FINANCE & ADMINISTRATION

2022 ANNUAL REPORT

AP
Austin Peay
State University
CLARKSVILLE ✶ TENNESSEE

TABLE OF CONTENTS

MISSION STATEMENT

Finance and Administration actively works as a team of engaged professionals to provide extraordinary communication, leadership, and service to our university and surrounding community through the efficient and effective use of human, financial and technological resources to support student success.
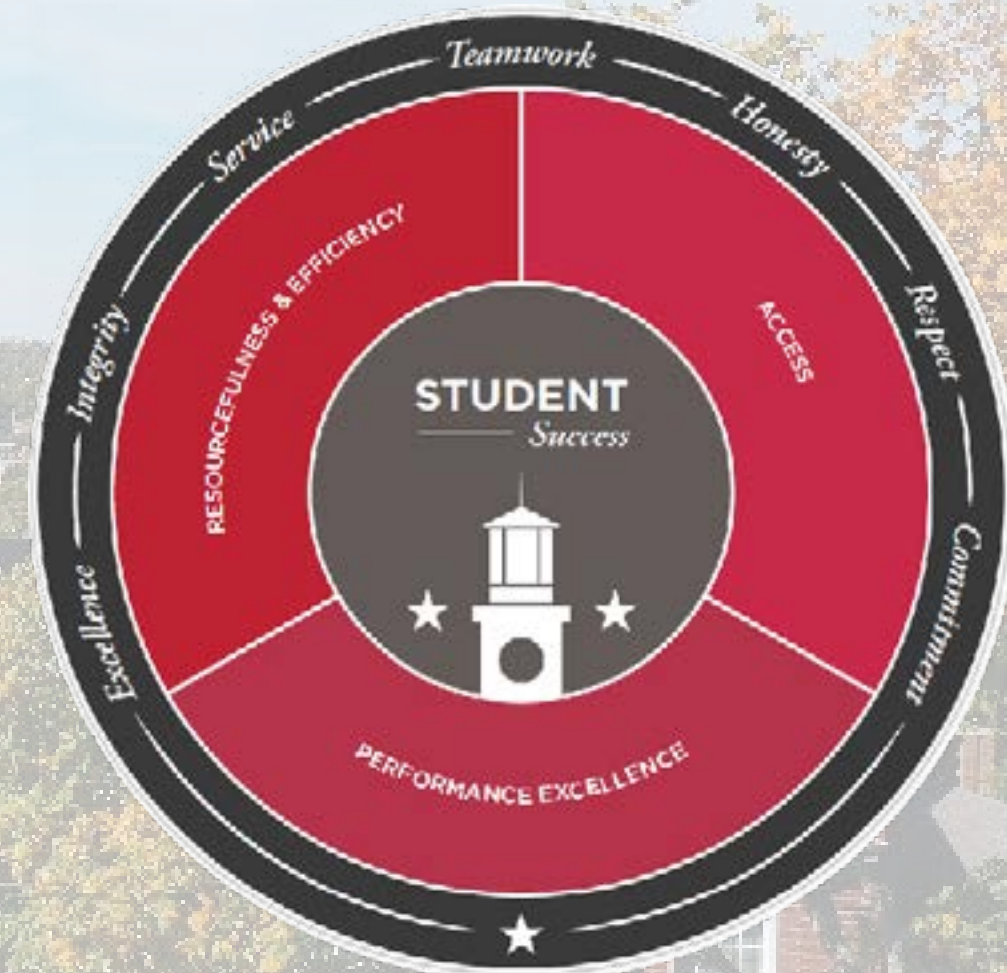
Budget and Finance provides a wide range of financial services that support and assist in maintaining a strong fiscal environment for the University.

Main Areas

- Budget & Financial Planning

- Accounting Services

- Auxiliary Support Services

  - Ann R. Ross Bookstore

  - Campus Post Office

- Payroll Services

- Procurement

- Student Account Services

Major Accomplishments

- Developed a user-friendly budget calendar for Department and Senior Leaders highlighting budget deadlines and milestones.

- Began developing a database to combine organizational structure with reporting to management. The goal of this on-going project is to find new ways to provide additional financial planning information to campus leaders.

- The Budget Advisory Task Force membership was restructured in an effort to improve its effectiveness. To better reflect the various stakeholders and perspectives involved in the process, we now have representation from each division along with faculty, staff, and student senators—President's Senior Leaders serve as ex-officio members to support the task force.

- Created a budget training module on our webpage that has benefited University employees who have budget oversight responsibility. It has provided a convenient and accessible way for individuals to enhance knowledge related to available resources for budget and expense tracking.

