




June 1, 2013

Memorandum

To: Clyde Sakamoto
Chancellor

From: David S. Tamanaha 
Vice Chancellor of Administrative Affairs

Subject: FY 2012 Administrative Services Program Review Summary

FY 2012 Administrative Services Program Reviews – Summary

I. INTRODUCTION

All of the departments within Administrative Services completed their scheduled FY 2012 program reviews. This year each Administrative Services department did an annual program review and no comprehensive reviews were scheduled. This year was the second year for a new program review from the Security Office.

The following types of data was gathered for review by each Department, in order to assess our services, identify strengths, weaknesses, and problem areas needing improvement and attention,

1. Qualitative Data – 2012 Satisfaction surveys distributed to UHMC staff and faculty. Survey results are compared with prior years. A separate survey was distributed to UHMC students in 2011. Surveys are rotated annually amongst staff/faculty and students. (attachment 1).
2. Quantitative Data – Workload assessment, quantifying the amount of output and productivity of each department (attachment 2). Workload is compared with prior years and also with other CC campuses to identify trends (attachment 3).
3. Financial Resource History – ten-year history of the college's finances, all funds (attachment 4).

II. SUMMARY OF DATA

Qualitative Data

Administrative Services annually rotate soliciting faculty/staff surveys with the student surveys. Therefore this year a satisfaction survey was distributed to UHMC staff and faculty (2012). Next year a survey to UHMC students (2013 will be solicited and the results will be analyzed for next year's program reviews.



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Recipient



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Summary of results from the 2012 UHMC staff and faculty surveys for the FY 2012 program reviews

The staff and faculty responses to the survey questions were as summarized below.

Vice Chancellor of Administrative Services Office: Respondents generally felt that the Vice Chancellor's Office provides quality service in a timely fashion and staff is courteous. The general area of concern is the area of college budgeting. 15% of the respondents felt that budget information was inadequate and 17% of the respondents felt that the budgeting system does not effectively integrate planning and assessment.

Business Office: Amongst the Administrative Services Departments, the Business Office obtained a higher level of respondents indicating that services should be improved. Respondents felt that the staff is courteous and helpful, but 44% responded that the services are not timely, 23% responded that policies and procedures are not readily accessible and 27% responded that the quality of service should be improved.

Mailroom/Telephone Operation: Respondents felt that the Mailroom Telephone operations provides high quality service and survey results were exceptional in all areas, including telephone system which was historically a weak area.

Operations and Maintenance: Survey results for the OM Department has continuously improved over the past 10 years and generally respondents felt the UHMC facilities are well kept, clean and landscape maintained. The one area of concern is, 18% of the respondents felt the work order system is inadequate and work orders weren't addressed in a timely fashion.

Human Resources: The Human Resource Department has historically obtained exceptional feedback from the faculty and staff, but there is a concern that there are a larger percentage of respondents indicating that services are not timely (15%) and training should be improved (14%).

Campus Security: Campus Security strong positive results for the service provided by the Security Chief and Officers, but 18% of the respondents felt the campus is not safe and secure.

Summary Key of Survey Comments:

When reviewing the survey comments, the majority of the feedback requests improvement in the timeliness of the Business Office process, paper flow, training and concern with a growing separation of the Business Office from the campus departments.

Quantitative Data

The quantifiable data for Administrative Services generally reflect high levels of output in terms of Business and Personnel Office transactions, O&M, and Telecom work requests, as well as the other data items that are

being monitored. The following is a brief summary of the quantitative data assessment by department (Administrative Services Quantifiable Data – attachment 2).

Business Office

- UHMC Business Office continues to process the largest amount of business transactions amongst all of the Community Colleges.
- Although the average amount of days to issue to submit PO payments to UH doubled from 8 days to 16 days.
- UHMC Business Office manages more pcard transactions than any other Community College Business Office.
- Over the past 7 years the number of purchase orders issued has decreased by 37%
- Over the past 7 years the number of pcard transactions has more than doubled.
- UHMC Business Office historically issued the least amount of JVs than any other Community College Business Office, but this is no longer the case and the UHMC Business Office is now issuing more than the average.
- UHMC Business Office continues to process the highest number of inter-island travel documents than any other Community College Business Office.

Personnel Office

- Over the past 7 years the number of Lecturer PNFs processed increased by 90%
- Over the past 7 years the total number of PNFs processed increased by 18%.
- In 2012, the number of campus investigations increased to 7.
- In 2012, UHMC Personnel Office relatively maintained the average number of days to approve an APT position, approve a position description and recruit for a faculty or APT position.

Operations and Maintenance

- The total building square footage at UHMC exceeds KapCC. After the construction of the new Science Building, UHMC will exceed LeeCC as well. After the Science Building, the UHMC Janitor will be averaging 32,926 gsf as compared to the UHCC average of 29,793 gsf.
- Over the past 7 years the number of work orders more than doubled.

Security

- Clery Act reportable incidents dropped in 2012 from 15 to 11.
- Burglaries dropped from 9 down to 2.
- Largest incident category was Motor vehicle thefts with 3.

III. RESULTS OF PROGRAM REVIEW GOALS AND STRATEGIES SET FOR 2010-11

The following table illustrates the Administrative Services Program Review Results for 2010-11.

2011-12 Administrative Services Goals - Status Resulting from Program Reviews	Status as of June 2013
1. Improve Administrative Services Process. <ul style="list-style-type: none"> • Implement Kuali from FMIS seamlessly. Expand Document tracking to HR. • Complete the UHMC Reorganization. • Fill vacant Travel Fiscal Officer position. • Digitize OM archives • Improve OM work order system 	<p>The college converted from FMIS financial system to Kuali. The conversion was not as seamless as the campus would want it to be. Financial reports and budgeting systems are being developed as the Kuali system is being implemented. Reorganization fully completed. Document tracking for HR has been placed as pending. OM digitized archives have been completed. OM workorder system continuously undergoing improvement.</p>
2. Opening of the New Science Building. <ul style="list-style-type: none"> • Inspect, accept and occupy the new facility. • Building preparation, punchlist and staff relocation. 	<p>New Science Building was completed and accepted, with a list of punchlist corrections. Staff was relocated and building is being Roof leaks and other punchlist corrections are being coordinated with the contractor.</p>
3. Improve Safety and Security at the College. <ul style="list-style-type: none"> • Complete the UHMC EOP and Emergency Response Plan. • Complete CSA training and CSA incident report system. • Improve guard service with new RFP with higher level guard service. • Expand the use of surveillance cameras, PA system, VOIP, security radio frequency and security detect system. 	<p>The UHMC Emergency Operations Plan and Emergency Response Plan was completed. June 2013 a joint MPD – UHMC emergency exercise was conducted to test the plan. CSA training was completed. A RFP with higher level guard service requirements was solicited and Star Protection Agency was contracted. New code blue and surveillance cameras were installed at the New Science Bldg. Security detect system was installed by Star Protection.</p>
4. Continue the UHMC energy initiative. <ul style="list-style-type: none"> • Complete the ESCO projects and M&V. • Complete the PPA to install carport PV system. • Solicit a new RFP for 2nd phase of renewables. • Develop the JCI educational partnership. • Develop a waste management plan. 	<p>ESCO projects were completed. Upgraded chiller plant completed and M&V is being monitored. PPA is being negotiated. RFP for 2nd phase pending current PPA negotiations. JCI did include interns and hands on training in the ESCO project. Waste management stations has been installed in specific buildings.</p>

5. Continue to integrate instructional programs with Administrative Services.	Campus Security has incorporated AJ interns into its operations. Apprenticeship program constructed the irrigation shelter for OM. Business Office and HR working on acquiring interns.
6. New facilities construction and repairs and maintenance. <ul style="list-style-type: none"> • Pursue funding for Voc Tech Ctr. • Pursue funding for HA construction. • Complete design and construction of Allied Health renovation. • Complete design and construction of Pilina kitchen. • Complete purchase of Molokai land. • Complete beautification of Kaahumanu berm. • Reduce UHMC deferred RM backlog 	Funding for new Voc Tech Ctr has been deferred. Renovation funding for HA was appropriated. Design work for the Allied Health Ctr was completed, construction to start in January 2014. Design work Pilina kitchen is on going. Molokai land purchase was completed. Kaahumanu berm beautification is on going as new irrigation is being installed. UHMC deferred RM backlog is at a modest level \$5M as compared to other campuses.

IV. 2012-13 IMPROVEMENT STRATEGIES

As a result of the program reviews, the following highlights the action strategies, which will be implemented in 2012-13 to improve on areas identified requiring attention. The major emphasis for Administrative Services strategies did not change from 2011-12, but completion and follow up will be the focus

2013 Administrative Services Priorities

1. **Improve Administrative Services Process.**
 - a. Kualii transition as seamless as possible.
 - Additional Campus-wide training needed
 - Improve financial reports and budget reports from Kualii.
 - b. Business Office process.
 - Improve timeliness of the Business Office process. Reorganization of the staff to improve timeliness. Reduce level of accuracy and scrutiny of pre audit to improve on timeliness. Increase campus training. Increase staffing in key process areas, Travel, Extramural programs.
 - c. Improve the use of the AIM work order system to include preventative maintenance and key control. Monitor delays in work repairs. Increase campus communication
 - d. Fill critical vacant positions as soon as possible to improve campus services.
2. **Opening of the New Science Building.**
 - a. Complete all New Science Building punch-list corrections.

- b. Reassign and balance OM custodians and landscape personnel to accommodate additional workload of the new Science Building and the temporary closure of the Allied Health Center.

3. Improve Safety and Security at the College.

- a. Revise the UHMC Emergency Operations Plan to align with the Community Colleges system template.
- b. Conduct annual or semi annual emergency exercises.
- c. Execute a memorandum of understanding with MPD and MFD to support UHMC emergency response.
- d. Continue to install additional CCTV surveillance cameras, security detect system.

4. Continue the UHMC energy initiative.

- a. Complete the PPA negotiation, execute contract and install the large PV parking lot system.
- b. Solicit a new RFP for the second phase of the renewable energy project.
- c. Continue to develop the educational partnership with JCI.
- d. Continue to develop a waste management plan.

5. Continue to integrate instructional programs with Administrative Services.

- a. Business Office with OAT, Business Careers, ABIT, Career link, etc.
- b. Personnel with OAT, Business Careers, ABIT, Career link, etc.
- c. Security with AJ and Career link.
- d. OM with Vocational programs, Apprenticeship, Career link, etc.

6. New facilities construction and repairs and maintenance.

- a. Complete the renovation of the old dormitories to Hale A'o Mai.
- b. Complete the renovation of the old Science building to Allied Health
- c. Complete the design and renovation of the Pilina kitchen.
- d. Complete the design for the renovation or new facility at the Molokai Education Center.
- e. Complete the beautification of the Kaahumanu berm.
- f. Continue to reduce the UHMC backlog of repairs and maintenance.
 - Irrigation repair campuswide.
 - Sidewalk and drainage repair campuswide
 - Window replacement – Kupaa, AG and Library.
 - Termite treatment – Pilina, Paina and Laulima
 - Termite repair – Hookipa, TLC.
 - Autobody renovation
 - Address humidity and air quality issues in Paina.
 - Renovation of the former Ceramics Bldg.
 - Paina deteriorating eaves repair.
 - Paina refrigeration coils repair.

V. RESOURCE REQUIRMENTS AS A RESULT OF 2012 PROGRAM REVIEWS.

Administrative Services Departments recognize the scarcity of resources due to the State of Hawaii economic condition; therefore our goals and strategies are primarily funded with other non-general fund sources or via internal reallocation with Administrative Services units. The highest priority resource requirement is the need to fill current vacant positions and restore Administrative Services. Second priority is to improve Business Office services and address workload issues within the office. The resource needs are attached in priority order (attachment 5).

