Finance And Business Affairs
Chancellor’s Briefing
February 9, 2009

• SVC - Finance and Business Affairs 9:00
• Director of Physical Plant 9:20
• Director of University Budgets & CBO - Dothan 9:44
• Director of Treasury Services & CBO - Montgomery 9:55
• Director of Tax Services & CBO – Phenix City 10:10
• Sr. Director of Student Financial Services 10:20
• Break 10:35
• Controller 10:40
• Assoc. Controller & Director of Not-for-Profit Orgs. 10:50
• Assoc. Controller & Director of Global Campus FA 11:00
• Director of Purchasing and Asset Management 11:15
• Associate Vice Chancellor for Business Services 11:30
• Sr. Director of Human Resources 11:45
1. Introduction of Staff and Presentation
2. Mission Statement
3. Accomplishments
4. Initiatives
5. Limitations
The mission of Office of Finance and Business Affairs is to deliver an array of support services to students, faculty and staff that contribute to the enhancement and delivery of the University's academic programs and student programs and activities essential to the educational experience of the University. Through a highly-trained and service-oriented staff, the Office of Finance and Business Affairs is committed to embracing change and focusing on responsiveness in support of the University's mission.
Finance & Business Affairs
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Accomplishments

- Campus Master Plan
- RFP – Umbrella Insurance
- RFP – Dining Architect - Selected
- RFP – Arena
- RFP – Travel Agent -
- RFP – Office Solutions – IKON
- Dining Services – Invoices & Management
- Property Acquisitions
  - Park Lane
  - Wachovia
  - Collegedale
  - Elm Street
18 eSolutions - Status
Initiatives

• Strategically address deferred maintenance
• Complete Bibb Graves renovation
• Complete IT building and move
• Complete Janice Hawkins Park
• Complete Dining Facility
• Complete Tailgate Terrace
• Complete Campus paving project
• Smith, Long, HAL – NASM improvements
• RFP – Physical Plant Management
• Begin Sustainability Program
Initiative 2010
Sustainability
Sustainability can be defined as meeting the needs of the present generation without compromising the ability of future generations to meet their own needs.

When applied institutionally within a university it is the development of a process or management system that helps create a vibrant campus economy and high quality of life while respecting the need to sustain natural resources and protect the environment.
Sustainability

The basis of environmental sustainability rests on the concept of Reduce, Reuse, Recycle, in that order.
Sustainability
Sustainability

The Three Spheres of Sustainability

Social-Environmental
- Environmental Justice
- Natural Resources Stewardship
  - Locally & Globally

Environmental
- Natural Resource Use
- Environmental Management
  - Pollution Prevention
    - (air, water, land, waste)

Economic
- Profit
- Cost Savings
- Economic Growth
- Research & Development

Social
- Standard of Living
- Education
- Community
- Equal Opportunity

Economic-Social
- Business Ethics
- Fair Trade
- Worker’s Rights

Adopted from the 2002 University of Michigan Sustainability Assessment
Sustainability Initiative - 2010

- Develop a range of academic programs
- Establish an Office of Sustainability
- Improve the physical and working environment
- Example:
  - UNC - 85% of the voting student body voted for a $4 per semester “energy fee”.
  - Middlebury – on campus loaner bike program
  - Colorado – Buff Bikes program – free loan service for faculty, students and staff
Finance & Business Affairs

Budget Reduction Strategy
## Troy University
### Proposed Strategic Budget Reduction
#### FY 2009 and 2010

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Appropriations - 2008</td>
<td>62,510,196</td>
</tr>
<tr>
<td>Appropriations - 2009</td>
<td>-55,095,408</td>
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<tr>
<td>Difference in appropriation</td>
<td>7,414,788</td>
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<tr>
<td><strong>Proration reduction for 2009</strong></td>
<td><strong>4,958,590</strong></td>
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<tr>
<td>Shortfall 2009</td>
<td>12,373,378</td>
</tr>
<tr>
<td><strong>Proposed Additional Reduction for 2010</strong></td>
<td><strong>1,469,843</strong></td>
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<tr>
<td>Mandated cost - 2010</td>
<td>3,000,000</td>
</tr>
<tr>
<td><strong>Revised Recovery Target</strong></td>
<td><strong>16,843,221</strong></td>
</tr>
</tbody>
</table>

**Strategy for Recovery through 2010:**
- Vacant Position Average - 2009
- Strategic Budget Reduction 2009 - 10%
- Strategic Budget Reduction 2010 - 10%
- Vacant Position Average - 2010
- Tuition Increase - 2010?
In order to continue the momentum from 2008 we will need to maintain that level of operating performance and recover $20,000,000 by the end of FY 2010.
Budget vs Actual Revenue and Expense

For Fiscal Years 2004 - 2008

Expense Variance $24,561,833 – 12%

Expense Variance $22,924,462 – 13%

Budget vs. Expense Variance
5 year average

$19,140,344 – 11%
End of Presentation
Physical Plant

Mark Salmon
Director
Overview

- Mission
- Organization
- Accomplishments
- Initiatives
- Limitations
- Barriers
- Cost Savings
- Questions & Expectations
Mission

To create and offer facilities management services that contribute to a more pleasant way of life for Troy University whenever and wherever students, faculty, staff, administrators, and patrons come together.
Organization - POM

- Maintenance
- Preventive Maintenance
- Energy and Sustainability
- Warehousing and Central Receiving
- Events Support
- Projects
- Transportation
- Regulatory (ADEM, Elevators, NFPA, USTA)
- Safety
- Employee Training
- Communications
- Computer Systems & IT Applications
- Construction Standards
- Web Page Maintenance
- Locksmith

Scott Thacker

HVAC
Electrical
Plumbing
Paint
Auto Mechanics
Warehouse
Housing
Movers
Locksmith
Organization - Custodial

- Custodial
- Events Support
- Projects
- Safety
- Employee Training
Organization - Grounds

- Mowing, Edging, Trimming
- Irrigation
- Solid Waste Removal
- Recycling
- Events Support
- Mechanic
- Projects
- Safety
- Employee
Organization – Projects, Planning, and Construction

- Projects Management
- Space Management & Planning
- Construction and Renovation
- Electronic Blueprint Index
- Construction Document Records Library
- Construction Standards
- Master Planning
- “Broken Windows”
- FCAP/Deferred Maintenance
- Bid Documents
- Regulatory (Alabama Building Commission)
- AutoCAD
- Building and Property Surveying
- Safety
- Employee Training

Jade Anderson

AutoCAD Students
Organization - Office

- Work Order Processing & Dispatch
- Motor Pool
- Human Resources
- Payroll
- Preventive Maintenance Processing
- Daily Timesheet Processing
- Purchasing
- Safety
- General Clerical
- Events Support
- Safety
- Employee Training
- Pest Control
2.11.2 Troy University has *adequate physical resources* to support mission of institution

3.11.1 Troy University *operates and maintains physical facilities* that serve the needs of the institution
Accomplishments 2.11.2

• Updated Facilities Master Plan (directed by Mr. Bookout)
• All Alabama campuses
• Vision
  – 2010
  – 2015
  – 2025
  – 2035
Accomplishments 2.11.2

• Maximizing Campus Parking
  – Wallace Hall/Sorrell Chapel Parking Lot
    • Increase from 117 to 180 parking spaces
Accomplishments 2.11.2

• Facilities Capital Action Plan
  – Deferred maintenance
  – Broken windows
  – Annual capital projects/improvements
  – Internet access
    • Login and password protected for administration access only
Accomplishments 3.11.1

- Routine & Preventive Maintenance WO Requests
- Staff Generated Response WO Requests
- Residence Life WO Requests
- Safety
- Sustainability
- Cost Avoidance
- Employee Recognition
Accomplishments 3.11.1 Routine & Preventive Maintenance WO Requests

Received vs Completed

- 2005: 18,000
- 2006: 19,000
- 2007: 20,000
- 2008: 28,000

Graph showing the number of received and completed WO requests from 2005 to 2008.
Accomplishments 3.11.1
Staff Generated Response
WO Requests

2005 2006 2007 2008
0 2000 4000 6000 8000 10000 12000 14000 16000
Received
Completed
Accomplishments 3.11.1
Residence Life Response
WO Requests

Completed
Accomplishments 3.11.1

Safety

GOLD 100 AWARD
is presented to
Troy University

in recognition of achieving a 100% score on the
Safety & Health Audits conducted by NSF International.

