

ADMINISTRATIVE SERVICES

2010 2011



ANNUAL REPORT AND ASSESSMENT UPDATE

2010-2011 FISCAL YEAR

KAREN R. PORPIGLIA
INTERIM VICE PRESIDENT FOR ADMINISTRATION

STATE UNIVERSITY OF NEW YORK AT FREDONIA



Interim Vice President for Administration

December 2, 2011

To: The Campus Community

On behalf of the entire Administration division, I'm pleased to present the 2010-2011 Annual Report and Assessment Update for Administrative Services. The Administration division is comprised of nine departments, which include 33 distinct operating units with 378 employees. This is the 14th 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 nine 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. Secretarial/Clerical
2. Professional Staff (FSA and University)
3. Professional Trades
4. FSA Operational Services
5. Custodial Services

The front cover of the 2010-2011 Annual Report and Assessment Update features the winners of the 2011 Outstanding Administrative Services Awards. Beginning at the top left and going clockwise are:

Robyn Reger—Outstanding Administrative Services Award—Secretarial/Clerical

Robyn has been employed at SUNY Fredonia since February 2001. She began as a Clerk 1, and currently is a Secretary 1 in Administration. She resides in Cattaraugus.



Bill Michalski—Outstanding Administrative Services Award—Professional Staff

Bill has been employed at SUNY Fredonia since March 2006 when he began as a ResNet Coordinator. He is currently an I.T. Support Technician with FSA. Bill resides in Fredonia.

Paul Siebert—Outstanding Administrative Services Award—Professional Trades

Paul has been employed at SUNY Fredonia since May 2005, and began in Custodial Services. He is currently a Motor Equipment Mechanic with University Services in the Garage. Paul resides in Fredonia.

Pat Wilde—Outstanding Administrative Services Award—FSA Operational

Pat has been employed at SUNY Fredonia since March 2005, and began as an Assistant Director of Financial Aid. She is currently a Financial Aid Advisor with FSA. Pat resides in Fredonia.

Sue Smith—Outstanding Administrative Services Award—Custodial Services

Sue has been employed at SUNY Fredonia since March 2001 when she began in Custodial Services. She is currently a Cleaner in the Athletic Department. Sue resides in Silver Creek.

Thank you to everyone from Administration that contributed to the preparation of the 2010-2011 Annual Report and Assessment Update, and congratulations to all of the 2011 Outstanding Administrative Service Award winners. A summary of all the Outstanding Administrative Service Awards winners from the past nine 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 2011-2012 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, 2010 – June 30, 2011

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STATE UNIVERSITY OF NEW YORK AT FREDONIA

**Administrative Services Annual Report
& Assessment Statement**

July 1, 2010 – June 30, 2011

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INTRODUCTION

The 2010-2011 edition of the ***Administrative Services Annual Report and Assessment Update*** represents the 14th 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



From left to right: Robyn Reger, Karen Porpiglia, Becky Nalepa and Judy Langworthy

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

The Administrative Services Division is comprised of nine departments with 378 employees. The 2010–2011 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 (22.8 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. *(2.0 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). *(4.6 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 eight units that include the following: Custodial Services, Structural Trades, Landscaping and Grounds, Plumbing Shop, Electrical Shop, Heating Services, Capital Projects, Energy Management, Refrigeration and Air Conditioning and Technical Services. *(140.5 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. *(186.0 Employees - this includes 88 full-time employees and 98 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. *(5.0 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. *(13.0 FTE Employees)*

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

SUNY FREDONIA
Administrative Services
2010-2011 Departmental Staffing by Funding Source

| Administrative Office | State | DIFR | IFR | FSA | Total |
|-------------------------------|---------------|--------------|--------------|---------------|---------------|
| Administration | 2.00 | | 1.00 | | 3.00 |
| Environmental Health & Safety | 1.60 | 0.40 | | | 2.00 |
| Facilities Planning | 2.00 | 2.60 | | | 4.60 |
| Facilities Services | 74.00 | 60.50 | 6.00 | | 140.50 |
| Faculty Student Association | | | | 186.00 | 186.00 |
| Financial Services | 18.50 | 1.00 | 3.30 | | 22.80 |
| Human Resources Office | 4.00 | 1.00 | | | 5.00 |
| Internal Control | 1.00 | | | | 1.00 |
| University Services | 11.00 | 2.00 | | | 13.00 |
| | 114.10 | 67.50 | 10.30 | 186.00 | 377.90 |

Note:

The FSA employment number includes 88 full time and 98 part time employees

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Administration

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VICE PRESIDENT FOR ADMINISTRATION

Introduction

The Vice President for Administration serves as the Chief Financial Officer at the campus and supervises the Administrative Services division. This division includes nine departments with 378 employees. The nine Administrative Departments included in the 2010-2011 annual report include the following:

1. Vice President for Administration
2. 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

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.



Karen R. Porpiglia

Annual Report

In November 2010, after 37 years of service to the campus, Vice President for Administration Tracy S. Bennett retired from State service. Karen R. Porpiglia was appointed Interim Vice President; Judy L. Langworthy was appointed Interim Associate Vice President; the University Controller position was left vacant; Ann Aldrich was appointed Interim Budget Director; a new Financial Analyst, Rachael Edwards, was hired following a regional search. These changes are reflected in the organizational chart found in Appendix A.

During the 2010-2011 fiscal year, the Vice President's office provided coordination and leadership in four key areas within the university. These include the following:

1. Fiscal Accountability

- During the past three fiscal years the campus has dealt with multiple and severe budget cuts. The financial services team worked closely with the other divisions as well as with the President, and the Planning and Budget committee to develop and implement plans designed to deal with these cuts. We have continued our efforts to improve campus fiscal accountability, improve financial modeling techniques, and improve the accounting procedures for construction projects. Work with the director of Internal Control and the director of Student Accounts has continued to streamline cash collections and improve cash controls with the expanded use of the TouchNet Marketplace software.

