Friends and Colleagues,

This is the time of year where we take a moment to evaluate our success over the past year and identify areas where we can improve.

This letter comes at a time of key transition for our organization—and for many of your institutions, as well. You will see, as you review this annual report, that in this last year we have accomplished a number of key initiatives proposed by the Board or initiated because of input from our members. Concurrently, we have been spending a great deal of time working on the future of the HEUG, to ensure that it will be there to serve our members well in the long term.

In some ways, the upcoming year is a new beginning for us as an organization. During these financially difficult times, the Board—with substantial input from our members—has adopted a new business model that moves the HEUG away from an overdependence on conference revenue into a membership-based model. While this is a departure from our past, the Board needed to find a way to assure the HEUG’s continued existence. The by-product of this change will allow for the HEUG to become much more aggressive in offering new services for those who might not be able to attend our annual conference in person, as well as for the membership in general.

Through key Board leadership decisions, we are working to strengthen the organization and to position HEUG to expand internationally. We are also aligning our organization to offer more strategic input—as well as our more typical tactical feedback—for Oracle products and applications. The recent Oracle acquisition strategy, wherein Oracle has bought more than 50 companies in the past few years, has created both stress and opportunity for the HEUG as more and more users of acquired companies with higher education footprints seek support from our organization.

Despite tough economic times, 2009 was an expansion year for us. The Alliance Conferences were successful by any measure. Membership has continued to increase. Our new webinar series has been a dramatic success. The HEUG continues to be viewed, both by Oracle and by other user groups around the world, as a model of how successful a volunteer-based organization can be. Oracle’s recognition of both our membership size and the effectiveness of our work is demonstrated by the fact that we continue to be the only industry vertical user group that has a seat on the International Oracle User Community (IOUC).

As you read this annual report, we hope it will remind you of our recent successes and energize you for the future as you envision the mission of HEUG in 2010. For those of you who have tirelessly committed time and energy to the success of this organization, we thank you. For the many of you who are new, we welcome you to HEUG. We look forward to working with all of you in 2010.

Best regards,

Stan Jakubik, President
Lew Conner, Executive Director
The Higher Education User Group (HEUG) is the largest independent, self-organized industry-specific Oracle user group in the world, representing over 18,000 users from more than 900 organizations in 28 countries.
The Higher Education User Group (HEUG) is the largest independent, self-organized industry-specific Oracle user group in the world, representing over 18,000 users from more than 900 organizations in 28 countries. The group includes a wide range of institutions, from community colleges to small liberal arts colleges to huge research universities and entire university systems. It includes public and private institutions and (as Associate Members) for-profit institutions.

The HEUG is an international organization governed by a Board of Directors consisting of higher education institutions that use application software from the Oracle Corporation. Its two primary purposes are to facilitate sharing of ideas, information and experiences among its members, and to provide a unified and effective voice to Oracle on all issues involving the use of Oracle application software in the higher education community.

HEUG member institutions use a variety of Oracle applications, including but not limited to, PeopleSoft Enterprise, E-Business Suite, and Oracle middleware. We have a long history and demonstrated ability of supporting current and new Oracle customers in the following areas:

- Collating and distilling membership feedback
- Communicating and collaborating with Oracle product strategists, influencing future development enhancements and initiatives
- Delivering annual conferences that collectively draw thousands of customers
- Providing a support mechanism as products mature
- Providing a community where members can share information, thereby helping Oracle customers achieve greater satisfaction with Oracle products
- Supporting members with a unique and sophisticated range of online services, including HEUG Online and Education Webinars to help customers leverage existing products and prepare for future products

HEUG has strategic partnerships with Oracle's user community, the Public Sector User Group (PSUG) and Federal Users Network (FUN) that have extended HEUG's influence into other industries. HEUG is one of six members of the International Oracle User Community (IOUC), where the 2009-2010 HEUG President Stan Jakubik served as IOUC Community Spokesperson. HEUG also has members on the IOUC Product Development Committee who provide expertise on both E-Business Suite and PeopleSoft Enterprise applications. Furthermore, HEUG regularly sends representatives to affiliated user group events around the world.

