

Board of Trustees Financial WorkshopBoard of Trustees

Jun 3, 2021 2:00 PM - 5:00 PM EDT

Table of Contents

I. A	genda	2
II. C	Discussion	
	A. INFO – 1 Information Financial Reports and Dashboards	3
	B. INFO – 2 Information Financial Update: Strategic Realignment of Operations a Resources	
III. <i>i</i>	Adjournment	



UNIVERSITY OF CENTRAL FLORIDA

Board of Trustees Financial Workshop Virtual Meeting June 3, 2021 2:00 p.m. – 5:00 p.m.

Livestream: https://ucf.zoom.us/j/99049281700?pwd=SlpKZGZmcHRvQm5JMCtOZyt5Y1FlQT09

Webinar ID: 990 4928 1700 **Passcode:** 975842

Conference Call number: 1-929-205-6099; meeting ID 990 4928 1700

AGENDA

1. Welcome Beverly Seay, Chair, UCF Board of Trustees

2. Roll Call Karen Monteleone, Assistant Vice President,

Board Relations

3. Chair Remarks Chair Seay

4. Discussion

INFO – 1 Information Financial Reports and Dashboards

Gerald Hector, Senior Vice President for

Administration and Finance

INFO – 2 Information Financial Update: Strategic Realignment of

Operations and Resources

Gerald Hector, Senior Vice President for

Administration and Finance

5. Adjournment Chair Seay

ITEM: <u>INFO-1</u>

UCF BOARD OF TRUSTEES

Agenda Item Summary

June 3, 2021

☐ Information ☐ Information ☐ Action				
Information	☐ Information for upcon	ning action	☐ Action	
Meeting	g Date for Upcoming Action:	June 16, 2021		

Purpose and Issues to be Considered:

This information item will provide the Board with an overview of the university's current financial operations, including operating financial information for the quarter ending March 31, 2021, the UCF 2021-2022 Proposed Operating Budget, a summary and update of Sources and Uses, and the May 2021 Financial Dashboard.

Background Information:

Over the past 12 months, while the university managed through a pandemic, management also remained focused on assessing and improving the overall financial management, reporting and oversight processes of the institution. This information item presents materials for the board's review that reflect where management is in terms of inventorying issues for resolution, and a new way of recording, summarizing and reporting financial information.

The attachments include:

- 1. **Attachment A:** An updated draft of the new "Sources and Uses" projection schedule that was debuted for the Board of Trustees in February of 2021. This is still a work in progress and due to current system limitations, it is assembled manually.
- 2. **Attachment B:** Updated draft of the new "Sources and Uses" color of money schedule that was debuted for the Board of Trustees in February of 2021.
- 3. **Attachment C:** Updated draft of a "Financial Dashboard" that is designed to capture Key Performance Indicators (KPIs) monthly. This dashboard along with both "Sources and Uses" documents will become part of a financial management packet that will be shared with the management and the Board of Trustees monthly. While our system limitations continue to present a challenge, the team in Finance and Accounting is committed to getting it done.
- 4. **Attachment D:** Draft 2020-2021 Amended Operating Budget (BOG Template which focuses on Spending Authority) to be voted on at the June 16, 2021 Board of Trustees meeting.
- 5. **Attachment E:** Draft 2021-2022 Proposed Operating Budget (BOG Template which focuses on Spending Authority) to be voted on at the June 16, 2021 meeting based on Board of Governors regulations.
- 6. **Attachment F:** 3rd Quarter Budget to Actual Report as of March 31, 2021.
- 7. **Attachment G:** Draft of the new "Sources and Uses" cash-based budget model. This model will draw a clear distinction between operating and capital budgets and will be used to serve our new incentive-based budget model (RCM). Once implemented, this template will provide a more holistic look at the budget and will be presented to the BOT (in addition to the BOG mandated spending authority) in June of each year.

Recommended Action:

N/A – Information Only.

Alternatives to Decision:

N/A – Information Only.

Fiscal Impact and Source of Funding:

N/A – Information Only.

Authority for Board of Trustees Action: Specific trustee request.
Contract Reviewed/Approved by General Counsel N/A
Committee Chair or Chair of the Board has approved adding this item to the agenda $igtigtigtigtigtigta$
Submitted by:
Gerald Hector, Senior Vice President for Administration and Finance
Supporting Documentation:
Attachment A: "Sources and Uses" Projection Schedule
Attachment B: "Sources and Uses" Color of Money Schedule
Attachment C: Financial Dashboard
Attachment D: Draft 2020-2021 Amended BOG Operating Budget

Facilitators/Presenters:

Gerald Hector, Senior Vice President for Administration and Finance

Attachment E: Draft 2021-2022 Proposed BOG Operating Budget

Attachment F: Budget to Actual Report as of March 31, 2021 (3rd Quarter) Attachment G: Draft New "Sources and Uses" Cash-Based Budget Model



UNIVERSITY OF CENTRAL FLORIDA ANNUAL CASH FLOW AND LIQUIDITY PROJECTIONS FISCAL YEAR 2020-2021

	July ACTUAL	August ACTUAL	September ACTUAL	October ACTUAL	November ACTUAL	December ACTUAL	January ACTUAL	February ACTUAL	March ACTUAL	April ACTUAL	May PROJECTED	June PROJECTED	Total
CATEGORY	(000s)	(000s)	(000s)	(000s)	(000s)	(000s)	(000s)	(000s)	(000s)	(000s)	(000s)	(000s)	(000s)
OPENING BALANCE	\$ 572,648 \$	566,444 \$	634,950 \$	675,255	\$ 659,526	\$ 591,989	606,761	648,054 \$	616,533	\$ 608,060	\$ 588,449	\$ 603,413	
Student Tuition and Fees (gross)	\$32,699	\$37,311	\$155,670	\$19,732	\$9,895	\$13,879	\$164,037	\$29,890	\$12,904	\$9,595	\$49,171	\$12,453	\$547,236
Federal and State Student Financial Aid	\$26,468	\$68,979	\$110,331	\$24,153	\$6,196	\$53,583	\$121,099	\$13,016	\$17,780	\$4,829	\$35,623	\$17,528	\$499,585
State Non-Capital Appropriations	\$24,552	\$27,316	\$24,037	\$24,034	\$24,034	\$25,615	\$24,269	\$24,269	\$37,205	\$37,205	\$40,574	\$59,490	\$372,600
Federal Grants and Contracts	\$13,571	\$7,885	\$9,903	\$7,877	\$9,298	\$9,062	\$11,557	\$10,391	\$8,508	\$11,690	\$8,498	\$10,760	\$119,000
State Grants and Contracts	\$2,273	\$1,311	\$191	\$354	\$653	\$333	\$759	\$688	\$213	\$3,562	\$1,249	\$1,221	\$12,807
Non-Capital Grants, Contracts and Gifts	\$1,553	\$6,064	\$5,546	\$1,423	\$5,401	\$1,291	\$2,158	\$1,555	\$20,157	\$9,020	\$1,813	\$31,950	\$87,931
Housing	\$1,258	\$2,281	\$7,032	\$1,022	\$861	\$614	\$10,894	\$1,078	\$523	\$294	\$274	\$659	\$26,790
Sales and Services Auxiliary Enterprises	\$8,175	\$8,450	\$6,249	\$7,120	\$7,156	\$6,183	\$6,756	\$8,150	\$8,378	\$7,401	\$7,381	\$8,974	\$90,373
Commissions and Royalty Income	\$214	\$132	\$456	\$425	\$22	\$189	\$916	\$525	\$301	\$343	\$462	\$623	\$4,608
Investment Income (Realized)	\$50	\$91	\$12	\$6	\$66	\$164	\$1,265	(\$7)	(\$9)	\$833	(\$15)	\$9,346	\$11,802
Interest on Bank and other investments	\$1,292	\$889	\$842	\$1,303	(\$26,772)	\$816	\$1,203	\$784	\$672	\$892	\$610	\$10,270	(\$7,199)
State Capital Appropriations	\$2,236	\$597	\$1,534	\$497	\$526	\$284	\$465	\$247	\$577	\$869	\$0	\$0	\$7,832
Capital Grants, Contracts and Donations	\$0	\$0	\$0	\$70	\$0	\$0	\$0	\$0	\$0	\$0	\$34	\$625	\$729
Bond Proceeds	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Sale of Bonds Revenue Certificates	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other Income and changes in receivables	(\$4,538)	\$8,209	\$5,759	\$6,106	\$4,718	\$1,055	\$3,054	\$2,891	\$8,080	(\$1,388)	\$4,096	\$4,902	\$42,944
TOTAL SOURCES	\$109,803	\$169,515	\$327,562	\$94,122	\$42,054	\$113,068	\$348,432	\$93,477	\$115,289	\$85,145	\$149,770	\$168,801	\$1,817,038
Compensation and Benefits	\$44,063	\$50,936	\$58,008	\$58.174	\$74,675	\$64,101	\$64,187	\$60,627	\$61,941	\$57.482	\$59,419	\$59,419	\$713.033
Services and supplies	\$24,973	\$18,479	\$21,699	\$17,905	\$20,795	\$17,342	\$25,917	\$19,364	\$27,045	\$23,028	\$16,663	\$24,256	\$257,466
Utilities	\$2,365	\$1,672	\$2,279	\$2,233	\$2,162	\$1,721	\$2,058	\$1,573	\$2,176	\$1,693	\$1,422	\$2,772	\$24,126
Communications	\$888	\$535	\$584	\$664	\$608	\$523	\$587	\$729	\$744	\$648	\$486	\$525	\$7,521
Scholarships, Fellowships and Waivers	\$37,114	\$23,312	\$201,963	\$16,984	\$8,720	\$13,105	\$218,806	\$22,454	\$22,507	\$19,073	\$51,379	\$12,057	\$647,474
Capital Outlays	\$7,975	\$7,039	\$5,038	\$6,945	\$3,484	\$2,472	\$6,700	\$3,900	\$4,612	\$4,678	\$10,018	\$15,002	\$77,863
Debt Service	\$101	\$6,917	\$46	\$48	\$390	\$47	\$42	\$1,596	\$657	\$45	\$927	\$2,820	\$13,636
Other Expenses and changes in liabilities	\$131	(\$3,425)	\$3,129	(\$2,060)	\$914	(\$1,055)	(\$12,734)	\$11,474	\$3,551	(\$2,359)	(\$2,723)	\$1,062	(\$4,095)
Reconcilable items	(\$1,602)	(\$4,454)	(\$5,490)	\$8,957	(\$2,157)	\$41	\$1,576	\$3,281	\$529	\$468	(\$2,785)	\$0	(\$1,636)
TOTAL USES	 \$116,008	\$101,011	\$287,256	\$109,850	\$109,591	\$98,297	\$307,139	\$124,998	\$123,762	\$104,756	\$134,806	\$117,913	\$1,735,388
SURPLUS/(DEFICIT)	(\$6,205)	\$68,504	\$40,306	(\$15,728)	(\$67,537)	\$14,771	\$41,293	(\$31,521)	(\$8,473)	(\$19,611)	\$14,964	\$50,888	\$81,650
CLOSING BALANCE	\$566,443	\$634,948	\$675,256	\$659,527	\$591,989	\$606,760	\$648,054	\$616,533	\$608,060	\$588,449	\$603,413	\$654,300	

