

UNIVERSITY OF WASHINGTON, BOTHELL



annual report
2004-2005

ADMINISTRATIVE SERVICES

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 2004-05 Annual Report from the Office of Administrative Services. This is our fifth report to the campus community and I hope that you continue to find the content useful and informative. The annual report provides the Administrative Services departments a valuable opportunity to review our service and performance over the past year. Our goal is to provide the most effective customer and facility service possible while maintaining cost efficiencies, and to support the mission and goals of the campus. You will always find the campus mission statement on the inside cover of the annual report because this forms the core of our service philosophy and reminds us that the staff of all of the Administrative Services departments are crucial partners in the success of the campus.

With this report, I want to extend my deep gratitude and thanks to the staff of each of the Administrative Services departments. Each year I continue to be amazed by their resourcefulness and dedication to excellence. Our service teams are among the best throughout the University.

As always, I welcome your comments regarding the content of the annual report, as well as any recommendations for service improvements.

~ Bill Kelleher, Vice Chancellor for Administrative Services

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ADMINISTRATIVE SERVICES



an overview

Administrative Services represents the business, operations, resources, and facility management functions for the University of Washington, Bothell (UWB) 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 (CCC), to deliver UWB dedicated and UWB/CCC 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.

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.

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 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 a employee transportation coordinator dedicated to providing information and guidance to faculty, staff, and students for using alternative modes of transportation.

FOOD SERVICE

Subway joined the campus in spring quarter 2005 in the location formerly occupied by Pachanga Deli. Subway was selected after a series of survey's conducted with faculty, staff, and students who indicated a preference for quick and convenient food selections.

The Common Grounds Coffee Cart operation was successfully transferred to Finance & Administration in July 2004. This change has allowed the Common Grounds to offer a broader selection of beverage and soft food items as well providing catering services to the campus community.

key accomplishments

Completed the first year of a two year grant provided by King County Metro to enhance transportation programming and improve commute options for the UWB and CCC campus community.

Completed budget workshops and planning sessions resulting in an approved operating budget for the start of the 05-07 biennium. The budget includes a reserve to implement an equipment replacement program that will replace approximately \$1.5 million worth of equipment across UWB.

Opened the Campus Copy Service Center for operation in September 2004. The center opened for 20 hours per week and provides various copy/print services to the co-located campus.

Began the Campus Master Planning effort, a joint effort of UWB and Cascadia Community College to develop a plan that will guide the future site development of the campus. Administrative Services lead the UWB effort which included facilitation of three open forums and twelve focus groups to gather campus-wide participation in the master planning process.

Increased grant and contract awards from \$572,532 to \$922,013 in 2005.

Launched the new Administrative Services web site.

