

Finance and Administration

ANNUAL REPORT

2022

FANDA.UGA.EDU



**UNIVERSITY OF
GEORGIA**
Finance & Administration



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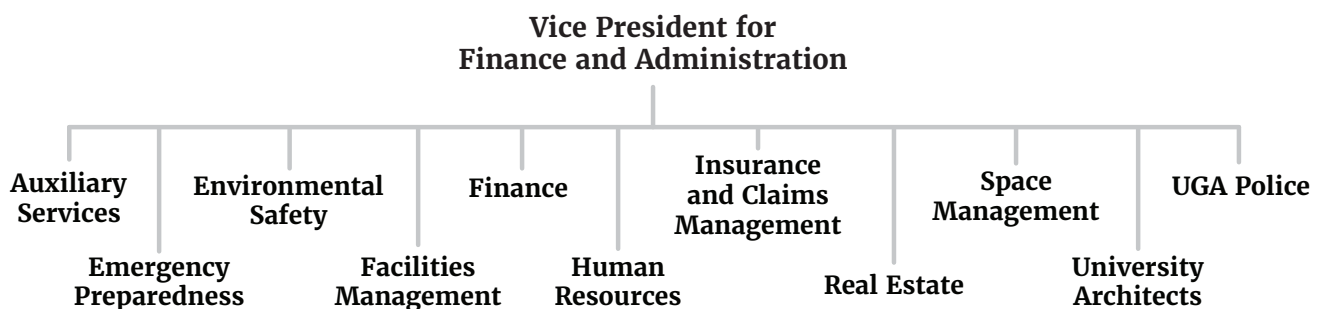
INTRODUCTION

This report includes information and major accomplishments from fiscal year 2022 (July 1, 2021 – June 30, 2022) across the 12 divisions and offices housed within Finance and Administration at the University of Georgia:

- Auxiliary Services
- Emergency Preparedness
- Environmental Safety
- Facilities Management
- Finance
- University Human Resources
- Insurance & Claims Management
- University Police
- Real Estate
- Space Planning & Management
- University Architects
- Office of the Vice President for Finance & Administration

FY22 presented many challenges and opportunities for the Finance and Administration team. During this time, the University of Georgia was still recovering from many of the lasting impacts of the COVID-19 pandemic, which uniquely affected Finance and Administration as the primary support services unit for the entire University.

Finance and Administration staff stepped in and stepped up to meet new demands, develop innovative strategies, and continue serving University students, faculty, staff, and visitors at an exemplary level.



OUR STORY

Mission & Vision

The Finance and Administration (F&A) team is committed to providing exceptional stewardship of the University's financial, human, and physical resources.

F&A aims to deliver exceptional services to the University of Georgia's students, faculty, and staff and the broader community.

F&A supports and enables the University to achieve the excellence it aspires to through its instruction, research, public service, and student life missions. Everything we do is done in close collaboration with partners from across the institution and by striving to become the University's trusted advisors.

As we execute our fundamental objectives, service and stewardship reign as the cornerstones for our mission statement.

Opportunities

- **Continuous Process Improvement** through data analysis
- **Peer Review and Assessment** to ensure student success and strive for excellence among our peer and aspirant institutions
- **Communication and Service** by encouraging collaboration and staying customer-service focused
- **Purposeful Partnerships** within and beyond the university that strengthen F&A's ability to serve
- **Diversity Focus** through dedication to equity, diversity, and inclusion
- **Succession Planning and Professional Development** to equip and support staff while providing a variety of growth opportunities

Finance and
Administration
employs

3,000+

OUR CORE VALUES

1

Integrity

Finance and Administration team members commit to maintaining the highest degree of ethical and legal standards. We emphasize honesty, reliability, cooperation, collaboration, open communication, and participative decision-making. We commit to productive and conscientious performance of our responsibilities.

2

Teamwork through Mutual Respect and Fairness

Finance and Administration's greatest strength is its people, and we realize that our team is strengthened through the diversity of the members who comprise it. We accept and value the differences of individuals and treat everyone with fairness and respect. We extend the same treatment to all colleagues and partners inside and outside the University.

