

The mission of Business Services is to support the teaching and research efforts of the University by applying continuous quality with each service we provide. We continually monitor our customers' needs and are committed to employ innovative technologies in the most effective and efficient manner possible.

Business Services Yearly Report

2008

1. 2007-2008 Highlights

Major Achievements

Innovation Agenda Support

In 2007-2008, Business Services worked collaboratively across OSU to assist the university in fulfilling its role as a key strategic contributor to The Oregon Innovation Agenda. Working with COE, in 2008 we took control of the HP Building 11 (B11) office and lab space, and we have made progress toward the vision of B11 becoming a hub of innovation and excellence. We have entered into leasing agreements with several “start up” technology companies that are in various stages of technology development.

Emergency Preparedness

Due to safety concerns and tragedies affecting universities in 2007-2008, there has been heightened awareness of the need for Emergency Preparedness in universities across the nation. In collaboration with EHS, Business Services has proactively involved in leadership roles on OSU's Emergency Preparedness Steering Committee (EPSC). In addition to the Director of Business Services' involvement in co-chairing the committee, the Office of Risk Management has a subcommittee for implementing a standardized and centralized approach for Building Security and Access. Additional accomplishments by the EPSC include leading the campus in the procurement of the Campus Alert Notification Systems and developing an “Emergency Preparedness at OSU”.

Other areas of the emergency preparedness planning in which Business Services is involved, includes:

- a. Development of the OSU "Emergency Procurement Policy" by PaCS that outlines the purchasing procedures if an emergency is declared
- b. Creation of a "Campus Resources" list by Inventory Control that provides a list and location of capital equipment, such as large machinery, that is available for use during emergency response
- c. Ensure the operability of a fueling island in the event of a power outage

Business Center Support and Preparation

In 2008, members of Business Services were involved in the planning and implementation phases of the Health Sciences Business Center. In 2009, we are ready to actively engage in the process of planning the follow-on business centers. We are committed to providing tools and process improvements to drive administrative efficiencies within our current structure. In the coming year, we are ready to take the steps necessary to transition our existing financial services team to the business center model.

"INTO OSU" Joint Venture

In 2008, we joined with other university members to begin evaluating the feasibility of a proposed Joint Venture ("INTO OSU") that will specifically target qualified international students for recruitment to OSU. We are ready to further support the INTO OSU initiative decision making process, and implementation planning, as needed.

Initiatives and Outcomes

a. Student Engagement and Success

- i. In FY08, Business Services provided many opportunities for student workers to gain experience and to help us achieve critical objectives.
 - » Business Services supported over 77,900 student labor hours.
- ii. The Student Sustainability Center (SSC) provided a facility for students to explore ideas and share their enthusiasm for creating a sustainable community. During FY08, more than 300 students, 10 student volunteers, and 6 paid student staff joined together in support of the Student Sustainability Initiative (SSI) to tackle a number of exciting challenges, including
 - » Developing the "Solar Trailer", a portable trailer that captures and stores solar energy, which can be used to provide a temporary source of 100% renewable electrical power for outdoor events on campus such as concerts, or other outdoor events such as DaVinci Days festival or the Oregon Country Fair.

- » The Solar Trailer was designed and developed by students with funding support and mentoring from SSI, while an additional \$20,000 in product donations and discounts were also contributed by companies.
- » Sponsoring the “Campus Carbon Challenge”, a student project to educate and encourage the campus community to reduce their carbon footprint in the month of February, and then report back on their progress and experience. More than 300 students, faculty and staff participated in the challenge.
- » The “Oak Creek Restoration” project involving student volunteer work parties organized to restore the OSU campus stretch of Oak Creek by removing invasive blackberry and ivy species and then following up by planting native plants.

iii. OSU Printing and Mailing (P&M) provides an excellent ‘hands-on’ environment for OSU Students to apply their education and skills.

- » OSU Graphic Arts Student Interns taught a total of 8 Introductory and Advanced Adobe Acrobat classes as a part of our highly successful InDesign workshops.
 - We have added an Adobe Acrobat Professional session to our software education workshop, which will be taught by OSU students, as well.
- » Hosted 4 members of an OSU Mechanical Engineering team as part of their IE366 Work Systems Engineering Design class
 - This team analyzed shipping department work flow processes and made practical recommendations
 - P&M collaborated with Business Services IT to implement technology recommendations, while also implementing the team’s work flow improvements to achieve an overall 25% improvement in customer service turnaround.

iv. Risk Management worked across campus to understand and mitigate OSU’s risk exposure.