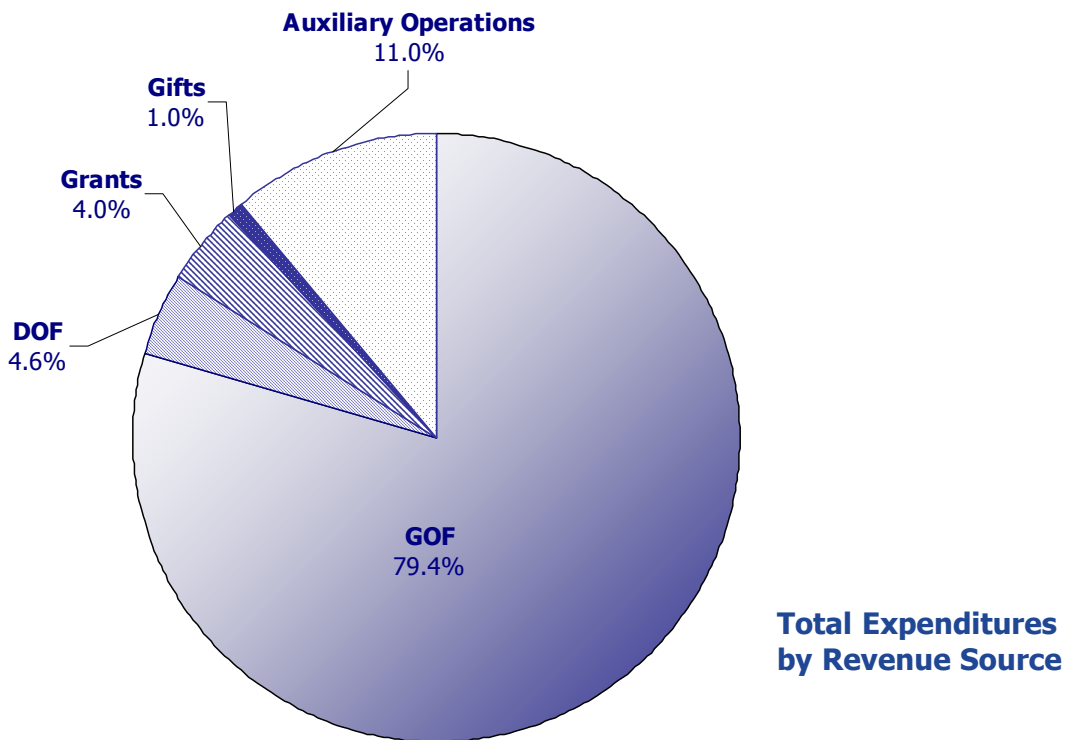
FINANCIAL DATA

University of Washington, Bothell

EXPENDITURES

July 1, 2004 - June 30, 2005

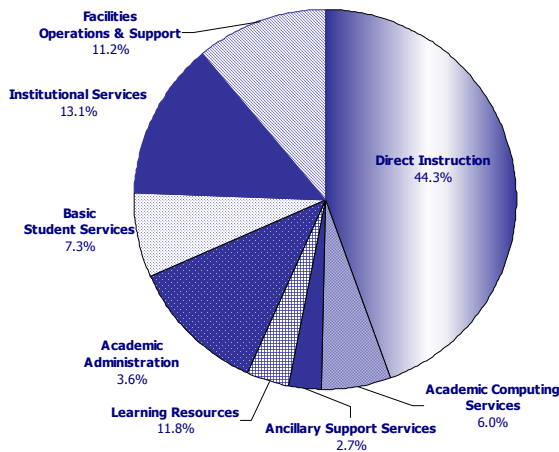
Revenue Source	Expenditures	% Distribution
General Operating Funds (GOF) – <i>Tuition</i>	\$6,899,670	
General Operating Funds (GOF) – <i>State Tax Support</i>	\$11,342,790	
TOTAL GOF	\$18,242,460	79.4%
Grants and Contracts	\$922,013	4.0%
Gifts	\$221,164	1.0%
Self Sustaining Operations (Auxiliary)	\$2,537,947	11.0%
Designated Operating Funds (DOF)	\$1,060,824	4.6%
TOTAL OTHER	\$4,741,948	21.6%
TOTAL OPERATIONS	\$22,984,408	100%



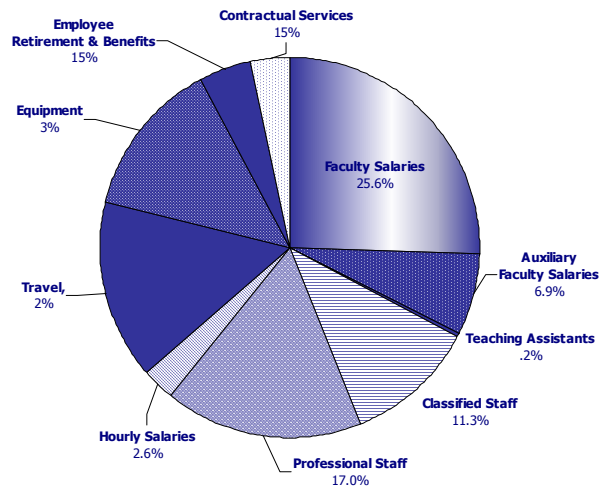
GOF Expenditures by Program

Program Category	Expenditures	% Distribution
General Instruction (011)	\$7,056,956	38.7%
Health Sciences Instruction (012)	\$1,025,772	5.6%
Academic Computing Services (041)	\$1,099,115	6.0%
Ancillary Support Services (042)	\$500,655	2.7%
Academic Administration (043)	\$648,272	3.6%
Learning Resources (051)	\$2,145,779	11.8%
Basic Student Services (061)	\$1,329,683	7.3%
Institutional Services (08X)	\$2,394,483	13.1%
Building & Utility Operations (09X)	\$2,041,745	11.2%
TOTAL EXPENDITURES by PROGRAM	\$18,242,460	100%

