

2011 2012

ADMINISTRATIVE SERVICES



ANNUAL REPORT AND ASSESSMENT UPDATE

2011-2012 FISCAL YEAR

KAREN R. PORPIGLIA
INTERIM VICE PRESIDENT FOR ADMINISTRATION

STATE UNIVERSITY OF NEW YORK AT FREDONIA



Interim Vice President for Administration

To: The Campus Community

On behalf of the entire Administration division, I'm pleased to present the 2011-2012 Annual Report and Assessment Update for Administrative Services. The Administration division is comprised of nine departments, which include 33 distinct operating units with 386 employees. This is the 15th year that this report has been issued. The purpose of the report is to provide an annual update to the campus on the operation of each of these administrative units, and to report on the various assessment activities that each unit has undertaken.

The strength of SUNY Fredonia and the Administration division continues to be the hard-working, dedicated employees that perform a wide range of services throughout the campus. For the past ten years the Administration division has recognized individuals from within the division that have demonstrated a solid team effort in their everyday actions, an outstanding Fredonia service attitude, creativity and resourcefulness in improving services, and a positive attitude in working with students, faculty, and staff. The Outstanding Administrative Services Awards annually recognize outstanding performance within Administration. Awards are presented in the following five areas:

1. Professional Staff (FSA and University)
2. Custodial Services
3. Professional Trades
4. FSA Operational Services
5. Secretarial/Clerical

The front cover of the 2011-2012 Annual Report and Assessment Update features the winners of the 2012 Outstanding Administrative Services Awards. Beginning at the top left and going clockwise are:

Lynn Bowers—Outstanding Administrative Services Award—Professional Staff

Lynn has been employed at SUNY Fredonia since April 2000 as the Director of Student Accounts. Lynn resides in Dunkirk.

Gladys Lockett—Outstanding Administrative Services Award—Custodial Services

Gladys has been employed at SUNY Fredonia since May 1998 when she began in Custodial Services. She is currently a Cleaner in Eisenhower Hall. Gladys resides in Dunkirk.



Larry Pelz—Outstanding Administrative Services Award—Professional Trades

Larry has been employed at SUNY Fredonia since May 2006, and began as a Plant Utilities Assistant 1. He is currently a Plant Utilities Engineer 1 with Facilities Services/HVAC. Larry resides in Silver Creek.

Ron Mirek—Outstanding Administrative Services Award—FSA Operational

Ron has been employed at SUNY Fredonia since March 2003. He currently works in the Central Prep/Commissary unit of FSA. Ron is a resident of Dunkirk.

Cindy Haase—Outstanding Administrative Services Award—Secretarial/Clerical

Cindy has been employed at SUNY Fredonia since March 2005. She began as a Clerk 1, and currently is an Agency Program Aide in the Accounting department. Cindy resides in Stockton.

Thank you to everyone from Administration that contributed to the preparation of the 2011-2012 Annual Report and Assessment Update, and congratulations to all of the 2012 Outstanding Administrative Service Award winners. A summary of all the Outstanding Administrative Service Awards winners from the past ten years is presented on the inside of the back cover of this report. The Administration division welcomes your comments and suggestions on the presentation and content of this annual report. We look forward to working with everyone throughout the University during the 2012-2013 academic year, and to continually assess and improve our delivery of services to the University.

Sincerely,



Karen R. Porpiglia
Interim Vice President for Administration

SUNY Fredonia
Administrative Services

**Annual Report &
Assessment Statement**

July 1, 2011 – June 30, 2012

STATE UNIVERSITY OF NEW YORK AT FREDONIA

**Administrative Services Annual Report
& Assessment Statement**

July 1, 2011 – June 30, 2012

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INTRODUCTION

The 2011-2012 edition of the ***Administrative Services Annual Report and Assessment Update*** represents the 15th year that this report has been presented. This report is intended to provide an overview of the various administrative services provided to the SUNY Fredonia campus, and an update of the status of assessment activity undertaken by each unit within Administration.

The over-arching goal of the Administrative Services division at SUNY Fredonia is to support the SUNY Fredonia Vision Statement by:

- *Providing a safe and supportive educational environment*
- *Developing appropriate use of new technologies*
- *Providing outstanding service to all customers on the SUNY Fredonia campus*
- *Assuring well-maintained buildings and grounds*
- *Supporting the region's economic and educational development*



Seated: Becky Nalepa; In back, from left to right: Judy Langworthy, Robyn Reger and Karen Porpiglia

A copy of the complete SUNY Fredonia Vision Statement is included in Appendix B.

The Administrative Services Division is comprised of nine departments with 386 employees. The 2011–2012 Annual Report reflects the incorporation of Revenue Accounting function within the Office of Student Accounts.

A brief summary of the responsibilities of the nine departments included within the Administration Division is presented below.

1. Vice President for Administration

This department includes the Office of the Vice President for Administration. Responsibilities of this office include the overall supervision and coordination of various administrative departments within the Administrative Division. This office also interfaces with the other divisions on the SUNY Fredonia campus, SUNY System Administration, and other New York State agencies including the SUNY Construction Fund, Dormitory Authority State of New York (DASNY), and the Office of the New York State Comptroller (OSC) (3.0 FTE Employees)

2. Associate Vice President for Administration (Financial Services)

This department is responsible for all financial operations on campus. This department consists of five units that include the following: Controller's Office, which includes the Budget function in addition to Accounting and Purchasing, University Payroll Services, Student Accounting Office, and Revenue Accounting Office (24.0 FTE Employees)

3. Environmental Health and Safety

This department is responsible for all environmental and safety training as well as compliance oversight. The Environmental Health and Safety Office serves as campus liaison with all environmental and safety regulatory organizations and assists with campus emergency planning and training. This office also plays a major role in the coordination of the campus sustainability program. *(2.4 FTE Employees)*

4. Facilities Planning

This department is responsible for all major capital facilities project development, coordination, and oversight. The Facilities Planning Office serves as a liaison with the SUNY Construction Fund and the Dormitory Authority State of New York (DASNY). *(3.6 FTE Employees)*

5. Facilities Services

This department is responsible for all campus maintenance functions and many smaller to medium sized construction projects. This department consists of the Facilities Services Office and nine units that include the following: Custodial Services, Structural Trades, Landscaping and Grounds, Plumbing Shop, Electrical Shop, Heating Services, Capital Projects and Energy Management, Refrigeration and Air Conditioning and Technical Services. *(136.75 FTE Employees)*

6. Faculty Student Association (FSA)

The Faculty Student Association is responsible for providing auxiliary services to the University. This department consists of seven units that include the following: Faculty Student Association Corporate operations, Food Service operations, Bookstore operations, Human Resource services, Support Services operations, Information Technology services and Special Events, Marketing and Licensing services. *(199.0 Employees - this includes 89 full-time employees and 110 part-time employees)*

7. Human Resources Office

This department is responsible for all employment—related issues for the campus. This includes employee relations, new employee orientation, employee benefits, Employee Assistance Program (EAP), position classification, SUNY Human Resources system, employee compensation, ethics compliance, workers' compensation and retirement counseling. *(5.5 FTE Employees)*

8. Internal Control

This department is responsible for campus compliance with New York State and SUNY Internal Control programs. This office also provides campus-wide training on internal controls, conducts internal controls reviews and provides leadership and coordination of the campus TouchNet marketplace. *(1.0 FTE Employees)*

9. University Services

This department is responsible for many of the support services provided to the campus. This department consists of ten units that include the following: University Services Office, Central Receiving, Campus Storehouse and Mechanical Storehouse operations, Campus Photocopy services, Campus Mail services, Property Control, University Telecommunication services, University Automotive services, Fleet Vehicle services and the campus Park and Ride express bus service. *(11.0 FTE Employees)*

A summary of all staffing in the nine administration departments is presented in the chart below:

SUNY FREDONIA
Administrative Services
2011-2012 Departmental Staffing by Funding Source

Administrative Office	State	DIFR	IFR	FSA	Total
Administration	2.00		1.00		3.00
Environmental Health & Safety	1.60	0.80			2.40
Facilities Planning	1.00	2.60			3.60
Facilities Services	69.25	61.50	6.00		136.75
Faculty Student Association				199.00	199.00
Financial Services	19.00	2.00	3.00		24.00
Human Resources Office	4.50	1.00			5.50
Internal Control	1.00				1.00
University Services	10.00	1.00			11.00
	108.35	68.90	10.00	199.00	386.25

Note:

The FSA employment number includes 89 full time and 110 part time employees

Administration

VICE PRESIDENT FOR ADMINISTRATION

Introduction

The Vice President for Administration serves as the Chief Financial Officer of the campus and supervises the Administrative Services division. This division includes nine departments with 386 employees. The nine Administrative Departments included in the 2011-2012 annual report include the following:

1. Interim Vice President for Administration
2. Interim Associate Vice President for Administration
3. Environmental Health & Safety
4. Facilities Planning
5. Facilities Services
6. Faculty Student Association
7. Human Resources
8. Internal Control
9. University Services



Karen R. Porpiglia

Mission Statement

The mission of the Vice President for Administration is to ensure the fiscal integrity of the campus, to provide leadership and coordination of the various administrative, auxiliary and maintenance services, and to assure that these services are of the highest quality and are provided to SUNY Fredonia's students, faculty, and staff in the most cost effective manner.

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Associate Vice President for Administration

- **Budget Office**
- **Payroll Services**
- **Purchasing**
- **Student Accounts**
- **University Accounting**

ASSOCIATE VICE PRESIDENT FOR ADMINISTRATION

Introduction

The financial services unit, under the leadership of an Interim Associate Vice President for Administration, is responsible for all financial operations on campus. This unit includes the offices of Budget, Payroll, Purchasing, Student Accounts and University Accounting. Together these areas provide the data, service and reporting necessary to:

- Provide valid and credible budget and revenue information to allow for effective planning and development of academic programs and student services
- Direct all state funded payroll efforts to ensure that every employee is paid accurately and timely
- Monitor the source and method of collection utilized for all revenue to ensure compliance with state and SUNY accounting policies
- Expedite the purchase of supplies and equipment for campus constituents ensuring compliance with state guidelines
- Ensure prompt payment of all expenses incurred by the university and its employees in conducting university related business
- Monitor expenditures to ensure compliance with state and SUNY regulations and ensure spending is kept within budget
- Prepare timely and accurate tuition, fee, housing and food service billing for every registered student to maximize collections and minimize year-end receivable balances



Judy L. Langworthy

These areas work with fellow staff and SUNY colleagues to coordinate and streamline procedures and test and develop new technologies in order to maximize limited resources and increase operating efficiency. Each of these areas strives to provide a supportive environment to faculty so as not to burden them in their performance of routine administrative functions, allowing them to focus their energies on the teaching and learning process.

The offices under the Associate Vice President for Administration most directly affect the education of students through employment and internship opportunities. Students are provided hands-on working experience that will benefit them when they enter the job market upon completion of their formal education.

Mission Statement

The departments encompassed by the office of the Associate Vice President for Administration strive to provide accurate and efficient financial data to both our internal constituents (faculty, staff and students) as well as our external constituents (System Administration, Office of the State Comptroller and other related state agencies). Our intention is that the University's mission of teaching and learning proceed unencumbered by the administrative responsibilities of our offices.

Annual Report

The Associate Vice President for Administration is responsible for providing leadership and supervision for all University financial services, serving as liaison with SUNY System Administration financial offices and representing the Administration Division in the absence of the Vice President.

Specific duties of the Associate Vice President include oversight for the preparation and submission of the annual campus revenue target. System Office approved targets serve as the starting point for preparation of the forthcoming campus operating budget. The campus revenue projections are comprised of tuition, fees, interest and dormitory overhead, based upon approved enrollment figures provided by the Office of Institutional Research. Initial revenue projections are typically prepared in mid-fall with finalized projections submitted in the spring; updates to approved plans are required at the end of the third week (the official census date) of both the fall and spring semesters. Reconciliation of projected versus actual revenue is prepared on a monthly basis with variances plus or minus 5% from target requiring written explanation to System Administration Controller's Office.

Campus disbursement projections, forecasted by month, on an annual basis are submitted to System Administration upon request. The System Administration Controller's Office is required to manage the entire SUNY System's spending patterns consistent with the State fiscal year and the State's Financial Plan.

The state budget allocation process places great emphasis on the campus meeting its annual revenue target. In 2011-2012 approximately fifty-eight percent of the operating budget was based on revenue and twenty-seven percent on state support; fourteen percent was budgeted shortfall and was covered from several sources. The consequence of a revenue shortfall is a dollar-for-dollar reduction in the next year's operating budget. Consideration must be given to maximizing revenue through stringent cash management and close monitoring of university progress in meeting our target. Timely notification to Cabinet is critical should there be any indication that our revenue target cannot be achieved. Conversely, projected overages require significant monitoring to ensure that budgeted shortfalls are adequately covered. Campus reserve balances must be carefully planned for, monitored and managed to effect a financially secure institution.

In addition to the revenue target, the campus has an obligation to meet our Fringe Benefit Target, which is calculated by the System Office based upon a three year rolling average of past collections. Fringes are earned on personal service expenditures in the IFR, SUTRA and DIFR funds. Quarterly reports of actual earnings are monitored along with projections based on budgeted expenditures to ensure that we are on target and/or prepared to cover any shortages through other funds. Fringe benefit collections are managed on the System level to cover the cost of all benefits afforded to every campus employee.

- SUNY campuses were required to develop strategies for the 2011-2012 academic year that addressed the reductions in State support and System-wide expenditure targets. These "Campus Financial Management Strategies" identified how Fredonia planned to implement the enacted budget reductions, how we might respond to further budget actions on the part of the state, and how we planned to manage our resources on an All Funds basis. Components of the strategy included a Campus Narrative describing the impact of the enacted budget on our campus and the short and long term actions that we implemented to deal with the reductions in state support and comply with the imposed

expenditure targets; an Estimated Core Instructional Budget Condition describing how we planned to address our existing budget condition; a Planned Use Campus IFR Reserve Funds describing Fredonia's expenditure plans for their Reserve/Restricted funds as required by the SUNY reserve policy; a Schedule of Restricted and Unrestricted Cash Balances as of June 30, 2011 including identifying the expected uses or purposes of the unrestricted funds; a Quantitative Impact Template that provided specific data on the impacts the funding reductions of the past four years had on our campus, along with Fredonia's plans on investing any new tuition dollars; and a Filled FTE Position Estimate indicating the number of positions estimated to be filled at the end of each quarter during the fiscal year, by fund. All of these requirements were met through the collaborative efforts of the Vice President, the Associate Vice President, the Budget Director and the Financial Analyst.

Additional responsibilities include budget development, account analysis, cash management and financial reporting for campus construction projects; coordination among faculty, department chairs, deans and vice presidents in the preparation and submission for approval of new course fees as well as requests for fee increases; various analyses related to the Income Fund Reimbursable accounts (IFR), the Dormitory Income Fund Reimbursable accounts (DIFR) and the State University Tuition Reimbursable accounts (SUTRA); analysis of revenue requirements for state and residence hall-funded scholarships; oversight and direction of year-end fiscal closing procedures; service to the campus through committee work and participation in campus sponsored events.

Significant Accomplishments

- Accounting records were completed and closed per System Administration deadlines without any lapsing of state funds
- Throughout year-end proceedings, all budgeted allocations were closely monitored; when and where appropriate, expenditures were transferred to alternate funds in order to optimize every budgeted dollar and provide roll-over funds to cover anticipated new-year shortfall
- Coordinated the successful passage of a new course fee in Biology, as well as securing course fee increases in English and Athletics & Recreation.
- Prepared detailed analysis of available funding and projections for new and current campus-based scholarship offerings
- Modified and administered the student fee survey to currently enrolled students. The results were summarized and reported to System Administration as a component of our Comprehensive Student Fee request
- In addition to on-going campus committee memberships and SUNY Accounting/Budget/Bursar group involvement, service extends to community organizations of the Southwestern New York Chapter of the American Red Cross, Chautauqua County SEFA Committee and Chautauqua Leadership Network

Assessment Update

Assessment Statement

Serve as a resource to the Cabinet, peers, deans, directors and department chairs on financial matters and administrative policies. Provide credible and timely budget, revenue and financial analyses to allow for effective planning and development of academic programs and student services.

Assessment Activities

Coordinated the fiscal year-end closing proceedings, ensuring that all funds were utilized in the most effective manner and that no state appropriations were lapsed. Maintained close working relationships with the vice presidents, associate vice presidents, deans and directors providing instruction, guidance and analyses which is, in-part, responsible for the sound financial condition of their respective accounts at fiscal year end.

The 2011-2012 academic year was the third full year for the e-Billing and e-Payment processes in the Office of Student Accounts. One of last year's goals was to evaluate the effect of this new methodology on accounts receivable. At June 30th, the fall receivables were much lower, \$100,518 for fall 2011 as compared to \$144,985 for fall 2010. However, the spring receivables at June 30th were slightly higher with a 3.35% increase from \$115,314 for spring 2011 to \$119,183 for spring 2012. Increased emphasis to the electronic process has been provided during the new student summer orientation program. Account receivable balances will continue to be monitored on a monthly basis.

Participation in the campus-based "Fredonia Installment Payment Plan" (FIPP) increased again in 2011-2012 to a total of 1,086 enrollees from 1,069 enrollees in 2010-2011, a 2% increase. Payment plans were stated on the e-Billing and were also given additional emphasis at summer orientation sessions; participation rates will continue to be an area that is closely monitored.

The electronic advance deposit payments for both admission and room rental continue to increase. The electronic admission deposit increased 114% from 2010-2011. Electronic room rental deposits increased 44% from the prior year.

The mandatory use of Procurement Cards (P-Cards) for purchases under \$1,000 remains in effect. The dollar volume increased in 2011-2012 to \$2.7 million from \$2.0 million in 2010-2011, while the number of purchase orders decreased by 21% and the number of confirming requisitions by 17%. Efforts to further diminish the number of purchase orders and confirming requisitions will continue, as they cost considerably more to process than monthly P-Card payments.

The implementation of the Touchnet Marketplace store for the online payment of SUNY-wide Accounting/Budget/Bursar dues drastically reduced the time and effort required to prepare and reconcile the monthly treasury report. As of October 2012, 55% of 2012-2013 participating campuses have utilized the Touchnet Marketplace option. This is significantly less than the 88% last year at that time. However, campuses were invoiced later this year and there is a new dues structure. Therefore, campuses may be determining the number of participants from their campus leading to the amount needed to pay.

Provided detailed analysis of current and proposed campus funded scholarships for the Vice President of Student Affairs ensuring adequate funding for all new and renewed awardees.

All direct reports participated in their SUNY peer groups affording our campus with full representation at technology, payroll, purchasing, budget, bursar and accounting committee meetings. In addition, various staff attended the following: Spring 2012 SUNY Purchasing and OGS Conference, SUBOA Year-End Meeting, Banner Functional Area User Group meetings, Women's Leadership Institute, Chautauqua Leadership Network, 2011-2012 Secretarial/Clerical Conferences.

Assessment Goals

- Ensure that year-end accounting and purchasing procedures are completed and closed without any lapsing of state funds
- Continue to evaluate the effects of the TouchNet eBill and Payment Plan modules on account receivable balances, payment plan participation and advance deposit payments
- Continue to evaluate the implementation of the mandatory increased threshold for P-Card purchases from under \$500 to under \$1,000
- Monitor cash flow, revenue, over-enrollment and reserves to ensure that all identified measures to fund the current budget shortfall are properly funded; provide accurate projections to be utilized in the preparation of the 2013-2014 operating budget

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Budget Office

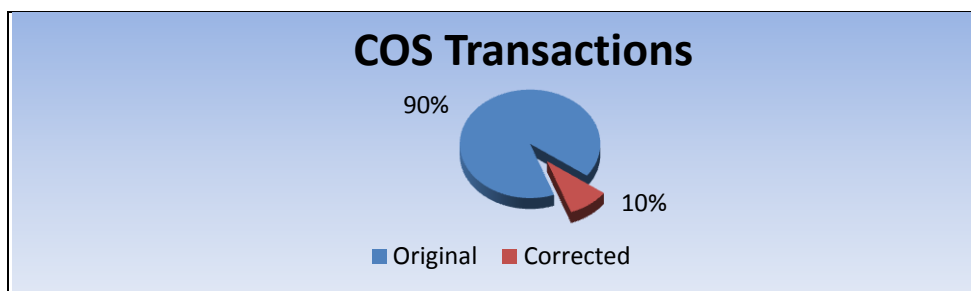
Annual Report

Upon passage of the annual New York State budget, the Budget Office is responsible for calculating the appropriate allocation to be distributed to the President and each Vice President based on Cabinet decisions that support the mission and goals of the University. The Budget Office is also responsible for calculating salary needs and apprising each division of the allocation amount necessary to support current staffing. An executive summary of allocations (Form I) is submitted to SUNY System Administration and is also provided to Cabinet along with supporting detailed salary information, with individual departmental allocations distributed to department heads. The Budget Office continually advises faculty and staff concerning budget and payroll matters, implements the effects of various budget/payroll decisions and inputs requested allocation transfers between expense objects within departments as well as allocation transfers between departments.



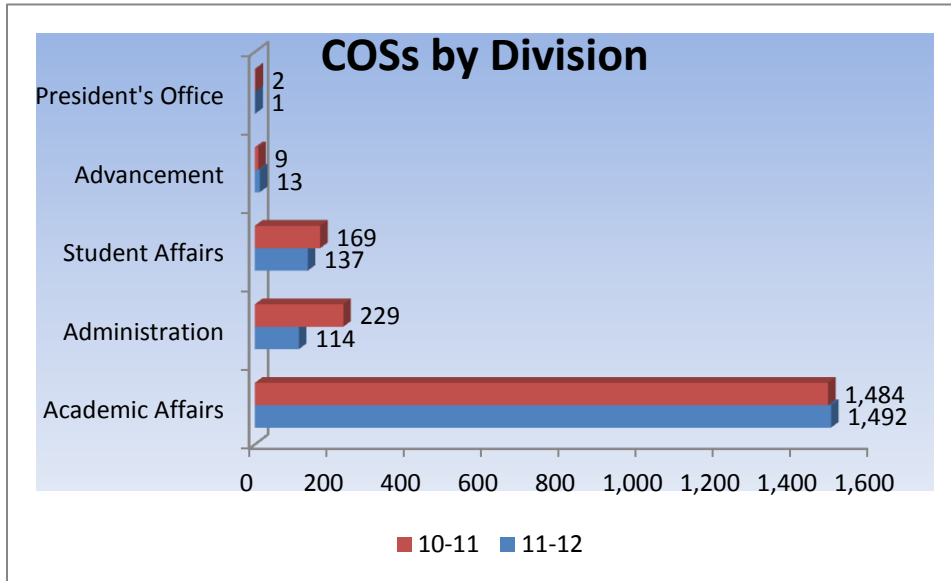
From left to right: Rachael Coon and Ann Aldrich

All campus appointments, changes in appointment or terminations (except Faculty Student Association [FSA] and Student Association [SA]) are routed through the Budget Office on an automated Employee Action Form, also known as a “COS” or Change of Status Form. The on-line COS System provides administration with a system of checks and balances as well as the supporting documentation to back up personnel and payroll transactions. Past and present COS’s are conveniently available for viewing at any time by staff with the appropriate security access. Currently there are over 100 Online COS users from more than 50 departments. Please refer to the following charts for processing statistics.



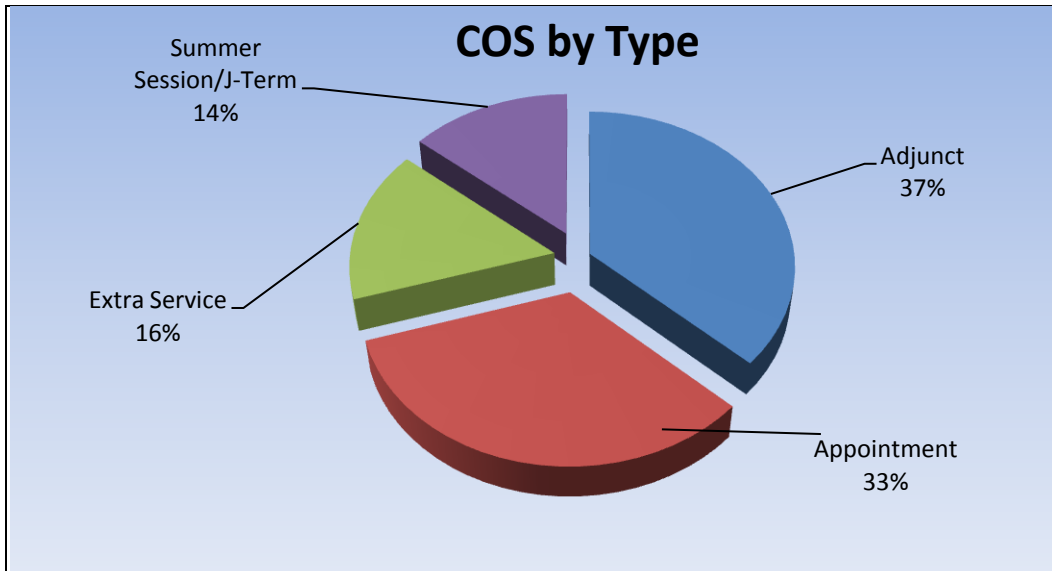
COS's Original/Corrected

Original	1,587
Corrected	170
Total	1,757



COS's by Division

Division	11-12	10-11
Academic Affairs	1,492	1,484
Administration	114	229
Student Affairs	137	169
Advancement	13	9
President's Office	1	2
Total	1,757	1,893



COS by Type

Number of COS's by Type	
Adjunct	646
Appointment	588
Extra Service	279
Summer Session/J-Term	244
Total	1,757

In addition to verifying fund availability for all payroll transactions, the Budget Office is responsible for identifying an employee line number from the Schedule of Positions, supplying title codes, calculating appropriate FTE level (if other than full-time), and checking appropriateness of salary for grade level. New lines must be established through the classification process while reclassification is required for any existing line where there is a discrepancy between current position record and intended employee status. Appropriate information is transmitted to SUNY System Administration.

Other responsibilities of the Budget Office include analysis of revenue and expenditures within various Income Fund Reimbursable (IFR) accounts. On a monthly basis these analyses along with financial reports detailing summary findings of budget variances are distributed to the vice presidents, associate vice presidents, directors and deans in Academic Affairs, Student Affairs, and University Advancement. Monthly meetings are held among Administration Finance personnel to discuss the reports of all divisions. Prearranged meetings are held with divisional personnel to review reports and address areas of fiscal concern.

The Budget Office is also responsible for monthly reconciliation of the Petty Cash bank account, and bi-weekly reconciliation of administrative and graduate assistant payroll. The Budget Office also maintains adjunct budget projections on a monthly basis.

The office is staffed by a Financial Analyst (UUP) and an Interim Budget Director (UUP).

Significant Accomplishments

- Worked in collaboration with administrative directors to develop the 2012-2013 Consolidated University Operating Budget
- Submitted Fredonia's FORM 1 spreadsheet detailing department level allocations used to populate the Financial Plan into the SUNY's accounting system
- Completed Fredonia's Campus Financial Management Strategies with collaborative efforts of the Vice President and the Associate Vice President for Administration
- Successfully completed final year of a three year plan to reduce staffing by five percent. Identified twenty positions to be frozen indefinitely to address budgetary shortfalls. A six month delay in hiring continued to be implemented
- Continued tracking the history of all lines and FTEs by department
- Processed 1,757 COS's, verifying funding and updating SUNY HR, the Payroll Distribution Management System (PDME), the comment section of the local HRMS clock tower database, and various internal spreadsheets
- Calculated SUNY Fredonia's 2009-2010 Economic Impact figure of over \$370 million to the surrounding region
- Worked with administration personnel to successfully utilize all state budget allocation in order to maximize state funding

Statistical Data

The SUNY Fredonia 2011-2012 Consolidated Operating Budget totaled \$99,033,929 representing an increase of \$3,443,079 (3.60%) from the 2010-2011 consolidated budget. Please refer to the following chart for comparative data for each of the six budget components.

Consolidated Budget Proposal

Components:	2011-2012	2010-2011	Change	Percent
University Operating Budget	\$ 47,241,600	\$ 47,032,200	\$ 209,400	.45%
DIFR Budget	16,305,500	15,450,000	855,500	5.54%
FSA Budget	19,051,165	19,304,000	(252,835)	-1.31%
IFR Budget	12,500,000	10,423,000	2,077,000	19.93%
SUTRA Budget	3,450,000	2,950,000	500,000	16.95%
College Foundation	485,664	431,650	54,014	12.51%
Total	\$99,033,929	\$95,590,850	\$3,443,079	3.60%

The 2011-2012 budget provided funding for approximately 885 FTE employees, including over 1,000 full and part time employees and over 950 part-time student workers. Please refer to the following chart for comparative data for each of the six budget components.

	2011-2012		2010-2011		Change	
	FTE Employees	Student Employees	FTE Employees	Student Employees	FTE Employees	Student Employees
University Operating	568.25	220	581.91	221	(13.66)	(1)
DIFR Budget	93.20	235	91.80	232	1.4	3
FSA Budget	189.00	340	182.00	340	7	-
IFR Budget	26.80	198	26.80	197	-	1
SUTRA Budget	3.80	-	4.00	-	(.20)	-
College Foundation	3.50	4	3.00	3	.50	1
Total	884.55	997	889.51	993	(4.96)	4.00

The student enrollment target remained at 5215 FTE, although actual enrollment per Institutional Research was 5,642 FTE.

Assessment Update

Assessment Statement

Provide accurate budget allocations and periodic reallocations for all funds. Ensure that every budgeted dollar that is not eligible to roll over to the succeeding fiscal year is spent prior to the current fiscal year end. Provide excellent customer service to all constituencies.

Assessment Activities

The Consolidated University Operating Budget book is generally published every year prior to the spring meeting of the College Council. The book was electronically completed on schedule, affording the President and his Cabinet time to digest the contents prior to meeting with Council members.

The accuracy of the information in the budget book is verified after the passage of the New York State Budget and the issuance of the SUNY Financial Plan. The budget book was completed in early May and the final Financial Plan Package was received from Albany in August. With the passage of the SUNY 2020 bill and a five year rational tuition plan, budgeting for estimated funding allowed our budget book projections to be in line with final financial plan numbers.

The Consolidated University Operating Budget Book is a valuable resource document to the financial service units within Administration. The presentation with the narratives and pictures provides the consumer with more than “just the numbers”, by linking institutional priorities and divisional goals to the campus budget. Requests for feedback and comments are solicited during the electronic distribution of the budget book. The budget book development process and the format were improved upon from the previous year. Some of these changes include:

- Cabinet agreed that the Budget Book should once again be published prior to the Spring College Council meeting as it had been in the past. Cabinet felt it was important to have a document in place prior to the election of the new University President
- Budget Book pictures were collected all throughout the year and stored in an electronic folder for easy access and potential use in each section. This saved valuable time and eliminated the eye strain of searching on the campus photo data base. Each picture was also labeled as vertical or horizontal for quicker format identification
- Elimination of IFR account chart and references to numbers of IFR accounts by Division. This information was determined to be not relevant. This was a goal identified in last year's assessment plan
- Further refinements were made to the chart depicting state and campus budget support to easily identify totals as shown in the Financial Plan. This chart and the Budget Short-fall chart were combined into one for easier viewing
- Less meetings were needed with the publisher and editor to discuss changes due to timely coordination of Budget Book sections and improved efficiencies
- Improvements were made in viewing the electronic version document. In the past viewers had to scroll down numerous pages to view a section of the budget book. Links were provided to the electronic table of contents to enable the viewer to easier access to each section of the budget book

An additional goal contained in last year's Annual Report was that the COS team would continue to implement enhancements to the Online COS system as needed to meet the needs of end users. Enhancements that have been made include: tracking discretionary payments made to individuals; search capabilities being updated to include searches on SUNY ID and Budget Title; and specific summer session action types were added to easily identify and separate out various summer session COS's.

Enhancement to existing budgetary procedures or spreadsheets for the 2011-2012 included simplifying spreadsheets used for assigning and tracking line numbers for temporary service employees. Adjunct, Instructional Support, and other temporary lines were broken out into their own spreadsheets for easy identification. Adjunct lines were grouped by department to cut down on the need to update the line item distribution in SUNY HR each time a line is assigned. This change also cut down on updating departments in the position tab of SUNY HR for payroll. Enhancements were made to the existing vacancy spreadsheet to include tabs for projecting salary savings for future years as well as the current, and adding the impacts of the adjunct budget shortfall. Spreadsheets tracking monthly allocation balances, segregation balances, and payroll projections were modified to incorporate for changes implemented by budget reform and the new Statewide Financial System.

An assessment goal that was not achieved was uploading the COS manual online and working with the COS Users group to offer COS refresher courses. This process was delayed due to changes being implemented to the COS program and the group wanted these changes incorporated into the refresher course.

The assessment goal to work with IT personnel to develop a new database to track line history due to the elimination of HRMS feedback has not been met. The Budget office continues to utilize the old database.

Collaboration efforts of networking with SUNY System Administration and other campuses continued throughout 2011-2012. The budget office has represented Fredonia in attendance at Accounting, Budget, and Bursar (ABB) meetings; sessions on shared services; SUNY System Administration trainings and has participated in webinars and conference calls.

To be consistent with the institutional priorities of sustainability and being cost effective, the Budget Office continually recycles used office paper by printing on the opposite side. Also, once again this year, the Budget Office published the Budget Book electronically resulting in budgetary savings of approximately \$20,000.

Assessment Goals

- Complete the 2013-2014 Consolidated University Operating Budget on schedule
- Continue to implement changes to the Budget Book as warranted
- Continue to implement enhancements to the Online COS system as needed to meet the needs of the end users and comply with System Administration modifications. Work in collaboration with IT staff to implement recommendations
- Upload the new updated COS manual online and work in conjunction with members of the COS users group to develop and offer "COS Refresher" classes
- Continue to collaborate with SUNY System Administration and various SUNY campuses to identify and implement "Best Practices" for fiscal operations
- Continue to evaluate and enhance any existing budgetary procedures or spreadsheets in order to provide information in a more effective and time saving manner
- Continue to provide sustainable and cost savings measures to coincide with the universities institutional priorities
- Understand and keep abreast of SUNY's new proposed Resource Allocation Model for state funding. Work in conjunction with SUNY and campus administration in the roll-out strategies and next steps needed in finalizing the proposal. Analyze components of the model and keep campus informed of financial impacts
- Transition payroll and procurement card audits from Internal Control into the Budget Office
- The Interim Budget Director will serve on the search committee to select a Vice President for Finance and Administration as well as the committee to re-write the University's mission statement
- Work with other Administration personnel for a smooth transition from the Interim Vice President for Administration to the new Vice President for Finance and Administration. Introduce new Vice President to current campus and SUNY budgetary processes. Adapt to possible budgetary changes envisioned by the new Vice President

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Payroll Services

Annual Report

The primary responsibility of the Payroll Services Office is to effect accurate and timely payment of salaries and wages to all faculty, staff and students who are paid from State Purpose Funds, Income Fund Reimbursable Funds (IFR), Dormitory Income Fund Reimbursable Funds (DIFR), State University Tuition Reimbursable Funds (SUTRA) or College Work Study Funds. Salaries and wages also include miscellaneous items such as overtime, inconvenience and holiday pay, lump sum payments and compensation for extra service and summer session. To effect these payments on the regular State Payroll, Payroll Services is responsible for checking accuracy of information on the Change Of Status (COS) form such as salary, pay basis, position title and FTE percentage, anniversary date, appointment type and increment code for all state and graduate assistant employment. For Student Assistant and College Work Study, the Payroll Office verifies the accuracy of all appointment and new hire paper work, establishes vacant lines for appointment, monitors appropriate rate increases and over-the-max rates, and processes retirement enrollment for student employees. The role of the Payroll Office actually begins prior to hire, continues in a variety of ways throughout employment and often continues even after separation from payroll due to resignation, retirement, graduation, etc.



Seated: Sue Cortes; back row from left to right: Tammi Dahl, Keith Shifflet and Ruth Phillips

In addition to the biweekly preparation of four payrolls, the Payroll Office provides the following services for employees:

- Assists with the completion of employment forms, such as employment eligibility, tax withholding, non-resident alien tax documentation, payroll deduction and direct deposit
- Completes employment verification requests for unemployment insurance and loan requests
- Processes applications for retirement plan enrollment
- Offers assistance regarding payroll procedures and schedules
- Prepares College Work Study reconciliation for completion of the Fiscal Operations Report and Application (FISAP)
- Administers Time and Attendance rules, procedures, and attendance records for all faculty, professional, Management/Confidential, and classified employees

The Payroll Office is staffed with a Director, a Payroll Examiner 2, a Payroll Assistant, and a Clerk 1. Two student temporary service employees provide assistance.

Significant Accomplishments

- Provided Student Payroll training to supervisors, secretaries, and resident directors
- Contributed and participated in New Hire Orientations for classified employees, new faculty, graduate students, and residence hall directors
- Processed over 2,000 COS forms for campus payroll transactions for state and graduate assistant employees
- Produced over 36,700 biweekly pay checks and direct deposits for state and student employees
- Implemented the Deficit Reduction Program for CSEA, PEF, PBANYS, and M/C employees. This includes the calculation of allowable Deficit Reduction Leave credits and the time/earnings adjustment factors that occur each pay period and as the employee status/earnings change
- Successfully implemented the PBANYS contract settlement for retroactive pay for University Police Officers retro to 2005, including the calculation of historical salary rows, manual entry, and verification of automatic entry by OSC. Information sessions were held for the Officers in conjunction with HR and Benefits
- Payroll coordinated several meetings with Budget, Human Resources, Academic Affairs and the President's Office to update the COS procedures and work flows. Updates to the manual were begun by Budget and the workflow updates are in progress
- The Payroll Services website continues to be maintained and improved with current data and forms. Many of our online forms were changed to fill-able PDF forms. All schedules, procedures, and forms are current
- Coordinated efforts again this year with Financial Aid and M&T Bank to provide one-stop access for student assistants and college work study student workers to complete paperwork, pick up work study referrals, and open banking accounts for direct deposit purposes
- Regular participation of the Payroll Director in quarterly Payroll Users Group web conferences with other SUNY and State agencies in an effort to remain abreast of current and future federal, state, and SUNY policies

Statistical Data

As a measure of accuracy in processing payrolls, previous annual reporting provided data regarding the number of late separations and late hires. This data is compiled by the Office of the State Comptroller (OSC) and ranks all SUNY campuses and provides for statewide ranking with other state agencies. Due to ongoing staffing and budgetary constraints, OSC has discontinued the production of the mid-year report card. Therefore, previously reported rankings of each SUNY campus are not available. However, OSC is able to report that in the nine years of measuring on-time performance, there have been improvements in both the on-time appointment and separation rates across the state agencies.

Corrective measures will continue to be taken to ensure departments are aware of, and adhere to the COS submission deadlines for timely processing of appointments, separations, and salary changes. The COS workflow revisions and campus-wide COS training currently being discussed with Payroll, Budget, Human Resources, and Academic Affairs will provide an opportunity for improved performance in these areas. COS forms received late directly affect the performance measures of separations, appointments, and overpayments.

Assessment Update

Assessment Statement

Provide accurate and timely payment of salaries and wages to all faculty, staff and students. Provide excellent customer service to all constituencies.

Assessment Activities

Designed and delivered payroll presentations for New Faculty Orientation, New Graduate Assistant Orientation; reviewed the evaluation forms and found that the attendees reported positive feedback.

Provided training workshops for student payroll supervisors to reinforce standard policies and procedures, as well as introduce updated forms and the student payroll website. Developed and distributed formal evaluation forms, and upon review found positive feedback regarding the usefulness and effectiveness of the training.

Assessment Goals

- Accurately process payrolls for faculty, staff and students
- Continue to provide training workshops and formalize feedback as to the effectiveness of the material presented
- Continue to assist with the new hire orientations and review evaluation forms to improve the effectiveness of the orientations
- Continue participation with the Online COS team to implement enhancements to the system as needed to meet the needs of the end users. Formalize feedback as to the effectiveness of the changes
- Strive to improve upon our late hires and post deadline submissions rankings by continuing to provide COS users with forthcoming processing deadlines. Extra reminders prior to larger payrolls at the beginning of each semester are provided to all COS users

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Purchasing

Annual Report

The Purchasing Department is committed to providing efficient, courteous service to our campus customers. We have a knowledgeable team familiar with federal, state, SUNY and campus regulations and policies.

Responsibilities include accurately reviewing and processing confirming requisitions; reviewing and processing standard requisitions into purchase orders, change notices, and when necessary, cancelations; furniture purchases; processing of office supply orders with Office-Max, Gholkars, and Staples. In the review of requisitions, we provide expertise relevant to cost effective methods, commodity information and sourcing, negotiations, and problem solving. We also handle returns of incorrect or damaged goods along with any change notices to the purchase order. All aspects of the State issued procurement card are managed by the purchasing staff including training, cardholder set up, auditing, reconciling, and troubleshooting.

Research Foundation transactions are also input and corresponding purchase orders are produced.

The Purchasing staff advises departments of procedures for the use of preferred sources such as the Department of Correctional Services (CORCRAFT), New York State Industries for the Disabled (NYSID), Industries for the Blind of New York, Inc. (NYSIB), and Minority/Women Business Enterprise (M/WBE). Responsibilities also include recruitment advertising, trademark and licensing, and the Office of General Services (OGS) website for "P" contracts, as well as assisting in the formal bidding process with bid openings.

The Purchasing Office is staffed with a Director, a Purchasing Associate, one part-time clerk, and one student assistant.

Significant Accomplishments

- Expedited purchase orders to ensure there were no lapsed funds at fiscal year end
- Successfully launched a printing partnership with Alfred State in conjunction with Publication Services
- 147 procurement card holders with 9,650 transactions, totaled \$2,769,473
- Presented at the Administration Training Workshops in August of 2012
- Purchasing Department employees attended various conferences and workshops during fiscal year 2011-2012 including the fall 2011 Secretarial/Clerical Conference; the



Seated, from left to right: Donna Howlett and Shari Miller; in back: Joan Schnur

Secretarial/Clerical Mini-Conference; the spring 2012 SUNY Purchasing and OGS Conference; and monthly Shared Services meetings

- Completed a total update of the Purchasing Department’s webpage
- Added/updated over 1,000 vendors in the Statewide Financial System (SFS)
- Increased the frequency of procurement cardholder audits
- Purchasing Department staff had a presence in the SUNY Fredonia Credit Union Credit Committee, EAP Committee, The Chemical/Biological Safety Committee, Trademarks & Licensing Committee, SUNY/RF Procurement Team, SUNY Fredonia Sustainability Committee, Council for Women’s Concerns Committee, the campus Relay For Life team, two campus investment clubs, and various community groups such as National Night Out Committee, Girl Scouts, and more

Statistical Data

- The SUNY MWBE goals for 2011-2012 had been 3% MBE and 3% WBE for commodities, until the SUNY Board of Trustees adopted a resolution in January 2012 changing the goals to 8% MBE and 6% WBE. The Purchasing Department had strong MBE and WBE activity for 2011-2012 of 7.69% and 15.02%, respectively. However, with the migration to SFS, the accurate reporting of MWBE activity has been in question. SUNY System Administration is seeking a solution to capture all MWBE activity. Please refer to the following chart for comparative statistics

M/WBE Activity for Purchase Orders

	08/09 (%)	09/10 (%)	10/11 (%)	11/12 (%)
MBE	2.58	12.19	18.37	7.69
WBE	7.93	5.98	20.85	15.02
Total	10.51	18.17	39.22	22.71

Assessment Update

Assessment Statement

The Purchasing Department strives to work with our campus customers and off campus vendors in an efficient manner maximizing a department’s budget dollars while staying in compliance with federal, state, SUNY, and campus policies. Our campus customers are everyone that attends or works on this campus or is an off campus vendor.

