Finance & Administration
Annual Report
Fiscal Year 2019
"Through teamwork, we can achieve much more than we would on our own"
STUDENT SUPPORT SERVICES
DINING SERVICES
In the past year, UGA Dining Services received Green Restaurant Association Certification for Bolton and other campus dining halls, created and sold salads using fresh greens from UGAdren and hydroponic growing towers in Oglethorpe Dining Commons, continued to enhance programs that make meal plans more accessible to all students, and took further steps to eliminate Styrofoam and plastics in dining operations - including the move to compostable paper cups at Chick-fil-A and compostable straws in all dining locations.
In January 2019, vertical aeroponic tower gardens were introduced to Oglethorpe Dining Commons. These tower gardens grow and produce organic and hyper-local leafy greens and fresh herbs for use in both residential and retail dining outlets across campus.
TRANSPORTATION AND PARKING SERVICES (TPS)

6 million+ passengers

Continued expansion of Virtual Permit Lots/Decks: currently 80% of all Campus Parking Lots are now LPR for sustainability, efficiency, and user experience.
The UGA Golf Course, along with the UGA Athletic Association, hosted top-tier NCAA events including the Men's NCAA Regional Championship and the annual Liz Murphey Collegiate Classic. The Golf Course hosts many other events throughout the year in an effort to support local programs and their initiatives.
BOOKSTORE
$1,111,828
the amount students saved on textbooks

$10,000
awarded in annual textbook scholarships
Developed three new “micro market” operations to help meet the dining needs of underserved campus areas. Branded as “Campus Market Express”, these unattended markets offer a greater variety of food and beverage options than can be offered by traditional vending machines.
HR AND ADMINISTRATIVE SERVICES
During FY19, the Human Resource division partnered with units and individuals across the University to collaborate and prepare for the transition to the new OneUSG Connect HCM system. OneUSG Connect HCM is the University System of Georgia's HR and Payroll System, a part of the University System of Georgia initiative to develop and implement streamlined human resources and payroll policies, procedures, and technology solutions that benefit all 26 USG institutions.
In December 2018, the OneUSG Connect HCM system was launched. This project would not have been successful without the contribution and collaboration of the support and input of users across campus.
In May 2019, Training and Development kicked off the third cohort of the Women’s Staff Leadership Institute. The cohort included 12 staff members from seven units and five schools and colleges.

Launched in 2017, the WSLI is an annual program aligned with the Women’s Leadership Initiative launched in 2015 by the Office of the President and the Office of the Provost.

The program is administered through the Office of Human Resources’ Learning and Development with the support of executive sponsor Jennifer L. Frum, vice president for public service and outreach. Allie Cox, director of learning and development, coordinates the institute.
Working out of Human Resources, the UGA Search Group has been providing executive search services at the University since 2006. In providing these search services for positions at the vice presidential, dean and director levels, the group has effectively worked with a large cross-section of the institution and is recognized as a high quality provider of search services for senior level faculty and staff.
Resolved:

1,897 end user inquiries on Accounting Matters

&

4,656 end user inquiries on budget extensions

Replaced Personnel Activity Reports (PARs) with new Payroll Certification Process.

Received Award of Distinction for Excellent Financial Reporting from the Georgia Department of Audits and Accounts.

In FY 19, the University of Georgia Accounting Department once again received an Award of Distinction from the Georgia Department of Audits and Accounts. This award is presented to organizations that submit quality financial statements and supporting documentation in a timely manner, whose annual financial report is given an unmodified audit opinion and is free of any significant deficiencies or material weakness, and
organizations that comply with all Transparency in Government relations.
ASSET MANAGEMENT

<1%

of inventoried equipment reported unaccountable by departments

Converted 15,291 fixed assets & 82,612 equipment assets from UGA's legacy financial system to UGA Financial Management system.
Donated numerous non-inventoried surplus furniture to non-profit 501(c) 3 organizations, which reduced the amount of equipment sent to landfills.
UNIVERSITY BUDGET OFFICE

Assisted the Board of Regents and Georgia State Financing and Investment Commission (GSFIC) with the capital outlay request made available in the Governor’s FY 2020 budget. The
University received $6.75M to support various large and small capital projects and $13M in Major Repair & Renovation (MRR) funds to help preserve the value, integrity, and effectiveness of UGA’s rapidly expanding, aging, and highly used facilities and infrastructure.

Facilitated approximately $391,000 in Campaign for Charities donations

Partnered with campus constituents, EITS and OneSource teams to develop the new Budget Planning and Salary Setting tool for budget development. Coordinated with Human Resources, Finance Division, and USG ITS in the delivery of data back to the UGA Financial Management and OneUSG Connect systems. This collaborative effort resulted in a more efficient and effective budget development tool for the University of Georgia.
BURSAR AND TREASURY SERVICES
Launched a new cashiering system across the university, providing an online deposit system with full transparency to 640 users.

