



*FY 2009-10 Annual Summary
Administrative and Business Services*

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Management Team

Richard A. Andrews
Assistant Vice Chancellor and Controller

Wendell C. Brase
Vice Chancellor

Richard G. Demerjian
Director, Campus & Environmental Planning

Ronald M. Fleming
Director, Parking & Transportation Services

Rebekah G. Gladson
Associate Vice Chancellor and Campus Architect

Marc A. Gomez
Interim Assistant Vice Chancellor,
Environmental Health & Safety and Facilities Management

Harry B. Gunther
Director, Materiel & Risk Management

Paul Henisey
Chief of Police

Paige L. Macias
Associate Vice Chancellor, Administrative & Business Services and
Interim Assistant Vice Chancellor, Human Resources

Bent Nielsen
Director, Internal Audit Services

Penny L. White
Director, Distribution & Document Management

A&BS Key Accomplishments

Productivity Improvements

- Decreased the processing time to issue a duplicate 1099 tax from four days to one day by adding the tax information to the Mobius on-line electronic document library.
- With assistance from Office of Information Technology, developed and implemented the Campus Billing System Online (CBSO), an on-line billing system designed to simplify billing and collections for campus departments. CBSO processes over 12,000 invoices a year.
- Developed and implemented a template to streamline project level CEQA documentation, reducing project CEQA costs and preparation time by approximately 15%.
- Reduced the South Coast Air Quality Management District permit modification fees for industrial boilers by \$10,000.
- Created and implemented a novel Institutional Biosafety Committee submission process to identify all “Core” research facilities (Stem Cell Core, Viral Vector Core, etc) on campus, which improved compliance with NIH requirements.
- Developed a new animal-friendly fire alarm system that uses a tone frequency ~ 400 Hz that is non-disturbing to valuable research subject mice. The Harmonics-Free Fire Alarm Tone was developed with the Center for Neurobiology of Learning and Memory, Campus Fire Marshall, fire alarm manufacturer and acoustic experts from the School of the Arts and installed in the Bonney Research Center.
- Created the new Tree Nursery where offspring of UCI’s older established plants and trees (sycamores, pines and roses) can be nurtured for future plantings on campus.
- Achieved an overall 70% diversion rate by recycling materials and diverting 9,000 tons of campus waste from landfill.
- Improved the Facilities’ trades’ uniform program by changing vendors and rewriting in-house procedures. Uniform expenses were cut by half which will save over \$50,000 annually.
- Completed the parking structure lighting retrofit project, achieving energy savings of 70 percent overall. Results include a savings payback, reduced energy consumption, and customer satisfaction. This supports the Statewide Strategic Energy Partnership.
- Designed and implemented an easy-to-use ad hoc query that provides access to Facilities’ billing information through SNAP. Data is presented in real time as well as in a format that can be reconciled to the general ledger, as requested by campus managers.

- Created HR Quicklinks, an online search tool that provides definitions and links to Human Resources-related topics and improves users' access to web resources.
- Improved the Open Enrollment experience by increasing marketing efforts and adding 24/7 on-line tutorials and podcasts.
- Developed an on-line disability packet to achieve a paperless model. The process provides customers with immediate access to information and eliminates the previous five-day processing time.
- In collaboration with Liberty Mutual, developed a means for filing disability claims on-line. The claims initiation process is now completed within three days; a 43% improvement.
- Achieved a 2010 workers' compensation rate that is 40% lower than the UC average. Compared to the average of other UC campuses, UCI has saved \$22 million in the last 6 years.
- In collaboration with Student Affairs, developed Human Resource modules in the Orientation Professional Training (OPT) program "Understanding Your Campus from the Inside." The program introduces staff members to aspects of the campus experience they might otherwise miss.
- Negotiated agreement with Sedgwick, CMS, UCI's claims administrator, to record work-related incidents. This resulted in a 90% reduction in data entry effort by Human Resources and improved timely notification of the claim's processing.
- Returned over \$188,000 to campus departments as a result of surplus sales by Equipment Management.
- Implemented an automated process to send High Value Purchase Order copies to departments. Instead of the 2-5 day processing time, the department copy of the purchase order is received within minutes of authorization by Purchasing.
- Replaced halogen light bulbs with LED lamps in parking structure elevators, saving an estimated \$1350 over 5 years.
- Standardized the parking permit point of sale/kiosk programmatic infrastructure, with assistance from the Office of Information Technology. This aids future deployment and modification, and reduces process steps from over 100 to fewer than 20.
- Integrated Parking and Transportation news service with zotPortal and RSS feeds, creating a one-step process for the customer.
- Launched the Leadership Development Program to assist with the UCI Police Department's succession/legacy planning and the career development of its employees.

Recognitions and Awards

UC Irvine Douglas Hospital

- 2010 Platinum Award for Best Building Team by Building Design + Construction
- 2009 Merit Winner, Design-Build New category – Aon Build America Awards by Associated General Contractors of America
- 2009 Regional Award for Public Sector Building Over \$15 Million by DBIA Pacific Region

Engineering Hall

- ACI Excellence in Concrete Construction Award

Humanities Gateway

- 2010 Gold Medal by The Building of America Awards
- 2010 Award of Merit, Best Public/Private Special Use category by Gold Nugget Awards
- 2010 Merit Award for Public Sector Building Over \$15 Million, Design-Build Regional Award by Design-Build Institute of America Western Pacific Chapter
- 2009 Concrete Excellence Award by Cornerstone Concrete Excellence Awards, Southern California Concrete Producers

Medical Education Building

- 2010 Best Overall Sustainable Design by Energy Efficiency Partnership Program Best Practice Awards, presented at the 2010 UC/CSU/CCC Sustainability Conference

U.S. Green Building Council Leadership in Energy & Environmental Design (LEED)

- Achieved Gold Rating for 8 UC Irvine buildings, the highest number of LEED NC Gold buildings at a U.S. university:

Anteater Instruction and Research Building
Anteater Recreation Center (ARC) Expansion Step 3
Bren Hall
Camino del Sol Student Apartments
Clinical Lab Replacement Building
Palo Verde II Student Apartments Expansion
Puerta del Sol Student Apartments
Student Center Expansion, Phase 4

Sierra Magazine's "Coolest Schools"

- Ranked 6th in the U.S. by Sierra Club in their list of America's 100 greenest colleges and universities.