Rick Brookland, Market President and Chief Operating Officer
Alf Allen, President, Education Facilities Services

NSF

April 2008

sodexo
Accomplishments 3.11.1

Safety

GOLD 100 AWARD

is presented to

Troy University Montgomery

In recognition of achieving a 100% score on the Safety & Health Audits conducted by NSF International.

Rick Brockland, Market President and Chief Operating Officer

Al Allen, President, Education Facilities Services

NSF

Sodexo

March 2008
Accomplishments 3.11.1
Sustainability
Collegeview School of Nursing

- 71,680 Kwh = $6,451 (16% reduction)
Accomplishments 3.11.1

Sustainability

• Campus recycling program
• Hawkins Hall Construction
  – Building materials (i.e., carpet)
  – Motion sensor lighting
  – Low flow water technology (i.e., restrooms)
• Campus water conservation - irrigation
Accomplishments 3.11.1
Cost Avoidance

- Projects = $494,942 on $3.8M
- Carpet
  - Student Installation = $9.37/SY
  - Factory Direct Purchase = $3-5/SY
- AutoCAD Technician = $54,600
  - Surveying
  - AutoCAD
Accomplishments 3.11.1
Cost Avoidance

• Physical Plant = $37,216
  – Landscaping
  – Irrigation
  – Painting
  – Life Safety (alarms systems)
  – Electrical systems
  – HVAC
Accomplishments 3.11.1
Employee Recognition

CHAMPION OF DIVERSITY AWARD

is presented to
Troy University Team, Troy, AL

in recognition of your advancement of diversity and inclusion at Sodexho.

Rick Brockland
President, Campus Services

Sodexho
FY '08 - Quarter 1
Initiatives

• Establish Office of Sustainability
  – Website
    • What is Sustainability
    • What can you do?
      – Students
      – Faculty
      – Staff
      – General Public
Initiatives

• Office of Sustainability
  – Website (continued)
    • Energy Conservation Program
    • Recycling
    • Carbon Footprint
    • Sustainability Initiative 2010
Initiatives

• Complete $1,000,000 Campus Paving Project
• Achieve 100% Physical Safety Audit Results
• Continue with Campus Landscaping Improvements
• Grants for Projects
Barriers

• Proration!
  – Review of what is and is not needed
    • Materials
    • Processes

• Threat of inflation and rising energy costs

• Aging vehicle fleet
Cost Savings/Avoidance

$494,942 – Projects
$ 54,600 – AutoCAD Technicians
$ 6,451 – Lighting Retrofits
$ 37,216 – Physical Plant

> $593,000 – Total Savings
Questions & Expectations
Troy University
Budget Office

Presentation by:
Kim McNab, Budget Director
& Chief Business Officer
Mission

The Troy University Budget Office is responsible for developing the annual operating and capital budgets in coordination with the State of Alabama, the Troy University Board of Trustees, the University’s Executive Committee, budget officers and financial managers of the University. The Budget Office staff will prepare and submit the University’s budget to appropriate agencies and will assist legislative organizations in the justification of budget requests. Office personnel will assist executive University staff in reporting and will maintain sound financial status within budget limitations approved by the Troy University Board of Trustees.
Budget Office

Budget Director
Kim McNab

Part-time Budget Assistant
(vacant)

Budget Analyst
Xiaoyi Lin
How do I serve the University?

✓ I perform duties and activities related to the Controllers Office and Accounting Services that enable users of Datatel and FRx to manage their budgets accurately and effectively.

✓ I serve as a respondent to user needs in a timely manner so that bottlenecks don’t occur. An example of this is the pooling of general ledger expenditure accounts.
Status of SACS Preparation

☑ Effective communication and responsiveness to requests will be in place.

☑ Procedures for budget preparation are disclosed in the Budget Preparation Calendar and in the Budget Instruction Memo disbursed annually to those identified as budget officers.

☑ Budget data is readily accessible and can be captured easily with available application
Accomplishments for 2008

- Recreated the Budget Responsibility Tree based on our organizational change in structure. A total of 544 departmental responsibilities were assigned to 151 budget officers in the Budget Management Module. Twenty-five of the budget officers requested training during the budget cycle.

- Budget Revisions processed through the Budget Office totaled 198.

- Completed and submitted all required documentation for the Troy University Board of Trustees, the State of AL Executive Budget Office, and ACHE in relation to the 2008-09 and 2009-2010 budget requests.

- Worked with IT staff toward building a custom program that will enable us to budget personnel in a less manual process than in years’ past.
Limitations

- Limited personnel in the Budget Office restricts and puts limitations on the amount of:
  - analytical time available to produce statistical information for Executive Staff
  - training time available to ensure that all budget officers receive sufficient knowledge of input requirements of Budget Management
  - time available for critical review of departmental budget requests

- Proration demands have caused normal operations in the Budget Office to slow down temporarily. Expenditure budgets will be reduced by 10% in order to accommodate the reduction in our state allocation. This will mean that 544 departmental budget revisions will need to be processed.
Goals for 2009

- Encourage wide participation and collaboration in the allocation of financial resources using a bottom-up approach.

- Identify links between strategic planning/institutional priorities and resource allocation when budget preparation is in process.

- Evaluate departmental baseline budgeting and historical fiscal needs in future budget planning.

- Will require and maintain supporting documentation for all budget requests.

- Will work with HR staff to create and maintain documentation for vacant faculty and staff positions. The outcome will mean that budget officers will be able to review position vacancies in real time to determine unfilled vacant positions for their areas of responsibility.
Cost Savings & Service Enhancement

✓ The Budget Office was created in December 2004 relieving top management from tedious budget duties.

✓ In previous years the budget process was completely manual. Records that were once kept boxed and in the floor are now stored on-line making it much easier for budget data retrieval.

✓ We’ve streamlined the budget input process by utilizing the Budget Management Module and allowing budget officers at the department level to enter their own budgets.
Questions?

The End
Mission for Treasury Services Department

- Responsible for planning and coordinating the activities of the cash management team to obtain the maximum utilization and security of institution funds by determining daily cash positions and maintaining appropriate cash flow to meet the University’s cash needs.
Treasury Services Organizational Chart

Kay Dobbs
Director Cash Mgmt & CBO Montgomery Campus

Donna Holley
Account Analyst
Treasury Service
How We Serve the University

- Banks
  Columbus Bank & Trust
  Compass Bank (formally Hong Kong State National Bank)
  Regions
  Troy Bank & Trust
  Wachovia
- Cash Structure – 43 cash accounts
- Sun Life Stock
- CD’s for Trust & Loan, Endowment, Reserve & Agency Funds
- Audit all Adjunct contracts from the Montgomery Campus and maintain current worksheets for total costs
- Audit and Enter into Datatel all departmental deposits
Treasury Services
CBO Montgomery Campus

Kay Dobbs – CBO
Donna Holley  F/T  Account Analyst
Sandy Montgomery F/T  Purchasing/AP
Marty Huett  P/T  Chief of Police
Sim Wilson P/T  Asset Management
Ken Bedsole F/T  Facilities Leasing/Vehicle Leasing
Accomplishments 2007-2008

- Assumed the responsibility of balancing 22 general ledger cash accounts
Accomplishments 2007-2008

- Assumed the responsibility of balancing 22 general ledger cash accounts.
- Continued to work with our Banks to streamline our services received
Accomplishments 2007-2008