Encl. HR Annual Program Review
Bus Ofc Annual Program Review.
OM Annual Program Review
Security Annual Program Review

Faculty & Staff Survey of Administrative Affairs Services - Spring 2012








1. Office provides high quality service.

		Response Percent	Response Count
Completely Agree		18.7%	45
Agree		63.5%	153
Disagree		5.4%	13
Strongly Disagree		3.7%	9
No Opinion		8.7%	21
answered question			241
skipped question			5






2. Office provides services in a timely fashion.

		Response Percent	Response Count
Completely Agree		15.8%	38
Agree		57.9%	139
Disagree		10.0%	24
Strongly Disagree		5.0%	12
No Opinion		11.3%	27
answered question			240
skipped question			6






3. Staff is courteous and helpful.

		Response Percent	Response Count
Completely Agree		29.9%	72
Agree		56.4%	136
Disagree		6.2%	15
Strongly Disagree		0.4%	1
No Opinion		7.1%	17
answered question			241
skipped question			5




4. Budget information is readily accessible.

		Response Percent	Response Count
Completely Agree		15.1%	36
Agree		37.8%	90
Disagree		11.3%	27
Strongly Disagree		4.2%	10
No Opinion		31.5%	75
answered question			238
skipped question			8

5. Campus budgeting system integrates effective planning & assessments.

		Response Percent	Response Count
Completely Agree		10.9%	26
Agree		36.0%	86
Disagree		12.1%	29
Strongly Disagree		5.4%	13
No Opinion		35.6%	85
answered question			239
skipped question			7






6. Have services from the Vice Chancellor of Administrative Affairs Office improved or declined over the past year?

		Response Percent	Response Count
Improved		37.9%	85
Stayed the Same		55.4%	124
Declined		6.7%	15
answered question			224
skipped question			22






7. Comments:

	Response Count
	44
answered question	44
skipped question	202






8. Procurement policies and procedures are readily accessible.

		Response Percent	Response Count
Completely Agree		9.9%	22
Agree		44.6%	99
Disagree		18.5%	41
Strongly Disagree		4.5%	10
No Opinion		22.5%	50
answered question			222
skipped question			24

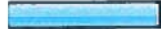
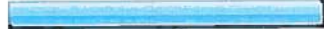



9. Business Office provides high quality service.

		Response Percent	Response Count
Completely Agree		16.7%	37
Agree		41.9%	93
Disagree		18.9%	42
Strongly Disagree		8.6%	19
No Opinion		14.0%	31
answered question			222
skipped question			24






10. Business Office provides services in a timely fashion.

		Response Percent	Response Count
Completely Agree		12.7%	28
Agree		31.8%	70
Disagree		30.5%	67
Strongly Disagree		13.6%	30
No Opinion		11.4%	25
answered question			220
skipped question			26






11. Staff is courteous and helpful.

		Response Percent	Response Count
Completely Agree		23.6%	52
Agree		50.0%	110
Disagree		12.7%	28
Strongly Disagree		5.0%	11
No Opinion		8.6%	19
answered question			220
skipped question			26

12. Training provided by Business Office has been adequate.

		Response Percent	Response Count
Completely Agree		8.1%	18
Agree		33.3%	74
Disagree		18.9%	42
Strongly Disagree		6.3%	14
No Opinion		33.3%	74
answered question			222
skipped question			24

13. Fiscal financial reports are adequate.

		Response Percent	Response Count
Completely Agree		8.6%	19
Agree		37.3%	82
Disagree		9.5%	21
Strongly Disagree		5.5%	12
No Opinion		39.1%	86
answered question			220
skipped question			26

14. Cashiering hours of operation are adequate.

		Response Percent	Response Count
Completely Agree		10.0%	22
Agree		50.9%	112
Disagree		8.6%	19
Strongly Disagree		1.8%	4
No Opinion		28.6%	63
answered question			220
skipped question			26






15. Have services from the Business Office improved or declined over the past year?

		Response Percent	Response Count
Improved		24.2%	50
Stayed the Same		63.3%	131
Declined		12.6%	26
answered question			207
skipped question			39





16. Comments:

	Response Count
	45
answered question	45
skipped question	201





17. Mailroom/Telephone Operator provides high quality service.

		Response Percent	Response Count
Completely Agree		46.2%	102
Agree		43.0%	95
Disagree		4.1%	9
Strongly Disagree		0.5%	1
No Opinion		6.3%	14
answered question			221
skipped question			25






18. Mailroom/Telephone Operator provides services in a timely fashion.

		Response Percent	Response Count
Completely Agree		46.4%	102
Agree		45.0%	99
Disagree		1.8%	4
Strongly Disagree		0.0%	0
No Opinion		6.8%	15
answered question			220
skipped question			26






19. Staff is courteous and helpful.

		Response Percent	Response Count
Completely Agree		53.6%	118
Agree		39.1%	86
Disagree		1.8%	4
Strongly Disagree		0.0%	0
No Opinion		5.5%	12
answered question			220
skipped question			26




20. Hours of operation are adequate.

		Response Percent	Response Count
Completely Agree		32.1%	71
Agree		52.9%	117
Disagree		8.1%	18
Strongly Disagree		1.4%	3
No Opinion		5.4%	12
answered question			221
skipped question			25

21. Campus telephone system is adequate.

		Response Percent	Response Count
Completely Agree		19.5%	43
Agree		57.3%	126
Disagree		10.9%	24
Strongly Disagree		8.2%	18
No Opinion		4.1%	9
answered question			220
skipped question			26






22. Have the Mailroom/Telephone Operator services improved or declined over the past year?

		Response Percent	Response Count
Improved		41.7%	86
Stayed the Same		56.3%	116
Declined		1.9%	4
answered question			206
skipped question			40






23. Comments:

	Response Count
	49
answered question	49
skipped question	197





24. Operations & Maintenance provides high quality service.

		Response Percent	Response Count
Completely Agree		24.2%	53
Agree		62.6%	137
Disagree		6.4%	14
Strongly Disagree		2.3%	5
No Opinion		4.6%	10
answered question			219
skipped question			27






25. Operations & Maintenance provides services in a timely fashion.

		Response Percent	Response Count
Completely Agree		20.5%	45
Agree		56.2%	123
Disagree		16.0%	35
Strongly Disagree		2.3%	5
No Opinion		5.0%	11
answered question			219
skipped question			27






26. Staff is courteous and helpful.

		Response Percent	Response Count
Completely Agree		40.7%	90
Agree		52.0%	115
Disagree		2.3%	5
Strongly Disagree		0.0%	0
No Opinion		5.0%	11
answered question			221
skipped question			25






27. Operations & Maintenance work order system is adequate.

		Response Percent	Response Count
Completely Agree		14.6%	32
Agree		50.2%	110
Disagree		16.0%	35
Strongly Disagree		1.8%	4
No Opinion		17.4%	38
answered question			219
skipped question			27




28. Facilities are kept clean.

		Response Percent	Response Count
Completely Agree		30.0%	66
Agree		60.9%	134
Disagree		5.0%	11
Strongly Disagree		0.5%	1
No Opinion		3.6%	8
answered question			220
skipped question			26

29. Campus grounds and landscape is well maintained.

		Response Percent	Response Count
Completely Agree		36.6%	79
Agree		51.9%	112
Disagree		6.0%	13
Strongly Disagree		0.9%	2
No Opinion		4.6%	10
answered question			216
skipped question			30






30. Have the Operations & Maintenance services improved or declined over the past year?

		Response Percent	Response Count
Improved		40.7%	85
Stayed the Same		54.5%	114
Declined		4.8%	10
answered question			209
skipped question			37






31. Comments:

	Response Count
	56
answered question	56
skipped question	190






32. Personnel policies and procedures are readily accessible.

		Response Percent	Response Count
Completely Agree		18.8%	41
Agree		55.0%	120
Disagree		13.3%	29
Strongly Disagree		0.9%	2
No Opinion		11.9%	26
answered question			218
skipped question			28






33. Personnel Office provides high quality service.

		Response Percent	Response Count
Completely Agree		29.2%	63
Agree		46.3%	100
Disagree		12.5%	27
Strongly Disagree		0.5%	1
No Opinion		11.6%	25
answered question			216
skipped question			30






34. Personnel Office provides services in a timely fashion.

		Response Percent	Response Count
Completely Agree		23.3%	51
Agree		51.6%	113
Disagree		13.7%	30
Strongly Disagree		1.8%	4
No Opinion		9.6%	21
answered question			219
skipped question			27




35. Staff is courteous and helpful.

		Response Percent	Response Count
Completely Agree		43.6%	96
Agree		45.0%	99
Disagree		2.7%	6
Strongly Disagree		1.4%	3
No Opinion		7.3%	16
answered question			220
skipped question			26

36. Training provided by the Personnel Office has been adequate.

		Response Percent	Response Count
Completely Agree		10.6%	23
Agree		40.1%	87
Disagree		13.4%	29
Strongly Disagree		0.5%	1
No Opinion		35.5%	77
answered question			217
skipped question			29






37. Have the Personnel Office services improved or declined over the past year?

		Response Percent	Response Count
Improved		22.4%	46
Stayed the Same		75.6%	155
Declined		2.0%	4
answered question			205
skipped question			41


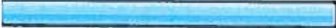



38. Comments:

	Response Count
	38
answered question	38
skipped question	208






39. Security officers have been responsive.

		Response Percent	Response Count
Completely Agree		24.1%	53
Agree		47.7%	105
Disagree		7.3%	16
Strongly Disagree		1.4%	3
No Opinion		19.5%	43
answered question			220
skipped question			26






40. Security officers have been courteous and helpful.

		Response Percent	Response Count
Completely Agree		27.3%	60
Agree		53.2%	117
Disagree		3.2%	7
Strongly Disagree		0.9%	2
No Opinion		15.5%	34
answered question			220
skipped question			26




41. Campus is safe and secure.

		Response Percent	Response Count
Completely Agree		18.7%	41
Agree		52.1%	114
Disagree		15.1%	33
Strongly Disagree		2.7%	6
No Opinion		11.4%	25
answered question			219
skipped question			27

42. Campus alarm systems are adequate.

		Response Percent	Response Count
Completely Agree		12.4%	27
Agree		40.1%	87
Disagree		11.5%	25
Strongly Disagree		3.2%	7
No Opinion		32.7%	71
answered question			217
skipped question			29

43. Have the Campus Security services improved or declined over the past year?

		Response Percent	Response Count
Improved		42.7%	85
Stayed the Same		45.2%	90
Declined		12.1%	24
answered question			199
skipped question			47

44. Comments:

	Response Count
	43
answered question	43
skipped question	203

ADMINISTRATIVE AFFAIRS

- I have had no interactions with the administrative staff. I don't know what the vice chancellor is supposed to do. I do know that tuition is rising and that is a bad sign. If the price is going up the quality better go up too. Not only that, but I want to see the college advocating for it's students on a national level by sponsoring the student loan forgiveness act.
- I am sad to give this evaluation, because the VC and staff don't deserve poor marks. What they need are more resources to handle their workload. They are being asked to do too much with too little staff--and that impacts all these areas.
- Thank you David and to all of the staff! More support staff needed.
- Angela has been helpful and directed me to the correct person, if she wasn't able to help me.
- Not sure if the services provided from Admin affairs improved or declined. How would i know this?
- I do not have anything to compare for Q6, since I've been here for just under a year.
- Has always had great service.
- The Office of Administrative Affairs provides exceptional service and support! Mahalo to all of you!
- Signed documents are returned in a more timely manner
- Vice chancellor needs to step in and provide leadership in the business office.
- I've selected "Stayed the Same" because it's been my experience that everyone I need to work with there is very friendly, knowledgeable, and professional and the energy I feel is one of cohesiveness - we are all in this together, so why not get it done right. Mahalo nui.
- none
- David and his staff do an incredible job and are always helpful and timely. They do not receive enough praise.
- this is my first year at UHMC and am not able to compare/contrast previous services. I am very pleased by Admin Affairs overall performance.
- haven't worked here long enough to comment
- None

