University of Missouri System
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InFocus

A publication of the University of Missouri System
Division of Finance and Administration

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Welcome to InFocus!

One of our goals in Finance & Administration is to exceed client expectations. In this "new normal" environment of transitions, it can be challenging to know what is expected, especially when our clients are many and diverse.

Vice President Krawitz

Our internal clients include the staff, faculty, and students of all four campuses, the System, and Hospitals of the University of Missouri. Externally, our clients range from the Federal and State government, businesses working with the University, and of huge import – the citizens of the State of Missouri. In all we do, we strive to exceed all our client's expectations as we strive to be good stewards for the University.

The reason for such a wide client base is because Finance & Administration is involved with many different aspects of the University functions: accounting, payroll, investments, budgeting, audits, facilities, insurance, records management, minority business development, procurement, and policies to name a few. In each of these areas, the staff in F & A endeavor to not just do the job that needs to be done, but to go the extra mile.

The goal of the newsletter is to enhance **our** customer service by providing information that will support the work that **you** do for the university. As always, we welcome your feedback and your contributions.

> **- Natalie "Nikki" Krawitz**
> *Vice President for Finance & Administration*

Spotlight On ...

Retirement and Endowment Fund Management

"Managing the University's Investment Portfolio"

The Treasury department is responsible for managing an investment portfolio of endowment and retirement funds totaling approximately $3.6 billion. These investments provide substantial benefits to University employees, and support the University's mission of lifelong learning, research and service to Missouri. The investment objective for all funds under management is to maximize long-term total returns while assuming appropriate levels of risk.

Search

Account-Ability

New Mileage Reimbursement Rates

"On the Road Again!"

Make sure you are reimbursed for the correct mileage rate in 2011 for business miles driven.

Professional Development

Learning, Growth and Development Committee

"myLearn is Here!"

The F & A Learning, Growth and Development Committee is pleased to announce that a new FREE online learning program, myLearn, is now available to all University of Missouri employees !

Compliance Corner

Training

"Compliance Training Available - Live and Online!"

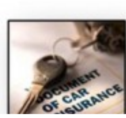
Compliance training sessions available covering various financial accounting and sponsored program activities.

Sponsored Programs

"Fiscal Year 2011 Space Survey Overview"

To recover the University facility and administrative costs from Sponsored Programs activities, the Federal Government requires a Space Survey with submission of the Facilities and Administrative (F&A) Rate Proposal.

Risky Business



Changes to Vehicle Rentals and Deductibles

"What's new with auto deductibles and renting from Enterprise?"

There have been a couple of recent changes related to insurance for rental cars and how deductibles are handled on vehicle claims.

On the Drawing Board

Current University Projects in Design

"New Capital Projects"

You will be seeing new construction projects "On the Drawing Board" soon – the University recently approved up to $265 million in debt financing for projects which will address critical campus needs. The University will take advantage of historically low interest rates and the federal subsidy provided from issuing Build America Bonds.

F & A – News & Updates

Finance & Administration

"Lunch with Nikki"

Opening the lines of communication in the many departments of Finance & Administration, Vice President Krawitz has been having regularly scheduled lunch meetings her staff.

Office of the Treasurer

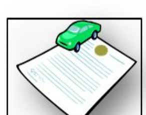
"Treasurer Transition"

As John Miller steps down, Tom Richards steps up

Office of the Controller

"Your 2010 W-2 Form - When will you get it and what should you check?"

Your 2010 W-2 forms are coming soon!



Office of the Controller

"Travel Reimbursement Implementation Project (TRIP)"

Coming Soon – Revised Policies & Procedures for Travel Reimbursement

Records Management

"Movin' On"

Order your Records Center storage boxes from MU Printing Services!

Records Management

"New Year Resolution - Records Management"

Start 2011 off with a resolution to improve the way you manage University records.

