

UNIVERSITY OF WASHINGTON, BOTHELL

The background features a large, light blue watermark of the University of Washington seal. The seal is circular with the text "UNIVERSITY OF WASHINGTON" around the top and "1861" at the bottom. In the center is a shield with a book and a star, flanked by laurel branches.

ADMINISTRATIVE
SERVICES

annual report
2003-2004

UNIVERSITY OF WASHINGTON, BOTHELL

MISSION

VISION

GOALS

MISSION

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.

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.

VISION

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.

FROM THE VICE CHANCELLOR

Welcome to the fourth annual report from the Office of Administrative Services. It is always a pleasure to work on this report as it gives us the opportunity to review and reflect on the past year's service and accomplishments, as well as to identify areas of improvement and to reassess our goals for future service and enterprise development. This report is also a great tool to share with the campus community a comprehensive view of the activities that keep Administrative Services engaged.

On behalf of the staff of Administrative Services, I wish to thank the University community for their support and key involvement in many of the past year's developments. I also want to thank each of the staff in the Administrative Services units: Auxiliary Services, Facility Services (Custodial, Grounds, Maintenance), Finance and Administration, Human Resources, Public Safety, and Transportation Services for their continued dedication and persistent good work.

We welcome your comments on the content of this report as well as your recommendations of how we can better serve the campus community.

~ Bill Kelleher, Vice Chancellor for Administrative Services

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ADMINISTRATIVE SERVICES

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 and implementation of appropriate policies and procedures.

an overview

Administrative Services represents the business, operations, resources, and facility management functions for the UW Bothell campus. The Vice Chancellor for Administrative Services reports directly to the Chancellor and works closely with other UWB administrative and academic leaders, as well as with the leadership of Cascadia Community College, to deliver UW Bothell dedicated and UW Bothell/Cascadia CC shared services for the smooth functioning of the co-located campus.

UWB's Vice Chancellor for Administrative Services, Bill Kelleher, leads five major service units including Facility Services, Finance and Administration, Human Resources, Public Safety, and Transportation Services as well as the oversight of the Office of Administrative Services and Auxiliary Operations. The primary responsibilities of the Office of the Vice Chancellor for Administrative Services are to provide leadership and coordination of operational and administrative activity; to develop appropriate services and coordinate enhancements to existing service levels; to develop and implement administrative policies and procedures; to coordinate administrative activities among the three campuses of the University; and to represent administration and communicate administrative perspective.

Facility Services provides custodial, building, and grounds maintenance services to the co-located campus and is responsible for coordinating and implementing minor repairs and providing guidance on capital improvements. In addition, Facility Services is responsible for wetlands maintenance and oversight activities including membership on the joint campus Wetlands Oversight Committee. This committee is charged with the stewardship of this unique campus feature.

Finance and Administration is responsible for the delivery of financial services, business transactions, coordination of external funding applications, and monitoring budget and financial activity.

Humans Resources provides assistance on recruitment and employment activity, employee retention, training and professional development, benefits services, management advice and consultation, and labor relations.

Public Safety provides security and safety programs for the campus, develops and implements training programs for a variety of safety and evacuation procedures, provides traffic enforcement, and works with the campus community to provide assistance and advice on all issues related to safety and security.

Auxiliary Operations includes coordination of services across a variety of activities including the brand new campus copy service center, risk management, space and resource management, facilities use and event coordination, parking, and other business activities.

Transportation Services provides transportation resources to the campus community with the ultimate goal of reducing single occupancy vehicle (SOV) trips to UW Bothell/Cascadia CC. Resources include an employee transportation coordinator dedicated to providing information and guidance to faculty, staff, and students for using alternative modes of transportation.