Assessment Activities

The Purchasing Department maintains close working relationships with campus departments, vendors, and SUNY System Administration providing instruction, guidance, and analysis in online requisitioning, vendor selection, procurement cards, and office supply procurement.

Training sessions continued for online requisitioning and the use of the procurement card. Also, the Purchasing Department presented at the annual Administration training held in August.

Upon request, the Purchasing staff is willing to provide departmental training. Also, evaluation forms were utilized at Administration training sessions to assess the necessity, the presentation style, as well as to obtain suggestions for improvements and possible future topics. As a result of this feedback, the Purchasing Office can target areas needing more emphasis at future presentations. Evaluation forms will be used at future procurement card training sessions.

Assessment Goals

- Continue to present purchasing workshops to include procurement cards, Trademarks & Licensing procedures, and other relevant purchasing issues
- Continue to work with SUNY System Administration on the SUNY Fredonia Citibank VISA Procurement Card program and web procurement
- Continue to decrease small dollar purchases through procurement card education and mandatory use
- Update the Purchasing Department webpage as necessary
- Ensure that requisitions are processed in a timely and accurate manner
- Ensure that Research Foundation purchase orders are processed in a timely and accurate manner
- Continue to work with Human Resources and other departments on recruitment advertising within the PeopleAdmin software
- Continue to strengthen campus awareness of NYS certified MWBE vendors in an effort to increase their usage
- Strive to meet SUNY's MWBE goals of 8% MBE and 6% WBE for commodities
- Utilize evaluation forms at all training workshops and incorporate viable suggestions into future sessions

2011-2012
Purchasing Volume Report
July 2011 – June 2012

STATE	2011 - 2012 P.O.		2011 - 2012 MONTHLY PO's			2011 - 2012 CONFIRMING		2011 - 2012		Office Supply ON LINE		TOTAL/Office Supplies		
	VOLUME		BY BUYER			REQUISITIONS		PREPAYMENTS		PURCHASES		P.O. s & REQUISITIONS		
DATE	P.O.	AMOUNT	Shari	Donna	Other	NO.	AMOUNT	NO.	AMOUNT	NO.	AMOUNT	NO.	AMOUNT	
JUL. 11	42	\$ 243,977.26	42	0	0	29	\$ 166,644.35	30	\$ 29,718.92	34	\$ 5,925.75	135	\$446,266.28	
AUG. 11	59	\$ 617,396.18	59	0	0	77	\$ 333,468.43	26	\$ 53,502.15	57	\$ 10,322.01	219	\$1,014,688.77	
SEPT. 11	86	\$ 542,953.40	85	0	1	53	\$ 84,560.04	11	\$ 6,375.00	85	\$ 11,673.62	235	\$645,562.06	
OCT. 11	51	\$ 390,680.46	49	2	0	42	\$ 64,495.95	3	\$ 925.00	53	\$ 8,114.93	149	\$464,216.34	
NOV. 11	54	\$ 209,881.74	45	9	0	51	\$ 175,845.32	8	\$ 11,685.00	70	\$ 9,886.63	183	\$407,298.69	
DEC. 11	65	\$ 455,894.94	65	0	0	36	\$ 121,048.90	8	\$ 3,168.10	38	\$ 6,746.68	147	\$586,858.62	
JAN. 12	37	\$ 106,214.07	37	0	0	44	\$ 80,344.10	11	\$ 8,650.00	65	\$ 10,873.37	157	\$206,081.54	
FEB. 12	51	\$ 252,522.65	51	0	0	46	\$ 55,404.20	20	\$ 6,300.42	70	\$ 8,401.77	187	\$322,629.04	
MAR. 12	38	\$ 246,036.91	36	0	2	13	\$ 4,580.78	14	\$ 13,284.53	51	\$ 5,722.77	116	\$269,624.99	
APR. 12	89	\$ 795,475.57	88	1	0	40	\$ 73,558.77	6	\$ 9,095.00	57	\$ 12,498.79	192	\$890,628.13	
MAY. 12	92	\$ 821,448.48	89	3	0	53	\$ 77,013.26	7	\$ 14,044.00	54	\$ 9,715.65	206	\$922,221.39	
JUN. 12	109	\$ 542,069.73	108	1	0	55	\$ 214,317.11	10	\$ 6,422.00	46	\$ 10,869.82	220	\$773,678.66	
YTD 11 - 12	773	\$ 5,224,551.39	754	16	3	539	\$ 1,451,281.21	154	\$ 163,170.12	680	\$ 110,751.79	2146	\$ 6,949,754.51	
YTD 10 - 11	975	\$ 5,815,378.00	798	174	3	646	\$ 1,323,188.79	187	\$ 286,512.61	672	\$ 102,039.16	2480	\$ 7,527,118.56	
JUN. 12	109	\$ 542,069.73	108	1	0	55	\$ 214,317.11	10	\$ 6,422.00	46	\$ 10,869.82	220	\$773,678.66	
JUN. 11	108	\$ 507,208.74	108	0	0	59	\$ 102,911.13	12	\$ 78,722.54	68	\$ 14,099.66	247	\$ 702,942.07	
RESEARCH	2011 - 2012		2011 - 2012			TOTAL		CITIBANK VISA		New		MWBE%		
			Other Voucher Processing			Research		2011 - 2012		Procurement Card		Purchasing		
DATE	P.O.	AMOUNT	NO.	AMOUNT	NO.	AMOUNT	# of Trans	Amount	Holder	MBE	WBE	MBE	WBE	
JUL. 11	5	\$ 7,933.64	151	\$ 90,251.51	156	\$ 98,185.15	735	\$ 217,948.47	4	11.39	4.15	2.08	1.90	
AUG. 11	5	\$ 5,240.85	79	\$ 176,628.55	84	\$ 181,869.40	1105	\$ 248,411.57	0	7.22	4.50	2.61	2.82	
SEPT. 11	3	\$ 1,389.26	89	\$ 75,702.05	92	\$ 77,091.31	1422	\$ 311,606.26	0	11.66	17.84	2.23	4.33	
OCT. 11	4	\$ 2,472.59	38	\$ 35,238.58	42	\$ 37,711.17	1149	\$ 203,773.94	0	19.54	46.92	6.80	15.92	
NOV. 11	4	\$ 4,022.69	194	\$ 105,503.80	198	\$ 109,526.49	647	\$ 204,215.46	0	4.54	18.20	0.94	3.44	
DEC. 11	12	\$ 12,440.29	158	\$ 48,270.29	170	\$ 60,710.58	461	\$ 160,551.39	0	12.38	17.23	3.58	4.99	
JAN. 12	1	\$ 2,894.76	124	\$ 99,803.15	125	\$ 102,697.91	632	\$ 194,688.43	1	20.14	27.95	8.38	11.26	
FEB. 12	4	\$ 2,947.87	87	\$ 59,625.12	91	\$ 62,572.99	677	\$ 211,168.48	0	0.00	3.59	0.34	1.26	
MAR. 12	4	\$ 17,645.00	64	\$ 28,548.03	68	\$ 46,193.03	672	\$ 242,059.04	0	2.72	18.00	1.11	6.55	
APR. 12	3	\$ 3,068.72	92	\$ 58,729.47	95	\$ 61,798.19	603	\$ 222,882.36	0	0	0	1.08	4.55	
MAY. 12	2	\$ 10,210.76	132	\$ 64,633.56	134	\$ 74,844.32	645	\$ 286,253.06	1	0	10.56	0.68	6.66	
JUN. 12	3	\$ 2,226.60	89	\$ 77,458.65	92	\$ 79,685.25	902	\$ 265,914.22		2.67	11.27	7.91	6.33	
YTD 11 - 12	50	\$ 72,493.03	1297	\$ 920,392.76	1347	\$ 992,885.79	9650	\$ 2,769,472.68	6					
YTD 10 - 11	96	\$ 223,182.48	1268	\$ 929,093.96	1364	\$ 1,152,276.44	6565	\$ 2,004,889.64	16					
JUN. 12	3	\$ 2,226.60	89	\$ 77,458.65	92	\$ 79,685.25	902	\$ 265,914.22		2.67	11.27	7.91	6.33	
JUN. 11	7	\$ 6,375.62	116	\$ 88,776.22			123	\$ 95,151.84	544	\$ 188,342.77	3		5.64	7.40

2011 - 2012 STATE	\$ 6,949,754.51	2146	11 - 12 TOTAL OF ALL STATE PURCHASES	\$ 9,719,227.19	11796
2011 - 2012 RESEARCH	\$ 992,885.79	1347			
2011 - 2012 VISA	\$ 2,769,472.68	9650	11 - 12 STATE, RESEARCH, VISA	\$ 10,712,112.98	13143
New "P"Card Holders	-----	6	10 - 11 STATE, RESEARCH, VISA	\$ 10,684,284.64	10409

Student Accounts

Annual Report

The Office of Student Accounts is committed to providing efficient, courteous service to the campus community with a friendly staff knowledgeable on federal, state, SUNY and campus regulations and policies. Responsibilities include accurately billing and collecting tuition and fee revenue for every registered student, distributing federal, state and private financial aid funds to individual student accounts, and appropriately refunding excess aid directly to the student or back into the financial aid program.



Seated: Karen Begier; In back from left to right: Lisa Marrano, Lynn Bowers, Dana Berry, Angie Astry, Becky Siragusa, Mary Jo Rusch, Debbie Desmond, and Pat Ippolito

In addition, Student Accounts disseminates information to the families of our students relevant to the Tax Relief Act of 1997 for the Lifetime Learning and American Opportunity Income Tax Credit, and provides information sessions at each of the Summer, Spring Into Fredonia, International Student, and Graduate Assistant Orientation programs.

Another responsibility of the Office of Student Accounts is the timely deposit of funds for all campus accounts - Income Fund Reimbursable (IFR), student and employee vehicle registration, parking violations, summer athletic and professional camps. Work Study and Student Assistant paycheck distribution, and billing and collecting for employee long distance personal telephone calls also reside in this department.

The Office of Student Accounts must accurately account for every dollar billed, collected and refunded within the Fredonia University community. The Uniform Revenue Accounting System (URAS), established and monitored by the System Administration University Controller's Office, provides the basis for our campus financial accounting. Revenue distributions and transfers are prepared and transmitted to SUNY System Administration biweekly. Bi-annually reporting requirements to System Administration include the submission of a Trial Balance, Reconciliation of Fund Balance, Aged Student Accounts Receivable, Reconciliation of Collections, and Collection Fund Reconciliation. Monthly reconciliation of the URAS financial data is prepared to ensure accurate reporting. A reconciliation of Revenue Related to Student Registration is prepared for each academic semester and submitted annually. A reconciliation of the State Depository and State Controlled Disbursement bank accounts is prepared on a monthly basis and an annual Sole Custody Report for State bank accounts is submitted directly to the Office of the State Comptroller.

The Office of Student Accounts is staffed with a Director, an Associate Director, a Revenue Accountant, an Administrative Aide, two full time and two part-time Clerical employees, and a Secretary.

Significant Accomplishments

- Successfully transmitted the Tax Relief Act file to SUNY in a timely fashion. This year SUNY had a new vendor, leading to an extensive testing phase as well as additional requirements of each campus prior to the approval and submission of our files
- Six “Customer Service Surveys” were completed throughout the 2011-2012 year, and 100% had a positive response. This is a 45.4% decrease in the number of surveys received the prior year
- Post 911 benefit recipients received their funds in a timely fashion and we ensured that no duplicative benefits were received by these students. In the beginning of the Fall 2011 semester, TAP was the first payment and Post 911 was second, but mid-semester New York State was approved to have TAP be the second payment. We needed to re-voucher for the Post 911 and recertify the TAP for all of these students to ensure the funds were properly disbursed
- Implemented the new 2011 “Satisfactory Academic Progress” chart for TAP certification for the Fall 2011 semester. The new 2011 chart was effective with the Spring 2011 semester, so we manually had to evaluate any student that was decertified for the Spring 2011 semester to determine if they would have been eligible with the new chart; if so, we recertified them. The new SAP chart is effective for only those students that received their initial TAP payment in 2010-2011; for students who received TAP prior to that year, we continue to utilize the old SAP chart
- Without the approved tuition rates and HESC’s file for the SUNY Tuition Credit, we were unable to generate the Fall 2011 semester eBills until the beginning of August, about three weeks later than usual. We were receiving many concerned calls from students and their families, so we finally assessed charges once we had the tuition rates. This also affected our cash flow as we were not receiving payments due to our inability to bill; once charges were on the accounts, payments started coming in
- The residency lawsuit continued and we were required to do a supporting deposition stating how we determined our initial population. Additionally, we were required to provide SUNY with the Verified Settlement Class Members and Identified Class Members, plus we contacted and refunded current students in the Verified Settlement Class that responded. Two of the three students responded and they were refunded; their tuition rates were adjusted in Banner so they would be assessed in-state rates in the future
- As a result of the residency lawsuit, new reports have been created to identify incoming students that have attended and graduated from a New York high school within five years of application
- Continue to manage operations in the cashier’s area with one less cashier as a result of a retirement
- Upgraded one of our grade 9 clerks in the cashier area to an Administrative Aide
- The Director and Associate Director attended TouchNet training in Pittsburgh, PA
- With the assistance of IT and TouchNet, we successfully upgraded to the latest 6.0 version of TouchNet. The upgrade went smoothly and there is a better presentation of information for the students and their families
- As the state transitioned to the new Statewide Financial System (SFS), we had to make adjustments in the way we ordered funds to pay onto students’ accounts for GSEU, Graduate Assistants, and other funds

- All URAS reporting deadlines were met and requirements were satisfied per System Office review. URAS reporting was reduced from quarterly to biannually due to the quality of reports submitted by SUNY Fredonia with minimal errors and questions
- Tested and implemented all relevant patches for the Banner Finance module
- Assisted with the continued implementation of TouchNet Marketplace stores, assuring that the financial data being fed into Banner for IFR accounts from the new stores is properly accounted
- Successfully set up a new merchant in TouchNet Marketplace for the Research Foundation and Incubator
- Assisted with the continued implementation of Direct Loan Program to ensure that loan funds are accurately accounted for in the URAS system
- Produced the tenth annual SUNY Fredonia Revenue Accounting/Student Accounts Report, a reference document of the financial data generated from these areas that includes appendices with historical statistical data
- Continued work on the Banner Procedure Manual for functions of Student Accounts and Revenue Accounting
- Submitted all Student Revenue Data Submissions (SRDS) in a timely manner for the Net Price Calculator
- Submitted all monthly Sales Tax returns in a timely manner
- Successfully refunded over 200 faculty and staff for \$5 overage on parking sticker payments and took refunds into account on the monthly sales tax returns
- Updated existing Excel spreadsheets that Revenue Accounting uses on a daily, biweekly, monthly, biannually, and yearly basis to increase operations and efficiencies

Statistical Data

The Office of Student Accounts produced over 19,250 bills for the Fall 2011 and Spring 2012 semesters, a decrease of 1.64% from last year. All bills were sent electronically. The final bills for the fall and spring semesters are prepared manually, and no bills are generated for J-Term or summer sessions; therefore, no statistical data is available. Please refer to the following chart for statistical billing data.

SUNY Fredonia Bills

	2009-2010		2010-2011		2011-2012	
	# Bills	Billed Amount	# Bills	Billed Amount	# Bills	Billed Amount
Fall						
Registration	5,294	\$29,773,541.90	5,300	\$32,223,868.86	5,471	\$32,223,868.86
Post Registration	2,274	13,669,186.32	2,671	16,928,527.78	2,615	17,231,788.74
Audit #1	1,174	7,627,863.94	1,525	10,022,493.62	1,279	8,614,324.56
Audit #2	977	6,646,848.21	1,208	8,200,880.04	1,030	7,297,299.40
Audit #3	483	3,272,642.32	468	3,065,907.43	441	3,118,882.66
Spring						
Registration	4,971	30,188,767.79	4,945	31,761,926.94	4,938	31,345,775.57
Post Registration	1,453	8,930,204.83	1,596	9,771,538.15	1,623	11,093,587.23
Audit #1	885	5,894,018.68	819	5,330,479.48	808	5,708,844.54
Audit #2	755	5,198,949.34	715	4,706,200.00	690	5,056,157.70
Audit #3	443	3,007,095.91	323	1,963,639.42	358	2,738,804.38
Total	18,709		19,570		19,253	

There were 4,693 students subscribing to the Faculty Student Association (FSA) Debit Account for the fall and spring semesters with a billable total of \$2,705,800, representing a 14.3% decrease in the number of subscribers and a decrease of 11.2% in dollar value.

The Student Accounts Office billed \$564,946 for laboratory and class fees for the 2011-2012 academic year, representing an increase of .8% from the prior year.

Direct deposit of refunds directly into bank accounts totaled 1,386 for \$1,756,395, an increase of 9.4% in number and 11.8% in dollar value.

After a year on TouchNet's Bill+Payment and Payment Plans, 9,002 credit card web payments were processed for a total of \$13,626,884. Since initial implementation in October 2003, \$51,612,655 of credit card payments have been processed via the web payment system. In addition, 2,641 WebCheck transactions were processed in the 2011-2012 year for a total of \$5,903,980. Please refer to the following charts for comparative data.

<u>Web Credit Card Payments</u>					
Month	2007 - 2008	2008 - 2009	2009 - 2010	2010 - 2011	2011-2012
July	\$107,029.75	\$128,582.25	\$423,120.26	\$622,873.86	\$336,855.62
August	1,143,281.23	1,078,204.18	2,417,956.91	4,051,417.65	3,655,853.82
September	130,936.08	239,345.79	463,060.48	767,369.42	1,531,174.37
October	188,764.20	248,705.63	532,784.75	853,339.43	772,227.22
November	111,806.73	110,480.28	160,312.19	214,081.47	233,075.37
December	146,420.31	174,842.29	614,019.70	812,166.81	950,943.88
January	1,019,408.40	1,569,847.96	3,378,117.40	3,517,180.78	3,738,368.63
February	208,152.06	246,076.16	541,362.20	657,279.43	959,332.71
March	196,659.60	341,763.59	609,806.47	739,941.20	782,486.16
April	212,370.63	250,944.71	385,030.32	301,771.07	416,299.49
May	119,515.22	163,909.92	161,182.63	194,024.22	208,331.45
June	44,844.11	43,909.73	45,930.35	60,149.43	41,934.93
Total	\$3,629,188.32	\$4,596,612.49	\$9,732,683.66	\$12,791,594.77	\$13,626,883.65
Net Increase		26.66%	111.74%	31.43%	6.53%

Webcheck Payments

Month	2007 - 2008	2008 - 2009	2009 - 2010	2010 - 2011	2011-2012
July	\$8,807.68	\$10,692.02	\$159,158.74	\$336,634.40	\$134,304.12
August	198,134.50	239,467.01	890,333.03	1,506,857.79	1,773,146.40
September	22,815.19	47,895.73	200,797.70	338,163.56	590,959.34
October	39,172.41	36,378.16	252,062.12	391,113.41	368,283.07
November	44,312.86	33,619.40	78,157.04	135,518.16	112,270.68
December	17,905.80	26,052.65	229,251.45	384,890.13	373,489.77
January	170,640.58	207,574.54	1,281,577.35	1,361,612.07	1,523,281.79
February	26,441.04	59,948.89	206,937.99	280,539.60	458,403.45
March	38,752.91	60,117.91	275,227.45	382,906.85	318,081.73
April	48,231.31	63,889.85	130,336.25	142,909.79	160,309.68
May	14,501.85	18,174.90	57,272.24	66,891.64	70,150.83
June	7,739.75	31,885.60	9,647.40	26,415.00	21,299.58
Total	\$637,455.88	\$835,696.66	\$3,770,758.76	\$5,354,452.40	\$5,903,980.44
Net Increase		31.10%	351.21%	42.00%	10.26%

During the 2011-2012 fiscal year, \$104.6 million of collected revenue and \$30.6 million of cash disbursements were accounted for within the University Revenue Accounting System. These figures represent a 2.26% increase in collections and a 0.74% decrease in cash disbursements from last year. Please refer to the following chart for comparative data.

CASH COLLECTIONS				
	2010-2011	2011-2012	Change	Percent
Tuition	\$30,241,659	\$32,335,756	\$2,094,098	6.92%
College Fee & Student Fees	8,247,430	8,611,915	364,485	4.42%
Campus Debit Card	3,001,487	2,666,539	(334,948)	-11.16%
Residence Hall Rental	16,110,721	16,669,798	559,077	3.47%
Food Service	11,588,303	11,934,676	346,373	2.99%
IFR Receipts	2,272,766	1,781,134	(491,632)	-21.63%
Disbursements	30,866,926	30,637,029	(229,897)	-0.74%
Total	\$102,329,291	\$104,636,847	\$2,307,555	2.26%

Assessment Update

Assessment Statement

Provide efficient, courteous service to the campus community with a friendly staff knowledgeable on federal, state, SUNY and campus regulations and policies.

Revenue Accounting strives to submit accurate URAS quarterly and annual reports on a timely basis and transmit revenue distributions on a biweekly basis. There is an ongoing effort to implement automated procedures as they become available, as well as test and implement all new relevant upgrades and patches to increase efficiency in Banner and reduce data entry errors. Diligence is taken in efforts to reconcile bank statements each month, as well as to monitor the monthly statement of charges for bank services.

Assessment Activities

Attempting to remain abreast of continually changing federal, state and SUNY policies, office staff maintained regular attendance at the SUNY Bursar meetings, TouchNet LIVE and other TouchNet presentations, the Banner Functional Area User Group meetings, and Higher Education Services Corporation training sessions. Conducted staff meetings to share information and keep all staff up-to-date.

Throughout the 2011-2012 year, Student Accounts worked closely with the Financial Aid Office and maintained regular contact with students regarding their current balance due in an attempt to reduce accounts receivable. We hope that the TouchNet 6.0 upgrade that provides the student's account information in a more precise manner will aid us in reducing our accounts receivable as well.

In mid-July when Fall 2011 semester eBills should have been generated for our student body, the budget was not in place, so this office did not know the amount of tuition to charge, nor were we able to load the approved TAP and SUNY Tuition Credit amounts from HESC. Students and their families were continuously contacting us because they hadn't received their semester eBill; once we knew the tuition rates, we assessed charges on to students' accounts. This enabled students to view what their charges and aid were, which started the flow of funds to the campus again. As soon as the TAP and SUNY Tuition Credit files were available, we loaded them and generated the semester eBill. As a result of the tardiness in our billing, we did not assess late payment fees after the August due date, which resulted in a loss of revenue, but pleased our customers.

The upgrades were successfully tested and applied to Banner so that we could load the new Consolidated Student Status Listing (CSSL) from HESC which contained the TAP and SUNY Tuition Credit awards. Once the awards were disbursed, we also had to create a process to monitor and reconcile the new SUNY Tuition Credit since the amounts may potentially change on a weekly basis when we load in the CSSL. Upon disbursement, we request the funds be drawn down.

Although our survey numbers decreased a little, we would like to see a greater response. We hope to have the survey online when students are logging into "Your Connection" during peak times within the next year.

Working with IT, we were able to manipulate the data as it loaded in from the Common Application. Students now load in as a resident if all of their data is NY, but for students that have any out-of-state addresses or information, they are loaded into the system as a non-resident. We then review all of the non-resident students to determine if they really should be assessed as a resident, if so, their code is changed. If there is any inconsistency or question on their residency, they are notified that they are being assessed as a non-resident and provided the opportunity to prove they are a resident.

IT has written a report that identifies any student that is assessed as a non-resident and attended a New York high school. From there, the Director reviews the students to determine if they truly are a resident or only eligible for in-state tuition rates due to their New York high school attendance and graduation.

As instructed by SUNY Legal Counsel, we notified the Verified Settlement Class Members that were currently in attendance. Those that completed the form and returned it to us were issued a refund for the 2010-2011 academic year, and their residency status was changed in Banner so that they would be assessed as a resident in the future. We haven't been instructed to generate or submit our Identified Class Members to SUNY Legal Counsel at this time, but when we do, SUNY will mail all of the Class Action Lawsuit information and receive all of the responses for us.

The contract phase of the remote check service has been slow resulting in not implementing it during the 2011-2012 academic year. SUNY Legal Counsel and M&T Bank's attorneys are now working on this and we hope to implement it during the next year.

The Student Accounts Office continues to work with IT on the implementation of the SUNY Business Intelligence Initiative. The project is slowly moving forward and we anticipate it will be implemented within the next couple of years. This tool will enable the creation of new reporting possibilities, and the interactive capabilities it promises should prove extremely useful.

All 2011-2012 URAS quarterly reports, as well as the annual report, were submitted to System Administration prior to the due date. Fredonia's designated campus analyst reviewed each report and issued unqualified acceptance letters for all the quarterly reports as well as the annual report. This is one of the factors contributing to the good reputation that the campus has within System Administration operations which has permitted us to submit reports bi-annually instead of quarterly as we had done in previous years.

Revenue distributions were remitted biweekly on time to System Administration throughout the entire fiscal year and all monthly revenue targets were met. Campus departmental accounts were credited with their revenue collections on a timely basis.

All Banner patches and new releases are continually tested to ensure that they work properly when applied in our production database. Student Revenue Data Submissions (SRDS) which is a new release is consistently monitored with new patches as well as reporting the submission to System Administration twice per year.

The Attorney General reports were successfully reconciled with our records and this will now be done more frequently to ensure our records agree with the Attorney General's. Students are being notified more frequently through both email and mail if they have an old un-cashed check, and funds are being sent to OSC and to lenders more frequently as well.

The continued development of TouchNet Marketplace stores for the online collection of a wide variety of payments continues to lead to a drastic increase in the dollar value of electronic

receipts. Anticipating an increase in the cost of our banking services, a method for tracking and analyzing monthly credit card merchant charges was initiated. Compared to the previous year, merchant charges increased 9%; charges for all other banking services decreased 9% (please refer to the following chart). This information is critical in securing sufficient funding from System Administration to adequately cover our banking services. All bank statements are also reconciled on a monthly basis to assure the bank records agree with the campus records.

Credit Card Merchant Charges Comparison Year-to-Date as of June 30, 2012 Fiscal Year 2011-2012 Compared to 2010-2011				
	<u>2011/2012</u>	<u>2010/2011</u>	<u>Inc/Dec</u>	<u>% Inc/Dec</u>
CASHIERS	\$ 55,112.50	\$ 51,327.92	\$ 3,784.58	7%
INTERNET	298,182.95	273,413.98	24,768.97	9%
INTERNET INCUBATOR	381.22	-	381.22	100%
INTERNET MARKETPLACE	7,060.92	5,647.91	1,413.01	25%
INT MARKETPLACE ADVAN.	1,122.03	723.78	398.25	55%
FREDONIA BOX OFFICE	5,065.73	6,436.84	(1,371.11)	-21%
TOTAL	<u>\$ 366,925.35</u>	<u>\$ 337,550.43</u>	<u>\$ 29,374.92</u>	9%

Bank Invoice Charges Comparison Years 2011-2012 and 2010-2011				
	<u>2011/2012</u>	<u>2010/2011</u>	<u>Inc/Dec</u>	<u>Percentage Inc/Dec</u>
July	\$ 1,016.50	\$ 1,267.78	\$ (251.28)	-20%
August	1,470.25	1,708.03	(237.78)	-14%
September	2,922.90	3,040.02	(117.12)	-4%
October	2,401.04	2,667.15	(266.11)	-10%
November	1,466.51	1,811.55	(345.04)	-19%
December	1,263.32	1,651.68	(388.36)	-24%
January	1,529.37	1,545.04	(15.67)	-1%
February	3,262.09	2,882.83	379.26	13%
March	1,919.51	3,059.69	(1,140.18)	-37%
April	1,397.04	780.62	616.42	79%
May	1,128.60	1,255.10	(126.50)	-10%
June	1,000.61	1,062.99	(62.38)	-6%
TOTAL	<u>\$20,777.74</u>	<u>\$ 22,732.48</u>	<u>\$ (1,954.74)</u>	-9%

Assessment Goals

- Remain abreast of continually changing federal, state and SUNY policies to ensure continued compliance with applicable rules and regulations
- Continually seek to improve our business practices so as to maintain or reduce our current level of student account receivables
- Increase the number of customer satisfaction surveys received by the office
- Work with IT to adjust the report for new students that are identified as a non-resident, but attended a NYS high school for at least two years. The current report, only pulls the N residency code, and should include all non-resident types
- As SUNY Legal Counsel notifies all non-resident students of the class action lawsuit against SUNY and students respond, we will need to determine if they meet the criteria and are eligible for a refund
- Work with M&T Bank and SUNY Legal Counsel to get the remote check contract approved and implemented
- Attend COMTEC in October 2012
- Work with Procurement and other SUNY schools in our region to obtain an RFP for the Collection Agency as our current contract has expired
- Work with key members across campus to create a process that students can confirm their enrollment prior to the start of a semester
- Continue working with IT staff on the forthcoming implementation of the SUNY Business Intelligence Initiative and the potential positive impact allowing for the creation of a user-friendly Student Accounts portal
- Continue monitoring the accuracy and timeliness of the URAS reports
- Continue monitoring the accuracy and timeliness of the biweekly revenue distributions
- Continue monitoring the monthly statement of bank and merchant charges for accuracy
- Continue reconciling the bank statement on a monthly basis to assure bank records and campus records agree
- Continue testing all Banner Finance and related Banner Student Modules
- Continue submitting the Student Revenue Data Submission two times per year
- Continue reconciling our records with the Attorney General's record for accuracy as needed
- Continue notifying students more frequently for old un-cashed checks
- Reconcile the Grad Assistantship records for accuracy

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University Accounting

Annual Report

All expenditures (other than payroll) incurred by every department on campus are processed for payment by the University Accounting Office and duly accounted for under the State Payment System. These expenses include, but are not limited to, purchases of office supplies and equipment, construction materials, library acquisitions, utilities, travel expenses and reimbursements, honorariums, personal expenses for moving/relocation, and critic teacher stipends. Emphasis is placed on timely payments to vendors to avoid costly interest penalties, and to employees to

foster quality working relationships. Billing errors and/or discrepancies are investigated promptly as incurred.



From left to right: Evelyn Fintzel, Diane Snyder, Sandy Noble and Cindy Haase

The University Accounting Office also processes all Research Foundation award payments. The expenses, governed by award stipulations, include purchases of office supplies, furniture, utilities, travel expenses and reimbursements, independent contractor payments, rent and lease payments, event (cultural outings) payments, and student stipends.

Monthly recharge accounting data is analyzed, tallied and summarized by account code, and input into the Central Accounting system to accurately recharge every department for the dollar value of services consumed. Recharge services include Verizon long distance telephone calls, personal and business photocopying, campus copy Center service, postage, requisitions of storehouse inventory and state fleet automobile usage.

On a biweekly basis, the number of state and graduate assistant paychecks and advices are verified and distributed to campus personnel.

On a monthly basis, departmental accounting reports are prepared summarizing allocation, revenue, cash balance, and encumbrance and expenditure information for State, Income Fund Reimbursable (IFR), and Dormitory Income Fund Reimbursable (DIFR) accounts. Reviewed in detail by the financial services directors, summary findings and recommendations are documented and then distributed with the reports to the vice presidents, associate vice presidents and deans in Academic Affairs, Student Affairs, and University Advancement.

A monthly construction fund account report is also prepared and reviewed summarizing allocation, encumbrance and expenditure information. State and DIFR utility expenditures are monitored against budget to detect unanticipated dollar swings that might necessitate modifications to the planned allocation of resources.

A substantial amount of time and energy is devoted to processing employee and intercollegiate travel payments. Detailed explanations of State Audit and Control travel regulations, requirements and stipulations are provided as needed to individual travelers. Intercollegiate Athletic travel arrangements have their own unique rules and regulations and often require extensive coordination with outside agencies to come to satisfactory closure.

On a continual basis, authorization codes are issued to new employees for long distance business and personal telephone calls. On a monthly basis department heads are notified of their department's long distance business charges. Billing to departmental accounts is accomplished through the campus recharge billing system.

For the 2011-2012 fiscal year, the University Accounting Office was staffed by the Director of University Accounting, an Administrative Aide, and two Clerk 2's.

Significant Accomplishments

- The University Accounting Office led the campus through the many challenging procedural changes caused by the implementation of the Office of the State Comptroller's (OSC) Statewide Financial System (SFS) on April 15, 2012
- Accounting records for the 2011-2012 fiscal year were completed and closed per System Administration deadlines without any lapsing state funds
- The Director of University Accounting conducted campus-wide training sessions for the SMRT Web Application for reviewing online departmental accounting information
- The Office of the State Comptroller (OSC) continued granting our campus University Accounting Office the ability to delete inaccurate and/or suspended vouchers
- OSC continued to consider SUNY Fredonia as a "low risk" status, which permits the Quick Pay expenditure level to \$999,999.99
- The University Accounting Office's "Green" program included eliminating paper copies of the monthly budget reports, utility invoices, and long-distance calling statements
- The University Accounting Office continued to inform the campus of updates regarding the state travel policy and gave Best Practice travel tips at a training seminar
- The University Accounting Office continually updates their webpage with new procedures, forms, and the *Quarterly* LORE newsletter, providing departments with easy access to the most current information

Statistical Data

- Throughout the 2011-2012 fiscal year, 5,362 state vouchers were processed for payment totaling over \$22.6 million, and 16 petty cash checks were issued at a total dollar value of \$32.5 thousand (please refer to the chart below for transaction detail). Compared to last year, these figures represent a 34% decrease in the number of state vouchers processed with only a 6% decrease in the dollar value of state voucher payments. In regards to petty cash, the number of vouchers processed increased by 23%, with the dollar value increasing by 13%, though the overall petty cash usage is low. The decrease in state vouchers processed and the low petty cash volume can be attributed to campus procurement card usage and its increasing purchasing limit. In July 2011 the University required cardholders to use their procurement cards for purchases up to \$1,000.

SUNY FREDONIA

SUNY FREDONIA 2011-2012 Processing Report As of 6/30/12

Vouchers Processed for 2011-2012										
Month	Standard Vouchers			Quick Pay			Petty Cash		Totals	
	# of Vouchers	\$	Ave. MIR to Payment Days	# of Vouchers	\$	Ave. MIR to Payment Days	# of Checks	\$	# of Transactions	\$
July	1	7.63	9	476	2,025,191.03	7	0	-	477	2,025,198.66
August	1	474.07	7	432	2,257,996.74	6	1	3,000.00	434	2,261,470.81
September	3	3,000.00	10	396	2,337,427.19	5	0	-	399	2,340,427.19
October	2	3,159.21	8	337	1,914,911.40	4	0	-	339	1,918,070.61
November	2	2,433.17	8	547	1,681,124.86	5	4	4,103.00	553	1,687,661.03
December	1	3,361.00	8	443	1,461,880.83	5	2	11,000.00	446	1,476,241.83
January	0	-	0	419	2,164,359.30	5	0	-	419	2,164,359.30
February	2	11,324.79	9	364	1,538,088.61	4	7	13,503.00	373	1,562,916.40
March	1	3,401.23	8	584	2,669,935.99	5	0	-	585	2,673,337.22
April	0	-	0	264	672,893.02		0	-	264	672,893.02
May	0	-	0	665	1,051,601.13		2	970.00	667	1,052,571.13
June	0	-	0	512	2,806,607.82		-	-	512	2,806,607.82
Total	13	27,161.10		5,439	22,582,017.92		16	32,576.00	5,468	22,641,755.02
Average	1	2,263.43	5.58	453	1,881,834.83	5.11	1	2,714.67	456	1,886,812.92

Vouchers Processed for 2010-2011										
Month	Standard Vouchers			Quick Pay			Petty Cash		Totals	
	# of Vouchers	\$	Ave. MIR to Payment Days	# of Vouchers	\$	Ave. MIR to Payment Days	# of Checks	\$	# of Transactions	\$
July	0	-	-	632	2,411,181.30	6	0	-	632	2,411,181.30
August	4	3,900.30	14	742	3,408,672.91	7	0	-	746	3,412,573.21
September	4	1,250.00	11	787	2,701,546.77	6	0	-	791	2,702,796.77
October	3	21,869.18	7	608	1,812,385.34	5	0	-	611	1,834,254.52
November	6	29,538.41	8	727	1,673,960.33	5	4	3,062.00	737	1,706,560.74
December	10	27,488.33	7	649	1,865,221.58	4	2	9,600.00	661	1,902,309.91
January	2	3,648.20	3	614	1,672,683.06	6	0	-	616	1,676,331.26
February	2	8,849.98	6	482	1,296,040.48	5	0	-	484	1,304,890.46
March	4	850.94	6	602	1,573,894.36	6	5	14,770.00	611	1,589,515.30
April	1	13,363.39	7	881	2,064,501.11	7	0	-	882	2,077,864.50
May	2	675.00	8	655	1,140,554.22	5	2	1,520.00	659	1,142,749.22
June	1	1,125.00	7	681	2,409,807.15	6	-	-	682	2,410,932.15
Total	39	112,558.73		8,060	24,030,448.61		13	28,952.00	8,112	24,171,959.34
Average	3	9,379.89	7.00	672	2,002,537.38	5.67	1	2,412.67	676	2,014,329.95

Travel cards were issued to the Offices of Admissions and to two professors teaching a course at Yellowstone National Park, while at the same time Athletics, the School of Music, and Page & Stage increased usage of their travel cards. Also, there was a 43% increase in the use of the Corporate travel card through the Central Travel Account (CTA).

**2011-2012 Citibank Travel Card Report
As of 6/30/12**

Payments Processed for 2011-2012

Statement Date	Intercollegiate Athletics	International Education	Corporate	Office of Admissions	Page & Stage	School of Music	Yellowstone Course	Annual Use in \$
6/22/2011	2,761	1,450	1,254					
7/22/2011	1,948	286	5,592					
8/22/2011	6,687	359	0					
9/22/2011	26,112	3,346	8,507					
10/22/2011	24,291	3,903	2,555	692				
11/22/2011	33,598	1,458	6,422	4,972				
12/22/2011	40,819	57,553	2,973					
1/22/2012	30,596	2,436	5,840					
2/22/2012	52,232	3,325	6,626					
3/22/2012	39,512	12,306	8,324	94	1,308	7,842		
4/22/2012	26,148	5,524	6,248	8				
5/22/2012	22,763	25,780	20,225	2,233	2,299		2,285	
FY 11-12	307,466	117,723	74,566	7,999	3,607	7,842	2,285	521,487

Payments Processed for 2010-2011

Statement Date	Intercollegiate Athletics	International Education	Corporate	Office of Admissions	Page & Stage	School of Music	Yellowstone Course	Annual Use in \$
6/22/2010	4,006	8,142	2,216		1,280			
7/22/2010	1,845	2,045	6,673					
8/22/2010	5,249	17,056	0					
9/22/2010	23,786	7,313	8,301					
10/22/2010	24,190	8,008	2,683					
11/22/2010	30,328	15,950	3,292					
12/22/2010	34,057	38,890	6,572					
1/22/2011	13,535	931	2,801					
2/22/2011	55,391	4,784	3,047					
3/22/2011	49,429	7,359	8,881					
4/22/2011	22,236	46,916	5,993					
5/22/2011	22,302	30,747	1,608					
FY 10-11	286,353	188,141	52,066	0	1,280	0	0	527,840

Change in \$	21,113	(70,418)	22,499	7,999	2,327	7,842	2,285	(6,353)
%	7.37%	-37.43%	43.21%	100.00%	181.80%	100.00%	100.00%	-1.20%

Assessment Update

Assessment Statement

The University Accounting Office strives to maximize customer satisfaction. Our customers include the vendors from whom the campus community purchases goods and services, as well as the faculty and staff that we service on a daily basis for travel reimbursement, long distance telephone and photocopy pin codes, use of the SMRT Web accounting application, and pay-check distribution.

Assessment Activities

The University Accounting Office strives to pay our vendors in a timely fashion. Every effort is made to avoid costly interest penalties by processing payments to vendors within 30 days of receiving the merchandise or invoice, whichever is later. If necessary, the staff will contact the vendor for shipping information or a copy of the invoice, or the department for verification of receipt of goods or services.

The Central Accounting System, used when inputting voucher payment information, is equipped with edits to aid in the detection of duplicate invoices. Duplicate invoice warnings are immediately researched and resolved. There were no duplicate payments in the 2011-2012 fiscal year due to both the software edits and procurement cardholders along with vendors becoming more accustomed to handling and processing credit card payments. There were seven payments issued through the Central Accounting System that resulted in Refunds of Appropriation (as compared to ten in 2010-2011). The seven refunds encompassed the following: One department requested to pay with other funds, one incorrect payment type (stipend vs. waiver), two overcharges, one contract overpayment, and two vendors refused payment. As referenced above, refunds of appropriations were processed to restore funding in the appropriate accounts. As a means to reduce the risk of duplicate payments, departments are encouraged to use purchase orders or University procurement cards to obtain goods and services, as opposed to making a personal payment and subsequently filing a confirming requisition to obtain a reimbursement.

At every campus-wide training session offered for Travel and SMRT Web, evaluation forms were utilized to assess their content and presentation, obtain suggestions for improvements, and possible future topics. As a result of this feedback, the University Accounting Office targeted areas needing more emphasis at future presentations, and maintained "Green" in 2011-2012 by not printing and distributing the large annual Travel Packet and SMRT Web Training Packet. Instead, participants were directed to University Accounting's website.

Assessment Goals

- Continue to pay vendors in a timely manner to avoid costly interest penalties
- Continue to closely monitor for duplicate invoice payments
- Continue to be an integral member of the OSC statewide SFS implementation
- Continue participation in the Business Intelligence Taskforce
- Continue to utilize evaluation forms at all training workshops and incorporate viable suggestions into future sessions
- Continue training workshops to assist departmental personnel in understanding the budget and accounting systems, and the proper completion of related paperwork

- Continue the *Quarterly LORE* newsletter, giving departments up to date information and helpful reminders
- Continue to add procedures, forms, training packets, newsletter, and training presentations to the webpage, allowing departments easy access to the most current information
- Scrutinize the current travel procedure for possible improvements and reduction in paper consumption associated with travel
- Maintain or improve our rating for timeliness of payments as per the OSC performance report (provided OSC makes the report available again)

Environmental Health & Safety

ENVIRONMENTAL HEALTH AND SAFETY

Introduction

The Environmental Health and Safety Department (EH&S) is responsible for university campus-wide safety and compliance with federal, state, and local environmental and occupational safety regulations. The department is also ultimately responsible for fire safety, emergency planning and compliance issues relating to SUNY and the NYS Uniform Building and Fire Code. In addition to compliance issues, EH&S is responsible for assessing, designing, and implementing programs that ensure the safety of the college community. EH&S provides guidance, training and support to all divisions on an as needed basis while striving to increase the regulatory awareness of all who live and work on campus.