Tree Campus USA Designation by National Arbor Day Foundation

- The “Tree Campus USA” distinction recognizes UC Irvine’s excellent management of UCI’s 24,000 trees and their efforts to increase student and community involvement.

Toyota Grant for Volunteer Tree Planting Project

- Sponsored in partnership with the National Arbor Day Foundation, this grant supported a student-volunteer event that celebrated UCI’s commitment to a greener and more sustainable campus environment and involved planting multiple species of trees with help from the UCI community.

Cal Trans Grant for Cactus Wren Habitat Restoration

- Awarded a \$282,000 grant for cactus wren habitat restoration in UCI Open Space Reserve.

OCTA Measure M Grant for Grassland and Cactus Restoration

- Awarded a \$325,000 grant for grassland and cactus restoration in UCI Open Space Reserve.

Cal Trans Bikeway Grant

- Awarded a \$480,000 grant for bikeway project jointly with the City of Irvine for construction of an off-street bikeway adjacent to Campus Drive to serve UCI bicyclists.

Cal Trans Intersection Safety Grant

- Awarded a \$200,000 grant for intersection safety improvement jointly with the City of Irvine for traffic signal and intersection improvements at the California Ave./Campus Drive campus entrance.

Innovators Award – Student Systems and Services Category

- Awarded by *Campus Technology* magazine

Leadership Award – Transportation Category - Green California

- Awarded by the California EPA

Rideshare Diamond Award

- Awarded by OCTA, VCTC, and MTA

Bright Idea Award – Virtual Parking Management System

- Awarded by Harvard University’s Ash Center for Democratic Governance and Innovation

Bright Idea Award – Zotwheels Automated Bikeshare

- Awarded by Harvard University’s Ash Center for Democratic Governance and Innovation

Parking Program of the Year

- Awarded by the California Public Parking Association (CPPA)

Innovative Achievement in Auxiliary Services Award

- Awarded by the National Association of College Auxiliary Services (NACAS)

Honoree - Spirit of Volunteerism Award

- Awarded by the Volunteer Center of Orange County (recently renamed OneOC)

Best Workplace for Commuters Silver Award – Sustainable Practices Initiatives

- Awarded by the National Center for Transit Research / U.S.EPA

Employee Transportation Coordinator (ETC) Award

- Awarded to Mike Davis by the Association for Commuter Transportation

UCOP Distinguished Service Commendation Award

- Awarded to Corporal Jamie Park for her actions in responding to a homicide incident in Verano Housing.

UCOP Risk Services Award for Best Practices Retrospective Reviews

- Awarded to Risk Management for the review of causation, corrective action, and follow-up done to prevent future claims.

UCOP Risk Services Award for Best Practices Loss Prevention

- Awarded to Risk Management for the work done to address risk issues and prevent future claims through the creative use of the Be Smart About Safety (BSAS) Innovation Award Program.

UCOP Award for Excellence in EH&S

- UCI has won this award in 2004, 2005, 2007, 2009 and 2010. This award measures OSHA recordable cases ranking of percent improvement injury rate from prior year regulatory visits and environmental practices

CSHEMA’s Newsletter Award of Excellence

- Awarded in 2010 to EH&S by Campus Safety, Health, and Environmental Management Association (CSHEMA).

UCI Safety Champions Program

- Created by EH&S to provide recognition from the Chancellor for employees who demonstrate exceptional EH&S leadership at UCI, a personal letter from Chancellor Drake is presented to Safety Champions. Eight individuals from laboratories in the

School of Physical Sciences and four Principal Investigators with their respective Safety on Site representatives have been recognized.

Projects Completed

- Developed and implemented eight on-line Payroll Personnel System (PPS) training classes that covered: information security, staff policies, the EDB inquiry system, employment eligibility verification, Form I-9, online Time reporting, online adjustments, payroll expense transfers, and post-authorization notification.
- Development and implemented a simplified EDB application which allows departments to enter new hire information into the Payroll Personnel System using Web technology.
- Streamlined non-resident alien tax reporting by implementing Glacier Arctic International 1042S tax reporting software. The improvement also gives all UCI non-resident employees and students online access their 1042S tax forms.
- Developed *Campus Design Framework*, resulting in Regents approval for UCI's participation in a streamlined delegated authority process for capital project design review and approval. The project was completed in-house, resulting in significant cost savings.
- Hosted the 2009 "Align 2 Redefine" Align-Build Symposium for 250 attendees. Presented an investigation of Private/Public Partnerships (P3) and applied the lessons learned to the planning and delivery of a current campus construction project (Gavin Herbert Eye Institute).
- Applied the Design-Build delivery method to a project of unprecedented small scale (Paul Merage School of Business Lobby Remodel, project budget of \$150,000). This application confirms UCI's project delivery model as an industry paradigm that is flexible and adaptable.
- Worked collaboratively with 12 departments to plan, organize and conduct 5 on-campus clinics that delivered over 4500 free H1N1 vaccinations to students and at-risk faculty and staff.
- Created and completed the twelve-month calendar of Wellness and Safety themes that will communicate wellness and safety initiatives to the UCI community throughout the year.
- Developed and conducted a Webinar, "Smart Lab Buildings: Reducing Energy Use by 50%," that shared many of UCI's smart lab strategies with other institutions of higher education.
- Provided pyrophorics reagents training to research staff to help prevent employee and student injuries from the spontaneous ignition of pyrophoric materials. A user's handling

guide "Procedures for Safe Use of Pyrophoric Reagents" was provided along with 50 flame resistant lab coats and gloves for laboratory pyrophoric users and 250 flame retardant lab coats for teaching assistants and incoming graduate students.