BUSINESS OFFICE

- I have not had to contact the business office
- Same issue here. We lack enough staff in the Business Office to adequately handle the workload. This slows down all procurements, reports, and applications of all types. Staff and VC are aware and working to improve this situation.
- Thank you! More personnel needed to support expanding grant programs and college in general.
- It would be nice if there was someone at the window to provide help to staff only. Right now we need to wait in line with students at the middle window.
- This year more training sessions were offered. I would like to continue to see more training offered, especially concerning every aspect of Travel.
- Please work on cutting back on the number of pages to complete a request, so as to increase efficiency. Also, develop ways for paperwork to be corrected, without sending it back and forth after holding on to it, and no instructions of how to fix it.
- The business office is always slow in approving requisitions and issuing POs. This jeopardizes the ability of programs to implement their projects on a timely basis and creates bad relationships with vendors that are asked time and time again if they could grant extensions for quotes. The inefficiencies of the business office trickle down negatively through every facet of the college that rely on procurement to get things done. Some staff have been helpful in the past, but there seems to be an overall culture of apathy in the business office and certain personnel that thrive on making matters difficult for those who follow proper procurement procedures but are delayed nevertheless.
- have not had direct contact with business office
- Although business office staffing has increased, it is unclear whether productivity in terms of processing time and training of the campus has improved.
- Meetings were scheduled with BO staff, but many were canceled and not rescheduled.
- My experience has always been positive.
- I think that sometimes the business office staff think that those who do procurement for their departments should be "experts" in the procurement procedures. They think that just because we may have been in our position for years that we "should know" and/or remember all of the policies and procedures like they do. I believe they fail to remember that "they" are the expert because they do their "specific" duties on a daily basis whereas procurement is just one of the many responsibilities we have. We will never become an expert in the procurement area and we are not perfect and "will" make mistakes. But I don't believe we should be penalized, belittled or made to feel like an idiot for making mistakes and keep being told "remember I told you" or "don't you remember this or that policy?". Procurement is an animal that is always changing. No matter how hard we try to following a previous "similar" procurement/travel, no one procurement will be the same. Because of this mistakes can happen. The business office staff should not be impatient with us because we make mistakes. It would be appreciated if they could put themselves in our shoes and see that with all of

our responsibilities, and especially number of people we have to take care of or do things for that it is difficult to be a perfectionist in procurement. The business office staff are the expert in procurement. We, in the departments, can only do our best. While we try to do things on a timely basis, I think the turnaround time for travel can be improved, especially for out of state travel because of the air fare changing daily. It's difficult to secure a good fare if the whole process of routing for signatures then finally getting it to the business office for review and approved takes so long. Once we get the approval from Chancellor for the individual(s) to travel and the flight itinerary and air fare is obtained, why can't the travel agent be given authority to secure that fare so it doesn't change; especially if we "have to go through Valley Isle Travel?" Not too many people can afford or are willing to put the air fare on their personal credit card to secure the lowest fare possible. It would be unfair to ask the traveler to "put it on their personal credit card if they can't wait". It just takes too long for the purchase order to Valley Isle Travel to be approved then an updated quote needs to be obtained and by then the fare may have gone up. Finally, is there a way that a copy of the final travel request can be given to us so that we know what the final numbers are so that when travel completion is done, it has the correct information for our files? Or can an email be generated so we know that the travel request has been approved then we can print our own copy for our files and that the travel advance check is being processed?

- The level of support varies widely within the business office. The FO and Asst. FO have done some remarkable things in getting needed actions processed in urgent situations. Another member of business office staff accused our staff of not reading her emails and having the audacity to ask her for the basis for certain requirements. This was accompanied by a veiled threat of punitive measures because we wanted to know why we were required to do certain things. The person did this at a joint meeting of our staffs; and, when she finished these statements she walked out of the meeting. To my knowledge none of my staff has received an apology or an assurance that the veiled threat of punitive measures she alluded to would not take place. If the reverse had occurred and a member of my staff behaved in this manner I would require that person to apologize to each attendee at the meeting including their fellow staff members. I'm not sure how many people will answer this survey honestly since it's linked to our email accounts and there is no anonymity. If Admin Services is really serious about establishing a client/customer relationship you need to know what we really think not the diplomatic pablum that's found in most survey responses. It's reached the point where we dread working with the business office because we anticipate a bad experience.
- Paperwork gets stacked in the business office. Suggest having everyone cross trained so that everyone can help when needed. Vendors must be paid on time or timely fashion...unacceptable when vendors payments are delayed.
- Please see my previous comments, the same goes for the business office. I'm very grateful to all whom I've had the pleasure to work with thus far for their guidance in completing procurement and travel and budgeting tasks, they are friendly, knowledgeable, and professional and keen to help you understand how to stay in compliance with processing fiscal documents.

- none
- cross training the personnel in the office may help to expedite processes.
- Patty is nice but hard to work with. She says to do it one way, and then when you do it, says no, that's not the way. this happens often. Very frustrating.
- None

MAILROOM/TELEPHONE OPERATOR

- Iris knows everyone and everything! She is professional and her staff is always supportive and well-informed.
- I have not had to contact the operator
- Thank you for your support! More support needed for Iris.
- We are eagerly awaiting the auto attendant feature to route calls in and out of our office.
- I'm not able to make long distance calls or drop off/pick up mail before 8:00am, it's a little inconvenient especially when I need to make calls to the mainland. Iris is wonderful, always cheerful and ready to help.
- There have been times where I did not receive an reply from Iris.
- Need services thru 6:30pm (after start of evening classes).
- Iris is the best!!
- Iris Latu and student employee staff do a good job with the resources they have. Their "customer service" and attitude is excellent.
- New phone system allows us to make long distance calls without going through the switchboard. Great improvement.
- New phones are great. Iris is the pulse of the campus - she and her assistant play a vital role in first impressions.
- Glad no bells but Hawaiian music would be nice
- Iris and the mailroom staff are great! They really strive to provide a high level of customer service to our campus community. The reduced mailroom hours during breaks can be problematic for those who fail to plan for such. The new digital phones have made a big improvement, I can now make business calls to neighbor islands without the assistance for the campus operator, and luckily I rarely would need to call long distance to the mainland when the mailroom is closed. I would love to see student workers being employed to make mailruns on campus - even once a day delivery/pick up to departments would be fabulous! But don't get me wrong, I love to walk around our campus and it's always nice to see the smiling faces of the mailroom staff.
- none
- Iris and gang are so helpful!
- Iris and her staff is the perfect example of hookipa. Walk into the mail room and look around. Someone cares about what it looks like, and how it affects those of us who use it. Mahalo.
- The VOIP system should be further integrated into the campus computer system. We should be able to access our voicemail via computer, get the university directory on the phone, port calls to the landline to our cell phones.
- Iris is the most important person for the operations of this campus!
- They are exemplary in service and great attitudes.
- None
- ALWAYS SMILING!

OPERATIONS & MAINTENANCE

- Often during night classes and weekend classes, bathrooms are locked.
- everything looks like it works right and it's pretty clean, good job guys!
- Great job, especially given the additional workload on O & M from new projects and retrofits.
- Appreciate all of your efforts! Additional staff needed to match growth of college.
- Josie Sim who is our regular custodian is awesome. She did her duties well and with a cheerful attitude. Amy her replacement also did an awesome job. But whoever replaced both of them did not perform as high a standard as they did. They both take initiative and mopped and swept as needed. When I left a note to please vacuum, it still wasn't done. I miss Josie Sim and Amy. They did a wonderful job in our office.
- Why is the lawn brown? Why can't simple things get fixed, like latches on bathroom doors. Why are plants butchered - well-meaning staff needs training.
- I've seen the a/c vents in some of the restrooms with dust so thick you cannot see the grill.
- I have not been able to access work order system. I have to rely on the secretary to place work orders.
- Amy is wonderful, but many challenges with O&M
- Internal strife and supervision issues in operations and maintenance seem to get in the way of productivity.
- Our service is always great.
- Same great crew keeping things clean, neat, and orderly. Much appreciated.
- I think O&M does a great job with the limited resources they have. I find the staff to be friendly and see that most take great pride in trying to maintain and keep these old buildings clean and it is a daunting challenge to do it while all classes are in session and numbers of people to clean up after keeps increasing. I'm very appreciative of their efforts to accommodate our department's needs.
- none
- Maintenance supervisors should not put down administration and individuals. Very negative and reflects badly on admin and on the hard working maintenance staff.
- Can we replace some of the dead and missing plants and trees, including the bushes around Ka Lama?
- Some of the employees are outstanding and very easy to work with.
- Thank you.
- None
- IN THE FUTURE, WHEN BUDGET GETS BETTER. IT WOULD BE NICE TO HAVE EVENING AND SATURDAY O & M FOR CLASSES DURING THE EVENING AND ON SATURDAYS.

PERSONNEL OFFICE

- I haven't actually visited the personnel office but when I needed to get into the FWS program I was able to do so and they helped make it happen.
- I have little contact with personnel.
- Additional personnel needed.
- Cut back on the number of pages to process an item.
- Not their fault - the casual hire paperwork is laborious.
- always VERY helpful
- Exceptional staff, very supportive and efficient!
- Staff has misplaced paperwork only to find it after it has been redone. In addition, the error with the W-2's was not relayed to us in a timely fashion
- Our service is always great from the Personnel office.
- They do great and things have come down from wherever that are beyond their control - they do their best to accommodate change.
- We don't work that closely with personnel; what little contact we do have has always been professional and timely.
- Debbi is awesome
- what's up with the fortress?
- I have very limited interaction with UH personnel staff since I'm employed by RCUH, however anytime I do have a question that effects PI or co-workers who are faculty, they all are very helpful and friendly.
- none
- Has always been excellent!
- Debbie is very good, very courteous and helpful. She remembers that we aren't just statistics, we are people.
- seems like the staff forget that personnel is not everyone's primary job and can get short tempered when things are not done correctly
- None

CAMPUS SECURITY

- Susan is knowledgeable and professional. She has trained her staff to be the same as she is. Well done!
- I have not had to visit the campus at night and I have never seen a security officer.
- Improvement with new leadership.
- Services have improved in organization due to hiring of Head of Campus Security.
- Need more security.
- Much improvement with Susan Kinsman on board.
- I have not required security officers' assistance over the past year.
- As long as residents from Harbor Lights have easy access through the campus, it is not secure. Further, people use the restrooms in the community service building as a public restroom. Things have improved with the addition of the kiosks and cameras. But they all need to work.
- Some officers are great; some are not great.
- Best since I have been here.
- A widely distributed procedures manual and campus-wide training on emergency operation procedures is needed.
- friendly, helpful, attentive to safety
- Sonny and Sam are great!
- New security chief and first officer are very professional in their positions.
- Susan and crew have done a great job of increasing the security presence on campus with effective people. Staff and students have noticed the improvement.
- Having a dedicated security office was a good move.
- Susan is awesome!!
- I have no idea how to judge if the alarms are adequate. Most security folks I have encountered have been super helpful and nice. I appreciate the increased presence in the parking areas and in the evening hours.
- Since the arrival of Susan and Jarvis things have gotten SO MUCH BETTER. It is great to have real professionals on the job. Love the newsletter; love the responsiveness and sensitivity to security issues experienced by staff and faculty! Great job!
- Having Susan on board has helped so much. We're in a tough location, so we still have a way to go. But we've made an excellent start - mahalo!
- Much better! Still need a system in case of emergency on campus
- None

