



AURARIA HIGHER EDUCATION CENTER

Annual Report
2019–2020

SERVING

Community College of Denver
Metropolitan State University of Denver
University of Colorado Denver

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Respect
Courtesy
Honesty
Trust
Consistency
Service

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A Message from the CEO

This fiscal year got off to a bright and positive start with the celebration of the 25th anniversary of our Tivoli Student Union. Over the last 25 years, it has served as a unique gathering place for students, faculty, and staff. Built in 1870, the Tivoli, long before it became a Student Union, has served as a symbol of opportunity and progress, standing watch as Denver grew into the thriving metropolitan center that it is today.

AHEC also began Stage 1 of the Steam-to-Natural Gas project in September 2019. The State of Colorado provided \$18.6 million in funding for this project to replace our forty-year-old steam system with a more efficient, reliable, and cost-effective natural gas-fueled boiler system.

While our agency had big plans going into 2020, the global COVID-19 pandemic brought challenges that we had never been faced with before. However, the AHEC Team tackled them head on and still, under unprecedented circumstances, accomplished much for our campus community by working together.

We continued to maintain the campus while students, faculty, and staff pivoted to remote learning, but we knew we had to find a way to safely bring our community back. AHEC team members banded together and worked collaboratively with CCD, MSU Denver, and CU Denver to establish the Safe Return to Auraria initiative, and developed a system of protocols to allow students, faculty, and staff to return to campus safely and healthily. As we worked to keep our Auraria Campus running, AHEC continued to look for ways to improve life on campus for all of our campus community members.



As more became known about COVID-19, testing for the virus became available. AHEC hosted Colorado's first free drive-thru COVID-19 Testing Site in April 2020 in partnership with King Sooper's and the Colorado State Emergency Operations Center. Employees from across our agency came together to pitch in and assist in making this important piece of the fight against COVID-19 in Colorado happen.

While the fiscal year ended in a way none of us had anticipated, it has shown us that with determination, dedication, and collaboration, we can persevere in the face of extraordinary challenges to honor our mission as the supportive foundation of the Auraria Campus. We look to the days that lie ahead, filled with the hope that our campus will soon return to the familiar bustling hub where our community can come together in pursuit of the life-changing and life-affirming opportunities of higher education.

With gratitude, always,

Colleen Walker, CEO | Auraria Higher Education Center



About AHEC

The Auraria Higher Education Center (AHEC) was built to house and serve 15,000 students, a number that was exceeded when we opened our doors in 1976. AHEC has continued to adapt and grow to become a modern campus bustling with activity in the heart of downtown Denver. Today, the Auraria Campus is the largest collective college campus in Colorado, serving over 43,000 students, faculty, and staff. AHEC proudly operates the Auraria Campus on an efficient shared services model to support three of Colorado's finest higher educational institutions: Community College of Denver, Metropolitan State University of Denver, and University of Colorado Denver.

Guiding Principles

Building on AHEC's foundation, the One Auraria Guiding Principles steer us in achieving our mission to provide an effective, efficient, and supportive environment that facilitates the quality education, goals, and objectives of the campus institutions.



OWN IT

Everything starts with awareness. If you see a problem or issue, make it your problem to solve or report.



MAKE AN IMPACT

Every action, every decision, and every moment—big or small—makes a difference.



DELIGHT OUR CUSTOMERS

Customer satisfaction is our strongest measure of success.



“YES” BEFORE “NO”

Be committed to finding a solution. A “yes” mindset opens endless options.



RESPOND WITH URGENCY

Outcomes matter. Don't remain idle—act now without delay and deliver remarkable results.

Our Mission, Vision & Values



MISSION

The Auraria Higher Education Center (AHEC) is committed to providing an effective, efficient, and supportive environment that facilitates the missions of the Community College of Denver, Metropolitan State University of Denver, and University of Colorado Denver.



VISION

We provide quality services that support quality education.



VALUES

The purpose of AHEC is to support and serve the Community College of Denver, Metropolitan State University of Denver, and University of Colorado Denver, and to facilitate the achievement of their goals and objectives.