2. Capital Construction

- Provided coordination for the implementation of the third year of the campus 2008-2013 five-year capital plan. The plan totals \$145 million and includes \$67 million for critical maintenance and \$78 million for two new buildings: the science center building (an additional \$38.0 million in 2010-2011 bringing the project total to \$60 million) and the classroom addition to the Rockefeller Arts Center (\$40 million).

3. Administration Management Practices

- During the 2010-2011 fiscal year, three administration positions were eliminated as part of the campus plan to eliminate 41 positions over the three year period of 2009-2010 through 2011-2012. The total cut to administration during the three year period will be thirteen positions: three positions in the 2009-2010 fiscal year, three positions in the 2010-2011 fiscal year and seven additional positions in the 2011-2012 fiscal year. The following lines have been eliminated:
 - **2009-2010**
 1. Facilities Services – Plant Utilities Engineer
 2. Facilities Services – Plant Utilities Engineer
 3. Facilities Services – Director of Facilities Management
 - **2010-2011**
 1. Human Resources & Purchasing - 0.5 Clerk in each dept.
 2. Facilities Services - Plant Utilities Engineer
 3. Facilities Services – Plumber Steamfitter

- **2011-2012**
 1. Facilities Services – Supervising Janitor
 2. Facilities Services – Grounds Worker
 3. Facilities Services – Painter
 4. Facilities Services – Plant Utilities Assistant
 5. Facilities Services – Plant Utilities Assistant
 6. Facilities Planning – Keyboard Specialist
 7. University Services – Stores Clerk

4. Campus Sustainability Program and Emergency Planning

Serving as chairperson, coordinated the efforts of a very active campus-wide Sustainability Committee. Over 70 students, faculty and staff served on 14 different sustainability subcommittees throughout the year making significant progress in addressing many sustainability initiatives throughout the campus, making Fredonia a leader in sustainability.

Work has also continued on several fronts to improve campus emergency planning procedures. This includes the testing and training of the new campus wide mass notification system, the continued development and testing of the NY Alert system, ongoing table top exercises for campus emergency management personnel, and training of campus employees in the use of the Automated Electronic Defibrillators (AED).

Significant Accomplishments

- The retirement of Vice President Bennett resulted in several interim position appointments effective December 1, 2010. I am pleased to report that all interims, as well as the entire administration team, rallied around this temporary structure and committed themselves to once again successfully implementing the mission of the division. The support received from all of our campus constituents was evident and much appreciated. Progress on individual department goals are noted in each section of this annual report.
- Successfully managed the 2010-2011 Operating Budget, closing the \$5.4 million gap with a combination of campus reserves, equipment funding, selected fees and over-enrollment tuition dollars. Produced surpluses in FSA and Residence Hall operations, and for the fourth consecutive year produced utility savings that will be allocated toward the projected 2011-2012 budget shortfall.
- Administered the second year of the campus three year plan to eliminate 41 positions and reduce the campus workforce by five percent. The cut for our division currently stands at 6 positions with another 7 scheduled for elimination in the 2011-2012 fiscal year.
- The Director of Revenue Accounting, having reporting responsibility to the Associate Vice President for Administration, retired in December of 2010. This position was replaced with a Revenue Accountant, and reporting responsibility was shifted to the Director of Student Accounts. Effects of this reorganization will be evaluated throughout the 2011-2012 academic year.
- A new governor, unprecedented additional budget cuts, System Office changes in the budget allocation methodology, the effort to implement a rational tuition policy, and the resulting new SUNY Tuition Credit, all contributed to the planned delay in production of

the 2011-2012 Consolidated Operating Budget book. Published solely in an electronic format to promote sustainability and reduce operating costs, the Book was completed in September 2011 as opposed to past publication dates in April. Campus priorities to maintain student access to necessary courses and avoid layoffs while covering the structural deficit were the overriding factors in the development of Fredonia's spending plan. Each section of the budget book contains an overview of the area, highlights and accomplishments from the past year, and the effects of the budget on operations.

- Coordinated the efforts of Facilities Planning, Facilities Services, the State University Construction Fund (SUCF), the Dormitory Authority (DASNY) and the System Administration Office of Capital Facilities in administering year three of the current five year Capital Plan. Work on several major projects was completed including the following:
 - \$1.0 million Eisenhower Hall window replacement
 - \$850 thousand Erie Dining Hall exterior rehabilitation
 - \$750 thousand Alumni Hall bathroom renovation
 - \$700 thousand Reed Library roof replacement
 - \$670 thousand Campus Emergency Generator replacements
 - \$500 thousand Grissom Hall Lobby improvements
 - \$250 thousand Campus Fire Alarm System upgrades in Dods and Jewett Halls
 - \$250 thousand Mason Hall Access Control and Closed Circuit TV Cameras
 - \$190 thousand Gregory Hall interior door replacement
- Projects currently under construction include:
 - \$60.0 million Science Center
 - \$13.0 million Williams Center rehabilitation
 - \$11.0 million Maytum Hall renovation
 - \$ 1.4 million Fenton Hall exterior rehabilitation (roofing system, windows)
 - \$ 1.0 million Field House exterior rehabilitation (roofing system, windows)
 - \$500 thousand Rockefeller Arts Center Art Gallery rehabilitation
 - \$500 thousand Mason Hall Fire Alarm System upgrade
- Major projects currently in program study, design or bid phase include:
 - \$40.0 million Rockefeller Arts Center classroom addition
 - \$30.0 million Townhouse Residence Hall
 - \$ 4.0 million Dods Hall Fitness Center
 - \$ 3.5 million LoGrasso Hall exterior rehabilitation
 - \$ 3.5 million Domestic Water System upgrade
 - \$ 3.0 million Elevator Rehabilitation - various buildings
 - \$ 2.3 million Field House Bleacher replacement
 - \$ 1.7 million Rockefeller Arts Center exterior rehabilitation (roofing system)
 - \$ 1.1 million Maytum Hall window replacement
 - \$ 1.1 million Kirkland Quad window replacement – Disney Hall
 - \$ 1.0 million residence hall lobby improvements and bathroom upgrades
- The Facilities Master Plan was submitted to the SUCF and the Campus in mid-April 2011. It provides the criteria and guidelines for campus improvements and facilities development that support the academic mission and strategic vision. The Plan also

