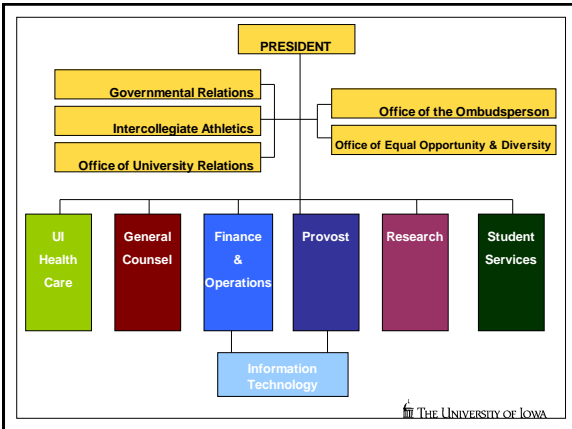




Our purpose today

- Welcome to FO
- Appreciate FO's role at UI
- Understand FO's strategic goals
- Identify with FO's commitment to excellence
- Recognize how each of us supports our mission and values

THE UNIVERSITY OF IOWA ²



The University of Iowa

Teaching
Research
Service

THE UNIVERSITY OF IOWA ⁴

Core Values

- Excellence
- Learning
- Community
- Diversity
- Integrity
- Respect
- Responsibility

THE UNIVERSITY OF IOWA ⁵

Finance and Operations Mission

To provide the quality and breadth of services necessary for the University to flourish as an institution of higher education.

THE UNIVERSITY OF IOWA

Finance & Operations

Finance and Operations is a multifaceted organization providing services to the campus in the areas of human resources, business services, finance, and facilities.

We have over 1,000 employees committed to serving the University community in a variety of ways.

We strive for excellence to meet or exceed the expectations of University colleagues through continuous process improvement of our services, resources, and products.

 THE UNIVERSITY OF IOWA



Doug True,
Senior Vice President & University Treasurer

Leadership and administration
for all FO units on next slides

 THE UNIVERSITY OF IOWA

MaryJane Beach,

Assistant Vice President and Director, Business Services

- Accounts Payable/Travel
- Laundry Service
- Mail Services
- Material Management
- Parking & Transportation
- Parking & Transportation Committee*
- Presidential Council on Athletics*
- Printing and Document Services
- Purchasing
- Real Estate/Tenant Properties
- Risk Management/Flood Recovery
- University Business Manager

 THE UNIVERSITY OF IOWA

Terry Johnson,

Assoc. VP, University Controller

- Accounting Services
- Business Compliance
- Capital Budget/Control
- Capital Financing
- Coordination with Treasury & Budget Groups
- Cost Analysis
- Financial Systems
- Grant Accounting
- Property Management
- Property Inventory
- Tax Compliance (with General Counsel)

 THE UNIVERSITY OF IOWA

Donald Guckert, Assoc. VP, Facilities Management

- Building and Landscape Services
- Campus Master Planning
- Campus Planning Committee*
- Capital Projects Management
- Energy Conservation Advisory Council*
- Facilities Access Control with Public Safety
- Flood recovery & Mitigation with Risk Mgt.
- Space Management
- Sustainability Office
- Utilities and Energy Management

 THE UNIVERSITY OF IOWA

Susan Buckley, Vice President, Human Resources

- Collective Bargaining
- Compensation and Classification
- Employee and Labor Relations
- Employment
- Family Issues Committee*
- Funded Retirement & Insurance Committee*
- Information Management-Finance and Operations
- Organizational Effectiveness
- Payroll
- Staff Council Liaison*
- University Benefits
- UI Health Care HR

 THE UNIVERSITY OF IOWA

Chuck Green, Asst VP, Public Safety

- Campus Safety/Assessment
- Critical Incident Mgt & Planning
- Emergency Communications
- Facilities Access Control with Facilities Management
- Fire Safety Programs
- Police Officer operations
- Public Safety Outreach
- Safe IA Partnership (SIP)
- Security Guard Programs
- University Safety & Security Committee*

Susan Klatt,

Director, Financial Management & Budget
University Secretary

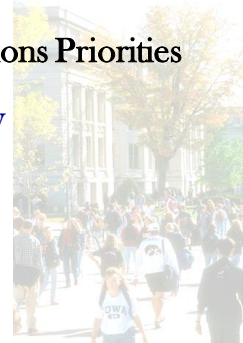
- Budget Development
- Budget Monitoring and Analysis
- Business Compliance Functions with Controller
- Faculty Staff Budget Committee*
- Flood Recovery Financial Management
- New Project Business Plans
- University Secretary

Cynthia Bartels, Director Treasury Operations

- Banking & Cash Forecasting
- Bonded Debt Management with Registrar
- Investment Advisory Committee*
- Investments Management and Reporting
- Student Loan Accounting
- University Billing & Cashiers Office
- University ID Card

Finance & Operations Priorities

- Organizational Vitality
- Financial Stewardship
- Quality of Service
- Process Improvement



Organizational Vitality

The screenshot shows the Human Resources website for The University of Iowa. At the top, it features a navigation bar with links for Home, Contact Us, HR Units, HR E-Forms, Employee Self-Service, Search A-Z, and The University of Iowa. Below this is a section for 'REWARD & RECOGNITION' with sub-links for Recognition at The University of Iowa, Recognition Tool Kit, and Departmental Programs. A yellow banner highlights 'UI Learning and Development ...a unit of Organizational Effectiveness'. At the bottom, there is a section for 'Working at IOWA' with a sub-link for 'For Faculty and Staff' and 'For Managers and HR Representatives'. A quote at the bottom reads: '...A confidential survey asking faculty and staff how they feel about the work environment at the University.' The University of Iowa logo is in the bottom right corner.

Financial Stewardship

We are obligated to constantly consider what makes sense to reduce costs yet maintain high value service.



Quality of Service

Students choose to study here

Faculty choose to teach here

Staff choose to work here

FO Guidelines for Customer Service



Process Improvement



Ethics Discussion

What would you do...



Resources

To make suggestions for improvement, contact your unit or department leader.

Additional resources include:

Your HR representative

Organizational Effectiveness

<http://www.uiowa.edu/~cqi/>

Thank you for your time and participation!

Welcome to Finance and Operations