



B O T H E L L

U N I V E R S I T Y O F
W A S H I N G T O N

Finance, Facilities, and Administration

Annual Report
2000-2001

Director's Letter

The Finance, Facilities and Administration Department is dedicated to supporting the needs of the University of Washington, Bothell in its delivery of financial, administrative and facility services in an ethical and professional environment, developing and implementing clear policies, simple procedures, and efficient work processes; and providing FF&A resources and services in compliance with regulations while ensuring quality operations.

This year, we began full implementation of plans and practices that have been in various developmental stages. Many changes are being made in the way we do business resulting in a greater sense of cooperation between our department's various teams and the campus at large.

Throughout the year, we worked together to provide quality financial, facility and administrative services to the UWB, building upon the tri-campus association, and strengthening our co-location partnership with our neighbor Cascadia Community College. Most notably, our department worked in cooperation with all UWB faculty and staff, many statewide agencies, local government, and community businesses to ensure the success of the move to our new campus—we are grateful to all of you for your support in this endeavor.

Fiscal 2000-2001 was a year of extraordinary cooperation between all FF&A team members and they are to be commended for their ability and efforts in implementing new programs, accomplishing new goals and keeping the FF&A organization moving forward. My sincere thank you to the FF&A staff for their continued commitment to providing excellent service both to each other and the UWB!

Respectfully submitted,

Bill Kelleher
Director of Finance, Facilities and Administration

DIRECTOR FOR FINANCE, FACILITIES & ADMINISTRATION

Mission: To focus on the future through quality and service efficiencies, foster and implement policy and oversight of finance, facilities and administrative services, and facilitate the development of policy and procedures.

The growth of the University of Washington, Bothell, relocation to the new campus, co-location with Cascadia Community College (CCC), and continued campus construction brought new challenges and opportunities to the UWB and to the Finance, Facilities and Administration (FF&A) department specifically.

FF&A provides a wide range of services to support the mission of the UWB campus community. New services were required to support and ensure campus demands were met resulting in start-up services and expansions in the areas of Human Resources, Physical Plant Services, Facilities, Planning and Design, Security and Transportation--all requiring unique staffing requirements, equipment and facilities support for the campus move.

Accomplishments

Campus Relocation Overview

- FF&A facilitated the re-location of faculty, staff, equipment and furniture to the new campus.
- FF&A coordinated the UWB move from a 63,000 sq. ft. leased facility to permanent facilities of 284,000 sq. ft.
- Relocation included moving several thousand pieces of furniture and equipment as well as the incorporation of new furniture and equipment purchased for the new campus.
- During the relocation transition, FF&A staff worked closely with all UWB faculty and staff to ensure a seamless transfer of operations resulting in continued, ongoing services to UWB departments with minimal loss or damage to property.
- FF&A coordinated the move with all campus departments, Washington State's Department of General Administration, NBBJ, construction and furniture installers.
- As a result of their efforts, FF&A staff received campus-wide recognition.
- In Fall 2000, FF&A coordinated the Welcome to Campus Fair, which provided valuable information to the campus community on new services, information on the facility, and welcome activities.

Budget Administration and Planning

The biennium close for 1999-2001 reflected the vast scope of unique challenges impacting the institution resulting from the new campus start-up.

During 2000-2001, UWB completed its tenth year of operation and first year on its new permanent site. Capital planning and construction in cooperation with General Administration and Cascadia Community College took several years, resulting in our beautiful new facility. Concurrent with these capital plans were many new services and operations previously unnecessary for UWB. The need for consistent budget, planning and administration became critically important to the shared campus operations.

DIRECTOR FOR FINANCE, FACILITIES & ADMINISTRATION CONT.

Collocation with Cascadia Community College

Beginning in Autumn 2000, the University of Washington, Bothell (UWB) and Cascadia Community College (CCC) were co-located on the new campus. UWB entered into a Foundation Agreement with the newly established Cascadia Community College in 1995. This agreement marked the commitment of both institutions to work in partnership in the development and operation of the co-located campus.