- Assumed the responsibility of balancing 22 general ledger cash accounts
- Continued to work with our Banks to streamline our services received
- Continued to streamline cash accounts by closing two obsolete accounts. Closed 20 accounts since 2007.
Initiatives 2008-2009

- Continue to reduce cash accounts by closing obsolete and duplicate accounts.
- Continue to streamline cash flow.
- Continue to review bank statements to find ways to help with the balancing of daily transactions.
- Continue to find ways to increase our effectiveness and improve the university’s cash flow.
- Continue to meet with our banks to find ways to receive our services at a reduced rate.
Limitations 2008-2009

- Interest rates are at an all time low.
- Wachovia purchased by Wells Fargo.
Annual Plan 2008 - 2009

- Establish a formal/centralized cash management program
  - Pay vendors monthly online to take advantage of company discounts
  - Automatically pay all utilities monthly on the due date
  - Continue communication with banks on new services
  - Continue to enhance and improve monthly reports on cash availability and interest rates
  - Continue to evolve the Treasury Services Department to enable operational efficiency with an optimal cost structure
Cost Savings

- Vacant position in Accounting 07-08
- Positive Pay
Questions & Comments?
MISSION

To provide tax planning and research services to ensure that the University complies with statutory filing requirements at the federal, state, and local levels of government. Thereby, minimizing the tax liability of the University and responding to the needs of our students, faculty and staff.
SACS PREPARATION

• SACS Requirement:
  – Financial Audit Completed With No Findings Regarding Non-Compliance With Federal Tax Laws
MAJOR ACCOMPLISHMENTS

• Implemented 1098T Electronic Reporting System
• Implemented Non Resident Alien Data Collection System
• Completed Internal Revenue Service Compliance Questionnaire
• Unrelated Business Income Tax Returns
1098T Reporting

- 45,000 Forms Produced Annually
- 5,000 Consented to Receive Electronically
- All Students Have Electronic Access to View and Print 1098T’s
## 1098T REPORTING

### COST REDUCTION

<table>
<thead>
<tr>
<th></th>
<th>2007</th>
<th>2008</th>
<th>% change</th>
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<tr>
<td>TOTAL</td>
<td>$31,750</td>
<td>$25,575</td>
<td>19.45</td>
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<tr>
<td>PER 1098T</td>
<td>$.7056</td>
<td>$.5683</td>
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1098T REPORTING

PROJECTED COST REDUCTION

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<th>2007</th>
<th>PROJECTED</th>
<th>% change</th>
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<tr>
<td>TOTAL</td>
<td>$31,750</td>
<td>$18,050</td>
<td>43.15</td>
</tr>
<tr>
<td>PER 1098T</td>
<td>$.7056</td>
<td>$.4011</td>
<td>43.15</td>
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</table>

(Projection based on a 50% consent rate.)
NONRESIDENT ALIEN DATA COLLECTION PROCESS

- Scheduled Individual Meetings with International Scholarship Recipients
- Counseled Individuals:
  - Filing Requirements
  - Treaty Exemptions
  - Individual Tax Identification Number
- Improved Reporting – 97% of Students have reported required information
• Financial Statement Data
  – Assets, Revenue and Expense
• Compensation Information
  – Executives, Faculty, Coaches, and Managers
• Related Entities
  – Troy University Foundation Inc
  – Troy University Housing LLC
  – Center Services Inc
IRS COMPLIANCE QUESTIONNAIRE

• Foundation Information
  – Use of funds
  – Investment types
  – Asset value
Unrelated Business Income Tax Returns

- All Returns are filed
- NOL from 2007 was filed
- $30,400 refund claim filed for NOL
- Business Units:
  - Golf Course
  - Radio and Television
  - Gift Shops
  - Non-University Camps
FUTURE EFFORTS

• Continued Compliance with Federal Tax Reporting Requirements (SACS related)

• Improve 1098T Electronic Reporting
COST SAVINGS & AVOIDANCE

• TAX SERVICES DEPARTMENT

• 1098T REPORTING:
  – OUTSOURCED PRINTING $7,000
  – E-FILING $6,175
CONCLUSION

QUESTIONS AND COMMENTS
STUDENT FINANCIAL SERVICES

Lou Ann Johnson
Senior Director
Presenter
MISSION

✓ Provide Highly-Trained Service-Oriented Staff

✓ Deliver an Array of Support Services

✓ Contribute to Enhancement and Delivery of University’s Academic and Student Programs
SFS Serves TROY

- Provide quality services
- Manage Cashiering Operation
- Deliver financial aid disbursements
- Maintain, bill, and collect sponsored and student accounts receivable
- Ensure proper accounting practices
- Comply with Federal and University auditing standards and guidelines
MAGNIFICENT MISSION

CLEAR VISION

DEDICATED COMMITMENT
TEAMWORK
Working Together in Unity to Achieve Goals

Embracing & Enhancing

Organizing & Optimizing

Mentoring & Monitoring

Leading & Managing
ACCOMPLISHMENTS

1. Enhanced Call Center Services

2. Streamlined eSolutions

3. Initiated Alabama and Global Campus Merge of Student Financial Service Functions
EXPANDED CALL CENTER SERVICES

1-800-414-5756

Ask@troy.edu
STREAMLINED eSolution Processes

1. **ePayment** - Electronic Payment of Tuition
2. **eView** - Detail View of Student Account Transactions
3. **eBill** - Notification of Student Account Balance Due
4. **eRefund** - EFT Distribution of Financial Aid Refunds
**ePayment Transactions**

<table>
<thead>
<tr>
<th></th>
<th></th>
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<tr>
<td>Discover</td>
<td>1,751</td>
<td>1,441</td>
<td>1,591</td>
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<td>E-Check</td>
<td>908</td>
<td>2,373</td>
<td>2,263</td>
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<tr>
<td>MasterCard</td>
<td>11,279</td>
<td>10,883</td>
<td>16,464</td>
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<tr>
<td>Visa</td>
<td>25,679</td>
<td>21,243</td>
<td>30,259</td>
</tr>
<tr>
<td>American Express</td>
<td>0</td>
<td>801</td>
<td>2,201</td>
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<tr>
<td>Total</td>
<td>39,617</td>
<td>36,741</td>
<td>52,778</td>
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</table>
Total number of web transactions October 2005-September 2006 equal 39,617
Total number of web transactions October 2006-September 2007 equal 36,741
Total number of web transactions October 2007-September 2008 equal 52,778
Troy University
eView
View of Student Account Balance

* required
Financial Aid Remaining amounts are dependent on conditions of your enrollment and eligible charges, and are subject to change.

<table>
<thead>
<tr>
<th>Payment Amount</th>
<th>Balance</th>
<th>Description</th>
<th>Total Charges</th>
<th>Payments</th>
<th>Financial Aid Remaining</th>
<th>Payment Plans</th>
<th>Refunds</th>
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<tr>
<td>1</td>
<td>950.67</td>
<td>Spring Semester, ST AVT TROY-</td>
<td>1,430.00</td>
<td>479.33</td>
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<td>0.00</td>
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<td>2</td>
<td>80.00</td>
<td>Fall Semester, ST AVT TROY-</td>
<td>2,246.00</td>
<td>2,166.00</td>
<td>0.00</td>
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</table>

Total Amount Due 1,030.57

Credit Card Type
Credit Card Number
Expiration Month/Year
Name on Credit Card
E-mail Address