3

Excellence in Service and Innovation

Employees of Finance and Administration provide superior quality service. We constantly seek opportunities to enhance services and processes through a commitment to innovation and continuous improvement, exceed customer expectations, and make the best use of University resources. We understand that creating an environment of excellence in service and innovation requires a commitment to the ongoing professional development of all F&A employees.

4

Student-Centric Approach

While many of the functions of Finance and Administration may not be directly connected with the student experience, F&A commits to providing services, support, and resources that enhance the overall student experience. This focus is key to each and every decision we make.

BY THE NUMBERS

The Bookstore sold
a record-breaking

\$19.8M

worth of merchandise,
a **97%** increase from
FY21

Dining Services
served approximately

20,000

meals per day

The Golf Course
hosted

42,809

rounds of golf, the
most rounds hosted
since the late 90s

Transportation and
Parking Services carried

2.6M

passengers

Micro-market sales
increased by

541%

from FY21 (931 to
5,974)

Facilities Management
Division completed

66,529

work requests

BY THE NUMBERS

Facilities Management
Division completed

643

office/departmental
relocations

Environmental Safety
Division serviced

9,777

fire extinguishers in
over **500** buildings

Facilities Management
Division contributed

\$89M

in regional economic
impact through 10k+
business transactions

Environmental Safety
Division inspected

1,500+

eye wash stations

Hazardous Waste
Program processed

1,800

requests for
hazardous pickups
from campus labs

Facilities Management
Division planted

220

trees on campus and
maintained **10,445**
trees across **800** acres

BY THE NUMBERS

Real Estate
Management closed

2

acquisitions: 281 East
Broad and 142/150
Oconee Street

56

students earned an
Interdisciplinary
Certificate in
Sustainability

Office of Sustainability
awarded

\$40,000

in Campus
Sustainability Grants
to 11 student teams

1.4M

pieces of mail sorted
and delivered to 242
departments across
177 buildings

\$244M

in scholarships
disbursed to 28,434
recipients

\$24.5M

in CARES Act Higher
Education Emergency
Relief Funds issued to
21,199 students

BY THE NUMBERS

238,445

vouchers and **\$722M+**
in payments for goods
and services processed

6,059

awards and award
modifications
processed, totaling
\$365M

University Architects
managed

148

projects with a **\$612M**
budget (**20%** increase
over FY21)

\$937M

in gross pay processed
for **20,040** employees

7,478

jobs posted to the
UGAJobs platform

36%

increase in
number of courses
available through
the Professional
Education Portal

BY THE NUMBERS

Office of Emergency
Preparedness secured

\$120K

in FEMA grant
funding for COVID-19
vaccine site expenses

5

LifeSaver awards
given to UGA staff for
their response efforts
during on-campus
medical emergencies

Office of Emergency
Preparedness trained

7,832

students, faculty,
staff, and parents
through 167 sessions

Insurance and Claims
Management insured

\$5.1B

worth of buildings
and other university
property

University Police
detectives investigated

809

cases

13,059

hours of training
attended by UGPD
personnel

STUDENT SERVICES & ACADEMIC SUPPORT

Auxiliary Services

On the heels of a National Championship win and a return to normal campus operations following the COVID-19 pandemic, Auxiliary Services departments saw a record-breaking year.

Bookstore sales increased by 97% from the previous fiscal year, including over \$2M in National Championship Merchandise.



The Bookstore processed over \$3.6M in online sales in FY22, representing a 17.5% increase in total online sales from FY21.

The UGA Bookstore is an active partner with New Student Orientation, both as a participant and a donor, and provides \$10,000 in annual textbook scholarships as well as a \$50,000 annual donation to the UGA Foundation.

Dining Services introduced new customizable and sliding-scale meal plans in FY22, resulting in a

38.9% increase in meal plans sold compared to the previous year.

Dining Services also opened a new market at the Health Sciences Campus in August of 2021, featuring fresh grab-and-go items, beverages, and other snacks. The market also features an Einstein Brothers Bagels storefront.



Vending Services opened two new Campus Market Express micro-market operations in the Hugh Hodgson School of Music and Caldwell Hall (below).



STUDENT SERVICES & ACADEMIC SUPPORT

The Golf Course received several industry accolades for their outstanding service and high-quality products.