- Initiated upgrade of constant air volume to variable air volume building automation systems in Rowland Hall, School of Physical Sciences. The project will save 3.4M kWh and 98,000 therms per year.
- In collaboration with Office of the President, held the first annual Financial Expo for faculty and staff which highlighted university resources for managing personal finances and retirement accounts.
- Created and launched the quarterly Department Benefits Representative (DBRs) Skills Workshop Series to improve campus operations and reduce risk and liabilities.
- Developed a career transition program that provides job searching resources/tools and introduces hiring Orange County companies to indefinitely laid-off UCI employees.
- Partnered with Student Disability Services to provide motorized scooters as alternative transportation for employees and students with disabilities.
- Designed and presented the Fraud in the Workplace workshop in collaboration with the UCI Whistleblower Coordinator.
- Created a Strategic Sourcing program evaluation tool using data available from common UC databases. This tool provides a review of the system-wide program using one common data set and reduces the effort of staff at UCI and other UC locations.
- Returned 271 previously abandoned bicycles to the University community through the ReCYCLE bike program.
- Donated 150 abandoned bikes to the Community Action Partnership of Orange County and 15 bikes to the Helping Hands Charity of UCI.
- In partnership with the OC Food Bank and UCI Athletics, engaged in the Clash of the Cans food drive competition with Cal State Long Beach. Combined, the campuses raised 5388 pounds of food which provided 3600 meals for needy families during the winter holidays.
- Reutilized unused parking meters as collection points and raised \$528.99 for UCI's Haiti Relief Fund in partnership with the Center for Service in Action.
- Completed the Violence Against Women prevention training funded by the system-wide Office of Violence Prevention grant. Participating police officers will respond more quickly and effectively to investigate sexual assaults, domestic and dating violence, and stalking.

- Contributed police effort to the inaugural UCI-OPT program “Safe on Campus.” Organized by OEOD, it was presented to over 30 new UCI employees.
- Completed installation of an enhanced dispatch CAD system that includes an E911 module. This module automatically inputs 9-1-1 caller information into CAD incidents which reduces the time it takes dispatchers to complete emergency calls.
- Obtained a \$12,838 Public Safety Interoperable Communications Grant (PSIC) to purchase four 700/800 MHZ portable radios and 10 single charger units.
- Prepared and conducted online and in-person active shooter/workplace violence training for several hundred campus participants.

Accomplishments and Milestones

- Developed and implemented Phase I of the Time Reporting System which records, calculates, and tracks usage, accruals and balances for vacation, sick leave, and overtime or compensatory time for all biweekly non-represented employees.
- Completed Phase 1 of campus-wide geographic information system (GIS) program which will result in substantial service improvements and administrative efficiencies to campus and local public safety entities.
- Implemented 75% of the Safety On Site program steps into 100 campus work units
- Developed and implemented the first Human Resources training strategic plan, “University of California, Irvine Human Resources Training and Development Plan 2009-2015.” The plan aligns training efforts with the direction and priorities of UCI.
- Completed Verano Unit 6 prototype renovation. Issued Notice to Proceed for Unit 6 (75 units) interior renovation and completed first phase of roof replacement.

Administrative and Business Services Training and Development Summary

A&BS Unit	Total Training Participants*	Total Training Hours
Administration	5	356
Accounting and Fiscal Services	61	705
Campus and Environmental Planning	4	72
Design and Construction Services	66	921
Distribution and Document Management	12	157
Environmental Health and Safety	27	783
Facilities Management	240	3,899
Human Resources	39	1,629
Internal Audit	8	504
Materiel and Risk Management	23	510
Parking and Transportation Services	40	1,105
Police	77	3,100
TOTAL	602	13,741

*Unduplicated participant totals

Customer Satisfaction Data*

Distribution and Document Management

Distribution Services Customer Survey

Survey focus: Mail Service

Survey instrument: Point of Service Card

Sample size: 225

Response rate: 52%

Outcomes: 92% of respondent rated the mail service as good or excellent. In response to a question ranking the importance of 3 key service components, 72% of respondents indicated that timeliness of mail delivery was the most important component of mail services. This factor led to our decision to pursue the restoration of daily mail service to all of our customers.

Environmental Health and Safety

Point-of-Service Customer Feedback Cards & Zoomerang Online Survey

Survey focus: Overall satisfaction with specific EH&S services provided

Survey instrument: Paper questionnaire and Zoomerang

Sample Size:

- Paper questionnaires: 140
- Zoomerang: Unknown - survey link embedded in staff email signatures

Response Rate:

- Paper questionnaires: 3
- Zoomerang: 17

Outcomes: For the number of surveys completed (20), the 2009-10 rating scores for the 6 feedback questions averaged 3.9 out of 4: Listening to customers scored an average of 4.0; EH&S showed flexibility and overall customer service was rated 3.9. Response promptness, keeping customers informed on work status, and resolving customer problems was rated 3.8. Eight of the twenty respondents provided additional written comments falling into these categories: Complimentary (6), Suggestion (2). The suggestions were followed-up by appropriate EH&S staff.