The UWB and CCC share the campus grounds, some buildings, and certain common services and facilities such as library, media, security, physical plant services for custodial, building maintenance, and grounds keeping, as well as shared services for food and parking. Both institutions will remain independent in program and curriculum development as well as autonomous administrative decision making for the best interest of the individual institution.

With the broadened scope of the new campus, UWB FF&A reviewed existing policies and procedures and new procedures were identified to help establish consistent, formalized services and authorities. Co-location provided challenging opportunities with CCC as no model existed from which to create a co-location organization agreement.

The vision and values of this agreement is to make optimal use of the resources and economies of scale where practical and to ensure that educational missions are served while maintaining the unique identity and mission of each institution. The University of Washington, Bothell will continue to build its relationship with Cascadia Community College. As we look forward to the future, the spirit of the vision and values established in the original Foundation Agreement will guide us.

Specifically, policies and procedures for the shared services with Cascadia Community College were acknowledged, and negotiations between UWB and CCC resulted in:

Joint services (co-location) agreements with Cascadia Community College were established for the following:

- Facilities
- 3rd Party Food service agreements as well as operational agreements with CCC
- Parking Services
- Parking Revenue Share, including violation and fines
- Physical plant services
 - ✓ *grounds keeping*
 - ✓ *building maintenance*
 - ✓ *custodial*
- Risk Management
- Transportation Management Plan
- Security
- Revenue sharing
- U-PASS Program introduced to UWB and extended to CCC

DIRECTOR FOR FINANCE, FACILITIES & ADMINISTRATION CONT.

New Services

As the UWB campus community expands and grows, and with the unique responsibilities we share with CCC, it is imperative that a good solid infrastructure exist to support and sustain both institutions. As a result, several new services were established this year to provide critical support to the campus. Some of these are services provided by UWB for its campus constituency while others are provided in a cooperative agreement with CCC and third party providers. To this end we offer a welcome to our campus services partners Pachanga Deli and Ampco who provide food and parking services.

The following new services were provided during 2000-2001:

- Physical Plant Services (grounds, custodial, building maintenance)
- Security Services (safety, traffic, emergencies)
- Human Resources (brought new HR operations/services to UWB)
- Cashier Services
- Mailroom Services (campus delivery/pickup operations)
- ATM Operation
- Food Service
- Parking Services
- Transportation Services
- U-PASS Program introduced to UWB (after 10 years)
- Vending Services to campus (revenue share agreement with Housing and Food Services finalized)

Website

Fall 2000 also saw the launch of the first Finance, Facilities and Administration Website! This site guides faculty, staff and students through the services and information provided by FF&A. During the coming year, FF&A will focus on developing a more complete web resource for information and services.

Policy and Procedures

UWB internal policies and procedures were reviewed with several areas for improvement and/or clarification of process specifically addressed this year:

- Consistent funding policy and practices to formalize certain issues surrounding authority and budget within the three-campus system.
- Facilities Use Policy
- FF&A has initiated the process to develop new databases that will allow more timely and accurate information as it relates to budget, expenditure, payroll, expenditure forecasting by budget, department and program category, and automatic payroll deduction for parking and UPASS.
- Process for charge back for joint services between UWB/CCC.

FINANCE & ADMINISTRATION (F&A)

Mission: Finance and Administration is dedicated to supporting the needs of the University of Washington, Bothell in its delivery of financial services in an ethical and professional environment, develop and implement clear policies, simple procedures, and efficient work processes, and to provide F&A resources and services in compliance with governmental regulations.

In support of the UWB mission, the F&A office provides a broad range of professional services to the campus community with the goal to make faculty and staff contact with this office as easy as possible and the paperwork process kept to a minimum. F&A provides the necessary financial and other operational information needed by UWB departments for the appropriate budgeting and expenditure of resources. Key areas of support are:

Financial Services

- Accounts payable and receivable

F&A staff process accounts payable for all disbursement requests and is responsible for processing invoices for goods/services furnished to the UWB by companies and organizations. Accounts payable manages the control and clearance of prior year purchase orders, and prepares various reports as required by the University.