- No. 1 Course in Georgia
- No. 1 Collegiate Course in the U.S.
- No. 10 Course Nationally
- No. 1 Best College Course in the U.S. for Student Golfers

Transportation and Parking Services (TPS) launched UGA Ride Smart, a partnership with Lyft ride services, to offer on-demand, late-night student transportation. This initiative is part of an \$8.5M investment to enhance campus safety.

TPS also converted many parking lots and decks to virtual permit lots for increased sustainability, efficiency, and user convenience.

University Police

In addition to serving UGA, University Police engaged in a variety of community outreach events.

In December of 2021, UGA Police Department personnel teamed up with the Athens-Clarke County Police Department (ACCPD) to share a meal with local children, wrap gifts, and spread holiday cheer.



In June of 2022, the UGA Police Department partnered with the University of Toronto to bring a cadre of instructors from Canada to Athens to teach police personnel techniques to increase mental and physical readiness in high-stress situations and improve critical decision-making skills.



Officers also partnered with ACCPD for a “Faith and Blue” outreach event in fall 2021 with Athens-area communities of faith.

FINANCIAL, ADMINISTRATIVE, & HUMAN RESOURCE SUPPORT

Finance

Despite significant challenges in the global supply chain from the pandemic, the Finance Division worked diligently to provide administrative support to all UGA faculty, staff, and students.

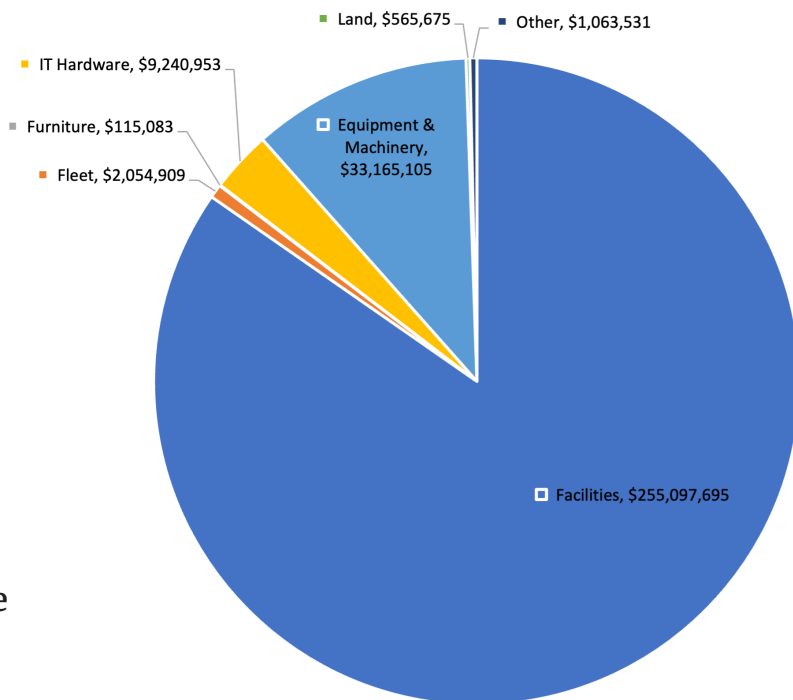
In FY22, the Finance Division received the Award of Distinction for Excellent Financial Reporting from the Georgia Department of Audits and Accounts. This award is presented to organizations that submit quality financial statements and supporting documentation in a timely manner and whose annual financial report is given an unmodified audit opinion and is free of any significant deficiencies or material weakness.

Accounts Payable executed over 300 test scripts to validate system processes, discover defects, and resolve issues to ensure a seamless transition to the new PeopleSoft PUM platform for campus users.

Accounts Receivable processed 20,468 transactions (a 13% increase from FY21) in the UGA Financial Management System for the Billing and A/R modules, totaling \$397M.

Administrative Systems Support resolved 7,814 TeamDynamix cases, 43.5% of which were resolved within the Service Desk without escalation.

Asset Management added 6,855 assets in UGA Financial Management, a 19% increase from FY21.



Bulldog Print + Design processed 4,022 customer projects.

Bursar and Treasury Services processed over \$2.8B in FY22 payments, up more than 10% from FY21.

Commitment Management processed 28,678 position funding changes.