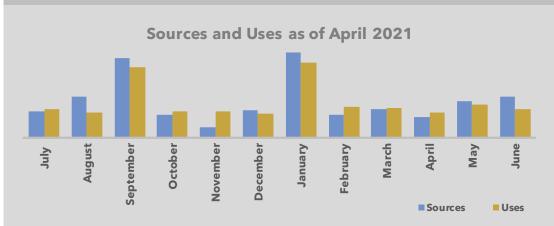


UNIVERSITY OF CENTRAL FLORIDA ANNUAL CASH FLOW AND LIQUIDITY PROJECTIONS As of April 2021

Category	Construction (000s)	Contracts & Grants (000s)	DSO and Agency Funds (000s)	E&G (000s)	Financial Aid (000s)	Restricted Aux (000s)	Ui Restricted Local Fees (000s)	nrestricted Aux - Loans Unrestricted Aux (000s)	Total (000s)
OPENING BALANCE	47,209	18,203	31,152	314,170	17,480	79,652	74,629	25,567	608,062
Student Tuition and Fees (gross)	\$0	\$0	\$331	\$4,566	\$0	\$1,680	\$2,367	\$651	\$9,595
Federal and State Student Financial Aid	\$0	\$0	\$0	\$0	\$4,829	\$0	\$0	\$0	\$4,829
State Non-Capital Appropriations	\$0	\$0	\$0	\$37,205	\$0	\$0	\$0	\$0	\$37,205
Federal Grants and Contracts	\$0	\$11,690	\$0	\$0	\$0	\$0	\$0	\$0	\$11,690
State Grants and Contracts	\$0	\$3,562	\$0	\$0	\$0	\$0	\$0	\$0	\$3,562
Non-Capital Grants, Contracts and Gifts	\$0	\$3,276	\$0	\$0	\$5,745	\$0	\$0	\$0	\$9,021
Housing	\$0	\$0	\$172	\$0	\$0	\$122	\$0	\$0	\$294
Sales and Services Auxiliary Enterprises	\$0	\$0	\$3	\$0	\$0	\$461	\$25	\$6,913	\$7,402
Commissions and Royalty Income	\$0	\$0	\$0	\$0	\$0	(\$10)	\$99	\$255	\$344
Investment Income (Realized)	\$0	\$0	\$2	(\$30)	\$3	\$124	\$46	\$688	\$833
Interest on Bank and other investments	\$0	\$0	\$1	\$228	\$2	\$95	\$35	\$530	\$891
State Capital Appropriations	\$869	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$869
Capital Grants, Contracts and Donations	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Bond Proceeds	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Sale of Bonds Revenue Certificates	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other Income	\$277	(\$2,374)	\$299	\$453	\$124	\$276	\$19	(\$463)	(\$1,389)
TOTAL SOURCES	\$1,146	\$16,154	\$808	\$42,422	\$10,703	\$2,748	\$2,591	\$8,574	\$85,146
Compensation and Benefits	\$0	\$6,016	(\$1,760)	\$43,002	\$361	\$2,070	\$1,068	\$6,724	\$57,481
Services and supplies	\$415	\$9,787	\$33	\$4,640	(\$75)	\$1,732	\$2,841	\$3,654	\$23,027
Utilities	\$0	\$14	\$13	\$40	\$0	\$28	\$77	\$1,522	\$1,694
Communications	\$2	\$37	\$29	\$316	\$3	\$44	\$158	\$59	\$648
Scholarships, Fellowships and Waivers	\$0	\$21	\$0	\$288	\$17,282	\$483	\$946	\$53	\$19,073
Capital Outlays	\$2,668	\$508	\$0	\$1,321	\$0	\$5	\$176	\$0	\$4,678
Debt Service	\$0	\$0	\$0	\$40	\$0	\$0	\$3	\$3	\$46
Other Expenses and changes in liabilities	(\$478)	(\$69)	(\$2,085)	(\$41)	(\$3)	(\$48)	\$374	(\$10)	(\$2,360)
Reconciliable items	(\$4,480)	(\$7,229)	\$455	\$12,171	(\$2,708)	\$599	\$1,025	\$638	\$471
TOTAL USES	(\$1,873)	\$9,085	(\$3,315)	\$61,777	\$14,860	\$4,913	\$6,668	\$12,643	\$104,758
SURPLUS/(DEFICIT)	\$3,019	\$7,069	\$4,123	(\$19,355)	(\$4,157)	(\$2,165)	(\$4,077)	(\$4,069)	(\$19,612)
CLOSING BALANCE	\$50,228	\$25,272	\$35,275	\$294,815	\$13,323	\$77,487	\$70,552	\$21,498	588,450



UNIVERSITY OF CENTRAL FLORIDA ANNUAL CASH FLOW AND LIQUIDITY FISCAL YEAR 2020-2021

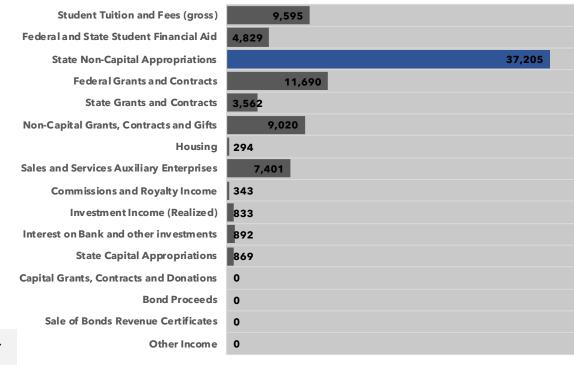




Choose Month

April

CASH FLOW SOURCES: April



CASH FLOW USES: April



DRAFT



UNIVERSITY OF CENTRAL FLORIDA

Unaudited Financial Dashboard April 2021

Cash Position											
Financial Indicator	April 2021			April 2020	Change from P						
Total Cash and Investments ¹	\$	588,447,406	\$	551,621,644		7%					

¹UCF's cash and investment book balances, including DSO funds held by the University. Balances do not include include unrealized market gains.

Workii	Working Capital Bank Balances												
Financial Indicator	I Indicator April 2021			April 2020	CI	hange from PY							
BNY Mellon	\$	347,273,062	\$	304,273,530	0	14%							
SPIA	\$	295,782,047	\$	261,894,914	0	13%							
Bank of America	\$	1,190,030	\$	2,922,255	0	-59%							

S	Sponsored Research												
Financial Indicator	FY 2021 ²			FY 2020 ²	Change from PY								
New Proposals Submitted - Amount	\$	1,012,116,555	\$	764,944,224	32%								
New Proposals Submitted - Count		1,507		1,627	-7 %								
New Awards Received - Amount	\$	185,115,269	\$	174,259,885	6 %								
New Awards Received - Count		1,193		956	o 25%								
Expenditures	\$	157,793,458	\$	129,993,576	2 1%								
F&A Earned	\$	20,538,379	\$	20,201,647	2 %								
Active Awards		1,782											

²FY 2021 represents July 1, 2020 through May 15, 2021; FY 2020 represents July 1, 2019 through May 15, 2020.

	Gifts			
Financial Indicator	April 2021	April 2020	Ch	ange from PY
New Proposals Submitted - Amount	\$ 24,000,176	\$ 3,734,360	0	543%
New Proposals Submitted - Count	62	36	\circ	72%
Proposals Funded - Amount ³	\$ 904,500	\$ 423,885		113%
Proposals Funded - Count ³	27	21		29%
Pledges Receivable - Old ⁴	\$ 214,230	\$ 1,048,545		-80%
Pledges Receivable - New ⁵	\$ 447,790	\$ 104,284		329%
New Unique Donors - Amount ⁶	\$ 157,480	\$ 138,571		14%
New Unique Donors - Count ⁷	810	888		-9%

³Proposals funded includes all proposals solicited at the \$1,000 level or above. Proposals may have been solicited in a prior fiscal year; report is based on the date that the proposal was funded by the donor. Amount includes pledges, planned gifts, and outright cash gifts.

Donor's legal gifts (Hard Credit): Outright gifts of cash; Stocks; Fair Market Value; Pledges; Recurring Gift Payments; Gift-In-Kind (except Software and Services); Planned Gifts at face value for donors 60+ and present value for 59 and under; Company matching gifts (once match pledge is confirmed; Research Foundation funds; Athletics Non-Charitable funds (80/20 component); Event Registrations; Excludes funds or other resources that are derived from a governmental agency or source (State, Federal or Municipal matching funds or land).

⁴Old pledges are pledges created in a previous Fiscal Year of the reporting month.

⁵New pledges are pledges created in the current Fiscal Year of the reporting month.

⁶Donors and Amounts follow Lifetime Attainment definition:

⁷Number of Unique New Donors and New Donors Amount are donors who had not donated prior to the reporting month.

Attachment D

University of Central Florida 2020-21 Proposed Operating Budget Amendment

For Board of Trustees (BOT) Approval

Budget Entity	2020-21 BOT-approved + Budget ¹	2020-21 State/University + Adjustments	2020-21 Proposed Amendment ²	2020-21 = Revised Budget	Percent Increase/ Decrease
Education and General (E&G), Main	644,101,818	(7,389,632)		636,712,186	-1.15%
Education and General (E&G), College of Medicine	46,782,551	221,248		47,003,799	0.47%
Education and General (E&G), Fl. Center for Students with Unique Abilities	8,984,565	-		8,984,565	0.00%
Contracts and Grants (C&G)	188,528,000		82,472,000	271,000,000	43.75%
Auxiliaries	302,385,900			302,385,900	0.00%
Local Funds Non-add Local Funds Detail	760,454,854	(2,039,731)		758,415,123	-0.27%
Student Financial Aid (SFA)	659,877,204			659,877,204	0.00%
Intercollegiate Athletics (ICA)	64,811,544	(2,039,731)		62,771,813	-3.15%
Student Activities	24,760,828			24,760,828	0.00%
Technology Fee	10,028,400			10,028,400	0.00%
Concession Funds	400,000			400,000	0.00%
Self Insurance Plan (SIP)	576,878			576,878	0.00%
Faculty Practice Plan	9,603,362			9,603,362	0.00%
Total Operating Expenditures	1,960,841,050	(9,208,115)	82,472,000	2,034,104,935	3.74%

Highlights

² The proposed C&G amendment is due to the following anticipated year-end expenditures:

CARES Act Higher Education Emergency Relief Fund (HEERF) grant (\$10M for HEERFI estimated expenditure reimbursements + \$32M estimated transfers for lost revenues).

One-time National Science Foundation (NSF) funds for The Arecibo Observatory cleanup.

20,000,000

Office of Research estimated FY 2021 increase in C&G award expenditures.

20,472,000

82,472,000

¹ On June 18, 2020, the Board of Trustees approved a FY 2021 continuation operating budget (OB) equal to FY 2020 for all budget entities. The OB was exclusive of possible revenue increases/decreases, such as, but not limited to, research awards, state appropriations, and tuition and fees.

Attachment E

University of Central Florida 2021-22 Proposed Operating Budget

All Budget Entities

Education and General (E&G) Budget Entities ¹	вот	020-21 Approved iting Budget	2020-21 Final Revised	2021-22 Proposed Operating Budget	% Increase (Decrease)	\$ Increase (Decrease)	
E&G, Main							
State Appropriations	\$	336,391,302	\$ 329,001,670	\$ 335,794,312	2.1%	\$	6,792,642
Student Tuition and Fees		304,640,516	304,640,516	318,133,474	4.4%	\$	13,492,958
Interest and Other Revenue		3,070,000	3,070,000	3,070,000	0.0%	\$	<u>-</u>
Total E&G Main		644,101,818	 636,712,186	656,997,786	2.0%		20,285,600
E&G, College of Medicine							
State Appropriations		30,773,894	30,995,142	30,781,275	-0.7%		(213,867)
Student Tuition and Fees		15,708,657	15,708,657	16,024,899	2.0%		316,242
Interest and Other Revenue		300,000	300,000	300,000	0.0%		_
Total E&G, College of Medicine		46,782,551	47,003,799	47,106,174	0.2%		102,375
E&G, Florida Center for Students with Unique Abilities	(FCSUA)						
State Appropriations		8,984,565	8,984,565	8,984,565	0%		
Total E&G, FCSUA		8,984,565	 8,984,565	8,984,565	0%		-
Total E&G Budget Entities		699,868,934	692,700,550	713,088,525	2.9%		20,387,975
Non-E&G Budget Entities							
Auxiliary Enterprises		302,385,900	302,385,900	305,999,077	1.2%		3,613,177
Contracts and Grants		188,528,000	271,000,000	319,991,191	18.1%		48,991,191
Local Funds							
Student Financial Aid		659,877,204	659,877,204	727,540,204	10.3%		67,663,000
Intercollegiate Athletics		64,811,544	62,771,813	71,381,380	13.7%		8,609,567
Student Activities		24,760,828	24,760,828	24,197,328	-2.3%		(563,500)
Technology Fee		10,028,400	10,028,400	11,863,810	18.3%		1,835,410
Self-Insurance Plan		576,878	576,878	563,167	-2.4%		(13,711)
Concessions		400,000	400,000	800,000	100.0%		400,000
Total Local Funds		760,454,854	758,415,123	836,345,889	10.3%		77,930,766
Faculty Practice Plan		9,603,362	9,603,362	8,246,368	-14.1%		(1,356,994)
Total Non-E&G Budget Entities		1,260,972,116	1,341,404,385	1,470,582,525	9.63%		129,178,140
Total Proposed FY 2021-22 Budget		1,960,841,050	2,034,104,935	2,183,671,050	7.4%		149,566,115

Note:

Excludes E&G carryforward funds. Per Board of Governors (BOG) Regulation 9.007, State University Operating Budgets and Requests, university budgeted E&G carryforward funds shall be reported separately in the E&G Carryforward Spending Plan Report. This report will be due for submission to the BOG for approval by a date established by the Chancellor of the State University System after the upcoming fiscal year.