identifies opportunities to enhance, maintain, or improve the built environment in a way that facilitates learning and student development. The Master Plan considered current and future campus program uses to identify strategies for demolition, rehabilitation, modernization, conversion, expansion and new construction. This updated Facilities Master Plan will guide the campus in identifying, prioritizing and structuring future project requests for capital funding and should address the projected capital facilities improvement needs of the campus for a 10-year period.

- The use of TouchNet software to enable web based transactions continued to improve internal controls over the receipt of cash throughout the campus. Web credit card payments and web check payments were up 31.4% and 42% respectively over last year in the office of Student Accounts. An additional 35 uStores were created and implemented and several others are under construction. One additional uPay site also went live this past year. Marketplace transactions increased 61% and the dollar value of all transactions increased 140%.
- Throughout the year, the Vice President's office consistently encouraged every administrative department to be involved in their national peer groups as well as their SUNY peer group. One additional administrative employee completed the Cornell University Administrative Management Institute during the summer, and one administrative employee and one FSA employee completed the Chautauqua Leadership Network Program.
- The Sustainability Committee continued the momentum established during the first three years of its existence. The campus Sustainability Tracking and Rating System (STARS) report was completed for the first time and submitted to the Association for the Advancement of Sustainability in Higher Education (AASHE) on January 31, 2011; we received a "bronze" rating. Two windmills erected at the College Lodge resulted in SUNY Fredonia being named the "spotlight" campus in the August 9, 2011 Bulletin of the Association for the Advancement of Sustainability in Higher Education.
- The Vice President's office was also involved in support and coordination of the Campus Emergency Planning Committee, providing a half-day table top exercise focused on chemical hazards. Training continued for campus building Safety Coordinators, and formal training was provided to key campus employees on the use of the new mass notification system.
- The campus was nearly 400 percent above New York State's three percent purchasing target for Minority and Women-Owned Businesses—our best showing ever.
- Secured the *Great College to Work For* designation for the second consecutive year.
- Orchestrated the temporary physical relocation of several departments from the Williams Center into various locations throughout the campus; this was necessitated by the cost constraints of the rented modular units as well as the construction timetable for the Williams Center rehabilitation project.
- In collaboration with all campus divisions, secured the OnBase software, hardware and related peripheral products. Provided staff training and commenced scanning inactive employee files; completed over 270 files, the equivalent of nine file cabinets.

Assessment Update

Assessment Statement

To ensure the fiscal integrity of the campus, provide leadership and coordination of the various administrative, auxiliary and maintenance services, and to guarantee that these services are of the highest quality and are provided to SUNY Fredonia's students, faculty and staff in the most responsive and cost effective manner possible.

Assessment Activities

The Vice President's office has continued its efforts to improve the Administration division's assessment reporting to assure that there is continuous ongoing assessment throughout. Highlights of individual departments will be found in each section of this report.

The goal to assess the effects of multiple budget cuts in NY State support in the development of the 2011-2012 campus operating budget, and to evaluate the fiscal options available to the campus in reacting to additional budget reductions, was accomplished at great length. Planning and development of the operating budget extended from early spring 2011 into August 2011. The process began with projections based upon the Senate and Assembly budget proposals, and continued up to and beyond the publication of the Executive budget in March, 2011. System Administration's decision to allocate a share of the Governor's cut to the SUNY Hospitals across all campus sectors, and the ensuing debate as to how the distribution would be modeled, resulted in an unprecedented number of scenarios that each and every campus in the System had to wrestle with. Multiple projections were prepared and revised to reflect the unprecedented cut in State support, coupled with the additional hospital share, as well as numerous revenue projections based upon the proposed rational tuition policy. The victorious passage of the rational tuition plan brought with it passage of a new SUNY Tuition Credit grant program, and that too lent itself to multiple analyses to determine the effect on the campus bottom line.

There was no formal mechanism established to evaluate feedback from the deployment of the access control system in McEwen and Mason Hall. Key individuals within each building worked one-on-one with the Facilities Services technical contact in establishing access parameters for both exterior and interior doors. From the lack of complaints, the system appears to have been adopted without exception.

There was no formal mechanism established to assess the impact of the newly installed mass notification equipment. Initial training for key stakeholders was provided in the spring of 2011; additional training, automated messages and the implementation of routine drills remain to be developed. The campus has not yet realized the full potential of the system.

The evaluation of campus acceptance of the TouchNet web Marketplace will continue, but there is overwhelming evidence of its favor as noted by the increased number of applications, the volume of transactions and the dollar amounts associated with them. Supporting data may be found in the Internal Control section of this report.

The 2010-2011 fiscal year was the first full year that student bills were issued solely in an electronic format via the TouchNet eBill application. The concept was introduced in the fall of 2009 when both electronic and paper bills were produced; in the spring of 2010 we transitioned to a complete electronic-only process. The effect of the eBill and the TouchNet electronic payment plan options on dollars collected was monitored on a monthly basis; statistics indicate an ever increasing dollar volume of web credit card and web check payments. Arguably the most re-

warding outcome of this conversion to electronic billing and payments is the 17.25% **decrease** in spring 2011 accounts receivables at the close of the fiscal year. Additional mechanisms were also developed to capture data on the number and value of payment plan subscribers, the number of family members established as authorized electronic account users, and the frequency of student/family access to monthly electronic billing statements. Statistical information may be viewed in the Student Account section of this report.