Finance and Administration Information Technology Support developed and enhanced processes using Alteryx and Tableau analysis tools to increase efficiencies in reporting, analysis, and calculations.

FINANCIAL, ADMINISTRATIVE, & HUMAN RESOURCE SUPPORT

In February of 2022, chemical receiving processes were consolidated with **Mail and Receiving Services** through a partnership with the Office of Research.

Payroll decreased the percentage of off-cycle requests by 21.6% in FY22 and restructured the department with a focus on cross-training and process improvement.

Procurement implemented improved workflow for PCard requests to streamline data collection and improve response time.

Programs and Change Management automated and improved more than 50 business processes in partnership with groups across UGA, resulting in time savings and increased efficiency and accuracy.

Sponsored Project Administration conducted 60 sponsored project trainings, reaching over 4,000 faculty and unit personnel.

The Budget Office assisted the Board of Regents and the Georgia State Financing and Investment Commission with the capital outlay request, made available in the Governor's FY23 budget.

Human Resources

Even in the face of staffing shortages, Human Resources (UHR) continued going above and beyond to serve the University community.

UHR successfully completed the initial phase of its project to consolidate services and enhance support provided to UGA employees. The team processed over 80,000 transactions during FY22, ensuring employees were hired and paid appropriately. They also provided greater authority to campus through the Certified HR Practitioner Program, giving departments more autonomy. In addition, the retire-rehire process was streamlined, providing faster completion and greater visibility into the process.

The Engage and Learn initiative and the Professional Education Portal (PEP) continue to grow. The total number of online courses increased from 1,894 to 2,584 in the past year (36% increase). Hours of training increased by 75% in FY22.

Additionally, the Grant Program has awarded \$19,000 since its inception. Awards cross 17 departments with 26 individuals receiving grants. This program allows individuals to receive funding for seminars, conferences, or other enrichment activities not funded elsewhere.

FINANCIAL, ADMINISTRATIVE, & HUMAN RESOURCE SUPPORT

Emergency Preparedness

The Office of Emergency Preparedness (OEP) was a critical partner for COVID-19 mitigation efforts on campus and across Georgia. OEP assisted the University System Office by coordinating a personal protective equipment (PPE) distribution center at UGA to distribute thousands of PPE items and help USG institutions prepare for the fall 2021 semester.

In June of 2022, OEP launched the new UGA Safe mobile safety app, which saw more than 2,000 downloads in its first month.

OEP also completed a comprehensive review and update of the Sanford Stadium Venue Emergency Plan and coordinated a vulnerability assessment.

Insurance and Claims Management

Insurance and Claims Management (ICM) manages the University's property insurance program that provides comprehensive protection for 1,706 automobiles and 2,062 buildings.

The insured value of the

University's buildings for FY22 was over \$4B. The insured value for University contents was \$908M for a total coverage of \$5.1B.

Office of the Vice President

In the fall of 2021, the Office of the Vice President for Finance and Administration (OVPFA) held its first in-person Staff Recognition Ceremony since May of 2019, honoring 241 years-of-service F&A team members, 16 merit award finalists, and 4 outstanding teams.

In December of 2021, the F&A Diversity Committee hosted its inaugural Holiday Outreach Initiative in partnership with the Athens Housing Authority. Through the dedication of Diversity Committee members and the generosity of F&A staff members, the initiative provided holiday gifts, food, personal care items, and furniture to senior citizens and families in need. The total value of donated gifts came to \$3,200, and monetary donations totaled \$4,125 for an overall impact of \$7,325.

OVPFA also expanded to improve communication processes and special project operations.

OVPFA established a central F&A social media presence on LinkedIn.

CAPITAL PLANNING & INFRASTRUCTURE

University Architects

The Office of University Architects (OUA) saw a substantial increase in design- and construction-related projects in FY22.

Construction of Black-Diallo-Miller Hall, UGA's newest residence hall, continued throughout FY22. Located on Baxter Street, the 116,915 square-foot structure provides 525 new beds in double-occupancy rooms for first-year students.

In December of 2021, the building was named in honor of Harold A. Black, Mary Blackwell Diallo, and Kerry Rushin Miller, the first African American students to enroll as freshman and complete their undergraduate degrees at the University of Georgia.