Facilitated increases in short-term investment earnings to support institutional infrastructure and facilities needs.
assisted students with

3,580

student account payment plans
STUDENT ACCOUNTS

Partnered with EITS to decommission the legacy student account systems and implement and train staff on Banner 9 student information system software.
assisted graduate students with over 3,000 payment plans.
ACCOUNTS RECEIVABLE

Worked with UGA departments to add another 20 billing units to the accounts receivable platform. This platform streamlines billing and collection processes.
The number of student accounts referred to a collection agency (1st placement) continued to decline: 85 new student accounts were placed with a collection agency in FY 2019, compared to 88 new placements in FY 2018.
Successfully implemented OneUSG Connect, the HR/Payroll platform utilized by all USG institutions, on December 16, 2018.

Created new processes for off-cycle checks, overpayments and supplemental pay with OneUSG Connect. New forms and training were available to assist departments with these new processes.
issued 28,218 W-2s and 592 1042-Ss
SPONSORED PROJECTS ADMINISTRATION
Awards on projects totaled $298 million – an increase of 4.31% over FY18.

Successfully implemented Project Status Reports to aid faculty and administrators access to an overview of each sponsored projects.

Successfully implemented Payroll Certification to meet federal requirements.
$252 million

total sponsored expenditures

An increase of 6.46% over FY18
FINANCE DIVISION
PROGRAMS
The Finance Division Programs staff supported training on UGA OneSource systems, including UGA Financials Management, UGA Budget Management and OneUSG Connect. UGA employees participated in over 95 webinars and 60 in-person classes. Additionally, there were over 12,500 views of the self-service version of OneSource courses. Post news items, create resource pages and post resource items to the OneSource website.

The Service Desk provided support to other Finance Division units, resulting in better service to the UGA community, by coordinating requests for things such as combo codes, retro payroll, and expense report adjustments through the OneSource Service Desk. Additionally, they facilitated OneUSG Connect go live via sending/collecting Unit Requests to Project coordinators for employee validation, first payroll, Time & Absence Approvers, and Summer Payroll.
This PUM included 10 notable enhancements to the system.
DIRECTORY ASSISTANCE
campus operators processed a total of 42,075 calls during FY2019
MAIL & RECEIVING SERVICES
on average,
13,479
pieces of mail were
processed daily
received, sorted and delivered

2.3 million
departments across

242

pieces of incoming mail to

175

buildings
ACCOUNTS PAYABLE
processed
10,761 student aid and student account refunds totalling $22.9 million

resolved
3,771 end user inquiries Accounts Payable and travel reimbursement matters
BULLDOG PRINT AND DESIGN

Student Services
Hosted facility tours for high school students/teachers looking at University of Georgia institutions for Graphic Design, Communications, as well as information on cutting-edge printing technology. In 2019, Bulldog Print + Design partnered with the Printing & Imaging Association of Georgia (PIAG Foundation) to provide facility tours and professional skills “in-service” training for printing/imaging students and faculty from high schools around the state. The PIAG Educational Foundation is a charitable organization that exists to promote print as a smart solution by educating marketers and media buyers on the value of print in the media mix as well as supporting students who will become the future of the printing industry. Attendees were able to observe our staff in a real-world production environment and see our techniques and equipment in action.

Administrative Support
Continued our partnership with Marketing and Communications (MARCOMM) to rollout new branding guidelines to the campus community. MARCOMM has identified Bulldog Print + Design as a preferred printing vendor for official University of Georgia stationery; including business cards, letterhead, envelopes, labels, etc. As listed on the MARCOMM website, print buyers on campus are encouraged to use Bulldog Print + Design for our adherence to the new branding standards, print quality as well as outstanding price and value.
Procurement serves the University of Georgia by preparing, negotiating, executing, and awarding all contracts, purchase orders and rental agreements for supplies, materials, equipment and services. Procurement also serves the University by managing the purchasing card (P-card) program, enhancing
supplier relationships, identifying sources of supply, and obtaining competitive pricing for campus.
F&A IT maintains 50 servers

Partnering with EITS to migrate departments away from internally maintained imaging systems over to the campus support Content 7 imaging system.

A new PC imaging process was developed internally that allows IT to rapidly deploy PCs with a consistent baseline that is unique to each department. This gives us the ability to maintain a uniform PC platform which in turn reduces our implementation overhead and a user’s downtime. This process has reduced our build times from 1 day to 45 minutes.
design, develop, and maintain

20 Finance Division departmental websites
In FY 2019, the Office of Emergency Preparedness (OEP) assisted with 23 new departmental business continuity plan completions, over a 200% increase from the previous year. In addition, OEP added 26 new members to the UGA CERT program (400 members overall) and 35 new members to the UGA Medical Reserve Corps (MRC) program (187 members overall). Volunteers contributed 889 hours towards various
community meetings, information fairs, training and exercises all in an effort to make UGA a safer place to live, work, and learn.

