Administrative Services
Accomplishments and Planning

Academic Year 2017 - 2018
Let’s start with where we are financially.
Year in Review

Finances:

Revenues vs. Expenditures

<table>
<thead>
<tr>
<th>Year</th>
<th>Revenues</th>
<th>Expenditures</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY13</td>
<td>$38,657,821</td>
<td>$41,544,779</td>
</tr>
<tr>
<td>FY14</td>
<td>$44,148,082</td>
<td>$46,089,295</td>
</tr>
<tr>
<td>FY15</td>
<td>$44,314,017</td>
<td>$43,869,724</td>
</tr>
<tr>
<td>FY16</td>
<td>$42,536,555</td>
<td>$42,567,522</td>
</tr>
<tr>
<td>FY17</td>
<td>$40,000,000</td>
<td>$38,520,297</td>
</tr>
<tr>
<td>FY18 (Proj)</td>
<td>$42,000,000</td>
<td>$39,366,215</td>
</tr>
</tbody>
</table>
Year in Review

Finances:

<table>
<thead>
<tr>
<th>FY 13</th>
<th>FY 14</th>
<th>FY 15</th>
<th>FY 16</th>
<th>FY 17</th>
<th>FY 18 (PROJ)</th>
</tr>
</thead>
<tbody>
<tr>
<td>$30,761,326</td>
<td>$31,477,792</td>
<td>$32,668,965</td>
<td>$32,730,445</td>
<td>$35,010,022</td>
<td>$35,469,641</td>
</tr>
<tr>
<td>$7,931,949</td>
<td>$7,042,505</td>
<td>$6,686,454</td>
<td>$6,635,769</td>
<td>$7,526,533</td>
<td>$7,367,649</td>
</tr>
</tbody>
</table>

Total Payroll

All Other Costs
Developed Administrative Services Strategic Plan

- Every unit now has well developed Service Area Outcomes
- Each unit is now on Taskstream

Completed 7 major construction projects

- Including the brand new CIP
- Without adding additional Staff!!!
Held first annual flu shot clinic as a service to the campus and to support the health and wellness of our community

Published over a dozen flowcharts and procedure documents to assist the campus with repetitive questions.
Revised W2 procedures

Completed over 7,000 document transaction and work orders between all units.

AND...we walked over 10,000 miles collectively
Business Office
Accomplishments
• Addressed the disorganization of funds by “cleaning up” over 1,000 campus accounts.
• Reduced the campus’ accounts by approximately 5%

Goals:
• Increase fiscal training
• Build a more functional webpage for fiscal documents and info
Quikfacts: Business Office

2,301: # of Purchase Orders Processed in FY17

2,004: # of P-card transactions in FY17

1,323: # of Disbursement Vouchers processed in FY17

4,994: # of Payment Requests in FY17

957: # of travels processed in FY17
Account “Clean Up” will lead to better decision making information.

Upon implementation of KFS, the campus’ account attributes were not “cleaned up”. As a result:

- Numbers were inaccurate
- Difficult to pull information from the system

Accounts were ”cleaned” over the course of FY17 and FY18

- Information and data gleaned from these accounts can now be used for more proper decision making.
- There is now greater integrity in the numbers
Reduction in Accounts will lead to Better Fiscal Management

Over the course of FY17 and FY18 over 200 accounts were closed or consolidated with other accounts.

Fiscal management for programs is easier and more effective for Administrators, DC’s, UH’s and their staff:

- There are fewer accounts to manage
- Reduces the incident of charging the wrong account
Basic training on procurement and training on fiscal documents will take place throughout the 2018 summer. Business Office Staff will be developing materials and a training schedule will be published.
Increasing Efficiency:

<table>
<thead>
<tr>
<th>Year</th>
<th>Avg # of Days to Issue P.O.</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY12</td>
<td>11</td>
</tr>
<tr>
<td>FY13</td>
<td>9</td>
</tr>
<tr>
<td>FY14</td>
<td>8</td>
</tr>
<tr>
<td>FY15</td>
<td>7</td>
</tr>
<tr>
<td>FY16</td>
<td>7.35</td>
</tr>
<tr>
<td>FY17</td>
<td>5.2</td>
</tr>
</tbody>
</table>
Service: Increasing Pcard Use