The AHEC team is committed to the long-term success and development of the Auraria Campus. We strive to provide a safe and open environment for all employees and commit to the following in our daily activities:

- Respect
- Honesty
- Consistency
- Courtesy
- Trust
- Service

We commit to living these values by:

- Actively listening to others
- Being open to change
- Communicating and collaborating
- Accepting responsibility for our actions
- Working together as a unified "One Auraria" Team

AHEC Accomplishments

SOLAR ARRAY

The Auraria Sustainable Campus Program (ASCP), in partnership with the Auraria Higher Education Center (AHEC) and Namastè Solar of Boulder, completed a 779-kW solar array installation atop the Auraria Library. At the time of installation, it was the largest single-roof solar array in downtown Denver according to Xcel Energy. The 2,100-panel array will produce approximately 1 million kWh annually—or enough energy to power 100 average US homes each year. It will supply 2.5% of the annual campus-wide power consumption, increasing the Auraria Campus solar capacity tenfold to 854 kW. The array will also play a big role in lowering Auraria Campus greenhouse gas emissions by saving an estimated 1.2 million pounds of CO₂ from entering the atmosphere each year. Additionally, the energy savings from this project will help increase the ASCP's annual funding by 10-15% and allow for other impactful projects on campus.



STEAM TO NATURAL GAS

The Auraria Campus received \$18.6 million in capital renewal funds to convert eight campus buildings from an aging steam-powered energy system to a natural gas system. Xcel Energy installed 4,200 feet of new gas main lines that feed into each of the eight buildings. Stage 1 began in September 2019. The Projects Team, HVAC Team, and the Plumbing and Electrical Shops collaborated with Xcel to transform the Arts Building, Boulder Creek, Central Classroom Building, Cherry Creek Building, PE/Event Center, Plaza Building, Science Building, and the West Classroom Building into more cost and energy-efficient buildings.





TIVOLI 25TH

In 2019, the Auraria Campus celebrated the 25th Anniversary of the Tivoli as a student union. Over the last quarter century, it has served as a unique gathering place for students, faculty, and staff. Originally built in 1870, the Tivoli has been many things over the years, including a brewery and a shopping mall before it was a student union, but its tall spire has always stood as a symbol of opportunity and progress as the campus community grew into a thriving higher education destination for downtown Denver and beyond.

To celebrate this milestone, a large banner was hung from the front of the Student Union and a limited edition graphic was created, kicking off the 25th anniversary. The graphic was also printed on a variety of items including, t-shirts, tanks, pins, hats and stickers for students, faculty and staff to wear to show their appreciation for a building that had become the heart and soul of the campus.



SAFE RETURN TO AURARIA

In collaboration with CCD, MSU Denver, and CU Denver, AHEC developed and established the Safe Return to Auraria initiative in response to the COVID-19 pandemic. The initiative aimed to communicate to the Auraria Campus community all that had been done to keep them safe and healthy should they choose to return to campus. This included wayfinding signage to ensure social distancing, a mask mandate, hand sanitizing stations, and more frequent cleaning of buildings.

COVID-19 DRIVE THRU TESTING FACILITY

AHEC hosted Colorado's first free drive-thru COVID-19 testing site in April 2020 in partnership with King Sooper's and the Colorado State Emergency Operations Center.



Departmental Highlights

AURARIA CAMPUS POLICE DEPARTMENT

The ACPD worked diligently to ensure the health and safety of the Auraria Campus as they kept a watchful eye on campus during the closure and its reopening through the Safe Return to Auraria initiative. The department collaborated with King Sooper's to launch and manage the safety of Denver's first drive-thru COVID-19 testing site.

AURARIA EARLY LEARNING CENTER

The AELC reopened in May 2020, and the team continues to provide a safe, healthy learning environment. To ensure the health and safety of the families they serve and their staff, the AELC staff implemented new procedures and diligently followed health guidelines and regulations, and they began offering remote learning supervision.

AURARIA CAMPUS EVENT SERVICES

Prior to the COVID-19 pandemic in March 2020, the Event Services Team was on track to have a record year for events. In collaboration with our partner institutions, the team quickly created pandemic specific guidelines to safely navigate campus events. While few events were held during the latter half of the fiscal year, the Event Services Team continued to stay on top of changing state, city and institutional restrictions in order to hold safe, responsible events.

ACCOUNTING SERVICES

Accounting Services maintains the financial system of record for AHEC. The team successfully implemented GASB 84, a multi-year project in collaboration with CCD, MSU Denver and CU Denver to identify and report fiduciary activities. Accounting also partnered with the Parking and Transportation Services Department to transition from Colorado Central Collections to a private collections agency. With careful planning and coordination, audit field work was completed on time by working both in-person and remotely.