Submit
### Troy University Statement of Account

**Student Financial Services**

155 Adams Administration Building  
Troy, Alabama 36082

<table>
<thead>
<tr>
<th>Student Name</th>
<th>Student ID NO.</th>
<th>Term</th>
<th>Date</th>
<th>Payment Due Date</th>
<th>Payment Due Date</th>
<th>Total Charges</th>
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<td>John Doe</td>
<td>10931100</td>
<td>05/SP</td>
<td>02/10/2005</td>
<td>$12.50</td>
<td>$722.84</td>
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<td></td>
<td></td>
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<table>
<thead>
<tr>
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<th>Term Code</th>
<th>Description</th>
<th>Charges</th>
<th>Credits</th>
<th>Payments/Refunds</th>
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<td>05/SP</td>
<td>$23 CASH/CHECK PAYMENT ON TROY</td>
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<td>0.00</td>
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<tr>
<td>01/04/06</td>
<td>05/SP</td>
<td>250 REGISTRATION FEE</td>
<td>250.00</td>
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<tr>
<td>01/04/06</td>
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<td>TUS TROY INSTATE UNDERGRAD</td>
<td>1,925.00</td>
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<tr>
<td>01/06/06</td>
<td>05/SP</td>
<td>$65 STUDENT ACTIVITY FEE</td>
<td>65.00</td>
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<tr>
<td>01/06/06</td>
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<td>TROY Technology Fee</td>
<td>46.00</td>
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<td>02/09/06</td>
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<tr>
<td>Total</td>
<td></td>
<td></td>
<td>2,156.00</td>
<td>1,420.66</td>
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**Balance Due:** $735.34

Failure to pay the entire balance of tuition and fees by the third payment due date will result in a late fee of $50.00 as well as a restriction of future class registrations and non-release of transcripts. Unpaid accounts may be assigned to a collection agency, and the student will be responsible for collection costs.

You may view your account and make payments online using Trojan Web Express [WWW.TROY.EDU](http://WWW.TROY.EDU).

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### WITHDRAWAL NOTIFICATION

John Doe 1695100

You have registered for Spring Semester, 2005. You are responsible for all tuition and fees unless you officially withdraw from the university. Nonattendance for the term does not constitute withdrawal from class or cancellation of charges. If you wish to withdraw from the University, please detach and return this withdrawal notification no later than the last date listed or by the deadline listed on the withdrawal form. Failure to return the signed withdrawal notification gives Troy University authority to cancel classes and charges for Spring Semester, 2005.

**Student Signature**

**Date**

**Question relating to:**

- Class Schedule: 334-670-3170
- Official Withdrawal: 334-670-3170
- Financial Aid: 334-670-3186
- Housing/Meals: 334-670-3346
- Payment Plan & Account Balance: 334-670-3124
- Sponsored Billing: 334-670-3129
- Admissions: 334-670-3159
- Counseling: 334-670-3176

---

### Make Payment Remittance To:

Troy University  
Student Financial Services  
1000 Parkway Road 100  
Troy, AL 36082

<table>
<thead>
<tr>
<th>Date</th>
<th>Amount Due</th>
<th>Amount Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/30/05</td>
<td>$735.34</td>
<td>$735.34</td>
</tr>
</tbody>
</table>

To make a credit card payment by mail, Please provide the credit card information below:

**Visa**

**Mastercard**

**American Express**

**Credit Card Number:**

**Expiration Date:**

**Card Holder Signature:**

**Contact Number:**

---
eRefund

ELECTRONIC CHOICE
(NO PAPER CHECKS)

1. EFT direct deposit refund to One Account
   (1 day or less)

2. ACH transfer refund to bank account
   of student’s choice
<table>
<thead>
<tr>
<th>Description</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activated Users</td>
<td>32,951</td>
</tr>
<tr>
<td>Opened One Account</td>
<td>26,312</td>
</tr>
<tr>
<td>Ordered Paper Checks</td>
<td>2,472</td>
</tr>
<tr>
<td>Opted-out of One Account</td>
<td>6,639</td>
</tr>
<tr>
<td>Parents, Friends, Family</td>
<td>1,247</td>
</tr>
</tbody>
</table>
# Current User Preferences

Cards Ordered 01/15/2007 - 12/31/2008

<table>
<thead>
<tr>
<th>Option</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Active Users</td>
<td>32,951</td>
</tr>
<tr>
<td>Online Statement</td>
<td>26,225</td>
</tr>
<tr>
<td>Refund via Direct Deposit</td>
<td>23,910</td>
</tr>
<tr>
<td>Refund via Paper Check</td>
<td>3,262</td>
</tr>
<tr>
<td>Refund via ACH</td>
<td>5,431</td>
</tr>
</tbody>
</table>
Disbursements by Method

01/15/2007 - 12/31/2008

- Direct Deposit: 58,304
- Paper Check: 6,974
- ACH: 14,898
A MAJOR ACCOMPLISHMENT

ONE

STUDENT FINANCIAL SERVICES

PHENIX CITY

MONTGOMERY

TROY

GLOBAL CAMPUS

DOTHAN
WHY MERGE?

Demand from Students

Comparative and Absolute Advantage
Organizational Structure of Alabama & Global Student Financial Services

Lou Ann Johnson (Troy)
Senior Director, SFS

Teresa Hussey (GC-Troy)
Accts Receivable Supervisor

Sandra Thrash (GC-FWB)
Staff Business Officer

Sandra Thrash (GC-FWB)
Cashier Supervisor

Lakilya Carter (Dothan)
Cashier Specialist

Cynthia Hickman (P C)
Cashier Specialist

Michelle Tolbert (Troy)
Account Clerk III

Andrea Nichols (Troy)
Account Clerk III

Debra M Williams (Mgm)
Head Cashier

Angela Crumbley (Mgm)
Account Clerk III

Rachael Hunt (Mgm)
Cashier Operations Specialist

Melba King (Mgm)
Account Clerk

Josie Norris (Troy)
Coord Sponsored Rec

Rachael Railey (Troy)
Cashier Specialist

Catina Larkin (Troy)
Teller I (Part-time)

Carmen Foster (GC-SER)
Assoc Dir, Bus and Fin Aff, SER

Tammy Frederick (GC-SER)
Accounts Receivable Manager

Andrea Hunt (GC-SER)
Advisor

Angela Upshaw (GC-SER)
Student Accts Coordinator

Cheryl Selwyn (GC-FWB)
Coord Sponsored Rec

Gail Sears (Mgm)
Director

Cissy Helms (Mgm)
Assistant to Director

Stacy Parker (GC-Troy)
Receivable Accountant

Lola Day-Hartnell (Mgm)
Accounting Operations

Janiece Stafford (Troy)
FA Disbursement

Debra Williams (GC-Troy)
Accounting Specialist II

Marilyn Zimmerman (Troy)
Account Clerk III

Regina Foster (Troy)
Cashier Specialist

Workship (Troy)

Workstudy (Troy)

Linda Norsworthy (Troy)
Associate Director

Stacy Parker (GC-Troy)
Receivable Accountant

Lola Day-Hartnell (Mgm)
Accounting Operations

Janiece Stafford (Troy)
FA Disbursement

Debra Williams (GC-Troy)
Accounting Specialist II

Marilyn Zimmerman (Troy)
Account Clerk III

Regina Foster (Troy)
Cashier Specialist

Workship (Troy)

Workstudy (Troy)
Merge Plan of Action

- Statement of Account
- Sponsored Billing
- Reconciliation and reporting
- Collections
Benefits and Savings

Merging

Call Center
eSolutions
eSolutions

Standardization for all campus locations

Benefits and Savings

ePayments

- Improved student service - reduced student lines
- Decreased number of receipts processed by cashiers
- Recognized cost savings through reduced card merchant fees
- Expedited sponsored and student receivable collections
- Increased daily cash flow - greater return on investment pools
- Eliminated a cashier position ($20,000)

eView

- Improved student services – students may view summary and detail charges, financial aid awards, sponsor payments, and other payments on student receivable account
- Created a more efficient work environment by reducing account balance inquiries at the cashiers’ window and call center
- Provided more accurate and timely charges and payments due to instant notification
- Improved cash flow, collections, and inquiries
**eBill**
- Improved student services - created a more efficient work environment
- Reduced telephone and email account inquiries at the cashiers' windows and the call center
- Offered a fast and effective channel of communicating an accurate bill to students
- Improved Collections and Daily Cash Flow
- Reduced the number of check refunds issued due to more accurate payment information

