



Division of Finance & Administration

2023-24 Annual Report



Our UNT Values

Courageous Integrity • Be Curious • We Care • Better Together • Show Your Fire



Thank you for your interest in UNT's Division of Finance & Administration. UNT is one of three unique campuses supporting the success of thousands of students under One System. Our division teams consider it a privilege to serve our Denton and Frisco students, faculty, staff and guests. UNT has been the fastest growing public university in Texas for four years in a row. Our efforts sustain that growth and our dedication contributes to UNT's caring environment. We do this by staying true to our values. We show our passion through our successes. We work with integrity. We encourage curiosity and innovation to proactively address the needs of our community. Our teams appreciate strong, thoughtful collaboration, and open, honest communication. Each new academic year brings challenges. Our current teams are working with over 15 fewer employees than they did pre-COVID. However, we continue to rise to meet challenges. You will see us helping on campus during storms, repairing students' bikes for free, maintaining fiscal responsibility to keep student debt at a minimum, and supporting the safety and well-being of our campus. This report reflects our successes and highlights some of our best work.

Clayton Gibson,
Vice President
UNT Finance & Administration

Leadership Team



Jeff Brown
Associate Vice President for Facilities



Scott Dunkle
Executive Director for Risk Management Services



Rafiu Fashina
Associate Vice President and UNT Denton Controller



Gylynn Hanson
Senior Executive Assistant



LaToya Haynes
Assistant Vice President for EO and Title IX



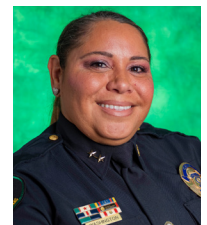
Walter Itoman
Associate Vice President for Budget & Analytics



Scott Jackson
Senior Director for Parking & Transportation



Margarita Venegas
Senior Division Communications Strategist



Ramona Washington
Chief of Police for UNT Police Department

TABLE OF CONTENTS

3	Budget Office
5	Controller
6	Equal Opportunity/Title IX
7	Facilities
9	UNT Police Department
11	Risk Management Services
13	Transportation Services
15	Staff Awards
16	Division Activities
17	Support for Students
18	Community Support

3 Budget Office

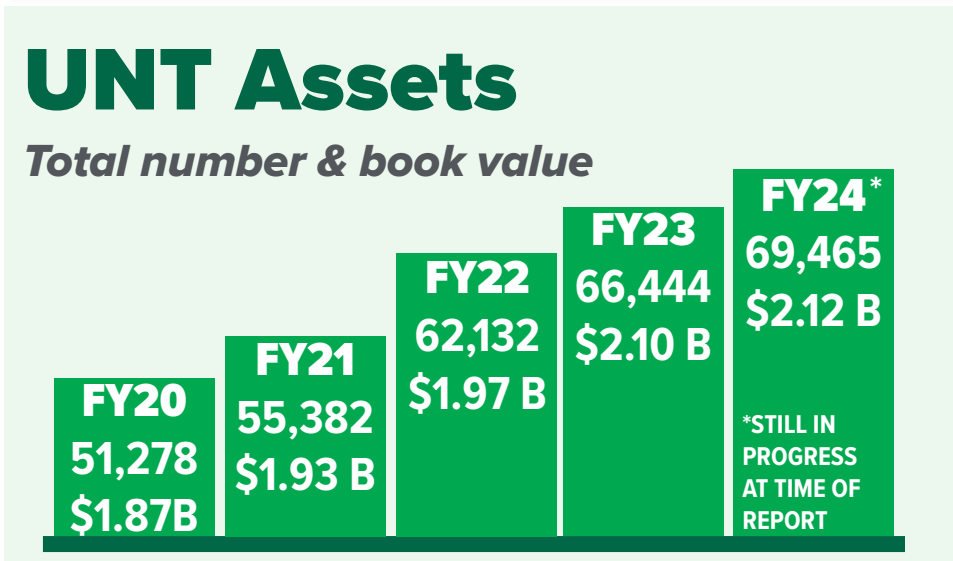
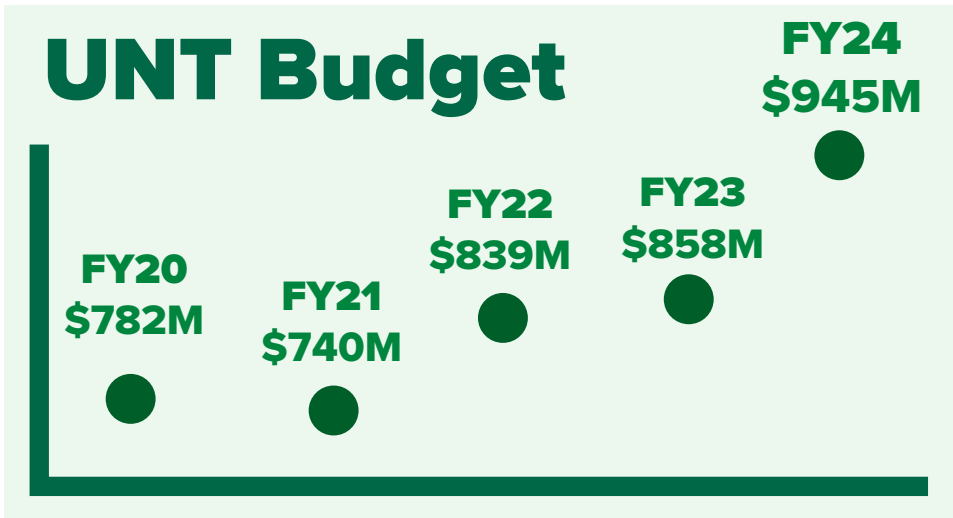