From left to right: Anne Podolak, Sarah Laurie, Julie Bartlett, and Gary Brittain

Mission Statement

The mission of the EH&S department is to partner with the university campus community in an effort to inform and educate, and provide up-to-date compliance information in an effort to provide a safe, compliant and supportive environment in which to foster the learning process. The department integrates sustainability into individual aspects of campus life by utilizing the Natural Step framework to achieve sustainability. EH&S endeavors to provide a secure, viable campus in which members of the college community can explore education and foster safe work practices while sharing in the university experience.

Annual Report

Environmental Health and Safety assesses and provides guidance, resources and training to the college community to ensure workplace safety, fire safety, emergency planning, sustainability and environmental compliance and stewardship. The EH&S department strives to pro-actively educate the campus community in regards to fire safety, sustainable practices, code compliance, waste recognition, waste minimization, waste disposal and various other issues associated with the environment within the university and college community.

Environmental Health and Safety's responsibilities include ensuring that all federal, state and local regulations with regards to EPA, DEC, DOL, OSHA are in compliance and thus request and provide internal inspections, along with preparing the campus for external environmentally-related government inspections.

Specific services provided by the Environmental Health and Safety Department include:

- Assess, design and implement all environmental, workplace, and fire safety training for the college community. Oversee campus regulatory compliance. Issue/review permits as required
- Conduct fire, AED and workplace safety building inspections per requirements. Provide campus community with CPR/AED training
- Provide guidance and oversight in the proper management and disposal of industrial, hazardous, universal, electronic, and biological wastes generated on campus
- Lead campus community in emergency planning and response training exercises. Arrange emergency planning training
- Develop a pro-active working relationship with all departments as it relates to new construction and regulatory compliance
- Foster support and ensure compliance as it relates to working with outside contractors on the SUNY Fredonia campus
- Maintain a campus-wide Safety Data Sheet file (SDS Online) for every hazardous material used or stored on campus. Identify waste streams and assure proper disposal methods
- Provide university-wide environmental related answers to questions posed by all members of the university and surrounding community
- Foster a team approach to working with the varying University departments to ensure chemical security and assist in the management of chemical emergency response
- Provide ergonomic workplace assessments and recommendations as requested
- Provide guidance and direction as requested in relation to NYS Fire Code
- Monitor and coordinate pesticide application certifications
- Provide leadership to the Sustainability Committee



Significant Accomplishments

- Continued to educate and utilize the NY-ALERT mass notification system on campus. Currently, approximately 3,000 campus community members have signed up for SUNY Fredonia NY-Alert. Monthly internal tests are conducted for the system in addition to “all-campus” tests of the NY-Alert system conducted bi-annually
- There were 73 SUNY Fredonia campus members newly trained in CPR/AED for this 2011-2012 fiscal reporting year, bringing the total on campus certifications to 202. The number reflected the fact that our program changed from SUNY Lifesaver to utilizing that of The American Heart Association
- Utilized TouchNet as the registration method for two of our code enforcement in-service programs, and for the CPR/AED training
- Provided two Environmental Health and Safety departmental overviews on campus in an effort to better educate new employees on the services EH&S provides
- Continued to improve and increase academic compliance and stewardship within the university campus environment. This year, an emergency planning and response exercise consisting of an active shooter scenario was conducted that included over 30 members from the campus community. The presenter was a member of Chautauqua County Sheriff's Department
- Over 80 RA's and RD's were trained on fire safety during the Fall 2011 semester
- Provided leadership and training resulting in a NIMS compliant table top exercise for members of the Emergency Planning and Response team. Hosted NIMS training (ICS100/700) for secretarial staff, and additional courses required for Public Relations staff as well
- Hosted a large construction overview for the Fredonia Fire Department in an effort to acclimate them to the new changes brought about as a result of the Science Center at SUNY Fredonia. The programs were attended by 25-30 responders
- Continued to promote the Building Safety Coordinator Program by actively recruiting participants. Conducted training sessions for new Building Safety Coordinators. As of June 2012, there were 63 Building Safety Coordinators, and additional recruiting will continue to occur throughout the semester
- Conducted periodic Campus Safety Committee meetings. Functioned as a team to promptly address situations brought to the committee's attention
- Conducted testing of an online Hazard Communication/Right-To-Know training utilizing ANGEL; this was implemented online for all campus employees. Our success rate was approximately 60 %
- Added two new pesticide applicators and maintained applicator and agency certifications; fulfilled annual reporting requirements; began the process to upgrade two pesticide technicians to applicator status
- Developed a training matrix which outlines all required training across campus for each calendar year. Additional programs are added/deleted as required
- Continue to promote transportation awareness by advocating bus options, biking and walking
- Submitted the campus Sustainability Tracking and Rating Systems (STARS) report to the Association for the Advancement of Sustainability in Higher Education (AASHE), earning the campus a Bronze rating. Submitted data to the Sierra Club for inclusion in their annual “Cool Schools” publication, earning SUNY Fredonia a rank of 86th in the nation for campuses focused on environmental sustainability

Statistical Data

* indicates training not conducted annually

Training Program	Number of Employees Trained	Number of Employees Trained	Number of Employees Trained
Fiscal Year	2010	2011	2012
Aerial / Manlift Safety	*	*	*
Aerial Lift	*	20	38
Asbestos Awareness	*	*	*
H1N1 Awareness	169		*
Avian Flu Awareness	169		*
Bloodborne Pathogen Training	122	120	118
Building Construction Renovation & Permit Training	4	8	*
Building Inspections	16	28	*
Human Resources	12	16	*
Chemical Safety Training – Chem. Hygiene Program	23	32	96
Chemical and Oil Spill Information	*	*	*
Confined Space Non-Entry Rescue	*	*	*
Compressed Air		34	7
Confined Space Safety	35	34	*
CPR/AEDSUNY Lifesaver/American Heart Assoc.	143	129	9 SUNY Lifesaver 64 AHA CPR/AED
Electrical Safety	23	73	2
Emergency Response	118	54	6
Evacuation Plan		145	244
Fall Protection	35	8	0
Fire Extinguisher Use	51	90	68
Fire Safety	244	323	417
Fredonia Fire Department	6	35	*
Fork Truck	20	20	30
Hazardous Waste Management	10		*
Hearing Conservation	58	38	*
Heat Stress/Heat Exhaustion Awareness	168	50	*
Hotwork Permits	*	32	*
ICS-200	*	*	*
Incident Command System (ICS-100/700)	52	*	45
ICS-701.a,- 702.a,-703.a,-704	*	*	2
Public Information Officers			
Laboratory Safety	*	32	*
Ladder Safety	*	34	96
Lead Awareness	18		*
Lockout/Tagout	34	71	*
<i>Chart cont'd on next page</i>			

Lyme Disease Awareness	146	50	*
Machine Guarding	58	36	8
NYS Right-to-Know	181	199	703
Oil SPCC	6	37	9
Pandemic Flu Awareness	146	50	*
Pesticides	25		*
Power/ Hand Tool		62	8
Powdered Industrial Vehicle	*		*
Personal Protective Equipment	58	43	*
Rabies Awareness	146	50	*
Radiation Safety	*		*
Radio Etiquette	*		*
Respiratory Training and Fit Testing	*	12	*
RCRA Online	3	20	6
Safe Lifting	93		105
Scaffolding Safety		34	9
Slips, Trips and Falls	*		*
Theatre Rigging Training	*		*
Trenching/Shoring	*		*
Universal Waste Management	93	85	96
West Nile Virus Awareness	146	50	*
Work Zone /Flagger	55		25
Vehicle Safety	23		*

Fire Code Violations – 2007-2010** inspections were conducted in a stricter fashion, example –conducting inspection of individual student rooms, therefore increasing violations in taking SUNY Fredonia to the next inspection level. Note a reduction in violations for 2011/2012 due to campus acclimation.

INSPECTION YEAR	NUMBER OF VIOLATIONS
2012	196
2011	253
2010	391**
2009	344**
2008	322**
2007	137
2006	114
2005	132
2004	157
2003	243

Assessment Update

Assessment Statement

Provide a pro-active, synergistic working relationship among the various departments on campus to assess, design and implement campus compliance and safe work practices, in an effort to continue the quality and high level of standards that the SUNY Fredonia community has come to expect.

Assessment Activities

- Work continues to further establish and develop a database to track all EH&S activity. The goal of a tracking system for EH&S is currently not a priority due to the prioritization of additional mandated requirements
- NY-ALERT sign-up is offered to all students upon signing into ANGEL. Faculty and staff are encouraged to sign up through notifications made by presentations, trainings, emails and exercises hosted on campus
- Reviewed dynamics of the Sustainability Committee, offering suggestions that integrate the climate action plan into the committee structure; ultimately the subcommittees will use the climate action plan to aid in setting up their 2012 goals and metrics. The sustainability committee will be working toward increasing campus community education efforts and encouraging positive behavior change
- Continued to assess the CPR/AED program using surveys to continually enhance and improve CPR/AED training program. The American Heart Association is the new certifying agency which SUNY Fredonia will use to train the campus
- Provided in-person education of the function of EH&S to both new employees and graduate assistants
- Oversight this year of construction hazardous waste disposal saw our status increase to Large Quantity Generator (LQG) due to disposal of PCB containing materials
- Assessed campus-wide regulatory compliance and safety training, and updated workplace compliance training as required. Training included, but was not limited to, Emergency Response, Hazard Communication/Right-To-Know, Fire Safety, electrical, PPE, hearing conservation, Ariel lift training, RPP, fire evacuation, and fire extinguisher hands-on training. Training classes were conducted throughout the university setting
- Conduct monthly and semi-annual tests of mass notification system (NY-ALERT) on campus
- Fire safety inspections have been taken to the next level of professionalism due to the drastic reduction in fire violations since 2004. Violations increased for several years, however there should be a decrease for the next few years as the campus community is now adjusted to the new requirements

Assessment Goals

- Continue to increase NY-Alert participation by conducting various announcements through Public Relations, meeting notifications, distribution lists, flyers, webpage and student email
- Increase participation in the CPR/AED program by enhancing training opportunities, presentations, website information, and email

- Continue to conduct emergency planning and response training exercises and promote emergency planning training on campus
- Enhance contractor training, and include SUNY Fredonia safety protocol requirements language to be placed within all building renovation contracts. Currently we have new requirements for asbestos under the new HMMP (Hazardous Materials Management Plan)
- Provide additional training for building safety coordinators on campus
- Coordinate and implement both classroom and hands-on fire training for FSA employees
- Develop means to quantitatively measure progress of campus initiatives
- Maintain compliance with the American College and University Presidents' Climate Commitment (ACUPCC) by completing a progress report
- Explore solar, composting, and water reclamation options for the campus

The department of Environmental Health and Safety (EH&S) continues to assess campus activities to develop and enhance training, chemical tracking, training databases, and emergency planning resources that will allow assessment on a periodic basis. Initiatives during this reporting period have also included campus program revisions and additions as required by EPA, DEC, DOL, and SUNY regulations.

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Facilities Planning

FACILITIES PLANNING

Introduction

The Office of Facilities Planning is a single department responsible for the identification and administration of capital construction and residential rehabilitation projects on campus. Coordination and support is provided to all departments on campus, while frequent interaction with the SUNY Construction Fund, Dormitory Authority, Office of Capital Facilities, NYS Department of State Division of Code Enforcement and administration, Office of State Comptroller, outside consultants, and contractors remains a fundamental aspect of the successful completion of these major



Seated: Markus Kessler; In back from left to right: Gretchen Fronczak, Shannon Moore and Lori Johnson

renovations. This office is also responsible for overseeing the campus Five-Year Capital Plan and works closely with the Vice President for Administration and the President in developing capital facilities priorities. The upcoming fiscal year will see more involvement in campus construction in the areas of minor and major rehabilitation and in-house construction, as well as many design starts.

Mission Statement

In linking to the college Vision Statement, it is the goal of this department to support this institution's residential and academic programs by providing the campus community with a safe and supportive environment in which to develop their talents, accomplish their goals, and attain the highest standards of excellence possible. We endeavor to provide a setting of well-maintained buildings and grounds in support of this goal, co-curricular activities, and sports that continue to develop leadership and unite participants in pursuit of shared interests.

Annual Report

The Facilities Planning Department is responsible for campus liaison services between the campus and the SUNY Construction Fund, NYS Dormitory Authority, outside consultants and contractors. Bidding and contract administration are conducted, designs reviewed and approved, and construction monitored and managed to ensure regulatory requirements are met on construction activities. This department also administers the Facilities Alteration Guidelines, which requires that all campus construction receive approval at the upper echelon levels and subsequent review by this department, regardless of dollar value. These guidelines ensure sufficient planning and review by all parties prior to construction efforts.

The Facilities Planning Department is also responsible for administering the SUNY Fredonia building permit program, which formalizes all project planning and code compliance reviews as well as performing required construction inspections per the NYS Department of State.

This department aggressively pursues the college mission of providing a “challenging, safe, and supportive educational environment” through its commitment to meet high standards and provide superior quality facilities.

Facilities Planning is comprised of one full-time Director who maintains overall responsibility and direction for the department. This position is also designated as the campus Code Compliance Manager responsible for building code compliance, issuance of building permits, and all code review issues. A full-time Assistant Director oversees solicitation and administration of construction/consultant contract services for both Facilities Planning and Facilities Services Departments. In addition, this position addresses project funding issues, and identifies and implements administrative procedures and operations. A full-time Capital Project Assistant provides administration support of construction/consultant contracts and project site support. A full-time Capital Project Manager provides technical knowledge during all phases of a project. A .5 Facilities Master Planner also provides technical expertise to progress the increased campus design and construction activities. Both the Capital Project Manager and Facilities Master Planner follow designated projects from the initial to end stages and provides all monitoring, management, and coordination required between these stages. A .5 Facilities Project Manager provides construction administration and site inspections for all campus projects. A full time Secretary, with the assistance of two .5 Student Assistants, provides the necessary administrative support required of the department and all associated activities.

Significant Accomplishments

The 2011-2012 Annual Report for the Facilities Planning Department highlights many accomplishments including:

- Progression of the administration of 103 consultant and construction contracts for both Facilities Planning and Facilities Services totaling \$23,200,000.33 contracting activities (out of a total of 103) that were processed in direct support of Facilities Services operations
- Completed and occupied several major projects. These are highlighted in the following sections of this report and totaled \$17,419,993
- Design and construction continue on major new projects. These are highlighted in the following sections of this report and total \$158,822,000

1. Academic/Administration/Infrastructure Projects

- Studies and Reports:
 - Reed Library Floor Load Study for High-Density Periodical Storage
- Planning:
 - SUCF Five Year Capital Plan
 - Houghton Hall Rehab
- There were 4 projects in design for a total of \$44,378,000
- There were 8 projects in construction for a total of \$77,194,000
- There were 2 projects completed for a total of \$15,470,000

Capital Projects in Design	Capital Projects in Construction	Capital Projects Completed
Rockefeller Arts Center Addition	Science Center Building	Rockefeller Arts Center Exterior Rehab
Upgrade Elevators Various Buildings	Field House Bleacher Replacement	Williams Center Rehab
AHU & Controls Upgrade	Maytum Hall Interior Rehab	
President's House A/C	LoGrasso Hall Exterior Rehab	
	Electrical Distribution Upgrade	
	Dods Hall Fitness Center	
	Upgrade Domestic Water System Ph II	
	Maytum Hall Window Replacement	

Academic Major Commissions

- **Science Center Building**



The construction of the Science Center Building will provide additional space to house the Departments of Biology, Chemistry and Science Education. The building will also allow for the redistribution and consolidation of academic departments and increase the utilization of existing buildings. This building will help in providing students and faculty with a stimulating, collaborative, and technology-focused environment. The

facility will operate year-round, to serve not only the academic calendar, but would serve a diverse group of programs, including Biology Summer Research Fellowship programs, business and technology conferences, and local community programs.

Situated adjacent to Houghton Hall, the building is massed and sited such that it completes the larger quad Honey Locust tree grove to its northwest creating a more intimate “Science Court” in connection with Houghton Hall, and maintains a maximum of open land to its south.

A two story north-south structure connects into Houghton Hall and a three story plus penthouse east-west structure provides a clear southern edge to the academic campus. A protruding one to two story volume establishes a dynamic presence on the quad and invites with a diagonal curved gesture to the north and west.

The design forms a landscape court between the new building and Houghton Hall, which acts as a unifying element within the “Science Complex”. It consists of a series of diagonal paving strips and layers of vegetation that gesture to the surrounding landscape while creating intimate gathering and learning spaces.

The three story structure is organized as a double loaded corridor with teaching labs and shared research labs on the northern side, and a combination of individual research labs and offices on the southern side. Offices are distributed evenly throughout the main structure. Their periodical alternations with research labs form informal study alcoves along the main corridors.

The ground level is occupied by a mix of departments and common areas. It includes Geology and Science Education spaces. Biology labs, offices, and support spaces occupy the second floor while Chemistry counterparts occupy the third.

Most public functions are located around the main entry in the one to two story protruding volume. The main administration spaces share a suite at the second level, easily accessible from the lobby. Lounge spaces are located centrally, near the atrium, on all floors.

Bids were received by the State University Construction Fund on March 30, 2011. Construction began in early July 2011. The past year has seen the completion of the excavation for the basement and foundations, the erection of steel, placement of concrete floor slabs, installation of masonry block in preparation for masonry brick and curtain wall installation and the completion of minor rehab in Houghton Hall to allow for the final connection between both structures. Mechanical, Electrical and Plumbing rough in work is well underway with in the basement level and ground floor. It is anticipated that the building will be enclosed by the end of the year.



South Elevation

The project Architects are Mitchell Giurgola Architects, LLP of New York, New York. LeChase Construction Services, LLP of Rochester New York is providing construction management services. The Pike Company of Rochester, New York is the General Contractor. The project budget is \$60,000,000. Construction is scheduled to be completed in mid-February 2014.



Exterior Wall Mock-Up



North Elevation and Main Entrance



Second Floor Connection to Houghton Hall



View from Second Floor Conference Room



Mechanical and Plumbing Work In Basement

- **Williams Center Rehab**



The Williams Center, built in 1970, is constructed of a combination of precast concrete and poured-in-place board formed concrete. It is a two story building with a full basement and is connected to an elevated concrete walkway (known as the Spine) at the second level, and extends east toward the Reed Library.

Previous renovation work to the building includes FSA's Centre Pointe Food Court completed in 2008, a roof replacement project completed in 2005, and the main skylight and associated curtain wall were replaced in 2008. Beyond these projects, little has been updated over the years until this project. The main focus of this rehabilitation project is to update and upgrade finishes, infrastructure and the overall building program to meet SUNY Fredonia's evolving and flexible needs.



The Williams Center is located centrally on the campus and acts as a pass-thru building for the students as they travel from the residence side of campus to the academic side of campus. The path of travel was directly through the center of the Multi-Purpose room and the perimeter spaces were all but hidden from view to the passer-by. The design of the Williams Center created larger vestibules that direct traffic

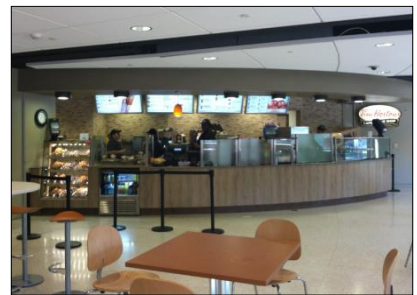
clockwise through the building, creating traffic patterns that pass by the perimeter program spaces. The interior partitions separating these spaces from the center of the building are a mixture of display cases, benches and glazing systems, making the functions of these spaces more transparent to students, faculty and staff.



The Multi-Purpose room is the focal point within the Williams Center. This space has been transformed to provide an identity that previously was ambiguous. The finishes in this space have been upgraded with new two story column wraps, and clad wood acoustic panels that help accentuate the vertical dimension. Translucent guardrails were added to the second level lounges adjoining the space, creating a more visually open space. Full height doors at both levels will provide the campus with flexibility in the arrange-

ment of the space for various events as well as acoustic separation from lounge and other campus activities.

FSA has introduced a new Tim Hortons café that replaces the Grind cafe. The new Tim Horton's will be able to service customers from the new Spot location as well as from the corridor that is adjacent to the Multi-Purpose room, making the new café more accessible to the campus community.



The exterior of the building will see a reconfiguration to the east side of the building. This will include relocating the exterior steps beneath the spine to a position closer to the building. This will create a sidewalk area for pedestrians waiting to cross the street, and provide greater visual access of pedestrians and vehicles to each other at the cross walk.

The exterior loading dock will also be relocated to alleviate traffic congestion from delivery vehicles being partially parked in Old Main Drive while unloading. This reconfiguration will provide a more clearly defined boundary between pedestrian circulation and the loading dock area, and provide SUNY Fredonia with the ability to load and unload more than one vehicle at a time.



Bids were received by the State University Construction Fund on January 5, 2011. Construction began in mid-May 2011 and is expected to be substantially complete by September 2012. There are a number of punch list items which will be completed by the end of the year.

The project Architect is Chaintreuil Jensen Stark Architects of Rochester and Buffalo, New York. Manning Squires Henning of Batavia, New York is the General Contractor. The project budget is \$13,000,000.



- **Rockefeller Arts Center Addition**



The Rockefeller Arts Center, built 42 years ago to accommodate a Department of Visual Arts enrolling 200 students, currently serves more than 400 full-time students, plus houses the Department of Theatre and Dance requiring practice dance studios for a recently approved BFA in Dance; it also needs computer labs to support growing Graphic Design, Media Arts, and Animation programs. The campus academic master plan identified the development of a comprehensive Dance major as a top priority. While a small Dance program has recently been approved, development of the comprehensive program requires more dance studio space. This addition would enable the university to provide a complete offering of all professional performing arts programs. An academic addition to the Rockefeller Arts Center will enable Fredonia to provide a full spectrum of professional performing and visual arts degrees, while improving the quality of the existing academic offerings.

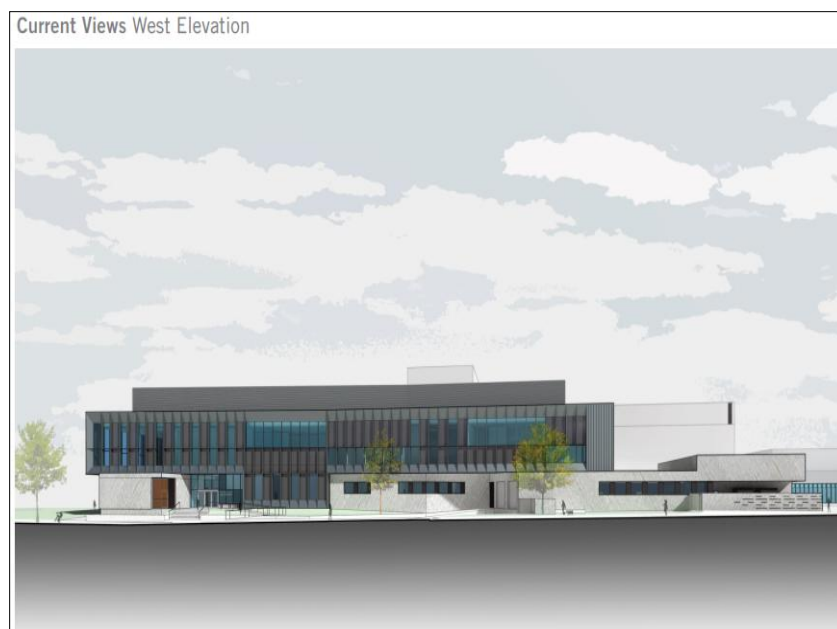
The addition will allow for the redistribution and consolidation of academic departments and increase the utilization of the existing building. This addition will help in providing students and faculty with a stimulating environment as well as providing a facility that could operate year-round, to serve not only the academic calendar but also serve a diverse group of programs, including student summer programs, education workshops, summer camps and local community programs.

The following objectives, developed by SUNY Fredonia, shall include but not be limited to:

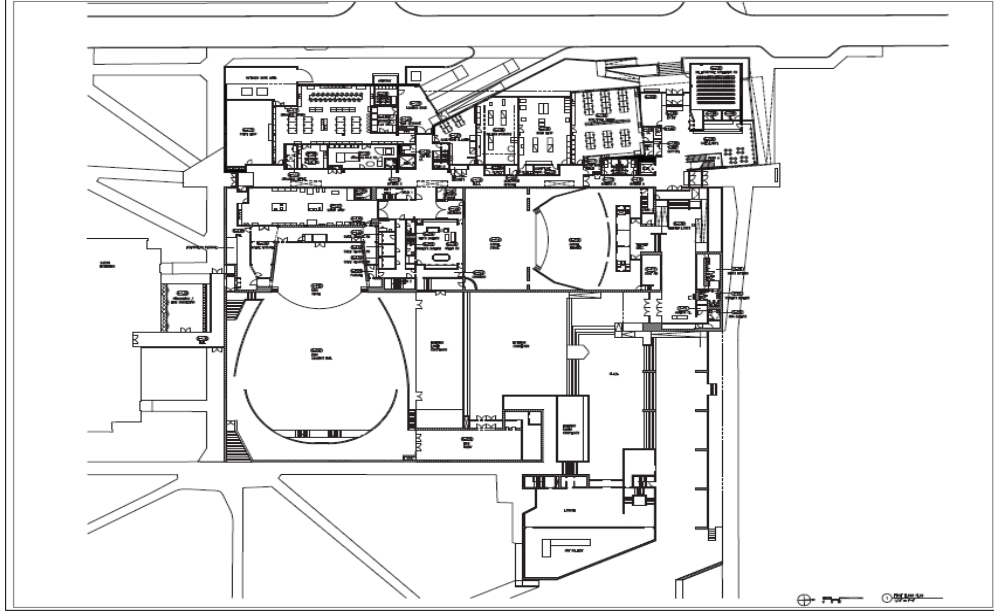
- Providing Dance Studios (non performance spaces); providing Computer Labs to support Media Arts, Illustration & Animation, and Graphic, Costume, and Scenery Design
- Providing Studios to support Sculpture and Ceramics
- Providing Rehearsal Rooms to support Theater
- Providing connecting link to Mason Hall
- Providing Faculty Offices

The project has completed the program verification phase, concept phase, schematic design phase and the design development phase. The consultant is currently working on the construction document phase in preparation for a bid opening in January 2013.

The project is being designed by Deborah Berke & Partners Architects of New York, New York. Campus Construction Management Group of Amherst, New York is providing construction management services. The project budget is \$40,000,000. Construction is scheduled for the summer of 2013.



First Floor Plan Existing and Addition



Current Views West



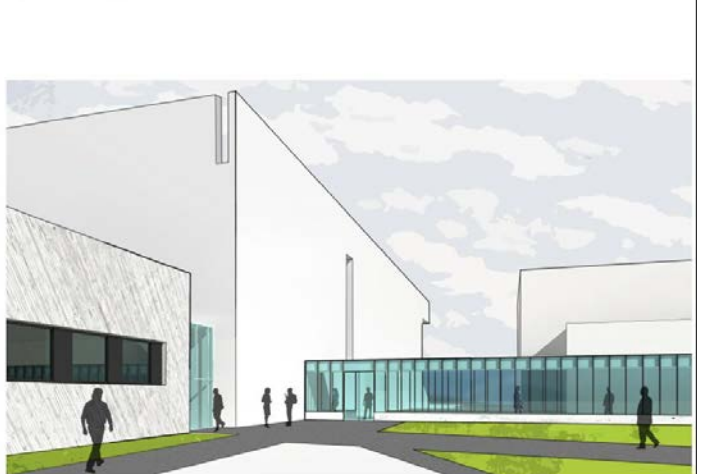
Current Views North West



Current Views South West



Current Views Connector



- **Dods Hall Fitness Center**



Constructed in 1962, Dods Hall is part of an athletic complex which supports competitive intercollegiate and recreational intramural athletic programs. Special features of the complex include a gymnasium, dance studio, ice rink, basketball/track arena, and a natatorium. The existing fitness center in Dods Hall offers use of nautilus equipment, exercise machines and free weights to members of the campus community.

This project will provide the campus with a new fitness center located within the Dods Hall old pool area. The new fitness center will be used by both the campus and local community. Critical maintenance issues are also being addressed within the space, such as the removal of asbestos containing panels that cove structural framing, window replacement, bleacher removal, finish upgrades, lighting and electrical upgrades. A/C upgrades have been completed through a previous project. The design consists of an exterior visual connection to the fitness center by removing the south façade and southwest corner masonry brick, and installing a new transparent certain wall. The project also will introduce a climbing wall located on the west wall, and a locker area located at the east end adjacent to the new entry and check-in counter. The space will be finished with wood acoustical panels, a new rubber floor and a suspended fabric ceiling with four large ceiling fans to provide air circulation. Flat screen TV's will be placed in various locations, and a sound system will provide background acoustics.



The project Architect is JCJ Architects of Hartford, Connecticut. The project budget is \$3,500,000. Resetarits Construction is the General Contractor. Construction is scheduled to be completed in January 2013.



2. Residence Life Projects

- Studies and Reports:
 - None
- Planning:
 - Residence Hall Roof Replacements
- There were 5 projects in design for a total of \$37,250,000
- There is 1 project currently in construction for a total of \$61,850
- There were 2 projects completed for a total of \$1,250,000

Projects in Design	Projects in Construction	Projects Completed
Andrews Complex Window Replacement Phase I - IV	Throws Field (Enabling Project for SUNY Fredonia Townhouse Project)	Gregory Hall Bathroom Rehab
Gregory Hall Stair Tower		Eisenhower Hall Lobby Upgrade
SUNY Fredonia Townhouse		
Disney Hall Lobby Upgrade		
Hemingway Hall Elevator Upgrade		

Residence Life Major Commissions

- **SUNY Fredonia Townhouse**

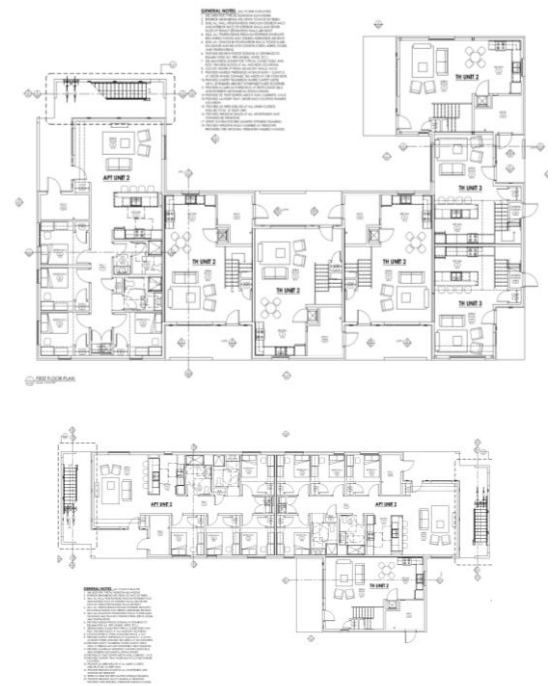


SUNY Fredonia strives to provide a comprehensive residence life program as an integral part of the educational program and academic support services of the institution. There are 14 Residence Halls conveniently located for students to choose from. These halls consist of five single sex and nine coeducational buildings. Students also have a choice of corridor, suite, kitchen-suite, or independent living. The main benefit of living in a residence hall is convenience. Living right on campus, in the middle of everything, is the best and fastest way to become a part of SUNY Fredonia. Academic buildings and Reed Library is a short walk from anywhere on campus, as are nightly activities in the Williams Center. On select nights, you are right in the middle of Blue Devil Basketball, Hockey, and Rockefeller Art Center events. The Residence Life staff is dedicated to providing essential services for resident students and fostering an environment that promotes personal and community development.

The proposed project is the design and construction of townhouse style residence halls that would house up to 200 residents. Each apartment style independent living unit shall consist of a kitchen, living/dining area, four single bedrooms, two bathrooms and a laundry area. Each building will also provide storage and ADA accessibility. Each unit will be provided with CTV, data and communications. A separate community/multi-purpose building will be constructed within the area to provide meeting space, study areas, and recreational activity. Two possible sites

were evaluated by the design consultants. The first proposed site is located within a wooded area consisting of approximately 11 acres nestled along the northeast corner of the campus off Ring Road. The second proposed site is located on the northwest corner of the campus adjacent to Brigham Road and the gravel parking area. Upon final evaluation, the site adjacent to Brigham Road was the one selected by the campus. The project site will consist of a common green space (quad) pedestrian pathways and existing parking located to the northwest and east as well as the Ring Road lot. Each residential unit will be provided with a front porch. To meet storm water management practices the campus small water feature will be a part of the landscape design. The Townhouses will deliver all the benefits of on-campus living with all the amenities of an off-campus lifestyle, as well as providing students with the opportunity to learn self-responsibility and shared responsibility.

The project is being designed by Chaintreuil Jensen Stark Architects of Rochester and Buffalo, New York with the assistance of DASNY. The project budget is \$24,000,000. Construction is scheduled for the summer of 2013.



- **Gregory Hall Bathroom Rehab**



The Gregory Hall project included the rehab of ten bathrooms (on the first floor and the second floor of each house - there are five houses). The bathrooms were updated with new toilet compartments, new lavatories with counters and new finishes throughout. This project was subject to the State Finance Law (Wicks Law) which provides separate

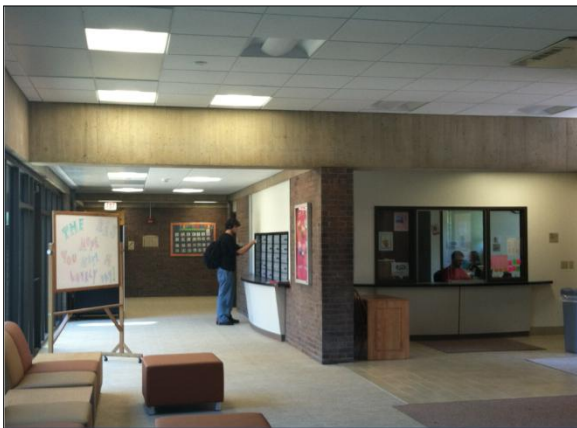
specifications and contracts for general construction, mechanical, plumbing and electrical work.

The project was designed by LaBella Associates of Rochester, New York and constructed by the following: General Construction – Allgaier Construction; Electrical – Ahlstrom Schaeffer Electric Corp; Plumbing – Mollenberg Betz, and Mechanical – Rabe Environmental Systems. The project budget was \$750,000. Construction is scheduled to be complete in August of 2012.

- **Eisenhower Hall Lobby Upgrade**

Eisenhower Hall is located within the Kirkland Complex which includes three other residence halls. The existing lobby, lounge areas, office/reception area and kitchenette are located on the main level with views of the complex quadrangle. The project included the rehab of the existing lobby, lounge areas, office area, restrooms and kitchenette. The work consisted of the construction of new partitions, new suspended ceiling system, upgrade of the lighting system and installation of new finishes (carpet, floor tile, paint). The project also included removal of hazardous materials, mechanical, electrical, plumbing and data/communications work. This project was subject to the State Finance Law (Wicks Law) which provides separate specifications and contracts for general construction, mechanical, plumbing and electrical work.

The project was designed by Wendel Companies of Amherst, New York and constructed by the following: General Construction – S&W Contracting; Electrical – BECC Electric; Plumbing – Gugini Plumbing & Heating and Mechanical – MLP Plumbing & Mechanical. The project budget was \$500,000. Construction is scheduled to be completed in August of 2012.



3. Additional Significant Accomplishments

- For years, Facilities Planning has supported construction and design solicitations and contracting activities for campus-let projects. This exceptionally lengthy process is daunted by numerous laws and regulations governed by numerous state and federal agencies. Each year, this department experiences a larger workload than the year before. SUNY Fredonia has been recognized as carrying one of the largest workloads of campus-let projects among all 68 SUNY campuses. This number continues to increase; staffed with the knowledge and expertise to administer this program at the campus level, our campus receives additional funding to accommodate a greater construction and design work load – through both contract administration and project management. The current value of campus-let contracting functions over the past year is \$16.6 million. While an average contract can take 6-10 weeks to process from solicitation through award, and an average change order can take 4-6 weeks to process, the current workload would indicate that Facilities Planning *initiates 2* new contracts and/or change orders per week, 52 weeks per year. Most contracts are rarely “average” and some may even take months to negotiate before final approval is obtained – needless to say there is a large number of contracts in varying stages of progression that are occurring at the same time. An additional consideration is that this function does not end there. Facilities Planning tracks contracts after award through completion. It is not uncommon for a design contract to extend over the course of several years.
 - This fiscal year saw a SUNY Audit of SUNY Fredonia Contracting practices. The majority of the contracts reviewed fell under the responsibility of Facilities Planning. Only one item was found that directly related to this department; this item was actually a language change prompted by OSC. Auditor’s noted that more “Best Practices” were found than discrepancies.
 - MWBE requirements were reviewed and additional practices were implemented to track and report compliance with established goals as they pertain to contracting functions. This year has seen much more cooperation and efforts from contractors with complying with our procedures and making best efforts to meet those goals.
- Facilities Planning continues working with SUCF and campus staff to identify and establish projects for the 2008-2013 capital plan. The current plan consists of 45 projects with a total budget of \$69,285,000. Facilities Planning has requested funding related to design and construction for all 45 projects.
- Major Capital Plan design starts for 2012-2013 include the following projects:
 - Houghton Hall Rehab
 - Dods Hall Exterior Rehab (Windows)
 - Erie Dining Hall Kitchen Upgrades
- Facilities Planning continues working with DASNY and campus staff to identify and establish projects for residence capital plan. The current plan consists of 16 projects with a total budget of \$36,950,000.

- Major Residential design starts for 2012-2013 include the following projects:
 - Gregory Hall Stair Tower
 - Disney Hall Lobby Upgrade
 - Andrews Complex Window Replacement Project
- Various design/construction activities were progressed and/or completed during the past fiscal year. Close coordination was maintained with the Construction Fund and DASNY, as well as the campus to ensure regulatory requirements were met and that all construction activities have been designed to meet the needs of the campus constituents. Projects progressed and/or completed include:
 - Gregory Hall Rehab Bathrooms– Construction scheduled for completion in August 2012
 - Rockefeller Arts Center Exterior Rehab (roof replacement) – Construction scheduled for completion in August 2012
 - Eisenhower Hall Lobby Upgrade – Construction scheduled for completion in August 2012
 - Williams Center Interior Rehab – Construction scheduled for completion in August 2012
 - Design and Construction of Code Compliance Projects – on going
- During the 2011-2012 Fiscal Year, 103 construction and consultant contracts and formal change orders were in varying stages of solicitation/contract award by Facilities Planning. The volume of contracts during this fiscal year decreased by a total of 22 while the total dollar value of these contracts increased by nearly 1.3 million from the previous fiscal year; the total dollar value of contracting activities during the 2011-2012 fiscal year totaled \$17.89 million. Of this total, \$2.3 million represents 33 contracting activities (out of a total of 103) that were processed in direct support of Facilities Services operations. Following state regulations, fully administered contracts consist of all stages of advertising, bidding/solicitation, bid reviews, and contract administration for approval on campus. New this year is that prior Office of the State Comptroller and Attorney General approval is no longer needed on construction and design contract; however they are subject to their review and approval at any time. These projects consist of those that are funded through DIFR funds, Minor Rehab and Repair, Capital funding, and in-house sources. Refer to 2011-2012 Campus-Let Design and Construction Projects Report and chart page entitled Campus-Let Construction and Design Contracting Activities.
- Facilities Planning continues to track the progress of projects administered by the Dormitory Authority. All projects previously identified for closure with unexpended funds identified for the return to campus have been completed. Facilities Planning also continues the closeout process with the Construction Fund with all closeouts current as of this fiscal year end.
- Facilities Planning along with Facilities Services, Administration and the Construction Fund continue to refine the 2008-2013 Campus Capital Plan. This plan is the third consecutive multi-year plan which has allowed the University to identify and propose programs to address the ongoing critical maintenance priorities of the campus. The objective of the capital plan is to protect, preserve, modify and maintain the campuses environment, facilities and supporting infrastructure. In addition the plan identified several Strategic Initiative Projects that consist of the Science Technology Building, Rockefeller Arts Center Classroom Addition, and Academic Program Initiatives. This

new plan has identified approximately \$70 million of critical maintenance projects and adaptation projects, and \$80 million in strategic initiative projects.

- Among the 64 campuses, SUNY Fredonia's Facilities Planning Department continues to administer one of the most active campus let project programs.
- Facilities Planning continues to refine its requirements for building permits, tent structure permits, certificate of compliance and inspections during construction. During this fiscal year Facilities Planning issued 16 building permits, and 8 tent permits.

Statistical Data

A Summary of Current Capital Construction Projects is included which provides a breakdown of projects by Academic/Administrative Buildings, Residential Rehabilitation, and Other Site/Infrastructure. An accompanying chart illustrating the percentage of each category to the overall capital construction cost is included as well. Also provided is statistical data of contracting activities during this past fiscal year (2011-2012), Campus-Let Design and Construction Projects Report, and related charts illustrating unit support and volume/value increases for campus-administered contracting activities.

Assessment Update

Assessment Statement

Facilities Planning will address planning issues revolving around the Five-Year Capital Plan, Master Planning, and campus operational procedures. Progress design/construction activities and monitor regulatory compliance to ensure functional and safe facilities and grounds. Work with campus authorities in their efforts to attain appropriate funding, support critical construction priorities, and identify measures to track sources of funding currently unavailable.