**eRefunds**
- Improved student services – fast and easy delivery
- Increased revenue through Revenue Sharing for TROY
- MC Trojan One Card Direct Deposits and Active Card Users
- Supplied protection against fraudulent activity
- Eliminated cost for student refund checks, printing, and postage
- Saved substantial processing time and energy
- Created Comparative, Competitive, and Absolute Position for TROY among Peer Institutions
- Provided standardization for all campus locations
- Renegotiating Contract to eliminate all fees
Student Financial Services

2009

Objectives/Initiatives/Goals

- Create link between B&N, MBS, and Datatel for online charging of textbooks at point of sale
- Continue implementing merge plan of action
- Renovate Cashier Area
- Review operations of Student Financial Services, reclassify jobs, allocate resources, maximize productivity, train and re-train staff, and most importantly implement
Possible Limitations

- Economic Uncertainty
- Technological IT Resources
- Budgetary Constraints
Student Financial Services

Work as a TEAM
Embrace and Enhance
Mentor and Monitor
Organize and Optimize
Solution-Oriented
Responsive
Lead and Manage

END OF PRESENTATION
Chancellor’s Briefings
Controller’s Office

January 28, 2009

Presented by: Tara Donaldson, Controller
Controller’s Office
Mission Statement

• To provide Troy University with an accurate and effective system of financial reporting.
• To maintain adequate reporting and documentation for all financial data, cash disbursements and cash collections for both Troy University and the Troy University Foundation.
• To administer budgetary processes and
How We Serve the University

- Develop financial policies to ensure compliance with State and Federal law.
- Serve as liaison with external auditors and reporting agencies.
- Coordinate with Physical plant to manage budgets for maintenance, repair and construction projects.
- Reconcile and review debit card purchases for the Athletic Department.
- Perform reconciliations of general ledger accounts to ensure accuracy.
- Review all bank reconciliations for accuracy and to ensure reconciling items are cleared in a timely manner.
- Review check requests and travel reimbursement requests for accuracy and compliance with State law.
- Prepare and record journal vouchers to ensure accuracy of financial records. Also, record all departmental transfers in Datatel.
- Facilitate annual close of fiscal year (coordinated with IT Department).
- Perform many other duties related to financial management for the University.
Tara Donaldson
Controller

Financial Reporting
3 Employees

Athletic Department Business Office
2 Employees

Lauri Dorrill
Associate Controller

Sponsored Program Accounting
3 Employees

Troy University Foundation
1 Employee

Brenda Johns
Associate Controller

Accounts Payable
6 Employees

Global Campus
2 Employees

Total Employees
20
Reorganization

• **Purpose:**
  • Streamline Processes & Combine Functions
    • Billing & Receivables (University & Global Campus)
  • Additional oversight for Accounts Payable & Sponsored Program Accounting
    • Associate Controller Positions

• **Goal:**
  • To improve quality and efficiency
Accomplishments

• Debit cards fully implemented for all sports during 2008.
• Obtained approval from the Attorney General’s Office to write-off accounts receivable deemed to be uncollectible.
• Successfully closed the 2008 fiscal year and completed the financial report for the auditors and for the State of Alabama.
• FY 2008 NCAA Compliance Audit complete with no findings.
• Incorporated the Athletic Business Manager function in Controller’s Department.
Controller’s Office Initiatives
“Coming together is a beginning. Keeping together is progress. Working together is success.”
— Henry Ford
Controller’s Office Initiatives

• Completion of the FY 2008 audit currently being performed by the Examiners of Public Accounts for the financial statement and grants and contracts

• Implementation of online travel approval and reimbursement.

• Implementation of direct deposit for all reimbursements to employees.
Controller’s Office Initiatives

• Increase automation of financial reporting and analysis
  – Provide more timely information
  – Ensure accuracy of information by minimizing manual adjustments

• Renovate/expand the Accounting Services area to allow more room for staff

• Establish a November 2009 deadline for completion of the financial statements for current fiscal year.

• Ensure adequate training of staff
Cost Savings and Service Enhancement

- Use of FRX to automate financial reporting
  - Cost Savings – Countless hours saved by reducing the time spent preparing reports.
  - Service Enhancement – Financial data can be generated more quickly allowing us to be more proactive in response to a changing financial environment.

- Implementation of laser checks and digital signatures
  - Cost Savings – Countless hours saved by reducing the time spent preparing check payments.
  - Service Enhancement – Preparation time for checks greatly reduced, therefore payment is received faster.

- Implementation of Higher One for refunds:
  - Cost Savings – significant decrease in mailing costs (postage, envelopes, employee time).
  - Service Enhancement – Funds can be transferred to students more timely, students do not have to wait in long lines, time saved because a paper check is not required.

- Explore options for on-campus training through web seminars offered by nationally recognized groups, such as NACUBO
Questions?

Presented by: Tara Donaldson
159 Adams Administration Bldg
(334) 670-3718
Not-for-Profit Accounting Services

- Foundation Accounting Services
- Troy University Housing Authority, LLC
  - Center Services, Inc.
Troy University Foundation

MISSION

Our primary mission is to provide accurate and timely financial services for the Foundation and the Foundation Board of Trustees. The Foundation Accounting Services section of Finance and Business Affairs is committed to providing reliable, responsive financial services as well as monitoring compliance with existing policies and procedures.
Foundation Organization Chart

Lauri Dorrill
Associate Controller

Kim Dendy
Foundation Accountant
Staff Accountant III
What the Foundation does for Troy...

• Manages many types of assets for Troy University’s benefit
  - Cash
  - Securities
  - Real estate
  - Equipment
  - Art work
  - Cattle

• Financially supports various activities, functions, and programs
Foundation’s Newest Asset

DR. PATTERSON CAME ON BOARD

Searched and evaluated the purpose of funds held in the Foundation.

Reviewed all physical assets

Identified 92 funds that could be merged/closed
Accomplishments in 2008

• Identified and reconciled all funds to their respective cash accounts and financial institutions:
  – Total 780 funds: 604 Restricted Funds and 176 Endowed Funds
  – Closed six checking/investment accounts (merged with other appropriate accounts)

• Cleaned up capital assets
  – Correctly identified $2,242,630 of assets to their correct fund location
  – Donated $1,704,632 in buildings and land to Troy University

• Closed/merged 92 restricted Foundation funds
Foundation Limitations

Wall Street’s impact and faltering economy

Reduction in spending rate

Lack of adequate record storage space

Budgets cuts as a result of Proration
Troy University Housing, LLC.

Completed 1st full year with Trojan Village Dorms
Center Services, Inc.

Purpose
To promote, sponsor and carry out broader opportunities and services for the benefit of the students, faculty, staff, alumni, and supporters of Troy University.
C.S.I. Organization Chart

Lauri Dorrill
Associate Controller

Peggy Stewart
C.S.I. Accountant
Staff Accountant II
What C.S.I. does for Troy...

- Provides replacement and specialty I.D. cards for students, faculty, and staff
- Provides laundry services for student housing on campus
- Provides vending services (copy machines)
- Financially supports various University needs
CSI Inc. Accomplishments

• Transfer from Business Services to Not-for-Profit Accounting
• Changed 08/30 year end to 09/30 to compare with other University financial periods
• Began producing own internal financial statements
• Began implementation of financial information into Datatel
2009 Initiatives

- Continue “clean up” of Foundation Funds
- Implement quasi-endowed pool investments for certain Foundation funds
- Complete implementation of Datatel in C.S.I., Inc.
- Continue providing quality accounting information and knowledge for each of our Boards and Troy University Staff with integrity, honesty, and a great attitude!
S.P.A. Mission Statement

The mission of Sponsored Program Accounting at Troy University is to deliver support services to Troy faculty and staff who are managing externally funded grants, contracts, or cooperative agreements.
What S.P.A. does for Troy…

- Provides accounting support and guidelines to grant staff
- Prepares billings and requests for reimbursement
- Monitors collection of payments from sponsors, receives and records payment
- Prepare/provide financial statements
S.P.A. Accomplishments

• Accounted for a total of:
  – 30 Federal Grants $2,719,965
  – 33 State Grants $8,824,324
  – 72 Other Grants $2,665,071

• Completion of the F & A Report
• Completion of FISAP Report
Sponsored Program Initiatives

• Professional development for accountants
• Training of managers of grants
• Specialized software research
• Continue to use cost saving techniques
Limitation

Computer software
Space
Location of staff
Budget reductions from proration
Cost Savings and Service Enhancement

• Streamline accounting procedures and processes
• Seek more proficient ways of providing professional development to staff
• Take full advantages of what technology and enhancements has to offer
Questions?
NOT FOR PROFIT & SPONSORED PROGRAM ACCOUNTING SERVICES

Questions?
The mission of TROY Global Campus Finance is to provide functions essential to the efficient operation of the business and financial affairs of TROY Global Campus.

