



BUSINESS AFFAIRS AT A GLANCE

FY 2023

Business Services
Financial Services
Human Resources

Facilities Management
Budget
Safety & Security





BUSINESS AFFAIRS

The Division of Business Affairs is UNC Charlotte’s second largest operating unit, with more than 1,000 state and service partner employees.

From budgets to buffets and from hiring to heating, we provide the resources and services needed to make the campus run.

BUSINESS AFFAIRS MISSION
TO FACILITATE UNIVERSITY STUDENT AND EMPLOYEE SUCCESS THROUGH EXCELLENT SERVICE AND SUPPORT.

Shaping What’s Next For Business Affairs - Strategic Plan 2021-2031

- Our Division Culture**
- Excellence
 - Acceptance and Inclusion
 - Opportunity and Development
 - Responsibility and Trust
 - Customer-centric
 - Excitement for the Job

- Goal 1**
Ensure the University remains a great place to work
- Goal 2**
Keep tuition and fees affordable for students
- Goal 3**
Provide efficient operations and excellent customer service
- Goal 4**
Foster a divisional culture of diversity and inclusion
- Goal 5**
Create a more sustainable campus and community



BUSINESS SERVICES

Business Services provides necessary products and services to the entire UNC Charlotte community. This is accomplished through contractor-managed “auxiliary services” and university-operated functions.

Collectively, Business Services supports the University’s educational mission and enhances campus life through dining, parking and transportation, bookstore operations and other services.

PARKING & TRANSPORTATION

27,451

parking permits
sold

1.4 Million

Niner Transit riders

43

Niner Transit stops

4,000

Niner Paratransit
riders

57

Niner Paratransit
stops

Launch of CASSI,

an electric, free, driverless shuttle that seats up to eight passengers and an attendant.

The shuttle runs on the Greek Village Line complementing regular weekday Niner Transit service. CASSI stops at six places on campus and can be tracked in real-time on the Passio GO! app.

CASSI is a limited-time, six-month pilot project launched in partnership with the N.C. Department of Transportation (NCDOT) and Beep. The pilot will run from July 12 to Dec. 22, 2023.

MEAL PLANS & 49ER CARD OFFICE

4 Million

card
transactions

1.2 Million

dining hall
transactions

2 Million

retail
transactions

5.6 Million

campus card stored
value transactions

AUXILIARIES

First Day® Complete textbook and course material rental program

The program supports student success by ensuring students have access to all required course materials without the need to shop around before the first day of class. Students have the option to buy their rented textbooks at a reduced price at the beginning of the semester. The Niner Course Pack provides students access to required textbooks, lab manuals, and access codes for an affordable rate of \$20 per credit hour.

MAIL & PACKAGE SERVICES

6,102

residents served

106,418

packages processed/
received

63

campus departments
served

BOOKSTORE

90,610

of books sold

136,856

bookstore customers

LICENSING & TRADE-MARKS

187

total licensees

REPROGRAPHICS

4,345

printing jobs

108

fleet copiers and print
devices

1.4 Million

total clicks on fleet
devices (copies/prints)

ATMS/VENDING

7

ATM locations

193

vending machines

4

SmartMarkets on
campus

Launched Starship Food Delivery Robots on Campus

DINING & CATERING

472

total student employees

723

total employees

4,947

catering events served

64%

of cashierless sales (mobile or kiosk)

11.8 tons

of composted food waste

Renovation and grand opening of the new Social 704 dining hall and Bistro in the Student Union

Three Star Certified Green Restaurants®

Fair Trade University designation

98% average annual health inspection score

3,200 meals donated to students through SASS



FACILITIES MANAGEMENT

UNC Charlotte's 951-acre campus contains more than 7 million square feet of facilities. It is the job of the Department of Facilities Management to make sure every acre and square foot is properly maintained. More than 450 talented employees assist in this effort. The department plans for the future of the physical campus and manages the university's capital expansion, which has exceeded 3.3 million square feet over the past 12 years.

BUILDING ENVIRONMENTAL SERVICES AND RECYCLING

771
tons of recycled
waste

1,953
tons of garbage
(solid waste)

66
buildings
cleaned daily

3.5 Million
sq ft cleaned daily

Robotic Scrubber Added to Cleaning Initiative

In continued efforts to boost effectiveness and efficiency, the BES team has acquired the department's first Autonomous Scrubber Tennant (T380). The T380 is powered by BrainOS, an advanced artificial intelligence and robotic technology platform. It can run for four to six hours on a single charge and clean 33,440 square feet per hour.