* Unless noted, all customer survey ratings are based on a standard 4-point scale: 4 = excellent, 3 = good, 2 = fair, 1 = poor.

Human Resources

Benefits Education Program (BEP) Outreach Survey

Survey focus: Program Evaluation, Satisfaction, and Delivery

Sample Size: 387

Responses: 62

Outcomes: 50% of respondents learned about the BEP schedule and events via ZotMail; 75% of respondents prefer BEP events scheduled during the lunch hour (12:00 p.m. to 1:00 p.m.); The three top locations that faculty and staff look for information pertaining to their benefits are: 1) UCOP At Your Service, 2) UCI SNAP, and 3) UCI Human Resources Website.

DBR Skills: Benefits 101

Survey Focus: Program Satisfaction

Sample Size: 50+

Responses: 21

Outcome: Overall Rating 3.3

DBR Skills: End of Academic Year and UC Retirement Survey

Survey Focus: Program Satisfaction

Sample Size: 41

Responses: 14

Outcome: Overall Rating 3.1

HR Skills Workshop Series

Survey Focus: Evaluate 4 additional workshops (first part of series started and was evaluated in prior evaluation 2008-2009 year), series offered twice, to determine if session objectives were achieved and identify if participant expectations and needs were met.

Survey Instrument: Web-based questionnaire (UCI EEE Surveys)

Sample Size: 25-77 (depending on workshop participant size)

Response rate: 36 - 60%

Outcomes: 73 - 93% of respondents felt that the workshops met or exceeded their expectations and that the presenter(s) were very knowledgeable. A majority of the participants feel strongly

that the series is valuable and the workshops should be required for staff with HR responsibilities. Staff expressed a strong need to continue offering similar higher expertise level trainings to address the more complex issues management is increasingly experiencing.

Spring Leadership Seminar: Why Should Anyone Be Led By You?

Survey Focus: Evaluate seminar to determine if session objectives were achieved and identify if participant expectations and needs were met.

Survey Instrument: Web-based questionnaire (UCI EEE Surveys)

Sample Size: 160

Response rate: 41%

Outcomes: 97% of respondents felt that the seminar met or exceeded their expectations and that the presenter was very knowledgeable. Participants indicated that evaluating learning a new framework for why people should be led by them, what they have been doing, and learning about what research and practice says they should be doing are important management skills. Participants included an even distribution of staff from 0 to 20+ years of experience. 94% of participants recommended additional training on this topic.

Effective Supervision Certificate Program Series

Survey Focus: Evaluate 9 sessions in series, series offered twice, to determine if session objectives were achieved and to identify if participant expectations and needs were met.

Survey Instrument: Web-based questionnaire (UCI EEE Surveys)

Sample Size: 5-24 (depending on session participant size)

Response rate: 63-100% (evaluation completion required for course credit)

Outcomes: Participants feel strongly that the series is valuable and should continue. This was the first year that participation was restricted to managers, supervisors, and HR representatives to ensure current staff in those positions had access to this training. A majority of the participants felt that each session met their expectations. Most of the attending supervisors are new to supervision or UC/UCI and felt the program provided valuable content and contact with HR, OEOD, EHS, and PD resources.

Career Discovery and Networking Series

Survey Focus: Evaluate 10 workshops (part of series started in prior evaluation 2008- 2009 year), series offered twice, to determine if session objectives were achieved and identify if participant expectations and needs were met.

Survey Instrument: Web-based questionnaire (UCI EEE Surveys)

Sample Size: 8-29 (depending on workshop participant size)

Response rate: 14 - 88%

Outcomes: 75 - 100% of respondents felt that the seminar met or exceeded their expectations and that the presenter(s) were very knowledgeable. Participants feel strongly that the series is valuable and should continue. They value the lunch hour presentations, but would like to see additional in-depth presentations to get more details on specific topics of interest. They also feel strongly that networking is a key component of the program. Many participants appreciated focusing on the needs of no-management staff early in their UC career. This is a program that has helped staff to feel connected to UCI and valued as employees.

A&BS Department (name withheld for confidentiality) - Communication and Team

Work: Interaction Styles

Survey Focus: Evaluate 3 days of presentations to determine if each session objectives was achieved and identify if participant expectations and needs were met.

Survey Instrument: Web-based questionnaire (UCI EEE Surveys)

Sample Size: 31

Response rate: 65%

Outcomes: 100% of respondents felt that the seminar met or exceeded their expectations, it is a valuable team building tool, and that the presenter was very knowledgeable. Many comments indicated the most valuable learning focus was on understanding how to interact and communicate most effectively with people with different interaction styles that the participant.

Conflict Resolution Workshop: Great Workplaces Require Great Wedge Extractors

Survey Focus: Evaluate workshop to determine if each session objectives were achieved and identify if participant expectations and needs were met.

Survey Instrument: Web-based questionnaire (UCI EEE Surveys)

Sample Size: 65

Response rate: 59%

Outcomes: 92% of respondents felt that the seminar met or exceeded their expectations and that the presenter was very knowledgeable. 75% of participants indicated that the overall program was valuable, should be continued, and should be required for all staff at every level in the University. Many comments indicated that the most valuable learning focus was on problem solving (rather than attempting to identify an individual to blame), taking shared responsibility for problems, and attempting to resolve conflict earlier rather than later.

Conflict Resolution Workshop: Wedge Extractors - Campus Department (name withheld for confidentiality)

Survey Focus: Evaluate workshop to determine if each session objectives were achieved and identify if participant expectations and needs were met.