Budget; Analytical Information Solutions; Asset Management

Our team oversees UNT's budget, in collaboration with about 55 campus financial directors and officers, and manages university assets.

Consistent and supportive leadership are reflected in:

- Robust budget training
- Support for functional changes to ensure funding is properly moved or adjusted
- Sharing our expertise through our participation on UNT's Tuition & Fee Committee, in regular meetings with academic leadership, in collaboration with UNT System partners, and through participation in the Texas Association of College & University Business Officers organization.



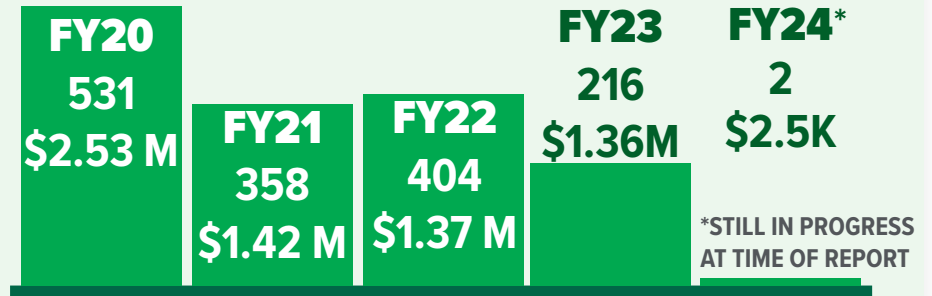
We coordinate our efforts to support all our campus areas, including the main campus in Denton, at Discovery Park, and at the newest addition: UNT Frisco.

We recognize the important contributions our team makes to support the operational adjustments and the business needs for these areas.

Some recent successes

- The addition of a dedicated receiving clerk at Frisco
- Random asset audits to support best practices
- 100% annual inventory compilation
- New monthly deficit and endowment reports to help our budget partners
- Assumed all revenue budgeting (tuition & fees) in FY22
- Providing analysis of the college contribution margins
- Installation of Amazon lockers at Discovery Park
- Identification of docks that needed repair and partnering with Facilities to ensure vendor deliveries were completed safely

Missing asset write-offs



Recycling ROI

\$131,900

YTD received from new e-recycling contract signed with Greentech in 2023.

Prior contractor did not provide this service.

Reduce, Reuse, Recycle

coordinated by Asset Management

115,298 *Pounds of reused or recycled electronics*

Jan 2023-March 2024

2,092 *Auction sales through UNT Surplus*

Jan-Dec 2023

671+ *Items reused through UNT Surplus*

Jan-Dec 2023

5 Controller's Office



Accounting & Financial Reporting; Cash; State; Student Accounting

Our team focuses on accuracy, consistency, efficiency and responsibility. We may work behind the scenes, but we keep the student experience in the forefront. All that we do is to ensure student success.

Some recent successes

- Improved UNT's unclaimed property process & reporting
- Updated inter-agency transaction processes to improve reporting among business units
- Set up an advancement clearing account, which helped eliminate cash duplications
- Developed automated reports to show weekly & monthly fund balances
- Oversaw the financial audit for UNT's Annual Consolidated Financial Report audit

Management of Funds

\$1.86B total assets

Oversee & maintain accurate reporting

\$950M total revenue

Oversee, maintain & manage for UNT

1,040 work hours freed

Automated student financial, cash receipts, & inter-departmental transactions processes to save valuable work time

\$150K saved annually

Collaborated with Treasury to reduce number of bank accounts from 33 to 5

Equal Opportunity/Title IX ⁶



ADA Compliance; Equal Opportunity; Title IX

Our team oversees adherence to policies and tracks employee data. We investigate EO/Title IX issues and offer related support.