<table>
<thead>
<tr>
<th>Year</th>
<th>FY12</th>
<th>FY13</th>
<th>FY14</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use</td>
<td>1,109</td>
<td>1,519</td>
<td>2,018</td>
<td>1,425</td>
<td>1,704</td>
<td>2,004</td>
</tr>
</tbody>
</table>
Human Resources
Human Resources: Accomplishments FY18

Accomplishments for FY18
• Developed and published customer assistance materials
• Increased training offerings by 69%
• Reduced vacancies by 53% (from AY13-14)

Goals for FY19
• Hold campus wide workplace violence training
• Continue to increase field training and customer assistance materials
• Build awareness of HR resources available
Quikfacts: Human Resources

45: # of Hires this academic year

36: # of Recruitments in progress

1,245: # of Employees provided assistance

30: # of investigations and grievances

1: 1st Annual Kapiʻolani CC Flu Shot Clinic
Trainings for managers has increased by 69% over last year

Small sample of trainings recently held:

- The Art of Coaching and Teambuilding
- Handling Personality Clashes in the Workplace
- Tame Incivility & Increase Cooperation
- Defeating Negativity in the Workplace
- Gossip and Grapevines in the Workplace
- Improving Employee Accountability
Increasing Customer Service

Process Instructions Completed for the SSPs

Casual Hire Flow Chart
New Hire Faculty Flow Chart
New Hire APT Flow Chart
New Hire Civil Service Flow Chart
New Hire SECE Flow Chart
Number of Grievances/Investigations

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Grievances/Investigations</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY14</td>
<td>12</td>
</tr>
<tr>
<td>FY15</td>
<td>9</td>
</tr>
<tr>
<td>FY16</td>
<td>18</td>
</tr>
<tr>
<td>FY17</td>
<td>30</td>
</tr>
</tbody>
</table>
Aux Services: Accomplishments FY18

Developed a new scope of services for janitorial services

Implemented new grounds maintenance schedules to reduce parking impact to the campus

Restored operability to 89% of the campus’ irrigation infrastructure

Reduced substantial overgrowth around the perimeter of 10 primary buildings

Reduced backlog R&M by $880K

Closed over 1,753 work orders in the past year (5,826 in 3 years!)
Aux Services: Goals FY19

- Implementation of a paperless work order system
- Increase and improve signage throughout campus
- Implementation of a monthly “gang” approach to address deferred maintenance on buildings
Quikfacts: Aux Svcs in AY 2017-2018

10,040: # of phone calls received by Aux Svcs

7,300: # of rolls of toilet paper changed

22: # of downed tree limbs

32: # of broken sprinklers repaired

300,000+: # of pounds of refuse disposed
Outstanding work orders have decreased 28% compared to this time last year (April 2017 vs. 2018)

Decrease in “time-till-completion” by an average of 19% per work order.
Opened the **Culinary Institute of the Pacific**

Re-built the **Ohia 1st Floor Lobby**

Renovated the **Ohia 118 Auditorium**

Built the **Lama 2nd Floor tutoring center**

Repaired the windows in **Olona 1st floor**

Redesigned the **Kopiko Courtyard**

Completed $650K in classroom beautification (furniture, painting, recarpeting) **CW**

Renovated the **Mokihana Interior**
Upcoming Projects

- **Manono** Interior Renovation (Design)
- **Naio** Re-roof and Renovation (Pre-Con)
- **Ohia** Cafeteria Renovation (Pre-Con)
- **Ohelo** multi-kitchen reflooring (Pre-Con)
- Lot C Parking Lot Repairs (Design)
- **Upper Campus** Repair/Resurface Stairways (Design)
- **3M** exterior repairs (Design)
- **Kokio** Renovation (Assessment/Design)
- **CW** Energy Management Project Phase II (Construction)
- **CW** ADA Assessment (Assessment)
Safety and Emergency Management
Accomplishments FY18
• Responded to >5,000 requests for assistance
• Trespassed 15 individuals
• Fully staffed as of 5/3/18!