Administrative Services Quantifiable Data

I BUSINESS OFFICE		FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012
A	# of UH Purchase Orders issued per year	2,312	2079	2,168	2,125	1,730	1,705	1,698
	# of RCUH Purchase Orders issued per year	1054	777	685	736	484	326	428
	TOTAL # of Purchase Orders issued per year	3,366	2856	2853	2861	2214	2031	2126
B	Purchase Card Transactions per year	1906	2632	3,959	4,304	4,054	4,286	4,073
C	# of UH AFP's issued per year	122	92	123	152	204	146	504
	# of RCUH AFP's issued per year	287	254	280	194	193	212	197
	TOTAL # of AFP's issued per year	316	346	403	346	397	358	701
D	# of UH Mileage documents issued per year	46	90	113	90	81	25	42
	# of RCUH Mileage documents issued per year	57	36	47	37	40	20	33
	TOTAL Mileage documents issued per year	103	126	160	127	121	45	75
E	# of Stipend documents issued per year	636	450	583	764	615	372	525
F	# of UH RUSH Requests issued per year				92	55	74	
G	# of UH General Journal Vouchers per year	328	385	347	289	330	246	238
	# of RCUH General Journal Vouchers per year	14	31	59	68	57	51	61
	TOTAL General Journal Vouchers per year	342	416	406	357	387	297	299
H	# of UH Payroll Journal Vouchers per year	424	428	276	263	390	191	430
	# of RCUH Payroll Journal Vouchers per year	36	45	46	47	44	64	79
	TOTAL Payroll Journal Vouchers per year	460	473	322	310	434	255	509
I	# of Contracts per year	20	21	15	25	24	21	25
J	# of A/R invoices issued per year	207	189	197	180	165	147	152
K	# of UH Inter-Island Travel documents per year	576	466	586	592	543	557	533
	# of RCUH Inter-Island Travel documents per year	381	306	303	349	231	174	203
	TOTAL Inter-Island Travel documents per year	957	772	889	941	774	731	736
L	# of UH Out of State Travel documents per year	17	21	24	40	20	22	23
	# of RCUH Out of State Travel documents per year	32	31	17	39	16	11	15
	TOTAL Out of State Travel documents per year	69	52	41	79	36	33	38
M	# of U-Docs issued per year	551	507	522	767	565	565	609
N	# of Departmental Checks issued per year	959	987	908	1,264	937	760	96
O	# of Scholarship/Loan payments per year	1	9	31	^ 78	104	181	82
P	# of Stop Payment/Cancelled Checks per year	47	48	60	68	46	47	60
Q	# of Refunds issued thru Banner per year	1153	1,857	2369	2742	3736	2766	3,182
R	# of Manual Refunds per year				2000	2899	2918	42
S	# of RCUH Non-Employee Reimbursements per year	36	49	63	^^ 5	4	1	10
T	Average # of Days to Issue UH DCS Check	13	10	12	12	12	8.83	5.5
U	Average # of Days to Issue a UH P.O.	8	8	5	11	5	5.6	5.6
V	Average # of Days to Submit PO to UH Payment	11	11	12	16	9	8.08	16.2
W	Total # of Business Office full-time staff (perm/temp filled a	7	10	10	10	11	11	11
X	College funding (all funds)	26,015,550	28,939,499	31,728,317	36,474,645	35,764,843	36,011,704	37,078,851
Y	Business Ofc Budget	361,584	410,654	452,956	503,083	515,678	510,117	513,098
Z	Business Ofc Budget/Overall College Budget	1.39%	1.42%	1.43%	1.38%	1.44%	1.42%	1.38%

+ Business Office Only

++ Effective FY05 Checks Release via Banner

* 12/2001 - 6/2002

** Does not include Banner Deposits

^ Effective FY09 Includes BOR Loans

^^ Effective FY09 Non-Employee Reimbursements via Purchase Order

FY08 positions includes K. Phillips since last day 06/30/08, does not include M. Hoffman, B. Hundtoft, and L. Haywood.

FY09 positions includes L. Haywood since start date was 04/01/09, does not include D. Ventura and B. Hundtoft.

Administrative Services Quantifiable Data

II PERSONNEL OFFICE		FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012
A	# of PNFs (Lecturers) processed per year	305	324	352	374	560	548	580
B	# of PNF transactions processed per year	736	1,203	1,107	1,069	1,231	1,030	869
C	# of Form 6 transactions processed per year	634	629	754	913	491	563	777
D	# of New Appointments processed per year	45	91	88	55	21	31	28
E	Average # of workdays for SF-1 to be approved for APT.		5	13	14	10	7	9
F	Average # of workdays for position descrip. to be approved		8	10	13	12	11	10
G	Average # of workdays to recruit faculty/APT (Fill only)		18	43	26	38	28	24
H	Grievances	1	0	0	8	16	5	7
I	Leave Cards	2,109	2,291	2,462	2,536	4,888	2,186	1,962
J	Investigations	1	2	3	4	16	5	7
K	Total # of Personnel full-time staff	3	4	4	4	4	4	4
L	Personnel Office Budget	122,837	152,678	170,707	180,672	173,156	180,793	165,587
M	Personnel Ofc Budget/Overall College Budget	0.47%	0.53%	0.54%	0.50%	0.48%	0.50%	0.45%
N	Faculty/Staff HeadCt			239	252	247	250	249
* FY 2006 there were two CS appointments and applicants were internal								

III TELECOM		FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012
A	# of Telecom Requests processed per year	99	156	141	153	349	179	
B	# of Telecom Requests outstanding at end of yr	0	4	5	3	7	0	
C	# of Telephone PBX lines	745	755	755	755	755	765	
D	# of B-1 lines	62	64	64	64	62	62	

Administrative Services Quantifiable Data

IV OPERATIONS AND MAINTENANCE		FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012
A	# of Workorders completed per year (fiscal year)	554	1,072	936	1,238	1,210	1,317	1,256
B	# of Workorders outstanding at year end	37	57	29	20	40	58	
C	# of Vehicles in College fleet	5	4	4	4	3	3	3
D	# of Buildings	38	38	38	38	42	43	43
E	Size of campus - acres (Kahului only)	78	78	78	78	78	78	78
F	Assignable custodial cleaning area (sq ft)	275,817	275,817	275,817	275,817	280,017	283,502	286,987
G	# of Workorder completed per maintenance staff	277	268	234	310	242	263	251
H	# of vehicles per maintenance staff	2.5	1	1	1	0.6	0.6	0.6
I	# of Buildings per maintenance staff	19.0	9.5	9.5	9.5	8.4	8.6	8.6
J	Size of campus per groundskeeper	16	16	16	14	14	14	17
K	Assignable custodial cleaning area per custodian	21,217	21,217	23,984	17,795	20,742	21,000	21,258
L	Total # of Maintenance staff	2.0	4.0	4.0	4.0	5.0	5.0	5.0
M	Total # of Custodians	13.0	13.0	11.5	15.5	13.5	13.5	13.5
N	Total # of Groundskeepers (incl Mol & Dorms)	5.5	5.0	5.0	5.5	5.5	5.5	4.5
O	Average Days to Complete a Workorder	46.0	48.4	19.3	22.6	22.6	10.0	
P	OM Budget (incl OM Major, OM, and AC, does not incl elec	1,494,708	1,888,271	1,928,977	2,306,375	1,915,393	2,158,018	2,392,513
Q	OM Budget/Overall College Budget	5.75%	6.52%	6.08%	6.32%	5.36%	5.99%	6.45%
V EEO/AA		FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012
A	# of training and workshops presented on campus (FY)	54	40	90	50	40	41	18
B	# of EEO related training and workshops attendd (FY)	6	6	6	7	7	7	1
C	# of EEO complaints formally filed (FY)	2	1	1	2	1	4	4
D	# of campus EEO investigations, incl campus initiated (FY)	6	5	4	4	10	5	4
VI SECURITY (Clery Act Report by calendar year)		2006	2007	2008	2009	2010	2011	2012
(UHMC and Outreach sited combined)								
A	Murder			0	0	0	0	
B	Manslaughter			0	0	0	0	
C	Sex Assault - Forcible			0	0	0	1	
D	Sex Assault - Non Forcible			0	0	0	0	
F	Robbery			0	0	0	0	
G	Agg. Assault			2	0	0	0	
H	Burglary			0	7	9	2	
I	Arson			0	0	2	1	
J	Motor Vehicle Theft			4	0	3	3	
K	Liquor Law Violations			0	0	0	2	
L	Drug Related Violations			0	0	1	2	
M	Weapons			0	0	0	0	
	TOTAL INCIDENTS			6	7	15	11	
N	Security Budget (by Fiscal Year)				\$531,547	\$337,473	\$315,620	\$315,620
O	% Security Budget/Overall College Budget				1.46%	0.94%	0.88%	0.85%

UH FMIS AND RCUH FISCAL TRANSACTION COUNTS

MAUI C

Document Type	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012
UH FMIS									
Purchase Order	2,536	2,455	2,312	2,079	2,168	2,125	1,730	1,705	1,698
P-Card	1,273	1,887	1,906	2,632	3,959	4,304	4,054	4,286	4,073
Auth for Payment	62	143	122	92	123	152	204	146	504
Departmental Checks	1,209	1,198	959	987	908	1,264	937	760	96
Payroll JV	503	472	424	428	276	263	390	191	430
Non-payroll JV **	270	369	328	385	347	289	330	246	238
Inter-Island TCR	417	409	424	466	586	592	543	557	533
Out-of-State TCR	18	19	18	21	24	40	20	22	23
A/R Invoices at FYE	279	245	207	189	197	180	165	147	152
UH FMIS Total	6,567	7,197	6,700	7,279	8,588	9,209	8,373	8,060	7,747
*RCUH									
Purchase Order	893	1,013	1,054	777	685	573	484	326	428
Direct Payment	195	253	287	254	280	207	224	212	197
Payroll JV	36	21	36	45	46	47	44	64	79
Non-Payroll JV	22	17	14	31	59	68	57	51	61
Inter-island TCR	217	192	338	306	303	296	231	174	203
Out-of-State TCR	18	43	32	31	17	27	16	11	15
RCUH Total	1,381	1,539	1,761	1,444	1,390	1,218	1,056	838	983
UH FMIS/RCUH Total	7,948	8,736	8,461	8,723	9,978	10,427	9,429	8,898	8,730

UH FMIS									
Outstanding A/R Balance	117,594	128,483	536,824	471,495	111,540	92,924	120,205	107,321	81,852

*Note: RCUH Direct payments include, AFP, mileage reimbursements, petty cash replenishments and other direct payment transactions.

RCUH Payroll and other JV entries are processed by RCUH accounting staff; therefore, this is not a workload issue for CC staff.

