

University of Houston Progress Card - Office of Administration

Direct Report Progress Card				Annual Performance					Increase/Decrease		
1. Nationally Competitive Research University	FY2007	Support Staff Progress Card	Base Year FY2008	FY2009	FY2010	FY2011	FY2012	FY2013	From Last Year	From Base Year	
1.a. Total Research Space on Campus (including ERP) (sqft)		Jonathan Thurston		759,458	750,068	751,159	728,583	801,048	72,465	41,590	
1.b. Energy Research Park - UH Research Occupied (sqft)		Sean York		12,210	31,810	53,501	94,927	99,853	4,926	87,643	
1.c. Energy Research Park - TOTAL % Occupied		Sean York		2%	5%	8%	14%	15%	1%	13%	
1.d. ERP - Occupied (sqft)*		Sean York					317,288	404,753	87,465	87,465	
1.e. ERP - TOTAL % Occupied*		Sean York					46%	59%	13%	13%	
1.f. ERP Tenant Satisfaction Survey		Sean York						Base Year	N/A	N/A	
1.g. ERP Total Rent Revenue.		Sean York		\$243,054	\$3,140,209	\$3,362,547	\$2,465,196	\$3,763,796	1,298,600	3,520,742	
ADDITIONAL: Energy Research Park Donor Funding (dollars)		Sean York	Mark Putnam	\$100,000	\$1,542,857	\$1,130,000	\$1,250,000	\$2,350,000	1,100,000	2,250,000	
ADDITIONAL: Energy Research Park Grants (dollars)		Sean York	Leah Wolfthal			\$2,000,000	0	\$1,762,060	1,762,060	1,762,060	
2. UH: Student Success											
2.a. Overall Dining Experience - ARAMARK Survey (range is 0-6, with 6 the highest score)		Esmeralda Valdez	Deborah Davis	4.66	4.63	4.78	5.00	5.09	5.10	0	0
2.b. Food Quality - ARAMARK Survey		Esmeralda Valdez	Deborah Davis	4.45	4.56	4.55	4.85	4.92	4.85	0	0
2.e. Meal Plans - Number of Students Enrolled		Esmeralda Valdez	Deborah Davis	2,523	2,681	2,650	3,649	4,234	4,425	191	1,902
2.g. Student Residential Space (sqft)		Jonathan Thurston		1,398,379	1,949,360	2,240,398	2,240,398	2,240,398	2,240,398	0	842,019
2.h. Support Service (UC,UCU, UCS, CSD, SSC, CRWC, CRWA, HC) (sqft)		Jonathan Thurston		446,887	447,288	447,288	447,288	447,288	565,066	117,778	118,179
2.i. Academic Space within Residential and Support Space (sqft)		Jonathan Thurston			0	3,863	3,863	7,678	13,984	6,306	13,984
2.j. Student Parking Spaces Available		Esmeralda Valdez	Bob Browand	11,825	11,500	12,702	13,322	13,243	14,322	1,079	2,497
Student Parking Oversell Ratio		Esmeralda Valdez	Bob Browand	2.18	2.19	2.12	2.09	2.02	1.93	0	0
Number of Students Riding Shuttle Bus (#%of student card swipes)		Esmeralda Valdez	Bob Browand				18%	17%	18%	0	0
Auxiliary Scholarships Awarded - (dollars)		Esmeralda Valdez	Deborah Davis				\$33,536	\$36,415	\$57,104.00	20,689	23,568
ADDITIONAL: METRO Ridership Number		Esmeralda Valdez	Bob Browand				1497.00	1922.00	425	425	
ADDITIONAL: Hertz on Demand Membership		Esmeralda Valdez	Bob Browand	NA	NA	NA	260.00	673.00	1015.00	342	755
Student Mail Service Experience (student satisfaction)		Esmeralda Valdez	Sally Rowland				0	3.79	4	0	
Student Mail Services Delivery (% of mail processed/same day received)		Esmeralda Valdez	Sally Rowland				0	84%	1	0	
Student Employment (Departmental and Auxiliary Partnership- 1% of total Administration)		All Direct Reports and Contractors	All				6% (33/574)	8% (48/601)	#VALUE!	#VALUE!	
SUE Score CB Standard 75- classroom 75 - class lab 150 - total		Jonathan Thurston	Lillian Wanjagi								
1. Classroom Utilization Score						83	100	Annual	#VALUE!	#VALUE!	
2. Class Lab Utilization Score						100	100	Annual	#VALUE!	#VALUE!	
3. Total Utilization Score						183	200	Annual	#VALUE!	#VALUE!	
3. Community Advancement											