Attachment F

University of Central Florida 2020-21 Budget to Actuals Through March 31, 2021 and End of Year Projections

Budget Entities	Q3 (Thr	ough March 31, 2 Actuals	2021)		(Through June 30 tinuation Budget		Variances Fu Act	% of Full Year Budget Utilized thru Q3			
budget Entitles	Revenue	Expense	Net	Revenue	Expense	Net	Revenue	Expense	Net	Revenue	Expense
Education and General (E&G), Main	473,956,309	441,980,397	31,975,912	636,712,186	636,712,186	-	(162,755,877)	194,731,789	31,975,912	74%	69%
E&G,College of Medicine	34,748,530	29,375,075	5,373,455	47,003,799	47,003,799	-	(12,255,269)	17,628,724	5,373,455	74%	62%
E&G, Fl. Center for Students with Unique Abilities	6,334,138	1,714,378	4,619,760	8,984,565	8,984,565	-	(2,650,427)	7,270,187	4,619,760	71%	19%
Contracts and Grants (C&G)	161,961,196	154,977,664	6,983,532	276,805,783	271,000,000	5,805,783	(114,844,587)	116,022,336	1,177,749	59%	57%
Auxiliaries ²	195,595,319	183,552,404	12,042,915	288,227,216	302,385,900	(14,158,684)	(92,631,897)	118,833,496	26,201,599	68%	61%
Local Funds	621,572,654	599,226,961	22,345,693	753,226,552	758,415,123	(5,188,571)	(131,653,898)	159,188,162	27,534,264	83%	79%
Faculty Practice Plan ³	13,308,815	3,976,125	9,332,690	9,603,362	9,603,362	-	3,705,453	5,627,237	9,332,690	139%	41%
Total	1,507,476,961	1,414,803,004	92,673,957	2,020,563,463	2,034,104,935	(13,541,472)	(513,086,502)	619,301,931	106,215,429	75%	70%

^{1.} Revenue and expenditures include the 2020-21 Continuation Budget and Adjustments to Contracts and Grants (C&G) and Intercollegiate Athletics.

^{2.} The budgeted loss of \$14.1M for Auxiliaries is primarily related to the correction of projects associated with the Trevor Colbourn Hall investigation.

^{3.} The Faculty Practice Plan revenue exceeds the Continuation Budget due to internal transfers from Auxiliary to pay off the Pegasus Health Quadrangle Building.

UNIVERSITY OF CENTRAL FLORIDA SOURCES AND USES BUDGET DETAIL FISCAL YEAR 2021-2022

Category	Central <u>Provost</u>	Pooled Tuition & Financial Aid	Undergraduate <u>Studies</u>	Community Innovation & Education	College of Sciences	Engineering & Computer Science	College of Medicine	Optics & Photonics	Honors <u>College</u>	Health Professions & Sciences	College of Business	College of Graduate Studies	Arts & Humanities	College of Hospitality Nursing Manageme		Student Engagement	Administration & Support	Physical Plant & Facilities	Executive & Other	Total UCF
Resources:																				
Tuition and Fees (Gross)	\$0		\$0	\$0	\$0		\$0	\$0	\$0	\$0	\$0		\$0			\$0	\$0	\$0	\$0	\$0
Redistribution of Undergraduate Tuition	\$0		\$0	\$0	\$0		\$0	\$0	\$0	\$0	SC		\$0				\$0	\$0	\$0	
Federal and State Student Financial Aid Non Capital Appropriations	\$0 \$0		\$0 \$0	\$0 \$0	\$0 \$0		\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0		\$0 \$0				\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0
Federal Grants and Contracts	\$0 \$0		\$0 \$0	\$0 \$0	\$0		\$0	\$0 \$0	\$0 \$0	\$0 \$0	\$(\$(\$0 \$0	\$0	\$0	
State Grants and Contracts	\$0		\$0	\$0	\$0		\$0	\$0	\$0	\$0	SC		\$0			\$0	\$0	\$0	\$0	\$0
Unrestricted Support from Foundation	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0 \$	0 \$0	\$0	\$0	\$0	\$0	\$0
Restricted Support from Foundation	\$0		\$0	\$0	\$0		\$0	\$0	\$0	\$0	SC		\$0				\$0	\$0	\$0	
Other DSO Support	\$0		\$0	\$0	\$0		\$0	\$0	\$0	\$0	SC		\$0				\$0	\$0	\$0	\$0
Non-Capital Grants, Contracts and Gifts Housing	\$0 \$0		\$0 \$0	\$0 \$0	\$0 \$0		\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0		\$0 \$0				\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0
Sales and Services Auxiliary Enterprises	\$0 \$0		\$0 \$0	\$0 \$0	\$0		\$0 \$0	\$0 \$0	\$0	\$0 \$0	\$(\$(\$(\$0 \$0	\$0 \$0	\$0	\$0	\$0
Commissions and Royalty Income	\$0		\$0	\$0	\$0		\$0	\$0	\$0	\$0	SC		\$0			\$0	\$0	\$0	\$0	\$0
Investment Income (Realized)	\$0		\$0	\$0	\$0		\$0	\$0	\$0	\$0	\$0		\$0				\$0	\$0	\$0	
Interest on Bank and other Investments	\$0		\$0	\$0	\$0		\$0	\$0	\$0	\$0	\$0		\$0				\$0	\$0	\$0	\$0
State Capital Appropriations	\$0		\$0	\$0	\$0		\$0	\$0	\$0	\$0	SC		\$0				\$0	\$0	\$0	
Capital Grants, Contracts and Donations Bond Proceeds	\$0 \$0		\$0 \$0	\$0 \$0	\$0 \$0		\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0		\$0 \$0				\$0 \$0	\$0 \$0	\$0 \$0	
Sale of Bonds Revenue Certificates	\$0 \$0		\$0 \$0	\$0 \$0	\$0		\$0	\$0 \$0	\$0 \$0	Ψ0	\$(\$(\$0 \$0	\$0	\$0	
Other Income and changes in receivables	\$0		\$0	\$0	\$0		\$0	\$0	\$0	\$0	\$0		\$0				\$0	\$0	\$0	
Total Sources	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	SC	\$0	SC	\$0 \$	0 \$0	\$0	\$0	\$0	\$0	\$0
Use of Resources:																				
Compensation and Benefits	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	SC	\$0	\$0	so s	0 \$0	\$0	\$0	\$0	\$0	\$0
Services and supplies	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0 \$			\$0	\$0	\$0	
Utilities	\$0		\$0	\$0	\$0		\$0	\$0	\$0	\$0	\$0		\$0				\$0	\$0	\$0	
Communications	\$0		\$0	\$0 \$0	\$0		\$0 \$0	\$0	\$0	\$0 \$0	SC		\$0 \$0				\$0	\$0	\$0	
Scholarships, Fellowships and Waivers Capital Assets	\$0 \$0		\$0 \$0	\$0 \$0	\$0 \$0	***	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0		\$0 \$0			\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	
Debt Service	\$0 \$0		\$0 \$0	\$0 \$0	\$0		\$0	\$0 \$0	\$0 \$0	\$0 \$0	\$(\$(\$(90	\$0 \$0	\$0	\$0	
Other Expenses and changes in liabilities	\$0		\$0	\$0	\$0		\$0	\$0	\$0	\$0	SC		\$0				\$0	\$0	\$0	
Reconcilable items	\$0		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0 \$	0 \$0	\$0	\$0	\$0	\$0	
Total Uses	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	SC	\$0	\$0	\$0 \$0	0 \$0	\$0	\$0	\$0	\$0	\$0
Resource Redistribution: University Support Functions																				
President's Strategic Fund Allocations	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	SC	\$0	\$0	\$0 \$	0 \$0	\$0	\$0	\$0	\$0	\$0
Allocated Cost Recovery (UBC & CSUAC)	\$0		\$0	\$0	\$0		\$0	\$0	\$0		\$0		\$0				\$0	\$0	\$0	
Facilities Operations and Maintenance	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0 \$0	0 \$0	\$0	\$0	\$0	\$0	\$0
Redistributed Resources																				
University Support Pool Tax	\$0		\$0	\$0	\$0		\$0	\$0	\$0	\$0	\$0		\$0				\$0	\$0	\$0	
Provost Support Pool Allocation	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0 \$0	0 \$0	\$0	\$0	\$0	\$0	\$0
Net from Operations - Before Transfers	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	SC	\$0	\$0	\$0 \$	0 \$0	\$0	\$0	\$0	\$0	\$0
Transfers (To)/From - FFE	\$0		\$0	\$0	\$0		\$0	\$0	\$0		\$0		\$0				\$0	\$0	\$0	\$0
Transfers (To)/From - Plant Funds	\$0		\$0	\$0	\$0		\$0	\$0	\$0		\$0		\$0				\$0	\$0	\$0	
Provost Subvention Annual Allocations	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0 \$	0 \$0	\$0	\$0	\$0	\$0	\$0
Use of Carryforward Funds by Units	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0 \$0	0 \$0	\$0	\$0	\$0	\$0	\$0
Net from Operations - After Transfers	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	SC	\$0	\$0	\$0 5	0 \$0	\$0	\$0	\$0	\$0	\$0

ITEM: <u>INFO-2</u>

UCF BOARD OF TRUSTEES Agenda Item Summary

June 3, 2021

Title: Financial Update: Str	rategic Realignment	of Operations ar	nd Resources	
Information		ion for upcomir	ıg action	☐ Action
Meeting	Date for Upcoming	g Action:	June 16, 2021	
Purpose and Issues to be C This information item will properations prior to the June and consistent financial representation. Research University and top	provide the Board wi Finance and Facilitie porting will allow t	es Committee me the university to	eting. The alignme	ent of strategy and resources
Background Information: The Financial Workshop w from Senior Vice President	vill include three inf	_	nents, followed by	comments and next steps
The three informational seg	ments will highlight	the following:		
Part I: What Are We Doing This segment will provide including an inventory of cu	the Board with ar		he university's cu	arrent financial operations
Part II: Why Should We Ch This segment will include practices.	_	e challenges pro	esented by current	financial and operational
Part III: How Will We Char The final segment will outl long-term actions.	0	timeline for cha	ange, including im	mediate, intermediate, and
For more information, please which has a video, trustee of more focused attention on "white paper was written with	quiz, and a white pap	er authored by S and enrollment i	SVP Hector in 2014	4 concerning the need for a
Recommended Action: N/A – Information Only.				
Alternatives to Decision: N/A – Information Only.				
Fiscal Impact and Source N/A – Information Only.	of Funding:			
Authority for Board of Tr	ustees Action:			

Specific trustee request.

