

# UNLV | BUSINESS AFFAIRS

2024 Annual Report



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## Message from the Vice President / CFO

In 2024, we showed what it means to be a Rebel. In the aftermath of the worst tragedy in our university's history, our campus community embarked on a shared journey of healing and recovery. Business Affairs teams and campus partners displayed incredible resilience and collaboration. Together, we repaired our buildings, enhanced safety measures, supported one another, and remained committed to our mission of educating students.

Despite the challenges we faced, we continued making progress on initiatives that advance our Top Tier mission. Notable achievements include opening the state-of-the-art Advanced Engineering Building, becoming the first NSHE institution to launch a climate action plan - the Rebel CAP, completing lighting upgrades on the Maryland and Shadow Lane campuses, adding seven new emergency phones, and repairing more than 500 doors and door frames.

As we look ahead, safety remains our top priority. The Nevada Legislature began its 83rd session on Feb. 3, and UNLV is requesting funding for security improvements. I look forward to telling our story and advocating for investments in higher education. Our mission is critical to Nevada's future.

While we await the session outcomes, Business Affairs teams remain focused on improving our processes, enhancing service to campus teams, and making "it" happen for our students.



A handwritten signature in black ink, appearing to read "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 following C.A.R.E. culture standards: **Collaborate. Acknowledge. Respect. Empower.**

### Departments

- Administrative Services
  - Administration Technology Services
  - Delivery Services
  - Parking & Transportation Services
  - Risk Management & 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 & Construction
- Real Estate
- Quality Assurance and Financial Compliance

## 2024 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 2024 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 373 people responded to the 2024 survey, a decrease from 2023 when we had approximately 500 responses.
    - The average customer service rating decreased slightly from 3.35 in 2023 to 3.32 in 2024 (on a scale of 1 through 4).
    - Respondents provided more than 950 comments. We share positive comments in the Business Affairs Bulletin, our divisional newsletter. Departments are analyzing the constructive comments to understand opportunities for improvement.
- Launched a new contract management system for suppliers, streamlining processes previously managed via email.. The new system automates tasks such as contract redlining, legal review, supplier negotiations, and routing for signature. It also provides insights into contract expirations, renewals, and terms.
- Launched Informed Delivery campus-wide. Informed delivery provides a digital image of mail delivered to a department.
- Made short-term parking permits available for purchase through AIMS, the online parking management system.
- Continued to revamp departmental webpages for accuracy, user-friendliness, and clarity. Major updates include a complete refresh of all Facilities Management and Financial Services webpages, along with a launch of a new Workday page featuring additional resources for campus users.
- Upgraded and rebranded the Facilities Management service request portal from iServiceDesk to Rebels@Work. Upgrades include custom service request forms and redeveloped automated billing and air quality reporting systems. These improvements enhance security, user experience, and integration with other critical systems.
- Transitioned the elevator maintenance service contract from Kone Elevator to Schindler Elevator.
- Began using drones to identify underground hydronic leaks.
- Completed Legislative Counsel Bureau (LCB) audit budget findings. This included reorganizing our chart of accounts, automating budget reporting, and monitoring compliance with new board policies.

- Rebranded and expanded Section 117 reporting for the Department of Education to “Foreign Sources Reporting” to ensure compliance with additional regulations and position UNLV to better adapt to future reporting requirements.
- Established a Quality Assurance & Financial Compliance work plan that led to the successful execution of audits and reviews for various areas and enhanced controls and processes.
- Updated the recharge policy and implemented a new standardized recharge review process.
- Transitioned the process for requesting a new merchant account to TeamDynamix.
- Hosted Workday security listening sessions to gather feedback on changes to the process for assigning Workday security roles to employees. Adopted suggestions where appropriate.
- Strategically reallocated and repurposed staff positions in Purchasing & Contracts to address current priorities.
- Changed the process for requesting tenant and proxy access (determines who has access to Workday applications and information).
- Automated financial process in Workday including:
  - After-the-fact supplier invoice request
  - Legislative reporting and Board of Regents reporting
- Launched TeamDynamix Project and Portfolio Management software to enhance Business Affairs’ project management capabilities and increase collaboration with university partners.