The implementation of the TouchNet Marketplace Suite has positively impacted campus-wide internal controls over cash. Removing cash collections responsibilities from individuals in departments, offices and classrooms significantly reduces the risk of misappropriation and reduces the time lapse from receipt of funds to deposit, and ultimately, availability for use. In addition, related reporting is accurate, timely and available 24/7. Electronic solutions are now recommended by SUNY Internal Audit as a best practice.

Evaluating the effect of critical maintenance and rehabilitation projects on campus operations is ongoing and included in every step of a project, from inception to completion. Consideration is given not only to physical impacts but the effects of noise, changing traffic patterns and disruption in utilities (heat, air, electric, water) on daily residential and classroom life. Inevitably, complaints will surface, and Administration's goal is to address them as swiftly, courteously and as effectively as possible, without jeopardizing completion of the project.

The campus Sustainability Tracking and Rating System (STARS) report was completed for the first time and submitted to the Association for the Advancement of Sustainability in Higher Education (AASHE) on January 31, 2011; the campus received a "bronze" rating. The compilation of data for the submission and the resulting rank sparked several discussions in sustainability committee meetings as to how existing campus efforts might be monitored and measured for inclusion in future reporting. The decision was also made to revamp next year's annual campus sustainability report to reflect the format of the STARS system.

Assessment Goals

- Continue to assess the effects of multiple budget cuts in NY State support in the development of the 2012-2013 campus operating budget; evaluate the fiscal options available to the campus in reacting to additional budget reductions
- Assess the effect of the rational tuition policy and potential future rate increases on the campus' ability to restore positions
- Continue to monitor use of the TouchNet Marketplace system and identify and implement new applications throughout the campus
- Evaluate the effect of critical maintenance and rehabilitation projects on campus operations
- Partner with regional SUNY campuses in an effort to fulfill the Chancellor's directive for Shared Service Alliances
- Successfully conclude the search for a new Executive Director of the Faculty Student Association; assist in providing a seamless transition for staff, students and faculty
- Expand the Park & Ride Shuttle Service to provide for late afternoon/early evening coverage to the academic campus corridor; evaluate usage to determine subsequent scheduling
- Monitor progress of the Williams Center and Maytum Hall renovation projects and ensure a timely and smooth return from various temporary office locations

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Associate Vice President for Administration

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

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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 University Accounting, Budget, Purchasing, Payroll and Student Accounts. 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 2010-2011 approximately fifty-six percent of the operating budget was based on revenue and thirty-two percent on state support; eleven 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 2010-2011 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 of Campus Balances summarizing the anticipated use of existing cash balances for each special revenue fund (IFR, SUTRA, DIFR, Stabilization); 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 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 Interdisciplinary Studies and a new fee for auditions in Theatre & Dance, as well as securing a course fee increase in Visual Arts & New Media
- Prepared detailed analysis of available funding and projections for new and current campus-based scholarship offerings
- Coordinated all accounting aspects of graduate assistantships to ensure that stipends were processed and waivers funded and paid within budget
- Created and administered the first-ever 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

Orchestrated 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 2010-2011 academic year was the second 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 remained similar, \$144,915 for fall 2009 to \$144,985 for fall 2010. However, the spring receivables at June 30th realized a 17% decrease from \$139,355 for spring 2010 to \$115,314 for spring 2011. Increased emphasis to the electronic process was also provided during the new student summer orientation program, and signage was also posted in and outside of the Student Accounts office. Account receivable balances will continue to be monitored on a monthly basis.

Participation in the campus-based "Fredonia Installment Payment Plan" (FIPP) increased to a total of 1,069 enrollees in 2010-2011 from 809 in 2009-2010, a 32% increase. The main contributing factor is attributed to payment plan brochures being mailed via U.S Postal Service this past summer with projected delivery to coincide with the release of the electronic bill. Payment plans were also given additional emphasis at summer 2011 orientation sessions; participation rates will continue to be an area that is closely monitored.

The ability to make electronic advance deposit payments for both admission and room rental was enabled but not advertised for 2009-2010, therefore participation was minimal. Both of the offices of Admission and Residence Life updated their material for 2010-2011 to include this methodology. This resulted in a 45.5% increase electronic Admission deposits and a 13.9% increase in electronic room deposits.

With the positive campus response to the mandatory use of P-Cards for purchases under \$500, the limit was raised to under \$1,000 as of July 2011. The dollar volume remained at just over \$2 million from 2009-2010 to 2010-2011, while the number of purchase orders decreased by 28% and the number of confirming requisitions by 25%. Efforts to further diminish the number of purchase orders and confirming requisitions will continue, as they cost considerably more to process than monthly PCard 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. The store continues to be the popular choice for payment of the dues with 88% of 2011-2012 participating campuses utilizing this option as of October 2011, as compared to 81% of all participants for 2010-2011.

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 2011 SUNY Purchasing and OGS Conference, SUBOA Year-End Meeting, Banner Functional Area User Group meetings, Higher Education Services Corporation training sessions, Cornell's Administrative Management Institute, the SUNY Fredonia Leadership Academy, 2010-2011 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
- 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 2012-2013 operating budget

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 in front: Diane Snyder, Sandy Noble and Cindy Haase.
In back: Evelyn Fintzel*

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 Print Shop 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, require-

ments 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 2010-2011 fiscal year, the University Accounting Office was staffed by the Director of University Accounting, an Administrative Aide, two Clerk 2's, and a student temporary service employee.