Contract Reviewed/Approved by General Counsel N/A
Committee Chair or Chair of the Board has approved adding this item to the agenda $\ \square$
Submitted by: Gerald Hector, Senior Vice President for Administration and Finance
Supporting Documentation: Attachment A: UCF Board of Trustees Financial Workshop PowerPoint Presentation
https://www.southerneducation.org/publications/navigatingthenewnormal/ Links to a video, trustee quiz, and a white paper by SVP Hector on "net tuition revenue" and enrollment management for colleges and universities.
Facilitators/Presenters:
Gerald Hector, Senior Vice President for Administration and Finance

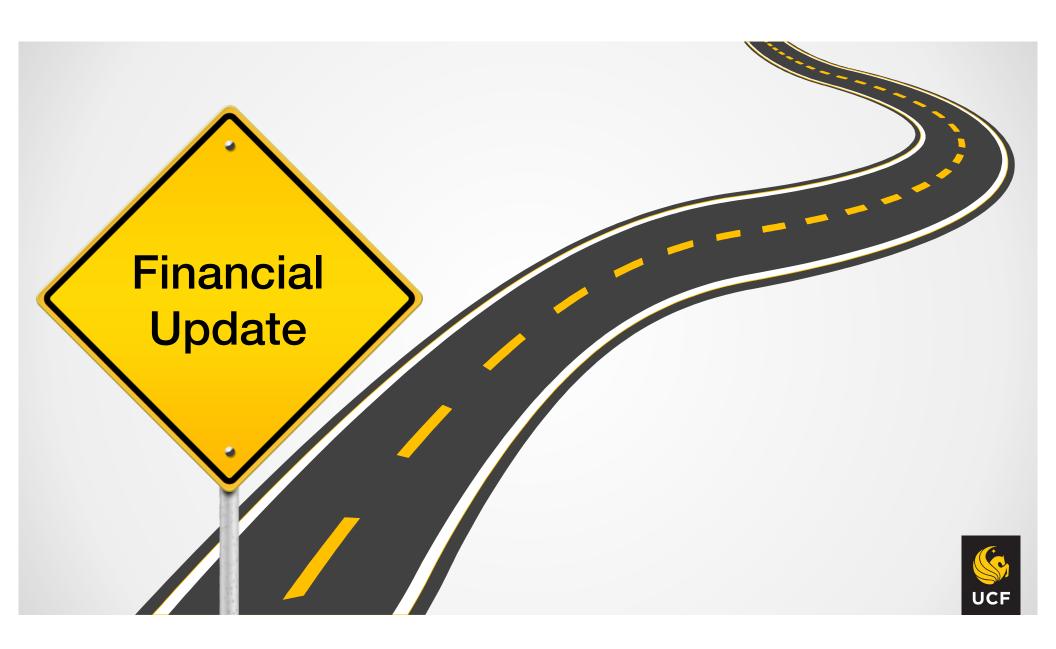




"Sit No Longer At Your Dusty Window I Urge You To Break The Gaze From your Oh So Cherished Glass"

Gian Torrano Jacobs
 "Journeys Through the Windows of Perception"







2020-21 Proposed Operating Budget Amendment

Background

- The BOT approved a Continuation Operating Budget of \$1,960,841,050 for FY 2020-21 that was equal to the approved amount for FY 2019-20.
- The continuation budget includes Contracts and Grants (C&G) spending authority of \$188.5 million that requires an amendment to \$271 million (an \$82.5 million increase)

Total Anticipated C&G Expenditure Increase	82,472,000
CARES Act Higher Education Emergency Relief Fund (HEERF) grants	42,000,000
FY 2021 increases in C&G award expenditures	20,472,000
One-time National Science Foundation (NSF) funds for Arecibo Observatory cleanup	20,000,000



Financial Update

2020-21 C&G Proposed Budget Amendment

For BOT Approval

Budget Entity	2020-21 BOT-approved + Budget ¹	2020-21 State/University + Adjustments	2020-21 Proposed Amendment ²	2020-21 = Revised Budget	Percent Increase/ Decrease
Education and General (E&G), Main	644,101,818	(7,389,632)		636,712,186	-1.15%
Education and General (E&G), College of Medicine	46,782,551	221,248		47,003,799	0.47%
Education and General (E&G), Fl. Center for Students with Unique Abilities	8,984,565	-		8,984,565	0.00%
Contracts and Grants (C&G)	188,528,000		82,472,000	271,000,000	43.75%
Auxiliaries	302,385,900			302,385,900	0.00%
Local Funds Non-add Local Funds Detail	760,454,854	(2,039,731)		758,415,123	-0.27%
Student Financial Aid (SFA)	659,877,204			659,877,204	0.00%
Intercollegiate Athletics (ICA)	64,811,544	(2,039,731)		62,771,813	-3.15%
Student Activities	24,760,828			24,760,828	0.00%
Technology Fee	10,028,400			10,028,400	0.00%
Concession Funds	400,000			400,000	0.00%
Self Insurance Plan (SIP)	576,878			576,878	0.00%
Faculty Practice Plan	9,603,362			9,603,362	0.00%
Total Operating Expenditures	1,960,841,050	(9,208,115)	82,472,000	2,034,104,935	3.74%





2020-21 Quarter 3 Operating Budget Update

Budget to Actuals for Period Ending March 31, 2021

	Q3 (Thr	ough March 31, 2	2021)	Full Year (Through June 30	, 2021)	Variances Fu	ll Year FY2021	Budget vs.	% of Full Ye	ear Budget
Budget Entities		Actuals		Con	tinuation Budget	1	Act	tuals thru Q3 (\$	Utilized thru Q3		
	Revenue	Expense	Net	Revenue	Expense	Net	Revenue	Expense	Net	Revenue	Expense
Education and General (E&G), Main	473,956,309	441,980,397	31,975,912	636,712,186	636,712,186	-	(162,755,877)	194,731,789	31,975,912	74%	69%
E&G,College of Medicine	34,748,530	29,375,075	5,373,455	47,003,799	47,003,799	-	(12,255,269)	17,628,724	5,373,455	74%	62%
E&G, Fl. Center for Students with Unique Abilities	6,334,138	1,714,378	4,619,760	8,984,565	8,984,565	-	(2,650,427)	7,270,187	4,619,760	71%	19%
Contracts and Grants (C&G)	161,961,196	154,977,664	6,983,532	276,805,783	271,000,000	5,805,783	(114,844,587)	116,022,336	1,177,749	59%	57%
Auxiliaries ²	195,595,319	183,552,404	12,042,915	288,227,216	302,385,900	(14,158,684)	(92,631,897)	118,833,496	26,201,599	68%	61%
Local Funds	621,572,654	599,226,961	22,345,693	753,226,552	758,415,123	(5,188,571)	(131,653,898)	159,188,162	27,534,264	83%	79%
Faculty Practice Plan ³	13,308,815	3,976,125	9,332,690	9,603,362	9,603,362	-	3,705,453	5,627,237	9,332,690	139%	41%
Total	1,507,476,961	1,414,803,004	92,673,957	2,020,563,463	2,034,104,935	(13,541,472)	(513,086,502)	619,301,931	106,215,429	75%	70%

^{1.} Revenue and expenditures include the 2020-21 Continuation Budget and Adjustments to Contracts and Grants (C&G) and Intercollegiate Athletics.



^{2.} The budgeted loss of \$14.1M for Auxiliaries is primarily related to the correction of projects associated with the Trevor Colbourn Hall investigation.

^{3.} The Faculty Practice Plan revenue exceeds the Continuation Budget due to internal transfers from Auxiliary to pay off the Pegasus Health Quadrangle Building.



2021-22 Proposed Operating Budget

Background

- Florida Board of Governors regulation 9.007(1) states that each university president shall prepare an operating budget for approval by the university board of trustees in accordance with instructions, guidelines, and standard formats provided by the BOG.
- FY 2021-22 total operating budget of \$2.184 billion represents a \$149.6 million (7.4 percent) increase over the current year revised budget of \$2.034 billion.
- This includes a UCF-Main tuition and fees budget increase of \$13.5 million to the BOG-approved maximum authority.
- Other major changes in Contracts and Grants and Student Financial Aid due primarily to CARES and HEERF funding.
- Proposed budget excludes carryforward funds. Per BOG regulation 9.007, university budgeted E&G carryforward funds are reported separately in the E&G Carryforward Spending Plan Report.



Financial Update

2021-22 Proposed Operating Budget

For BOT Approval

Education and General (E&G) Budget Entities	2020-21 BOT Approved Operating Budget	2020-21 Final Revised	2021-22 Proposed Operating Budget	% Increase (Decrease)	\$ Increase (Decrease)
E&G, Main					
State Appropriations	\$ 336,391,302	\$ 329,001,670	\$ 335,794,312	2.1%	\$ 6,792,642
Student Tuition and Fees	304,640,516	304,640,516	318,133,474	4.4%	\$ 13,492,958
Interest and Other Revenue	3,070,000	3,070,000	3,070,000	0.0%	\$ -
Total E&G Main	644,101,818	636,712,186	656,997,786	2.0%	20,285,600
E&G, College of Medicine					
State Appropriations	30,773,894	30,995,142	30,781,275	-0.7%	(213,867
Student Tuition and Fees	15,708,657	15,708,657	16,024,899	2.0%	316,242
Interest and Other Revenue	300,000	300,000	300,000	0.0%	-
Total E&G, College of Medicine	46,782,551	47,003,799	47,106,174	0.2%	102,375
E&G, Florida Center for Students with Unique	Abilities (FCSUA)				
State Appropriations	8,984,565	8,984,565	8,984,565	0%	-
Total E&G, FCSUA	8,984,565	8,984,565	8,984,565	0%	-
Total E&G Budget Entities	699,868,934	692,700,550	713,088,525	2.9%	20,387,975
Non-E&G Budget Entities					
Auxiliary Enterprises	302,385,900	302,385,900	305,999,077	1.2%	3,613,177
Contracts and Grants Local Funds	188,528,000	271,000,000	319,991,191	18.1%	48,991,191
Student Financial Aid	659,877,204	659,877,204	727,540,204	10.3%	67,663,000
Intercollegiate Athletics	64,811,544	62,771,813	71,381,380	13.7%	8,609,567
Student Activities	24,760,828	24,760,828	24,197,328	-2.3%	(563,500
Technology Fee	10,028,400	10,028,400	11,863,810	18.3%	1,835,410
Self-Insurance Plan	576,878	576,878	563,167	-2.4%	(13,711
Concessions	400,000	400,000	800,000	100.0%	400,000
Total Local Funds	760,454,854	758,415,123	836,345,889	10.3%	77,930,766
Faculty Practice Plan	9,603,362	9,603,362	8,246,368	-14.1%	(1,356,994
Total Non-E&G Budget Entities	1,260,972,116	1,341,404,385	1,470,582,525	9.63%	129,178,140





Financial Dashboard

DRAFT



UNIVERSITY OF CENTRAL FLORIDA

Unaudited Financial Dashboard April 2021

	C	Cash Position			
Financial Indicator		April 2021	April 2020	Change from PY	1
Total Cash and Investments ¹	\$	588,447,406	\$ 551,621,644	O 79	%

¹UCF's cash and investment book balances, including DSO funds held by the University. Balances do not include include unrealized market gains.

Working Capital Bank Balances					
Financial Indicator		April 2021		April 2020	Change from PY
BNY Mellon	\$	347,273,062	\$	304,273,530	14%
SPIA	\$	295,782,047	\$	261,894,914	0 13%
Bank of America	\$	1,190,030	\$	2,922,255	-59%

Sponsored Research							
Financial Indicator		FY 2021 ²		FY 2020 ²	Change fro	m PY	
New Proposals Submitted - Amount	\$	1,012,116,555	\$	764,944,224		32%	
New Proposals Submitted - Count		1,507		1,627		-7%	
New Awards Received - Amount	\$	185,115,269	\$	174,259,885		6%	
New Awards Received - Count		1,193		956		25%	
Expenditures	\$	157,793,458	\$	129,993,576		21%	
F&A Earned	\$	20,538,379	\$	20,201,647		2%	
Active Awards		1,782					

 ^2FY 2021 represents July 1, 2020 through May 15, 2021; FY 2020 represents July 1, 2019 through May 15, 2020.

			_			
Gifts						
Financial Indicator		April 2021		April 2020	Cha	nge from PY
New Proposals Submitted - Amount	\$	24,000,176	\$	3,734,360	0	543%
New Proposals Submitted - Count		62		36		72%
Proposals Funded - Amount ³	\$	904,500	\$	423,885		113%
Proposals Funded - Count ³		27		21		29%
Pledges Receivable - Old ⁴	\$	214,230	\$	1,048,545		-80%
Pledges Receivable - New ⁵	\$	447,790	\$	104,284		329%
New Unique Donors - Amount ⁶	\$	157,480	\$	138,571		14%
New Unique Donors - Count ⁷		810		888	0	-9%

³Proposals funded includes all proposals solicited at the \$1,000 level or above. Proposals may have been solicited in a prior fiscal year, report is based on the date that the proposal was funded by the donor. Amount includes pledges, planned gifts, and outright cash gifts.

Donor's legal gifts (Hard Credit): Outright gifts of cash; Stocks; Fair Market Value; Pledges; Recurring Gift Payments; Gift-In-Kind (except Software and Services); Planned Gifts at face value for donors 60+ and present value for 59 and under; Company matching gifts (once match pledge is confirmed; Research Foundation funds; Athletics Non-Charitable funds (80/20 component); Event Registrations; Excludes funds or other resources that are derived from a governmental agency or source (State, Federal or Municipal matching funds or land).

⁷Number of Unique New Donors and New Donors Amount are donors who had not donated prior to the reporting month.



⁴Old pledges are pledges created in a previous Fiscal Year of the reporting month.