** FMIS Non-payroll JV counts include manual JV transactions which include general, payroll, and 13th month accrual JV's

UH FMIS AND RCUH FISCAL TRANSACTION COUNTS

FY 2012

Document Type	Hon CC	Kap CC	Lee CC	Win CC	Haw CC	Mau C	Kau CC	Campus Subtotal/Avg	CCSWS	Total
UH FMIS										
Purchase Order	1,183	2,402	1,601	499	1,574	1,698	776	9,733	95	9,828
% of Avg	85%	173%	115%	36%	113%	122%	56%	1,390		
P-Card	2,931	1,109	937	2,466	2,844	4,073	2,116	16,476	741	17,217
% of Avg	125%	47%	40%	105%	121%	173%	90%	2,354		
Auth for Payment	327	300	660	228	402	504	179	2,600	41	2,641
% of Avg	88%	81%	178%	61%	108%	136%	48%	371		
Departmental Checks	247	247	99	106	217	96	74	1,086	9	1,095
% of Avg	159%	159%	64%	68%	140%	62%	48%	155		
Payroll JV	247	620	195	310	393	430	70	2,265	10	2,275
% of Avg	76%	192%	60%	96%	121%	133%	22%	324		
Non-payroll JV **	249	233	189	147	342	238	99	1,497	124	1,621
% of Avg	116%	109%	88%	69%	160%	111%	46%	214		
Inter-Island TCR	80	34	79	77	479	533	351	1,633	198	1,831
% of Avg	34%	15%	34%	33%	205%	228%	150%	233		
Out-of-State TCR	80	64	91	25	39	23	22	344	48	392
% of Avg	163%	130%	185%	51%	79%	47%	45%	49		
A/R Invoices at FYE	210	681	399	62	45	152	145	1,694	1	1,695
% of Avg	87%	281%	165%	26%	19%	63%	60%	242		
UH FMIS Total	5,554	5,690	4,250	3,920	6,335	7,747	3,832	37,328	1,267	38,595
% of Avg	104%	107%	80%	74%	119%	145%	72%	5,333		
*RCUH										
Purchase Order	169	627	239	148	243	428	67	1,921	124	2,045
% of Avg	62%	228%	87%	54%	89%	156%	24%	274		
Direct Payment	19	24	108	87	27	197	35	497	109	606
% of Avg	27%	34%	152%	123%	38%	277%	49%	71		
Payroll JV	0	15	4	5	1	79	31	135	14	149
% of Avg	0%	78%	21%	26%	5%	410%	161%	19		
Non-Payroll JV	2	6	0	4	4	61	1	78	25	103
% of Avg	18%	54%	0%	36%	36%	547%	9%	11		
Inter-island TCR	23	98	24	0	44	203	3	395	16	411
% of Avg	41%	174%	43%	0%	78%	360%	5%	56		
Out-of-State TCR	4	79	21	33	50	15	0	202	55	257
% of Avg	14%	274%	73%	114%	173%	52%	0%	29		
RCUH Total	217	849	396	277	369	983	137	3,228	343	3,571
% of Avg	47%	184%	86%	60%	80%	213%	30%	461		
FMIS/RCUH Total	5,771	6,539	4,646	4,197	6,704	8,730	3,969	40,556	1,610	42,166
% of Avg	100%	113%	80%	72%	116%	151%	69%	5,794		

*Note: RCUH Direct payments include, AFP, mileage reimbursements, petty cash replenishments and other direct payment transactions.

RCUH Payroll and other JV entries are processed by RCUH accounting staff, therefore, this is not a workload issue for CC staff.

** FMIS Non-payroll JV counts include manual JV transactions which include general, payroll, and 13th month accrual JV's

UH FMIS

A/R Invoices at FYE	Hon CC	Kap CC	Lee CC	Win CC	Haw CC	Mau CC	Kau CC	Campus Subtotal	CCSWS	Total
Count	210	681	399	62	45	152	145	1,694	1	1,695
Dollar Amount	199,523	557,499	490,428	42,221	21,498	81,852	72,902	1,465,923	15	1,465,938

UH FMIS AND RCUH FISCAL TRANSACTION COUNTS

FY 2011

Document Type	Hon CC	Kap CC	Lee CC	Win CC	Haw CC	Mau CC	Kau CC	Campus Subtotal/Avg	CCSWS	Total
UH FMIS										
Purchase Order	1,191	2,239	1,589	522	1,679	1,705	743	9,668	103	9,771
% of Avg	86%	162%	115%	38%	122%	123%	54%	1,381		
P-Card	3,030	926	923	2,367	2,810	4,286	1,878	16,220	740	16,960
% of Avg	131%	40%	40%	102%	121%	185%	81%	2,317		
Auth for Payment	67	96	98	30	306	146	52	795	13	808
% of Avg	59%	85%	86%	26%	269%	129%	46%	114		
Departmental Checks	1,274	1,043	851	524	1,108	760	327	5,887	60	5,947
% of Avg	151%	124%	101%	62%	132%	90%	39%	841		
Payroll JV	187	1,153	550	280	406	191	94	2,861	35	2,896
% of Avg	46%	282%	135%	69%	99%	47%	23%	409		
Non-payroll JV **	305	192	220	169	340	246	72	1,544	172	1,716
% of Avg	138%	87%	100%	77%	154%	112%	33%	221		
Inter-Island TCR	90	81	85	52	426	557	368	1,659	224	1,883
% of Avg	38%	34%	36%	22%	180%	235%	155%	237		
Out-of-State TCR	62	57	74	23	34	22	19	291	32	323
% of Avg	149%	137%	178%	55%	82%	53%	46%	42		
A/R Invoices at FYE	220	682	387	92	34	147	143	1,705	1	1,706
% of Avg	90%	280%	159%	38%	14%	60%	59%	244		
UH FMIS Total	6,426	6,469	4,777	4,059	7,143	8,060	3,696	40,630	1,380	42,010
% of Avg	111%	111%	82%	70%	123%	139%	64%	5,804		
*RCUH										
Purchase Order	172	569	232	102	272	326	136	1,809	79	1,888
% of Avg	67%	220%	90%	39%	105%	126%	53%	258		
Direct Payment	22	21	196	86	66	212	50	653	115	768
% of Avg	24%	23%	210%	92%	71%	227%	54%	93		
Payroll JV	0	2	5	19	4	64	30	124	62	186
% of Avg	0%	11%	28%	107%	23%	361%	169%	18		
Non-Payroll JV	3	8	2	2	9	51	2	77	96	173
% of Avg	27%	73%	18%	18%	82%	464%	18%	11		
Inter-island TCR	16	79	10	2	50	174	7	338	5	343
% of Avg	33%	164%	21%	4%	104%	360%	14%	48		
Out-of-State TCR	16	60	25	19	22	11	6	159	34	193
% of Avg	70%	264%	110%	84%	97%	48%	26%	23		
RCUH Total	229	739	470	230	423	838	231	3,160	391	3,551
% of Avg	51%	164%	104%	51%	94%	186%	51%	451		
FMIS/RCUH Total	6,655	7,208	5,247	4,289	7,566	8,898	3,927	43,790	1,771	45,561
% of Avg	106%	115%	84%	69%	121%	142%	63%	6,256		

*Note: RCUH Direct payments include, AFP, mileage reimbursements, petty cash replenishments and other direct payment transactions.

RCUH Payroll and other JV entries are processed by RCUH accounting staff, therefore, this is not a workload issue for CC staff.

** FMIS Non-payroll JV counts include manual JV transactions which include general, payroll, and 13th month accrual JV's

UH FMIS

A/R Invoices at FYE	Hon CC	Kap CC	Lee CC	Win CC	Haw CC	Mau CC	Kau CC	Campus Subtotal	CCSWS	Total
Count	220	682	387	92	34	147	143	1,705	1	1,706
Dollar Amount	272,444	553,499	466,722	78,482	17,022	107,321	71,938	1,567,428	15	1,567,443

UH FMIS AND RCUH FISCAL TRANSACTION COUNTS

FY 2010

Document Type	Hon CC	Kap CC	Lee CC	Win CC	Haw CC	Mau CC	Kau CC	Campus Subtotal/Avg	CCSWS	Total
UH FMIS										
Purchase Order	1,205	2,418	1,485	581	1,708	1,730	689	9,816	66	9,882
% of Avg	86%	172%	106%	41%	122%	123%	49%	1,402		
P-Card	2,625	1,065	955	2,555	2,921	4,054	1,832	16,007	751	16,758
% of Avg	115%	47%	42%	112%	128%	177%	80%	2,287		
Auth for Payment	55	92	79	31	283	204	27	771	12	783
% of Avg	50%	84%	72%	28%	257%	185%	25%	110		
Departmental Checks	1,290	857	863	543	1,147	937	321	5,958	60	6,018
% of Avg	152%	101%	101%	64%	135%	110%	38%	851		
Payroll JV	91	1,201	655	204	386	390	114	3,041	20	3,061
% of Avg	21%	276%	151%	47%	89%	90%	26%	434		
Non-payroll JV **	311	225	220	227	328	330	61	1,702	138	1,840
% of Avg	128%	93%	90%	93%	135%	136%	25%	243		
Inter-Island TCR	48	61	80	57	315	543	305	1,409	266	1,675
% of Avg	24%	30%	40%	28%	156%	270%	152%	201		
Out-of-State TCR	48	45	35	13	19	20	7	187	50	237
% of Avg	180%	168%	131%	49%	71%	75%	26%	27		
A/R Invoices at FYE	235	668	387	125	61	165	170	1,811	1	1,812
% of Avg	91%	258%	150%	48%	24%	64%	66%	259		
UH FMIS Total	5,908	6,632	4,759	4,336	7,168	8,373	3,526	40,702	1,364	42,066
% of Avg	102%	114%	82%	75%	123%	144%	61%	5,815		
*RCUH										
Purchase Order	238	555	242	129	302	484	134	2,084	26	2,110
% of Avg	80%	186%	81%	43%	101%	163%	45%	298		
Direct Payment	25	24	194	115	149	224	29	760	69	829
% of Avg	23%	22%	179%	106%	137%	206%	27%	109		
Payroll JV	0	0	2	4	5	44	29	84	29	113
% of Avg	0%	0%	17%	33%	42%	367%	242%	12		
Non-Payroll JV	5	9	3	6	5	57	0	85	34	119
% of Avg	41%	74%	25%	49%	41%	469%	0%	12		
Inter-island TCR	15	30	8	13	118	231	13	428	0	428
% of Avg	25%	49%	13%	21%	193%	378%	21%	61		
Out-of-State TCR	21	13	20	18	9	16	4	101	21	122
% of Avg	146%	90%	139%	125%	62%	111%	28%	14		
RCUH Total	304	631	469	285	588	1,056	209	3,542	179	3,721
% of Avg	60%	125%	93%	56%	116%	209%	41%	506		
FMIS/RCUH Total	6,212	7,263	5,228	4,621	7,756	9,429	3,735	44,244	1,543	45,787
% of Avg	98%	115%	83%	73%	123%	149%	59%	6,321		

*Note: RCUH Direct payments include, AFP, mileage reimbursements, petty cash replenishments and other direct payment transactions.

RCUH Payroll and other JV entries are processed by RCUH accounting staff; therefore, this is not a workload issue for CC staff.

