

ABOUT RCUH

The Research Corporation of the University of Hawai'i (RCUH) was established by the Hawai'i State Legislature in 1965 as a public instrumentality and is attached to the University of Hawai'i for administrative purposes. RCUH is exempt from certain state procurement and personnel laws, which allows the corporation to provide rapid and efficient financial and human resources services that enable research, development, and training projects to be more productive and to meet their objectives in a timely manner.

RCUH Board of Directors



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RCUH Leadership Team

(Pictured from left to right)

SYLVIA YUEN
Executive Director

NELSON SAKAMOTO
Director of Human Resources

BRENDA KANNO
Director of Corporate Services

GLENN YEE
Director of Finance



Photo credits: Cover photos, top: Hawai'i Coral Reef Initiative (Anne Chung); center: Pacific International Space Center for Exploration Systems; bottom: Kikaha STEM Project. Inside left: Pacific Cooperative Studies Unit, O'ahu Invasive Species Committee; inside center: C-MORE Hale, SCOPE Project; inside right: Joint Institute for Marine and Atmospheric Research.

RCUH BY THE NUMBERS

3-4



Number of weeks—from recruitment to hire—in which RCUH can hire an employee

2,491



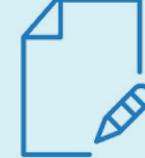
Number of employees and vendors who have registered for RCUH ePayments

4,140



Number of people who participated in RCUH training in FY 2018

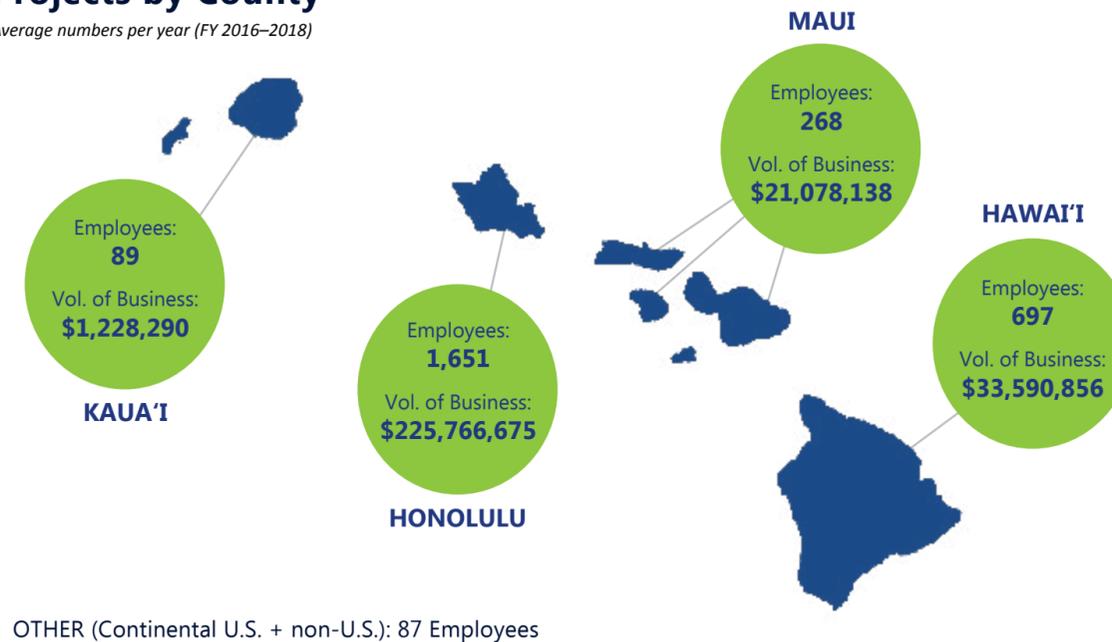
4,718



Number of documents processed using eSign in FY 2018

Projects by County

Average numbers per year (FY 2016-2018)



HIGHLIGHTS OF ACHIEVEMENTS 2016-2018



RCUH

Research Corporation
of the University of Hawai'i

www.rcuh.com



ESTABLISHED A FOUNDATION FOR A BRIGHTER FUTURE

RCUH Strategic Plan 2017–2021

A new five-year strategic plan was developed to replace the 2004 plan. The vision and mission statements guide RCUH's programs, and measurable benchmarks enable the monitoring of progress toward the attainment of goals.