- Payroll

Payroll processes salary payments for all employees--academic, administrative and professional, classified, students and graduate assistants and accounts for the salary and wage expenditures by budgetary unit. Payroll administers payroll deductions required by federal tax withholding laws, Medicare and social security taxes, retirement contributions, as well as employee authorized deductions such as health and life insurance premium deductions and supplemental retirement account contributions.

- Purchasing

The objective of purchasing is to procure goods and services to sustain, foster, and support the administrative and educational missions of the UWB. F&A staff strive to maintain the most efficient operations possible, while adhering to the requirements of state rules and UWB policy.

- Travel procedures

F&A audits travel expense vouchers for compliance with state and university regulations, provides timely and accurate reimbursement of travel expenses to employees, and provides education and training to employees on the travel regulations.

FINANCE & ADMINISTRATION (F&A) CONT.

Additional Financial Services include:

Accounting	Cashier
ATM	Petty Cash
Budget monitoring	Procurement card

Business Services

- Copier and Printer services
- Grants and Gifts Administration
- Mail services
- Telephone services
- Payphones on campus
- Parking/U-PASS sales and tracking

Goals

- Develop consistent management over department expenditure processes.
- Develop complete web resource for information, services and business transactions.
- Develop forms for website as interactive tools for users to increase efficiencies.
- Enhance capacity to develop appropriate cost information and related policy initiatives.
- Develop increased ability to respond to departmental and campus needs for financial information and service.
- Develop minor repairs policy.
- Develop equipment renewal policy.
- Improve communication to and among departments.
- Improve role of planning for biennial and long-term strategic initiative.
- Improve and enhance the support infrastructure for external funds.
- Develop exceptional services for the development of and the application for external funds.

FACILITIES, PLANNING, DESIGN & CONSTRUCTION (FPD&C)

Mission: To provide campus facilities oversight, design consistency; coordination between campus administration, General Administration, vendors and construction personnel to ensure standards in construction excellence and monitoring all construction activities.

Accomplishments:

A professional team of architects and construction personnel worked diligently for five years to ensure the success of Phase 1 and the successful opening of UWB in Fall 2000.

Phase 1 opened Fall 2000 with the completion of five buildings, UW1, LB1, LBA, CC1, and PPS along with two parking garages.

Goals:

With the completion of Phase 1 construction, and the upcoming completion of Phase 2a, as well as the uncertainty of funding for Phase 2b, several staffing changes occurred in FPD&C. As we move forward with the completion of phase 2, FPD&C has moved into a new stage of operations, with emphasis on:

- Review of quality management processes, construction standards and practices
- Review design concerns and oversights
- Emphasis on operational improvement
- Facilitate campus wide energy, recycling and waste conservation
- Provide oversight for operations, final construction quality, safety, and facilities maintenance

Phase 2a scheduled for opening Fall 2001 includes UW2, LB2, Bookstore, and eventually a dining facility.

HUMAN RESOURCES (HR)

Mission: To support the mission, vision and goals of the University of Washington, Bothell through positive and equitable recruitment, retention, advising and professional development of staff, administrators, faculty, students, and applicants.

In May 2000, the Human Resources department was formalized at UWB. With the hiring of the first UWB Human Resources Manager, the campus has enhanced its ability to provide services to the faculty and staff in the areas of: employment, benefits, compensation, employee relations, and training.

Accomplishments:

- HR assisted in the recruitment of forty-seven staff and nine faculty positions for 2000-2001.
- Developed a 'new staff' information packet.
- UWB position vacancies are communicated to campus community via email.
- Developed and distributed information for sample interview questions, and job offer information guidelines for both professional and classified staff.
- Developed a uniform job offer letter.
- Developed a department checklist for new staff members.
- Provided guidance and information on leaves of absence, sabbaticals, conflict in the workplace, recruitment and retention.
- Worked with departments to resolve conflict, identify areas of cooperation, and facilitated external groups working with UWB departments to examine organizational review and audit issues.
- Developed new working relationships with peers at UWS and UWT; instilled trust and confidence in the HR process for UWB by both UWB administration and UWS HR.
- Facilitated new training opportunities to UWB.
- Developed policies, procedures and new information regarding issues on suspended operations, classified staff additional compensation program and employing hourly (temporary) staff at UWB.
- Participated in UWS Team that developed the New Employee Orientation Program and brought this program to UWB for first time.