Assessment Activities

Facilities Planning completed or began the following activities per its goals of the 2011-2012 Annual Report and Assessment Update:

- Completed design and construction of the Rehab of Gregory Hall Bathrooms
- Completed design of the Kirkland Complex Window Replacement Phase IV Project
- Completed design and construction of the Eisenhower Lobby Upgrade
- Completed design of the Fieldhouse Bleacher Replacement Project
- Completed design and construction of the Rockefeller Arts Center Exterior Rehab
- Completed design and began construction of the Fitness Center
- Completed construction of the Williams Center Rehab Project
- Completed design of the AHU and Upgrade Controls Project
- Completed design and began construction of the Water Distribution System Phase II
- Completed the first development phases of SUNY Fredonia's 2013-2018 Capital Plan
- Completed design of the SUNY Fredonia Townhouse Project

- Began construction of the Upgrade of Underground Electrical Distribution System and Electrical Substation Project
- Began Construction of the LoGrosso Hall Exterior Rehab Project

Assessment Goals

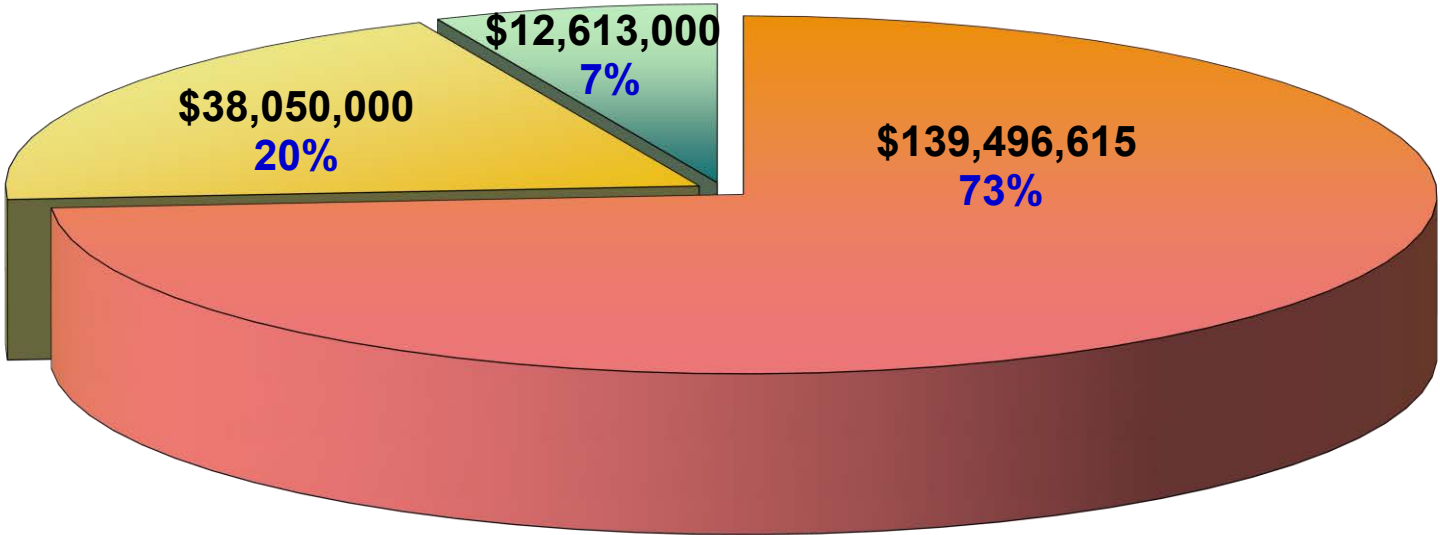
- Work with all entities involved in the implementation of projects identified in the next Five-Year Capital Plan
- Continue to progress ongoing projects and identify and address those not already identified. Ensure close coordination with those affected by the planning and construction, and maintain close working relationships with the Construction Fund and Dormitory Authority in the implementation of campus construction. Continue to provide coordination among all relevant parties and monitor construction for compliance with contract and regulatory requirements. Projects already identified for advancement include:
 - Complete design and begin construction of the Disney Hall Lobby Upgrade Project
 - Complete design and begin construction of the Gregory Hall Stair Tower Project
 - Complete design and begin construction of the Hemingway Hall Elevator Upgrade Project
 - Complete design and begin construction of the President's House A/C Project
 - Complete construction of the Kirkland Complex Window Replacement Phase IV Project
 - Complete construction of the Fieldhouse Bleacher Replacement Project
 - Complete construction of the Fitness Center Project
 - Complete construction of the Upgrade of Underground Electrical Distribution System and Electrical Substation Project
 - Complete construction of the LoGrosso Hall Exterior Rehab Project
 - Complete construction of the Maytum Hall Interior Rehab
 - Complete and attain final approval of the 2013-2018 Capital Plan
 - Begin design of the Houghton Hall Rehab Project
 - Begin construction of the RAC Addition Project
 - Begin construction of the SUNY Fredonia Townhouse Project
 - Begin Construction of the AHU and Upgrade Controls Project
- Continue to provide support to newly identified priorities in an effort to obtain funding toward the continuous advancement of campus facilities and grounds. Continue working towards establishing the next Five Year Capital Plan as well as establishing projects per the Campus Master Plan
- Continue working with the Office of the State Comptroller, State University Construction Fund and DASNY to identify expectations and clarify standard measures for processing the procurement of consultant and construction contracts

**State University of New York
Facilities Planning Office
SUMMARY OF CAPITAL CONSTRUCTION PROJECTS**

	PROGRAM BUDGET	PROJECT STATUS
I. ACADEMIC / ADMINISTRATIVE BUILDINGS		
Williams Center Rehab	\$ 13,500,000.00	Construction Complete
Maytum Hall Interior Rehab	\$ 5,400,000.00	Construction Ongoing
Maytum Hall Window Replacement	\$ 1,300,000.00	Construction Underway
Maytum Hall Rehab Phase III	\$ 4,470,808.00	Construction Complete
Campus Compliance Projects	\$ 3,700,000.00	Construction Ongoing
Rockefeller Arts Center Exterior Rehab	\$ 1,720,000.00	Construction Complete
Rockefeller Arts Center Addition	\$ 40,000,000.00	Design Ongoing
Dods Fitness Center	\$ 4,560,000.00	Construction Underway
LoGrasso Hall Exterior Rehab	\$ 2,114,000.00	Construction Underway
Field House Exterior Rehab	\$ 431,807.00	Construction Underway
Field House Bleacher Replacement	\$ 2,300,000.00	Construction Underway
Science Tech Building	<u>\$ 60,000,000.00</u>	Construction Ongoing
	\$ 139,496,615.00	
II. RESIDENTIAL REHABILITATION		
Gregory Hall Rehab Bathrooms	\$ 750,000.00	Construction Complete
Kirkland Windows Project	\$ 6,000,000.00	Construction of Phase III Complete & Design of Phase IV Underway
Alumni Hall Rehab	\$ 800,000.00	Construction Complete
Townhouse Residence Hall	\$ 30,000,000.00	Design Complete and Ready for Bid /Construction
Eisenhower Lobby Upgrade	<u>\$ 500,000.00</u>	Construction Complete
	\$ 38,050,000.00	
III. OTHER SITE/INFRASTRUCTURE		
Replace AHU's & Controls	\$ 3,000,000.00	Design Ongoing
Upgrade Domestic Water System, Phase II	\$ 2,000,000.00	Construction Ongoing
Upgrade Elevators Various Buildings	\$ 2,713,000.00	Design Complete and Ready for Bid
Electrical Distribution Upgrade	<u>\$ 4,900,000.00</u>	Construction Ongoing
	\$ 12,613,000.00	
PROJECTS -- TOTAL	\$ 190,159,615.00	

CAPITAL CONSTRUCTION PROJECTS

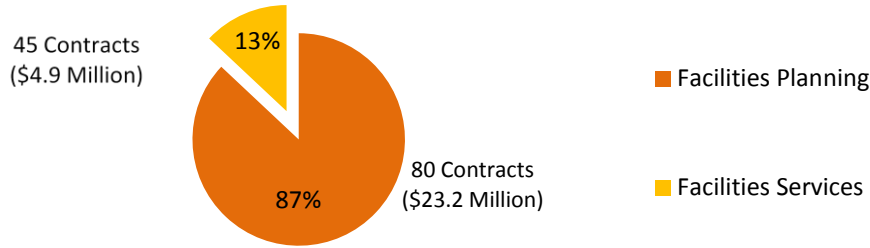
Total Program Budget: \$190,159,615.00



- **ACADEMIC ADMINISTRATIVE BUILDINGS**—New construction and renovations in academic buildings
- **RESIDENTIAL REHABILITATION**—New construction and renovations in residential halls
- **OTHER SITE/INFRASTRUCTURE IMPROVEMENTS**—Other miscellaneous construction and/or renovation projects

The following chart shows the distribution of design and construction campus-administered contracting activities provided by Facilities Planning in support of Facilities Planning and Facilities Services

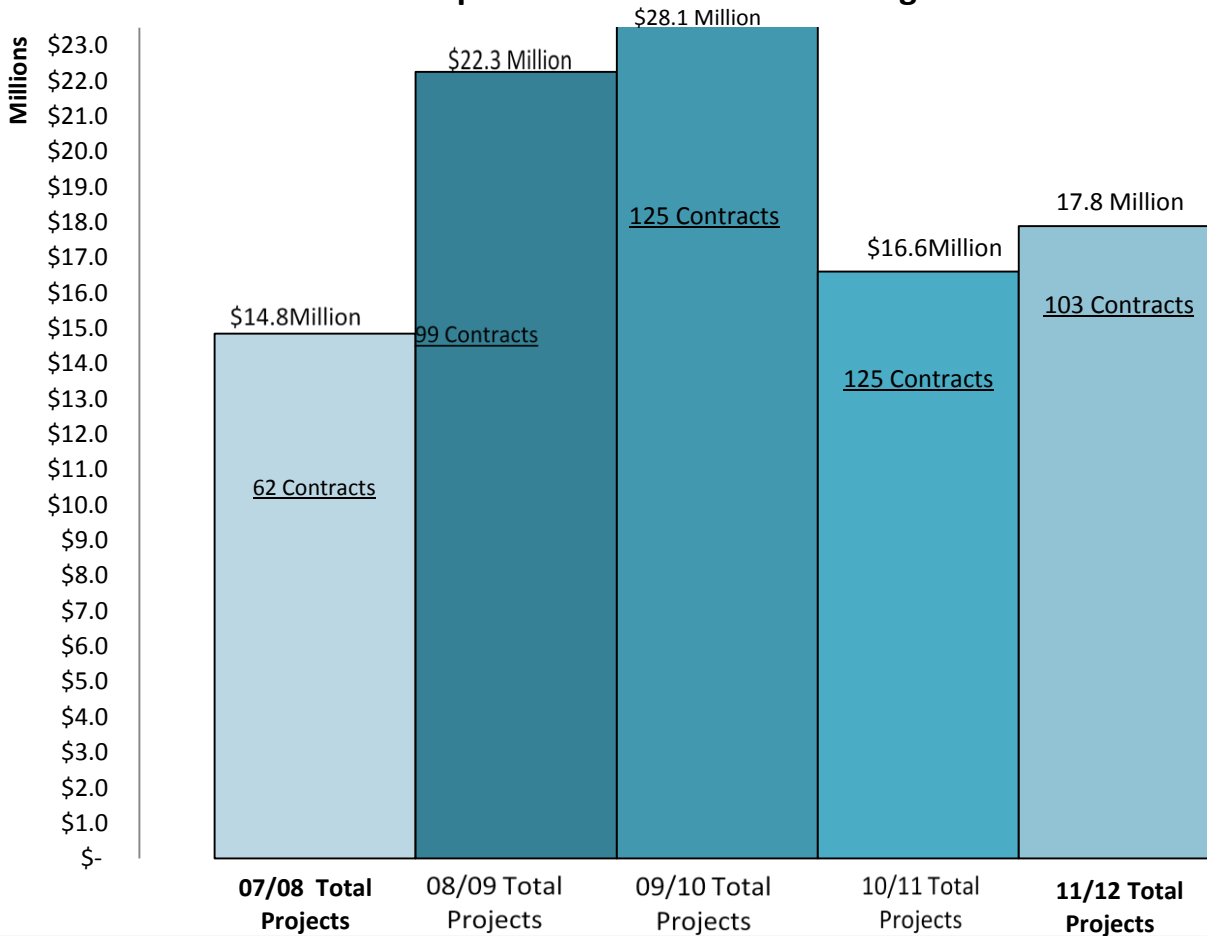
2011 - 2012 Facilities Planning Contracting Support By Unit Based on Total Number of Campus-Let Contracting Activities



Percent & Pie Breakdown Given By Volume Only

The following chart shows the level of increase in both volume and dollar value for design and construction campus-administered contracting activities provided by Facilities Planning comparing five consecutive fiscal years

Fiscal Year Comparison: FY 07/08 - FY 11/12 Increase in Campus Administered Contracting Activities



CAMPUS-LET CONSTRUCTION AND DESIGN CONTRACTING ACTIVITIES

2011-2012 CAMPUS — LET DESIGN AND CONSTRUCTION PROJECTS

Facilities Planning Contracting Activities

CONSTRUCTION			DESIGN		
PROJ NO	PROJECT TITLE	CONTRACT VALUE	PROJ NO	PROJECT TITLE	CONTRACT VALUE
05313	Mason Hall Basement Asbestos Abatement	\$ 184,600.00	05305	Rehab Campus Quad (Amend #1)	\$ -
05314	Mason Hall Fire Alarm Upgrade	\$ 308,322.00	05314	Upgrade Fire Alarm System-Mason Hall	\$ 41,490.00
05314	CO #1	\$ 30,819.36	05314	AMENDMENT #1	\$ -
05314	CO #2	\$ 1,185.58	05317	Masonry Repairs-Var. Bldg (AMEND#1)	\$ -
05319	Reed Library Roof Replacement	\$ 563,167.00	05319	Reed Library Roof Replacement	\$ 78,959.00
05321	Rockefeller Arts Center Ext. Rehab	\$ 614,000.00	05319	AMENDMENT #1	\$ 5,170.00
05321	CO #1	\$ -	05321	Rockefeller Arts Center Ext. Rehab	\$ 112,103.05
05322	Field House Exterior Rehab	\$ 351,000.00	05322	Field House Exterior Rehab	\$ 80,807.41
05322	CO #1	\$ -	05324	Field House Bleacher Replacement	\$ 88,534.93
05322	CO #2	\$ 47,130.00	05324	AMENDMENT #1	\$ 4,601.00
05322	CO #3	\$ -	05327	Campus Rdway & Sdwk Recon,PhII AMD1	\$ -
05324	Bleacher Replacement-Steele Hall	\$ 876,830.00	05331	Rehab Dods Hall: Fitness Center	\$ 479,175.00
05331	Rehab Dods Hall: Fitness Center	\$ 2,137,000.00	05331	AMENDMENT #1	\$ -
05331	CO#1	\$ 6,617.47	05332	Kirkland Pedestrian Improvements	\$ 54,421.81
05347	Maytum Hall Interior Rehab-Abate Asbestos	\$ 389,000.00	05337	Replace AHUS and Controls	\$ 279,706.05
05347	CO#1	\$ -	05347	Maytum Hall Window Replacement	\$ 185,278.80
05347	CO#2	\$ 13,600.00	05347	Maytum Hall Interior Rehab	\$ 420,246.00
05347	CO#3	\$ (20,105.00)	05822	Program Services Science Tech Bldg	\$ 232,344.00
05347	Maytum Hall Interior Rehab	\$ 2,390,000.00	05822	AMENDMENT #1	\$ 230,518.00
05347	CO #1	\$ 11,006.59	D059EK	Kirkland Complex Window Replce	\$ 622,810.00
05347	CO#2	\$ 30,809.98	D059FK	Alumni Hall Rehab	\$ 82,389.63
05347	CO#3	\$ 36,102.94	D059FL	Grissom Hall Lobby Improvements	\$ 52,210.76
05347	Maytum Hall Window Replacement RE-BID	\$ 1,066,400.00	D059FM	Kirkland Complex Emerg.Genr.Repl	\$ 24,713.40
05348	Rockefeller Art Gallery Improvements	\$ 384,000.00	D059FS	Eisenhower Hall Lobby Upgrades	\$ 68,651.33
05348	CO #1	\$ -	D059FT	Gregory Hall Rehab Bathrooms	\$ 87,224.02
05348	CO #2	\$ 91,614.00	05306	CCCC-Install Reheat Coil	\$ 10,400.00
05348	CO #3	\$ 93,025.21	05331	Dods Hall Electrical Study	\$ 10,700.00
D059EK	Kirkland Comp.Window Repl.PhIII-Eisenhower	\$ 879,248.00	05347	Maytum Hall Int Rehab-Asb Abt Air M	\$ 44,000.00
D059EK	CO #1	\$ 4,620.00	D059EK	Asbestos Monitor/Air Samp-Eisenhower	\$ 13,550.00
D059EK	Kirkland Comp.Window Repl.PhIV-Disney	\$ 961,000.00	D059EK	Asbestos Monitoring/Air Samp-Disney	\$ 9,500.00
D059EN	Eisenhower Hall Elevator Rehab	\$ 70,848.00	D059FR	Gregory Hall Structural Study	\$ 2,950.00
D059FK	Alumni Hall Rehab (GC)	\$ 342,300.00	N/A	Structural Investigation at Reed Library	\$ 1,800.00
D059FK	CO#1	\$ 2,444.00			
D059FK	Alumni Hall Rehab (Electrical)	\$ 49,900.00			
D059FK	CO#1	\$ 801.84			
D059FK	Alumni Hall Rehab (Plumbing)	\$ 127,000.00			
D059FK	CO#1	\$ 3,933.34			
D059FK	Alumni Hall Rehab (Mechanical)	\$ 32,400.00			
D059FK	CO#1	\$ 858.75			
D059FL	Grissom Hall Lobby Improvements (GC)	\$ 256,000.00			
D059FL	CO#1	\$ -			
D059FL	Grissom Hall Lobby Improvements (Mechanical)	\$ 128,450.00			
D059FL	Grissom Hall Lobby Improvements (Electrical)	\$ 69,890.00			
D059FL	Grissom Hall Lobby Improvements (Plumbing)	\$ 18,500.00			
D059FM	Kirkland Complex Emerg. Generator	\$ 228,700.00			
D059FM	CO#1	\$ -			
D059FM	CO #2	\$ 6,864.00			
D059FN	Gregory Hall Interior Door Replacement	\$ 185,530.00			
D059FS	Eisenhower Lobby Renovations (GC)	\$ 199,900.00			
D059FS	CO#1	\$ 4,637.40			
D059FS	Eisenhower Lobby Renovations (Mechanical)	\$ 109,700.00			
D059FS	CO #1	\$ 6,285.00			
D059FS	Eisenhower Lobby Renovations (Electrical)	\$ 78,250.00			
D059FS	Eisenhower Lobby Renovations (Plumbing)	\$ 7,661.00			
	Construction table continued on next page...				
				Design Total	\$3,324,254.19

2011 – 2012 CAMPUS—LET DESIGN AND CONSTRUCTION PROJECTS
Facilities Planning Contracting Activities

CONSTRUCTION Cont'd

PROJ NO	PROJECT TITLE	CONTRACT VALUE
D059FT	Gregory Hall Rehab Bathroom (GC)	\$ 247,000.00
D059FT	CO #1	\$ 50,456.00
D059FT	Gregory Hall Rehab Bathrooms (Electrical)	\$ 33,250.00
D059FT	Gregory Hall Rehab Bathrooms (Plumbing)	\$ 81,470.00
D059FT	CO#1	\$ (12,337.23)
D059FT	Gregory Hall Rehab Bathrooms (Mechanical)	\$ 24,945.00
D059FT	CO #1	\$ 572.03
D059FV	Andrews Complex Lighting Rehab – Phase I	\$ 79,625.00
D059FW	Disney/Eisenhower Repair Mech Room Ceiling	\$ 203,400.00
I10030	Williams Center Temp Relocation CO#1	\$ 21,402.43
I158VB	Athletic Complex Lighting Rehab	\$ 92,900.00
I158VB	CO#1	\$ 3,500.00
I284ST	Campus Parking Lot & Sidewalk Rehab	\$ 133,900.00
I285ST	Kirkland Comp. Pedestrian Circle Reconstruction	\$ 23,384.00
M05399	Maytum Hall-Replace A/C, Ph. II CO#1	\$ (9,208.00)
M05400	Carnahan Jackson Ctr-Rehab Chilled Water Piping	\$ 183,800.00
M05400	CO #1	\$ 22,540.00
	Construction Total	\$ 14,562,445.69

Total Construction	\$ 14,562,445.69
Total Design	\$ 3,324,254.19
TOTAL	\$ 17,886,699.88

Facilities Services

- **Capital Projects/Energy Management/HVAC**
 - **Building Automation Systems**
 - **Heating Services**
 - **Refrigeration/Air Conditioning**
- **Custodial Services**
- **Facilities Trades Services**
 - **Electrical, Mechanical and Plumbing Services**
 - **Grounds and Landscaping Services**
 - **Structural Trades**
- **Office Operations**
- **Technical Services**

FACILITIES SERVICES

Introduction

The Facilities Services Department's major focus is to provide efficient, quality support services to all departments, academic and non-academic, that are a component of the campus. We plan, create and maintain the campus both inside and outside including the outstanding physical appearance. A dedicated team of maintenance and cleaning staff work to provide clean, safe and well-maintained facilities that support the overall mission of SUNY Fredonia.



*Seated from left to right: Mike Jackino, Mark Delcamp and Mike Wygant
In back, from left to right: Kevin Cloos and Bob Lawson*

The department, under the direction of the Director of Facilities Services, includes 135 full-time permanent, part time and seasonal employees. Numerous students during the academic year and summer months provide additional resources to the department. The department maintains 2,090,580 gross square feet of buildings; 249 acres of land; 24 acres of parking lots with 3,117 parking spaces; 4.9 miles of roadways; over 7.5 miles of sidewalks, and cleans 1,855,278 net square feet of academic and residential building area. The department services and maintains over 10,000 energy management control points; 5,000 fire alarm devices; 4,200 doors; 2,500 clocks; 1,700 motors; 475 street lights; 74 boilers; 63 hot water heaters; 29 elevators; 21 emergency generators; 22 outdoor emergency phones, and over 20,000 light fixtures.

The department is comprised of five units all working toward the department mission:

1. Capital Projects, Energy and HVAC
 - a. Building Automation Systems
 - b. HVAC (Heating Services / Refrigeration / Air Conditioning)
 - c. Project Management
2. Custodial Services
 - a. Cleaning and Minor Maintenance
 - b. Moving and Event Setup
 - c. Flooring and Window Treatment Installations
3. Facilities Trades Services
 - a. Structural Trades (Carpentry / Masonry / Lock Shop / Painting / Roofing)
 - b. Grounds and Landscaping Services and Athletic Field Management
 - c. Electrical and Mechanical Services (Electrical and Plumbing)

4. Office Operations
 - a. Work Order Processing and Key Management
 - b. Purchasing and Requisitioning
 - c. Personnel Record Management
5. Technical Services
 - a. Access Control / CCTV Network (Non Residential)
 - b. Work Order System and Physical Space Inventory Management
 - c. Webpage Development

Mission Statement

Our purpose in the Facilities Services Department is to support the academic mission of the campus by providing quality customer service, well maintained facilities and a safe, clean environment that enhances the appearance and condition of the campus for the campus community, visitors and guests while encouraging teamwork; encouraging staff to take pride in themselves, the organization and services provided by setting high quality standards and accountability which provides acknowledgement and recognition to the staff, which is our most valuable resource.

Annual Report

The Facilities Services Department continues to identify maintenance repairs and improvements across the campus in all buildings as part of the biannual building inspections and routine review of the existing conditions. The department continues to strengthen the commitment to the campus, students, campus mission and sustainability efforts developed across the campus.

The Facilities Services Department utilizes an electronic work order system to manage over 9,000 work orders generated each year. The requests submitted each year to the department for work range from repairs, to routine requests to hang pictures. The annual preventative maintenance work and work orders generated internally by the staff within the department are categorized by the types shown below. The category of the work order created defines the required response time for the staff within the department.

Category	Title	Description
01	Emergency Maintenance	Same day response required (graffiti, personal safety, security)
02	Trouble Calls	Requests from faculty, staff and students
03	Corrective Maintenance	Inspections; furniture repairs; sign installations; Work orders generated by the Facilities Services staff
04	Preventative Maintenance	Pre-planned work orders
05	Non-Maintenance	Event setups, moving, hanging pictures, issuing keys
06	Projects	In-house and capital projects

The work order category response times are based on the expected number of days that someone requesting work should expect for the work to be completed. Often there are conditions that will alter the completion time, as in work requested for a specific time period such as when classes are not in session, or if parts must be ordered to complete a repair.

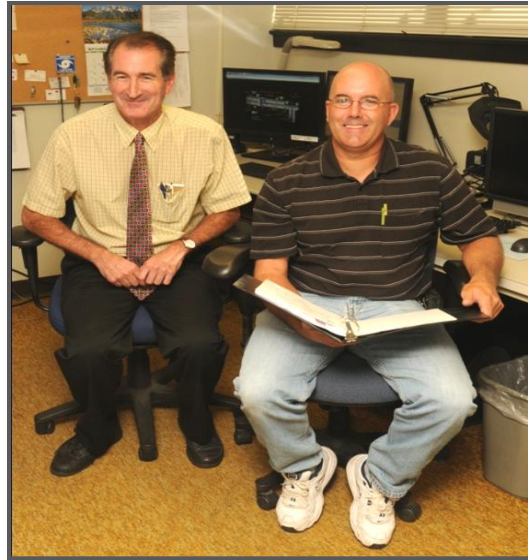
Category	Allotted Time
01	2 days
02	7 days
03	30 days
04	30 days
05	30 days
06	Varies

The Facilities Services Department manages many projects across the campus each year in addition to the day-to-day maintenance and operational activities performed by the department. Project development and oversight have grown significantly over the past several years. Working closely with the campus departments and leadership, many wonderful enhancements to the campus have been completed during the past year. The department is responsible for project design, cost estimating, and coordination of construction for all in-house renovation projects. Working closely with engineers, architects and contractors for work performed on campus, the staff prepares the scope of work, budgets, specifications and design for areas proposed for renovations. Administering many replacement projects including preparation of budgets specifications, coordination of bid procurement, and oversight of work in progress, is also performed. Many capital construction projects are managed by the Facilities Services Department including obtaining bids and quotes, authorizing purchases and specifying materials, monitoring work in progress, authorizing payment applications and performing a punch list review of work at completion. The department continually works to communicate and coordinate in-house maintenance and renovation projects with Faculty, Staff and Students to ensure project issues are resolved and that projects are completed on schedule.

Capital Projects, Energy and HVAC

The **Building Automation System (BAS)** controls, monitors and regulates the campus HVAC systems by providing alarm conditions (high water in basements or temperature ranges within buildings, equipment, etc.) and controls the operation of exterior lighting. The BAS also monitors area conditions. When these conditions exceed parameters established by the operator of the BAS, alarms are transmitted and crews are dispatched to respond. The group continues to find new areas to expand the use of the BAS to control equipment that will help in the reduction of energy consumption, and to add building functions to the BAS to monitor and provide alarms for when they malfunction.

Controlling the campus' energy usage is the most significant operation of this group. Currently, there are over 10,000 control and monitoring points throughout the campus. The primary use of the BAS is to control and schedule mechanical equipment that is used to provide ventilation and regulate the temperature in campus buildings. In addition, the BAS is used to turn on most outdoor lighting. Examples of the monitoring include:



From left to right: Bob Lawson and Tim Bentham

- Space temperatures
- Supply air fan speeds
- Fume hood status in Houghton and Jewett Halls
- Outside air temperature (OAT)
- Exterior lighting at:
 - Parking lots
 - Rockefeller Arts Center
 - Symphony Circle
 - Roadways
 - Tennis courts
 - Basketball courts

Should the equipment malfunction, the BAS generates an alarm that is monitored by Facilities Services. Facilities Services then can respond and assess the malfunction. The BAS also monitors and generates alarms for other building functions such as:

- High water in electrical manholes
- Water alarms in the basements of Nixon, Houghton, and Thompson Halls
- The Steele Hall Ice Rink operation
- The Natatorium pool operations
- Domestic hot water

- Various FSA freezers and coolers
- Air compressors

Significant Accomplishments

- Continued to expand the use of the BAS by installing more control and monitoring points. Most mechanical systems are controlled by the BAS
- Managed the BAS development for the Williams Center Rehab Project
- Revamped the controls for the first floor suite areas at Kasling and Grissom Halls
- Added the bathroom exhaust fans at Igoe and Hendrix Halls to the system

The [Heating Services](#) group is staffed and operational 24/7 for most of the year. The staff is highly trained and responsible for the maintenance and operation of the campus heating systems. The staff performs preventative maintenance on all satellite boiler equipment, inspects all above-ground fuel oil storage tanks and maintains the campus emergency generators. They provide complete maintenance on the campus heating systems, their distribution system, and building components which include base-board hot water heat.



From left to right: Tom Lillie, George Tucker, Bob Lawson

Significant Accomplishments

- Performed preventative maintenance on all of the heating boilers throughout the campus
- Replaced several heating and cooling valves at University Commons
- Replaced all expansion joints on the heating system at Alumni Hall
- Completed the rezoning of the heating at Jewett Hall office 107
- Upgraded the heating system at the Art Gallery office at RAC
- Provided after hour and weekend coverage to the campus
- Completed monthly testing of the emergency generators throughout the campus
- Responded to several work orders regarding heating and cooling issues

The [Refrigeration/Air Conditioning](#) group is responsible for maintaining refrigeration, air conditioning and exhaust systems throughout the campus. The staff maintains and repairs the exhaust fans, controllers, metal ductwork distribution systems, campus ice machines, walk in coolers and freezers and laboratory fume hoods. Chiller equipment and cooling tower water treatment is maintained by this group. In addition to performing many repairs throughout the campus, the staff uses their skill to perform many in-house projects each year.



From left to right: Bob Lawson, Steve Carutis, Randy Grant, Tim Branden

Significant Accomplishments

- Performed preventative maintenance on all refrigeration equipment on campus including, refrigeration equipment at all FSA locations, Biology department, water coolers throughout campus and air conditioning equipment across the campus
- Completed the annual maintenance and startup of the equipment at the Ice Rink at Steele Hall
- Provided temporary air conditioning for summer programs, Resident Director Apartments, and several offices on campus
- Installed new air conditioning for the Media Center at Thompson Hall
- Completed system adjustments at Fenton Hall and Thompson Hall to provide better air flow and building temperature

Custodial Services

The Custodial Services unit consists of the Assistant Director, Head Janitor, four Supervising Janitors 28 Janitors, 51 Cleaners, one SUNY Campus Worker and four seasonal cleaners. Custodial Services is responsible for the routine and construction cleaning of academic/administrative buildings and residence halls, which includes trash removal, collection of recycling, dusting, mopping, waxing, polishing terrazzo floors, vacuuming, shampooing of carpets, cleaning of public areas and restrooms, lamp replacement, window washing and much more.



From left to right: Sue Freitas and Mark Delcamp

The staff provides snow shoveling at building entrances and ensures the entrances are safe and well maintained. The department also performs minor routine maintenance and repair of items such as blinds and drapes. Most notable, the unit is responsible for commencement setup at Steele Hall each year. In addition, Custodial Services is responsible for opening and closing most buildings and provides moving services for the campus.



1st Shift Custodial

From left to right, front row: Art Franklin, Kathy Stempkowski, Linda Nixon, Rose McCune, Julie Echevarria, Linda Saletta, Valerie Bertges, Aida Hernandez, Sonia Kulan, Darlene Burchett, Tim Lillie; 2nd row: Hector Figueroa, Sue Michalak, Cathy Walters, Julia Baughman, Terry Sysol, Liz Kujawa, Dan Thompson; 3rd row: Mary Leckliter, Nancy Castiglia, Leonard Coniglio, James Foringer, Kevin McCarthy, Sue Valentine, Nick Valentine; 4th row: Randy Goodemote, Melissa Buchanan, Gladys Lockett, Joe Siragusa, Cindy Weaver, James Michaels, Lee Szalkowski, Jorge Rosa; back row: Natalio Matias, Darlene Miller, George Wolfe, Robert DeGolier, Richard Mackenzie, Dale Higgs, Wayne Seaboldt, Richard Logan



2nd Shift Custodial

From left to right, front row: Mary Ann Wykstra, Elizabeth Goblirsh, Kitty Pencek, Sue Smith; 2nd row: Joe Andrasik, Vic Collura, Robert Miller, Barb Barecca, Melanie Jacoby, Molly Jelonek; back row: Charles Miller, Charles Johnson, Jack Anderson, Marc Stewart, Jeffrey Jakse



3rd Shift Custodial

From left to right, front row: Kenneth Szymczak, Matt Walters, Steven Peters, Jeff Deering, Debra Kujawa, John Jackubowicz, Denilson Costa, Brenda Lemanski, Sue Lucas; back row: Daniel Hunt, Sara Bixby, Charles Gatto, Bridget Graser, Donna Poncharik, Melissa Mt. Pleasant, Julianna Krauter, Roxanne Logan, Nick Polvino

Significant Accomplishments

- In conjunction with the Office of Environmental Health and Safety, continued to provide annual Right to Know and Blood Borne Pathogens training
- Continued to serve as a major contributor to the successful maintenance of SUNY Fredonia's facilities, including the pro-active repairs based on daily observations, bi-annual building inspections, and the Annual Residential Custodial Report (ARCR) conducted immediately after commencement
- Performed moving services for many departments including interoffice furniture moves for academic and residential areas, and larger furniture moves resulting from construction
- Provided services for the many specialized athletic and educational camps and programs residing on SUNY Fredonia's campus; the groups associated with these programs use academic, athletic and residential areas throughout the year
- Provided extensive cleaning to buildings that had major construction work occurring during the summer months
- Replaced window treatments in several areas of the campus
- Replaced carpet and vinyl floor tile in many offices, classrooms, hallways and student rooms including all practices rooms at Mason Hall in the three story section
- Worked closely with the Williams Center occupants (Campus Life, Volunteer Services, Student Association and Credit Union) and Dan's Moving and Storage to coordinate and manage the relocation of the various departments back to their original locations
- Assisted with the coordination and the set up and tear down for many campus events, most notably commencement, scholars breakfast, and all campus party
- Worked with Facilities Planning to schedule cleanup efforts for all capital projects such as the Williams Center (complete building renovations), Gregory Hall (restroom upgrades) and LoGrasso Hall (windows and exterior renovations)
- Assisted Facilities Planning to coordinate the setup of overflow work spaces at LoGrasso Hall
- Worked closely with the contractors and Facilities Planning to clean and prepare the Eisenhower Hall lobby prior to move-in weekend
- Evaluated and purchased many new environmentally friendly equipment items for use in the custodial department
- Continually evaluated and made the necessary staffing changes to positively support the day to day custodial operations
- Continued efforts to purchase and install touchless paper towel dispensing units to include the use of environmentally preferred bleach free paper products as well (100% of the paper towel products used in Custodial Services is bleach free and/or environmentally friendly)
- Continued working with Residence Life to ensure their cleaning standards are being met daily
- Worked with EH&S staff to provide annual Custodial safety training
- Worked with Residence Life, Savoy and Dan's Moving and Storage to remove old furniture and install new furniture in Eisenhower and Schulz Halls, and to also relocate and repurpose furniture into other Residence Halls
- Collected and recycled approximately 300 used mattresses from the Residence Halls

- Coordinated and managed The Waste Wipeout Initiative during move-out at the Residence Halls in May; the totals for items collected included: 5,100 lbs. of clothing; 210 lbs. of shoes; 550 lbs. of food; miscellaneous items -1280 lbs. including 40 rugs, 8 lamps, 4 microwaves, 3 mini fridges, 4 TV's, 5 bags of blankets/pillows and 2 end tables; the total collection was 7,140 lbs., an increase of approximately 50% from the previous year; the items are collected for reuse by Chautauqua County Rural Ministries in Dunkirk
- Worked with Residence Life and University Services to coordinate the Attic and Seller Days event in the Steele Hall Ice Arena, where many older furniture items were repurposed on campus and/or sold to the community which significantly reduced the quantity of furniture placed in the landfill
- Worked closely with Property Control and University Services to provide many equipment transfers of various surplus items within the last year

Facilities Trades Services

The **Electrical** group is responsible for maintaining the campus wide electrical systems. The staff maintains the interior and exterior lighting, electrical distribution systems within and between all buildings, emergency phones, electric motors and controllers, fire alarm systems and elevator electronics. In addition to performing many repairs throughout the campus, the staff uses their skill to perform many in-house projects each year.



Significant Accomplishments

- Provided campus direction and support with the Electrical Upgrade Capital Construction Project, including many shut downs both scheduled and unscheduled, and several days of 24 hour attendance by staff
- Managed the annual testing of the campus fire alarm system
- Completed significant wiring upgrades at the President's House
- Converted the University Commons overhang lighting to energy efficient CFL's
- Connected the Radio station to emergency power for broadcasting
- Installed speakers at the baseball and softball fields
- Completed numerous fire alarm upgrades throughout the campus
- Upgraded to LED lighting in Bob Steele Multipurpose Room
- Upgraded the exterior lighting at the Fenner House
- Upgraded the Erie Dining Hall loading dock pit lighting to energy efficient CFL's
- Rewired the Credit Union Office and Ticket Office in new Williams Center
- Upgraded the Igoe Hall hallway lighting to LED
- Upgraded the Houghton Hall volatile chemical storeroom lighting
- Installed fire alarm door holder magnets in various locations
- Upgraded the Fenton Hall bulletin board lighting
- Retrofitted the Gregory Hall exterior lighting to LED
- Completed numerous residence hall emergency phone upgrades
- Installed additional energy efficient lighting at the Rockefeller Arts Center costume storage
- Completed upgrades at the Andrews Complex kitchens
- Installed several drinking fountains throughout campus
- Installed oscillating fans at Mason Hall room 1001
- Repaired the Nixon Hall bathroom lighting

From left to right: John Baughman, Mike Wygant, Steve Peterson, Jon Washburn, Jim O'Connor, Jeff Peterson, Joe Fabritius, Jim Borowczyk

- Completed several smart classroom installations throughout campus
- Assisted many contractors with electrical needs on campus
- Rewired Dods Hall Gym lights eliminating the need to enter breaker panels

The **Plumbing** group maintains the chemical treatment systems, swimming pool, plumbing fixtures, storm and sanitary drainage systems, supply fan units, water softeners, fire hydrants, backflow preventers, dishwashers and natural gas lines. In addition to performing many repairs throughout the campus, the staff uses their skill to perform many in-house projects each year.

Significant Accomplishments

- Worked extensively with the Water Distribution Capital Construction Project including involvement with servicing every fixture within every building after the new connections were made, chlorinated and turned on for service
- Upgraded the drinking fountains at several areas; the new fountains are chilled and filtered and provide water bottle filling stations
- Installed retrofit drain covers at the lap pool and diving pool to meet the requirements for anti-entrapment
- Completed repairs to the showers on the 2nd and 3rd floor at McGinnies Hall
- Upgraded the kitchen areas at the lobbies at the Andrews Complex
- Managed the cleaning of catch basins at many parking lots and roadways
- Completed annual testing for the backflow preventers at many campus buildings
- Managed the annual fire hydrant testing across the campus
- Managed the annual testing for the fire sprinkler system in the campus buildings
- Managed the semi-annual flushing of sanitary sewer lines at the dining halls
- Addressed many work orders for plugged drains in the Residence Halls
- Completed annual preventative maintenance inspections and repairs to the plumbing fixtures in the Residence Halls

The **Grounds and Landscaping Services** group is responsible for maintaining 256 acres of land; 24 acres of parking lots with 3,117 parking spaces; 4.9 miles of roadways and over 7.5 miles of sidewalks. The group has one Supervisor and eight trades people, specializing in aspects of landscaping, forestry, and athletic field maintenance, as well as being CDL qualified highway and construction equipment operators.



From Left to right: Brent Kawski, John Cole, Rich Newton, Mike Wygant, Nelson White, Willie Fuentes, Steve Gromala, and Gerald Polvino

This group is responsible for the care and maintenance of every square inch of lawn on campus. They prune and maintain the trees and shrubbery, and design, plant, and maintain all of the numerous flower beds. The group is also responsible for around the clock emergency control of storm damage. During the winter months, the maintenance includes snow removal and ice control 24 hours a day. In addition, they maintain all traffic and regulatory signs along the campus roadways and parking lots. They perform special operations, such as excavation, hauling, and traffic control, for in-house, electrical, plumbing and concrete work. They perform set up operations for events such as Alumni Weekend and FredFest, and continually look for ways to enhance the campus appearance. The grounds crew also maintains several athletic fields, including the University Stadium soccer / lacrosse fields; one practice soccer field, baseball and softball fields, outdoor running track, and the cross-country running course. The maintenance includes layout, lining, irrigation and fertilization of the fields. The crew also cleans up debris and litter, and maintains the numerous waste and recycling stations, keeping the campus looking great.

Significant Accomplishments

- Maintained existing planting areas, designed new planting areas and educated the campus community as to a sustainability system of beautification through native species gardens, “natural” form gardens and wildlife desirable habitats
- Continued training and development of staff to provide the highest quality NCAA Division III outdoor athletic venues at our multi-use stadium, baseball and softball fields, track, volleyball courts, rugby field and balance of acreage where campus groups, general students and community alike partake in activities
- Continued the use of environmentally favorable products such as winter ice melt, weed treatments and fertilizers
- Continued using a proactive approach to vehicle idle time to reduce emissions and fuel costs
- Educated and assisted with a community/campus tree planting project for Earth Day

- Continued to develop a plan to phase out many annual flowers on campus and install perennial plantings to increase sustainability and reduce expenses
- Developed various “No Mow” Zones to assist in reduction of emissions as well as fuel consumption
- Cleared areas along the perimeter of the campus to help maintain a continued friendly environment between the campus and surrounding neighbors
- Constructed several nature trails through the vast natural wooded area, taking care not only to not disturb, but to protect the natural habitats for the various flora and fauna that reside therein
- Installed new fencing along the campus property line at Central Avenue
- Provided tools and occasionally assisted or guided various campus groups that were performing service projects, whether an invasive weed pull on campus or assisting the elderly community residents with yard clean up
- Provided set up for a growing number of outdoor events, picnics, gardens and community use including FredFest, Alumni Weekend, Athletic Tournaments and the Senior Picnic

The **Structural Trades** unit consists of five groups including Carpentry, Masonry, Roofing, Painting and the Lock Shop. The Structural Trades unit provides repairs in all areas of the campus including the Residence Halls, Academic buildings and several other campus buildings. In addition to performing many repairs throughout the campus, the staff uses their talents to perform many in-house projects each year such as upgrading classrooms, renovating office areas or replacing concrete sidewalks.



From left to right, front row: Pete Cortes, Wayne Dorler, Don Dillenburg, James Kuras; back row: Duane Blakely, Dennis Newcomb, Mike Wygant, Bob Lawton, Ray Bogue

Services provided include repairing broken and damaged windows; repairing wall damage; replacing bathroom tile; replacing tile flooring; repairing carpeting; performing needed repairs to furniture and cabinetry; repairing doors, door hardware and window systems; fabricating custom shelving and similar pieces of furniture; routine work requests to hang pictures, signs and bulletin boards; repairs to brick and masonry walls; installation of masonry door frames; repairs to stair nozings, and installing concrete light pole bases are services provided by the group.

Expertise in the area of roofing enables the investigation and identification of roof leaks, with many repairs performed in-house. Support and supervision are provided on capital projects for roof repairs, replacements and new installations. Semi-annual inspections are performed on all

roofs throughout the campus. The existing conditions are reviewed, roof drain strainers are cleaned, and leaves and debris are removed from the rooftops. This proactive approach helps extend the life cycle of the roofs.

Painting services are provided for many offices, classrooms, student rooms and public areas. The staff paints and refinishes doors and window frames; power washes outside areas; removes graffiti; makes special stenciled signage; refinishes tabletops and chairs, and paints light poles when needed.

The Lock Shop services all campus doors including all hardware, locking mechanisms, door closers and associated parts. Safes, vaults, cabinets and various other items containing locking mechanisms are also serviced. Additionally, campus parking meters are serviced and maintained by the Lock Shop. The staff is called upon to open locks when no keys exist or when the locks are inoperable. This group also services and maintains the hardware side of the card access system on campus that integrates with the FREDCard and authorizes or denies building entry. In addition, the Lock Shop assists in the specification and replacement of doors and hardware. Keys are prepared and distributed to Faculty, Staff and Students by the Lock Shop, which maintains detailed records of the key assignments.