Procurement

"Procurement - Client Relations Managers"

During the re-organization of Procurement Services last March, a new position was created called Client Relations Manager (CRM). This position is unique to the University of Missouri and through the last 7 months the 4 CRM's have been working hard to understand and define this new critical position.

Planning & Budget

"COMPASS - Commitment Planning And Support Systems Project"

The University's financial planning project which encompasses Commitment Accounting, Hyperion Planning, and Executive Reporting & Analysis

Hats Off!

"Exceptional Customer Service Awards"

The Hats Off program has grown into 2 separate award systems – the Top Hat Awards and the Warm Fuzzy Awards.

Wisdom's Corner

"Featuring Challenging and Inspiring Thoughts"

There is no greater satisfaction for a just and well-meaning person than the knowledge that he has devoted his best energies to the services of the good cause. - Albert Einstein (1879-1952)

Retirement and Endowment Fund Management

"Managing the University's Investment Portfolio"
By Karen Borgers, Executive Assistant for the Treasurer

Brian McNamee leads this team as Director, Treasury – Endowment & Retirement. Under the direction of Tom Richards, Treasurer, along with two other staff members (Sarah Anderson and Ashley Caldwell), they strive to be faithful stewards of the University's financial resources. The department's goal is to efficiently and effectively manage the University's financial assets to achieve the highest possible return at an acceptable level of risk.

Retirement Fund:
For the University of Missouri System's $2.6 billion retirement fund, the goal is to manage these investments to provide essential income to meet the retirement plan's liabilities, and preserve the real (inflation-adjusted) purchasing power of the assets. The retirement fund represents roughly the amount of funds the University anticipates paying out to all of its present and expected future retirees. Just as most people don't put all their financial eggs in one basket, the University spreads out, or diversifies, its financial assets among many different securities and asset classes. U.S. equity, international equity, fixed income, and alternative investments are a few examples of some of the asset classes in which the University invests.

The purpose of diversifying the assets is to reduce the overall risk to the retirement fund. If some of the University's investments hit a rough patch, hopefully the rest of the fund can continue to do well. This was true during the recent recession and equity market meltdown. The portfolio exhibited a positive 3.7% annual return over the last five years (as of 9/30/10) because of this diversification. The fund exceeded its benchmark for the twelve months ended 9/30/10 with a return of 9.7%. The team is responsible for oversight of 20 traditional and 24 alternative investment managers.

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Endowment Funds:
Endowments represent money or other financial assets that are donated to the University by individuals, corporations or foundations. Endowment donors can sometimes restrict schools on how they can spend their donation. For example, donors can decide to use a portion of an endowment's scheduled income on a merit-based or need-based scholarship. Another standard restrictive use of an endowment's income is to provide funding for endowed professorships, which are used to attract world-class educators. The Endowment & Retirement department of the Treasurer's Office is the centralized processing point for stock and mutual fund gifts which are received by all four campuses.

Endowment & Retirement staff members carefully review new each endowment agreement, and currently maintain detailed records for over 4,000 endowments. The endowment funds are managed similarly to the retirement fund in terms of chosen asset classes and diversification. The endowment funds have more exposure to equities than the retirement fund, given the in perpetuity nature of the endowment fund. Fortunately, the University is in good hands with keen oversight in Treasury, as the endowment was named to the "10 Best University Endowment Managers" list in 2009 by 24/7 Wall Street. The endowment fund exceeded its benchmark by returning a respectable 9.8% for the twelve months ended 9/30/10.

To learn more about Endowment & Retirement, please go to the Treasurer's website.

This entry was posted on Monday, February 7th, 2011 at 3:08 pm and is filed under 2011 - 1st Quarter.

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New Mileage Reimbursement Rates

"On the Road Again!"
By Jane Closterman, Controller

The IRS recently announced that, for 2011, the standard mileage rates for operating an automobile for business purposes have increased compared to rates in effect during 2010.