The mission of Accounts Payable is to provide the highest level of service to Troy University’s departments, students and vendors by processing payments and reimbursements for all Troy University financial obligations in a timely and accurate manner. The goal of Accounts Payable is to assure proper authorization, documentation and expenditure classification for all expenditures in a manner consistent with Troy University policy and State of Alabama regulations.
Effecitve May 1, 2008, the TROY GLOBAL CAMPUS Financial Affairs Office moved under the leadership of TROY Finance and Business Affairs.
Organization Chart
2008/2009

Associate Controller
Brenda Johns

Kathy Bradshaw
Accounting Coordinator

- Shelley Jordan
  Staff Accountant I
- Lyn Thomas
  Accounting Specialist I
- Kathy Harrell
  Account Clerk III
- Lisa Solomon
  Account Clerk II
- Elizabeth McQueen
  Doc Imaging Clerk

Staff Accountant III
Paula Rushing

Accounting Specialist II
Vacant
How We Serve Troy University

- Audit Accounts Payable Check Requests/Invoices for accuracy, proper authorization, documentation and expenditure classification
- Voucher, print, proof and mail all checks for Troy University and Troy University Foundation
- Make daily bank deposits
- Maintain document imaging checks and files
- Process Higher One electronic refunds
- Monthly reconciliations including the general fund, bond accounts, payroll, workstudy, and others
- Initiate and record semi-annual bond payments
- Initiate and record monthly bond interest payments
- Report unclaimed property
- Print and proof 1099's
- Approve Wire Transfers
- Maintain collateral letters and reports
- Audit petty cash disbursement reports for all Global Campus locations (16 funds totaling over $130,000)
- Ensure reconciliation of all TROY Global Campus petty cash funds to the general ledger
- Audit Travel Expense Accounts for Global Campus administration and faculty
- Respond to vendor inquiries and research vendor payments
- Prepare financial analysis reports for TROY Global Campus
- Prepare costing data for solicitations for new programs with organizations such as the Department of Defense
- Maintain Operating Leases for all TROY Global Campus locations
- Perform business functions for all International locations
2008 Accomplishments

• Centralized Global Campus Sponsored Receivables
  – Eliminates duplicate invoicing to third party sponsors
  – Strengthens internal controls
  – Minimizes confusion for students and sponsors
  – More than $18.9 million was invoiced to over 400 third party sponsors during 2007-2008

• Improved Identification of Electronic Payments from 3rd Party Sponsors to 99.92% on Global Campus Bank Account (Wachovia)
  – Identified 2,600 EFT deposits
2008 Accomplishments

- Offered Textbook Vouchers to all Global Campus Students with approved financial aid or third party sponsors
  - Issued more than 7000 textbook vouchers totaling more than $1.3 million
  - Generated additional revenue by charging a 10% handling fee for textbook vouchers
2008 Accomplishments

• Implemented Positive Pay
  – Safeguards against fraudulent checks

• Upgraded 1099 Process from tractor-fed forms to laser-printed press-and-seal

• Processed more than 94,000 checks to vendors
Initiatives

– Automate Textbook Voucher Process (now becomes SFS Goal)

– Consolidate and decrease petty cash accounts at Global Campus locations

– Improve timeliness of Reconciliations
Initiatives

– Research and Implement Accounts Payable automation
  • Automate payables
  • Automate check reconciliations
  • Automate travel reimbursements for employees
  • Automate imports from Datatel into Document Imaging

– Clear Old Encumbrances
Limitations

- **Resources, resources, resources**
  - Human
  - IT
  - Budget
Improved Efficiencies
Revenue Enhancements

• Global Campus Sponsored Receivables Centralization
  – Improved efficiency by decreasing labor hours

• Identification of Electronic Payments from 3rd Party Sponsors
  – Improved cash flow

• Centralized Textbook Vouchers
  – Additional $120,000 annually from Handling Fee
  – Additional Commission from MBS

• Implementation of Positive Pay
  – Improved security
Questions???
Troy University Purchasing and Asset Management

Presented by
Ursula Bryant
Mission Statement

To serve Troy University in its mission to serve its student population by assisting the students, faculty, and staff in facilitating the purchases of goods and services needed to meet both academic and non-academic goals and by maintaining an accurate documentation of assets for accounting and financial purposes on behalf of the University.

To employ and retain competent, dedicated employees to serve the University with Purchasing and Asset Management needs.
Great Team Members Make a Great Team

Ursula Bryant, Director

• Rhonda Goforth, Purchasing Specialist, Troy
• Joyce Buroker, Part-time Clerk, Troy
• (OPEN), Asset Management Specialist, Troy
• Kim Donaldson, Clerk, Troy
• Kathy Hale, Coordinator, Dothan
• Sandy Montgomery, Montgomery
• Sim Wilson, Part-time Clerk, Montgomery
• Rebecca Graham, Phenix City
• 3 student workers-Troy
What We Do....

Purchasing

Online Purchasing and Electronic Approval processes for purchases > $500
- Establish policies and procedures
- Train initiators and approvers
- Maintain vendor files in Datatel

**Competitive Bid Process – solicit, open and maintain bids**
- Title 39 for Public Works
- Title 42 for goods and services

**Maintain insurance for over 250 buildings and structures**
- File insurance claims
- Request payment for premiums
- Re-certify coverage annually

**Administration of the University Purchasing Card Program**
- Establish policy and procedures
- Issue new cards, reissue expired cards
- Train new cardholder and coder/reviewers
- Monitor transactions of cardholders
- Audit transactions to receipts
Asset Management

Document the cost of new assets purchased into database
  Tag new assets
Document movement of assets
  Reassign usable surplus assets
Dispose of surplus assets no longer of service
  Transfers
  Sales
Maintain deeds, notes to deeds and land maps
Asset Management

Planning phase for RFID is complete. Database (written by Greg Price) completed in January 09. Training and implementation to follow immediately.
**SACS Update**

**Purchasing:**
- Continued service and processes which support the University’s mission.
- Online requisition and electronic approval process – a continuing success: purchase orders are generated daily and on emergency demand.