GROUNDS

245
new trees
planted

200
trees removed
or pruned

60
Landscape renovations or
turf projects completed

**UNC Charlotte was presented
with the Tree Campus USA
Award for a fifth year in a row.**

SUSTAINABILITY

ZERO WASTE FOOTBALL STADIUM

on average **70 %**
of waste has been diverted from
going to landfill

**UNC Charlotte earns STARS Silver
rating for sustainability achievements**

ENGINEERING

Responsible for providing specialized engineering support, managing the University's energy resources, integrated life-cycle management plan; and working in partnership with other campus units.

54

design reviews performed

24,000

building automation alarms monitored

\$549,000

in energy conservation savings

PLANNING, DESIGN & CONSTRUCTION

198

total informal projects (budgets under \$500,000) completed with a value of over

\$16.3 Million

25+

total capital projects (budgets over \$500,000) completed with a value of over

\$232 Million

20.88%

of construction spending for all formal projects to Historically Underutilized (HUB) firms

1,800

total signs on campus rebranded

University Recreation Center Awarded Certificate of Merit for Design

BUSINESS OPERATIONS

5,677

calls received by FM 311 customer service center

19,453

FM 311 work requests processed via Archibus

548

vehicle reservations

UNC Charlotte Fleet Management and Service Center is the 2022 Southeast Governmental Fleet Managers Associations Award Winner

MAINTENANCE OPERATIONS

37,000

work orders completed by

108

employees

2 new drone pilots added for inspections, vibration analysis readings, ultrasonic analysis, oil analysis and thermographic readings



FINANCIAL SERVICES

Financial Services provides central accounting services for UNC Charlotte and its financial affiliates, such as foundations and related entities.

The service units are, the Controller’s Office, Treasury Services, and Materials Management, which includes Purchasing, Receiving and Stores, and Inventory Control and Surplus.

100 finance/budget training sessions delivered to a total of **3,295** campus employees.

TREASURY SERVICES

University Foundation

The Foundation is the primary repository for private gifts to the University and has the responsibility for management and stewardship of the funds to maximize their value and long-term impact on UNC Charlotte.

Athletic Foundation

The Charlotte 49ers Athletic Foundation provides scholarship assistance to over 500 male and female student-athletes in 19 varsity sports.

\$11,230
endowment per
student

38 new endowments established,
totaling
\$3.7 Million

35,683 gifts processed,
totaling
\$32.1 Million

The Office of the Bursar provides quality account management services to students, parents and alumni by proactively assisting them in meeting their financial responsibilities for attendance.

47,895 student refunds issued **119k** electronic payments processed

CONTROLLER'S OFFICE

The Controller's Office is a unit of Financial Services that provides central business support and oversight for accounting, accounts payable, financial reporting, fixed asset accounting, payroll, purchasing card, tax management, travel, and other business payments and reimbursements. The Controller's Office services the University community by providing quality financial services with a customer focus.

10,436

W-2s
issued

164,769

paychecks
issued

\$2.8 Billion

of state cash
transactions

71,866

non-payroll
transactions

2,888

vendors set up

13 consecutive years with no audit findings

MATERIALS MANAGEMENT

PURCHASING

\$214 Million

spend for goods & services

151

competitive solicitations processed

40,351

purchase orders issued

1,099

new or renewed contracts

INVENTORY CONTROL & SURPLUS PROPERTY

441

surplus items sold

\$296,308

earned from surplus items sold

RECEIVING & STORES

6,276

campus package deliveries

4.29%

HUB % for goods & services



BUDGET

The Budget Office provides budget planning, execution, and reporting for the institution's funds that are used for instruction, support functions, student activities, and capital improvement projects.

Specifically, the Office administers budgets for state funds (i.e., the General Fund), auxiliaries (e.g., Housing and Residence Life, Parking), and student fee funded operations (e.g., Student Union, Athletics). The Office also administers budgets for capital improvement projects and provides position budget management for all types of funds.

GENERAL AND NON-GENERAL FUND

159

organizational fund changes or set ups

3,194

internal and external budget revisions processed

283

student education assistance awards

CAPITAL AND PERSONEL BUDGET

2,053

Niner Talent actions processed

\$26 Million

of salary redistributions

1,833

PD7 forms processed

CAPITAL PROJECTS

\$45 Million

of formal capital projects started

30

new capital projects

70

total open projects

40

current and ongoing projects



HUMAN RESOURCES

The Human Resources Department maintains responsibility for the development and execution of all policies, programs, and strategies designed to recruit, assist, motivate, develop, promote, compensate, reward, and retain the best qualified employees while supporting continued University growth with a focus on cultivating a diverse workforce.

In addition, Human Resources identifies and provides students with meaningful and developmental on-campus employment opportunities.