Beginning January 1, 2011, the IRS announced the standard mileage rate for business use of an automobile will be 51 cents per mile for business miles driven compared to 50 cents per mile in 2010. The IRS rate is based on an annual study of the fixed and variable costs of operating an automobile.

The University of Missouri follows the State of Missouri's practice of reimbursement for business transportation expenses at a mileage rate that is three cents less than the IRS standard mileage rate. Therefore, the University's mileage reimbursement rate for business miles driven will change to **48 cents per mile effective January 1, 2011**, up from 47 cents in 2010.

In addition, the IRS announced new rates for moving expenses of 19 cents per mile beginning January 1, 2011, compared to 16.5 cents per mile in 2010. **Effective January 1, 2011, the University will reimburse at a rate of 16 cents per mile driven for moving purposes**, three cents less than the IRS rate of 19 cents per mile.

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Learning, Growth and Development Committee

"myLearn is Here!"

By Ericka Kranitz, Director of Financial Compliance Training

Last February, the F & A Learning, Growth and Development (LGD) Committee assisted Human Resources with a pilot to test the SkillSoft Professional Development online training program. The results of the pilot were so positive that Human Resources was able to provide this free online training to all university employees.

UNIVERSITY OF MISSOURI SYSTEM myLEARN IN PARTNERSHIP WITH SKILLSOFT

Faculty and staff now have complete access to the program offerings, including online courses and other resources. Topics included are:

- Business Skills – over 900 courses/other resources and 5,500 online titles
- Desktop Resources – over 800 courses/other resources and online titles
- IT Skills – over 1,700 courses/other resources and 8,000 online titles
- Legal Compliance – over 60 courses
- Well Being Essentials Books – over 2,000 online titles

We encourage you to take every opportunity to use this resource to expand your knowledge and skills, take training, read books or research information and tips to help you in your job every day.

Check out "Other Training" in the F & A Professional Development Opportunities website for a link to access myLearn through myHR: https://myHR.umsystem.edu, and follow these steps:

1. Sign in using your university User ID and Password
2. Click Self-Service
3. Click Personal Information

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4. Click HR Training – myLearn
5. First time users: Follow the instructions provided in myHR
6. Returning users: Click "Click Here to Begin" (Note: If you would prefer a format compatible with Web accessibility tools, also click the check box on the bottom of the page)

Please contact any member of the UM myLearn Implementation Team with questions at myLearn@umsystem.edu.

- Jill Hermsen, Human Resources, UM System, Implementation Team Lead
- Jill Barksdale, Human Resources, UMKC
- Karen Chapman, Human Resources, Missouri S&T
- Bonnie Gregg, Human Resources, MU
- Ericka Kranitz, Finance & Administration, UM System (and LGD Committee member)
- Linda Lightfoot, Human Resources, UM Health Care
- Shenethia Manuel, Human Resources, Missouri S&T
- Joleen Pfefer, Information Technology, MU/UM System
- Erik Smetana, Human Resources, UMSL

This entry was posted on Friday, February 4th, 2011 at 2:51 pm and is filed under 2011 - 1st Quarter.

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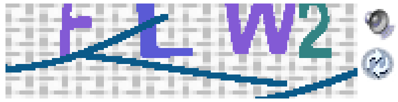

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Training

"Compliance Training Available - Live and Online!"

By Ericka F. Kranitz, Director of Financial Compliance Training

Are you new to the University or have you recently changed positions with different responsibilities? The Controller's Office has compliance training sessions available covering various financial accounting and sponsored program activities. These sessions are available on the Financial Compliance Training website, such as:

- **Fund Accounting** – Do you understand all the different funding sources and related restrictions of the University? This session discusses the basics of fund accounting used by the University in its everyday business operations.
- **Allowability per A-21** – Do you work on grants and contracts? If so, you need to be familiar with the requirements for what can and cannot be charged to a sponsored award. This session discusses the criteria for an allowable cost and provides examples of the compliance issues commonly identified.