Significant Accomplishments

- Continued provision of design work, labor and commissioning on internal renovation work as well as capital improvement projects, including meeting with Facilities Planning, campus departments, architectural and engineering firms, contractors and end users
- Incorporated sustainability measures in projects including the reuse of materials and salvage of existing window, door and ceiling components to be used in future projects
- Completed work within Residence Hall bathrooms such as re-grouting, caulking and wall repairs
- Continued work in Residence Halls suite areas, stairwells and lounge spaces with painting, wall moldings, shelving, door hardware and accessibility points of concern
- Continued painting of Academic buildings and Residence Hall student rooms, classrooms, corridors, doors and frames
- Continued refinement of safety practices daily as well as annual training in all facets of structural work from below grade, on grade, and overhead work; instituted a self and team approach to hold each other's safety as important as their own
- Developed customer interaction relations to provide the most timely and satisfying response and workmanship allowable
- Replaced numerous broken windows, cracked doors and old hardware in the Residence Halls
- Installed "Smart" technology components in classrooms including new teaching stations, white boards and specific equipment requests based on academic disciplines
- Performed preventative maintenance on all seating in the lecture halls at McEwen Hall
- Developed, maintained and prepared lock systems, keys and electronic security measures for numerous Faculty, Staff and Student requests; programmed hundreds of users in the card access system
- Continued to address repairs identified under the Annual Residential Custodial Report (ARCR); this program focuses on maintaining the student living areas within the residence halls

- Continued to identify and install new room signage in many areas to enable guests, maintenance staff and emergency staff to better locate rooms
- Assisted with the Williams Center relocation to surge spaces; then prepare to move all occupants back into the Williams Center at the conclusion of that building's construction remodel
- Designed and installed the "smart technology" screens, projectors and sound equipment in the many lecture and meeting rooms of the renovated Williams Center
- Removed all necessary items and prepared for the renovation of the Dods Hall old pool area for construction of the new Fitness Center
- Assisted with the installation of new drinking fountains in Residence Halls and in Fenton Hall
- Installed many window treatments in Residence Hall common rooms
- Assisted Library staff by disassembling many shelving units
- Completed the installation of the new batting cage at the Steele Hall fieldhouse
- Installed new fire doors at the corridors at Alumni Hall
- Power washed the lime stone bands and window sills at the exterior of Gregory Hall
- Power washed the concrete walls at the Maytum Hall parking lot, Reed Library garden area, the elevated spine walkway and the concrete benches near the Williams Center
- Completed the exterior cleaning and sealing of the block walls at the University Stadium Gateway Building
- Installed new safety gates and railings at the open loading docks at the Services Complex

Office Operations

The **Office** is the customer service center for the Facilities Services Department. This unit is currently staffed with two Calculations Clerk 2 positions. In addition, student workers provide valuable assistance with the day-to-day tasks. The staff is responsible for maintaining the following information and services for the Facilities Services Department:

- Receiving and distributing trouble or emergency calls from campus constituents to applicable trades personnel
- Requisitioning for supplies and projects and monthly payment of all blanket purchase orders by procurement card
- Processing key requests for faculty, staff and students
- Maintaining records for:
 - Work Order System (PM's, building inspections and corrective maintenance)
 - Department budget
 - In-house and minor rehab/repair projects
 - Asbestos Abatement
- Maintaining the department's personnel records for:
 - Change of Status transactions (COS)
 - Training files
 - Performance Evaluations
 - CDL Compliance
 - Asbestos Handling License
 - Accident Reports
- Providing the following weekly and monthly reports:
 - Incubator Work Cost Report to Accounting
 - Incubator Completed Work Order Report
 - Building Access Work Status Reports
 - Janitor Report on Completed Work Orders
 - Residential Work Order Reports



From left to right: Amy Jackino and Shannon McKoon

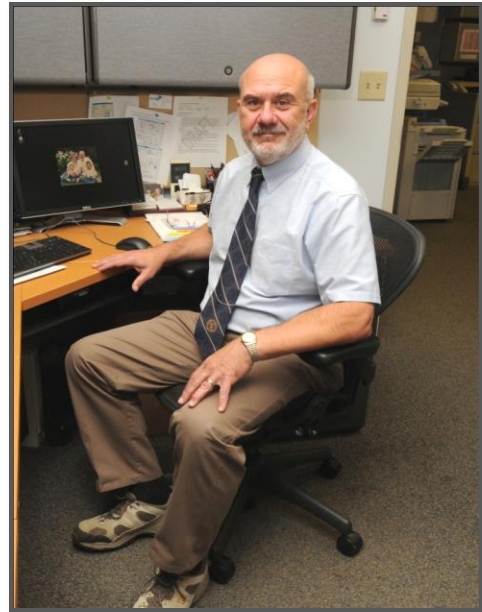
Significant Accomplishments

- Processed purchases with the on-line Web Procurement System
- Increased the usage of the Citibank Visa Procurement Card, paying all previous blanket purchase orders by Visa
- Prepared the Facilities Services staff meeting minutes
- Processed COS forms for all Facilities Services transactions

- Prepared the overtime summary report on the web-based overtime database
- Reconciled the Department Budget Summary by the SUNY Web Application site
- Monitored and issued probationary reports for both permanent and temporary employees
- Monitored and issued yearly evaluation reports for permanent employees
- Trained and supervised student assistants in office procedures
- Maintained the student key database
- Maintained the database and records for pest control needs
- Processed 9,473 work orders (3,735 residential, 5,661 non-residential, 77 unassigned)
- Processed 270 online requisitions and 71 paper requisitions
- Assigned, processed and tracked a total of 27 projects of which 15 were in-house; four Minor Rehab and Repair; one Capital; and seven Residence Hall (DIFR) projects
- Processed 54 department staff travel arrangements for meetings, trainings and certifications
- Processed 473 faculty, staff and student key requests
- Reconciled purchases on blanket purchases to local vendors on a monthly basis
- Processed 348 pest control problems
- Processed 702 Citibank Visa purchases in the amount of \$563,883 which is an increase in the amount from previous years
- Managed the Marketplace uStore for 69 student key deposits and refunds

Technical Services

The Facilities [Technical Services](#) unit supports the computing and technology needs for the entire Facilities Services Department by providing staff support, network support, personal computer support, computer upgrades, software updates and installations, and the planning and ongoing review of the systems in place. Support is provided for the department's two-way radio system, department webpage, academic and the administrative card access control, and CCTV network. This unit also serves as the Physical Space Inventory Coordinator which includes maintaining the physical space inventory (PSI) information database as required by SUNY System Administration. The campus PSI drawings are updated and maintained by this unit. The Computerized Maintenance Management Software (CMMS) Maintimizer work order system is also managed by Facilities Technical Services.



Mike Jackino

Significant Accomplishments

- Processed PSI update sheets sent to the State University Construction Fund (SUCF) System Administration using new web form
- Created the BCI and PSI information for various renovation projects
- Maintained the Facilities Service portable two-way radio inventory including coordinating repairs and purchasing of new radios for the department and completed the process for narrow banding
- Completed several upgrades to the department computers as per campus requirements
- Collected the data for the 2012 Annual Residential Custodial Report (ARCR) for the Residence Halls, which included 2,111 scanned repair codes generating 51 work orders
- Maintained the software package for the work order system including installing software updates. Researched the possibility of a system upgrade to web version 4.0
- Completed the Williams Center Access Control project providing card access at 20 doors and CCTV cameras at ten locations
- Completed the Fenton Hall project providing card access at the North ADA entrance
- Completed the Thompson Hall project providing card access at classroom E128
- Completed the upgrade of many card readers to iClass format
- Completed the installation of new CCTV cameras across the campus
- Processed requests for access cards granting building access to contractors and consultants

Statistical Data

Work orders were completed throughout the campus in all buildings during the past year. The following chart shows the total number of work orders completed during the past year compared to previous years.

Trade	No. Closed 2011-2012	No. Closed 2010-2011	No. Closed 2009-2010	No. Closed 2008-2009	No. Closed 2007-2008	No. Closed 2006-2007	No. Closed 2005-2006
Structural	2,035	2,337	2,648	2,539	2,774	2,653	2,567
Electrical	1,685	1,852	1,232	1,353	1,387	1,305	1,273
Heating Services	432	431	94	130	74	171	162
EMS	6	2	1	6	2	10	20
Lock Shop	1,385	1,430	1,355	1,414	1,379	1,321	1,301
Plumbing	1,445	1,615	1,529	1,817	1,743	1,801	1,797
Grounds and Landscaping	342	185	182	266	365	199	257
Asbestos	56	81	108	109	172	163	196
Refrigeration/Air Conditioning	387	392	438	327	410	413	385
Custodial	715	758	644	795	803	990	761
Total:	8,488	9,083	8,531	8,756	9,109	9,026	8,719

During the past year, the department completed projects that involved all the units within the department. The Facilities Services Department embraces the practice of using environmentally sound building materials and techniques. Working closely with the staff within the Facilities Services Department, each unit provides valuable participation with each project. This team approach strengthens the commitment to ensure the health and safety of the campus community, and that the preservation of the facilities are a top priority. Projects are completed in academic, administrative and residence hall buildings across the campus. Additionally, many projects have been identified, scope of work created, and request for qualifications (RFQ) for consultant design services have been completed for many new projects.

The following tables highlight many of the significant projects completed, or are currently in progress:

FACILITIES SERVICES Projects Completed 2011-2012		
Academic Areas		
Carnahan Jackson Center Chilled Water Piping	\$	210,000
Learning Center Office Improvements	\$	30,000
Mason Hall Basement Asbestos Abatement	\$	185,000
Mason Hall Fire Alarm Project	\$	480,000
Rockefeller Arts Center Marion Art Gallery	\$	550,000
Williams Center Relocation Surge Space	\$	500,000
Academic Area Total:		\$ 1,955,000
Residence Halls		
Andrews Complex Lighting Rehab, Phase 1	\$	120,000
Eisenhower Hall Interior ADA Signage	\$	20,000
Kirkland Complex Generator Replacement	\$	225,000
Residence Hall Summer Interior Painting	\$	120,000
Residence Hall Total:		\$ 485,000
Site Projects		
Alumni House Driveway Rehabilitation	\$	25,000
Annual Parking Lot and Roadway Striping and Painting	\$	50,000
Kirkland Complex Pedestrian Circle Upgrade	\$	25,000
Parking Lot 2 & 3 / Ring Road Asphalt Replacement	\$	150,000
Various Sidewalk Replacements	\$	40,000
Site Project Total:		\$ 290,000
GRAND TOTAL OF PROJECTS COMPLETED 2011-2012:		\$ 2,730,000

FACILITIES SERVICES Projects in Design or Currently in Progress		
Academic Areas		
Athletic Complex Locker Room Improvements	\$	150,000
Computer Center Replace Air Conditioning, Phase III	\$	180,000
Masonry Repairs, Various Buildings	\$	450,000
Services Complex Chiller Replacement	\$	80,000
Academic Area Total:		\$ 860,000
Residence Halls		
Andrews Complex Lighting Rehab, Phase 1	\$	130,000
Disney Hall Interior ADA Signage	\$	20,000
Grissom Hall Stairwell Improvements	\$	25,000
Residence Hall Summer Interior Painting	\$	100,000
Residence Hall Total:		\$ 275,000
Site Projects		
Annual Parking Lot and Roadway Striping and Painting	\$	50,000
Old Main Drive Asphalt Replacement	\$	125,000
Site Project Total:		\$ 175,000
GRAND TOTAL OF PROJECTS IN DESIGN OR CURRENTLY IN PROGRESS:		\$ 1,310,000

Assessment Update

Assessment Statement

Maintain an effective working relationship with the campus community to assist in providing an environment that enhances the overall campus experience, while responding promptly and professionally to meet the demands of the campus by continually evaluating performance and striving to meet the expectations for a safe and healthy work environment. Provide outstanding customer service to the campus community with continued evaluation of performances, services and equipment used by the department, and to regularly review the needs and concerns of our customers to provide the highest quality service, which encourages staff to lead by example, take pride in their work and commit to the department mission by providing excellent customer service to the campus community.

Assessment Activities

- It is standard procedure to observe, review, inspect and monitor staff work while in progress, and when completed to insure the proper use of materials and equipment, workmanship, that regulations and codes are followed, schedules are met and that the work is performed according to plan
- Training, instruction and assistance is provided to ensure assignments are completed accurately and efficiently
- Completed work orders are reviewed monthly to ensure work is completed timely and that staff is working efficiently
- Monthly and yearly work order analysis measure the percent of work orders generated and completed per each category, the emphasis for meeting the operating needs and thereby supporting the department mission. The following chart shows the 2011-2012 year-end summary:

Work Order Analysis for Craft Code: ALL

Open Date Range: 07-01-11 to 06-30-12

Totals for Craft Code: ALL

Category	# Opened	# Closed	# ClsdLate	% Late	# ClsdOnTm	% OnTime
EMERGENCY	48	48	3	6.3%	45	93.8%
TROUBLE CALL	2861	2826	398	14.1%	2428	85.9%
CORR. MAINT	4713	4610	488	10.6%	4122	89.4%
PREV. MAINT.	932	763	399	52.3%	364	47.7%
NON-MAINT	701	699	5	0.7%	694	99.3%
PROJECTS	0	0	0	0.0%	0	0.0%
OTHER	0	0				

Totals for Analyzed Categories

## Opened	## Closed	## On Time	## Late
9255	8946	7653	1293

Category	#WO Opened	#WO Closed	Avg.Clsd WO/Day	#Hours Closed	Average Hrs/#WO	Total \$ Cls'd WO	Average \$/Cls'd.WO#
EMERGENCY	48	48	0.13	173.8	3.6	4675.66	97.41
TROUBLE CALL	2861	2826	7.72	6071.1	2.1	147470.27	52.18
CORR. MAINT	4713	4610	12.60	21630.6	4.7	541600.90	117.48
PREV. MAINT.	932	763	2.08	7568.7	9.9	421168.50	551.99
NON-MAINT	701	699	1.91	1089.7	1.6	83798.32	119.88
PROJECTS	0	0	0.00	0.0	0.0	0.00	0.00
Totals:	9255	8946	24.44	36533.8	4.1	1198713.64	133.99

- Surveys were sent over a six year period to the originators of Category 2 work orders called Trouble Calls. Responses were isolated between academic and residential areas. The information gleaned from the results was reviewed and used to enhance the services provided by the department. The following information has been gleaned from the survey responses:
 - Response time to work request was acceptable
 - Service staff was introducing themselves
 - Service representatives were explaining process
 - The work was completed promptly once started
 - The work is being completed in a professional manner
- Overwhelmingly, comments from Faculty, Staff, Students and Visitors express great appreciation and support of the work performed on campus by the Department. The comments are often unsolicited. These comments are expressed at the All Campus Meeting and throughout the year by the campus.

Assessment Goals

- Continue Incentive Program Safety Awards for proper chemical labeling, correct bulb storage and no chocked doors
- Review appropriate procedures to perform all custodial operations in the most effective, efficient and economical manner
- Evaluate and modify standards for the quality and quantity of work produced where needed
- Evaluate cleaning methods and work performance standards to ensure a more effective and efficient cleaning program
- Evaluate new products and procedures for cleaning
- Evaluate work performance against the established cleaning procedures and periodically monitor operations of the staff
- Provide training, instruction and assistance to ensure assignments are completed accurately and efficiently
- Periodically inspect buildings and assigned areas for compliance with cleaning programs and standards
- Continue daily and bi-annual building inspections each semester
- Train staff in the proper and efficient operation of the equipment, methods and procedures of the department to ensure assignments are completed accurately and efficiently
- Continually observe, review, inspect and monitor staff work while in progress and when completed, to insure the proper use of materials and equipment, and workmanship. Ensure schedules are met and that the work is performed according to plan
- Review completed work orders monthly to ensure work is completed timely and staff is working efficiently

Faculty Student Association

- **Executive Offices**
- **Bookstore/Retail Operations**
- **Dining Services**
- **Human Resources**
- **Information Technology**
- **Special Events, Marketing, Licensing**
- **Support Services**

FACULTY STUDENT ASSOCIATION

Introduction

The Fredonia Faculty Student Association, incorporated in 1951, (hereinafter referred to as FSA) is a private corporation governed by the Not-for-Profit Corporation Law of the State of New York. The by-laws of the corporation detail the purpose, meeting requirements, Board of Director responsibilities and specifications for corporation assets and funds.

An Auxiliary Services Corporation exists within most of the SUNY campuses. Each corporation individually holds a contract with their respective campus. The current 10-year agreement between the FSA and SUNY Fredonia was amended to include an extension for an additional period through June 30, 2018. The contract specifies individual campus activities and services of the corporation. This contract includes physical space and equipment documentation, as well as corporation indemnification of SUNY and the State of New York. In addition, budget requirements and matters of financial reporting are specified. The agreement guidelines include areas of organization, specifying Board composition and structure. Auxiliary services are listed in each agreement with the opportunity for additional services added through an agreement amendment process. Provisions for audit review, funded reserves, and corporate equity guidelines are also specified in the agreement. The 10-year agreement satisfies requirements for a contract between FSA and SUNY Fredonia that corresponds with the term of financing for FSA funded construction projects.

Mission Statement

The focus of the auxiliary services provided by the FSA is best described in the corporate mission statement which is as follows:

The mission of the Faculty Student Association is to identify and provide appropriate goods and services that may not be otherwise provided by the State of New York. Central to this effort is the ability to recognize the variety and dynamic nature of the population involved in an attempt to maximize customer satisfaction, while maintaining the financial integrity of the corporation.

The Faculty Student Association focuses on serving the needs of a diverse university community, including a significant on campus residential student population. We accept the challenge that it is our responsibility to provide the proper environment to facilitate and enhance the learning experience.

Along with the mission statement, the Faculty Student Association strives to provide program funds to SUNY Fredonia. The program support has steadily increased over the past few years in an effort to recognize decreasing support for SUNY Fredonia from the state of New York. This has been primarily accomplished through a strong capitalization program resulting in new and/or renovated facilities offering contemporary and revitalized services. FSA strives to identify the needs of the entire campus community, while focusing on operating efficiency and appropriate staffing.

Executive Offices

Annual Report

The Executive Offices for the Faculty Student Association include the Executive Director and Controller. The services performed include accounting, cash control, ID card production, along with student meal plan and FREDCard services, and all general administrative functions for all FSA operations and activities.

The Executive Office staff consists of 5 full-time management employees, 4 full-time CSEA employees, and 3 part-time CSEA employees.



From left to right, front row: Michelle Kowalski, Karen Barnett, Debbie Slate, Terri Helwig, Judy Gizowski; back row: Lucas Catalano, John Lampert, Bill Michalski, Darin Schulz, Justin Jakubowicz, Matt Snyder, Eric Johnson, Courtney Remington, Sarah DeMonte, and Mike Proffer

Significant Accomplishments

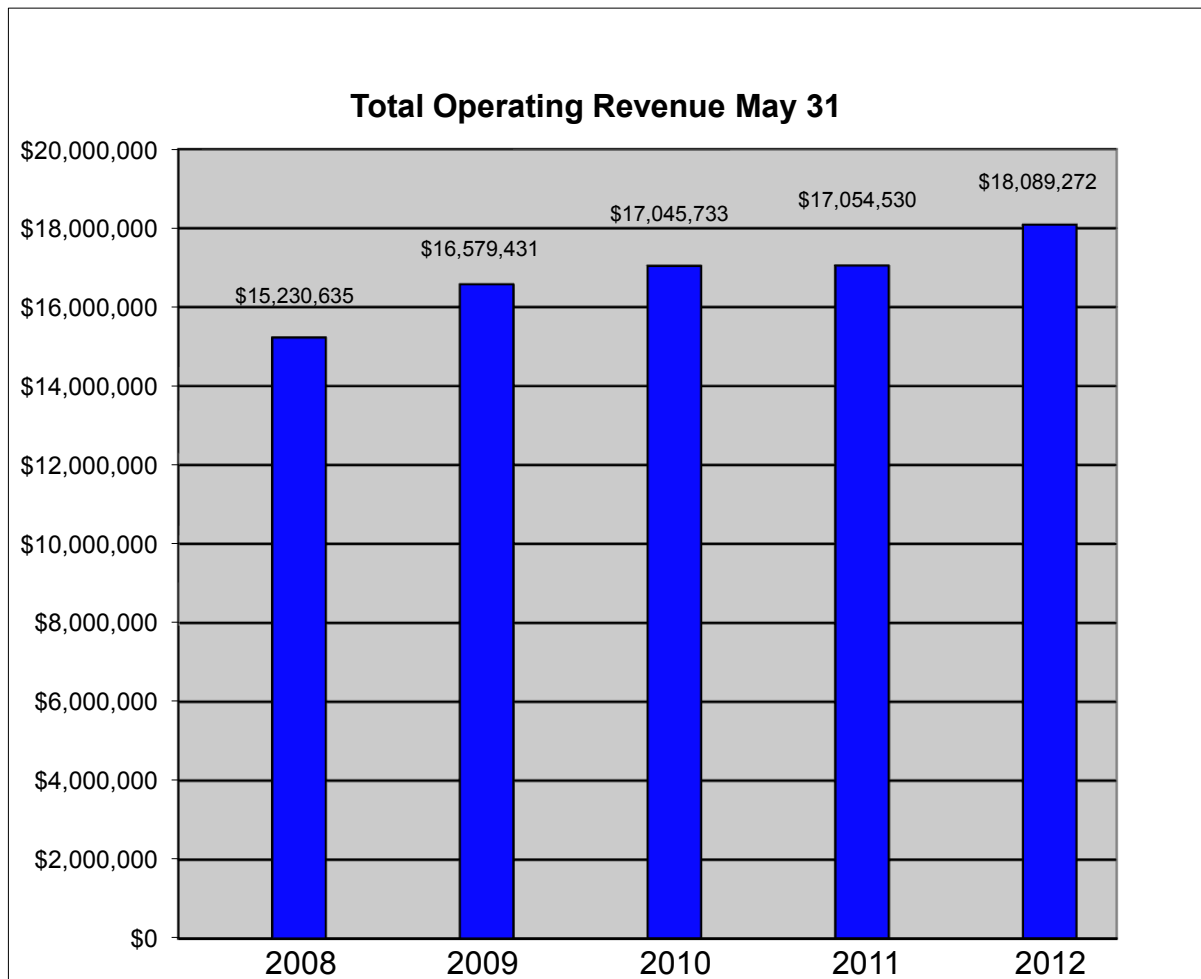
- Increased gross revenue from operations by \$1,023,728
- Maintained a total level of support to the Campus at \$1,237,000
- Maintained FSA Board Program allocations at \$685,000
- Maintained Space & Utility charge support at \$550,000 which includes a \$400,000 special assessment for SUNY budget reductions
- Signed a franchise agreement for a Tim Hortons in the renovated Williams Center and progressed with construction
- Planned and designed an 8,000 square foot outdoor patio to be constructed adjacent to the Williams Center, with soft lounge and teak seating, umbrellas and a trellis
- Implemented a revised purchasing policy and procedure with improved internal control
- Implemented a revised investment policy to improve earnings on working capital
- Developed the 2012-2013 operating budget based on \$19,488,625 in revenue and will return net revenue over expenditures of \$52,338 or .3%

Statistical Data

- Total revenue from operations totaled \$18,011,892 representing a 6.0% increase over the previous year
- Program allocations budgeted for expenditure during the 2011-2012 academic year totaled \$685,000 serving 46 campus groups and organizations
- While providing the high level of support, net results from operating and non-operating activities yielded a modest negative change in Net Assets of \$77,522

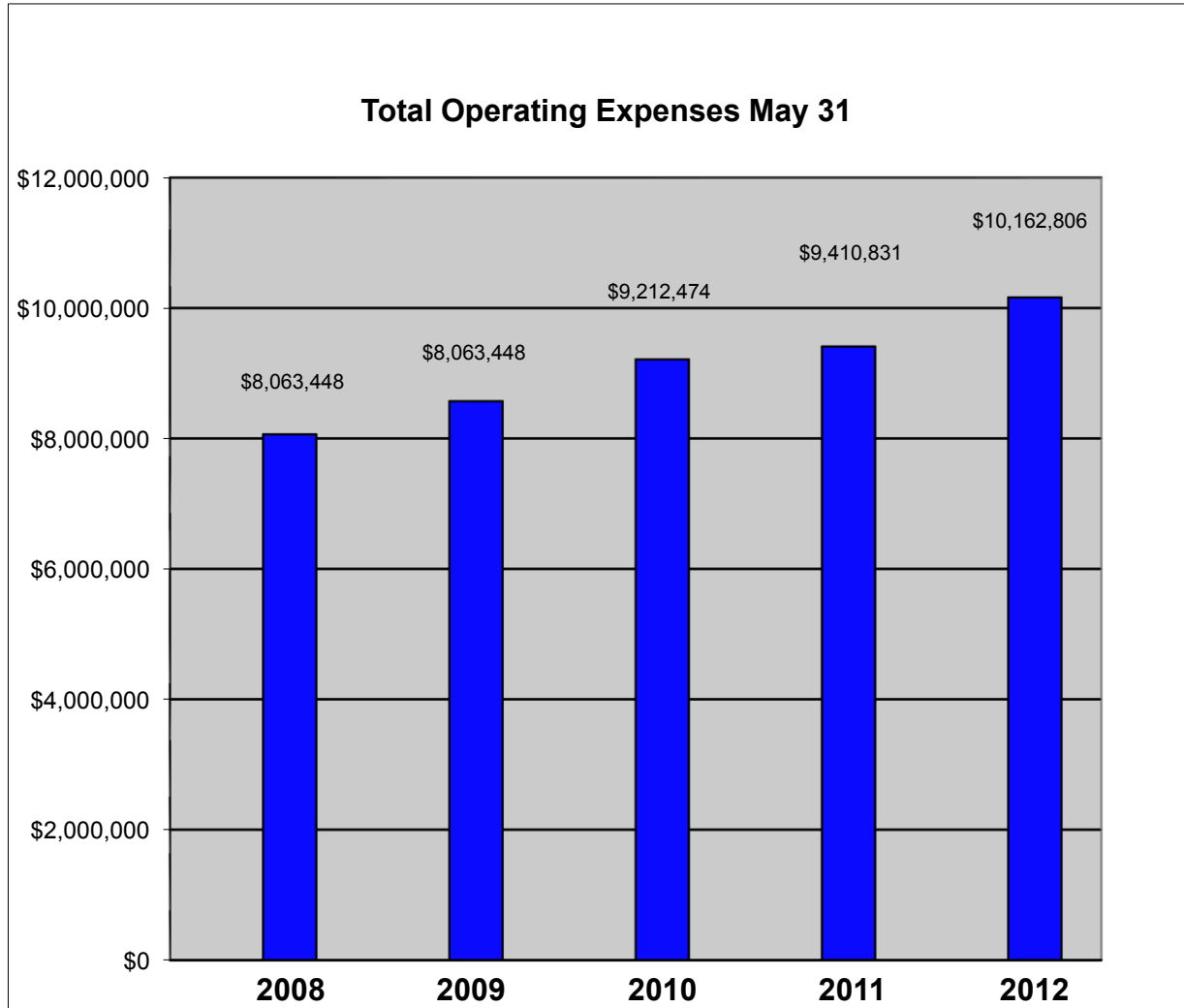
**FACULTY STUDENT ASSOCIATION OF STATE UNIVERSITY COLLEGE AT
FREDONIA, NEW YORK, INC.**

The following chart represents total FSA operating revenue by year for each of the past five years:



FACULTY STUDENT ASSOCIATION OF STATE UNIVERSITY COLLEGE AT
FREDONIA, NEW YORK, INC.

The following chart represents total FSA operating expenses by year for each
of the past five years:



Assessment Update

Assessment Statement

The annual independent audit resulted in an unqualified audit opinion and the auditor's internal control recommendations were implemented where appropriate. The annual budget was reviewed in depth with the Audit/Budget Committee of the FSA Board prior to unanimous Board approval.

These accomplishments reflect the efforts of the FSA to support the academic mission of the University by providing excellent goods and services to support the needs of our customers, while maintaining the financial integrity of FSA.

Assessment Activities

Assessment Goals

- Continue to re-assess internal controls with focus on inventory controls to enhance the financial integrity of the organization
- Enhance Corporate marketing to educate the consumer and grow revenue
- Expand Café opportunities to include hot sandwiches and popular drinks
- Improve operational efficiency by analyzing labor utilization in services provided
- Evaluate Cash Handling Procedures to reduce time required to maintain accountability

Bookstore/Retail Operations

Annual Report

The University Bookstore offers a variety of merchandise for the campus community including textbooks, course materials, study aids, and gifts. Located on the first floor of University Commons, FSA offers a multi-operation Bookstore, Convenience Store, and Starbucks Coffee that enables us to meet the requirements of SUNY Fredonia's dynamic residential population. The facility is designed to be a flexible retail outlet that can adapt to SUNY Fredonia's needs.



From left to right, front row: Nicolette Lamb, Sharon Hogg, Kim Fancher, Laura Lynden, Sara Ross, Sara Quiles, Mindy Russo; back row: Chris Zenns, Dot Russo, Yvonne Wright, Jeff McMinn, Pauline Zaccari, Jaime Welka

The Bookstore's greatest challenge is with the textbook pre-pack program, as well as the emerging on-line textbook orders. This is the ninth year the Bookstore has offered residence hall survival kits. The kit is customized each year to include several of the most popular items requested when students move into a new residence hall.

The Bookstore operates a full service Starbucks Coffee that accepts all methods of tender associated with the Bookstore, as well as Starbucks proprietary gift cards and campus meal plans. Starbucks also offers a line of associated giftware.

Apple Inc. has changed parameters to its Apple on campus program that will allow qualified university affiliated personnel to purchase Apple computers and peripherals at academic discount prices.

The Bookstore oversees vending machine operations throughout campus that are sub-contracted to Next Generation Vending. The Bookstore handles a majority of the service calls and other customer service issues with vending.

The Bookstore, Convenience Store, and Starbucks Coffee staff currently consists of 7 full-time management employees, 7 full-time CSEA employees, 19 part-time CSEA employees, and 46 part-time student employees.



FREDExpress

From left to right: Chelsey Sengillo, Tricia DeJoe, and Katie Brown

Significant Accomplishments

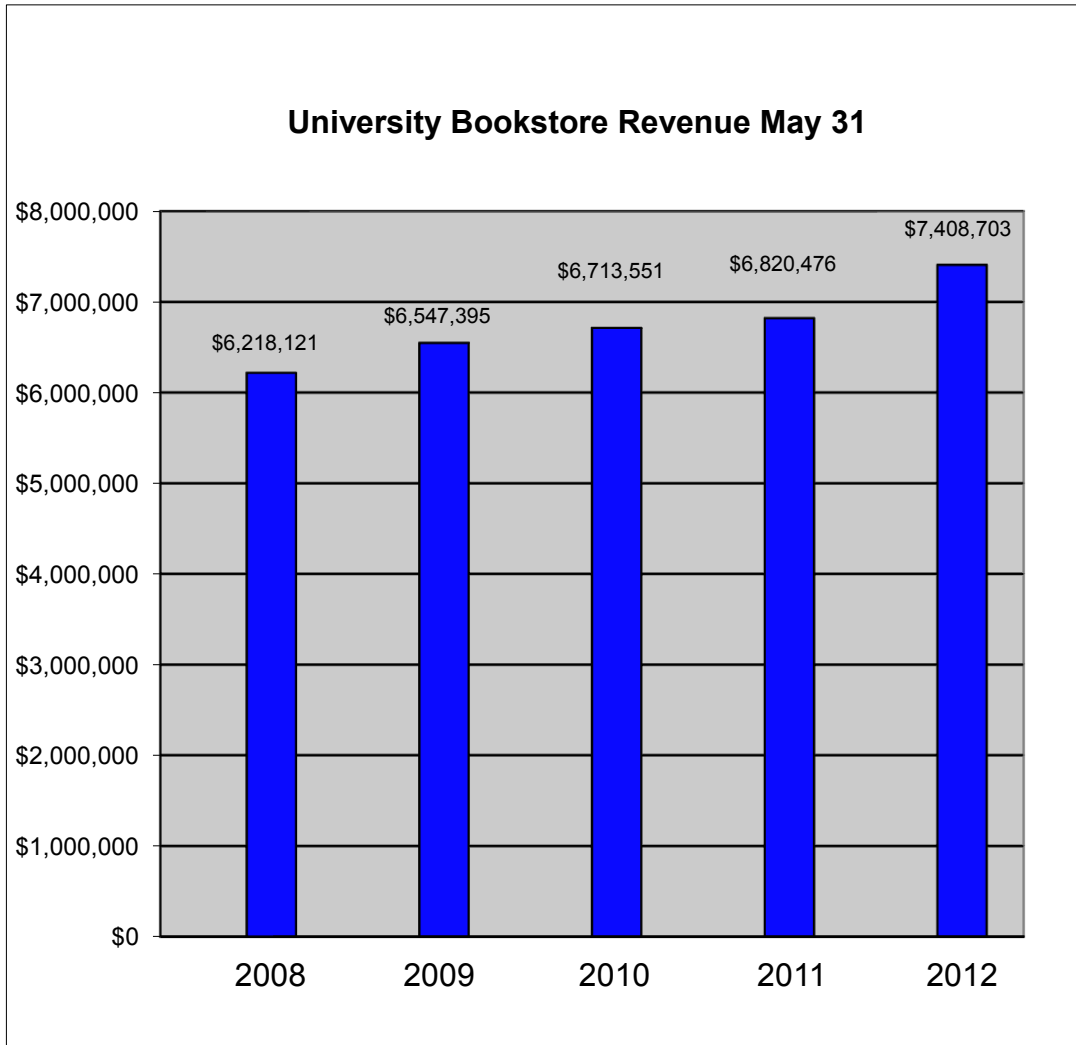
- Exceeded budgetary projections
- Increased product line for giftware, electronics, clothing, and school supplies
- Ensured that all vendors of imprinted merchandise complied with the University's Trademarks and Licensing Program
- Revised the product mix of the Dorm Survival Kit
- Increased sustainability efforts throughout the Bookstore, Starbucks and the Convenience Store to include recycling of all consumables as well as stocking environmentally friendly products when possible
- Maintained mandates outlined in the Federal Higher Education Opportunity Act
- Designed and opened remote convenience store with a Tim Hortons kiosk
- Implemented warm breakfast program in the Campus Convenience Store
- Negotiated an agreement with Apple to allow faculty, staff and students to purchase Apple computers in the campus Bookstore at academic prices

Statistical Data

- Debit Accounts decreased by 424 participants to 2,452 in fall 2011, from 2,876 in fall 2010
- Revenues for the 2011-2012 fiscal year were \$7,408,703 compared to \$6,820,476 in 2010-2011, an increase of 8.6%
- Fall 2011 Textbook Pre-packs totaled 1,041 with 196 deliveries to residence halls, a decrease of 17.4% and an increase of 5.4% respectively
- Net Revenues increased 15.4%
- Operating expenses increased 8.1%

FACULTY STUDENT ASSOCIATION OF STATE UNIVERSITY COLLEGE AT
FREDONIA, NEW YORK, INC.

The following chart represents total FSA operating revenue by year for each of the past five years which includes Convenience Store, FREDEXpress, Starbucks, and the University Bookstore:



Assessment Update

Assessment Statement

The above accomplishments reflect the efforts of the FSA to support the academic mission of the University by providing excellent goods and services to support the needs of our customers, while maintaining the financial integrity of FSA.

Assessment Activities

Monthly accounting reports are reviewed and assessed in depth for all matters relating to the cost of goods and labor.

The Bookstore stocks a varied amount of textbooks, study aids, course supplies, and miscellaneous merchandise to help enable the general college population acquire the materials needed to attain the highest standards of excellence in education. It is the Bookstore's goal to provide these goods and services in a convenient manner using the widest variety of product lines possible. A standing FSA Board Bookstore Committee reviews all relevant matters.

The Bookstore has strived to maintain adequate stock on all required textbook and course supplies in order to meet the above assessment activities. Providing needed materials is essential to enable students to achieve their personal and intellectual growth.

The retail operations will continue to evolve the product lines and the services that are offered focusing on healthy alternatives. The Convenience Store will be taking a more active role in promoting healthy choices with an increased variety of fresh fruits, healthy entrees, and organic selections. The Bookstore will continue to enhance its online presence at www.sunyfredoniabookstore.com. This site not only offers textbooks and general merchandise, but allows the store to comply with the federal Higher Education Opportunity Act.

Assessment Goals

The assessment goal of the Bookstore is to identify the appropriate product mix to meet customer demands, and to:

- Assess space utilization of store and warehouse
- Assess product selection to reflect the needs of the Fredonia campus
- Evaluate student employee training procedures for the store and revise as needed in order to increase annual retention rates
- Maintain 100% compliance with the college-licensing program
- Maintain compliance with the Higher Education Opportunity Act
- Decrease lead time between ordering and receiving of imprinted merchandise
- Enhance Fredonia imprinted merchandise with increased selection. Work with vendors to decrease minimum orders allowing for less investment in inventory
- Continue to develop a campus wide marketing program
- Enhance Starbucks lunch program with increased menu items following Starbucks mandated ingredient guidelines
- Continue to search for environmentally friendly general merchandise options for the Bookstore

- Maintain and enhance online shopping presence and marketing efforts offering new and innovative products to the Fredonia students, faculty, staff and alumni
- Design and implement an addition to the campus Convenience Store by adding additional shelf space
- Refine product mix for the new FredExpress convenience store in Thompson Hall, increasing the product line in the Tim Hortons kiosk
- Implement the textbook rental program
- Look for new and interesting social media marketing opportunities

Dining Services

Annual Report

FSA Dining Services is dedicated to enhancing the quality of life for the University community. Reflecting the SUNY Fredonia Vision Statement and the FSA Auxiliary Corporate Mission Statement, Dining Services strives to provide quality food and exemplary service for a diverse community, while maintaining the financial integrity of the division.

Focus on customer service and flexible meal plans allows customers to concentrate on their academic endeavors. A variety of menu selections and dining options reflects the individual needs of a diverse campus population. The continued success and growth of Dining Services requires a vision that incorporates an efficient and effective operational strategy with a clear understanding of the needs of our customers and employees, combined with strategic marketing of our goods and services.

The Dining Services staff consists of 19 full-time management employees, 18 full-time CSEA employees, 72 part-time CSEA employees, and 276 part-time student employees.



Cranston Marché

From left to right, front row: Felicia Nowak, Tracy Raczka, Lisa Lampert, Rick Kirchenwitz, Pat Wilde, Erika Santiago, Cheryl McCoy, Dianna Goodwin; back row: Allison Kozlowski, Tom Avery, Joshua Goulding, Mary Brown



Marketplace at Erie

From left to right, front row: Brenda Butler, Lynne Montague, Debra Seavy, Janine Miller, Diane Woloszyn, Jill Phillips, Moriah Keddie, Tracy Raczka; back row: Judy Perry, Cindy Holcomb, Robert Graham, Roberta Loomis, Samantha Begier



Centre Pointe

From left to right, front row: Cassandra Mazurek, Terri Walker, Meghan Ras, Courtney Saunders, Taylor Walker, Kacie Weaver; back row: Mike Raimondi, Mary Logan, Justin Cunningham, Cindy Korzeniewski, Kathy Alton, Karie Pencek, Diane Mekus



Trendz

From left to right: Meghan Ras, Aiden Perrilloux, Rita Zambotti, Anne Leone, Justin Cunningham



Café Fenton

From left to right: Stephanie Maher, and Lynette Neallard



Café McEwen

From left to right: Pamela Kus, Liz Jurczak, and Amber Amidon



Café Mason

From left to right: Elizabeth Smith and Karen Fisk



Catering Office

Seated: Jeff Walter; back row, from left to right: Linda Kurgan-Monaco, Mark Kinney, and Jason Lamb

Significant Accomplishments

- Achieved greater operational effectiveness, enhanced profit extraction, and increased levels of quality customer service by self-operating FSA Cafés and Concessions
- Continued the “Spring into Fall” Program introducing test runs of potential new menu items in Trendz and Centre Pointe based on customer feedback
- Modified Cranston Marché and Marketplace at Erie Dining Center menus to accurately reflect customer preferences, increase operational effectiveness, and respond to increased numbers of International students
- Featured Special Theme and Holiday Dinners at the Marketplace at Erie Dining Center
- Reassigned management staff who seamlessly transitioned and achieved catering operational goals while catering manager was deployed overseas
- Streamlined catering planning guide, updated pricing, and created Wedding planning guide to increase both catering and lodge revenue
- Continued internal web-based sanitation training, complimented by hands on instruction

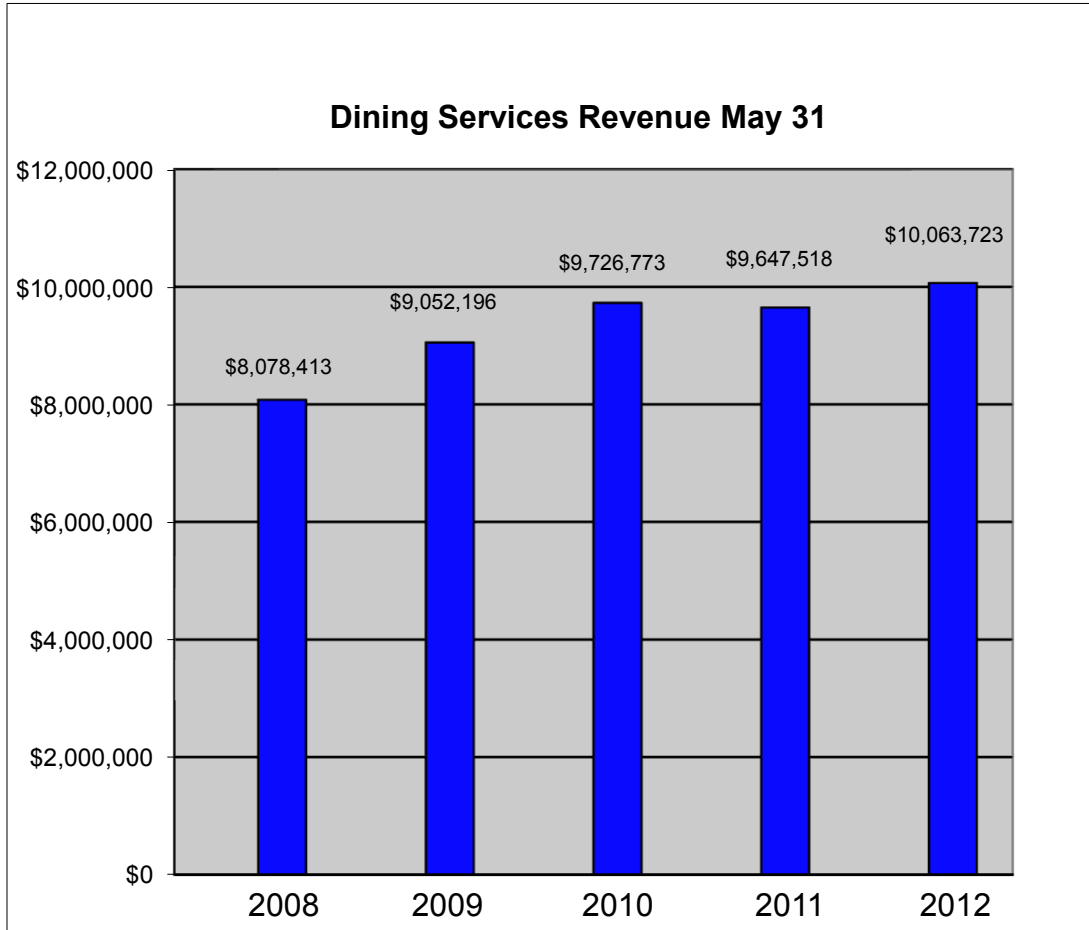
- Accomplished Sustainability efforts which include further data collection and analysis regarding trayless options, increasing our local purchases to 15.5%, and planning for pre-consumer waste tracking in all units
- Continued to develop our relationship with primary vendor Maplevale Farms, and evaluated and selected new products to increase cost of goods efficiency
- Proactively engaged food brokers, most of whom underwent major consolidations, to increase cost of goods reduction programs
- Implemented our “Eat like a Scholar” Nutritional Information in Centre Pointe and the FSA Cafés
- Provided personalized attention for the increasing number of students with dietary and medical dining restrictions
- Planned for the fall 2012 opening of Tim Hortons
- Interviewed and evaluated management staff to identify their aspirations, skill sets, and potential reassignment or promotional opportunities

Statistical Data

- Self-operated Dining Services revenue for the 2011-2012 fiscal year was \$10,063,723 compared to \$9,647,518 in 2010-2011, an increase of 4.3%
- Meal plan enrollment decreased by 130 participants to 3,781 in fall 2011, from 3,911 in fall 2010; a 3.3% decrease for the fall 2011 semester
- Net Revenues increased 3.1%
- Operating expenses increased 9.9%

FACULTY STUDENT ASSOCIATION OF STATE UNIVERSITY COLLEGE AT
FREDONIA, NEW YORK, INC.