In June of 2022, the second and final phase of the Interdisciplinary

STEM (I-STEM) Research Building was completed. Phase 2 added 101,370 square feet of space to the complex. The facility is home to state-of-the-art research and instructional space that optimizes collaborative interactions and innovations in chemistry, engineering, and related STEM disciplines for students and researchers.



Environmental Safety

The Environmental Safety Division (ESD) collaborated with Resolute Environmental & Water Resources Consulting to develop a comprehensive remediation design plan for the Milledge Avenue Site.

This remediation design included data and information collected at the site over the past two years and presented UGA's corrective action approach to protect human health

CAPITAL PLANNING & INFRASTRUCTURE

and the environment, a schedule for implementation, and a cost estimate.

The Milledge Avenue Site is a former landfill located near Milledge Avenue and Will Hunter Road.

ESD was also heavily involved with the opening of the new I-STEM Building. ESD's Fire Safety Program worked closely with OUA, the building design team, and the general contractor to ensure Fire and Life Safety Code compliance and help secure a Certificate of Occupancy.

Opening and occupancy of the I-STEM Building included the relocation of more than 30 laboratories. This required safe and compliant physical transfers of more than 8,800 chemical containers and digital transfers through Chematix.

Facilities Management

The Facilities Management Division (FMD) spent much of FY22 focused on sustainability, improved disinfection and indoor air quality, and increased efficiency.

FMD established a new Central Green Zone pilot project for the central part of main campus, converting all gas-powered

equipment in this zone to electric for landscape operations (mowing, leaf blowing, edging, and trimming). To maximize educational value, a student intern from the College of Environment + Design is conducting a study of comparable landscape zones maintained by electric and non-electric equipment.

FMD established a new commissioning team to fine-tune building energy performance across campus. This initiative achieved over \$100,000 in energy cost savings in its first month of operation and is projected to save the University \$1M annually.

Improvements to HVAC systems also continued, with more than \$7M invested in targeted projects across campus.

FY22 also marked the purchase of the first all-electric vehicle in FMD's fleet.

Building Services completed 9,086 work orders.

Support Services moved occupants from laboratories across six different buildings into the new I-STEM Building once it opened.

Operations, Maintenance, and Project Management completed 17,202 corrective maintenance work orders and 24,250 preventative maintenance work orders.

CAPITAL PLANNING & INFRASTRUCTURE

The Business Office processed 4,018 purchase orders totaling \$64M.

The Work Request Center responded to 109 emergency outages.

The Warehouse facilitated \$4M in sales.

The Office of Sustainability launched the Sustainable UGA Living Lab Program to connect operational units with faculty and students to solve pressing sustainability challenges.

In December of 2021, Sanitation Services became **Waste Reduction Services**. The team was restructured under the Office of Sustainability, relocated to the Health Sciences Campus, and refocused on going beyond daily waste management to reducing all forms of waste.

The Grounds Department was recognized for their excellent work, earning multiple accolades including:

- 2021 Tree Campus USA (12th consecutive year)
- 2022 Green Star Honor Award from the Professional Grounds Management Society
- 2022 Georgia Tree Council Outstanding Education Grand Award
- 2022 DOAS HOV Lane to Success

Utilities and Energy Management completed a systematic review and optimization of auditorium demand-controlled ventilation strategies across campus, resulting in an estimated \$75,000+ in annual energy savings.

Real Estate

The UGA Real Estate Foundation, Inc. continued to evaluate potential property acquisitions to protect the borders of campus.

Real Estate closed two acquisitions in FY22: 382 East Broad Street and 142/150 Oconee Street.

Real Estate also continued work with multiple F&A departments to identify opportunities to reduce costs associated with renting space from third-parties.

ACKNOWLEDGMENTS

This report represents the combined efforts of all staff members within Finance and Administration. We would like to acknowledge their role in the many accomplishments found herein, as well as the efforts of those responsible for compiling the information presented.

We would like to offer a special thanks to the Finance and Administration staff members who assisted in the design of this report:

Hayley R. Clement
Director of Communications
Office of the Vice President for Finance and Administration

FINANCE AND ADMINISTRATION

SERVING
THE **MISSION** OF UGA[®]

YOU + ME → WE ELEVATE THE 