offer the HR's Human Resources training sessions. HR conducted a survey to determine the training needs, then designed and implemented the training. 24 sessions were offered covering different topics and 75 employees attended the training. A post-training survey was conducted, and the results of respondents were as follows:
 - 67% of respondents found the training helpful.
 - 85% responded that they would apply the information they learnt to their work.
 - 87% would recommend the training to others.
- Collaborated with Academic Affairs to offer six sessions on the Applicant Tracking System.

Employee Relations

- Due to successfully defending unemployment claims and or/appeals, the university paid a total amount of \$5,138.88, which is lower than previous years.
- Partnered with the President's Office to plan and implement an in-person Employee Recognition and University Medallion award ceremony.
- Drug-Free Workplace notifications:
 - Annual Notifications to 3384 employees
 - Monthly notifications to 1671 new employees
- Annual Fire and Safety notifications to 3384 employees

Training and Professional Development

- A total of 24 bi-weekly face-to-face staff orientation sessions were held for 154 new staff.

- Offered two Supervisor Workshop Training Series. These were cafeteria-style workshops that allowed employees to register and attend topics that benefit them professionally.
 - Fall Series 2022 - 91 employees attended.
 - Spring Series 2023 - 55 employees attended.
- The New Welcome Employee Welcome Training completion rate increased to 85% in FY23.

Compensation

- Implemented salary increases of 1.5% as of November 1, 2022, and 4% as of July 1, 2023.
- Reclassified numerous positions to aid departments in reorganization efforts.
- Updated Staff Performance Evaluation process to reflect current trends and increase efficiency.

Benefits

- Implemented the Temporary Faculty Retirement Incentive. Through this program we were able to retire 13 faculty in May 2023 and December 2023.
- Retired an additional 32 employees during the 2022/23 fiscal year.
- Wellness Screenings for 2023 Health Discounts were completed with nearly 1000 participants. This was the first year since COVID that our participation exceeded 80%.

HRIS

- Worked with People Admin to resolve duplicate user account creation issue. This included changing our HP process procedures.
- Worked with PA clean up duplicate user and position information.
- Reviewed PA new integration technology with PA. PA stated it will not work for us for we are transferring more information than it is capable of handling.
- Developed solution to identify active employee/department information for OIT security systems.
- Install Federal updates for 1094C and 1095C reporting.
- Implement secure file upload process.
- Implement automatic notification receipt when files are uploaded.
- Review what it would take to update and maintain “Reports To” information in Banner to ensure the information is accurate and available for all systems.
- Review benefit beneficiary module within Banner.
- Develop a process to identify all Banner accounts that contain special characters in their name. This is because a lot of state and federal agencies’ reporting systems will not accept special characters.
- Developed Internal verse external web site.
- Review the use of MS forms verses Qualtrics forms.
- Worked with PA to streamline the portal/user authentication process to reduce invalid login and new account creation process.

PUBLIC SAFETY

2022-23 ACCOMPLISHMENTS

- Three (3) new officers hired.
- Created and posted the Emergency Manager/Fire Safety Officer's position and established a search committee.
- Completed and updated the Emergency Response Plan (9/22).
- Completed and updated the Annual Security Report (9/22).
- Updated all 60 Building Coordinator Plans.
- Received \$5,000 in grant money from the Drug Free Vigo County Council for five (5) new body-worn cameras and a docking station.
- Each officer completed a minimum of 24 hours of continued training mandated by ILEA.
- Completed construction on new 911 dispatch center.
- Participated in over 150 programs/events on campus and off campus including Special Olympics, Law Enforcement Torch Run, Polar Plunge, and Tip a Cop.
- Worked with Legal Department to create a hiring contract that would require officers to reimburse the PD if they left prior to serving 4 years.
- Hosted an Impaired Driving training session for outside law enforcement agencies along with our department.
- Public Safety worked with Student Government Association to have the 988 Suicide Hotline printed on the back of new staff/student ID cards.
- Worked with MSP Director to arrange a community Pride Fest on campus in the fall.
- Reviewing and updating our policies and standards for our upcoming IACLEA reaccreditation.

RISK MANAGEMENT

2022-23 ACCOMPLISHMENTS

- Successfully accomplished 2022-23 United Educators training plan goal for golf cart safety resulting in a \$30,000 insurance premium credit.
- Created an on-line Incident Report Form and added it to the Risk Management website to more efficiently track risk management related incidents.
- Completed 'Did You Knows' in the ISU Today for 11 different risk management topics
- Assisted employees on access to the UE portal to complete required training modules.
- Revised the vehicle procedures and guidelines and golf cart procedures.
- Created safety guidelines for annual car smash event.
- Submitted training plan for the United Educators 6% premium credit for the 2023-24 policy renewal.
- Researched and discussed with insurance providers regarding COIs for fraternities and sororities
- Drafted language for Special Events Committee email for tentatively approved events.
- Completed applications and secured insurance renewals for 8 lines of coverage.
- Gathered information for sculptures and paintings and obtained Fine Arts coverage.
- Reviewed 79 unique events with the Special Events Committee and student groups.
- Reviewed 15 contracts for approval of insurance provisions.
- Processed 17 notices of auto/liability claims/potential claims and follow-up investigations.
- Provided 23 verification letters for professional student placements.
- Processed audits for three workers compensation policies that include the flight academy and New York State Policy.
- Managed 193 different matters that came through the Office of Risk Management for various topics.
- Collaborated with the Clery team and the Emergency Response team.