** FMIS Non-payroll JV counts include manual JV transactions which include general, payroll, and 13th month accrual JV's

UH FMIS

A/R Invoices at FYE	Hon CC	Kap CC	Lee CC	Win CC	Haw CC	Mau CC	Kau CC	Campus Subtotal	CCSWS	Total
Count	235	668	387	125	61	165	170	1,811	1	1,812
Dollar Amount	264,108	458,530	488,800	67,549	31,006	120,205	73,560	1,503,758	15	1,503,773

UH FMIS AND RCUH FISCAL TRANSACTION COUNTS

FY 2009

Document Type	Hon CC	Kap CC	Lee CC	Win CC	Haw CC	Mau CC	Kau CC	Campus Subtotal/Avg	CCSWS	Total
UH FMIS										
Purchase Order	1,309	2,601	1,737	543	1,825	2,125	870	11,010	72	11,082
% of Avg	83%	165%	110%	35%	116%	135%	55%	1,573		
P-Card	2,985	991	839	1,902	2,854	4,304	1,867	15,742	833	16,575
% of Avg	133%	44%	37%	85%	127%	191%	83%	2,249		
Auth for Payment	46	131	116	28	254	152	27	754	10	764
% of Avg	43%	122%	108%	26%	236%	141%	25%	108		
Departmental Checks	1,189	1,657	902	485	783	1,264	295	6,575	64	6,639
% of Avg	127%	176%	96%	52%	83%	135%	31%	939		
Payroll JV	381	1,144	704	148	579	263	111	3,330	71	3,401
% of Avg	80%	240%	148%	31%	122%	55%	23%	476		
Non-payroll JV **	347	436	218	198	308	289	77	1,873	108	1,981
% of Avg	130%	163%	81%	74%	115%	108%	29%	268		
Inter-Island TCR	93	106	104	46	436	592	398	1,775	268	2,043
% of Avg	37%	42%	41%	18%	172%	233%	157%	254		
Out-of-State TCR	58	69	65	13	27	40	12	284	30	314
% of Avg	143%	170%	180%	32%	67%	99%	30%	41		
A/R Invoices at FYE	230	660	394	192	49	180	126	1,831	1	1,832
% of Avg	88%	252%	151%	73%	19%	69%	48%	262		
UH FMIS Total	6,638	7,795	5,079	3,555	7,115	9,209	3,783	43,174	1,457	44,631
% of Avg	108%	126%	82%	58%	115%	149%	61%	6,168		
*RCUH										
Purchase Order	170	546	209	143	281	573	143	2,065	55	2,120
% of Avg	58%	185%	71%	48%	95%	194%	48%	295		
Direct Payment	26	8	175	90	129	207	27	662	114	776
% of Avg	27%	8%	185%	95%	136%	219%	29%	95		
Payroll JV	0	0	4	4	7	47	29	91	23	114
% of Avg	0%	0%	31%	31%	54%	362%	223%	13		
Non-Payroll JV	1	8	2	0	2	68	2	83	26	109
% of Avg	8%	67%	17%	0%	17%	573%	17%	12		
Inter-island TCR	17	91	9	10	80	296	18	521	1	522
% of Avg	23%	122%	12%	13%	107%	398%	24%	74		
Out-of-State TCR	9	28	15	4	3	27	9	95	43	138
% of Avg	66%	206%	111%	29%	22%	199%	66%	14		
RCUH Total	223	681	414	251	502	1,218	228	3,517	262	3,779
% of Avg	44%	136%	82%	50%	100%	242%	45%	502		
FMIS/RCUH Total	6,861	8,476	5,493	3,806	7,617	10,427	4,011	46,691	1,719	48,410
% of Avg	103%	127%	82%	57%	114%	156%	60%	6,670		

*Note: RCUH Direct payments include, AFP, mileage reimbursements, petty cash replenishments and other direct payment transactions.

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** FMIS Non-payroll JV counts include manual JV transactions which include general, payroll, and 13th month accrual JV's

UH FMIS

A/R Invoices at FYE	Hon CC	Kap CC	Lee CC	Win CC	Haw CC	Mau CC	Kau CC	Campus Subtotal	CCSWS	Total
Count	230	660	394	192	49	180	126	1,831	1	1,832
Dollar Amount	193,582	494,734	481,944	113,177	31,914	92,924	52,965	1,461,240	7,111	1,468,351

UH FMIS AND RCUH FISCAL TRANSACTION COUNTS

FY 2008

Document Type	Hon CC	Kap CC	Lee CC	Win CC	Haw CC	Mau CC	Kau CC	Campus Subtotal/Avg	CCSWS	Total
UH FMIS										
Purchase Order	1,350	3,009	1,619	676	1,674	2,168	939	11,435	85	11,520
% of Avg	83%	184%	99%	41%	102%	133%	57%	1,634		
P-Card	3,076	886	521	1,901	2,834	3,959	1,774	14,951	926	15,877
% of Avg	144%	41%	24%	89%	133%	185%	83%	2,136		
Auth for Payment	68	119	140	42	230	123	26	748	12	760
% of Avg	64%	111%	131%	39%	215%	115%	24%	107		
Departmental Checks	500	1,044	867	398	302	908	155	4,174	48	4,222
% of Avg	84%	175%	145%	67%	51%	152%	26%	596		
Payroll JV	514	1,396	440	112	499	276	123	3,360	24	3,384
% of Avg	107%	291%	92%	23%	104%	58%	26%	480		
Non-payroll JV **	386	345	290	196	327	347	94	1,985	102	2,087
% of Avg	136%	122%	102%	69%	115%	122%	33%	284		
Inter-Island TCR	91	102	63	56	434	586	389	1,721	230	1,951
% of Avg	37%	41%	26%	23%	177%	238%	158%	246		
Out-of-State TCR	60	83	67	9	37	24	14	294	64	358
% of Avg	143%	198%	160%	21%	88%	57%	33%	42		
A/R Invoices at FYE	256	704	462	162	45	197	152	1,978	1	1,979
% of Avg	91%	249%	163%	57%	16%	70%	54%	283		
UH FMIS Total	6,301	7,688	4,469	3,552	6,382	8,588	3,666	40,646	1,492	42,138
% of Avg	109%	132%	77%	61%	110%	148%	63%	5,807		
*RCUH										
Purchase Order	177	548	266	122	262	685	183	2,243	69	2,312
% of Avg	55%	171%	83%	38%	82%	214%	57%	320		
Direct Payment	36	12	250	102	162	280	47	889	155	1,044
% of Avg	28%	9%	197%	80%	128%	220%	37%	127		
Payroll JV	0	0	6	4	27	46	25	108	42	150
% of Avg	0%	0%	39%	26%	175%	298%	162%	15		
Non-Payroll JV	5	10	9	3	6	59	8	100	64	164
% of Avg	35%	70%	63%	21%	42%	413%	56%	14		
Inter-island TCR	17	73	14	10	107	303	18	542	0	542
% of Avg	22%	94%	18%	13%	138%	391%	23%	77		
Out-of-State TCR	4	41	11	8	1	17	5	87	70	157
% of Avg	32%	330%	89%	64%	8%	137%	40%	12		
RCUH Total	239	684	556	249	565	1,390	286	3,969	400	4,369
% of Avg	42%	121%	98%	44%	100%	245%	50%	567		
FMIS/RCUH Total	6,540	8,372	5,025	3,801	6,947	9,978	3,952	44,615	1,892	46,507
% of Avg	103%	131%	79%	60%	109%	157%	62%	6,374		

*Note: RCUH Direct payments include, AFP, mileage reimbursements, petty cash replenishments and other direct payment transactions.

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** FMIS Non-payroll JV counts include manual JV transactions which include general, payroll, and 13th month accrual JV's

UH FMIS

A/R Invoices at FYE	Hon CC	Kap CC	Lee CC	Win CC	Haw CC	Mau CC	Kau CC	Campus Subtotal	CCSWS	Total
Count	256	704	462	162	45	197	152	1,978	1	1,979
Dollar Amount	294,422	630,468	546,587	140,587	22,259	111,540	73,804	1,819,667	7,111	1,826,778

UH FMIS AND RCUH FISCAL TRANSACTION COUNTS

FY 2007

Document Type	Hon CC	Kap CC	Lee CC	Win CC	Haw CC	Mau CC	Kau CC	Campus Subtotal/Avg	CCSWS	Total
UH FMIS										
Purchase Order	1,426	2,828	1,673	699	1,660	2,079	1,005	11,370	72	11,442
% of Avg	88%	174%	103%	43%	102%	128%	62%	1,624		
P-Card	2,494	846	517	1,600	2,521	2,632	1,613	12,223	640	12,863
% of Avg	143%	48%	30%	92%	144%	151%	92%	1,746		
Auth for Payment	93	115	128	43	239	92	21	731	16	747
% of Avg	89%	110%	123%	41%	229%	88%	20%	104		
Departmental Checks	492	993	950	393	301	987	171	4,287	34	4,321
% of Avg	80%	162%	155%	64%	49%	161%	28%	612		
Payroll JV	316	1,846	388	96	591	428	50	3,715	124	3,839
% of Avg	60%	348%	73%	18%	111%	81%	9%	531		
Non-payroll JV **	351	381	200	143	280	385	76	1,816	74	1,890
% of Avg	135%	147%	77%	55%	108%	148%	29%	259		
Inter-island TCR	80	100	86	42	434	466	431	1,639	168	1,807
% of Avg	34%	43%	37%	18%	185%	199%	184%	234		
Out-of-State TCR	74	70	44	9	31	21	15	264	23	287
% of Avg	196%	186%	117%	24%	82%	56%	40%	38		
A/R Invoices at FYE	320	660	598	185	78	189	125	2,155	1	2,156
% of Avg	104%	214%	194%	60%	25%	61%	41%	308		
UH FMIS Total	5,646	7,839	4,584	3,210	6,135	7,279	3,507	38,200	1,152	39,352
% of Avg	103%	144%	84%	59%	112%	133%	64%	5,457		
*RCUH										
Purchase Order	138	515	318	146	324	777	215	2,433	79	2,512
% of Avg	40%	148%	91%	42%	93%	224%	62%	348		
Direct Payment	43	7	230	127	186	254	41	888	133	1,021
% of Avg	34%	6%	181%	100%	147%	200%	32%	127		
Payroll JV	0	0	4	2	12	45	7	70	17	87
% of Avg	0%	0%	40%	20%	120%	450%	70%	10		
Non-Payroll JV	2	3	3	1	1	31	2	43	34	77
% of Avg	33%	49%	49%	16%	16%	505%	33%	6		
Inter-island TCR	15	27	4	14	104	306	32	502	6	508
% of Avg	21%	38%	6%	20%	145%	427%	45%	72		
Out-of-State TCR	4	40	2	12	8	31	8	105	48	153
% of Avg	27%	267%	13%	80%	53%	207%	53%	15		
RCUH Total	202	592	561	302	635	1,444	305	4,041	317	4,358
% of Avg	35%	103%	97%	52%	110%	250%	53%	577		
FMIS/RCUH Total	5,848	8,431	5,145	3,512	6,770	8,723	3,812	42,241	1,469	43,710
% of Avg	97%	140%	85%	58%	112%	145%	63%	6,034		

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** FMIS Non-payroll JV counts include manual JV transactions which include general, payroll, and 13th month accrual JV's

UH FMIS

A/R Invoices at FYE	Hon CC	Kap CC	Lee CC	Win CC	Haw CC	Mau CC	Kau CC	Campus Subtotal	CCSWS	Total
Count	320	660	598	185	78	189	125	2,155	1	2,156
Dollar Amount	294,401	479,538	649,353	140,514	85,916	471,495	58,713	2,179,930	7,111	2,187,041