Coming soon! These two new sessions will soon be available online:

- **Proposal Development and Submission** – This session discusses the compliance requirements to be aware of as the budget is developed for a sponsored award. The responsibilities of the Principal Investigator, Research Administrator, and Sponsored Programs Office are covered.
- **Accepting and Establishing an Award** – This session covers the aspect of accepting, negotiating, and establishing an award upon receiving the Notice of Grant Award from the sponsor.

Both live sessions and online modules are available. The on-line modules cover the basic compliance requirements in about 15 minutes, while the live

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sessions are in-depth discussions and can be tailored to your unit's particular needs and questions.

Please contact Ericka F. Kranitz (kranitze@umsystem.edu), Director of Financial Compliance Training at the UM System to schedule a live session with your unit or for any questions.

This entry was posted on Thursday, February 3rd, 2011 at 2:44 pm and is filed under 2011 - 1st Quarter.

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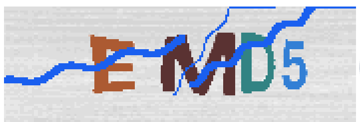

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Sponsored Programs

"Fiscal Year 2011 Space Survey Overview"

By Ryan Rapp, Associate Controller for Sponsored Programs Administration

The University's current F&A Rate Agreement is effective for the three-year period ending June 30, 2012. The University will submit its next F&A Rate Proposal by December 31, 2011 based on fiscal year 2011. The new rate agreement will be effective beginning in fiscal year 2013. A vital part of the proposal process is the space survey. The space survey is very important as it determines the Facilities Rate for the F&A proposal and is heavily scrutinized by U.S. Department of Health and Human Services (DHHS) during the negotiation process. An increase in the Facilities Rate has a positive impact on the bottom line of the University.

The space survey involves many different individuals including your campus Sponsored Programs Office, Department or College Space Inventory Users, Dean's Office Administration, Campus Facilities and the Controller's Office. MU Campus Facilities will be scheduling an orientation meeting in late January to kick off the process with MU Department Space Survey users. Campus Facilities at UMKC, S&T, and UMSL will contact their campus Space Survey users with their specific training soon.

We strongly encourage you to work closely with your Sponsored Programs Office and Campus Facilities Office to ensure this process is completed by Fiscal Year End.

This entry was posted on Wednesday, February 2nd, 2011 at 2:39 pm and is filed under 2011 - 1st Quarter.

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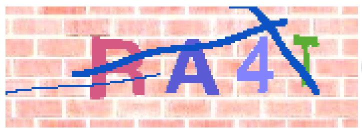

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Changes to Vehicle Rentals and Deductibles

"What's new with auto deductibles and renting from Enterprise?"

By JoAnne Flowers, Assistant Director for Risk & Insurance Management

As you may know, Procurement negotiated special terms with Enterprise/National regarding rental cars which impacts the need for insurance on rentals.

The Enterprise/National rental car contract effective September 2010 provides full physical damage and $1 million in liability coverage at no additional cost for domestic rentals.

If you're in an accident, you should report the accident/damage to the rental office to complete a report so Enterprise/National can handle the claim. Next, complete the University's Vehicle Accident Report Form (UM 5) and attach a copy of the Enterprise/National report to submit to your campus coordinator. Any claims to the credit card company still need to be made by the department rather than the Third Party Administrator (TPA) due to the information required by them.

Another recent change was the process of charging deductibles related to vehicle claims. The process has been modified to reduce handling!

There were a couple of steps involved in the process change. The first was a change in the Vehicle Accident Report Form (UM 5). It now includes an explanation of the deductible amounts and requires a MoCode to be included, in case a deductible needs to be charged to the department.