Significant Accomplishments

- Accounting records for the 2010-2011 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 University Accounting Office presented an assortment of procedures at an Administrative training session held in January geared toward new secretaries
- 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 and forms, providing departments with easy access to the most current information
- The University Accounting Office created a newsletter, called the *Quarterly LORE*, in conjunction with the Purchasing Office. The newsletter is an online quarterly publication, which can be found on the webpage of both offices
- For 2010-2011 fiscal year 1,364 Research Foundation payments were processed totaling over \$1.1 million

Statistical Data

Throughout the 2010-2011 fiscal year, 8,099 state vouchers were processed for payment totaling over \$24.1 million, and 13 petty cash checks were issued at a total dollar value of \$28.9 thousand (please refer to the chart below for transaction detail). Compared to last year, these figures represent a 13% decrease in the number of state vouchers processed and a 27% decrease in the dollar value of state voucher payments. In regards to petty cash, the number of vouchers processed decreased by 27%, with the dollar value increasing by 4%. The decrease in both state vouchers processed and petty cash checks issued can be attributed to campus procurement card usage and its increasing purchasing limit. In February 2010 the University

recommended cardholders use their procurement cards for purchases up to \$1,000. In July 2011 this recommendation became a requirement. Also, Athletics increased usage of their travel cards.

| 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 |

| Vouchers Processed for 2009-2010 | | | | | | | | | | |
|---|-------------------|---------------------|--------------------------|---------------|----------------------|--------------------------|-------------|------------------|-------------------|----------------------|
| 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 | 17 | 1,010,593.10 | 13 | 821 | 2,755,791.01 | 7 | 0 | - | 838 | 3,766,384.11 |
| August | 3 | 6,500.00 | 6 | 760 | 4,093,283.46 | 8 | 0 | - | 763 | 4,099,783.46 |
| September | 5 | 16,924.17 | 14 | 784 | 2,553,759.41 | 6 | 0 | - | 789 | 2,570,683.58 |
| October | 0 | - | - | 802 | 3,190,546.30 | 6 | 0 | - | 802 | 3,190,546.30 |
| November | 6 | 9,862.21 | 9 | 821 | 2,780,470.42 | 6 | 3 | 3,752.00 | 830 | 2,794,084.63 |
| December | 3 | 14,229.00 | 8 | 771 | 2,944,279.79 | 5 | 6 | 10,504.00 | 780 | 2,969,012.79 |
| January | 4 | 15,999.59 | 7 | 671 | 1,745,889.94 | 6 | 0 | - | 675 | 1,761,889.53 |
| February | 4 | 10,484.25 | 11 | 654 | 2,659,919.58 | 5 | 7 | 12,052.00 | 665 | 2,682,455.83 |
| March | 1 | 3,226.77 | 8 | 369 | 1,034,193.68 | 5 | 0 | - | 370 | 1,037,420.45 |
| April | 2 | 2,670.00 | 12 | 1219 | 2,474,950.05 | 9 | 0 | - | 1221 | 2,477,620.05 |
| May | 1 | 5,930.00 | 8 | 757 | 3,348,956.83 | 5 | 2 | 1,340.00 | 760 | 3,356,226.83 |
| June | 1 | 895.00 | 8 | 843 | 2,647,633.58 | 6 | - | - | 844 | 2,648,528.58 |
| Total | 47 | 1,097,314.09 | | 9,272 | 32,229,674.05 | | 18 | 27,648.00 | 9,337 | 33,354,636.14 |
| Average | 4 | 91,442.84 | 8.67 | 773 | 2,685,806.17 | 6.17 | 2 | 2,304.00 | 778 | 2,779,553.01 |

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 OSC report "Vouchers Not Received By OSC Within 8 Days of Incurring Interest" is monitored on a daily basis. If any voucher is listed on this report, a copy of the voucher and its backup information are immediately sent to OSC for payment. Throughout the 2010-2011 fiscal year, Fredonia was not assessed any interest penalties.

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. Even with the system edits, four duplicate payments as a result of increased procurement card use were processed through the system in the 2010-2011 fiscal year. Upon notification and refund from the vendor, Refunds of Appropriation were immediately processed to put the funds back into the proper accounts. There were also ten payments issued through the Central Accounting System that resulted in Refunds of Appropriations (as compared to seven in 2009-2010). The ten refunds encompassed the following: three items returned for credit, one overcharge, one rebate, three cancelled events, one incorrect vendor name, and one foreign vendor who 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 2010-2011 by not printing and handing out the large annual Travel Packet and SMRT Web Training Packet. Instead, participants were directed to University Accounting's website.

An OSC Performance Report for 2010-2011 was recently obtained. One aspect of this report ranks state agencies in regards to the timeliness of payments. SUNY Fredonia ranked 24th within the state and 3rd among SUNY agencies. Upon receiving next year's report, the information will be reviewed and compared with the prior year.

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 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

Budget Office

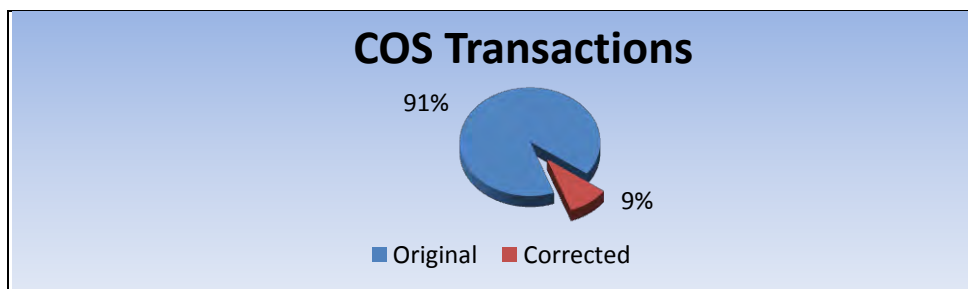
Annual Report

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.