BENEFITS

524
new employee
benefit enrollments

415
leave of absences
processed (FMLA, short
term disability, military
leave, etc.)

95
retirements
consulted and
processed

4,421
ACA - 1095-C
forms processed
and sent out

**Launch of new system-wide Mental Health Benefit Headspace
(formerly known as Ginger) in October 2022**

EMPLOYEE RELATIONS

32
ADA accommodations
processed

64
disciplinary actions

4
internal and external
grievances

Emergency Loan Fund (ELF)

The ELF is established to provide actively employed UNC Charlotte employees with an alternative to borrow money for short-term emergency situations. The ELF is established by the Foundation and through the generous gifts and contributions of UNC Charlotte employees and others.

56
employees received a total
of
\$13,925
in ELF loans

STAFFING & TALENT ACQUISITION

838

positions posted

769

hiring proposals reviewed/processed

3,271

I-9 processed

385

equity reviews on applicants selected for interviews

19

Veterans hired

Student employment

11,525 student employee assignments processed

4,778 students hired

STAFF CLASSIFICATION, COMPENSATION, AND PERFORMANCE MANAGEMENT

POSITION ACTIONS (SHRA & EHRA NON-FACULTY)

207

new positions established

1,031

modify position actions

1,541

update position actions

LEGISLATIVE SALARY ACTIONS

\$1.1 Million

in bonuses for eligible faculty/staff (Sign-On, Retention or EHRA Performance)

\$8 Million

in 3.5 % legislative increase for all eligible faculty/staff

\$2.7 Million

Of LMAR adjustments (Strategic Salary Increases)

SALARY ADJUSTMENTS

3.8% increase

over FY22 SHRA average salary to

\$51,720

5.1% increase

over FY 22 EHRA average salary to

\$84,843

EHRA Conversions

39 in Law Enforcement

42 in Audit, Business, Finance

LEARNING & ORGANIZATIONAL DEVELOPMENT

EMPLOYEE RECOGNITION

387

Employees reaching years of service milestones

34

20 Year service milestones

32

Employee of the Year nominees in 5 categories (Devotion of Duty, Innovation, Community/Public Service, Human Relations, Safety and Heroism)

3

Business Affairs Employees Employee of the Year Winners

813

tuition waivers submitted

528

new employee orientation attendees

475

Instructor led training events in LOD portal

48

completed LEAD certifications



SAFETY & SECURITY

The Department of Safety and Security assesses risks, develops plans, and implements programs to protect lives and property, prevent accidents and incidents, and preserve the learning environment and reputation of UNC Charlotte. It includes the offices of Emergency Management, Environmental Health and Safety, and Police and Public Safety.

ENVIRONMENTAL HEALTH & SAFETY

Environmental Health & Safety recieved a \$1 Million donation in research laboratory operations chemicals and equipment

3,120
of support services which reflects a

27%
increase to FY22

26,457
EHS compliance training courses completed by employees which reflects a

99%
completion rate

0.70
OSHA Injury Incident Rate
which is 50% below the Bureau of Labor Statistics higher education sector average injury incident rate of 1.4

100%
customer satisfaction rating through feedback forms

\$0
in monetary penalties or fines with regulatory agencies

POLICE & PUBLIC SAFETY

UNC Charlotte Police & Public Safety is a fully authorized state police agency, providing both police and security services to a campus of 30,000 students, faculty and staff. The Department is comprised of two divisions--Patrol and Support Services--with a special emphasis on community oriented policing.

The UNC Charlotte Police Department collaborates regularly with the Charlotte Mecklenburg Police Force and other regional law enforcement agencies.

CRIME RATES

9,572
calls for service

22,344
total police patrols (mounted,
dismounted, directed)

9x lower
violent crime rates than
CMPD University Division

14x lower
property crime rates than
CMPD University Division

50% lower
overall than in 2010

*Consistent reduction
in crime rates over
the past 13 years!*

Police Officer Recognition

Sgt. Mark Litjes received this years Exceptional Devotion to Duty from the UNC System Board of Governors.

EMERGENCY MANAGEMENT

The University of North Carolina at Charlotte (UNC Charlotte) Office of Emergency Management (OEM) is responsible for the planning and coordination of the Institution's operational emergency preparedness, response and recovery from a disaster.

153
participants in table
top exercises with PPS and
executive leadership

108
participants in various
employee safety trainings

67
Niner Alerts sent to the
campus community

Student Outreach

2,637 participants in 23 sessions at the Student/Parent SOAR Recourse Fairs

679 participants in 9 sessions of student training/outreach (Gold Rush, Safety Carnival, HRL presentations, STORM, FAST Door Room Burn, Stop the Bleed, American Red Cross Club)