The next change was to the charging process. The deductible charge form will no longer be sent to the campus coordinator to distribute and return. The deductibles will now be handled as follows:

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- When the department has paid for the repair, the RIM/self-insurance fund will reimburse the settlement amount minus the applicable deductible. A confirmation email will be sent to the campus coordinator and the department contact (as noted on the claim form) will include an explanation of the settlement amount.
- When RIM/self-insurance fund pays the body shop or 3rd party – we will pay the claim in full and charge the department for the applicable deductible. Again, a confirmation email will be sent to the department contact (as stated on the form) and the campus coordinator to confirm the charge and amount.

If you have any questions about these changes, please contact you campus coordinator, refer to our website or contact us.

This entry was posted on Tuesday, February 1st, 2011 at 2:36 pm and is filed under 2011 - 1st Quarter.

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Current University Projects in Design

"New Capital Projects"
By Dave Sheahen, Director of Facilities Planning & Development

The projects will address some important campus initiatives that will improve student learning and living experiences, improve university healthcare facilities, address campus infrastructure needs, and eliminate many deferred facilities renewal projects. This design and construction work will also help spur the state's economic development efforts through job creation.

New projects approved by the Board of Curators include:

- Mark Twain Hall Renovation: $18.7 million, MU
- East Campus Chilled Water Plant: $10 million, MU
- South Campus Storm Sewer Replacement: $6.5 million, MU
- Oak Street Parking Structure: $23.1 million, UMKC
- Miller Nichols Classroom Addition: $17.8 million, UMKC
- University Center Renovations for Student Success: $4.0 million, UMKC
- Geothermal Energy Project: $30 million, Missouri S&T
- Green Meadows Outpatient Care Center: $30 million, UMHC

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The University will also take advantage of these low interest rate bonds for three projects already approved and underway in either planning or construction:

- Power Plant Combined Heat and Power Upgrade: $45.9 million, MU
- Thomas Jefferson Renovation Phase III: $7.1 million, Missouri S&T
- Patient Care Tower and Ellis Fischel Cancer Center: $51.7 million, MUHC

To be eligible for this financing, each of the projects must support either a new revenue stream or a costs savings to help pay the debt. We plan to further highlight these projects in future InFocus articles as the projects race to completion.

This entry was posted on Monday, January 31st, 2011 at 2:30 pm and is filed under 2011 - 1st Quarter.

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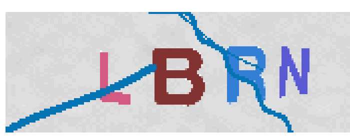
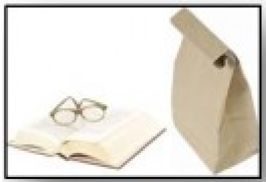


Finance & Administration

"Lunch with Nikki"

By InFocus Editor

Since 2006, Finance & Administration staff have participated in an annual Work Environment Survey. This survey measurers staff perceptions and attitudes with questions such as, "At work I have the opportunity to do what I do best every day" and "My co-workers are committed to quality work." As a result of the most recent Work Environment Survey, communication was listed as an area of concern.



To open the lines of communication, Vice President Krawitz began hosting monthly luncheons with randomly drawn Finance & Administration staff. As of this date, 6 lunches have been held and 38 participants have attended in this monthly "Lunch with Nikki".

Feedback from those who have attended appreciated Vice President Krawitz taking the time to answer their questions and to get feedback from her about their individual concerns. The small group in a casual setting with the clear message that all conversation would stay in the room helped staff to speak freely. Several staff commented that it was clear that she was interested in making the division better as she openly answered questions and took notes to follow up on those issues that were not an easy answer.

In this forum, staff who participate recognize a broader view of the division while Nikki obtains a closer look at each of the departments within the division.

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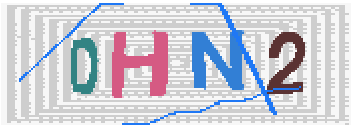

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Office of the Treasurer

"Treasurer Transition"
By InFocus Editor

In early January, Treasurer John Miller announced his resignation to assume the position of Treasurer and Chief Investment officer for the Moses Cone Health System in Greensboro, North Carolina. His last day with the University is January 25th.