Survey Instrument: Web-based questionnaire (UCI EEE Surveys)

Sample Size: 16

Response rate: 44%

Outcomes: 100% of respondents felt that the seminar met or exceeded their expectations, it is a valuable team building tool, and that the presenter was very knowledgeable. 100% of participants indicated that the overall program was valuable and should be required for all staff at every level in the University. Many comments indicated the most valuable learning focus was on problem solving and paradigm shifting. They felt the tools for self reflection will help them communicate with all levels of the organization and provide tools for conflict resolution with the staff that they supervise.

Think Different Workshop Series

Survey focus: Satisfaction with workshop content

Survey instrument: Web-based questionnaire

Sample size: 7-55 (depending on workshop)

Response rate: 26-86 percent

Outcomes: Among respondents 80% said overall experience was above average or better and 94% agreed or strongly agreed that the workshop met its overall objectives.

Parenting Workshop Series

Survey focus: Evaluation of workshop content

Survey instrument: Web-based questionnaire

Sample size: 7-22 (depending on workshop)

Response rate: 50-64% percent

Outcomes: Among respondents 100% said overall workshop was good or excellent and 100% agreed or strongly agreed that the workshop met its overall objectives.

Healthy to 100 and Beyond Workshop Series

Survey focus: Course satisfaction and delivery

Survey instrument: Web-based questionnaire

Sample size: 28-71 (depending on workshop)

Response rate: 32-42 percent

Outcomes: Among respondents 88% said overall workshop was good or excellent and 96% agreed or strongly agreed that the workshop met its overall objectives.

Wellness and Safety Fair

Survey focus: Event evaluation and satisfaction

Survey instrument: Web-based questionnaire

Sample size: 1500+

Responses: 269

Outcomes: Among respondents, 96.2% said that their overall experience at the fair was good or excellent. Of the survey respondents, 57% participated in the health screenings punch card promotions and completed at least 3 of the 11 types of health screenings. 92% of those who participated in a health screening agreed or strongly agreed that it provide insight regarding their health and 80% of those, now plan to follow up with their health care provider, actively make lifestyle changes, or are now more aware of making positive health and lifestyle choices. 68% of respondents participated in UC walks by walking to the fair. 95% of respondents agreed or strongly agreed that the information gained from the fair will help them make better decisions regarding their wellness and safety.

UCI Faculty and Staff Financial Expo

Focus: Program Satisfaction and Delivery

Sample Size: 230+

Responses: 30

Outcomes: 73% of respondents gave an overall rating of good or excellent of the event; 80% of respondents rated the workshops as either good or excellent.

Internal Audit Services Client Satisfaction Survey

Survey focus: Customer satisfaction with audit process

Survey instrument: Paper questionnaire with 15 questions

Sample size: 22 surveys sent

Response rate: 9 surveys completed and returned

Outcomes: The average rating 3.6 on a 4.0 scale. Most of the responses were positive, indicated they were appreciative of our services, and satisfied with the auditor's work.

Materiel & Risk Management

PALCard Customer Survey

Survey focus: Satisfaction with services provided.

Survey instrument: Web-based

Sample size: 89

Response rate: 58%

Outcomes: Overall customer satisfaction was 3.8 on a 4 point scale, with 90% of customers rating service as excellent.

PARKING

Zipcar Survey

Survey focus: University Carshare

Survey instrument: electronic – EEE

Sample size: 565

Response rate: 20.1%

Outcomes: In summary, respondents were pleased with the University Carshare Program including the following aspects: locations, vehicles types, customer service, billing, cleanliness, maintenance, and online reservation process. Questions relating to availability and rates resulted in a mean rating below 3.0. This information will be used to renegotiate our current contract and securing better options for our customers. In addition, customers commented on the lack of GPS and extended rental options, rates, and the convenience of the system. It was found that customers do not fully understand the inclusion of insurance and gas in the car-share rental rate, items that are not included in rental agency daily rates. A marketing campaign is being planned to fully inform the campus on the "out the door" rental costs of each service.

Exemplary Practices Site Visits

A&BS Unit	Site Visit	Date	Exemplary Practices Reviewed
Accounting & Fiscal Services	Colorado State University	5/10	Kuali Financial System implementation
Campus & Environmental Planning	Cal Poly Pomona	09/09	Greenhouse Planning and Agriscapes Facility
	UCSD	06/10	Sustainability Management and Operations.
Design & Construction Services	Rice University	03/10	Hypertrack project tracking method
Distribution & Document Management	UC San Diego	11/09	BLINK-2, the updated BLINK portal using the Hannon Hill Content Management System. The same system was purchased by UCI.
Environmental Health & Safety	QuantumSphere, Inc.	07/09	Observed new nanotechnology state of the art sampling methods in partnership with National Institute for Occupational Safety and Health (NIOSH) & Department of Toxic Substances Control (DTSC)
	UC San Diego	08/09	Reviewed asbestos management software database
Facilities Management	UC San Diego, Cogeneration Facility*	02/10	Construction and operation of cogeneration plants
	UC San Diego	11/10	Energy retrofit programs and renewable energy installations

A&BS Unit	Site Visit	Date	Exemplary Practices Reviewed
	Arizona State University	08/10	Energy retrofit programs and renewable energy installations
	DGS Natural Gas customer workshop, British Petroleum	03/10	Market review and procurement of natural gas
	WACUBO Executive Leadership and Management Institute, USC	08/10	Leadership training Attendees: Dick Sun (EH&S) John Daly (Human Resources) Jeff Hutchison (Police Department)
	California State University, Long Beach	04/10	Grounds operations
	Chemsearch - Costa Mesa	10/09	Irrigation systems
	Chino-Greater LA Basin Ch. STMA	04/10	Maintenance of a public facility
	CRRA Conference-Calif. Resource Recovery Association	08/09	Reduce landfill waste and improve recycling
	Lego Land, San Diego	Various dates	Irrigation systems
	Long Beach Convention Center	03/10	Pest control methodology
	California State University, Long Beach	03/10	Recycle refuse site visit for best demonstrated practices