GOF Expenditures by Program



GOF Expenditures by Object



GOF Expenditures by Object

Program Category	Expenditures	% Distribution
Faculty Salaries	\$4,664,114	25.6%
Auxiliary Faculty Salaries	\$1,253,339	6.9%
Teaching/Research Assistants	\$47,909	.2%
Classified Staff	\$2,061,398	11.3%
Professional Staff	\$3,094,443	17.0%
Hourly Salaries	\$480,640	2.6%
Employee Benefits	\$2,800,285	15.4%
TOTAL PERSONNEL RELATED COSTS	\$14,402,128	78.9%
Personnel Contractual Services	\$22,796	.1%
Other Contractual Services	\$2,417,431	13.3%
Travel	\$144,150	.8%
Supplies/Materials	\$626,872	3.4%
Equipment	\$629,083	3.4%
TOTAL NON-PERSONNEL RELATED COSTS	\$3,840,332	21.1%
TOTAL EXPENDITURES by OBJECT	\$18,242,460	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

In a flash another year has passed. Thanks to a great staff, many projects have been completed and the buildings and grounds are in great shape. The staff of the Facility Services (FS) department appreciates serving the co-located campus and we take great pride in the buildings, grounds, and systems.

We are committed to providing the campus community with a comfortable, clean, and safe environment. This year we hired our own fire control technician to take care of all of our Simplex fire alarm and security systems. We also implemented our web accessible - computerized maintenance work order system, FM1.

The campus experienced fewer power outages and storms this year making it possible for the FS staff to focus our efforts on our major priority, preventative maintenance.

Dispatch and Front Office Staff

We would like to acknowledge our dispatch and front office staff for their great work throughout the year. The dispatcher responsibilities are broad and include reception, email correspondence to the campus, radio transmissions for service and repair, contractors and vendor coordination, parts and supplies, as well as the lost and found. Dispatch is our hub between the campus community and the work that needs to be done. We all rely on the dispatcher's quick decision making skills, their capability of knowing when to call 911 and their calls to our Public Safety officers or the maintenance staff when there is a campus emergency.

COMMUNITY RELATIONS

Facility Services 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. We can call on the various units of the City of Bothell with questions and they are always ready to listen, help, and provide feedback so we can better serve the campus community. Thanks to the City of Bothell, we now have Subway as our campus food service provider! We truly appreciate the City of Bothell's assistance during the renovation of the deli space. 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 during 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 is responsible to continue the restoration of the campus wetlands and has staff committed to working in the wetlands daily. The staff extracts exotic plant species and weeds, plants new trees, and maintains native plants throughout the year. We have also tapped into a great resource with students and faculty from both UWB and CCC who have assisted us in planting trees in the wetlands. Faculty, researchers, students and the public visit, study, and monitor the wetlands; the wetlands have also been visited by various forms of wildlife including beavers, deer, eagles, hawks, snakes, salmon, and even an owl. We understand and appreciate the beauty and sensitivity of the wetlands and take great care and enjoyment in its restoration.

WORK ORDERS

For the period July 1, 2004 to June 30, 2005, the FS staff responded to 3,447 corrective work orders. Some of these work orders were routine repairs, while others were emergencies.

Routine repairs are non-urgent, everyday 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 loss of lighting in public areas.

key accomplishments: small works projects

- Instituted the "Push-to-Flush" Campaign throughout the entire campus realizing significant water savings.
- Installed and implemented a web-accessible Computerized Work Order System, FM1.
- Constructed and implemented a new vericomposting system on campus grounds (8 worm bins).
- Fire damper/actuator replacement and fire confidence testing.
- Removal of the broken concrete drive at the bus stop and coordination and installation of new asphalt.
- Upgrade of the elevator phone lines.
- Added "under voltage protection" to the elevators and variable frequency drives.
- Completed the UPS systems in restrooms so they continue to operate during power outages.
- Assisted in the deli space tenant improvement; coordinated with contractor, city, state, and health department.
- Assisting Dr. Chuck Henry, UWB faculty member, with the transfer and installation of a composter from UW Seattle to the UW Bothell campus.
- Constructed new research bed in the campus' buffer zone for Dr. Chuck Henry.
- Coordinated the repainting of the parking lot stall numbers in the parking garages and surface lots.

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 many services to the UW Bothell community including budget monitoring and reporting; cashier services; copier and printer services; general accounting; mailroom distribution; phone request processing; parking permit and U-PASS sales.