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Provided training to over 7,660 students, faculty, staff, and parents through 179 training sessions.
28 emergency drills and exercises conducted or participated in on campus and in the community
INSURANCE AND CLAIMS MANAGEMENT
ICM implemented Safety National Training for the DriversCheck Program. Safety National Training is an online based program for employees to receive training when an observation report from DriversCheck has been called in. 17 employees have been enrolled in Safety National and have successfully completed their assigned module.

As a request from the Ecology department, ICM also enrolled 16 Teaching Assistants into a 12-15 Passenger Van training module.

ICM have created an on-line claim reporting system with direct contact with DOAS where information regarding claims can be shared on line. This has created speed and efficiency in the claims process.
INFRASTRUCTURE SERVICES
Featured Project: The Alice H. Richards Children’s Garden at the State Botanical Garden of Georgia opened in the spring of 2019. The centerpiece of the State Botanical Garden, the children’s garden is a 2.5-acre interactive outdoor classroom where visitors can learn about Georgia history and natural resources, native plants and pollinators, and healthy foods. The garden features a

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<tr>
<th>Total Project Count</th>
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<tbody>
<tr>
<td>21 Design</td>
</tr>
<tr>
<td>24 Construction</td>
</tr>
<tr>
<td>85 Completed</td>
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<tr>
<td>130 Total by Cost</td>
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replica of Ellison’s Cave in Walker County, the 12th deepest cave in the United States, mastodon fossils from 40 million years ago, granite mined from Elbert County and a pitcher plant bog—just a few points of interest visitors can expect to see, touch and explore at the new children’s garden.

**Total estimated for project budgets:**

$511,099,333
The Environmental Safety Division’s (ESD) Fire Safety Program inspects nearly 10,000 fire extinguishers and 500 AEDs across campus each month. This daunting task is made possible by a well-oiled process and an impressive level of teamwork. The campus is divided into territories and teams scan barcodes on extinguishers and AEDs. This information goes into a database where ESD staff can see the progress of inspections and what areas on campus had been serviced. Through teamwork, the ESD staff ensures a high level of accountability and demonstrates their desire to provide a safe environment at UGA.
The Industrial Hygiene and Occupational Safety Programs provided:

- Annual testing and inspection of the 1,575 eye wash stations & 1,016 safety showers

Located in 115 buildings where hazardous chemicals are used
UGA utilizes the Chematix system to track chemical inventory and hazardous waste at 1,800 locations around campus. In these locations, staff use the Chematix system to ensure that they are...
in compliance with university, state, and federal regulations related to hazardous chemical storage, handling, and disposal.

If lab personnel encounter difficulties or have questions while using the Chematix system, ESD has expert agents available via a live chat feature to help with the situation. On average, ESD staff respond within 45 seconds of an inquiry and utilize this technology to better serve our campus partners.
FACILITIES MANAGEMENT DIVISION (FMD)
846 faculty engaged in sustainability related research

Reduced campus wide energy consumption by 21.4% since 2007
Four campus/community engagement events in FY19 with 310 total participants. Campus-wide interdisciplinary experiential learning programs: Foodshed UGA and Watershed UGA.

**Foodshed UGA**

With the goal of creating a healthier future for all, the UGA Foodshed Initiative is engaging the campus and community in sustainability and innovation through food that we grow, eat, and waste. This interdisciplinary, experiential learning initiative is leveraging a network of experts and organizations - both on and off campus - to promote sustainable food production, increase food security, reduce food waste, and increase awareness of the impacts of our food choices.

**Watershed UGA**

13 service and outreach projects to promote restoration of campus and community watersheds

*Reduced campus wide water consumption by 29% since 2007*

**Addressing Food Insecurity**
FMD partnered with UGA Dining Services, UGArden, Campus Kitchen, SNAP-Ed, Food As Real Medicine (FARM Rx), Geography Green Roof Garden, and Athens Farmers Market in FY19

approximately

861 tons

of materials composted at the UGA Bioconversion Center including organics from UGA dining halls

651.30 tons

of materials recycled
FACILITIES MANAGEMENT DIVISION (FMD)
18,700 square feet of laboratories renovated

19,500 square feet of classrooms and lecture halls upgraded

800 acres & 10,000 trees maintained

Work Request Center
Created online customer portal to onboard campus-wide Work Orders and facility service requests.

https://www.youtube.com/watch?v=pcmRINL5U68
ACKNOWLEDGEMENTS

These reports represent the compilation of the efforts of all 1,800+ staff members in Finance & Administration. We would like to acknowledge their role in making the many accomplishments found herein possible, as well as the efforts of those responsible for compiling the information represented.

We would like to offer a special thanks to the team of Finance and Administration staff members who assisted in the design of this report: Taylor West and Talia Locarnini.

FINANCE AND ADMINISTRATION

SERVING

THE MISSION OF UGA®

YOU + ME → WE ELEVATE THE G