Primary Goals

- Review new budgeting techniques to improve decision-making. We will develop a holistic budget/planning approach that involves a thorough analysis of various components within the University (i.e., revenue, expenses, programs, etc.). The review will include both the University's Strategic Plan as well as historical practices, with a focus on financial data, performance indicators and qualitative factors. By taking this approach, we can ensure that budget allocations are aligned with the University's long-term vision, facilitate resource optimization, and drive sustainable growth.

- Create a Budget FAQ section for our webpage which will allow the campus community to easily and quickly find solutions to common budget-related matters.

Major Accomplishments

- Completed FY 22 with no findings or management letter comments.
- Implemented a month-end closing process that has proven instrumental in ensuring timely and accurate financial reporting. Establishing this process has introduced clear timelines, defined responsibilities, and standardized procedures, resulting in improved accountability and coordination among team members. It encompasses reconciling accounts, reviewing transactions, adjusting entries, and preparing financial statements. It will also reduce time spent on corrections and reconciliations at the fiscal year-end.
- Implemented a consistent workflow system for payment processing through accounts payable using the Jagger SciQuest module. Payments initiated in this module record the expense and encumbrance, creating a more efficient way to record disbursements and eliminating errors related to manual bank entries.
- Implemented software to track international tax reporting. As our university has grown more diverse, we are obligated to recognize and report information to tax authorities. The internal audit recommended implementing a data collection system that would improve accuracy and enhance compliance with global tax laws and regulations.

Primary Goals

- Implement a new travel system, Chrome River, to streamline the entire travel process. The goal is to have an automated travel system that is user-friendly and easily accessible for employees. The new travel system will enhance overall travel management, improve compliance, save time, and optimize cost control.

- Develop a comprehensive accounting guidelines manual that will outline standardized procedures and best practices for various accounting processes. The manual will create a structured framework that helps onboard new employees, enables cross-training, and facilitates knowledge transfer within the accounting team.

Primary Goals

- Add package/mail lockers to provide after-hours services and access for students.

- Improve vending machine service by focusing on ways to enhance customer satisfaction.

Major Accomplishments

- Collaborated with University officials on services provided by the contracted bookstore vendor, Barnes and Noble, and developed a "road map" to bring about change that would enhance student and community relations.

- Partnered with Coke to provide no-cost products to Athletics and Advancement that benefit student-athletes and community events.

- Served as liaison between campus departments and the University bookstore to begin using Tungsten software to enable the bookstore to efficiently handle orders, payments, and inventory management for educational materials requested by veterans. It integrates with Veterans Affairs systems, allowing real-time updates and seamless data exchange.

Major Accomplishments

- Worked with the IT department to develop a workflow ticketing system to streamline and enhance the efficiency of the purchasing process. This system provides a centralized platform where purchase requests, approvals, and order tracking can be managed seamlessly. Through the ticketing system, stakeholders can collaborate, communicate, and provide feedback on purchase requests, ensuring transparency and accountability. The system also allows for easy tracking of ticket statuses, providing visibility into the purchasing process and enabling timely follow-ups.

- Combined the travel and purchasing cards into one card to simplify processes and enhance conveniences for users. The integrated card (Corporate Card) offers a comprehensive solution for both travel-related expenses and general purchasing needs.

Primary Goals

- Develop compliance practices for corporate card usage to ensure accountability, mitigate risks, and maintain financial integrity at APSU. This includes setting spending limits, defining eligible expenses, and outlining the approval process for card transactions.

Primary Goals

- Work with the new Military division to create a smooth transition into a one-stop-shop for all military students. We will strive for proactive outreach to build awareness and garner support for the new division, and foster a culture of collaboration, providing the necessary resources and maintaining transparent communication so that it will be successfully established at the APSU Fort Campbell Center.
- Prepare for collapsing terms at APSU. The impact on Student Account Services will be significant. In an effort to provide the least impact on our students, we will collaborate with other offices on campus to effectively communicate and be proactive in our outreach for process changes. Our goal will be to help students navigate these changes with minimal disruption to their academic endeavors.

Major Accomplishments

- To evaluate and improve the effectiveness of student accounts, a business process review was performed for student billing, payment processing, financial aid disbursement, cashiering, receivables, collections and reporting in the student account services area. The comprehensive analysis involved examining existing processes, workflows, and systems to identify potential bottlenecks, redundancies, and areas for improvement. Positive changes were implemented that will benefit financial costs, increase efficiency and ultimately provide better service to the campus community.
- Played an instrumental role in the implementation of Tungsten, a robust software that supports our military students and their educational needs. Tungsten replaces the manual process that student accounts services used with an automated system that simplifies the process for military students to access the necessary educational materials for academic success.
- Collaborated with the Registrar's office to inventory and audit student course fees.