Goals FY19
• Increase communication with campus
• Reduce response time to <5 minutes
• Continue to improve customer service “Service with Aloha”
• Remain at full staffing
Quikfacts: Safety and Emergency Management AY 2017-2018

161: total # of incident reports filed

17: # of incident reports that involved an offense against a person or property

144: # of incident reports that were Miscellaneous-type reports

13: # of incident reports involving Behavioral issues

5,000+: # of calls received

7: # miles the average security officer will walk each shift
What does this number represent?

280,320
The number of doors checked each year:

<table>
<thead>
<tr>
<th>Location</th>
<th>Number Checked</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alani</td>
<td>7</td>
</tr>
<tr>
<td>Iliahi</td>
<td>47</td>
</tr>
<tr>
<td>Ilima</td>
<td>35</td>
</tr>
<tr>
<td>Kalia</td>
<td>5</td>
</tr>
<tr>
<td>Kauila</td>
<td>48</td>
</tr>
<tr>
<td>Koa</td>
<td>33</td>
</tr>
<tr>
<td>Kokio</td>
<td>40</td>
</tr>
<tr>
<td>Kopiko</td>
<td>39</td>
</tr>
<tr>
<td>Lama</td>
<td>15</td>
</tr>
<tr>
<td>Maile</td>
<td>10</td>
</tr>
<tr>
<td>Mamane</td>
<td>6</td>
</tr>
<tr>
<td>Manele</td>
<td>11</td>
</tr>
<tr>
<td>Manono</td>
<td>8</td>
</tr>
<tr>
<td>Mokihana</td>
<td>11</td>
</tr>
<tr>
<td>Naio</td>
<td>10</td>
</tr>
<tr>
<td>Ohelo</td>
<td>13</td>
</tr>
<tr>
<td>Ohia</td>
<td>13</td>
</tr>
<tr>
<td>Olapa</td>
<td>20</td>
</tr>
<tr>
<td>Olopa</td>
<td>5</td>
</tr>
<tr>
<td>Olopa</td>
<td>8</td>
</tr>
</tbody>
</table>

280,320 is the total number of exterior door knobs that the Campus Security team touches/checks on an annual basis.

(384 doors in our 20 buildings are checked 2x/day, 365 days yr.)
Upcoming SEM Dates

  • May 4, 2018 @ 0900 and 1300 in Kopiko 127A/B
  • Honolulu Police Department, District 7 Community Policing Team

6/18-6/21: Campus EM drill
  • One drill on a date during this time period
  • Test of both response and communication system

8/1: CSA Reports due to SEM Manager
  • Critical information for Annual Security Report
Budget
Accomplishments
• Developed the campus’ $43M General Fund and TFSF operating budget
• Responded to over 1,200 requests for budget assistance and training

Goals
• Strive to improve on budget services to the campus
• Commitment to continuous improvement on processes related to the allocation of institutional resources for transparency, inclusiveness, and communicativeness
Quikfacts: Budget Office AY 2017-2018

$35M: Personnel dollars allocated to campus

533: Number of positions, excluding lecturers

31: # of units with allocations based on program requests

124: # of in-year budget to actual reports distributed to 31 units
Why Budget?

Not just because we are told to do it. It’s the logical and intelligent thing to do given declining resources and increasing needs.

Estimating and matching expenses to revenue is the most useful, if not the only, tool to help us determine whether we have enough resources to:

- Fund current operations (or services),
- Expand operations (or services),
- Implement new operations (or services),
- Cut operations (or services).
Budget Office Services

Prepares quarterly budget to actual reports on unit/departmental budget allocation for General Funds (GF) and Tuition and Fees Special Funds (TFSF) on a calendar quarter basis after the campus annual expenditure plan is set (the Campus Budget), including detailed reports on TFSF accounts with activity.

Prepares annual budget to actual reports on unit/departmental budget allocation for GF and TFSF, including detailed reports on TFSF accounts with activity.

Prepares Research and Training Revolving Fund (RTRF) budget to actual reports (if applicable to unit/department) on the same distribution cycle as GF and TFSF.

Provides financial reporting assistance with accreditation reports and responses to legislative inquiries.

