

UNLV | BUSINESS
AFFAIRS

2023 Annual Report



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Message from the Vice President / CFO

I will always fondly remember 2023 as the year I became a Rebel. When I arrived on campus in November, I not only heard about the “Rebel Spirit” but also saw it in action and felt it through the warm welcome I received. I was impressed to learn about the many accomplishments that Business Affairs teams already completed or had in the works. Some of the most notable include constructing the state-of-the-art Advanced Engineering Building, launching a climate action planning process, implementing an application to locate open parking spaces in our garages, and installing signage and wayfinding to help faculty, staff, students, and visitors navigate through the Maryland Campus.

My focus shifted, and my excitement was shaken when our university experienced the unthinkable December 6 tragedy. Unfortunately, this was not my first time dealing with the emotional and physical impacts of a mass shooting. It was, however, my first time facing a crisis in my new home. I will always be grateful for the first responders, my fellow campus leaders, and the Business Affairs team members who immediately stepped up to lend their expertise to our repair and recovery efforts. Our Rebel Recovery will be a long journey. Business Affairs teams will continue to do all we can to support the university as we heal and continue to make strides toward our Top Tier mission - together.



A handwritten signature in black ink that reads "Casey H. Wyman".

Casey H. Wyman
Vice President, Business Affairs / CFO

Business Affairs Overview

Mission

To advance UNLV's Top Tier initiatives through support, service, and infrastructure excellence.

Values

Service and stewardship are our core values. We work together to provide quality service within the framework of stewardship.

We responsibly plan and manage the university's physical and financial resources.

Culture and Service Standards

Business Affairs employees follow defined service standards to guide interactions with colleagues and campus customers. Regardless of role, everyone in Business Affairs is responsible for living the below C.A.R.E. culture standards: **Collaborate. Acknowledge. Respect. Empower.**

Departments

- Administrative Services
 - Administration Technology Services
 - Delivery Services
 - Parking and Transportation Services
 - Project Management Office
 - Risk Management and Safety
 - Telecommunications
 - Work Order Control Unit
- Facilities Management
 - Access Services
 - Building Automation
 - Custodial
 - Facilities Help Desk
 - HVAC
 - Landscape and Grounds
 - Rebel Recycling
- Financial Planning, Budget & Analysis
- Financial Services
 - Purchasing
 - Accounts Payable
 - Accounting, Reporting, and Banking Services
 - Cashiering and Student Accounts
- Planning and Construction
- Real Estate
- Quality Assurance and Financial Compliance

2023 Accomplishments

Accomplishments are categorized according to their alignment with Business Affairs strategic goals.

- **Operational Goal: Continually improve the effectiveness, efficiency, and quality of services and processes.**
 - Business Affairs 2023 Customer Service Survey Results
 - As part of Business Affairs' commitment to providing quality service to our colleagues and customers, we distribute an annual satisfaction survey to learn about their experience(s) with our teams. We aggregate and analyze the data, then take action to address feedback. Here is an overview of the results of Business Affairs' fifth annual customer service survey:
 - Approximately 500 people responded to the 2023 survey, a slight decrease from 2022 when we had approximately 550 responses.
 - The average customer service rating increased from 3.33 in 2022 to 3.35 in 2023 (on a scale of 1 through 4).
 - Respondents provided more than 1,100 comments. We share positive comments in the Business Affairs Bulletin, our divisional newsletter. Departments are analyzing the constructive comments to understand opportunities for improvement.
 - Continued to revamp departmental webpages for accuracy, user-friendliness, and clarity. Major updates include Purchasing & Contracts, Cashiering & Student Accounts, and the Facilities Management and Human Resources homepages.
 - Developed a homepage for the Business Affairs TeamDynamix portal and templates for recurring messages sent through the system.
 - Transitioned Telecommunications, Delivery Services, and the University Help Desk (includes Workday Security & Support requests) work requests to the Team Dynamix ticketing system.
 - Launched UNLV Park & Go, an interactive website displaying real-time occupancy percentages for campus parking garages. This allows drivers to see parking availability in the garages before coming to campus.
 - Launched a module in CHIMERA, our online safety software, to allow PIs and lab managers to create and store lab SOPs electronically for easier reference and updating.
 - Improved the shipping request form and updated the mail instruction card to track transactions better.
 - Transitioned to new Mail Services billing software.
 - Introduced custodial services, such as 'SmartInspect,' quality assurance, and inspection programs using handheld technology at Shadow Lane Campus and Maryland Campus satellite buildings.
 - Launched a new handheld radio system that improved clarity and signal strength for Facilities Management staff communications.
 - Established the Facilities Management Project Office to enhance project delivery capabilities.