GRANTS AND CONTRACTS

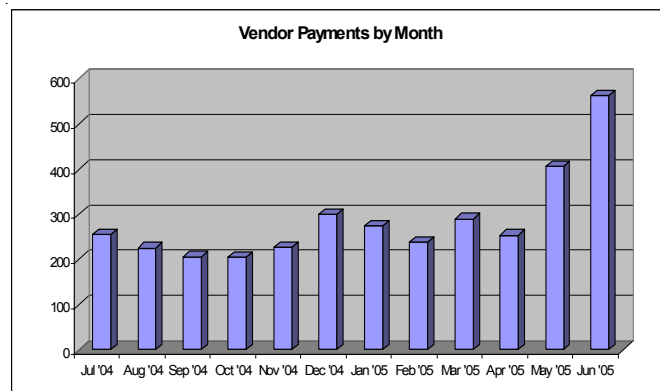
During fiscal year 2004-05, F&A staff processed approximately 22 new grant applications. These applications include all academic divisions within UWB, as well as Academic Support and Administrative Services. The new proposals total \$4,754,601 in direct costs, and \$1,281,723 in indirect costs for total applications submitted of \$6,050,416. The grant applications range from \$3,641 for a subcontract through Montana State University 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 \$2,186,105 in proposals.

PAYROLL

F&A staff process semi-monthly payroll for approximately 371 faculty, staff, and hourly employees during the academic year, including full-time, part-time, temporary, and permanent positions (excluding Library positions, which are processed by University Libraries in Seattle). The total number of paychecks/direct deposit transactions processed for 2004-05 was approximately 7,756.

ACCOUNTS PAYABLE

F&A staff process accounts payable for all disbursement requests campus-wide. F&A staff processed 3,455 total payments against purchase orders, travel expense vouchers (TEV), and petty cash vouchers in 2004-05.

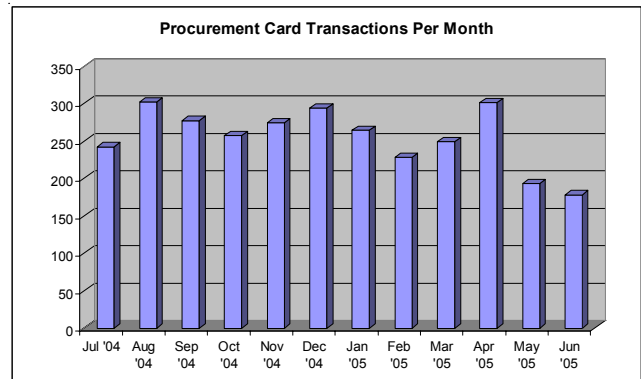


PURCHASING

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 2004-05, F&A issued 769 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 \$2,563,218.

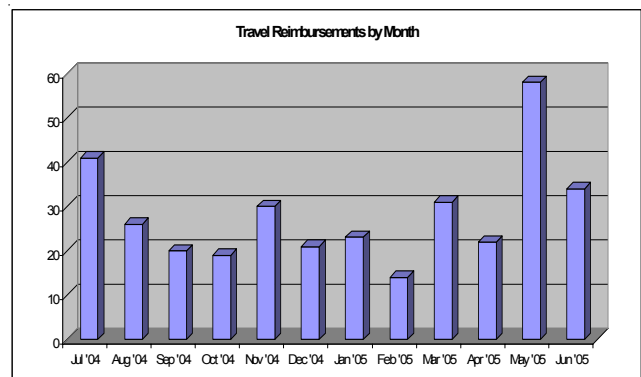
PROCUREMENT CARD PROCESSING

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 2004-05 was 3,059, for a total dollar value of \$787,983 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 2004-05, F&A staff processed 339 separate TEV reimbursements with a total dollar value of \$182,638.



COMMON GROUNDS COFFEE SHOP

Administrative Services assumed responsibility for operation of the Common Grounds Coffee Shop effective July 1, 2004, with the coffee shop manager reporting to the F&A manager. The coffee shop was previously managed by the Student Affairs office. At the time of transition to Administrative Services, there were no other food alternatives on campus. There was a lack of food service provider until April 2005. The coffee shop realized a significant increase in revenue compared to the previous year due not only to the lack of other food service options, but also because of several menu additions, the purchase of additional equipment to allow for more product, and initiation of catering services beyond just coffee and tea service. Sales for fiscal year 2004-05 were \$171,789, compared to \$132,282 from the prior year.

HUMAN RESOURCES

“Excellent presenter/speaker. The group dynamics were fantastic.”