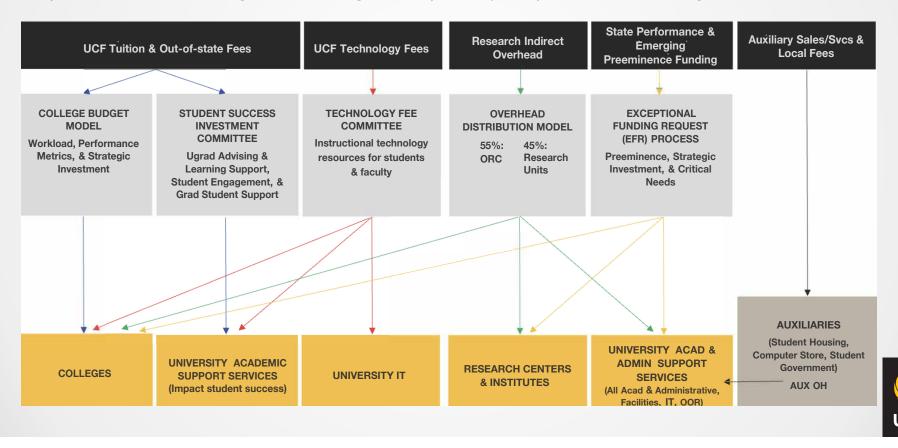
⁵New pledges are pledges created in the current Fiscal Year of the reporting month.

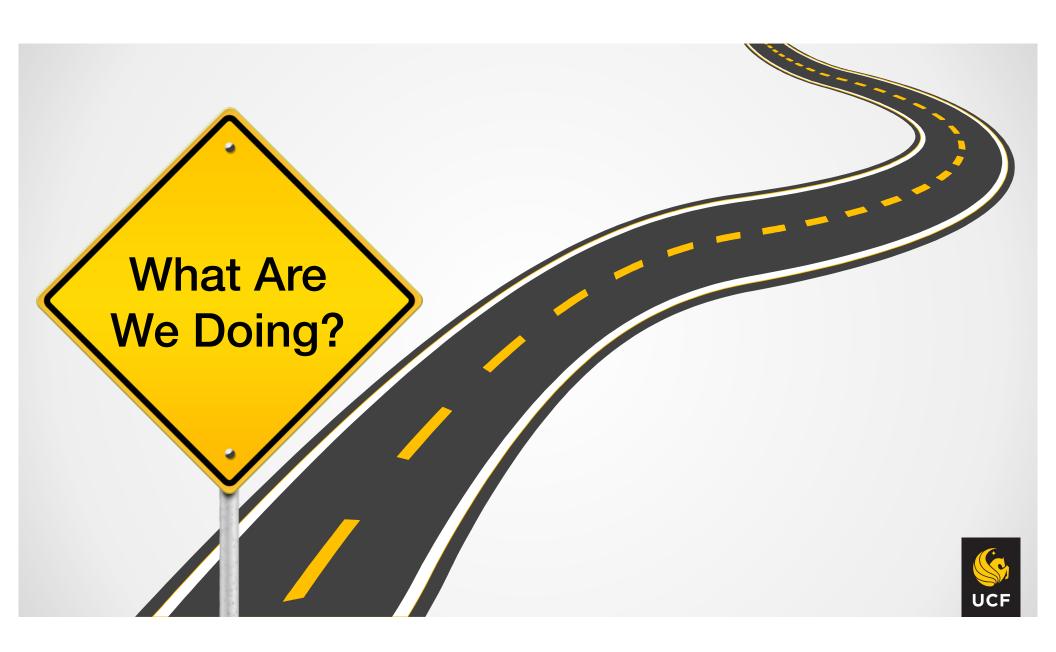
⁶Donors and Amounts follow Lifetime Attainment definition:

Financial Update

Budget Allocation Model

UCF's current resource allocation model is a hybrid approach based on incremental budgeting (rolling budgets forward from one year to the next—adding or subtracting a small percent) and performance funding to reward mission delivery.







"If your outflow is more than your intake, your downfall will be your upkeep, and your assets will be in a bind."

E. Dean Montgomery



Overarching Themes

Campus, stakeholders and friends do not have a full appreciation for what is necessary to pivot to a new reality

Education, Empowerment and Execution (E3)

Amazing growth in academics, research and service, but support and administrative services are lagging behind

Trustees have seen only a portion of the picture

Tremendous
accomplishments in the
last year to inventory,
understand and bring to
light items that must be
addressed before
strategic initiatives can be
launched

Nomenclature is Key for Future Success

Current Terminology	Current Meaning	Future Meaning			
Operating Budget	BOG Reporting: E&G revenue estimates and non- E&G spending authority Excludes carryforward, capital, Foundation, DSOs except Athletics	Expenses to operate the entire university regardless of fund source			
Fixed Capital Outlay Budget Request (Capital Improvement Plan)	Annual submission to BOG requesting PECO funds for eligible new construction, renovation or remodeling projects that meet statutory criteria	PECO funding request			
Fixed Capital Outlay Budget	Annual submission to BOG that provides a spending plan for fixed capital outlay projects for the next year. Includes projects funded from PECO, along with projects funded from any other eligible source	A component piece of the university's comprehensive Five-Year Capital Plan			



Nomenclature is Key for Future Success

Current Terminology	Current Meaning	Future Meaning
Waivers	Reduction of sticker price based on enrollment management plan	Tuition discounting (inclusive of both funded and unfunded institutional aid)
Negative Cash Accounts	Holding account for cash accounts pushed to the departmental level	This terminology will be removed with the implementation of Workday
Auxiliary Internal Loans	Loans of cash from auxiliary units to another. Terms are specific to each loan	Due To/From between units and the center that are tracked with both agreements and accounts established in the general ledger
Overhead Internal Loans	Research F&A cash loaned to academic and research units of the university	Due To/From between units and the center that are tracked with both agreements and accounts established in the general ledger



Financials

01

Financial Reporting

- Annual Financial Statements
 - Fully close the books annually; including coordinating closing across the campus community and DSOs.
 - Review and implement new governmental accounting standards
- Special Reports
 - Prepare 30+ recurring requests for financial information

02

Budget-to-Actuals Reporting

- Prior to FY21, prepared current year-to-prior year actuals-to-actuals comparisons
- Starting in FY21, started preparing budget-to-actuals reports

03

Financial Monitoring

- Annually, prior to year-end, we perform fund statement reviews
- General accounting reviews 5,000+ community journal entries annually
- Maintain and update the current chart of accounts



Financials

04

Direct Support Organizations

- Operations
 - Utilizing separate and distinct financial systems
 - Central Accounting and DSO are not aligned in terms of financial management
 - Funds flow and expenses management is between the DSOs and Central

05

Auxiliary Enterprises

- Must be self-supporting
- Conservatively accounting for debt financed auxiliaries has resulted in limited funds flowing back to the university to cover expenses

06

UCF Downtown

- Nascent stages of operations
- Operational needs still being assessed
- Funding is still somewhat in start up mode through an allocation



Operational Budget Management

E&G

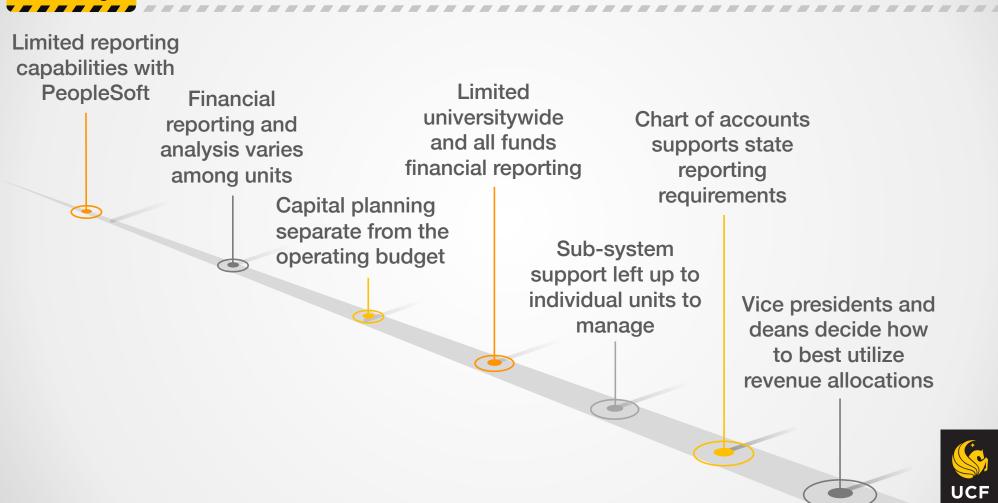
- Recurring revenue allocation
- Not an expenditure projection
- Tuition revenue projections developed centrally
- Units receive historical allocations with incremental changes based on state budget and tuition changes

Non-E&G

- Based on revenue and expense projections
- Auxiliary developed by individual units
- C&G, financial aid, etc. developed centrally



Operational Budget Management



UCF Investments

- Cash and investments are split between BOA, SPIA, and BNY Investment Pools
- Four investment pools were originally established in 2008

Pool I

Immediately available operating funds limited to only mutual funds, CDARS, and SPIA.

Pool II

Quickly available operating funds limited to 75% of highly rated short term fixed income and 25% of mutual funds and cash and cash equivalents.

Pool III

Structured for moderate growth and reasonable safety of principal while generating an above benchmark total rate of return. Limited to 10-20% of domestic equities, 75-95% intermediate fixed income, and up to 15% in cash and cash equivalents.

Pool IV

Structured to maximize long-term growth. Limited to 40-50% domestic equity, 10-20% international equity, 0-10% alternative assets, 25-35% broad market fixed income, and up to 10% in TIPS and cash and cash equivalents.

- E&G Funds are currently invested in BOA, SPIA, and a portion of Pool II
- Pool I was underperforming SPIA and was closed in September 2016
- All Pool I funds were reinvested across other pools
- Pool II has been underperforming SPIA in recent years



Debt Management

- Semi-annual debt updates are provided to the board outlining current year debt service, debt ratings, and outstanding principal balances
- Any new debt issuance and refinancing is presented to both the DSO and UCF boards for approval
- The UCF debt management guidelines were created in 2006 and have not been recently updated
- Budgeted coverage ratios are not being presented to the UCF BOT at the time DSO budgets are approved
- Internal loans and other internal debt arrangements have not previously required board approval and lacked formal documentation



Capital Budgeting and Planning

Five-Year Capital Improvement Plan (CIP)

- State request for PECO and CITF funding
- Only includes top 3-5 projects
- Also known as Fixed Capital Outlay Budget Request

Fixed Capital Outlay Budget

- Board of Governors submission providing a capital plan for upcoming year
- Only includes capital projects with secured funding
- Includes projects funded from PECO, donations, and other sources

Facilities Operating Budget

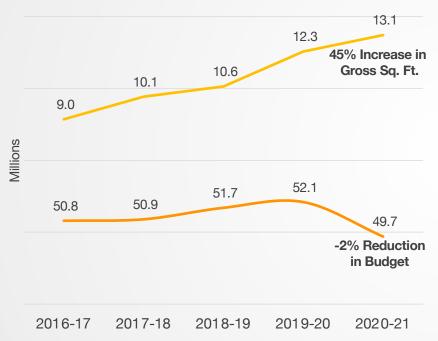
- Recurring E&G budget allocation from the university
- Supports regular maintenance, utilities, and other operations
- Not increased in response to rising costs of materials, labor, and rates



What Are We Doing?

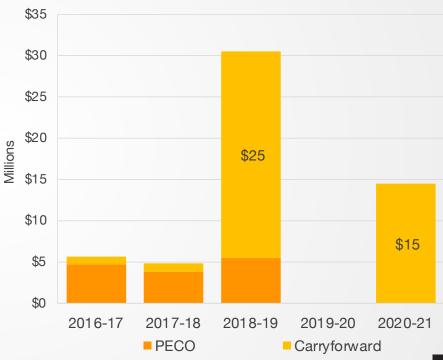
Capital Budgeting and Planning

Operations Funding



- E&G Recurring Operating Budget per division allocation document.
- Gross Square Feet includes Main Campus, UCF Downtown, Florida Solar Energy Center, Rosen Hospitality Management, and Health Sciences Campus per UCF Facts Website.

Capital Renewal Funding

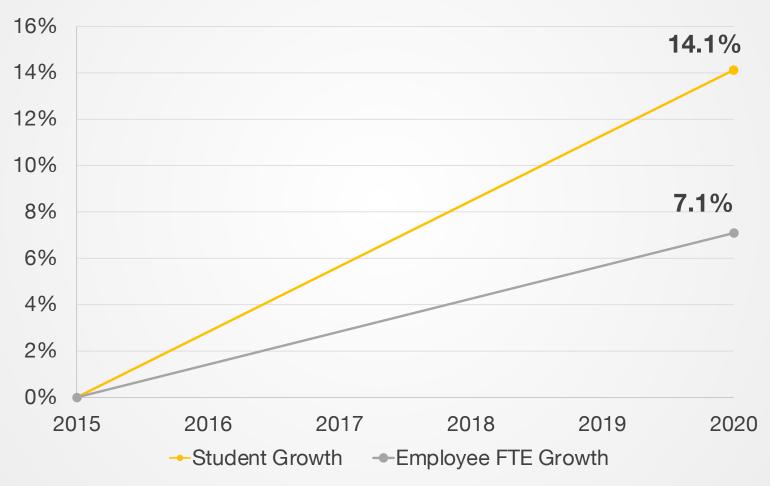


- Represents funding received by facilities for capital renewal on E&G buildings.
- · Non-E&G units, such as auxiliaries, must self-fund capital needs.