- Automated the lodging exception form using DocuSign 'power form' for signature routing.
 - Advanced the TouchNet student account center conversion as part of the NSHE-wide contract with TouchNet. TouchNet's ACH processing service fully automates file handling/processing for students' fee payments made by online ACH (e-check).
 - Transitioned to an online process for registering for payroll deduction for parking permits.
 - Expanded most short-term permits to be available online.
 - Transitioned to a single sign-on process for the online parking portal.
 - Enhanced the institution-wide process for tracking dollars, contracts, and gifts from foreign sources, which included training and remediating matters previously identified by the Department of Education.
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- **Capacity Building Goal: Advance as an innovative, agile, and proactive division that supports UNLV's mission.**
 - Completed construction of the Advanced Engineering Building.
 - Completed several parking enhancements:
 - Redesigned and resurfaced the parking lot west of the Harmon Auxiliary Building, adding 59 spaces.
 - Redesigned the North Parking Lot at Shadow Lane, adding 197 spaces
 - Resurfaced the parking lot outside the Campus Resource Center, eliminating tripping hazards and adding contact striping and wayfinding for visually impaired individuals.
 - Launched the Rebel CAP climate action planning process. Once complete, the Rebel CAP will provide the roadmap for UNLV's more sustainable and climate-resilient future.
 - Made the following enhancements to campus emergency phones:
 - Emergency phones will switch to battery power during power outages.
 - Made fundamental software changes, increasing the emergency phone uptime.
 - Added fire sprinkler systems to the Carlson Education and Chemistry buildings and Tonopah North residence hall.
 - Launched the Facilities Management Air Quality Reporting System to support Clark County Division of Air Quality requirements. The program tracks carbon emissions from equipment such as generators, boilers, and chillers.
 - Created a Strategic Asset Management Plan in conjunction with SEAM Group to enhance Facilities Management's equipment maintenance and repair programs.
 - Completed Phase I of the UNLV Maryland Campus signage and wayfinding improvement project, focused on building identification signage.
 - Created a task force to address campus lighting improvements. The work included repairing and replacing lights, adding new lights, and addressing safety issues such as tripping hazards.
 - Completed the property purchase and master lease of floors 1 and 4 through 8 of the University Gateway Phase II property.

- On behalf of the Kirk Kerkorian School of Medicine, acquired Board of Regent approval for the long-term lease of 2724 N. Tenaya Way. This provided the opportunity to consolidate several clinical practices into one location thus creating cost savings and operational benefits.
 - Rolled out an increased Administrative Overhead Assessment (AOH) fee. The AOH is designed to offset the administrative expenses related to self-funded activities.
 - Repurposed 14,000 square feet at Black Fire Innovation and finalized license agreements with multiple sub-tenants.
 - Formed the Compliance Advisory Council (CAC) at UNLV. The CAC is a coordinating body for compliance across UNLV's decentralized compliance structure.
 - Spearheaded a cross-system action to create sustainable reporting methods for Research Operations and Maintenance expenses at UNLV and UNR. The team of 25 concluded with a report for the Nevada Legislature to guide future budget decisions.
 - Enhanced the internal controls of the Workday Enterprise System by developing a strategy for managing high-risk security roles in Workday.
 - Addressed the LCB audit follow-ups and new chart of accounts in Workday for commingled accounts
 - Partnered with the Regional Transportation Committee to provide free bus passes for students with demonstrated need.
- **Staffing Goal: Promote the elevation and growth of our employees to increase engagement, recruitment, and retention.**
 - There were **85** hires in Business Affairs
 - **65** were external new hires, and **20** were internal transfers from within NSHE and/or UNLV
 - **55** employees were promoted or auto-progressed
- **Leadership Goal: Cultivate an inclusive work environment that provides clarity, transparency, and alignment with UNLV's mission.**
 - Partnered with the Office of Accessibility Resources and Web Services to organize and execute an initiative tied to National Accessibility Awareness Day in which Business Affairs and Human Resources remediated documents posted on our webpages for ADA accessibility. We surpassed our goal and remediated 120 documents.
 - Launched an onboarding training for new CARE standards ambassadors in REBELearn
 - Launched the CARE Corner newsletter to support ambassadors in their role.