FOOD SERVICE

Pachanga ended their lease and concluded food service operations at the end of spring quarter '04. During the summer months, Administrative Services focused on the issue of providing suitable food service to the campus community. Working in partnership with Cascadia, several campus surveys were developed and distributed to staff, faculty, and students. The survey results showed consistent information about the food preference across the two institutions. Based on food preference, several food service vendors were identified and interviewed to lease the space previously occupied by Pachanga. A vendor selection will be made with the expectation that operations will begin in autumn quarter '04.

The Common Grounds coffee cart, which has been always been a student subsidized operation, was recently transferred to Finance & Administration with the expectation of becoming fully self-sustaining. This change of focus will allow the Common Grounds to offer a broader selection of beverage and soft food items and will also begin offering a selection of "grab-n-go" items. In addition, Common Grounds will soon be accepting alternate forms of payment including MasterCard and Visa, as well as payment via the Husky Card.



KEY ACCOMPLISHMENTS

Successful conclusion of two professional staff leadership searches resulting in a new Director of Facilities, Tony Guerrero, and a new Public Safety Manager, Kelly Hudson.

Renegotiation and renewal of key service agreements with Cascadia Community College for facilities, public safety, risk management, and transportation related operations.

Completion of the service needs study for a campus copy center which resulted in the development of a plan for implementation. The copy center will begin operations September 2004.

Hiring of a half-time facilities use assistant dedicated to supporting the needs of facilities use for curricular and non-curricular events.

Planning and implementation of an employee training and professional development program.

Recipient of a \$119,000 grant from King County Metro to enhance our campus transportation management program.