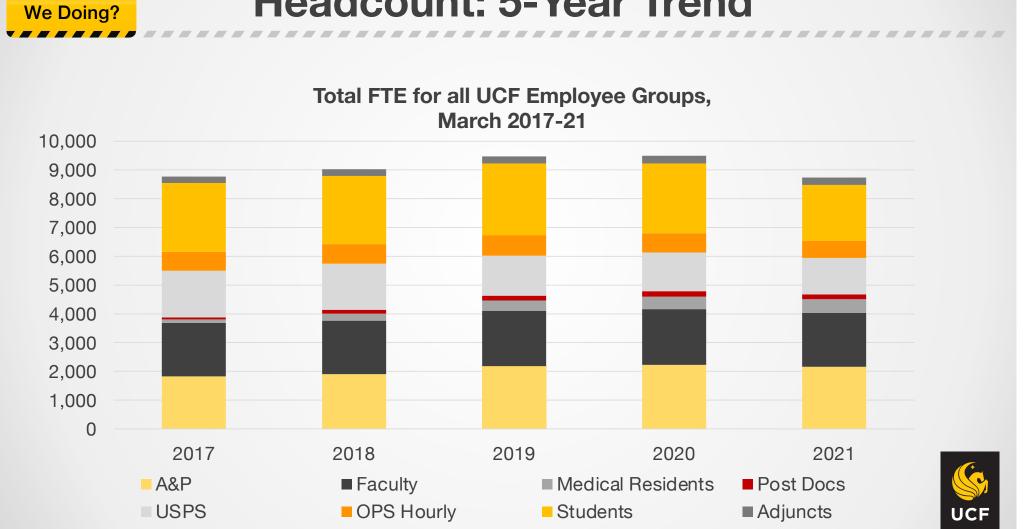
Employee Growth vs. Student Growth at UCF 2016-2020





What Are We Doing?

Headcount: 5-Year Trend







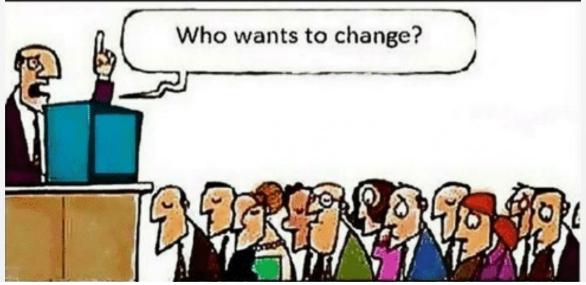
"However, now is the time for higher education institutions to reconsider their value propositions and operating models if they are committed to successfully and sustainably delivering their mission in the years to come. In these uncertain times, discerning "what is next" for the higher education sector will likely require calculated speculation and some risk taking."

TIAA/EY

The New Normal: Higher Education in a Post COVID-19 World
October 2020

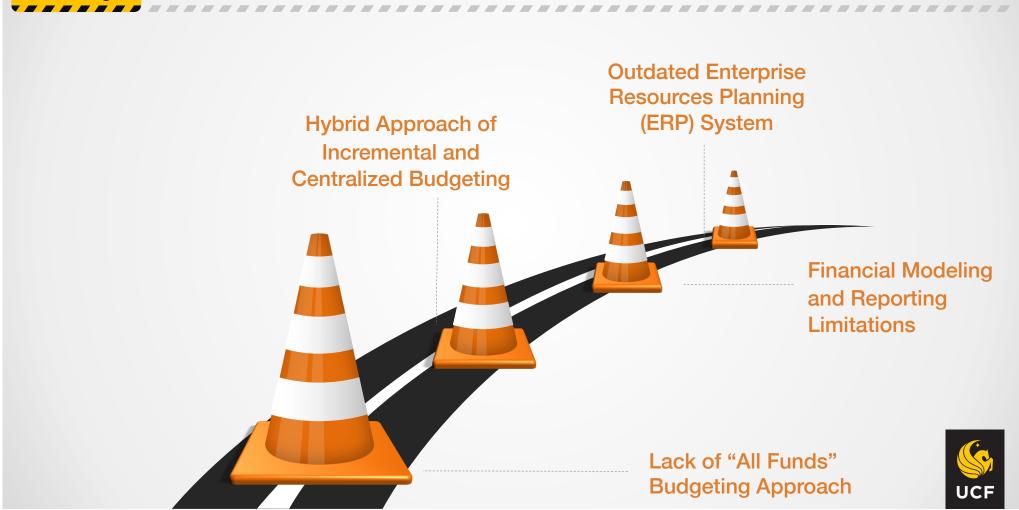






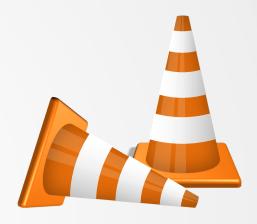


University Budget Model



Operational Budget Management

- Sub-optimal use of colors of money
- E&G cash reserves continue to grow
- Inability to properly re-invest resources
 - Student-to-faculty ratio
 - Administrative support
 - Maintenance and capital renewal
- Inability to make data-driven funding decisions
- Limited operational reporting capabilities in ERP
- No collective view of ALL funds including Foundation
- Lack of long-term planning
- Capital planning and maintenance inadequately funded





Financial Challenges

01

Annual Financial Statements

- Extensive manual processes
- Complete statements not produced from accounting system
- Stale data since published 8 to 9 months after year-end

02

Quarterly Budget-to-Actuals Reporting

- Extensive manual processes
- Multiple reports in varying formats and levels can be confusing

03

Financial Monitoring

- General accounting task taking away from financial monitoring task (insufficient personnel)
- Atypical account balances (negative debits; positive credits)
- No forecasting



Financial Challenges

04

Direct Support Organizations

- Operations
 - Financial operations of DSOs go through "fits and starts"
 - Lack of Central oversight despite having to rely on it for operational support allowed by the BOG
 - Cash flow timing becomes a challenge
 - Cannot close books monthly which is optimal going forward

05

Auxiliary Enterprises

- Auxiliaries are created to provide a fungible source of cash to the institution that is currently not happening in a robust way
- Our current interpretation does not allow for auxiliaries to plan better

06

UCF Downtown

- UCF Downtown is now a fully functioning campus that should be integrated into our base operations
- The campus is an anchor for the Parramore section of Orlando
- There are deferred maintenance needs that must be funded soon





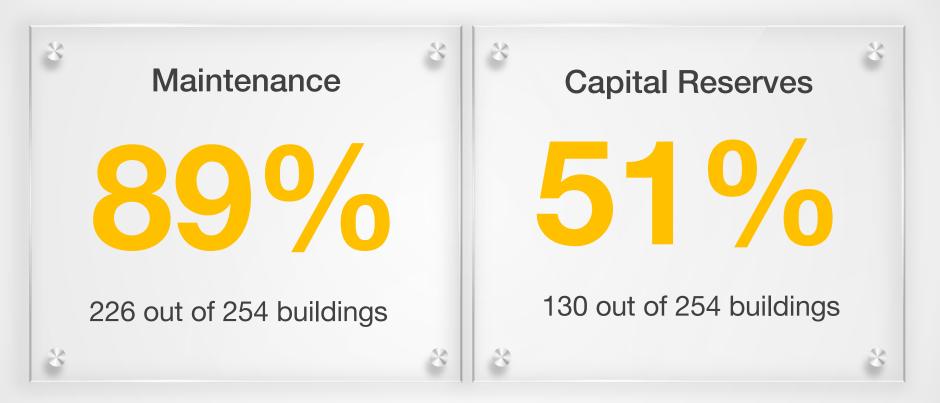
Facilities Operations



- Underfunded operations
- Data and reporting ability does not align
- Segmented building management strategy
- Segmented long-term capital funding strategy



Building Management Portfolio







Capital Budgeting and Planning



Lack of comprehensive capital data and reporting for decision-making and planning

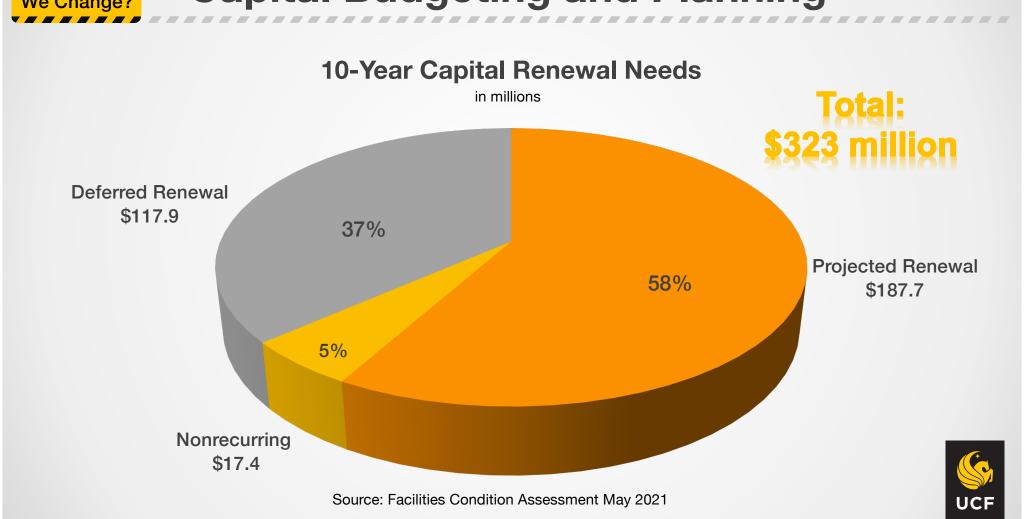


Inadequate funding to support facilities maintenance and capital renewal

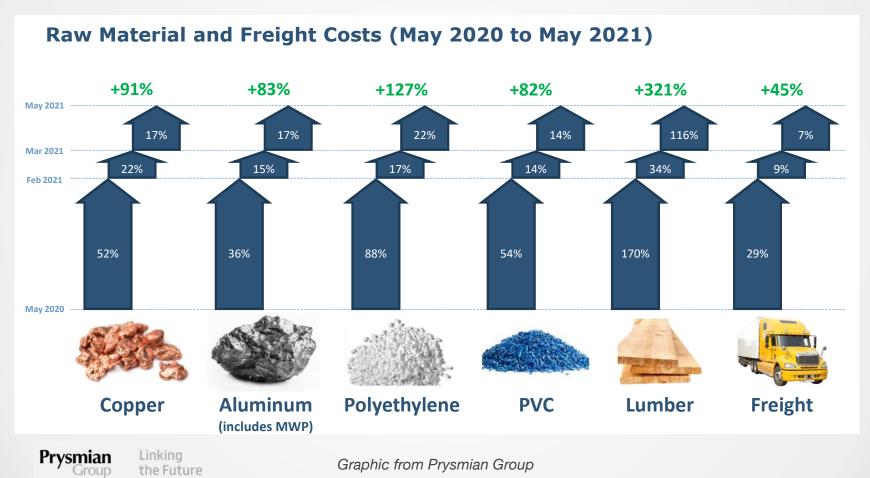




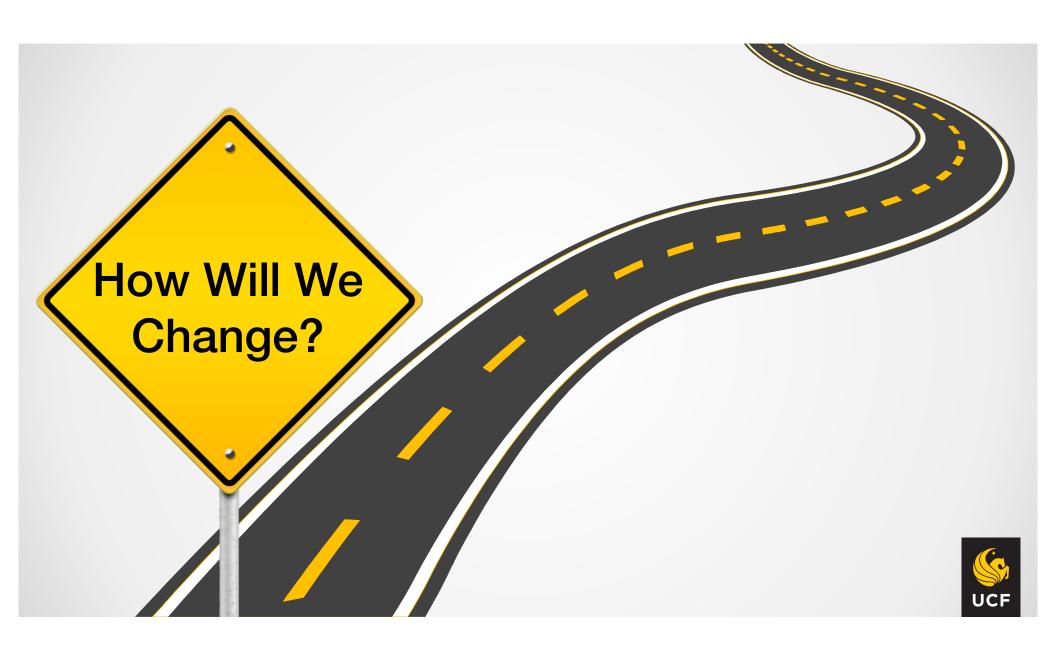
Capital Budgeting and Planning



Inflationary Costs in Facilities









"Culture will eat strategy for breakfast."