A&BS Unit	Site Visit	Date	Exemplary Practices Reviewed
	Ontario - Hotel Center	02/10	Irrigation systems
	Rainbow Disposal Tour - Huntington Beach	08/09	Recycling processes, Dirty MRF, Green Waste composting
	Sunset Property Sweeping - Irvine	12/09	Street sweeping practices and procedures
	The Huntington Library	08/09	Library and Botanical Gardens
	Trade Fair Las Vegas	09/09	Grounds and Trees Trade Fair
	UC Master Gardener Seminar	10/09	Seminar on the topic of organic sustainable gardening/growing
	UC Riverside Campus Site Visit	Various dates	Recycling, trip hazards, grounds admin, tree observation
	UCSD Campus Site Visit	10/09	Tour of campus and discussion of various operational practices
	USC Custodial Seminar	02/10	Custodial Dept.
	Vanguard	Various dates	Custodial Dept., CMMS (work mgt.) System Demo
	Lab Wise Education	06/10	“Best Practices for Laboratory Design”

A&BS Unit	Site Visit	Date	Exemplary Practices Reviewed
	TISCOR Group Meeting, San Diego	10/09	Inventory tracking and testing of fire alarm devices
Human Resources	Kaiser Pharmacy	08/09	Prescription cost containment and quality
	UC Berkeley	09/09	e-NEO
	UC San Diego	11/09	Review Content Management System
	UC Davis	02/10	Employment Practices
	UC Irvine Medical Center	02/10	Wellness programs and initiatives
	UC Irvine Medical Center	04/10	Presentation to expectant parents on disability process/benefits
	Dr. Bruce Albert (Ortho)	04/10	Delivery of work status report, transitional return to work
	Dr. Edwin Peck (Psychiatrist)	04/10	Treatment referral for stress claims
	Best Practice Visit from UCSD to UCI	03/10	UC San Diego HR Training and Education Team visited UCI HR Training and Development Team to review Learning Management System implementation best practices.
Parking & Transportation Services	Stanford University	08/09	Gate arm and road access systems, signage
	Crystal Cathedral	10/09	H1N1 POD

A&BS Unit	Site Visit	Date	Exemplary Practices Reviewed
	USC	11/09	Valet program, kiosk customer service and appearance
	California State University, Long Beach	04/10	AutoCite software
	Los Angeles Trade Tech	06/10	Event signage, Wayfinding, Sustainability Conference
Police	UCLA	06/10	Facility operations
	San Diego State University	06/10	Mentorship/Recognition Programs
	Irvine Police Department	06/10	Court Liaison Operations
	Newport Beach Police Department	09/09	Property evidence functions

* Additionally, hosted UC Santa Cruz, LAX, Southern Cal Gas Co, APEP/CEC to share Cogen issues and challenges at various times during the year, and presented at ICEPAG Conference in support of Dr. Scott Samuelson's research group (February, 2010)

Completed Improvements Projects

Campus Billing System Online

With assistance from the Office of Information Technology, developed and implemented the Campus Billing System Online (CBSO), an on-line billing system that processes over 12, 000 invoices a year. The system simplifies billing and collections for campus departments, reduces manual inputs, and allows departments to populate information on the bill from other departmental systems.

Lead responsibility: Linda Sizemore

Responsible staff: Gerson Gomez, Erik Ramirez, Chris Hernandez

Payroll's Online Training

Developed eight on-line Payroll Personnel System (PPS) training classes so new campus payroll processors can be trained immediately upon hire, eliminating the need for out of office training time. The classes include: Information Security, Staff Personnel Policies and Procedures, Introduction to PPS and Employee Database (EDB) Inquiry, Employment Eligibility Verification, Form I-9, Online Time Reporting, Online Department Adjustments, Payroll Expense Transfers, and Web Post-Authorization Notification.

Lead responsibility: Brenda Mathias

Responsible staff: Gerson Gomez, Erik Ramirez, Chris Hernandez

Executive Files System (ExFiles)

Created a document imaging application that allows end users to scan and upload PDF images of correspondence items and other documents to a repository. The system provides tools to securely route images, track action assignments, and send reminders of action due dates. Word, Excel, PowerPoint and other documents are securely stored in their native format. Users can upload any file to the repository which simplifies the process of locating older materials that rely on file name and directory location mechanisms. The application can also be used to track multiple versions of related documents.

Lead responsibility: Penny White, Linh Nguyen

Responsible staff: Lam Tran, Mike Luong, Debbie Nielsen, Heike Rau

Employee Records Online System (EROS)

Designed a system to improve authorized access to scanned images of information retained in individual staff personnel files and provides a secure method of managing personal identity information. EROS expands the document imaging system used for managing Payroll files and uses the KUALI Identity Management component to support role-based access rights. Images of older

documents that contain personal identity information such as Social Security numbers are electronically redacted to reduce campus risk.

Lead responsibility: Penny White, Linh Nguyen

Responsible staff: Mike Luong, Steve White, Chrystelle Zimmerman

Management of 2009 H1N1 Pandemic Flu Season

Designed a program to educate and vaccinate students, faculty, and staff during the H1N1 flu season. Implemented the "Spread the Word, Not the Flu" campaign concurrent with 2009 Welcome Week and delivered presentations tailored to the educational needs of each audience and informed them of the flu outbreak status, preventive measures, and related campus activities. In collaboration with 12 other campus departments, organized 3 large scale H1N1 walk-in clinics to deliver over 4500 vaccinations to students and at-risk faculty and staff.