John Miller

While John's tenure at the University of Missouri has been shorter than we hoped for, he helped us achieve a number of major initiatives. These initiatives included: successful issuance of $250 million in debt financing at historically low interest rates, improvement in the University's credit ratings to Aa1 and AA+, adoption and implementation of new asset allocation policies for the endowment and retirement trust funds, outsourcing of several treasury functions, and improved results reporting.

Tom Richards comes back to the University where he was formerly the Assistant Controller for Financial Reporting and Taxation. His previous experience as the Chief Financial Officer at Landmark Bank as well as experience with PricewaterhouseCoopers will serve him well in his new position.

Tom Richards

Please join us welcoming Tom back into the University family.

This entry was posted on Sunday, January 30th, 2011 at 2:16 pm and is filed under 2011 - 1st Quarter.

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Office of the Controller

"Your 2010 W-2 Form - When will you get it and what should you check?"
By Brian Sanders, UM Director of Payroll

The University will mail your Form W-2 on or before January 31, 2011. If you have not received your W-2 by February 14, 2011, please notify your campus Payroll Office to receive a duplicate copy.

When you receive your W-2 for calendar year 2010, please check your social security number and spelling of your name to your social security card for accuracy. If different, notify your campus Payroll Office for a W-2 correction.

You may logon to myHR, Employee Self Service, to verify or change your address information in Personal Information Summary.

This entry was posted on Saturday, January 29th, 2011 at 2:11 pm and is filed under 2011 - 1st Quarter.

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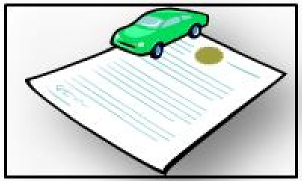
Office of the Controller

"Travel Reimbursement Implementation Project (TRIP)"

By Donna Johanning, Director of Financial Information Systems

The Travel Reimbursement Implementation Project (TRIP), which will result in the implementation of the PeopleSoft 9.0 Expense Module, is progressing with a new focus and direction. After completion of the Shared Services review in 2010, travel reimbursement was chosen as an area with potential for streamlining and process improvement.



The Controller's office has been working with the campus Accounting Directors and the Administrative Management Council to revise the current university travel policies. The revised policies will utilize the functionality of the Expense module and incorporate new guidelines regarding meal reimbursement, travel documentation, and approvals. These revised policies will take effect when we go live on the Expense module and will be incorporated in the training that is currently being developed.

Stay tuned for your training in this new travel reimbursement module as each campus will be communicating roll out plans and training opportunities as they are developed.

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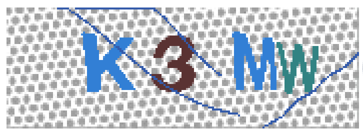

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Records Management

"Movin' On"

By Cyndie Parks, Director for Records Management

As the University realigns responsibilities to operate more efficiently change is inevitable. One recent change for departments to note is where to purchase Records Center storage boxes. Printing Services in Columbia has taken over the inventory and distribution of these boxes for Records Management.

Storage boxes can be ordered online at: http://ps.missouri.edu/PS2/upload/stationery/HTMLFlash/storageBox/.

If you have any questions about ordering boxes you can call Brock Jones at (573) 882-5946 or email him at JonesBP@missouri.edu.

All other aspects of the services remain the same – Printing Services will deliver boxes to departments on Columbia campus and to the courier pick-up point for boxes ordered by departments on the other campuses.

This entry was posted on Thursday, January 27th, 2011 at 2:01 pm and is filed under 2011 - 1st Quarter.