- Peter Drucker



Financial Management Framework

Mission-Based Strategic Plan

- Reflect mission and values
- Set metrics-based performance goals for divisions and centers

Financial Model

- Balance financial abilities to strategy over X years
- Build cash and debt capacity
- SWOT assessments and Scenario Modeling

Operating Budget

- Full integration with strategic plan, financial plan and capital budget
- High-level, multi-year targets driven from strategic plan
- Annual targets in multi-year context

Capital Plan

- · Institution-based approach
- Quantitative rigor, NPV
- Monitoring of results





Budget Realignment

Require decision makers and budget owners to examine and justify all costs

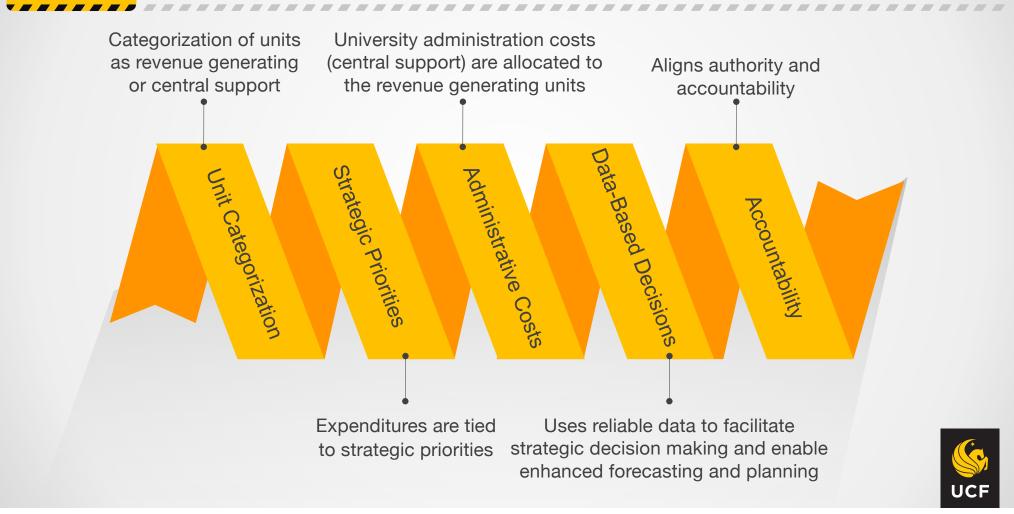
Assess existing activities and budgets of "Central Support Units" to recommend the appropriate level of service and budget

Align budgets with strategic goals through zero-based budgeting exercise





Incentive-Based Budget Model

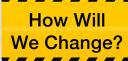




Operational Budget Management

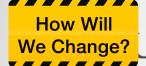
- Level-set funding with zero-based budgeting
- Budgets based on cost projections rather than revenue allocations
- Sustainable funding plan for capital planning and maintenance
- Reporting and analysis to include ALL funds
- Adaptive Planning and Workday
- Long-term financial planning



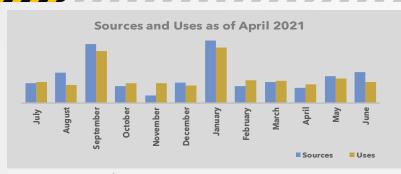


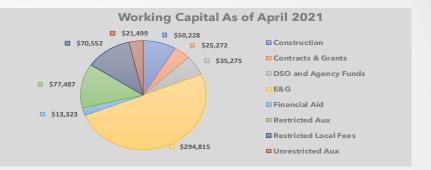
Revenue Diversification





CF Cash Flow a Gash EL Polition by FY 2020-2021

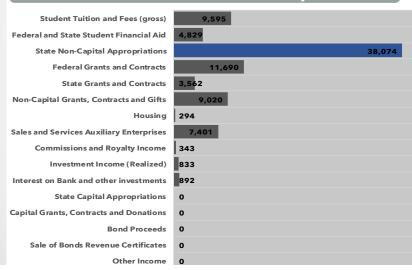




Choose Month

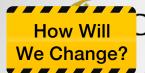
April

CASH FLOW SOURCES: April



CASH FLOW USES: April





How Will We Change? Cash Flow & Light Out of Cash Flow and Cash Flow and

CATEGORY	July ACTUAL (000s)	August ACTUAL (000s)	September ACTUAL (000s)	October ACTUAL (000s)	November ACTUAL (000s)	December ACTUAL (000s)	January ACTUAL (000s)	February ACTUAL (000s)	March ACTUAL (000s)	April ACTUAL (000s)	May PROJECTED (000s)	June PROJECTED (000s)	Total (000s)
OPENING BALANCE	\$ 572,648 \$	\$ 566,444 \$	634,950 \$	675,255	\$ 659,526	\$ 591,989 \$	606,761	\$ 648,054 \$	616,533	608,060	\$ 588,449	\$ 603,413	
SOURCES	July ACTUAL	August ACTUAL	September ACTUAL	October ACTUAL	November ACTUAL	December ACTUAL	January ACTUAL	February ACTUAL	March ACTUAL	April ACTUAL	May PROJECTED	June PROJECTED	Total
Student Tuition and Fees (gross)	\$32,699	\$37,311	\$155,670	\$19,732	\$9,895	\$13,879	\$164,037	\$29,890	\$12,904	\$9,595	\$49,171	\$12,453	\$547,236
Federal and State Student Financial Aid	\$26,468	\$68,979	\$110,331	\$24,153	\$6,196	\$53,583	\$121,099	\$13,016	\$17,780	\$4,829	\$35,623	\$17,528	\$499,585
State Non-Capital Appropriations	\$26,787	\$27,913	\$25,570	\$13,880	\$24,559	\$25,898	\$24,734	\$24,516	\$37,782	\$38,074	\$40,574		\$371,777
Federal Grants and Contracts	\$13,571	\$7,885	\$9,903	\$7,877	\$9,298	\$9,062	\$11,557	\$10,391	\$8,508	\$11,690	\$8,498	\$10,760	\$119,000
State Grants and Contracts	\$2,273	\$1,311	\$191	\$354	\$653	\$333	\$759	\$688	\$213	\$3,562	\$1,249	\$1,221	\$12,807
Non-Capital Grants, Contracts and Gifts	\$1,553	\$6,064	\$5,546	\$1,423	\$5,401	\$1,291	\$2,158	\$1,555	\$20,157	\$9,020	\$1,813		\$87,931
Housing	\$1,258	\$2,281	\$7,032	\$1,022	\$861	\$614	\$10,894	\$1,078	\$523	\$294	\$274	\$659	\$26,790
Sales and Services Auxiliary Enterprises	\$8,175	\$8,450	\$6,249	\$7,120	\$7,156	\$6,183	\$6,756	\$8,150	\$8,378	\$7,401	\$7,381	\$8,974	\$90,373
Commissions and Royalty Income	\$214	\$132	\$456	\$425	\$22	\$189	\$916	\$525	\$301	\$343	\$462	\$623	\$4,608
Investment Income (Realized)	\$50	\$91	\$12	\$6	\$66	\$164	\$1,265	(\$7)	(\$9)	\$833	(\$15)	\$9,346	\$11,802
Interest on Bank and other investments	\$1,292	\$889	\$842	\$1,303	(\$26,772)	\$816	\$1,203	\$784	\$672	\$892	\$610	\$10,270	(\$7,199)
State Capital Appropriations	\$0	\$0	\$0	\$10,651	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$10,651
Capital Grants, Contracts and Donations	\$0	\$0	\$0	\$70	\$0	\$0	\$0	\$0	\$0	\$0	\$34	\$625	\$729
Bond Proceeds	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Sale of Bonds Revenue Certificates	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other Income and changes in receivables	(\$4,375)	\$8,183	\$5,834	\$6,100	\$4,753	\$1,262	\$2,744	\$3,021	\$8,271	(\$1,546	\$4,096	\$4,902	\$43,245
TOTAL SOURCES	\$109,965	\$169,489	\$327,636	\$94,116	\$42,088	\$113,274	\$348,122	\$93,607	\$115,480	\$84,987			\$1,819,335
											PROJECTED	PROJECTED	
Compensation and Benefits	\$44,063	\$50,936	\$58,008	\$58,174	\$74,675	\$64,101	\$64,187	\$60,627	\$61,941	\$57,482	\$59,419	\$59,419	\$713,033
Services and supplies	\$24,973	\$18,479	\$21,699	\$17,905	\$20,795	\$17,342	\$25,917	\$19,364	\$27,045	\$23,028	\$16,663	\$24,256	\$257,466
Utilities	\$2,365	\$1,672	\$2,279	\$2,233	\$2,162	\$1,721	\$2,058	\$1,573	\$2,176	\$1,693	\$1,422	\$2,772	\$24,126
Communications	\$888	\$535	\$584	\$664	\$608	\$523	\$587	\$729	\$744	\$648	\$486	\$525	\$7,521
Scholarships, Fellowships and Waivers	\$37,114	\$23,312	\$201,963	\$16,984	\$8,720	\$13,105	\$218,806	\$22,454	\$22,507	\$19,073	\$51,379	\$12,057	\$647,474
Capital Outlays	\$7,975	\$7,039	\$5,038	\$6,945	\$3,484	\$2,472	\$6,700	\$3,900	\$4,612	\$4,678	\$10,018	\$15,002	\$77,863
Debt Service	\$101	\$6,917	\$46	\$48	\$390	\$47	\$42	\$1,596	\$657	\$45	\$927	\$2,820	\$13,636
Other Expenses and changes in liabilities	\$131	(\$3,425)	\$3,129	(\$2,060)	\$914	(\$1,055)	(\$12,734)	\$11,474	\$3,551	(\$2,359)	•	\$1,062	(\$4,095)
Reconcilable items	(\$1,439)	(\$4,480)	(\$5,415)	\$8,951	(\$2,122)	\$248	\$1,265	\$3,411	\$720	\$310	(\$2,785)	\$1,002	(\$1,336)
TOTAL USES	\$116,171	\$100,985	\$287,331	\$109,844	\$109,626	\$98,504	\$306,828	\$125,128	\$123,953	\$104,598	(, , , , , , , , , , , , , , , , , , ,		\$1,735,688
SURPLUS/(DEFICIT)	(\$6,206)	\$68,504	\$40,305	(\$15,728)	(\$67,538)	\$14,770	\$41,294	(\$31,521)	(\$8,473)	(\$19,611)	\$14,964	\$52,888	\$83,647
CLOSING BALANCE	\$566,442	\$634,948	\$675,255	\$659,527	\$591,988	\$606,759	\$648,055	\$616,533	\$608.060	\$588,449	\$603,413	\$656,300	
CEOSING BALANCE	3300,442	3034,740	30/3/233	3037,327	JJ71,700	\$000,737	3040,033	\$010,533	\$000,000	##700¢##7	\$003,413	\$030,300	



How Will We Change? CEash Flow Walk in the Change of CENTRAL FLORIDA TO CENTRAL FLORIDA T

