The Administrative and Financial Services Division has had an extraordinary year. We have focused on the major systems that are critical to the university’s success. These efforts have paid great dividends as can be seen in the following reports by major focus area. We will continue to ingrain process improvement and innovation in all of our processes in our ongoing quest to maximize our potential and to fulfill the mission of FAMU. Have a great quarter.

Recipient 1: Natalie Parrish
Parrish is an Assistant Controller in the Contracts & Grants section of the University Controller’s Office. She was nominated in the categories of Customer Service, Teamwork, Initiative or Innovation and Quality of Work. One of the individuals who nominated Ms. Parrish referred to her as a “brainchild” and “tenacious.”

Recipient 2: D’Andrea Cotton
Cotton is the Associate Director of Student Financial Services. She was nominated in the categories of Customer Service, Teamwork/Collaborative Skill, Initiative or Innovation and Quality of Work, Leadership Skill and Organization Skill. According to the person who nominated Cotton, she continuously goes above and beyond the call of duty for her staff as well as any student who needs assistance.
The Budget Office successfully managed approximately $167 million in state appropriations and $262.4 million in funds from other sources. The year 2008-09 continued to be very challenging due to the continuing decline in state revenues.

General Revenue appropriations were reduced by nearly $10.7 million and the lottery appropriations were reduced by $479,677. Although the reductions seriously impacted the revenue stream of the university, the impact to students was minimal.

The Budget Office continued to provide support to the University Budgeting and Planning Council (UBPC). The UBPC approved and recommended to the President its highest priority measures for dealing with potential revenue shortfalls for 2009-2010.

The Legislature appropriated $25.1 million for expenditure on major and minor capital projects. This amount included additional funds for:

(a) the Alfred L. Lawson Jr. Multipurpose Center Teaching Gym with a 10,000-seat arena;
(b) a new kindergarten through 12th grade Developmental Research School; and (c) a new University Commons building which will house information technology offices, and testing and computer labs.

Funds were also received for the remodeling of Tucker Hall, which serves as the primary location for the College of Arts & Sciences and Graduate Studies, for remodeling the Gore Educational Complex, and for utilities and other infrastructural improvements. The second phase of upgrading the electrical systems on the campus was initiated during the year.

Three energy conservation measures were identified for implementation through a guaranteed energy savings contract and significant landscape, lighting, and fire safety improvements were made throughout the central campus.

The staff of the Controller's Office continued to work diligently to enhance the fiscal integrity of the University's financial operations and financial data. The operational audit conducted by the Auditor General for the fiscal year 2007-08 identified only seven audit findings as opposed to thirty-five operational audit findings in the previous operational audit.

Annual financial statements were submitted timely to the Board of Governors and the Department of Financial Services. These statements were audited by the Auditor General of the State of Florida who rendered an unqualified opinion with no exceptions or adjustments required. Furthermore, the auditors complimented the University Controller's staff for well documented financial statements and for exceptional cooperation during their field work.

This office also took the lead in the implementation of an imaging system, involving various University departments, to increase accountability, operational efficiency, improvement of employee and vendor payments, and minimizing the requirement for storage of paper documents. Hardware and the software for the system has been installed and training has been provided to appropriate University personnel.

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The Office of Human Resources has had an active 2008-2009 year successfully implementing and completing the following initiatives: discretionary administrative bonus payments using the IRattler system; initiating and preparing for implementation of the e-Verify system as proposed by the Department of Homeland Security; completing; and in partnership with the General Counsel’s Office and the EEO Office, coordinated and participated in the 2009 Management Seminar.

In addition, the office has been actively involved in with ImageNow, a new scanning system that will help to reduce the flow of paper and improve on the workflow process for hiring employees at the University. Retirees (2007-2009) of Florida A&M University were honored at the 2009 Retirement Celebration in May 2009.

After a successful year of utilizing the Human Capital Management Module in Peoplesoft, the following changes and recommendations were initiated, resulting in improvements to the following areas: Workforce administration-discontinuance of the contract pay feature in Peoplesoft and implementation of a new method of payment for the 9 and 10 month faculty, adjuncts, and graduate assistants.

This new method has significantly improved the accuracy of payment for all employees within these classification groups:

1) Time and Labor unit provided help sessions, technical assistance and training to all Time and Labor representatives in order to build skill sets and knowledge of the IRattler system

2) HR Administration-updated the Human Resources webpage in order to provide customers with accurate and up-to-date information

3) Payroll-implemented the Employee Self-Service feature of the IRattler system which allows employees to view and change personal information such as change of address, W4 information, direct deposit and viewing and printing of pay warrant advices. This feature has empowered employees to become active users of the IRattler system providing them with a sense of ownership.

HR staff members have invested significant time and effort in fine tuning the new payroll processes and ensuring the continued timely and accurate payment of employees following implementation of the IRattler HCM system. We also developed a plan to eliminate the annual processing and distribution of Administrative and Professional employment contracts.

The Director of Purchasing, Stephany Fall, represented the University by presenting at the Higher Education User Group in Anaheim, California showcasing our Procurement workflow process.

This workshop illustrated how we migrated from a heavily customized legacy workflow for several levels of departmental approvals, sponsored programs and dean reviews into the new workflow structure of PeopleSoft. We also reestablished the relationship with Purchasing Cooperatives to leverage other university’s contracts in obtaining better pricing for our university.
With the purchase of the PeopleSoft modules and massive consulting expense associated with its implementation, FAMU has made a substantial investment in technology. After the expenditure of approximately $50 million related to this project, the real ROI is really in doubt. While the PeopleSoft product may be good and becoming better with more modifications to serve universities, now that new management of FAMU is in place, our job is to ensure that we are getting the benefit out of the system as was originally envisioned. Additionally, in order to achieve the visionary goals embedded in our strategic plan, it is imperative that we apply "new thinking" to the situation that we find ourselves. The purpose of the T3E project is to highlight the plight that we face, provide some analysis as to what got us here, assess what the problem areas are and to then to recommend options for going forward.

The T3E project is the culmination of a review process conducted in partnership between the Divisions of Administrative and Financial Services and Audit and Compliance. A key stakeholder group from these two areas has been meeting for the past couple of weeks and has reviewed the work that has been done to date regarding the problem areas previously identified with the PeopleSoft system and its associated processes. The focus of this review effort is not to assess blame or to point fingers at any group, instead, it is an attempt to soberly and dispassionately assess where we are and how can we improve. Given that the system is the foundation on which we build many of the business processes in the University, we must ensure that the processes and the system work properly in order for us to achieve the many worthwhile endeavors envisioned in our strategic plan.

The T3E project is presented as a way for FAMU leadership to recommit effort that ensures that our processes and system work for us and enables our organizational processes that will allow us to be a world-class University.