Our Vision

A Hawai'i where research, development, and training flourish and energize a prosperous state economy

Our Mission

To support and enhance research, development, and training in Hawai'i, with a focus on the University of Hawai'i

State Auditor's Report

In 2015, the Hawai'i State Auditor issued a report based on its performance audit of RCUH. A post-audit was subsequently conducted, and in 2018 the State Auditor stated in *Follow-Up on Recommendations from Report No. 15-07, Audit of the Research Corporation of the University of Hawai'i*, "We found that the RCUH has implemented all 11 recommendations."

Internal Policies and Operating Procedures

To ensure the alignment of policy and practice, all of RCUH's 159 policies and procedures were reviewed, updated, edited, formatted for consistency, and posted on its website.

Financial Growth and Stewardship

The active management of RCUH funds yielded an increase in interest and rebate income with no risk to corporate funds. During the past three years, these funds increased from \$107,000 in 2016 to \$335,000 in 2018. An external audit of RCUH's financial statements is conducted annually. Over the report period, no material weaknesses of RCUH's internal controls over the financial reporting have been found by Accuity LLP, certified public accountants.



PROVIDED ONGOING QUALITY SERVICES

RCUH provides finance, human resources, and corporate services essential to the success of research, training, and development projects.

In a confidential evaluation of 884 RCUH service users,

- 85% would recommend RCUH services to others
- the three words most frequently used to describe RCUH were *helpful, efficient, professional*

Below are some of the key transactions processed during the report period.

TRANSACTIONS (FY 2016–2018)	AVERAGE NO. PROCESSED ANNUALLY
Purchase orders	17,247
Non-PO payments	32,166
Vendor payments (electronic and paper checks)	53,811
Travel requests and completions	18,049
Cash receipts	10,234
New hires	1,450
Terminations	1,529
Time sheets	59,080
W-2s issued	3,563
Recruitment actions	648
Employee/independent contractor determinations	317

STRENGTHENED IT INFRASTRUCTURE AND IMPROVED SERVICES

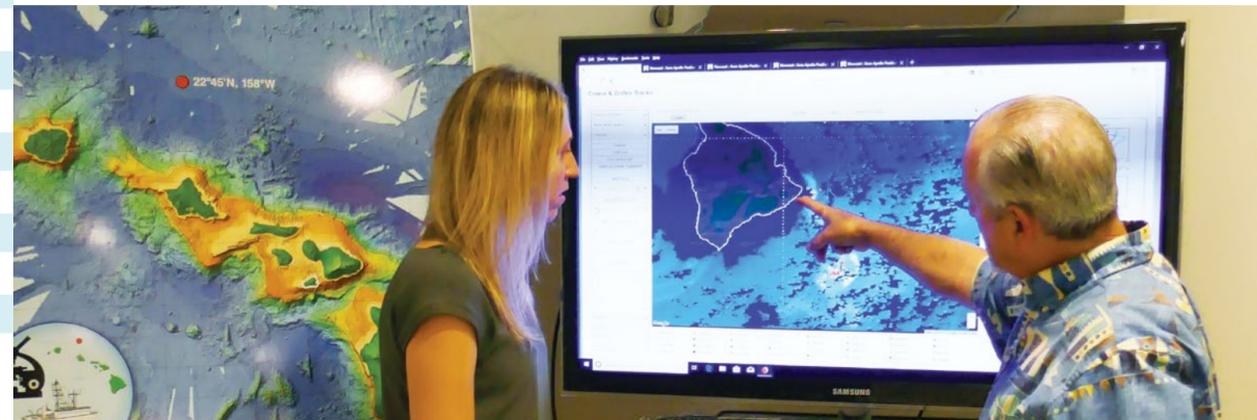
Information Technology Infrastructure

A five-year roadmap was developed for an integrated electronic system that aligned with the RCUH Strategic Plan. As part of the roadmap, the HR department upgraded its platform to PeopleSoft 9.2, improving efficiency and paving the way for new client services. The Finance department completed the first phase of modernizing its IT platform, which enabled a wide range of new applications, accessibility by mobile devices, and use of cloud and other services.

