

A&F



OFFICE OF
ADMINISTRATION
2019 ANNUAL HIGHLIGHTS



S . P . I . R . I . T .

S Service Excellence;

P Progressive Culture of Sustainability;

I Innovation and Technology;

Retention and Engagement Practices that Support Employee Development;

Impactful and Data-Driven Goals; and

Transparency, Diversity, and Inclusion in our Departments and Programs.



LEADERSHIP MESSAGE:

With a steadfast commitment to the A&F S.P.I.R.I.T. of “Customer Service Excellence,” the Office of Administration includes an exemplary portfolio of on-campus services ranging across third-party dining, parking, shuttle and bookstore operations, among the program areas of Auxiliary Services, and University Services, comprised of Cougar Card, the Office of Sustainability, Cullen Performance Hall, and Copy, Print and Delivery Services.

The Office of Administration also includes master planning through the University of Houston System-wide Public Art Committee — an advisory committee to the UH System Board of Regents — and fundamental initiatives of best practices in sustainability, assessment and evaluation.

Supported by a dedicated team of more than 100 full-time and student employees and 700-plus contractors, the Office of Administration provides a foundational infrastructure of services for the campus community and also cultivates ongoing growth and proactive master planning of fundamental UH System initiatives in collaboration with campus community partners in support of the overall organizational mission and transformation as an innovative pacesetter for future success.

Reflected within these highlights are illustrative examples of milestones, momentum and innovation that are showcased everyday through our collective teamwork and collaboration.

We welcome your ongoing feedback and hope you enjoy this debut publication as we continue onward toward a future filled with even greater promise and achievement across our service areas.

With sincere thanks and gratitude to all of our valued customers —

Emily A. Messa, Ph.D., CASP (M.Ed. '12, Ph.D. '15)

Associate Vice Chancellor/

Associate Vice President for Administration

University of Houston System/University of Houston

OFFICE OF SUSTAINABILITY

DEPARTMENT OVERVIEW

The Office serves as a centralized hub for all of the University of Houston's sustainability efforts in order to improve campus life, engagement, community involvement and student participation.



LOOK FORWARD

- The office is collaborating/advising on sustainability projects with faculty and students/student orgs in the following colleges: Architecture, Technology, Bauer, CLASS, Engineering, NSM and Honors.
- The Path to Platinum, a UH multi-year sustainability initiative
- Community garden relocation and redesign in progress
- Recyclemania 2020
- Sustainability Fest April 2020



AWARDS

- UH earns repeat AASHE Gold ranking
- Michael Mendoza and Gabriel Durham were appointed to the Harris County Action Plan Implementation Advisor Council in September 2019
- UH Sustainability staff presented at the annual AASHE conference for higher ed sustainability in October 2019
- Awarded 2 silver and 2 bronze departments by the Green Office Program



566

volunteer hours by Community Garden,
Shasta's Pocket Prairie, and other
office-hosted events



13,822

total BCycle rides



150

new trees on the Leek Street Lots
planted by 100 volunteers

PUBLIC ART

OF THE UNIVERSITY OF HOUSTON SYSTEM (PAUHS)

DEPARTMENT OVERVIEW

Public Art of the University of Houston System (Public Art UHS) is an ambitious program engaging academic and global communities in an open forum to promote dialogue about visual arts and its relevance to contemporary life. The distinguished publicly-accessible works of critically-important artists enrich the cultural and intellectual character of the University of Houston System, and reflect and connect our uniquely diverse audiences. The collection spans the entire University of Houston System.



LOOK FORWARD

- The collection continues to expand and mature through commissions, site-specific installations, temporary public art, purchases and gifts.
- Continued efforts to commission pieces from international artist to encourage innovation and experimentation within the genre and to reach Houston's diverse communities



"It is diverse and well supported with marvelous information and education."

"One of the largest and greatest public art collections in America."

— FEATURED IN —

Houstonia.

Glasstire

PapercITY
MAGAZINE

— FAST FACTS



UH System celebrates the 50th anniversary of Public Art of the University of Houston System (PAUHS)

Launched Temporary Public Art Program

NEARLY 700
pieces in collection

20
events hosted

PUBLIC ART
LAUNCHED THEIR
FIRST BOOK:
On Site: 50 Years of Public Art of
the University of Houston System



COPY, PRINT & DELIVERY SERVICES

DEPARTMENT OVERVIEW

Copy and Print Services will provide traditional and innovative methods to enable faculty, staff, and students to effectively convey information. As a versatile organization, Copy and Print Services meets goals through continued exploration, implementation, and refinement of technology while providing first-class customer service and products. We offer promotional products that include pens, padfolios, water bottles, bags, etc. Hundreds of items are available to fit your budget and can be customized with your program name.