Goals:

- Develop UWB version of New Employee Orientation Program.
- Continue to develop training opportunities for UWB employees.
- Develop and communicate policy and procedures related to probationary period and performance evaluation.
- Develop job posting website.
- Facilitate campus presentations from current and new vendors in areas of health care and retirement services.

PHYSICAL PLANT SERVICES (PPS)

Mission: To provide an outstanding physical environment to the campus community through responsive, efficient, resourceful and cost effective services.

Physical Plant Services began operation in Fall 2000, servicing seven buildings and all campus-wide grounds. Beginning Fall 2001, three additional buildings and the campus uplands were added to the department's responsibilities. The PPS department provides oversight and services for campus operations, maintenance, custodial, grounds, wetlands, motor pool, and plant vehicles/heavy equipment. PPS provides consistent service for both UWB and CCC noting the department's philosophy that all persons on campus, regardless of status, are afforded the same quality service. This standard has been fulfilled and through continued agreement with CCC will be sustained.

Accomplishments:

- Facilitated campus-wide grand opening in Fall 2000.
- Start-up of buildings: building systems and equipment.

University of Washington, Bothell - Square Footage by Building

No. of Bldgs. Complete	Bldg. Name	Total Square Footage	Bldgs./Square Footage as of Sept. 2001	Bldgs./Square as of Sept. 2002	% Increase in First Year
1	UW1	117,500	117,500		
2	UW2	60,500		60,500	
3	CC1	75,500	75,500		
4	CC2	36,000	36,000		
5	LB1	88,500	88,500		
6	LBA				
7	LB2	30,500		30,500	
8	PPS	11,386	11,386		
			328,886	91,000	27.7%
9	NG2	141,000			
10	SG2	244,000			
11	Bookstore	10,000			

- Developed inventory and stocked buildings.
- Hired and trained entire new plant staff team.
- Committed to common goal of strong internal communication and total quality management.
- Distributed customer surveys for first six months performance, which resulted in positive feedback and comments towards the expedient and high quality service provided by PPS.
- Staff Training is a priority with training provided during the first year in the areas of: Health & Safety, First Aid, Security systems, Fire Life Safety Systems, Pesticides, Earthquake Preparedness, Sexual Harassment, Conflict Resolution, Supervisory Skills Certificate, Strategic Leadership Program, Legal Issues.

Goals:

- Final development and completion of the PPS mission statement
- Completion of the Physical Plant Manual
- Continuous skills training and upgrades
- Final development of the PPS Staff handbook Guide
- Development of Public Works Operational Guide for UWB/CCC (projects under \$25,000)

PUBLIC SAFETY

Mission: Create and maintain a sense and feel of safety and security to enhance the teaching and learning environment for the campus community.

The new Security and Public Safety Department was developed, staffed and on-site one week before the opening of the new campus. This department is responsible for the safety and security of the faculty, staff, students, and visitors of the UWB/CCC Campus, and its mission is to provide an optimum teaching and learning environment for the UWB/CCC community. It is the goal of the Security and Public Safety Department to be pro-active in creating and maintaining a sense and feel of safety and security for the entire campus community.

Accomplishments:

- Hired and trained new staff within first quarter of new campus opening.
- Incident Tracking software was purchased (IRIMS) which provides the ability to track a variety of incidents, identifies trends, problem areas and times, thus giving Security the ability to adjust service and concentrate in these areas in order to reduce illegal activity.
- Crisis Response - since the Campus has been open for business there have been a variety of incidents that required an emergency response including a bomb threat, earthquake, a suspicious person with a gun, and a cardiac arrest. Due to the professionalism and experience of the Public Safety Department, Physical Plant, and many other members of the campus community, there have been no major injuries or deaths in any of these incidents.
- The UWB/CCC Campus is unique in that two institutions of higher education share the same facilities and grounds as well as some services including Public Safety. The philosophy of the Public Safety Department is that all persons on Campus, regardless of status, be afforded the same quality of service. This standard has been fulfilled and will continue to be maintained at the highest level.
- Staff Training is a priority with training provided during the first year in the areas of:

Strategic Leadership Program
Bike Patrol and Tactics
Sexual Harassment Awareness
Work Place Violence Prevention Instructor Course
IRIMS Incident Software.