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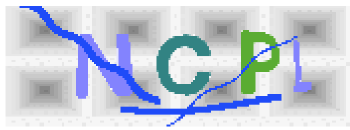

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Records Management

"New Year Resolution - Records Management"
By Cyndie Parks, Director for Records Management

We make and keep records as evidence of the decisions and transactions we make. As University employees, we have legal, fiscal, administrative, historical and research responsibility to so. The University's records retention policies provide the framework for complying with these requirements, and every year this Records Retention Guide is reviewed and updated to keep pace with the various records our institution generates.

Complying with records retention policies makes it easier to locate the information you need to do your job, prevents the destruction of information that you may need again, reduces the volume of stored records that are no longer needed AND it saves money. Making sure you have the records you need or are required to keep and getting rid of those that are no longer needed also reduces the University's exposure to many different kinds of risk such as the risk of litigation, financial loss and loss of reputation.

If you or your department is interested in making this type of resolution to start out the new year right, just contact Records Management! We will be happy to schedule a meeting to help you efficiently and securely manage your records.

This entry was posted on Wednesday, January 26th, 2011 at 1:57 pm and is filed under 2011 - 1st Quarter.

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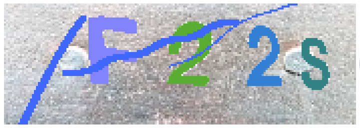

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Procurement

"Procurement - Client Relations Managers"
By Teresa Vest, Client Relations Manager

The CRM team consists of Tanjela Brooks (UMSL), Cathy Barker (UMKC), Stacy Jones (S&T) and Teresa Vest (Columbia & System). The primary function of this role is to understand individual customer needs and to assist with bringing the appropriate Procurement Resources to bear in satisfying university customer needs. They also promote central procurement to their respective business unit by assisting departments with planning procurement service needs, identifying education opportunities, and improving understanding of procurement initiatives.

Recent successes include a wide variety of customer service related activities.

- At UMSL, Tanjela Brooks, has been heavily involved in the solicitation and selection process for a world class food service provider. This project included introducing a new and improved RFP process to the campus which helps insure obtaining the best value for the University by having bidders provide more detail in their risk assessments, past references and requiring information regarding what value adds that they can provide to the University if the RFP was awarded to their company. Along with this process and all other bidding efforts, the University now as the ability to negotiate additional savings on all efforts instead of being chosen on best and lowest price & terms. Meeting with the campus departments and new faculty/staff on the Procurement processes, Keeping them informed of updated Procurement/Business Policies, updating them with information on new show me shop vendors and handling problem resolutions issues with contracted vendors.
- At Missouri S&T, Stacy Jones has attended various meetings across campus to provide information regarding the restructure of the Procurement Services team, Show Me Shop and updated business policies. A few of those meetings have included new faculty training, faculty senate meetings, Department Chair meetings and various departmental staff meetings.
- At UMKC, Cathy Barker has recently begun steps to identify a car lease/sharing program for the campus, added research equipment to the REMI Service Agreement, and negotiated additional savings on the annual PC workstation replacement order with Dell, savings our school

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several thousand dollars this FY.

- At the Columbia campus, Teresa Vest was invited to attend a meeting of the farm and center superintendents to provide information on business policies and to work towards finding solutions for unique purchasing circumstances at the various farms and centers. She also has worked closely with the Veterinary Teaching Hospital to acquire equipment for the new Mizzou Animal Cancer Care facility in Wentzville.

These are just a few examples of some of the customer service highlights that the newly created role has generated.

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Planning & Budget

"COMPASS - Commitment Planning And Support Systems Project"
By Mary Ann Ihler, Executive Assistant for Planning & Budget

The Office of Planning & Budget supports the financial planning and management of the University, working closely with campus budget and accounting offices. They manage the planning, budgeting and forecasting workflows which are generally very complex. It was recognized that continued use of complex Excel spreadsheets, although serviceable, were very labor intensive and forecasting different scenarios took an inordinate amount of time.