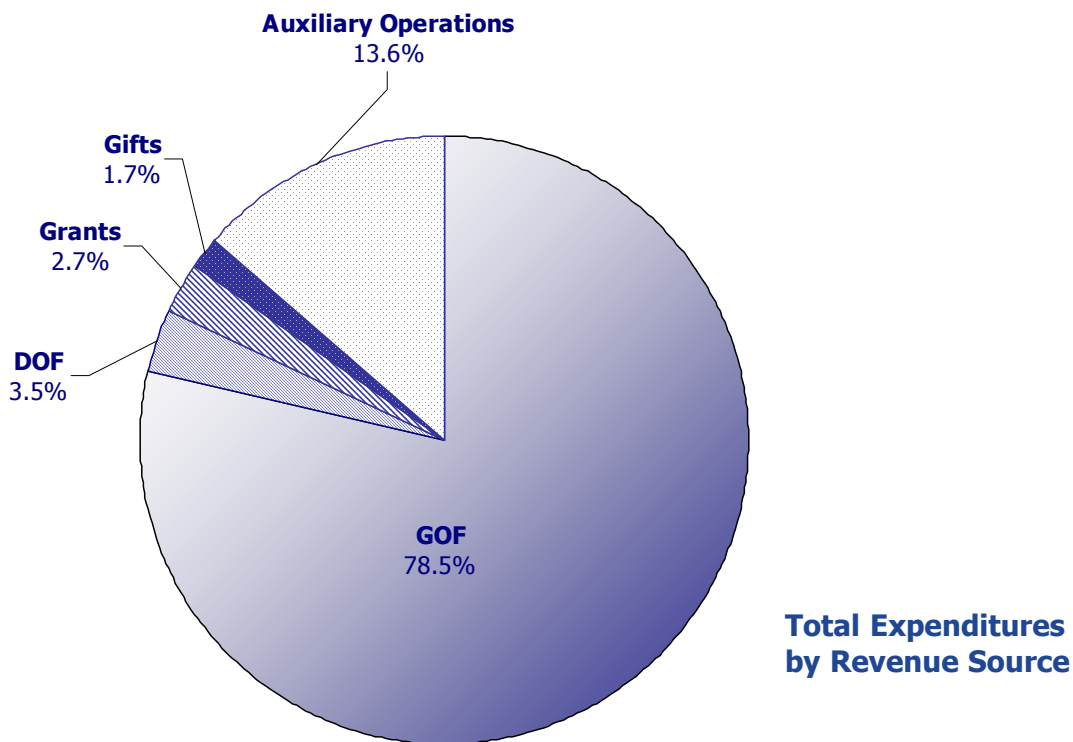
FINANCIAL DATA

University of Washington, Bothell

EXPENDITURES

July 1, 2003 - June 30, 2004

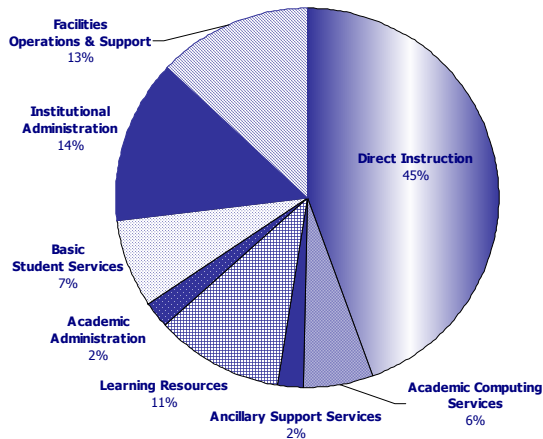
Revenue Source	Expenditures	% Distribution
General Operating Funds (GOF) – <i>Tuition</i>	\$5,693,631	26.71%
General Operating Funds (GOF) – <i>State Tax Support</i>	\$11,035,967	51.77%
TOTAL GOF	\$16,729,598	78.47%
Grants and Contracts	\$572,532	2.69%
Gifts	\$364,487	1.71%
Self Sustaining Operations (Auxiliary)	\$2,899,664	13.6%
Designated Operating Funds (DOF)	\$752,665	3.53%
TOTAL OTHER	\$4,589,348	21.53%
TOTAL OPERATIONS	\$21,318,946	100%



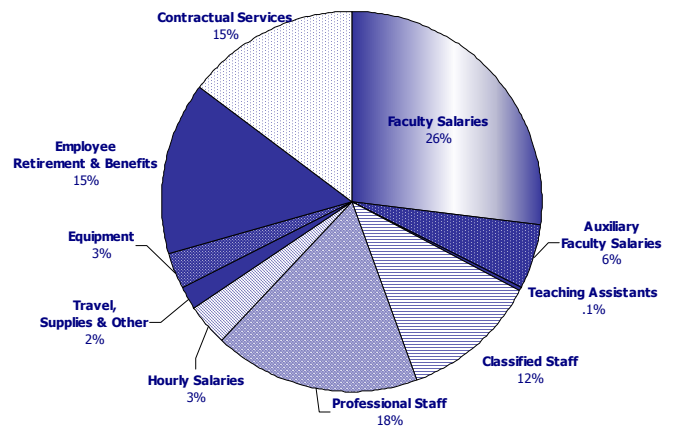
GOF Expenditures by Program

Program Category	Expenditures	% Distribution
General Instruction (011)	\$6,628,658	39.62%
Health Sciences Instruction (012)	\$824,445	4.93%
Academic Computing Services (041)	\$943,134	5.64%
Ancillary Support Services (042)	\$398,667	2.38%
Academic Administration (043)	\$402,679	2.41%
Learning Resources (051)	\$1,781,288	10.65%
Basic Student Services (061)	\$1,228,443	7.34%
Institutional Administration (08X)	\$2,335,764	13.96%
Building & Utility Operations (09X)	\$2,186,521	13.07%
TOTAL EXPENDITURES by PROGRAM	\$16,729,559	100%

GOF Expenditures by Program



GOF Expenditures by Object



GOF Expenditures by Object

Program Category	Expenditures	% Distribution
Faculty Salaries	\$4,492,113	26.9%
Auxiliary Faculty Salaries	\$961,154	5.7%
Teaching Assistants	\$24,679	.1%
Classified Staff	\$1,953,938	11.7%
Professional Staff	\$2,952,800	17.7%
Hourly Salaries	\$565,722	3.4%
Employee Benefits	\$2,487,726	14.9%
TOTAL PERSONNEL RELATED COSTS	\$13,438,132	80.3%
Personnel Contractual Services	\$17,251	.1%
Other Contractual Services	\$2,431,575	14.5%
Travel	\$89,266	.5%
Supplies/Materials	\$268,588	1.6%
Equipment	\$484,786	2.9%
TOTAL NON-PERSONNEL RELATED COSTS	\$3,291,466	19.7%
TOTAL EXPENDITURES by OBJECT	\$16,729,598	100%