Category	Construction (000s)	n Contracts & Grants (000s)	s DSO and Agency Funds (000s)	E&G (000s)	Financial Aid (000s)	Restricted Aux Res (000s)	estricted Local Fees (000s)	Unrestricted Aux (000s)	Total (000s)
OPENING BALANCE	47,209	9 18,203	3 31,152	314,170	17,480	79,652	74,629	25,567 [*]	608,062
Student Tuition and Fees (gross)	\$0			\$4,566			\$2,367		\$9,595
Federal and State Student Financial Aid	\$0	0 \$0	\$0	\$0	\$4,829	\$0	\$0	\$0	\$4,829
State Non-Capital Appropriations	\$869	9 \$0	\$0	\$37,205	\$0	\$0	\$0	\$0	\$38,074
Federal Grants and Contracts	\$0	\$11,690	\$0	\$0	\$0	\$0	\$0	\$0	\$11,690
State Grants and Contracts	\$0	3,562	2 \$0	\$0	\$0	\$0	\$0	\$0	\$3,562
Non-Capital Grants, Contracts and Gifts	\$0			\$0	\$5,745	\$0	\$0	\$0	\$9,021
Housing	\$0			\$0			\$0	\$0	\$294
Sales and Services Auxiliary Enterprises	\$0			\$0			\$25		\$7,402
Commissions and Royalty Income	\$0			\$0		• •	\$99		\$344
Investment Income (Realized)	\$0			(\$30)		10 miles	\$46		\$833
Interest on Bank and other investments	\$0			\$228			\$35		\$891
State Capital Appropriations	\$0		·	\$0	•		\$0		\$0
Capital Grants, Contracts and Donations	\$0			\$0		• •	\$0		\$0
Bond Proceeds	\$0			\$0		• •	\$0	• •	\$0
Sale of Bonds Revenue Certificates	\$0		•	\$0		• •	\$0	• •	\$0
Other Income	\$277			\$453		• •	\$19	• •	(\$1,547)
TOTAL SOURCES	\$1,146		•	\$42,422		<u> </u>	\$2,591		\$84,988
Compensation and Benefits	\$0	0 \$6,016	5 (\$1,760)	\$43,002	\$361	\$2,070	\$1,068	\$6,724	\$57,481
Services and supplies	\$415		The second secon	\$4,640			\$2,841		\$23,027
Utilities	\$0			\$40	***		\$77		\$1,694
Communications	\$2			\$316			\$158		\$648
Scholarships, Fellowships and Waivers	\$0		•	\$288		•	\$946		\$19,073
Capital Assets	\$2,668			\$1,321			\$176	* * * *	\$4,678
Debt Service	\$0			\$40		* * *	\$3		\$46
Other Expenses and changes in liabilities	(\$478)		•	(\$41)		* *	\$374		(\$2,360)
Reconciliable items	(\$4,480)			\$12,171			\$1,025	** ** ** ** ** ** ** ** ** ** ** ** **	\$312
TOTAL USES	(\$1,873)	-1 (+1)	<u>'</u>	\$61,777		<u> </u>	\$6,668		\$104,599
SURPLUS/(DEFICIT)	\$3,019	9 \$7,069	9 \$4,123	(\$19,355)	5) (\$4,157)	r) (\$2,165)	(\$4,077)	(\$4,068)	(\$19,611)
CLOSING BALANCE	\$50,228	8 \$25,272	2 \$35,275	\$294,815	5 \$13,323	\$ \$77,487	\$70,552	\$21,499	588,451



Unrestricted Aux - Loans

Financial Changes

01

Financial Reporting

- Audited Financial Statements within 6 months of year-end
 - Including Key Financial Ratios
- Leverage New Technology
 - · Adaptive:
 - Consistent board level monthly budget-to-actuals reporting
 - Sources and Uses Reporting
 - Forecasting
 - Workday:
 - Revised chart of accounts for more automated reporting
 - Monthly financial statements

02

Financial Monitoring

- Process reviews and changes to streamline and automate processes (Workday will allow for more automation and process realignments)
- Sources and Uses
- Back to Basics Accounting



Financial Changes

03

Financial Monitoring

- Created the inaugural CFO Council
 - The Chief Financial Officers from all DSOs, major auxiliaries, and select staff from administration and finance will serve on this Council
 - The CFOs of the DSOs and others will have a dotted reporting line to the UCF SVP/CFO
 - Primary goal is to have synergies across all financial operations of the university
 - Council is being seated and will start its official meetings July 1, 2021
 - In the interim, the SVP/CFO will continue to meet one on one with DSO CFOs as issues arise

04

Continuous Improvements

- Adoption of Composite Financial Index Ratios and modeling for future management and communication about the finances of the university
- Educate the campus in transparent ways about how the university is performing (i.e., *Dollars and \$ense*, SVP/CFO Blog on website, etc.)
- Revamp the entire budget building and adoption timeline



UCF Investments

Should all BNY pools be rebalanced and reclassified?

Is Pool II still
necessary or should
these funds be
moved into SPIA or
spread across the
remaining pools?

Investment manager contracts, custodial contracts, and consulting contracts have not been renewed via RFP since inception

Reevaluation of previous polices and procedures



Debt Management

Annual Treasury Dupdate to BOT

Projected Coverage Ratios

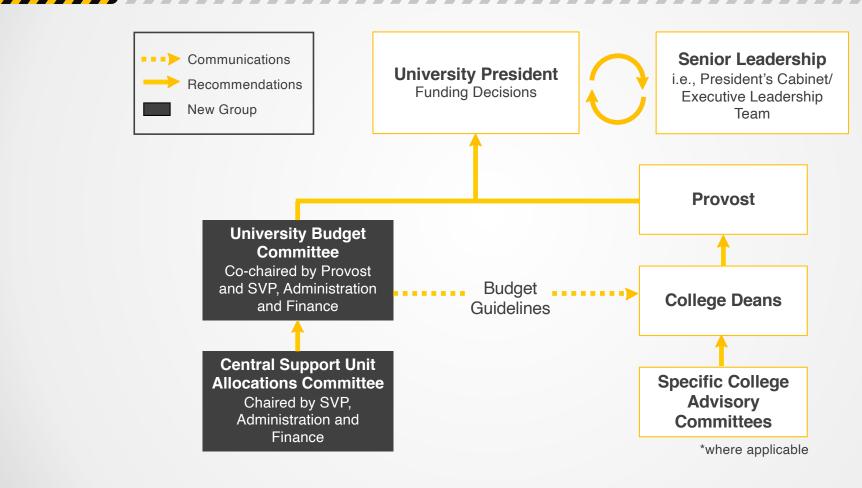
University **Debt Policy**



- Overview of debt outstanding
- Detailed rating updates
- Historical investment results in comparison to benchmarks
- Future forecasting and strategic plans
- Should be included with each budget submission from a debt issuing entity
- Should include updated regulations and procedures required by the Florida Board of Governors



Governance Changes







Policy Changes

Clearly written and communicated policies are necessary:

- To set expectations of employees
- To set the "tone at the top"
- To bring accuracy and consistency to operations
- To ensure compliance with the law
- To let employees know where to go for help

Policies currently under development or revision include:

- Budgets
- Carryforward
- Signature Authority
- Travel





Service Enhancement Transformation



- Processes, looking at who is involved, what services are provided, and how and when services are delivered
- Increase efficiency by concentrating Finance and HR resources into specialized and dedicated FTE
- Provide targeted training and new career paths for employees





Service Enhancement Transformation



Customer Service-Oriented



Improved Quality & Compliance



Clear Accountability



Universitywide Consistency



Clear Career Paths



Enhanced Use of Technology



Improving the Customer Experience



Improving the Employee Experience





Human Resources Efficiencies

SET project recommended improvements: specialization, standardization, collaboration, ownership, and accountability

Current Distributed HR Model:

Human Resources

550_{HC} = 195.5_{FTE}

Total people involved

Total amount of effort

70%

Involved employees dedicating less than 50% of effort

\$17.8M

Total labor cost

Payroll

 $383_{HC} = 51.4_{FTE}$

Total people involved

Total amount of effort

Copyright © 2021 Accenture. All rights reserved

93%

Involved employees dedicating less than 50% of effort

\$3.8M

Total labor cost





Finance Operational Efficiencies

SET project recommended improvements: specialization, standardization, collaboration, ownership, and accountability

Current Distributed Finance Model:

Finance

640 HC = 327.5 FTE

Total people involved

Total amount of effort

46%

of employees dedicating less than 50% of effort

26.4 M

Total labor cost

Procurement

465 HC = 71.1 FTE

Total people involved

Total amount of effort

93%

of employees dedicating less than 50% of effort

Total labor cost

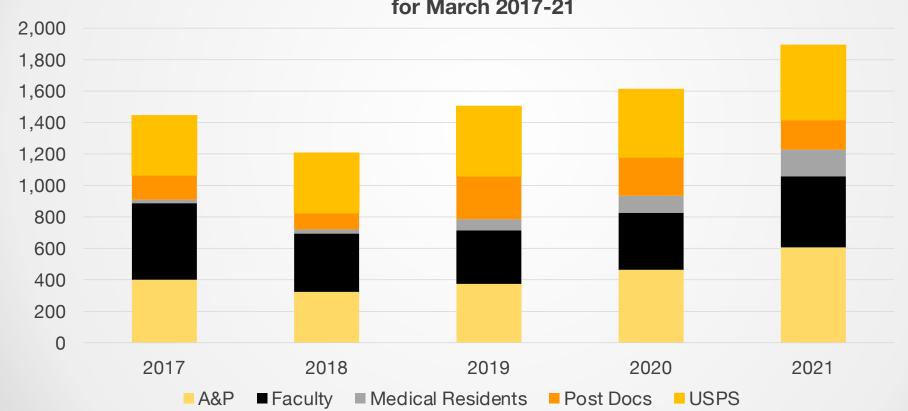




Vacancy Management: 5-Year Trend

Position vacancies are currently managed locally by departments.

Number of Vacant Positions by Employee Group, for March 2017-21







Compensation

UCF HR recommends strategic investment to:

- Address issues with salary compression
- Ensure pay equity







"We need to get from the Flinstones to the Jetsons, fast. Things that would have taken years to get done, we're now having to get them done in months, even weeks."

-@Morehouse #CFO, G. Hector on back office #highered investments in the COVID-era. @FaithWalking3 #eliveonline20







"In God we trust, everyone else bring data."

- Unknown





Knight Vision Roadmap

HR & Finance SET Implementation
Phase 2

January 2023*

Enterprise Reporting & Analytics

December 2022*

HR & Finance SET Implementation
Phase 1

July 2022*

Informatica Integrations Platform

June 2022*

Service Enhancement Transformation (SET) Implementation Kick-Off

September 2021*

Custom Apps Replacement

Planning Kick-Off June 2021*

*Dates are estimated; planning underway

Begin Workday Student



Workday HCM & Finance Phase 1 Go-Live

July 2022

SailPoint Identity & Access Management

Phase 1 - June 2022* Phase 2 - August 2023*

Service Enhancement
Transformation Assessment

Recommendations - June 2021

Adaptive Planning

Phase 1 Go-Live April 2021





Capital Budgeting and Planning

Comprehensive
Capital Portfolio
Data

Reset Facilities Operating Budget

Holistic Management Strategy

ISES Reports for Housing and Auxiliary

Research Space Maintenance Costs

Develop Capital Project Intake Process

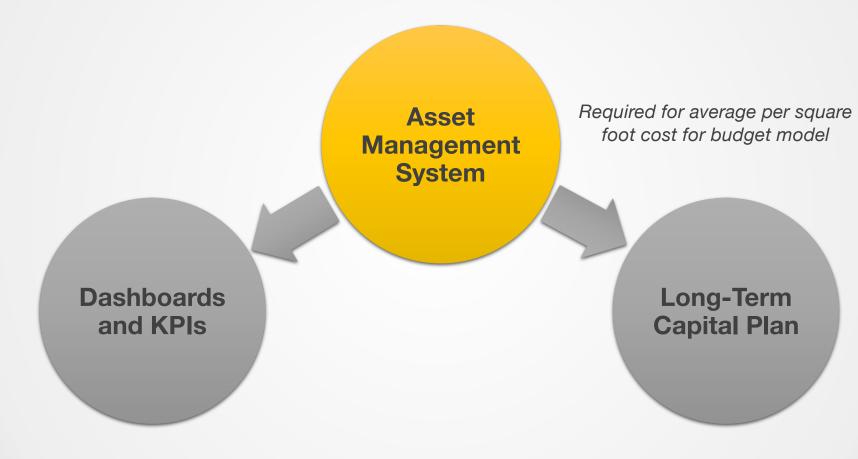
Training and Workorder Accountability

Chargeback Reduction





Capital Budgeting and Planning







"Sunlight is said to be the best of disinfectants."

- Justice Louis Brandeis