3,589

printing jobs per year
(includes, printing,
design, wide-format and
promotional items)



LOOK FORWARD

- Parcel lockers are coming in 2020 to make the package pickup process more seamless.
- Celebrating 70 years of servicing the university community in 2020

Provost
of Houston
Houston, Texas
provost@uh.edu

AGFA DigiControl V6.2.21
2400 dpi NegativeAzuraWedge
TP_PDFRender



AWARDS

PRINTING INDUSTRIES OF THE GULF COAST 2019 GRAPHIC EXCELLENCE AWARDS



Best In Plant

President's Report and Envelope

Division 1 Bronze

Inside Bauer – The Wonderful Kind

Division 1 Silver

UH Magazine Spring 2018 Public Art

Best of Division 1

President's Report and Envelope

Best of Show 3rd Runner Up

President's Report and Envelope

PRINTING INDUSTRIES OF AMERICA 2019 PREMIER PRINT AWARDS

Best of Category (The Benny)

*Business and Annual Reports –
President's Report and Envelope*



PARKING & TRANSPORTATION

DEPARTMENT OVERVIEW

Parking and Transportation Services provides the University of Houston with a variety of parking and transportation-related services, including permits, shuttle services, enforcement, alternative transportation programs and incentives, event parking and visitor parking.



32,000

parking permits issued in 2019
6% increase from year to year



3,900

COAST program members



LOOK FORWARD

- Construction on University Gateway Garage is underway and is set to open spring 2020
- Elgin Street Garage will include an adjacent building with studios, classrooms, offices, retail space, and support spaces. It will consolidate all art studio spaces, which currently reside in different areas of the campus, and augment the existing digital fabrication facilities for the architecture students.

>22,000

parking spaces
on campus

2,400

parking spaces
offset by the COAST
Program members

9,037

garage spaces

55

total number of
surface lots

45%

increase in year
over year
ridership for
fall 2019



AWARDS

- UH received the 2019 METRO Advocate of the Year Award
- A&F SPIRIT of Service Excellence Award – Paul Lozano, Assistant Director of Parking and Transportation Services



The 2019 A&F CA.RE.S. Assessment Report revealed an increase in student satisfaction throughout the academic year. Survey respondents reported experiencing less stress with parking and finding parking.

“The parking system needed to change. This is a good step in that direction.”

— ZONE PARKING SATISFACTION SURVEY

UH DINING SERVICES

DEPARTMENT OVERVIEW

University of Houston Dining Services consists of two dining halls, more than 25 retail locations, over 200 vending machines, and 13 food trucks in rotation with several more on a waiting list.



LOOK FORWARD

- New Moody Towers Dining opening in fall 2022
- Food Truck Park
- Full service Dunkin' Donuts opens in fall 2020 in Elgin Street Garage



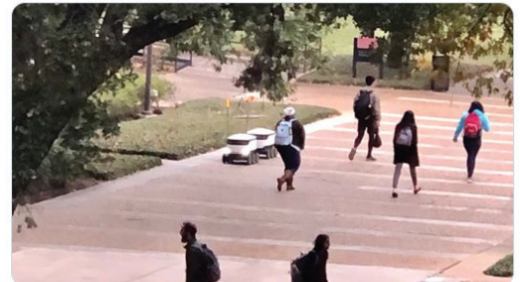
AWARDS

- Score of A on PETA Vegan Report Card
- 2018-2019 SGA Facilitator Award for the 55th Administration



Renu Khator @UHpres · Nov 13

Robots can follow one another, avoid traffic, pause and push themselves over bumps and—my favorite—say “Go Coogsl!”



4

57

463





650,000

meals served in Cougar Woods and Moody Dining Commons in 2019



30

autonomous Starship delivery robots

2,500

robot delivery orders in the first week of service

Consistently receive

94%

and above on "Happy or Not" buttons in Moody Commons & Cougar Woods Dining Halls

OFFICE OF ASSESSMENT

DEPARTMENT OVERVIEW

A&F Services Assessment and Evaluation supports the Division's strategic goals and A&F S.P.I.R.I.T. by providing data and analytics that highlight the value of services for the UH community. Using a wide range of assessment techniques, research frameworks, and methodologies, the Office develops and formalizes assessment plans, collects data and prepares analytics to achieve measurable outcomes that uphold and strengthen the A&F S.P.I.R.I.T. of Service Excellence.