HEUG members participate in PeopleSoft Customer Advisory Boards (CAB) and Oracle customer testing initiatives. We have numerous internal advisory groups—among them, PeopleSoft and E-Business Suite, functional and technical, traditional and emerging product areas.

HEUG is well positioned to provide strategic feedback and industry priorities on applications and middleware, to support our members, to help mature Oracle products, and to provide a single point of contact for the Higher Education and Public Sector industries.
The origins of the HEUG date back to the late 1990s, when a handful of higher education institutions were beginning to implement PeopleSoft Financials and Human Resources systems.
A BRIEF HISTORY OF THE HEUG

The origins of the HEUG date back to the late 1990s, when a handful of higher education institutions were beginning to implement PeopleSoft Financials and Human Resources systems.

In 1996, Clyde Morrell of Brigham Young University organized an initial meeting of those institutions at PeopleSoft’s Pleasanton headquarters.

At about the same time, PeopleSoft was starting to develop its Campus Solutions (Student Administration) product in collaboration with seven beta-partner institutions:

- California State University-LA
- Cornell University
- Houston Community College District
- James Madison University
- Northern Arizona University
- Southern Methodist University
- University of Michigan

Representatives of these institutions met quarterly with PeopleSoft staff during the next few years to provide the knowledge needed to define requirements and build the system. The beta schools were soon joined by an additional eleven “charter” institutions:

- Art Institute of Chicago
- Cleveland State University
- Emory University
- Northwestern University
- Santa Clara University
- Stony Brook University
- Syracuse University
- University of Minnesota
- University of Utah
- University of Western Ontario
- University of Wisconsin-Madison

In contrast to the beta institutions, the charter institutions had comparatively little input into the development of the Student Administration product. University of Utah and James Madison University were the first institutions to go live, in 1998.

By the time of the PeopleSoft Connect Conference (Fall 1997), there was enough of a critical mass for a Higher Education Special Interest Group (HESIG) to be formed, and that conference marked the first time that higher education representatives from all three product lines (Finance, HR, Student Administration) met together. The meeting attendees decided to establish a separate conference solely for PeopleSoft higher education customers.

That first HESIG conference was held in Dallas in March 1998 and was hosted by Southern Methodist University. The conference organizers had anticipated 200-300 attendees, but approximately 800 showed up. That conference marks the real birth of the organization we know today, though the HEUG was not legally incorporated until February 6, 2001. In the interim, two additional HESIG conferences were held in Dallas, and the first conference to bear the HEUG branding was held in Orlando in March 2001. In 2006, the name of the conference was changed to Alliance. The name change was significant in that it reflected the inclusion of the HEUG’s allied user groups FUN (Federal Users Network) and SLG (State and Local Government Group, now PSUG, Public Sector Users Group).

The establishment of the HESIG also led to the creation of a number of listserves for PeopleSoft higher education customers. Along the way, the HEUG contracted with a startup company
called Socious for the design, implementation and maintenance of HEUG Online. This change consolidated the listserves (which were renamed Forums) into a single, homogeneous environment and provided archiving, search, and other useful features. To this day the Forums remain a central and very heavily used service of the HEUG, sharing a vast wealth of member knowledge and experience.

Another major event in the history of the organization was the acquisition of PeopleSoft by Oracle in late 2004. The Oracle corporate culture was quite different from PeopleSoft’s, and the initial attitude of Oracle management towards the HEUG was not encouraging. Within a few months, however, the HEUG was able to make impressive progress in convincing Oracle that it was not only not going to go away quietly, but that it could continue to be an important component of the Oracle “ecosystem,” just as it had been with PeopleSoft. Oracle now regards HEUG as one of the best run and most effective of the many Oracle user groups, and HEUG maintains a strong, yet independent, relationship with Oracle.

Oracle’s acquisition of PeopleSoft also led to a significant expansion in the scope of the HEUG’s mission. The HEUG Board decided it would be best not to remain focused on PeopleSoft applications, but to widen its membership to include institutions running Oracle E-Business Suite (EBS) applications as well.