3.c. HUB Construction Expenditures (\$ millions)		Jonathan Thurston	PPMs	\$18.4	\$17.6	\$17.2	\$20.8	40.7mill/27.1%	\$39,973,718/22.59%	#VALUE!	#VALUE!
3.g. Sustainability Rating		Esmeralda Valdez	Leah Wolfthal	D	C-	B-	B+	B+	B+	#VALUE!	#VALUE!
Private Support for Sustainability Programs (dollars)		Esmeralda Valdez	Leah Wolfthal				7809.34	Annual	#VALUE!	#VALUE!	
Sustainability Events/Programs Offered (student engagement/satisfaction (%))		Esmeralda Valdez	Leah Wolfthal				70%	Annual	#VALUE!	#VALUE!	
Student Attendance at Events/Programs at the Cullen Performance Hall		Esmeralda Valdez	Vacant				16359	Annual	#VALUE!	#VALUE!	
Number of Press Releases Written		Maria Honey					292	271	-21	-21	
Number of Stories Published (on-campus/off-campus)		Maria Honey					91	324	233	233	
Campus Recycling Percentage		Sameer Kapileshwari	Roger Warner				25.14%	17%	0	0	
6. Competitive Resources											
Major Capital Construction Project Manager Customer Service Rating (Range 1-5, min 4 goal for first year)		Jonathan Thurston					n/a	3.79	#VALUE!	4	
Major Capital Construction Contractor Customer Service Rating (Range 1-10)		Jonathan Thurston					n/a	8.13	#VALUE!	8	
Major Capital Construction Design and Engineering Services Customer Service Rating (Range 1-10)		Jonathan Thurston					n/a	7.32	#VALUE!	7	
Minor Projects Project Manager Customer Service Rating (Range 1-5)		Sameer Kapileshwari					4.3/5	4.3/5	#VALUE!	#VALUE!	
Minor Projects Contractor Customer Service Rating (Range 1-5)		Sameer Kapileshwari					4.1/5	4.0/5	#VALUE!	#VALUE!	
Minor Projects Design and Engineering Services Customer Service Rating (Range 1-5)		Sameer Kapileshwari					3.9/5	4.0/5	#VALUE!	#VALUE!	
FPC Projects Delivered On Time (% total)		Jonathan Thurston					n/a	50%	#VALUE!	1	
FM Projects Delivered On Time (% total)		Sameer Kapileshwari					90%	92%	0	1	
FPC Warranty related work orders within first 12 months of occupancy (% total)		Jonathan Thurston					n/a	Data not yet available	#VALUE!	#VALUE!	
Unplanned Utility reliability		Sameer Kapileshwari	Sameer Kapilishwari				99.30%	99.95%	0.65%	0	
EPA Reported Emissions (# of tons reported)		Sameer Kapileshwari	Sameer Kapilishwari				7.2 tons (2011)	8.1 tons (2012)	0.9	#VALUE!	
Customer Satisfaction building cleaning (Range 1-5); Measured after program roll-out Spring 2014		Sameer Kapileshwari					n/a	Annual	#VALUE!	#VALUE!	
Customer Satisfaction work order completion (Range 1-5); Measured after program roll-out Spring 2014		Sameer Kapileshwari					n/a	Annual	#VALUE!	#VALUE!	
Major Capital Construction Cost per similar square foot of similar building type (cost per sq ft UH vs. cost per square foot THECB)		Jonathan Thurston					n/a	58%	#VALUE!	1	
Awards/Recognition by National/Regional Professional Association		All					n/a	6	#VALUE!	6	

Customer satisfaction Auxiliary Service Level Agreements		Sameer Kapileshwari						n/a	Annual	#VALUE!	#VALUE!
Financial performance comparison to market- Elevators								77% below Market (32.91 hr/UH vs. 142.50 hr/MK- 85% planned work)	76% Below market (\$34.50 per hour vs. \$142.50 - 85% planned work)	#VALUE!	#VALUE!
Financial performance comparison to market- Grounds								21% below MK (19.69 hr/UH vs 27.00 hr/MK 90% planned work)	18% Below MK (\$22.05 UH vs \$27 Hour external 90% planned work)	#VALUE!	#VALUE!
Financial performance comparison to market- Solid Waste		Sameer Kapileshwari						56% below MK (19.69 hr/UH vs 44.45 hr/MK 95% planned work)	50% below MK (22.05 hr/UH vs 44.45 hr/MK 95% planned work)	#VALUE!	#VALUE!