The following chart represents total FSA Dining Services operating revenue by year
for each of the past five years which includes catering, Centre Pointe,
Cranston Marche, FSA Cafes & Concessions, MarketPlace at Erie, and Trendz:



Assessment Update

Assessment Statement

Management is directed to constantly monitor food and service quality, unit cleanliness, and employee productivity.

Regular inspections are conducted by the Chautauqua County Health Department to assure compliance with all areas of Dining Services, as it applies to the New York State Sanitary Code.

Customer comment cards and e-mails are reviewed, assessed, and answered in an effort to evaluate all consumer based observations and requests as they reflect our recognition of the varied needs of our diverse clientele. All management staff is encouraged to engage customers on a daily basis for input, including daily interaction with student customers who are also staff members.

Various unit staff meetings are scheduled on a regular basis to examine and evaluate all issues relative to dining services and its customers.

Planning initiatives are routinely reviewed for immediate and long-term performance.

The above accomplishments reflect the efforts of the FSA Dining Services to support the academic mission of the University by providing excellent goods and services to our customers, while maintaining the financial integrity of FSA.

Assessment Activities

Work with the FSA Board and Food Service Committee to refine operations and springboard new initiatives and operations, including the new Science building and Rockefeller Arts Center.

The Sustainability Committee membership provided insight into pre-consumer and post-consumer waste, the bottled water issue, and local purchasing initiatives.

Based upon routine customer and employee input, many dining service suggestions were implemented, improving customer satisfaction.

Evaluated and fine-tuned the dining hall menus to provide a variety of choices for the diverse campus clientele.

Assessment Goals

The assessment goals for Dining Services focus on maximizing customer satisfaction while stressing efficiency.

- Continue the “Spring into Fall” new menu item rollouts
- Evaluate menu changes made in Trendz, and consider a more dynamic platform
- Gauge the impact of Tim Hortons on existing operations, and respond accordingly
- Identify operational needs in new locations
- Identify impact of increased population of International students

- Plan short and long-term operational response to anticipated enrollment decline trend
- Market all units to increase customer awareness via various media
- Plan for management development and cross training to foster continuity of all facilities
- Develop Operations Manuals for all units
- Develop training program for all management staff, regular employees, and students
- Evaluate menu items, recipes, and product specifications to effectively control anticipated significant increases in cost of goods
- Implement the Dining Services Sustainability Program which includes pre-consumer and post-consumer waste reduction programs, converting to greener disposable service ware, expanding recycling possibilities, use of local suppliers, and evaluating trayless initiatives in all units
- Continue prompt and thorough responses to comment cards and e-mails
- Develop more sophisticated food and labor cost monitoring and control tools

Human Resources

Annual Report

The Human Resources (HR) staff currently consists of 2 full-time management employees. The HR department is responsible for staffing management, CSEA, and student employees. Responsibilities include interpretation of contract, employee handbooks, and policies and procedures. The HR department also performs payroll functions and administers pension, health insurance, and dental plans for Management, CSEA and Student employees.

The FSA Corporation consists of 89 full-time management and CSEA employees, 110 part-time CSEA employees, and 320 student employees.

Significant Accomplishments

- Finalized 2012-2013 employee labor budget
- Coordinated Annual Employee Orientation meeting
- Arranged for motivational speaker, Nels Ross, for the Annual Employee Meeting
- Updated all employees on the "Right to Know" law
- Maintained Wage Theft Prevention Act Compliance
- Hired new Dining Services Supervisors and Starbucks Supervisor
- Held Annual Student Recognition Banquet
- Conducted First Annual Student Job Fair
- Recognized Employee of the Semester and Years of Service
- Completed orientation for all new CSEA and management employees
- Implemented new Health Insurance Plans and a new Dental Plan
- Negotiated a 5 year contract with CSEA
- Re-organized Safety Committee with a member from each work location
- Conducted safety audits in each work location
- Staffed the new Tim Hortons Café and Bakeshop
- Provided training for management staff in Excel and Word
- Implemented monthly safety, wellness, and management training material

Statistical Data

- 175 FSA employees attended Annual Orientation Meeting
- Hired 18 new employees

Assessment Update

Assessment Statement

The above accomplishments reflect the efforts of the FSA Human Resources to support the academic mission of the University by providing personnel to deliver the goods and services to support the needs of our customers in the most efficient and cost effective manner.

Assessment Activities

- To help ensure fiscal compliance, prepare bi-weekly report of budget vs. actual hours worked
- Meet regularly with management staff to review employee policies and procedures outlined in employment handbooks and union contract
- Meet with Worker's Compensation insurance representatives to provide a safe work environment
- Perform ongoing inspections of work locations regarding the proper labeling for new materials including input into the Material Safety Data book
- Prepare review of monthly unemployment experience rating to ensure compliance
- Assure Department of Labor Compliance by posting Wage Theft Prevention Act information
- Perform NYS New Hire Reporting with health insurance eligibility requirements
- Ensure proper payment of wages and deductions for all employees
- Maintain confidentiality of all employee personal information and data

Assessment Goals

The assessment goal of Human Resources is to become a resource base for all FSA operations to increase efficiency, and to:

- Meet with all new employees to review Employment Handbook, Contract, Safety Manual, and job descriptions
- Continue to investigate implementing Wellness programs
- Meet with each employee annually to increase employee awareness of individual benefits including, retirement, SRA, health insurances and EAP programs
- Conduct annual employee evaluations for CSEA and Management employees
- Develop training program to ensure all new employees are properly trained in all areas
- Remain up to date on current procedures and retirement options, and work with TIAA-CREF representative to provide individual counseling to employees
- Review examinations for all CSEA positions that require testing
- Research educational opportunities for Management Staff
- Provide continued training and protective equipment to decrease work related injuries such as cuts, burns, trips and falls

Information Technology

Annual Report

Information Technology strives to support and further develop the use of technology within FSA for organization and campus-wide utilization. During this process, we continue to evaluate current processes to increase efficiency and productivity. With endless possibilities, Information Technology is always excited at the opportunity to advance the use of technology throughout FSA and the campus.

The Information Technology staff currently consists of 3 full-time management employees.

Significant Accomplishments

- Developed online “Treats for a Cause” application submission and management system
- Launched FREDCard mobile apps for iPhone and Android
- Implemented Transaction Vault for secure tokenized off system storage of credit card data in Micros Point of Sale system
- Developed and launched new redesigned FSA website

Statistical Data

- 4,687 add-on online deposits through the MyFREDCard.com website, totaling \$373,198
- 1,749 Help Desk tickets submitted

Assessment Update

Assessment Statement

The above accomplishments reflect the efforts of the FSA to support the academic mission of the University by providing the technology required to support the needs of our customers in the most cost effective manner.

Assessment Activities

The IT Committee, comprised of the FSA Executive Director, Associate Executive Director of FSA and Controller, Director of Retail Operations, and Director of Information Technology, continues to review the technology needs of FSA, addressing issues as they arise and plan for hardware/software expansion and upgrades. The IT Committee has placed a system of checks and balances related to the IT Unit, sharing with its members the details needed to fully understand the issues at hand in order to make thoughtful decisions.

Assessment Goals

The assessment goal of Information Technology for next year is to develop and implement new mobile apps and technologies that will directly benefit customer interaction with FSA, and to:

- Evaluate Cable TV service provider options
- Develop and host new College Lodge website
- Develop system to allow for online meal plan and debit account signups
- Develop FSA mobile apps
- Segment FSA network and implement Intrusion Prevention System
- Program Point of Sale system for Tim Hortons' complex menu, and implement new Kitchen Display System
- Add public Wi-Fi to the Tim Hortons in the Williams Center
- Evaluate server virtualization for potential hardware consolidation and cost savings
- Deploy iCLASS card readers at all Point of Sale cash registers to ease wear and tear on equipment and cards, utilizing the new technology in the FREDCard

Special Events, Marketing, Licensing

Annual Report

This department is focused on the image of FSA, its operations and overseeing all areas of marketing, public relations, conferences, and licensing. It is the department's responsibility to maintain a clear understanding of the programs and policies and procedures within FSA and the campus community.

This department is staffed with 1 full-time management employee and 1 full-time CSEA employee.

Significant Accomplishments

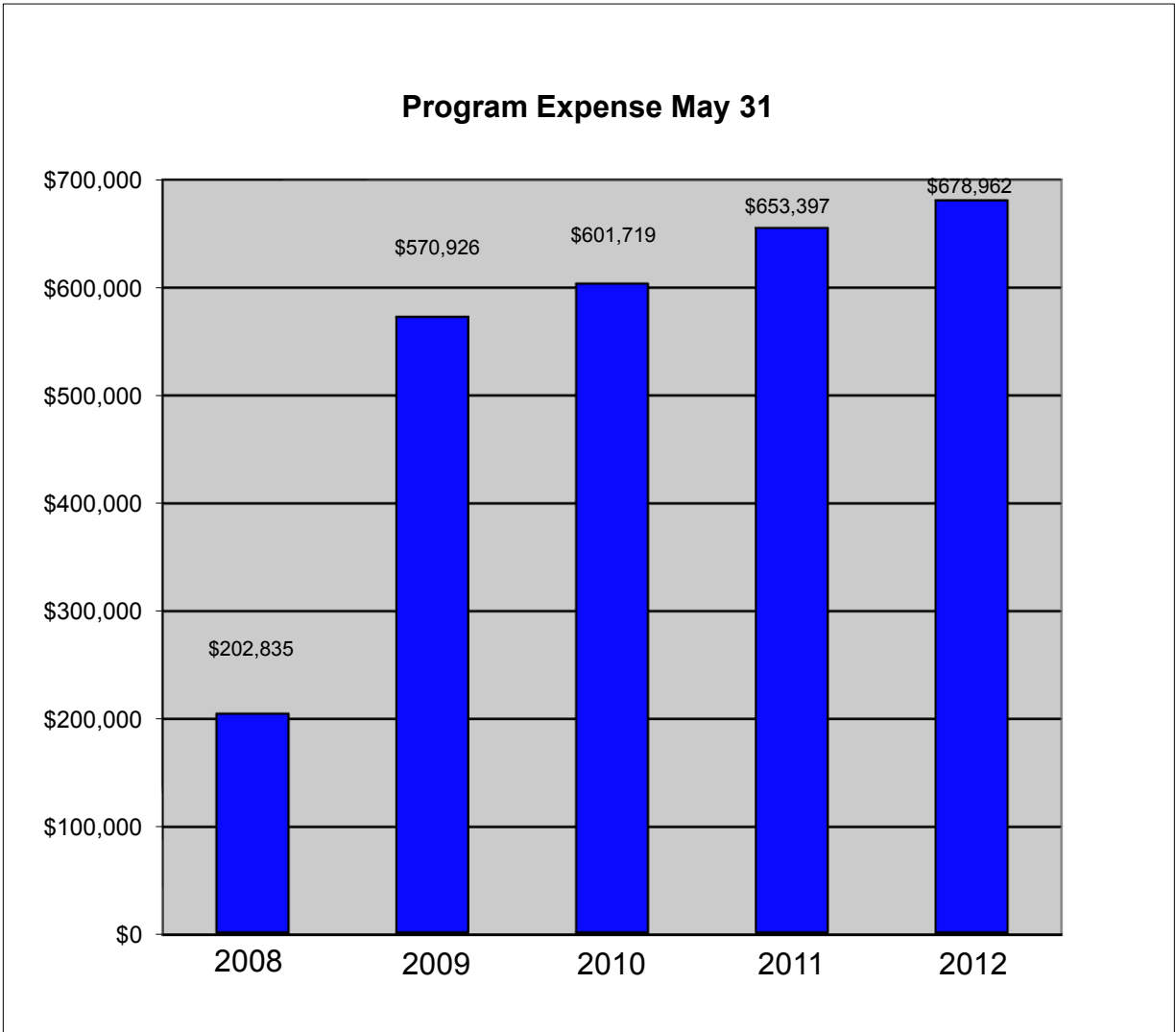
- Coordinated the planning and implementation of all marketing for the 2011-2012 Academic year, which included special events in both Dining Services and Retail Operations
- Launched the FSA Twitter page
- Completed and presented a new Administrative Services Orientation DVD at the 2011 Summer Orientation
- Coordinated all 2011 summer conferences, which included: The Quartet Program, 2 NYSSSA (New York State Summer School for the Arts) programs, the School of Choral Studies, the School of Visual Arts, the Rotary Youth Leadership Academy (RYLA) , and both the EDP and Upward Bound Summer Programs
- Continued involvement as emeritus of Chautauqua Leadership Network (CLN)
- Evaluated and began planning for hosting weddings at the College Lodge

Statistical Data

- 18 residential summer programs on campus
- 10 summer day programs on campus
- 5 residential summer experiential training programs at the College Lodge
- 2 summer day experiential training programs at the College Lodge
- 84 licensed vendors

FACULTY STUDENT ASSOCIATION OF STATE UNIVERSITY COLLEGE AT
FREDONIA, NEW YORK, INC.

The following chart represents total FSA Programs supporting over 40 activities annually on campus by year for each of the past five years:



Assessment Update

Assessment Statement

The above mentioned accomplishments reflect the efforts of FSA to support the academic mission of the University by providing excellent goods and services to support the needs of our customers, while maintaining the financial integrity of FSA.

Assessment Activities

Worked closely with unit management to promote and encourage participation in Dining Services and Retail Operations special events.

Regular monitoring of licensing procedures has helped to promote the production and sale of Fredonia merchandise, both on and off campus. The 2011-2012 Fiscal year represented another successful year for SUNY Fredonia's royalties.

Encouraged open communication with all faculty and staff via the Special Events Committee to ensure successful programs for our conference groups.

Assessment Goals

- Continue to market all FSA operations
- Continue to promote the College Lodge and the Experiential Training Program
- Work on promoting the College Lodge as a wedding venue
- Continue to provide and strengthen the conference coordination needs of the campus community and outside clients through membership in ACCED-I by attending seminars, sessions and workshops at the regional meeting and the annual conference
- Continue to foster relationships with faculty and staff via the Special Events Committee and other campus constituents to ensure successful campus experience for our conference groups
- Continue to monitor, train, and approve the numerous needs of Trademarks & Licensing by licensed and non-licensed vendors, students, and the campus community
- Develop creative advertising to inform the entire campus community about the many services available throughout our campus, and continue to collaborate with other members of the SASA (State Auxiliary Services Association) Marketing group both at meetings held once a semester and via e-mail
- Assist other FSA management with the continual need to inform students of any changes, additions, and deletion of policies and procedures regarding the services we provide for them at SUNY Fredonia
- Remain an active member of the Chautauqua Leadership Network (CLN) by serving as a committee member, assisting as a facilitator at the retreat weekend, and providing support for the growth of other SUNY Fredonia members in the CLN network

Support Services

Annual Report

Support Services adapted to the major changes in the operations brought on by the ever-changing desires of the students. Additional products and services, varied delivery schedules to maintain fresher product, and increased demand stretched our resources. Starbucks Coffee and FREDEExpress increased the food production in Central Prep with new menu items and higher demand.



The Support Services group continued with 5 full-time management employees, 18 full-time CSEA employees, 12 part-time CSEA employees and 11 student employees.

From left to right, front row: Dennis Kaiser, Robert Schwerk, Toni Bausum, Lesa Drummond, Linda Willoughby, Christine Sipp, Cheryl Smith; back row: Ron Mirek, Ron Wasik, Julie DePasquale, Jared Farnham, Marcie Sievert, Craig Moore, David Lewis, Mike Nelson, Kimberly Collins, Fred Tripp, and Dean Messina

Significant Accomplishments

- Completed more than 680 work orders
- Cleaned and maintained all FSA operated facilities
- Met with a NYS Forester and applied for EQIP NY Conservation Grant to obtain a professionally written Forest Management Plan, even though the timber harvest has remained suspended due to a weak economy causing low demand
- Provided Experiential Training Program for 651 participants in 2011-2012, which reflected an increase of over 36% from the previous year, as a result of the quality of the program and repeat business
- Continued to expand operations of Central Prep by adding new items with Starbucks, FREDEExpress, and the Convenience Store
- Added a replacement vehicle to the fleet for Catering transportation
- Re-routed and combined deliveries for better utilization of equipment and cost savings
- Purchased a new John Deere tractor and Gator all terrain vehicle for use at the Lodge
- Brought on new suppliers in the Bake Shop to ensure the best possible pricing and developed new items to replace “store bought” items

Statistical Data

- Revenues from Support Services for 2011-2012 totaled \$616,846 compared to \$586,536 in 2010-2011, which is an increase of 5.2%
- Revenues from natural resources were \$4,945
- Operating expenses increased 1.3%

Assessment Update

Assessment Statement

The previously mentioned accomplishments reflect the efforts of FSA to support the academic mission of the University by providing excellent goods and services to support the needs of our customers, while maintaining the financial integrity of FSA.

Assessment Activities

The Support Services unit coordinates formal inspections by the Chautauqua County Health Department, New York State Fire Inspectors, New York State Department of Labor, New York State Department of Environmental Conservation, and SUNY Fredonia Environmental Health and Safety Department, to assure compliance in all necessary areas.

Assessment Goals

Support Services will continue to anticipate and react in a positive and timely manner to the challenges of the University.

- Implement a Forestry Management Program at the College Lodge
- Continue to market FSA's Experiential Training Program at the College Lodge
- Update menu choices to meet the ever-changing demands of our customers and maintain product freshness
- React in a timely manner to meet our customers' expectations
- Plan for the additional support and logistics for the Williams Center Tim Hortons and the new Science Building Café
- Expand additional fresh baked items into the Convenience Store and FredExpress

Human Resources

HUMAN RESOURCES

Introduction

As a staff function, no departments report directly to Human Resources (HR). Yet, based on the multiple functions performed, Human Resources has ongoing and detailed interactions with, and provides guidance and advice to all campus employees. Whether supporting recruitment via PeopleAdmin, communicating benefit information, updating the HR information system, vetting grievances (and conducting related due process activities), managing a Workers' Compensation case, interpreting contract or policy language, advising management on a course of action, or other related HR duties, Human Resources' work impacts all SUNY Fredonia employees.



*From left to right, seated: Mike Daley, Jen Costa, and Leah Betts;
In back: Laurie Ensign, Diane Howard, Jodi Rzepka, and Shannon Fisher*

Mission Statement

The core mission of Human Resources is closely aligned with the university's vision. The mission statement was recently updated to reflect the values of the HR team as well as to clarify the contribution the department makes to the university. Human Resources seeks to attract and retain the best-qualified applicants by constantly promoting SUNY Fredonia as a "Great Place to Work." Specifically, Human Resources' Mission statement is:

"As a strategic partner with university Leadership, Human Resources is committed to providing exceptional and evolving, innovative service in the recruitment, retention and continuous development of a diverse workforce. Our efforts are directed by common values of trust, respect, and promotion of a positive work environment designed to support excellence in teaching, scholarship, research and administration."

Once that best-qualified individual is identified, it is vital that Human Resources, as an initial and primary campus contact, facilitates the employee's seamless transition to campus. To that end, the orientation programs commence the newly hired employee's "on-boarding." Through the orientation process, HR endeavors to provide relevant information to staff, thus allowing them to focus on instruction, student support services, administrative activities and the performance of their duties.

Human Resources is committed to a continuous review of its activities to ensure they promote efficiencies and best practices. HR strives to partner with Senior Management to provide advice, proactively and creatively solve problems, and promote service excellence and champion positive and productive employee relations on campus. Also, HR works to ensure that all activities are performed in compliance with governing Federal, State and SUNY statutes, thus insulating the University from external liability.

Annual Report

Human Resources is responsible for the following functions: position classification and compensation, Faculty, M/C, Professional and Classified recruitment and employment, benefits administration and consultations regarding three health insurance plans, three retirement programs, three vision and dental plans and numerous other employee benefits (e.g.: tuition reimbursement, flex-spending accounts, disability insurance, life insurance, etc.) new faculty, staff and graduate assistant orientation, employee relations including contract administration, grievances and discipline, interpretation of six collective bargaining agreements, advisement of faculty, staff, administrators and supervisors regarding Civil Service law, the SUNY Trustees' Policies and other relevant State and Federal laws, Immigration, COS processing, data base management, report preparation, pre-retirement education programs for faculty and staff, administering attendance and leave policies for faculty and staff, staff development programs, employee evaluation-both probationary and annual, ethics compliance, production of the campus phone directory, Workers' Compensation, renewal notification for all employees moving toward permanent or continuing appointment, and monitoring the preparation of required Performance Programs and Evaluations for all Fredonia employees.

The Human Resources Office is staffed by the Director of Human Resources, an Associate Director, an Assistant Director of HR-Employee Benefits, a Coordinator of Classified & RF Benefits & Immigration, a Secretary 1, a part-time Clerk and a part-time Database Consultant.

Significant Accomplishments

- Continued to improve communication between HR and the campus community. HR utilized its updated website, listservs, Twitter, and campus mailing to update employees on such issues as: vacancy announcements, retirement planning, retirement vendor educational seminars, updates to various insurance programs, Civil Service exam information, etc.
- Served as Interim Affirmative Action (AA) Director for the period 10/1/12 - 1/1/13. In this capacity revamped the AA website to provide a more user friendly experience
- Responded to an AA claim and informally resolved the matter
- Responded to an EEOC complaint
- Responded to a Federal suit
- Responded to a NYS Human Rights complaint
- Responded to an Improper Practice Charge filed with the NYS Public Employee Relations Board
- Investigated a Hostile Work Environment claim and prepared a detailed summary regarding findings
- Conducted prevention of workplace violence training program for classified staff
- Completed a very detailed pre-survey documentation; coordinated a related communication campaign; conducted employee survey; responded to numerous questions and ultimately secured *Great Place to Work* designation for Fredonia for the second consecutive year
- Utilized PeopleAdmin to conduct 53 searches and trained 265 PeopleAdmin search committee users
- Coordinated seven employee benefit consultation days with TIAA-CREF, and two with the NYS ERS, affording university staff direct vendor contact and expertise

- Distributed 40 recruitment brochures to support the hire of Faculty, Professional & MC staff
- Updated nine benefit brochures representing each bargaining unit. The pamphlets summarize the various benefits provided to employees. The brochures are available to all hiring managers to assist them in their recruitment efforts and also to position Fredonia as an "Employer of Choice"
- Revised various reports and queries to assist Administration in such critical HR issues as: salary administration, reclassification, ethics compliance, employee renewals and other such HR related actions
- Continued to produce automated quarterly renewal notices to assist supervisors and VP's in the reappointment or non-renewal of all non-teaching professionals
- Produced the 2011-2012 campus Phone Directory
- Provided Community Service via active participation on the following committees: SUNY, SUNY WNY Regional Consortium, SUNY HR Executive Committee Rewards and Recognition Committee, Campus Affirmative Action Committee, Chautauqua Leadership Network, EAP Committee, SUNY Fredonia Federal Credit Union Board, Council for Women's Concerns, Senate Planning & Budget Committee, Campus & Community Children's Center Board of Directors, Student Affairs Judicial Board, Veterans Recognition Committee, Professional Development Advisory Board, Professional Development Associates Program, Commencement volunteers and SEFA/United Way Committee
- Maintained positive and professional relations with campus unions
- Achieved 100% compliance with NYS Ethics reporting regulations
- Updated the *Classified Staff Employee Handbook* and posted the newest version on the HR website
- Participated in NYS/CSEA Labor/Management Committee training
- In partnership with the local CSEA Labor-Management Committee, secured 2nd NYS Partnership Grant that was used to rehabilitate the break room in Dods Hall
- Partnered with SUNY Fredonia Secretarial Committee to provide training to 72 CSEA ASU represented members

Statistical Data

- Distributed, received and processed 1,007 SEFA pledge forms that resulted in the campus raising \$48,991 (102% of goal!)
- Digitized 1,206 inactive employee personnel files representing 145,880 pages
- Received and filed 315 Performance Evaluations for Classified, Professional and M/C staff
- Received and filed 212 Performance Programs for Professional and M/C staff
- Established and monitored 25 Classified staff probations
- Opened or managed 27 Workers' Compensation cases
- Processed 2,895 SUNY HR and 145 NYSTEP transactions
- Processed 1,675 COS forms
- Completed 264 pre-employment screens
- Processed 143 new hires: ensured employment files established, paperwork prepared for payroll and appointment letters completed and benefits consultations provided

- Prepared and distributed 30 separation letters
- Processed 53 well-earned promotions!
- Prepared and posted 50 SUNY Fredonia vacancy notices (Classified, Professional and teaching positions) ensuring compliance with appropriate provisions of negotiated Agreements
- EAP programming for this cycle included: Produced and distributed monthly updates to the 15 Wellness Notebooks, Distributed monthly “Reflections” signage throughout campus, Coordinated Take Your Sons & Daughters to Work Day with other colleagues, Managed the annual Wellness Fair, Coordinated the “Olympic Experience”, Work Bike for Wellness”, Zumba classes, and The Weight Management Program
- Conducted salary analysis for 8 UUP-represented positions
- Analyzed and successfully classified two CSEA-represented positions
- Established three over-the ANTE positions
- Processed 92 TDA enrollments and changes
- Conducted orientation program for 20 Graduate Assistants and 22 faculty colleagues
- Conducted/created 27 Classified employee searches or job announcements
- Created and distributed 1,024 bid sheets for internal, classified lateral transfers and promotions
- Created, distributed and coded 300 canvass letters for competitive and classified searches
- Provided benefit consultations for 180 new hires, retirees and those considering retirement
- Processed 479 Honorarium requests
- Personal retirement consultations were provided by: TIAA-CREF (53 attendees) and the New York State Employees' Retirement System (73 attendees)
- Six employees, their dependents and departments were assisted in dealing with Immigration issues
- Provided 50 Leave of Absence and FMLA consultations
- Prepared and processed 17 very detailed NYSPBA salary calculations
- 110 employment verifications were conducted for such things as mortgage verification, UUP's Tuition Assistant Program, the Tuition Waiver Program, issuance of ID cards, etc.
- Processed all requests from departments for labels and reports. Provided labels or information from labels printed directly onto mailings for Wellness Committee, SEFA, billing for employee telephone bills, EAP, Secretarial/Clerical Conference, etc.
- The past review cycle was an active one for the Employee Relations functions. Specifics include:
 - Three CSEA grievances were filed by CSEA-represented staff. Two were informally resolved at step 1. One proceeded to step 2
 - One grievance was filed by a UUP-represented employee. It was resolved at step one
 - One UUP step 2 hearing was held. The matter was not resolved at that stage of the grievance process so the grievance moves to Arbitration
 - A complaint regarding violation of the university Workplace Violence Policy was conducted. Numerous witnesses were interviewed and extensive documentation

gathered. A summary report detailing the findings was prepared, and corrective action was implemented

- A detailed review pertaining to lack of collegiality in a department was conducted. An extensive summary was prepared and a trainer identified to assist in resolving the underlining issues. No evidence of discrimination was found
- A New York State Department of Human Rights complaint was responded to via extensive research and fact-findings. A written brief was created and submitted. The matter remains under review
- Provided consultation and guidance on Research Foundation Employee Relations matters
- Three Notice of Disciplines and various counseling memos were issued

Responding to grievances, IP's, Division of Human Rights and EEOC claims is a time-consuming and labor-intensive process. Witnesses must be interviewed, facts and evidence gathered and analyzed, past practice studied, system-wide implications addressed, counsel secured from both SUNY Administration and Legal, contract language analyzed, and settlement positions considered.

Assessment Update

Assessment Goals

- Successfully implement Interview Exchange as new automated recruitment system
- Successfully implement Talent Wise as new pre-employment screening provider
- Maintain positive relations with all campus unions
- Continue to digitize employee files
- Produce online benefit orientation for part-time UUP-represented professionals
- Produce Handbook for part-time UUP-represented staff
- Successfully introduce WeComply as automated compliance training suite
- Continue to provide timely and accurate benefit advice and problem resolution for university staff
- In partnership with Facilities Services, create Green Cleaning training program and conduct said program for all Custodial staff
- Produce 2012-2013 campus Phone Directory
- Provide leadership to both the SUNY HR Committee and the WNY HR Directors Consortium and support campus initiatives via participation in various committees
- Partner with Academic Affairs (AA) to introduce HARP to campus
- Cross train HR staff in discipline functions
- Introduce Reporting Services to campus
- Assist in preparing campus for tobacco-free environment
- Create HR Policies and Procedures Manual

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Internal Control

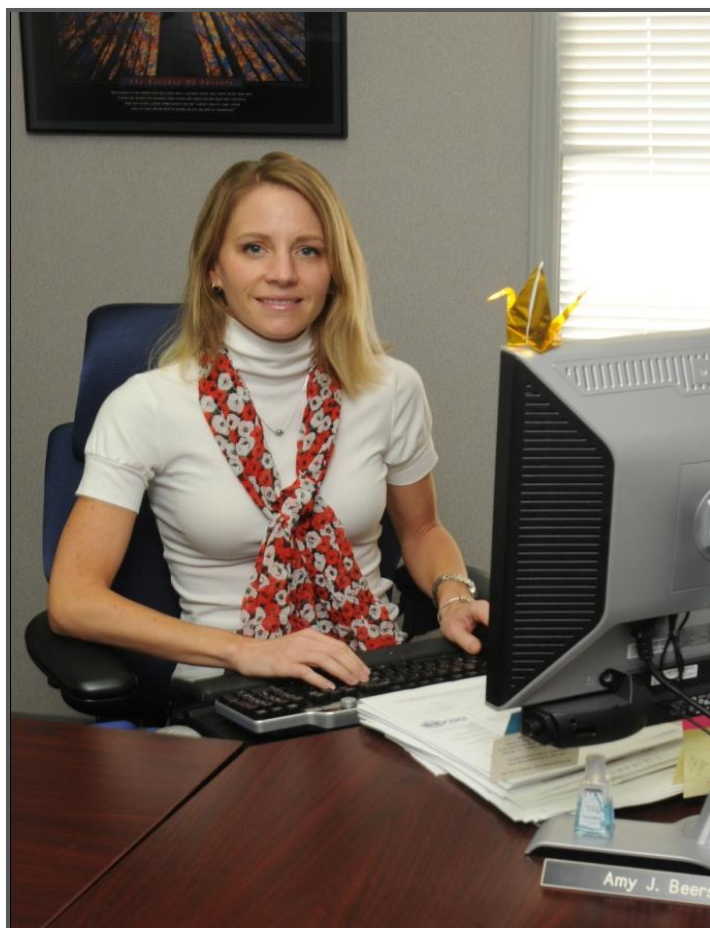
INTERNAL CONTROL

Introduction

The Internal Control Department comprises the plan of organization and all of the coordinate methods adopted within the University to safeguard its assets, check the accuracy and reliability of its accounting data, promote operational efficiency, and encourage adherence to prescribed managerial policies. Although the Internal Control Department currently consists only of the Director of Internal Control, the objectives of internal controls are the responsibility of all campus employees.

Mission Statement

The mission of SUNY Fredonia's Internal Control Program is to ensure compliance with the New York State Internal Control Program and to ensure campus operating practices and procedures are sufficient to minimize the possibility of operational failure, theft, fraud, compromised data, or other actions inconsistent with policy and/or in violation of law. SUNY Fredonia's Internal Control Program is designed to review, critique, and provide improvement opportunities to strengthen the University's existing systems and procedures.



Amy Beers

Annual Report

The internal control function originated with the inception of the “New York State Governmental Accountability, Audit and Internal Control Act, Chapter 814 of the Laws of 1987.” It is designed to ensure that this University meets its mission, promotes performance leading to effective accomplishment of objectives and goals, safeguards assets, checks the accuracy and reliability of financial and other key data, promotes operational efficiency and economy, and encourages adherence to applicable laws, regulations and prescribed managerial policies and practices. Internal controls are defined as operating practices, reporting relationships, and procedures that individual departments and the University as a whole have adopted to achieve goals and objectives and to avoid the loss or misuse of assets. When followed, internal controls reduce the likelihood that errors or irregularities will occur that could prevent the successful achievement of such goals and objectives.

Specific activities under the direction of the Director of Internal Control include performance and evaluation of vulnerability assessments for SUNY Fredonia-identified high risk areas, internal control reviews of SUNY-specified high risk areas, investigations into situations warranting internal control review/audit, periodic distribution of paychecks for the purpose of reviewing employment and payroll procedures, periodic review of authorized cash handling/cash collection sites, periodic review of procurement card activity, issuance of monthly Internal Control *Fast Facts*, bank verification of SUNY Fredonia accounts, and analysis of revenue and expenditures within various IFR accounts. The Director of Internal Control is the TouchNet Marketplace Chief Administrator, the campus FOIL officer, and the campus record retention and disposition contact. In addition, all new IFR custodians are trained on the proper handling of funds and the bi-weekly Student Association payroll is reviewed and monitored.

Annual required reporting to the Office of the University Controller includes the preparation of the Internal Control Program Status Report, the Internal Control Certification signed by the President in response to Division of Budget (DOB) Policy B-350, the annual letter from the President to all campus employees, and coordination of the New York State Summer School for the Arts budget.

In addition, the Director of Internal Control is responsible for security administration of Office of the State Comptroller (OSC), SUNY, NYS Department of Civil Service, Statewide Financial System, TouchNet Marketplace, and the Research Foundation online computer systems. The Director of Internal Control chairs the campus-wide Internal Control Committee and the campus-wide Trademarks and Licensing Committee. Also, the Director is the co-chair of the campus-wide Information Security Program Team and the campus-wide Policy Advisory Group, and is an active member of various other campus-wide committees, including but not limited to the Council for Women’s Concerns and Building Safety Coordinators.

Significant Accomplishments

- Conducted quarterly Internal Control Committee meetings
- Maintained the Internal Control Program structure and followed the established timeline for major events
- Completed one scheduled Internal Control reviews
- Distributed Internal Control brochures related to paychecks and the general Internal Control environment
- Conducted two paycheck audits

- Reviewed cash handling procedures in multiple departments
- Maintained a fully functioning Internal Control Program
- Maintained and expanded the TouchNet Marketplace by successfully developing 119 uStores and two uPay sites to date, totaling over \$1.8 million in collected funds
- Assisted SUNY System Administration in two campus audits
- Chaired the Internal Control Committee, Chaired the Trademarks and Licensing Committee, Co-Chaired the Policy Advisory Group

Statistical Data

Marketplace Web Credit Card and Webcheck Payments					
					% In-crease/Decrease from Prior Year
Month	2008 - 2009	2009 - 2010	2010 - 2011	2011-2012	
July	n/a	1,592.00	14,298.34	38,924.29	63%
August	n/a	127.00	5,815.00	20,211.94	71%
September	n/a	4,598.00	16,698.64	17,699.09	6%
October	n/a	13,596.00	154,350.00	113,504.98	-26%
November	n/a	2,335.00	9,934.64	145,925.14	1369%
December	n/a	8,096.00	19,547.34	17,253.47	-12%
January	n/a	30,075.65	147,979.99	162,676.76	10%
February	n/a	5,241.60	35,490.81	96,429.62	172%
March	n/a	3,510.00	64,909.13	98,529.67	52%
April	n/a	104,823.00	92,913.11	145,616.98	57%
May	2,204.00	68,778.00	73,218.62	86,500.62	18%
June	790.00	46,995.50	60,174.71	55,193.91	-8%
Total	\$2,994.00	\$289,767.75	\$695,330.33	\$998,466.47	
Net Increase		#DIV/0!	9578.28%	139.96%	43.60%

Marketplace Transactions				
				% Increase/Decrease from Prior Year
Month	2008 - 2009	2009 - 2010	2010 - 2011	
July	n/a	12	332	2667%
August	n/a	11	367	3236%
September	n/a	121	335	177%
October	n/a	186	424	128%
November	n/a	89	395	344%
December	n/a	98	361	268%
January	n/a	227	492	117%
February	n/a	156	448	187%
March	n/a	189	411	117%
April	n/a	1002	755	-25%
May	23	776	706	-9%
June	3	668	669	0%
Total	26	3535	5695	
Net Increase		13496.15%	61.10%	

Assessment Update

Assessment Statement

Ensure the ability of the University to pursue its mission and effectively accomplish its goals and objectives by safeguarding its assets, verifying the accuracy and reliability of financial and other key data, and encouraging adherence to applicable laws, regulations and prescribed managerial policies and practices.

Assessment Activities

In recognition of the requirements and recommendations provided by a variety of agencies (e.g. COSO – The Committee of Sponsoring Organization of the Treadway Commission, New York State, New York State Division of Budget, and SUNY) for SUNY Fredonia’s Internal Control Program, we have maintained and built upon the formalized schedule previously set forth.

This has been accomplished through the development of, and follow through on, comprehensive lists to identify individual components for each of the Internal Control Program’s priorities as well as projected timelines for several years into the future for these priorities. The Schedule of Internal Control Activities used as our guiding document has also undergone revision to better communicate the status of various scheduled and unscheduled assignments. In addition to responding to the requirements for structure and documentation of the Internal Control Program, this schedule also serves to emphasize the continuity of this Program by immediately providing for establishment of projected timeframe for follow-up.

Throughout the past fiscal year, mandatory internal control reviews of pre-determined high risk areas, paycheck audits, and other activities were conducted as noted above. Recommendations were issued where weaknesses were detected and/or improvement opportunities noted. Timelines for implementation of recommendations were established with individual departments along with projected timeframes for follow-up by Internal Control. Implementation of these recommendations reduces the likelihood that errors or irregularities will occur that could prevent the successful achievement of our goals and objectives. All audit findings and recommendations were also included in the Internal Control progress report prepared, and submitted as required, to System Administration and the Internal Control Summary that accompanied the Internal Control Certification signed by the President.

Assessment Goals

- Increase awareness of our Internal Control Program
- Continue campus-wide distribution of the Internal Control Brochure
- Conduct program reviews as required by System Administration
- Conduct unannounced reviews of procurement card activity
- Conduct paycheck audits at various locations across campus
- Provide training for new IFR custodians on the proper handling of receipts; provide “refresher” information to established IFR custodians
- Timely response to situations warranting internal control review
- Develop and issue campus-wide training on Internal Control
- Develop and issue informative monthly *Fast Facts*

- Continue to develop TouchNet Marketplace uStores and uPay sites in which campus departments will have the ability to sell approved products and services online. Identified locations of applicability include but are not limited to the following:
 - School of Music
 - Lifelong Learning and Special Programs
 - Reed Library
 - Theatre & Dance
 - AIT
 - RAC
 - Career Development Office
 - Student Health Center
 - Campus Life
 - University Police
 - Administration
 - School of Education
 - Facilities Services
 - Facilities Planning
 - Faculty Student Association
 - English Department
 - Financial Aid
 - Student Accounts
 - Intercollegiate Athletics
 - Registrar
 - International Education
 - Graduate Studies
 - Communication Disorders & Sciences
 - Admissions
 - Academic Advising
 - Computer Science Department
 - Field Experiences
 - History Department
 - Accounting Office
 - Professional Development Center
 - Environmental Health and Safety
 - Foundation
 - President's Office
 - Residence Life
 - Human Resources
 - Alumni Affairs
 - Research Foundation
 - Sport Management
 - Athletics
 - EDP
 - Student Association

University Services

- **Campus Photocopy Services**
- **Central Receiving**
- **Central and Mechanical Storehouses**
- **Fleet Vehicle Services**
- **Garage Services**
- **Mail Services**
- **Park and Ride**
- **Property Control**
- **Telecommunications**

UNIVERSITY SERVICES

Introduction

University Services, under the leadership of the Director of University Services, is responsible for the varied needs of the campus community for services such as contract procurement, asset tracking, parcel receiving, delivering of supplies, mail, and telecommunications to name a few. The units under University Services include the offices of:

- Automotive Services
- Campus Photocopy Services
- Central Receiving
- Central Storehouse
- Contracts/Agreements
- Fleet Services
- Mail Services
- Mechanical Storehouse
- Park & Ride
- Property Control
- Telecommunications



From left to right: Terry Tzitzis and Tracy Stokes

Mission Statement

University Services has a mission to provide the necessary support services to implement appropriate programs and services which enhance the academic mission of the University, and ensure that all State and SUNY regulations, guidelines and procedures are followed. Each of the areas under University Services strives to achieve the best services possible to faculty and staff to augment their performance and focus on the teaching and learning processes for our students. University Services strives to fulfill the University's mission in education, research, economic and cultural/social development of our students.

In SUNY Fredonia's Vision Statement, it states "Fredonia's professional staff will continue its strong contribution to student development and learning outside of class"; this clearly shows the direct relationship that all of the departments under University Services have between a student's education and the practical experience they gain in a business office. Through Work Study, Student Assistant and Internship programs, University Services has proudly given many students the opportunity to apply the classroom knowledge they have learned at Fredonia in a real business environment.

Equally important, University Services has gained from these very students that we are teaching. The statement "as a community of learners, we must respect both individual and cultural differences" reminds us that we too have learned so much from our students.

Annual Report

The Director of University Services is responsible for the supervision of the various departments stated previously. The Director is also responsible for the advertising, review, approval, implementation, and renewals of many of the University's contracts and services rendered to the campus community. University Services also reviews all revocable permits, insurance issues and affiliation agreements of the University. University Services works closely with SUNY System Administration on new policies and State regulations that were issued and signed into law. University Services helps develop and implement new cost saving procedures.

Significant Accomplishments

- Prepared and issued bids and contracts for assorted campus-wide services
- Reviewed and approved numerous affiliation agreements for the campus
- Worked with SUNY System Administration's Energy Coordinator to award various natural gas bids
- Contract renewal for Internet Service to the campus with a savings to the campus
- Contract with Casella Waste Services for trash removal
- New contract for Banking Services with M&T Bank
- New contract with D&F Travel for Athletic Bus Transportation
- Processed software/miscellaneous agreements
- Involved in the new Statewide Financial System implementation
- Involvement with the Campus and Community Electronic Recycling Day
- Involved in the SUNY initiative of Shared Services
- Involved with the Administrative workshops for campus departments
- Served on the Board of Directors of the SUNY Purchasing Association
- Served on the Board of Directors of the Upstate New York Region of the National Association of Educational Procurement
- Attended the National Association of Educational Procurement national conference, SUNY Purchasing Association Conference, and the Fall Upstate New York NAEP/ SUNY Purchasing Association Conference
- President of the Board of Directors of the SUNY Fredonia Federal Credit Union and Chair of the Credit Committee.
- Member of the Sustainability Committee and co-chairman of the Recycling Committee

Assessment Update

Assessment Statement

Served as a resource to all departments on the ever-changing New York State regulations and SUNY policies. Attended all training sessions held to be able to support the campus in complying with the regulations and policies.