FACILITY SERVICES



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

THE DEPARTMENT

Another year has passed, many projects have been completed, and the buildings and grounds are in great shape. The staff of the Facility Services Department appreciates serving the co-located campus and we take great pride in the buildings, grounds, and systems and hope to provide you with a comfortable, clean, and safe environment. Along with the regular, preventative maintenance including mowing the grass, pulling weeds, cleaning windows, vacuuming carpets, changing air filters, or greasing motors we have certainly had some challenges this year ranging from a number of power outages, assisting with medical emergencies, rainstorms, windstorms, snowstorms, and even a bomb threat.

Dispatch and Front Office Staff

We would like to acknowledge our dispatch and front office staff for their great work throughout the year. All of the phone calls, emails, radio transmissions for service and repair, contractors, vendors, parts and supplies are coordinated through our dispatch and office area. Dispatch is our hub between you, our customers, and the work that needs to be done. We all rely on their quick decision making skills, to know when to call 911, call our Public Safety Officers or radio out to maintenance staff when there is an emergency on the campus.

COMMUNITY RELATIONS

The Facilities Services department continues to develop relationships and nourish existing relationships within the Bothell community. We interact with neighbors in the nearby residences when they are enjoying a nice walk or run around the campus as well as when they have noticed that our pesky weeds have crept into their backyards.

The City of Bothell and its employees are also wonderful partners of the campus. The campus has provided event space and assistance in the setup for some of their community events and City of Bothell employees even worked together with Facilities Services employees clearing fallen trees in the cemetery. We can call on the City of Bothell when we have questions whether it is the building department, public works, or the fire department, and they are always ready to listen, help, and provide feedback so we can better serve the campus community. We look forward to another great year with our neighbors!

PREVENTATIVE MAINTENANCE

Cleaning, trimming, pruning, updating, lubing, and testing - these are just some of the activities carried out throughout the year to keep our buildings, grounds, and equipment working properly and efficiently. Our custodial crew, grounds crew, and engineers work continually to keep the campus environment comfortable and in good repair.

WETLANDS

Facility Services has the responsibility to continue the restoration of the campus wetlands and has staff committed to working in the wetlands daily. They extract exotic plant species and weeds, plant new trees, and maintain native plants throughout the year. Faculty, researchers, students, and the public visit, study, and monitor the wetlands. The wetlands have also been visited by wildlife including beavers, deer, eagles, hawks, snakes, salmon, and an owl. We understand the beauty and sensitivity of the wetlands and take great care and enjoyment in its restoration.

WORK ORDERS

For the period July 1, 2003 to June 30, 2004, the Facilities Services staff responded to 2,384 corrective work orders. Some of these work orders were routine repairs, while others were emergencies.

Routine repairs are non-urgent, every day repairs which need to be carried out as a result of normal usage, or any repair that would improve or maintain the comfort and convenience of the environment.

Emergency repair requests constitute a life, health, safety or potential damage to facility concern. These may include things such as a lost key, a broken window, a power failure, blocked or broken drains, fallen trees, broken water pipes, no heating, doors that can not be secured, or public area lighting that is out.