PUBLIC SAFETY CONT.

Goals:

- To provide professional security and public safety services to the UWB/CCC campus community.
- Training - A staff that is highly trained and motivated makes the most effective response to a crisis situation. To achieve this level, a comprehensive training regimen is essential and the department is committed to continued current and upgraded skills development.
- Community Relations - Part of being a successful service is the ability to provide a sense of confidence in the people we're trying to help. One way to do this is to provide training for the faculty, staff, and students. This would include personal protection and prevention of work place violence, among others. Also, having the Campus community know who we are and what we do is essential. Speaking at new hire and new student orientations and having an informative web page are two ways to accomplish this goal.
- With the growth of the campus, including population comes increases in activity including crime, medical emergencies, and traffic problems. An increase in the capability to deal with these situations may become necessary.
- The development of the Public Safety Department is not a static process. As the UWB/CCC Campus and community grows, new issues will arise concerning safety and security and the Public Safety Department will be there to resolve these issues.

TOTAL NON-TRAFFIC INCIDENTS FROM AUGUST 2000 TO JUNE 30, 2001

UWB				
EMERGENCY	FELONY	MISDEMEANOR	NON-CRIMINAL	TOTAL
12	5	2	34	53

CCC				
EMERGENCY	FELONY	MISDEMEANOR	NON-CRIMINAL	TOTAL
4	5	7	19	35

TOTALS				
EMERGENCY	FELONY	MISDEMEANOR	NON-CRIMINAL	TOTAL
16	10	9	53	88

Emergencies consist of medical and/or fire department related incidents.

Non-Criminal incidents include criminal violations without Bothell Police case number, student code violations, suspicious persons or activity, etc.

TRANSPORTATION SERVICES

Mission: To develop and implement a program designed to reduce drive-alone commuting to the University of Washington, Bothell campus by encouraging employees and students to use transportation alternatives.

Beginning in Fall 2000, the transportation services program was established with the start-up of the new Transportation Management Plan for campus compliance with City of Bothell PUD criteria as well as new reporting to become compliant with the State of Washington's Commute Trip Reduction Act. This Act encourages employees to find alternatives to drive-alone commuting. This first year has been one of education on the program as well as sharing this information with the campus community. Key areas of success were:

Accomplishments:

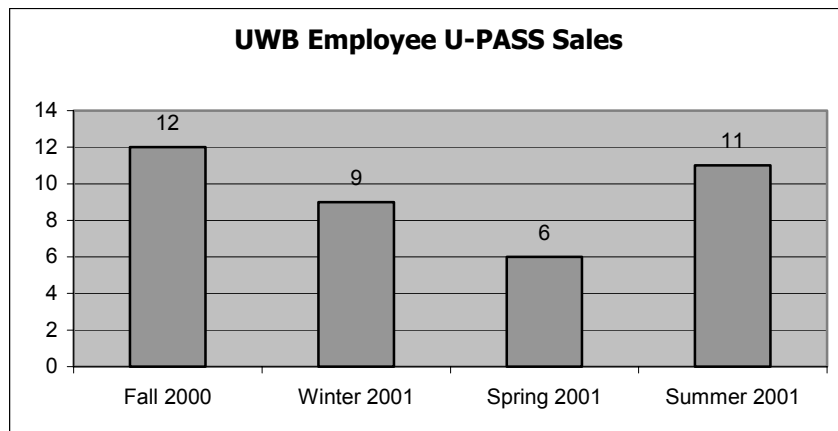
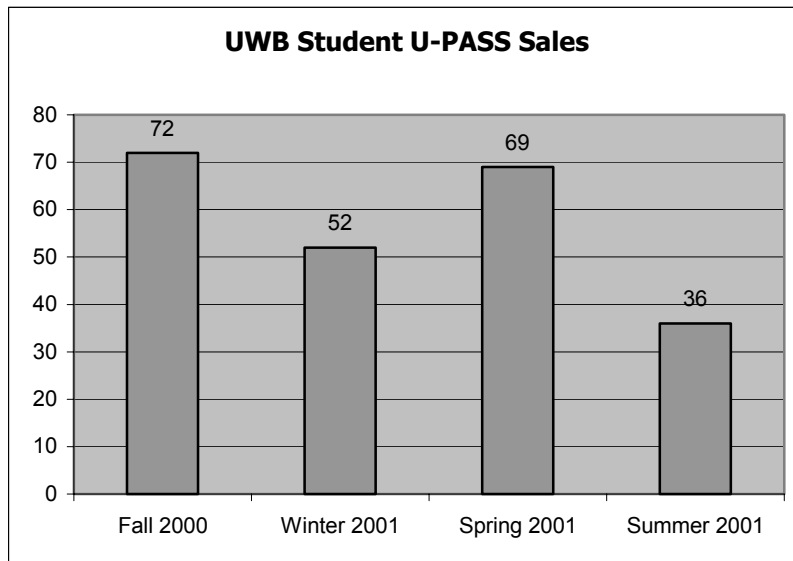
- Facilitated faculty and staff new orientation in Fall 2000 that included distribution information on U-PASS program, parking and transportation alternatives.
- Coordinated U-PASS program with Cascadia Community College.
- Designated an Employee Transportation Coordinator (ETC).
- ETC completed statewide training program.
- Member of the Employee Transportation Coordinator Committee, a consortium of Bothell employers representing area businesses.
- Completed Commute Trip Reduction survey for all faculty and staff, which surveyed employees on their commuting habits.
- Set up transportation information centers for UW1, UW2, PPS, and Library.
- Distributed information to employees about commute alternatives.
- Reported annual progress toward meeting CTR goals to local transportation authority (City of Bothell).
- Installed transportation information centers in UW1 and UW2.
- Transportation materials included in new employee packets.

Goals:

- Facilitate Transportation Fair for Fall 2001.
- Implement policies and procedures for carpool and motorcycle parking.
- Coordinate development of informational transportation materials for faculty, staff and students with UWS.

TRANSPORTATION SERVICES CONT.

U-PASS Statistics 2000 - 2001:



University of Washington, Bothell

(Mission, Vision, and Goals)

Mission Statement

The University of Washington, Bothell holds the student-faculty relationship to be paramount. We provide access to excellence in higher education through innovative and creative curricula, interdisciplinary teaching and research, and a dynamic community of multicultural learning.

Vision Statement (Draft)

The University of Washington, Bothell will be a transformational learning community and a catalyst for enhanced quality of life throughout our region.

Our culture of learning, committed to disciplined inquiry and responsible service, will be woven into our organizational and operational life. We will be noted for scholarship and research that is respected in the academy and valued in the community because of its relevance and innovative bridging of academic disciplines. Our success will attract a highly motivated and diverse student population and a faculty and staff of exceptional ability and dedication.

Goals

- Serve college-age and established adult students, as well as the community at large, by providing access to a premier institution of higher education.
- Emphasize and develop critical thinking, writing, and information literacy, in order to graduate students with life-long learning skills.
- Actively recruit and support outstanding faculty scholars with a passion for communication.
- Build an inclusive and supportive community of learning and incorporate multicultural content and diverse perspectives on ethnic and racial groups, gender, sexual orientation, social class, and special needs.
- Encourage and support collaborative, interdisciplinary, and cross-program initiatives.
- Provide quality curricula by making use of the best of educational technology in support of teaching and learning.
- Attract and support an internationally diverse student body and a nationally recognized faculty and staff.
- Create and support excellence in student services, academic services such as library, writing center, computing services, and physical facilities.
- Foster productive relationships with the employment community and promote a strong public service commitment.
- The University of Washington, Bothell is committed to achieving this mission and promote the on-going review of our outcomes, organizational structures, and processes that support this mission and these goals.