- 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.

key accomplishments

EMPLOYMENT & RECRUITMENT

- UWB HR Manager worked with a group of UW Hiring Managers and the UWHires team to implement the UWHires online candidate application and tracking system, create user manuals, and provide feedback on the system design and use.
- Successful UWB implementation of new UWHires applicant system including using the new process to hire hourly staff (not previously hired through HR).
- Invited along with eleven other UW Hiring Managers to participate on twice-monthly UWHires User Group to recommend system improvements and changes that will have a positive impact on all campus users.
- Assisted in the recruitment of 21 regular and long-term temporary staff positions.

LABOR RELATIONS

- In September, completed weekly management team participation on UW WFSE Bargaining Table, which was responsible for negotiating the new UW labor contract that went into effect July 1, 2005.
- Continued participation in labor/management meetings and workshops.
- Continued participation with UWorks (Civil Service Reform) initiatives and training for upcoming classified staff rule changes.

TRAINING

- Successful second annual Staff/Faculty Training and Professional Development Program, including thirteen courses with an average attendance of 14 participants each and including such topics as “Creative Problem Solving,” “Civil Service Reform,” and “Communicating in Conflict Situations.”
- UWB HR Manager became certified to teach “Success Signals - Communication Styles” course and taught for UWB staff and faculty during spring quarter.

MISCELLANEOUS

- Successful coordination and implementation of fourth annual Staff Appreciation event attended by approximately 135 UWB staff members.
- Developed web content for the Human Resources page of the updated Administrative Services web site.
- Continued work with various UWB and UW Seattle committees.

mission:

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

key accomplishments

OFFICER TRAINING

All officers completed additional training in the National Incident Management System (NIMS). The Public Safety Department then sponsored NIMS training for the campus Floor and Building Wardens. The training was conducted by a Battalion Chief from the Bothell Fire Department.

CLERY ACT COMPLIANCE

The Public Safety Department attended training on the Clery Act and then presented the training to campus administrators. Ongoing compliance by the Public Safety Department includes production of an Annual Campus Security Report, posting of a Quarterly Crime Log, and posting of Timely Warnings around the campus in the event of a safety issue that may affect the campus.

EMERGENCY DRILL

The Public Safety Department hosted an emergency drill on our campus that involved Fire, Police, HazMat, and Aid personnel. The drill scenario was a mock chemical release requiring decontamination of victims and capturing of suspects. Through involvement and observation, this was a chance for our campus emergency responders to learn, and for other agencies to learn about our campus.

UNIFORM IMPROVEMENTS

The Public Safety Department put on a fashion show to model uniform options for the campus. The attendees then voted on which uniform they liked best. The officers now have a new, better quality, less expensive uniform which also provides a more approachable customer service image to the campus.

CRIME STATISTICS: JULY 04 - JUNE 05

The Public Safety Department records information on incidences occurring on the UWB/CCC campus. The incidents are broken down into six categories: Administrative, Safety, Security, Traffic, Emergency, Misdemeanor, and Felony. Each month, an incident report is printed in the Administrative Services newsletter.

Crime 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 UWB Public Safety web site: www.uwb.edu/safety.

AUXILIARY SERVICES

COPY SERVICE CENTER

Administrative Services opened an on-campus Copy Center in September 2004 through a contract with IKON Facility Management Services. The Copy Center is conveniently located at the center of campus, one level below the University Bookstore.

- The Copy Center is open for operations 20 hours a week, Monday through Thursday from 11:00am to 4:00pm.
- In addition to hand delivering jobs during business hours, job submission is available 24/7 through a direct internet connection to *WebCRD*.
- Services include black and white or color copying/printing, collating, stapling, binding, cutting, laminating, folding, and facsimile.
- All services are available to students, faculty, and staff of UW Bothell and Cascadia Community College, and campus visitors.
- Payment can be made by budget recharge, cash, credit, or Husky Card.

The Copy Center has experienced steady monthly volume increases since opening in September. All requests and jobs are being tracked to determine when additional service hours or equipment will be added to current services. Our goal is to increase the operating hours of the Copy Center from 20 hours per week to 30+ hours per week in the 2005-07 biennium.

FACILITIES USE

UW Bothell and Cascadia Community College share Washington State's only co-located higher education campus. The co-location agreement provides that the institutions have dedicated and joint building spaces. To govern the operation of joint building spaces, UWB and CCC have initiated a request for rule making that will allow the institutions to improve the efficiency and effectiveness of campus space use. The University anticipates that the rule making process will be complete by the start of the 2006 calendar year. This new rule will allow the institutions to open up the sought-after North Creek Café to our broader eastside community.