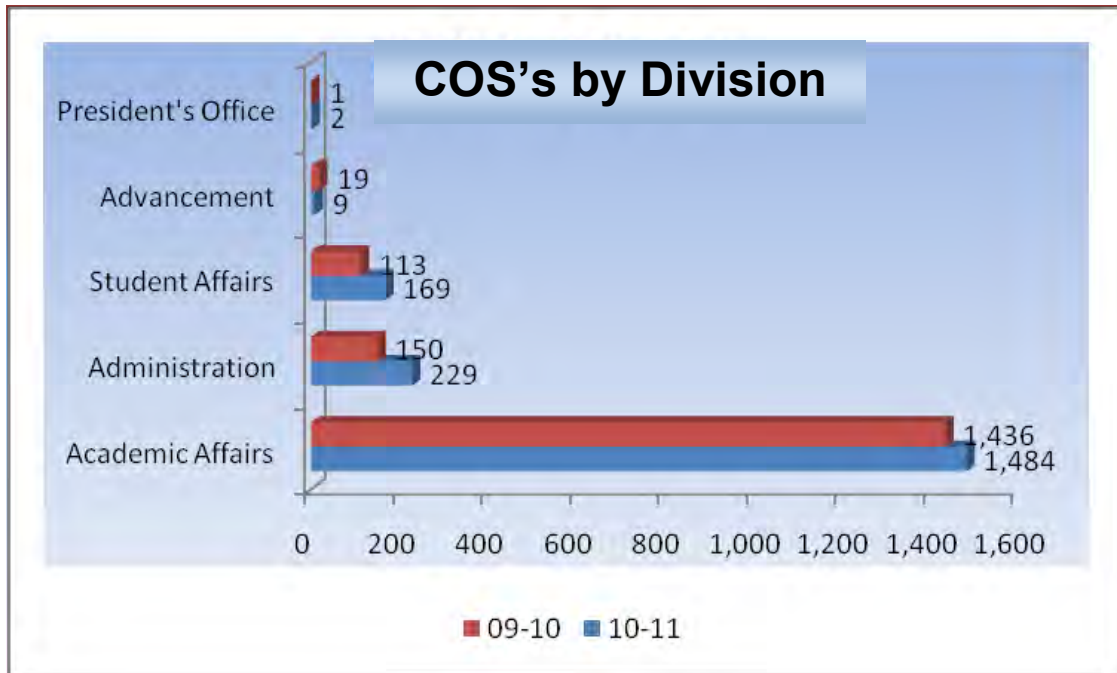
From left to right: Ann Aldrich and Rachael Edwards

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 online 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.



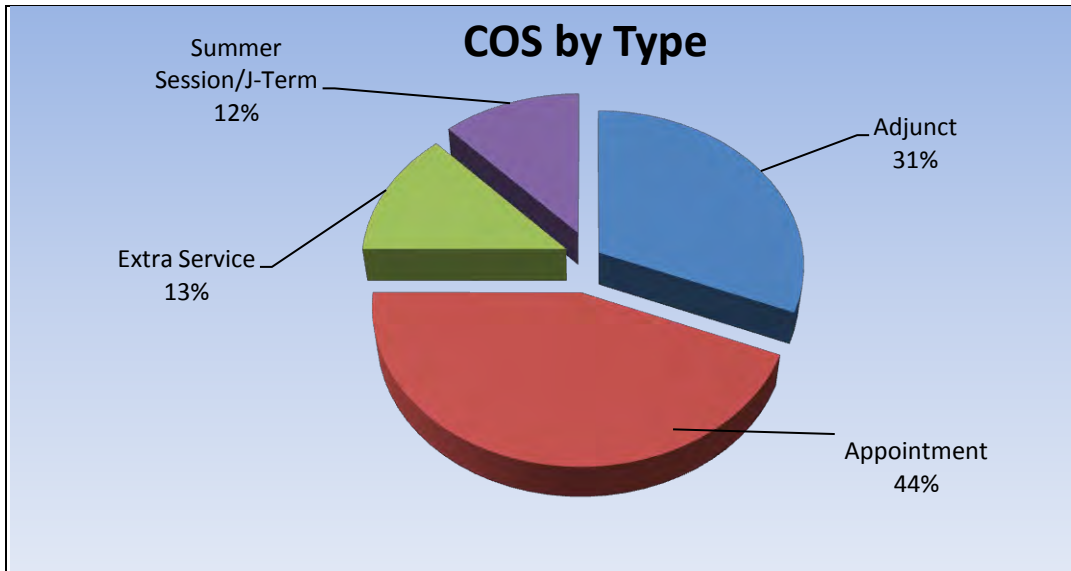
COS's Original/Corrected

| | |
|-----------|-------|
| Original | 1,714 |
| Corrected | 179 |
| Total | 1,893 |



COS's by Division

| Division | 10-11 | 09-10 |
|--------------------|--------------|--------------|
| Academic Affairs | 1,484 | 1,436 |
| Administration | 229 | 150 |
| Student Affairs | 169 | 113 |
| Advancement | 9 | 19 |
| President's Office | 2 | 1 |
| Total | 1,893 | 1,719 |



COS by Type

Number of COS's by Type

| | |
|-----------------------|--------------|
| Adjunct | 590 |
| Appointment | 830 |
| Extra Service | 247 |
| Summer Session/J-Term | 226 |
| Total | 1,893 |

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

- Internal promotion of existing financial analyst to Interim Budget Director
- Successfully conducted and completed a search to hire a new financial analyst
- Worked in collaboration with administrative directors to develop the 2011-2012 Consolidated University Operating Budget
- Worked in conjunction with Human Resources and Payroll to successfully implement the Early Retirement Incentive (ERI)
- Developed a comprehensive vacancy report to track vacant positions and related salary savings to the university by division and fund
- Successfully completed year two of a three year plan to reduce staffing by five percent. Identified nine 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 1,893 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
- Worked with administration personnel to successfully utilize all state budget allocation in order to maximize state funding

Statistical Data

The SUNY Fredonia 2010-2011 Consolidated Operating Budget totaled \$95,590,850 representing an increase of \$5,671,404 (6.31%) from the 2009-2010 consolidated budget. Please refer to the following chart for comparative data for each of the six budget components.