Assessment Activities

- Maintained working relationships with all departments, providing guidance on the changes in policies and procurement rules and regulations
- Continued working relationships with OSC, Attorney General and SUNY System Administration, and the SUNY Counsel Office
- Served on the Western NY Shared Services for cost reductions committee
- Completed contract for Athletic Bus Transportation
- Partial completion of combining Central and Mechanical storehouses

Assessment Goals

- Continue combination of the Central and Mechanical Storehouses
- Continue to implement the new SFS system and work through the problems raised
- Continue working with the Western NY Shared Services group for cost reductions on services and products

Campus Photocopy Services

Annual Report

The Campus Photocopy Services mission is to provide the absolute best value in copying. Our highly creative in-house team is prepared to complete your job. Whether you have a simple black and white copy job, binding job, student packets, etc., we will excel in fulfilling your copying needs. We have a total of nine photocopy centers situated across campus to meet the needs of our faculty and staff. Their locations are:

- Thompson Hall, Room E357
Main Manned Center
- Thompson Hall, Room W251
- Fenton Hall, Room 155
- Houghton Hall, Room 118
- Jewett Hall, Room 229
- McEwen Hall, Room 323
- Services Complex, Main Office
- University Police, Gregory Hall
- Campus Life, Williams Center



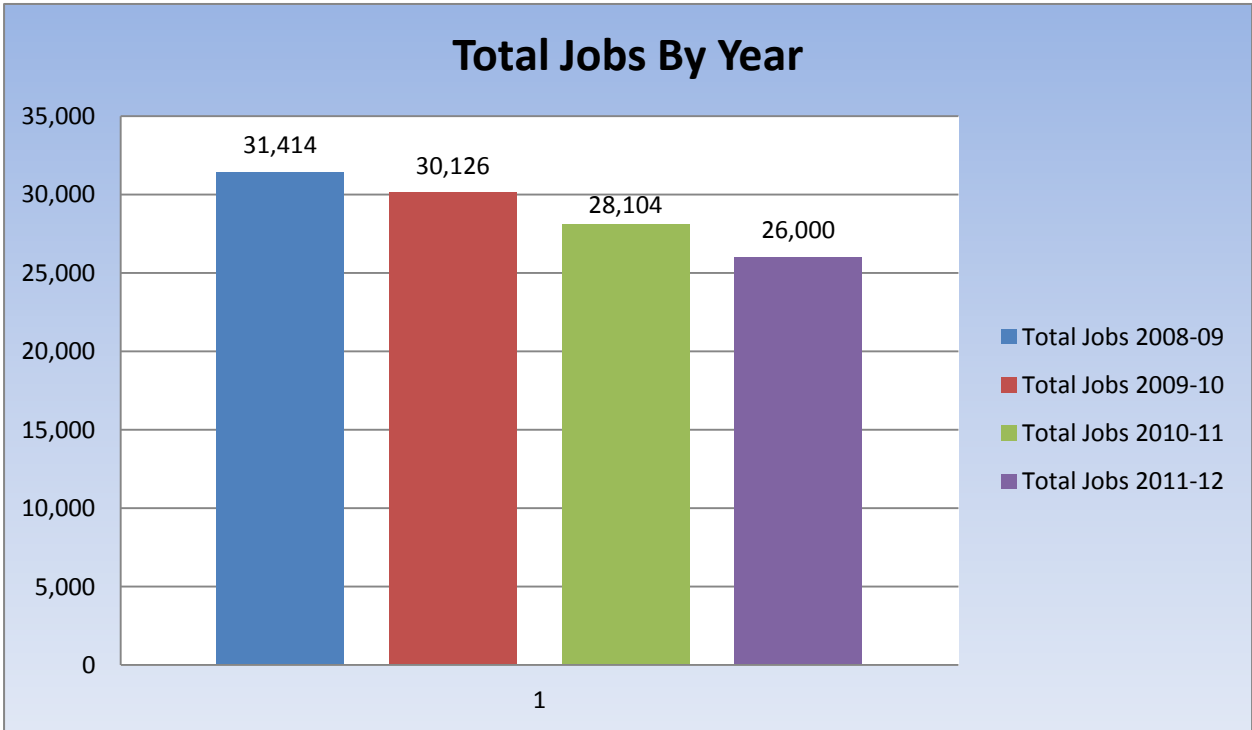
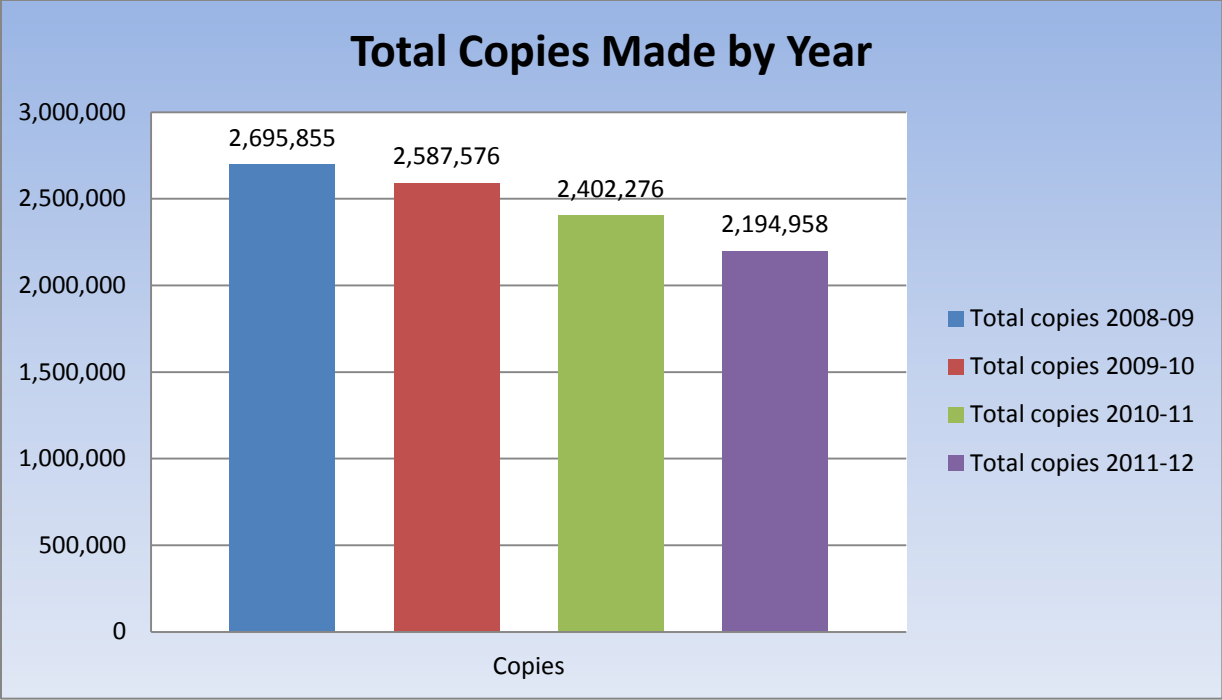
Carl Weiler

The costs at all centers are tracked to evaluate usage and possible future cost savings. This department was able to maintain the current pricing structure to the departments at the same cost as in previous years, even though some supply costs have risen. As machines age, we are replacing them with new digital models to stabilize our costs. We have continued with the arrangement made with FSA to sell the student packets at the Bookstore.

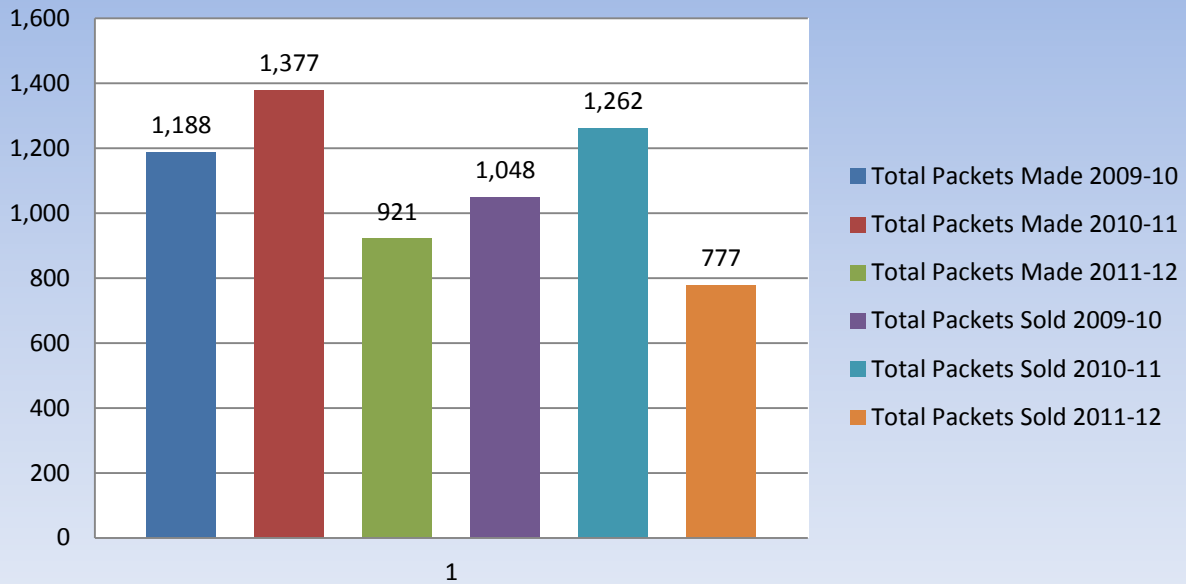
The Campus Photocopy Services Department is staffed by a full-time Clerk I and three part time Green Thumb workers.

Significant Accomplishments

- Purchased updated software and maintenance for the Equitrac system to provide for better service and reporting
- Maintained cost to departments at same level as 2010-2011
- Reduction of photocopies made in 2010-2011 of 9.5%
- Use 100% recycled paper in our copiers
- There were 26,000 jobs with 2,194,958 copies made at the centers this year.
- We made 921 student packets, and we sold 777 packets this past year; this represents a decrease of 49.5% in packets made, and a decrease of 62.4% in packets sold



Total Student Packets Made & Sold



Detailed Copier Breakdown

COPIER LOCATION	PAGES	JOBS
Fenton Hall 155-1	155,350	1,791
Fenton Hall 155-2	356,510	3,767
Gregory Hall Univ. Police Office	16,509	3,104
Houghton Hall 118-A	180,036	3,059
Jewett Hall 229-B	118,853	2,088
McEwen Hall 323-A	86,634	1,906
Services Complex	23,027	2,263
Thompson Hall E 263	91,636	2,440
Thompson Hall E 357-1	560,277	2,116
Thompson Hall E 357-2	562,213	1,921
Williams Center G 115-A	43,913	1,545

Assessment Update

Assessment Statement

Provide the most economical photocopying services to departments.

Assessment Activities

- While this department saw a reduction of copies made for the past year, we were still able to keep the price per copy the same for our customers
- We had a decrease in student packets made and sold

Assessment Goals

- Upgrade photocopy equipment that is over five years old to provide uninterrupted service to our customers
- Reduce the number of photocopies/cost

Central Receiving

Annual Report

The daily operations of Central Receiving consist of receiving packages from both on campus and common carrier deliveries, opening, counting, and receiving items to purchase orders. Upon receipt of incoming packages, the packages are opened and checked against open purchase orders, and then signed off on the new web based receiving module which replaces old legacy software. All paperwork is then sent to Accounts Payable to match with invoices and payment in accordance with State procedures. Central Receiving also supplies the campus with a truck and personnel for moving furniture, equipment, and large items when needed. University related off-campus runs are scheduled and made as needed.

Central Receiving is staffed by a Principal Stores Clerk and one Stores Clerk 2.

Significant Accomplishments

- There were 30,201 packages received
- There were 569 common carrier, and eight truckload deliveries received

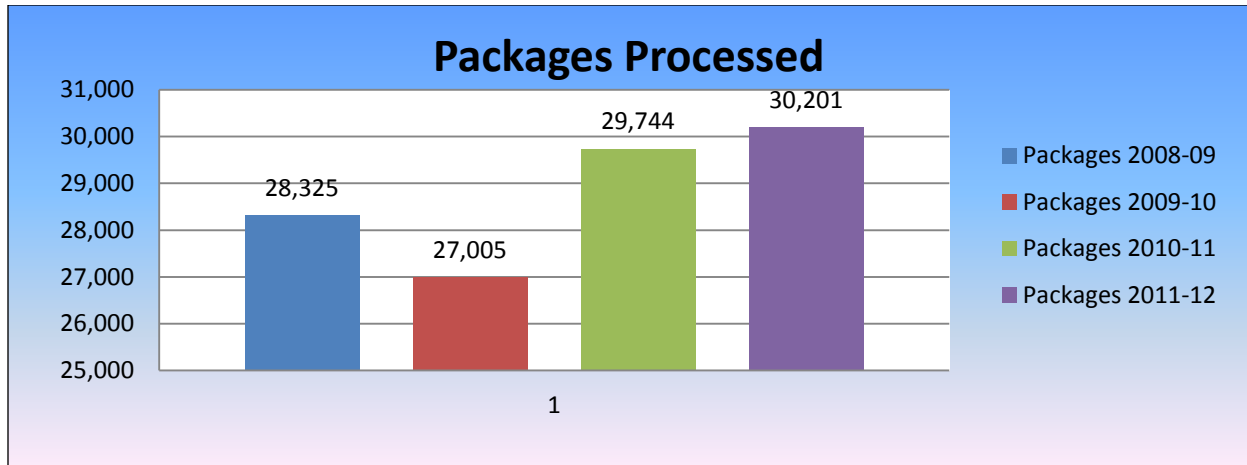


From left to right: Mason Riggle and John Hebner

Statistical Data

- | | |
|---|--------|
| • UPS packages received: | 24,104 |
| • Federal Express Ground Service packages received: | 3,542 |
| • Express (FedEX) packages received: | 903 |
| • Prestige packages received: | 1,632 |
| • Misc deliveries | 20 ** |
| • Common carrier deliveries received: | 569 ** |
| • Individual vendor deliveries received: | 98 |
| • Truckload deliveries: | 8 ** |

** Note: Common Carrier and Truckloads numbers are the number of deliveries, not the total packages received by the deliveries.



Assessment Update

Assessment Statement

Provide for efficient receiving and delivery of packages for the campus.

Assessment Activities

- Central Receiving is evaluating our receiving/delivery systems to see where efficiencies can be made
- This department continues the consolidation of the mechanical storehouse to the central storehouse

Assessment Goals

- Improve delivery performance
- Evaluate area for cost reductions

Central and Mechanical Storehouses

Annual Report

The Central Storehouse consists of custodial and office supplies and is responsible for over 300 SKU items with a value of \$171,081.76 at the end of June 2011. With the move to reduce our inventories and stay current with products on the market, it was decided to eliminate basic office supply items. We were able to reduce our office supply inventory by 13.9%. The custodial supply inventory had increased by 16.2%.

The Mechanical Storehouse is responsible for over 2,000 SKU items with a value of \$234,587.87 at the end of June 2011. Items stored are for use by the trades departments (plumbing, electrical, carpentry, etc.) to make necessary repairs to buildings and equipment. This represents an increase in inventory by 20.5%.

We had started the process of combining both storehouses in one area within the existing space constraints of central receiving to afford the efficient distribution of supplies.

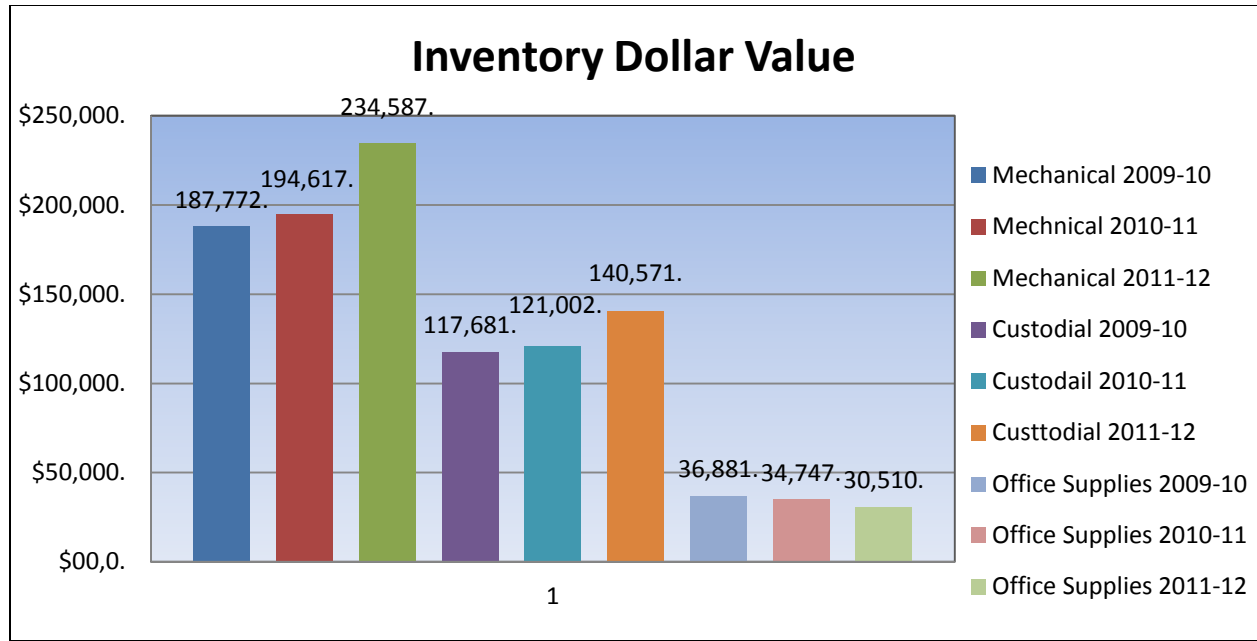
The Central and Mechanical Storehouses are staffed by the Central Receiving personnel.

Significant Accomplishments

- Office supplies inventory items were decreased by 13.9% over fiscal year 2010-2011; this brought the inventory to \$30,510.61
- Custodial supplies inventory items increased by 16.2% over fiscal year 2010-2011; this brought the inventory to \$140,571.15
- Mechanical supplies inventory items increased by 20.5% over fiscal year 2010-2011; this brought the inventory to \$234,587.87
- Operations of the area are now done with two less personnel

Statistical Data

- Custodial supplies inventory: \$140,571.15
- Office supplies inventory: \$30,510.61
- Mechanical supplies inventory: \$234,587.87



Storehouse Inventory

	2010-2011	2011-2012	2010-2011	2011-2012	2010-2011	2011-2012
	MECHANICAL SUPPLIES	MECHANICAL SUPPLIES	CUSTODIAL SUPPLIES	CUSTODIAL SUPPLIES	OFFICE SUPPLIES	OFFICE SUPPLIES
July	\$182,724.	\$187,831.80	\$114,541.	\$111,967.06	\$36,773.	\$32,086.04
August	\$169,511.	\$190,711.16	\$109,057.	\$110,014.01	\$61,582.90	\$55,626.94
September	\$161,194.	\$197,684.46	\$112,267.	\$132,797.81	\$55,383.	\$49,303.00
October	\$171,897.	\$202,236.85	\$105,195.	\$152,030.84	\$52,447.10	\$43,266.03
November	\$176,958.	\$217,587.68	\$99,484.20	\$150,829.56	\$46,030.	\$39,635.46
December	\$175,150.	\$222,305.15	\$130,394.	\$164,793.07	\$40,897.	\$36,845.21
January	\$172,588.	\$221,331.95	\$123,758.	\$156,373.11	\$65,809.	\$27,230.49
February	\$174,266.	\$225,929.55	\$111,763.	\$154,211.96	\$61,330.	\$53,245.18
March	\$196,993.	\$224,485.14	\$127,029.90	\$160,413.71	\$52,761.	\$46,019.98
April	\$194,507.		\$121,762.		\$46,829.	
May	\$195,111.	\$222,281.99	\$125,337.	\$162,910.72	\$42,031.	\$34,143.14
June	\$194,617.	\$234,587.87	\$121,002.	\$140,571.15	\$34,747.	\$30,510.61

Assessment Update

Assessment Statement

Provide supplies and repair parts to departments in a cost efficient manner.

Assessment Activities

- This department was able to reduce our inventory of office supplies
- Work on consolidating Storehouses
- Working with two less personnel in area

Assessment Goals

- Consolidate Storehouses

Fleet Vehicle Services

Annual Report

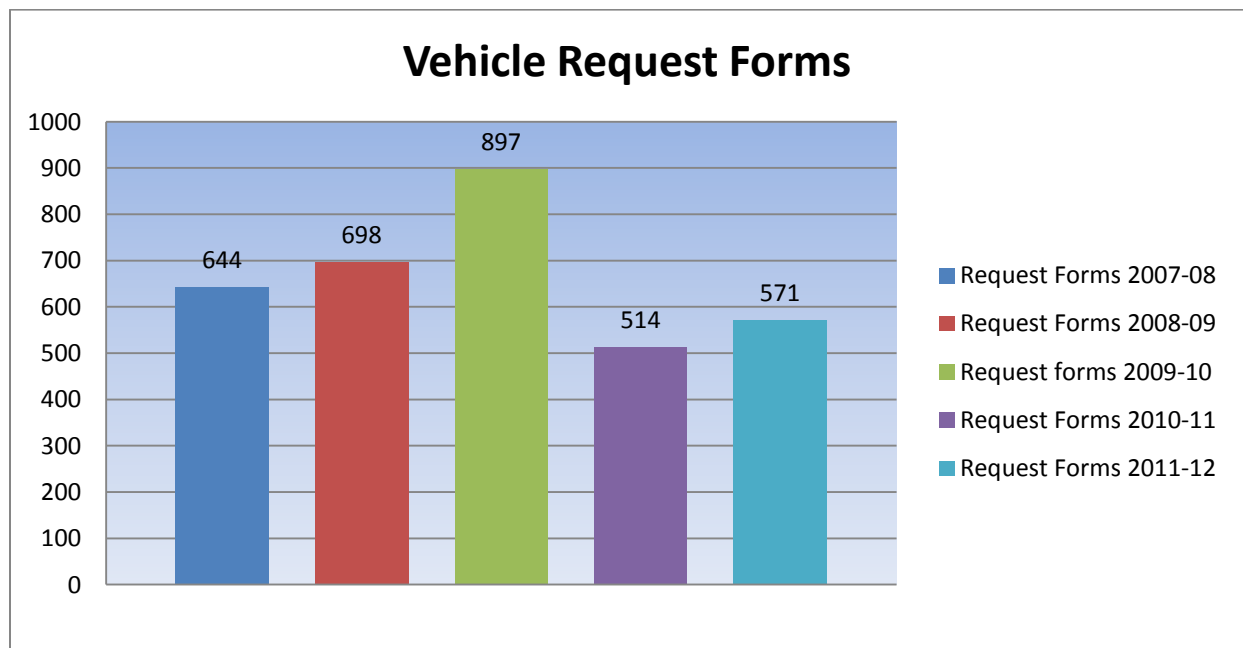
University Services is responsible for managing the campus fleet of vehicles. It is under the supervision of the Director of University Services and one clerical support person. The unit is responsible for the scheduling of all fleet vehicles for faculty and staff use. There are sixteen fleet vehicles and six athletic vehicles which are scheduled out of this office.

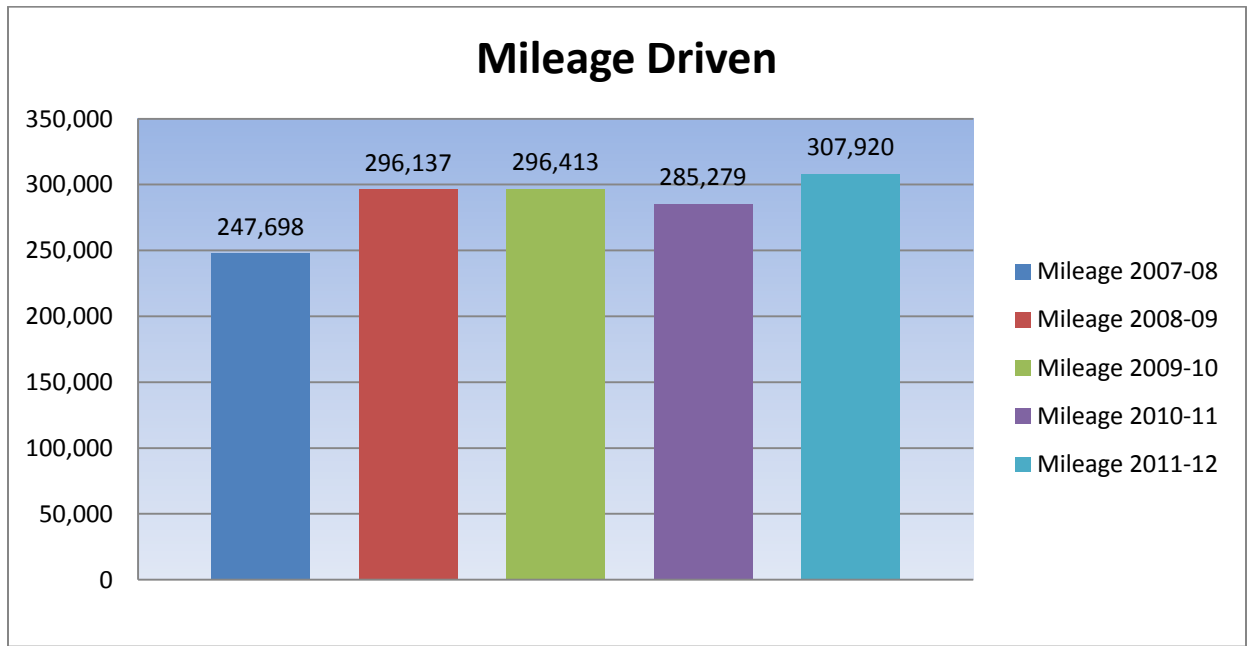
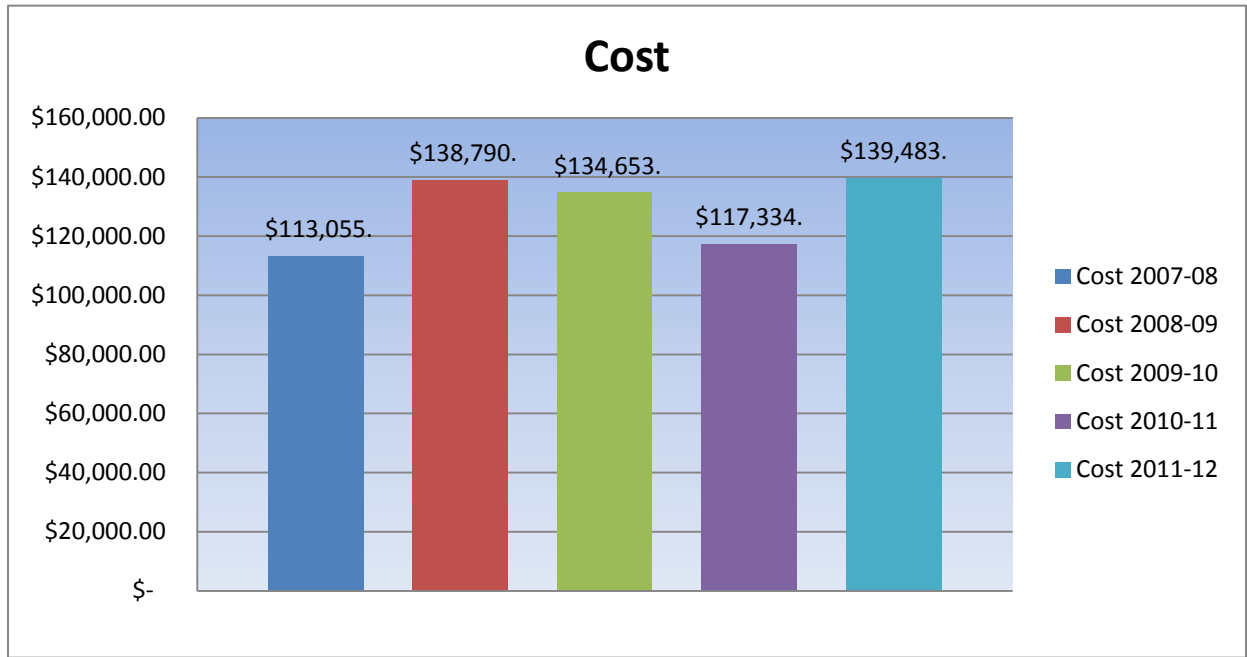
Significant Accomplishments

- Enhanced the University Vehicle Request procedures to provide for better service to the campus
- There were 571 request forms processed; an increase of 11% over 2010-2011
- A total of 307,920 miles were driven in 2011-12; an increase of 7.9% over 2010-2011

Statistical Data

- For 2011-2012, there were 571 vehicle request forms processed
- For 2011-2012, 307,920 miles were driven by all fleet vehicles at a total cost of \$139,483.08





Assessment Update

Assessment Statement

Provide consistent quality customer service to ensure all vehicles are safe and ready for use for faculty and staff.

Assessment Activities

- The data collected from the surveys was analyzed and shared with the staff in the Garage Services unit to enable the staff to better understand the needs of the campus, and to continue improving customer service, efficiency and quality

Assessment Goals

- Provide efficient, safe vehicles for faculty/staff use

Garage Services

Annual Report

The Garage Services unit under the direction of the Director of University Services is responsible for maintaining the campus fleet of vehicles and motorized equipment. The unit has one Maintenance Supervisor and two Automotive/General Mechanics. The staff provides mechanical support to over 100 licensed vehicles and 140 unlicensed pieces of motorized equipment including lawn mowers, tractors, backhoes, man-lifts and the Zamboni. This unit is responsible for all repairs, maintenance, painting and annual inspections. The staff is N.Y.S. certified to perform annual vehicle inspections. In addition to maintaining the campus fleet, the staff repairs damaged snow blowers and floor cleaning equipment. They repair the campus emergency generators located in many of the buildings on campus and respond to fleet vehicle accidents and equipment malfunctions. The Garage Services unit maintains the gasoline fueling system, which provides fuel, using a special key identification system, to all campus vehicles and equipment including the Faculty Student Association (FSA) vehicles. In addition, the unit cleans, fuels and prepares all fleet vehicle and athletic vehicle requests used by campus personnel.



From left to right: Justin Jacques, Paul Siebert, and John Schmidt

The department is staffed with one Supervisor, one Grade 12 and one Grade 9 mechanic.

Significant Accomplishments

- Continued to replace various fleet and campus service vehicles
- Continued with training for staff
- Enhanced the University Vehicle Request procedures to provide for better service to the campus
- Prepared, cleaned and fueled fleet vehicles for 571 fleet vehicle requests
- Responded to various maintenance equipment malfunctions and on campus building repairs

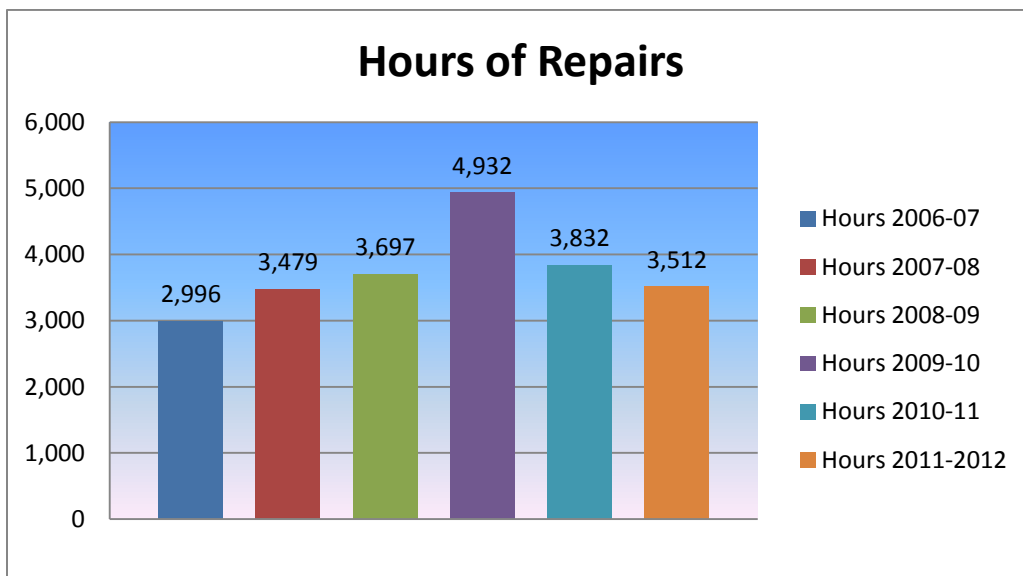
Statistical Data

Work Orders Completed

- 2003-2004 – 494
- 2004-2005 – 506
- 2005-2006 – 497
- 2006-2007 – 479
- 2007-2008 – 406
- 2008-2009 – 434
- 2009-2010 – 402
- 2010-2011 – 436
- 2011-2012 – 407

Work Order Hours

- 2006-2007 – 2,996
- 2007-2008 – 3,479
- 2008-2009 – 3,697
- 2009-2010 – 4,932
- 2010-2011 – 3,832
- 2011-2012 – 3,512



Assessment Update

Assessment Statement

Provide consistent quality customer service to ensure all vehicles and equipment are safe and ready for use while evaluating the equipment and supplies for quality and reliable performance.

Assessment Activities

- It is standard procedure to observe, review, inspect and monitor staff work while in progress, and when completed, to ensure the proper use of materials, equipment and workmanship. Ensure that schedules are met, and that the work is performed according to plan
- Training, instruction and assistance are provided to ensure assignments are completed accurately and efficiently
- A total of 407 work orders were completed, consisting of 3,512 labor hours

Assessment Goals

- Reduce labor hours on repairs

Mail Services

Annual Report

Mail Services provides a reliable and efficient mail delivery service to the SUNY Fredonia community. Departmental duties include the receipt and distribution of incoming mail from the United States Postal Service along with the distribution of inter-campus mail to the administrative and academic departments. Mail Services also collects and process outgoing mail (including bulk mailings for the departments), providing most services that are available through the local Post Office. In addition to satisfying the faculty and staff mailing needs, the mailroom staff delivers inter-campus mail to the students living in the dormitories, and delivers packages left by central receiving to the A.O.C. offices.

Mail Services is staffed by one full-time staff position and nine to eleven part time student assistants. The student staff has the benefit of a valuable learning experience in a fast paced work environment. The students play a vital part in the operations of the mailroom. They are exposed to issues of postal regulations, customer service, are challenged with time constraints and learn first-hand the importance of multi-tasking and teamwork. Among their duties are daily mail deliveries, customer service at the window, and the operation of the postage machine and other office equipment. The student staff is a valuable asset to the department.

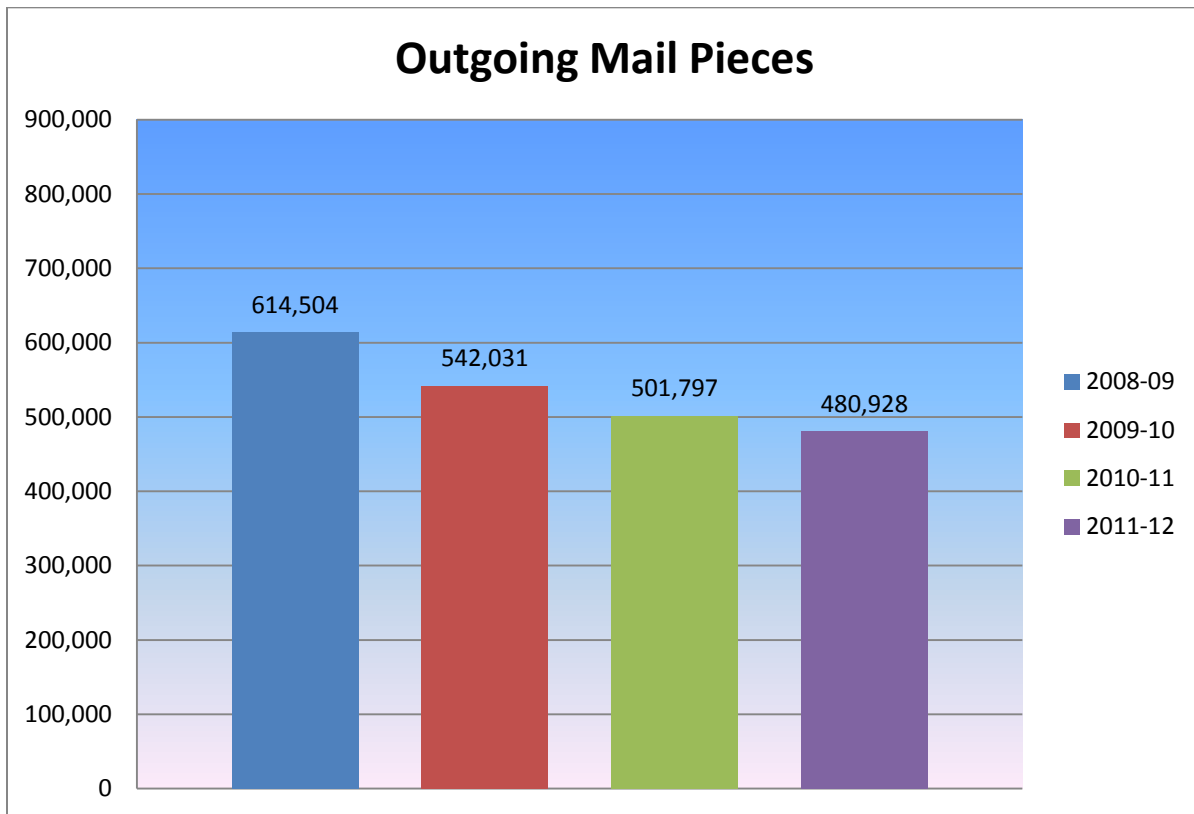


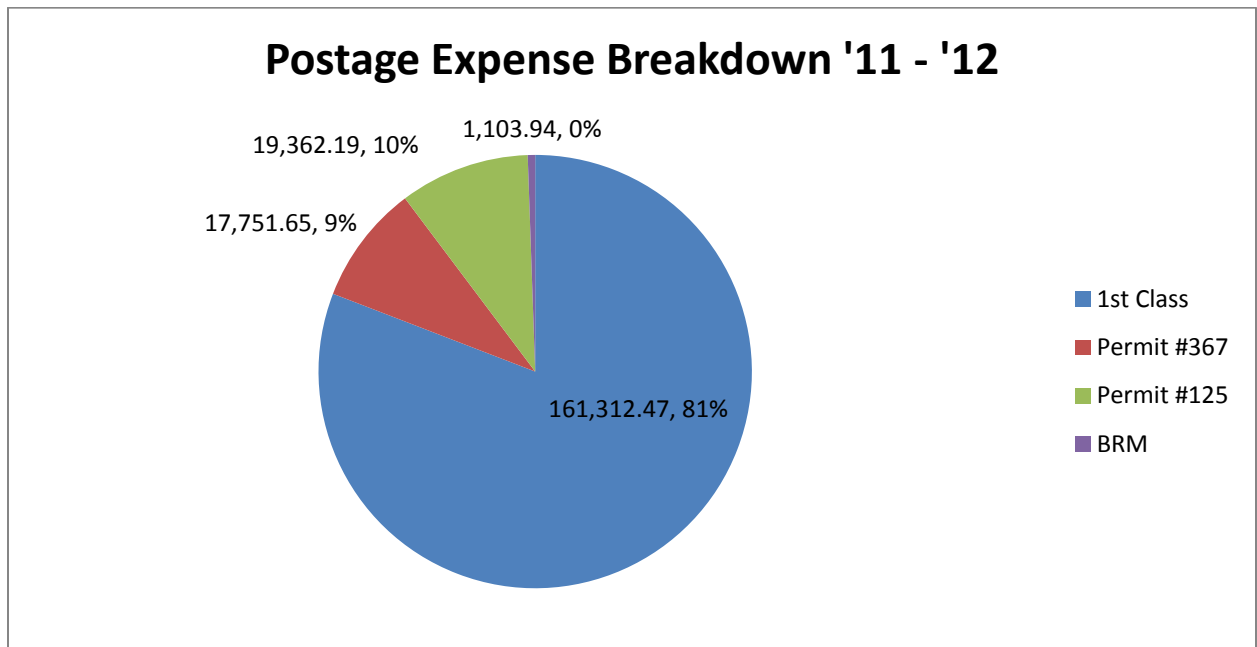
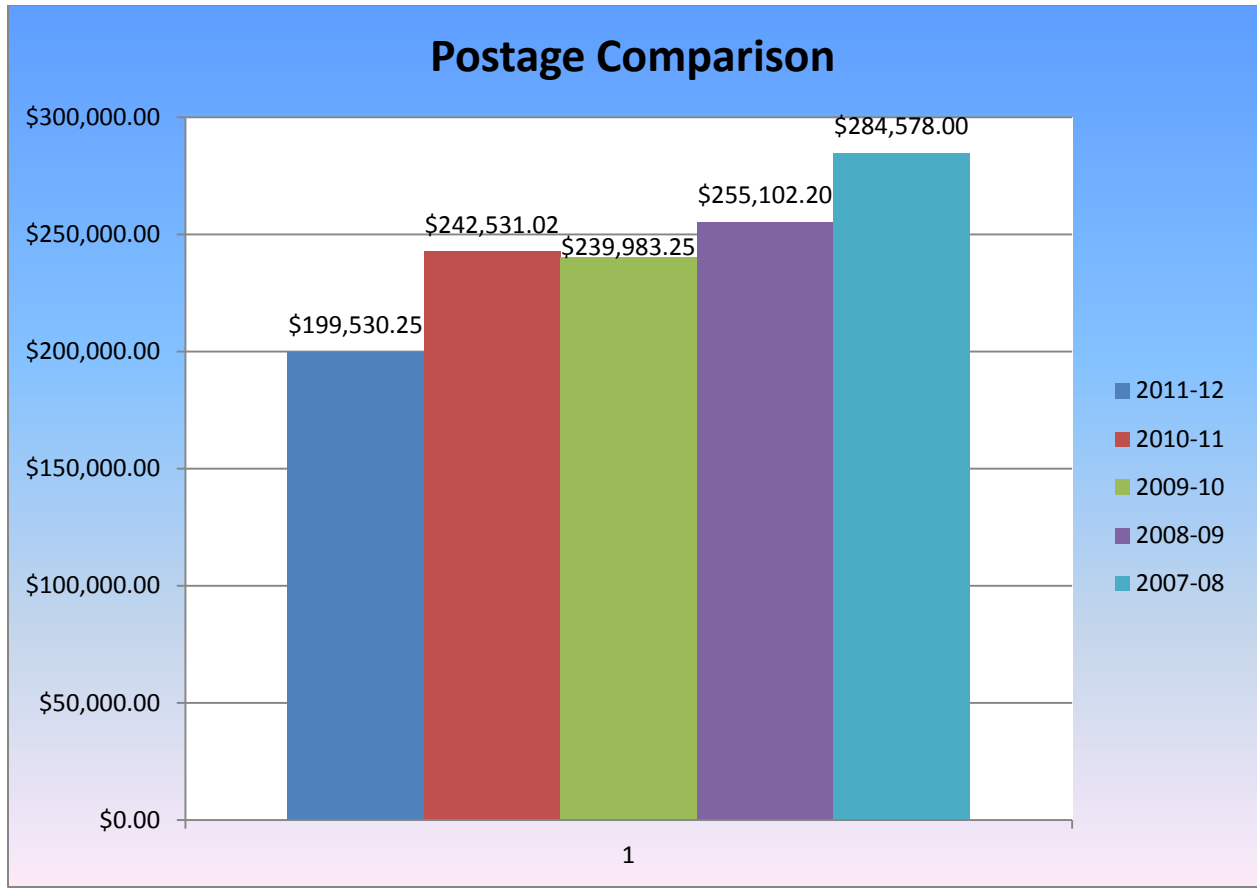
Janet Parsons

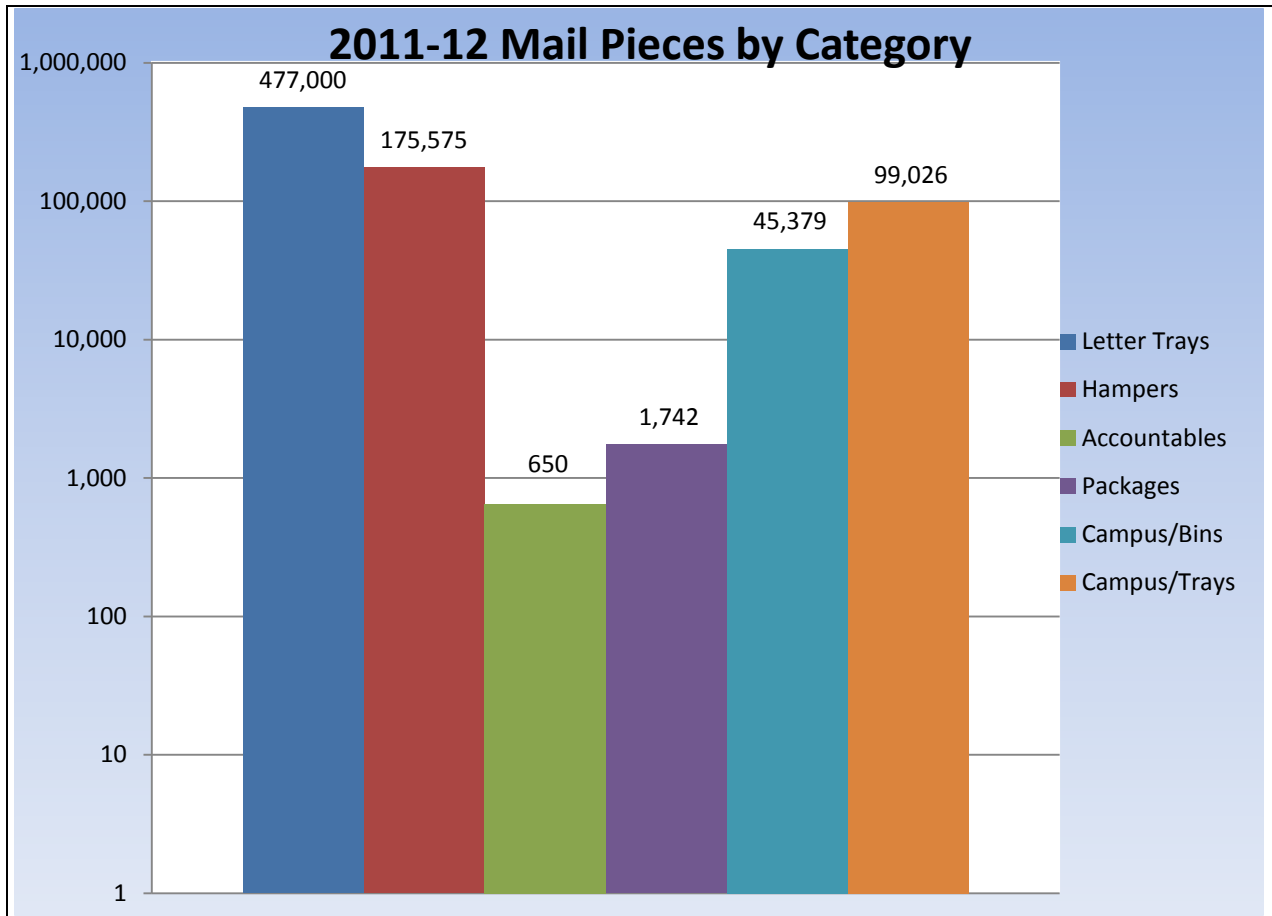
Significant Accomplishments

- Deliveries are made to 76 departments and 13 dormitories while eight other departments pick up their own mail
- There were ten student workers for the fall 2011 semester; there were two new workers hired. A total of 83.5 student hours were scheduled per week
- Nine students returned for the spring semester, for a total of 87 student hours scheduled per week. A reduction of 32.5 hours
- The annual mailroom security training was completed on February 15, 2012. New this year was a video on mailroom safety from Homeland Security and Emergency Services
- Mandatory use of the Intelligent Mail Barcode for BRM/CRM and any permit mailings claiming automation pricing is set to be implemented January 28, 2013
- January 22, 2012 brought across the board price increases. A one ounce letter is now \$.45 and a one ounce flat is \$.90 with additional ounces increasing by \$.20. One ounce letters to Canada and Mexico are \$.85 and all other countries are \$1.05. All special services and other types of mail also showed price increases

- There were many issues with the Pitney Bowes Service call-in center and this department filed a few complaints. Some problems have hopefully been resolved and this department is now able to set up a service call online. The service technicians, on the other hand, are always helpful and knowledgeable and will keep coming back if necessary until the problem is solved
- Due to the closing of the Williams Center and departmental relocations, some mail run/route changes became necessary
- Delivery is made to 76 departments and 13 dorms on campus, while eight other departments pick up their own mail
- Reduced postage cost by 17.73%







Assessment Update

Assessment Statement

Provide departments with up to date postal regulations to ensure rapid cost effective mail delivery.