## Capacity Building Goal

Advance as an innovative, agile, and proactive division that supports UNLV’s mission.

- Became the first NSHE institution to launch a comprehensive climate action plan, the Rebel CAP. The plan outlines strategies to achieve 100% carbon neutrality by UNLV’s 100th anniversary in 2057 - ‘100 by 100!’
- Consolidated the UNLV Kirk Kerkorian School of Medicine’s family medicine, plastic surgery, and general surgery practices into one clinic at Tenaya Way. The consolidation improved the clinical environment and made it more accessible to the community.
- Completed the legislative budget build process that includes UNLV’s top priorities.
- Put seven new emergency phones into services.
- The Radiation Safety Program received a clean inspection from the Nuclear Regulatory Commission.
- Had a successful inspection of the university’s hazardous waste program from the Nevada Department of Environmental Protection, Bureau of Sustainable Materials Management.
- Transferred ownership of Runnin’ Rebel Plaza from UNLV to the UNLV Foundation Special Purpose Entity (SPE), Rebel Pursuits LLC.
- Acquired Board of Regents approval to:
  - Sell approximately 2.35 acres of vacant land and easements at the former Paradise Campus to The Boring Company, which will produce approximately \$ 7.5 million in revenue for UNLV.
  - Transfer Sam Boyd Stadium to Clark County for \$5 million dollars. The revenue will be invested in scholarships, financial aid, educational programming, infrastructure

development, enhanced support services, mentorship programs, and community engagement programs.

- Installed two new UNLV signs to mark campus entrances at:
  - Intersection of Maryland Parkway and Harmon Avenue
  - Intersection of Harmon Avenue and University Center Drive
- Acquired a property at 777 E. Harmon Avenue, west of the Facilities Management Administration (FMA) building, and south of the Paul McDermott Physical Education Complex (MPE). The property was at the end of its useful life and was demolished.

## Staffing Goal

Promote the elevation and growth of our employees to increase engagement, recruitment, and retention.

- There were **74** hires in Business Affairs
  - **46** were external new hires, and **28** were internal transfers from within NSHE and/or UNLV
  - **60** were classified roles, and **14** were administrative faculty roles.
- **46** 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 revamp the Accessibility Ambassador program into the Accessibility Ambassador Academy, a six-month training program with clear learning outcomes and a digital badge.

## December 6 Recovery Efforts

One of the largest challenges our university community faced in 2024, was recovering from the tragic events that took place on Dec. 6, 2023. Business Affairs teams partnered with various campus units to repair physical infrastructure and enhance safety measures. Highlights of this work include:

- Temporarily repaired more than 500 doors throughout the Maryland Campus before the spring 2024 semester. Completed permanent repairs before the fall 2024 semester.
- Reconciled the Dec. 6 insurance claim which provided UNLV with an initial reimbursement of \$1.4 million.
- Made the following enhancements in Frank and Estella Beam Hall (BEH):
  - Replaced the fire alarm system and restricted access to floors 3-5. This is part of a pilot project to assess the effectiveness of security enhancements.

- Installed wall-mounted phones in classrooms. Allocated central funds to install wall-mounted phones in 91 additional classrooms in other campus buildings.
- Repainted the corridors on floors 3-5.
- Enhanced lighting and repainted the 1st and 2nd floor restrooms.
- Completed interior enhancements in the lobby including adding a new banner, paint, and plants.
- Set up a Workday activity code to track reimbursable expenses incurred as a result of the incident.
- Provided management, development, technical, and installation support for:
  - Murals installed on the pillars at the entrance of Beam Hall.
  - The 4,000 crane 'senbazuru' artwork in the Beam Hall courtyard.
    - Artwork was installed before the one-year mark of the Dec. 6 tragedy.
- Supported planning and fundraising efforts for the Dec. 6 Memorial and Healing Garden.
- Installed four sample automatic lock buttons in learning spaces to enable the securing of doors in an emergency.
- Initiated a multi-year project to install Knox Boxes that hold building keys for emergency responders. Twenty-one installations are planned in 2025.
- Allocated central funds to replace and upgrade five emergency phones. The design process is underway.
- Contributed to the Campus Committee on Security and Safety.