Major Accomplishments

- Began creating the new Master Plan.
- Received $32 million additional funds for the Health Professions Buildling, and $1.6 million for campus-wide HVAC controls.
- Completed the design phase for five projects: Health Professional Buildng, University Welcome Center, Kimbrough Classroom and Office Renovations, Dunn Center HVAC & Electrical Moderinzation Phase 1 and C.E. Harvill Food Venue Renovation.
- Completed the following projects: Music/Mass Communication HVAC replacement, Sundquist Exhaust System Controls Phase 1, Fortera Stadium Turf and Track Replacement, and the Atheltics Master Plan.
- The Newton Center was the final roof to be replaced. This wrapped up the overall reroofing project of Woodward, Claxton, Miller, parts of Kimbrough, Harned, Browning, Clement, and McCord

Primary Goals

- Develop a customer service questionnaire.
- Partnering with GIS to begin the process of a physical survey of interior spaces on campus.
- Complete the new Campus Master Plan.

Primary Goals

- Design a classification and compensation plan that reflects market data, best practices within higher education, and the financial resources of the University.
- Design a performance management system that strategically aligns performance management to the new compensation philosophy and strategy.
- Develop additional initiatives for Be Fit. Be Well. Be A Gov. that supports employee's physical, mental, and financial wellbeing.

Major Accomplishments

- Implemented a third-party solution to securely provide employment verification for all former and existing APSU employees.

- Initiated a paperless staff hiring process within PeopleAdmin.

- Upgraded PeopleAdmin to increase the ease of use for our employees.

- Updated paperless student and temporary hiring workflows.

- Enhanced the new employee orientation by implementing a Becoming a Gov in-person aspect with various campus leaders to share key information.

- Began a compensation study for university employees.

Major Accomplishments

- Increased the minimum password length to 12 characters and the minimum password reset timeframe to one year. This change will help make the university infrastructure more secure.
- Rolled out Multi-Factor Authentication to enhance the security of sensitive data and reduce risks to systems' access.
- Transitioned the phone solution to a cloud environment. This project has improved communication and collaboration across the university.
- Set up a new satellite location for dual enrollment students in Springfield at Innovation Academy. This project ensured we could provide faculty and students with up-to-date and reliable technology to simulate the on-campus college technology experience.
- Completed the employee computer replacement refresh for faculty and staff at 100% within a six-month period.

Primary Goals

- Complete the term collapse project. In conjunction with the Provost's Office, complete the initial planning from the IT side, including impacts, timeline, and IT milestones.
- Begin the network refresh project for the main campus to include residence halls. This will improve network coverage and wireless network expansion in other campus areas.
- Continue end-user computer support improvements. This will allow for improved support for Macs (Jamf), greater access to approved software (Software Store), and improved patching/patch management for PCs (Intune).
- Begin migrating the existing campus security cameras to a cloud environment. This will allow for efficiency and continuous surveillance and monitoring to ensure the safety of our faculty, staff, and students.
- Merge O365 employee and student tenants into one tenant. This will allow improved collaboration between faculty and students through various available Microsoft applications and tools.

Major Accomplishments

- Fortera Stadium Nutrition Room Improvements
- Install new water line for soccer field water fountain
- Remodel two offices in Browning for Public Relations
- Raised over $10,000 for Arboretum Fund through annual native plant sale
- Improved Dunn Bowl for use by APSU marching band and University Recreation
- Partnered with Cumberland River Compact to plant over 100 native trees on campus
- Upgraded Kiln Shed for Art Department
- Assisted with the installation of goal line cameras in Fortera Stadium
- Coordinated installation of Maynard Athletic Complex signage
- Renovated office in Browning for Comptroller
- Upgraded finishes in Human Resources Offices
- Installed exterior receptacles at Browning and Archwood for Holiday Decorations
- Installed new concrete ADA ramp at 325 Drane St.

Primary Goals

- Formalize a structure for performing small renovations with in-house labor.
- Increase the hours of training provided annually to Physical Plant staff.
- Develop a monthly energy report with building-level breakout.

Major Accomplishments

- Implemented new safety (Rave Guardian) and emergency management (Rave Collaborate) software to better communicate with and serve the university community.

- Implemented new parking management software for daily operations and upcoming event parking management.

- APSU Police joined a community-wide crisis intervention team to better prepare for and respond to individuals having a mental health crisis.

- Enhanced community preparedness by providing training for 985 individuals in 38 PeayPared workshops.

- Improved emergency communications by offering alerts in six languages.

- Rolled out community parking solutions for utilization of College St parking by patrons of F&M Bank Arena.

Primary Goals

- Workers' Compensation: Create an easy-to-navigate process through better communication/information, training, and customer service.
- Risk Management: Explore a centralized risk management function to serve the university community better and reduce liability.
- Parking: Provide better customer service to the ADA parking community by creating ADA permits that continue to renew rather than expire.

FINANCE & ADMINISTRATION

Browning 115
Box 4635
Clarksville, TN 37044
931-221-7883
financeAdmin@apsu.edu
apsu.edu/fin-admin