LOOK FORWARD

The A&F Assessment program will continue to evaluate and expand unit self-assessment plans and priorities within the administrative units, to improve service standards and achieve the institution's strategic goals.

FAST FACTS



The A&F C.A.R.E.S. assessment program has experienced continual growth since its inception in December 2016. The pilot program successfully completed 6 assessment projects.

15

assessment programs were completed for the Division and were presented at the Annual A&F C.A.R.E.S Assessment Symposium.



ACCOLADES

- Successfully hosted the A&F C.A.R.E.S. Assessment symposium in summer 2018 and 2019 showcasing A&F assessment programs.
- Presented at NACAS CIIX Conference 2019
- Presented at American Evaluation Association in November 2019

CULLEN PERFORMANCE HALL

DEPARTMENT OVERVIEW

The mission of the Cullen Performance Hall is to attract local, national, and international artists and events to provide entertainment for the University of Houston and surrounding community, while also providing an event space for university affiliates.



AWARDS

- **GREEN OFFICE AWARD- BRONZE**

Presented by the Office of Sustainability, UH's Green Office Program aims to encourage offices across all campuses to be champions of our university's sustainability ethic.

- **ADMINISTRATION AND FINANCE UNSUNG HERO – TORI JACKSON**

This award recognizes employees in Campus Safety, Finance and Human Resources who exhibit superior work performance, while exemplifying a positive and cooperative attitude on a day-to-day "behind the scenes" basis.



FAST FACTS

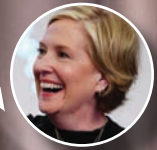
89

total events in 2019

TOP 7 EVENTS

each selling over 1,000 tickets

1. Author – **BRENÉ BROWN**
2. Comedian – **BERT KREISCHER**
3. Author – **TA-NEHISI COATES**
4. Authors – **HILLARY and CHELSEA CLINTON**
5. Recording Artist – **TAUREN WELLS**
6. Photographer – **ANNIE LEIBOVITZ**
7. Reality Star – **STASSI SCHROEDER**



COUGAR CARD

DEPARTMENT OVERVIEW

The Cougar Card Program has been serving the University of Houston for more than 20 years. Currently we serve a collective campus community of nearly 60,000 students, faculty, staff, alumni, contractors, and visitors. We are committed to providing outstanding customer service by acknowledging, appreciating, affirming and assuring our customers that we will continue to strive to provide the best service possible.





LOOK FORWARD

- Continued enhancement of the mobile Cougar Cards within the UH Go app
- Partnership with Electronic Access Control Department to ensure keyless compatibility for newly constructed and renovated buildings
- ShastaBUCKS program expansion on campus

FAST FACTS

We currently have

23 On-Campus Vendors

13 Food Trucks

11 Off-Campus Vendors

accepting ShastaBUCKS

For FY 19 we had **3,064,053**
print transactions using the Cougar Card

More than **4,000**
Cougar Card door access points

PRODUCTION POWERHOUSE

11,157
new Cougar Cards first 3 weeks
of fall semester

CAMPUS STORE

DEPARTMENT OVERVIEW

With everything you need in one place, shopping the campus store means less time spent searching. Bottom line: we guarantee that students have the right course materials. We carry new, used, and digital books that students can rent or buy. We're constantly tracking national trends as well as local preferences and passions to ensure your store offers a fresh mix of UH branded products that will serve different interests, styles and budgets. Get geared up for gameday at the UH Campus Store!

“

Fantastic customer service!

Experienced friendly staff.
Found exactly what I wanted.

They had what I was looking
for, for a good price. Check
out was fast and easy.

I think it was a nice place very
clean. The staff was working
hard to get students checked
out as soon as possible.

”

— 2019 CAMPUS STORE CUSTOMER
SERVICE SURVEY



48,082

books purchased in
fall 2019



Partnered with UH
to provide books and
merchandise for Tillman
Fertitta Event



Grad Fair – Red Carpet Event – Herff Jones, Balfour, Grad Images and
Alumni Association

KIEL W. CULLEN
BUILDING

UNIVERSITY of
HOUSTON
ADMINISTRATION

4302 University Drive, Room 226 | Houston, TX 77204