KEY ACCOMPLISHMENTS: SMALL WORKS PROJECTS

Many projects have been completed by the Facility Services department this year. Some of these are:

- ◆ Alterations and additions to the Common Grounds Espresso Cart.
- ◆ Installed five evacuation devices (Evac-U-Trac) for UWB and CCC.
- ◆ Modified the counter in the UWB Student Affairs Office and in the Cashier's Office at CCC.
- ◆ Installed the Donor Wall on the first floor of UW1.
- ◆ Installed UPS systems in restrooms so they continue to operate during power outages.
- ◆ The 1000 ton chiller, which provides chilled water for the air conditioning throughout the campus, became inoperable in June and was quickly replaced thanks to assistance from the UW Seattle high voltage crew.
- ◆ The Truly House underwent an exterior facelift including a new roof, gutters, paint, and other structural repairs. The interior is the focus in the upcoming year.



FINANCE & ADMINISTRATION

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 addition to the services listed in this section, Finance & Administration (F&A) offers the following services to the UW Bothell community:

Budget Monitoring and Reporting	Cashier Services
Grant and Contract Administration	General Accounting
Copier and Printer Services	Mailroom Distribution
Phone Request Processing	Parking Permit and UPASS Sales

GRANTS AND CONTRACTS

During fiscal year 2003-04, F&A staff processed approximately 30 new grant applications, compared to approximately 20 in 2002-2003. These applications include all academic divisions within UWB, as well as Academic Support and Administrative Services. The new proposals total \$2,460,425 in direct costs, and \$753,156 in indirect costs for total applications submitted of \$3,213,447. The grant applications range from \$3,450 for a state grant with the Office of Public Instruction to \$787,511 for a federal grant with DHHS. The largest dollar volume of grants submitted was to the National Science Foundation for a total of \$1,386,704 in proposals.

PAYROLL

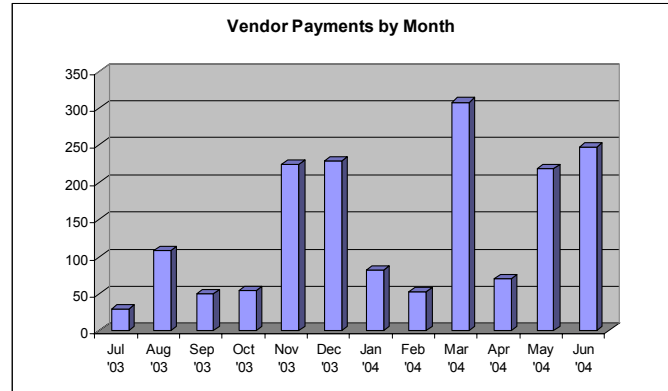
F&A staff process semi-monthly payroll for approximately 325 faculty, staff, and hourly employees during the academic year, including full-time, part-time, temporary, and permanent positions (excluding benefits and Library positions, which are processed by University Libraries in Seattle). Payroll processing outside of the nine-month academic year is for approximately 200 employees, which are primarily staff positions, in addition to some summer faculty and academic support hourly positions. The total number of paychecks/direct deposit transactions processed for 2003-04 was approximately 6,544.

PURCHASING

F&A purchasing staff act as the liaison between departments and purchasing in Seattle to secure needed items, and insure compliance with state and university purchasing regulations. During 2003-04, F&A issued 478 purchase orders, including confirming orders (under \$3,000), non-confirming orders (over \$3,000), travel expense vouchers, and blanket purchase orders, for a total dollar value of \$1,740,405.

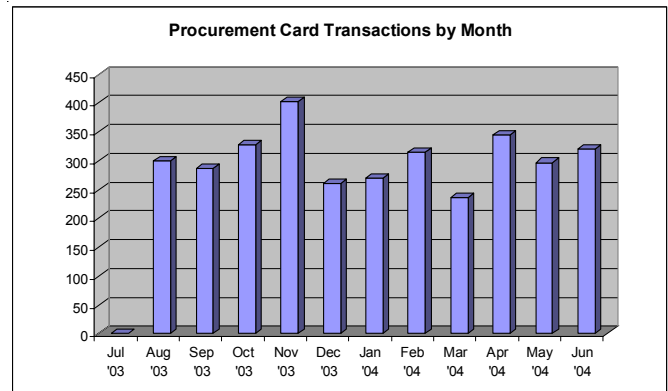
ACCOUNTS PAYABLE

F&A staff process accounts payable for all disbursement requests campus-wide. F&A staff processed 1,674 total payments against purchase orders, travel expense vouchers (TEV), and petty cash vouchers in 2003-04.