**Asset Management:**
- Continued service in documenting assets for accounting and financial purposes.
Online Requisitions and Electronic Approvals

2008 Processed Purchase Order Count - 4,124 (all)

Training: Initiators - 55 Approvers - 17

Purchasing Card Program:
94 Active Cardholders (9/30/08)
  Monitored 100% of all card transactions
  Trained 4 new cardholders & 4 coder/reviewers
  Retrained all coder reviewers in May 2008 - new processes
  Collected and audited cardholder files for 07/08

07 FY - 08 FY-
  3,900 transactions  4,890 transactions
  $922,052 charges $1,054,454 charges
Accomplishments Competitive Bid Process

- Title 41 Good and Services
  - Standard bids - 172
  - Land Improvements – 10

- Title 39 Public Works - 4
  Wright Hall (2), MSCX and Collegedale

- RFP’s - 4
  Murals
  Technology
  Golf Carts Leases
  Business Symposium

Utility Conversion
Sidewalks
Lighting - Dothan
Davis Theater Parking - Montgomery
Golf Course, including bridge, pump and Hole #8 refurbishment Irrigation systems and landscape improvements

bids@troy.edu
<table>
<thead>
<tr>
<th>Asset Management Accomplishments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical inventory of capital and non-capital assets</td>
</tr>
</tbody>
</table>

- **Added and tagged capital assets** ($5,000 + per item)
  - 83 assets
  - $962,354 purchase value

- **Added to database non-capital assets** (Less than $5,000 per item)
  - 2,500 + items
  - $3.1 million purchase value

---

**Conducted Surplus Sales - 3**

- $7,283
- Avg 70% warehoused items sold
  - (furniture, physical plant equipment, misc)

asset@troy.edu
From a full house

Asset Accomplishment - No landfill for technology assets

CPU’s  Keyboards
CRT Monitors
Printers  Scanners
Miscellaneous Technology
Electronic Components

Ready to fill it up again
Program-Cost savings/Enhancements

- Disposal of all obsolete technology items with no landfill - all Alabama campuses & several GC locations. Hard drives pulled by Asset Management staff and crushed by IT staff. Safe disposal of technology assets
- Updated the audit process for Purchasing Cards to a monthly process. Quicker attention to card issues
- Documentation of University property deeds – verification of deed on file and mapping of land. This is the first known time this has ever been thoroughly reviewed
- Audited Blanket Purchase Orders for Physical Plant – assisted with implementing new reporting and filing processes. Provided new procedures, filing systems and reports for verification of purchased goods by Physical Plant
Looking Forward...

• **E-Procurement Solutions**
  – Mercury Commerce Easy Purchase – web based interface solution with Datatel that will reduce the cost of individual purchasing transactions from $80+ to less than $20

• **Electronic Bid Process**
  – Mercury Commerce Easy Bid – web based interface solution with Datatel that will reduce the cost of the bid process by converting processes, including document storage, to an electronic process.

• **Warranty Deed for Land**
  – Reduce the number of individual deeds maintained on file
  – Allow historical deeds to be archived and preserved
Limitations

• Mercury Commerce-E-solution – time barriers due to intense delivery of RFID

• Deeds – process takes time and capability to discern technical aspects of deeds and warranty deeds
The Procurement Cycle, Before

1. Search Paper, CD and Online Catalogs
2. Generate Manual Requisition
3. Route for Approval
4. Capture Requisition and Accounting Data
5. Generate Paper PO
6. Fax or Mail PO
7. Vendor Ships Order

Elapsed Time - Cycle Start to Cycle Completion, 45-60 DAYS

Just a glimpse
The Procurement Cycle, After

1. Search Online Catalogs with Organization’s Vendors and Pricing
2. Build Requisition
3. Route for Approval with e-Mail Notification
4. Purchase Order To Vendor via Fax, Mail, e-Mail or XML
5. Vendor Ships Order
6. Desktop Receiving

Controlled Spend

Elapsed Time ~ Cycle Start to Cycle Complete, approx. 15 days
MISSION STATEMENT

The Office Of Business Services and its units provide an integral part of the University’s educational service environment. These operations provide benefits in educational, service and recreational needs. The programs, services and facilities offered by these operations help enhance the quality of university life, sustain enrollment and assist students with seamless movement through the administrative process and throughout TROY University and across the campuses in Alabama.
BUSINESS SERVICES

HOW DO WE SERVE TROY?

Bookstore Contract Management & Operations
   Troy, Montgomery, Dothan, Phenix City, University College

Dining Services Contract Management & Operations
   Troy, Montgomery

Purchasing
ID & Box Office
   Blackboard Transaction Card and Identification Card
   Parking Ticket Collections – Troy

University Post Office

Creative Services, Printing & Fleet Copier Management

Travel Contract Management

Golf Course Operations

University Marks Licensing Program

Coca-Cola Contract Administration

Troy Snax Contract Administration

Auxiliary Services Office – Montgomery
   Front Desk Management
   Identification Card Program
   Bookstore Liaison
   Coordinate and handle “FLOATER” positions

Mail Room & Copiers
   Assist with parking decals sales

Property Acquisition & Management
A year ago, we ended our presentation with …

MAJOR PROJECTS THAT WILL BE UNDERTAKEN

Smooth Transition from Student Services Division to Financial Affairs Division

Dothan Bookstore Upgrade & Convenience Food

Trojan Mail & Graphic Services Merger and Bestsourcing

Travel Management Initiatives

Meet Expectations!!!

What have we achieved …
TRANSITION COMPLETE

OR TRANSFORMATION ONGOING ...
TROJAN MAIL & GRAPHICS

Outsourced Printing & Mail Operations to IKON
  RFP evaluation
  Site Visits

Administration moved to Finance & Business Affairs

Predictability of costs of operations & cost recovery and profit potential

New Facility at the Trojan Center allowing:
  superior customer service
  enhanced capabilities with digital technology
  consistency of equipment throughout TROY
Troy & Montgomery fleet transitioned
  Best practices and evaluation of needs being conducted

Employee Transition: three Troy payroll, seven with IKON
Fleet Copiers and Office Copiers are now going through this operation

Future Cost Savings
TRAVEL INITIATIVE

Entered into partnership with All Seasons Travel (through RFP issue and selection process) to require all air travel to be booked through this channel after approval from Chancellors Cabinet.

The ePolicy manual was updated to reflect this requirement.

Benefits

- Reporting – access to air travel periodic reports
- Access to one-stop shop for travel
- Agency assistance in times of emergency
- Updated information about the travel marketplace through monthly newsletters and relevant updates
- Access to after hours travel assistance services
- Access to consolidator fares for international travel
- Enrollment in SkyBonus program through Delta
- Enrollment in SWABIZ through Southwest Airlines
TRAVEL INITIATIVE

Summary for TROY UNIVERSITY – 01/01/08 through 12/31/08
(started booking in June 2008)

➢ 160 Traveler Profiles on file at AST & Cliqbook
➢ 508 ticket transactions
➢ 475 service fee tickets issued for $10,375 (avg. $21.84)
➢ Total negotiated savings over lowest available fares of $18,956.50
➢ Total Savings Including Exceptions was $18,227.12
➢ Delta SkyBonus Miles Earned = 1430
ONGOING
OPERATIONS
REVIEW
B&N paid Troy University

$1,423,399.99 in commission for the 2007-2008 period $292,153.54 or 25.83% over the $1,131,246.46 for the 2006-2007 period

$1,131,246.45 in commission for the 2006-2007 period $202,349.54 or 21.78% over the $928,896.91 for the 2005-2006 period
## UNIVERSITY BOOKSTORE

### Annual Sales Comparisons – (August 1 to July 31)

<table>
<thead>
<tr>
<th>City</th>
<th>2006-2007</th>
<th>2007-2008</th>
<th>$ Change</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dothan</td>
<td>$1,034,010.64</td>
<td>$856,020.61</td>
<td>-$177,990.03</td>
<td>-17.21%</td>
</tr>
<tr>
<td>Montgomery</td>
<td>$1,875,605.64</td>
<td>$1,443,427.15</td>
<td>-$432,178.49</td>
<td>-23.04%</td>
</tr>
<tr>
<td>Phenix City</td>
<td>$1,154,417.90</td>
<td>$1,080,966.81</td>
<td>-$73,451.09</td>
<td>-6.36%</td>
</tr>
<tr>
<td>Troy</td>
<td>$3,129,988.74</td>
<td>$3,935,955.87</td>
<td>$805,967.13</td>
<td>25.75%</td>
</tr>
<tr>
<td>MBS Direct</td>
<td>$2,623,257.91</td>
<td>$4,472,963.03</td>
<td>$1,849,705.12</td>
<td>70.51%</td>
</tr>
<tr>
<td>Overall</td>
<td>$9,817,280.56</td>
<td>$11,789,333.27</td>
<td>$1,972,052.64</td>
<td>20.09%</td>
</tr>
</tbody>
</table>

### Troy Merchandise Sales (Branded Merchandise)

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Dothan</td>
<td>$16,902</td>
<td>$21,577</td>
<td>$23,725</td>
</tr>
<tr>
<td>Montgomery</td>
<td>$22,007</td>
<td>$35,949</td>
<td>$35,642</td>
</tr>
<tr>
<td>Phenix City</td>
<td>$9,556</td>
<td>$13,738</td>
<td>$18,620</td>
</tr>
<tr>
<td>Troy</td>
<td>$284,107</td>
<td>$497,198</td>
<td>$655,037</td>
</tr>
<tr>
<td>Overall</td>
<td>$332,196</td>
<td>$568,463</td>
<td>$733,026</td>
</tr>
</tbody>
</table>
BOX OFFICE, BLACKBOARD & ID CARD SYSTEM

Added a new ID card machine to speed up traffic during IMPACT and registration and to provide redundancy.