Meanwhile, demand for the non-curricular use of dedicated UWB facilities continues to grow. Facilities Use processed more than 600 requests, and average of 52 per month, in the 2004-05 academic year. Requests increased 50 percent over the previous year.

RISK MANAGEMENT

Administrative Services is responsible for coordinating with the UW Office of Risk Management and UW Environmental Health & Safety to control the risks to which the UW Bothell campus is exposed. Property and equipment insurances are reviewed on an annual basis to protect the University in case of loss. UW Bothell and Cascadia Community College equally share responsibility for joint building spaces and campus grounds. Accident and incidents reports are reviewed as received for potential resolution. The Vice Chancellor of Administrative Services has an ex-officio role on the UWB Health & Safety Committee for responsibility of a safe and healthy campus environment.

TRANSPORTATION SERVICES

TRANSPORTATION, PARKING, AND U-PASS PROJECT

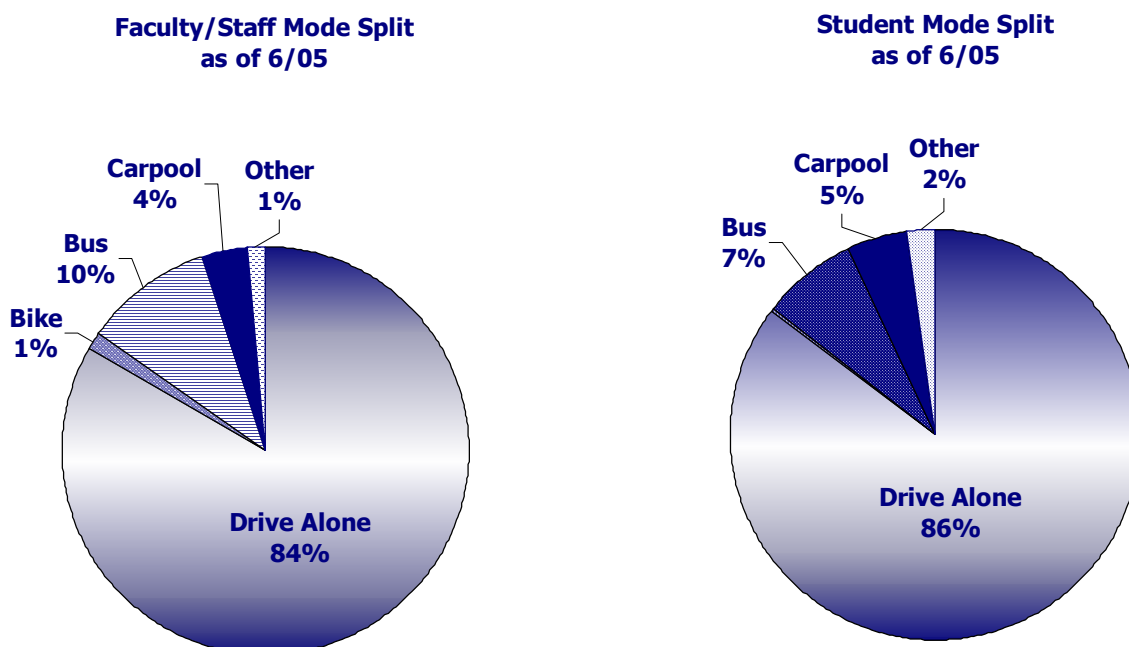
Administrative Services was awarded a grant from King County Metro to expand and enhance the campus transportation management plan, ultimately resulting in reduced single occupancy vehicle (SOV) commute trips to the UWB/CCC campus. The grant funds are being used for myriad purposes including a half-time employee dedicated to transportation services who performs the campus' 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; as the campus grows and requires further build-out, diminish or postpone the need to build additional parking facilities.

SUBSIDY AND INCENTIVE PROGRAM

The first U-PASS Subsidy/Incentive program was launched winter quarter 2005. The goal of the program was to promote the U-PASS and to discourage single occupancy vehicle (SOV) trips to campus. Faculty, staff, and students who agreed not to purchase a quarterly parking permit received a subsidized U-PASS. The subsidy brought the U-PASS purchase price lower than the price of a parking permit. In addition to the discounted rate, U-PASS purchasers also received a \$5 husky gift card to be used at Common Grounds Coffee Cart, University Book Store, the Copy Center, and any other place the Husky Card is accepted.

The subsidy and incentive program continued for spring and summer quarter 2005 and is currently being evaluated for changes and improvements.



FUNCTIONAL CHART