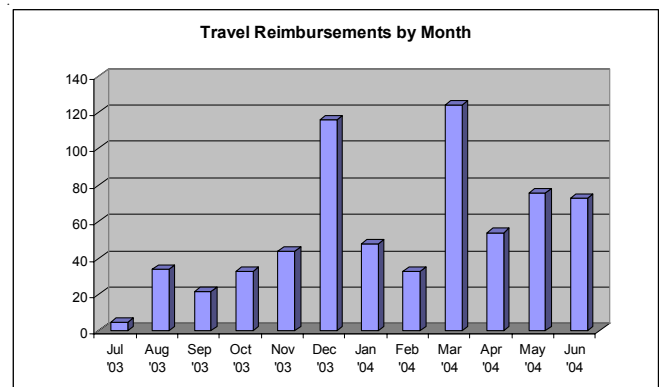
PROCUREMENT CARD PROCESSING

In addition to the issuance of purchase orders, F&A staff review and reconcile all procurement card transactions campus-wide. The volume of procurement card activity has consistently grown from year to year, and is resulting in fewer purchase order issuances below \$2,000, which is the maximum dollar amount for procurement card purchases. The total number of procurement card transactions for 2003-04 was 3,358, for a total dollar value of \$668,102 in procurement card purchases.



TRAVEL PROCESSING

F&A staff audit all travel expense vouchers for compliance with state and university regulations, provide timely reimbursement of travel expenses to employees, and provide education and training to employees on the travel regulations. During 2003-04, F&A staff processed 662 separate TEV reimbursements with a total dollar value of \$151,847.



HUMAN RESOURCES

"In my 30 plus years of supervision and management, I have never got more out of a 3 hour class on any subject."

- attendee of a UWB HR training

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.

BENEFITS

With the inclusion this year of the Calvert Group, all VIP and UWRP retirement vendors have now visited UWB to provide individual sessions and group presentations to our staff and faculty.

EMPLOYMENT & RECRUITMENT

This year has been a busy one for new systems to improve our employment and recruitment processes. Our Human Resources Manager was an active member of the UWHires Hiring Manager Committee (October through February) as well as a member of the Criminal History Sub-committee. Human Resources assisted with numerous hires, including working with an intercampus search committee, critiqued resumes and conducted mock interviews at two campus career events.

TRAINING

The first on-campus Staff/Faculty Training and Professional Development Program was successfully delivered including nine courses with an average attendance of 16 participants each. The program development and content was part of a collaborative effort with campus staff and program directors. Human Resources continued successful monthly UW Bothell New Staff Orientations including the addition of participation by the UWB/CCC Library.

LABOR RELATIONS

Our Human Resources Manager participated weekly on the WFSE Bargaining Table, including taking the lead on an article of particular interest to our campus, which resulted in a successful tentative agreement, and participated with UWorks (Civil Service Reform) feedback sessions.

EMPLOYEE RELATIONS

Human Resources continues to provide guidance and information on recruitment and retention, job classification and compensation, workplace conflict, policies, benefits, evaluation and termination, to individuals, supervisors, and departments. Coordinated a successful Third Annual Staff Appreciation Luncheon, directing ten committee members and other volunteers. The UWB HR Manager continued participation in UW and UWB committees including Service Award, UW HIRES, Workplace Violence, Health and Safety, Campus Access, Combined Fund, and General Staff Organization, and successfully worked with UW CareLink on critical incident responses.

PUBLIC SAFETY

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

IMPROVED SAFETY MEASURES

The Public Safety Department increased traffic enforcement to improve the safety of students, staff, and faculty and the campus emergency phones are now linked to the Bothell Police Department Dispatch.