Oracle’s continuing stream of acquisitions poses both opportunities and challenges for the HEUG in its mission to be the primary voice of the higher education community for all critical Oracle applications. The recent acquisitions of Hyperion and Sun are just two of the more notable examples. Discussion and debate continues within the HEUG Board as to how and where the HEUG can be most effective in providing support to the higher education user community and advocacy to Oracle.

The Product Advisory Group (PAG) structure (along with various other committees, focus groups, and work groups) is another essential and extremely effective feature of the HEUG. In the words of former HEUG President Joe Moreau, “without the PAGs, the HEUG is just a handshake.” The number and composition of the PAGs and the TAG (Technical Advisory Group) have evolved over the years to reflect the changing landscape of products and technology. What has remained constant is the unparalleled effectiveness and dedication of the PAGs and TAG in advocating for the user community and in facilitating the sharing of information and advice among the membership.

Finally, the most recent significant event in the evolution of the HEUG has been the decision to establish institutional membership fees. This decision was not undertaken lightly by the Board. Rather, it was deemed necessary in order to diversify the revenue base needed to support the organization. Until now, the HEUG has been funded almost entirely by revenue from the Alliance conference. The goal of the new business model is not only to ensure that the HEUG remains able to provide its members with the same high level of service, education, and advocacy that it has since its incorporation in 2001—but also to create the ability to provide many new services that were impeded by our dependence on conference revenue.
One of the hallmarks of the HEUG is its support for communities, both formal and informal. The common theme is that these communities provide excellent opportunities for communication and collaboration.
One of the hallmarks of the HEUG is its support for communities, both formal and informal. The formal communities have mostly been organized around the PAGs/TAG or around specific Working Groups. Informal communities can form spontaneously at conferences or grow out of conversations about specific topics on the HEUG Online Forums. The common theme is that these communities provide excellent opportunities for communication and collaboration.

Among the communities that have begun playing a more significant role in the HEUG over the past few years, and that are becoming more formalized, are those organized around specific geographic regions outside of the United States. The HEUG recognizes the need to support such communities, who face many of the same challenges as US institutions, as well as some additional issues posed by differences in functional requirements, culture, language, time zones, etc.

Although currently the majority of HEUG members are based in the US, the HEUG mission is to provide and support education, advocacy, communication, and collaboration to all higher education institutions worldwide running Oracle application software. Historically, Australia/New Zealand (ANZ) and the Netherlands were the first regions outside the US in which PeopleSoft applications (primarily Campus Solutions) were widely used. In recent years, however, the usage of Oracle application software in non-US institutions has grown substantially. Not only has the use of Campus Solutions and other PeopleSoft software been expanding to areas such as the UK, South Africa, Pakistan, China, and Latin America, but the usage of Oracle E-Business Suite applications for Finance and Human Resources is actually more prevalent outside the US than within it.

Accordingly, we have seen an increase in the number of non-US-based institution members. For many of these schools, HEUG Online is an invaluable resource, collapsing geographical and time zone differences so that a global community of some 18,000 people are able to share knowledge and experience. Naturally, institutions are particularly interested in the experiences and perspectives of their nearest neighbors, and this has led to an interest in establishing more formal, geographically-based communities within the HEUG.

The most formalized such community at this point is the Australia/New Zealand HEUG Community, which has established its own charter and organizational structure. That organizational structure includes a chair, executive committee, and several PAG-like groups focused on the use of specific Oracle products in the ANZ region. With the support and sponsorship of the full HEUG, this community has established a conference known as “Alliance Down Under,” which first launched in 2007.

A similar community, the Dutch Education User Group (DEUG), has been formed in the Netherlands. This community is slightly less formalized than its ANZ counterpart, but has been running its own user conference for several years. Work is under way to establish a more formal EMEA (Europe, Middle East, and Africa) HEUG Community. In addition to the Netherlands, countries in that region with significant higher education usage of Oracle application software include the UK, France, Belgium, and South Africa.
The other region outside the US in which there has historically been heavy usage of higher education Oracle application software is Canada. Though Canadian higher education is quite similar in many respects to the US, there are also significant differences.