- » Implemented an insurance program designed for special events/activities for Recognized Student Organizations, which impacts approximately 3,500 students on campus
- » Provided leadership and consulted with campus groups to assist OSU in hosting the “Battle of the Bands” and “Snow in the Quad”, significant community events in which there were no major incidents
- » Provided training related to background checks on people who will be working with minors.

v. The use of Motor Pool vehicles facilitate OSU's commitment to 'hands-on' learning by enabling cost effective transportation into the field.

» Twelve passenger vans were used to transport student and faculty researchers 1.2 million miles in FY08

b. Research and Its Impact

i. Worked collaboratively with Business Affairs and OSU's Research community to implement business controls and policies required to qualify for research grants on an ongoing basis, and to be recognized as a leading research institution

» OSU owns more than 7,000 capital assets, valued at more than \$850M

» OSU successfully passed the 2008 Office of Naval Research Property Control System Analysis (PCSA) audit

ii. More than 110 Motor Pool vehicles are dispatched to OSU researchers for the Summer Field season, a 20% increase this year in the number of researchers served

c. Outreach and Engagement

i. Sponsored the 11th Annual Merchant Expo at which OSU hosted 70 merchant booths where local vendors, MWESB, Qualified Rehabilitation Facilities and other OSU contract vendors displayed their product and service information.

» Attendance at this year's Expo grew 18% to over 700 OSU staff.

ii. Business Services hosted the 8th Annual Training Days, where attendance increased by 71 attendees over the previous year and the number of training hours increased by 41%.

» In collaboration with University Advancement, Training Days worked to attract more faculty and academic staff by offering new sessions from PERS, OSURA, IS Technology Support Services, Career Services, Institutional Research and the Registrar's Office.

iii. Partnered with University Advancement and USPS to successfully promote and celebrate "American Scientists Postage Stamp First Day Sale and Linus Pauling Stamp and Commemorative Postmark Release".

iv. Established Risk Advisory Board consisting of 12 people across the campus that represents high risk or high claims environments, plus members from HR and from the University Safety Committee.

» The Board is leading an Enterprise Risk Management Initiative, which encourages a more comprehensive approach to managing risk issues.

iv. Risk Management proactively communicated recent OAR revisions effecting OSU's Alcoholic Beverage Policy, and is representing OSU on the Alcohol Partnership Coalition Board as a board member.

v. With our recently obtained State of Oregon Driver Education Training certification, Business Services will soon be able to support the OSU Traffic Safety Program by offering an up-to-date traffic safety training curriculum.

d. Community & Diversity

i. Student Sustainability Initiative (SSI) planned and sponsored activities to focus awareness on environmental and sustainability issues

- » Sponsored "Focus the Nation", an OSU campus event and opportunity to educate about climate change
- » Included workshops put on by OSU faculty and community members
- » Hosted an information fair that brought together community organizations working on climate change issues
- » SSI was one of the main sponsors and event organizers of Earth Week 2008 in Corvallis
- » Worked to organize the annual Earth Week Community Fair, the Earth Week Kick Off, Environmental Justice Fair and Panel, Celebration of Environmental Literature and Thought, and the Tree Planting.
- » Established a campus composting program that composts kitchen waste and coffee grounds from campus dining halls and coffee shops

ii. We serve the University and Corvallis communities and are actively involved in such events as Da Vinci Days, Corvallis Fall Festival, Benton County Fair, and the July 4th Riverfront Red, White, and Blues Festival among others.

- » Recycle efforts yielded
- » 1.0 million mix paper recycled
- » 5,000 yards of cardboard
- » 1,500 yards of bottles and cans
- » Shredded 200,000 lbs. of campus confidential materials
- » Redistribution efforts included
- » 3,600 lbs of clothes and house wares provided to Vina Moses and Goodwill Industries
- » 1,000 lbs of furniture collected and redistributed
- » 200 lbs of food donated to Linn Benton Food Share
- » Friends of the Library weekly book collections and the annual book sale cleanup yielded 110,000 lbs of books recycled

iii. Business Service employees contributed over 2,600 volunteer hours serving the community in Linn and Benton Counties.

e. International-level Activities and Accomplishments

i. Business Services is working collaboratively across the division to put a plan in place to further engage with INTO University Partnerships in a prospective joint venture that will increase OSU's ability to identify, compete for, and help retain qualified international students

ii. As a service to OSU Faculty and Students, Risk Management maintains an OSU website that provides information to help one prepare for international travel, or deal with emergency situations while traveling abroad.