Parking Ticket Collections

Box Office Operations

Blackboard System
- Laundry facilities throughout campus accept both cash and Trojan Card as form of payment
- System operational
- Credit card use increasing steadily
  Since introduction on August 22, 2006:
    $426,263.52 in credit card sales
    8.46% of all sales are credit card sales
    9.01% of all transactions are credit card transactions

Fall Semester 2007 v/s Fall Semester 2008
Credit Card Sales - 7.06% (2007) increased to 9.45% (2008)
Credit Card Transactions – 8.01% (2007) increased to 10.02% (2008)
June 2009 – only covers first quarter of the year

The contract with SMA is valid through June 30, 2010. We receive 75% of all royalties up to $100,000 and 80% % above $100,000.

The SMA contract was signed in June 2004

Troy charges 8% royalty for use of logo. In order to determine approximate sales, we assume items resell for 50% mark-up on selling price, therefore our commission is based on half the retail sales. In order to determine the approximate retail value of sale, multiply the licensing revenue by a factor of 25. (year ended June 2008 – sales = $1.9 million)
DINING SERVICES

Transition from Student Services to Finance & Business Affairs

Sodexo Dining Services
  Billing Issues Clean-Up
  Convenience Store Opened
    Montgomery
    Troy
  New General Manager
  New Regional Manager
  New Facility

Dothan Food Services
  Red Owl Plantation Contract
    through RFP issue and evaluation
    better service and pricing for students
    return to University (none currently)
**Goals**
- Form a landmark in the campus plan
- Create pathways and connections to existing and future campus locations
- Take advantage of opportunities for social spaces
- Utilize and expand upon existing green spaces
- Capture Natural Light

**A New Dining Facility**
For Troy University
PROPERTY ACQUISITION
parking lot
Collegedale Street
PROPERTY
potential purchases

North Franklin Drive

413 Collegedale

709 Elm Street & 711 Elm Street
COST SAVINGS & SERVICE / REVENUE ENHANCEMENT

Barnes & Noble:
8 Full Time & 5 part time positions off Troy’s payroll
Additional Revenue = $2,163,577.25 (above annual $440K - internal)
(last three years)

IKON:
Outsourcing has allowed greater efficiencies and superior service
Financial Impact will be measurable next year (current cost ± $620K)
7 Full Time & 2 part time positions off Troy’s payroll

Strategic Marketing Affiliates (licensing):
Pre SMA = $17,000 average a year for 5 years
Post SMA = $64,222 average for 4 years (SMA cost = 25% of royalties)
Net Four Year Effect = increase of $125,000

Blackboard Transaction Card System & Dining:
Allowed us to enhance meal plan options and accept credit cards
Since Aug 22, 2006 – more than $450,000 in credit card sales
LIMITATIONS

HIGHER EDUCATION OPPORTUNITY ACT
Textbook disclosure requirements – B&N is working with Dr. Fulmer to insure compliance

STAFFING
Having to do more with fewer staff & resources

ECONOMY
Vendors are being forced to charge more and are not willing to give us the “big” buck

UNCERTAINTY
Difficult to put together projections in conditions of uncertainty
THE FUTURE

Resident Dining Building Facility

Enhance Purchasing Processes

Enhance Mail & Graphic Services

Find & Implement New Cost Savings Initiatives

Meet Expectations!!!
QUESTIONS ...

THE END
Mission
The Human Resources Department seeks to provide the benefit, payroll, employee relations, and policy administration services necessary for Troy University to attract, motivate, and keep quality employees to support the ongoing university mission of coeducational, undergraduate and graduate education, and public service.
Full-time staff = 13; PT = 3
Employee Relations = 9
Benefits = 1.5
Payroll = 2.5
Compensation = 1
Training = 0.5
HR Services

- Applications processed: 3,688 by 1.5 employees
- Paychecks completed: 45,853 = $96,076,558 by 2.5 employees
- Benefit packets processed: 1,637 = 1,054 covered employees = $7,300,000 in health insurance claims handled by 1.5 employees
- Supervisor and employee counseling sessions: 786 by 4 employees
SACS Preparation Status

• Records are in order and easily accessible.
• Several job descriptions for key administrators are still needed.
• Policies and procedures regarding faculty searches are published on the University website.
• Evidence of annual performance evaluations was provided to SACS.
2008 Accomplishments

• Strategic initiatives
  
  – Implemented online timecard initiative.
    • Eliminates manual processing of 41,000 timecards annually saving $50,000
  
  – Implemented background checks for all new hires.
    • Will conduct approximately 1,100 background checks annually.
    • Will improve hiring practices and overall safety.
2008 Accomplishments

• **Annual goals**
  – Revised Classified and Professional Staff performance evaluation forms – Cayce Rogers

  – Renewed life insurance and long-term disability insurance and realized a $100,000 annual savings – Nancy Chinberg

  – Conducted 40 training and development programs for employees on all campuses – Janet McQueen

  – Wrote more than 130 job descriptions for departments throughout the University – Cayce Rogers

• **Unanticipated**
  – Changed the method for paying Rx claims resulting in over $100,000 of annual savings – Nancy Chinberg
2009 Initiatives

- **Strategic**
  - Implement Datatel’s electronic pay advice function - Susan Quarles, Brenda Walker, Jane Wilson
  - Was shifted from 2008 to 2009 due to technical difficulties currently being addressed by Datatel.
  - Eliminates manual processing of 55,000 pay advices saving $30,000 annually.

  - Purchase and implement PeopleAdmin software for online employment paperwork and recruiting – Tonya Senn, Brooke Strickland, Judy Ray, Janet McQueen, Cayce Rogers
  - Was shifted from 2008 to 2009 due to delays in implementing the online timecard initiative.
  - Estimated to save over $100,000 annually in manpower, recruiting, printing, and routing costs.
2009 Initiatives

• Annual
  – Complete job descriptions for Classified Staff positions – Cayce Rogers
  – Revise the Staff Handbook – Brooke Strickland
  – Transition leave submission for salaried employees online – Susan Quarles
  – Finalize development of a management certificate program and publish a training catalog – Janet McQueen
Obstacles to Initiatives

• Sufficient IT resources to support implementation of new software solutions.

• Funding needed to expand training and development offerings.
Cost Savings

- HRA added to the Health Insurance plan resulting in cost containment well below national and industry averages.
- Life and LTD insurance premiums reduced by over $400,000 since 2005. Will continue at a $200,000 annual savings for the next 2.5 years.
- Consolidated advertising of job vacancies for all campuses saving approximately $75,000 annually.
- Online benefit enrollment system saves approximately $30,000 annually.
- Prescription drug program management was changed to yield a $100,000 annual savings.
- Online timecard system resulted in annual savings of approximately $50,000.
- **Total realized cost savings from 8/1/05 to 12/31/08 = $700,000**
- **Total future cost savings from 1/1/09 to 2011 = $1.1 million**
Questions?