During 2009, the HEUG Standing Orders were revised to provide for the allocation of one designated seat on the HEUG Board for each of those three major regions outside the US in which the HEUG currently has a significant presence: ANZ, EMEA, and Canada.

THE FUTURE

As sales and implementation of Oracle application software continue to expand into new geographical regions, interest in the HEUG continues to grow accordingly. Among these areas are Pakistan, Southeast Asia, Hong Kong, China, and Latin America. Growth in these areas will bring new challenges to the HEUG.

The HEUG is poised to make the necessary changes in order to ensure that the greater global voice is heard through all communication channels. There will be language issues to address in regions where English may not be the first language and where even the character sets used may be different. The challenge of scheduling conference calls and webinars across multiple time zones will increase. However, the fundamental truth will remain, that the global community of higher education institutions using Oracle software all share the mission of recruiting, admitting, teaching, examining, billing, supporting, and graduating students...so there is much that ties the community together.
As we move into 2010, we look forward to the new challenges associated with our new role—and reiterate our long-standing view that member concerns remain our top priority.
The HEUG works with Oracle Strategy on product-related issues that will benefit HEUG members. We are organized into 15 Product Advisory Groups (PAGs) who meet regularly throughout the year, with the kickoff event being the Annual Product Advisory Group Summit held each year just prior to the Alliance Conference. Each advisory group is responsible for a particular product, module, or area of Oracle products and each acts as the primary voice for HEUG members to Oracle for that area. One advisory group, the TAG, advises on the technical infrastructure of the application. The TAG also has an education role—collecting and sharing information with Oracle and the user community through papers and blogs and by coordinating a session track at the Alliance conference. The current PAGs/TAG are:

- Academic Advising
- Admissions
- Budgeting
- Campus Community
- Contributor Relations
- E-Business Suite
- Financial Aid
- General Ledger
- Grants, Billing, and Contracts
- Human Resources
- Procure to Pay
- Reporting
- Student Financials
- Student Records
- Technical (TAG)

There is also a Combined Financials PAG, composed of members from the Budgeting, General Ledger, Grants, and Procure-to-Pay PAGs, that meets regularly to discuss common issues across the Financial areas.

In addition to advisory groups, there are also several workgroups in progress at any given time. Workgroups are ad-hoc groups of users that are created to review a particular process or area. The groups are short-term (typically less than one year in length) and have a limited scope.

PAG and TAG highlights this year have included regular newsletters and blog postings. The newsletters are sent out on a regular basis to the forum(s) aligned with each of the PAGs. The availability of blogs this year in HEUG Online has allowed PAGs to communicate with their respective communities on a more informal basis. The PAGs have produced several whitepapers and position papers on various parts and processes of Oracle products.

We achieved the following goals this year:

1. Strengthened relationship with Oracle Strategy by focusing on current advisory groups as well as CRM, Hyperion, and UPK focus areas.
2. Improved newsletter communications with constituents, focusing heavily on the international community.
3. Streamlined the agenda for the Product Advisory Group Summit to ensure effective use of member and Oracle strategists time.
4. Increased advisory group communication throughout the year, ensuring that activities are synchronized.
5. Strengthened relationships with other key user groups including PSUG and Oracle HCM User group engagements.
We made progress on the following goals this year:

1. To provide guidance and clarification on the Continuous Release Model for Campus Solutions. This includes upgrade options, bundle application best practices, HCM/CS split database application, integration options, and Master Data Management.