To solve this dilemma of accurate and timely budgeting, the University will soon have a detailed integrated budgeting system that will help in this process. This new system, Hyperion Planning, will provide more detailed information than we have ever had in the past and will help in the planning phase of budgeting across all campuses, System, and MUHC. Hyperion Planning is a centralized, Excel and Web-based planning, budgeting and forecasting solution that integrates financial and operational planning processes and improves business predictability. It provides an in-depth look at business operations and its related impact on financials, by tightly integrated financial and operational planning models. It will assist in strategic and operational planning and will allow users to plan and forecast for various economic and market changes, organizational changes, as well as other factors related to making policy decisions.

Hyperion Planning is the first software phase of the COMPASS (Commitment Planning And Support Systems) Project. Stay tuned for updates on this project.

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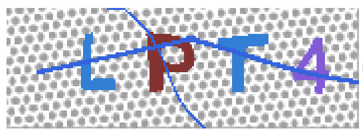

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Hats Off!

"Exceptional Customer Service Awards"
By InFocus Editor

The Hats Off program has grown into 2 separate award systems – the Top Hat Awards and the Warm Fuzzy Awards.

The Top Hat Awards are given from "The Top" – Vice President Krawitz presents these awards on a quarterly basis after receiving nominations from her direct reports.

Recognizing exemplary work by F & A employees, it is given to those whose performance goes beyond the normal high expectations. The award winner receives an actual top hat to be displayed for that quarter, and a note from Vice President Krawitz recognizing them for their commendable service.

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For 1st Quarter 2011, John Miller, Treasurer of the University nominated Ann Toellner, Director of Treasury, Dept and Cash Management for the Top Hat Award.

John said, "Ann Toellner has worked for the University since May 1986 and is currently the Director Treasury, Debt and Cash Management. She and her team are responsible for critical components of the balance sheet that impact the financial viability of the University. These include cash-management of all banking relationships and daily cash processing, short-term investments – over a $billion representing all of the operating funds of the four campuses, the health system and System, and debt-issuance and compliance for all debt activities.

The Top Hat Award I am presenting to Ann relates specifically to her management of the debt activities. Issuing tax-exempt debt is a complicated and cumbersome process involving underwriters, legal counsel, tax counsel, rating agencies and the Board of Curators. Documents are prepared that are distributed publicly so accuracy

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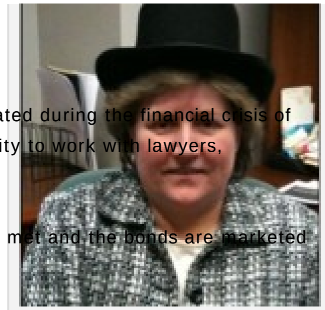
and compliance with law and tax regulations are critical.



Ann Toellner

Ann has worked diligently behind the scenes in bringing over $700 million of debt to the market in the last 18 months, including capital project notes, tax-exempt refinancing and Build America Bonds, a new type of bond created during the financial crisis of 2008. The process of bringing bonds to the market is tedious and requires a knowledge of the process and an ability to work with lawyers, accountants and underwriters in order to make the offering successful.

As is Ann's nature, she has worked quietly but diligently to make sure that documents are accurate, deadlines are met and the bonds are marketed successfully. I can say that without her expertise and diligence, the process would have been much more difficult.

Join me in congratulating Ann for a job well done."

____
The Warm Fuzzy Awards are given by any staff member within F & A to those who have provided Exceptional Customer Service.

Each F & A staff has access to these "Warm Fuzzies" to give out – and they have been popping up in many offices and workstations! The process is informal, allowing each staff member to choose the time and method in which to present the award.

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Wisdom's Corner

"Featuring Challenging and Inspiring Thoughts"

By Memoree Bradley, Secretary to the Vice President of Finance & Administration

There is no greater satisfaction for a just and well-meaning person than the knowledge that he has devoted his best energies to the services of the good cause.

- Albert Einstein (1879-1952)

This entry was posted on Saturday, January 22nd, 2011 at 1:10 pm and is filed under 2011 - 1st Quarter.

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