Assessment Activities

- Overall Postage Expense (2011 – 2012) \$199,530.25
Postage Expense – Increase or (Decrease) (%)

\$ 199,530.25	FY 11 - 12
<u>\$ 242,531.02</u>	FY 10 - 11
- \$ 43,000.77	

<u>43,000.77</u>	
242,531.02 =	

X	0.1773	
	<u>100</u>	
	17.73 =	

-17.73%

- Estimated Incoming pieces

165,000	trays
89,700	bins
445	accountables
<u>1,136</u>	packages
256,281	total pieces

- Total outgoing pieces (1st class and 3rd class)

399,402	1st
<u>81,526</u>	3rd
480,928	total pieces

- Total incoming and outgoing pieces

256,281
<u>480,928</u>
737,209

- Pieces/day

62,163	(campus)
<u>737,209</u>	(federal)
799,372	

$$\text{Days } \frac{799,372}{249} = 3,211/\text{day handled}$$

Assessment Goals

- Continue use of automation software using the Intelligent barcode for discounted rates
- Continue to look for cost savings
- Institute Postnet bar codes

Park and Ride

Annual Report

For students, faculty, staff, and guests to the University, Park and Ride has offered a fast, courteous bus shuttle service from the Park and Ride Lot next to the Services Complex, to academic and administrative buildings on campus. Park and Ride is reliable, fast, friendly and free. There is no need to wait in any of the parking lots for a parking space. Students do not have to be late for classes, and faculty and staff do not have to put off running an errand, or worry about the weather.

The Park and Ride Shuttle Service employs six part time drivers, who all offer a pleasant attitude to start or end your day. Each driver offers a safe and courteous ride, and little waiting times between bus runs.



From left to right: Tom Taylor, John Schmidt, and Gil Uhlendorff

Park and Ride had an increase in ridership this past year with over 60,000 passengers. This is a new record over the previous record of 29,368 passengers in 2010-2011.

Significant Accomplishments

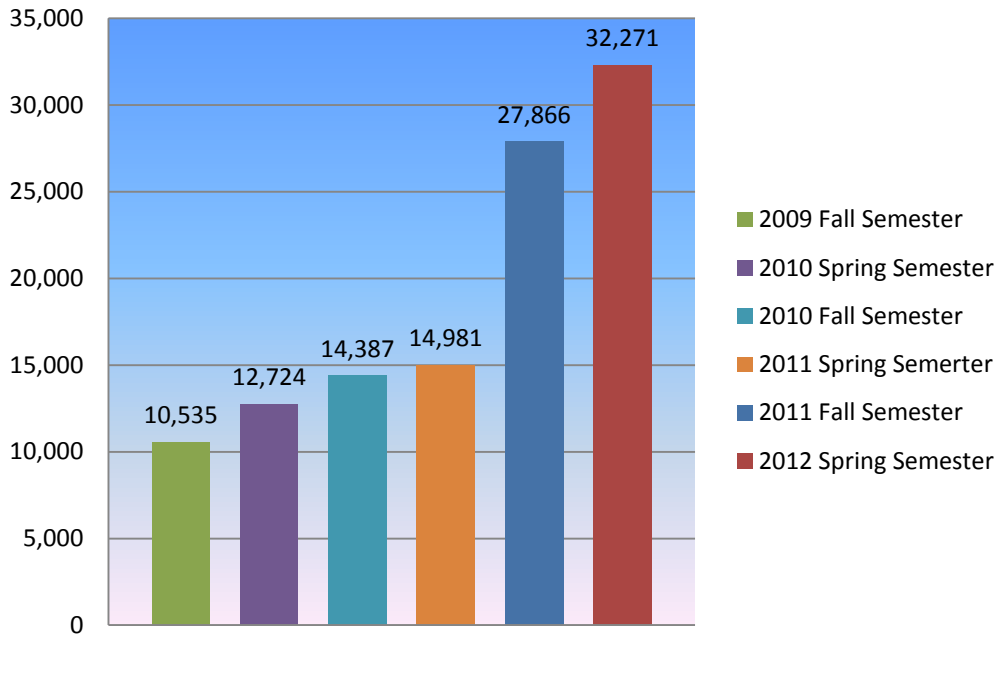
This was the seventh year that the shuttle service was offered. The shuttle service has seen an increase in ridership this past year. We attribute this increase to the new stops that were added. We still receive many compliments from students and staff thanking us for this service. We also added extended hours on the Maytum Hall route to aid evening classes.

Our 60,000 rider was Ann Aldrich, Director of Budget.

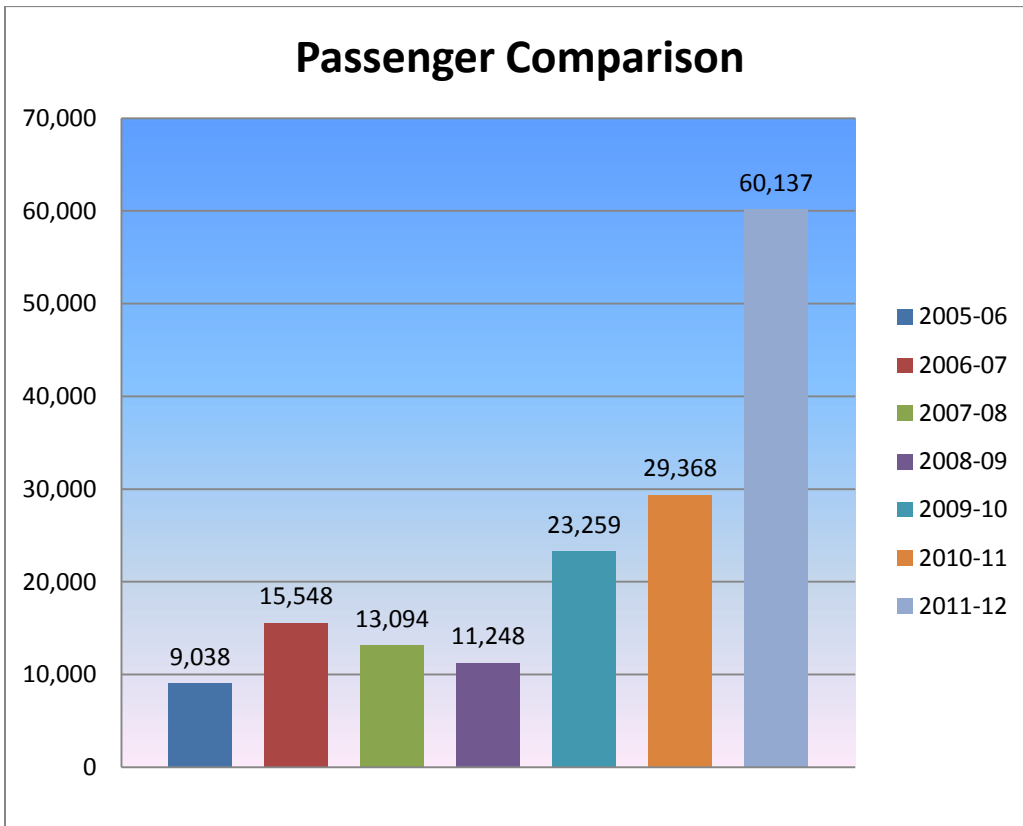
Statistical Data

- There were 27,866 passengers serviced for the fall 2011 semester; a 93.7% increase
- Passengers serviced for the spring 2012 semester totaled 32,271; an increase of 115.4%
- A total of 60,137 passengers used the shuttle for 2011-2012; this represents an increase of 105% in passengers from 2010-2011

Semester Passenger Comparison



Passenger Comparison



Assessment Update

Assessment Statement

Provide fast, friendly, free shuttle service for faculty, staff and students.

Assessment Activities

Our passenger count had increased again this year, as more students, faculty and staff are using this service.

Assessment Goals

- Increase passenger counts
- Look into expanding the service for special occasions

Property Control

Annual Report

The Property Control Department is responsible for the administrative policies and procedures of both the State University and The Research Foundation for the complete record and physical inventory of all assets of the University. Property Control is also responsible for reporting of all missing assets to the appropriate agencies. This includes all assets that are purchased with either State, IFR, The Research Foundation and College Foundation funds (all funds).

Property Control oversees the ownership tagging of equipment, usually but not limited to purchases and donations; monitors the movement of state-owned equipment both on and off campus; initiates the surplus process to make usable items available to other State agencies when these items are no longer of use at SUNY Fredonia; facilitates the removal and proper disposal of assets that are no longer useful; conducts a yearly physical inventory and reconciliation.



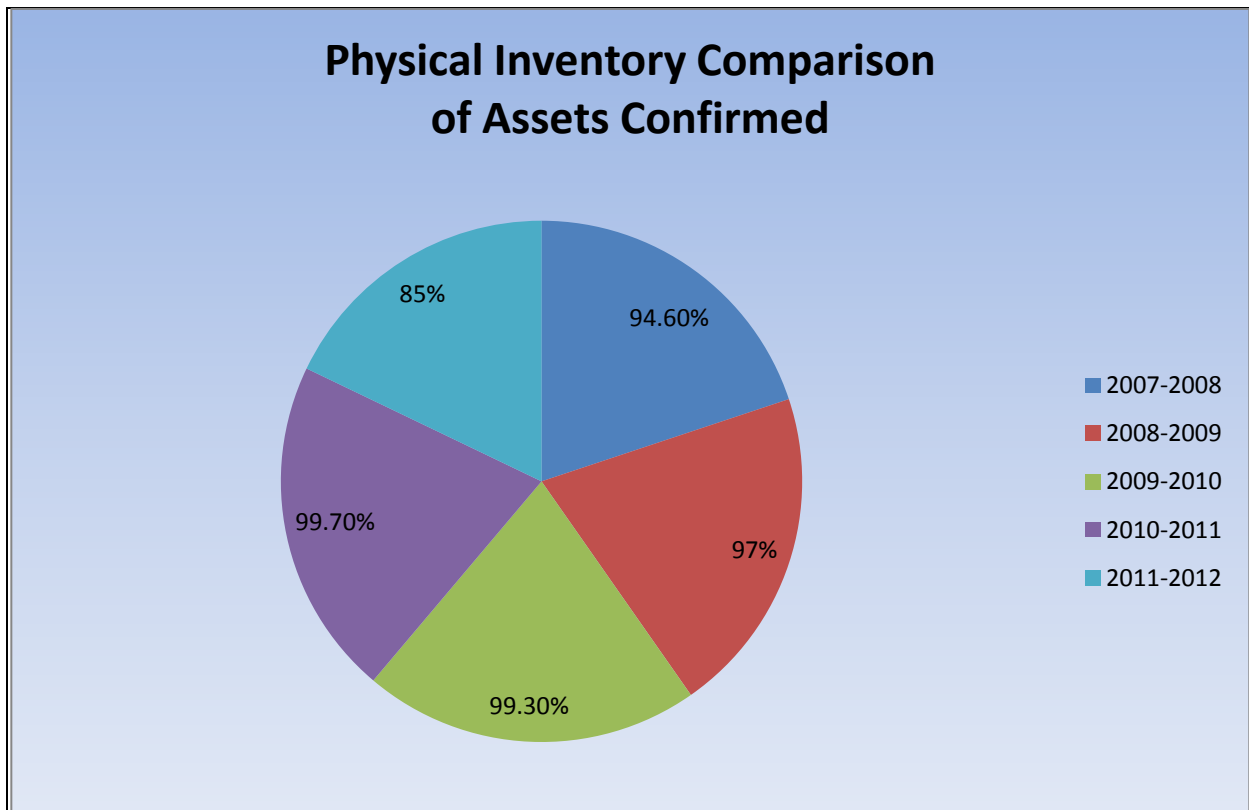
Lois Valentine

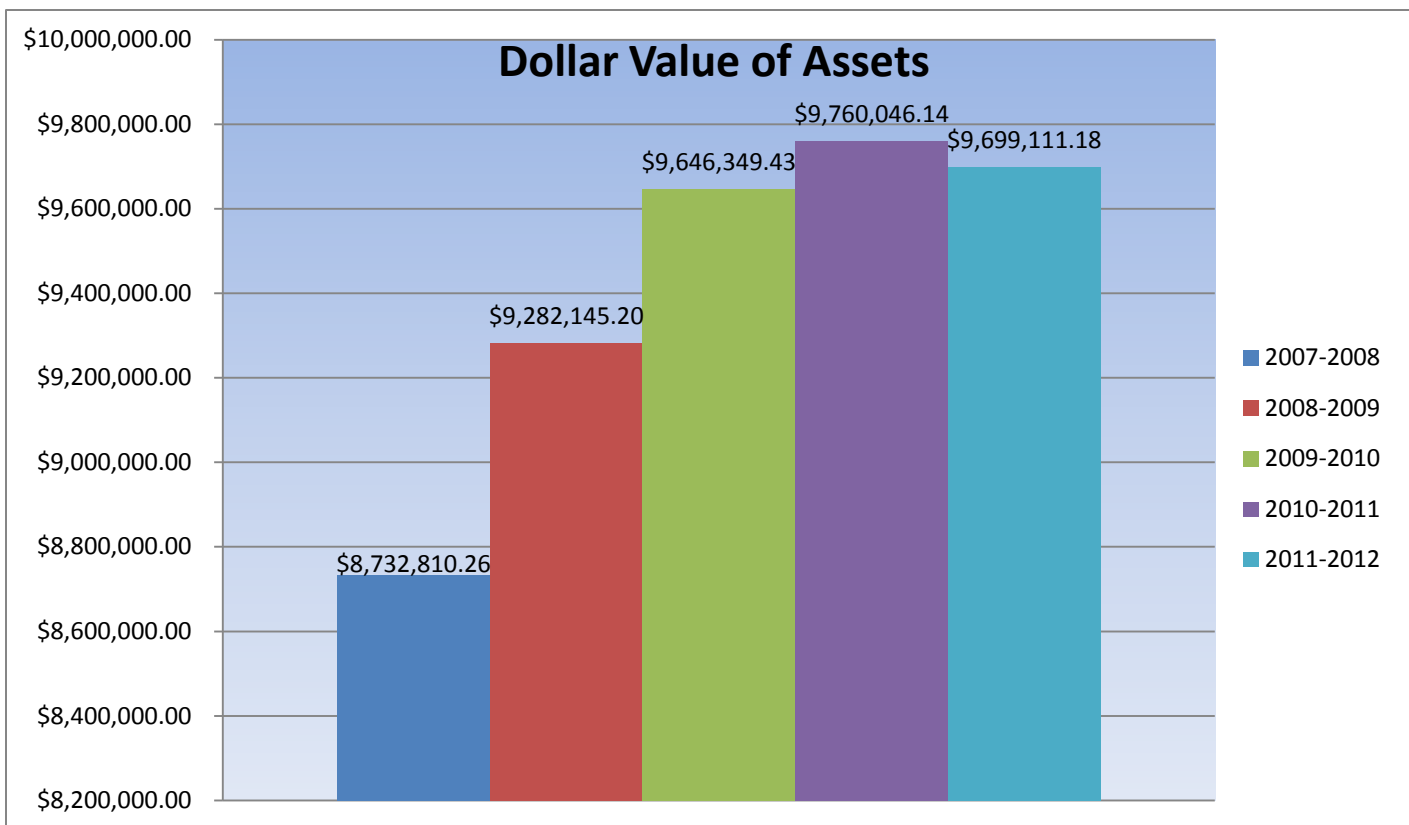
The department staff consists of a Calculations Clerk 2 and one student with good working knowledge of Microsoft Access and Excel. During the months of May through August, extra student help is recruited for the physical inventory process.

Significant Accomplishments

- The New System Administration, Real Asset Management System was brought on line in January, 2012 but needed several adaptations to meet SUNY Campuses needs
- The annual required physical inventory for 2011-2012 was completed with 85% of campus assets confirmed
- Campus electronics recycling was held in July, October and January at no cost to the campus. The revenue generated from the 27,724 lbs. of electronic equipment was \$1,527.67
- During 2011-2012 there were 27 new assets totaling \$287,762.76 added to the Property Control System
- During 2011-2012 there were 30 assets totaling \$348,697.72 retired from the Property Control System
- Property Control oversaw the Attic and Seller Days participation with some items being claimed by various departments for campus use. Proceeds for the three day event were \$1,503.50
- Old, used cell phones collected on campus were sent to the Chautauqua County Sheriff's department for use in special programs
- Surplus equipment was either transferred to other campuses or to OGS for disposal on Ebay

- Participated with SUNY System Administration on the new Property Control software package that will be implemented in fiscal year 2011-2012
- Presented at the Administrative Workshop on Property Control
- The property control procedures manual is going through a systems wide update





Assessment Update

Assessment Statement

Provide accurate inventory of the University's assets and the proper reporting of new assets, and disposal of retired assets.

Assessment Activities

Property Control completed its annual physical inventory resulting in finding 85% of the University's assets. The reduction in confirming the assets of the college is due to the Real Management property software implementation problems .

Assessment Goals

- Implement new SUNY System Administration Property Control software and database
- Continual asset inventory and reconciliation
- Update web page and property control manual

Telecommunications

Annual Report

Efforts continue to provide quality telephone service to all faculty, staff and students as growth of the campus community continues. The services provided are new telephone line placement, handling of trouble/repair calls, relocation of existing telephone lines on campus, voicemail problems/pass code, operator service, answering questions on events, transferring calls to faculty and staff and giving directions to the campus.

The department is staffed by University Services.

Significant Accomplishments

- The telephone operator answered calls for fiscal year 2011-2012 were 5,570 on the University's information line; in addition, the operator also handled calls for the University Services lines. This is a decrease of 13.8% over 2010-2011
- The department also processed 30 work orders consisting of 107 items for new or changed phone service
- The department also processed 122 repair orders

Statistical Data

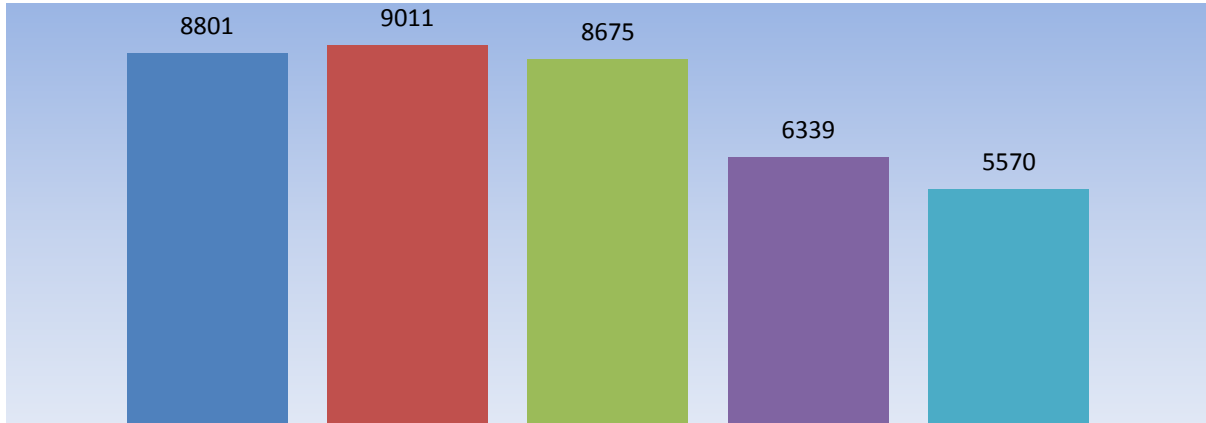
- Total telecommunications expenditures for fiscal year 2011-2012 were: \$582,243.79
- Verizon Long distance minutes for 2011-2012:

Total long distance minutes - State	203,105
Total long distance minutes - Non State	31,339
Total minutes	234,444

- This represents an 4.1% decrease in non-state long distance minutes over 2010-2011
- This represents a 12.4% decrease in state long distance minutes over 2010-2011
- Operator assisted calls decreased 8.9% over 2010-2011

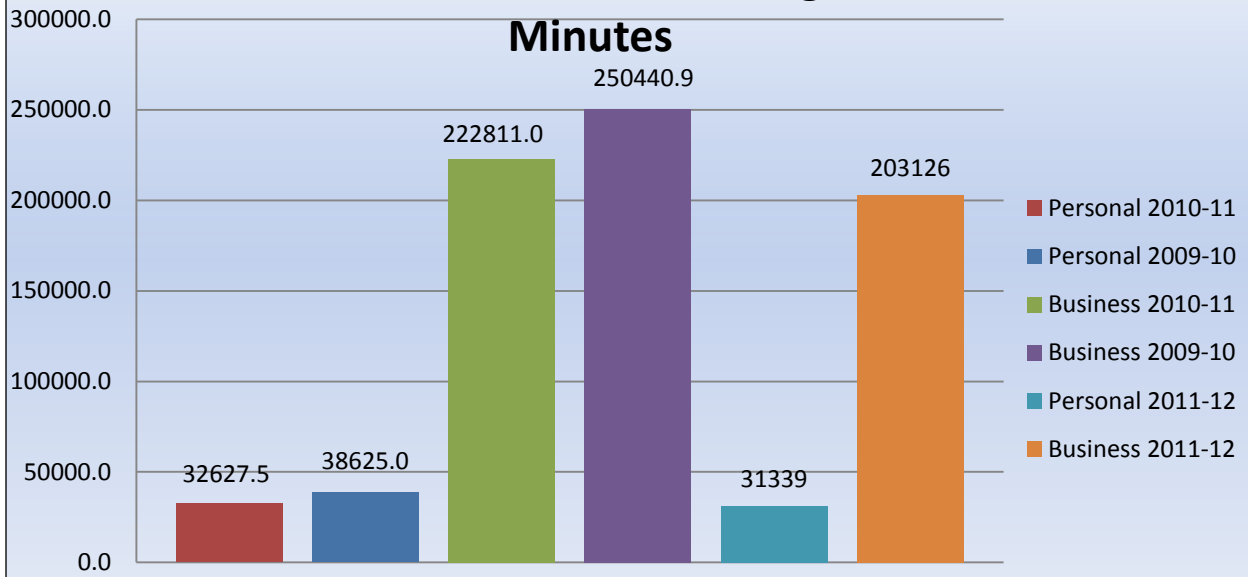
Operator Call Report

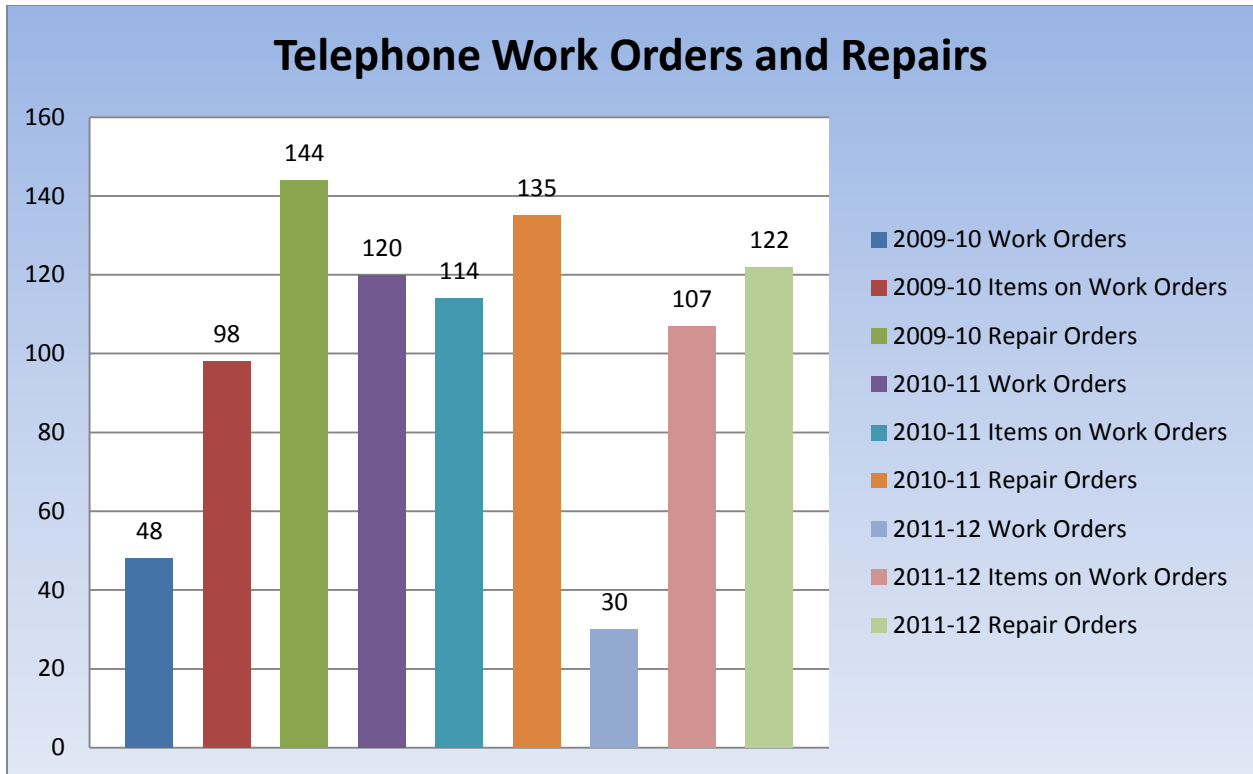
■ 2007-2008 ■ 2008-2009 ■ 2009-2010
■ 2010-2011 ■ 2011-2012



Verizon Personal - Business Long Distance

Minutes





Assessment Update

Assessment Statement

Provide the university with quality telephone service at a reasonable cost.

Assessment Activities

University Services continues to review procedures and look for cost savings opportunities to reduce our telephone expense.

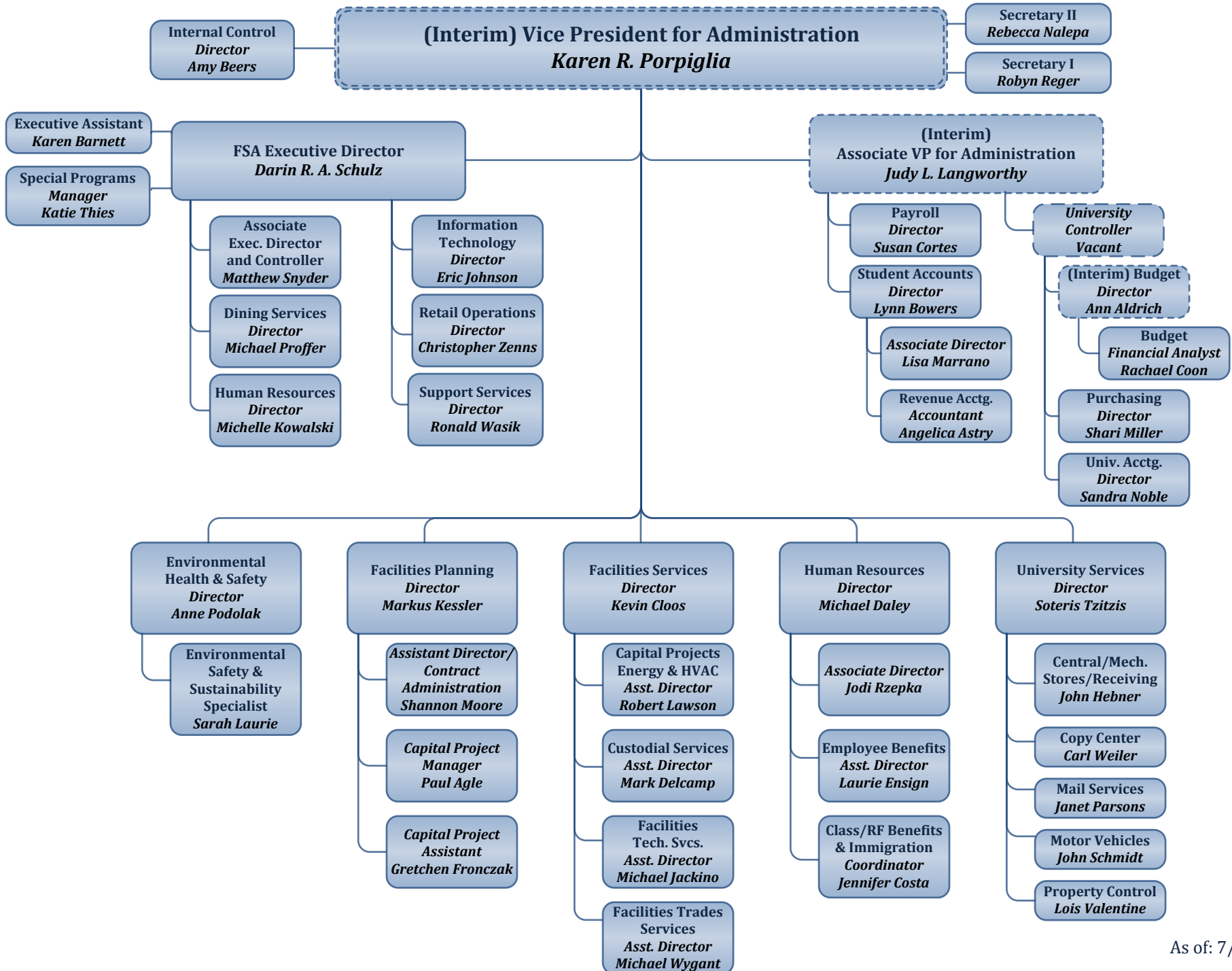
Assessment Goals

- Continue with cost savings opportunities to reduce telephone expenditures
- Review the cost to go to VOIP

Appendix A

- **Organizational Chart**

Administration



Appendix B

- **SUNY Fredonia Vision Statement**

SUNY Fredonia Vision Statement

The SUNY College at Fredonia aspires to be a comprehensive, selective, diverse, residential institution that is above all a community of learners. It aims to provide a challenging, safe and supportive educational environment in which every participant has the flexibility to develop his or her best talents, attaining the highest standards of excellence in liberal arts and in one or more chosen fields. At the center of our curricula is a broad, integrated General College Program that will increasingly emphasize writing, problem-solving, scientific reasoning, a global perspective, and socio-ethical understanding, while introducing students to arts, humanities, mathematics, and natural and social sciences. All specializations build from this core.

Fredonia's faculty will continue to be dedicated teachers and also practicing scholars and performers/artists whose continuous learning animates their teaching. The College both requires and will foster their research, creativity, and other professional service as members of our learning community.

A broad range of liberal arts and professional programs at the undergraduate level and increasing numbers of programs at the master's level will provide a great variety of academic choices. Academic fields, which will continue to attract large numbers of students, include:

- professionally accredited programs in the fine and performing arts, including nationally renowned and comprehensive programs in music;
- nationally recognized programs in elementary and secondary education and speech pathology;
- successful programs in the natural sciences, including a unique undergraduate program in recombinant gene technology;
- significant programs in psychology and in social sciences with applied and international orientations;
- distinctive programs in English, centered on American and world literature, and in communication;
- professional programs in business, accounting, and computer science, with a focus on applications of information technology.

These academic strengths will increasingly be enhanced by writing across the curriculum, a variety of interdisciplinary programs, the appropriate use of new technologies, and an emphasis on international and multicultural studies.

Our commitment to high standards for our students and to individual learning and development will continue to find expression in a college-wide emphasis on student-centered teaching and advising. The resulting close relationships among students, faculty, and staff will be augmented by ever-easier access to faculty outside of class, by an emphasis on joint student/faculty research, and by opportunities for internships and independent studies in all programs. Our Honors Program, which provides unusual intellectual challenges in specially designed courses, will grow in scope. Hallmarks of the College will continue to be genuine collaborative education and exceptional graduation rates.

In a setting of well-maintained buildings and grounds, co-curricular activities and sports will continue to develop leadership and unite participants in the pursuit of shared interests. Fredonia's professional staff will continue its strong contribution to student development and learning outside of class.

As a community of learners, we must respect both individual and cultural differences. We will strengthen understanding of and respect for others through general education requirements, multicultural courses, academic programs, student activities, and opportunities for study abroad.

Our service to our region will include an increasing range of volunteer services and greater support for the region's economic and educational development. Fredonia also aspires to bring our distinguished cultural programming to wider audiences in our area.

Fredonia believes in its students' ability to excel. They will leave us prepared to think and communicate critically and creatively, to see themselves as self-respecting men and women responsible for the consequences of their choices, engaged with their communities, able to work together with diverse people, and ready to face unpredictable challenges in a rapidly changing world.

Approved by Faculty Council 11/97

ACKNOWLEDGEMENTS

CONTRIBUTORS

Administration

Karen R. Porpiglia, *Interim Vice President for Administration*
Rebecca Nalepa, *Secretary 2*
Robyn Reger, *Secretary 1*

Associate Vice President for Administration

Judy L. Langworthy, *Interim Associate Vice President for Administration*
Ann Aldrich, *Interim Director of Budget*
Sue Cortes, *Director of Payroll Services*
Shari Miller, *Director of Purchasing*
Lynn Bowers, *Director of Student Accounts*
Sandy Noble, *Director of University Accounting*

Environmental Health and Safety

Anne Podolak, *Director of Environmental Health and Safety*
Julie Bartlett, *Clerk 2*
Sarah Laurie, *Staff Assistant*
Gary Brittain, *Staff Assistant*

Facilities Planning

Markus Kessler, *Director of Facilities Planning*
Shannon Moore, *Assistant Director Facilities Planning/Contract Administration*
Paul Agle, *Capital Project Manager*
Lori Johnson, *Secretary 1*
Gretchen Fronczak, *Capital Project Assistant*
Anthony Siraguso, *Capital Facilities Master Planner*
Ron Winkler, *Construction Site Representative*

Facilities Services

Kevin Cloos, *Director of Facilities Services*
Mark Delcamp, *Assistant Director of Facilities Services – Custodial Services*
Michael Jackino, *Assistant Director of Facilities Services – Technical Services*
Robert Lawson, *Assistant Director of Facilities Services – Capital Projects and Energy*
Michael Wygant, *Assistant Director of Facilities Services – Structural, Grounds & Landscaping*
Amy Jackino, *Calculations Clerk 2*
Shannon McKoon, *Clerk 2*
Joseph Fabritius, *Electrical Supervisor*
Rich Newton, *Head Grounds Supervisor*
Ray Bogue, *Structural Trades Supervisor*
Suzanne Freitas, *Head Janitor*

Faculty Student Association

Darin R. A. Schulz, *FSA Executive Director*
Charles Notaro, *Assoc. VP and FSA Executive Director, Retired January 2012*
Michelle Kowalski, *Director of Human Resources*
Karen Barnett, *Executive Assistant*
Eric Johnson, *System Administrator*
Michael Proffer, *Director of Dining Services*
Ronald Wasik, *Director of Support Services*
Matthew Snyder, *Controller*
Katie Thies, *Special Programs Manager*
Christopher Zenns, *Director of Retail Operations*

Human Resources

Michael Daley, *Director of Human Resources*
Jennifer Costa, *Coordinator of Classified and RF Benefits and Immigration*
Laurie Ensign, *Assistant Director of Human Resources/Coordinator of Employee Benefits*
Jodi Rzepka, *Associate Director of Human Resources*
Leah Betts, *Secretary 1*
Shannon Fisher, *Clerk 1*
Diane Howard, *Staff Assistant*

Internal Control

Amy Beers, *Director of Internal Control*

Public Relations

Roger Coda, *Campus Photographer*

Publication Services

Patty Herkey, *Communications Designer*

University Services

Soteris Tzitzis, *Director of University Services*
John Hebner, *Principle Stores Clerk*
Tracy Stokes, *Keyboard Specialist 1*
Janet Parsons, *Senior Mail and Supply Clerk*
John Schmidt, *Motor Equipment Supervisor*
Lois Valentine, *Calculations Clerk 2*
Carl Weiler, *Clerk 1*

ADMINISTRATIVE AWARD WINNERS

2012

Cindy Haase – Secretarial/Clerical
Lynn Bowers – Professional
Larry Pelz – Trades
Gladys Lockett – Custodial
Ron Mirek – FSA

2010

Becky Krzyzanowicz – Secretarial/Clerical
Judy Langworthy – Professional
Joe Fabritius – Trades
Randy Goodemote – Custodial
Terri Helwig – FSA

2008

Denise Aschmann – Secretarial/Clerical
Markus Kessler – Professional
Joel Polito – Trades
Darlene Miller – Custodial
Marcia Mackowiak – FSA

2006

Donna Howlett – Secretarial/Clerical
Laurie Ensign – Professional
Timothy McGraw – Trades
Daniel Pleszewski – Custodial
Lynne Montague – FSA

2004

Mary Jo Rusch – Secretarial/Clerical
Jodi Rzepka – Professional
Paul Agle – Trades
Mary Abers – Custodial
Cheryl Smith – FSA

2011

Robyn Reger – Secretarial/Clerical
Bill Michalski – Professional
Paul Siebert – Trades
Sue Smith – Custodial
Pat Wilde – FSA

2009

Lois Valentine – Secretarial/Clerical
Karen Porpiglia – Professional
Steve Siragusa – Trades
Lee Szalkowski – Custodial
John Skubis – FSA

2007

Dana Berry – Secretarial/Clerical
Mike Jackino – Professional
Brent Kawski – Trades
Mary Leckliter – Custodial
Judy Van Vlack – FSA

2005

Karen Begier – Secretarial/Clerical
Lynda Pleszewski – Professional
Daniel Chapman – Trades
Vincenzo Chillemi – Custodial
Linda Willoughby – FSA

2003

Diane Snyder – Secretarial/Clerical
Chuck Notaro – Professional
Darlene Burchett – Trades
Dave Renckens – Custodial
Betty Berkshire – FSA