2. To create a repository for community sharing of test scripts and modifications.

As we move into 2010, we are positioning the HEUG to offer strategic feedback in addition to the steady stream of tactical input that is required to support our current set of maturing applications. We look forward to the new challenges associated with our new role—and reiterate our long-standing view that member concerns remain our top priority.
Each year, the HEUG offers a variety of events, from large-scale conferences to small-scale programs in order to provide our members with valuable training and collaboration opportunities.
Each year, the HEUG offers a variety of events, from large-scale conferences to small-scale programs in order to provide our members with valuable training and collaboration opportunities. This year we held an unprecedented number of educational webinars, in addition to maintaining a large presence at a number of conferences and continuing with the prospective member program.

**ALLIANCE CONFERENCE, MARCH 2009**  
Anaheim, California, United States

The 2009 conference proved the value of the HEUG and the creativity of its Board in tough economic times. The 4-day event included workshops, the executive forum, participant sessions, Oracle presentations, vendor exhibits and a new Innovations track. Despite restrictions on travel at virtually all higher education institutions, there was a strong showing—with over 3,500 participants. In part due to these economic times, the number of presentation proposals was high allowing for an exceptionally strong conference program. The new Innovations track showcased technical and business process leaders who had pushed the envelope of technology and business process. We are evolving our conference model by allowing a larger percentage of our membership to participate in the event through online access to some conference content.

**ORACLE OPEN WORLD, OCTOBER 2009**  
San Francisco, California, United States

Every year, the HEUG sends a delegation to the Oracle Open World conference. The Sunday prior to the conference is dedicated to user groups, and HEUG uses this opportunity to host a meeting for our members attending Open World. Open World is the premier annual event for Oracle, so this venue offers the HEUG delegation one of its best opportunities to fulfill one key aspect of the mission of the HEUG—advocating on behalf of the higher education and research industry.

**ALLIANCE DOWN UNDER CONFERENCE**  
November 2009, Brisbane, Australia

The Australian New Zealand Higher Education Users Group (ANZ HEUG) hosted the 2009 Alliance Down Under Conference this year in Brisbane, Australia, drawing over 300 attendees. This annual conference includes three days of executive forum, participant sessions, Oracle presentations, and vendor exhibits all focused on the needs of our HEUG members in this region. This is the third annual Alliance Down Under conference. It demonstrates that as the community of HEUG members grows around the world, the HEUG and its partners continue to explore new opportunities for conferences that can effectively serve their members.

**DEUG CONFERENCE, NOVEMBER 2009**  
Hilversum, Netherlands

The Dutch Education User Group (DEUG) hosted the 2009 DEUG conference this year in Hilversum in the Netherlands. This conference is the premier event for HEUG members in EMEA to exchange knowledge and experience and to network with partner organizations and vendors. This year the HEUG sent a small delegation to the DEUG conference to enhance our existing relationship with the EMEA community. We are working, in particular, to better understand some of the issues unique to European users within EMEA.
HEUG PROSPECTIVE MEMBER PROGRAM

Each year, the HEUG offers a Prospective Member Program at the Alliance conference. Prospective members are those institutions that are seriously considering the purchase of Oracle application software but have not yet signed a contract. The purpose of this program is to provide prospective members with the opportunity to experience the benefits of both HEUG Online and the Alliance Conference. Prospective member attendees are often paired with a conference host sharing similar institutional demographics. Tailored events at the conference include an orientation, breakfast meeting, and reception. This program has continued to grow, becoming more successful every year.

HEUG EDUCATION WEBINAR SERIES

In 2009, HEUG launched a new program: The HEUG Education Webinar Series. This program is designed to help our HEUG members grow their knowledge of PeopleSoft/Oracle products all year long. The HEUG Education Series brings together thought leaders from within our membership, Oracle, vendor partners, and HEUG management to provide useful webinars that will help members with implementing, maintaining, or upgrading their PeopleSoft/Oracle solutions.

This program offers three types of webinars:

1. **Virtual Alliance Webinars.** These sessions are done by the presenters of some of the top Alliance conference sessions, but now in webinar format. It will also include new presentations that were not part of the Conference. There is a $59 cost to access these sessions.

2. **Vendor Webinars.** These sessions are presented and sponsored by our vendors. In some cases they are presented in conjunction with a customer. They are not sales-pitches, but rather sessions for the sharing of valuable information. Since they are sponsored, access is free.