Lead responsibility: Linda Bogue, Sheila Hedayati

Responsible staff: Linda Bogue, Sheila Hedayati, Ahmed Ibrahim, Karla Cornejo, Kirk Matin, Jenifer Swann, Marc Gomez (Student Health Services, Student Affairs, College of Health Sciences Program in Nursing Science, Anteater Recreation Center, Student Center, Student Health Education, Student Housing, Parking and Transportation, Environmental Health and Safety, Police Department, Human Resources, UCIMC Pharmacy)

Smart Labs Webinar

Presented a Webinar, "Smart Lab Buildings: Reducing Energy Use by 50%," showcasing UCI's Smart Lab Concept which included descriptions of centralized demand controlled ventilation, energy efficient lighting, building exhaust reduction, and low flow/ high performance fume hoods. Energy savings, safety, appropriate use and limitations of components were discussed with the 40 groups in attendance.

Lead responsibility: Marc Gomez

Responsible staff: Joel Azpuru, Chris Abbamonto, Dick Sun, Manjeet Randhawa, Jessica Drew de Paz, Terri Warren

Rowland Hall Ventilation System and Asbestos Abatement Improvement Project

Received an upgrade of the energy saving Phoenix valves and achieved asbestos abatement in above ceiling spaces in Rowland Hall. Due to the condition of the asbestos containing building materials, access had been restricted. By increasing access, this project improved energy savings due to increased efficiency of the fume hood ventilation systems and reduced the number of inaccessible above ceiling spaces in Rowland Hall by 85%.

Lead responsibility: Susan Robb, Rito Rincon, Matt Gudorf

Responsible staff: Matt Gudenhoff

Arc Flash Phase Two-A

Completed Phase Two-A of the Arc Flash Project, which implemented systems to protect employees and others who inspect, maintain, or operate high voltage energized electrical equipment. Phase Two used the information gathered in Phase One to determine hazard categories, label equipment, and provide recommendations for lowering the hazard rating of equipment.

Lead responsibility: Dave Mori

Responsible staff: Chuck Elliott, Jerry Nearhoof, Marc Gomez, Lisa Mahar, Sandra Conrad

Smoking Compliance Program

Launched a Smoking Compliance Program to better communicate and implement the UCI Smoking Policy. In coordination with campus Building Facility Managers, *No Smoking* decals were appropriately located and posted on campus buildings. Posting is ongoing and locations prioritized based on an area's history of smoking related complaints. This program also included ensuring the location of ash receptacles 25 ft. away from entrances, open windows, and air intakes.

Lead responsibility: Lisa Mahar

Responsible staff: Alvin Samala, Joe Rizkallah, Amy Provorse, Dan Crout

Strategic Energy Plan

Integrated UCI Medical Center into the Strategic Energy Plan and implemented projects that saved 10,000,000 kWh of energy this year, including building lighting retrofits, parking structure lighting replacement, HVAC systems modifications and exhaust stack velocity reductions. UCI Medical Center now participates regularly in bi-weekly energy team meetings to develop SEP projects.

Lead responsibility: Christopher Abbamonto

Responsible staff: Christopher Abbamonto, Matthew Gudorf, William Cowdell, Fred Bockmiller, Paul Howland, Allen Shiroma, Marc Gomez, Dick Sun

Residential Visitor Parking Enhancements - East Campus

Improved the residential parking management system for Vista del Campus Norte residents; they can now secure parking for their visitors online. Residents login to their parking account and assign permission for the visitor's vehicle. This enhancement reduced the number of steps for residents and for staff managing phone calls and date entry.

Lead responsibility: Dina Ochoa.

Responsible staff: Dina Ochoa, Michelle Arcilla, Clint Maruki, Jeffrey White, Kevin Fong

Rideshare Renewal Simplification

Created the Automated Networked Transportation & Parking Administration Reporting Kernel (ANTPARK); it automatically processes approximately 6,200 program registrant renewals that had

formerly been manually processed through email. This improvement reduced the number of process steps from 9 to 3 and significantly decreased the cycle time from 6 business days to 1 day.

Lead responsibility: Clint Maruki and Jeffrey White.

Responsible staff: Clint Maruki, Jeff White, Kevin Fong, Antoinette Saenz, Mike Davis

Zimride

Developed and launched, in partnership with Zimride, an enhanced social network based rideshare matching services website to the campus community that included custom vanpool matching component. It utilizes security protocols and social networking capabilities, increasing sustainable options for the campus community.

Lead responsibility: Mike Davis.

Responsible staff: Mike Davis, Antoinette Saenz

Zotwheels

ZotWheels, an automated bikeshare program, provides students, faculty, and staff members with 28 anteatery-themed three-speed cruiser bicycles for campus and off-campus riding. Members pay \$40 for 12 months of unlimited rides by inserting their membership card and selecting the bike they want from any of the four centrally located stations around campus. Radio Frequency Identification (RFID), wireless connection to a computer server and a tracking database, enables bikes to be automatically linked to member rentals, minimizing the amount of staff time needed to manage the program.

Lead responsibility: Ron Fleming.

Responsible staff: Lynn Harris, Mike Yu, Clint Maruki, Kevin Tobin, Andres Miramontes, Dina Ochoa, Jeffrey White.

Holiday Shuttle

Initiated a complimentary shuttle service to/from John Wayne airport and the Irvine Transportation Center during 2009 campus holidays; 1254 members of the UCI community used this service.

Lead responsibility: Mike Davis.

Responsible staff: Mike Davis, Ken Ezell, Antoinette Saenz, Julianna Bayley.

University Pass Program

Developed a membership program that provides unlimited OCTA bus service for those in the UCI community which provides an 86% subsidy to users, saves \$213,539, and cuts fraudulent use by 10%.