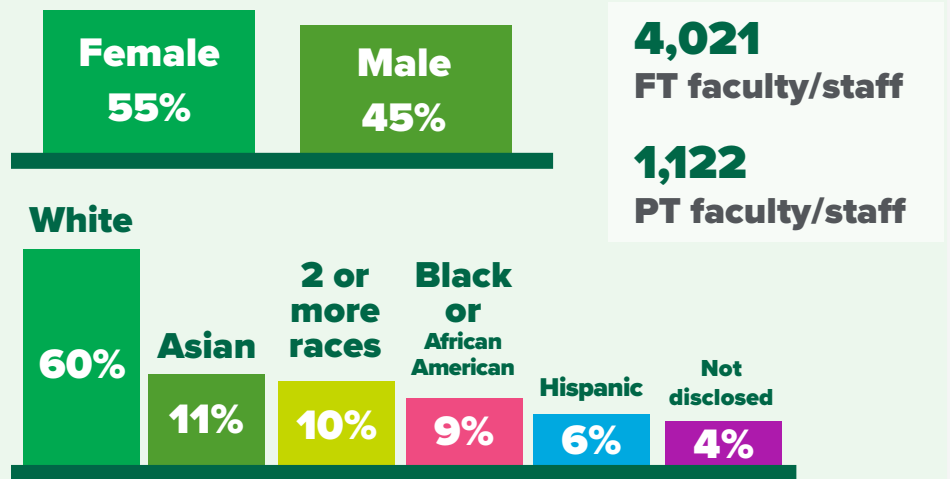
- In FY23, our UNT community completed 7,278 trainings
- In FY23, we provided best practices support to 257 faculty search committees
- For the past three years, UNT has exceeded the federal benchmark for hiring veterans

Outstanding!

Associate Director Jarrod Jenkins was awarded UNT's Outstanding Employee Award in March 2024.



UNT Employees



Providing help

	FY22	FY23
Informal resolutions	1,092	1,230
Cases	424	564
Investigations	61	46

7 Facilities



**Maintenance; Planning, Design & Construction; Information Services;
Space Planning & Management; Support & Service**

We have more than 300 full-time staff who focus on service, integrity and excellence.

We support UNT's main Denton campus, Discovery Park, UNT Frisco, Woodhill Square, the Kristin Farmer Autism Center and three other off-campus locations.

UNT's campus has 2.5M square feet of educational and general use space, and all maintenance is overseen by our department.

Each fiscal year, on average, our team completely closes out 96 percent or more of our service work orders.

The 4 percent not closed out within one fiscal year are typically more complex, requiring input and assistance from several staffing areas.

That is an average of more than 3,000 work orders closed out each month by our various teams!