UH FMIS AND RCUH FISCAL TRANSACTION COUNTS

FY 2006

Document Type	Hon CC	Kap CC	Lee CC	Win CC	Haw CC	Mau CC	Kau CC	Campus Subtotal/Avg	CCSWS	Total
UH FMIS										
Purchase Order	1,651	2,960	1,646	736	1,410	2,312	936	11,651	121	11,772
% of Avg	99%	178%	99%	44%	85%	139%	56%	1,664		
P-Card	1,549	523	433	1,395	1,653	1,906	1,390	8,849	423	9,272
% of Avg	123%	41%	34%	110%	131%	151%	110%	1,264		
Auth for Payment	151	99	155	38	176	122	25	766	11	777
% of Avg	138%	90%	142%	35%	161%	111%	23%	109		
Departmental Checks	631	1,010	1,032	452	260	959	206	4,550	35	4,585
% of Avg	97%	155%	159%	70%	40%	148%	32%	650		
Payroll JV	279	2,782	311	101	541	424	216	4,654	119	4,773
% of Avg	42%	418%	47%	15%	81%	64%	32%	665		
Non-payroll JV ***	332	379	247	172	205	328	68	1,731	68	1,799
% of Avg	134%	153%	100%	70%	83%	133%	27%	247		
Inter-Island TCR	54	69	108	30	318	424	357	1,360	128	1,488
% of Avg	28%	36%	56%	15%	164%	218%	184%	194		
Out-of-State TCR	61	62	47	6	18	18	14	226	24	250
% of Avg	189%	192%	146%	19%	56%	56%	43%	32		
A/R Invoices at FYE	463	588	634	140	84	207	112	2,228	1	2,229
% of Avg	145%	185%	199%	44%	26%	65%	35%	318		
UH FMIS Total	5,171	8,472	4,613	3,070	4,665	6,700	3,324	36,015	930	36,945
% of Avg	101%	165%	90%	60%	91%	130%	65%	5,145		
*RCUH										
Purchase Order	119	442	320	148	315	1,054	188	2,586	61	2,647
% of Avg	32%	120%	87%	40%	85%	285%	51%	369		
Direct Payment	62	7	99	56	170	287	47	728	129	857
% of Avg	60%	7%	95%	54%	163%	276%	45%	104		
Payroll JV	0	0	2	0	9	36	3	50	7	57
% of Avg	0%	0%	28%	0%	126%	504%	42%	7		
Non-Payroll JV	6	1	3	0	7	14	1	32	24	56
% of Avg	131%	22%	66%	0%	153%	306%	22%	5		
Inter-island TCR	9	29	5	12	148	338	25	566	4	570
% of Avg	11%	36%	6%	15%	183%	418%	31%	81		
Out-of-State TCR	5	32	12	10	18	32	3	112	27	139
% of Avg	31%	200%	75%	63%	113%	200%	19%	16		
RCUH Total	201	511	441	226	667	1,761	267	4,074	252	4,326
% of Avg	35%	88%	76%	39%	115%	303%	46%	582		
FMIS/RCUH Total	5,372	8,983	5,054	3,296	5,332	8,461	3,591	40,089	1,182	41,271
% of Avg	94%	157%	88%	58%	93%	148%	63%	5,727		

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** FMIS Non-payroll JV counts include manual JV transactions which include general, payroll, and 13th month accrual JV's

UH FMIS

A/R Invoices at FYE	Hon CC	Kap CC	Lee CC	Win CC	Haw CC	Mau CC	Kau CC	Campus Subtotal	CCSWS	Total
Count	463	588	634	140	84	207	112	2,228	1	2,229
Dollar Amount	411,069	277,057	827,785	84,130	49,099	536,824	50,074	2,236,038	7,111	2,243,149

UH FMIS AND RCUH FISCAL TRANSACTION COUNTS

FY 2005

Document Type	Hon CC	Kap CC	Lee CC	Win CC	Haw CC	Mau CC	Kau CC	Campus Subtotal/Avg	CCSWS	Total
UH FMIS										
Purchase Order	1,830	2,842	1,674	626	1,430	2,455	918	11,775	361	12,136
% of Avg	109%	169%	100%	37%	85%	146%	55%	1,682		
P-Card	1,154	358	346	1,438	1,569	1,887	1,701	8,453	0	8,453
% of Avg	96%	30%	29%	119%	130%	156%	141%	1,208		
Auth for Payment	187	88	175	34	236	143	26	889	14	903
% of Avg	109%	169%	100%	37%	85%	146%	55%	127		
Departmental Checks	620	1,044	1,145	341	245	1,198	228	4,821	103	4,924
% of Avg	90%	152%	166%	50%	36%	174%	33%	689		
Payroll JV	134	2,225	330	232	491	472	139	4,023	49	4,072
% of Avg	23%	387%	57%	40%	85%	82%	24%	575		
Non-payroll JV **	257	419	169	166	214	369	85	1,679	96	1,775
% of Avg	107%	175%	70%	69%	89%	154%	35%	240		
Inter-Island TCR	38	86	64	29	326	409	334	1,286	108	1,394
% of Avg	21%	47%	35%	16%	177%	223%	182%	184		
Out-of-State TCR	53	79	56	7	6	19	12	232	18	250
% of Avg	160%	238%	169%	21%	18%	57%	36%	33		
A/R Invoices at FYE	496	626	732	152	75	245	130	2,456	1	2,457
% of Avg	141%	178%	209%	43%	21%	70%	37%	351		
UH FMIS Total	4,769	7,767	4,691	3,025	4,592	7,197	3,573	35,614	750	36,364
% of Avg	94%	153%	92%	59%	90%	141%	70%	5,088		
*RCUH										
Purchase Order	64	236	403	126	395	1,013	245	2,482	58	2,540
% of Avg	18%	67%	114%	36%	111%	286%	69%	355		
Direct Payment	37	0	99	73	154	253	52	668	76	744
% of Avg	39%	0%	104%	76%	161%	265%	54%	95		
Payroll JV	0	2	2	0	2	21	7	34	9	43
% of Avg	0%	41%	41%	0%	41%	432%	144%	5		
Non-Payroll JV	5	3	6	5	3	17	0	39	17	56
% of Avg	90%	54%	108%	90%	54%	305%	0%	6		
Inter-island TCR	5	28	17	6	144	192	29	421	11	432
% of Avg	8%	47%	28%	10%	239%	319%	48%	60		
Out-of-State TCR	6	17	25	11	23	43	0	125	39	164
% of Avg	34%	95%	140%	62%	129%	241%	0%	18		
RCUH Total	117	286	552	221	721	1,539	333	3,769	210	3,979
% of Avg	22%	53%	103%	41%	134%	286%	62%	538		
FMIS/RCUH Total	4,886	8,053	5,243	3,246	5,313	8,736	3,906	39,383	960	40,343
% of Avg	87%	143%	93%	58%	94%	155%	69%	5,626		

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** FMIS Non-payroll JV counts include manual JV transactions which include general, payroll, and 13th month accrual JV's

UH FMIS

A/R Invoices at FYE	Hon CC	Kap CC	Lee CC	Win CC	Haw CC	Mau CC	Kau CC	Campus Subtotal	CCSWS	Total
Count	496	626	732	152	75	245	130	2,456	1	2,457
Dollar Amount	306,925	310,855	826,310	118,580	56,845	128,483	87,665	1,835,663	7,111	1,842,774

UH FMIS AND RCUH FISCAL TRANSACTION COUNTS

FY 2004

Document Type	Hon CC	Kap CC	Lee CC	Win CC	Haw CC	Mau CC	Kau CC	Campus Subtotal/Avg	CCSWS	Total
UH FMIS										
Purchase Order	1,916	2,476	2,038	813	1,782	2,536	882	12,443	420	12,863
% of Avg	108%	139%	115%	46%	100%	143%	50%	1,778		
P-Card	1,119	350	251	1,459	1,128	1,273	1,088	6,668	0	6,668
% of Avg	117%	37%	26%	153%	118%	134%	114%	953		
Auth for Payment	164	102	182	23	46	62	39	618	41	659
% of Avg	186%	116%	206%	26%	52%	70%	44%	88		
Departmental Checks	767	1,083	1,363	421	271	1,209	291	5,405	151	5,556
% of Avg	99%	140%	177%	55%	35%	157%	38%	772		
Payroll JV	238	1,599	368	150	161	503	120	3,139	55	3,194
% of Avg	53%	357%	82%	33%	36%	112%	27%	448		
Non-payroll JV **	247	417	184	165	199	270	106	1,588	141	1,729
% of Avg	109%	184%	81%	73%	88%	119%	47%	227		
Inter-Island TCR	39	83	73	42	293	417	323	1,270	149	1,419
% of Avg	21%	46%	40%	23%	161%	230%	178%	181		
Out-of-State TCR	49	60	57	13	3	18	5	205	23	228
% of Avg	167%	205%	195%	44%	10%	61%	17%	29		
A/R Invoices at FYE	545	686	798	170	79	279	84	2,641	1	2,642
% of Avg	144%	182%	212%	45%	21%	74%	22%	377		
UH FMIS Total	5,084	6,856	5,314	3,256	3,962	6,567	2,938	33,977	981	34,958
% of Avg	105%	141%	109%	67%	82%	135%	61%	4,854		
*RCUH										
Purchase Order	99	263	368	175	300	893	239	2,337	105	2,442
% of Avg	30%	79%	110%	52%	90%	267%	72%	334		
Direct Payment	48	0	93	67	96	195	43	542	63	605
% of Avg	62%	0%	120%	87%	124%	252%	56%	77		
Payroll JV	0	2	0	0	0	36	19	57	17	74
% of Avg	0%	25%	0%	0%	0%	442%	233%	8		
Non-Payroll JV	12	0	2	6	3	22	0	45	36	81
% of Avg	187%	0%	31%	93%	47%	342%	0%	6		
Inter-island TCR	6	10	2	11	129	217	46	421	39	460
% of Avg	10%	17%	3%	18%	214%	361%	76%	60		
Out-of-State TCR	1	17	25	6	14	18	6	87	30	117
% of Avg	8%	137%	201%	48%	113%	145%	48%	12		
RCUH Total	166	292	490	265	542	1,381	353	3,489	290	3,779
% of Avg	33%	59%	98%	53%	109%	277%	71%	498		
FMIS/RCUH Total	5,250	7,148	5,804	3,521	4,504	7,948	3,291	37,466	1,271	38,737
% of Avg	98%	134%	108%	66%	84%	148%	61%	5,352		

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** FMIS Non-payroll JV counts include manual JV transactions which include general, payroll, and 13th month accrual JV's

UH FMIS

A/R Invoices at FYE	Hon CC	Kap CC	Lee CC	Win CC	Haw CC	Mau CC	Kau CC	Campus Subtotal	CCSWS	Total
Count	545	686	798	170	79	279	84	2,641	1	2,642
Dollar Amount	457,089	319,228	920,310	119,292	46,975	117,594	36,936	2,017,424	7,111	2,024,535

HUMAN RESOURCES COMPARABLE MEASURES **Maui College**

MEASURE	FY03-04	FY04-05	FY05-06	FY06-07	FY07-08	FY08-09	FY09-10	FY10-11	FY11-12
Number of PNF Transactions processed (fiscal year)	1042	1128	736	1203	1107	1069	1231	1030	869
Number of New Appointments processed (fiscal year)	58	42	45	91	88	55	21	31	28
Number of Lecturer PNF documents processed (fiscal year)	377	397	305	324	352	374	560	548	580
Number of Form 6 Transactions processed (fiscal year)	601	675	634	629	754	913	491	563	777
Number of Leave Cards processed (fiscal year)	2037	1915	2109	2291	2462	2536	4888	2186	1962
Average number of work days required for SF-1 to be approved (APT positions)	n/a	n/a	n/a	5	13	14	10	7	9
Average number of work days for position description to be approved (APT position)	n/a	n/a	n/a	8	10	13	12	11	10
Average number of work days to fill faculty/APT positions	not available	not available	45	18	43	26	38	28	24
Number of Grievances/Investigations filed (fiscal year)	5	5	1	0	3	8	16	5	7
Human Resources FTE	3	3	3	4	4	4	4	4	4
Faculty/Staff Headcount	202	212	210	255	239	252	247	250	249
Number of New/Reopened Workers' Compensation Claims filed (fiscal year)	n/a	n/a	n/a	n/a	n/a	n/a	2	1	3
Number of Existing Workers' Compensation Claims as of beginning of fiscal year	n/a	n/a	n/a	n/a	n/a	n/a	13	11	12
Number of New Temporary Disability Benefits (TDB) claims filed (fiscal year)	n/a	n/a	n/a	n/a	n/a	n/a	0	0	2
Number of Existing Temporary Disability Benefits (TDB) claimed as of beginning of fiscal year	n/a	n/a	n/a	n/a	n/a	n/a	0	2	1

n/a indicates that the measure did not exist during that fiscal year.