PROACTIVE EDUCATION EFFORTS

In addition to presenting at the UWB new employee orientations, our Public Safety Manager is a presenter at Cascadia CC's new student orientation. An information desk has been implemented at Cascadia and information tables are set up at each student welcome event to promote the services provide by public safety. The Public Safety Department also provided Floor Warden training to the campus community this year.

INTERNAL IMPROVEMENTS

The Public Safety web site went live this year and contains information about our services, how to contact us, as well as "Right to Know" information regarding crime statistics and sex offenders.

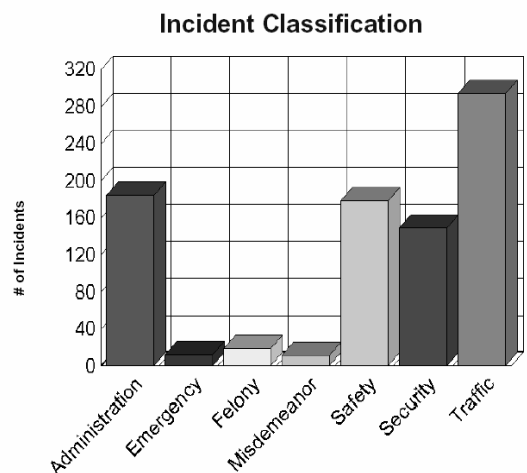
IN-SERVICE TRAININGS

Public Safety officers and staff completed in-service trainings including: radar certification, verbal judo (de-escalation techniques), report writing, Incident Management System, First Aid, CPR, and AED re-certification, radio procedures, and Evacu-Trac operation.

CRIME STATISTICS: JULY 03 - JUNE 04

For the period July 1, 2003 through June 30, 2004, the UWB Public Safety Department responded to a total of 825 incidents. The incidents are broken down into six categories: Administrative, Safety, Security, Traffic, Emergency, Misdemeanor, and Felony.

These statistics are required by federal law 20 USC 1092, known as the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, and can be found on the Public Safety web site: www.uwb.edu/safety.



AUXILIARY SERVICES

COPY SERVICE CENTER

Administrative Services is working on the implementation of an on-campus Copy Services Center which will begin full operation in September 2004. We have been busy reviewing proposals from University contracted vendors and will soon select a vendor to provide copy services for the entire campus community. Services will include photocopying, electronic printing, color copying, collating, and finishing production. A few highlights regarding this new service are:

- ◆ The copy center will initially open as a 20-hour a week operation and will be run by a third-party vendor (to be identified).
- ◆ The copy center will be centrally located on campus in a space below the University Bookstore.
- ◆ Users of the copy center will be able to submit jobs by hand delivery or by using an online/electronic submission tool.
- ◆ Jobs can be picked up by users or will be delivered back to departments.
- ◆ Payment can be made by budget recharge or with cash/credit.
- ◆ In order to provide the best service, the copy center will advise clients on all types of copy and print jobs. If a request cannot be produced in the copy center it will be sent to an offsite facility. Print jobs will be tracked to determine if and when additional services or equipment should be added to the copy center.

FACILITIES USE

In an effort to meet the growing demand for non-curricular use of facilities, Administrative Services added a dedicated, part-time staff position in March 2004. The Building & Facilities Use Assistant serves as the primary contact for both internal and external clients regarding the use of facilities or space on the UW Bothell campus. Non-curricular activities range from new student orientations to faculty and staff training sessions to student organization events and even local government public meetings. Facilities Use processed 400 requests, an average of 33 per month, in the 2003-04 academic year. Requests increased 10 percent over the previous year.