Consolidated Budget Proposal

| Components: | 2010-2011 | 2009-2010 | Change | Percent |
|-----------------------------|---------------------|---------------------|--------------------|----------------|
| University Operating Budget | \$ 47,032,200 | \$ 43,923,500 | \$ 3,108,700 | 7.08% |
| DIFR Budget | 15,450,000 | 14,813,850 | 636,150 | 4.29% |
| FSA Budget | 19,304,000 | 18,423,566 | 880,434 | 4.78% |
| IFR Budget | 10,423,000 | 9,826,220 | 596,780 | 6.07% |
| SUTRA Budget | 2,950,000 | 2,450,000 | 500,000 | 20.41% |
| College Foundation | 431,650 | 482,310 | (50,660) | -10.50% |
| Total | \$95,590,850 | \$89,919,446 | \$5,671,404 | 6.31% |

The 2010-2011 budget provided funding for approximately 890 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.

| | 2010-2011 | | 2009-2010 | | Change | |
|----------------------|---------------|-------------------|---------------|-------------------|---------------|-------------------|
| | FTE Employees | Student Employees | FTE Employees | Student Employees | FTE Employees | Student Employees |
| University Operating | 581.91 | 221 | 586.16 | 218 | (4.25) | 3 |
| DIFR Budget | 91.80 | 232 | 91.80 | 230 | - | 2 |
| FSA Budget | 182.00 | 340 | 179.00 | 345 | 3 | (5) |
| IFR Budget | 26.80 | 197 | 26.80 | 195 | - | 2 |
| SUTRA Budget | 4.00 | - | 4.00 | - | - | - |
| College Foundation | 3.00 | 3 | 3.00 | 3 | - | - |
| Total | 889.51 | 993 | 890.76 | 991 | (1.25) | 2.00 |

The student enrollment target remained at 5215 FTE, although actual enrollment per Institutional Research was 5,660 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

In previous years the Consolidated University Operating Budget Book was published prior to the spring meeting of the College Council. With the uncertainty of final budget numbers and how allocated cuts in state funding were to occur, the President decided to delay the publishing of the Consolidated Budget until actual budget numbers were finalized for funding by the state and the SUNY Board of Trustees. The Financial Plan was issued in August 2011 and the budget book was completed in September.

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 are solicited during the distribution of the budget book. The budget book format was improved upon from the previous year to include changes based on feedback. Some of these changes include:

- To coincide with the campus's commitment towards sustainability, the budget book was published electronically this year. This resulted in budgetary savings of approximately \$20,000
- The decision to delay the publishing of the budget book resulted in budget numbers matching those presented in the actual Financial Plan. In the past, it was impossible to predict final actions by the state and the SUNY board of Trustees. This resulted in a reconciliation process the following year that tied budget book estimates to actual Financial Plan numbers. This process should not have to be completed this upcoming year, pending any mid-year reduction in funding by the state
- Additional details and sub-totals were provided on charts depicting state and campus budget support. This made it easier to identify numbers reflected in the Financial Plan
- Institutional Priorities were updated to reflect the upcoming implementation of the Power of Fredonia Strategic Plan

One of last year's assessment goals was to work with Academic Affairs and IT staff to extract information from the online COS system to provide additional cost information by class for the adjunct budget. This goal was successfully accomplished. In the past the adjunct budget was developed by manually imputing information from each adjunct COS into an excel spreadsheet which left room for errors and omissions and did not contain the details requested by Academic Affairs. Raw COS data is now downloaded into an excel spreadsheet and macros are used to generate detailed information by department by semester. The information broken down by adjunct includes course title, course and section number, total credit and contact hours, and the amount paid to the adjunct for each class.

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 this year included the addition of an option for Administrative personnel to mark an original COS inactive when a corrected COS is issued. With the addition of this option, it enabled queries to be run on COS's without duplicate information being generated. This was essential for the COS query that Academic Affairs requested for the adjunct budget, and for a new query developed for verifying Discretionary Salary information on employees. This saved many hours of weeding out information that was erroneous.

This past year the COS team was resurrected to review and update the existing procedures contained in the COS manual. The updates included many changes to processes and incorporated all existing excel flow charts into single Word documents. This change will allow future updates to be done with ease and prevents the cumbersome task of opening two separate programs each time an update is made. This change will make it easier to upload applications online.

Another assessment goal was met with the retirement of the Vice President of Administration, Tracy Bennett. This resulted in the promotion of the former financial analyst to Interim Budget Director and in the hiring of a new Financial Analyst in the Budget Office.

The continued collaboration efforts of networking with SUNY System Administration and other campuses resulted in a change of practice in tracking allocation throughout the year. The

Plattsburgh campus provided the Budget Office a sample spreadsheet that their office used to track allocation postings and moves processed throughout the year. Fredonia incorporated several parts from Plattsburgh's spreadsheet into their own and created a valuable worksheet that methodically tracks allocation in a more comprehensive and understandable way than previously presented.

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.