AURARIA SUSTAINABLE CAMPUS PROGRAM

A student-driven committee, the ASCP is committed to reducing the campus's ecological impact and dependence on fossil fuels. In November 2019, the committee hosted the Cherry Creek Clean-up event and picked up 180 pounds of trash along the half mile route. In partnership with AHEC and Namastè Solar of Boulder, the ASCP completed a 779-kW solar array installation atop the Auraria Library. At the time of installation, it was the largest single-roof solar array in downtown Denver according to Xcel Energy. They also passed the Compost Expansion Referendum, giving the ASCP an additional \$3 per student per semester to expand compost and waste diversion efforts.

CAMPUS PLANNING & DEVELOPMENT

The Campus Planning & Development Department oversees campus planning, capital project planning, campus sustainability, and space management for the Auraria Campus. The team facilitated a design review process for City Heights, CU Denver's first on-campus residential housing project. Toward the end of the fiscal year, the team collaborated with institutional partners to coordinate the Safe Return to Auraria initiative. Campus planners reconfigured room and furniture layouts to comply with COVID-19 protocols and deployed signage across the entire campus to ensure adequate space for social distancing. The department also partnered with the institutions to update Archibus, the space management database system, to allow for more efficient campus space planning.



DISTRIBUTION SERVICES

Distribution Services provides campus-wide mail services and serves as the hub for incoming, outgoing, and intercampus mail and packages. The Distribution Services Team modified routes and schedules to remain operational and continued to deliver mail and packages safely, efficiently, and without interruption to the Auraria Campus community when the pandemic hit.

FACILITIES MANAGEMENT

Facilities Management is responsible for the Auraria Campus's physical infrastructure, including building maintenance, grounds, and utilities. Facilities Management provides design and construction services for remodeling and specialty maintenance on campus. Beginning in September 2019, the team continued to shepherd the Steam-to-Natural Gas Conversion project through its final phases.

HUMAN RESOURCES

The Human Resources Department has continued to administer policies, procedures, and programs that advance our mission. This year, the Human Resources Team completed the launch of an online compliance training via EverFi and has continued to navigate the ever-changing regulation, leave types, and paperwork requirements that have come about as a result of COVID-19.

MARKETING & CAMPUS RELATIONS

The Marketing & Campus Relations Team has continued to serve AHEC by writing, designing, marketing, and communicating the campus-wide Safe Return to Auraria initiative and the ongoing campus response to the pandemic. As digital resources became increasingly important as the campus transitioned to remote work, ensuring the AHEC website and the Auraria Campus social media pages were up to date became a focal point of the team's efforts as they continued to communicate and market to the agency's stakeholders.

MEDIA CENTER

The Media Center provides a full range of media services for the Auraria Campus and Downtown Denver communities. Throughout COVID-19, the team has offered auxiliary assistance across the campus and upgraded 27 AHEC classrooms from analog to digital to allow for the use of HDMI cables. The team also replaced chalk boards with white boards for ADA compliancy. The Media Center has also focused on recycling old equipment to be repurposed for easy upgrades in the future.

PARKING & TRANSPORTATION SERVICES

Throughout this fiscal year, the Parking & Transportation Services Department worked on several improvement projects. The team upgraded the signage at each pay station on campus, painted bollards, and they successfully completed a lighting project for the pedestrian walkways and surface lots on campus.

PROCUREMENT SERVICES

Procurement Services administers and manages the acquisition of goods and services in support of the Auraria Campus. The team successfully launched BidNet, a new bidding system that provides electronic bid submissions to be accepted legally. This feature proved especially crucial to maintaining business as usual when the campus transitioned to remote work.

TIVOLI STARBUCKS

As the first food service operation to reopen on campus in May 2020, the Tivoli Starbucks developed a curbside and to-go order system, working with different departments who had been re-deployed to assist in the process.

TIVOLI STATION

The go-to campus resource for textbook savings, spirit gear, and Apple education discounts, Tivoli Station made significant changes to continue to serve our campus community during the pandemic. In March 2020, Tivoli Station transitioned from a traditional brick and mortar operation to a primarily online process.



AHEC by the Numbers

The Access Control shop encoded **9,543** cards, processed **4,163** key requests and **102,533** cardholder transactions.

The Early Learning Center provided **300** children with free vision, hearing, and speech screenings.

ASCP added **120** new bike parking locations with the construction of **2** new covered and secured bike pavilions.

The campus generated **491.98** tons of trash, **112** tons of recycling, and **19.2** tons of compost.