RISK MANAGEMENT

As part of the University of Washington's health and safety program, Administrative Services monitors all accidents and incidents on campus. UW Bothell collects data in compliance with the Washington State Departments of Labor and Industries. The information provided regarding accidents and incidents on campus are essential to maintain an efficient and successful safety program. They supply the facts necessary to develop programs and procedures that can control both the conditions and acts that contribute to incidents. In the 2003-04 academic year, Administrative Services reviewed and responded to 17 reports.

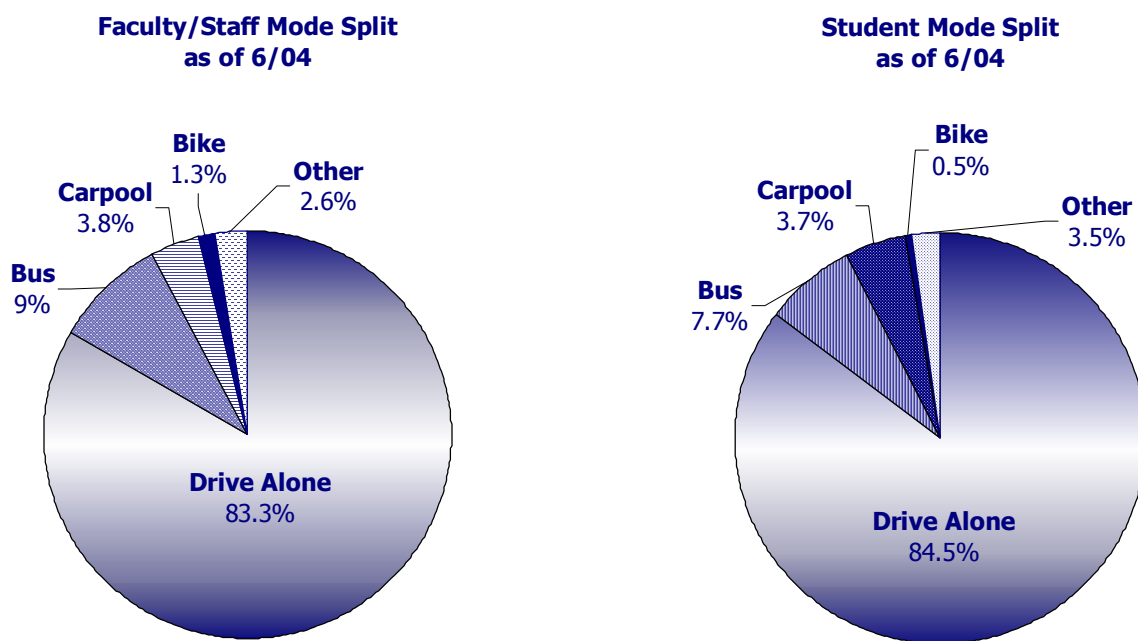
TRANSPORTATION SERVICES

TRANSPORTATION, PARKING, AND U-PASS PROJECT

Administrative Services has been awarded a grant from King County Metro that will afford UW Bothell the resources to expand and enhance the current campus transportation management plan, ultimately resulting in reduced single occupancy vehicle (SOV) commute trips to the UWB/CCC campus. The grant funds will be used for myriad purposes including hiring a half-time employee dedicated to transportation services including the current Employee Transportation Coordinator (ETC) duties. Some of the project objectives include:

- ◆ Reduce SOV trips to the UW Bothell and Cascadia CC campus.
- ◆ Make available and promote alternative commute options to faculty, staff, and eventually students.
- ◆ Increase UPASS subsidies and use.
- ◆ Attain Bothell-area merchant participation for a discount program with the UPASS.
- ◆ Outreach to area community colleges to discuss parking prices and potential strategies to increase the popularity of commute alternatives.
- ◆ As the campus grows and requires further build-out, diminish or postpone the need to build additional parking facilities.

The ETC will work closely with area community colleges, including Cascadia CC, to create a forum where transportation options and parking fees will be discussed. The participants will consider transit and parking management, services and pricing parameters, and how these can be utilized to enhance transit and alternate modes of transportation.



FUNCTIONAL CHART