Coordinates responses for financial information from UH and CC system and our constituents.
Historical Revenues and Expenditures

<table>
<thead>
<tr>
<th>Year</th>
<th>GF+TFSF Revenues</th>
<th>E&amp;E</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY13</td>
<td>$38,657,821</td>
<td></td>
</tr>
<tr>
<td>FY14</td>
<td>$41,544,779</td>
<td></td>
</tr>
<tr>
<td>FY15</td>
<td>$44,148,082</td>
<td></td>
</tr>
<tr>
<td>FY16</td>
<td>$46,089,295</td>
<td></td>
</tr>
<tr>
<td>FY17</td>
<td>$43,869,724</td>
<td></td>
</tr>
<tr>
<td>FY18</td>
<td>$44,314,017</td>
<td></td>
</tr>
</tbody>
</table>

FY18 (Proj)
WHERE DOES IT ALL GO?
<table>
<thead>
<tr>
<th>Year</th>
<th>TOTAL GF+TFSF E&amp;E</th>
<th>TOTAL PERSONNEL</th>
<th>% OF EXPENDITURES</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY13</td>
<td>$38,693,275</td>
<td>$30,761,326</td>
<td>80%</td>
</tr>
<tr>
<td>FY14</td>
<td>$38,520,297</td>
<td>$31,477,792</td>
<td>82%</td>
</tr>
<tr>
<td>FY15</td>
<td>$39,355,419</td>
<td>$32,668,965</td>
<td>83%</td>
</tr>
<tr>
<td>FY16</td>
<td>$39,366,215</td>
<td>$32,730,447</td>
<td>83%</td>
</tr>
<tr>
<td>FY17</td>
<td>$42,536,555</td>
<td>$35,010,898</td>
<td>82%</td>
</tr>
<tr>
<td>FY18 (Proj)</td>
<td>$44,314,017</td>
<td>$35,469,641</td>
<td>80%</td>
</tr>
</tbody>
</table>
Personnel Breakdown by # of Counts per Type

- **Student Help**: 388 (42%)
- **Faculty**: 269 (29%)
- **Staff**: 252 (28%)

Personnel Cost Breakdown by Position Type

- **Administration**: $1,251,101.16 (3%)
- **Faculty**: $26,420,152.41 (71%)
- **Staff**: $8,622,865.56 (23%)
- **Student Help**: $1,072,514.99 (3%)
We don't have a lot of discretionary money.

<table>
<thead>
<tr>
<th>Year</th>
<th>Electricity</th>
<th>Utilities</th>
<th>Scholarships</th>
<th>Other Current Exp</th>
<th>Scholarship</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 13</td>
<td>$564,295</td>
<td>$962,756</td>
<td>$1,364,324</td>
<td>$1,837,680</td>
<td>$1,798,006</td>
</tr>
<tr>
<td>FY 14</td>
<td>$738,276</td>
<td>$959,287</td>
<td>$1,699,287</td>
<td>$1,848,778</td>
<td>$1,798,006</td>
</tr>
<tr>
<td>FY 15</td>
<td>$650,226</td>
<td>$959,287</td>
<td>$1,364,324</td>
<td>$1,724,913</td>
<td>$1,798,006</td>
</tr>
<tr>
<td>FY 16</td>
<td>$850,276</td>
<td>$959,287</td>
<td>$1,364,324</td>
<td>$1,724,913</td>
<td>$1,798,006</td>
</tr>
<tr>
<td>FY 17</td>
<td>$959,287</td>
<td>$959,287</td>
<td>$1,364,324</td>
<td>$1,724,913</td>
<td>$1,798,006</td>
</tr>
<tr>
<td>FY 18 (PROJ)</td>
<td>$891,119</td>
<td>$959,287</td>
<td>$1,364,324</td>
<td>$1,724,913</td>
<td>$1,798,006</td>
</tr>
</tbody>
</table>
Upcoming Budget Dates

5/3 OVCAS facilitating review of the FY 19 PAIR/ARF process with the Chancellor’s Advisory Council (CAC) budget subcommittee

6/1 Coordination of Revenue Generating Program (RGP) FY 19 business plans

6/7 Coordination of unit/department 5 year plans including FY 19 budget requests
Administrative Services
May 30th
Administrative Services Staff Appreciation Day!

Donations are being accepted...;)
Thank you!