New Services

The identification of IT as a priority focal area led to new functionalities and services that resulted in greater work efficiencies for both RCUH and its clients. It includes the following new services:

- **Electronic Payments**
ePayments eliminate the printing and delivery of paper checks and reduce or remove the problems related to those transactions, such as lost checks. A confidential survey of users indicated that 91% were satisfied or very satisfied with their overall experience with ePayments.
- **Automatic Drill-Down Functionality**
Project managers can now easily access a list of transactions comprising expenditures for a given point in time. Clicking on a specific transaction on the list brings up the originating document for the transaction.
- **Electronic Solicitation of Quotes and Bids**
RCUH users are now able to conduct electronic solicitation of quotations and sealed bids via CommercePoint's SuperQUOTE system. This allows project staff to procure goods and services more efficiently.
- **Electronic Signatures**
eSign was implemented in partnership with the Hawai'i Office of Enterprise Technology Services and provides a secure method of affixing an electronic signature to a document that meets federal and state laws. It significantly reduces the need for paper, is accessible by mobile devices, speeds up processing time, and permits the originator to track a document along its electronic route.
- **Electronic Personnel Action Forms**
ePAF replaced 27,689 paper transactions related to changes in project numbers, terminations, pay rates, leaves of absence, and other actions over the 3-year report period. The entire personnel transaction process—from point of initiation to completion—has now been expedited.
- **Electronic Document Processing**
The processing of service orders and establishment of RCUH positions were automated, which resulted in more streamlined work practices.



ENHANCED AND BROADENED COMMUNICATION

RCUH Annual Forum

RCUH established a series of forums to highlight issues of importance to the research, development, and training community. The inaugural forum focused on *The Federal Landscape: What's Ahead for Research and Training*, while the second raised awareness on *Cybersecurity: Protect, Detect, Respond*. Confidential assessments indicated more than 80% of respondents agreed or strongly agreed that the forums were informative and well presented and that they increased attendees' knowledge of the subject. Forum reports were developed, publicly disseminated, and posted online.

Awards and Recognitions

Over the past three years, 73 individuals have been nominated for the RCUH Outstanding Employees Award which recognizes exemplary staff members for their demonstrable, significant, and outstanding performance at the annual RCUH Awards Luncheon. During the same period, RCUH also awarded fellowships to 32 graduate students and presented 8 UH faculty and 9 graduate students with monetary awards and certificates in recognition of their excellence in research.

EXPANDED TRAINING OPPORTUNITIES

Training Infrastructure

Recognizing that professional development requires an ongoing process to equip employees to competently perform in an ever-changing and increasingly technological society, RCUH identified training as a priority focal area. A five-year Training Road Map was developed that aligned with the RCUH Strategic Plan. Emphasis was placed on expanding offerings using online delivery to provide sessions at times and places convenient to employees, at their own pace, and without the cost and time of travel. The training infrastructure was also strengthened by the adoption of an electronic platform, which facilitated the delivery and evaluation of courses.

Logo and Collateral

A new logo was created to project an unambiguous and contemporary image. The logo is now consistently displayed on 50 newly developed collateral—from stationery and envelopes to annual reports.

Website

RCUH's previous website had not been updated for more than a decade, contained broken links and outdated materials, and did not track visitor data. The new website presents a contemporary design and images, greater consistency across screens, and more efficient pathways to information. It's also compliant with Section 508 of the federal Rehabilitation Act. The website presently registers an average of 50,741 visitors and 435,047 hits each month.

Electronic Communications

To expand and improve its outreach, RCUH developed new avenues of communication: a presence on Facebook and a monthly e-Newsletter disseminated to approximately 6,000 people. In addition, digital communication is used to send announcements, deadline notices, and other bulletins to employees.

In-Person Training

In FY 2017–2018, there were 87 in-person sessions held for 2,789 participants. Ten of the sessions were held via HITS (UH's interactive video service) to reach audiences at non-UH Mānoa sites. Evaluations indicated sessions were well received and provided beneficial information that could be applied at work.

Online Training

RCUH significantly increased its online offerings: from none prior to 2015 to 58 in 2018. These include 8 locally developed courses, consisting of 36 modules, and 50 Litmos-developed courses.

"I've been around for a long time and have seen steady and great improvements in website, information, training, overall services, and leadership." - Comment from confidential survey of RCUH users