UNIVERSITY OF HAWAII COMMUNITY COLLEGES
Administrative Services Program Review Summary

FY 2012

Document Type	Hon CC	Kap CC	Lee CC	Win CC	Haw CC	Maui Coll	Kau CC	Campus Total/Avg
1. Number of work orders completed (fiscal year) % of Average	728 68%	1,685 158%	1,329 125%	694 65%	1,404 132%	1,256 118%	371 35%	7,467 1,066.71
2. Janitor FTE - Campus Identified % of Average	17.00 125%	19.00 140%	16.00 118%	9.50 70%	11.00 81%	13.50 99%	9.00 66%	95.00 13.57
4. Groundskeeper/Laborer FTE - Campus Identified % of Average	3.00 67%	6.00 133%	6.00 133%	3.00 67%	4.00 89%	4.50 100%	5.00 111%	31.50 4.50
6. Building Maintenance FTE - Campus Identified % of Average	4.00 104%	5.00 130%	5.00 130%	3.00 78%	2.00 52%	5.00 130%	3.00 78%	27.00 3.86
7. Security FTE - Campus Identified % of Average	4.00 122%	4.00 122%	7.00 213%	2.00 61%	2.00 61%	2.00 61%	2.00 61%	23.00 3.29

FY 2011

Document Type	Hon CC	Kap CC	Lee CC	Win CC	Haw CC	Maui Coll	Kau CC	Campus Total/Avg
1. Number of work orders completed (fiscal year) % of Average	541 48%	2,042 181%	1,428 127%	783 69%	1,341 119%	1,317 117%	436 39%	7,888 1,126.86
2. Janitor FTE - Campus Identified % of Average	16.00 124%	17.00 132%	15.00 117%	9.50 74%	10.00 78%	13.50 105%	9.00 70%	90.00 12.86
4. Groundskeeper/Laborer FTE - Campus Identified % of Average	4.00 86%	5.00 108%	6.00 129%	3.00 65%	4.00 86%	5.50 118%	5.00 108%	32.50 4.64
6. Building Maintenance FTE - Campus Identified % of Average	4.00 112%	5.00 140%	5.00 140%	1.00 28%	2.00 56%	5.00 140%	3.00 84%	25.00 3.57
7. Security FTE - Campus Identified % of Average	3.50 126%	4.00 144%	7.00 251%	1.00 36%	2.00 72%	2.00 72%	- 0%	19.50 2.79

FY 2010

Document Type	Hon CC	Kap CC	Lee CC	Win CC	Haw CC	Maui Coll	Kau CC	Campus Total/Avg
1. Number of work orders completed (fiscal year) % of Average	719 66%	2,020 186%	1,031 95%	925 85%	1,120 103%	1,210 111%	584 54%	7,609 1,067.00
2. Janitor FTE - Campus Identified % of Average	18.00 133%	19.00 140%	15.00 111%	9.50 70%	11.00 81%	13.50 99%	9.00 66%	95.00 13.57
4. Groundskeeper/Laborer FTE - Campus Identified % of Average	3.00 66%	5.00 109%	6.00 131%	3.50 77%	4.00 87%	5.50 120%	5.00 109%	32.00 4.57
6. Building Maintenance FTE - Campus Identified % of Average	4.00 108%	5.00 135%	5.00 135%	2.00 54%	2.00 54%	5.00 135%	3.00 81%	26.00 3.71
7. Security FTE - Campus Identified % of Average	3.50 169%	4.00 193%	7.00 338%	- 0%	- 0%	- 0%	- 0%	14.50 2.07

UH MAUI COLLEGE
FINANCIAL RESOURCE HISTORY

Attachment 4

revised 10/31/12

	FY 1994	FY 1995	FY 1996	FY 1997	FY 1998	FY 1999	FY 2000	FY 2001	FY 2002	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY2008	FY2009	FY2010	FY2011	FY2012	
General Funds (expenditure w/ mix)	8,245,898	8,509,427	7,104,091	6,885,136	7,147,043	7,155,770	7,137,237	7,441,509	8,252,235	8,482,599	8,579,521	8,700,240	9,809,041	12,935,259	14,424,629	16,054,533	13,651,797	13,032,387	13,862,872	PROJECTED FY2013
Tuition and Fees (expenditure w/ mix)	0	0	1,060,232	1,744,557	1,932,519	2,362,987	2,539,628	2,541,050	2,710,000	2,794,395	2,613,987	3,230,451	2,340,511	2,746,709	3,501,002	4,042,926	6,782,809	7,583,738	8,213,180	8,213,180
Educational Stabilization Funding	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	736,617	873,523	0	0
Sub General + Tuitions + Stabli	8,245,898	8,509,427	8,164,323	8,629,693	9,079,562	9,518,757	9,676,865	9,982,559	10,962,235	11,276,994	11,193,508	11,930,691	12,149,552	15,681,968	17,925,631	20,097,459	21,151,223	21,489,648	22,076,052	22,076,052
Special Funds (expenditure)	478,571	630,354	676,101	821,139	964,532	1,596,382	1,870,879	2,040,921	1,944,033	1,547,079	2,014,962	3,088,369	2,846,547	2,254,771	3,028,760	3,322,062	3,596,866	3,986,570	4,229,008	4,229,008
Revolving Funds (expenditure)	292,625	329,752	381,908	403,214	501,055	625,426	754,966	495,129	721,166	610,823	458,513	828,036	725,473	976,452	650,887	874,121	717,959	623,403	520,393	520,393
Federal Work Study (expenditure)	12,182	14,080	33,668	44,788	55,878	65,300	61,523	67,055	63,285	66,466	56,479	58,437	71,428	56,515	67,393	59,370	49,484	68,668	68,395	68,395
TOTAL	9,029,276	9,483,623	9,256,000	9,898,834	10,601,027	11,805,865	12,364,233	12,585,664	13,690,719	13,501,362	13,723,462	15,305,533	15,793,000	18,969,706	21,672,681	24,353,012	25,615,532	26,170,289	26,893,848	26,893,848
EXTRAMURAL AWARDS																				
Extramural (awards)	FY 1994 1,582,456	FY 1995 1,646,659	FY 1996 1,132,252	FY 1997 1,519,334	FY 1998 1,393,369	FY 1999 2,315,002	FY 2000 4,225,791	FY 2001 4,598,295	FY 2002 10,254,600	FY 2003 5,305,939	FY 2004 16,908,500	FY 2005 5,126,262	FY 2006 9,453,650	FY 2007 9,085,171	FY2008 9,348,374	FY2009 11,434,850	FY2010 10,386,946	FY2011 9,273,782	FY 2012 9,641,378	PROJECTED FY2013 9,641,378
Research Training and Rev Funds (allocation)	10,680	10,516	14,336	19,754	21,775	48,316	75,384	166,321	140,789	185,981	483,441	609,902	769,000	884,622	707,262	686,783	588,982	587,633	543,625	543,625
TOTAL Extramural	1,573,136	1,657,175	1,146,588	1,539,088	1,415,144	2,363,318	4,301,175	4,764,616	10,395,389	5,491,920	17,401,941	5,736,164	10,222,550	9,969,793	10,055,636	12,121,633	10,985,928	9,841,415	10,185,003	10,185,003
TOTAL ALL FUNDS	10,602,412	11,140,798	10,402,588	11,437,922	12,016,171	14,169,183	16,665,408	17,350,280	24,086,108	18,993,282	31,125,403	21,641,697	26,015,550	28,939,499	31,728,317	36,474,645	36,501,460	36,011,704	37,078,851	37,078,851
CAPITAL IMPROVEMENT APPROPRIATION																				
Capital Improvement	FY 1994 0	FY 1995 2,061,000	FY 1996 5,888,000	FY 1997 9,549,000	FY 1998 20,155,000	FY 1999 3,783,000	FY 2000 13,508,000	FY 2001 700,000	FY 2002 2,000,000	FY 2003 400,000	FY 2004 0	FY 2005 3,800,000	FY 2006 6,948,000	FY 2007 6,737,000	FY2008 25,000,000	FY2009 3,657,000	FY2010 0	FY2011 4,501,000	FY2012 0	5,750,000
		Bldg S	Bldg S	Bldg S	Bldg N & Moles	Bldg N	Bldg P	Bldg P	Bldg P I and E	300 K L RDP		3.5 Bldg Q	3.448 Bldg H	5.258 Elec Dis	Bldg H Const	Molokai Land	No I			3.5 HA renov
										100K Bldg Q		300K Sci PDR	3.5 Bldg Q	1.479 Nurs Port		Bldg H FFE				2.25 Mol Theat

2011-12 Administrative Services Overall Consolidated Resource Priorities			BRIEF JUSTIFICATION AND RELATIONSHIP WITH PROGRAM REVIEW		EXPECTED OUTCOMES OR RESULTS IF FUNDED	
Resulting from Program Reviews			AMOUNT			
			revised 5-23-13			
1. Fill current vacant positions to restore and improve campus services in priority: 1. Campus Chief of Security, 2. Janitor II, 3. Personnel APT, 4. General Laborer II - Molokai, 5. General Laborer II Grounds, 6. General Laborer II Maintenance.			205,000		Without additional support the OM crew will be required to manage much larger square footage and landscape area, which has resulted in a decline in the current level of cleanliness, maintenance and campus aesthetics. Chief of Security is critical to insure campus safety and Clergy compliance.	
2. New staff resource requirements in priority: Business Office 2 APT position and 1 Civil Service and student assistants, OM student assistants and HR 1 Civil Service.			180,000		Improved campus satisfaction and streamlined process is expected within the year. Improved customer service.	
3. Space/Storage areas for HR, OM, Business Office and Campus Security: Space and storage issues for Business Office and OM will diminish with digital archiving. In the meantime, vacant chiller enclosures for the old Hookipa chiller plant and old Library chiller plant will be renovated to be able to temporarily house archives to relieve current storage concerns.			in house		Fire code concerns and risks will be addressed as the archives are eliminated from walkways and office space relieved.	
4. 9.0 FTE Operations and Maintenance support for campus expansion. 1.0 FTE Asst Physical Plant Mgr, 3.0 FTE Janitor II, 1.0 FTE Building Maintenance Worker, 1.0 FTE General Laborer II (grounds), 1.0 FTE OM Clerk - (position count only), 1.0 FTE Mailroom Clerk - (position count only), 1.0 FTE Electrician I (position count only), along with operating funds to support increased electricity, water, sewer, and maintenance of the new facilities.			370,240		Without additional support the OM crew will be required to manage much larger square footage and landscape area, which will result in a decline in the current level of cleanliness, maintenance and campus aesthetics. May also create health and safety issues as well.	