ASCP has reduced campus energy use by **2.2 million** kWh each year which prevents **3 million** pounds of greenhouse gases from reaching the atmosphere.

The Campus Planning team completed emergency response documentation for all **175** floors of campus buildings on behalf of Auraria Campus Police Department.

The Campus Planning Department overhauled Archibus, the campus's space management system, updating data for over **3 million** square feet of campus space across all institutions.

The Electrical Department recycled **4,810** four-foot light bulbs, which equals approximately **3.64** miles.

The Painting Department painted **4,500** linear feet of handrails, **145,000** square feet of hallways, and **40** classrooms, using a total of **500** gallons of paint.

Due to COVID-19, the Custodial Team bought **400** gallons of hand sanitizer for **200** dispensing stations, and **11,500** boxes of sanitizing wipes.

The Grounds Team fixed leaks and installed new controllers on the irrigation system, resulting in **8 million** gallons of water savings on AHEC's well irrigation use.

Environmental Health and Life Safety (EH&LS) inspects **1,734** fire extinguishers and **56** AEDs every month.



EH&LS monitor **2,358** smoke detectors and **22** CO detectors in AHEC managed buildings.

As of June 30, 2020, AHEC employed **303** permanent staff, and **56** student employees.

The Media Center responded to **1,913** classroom support calls and upgraded **27** classrooms from analog to digital equipment.

Tivoli Station processed **229,545** transactions.

Of the **14,877** web orders processed through Tivoli Station's website, **7,067** were shipped and **7,810** were picked up.

The King Center Box Office sold **9,225** tickets with gross sales of **\$72,835.50**, with **48%**, or **\$35,000**, coming from online sales.

Budget

The Auraria Campus is a dynamic academic environment shared by three separate and distinct institutions of higher learning:

- Community College of Denver
- Metropolitan State University of Denver
- University of Colorado Denver

AHEC is a separate state entity whose role is to provide and manage shared services, facilities, and property to support these prominent institutions in achieving their goals.

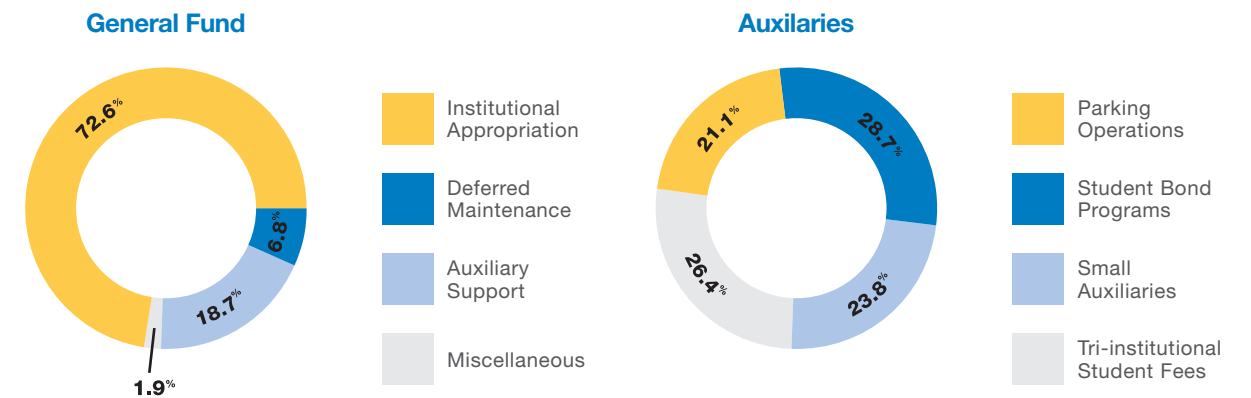
The collective student population is nearly 42,000 with an additional 5,000 faculty and staff.

AHEC provides the following services:

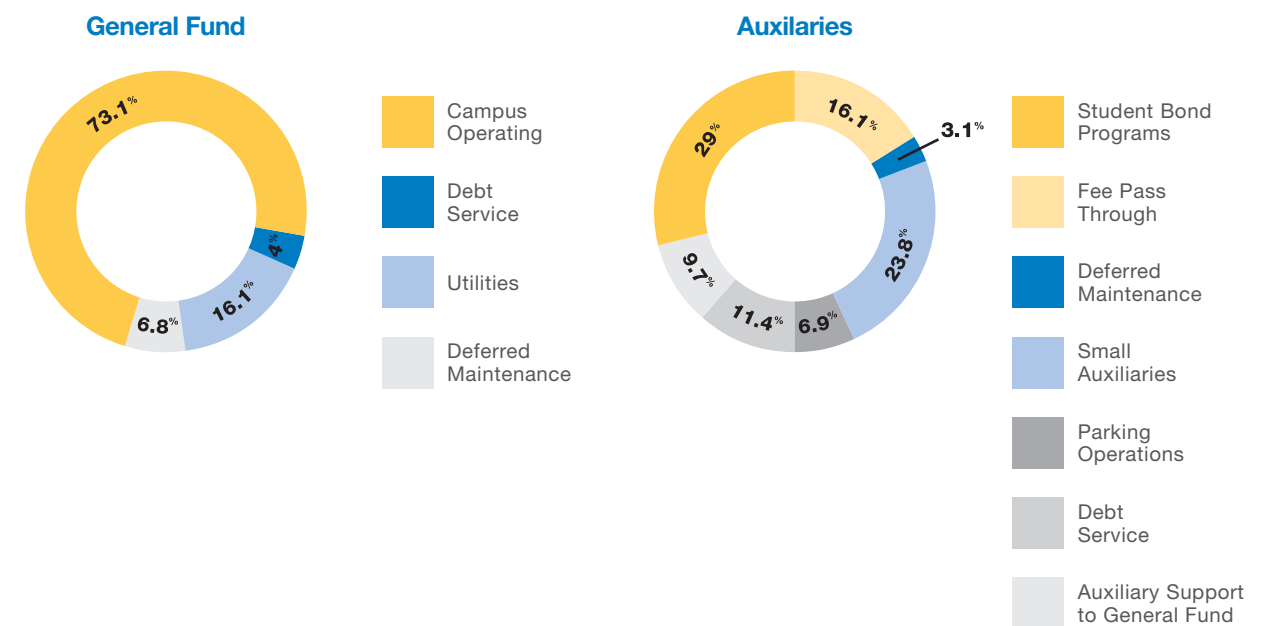
- Acquisition and Property Management
- Classroom Scheduling and Media Support
- Commercial Lease and Contract Negotiation/Management
- Conference and Event Services
- Early Learning Center
- Internal Support Services
 - Business Operations
 - Financial Management
 - Human Resources
 - Information Technology and Telecommunications
 - Integrated Marketing and Communications



FY 2019–2020 BUDGETED REVENUES



FY 2019–2020 BUDGETED EXPENSES



Meet Our Board of Directors

The Auraria Board of Directors is comprised of 11 members, nine are voting members and two are non-voting members:

VOTING MEMBERS

- Three are appointed by the Governor of Colorado
- Three are the chief executives of the three institutions (Community College of Denver, Metropolitan State University of Denver, and University of Colorado Denver) who share the Auraria Campus
- Three are appointed respectively by the Regents of the University of Colorado; the Board of Trustees for Metropolitan State University of Denver; and the State Board for Community Colleges and Occupational Education

NON-VOTING MEMBERS

- One member is elected from the Student Advisory Committee to the Auraria Board (SACAB)
- One member is elected from the Faculty Advisory Committee to the Auraria Board (FACAB)

BOARD RESPONSIBILITIES

Among its statutory duties, the Auraria Board has the responsibility to:

- Plan, construct, own, lease, dispose of, acquire, operate, maintain, and manage the physical plant, facilities, buildings, and grounds of the Auraria Campus, and to allocate among the constituent institutions suitable space on the Auraria Campus, in accordance with their needs.
- Provide auxiliary services for the campus, including parking, daycare, the Tivoli Student Union with a campus bookstore, food service, student services and conference space, and campus police and security services.
- The governing board of each constituent institution establishes, maintains, and conducts the academic programming for its own institution.



JANINE DAVIDSON

Metropolitan State University of Denver
President



NOLBERT CHAVEZ

University of Colorado Board of Regents Appointment
University of Colorado Regent



MARIELENA (MARIE) DESANTIS

Community College of Denver
President



ROLLIE HEATH

Former Senator, Colorado
State Board of Community Colleges & Occupational Education Appointment



MICHELLE MARKS

University of Colorado Denver
Chancellor



TRACY M. HUGGINS

Denver Urban Renewal Authority
Governor Appointee



KATE BARTON

Downtown Denver Partnership
Governor Appointee



PAUL WASHINGTON

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MARIAM OSMAN

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SACAB Representative