Supporting UNT

We keep extensive data and track progress to best support UNT & our environment

\$32.9M

Capital renewal spent in FY23

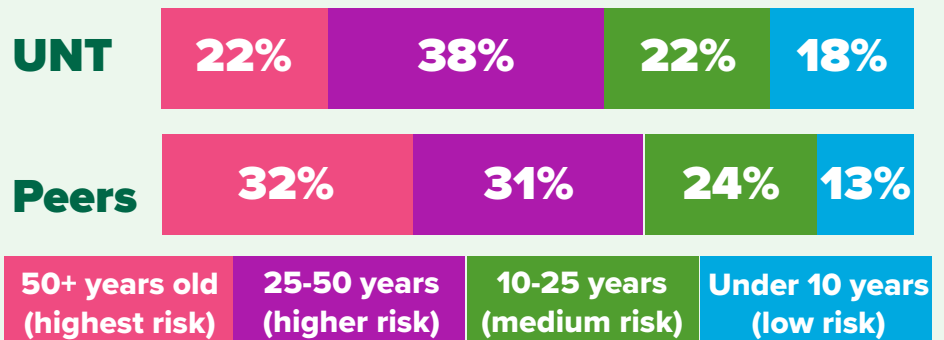
\$4B

Replacement value of all physical assets

\$9.7M

Replacement value of UNT's 3,000 trees

Building Renovation by Age Category

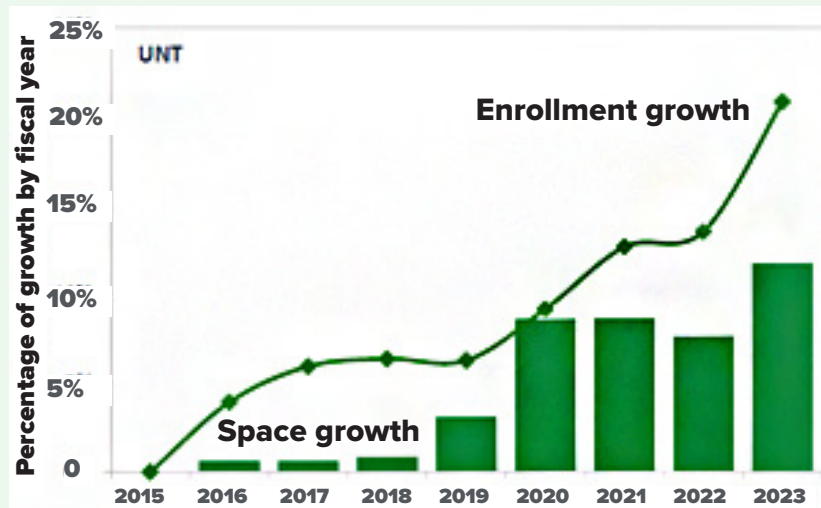


Some recent successes

- Created a new workflow to more effectively reconcile and close construction projects.
- There is now a 3.7 day average turnaround for construction contract invoice processing.
- Assisted UNT System, UNT Dallas and UNT HSC with training and implementation of their new space and facilities maintenance modules. UNT has used FMW: Workplace for several years.
- In 2023, our teams spent 884 hours working after hours and on weekends to support UNT events, such as residents' move-in and commencement.
- Mapped more than 11,000 GPS points at Frisco Landing, which opened in 2023. This means we can be assured of all utility locations and specs, real estate boundaries, and other data that will help with future expansion.
- Created the Unit Level Master Planning committee to better collaborate with academic and administrative areas on their future needs
- Creating a new, interactive campus map, which will be ready for use by fall 2024.

Campus Commitment

Growth of Space vs. Enrollment



Enrollment (dotted line) rose steeply; space growth (bars) was more steady. Space Planning & Management tracks space & received a 100% audit score from the THECB.

100+ construction projects

Completed in 2023. Including 5 major projects.

One example: the \$7.1M renovation of Eagle Student Services Center.

50 percent

Of the 40,140 work orders in FY23 proactively submitted by our own staff. Our goal is 75%.

1,017 acres maintained

By our Grounds team. All our teams support 178 campus facilities with cleaning & maintenance.

9 UNT Police Department



Investigative Services; Patrol; Public Safety; Support Services; Telecommunications

The UNT Police Department serves the UNT community from our main location on the Denton campus.

We have two substations: at Discovery Park in Denton and on the UNT Frisco campus, and regularly collaborate with local agencies in those areas.

We also operate our own 911 call center.

Congratulations!

Chief Washington was named Outstanding Administrator by the Texas Association of College & University Police Administrators in 2023.



Service to UNT

reporting year: 2023

15,659 calls for service

Including 400 emergency calls

400+ mental health-specific

Calls received & responded to

516 arrests

Most were people not affiliated with UNT

6,579 hours worked

At 457 special events for our community

40 percent of us are alumni

Officers & staff – it is important to hire those who understand and care for UNT

Some recent successes

- Sgt. Cody Howell was accepted into Homeland Security's prestigious Master Trainer Threat Assessment Instructor program. He and Cpl. Chris Beadle will lead threat assessment efforts in the future to secure the safety of our UNT community.
- Installed 17 license-plate reader cameras at various campus locations. Recently, these helped us identify and capture people involved in a multi-state catalytic converter theft ring.
- Hired a police officer to join the corporal and sergeant on our Community Engagement team and created a new logo for that team. They lead our efforts to connect with the UNT community and conduct a minimum of 12 free safety classes each semester for students, faculty, and staff.
- In 2023, we hired six new officers. All new recruits spend about 10 months in various stages of training before they patrol solo. Mental health, de-escalation, and other topics are part of our ongoing police training.

Community Policing

We serve UNT

Our department has held dual accreditation continuously since 2006. To maintain these, we adhere to 688 best practices for modern policing.



We value UNT

In 2023, we held or participated in 197 community events that reached about 9,000 UNT students, faculty and staff.