» The website also includes information useful for evacuating foreign students

f. Other Appropriate Initiatives

i. Not Applicable

2. Business Services

a. "What Worked"

i. See List of Initiatives and Results

b. "Improvement Areas"

i. No Specific Input

c. "Major Barriers"

i. No Specific Input

3. Faculty and Student Awards

a. Printing and Mailing

i. Received the In-Plant Management Association's (IPMA's) award for "High Quality Color Reproduction" by entering the OSU Gymnastics Calendar

ii. Selected to serve on the Xerox Advisory Council

» Xerox purchased P&M's "Admissions Search Piece" for inclusion in their IGEN sales packet

b. Recycling / SSI

- i. Oregon State University entered to compete in “RecycleMania”, a national recycling competition involving over 400 colleges and universities.
- ii. OSU competed in the “Partial Campus Division”, achieving the following results for the categories in which they entered:
 - » Placed 1st Nationally in the “Targeted Material – Bottles and Cans” category
 - » Placed 4th Nationally in the “Per Capita Classic” category
 - » Placed 5th Nationally in the “Targeted Material – Corrugated Cardboard” category

c. Business Services has implemented a formal “Employee Recognition Program” that recognizes employee contributions and provides the following rewards at our Annual Staff Appreciation Lunch:

- i. Spirit of Business Services Award for actions or achievements that demonstrate alignment with the core “values” of Business Services.
- ii. Teamwork Award to the group or team who demonstrates creative problem solving for a particular problem or customer need.
- iii. Outstanding Student Award to a student worker who demonstrates commitment to excellence in achieving our unit’s goals.
- iv. Above and Beyond Award to the employee who above and beyond the call of duty in their job responsibilities through individual effort, initiative, and capabilities.
- v. Leadership Award to a non-management employee who shows commitment and the pursuit of Business Services’ vision and objectives.
- vi. Customer Service Award to the employee that exemplifies extraordinary service, service with a smile, positive attitude, and a high degree of respect for our customers.

4. Results and Outcomes

a. Initiatives to leverage E&G and other base resources and to improve administrative efficiencies

- i. During FY08, we processed over 4,800 projects representing a total contract value of \$130M
 - » Managed 60 new internship agreements and over 20 new student affiliation agreements, which benefited approximately 500 students

- » Issued 475 Personal Professional Contracts (PPSCs)
- » Processed over 330 long term and 700 short term contracts
- » Procurement processed over 1,280 purchase orders
- » Construction Contracting managed over 450 projects

ii. GCA Janitorial Contract - we utilized an innovative RFP process that resulted in signing a new campus-wide janitorial services contract

- » Valued at \$3.5M per year, this contract represents a 40% cost savings over the prior service agreement
- » Provides for an increase in services to University Housing and Dining Services
- » OSU Procurement, Accounts Payables, and Facility Services collaborated to ensure OSU will receive the prompt payments discounts offered in the GCA terms and conditions
- » GCA has agreed to provide a \$25,000 Endowment for scholarships, which will be made available to OSU Diversity Students.

iii. Ikon Contract—we renegotiated our campus contract, which resulted in a lower cost per copy charges to the OSU community, and will save the University \$500K over the life of the contract

- » New Networked rates to the campus represent a 12% savings
- » New Non-networked rates to the campus represent an 8% savings

iv. Risk Management encouraged OSU to adapt policies fundamental to protecting OSU's assets and providing employees a safe environment on campus and off-campus during university business

- » Reductions in the type and severity of incidents has provided real annual cost savings to OSU
- » 48% reduction in General Property Losses resulted in \$283K savings
- » 71% reduction in General Liability Losses resulted in \$100K savings
- » 47% reduction in Auto Liability Losses resulted in \$29K savings
- » 20% reduction in deductible cost for Property Losses resulted in \$10K savings

v. Business Services IT collaborated with OSU Central IT and Procurement to coordinate and execute campus-wide Software / IT Agreements, including

- » Microsoft Campus Agreement representing a 10% savings over 3 years

- » Symantec Anti-Virus Campus Agreement representing a \$25K (14%) savings over 3 years
- » Dell Computer Bulk Purchase representing a \$23K (16%) savings compared to the previous fee structure

vi. Business Services continues to offer efficient and effective channels for the University community to dispose of campus surplus property through Surplus Property organized auctions and the OSUsed Stores.

- » Surplus Property disposal activities returned over \$335K to OSU departments in 2008.