3. **HEUG Webinars.** These sessions provide training on HEUG programs, tools, and initiatives. They are free of charge.

In total, HEUG delivered 18 Webinars in 2009. They were attended live by 3400 users, representing over 100 different institutions. Once delivered, their content was accessed 4629 times.
We are a diverse group of institutions using the latest technologies to build strategic alliances across our membership and with Oracle.
In 2009, we entered the world of Twitter, Facebook, and LinkedIn. This is proof that we are a diverse group of institutions using the latest technologies to build strategic alliances across our membership and with Oracle. Through all of these avenues, we help our members achieve our mission: to educate and to advocate. Whether through a series of forum posts or an Education Series webinar, our members help each other solve complex business problems using technology every day. Whether on an advisory group conference call or publishing white papers on HEUG Online, our members are advocating on behalf of the entire higher education industry all year long.

In the past year, we achieved the following results with the help of volunteers on the Communications Committee and beyond:

1. Continued to build a global, representative Communication Committee. One of our key initiatives this year was to enhance our Dutch communications. This resulted in some high quality Dutch translations. The committee also has a truly representative institutional diversity, including members from large and small institutions, from community colleges, and from research institutions.

2. Supported Alliance Conference communications and advisory group communication efforts.

3. Translated key documents into multiple languages.

4. Identified executive sponsors from over 100 institutions.

5. Established a regular, reliable communications cycle for our members.

6. Created a framework for official HEUG publications, including white papers, position papers, and this annual report.

7. Developed an adaptable, strategic communications plan so we can quickly react to and disseminate new information.

As we move into 2010, we will continue to position the HEUG for global communications by connecting with executives, directors, and analysts around the globe. We are looking at improving new member initiatives by giving HEUG Online a critical facelift and improving new member services.

Here’s a quick glance at our 2009-2010 Communication Committee.

- Bill Daley, University of Texas Arlington
- Fred Damiano, Hobart and William Smith Colleges
- Carol Damron, DePaul University, HEUG Board Member
- Steve Grantham, Boise State University, HEUG Board Member
- Mick Holsclaw, Los Rios Community College District
- Victoria Janowiak, Grand Rapids Community College, HEUG Board Member
- Wendy Love, James Madison University
- Jennifer Moesker, ROC van Twente, HEUG Board Member
- Chris Pondish, City University of New York
- Normandy Roden, University of Colorado
- Traci Sickinger, Palomar Community College, HEUG Board Member
- Tina Thorstenson, Arizona State University, HEUG Board Member
- Jaap van Reijendam, Brandeis University

+++ 

- Lew Conner, HEUG Executive Director
- Scott Balthazor, Socious
- Margaret Howe, Socious
- George Mulloy, Socious
Criss Laidlaw from Williams College makes continuous and substantial contributions to the higher education user community.
MEMBER HIGHLIGHT
Criss Laidlaw, Williams College

Criss Laidlaw from Williams College makes continuous and substantial contributions to the higher education user community. At the 2009 Alliance Conference in Anaheim, Criss was awarded the 2009 HEUG Member Appreciation Award for his dedicated service to HEUG and his constituents.

Criss was a member of the HEUG Technical Advisory Group (TAG) for 2 terms, 2000-2002 and 2004-2007, serving as Chair for an unprecedented two years. He has attended every annual HEUG conference since 2000. He has co-written several whitepapers, including:

- Effective ERP Practices for the Small Institution (2008),
- A Deliberate Approach for Leveraging Applications Unlimited (2007), and
- Moving from PeopleSoft to Fusion (2006)

Criss’s first experience with PeopleSoft came with an electric company in Vermont prior to his joining Williams College in 1997. In 1999, Criss continued his PeopleSoft journey when Williams College signed their PeopleSoft contract. Williams College launched HRMS (HR/SA 7.6) and Financials (7.5) in 2001, with Student Administration modules phased in over several academic cycles. The school went fully live in 2005. Since then, each application has been upgraded twice under his direction. Criss directs a small but high quality staff of six developers and is also hands-on from time to time. Criss commented, “That this staffing arrangement works is first and foremost due to the quality of the people here at Williams.”