Lead responsibility: Ron Fleming.

Responsible staff: Mike Davis, Antoinette Saenz, Ken Ezell

Bike Anti-theft Instantaneous Tracking (BAIT) Bike Program

Developed, in partnership with the UCI Police Department, a covert surveillance system that utilizes GPS technology; it has already led to the apprehension of 2 suspects, and is expected to provide leads to possible bicycle theft rings around the county.

Lead responsibility: Ron Fleming.

Responsible staff: Juan Rodriguez, Hung Ly, UCI Police personnel, Ron Fleming

Fiscal Year 2009-10 A&BS Goals and Objectives

Supervisory and Team Effectiveness

- 1.0 Achieve A&BS goal for 75 percent of the measures on the *Survey of Management and Organizational Patterns*.
- 1.1 Support a culture that challenges complexity, questions bureaucratic over-control, and seeks relentlessly to simplify workflow and the demands we place on our customers. Consistently train and mentor your employees to adopt these goals and principles.
- 1.2 Recognize team performance and accomplishments through recognition events that celebrate team successes.
- 1.3 Discuss, display, and track unit performance measures, using them to stimulate continuous improvement. (A performance measure can be a quantifiable, normative process output or a real-time measure of customer satisfaction.)
- 1.4 Attain 100 percent performance evaluation completion rate.

Process Improvement

- 2.0 Improve a process that affects many campus customers, utilizing *A&BS Simplification Goals & Principles* as a framework.
- 2.1 Evaluate “best practices” in high performance peer organizations, especially where costs are low and results are impressive. Complete two “exemplary practice site visits” and import worthwhile improvements and innovative ideas.
- 2.2 Simplify one or two customer interfaces (depending on whether your unit is small or large), as measured by customer time and frustration to perform typical transactions, including training time required.
- 2.3 Complete one process improvement “action plan” that moves A&BS toward consistency with UC’s New Business Architecture.
- 2.4 For efficiency, focus on an improvement project that simultaneously meets goals 2.0, 2.1, 2.2, and 2.3.

Survey and Understand Customer Satisfaction

- 3.0 Interview your five most demanding customers.
- Communicate our goal of providing a simplified customer-interface and robust, reliable services of limited complexity.
 - Clarify their performance expectations of your unit, and ask whether you are meeting their expectations.
 - Discuss what you can do to reduce the workload your unit/your processes create for *them*.
 - Particularly, identify opportunities to reduce your unit's workload impact on *faculty* through simplifying requirements, rules, policies, forms, instructions, fragmented procedures, and fragmented responsibilities.
 - Ask customers whether any services you perform (or reports you provide) could be eliminated.
- 3.1 Administer customer satisfaction surveys for primary services you provide on a periodic basis (so that these primary services are surveyed at least every other year).
- 3.2 Review customer satisfaction performance objectives with your employees, assuring that data your unit uses to track customer satisfaction provides them with a clear understanding of whether customer expectations are being met.
- 3.3 Meet with the Academic Senior Managers and the Health Science Administrators. Discuss your unit's customer satisfaction and performance measures, and provide data showing how your unit performs against these measures.

Ongoing A&BS Goals

- 4.0 Improve diversity of staff, suppliers, and contractors (consistent with UC policy and federal and State law).
- 4.1 Develop management competencies and process improvement skills throughout A&BS at every level, devoting at least 20 hours/employee/year to training, continuing education, and staff development.
- 4.2 Promote a working environment free of discrimination and sexual harassment, in which mutual respect is experienced consistently at all levels in your organization.

Summary Results

Goals & Objectives*	Accounting	C&E Planning	Design & Construction	Environmental Health & Safety	Facilities Mgt	Human Resources	Internal Audit	Material & Risk Mgt.	Parking	Police
Supervisory and Team Effectiveness (1.0)	N	●	●	●	●	●	●	●	●	N
Simplify Workflow (1.1)	●	●	●	●	●	●	●	●	●	●
Team Recognition/Events and Awards (1.2)	●	●	●	●	●	●	●	●	●	●
Stimulate Continuous Improvement (1.3)	●	●	●	●	●	●	●	●	●	●
Evaluation Completion Rate (1.4)	●	●	●	●	●	●	●	●	●	●
Customer-Driven Process Improvement (2.0)	●	N	●	●	●	●	●	●	●	●
Exemplary Practices Site Visits (2.1)	●	●	●	●	●	●	●	●	●	●
Simplify Customer Interfaces (2.2)	●	●	●	●	●	●	●	●	●	●
Complete One Process Improvement "Action Item" (2.3)	●	●	●	●	●	●	N	●	●	●
Improve Project (2.4)	●	●	●	●	●	●	N	●	●	●
Interview Primary Customers (3.0)	●	N	●	●	●	●	N	●	●	●
Customer Satisfaction Surveys (3.1)	●	N	●	●	●	●	N	●	●	●
Apply Customer Satisfaction Data (3.2)	●	N	●	●	●	●	●	●	●	●
Review Customer Satisfaction (3.3)	●	N	●	●	●	●	N	●	●	●
Improve Diversity (4.0)	●	●	●	●	●	●	●	●	●	●
Professional Development (4.1)	●	●	●	●	●	●	●	●	●	●
Foster Climate of Mutual Respect (4.2)	●	●	●	●	●	●	●	●	●	●

Goal Accomplishment Key: ● = 100% ● = ≥ 50% ● = ≤ 50% ○ = 0% N = not applicable

*Refer to January 2008-June 2009 A&BS Goals and Objectives in order to interpret headings.

Six Broad Indicators of Administrative Workload

Cumulative Change from 1990-91 (base =1.0)