We also gave out about 400 U-locks to help students protect their bicycles. Funding for locks provided by the We Mean Green Fund.



We are UNT

Forty percent of our police and non-sworn staff members are UNT alumni. Even more of our staff have at least one dependent here at UNT. We enjoy serving UNT because we are part of this community.



11 Risk Management Services



Emergency Management & Safety Services; Environmental, Health, & Safety;
Insurance & Claims; Youth Protection Program

Risk Management Services places value on organization, productivity and service to our UNT and UNT System partners and constituents.

The team includes subject matter experts in a variety of fields, such as chemistry, biology, geology, business, emergency preparedness, and safety.

Download our app!

Our staff created an app to promote safety in our

community. Find emergency guidelines, shelter and AED locations – and more!



Outreach & Impact

reporting year: 2023

4,714 trained

By Emergency Management & Environmental, Health, and Safety (students, faculty, staff)

745 travel registrations

Processed for UNT-related international travel

949 background checks

Conducted for youth programs held at UNT

9.7 tons

Of hazardous waste disposed/managed

25 insurance policies

Managed by our team for UNT System and all System campuses

Some recent successes

- In early 2024, an MOU was drafted for our Emergency Management & Safety Services staff to direct emergency management and continuity planning for each UNT entity.
- Insurance & Claims administered and renewed insurance for all campuses – and is forecasting \$8.4M in FY25 premiums.
- Replaced 80 AEDs in 2023 to upgrade to newer models. Also, added Narcan to AEDs on campus as a proactive safety measure. UNT has 140+ AEDs.
- During revision of the UNT international travel processes we signed a new insurance plan that gives better coverage and is available 24/7.
- Provided structure & help with youth programming – and consulted on 30 new programs in 2023.
- Created the new Eagle Safe Recognitions to honor those at UNT who make exceptional contributions to lab safety. Eight recipients were honored in fall 2023.

Growing with UNT

Student Health Insurance Plan	\$10.5M in premiums
	160% growth since FY21
	New plan should save \$2.6M

Increased Event Action Plans by 72 since FY22

Increased Continuity Plans by 45 since FY22

172+ Fire/Life Safety Inspections Annually

500+ Fire/Life Safety Work Orders Filed Annually

Air quality & safety at UNT

Average 1,000 samples for asbestos inspection yearly
Average 96 samples for mold inspection requests yearly

13 Transportation Services



Parking; Transit; Staff and Student Support Services; Mobile Bike Shop

We provide parking services, and partner with the Denton County Transportation Authority to offer 24/7 transit operations for the UNT community.

New parking lot



New for UNT's 2024-25 academic year, we worked with Facilities to create Lot 59 on the land formerly occupied by Oak Street Hall. This gives us 170 additional parking spaces and electric car chargers for students.

UNT parking and transit at a glance

15,000 parking spaces

Maintained in 70+ surface lots and 2 garages. In FY24, 18,000 parking permits were sold.

15 bus routes

Routes run between 9 to 40 minutes; around UNT and between campus & City of Denton

2 late night transit options

Our department runs the evening E-ride from 7 pm to 2 am; contract with Lyft from 2-7 am

1 free park & ride option

Parking in Denton at MedPark Station allows users to ride the bus for free to UNT Union

Some recent successes

- Created a new program in collaboration with Human Resources – all new hires receive a temporary 2-week parking permit. This gives them time to purchase their parking permit without adding stress to their first days at UNT.
- Created two new events to assist those with citations. In fall, Toys for Tickets raised \$7,200 in citation adjustments and hundreds of toys for children in need. In spring, Food for Fines helped students end the year without citations and we collected nearly 4,000 UNT food pantry donations.
- Created a new citations appeals process to further improve fairness and consistency.
- Provided wayfinding help and parking assistance to more than 135,000 visitors at UNT events, including move-in and commencement.
- We are constantly improving our communications and outreach. In FY23, we created an Instagram account to help with outreach to UNT students. This complements our social media accounts on Facebook (mainly parents) and X (mainly older students).

Getting around UNT

1.5 million bus rides

In FY23, a growth of 35% over FY22

18,402 late night E-rides

In FY23, an increase of 16% over FY22

Discovery Park route

Most used on-campus route – FY23 use increased by 62% over FY22

Evening Off Campus route

Most used off-campus route – FY23 use increased by 82% over FY22

Mobile Bike Shop helps students



Conceived by our staff, the Mobile Bike Shop was funded in FY22 by a grant from the We Mean Green Fund. The shop sells bicycle-related products, at wholesale prices and our staff members do minor bicycle repairs. On average, we take it around campus about 50 days each year.