Over the years Criss has presented numerous times at HEUG conferences and has been very active on HEUG listserves, making the time to respond to questions. He feels the listserves provide a great deal of time-saving and cost-saving information with a flexibility that vendor support structures can’t match: “The listserves work because of the many people who take the time to share what they’ve learned with others.”

HEUG is pleased to honor Criss this year, grateful for his many ongoing contributions, and fortunate to count him among our membership.

Thank you, Criss!
Through strong budget management, the HEUG managed to end the fiscal year with a negative net income of only $62,000.
During the 2008-2009 fiscal year, conference revenue dropped by $853,000. Through strong budget management, even with this drop in revenue, the HEUG managed to end the fiscal year with a negative net income of only $62,000. Midway through fiscal year 2010 we see similar trends in conference revenues and anticipate a loss for this fiscal year, as well. Plans are in place for Fiscal Year 2011 to implement a membership fee which will reduce the HEUG’s dependence on conference revenue.

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*Source: HEUG Audited Financial statement*
HEUG would like to extend our appreciation to all our sponsors. We wouldn’t be able to provide the services we do without the support of our vendor partners.
The PAGs represent a diverse group of HEUG members from many different countries and include liaisons from the Public Sector User Group.
The PAGs represent a diverse group of HEUG members from many different countries and include liaisons from the Public Sector User Group (PSUG). The following institutions and organizations were represented on the PAGs this year:

• Arizona State University
• Boise State University
• Brandeis University
• Brigham Young University
• Butler University
• California Institute of Technology
• California State University Chancellor’s Office
• California State University System-Wide
• Carnegie Mellon University
• City and County of Denver
• City of Chesapeake
• Clackamas County, Oregon
• Coppin State University
• Dartmouth College
• DePaul University
• Duke University
• Emory University
• Florida State University
• Fred Hutchinson Cancer Research Center
• Grand Rapids Community College
• Griffith University
• Harvard University
• Imperial College London
• Indiana University
• James Madison University
• Jefferson County Public Schools (Colorado)
• Kansas State University
• Kentucky Community & Technical College System
• Liverpool John Moores University
• Madison Area Technical College
• Marquette University
• Maryland Institute and College of Art
• MiraCosta College
• Missouri University of Science and Technology
• Moody Bible Institute
• New York University
• Niagara College Applied Arts & Technology
• Noorderpoort
• North Carolina State University
• North Dakota University System
• Northeastern State University
• Northern Arizona University
• Northwestern University
• Nova Scotia Community College
• Oregon Health and Science University
• Pepperdine University
• Princeton University
• ROC Nijmegen
• Salisbury University
• San Diego County Water Authority
• San Diego State University
• Santa Clara University
• Sir Sandford Fleming College
• Skidmore College
• Southern Methodist University
• State of Montana
• Texas Christian University
• The Australian National University
• The Research Foundation of SUNY
• The University of Manchester
• The University of Southern Mississippi
• Trinity College
• University of Akron
• University of Alberta
• University of Calgary
• University of California, Berkeley
• University of California, Santa Cruz
• University of Cape Town
• University of Central Florida
• University of Colorado
• University of Connecticut
• University of Derby
• University of Florida
• University of Kansas
• University of Kansas Medical Center
• University of Louisville
• University of Maine System
• University of Massachusetts - Office of the President
• University of Massachusetts - Amherst
• University of Michigan
• University of Minnesota
• University of Missouri System
• University of Newcastle
• University of Oklahoma
• University of Oxford
• University of Pennsylvania
• University of Queensland
• University of Rochester
• University of Texas at Arlington
• University of Utah
• University of Vermont
• University of Virginia
• University of Western Ontario
• University of Wisconsin - Madison
• University of Wisconsin - Stout
• University of Wisconsin Colleges
• Virginia Community College System
• Western Michigan University
• Yale University