In FY23 we had 2,390 visitors and fixed 648 bicycles.

15 Honoring our dedication

Our dedicated commitment, expertise, and reliability contributes to a deep understanding of our roles and value at UNT.

This wealth of experience provides stability and continuity within our teams and underscores our service to the students, faculty, staff and visitors who make up our UNT community.

While we recognize our staff regularly, the appreciation they receive from their peers at UNT and other groups shows their positive impact. Below are some of our 2023 and 2024 staff award winners.



Top photo

Utilities Supervisor John Fryar
Customer Service Award

Building Information Manager Becca Icosipentanhos
Creating UNIty Award

Administrative Coordinator Michelle Patnett
Administrative Professionals Award

Middle photo

Assistant Director of Work Control Kathy Neira, and
Work Control Specialists Christian Stobaugh, and
Lusymarr Ramirez
Teamwork Award



Pictured below

Senior Skilled Craft Technician Cody Faucett
Rising Star Award

Director of Finance & Administration Business
Processes Nadia Guevara
UNT Community Award

Facilities Planner Neely Shirey
Digital Innovation Award

Assistant Director of Asset Management Jimmy
Grounds
Foundational Champion Award

Assistant Parking Director Nikki Sparks
Rising Star Award



Staff get a greater understanding of how much we value them with our all-call events. Individual departments also host their own gatherings, such as Risk Management's monthly Snack and Share and breakfasts with the Police.

Annual Meeting

Held in May, this is the wrap up of our year. The day-long event includes accolades, lunch and learning opportunities. In 2023, we welcomed UNT alumnus Elliotte Dunlap as our guest speaker.

ConGRADulations

Honors those who graduated from UNT in the past year.

Breakfast with Clayton

Staff are selected at random to have breakfast and an open discussion with VP Gibson.

Semester Picnics

Each fall and spring we host a picnic that offers our staff opportunities for networking.

Holiday Treats Giveaway

VP Gibson visits each area in December to share treats.

Challenge Coins

We honor those who go above and beyond with one of five coins: teamwork, professional development, humanity, ideation and service.



17 Supporting our students



We hire more than 100 student employees each year. We also have professional internships in several areas to complement the classroom learning they receive at UNT.

Talons and Boomer

The Talons, a UNT student organization, receives direct support from Risk Management during football games and the Homecoming bonfire.

Recruiting New Officers

The UNT Police Department's Public Safety Officer program has grown from 5 to more than 20. These are students serving students by providing a safe environment. It's also a great place to recruit new officers. We currently have one going through the academy.

Class Participation

In fall 2023, Risk Management leadership served as advisors and judges on student projects. VP Gibson also spends time with accounting students, and we have a guest speaker guide for our many staff who are also alumni and want to give back to UNT by speaking to classes.

Tabling at Events

Our departments table at a variety of student events to promote safety and services.



We work at UNT because we care about the people here as much as we care about our work.

Volunteering Together

The UNT Police were called in to help support the Greater Tarrant Area Food Bank's food giveaway, and asked: would anyone else in the division care to volunteer to hand out food? Our response was enthusiastic. It was such a good showing that the GTAFB has used UNT as a drop off ever since.



Food Pantry Sponsor

Each spring semester, we host a massive food drive to support UNT's student food pantry. In spring 2024, we donated 4,873 items - up 10% from spring 2023.

Adopt-A-Block UNT

Each month, Risk Management Services cleans up a spot in Lot 20. Several of our departments have participated in UNT's Adopt-A-Block program.



Our Squirrel Whisperer

Everyone knows Nicole, who greets visitors at the booth near Hurley. She cares for people – and UNT's squirrels. Her dedication is so well known that a member of our Facilities department built her a tiny picnic table for her friends.



In the News



Each year, our amazing staff members work hard to make the UNT community better. Scan the QR code at right or visit our division website at www.financeadmin.unt.edu to see some of the top stories highlighted by news media.



In 2023-24, some of our top media stories included, clockwise from top left: the retirement of UNT Police's K-9 Keegan, an explosives detection dog; our Facilities department's completion of the Advanced Air Mobility Test Center at Discovery Park; the creation of Transportation Services' Toys for Tickets program which helped those with citations get a deep discount while also donating toys for children in need.



Prepared for the Division of Finance & Administration by
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Learn more about our division at www.financeadmin.unt.edu.