Assessment Goals

- Complete the 2012-2013 Consolidated University Operating Budget on schedule
- Continue to analyze feedback from the Budget Book and implement changes as warranted. Implement changes to the Income Fund Reimbursable (IFR) section to present information that is relevant to the users
- 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
- Work with IT personnel to develop a new database to track line history due to the elimination of HRMS feedback
- 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

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; processing of office supply orders, and business card orders; OfficeMax, Gholkars, and Staples approval. In the review process, 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., and the Minority/Women Business Enterprise Program (M/WBE). Responsibilities also include recruitment advertising, trademark licensing and the 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 two online ordering websites: Dupli for business cards and Gholkar's for office supplies
- 145 procurement card holders with 6,565 transactions, totaled \$2,014,743
- Presented at the Administration Training Workshops in January and August of 2011
- Purchasing Department employees attended various conferences and workshops during fiscal year 2010-2011 including the fall 2010 Secretarial/Clerical Conference; the Secretarial/Clerical Mini-Conference; and the spring 2011 SUNY Purchasing and OGS Conference



From left to right: Donna Howlett and Joan Schnur

- Completed a total update of the Purchasing Policies Manual, Procurement Card Policies, and the Purchasing Department’s webpage
- Successfully launched the “*Quarterly LORE*”, a joint online newsletter with University Accounting
- 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 (the Director chairs the Green Procurement subcommittee), Council for Women’s Concerns Committee, the campus Relay For Life team, and two campus investment clubs

Statistical Data

- The Purchasing Department continued to not only meet, but exceed the SUNY MWBE goal of 3% MWBE, and 3% WBE on our campus. For the fiscal year of 2010-2011, the MBE volume for purchase orders was 18.37% and the WBE was 20.85%. Please refer to the following chart for comparative statistics

M/WBE Activity for Purchase Orders

| | 07/08 (%) | 08/09 (%) | 09/10 (%) | 10/11 (%) |
|--------------|------------------|------------------|------------------|------------------|
| MBE | 0.39 | 2.58 | 12.19 | 18.37 |
| WBE | 5.38 | 7.93 | 5.98 | 20.85 |
| Total | 5.77 | 10.51 | 18.17 | 39.22 |

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 on-line 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, as well as a January training geared toward new secretaries. 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.

An OSC Performance Report for 2010-2011 was recently obtained. One aspect of this report ranks state agencies in regards to usage of the procurement card. SUNY Fredonia ranked 61st within the state and has a green rating. A green rating is the highest rating and indicates that our campus uses the procurement card for more than 20% of its total eligible purchases. Upon receiving next year's report, the information will be reviewed and compared with the prior year.

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
- Continue to update the Purchasing Department webpage
- 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 increase the campus awareness of NYS certified MWBE vendors in an effort to increase their usage
- Utilize evaluation forms at all training workshops and incorporate viable suggestions into future sessions
- Maintain or improve our rating for procurement card usage as per the OSC performance report
- A successful migration to the State Financial System

2010-2011
Purchasing Volume Report
July 2010 - June 2011

| STATE DATE | 2010 - 2011 P.O. VOLUME | | 2010 - 2011 MONTHLY PO's BY BUYER | | | 2010- 2011 CONFIRMING REQUISITIONS | | 2010- 2011 PREPAYMENTS | | Office Supply ON LINE PURCHASES | | TOTAL/Office Supplies P.O. s & REQUISITIONS | |
|-------------|-------------------------|-----------------|-----------------------------------|-----------------|-------|------------------------------------|-----------------|------------------------|-----------------|---------------------------------|---------------|---|-----------------|
| | P.O. | AMOUNT | Sharl | Donna | Other | NO. | AMOUNT | NO. | AMOUNT | NO. | AMOUNT | NO. | AMOUNT |
| JUL. 10 | 128 | \$ 601,515.91 | 48 | 80 | 0 | 35 | \$ 52,353.70 | 17 | 5,410.00 | 25 | \$ 3,913.66 | 205 | \$ 663,193.27 |
| AUG. 10 | 145 | \$ 1,132,780.58 | 51 | 94 | 0 | 67 | \$ 261,734.95 | 42 | 31,671.83 | 30 | \$ 12,106.57 | 284 | \$ 1,438,293.93 |
| SEPT. 10 | 95 | \$ 571,550.64 | 95 | 0 | 0 | 70 | \$ 207,026.23 | 19 | 6,297.60 | 44 | \$ 6,121.81 | 228 | \$ 790,996.28 |
| OCT. 10 | 50 | \$ 195,528.35 | 50 | 0 | 0 | 40 | \$ 82,624.20 | 3 | 600.00 | 59 | \$ 8,590.96 | 152 | \$ 287,343.51 |
| NOV. 10 | 78 | \$ 534,870.82 | 77 | 0 | 1 | 92 | \$ 177,483.33 | 10 | 49,614.76 | 83 | \$ 7,266.50 | 263 | \$ 769,235.41 |
| DEC. 10 | 60 | \$ 544,227.68 | 59 | 0 | 1 | 46 | \$ 132,604.53 | 7 | 8,006.50 | 53 | \$ 7,257.97 | 166 | \$ 692,096.68 |
| JAN. 11 | 53 | \$ 388,347.62 | 52 | 0 | 1 | 38 | \$ 58,494.79 | 13 | 66,629.41 | 61 | \$ 8,156.05 | 165 | \$ 521,627.87 |
| FEB. 11 | 58 | \$ 209,071.23 | 58 | 0 | 0 | 44 | \$ 116,997.05 | 24 | 14,582.00 | 67 | \$ 9,203.60 | 193 | \$ 349,853.88 |
| MAR. 11 | 61 | \$ 274,099.47 | 61 | 0 | 0 | 62 | \$ 44,332.08 | 17 | 13,106.00 | 67 | \$ 8,059.28 | 207 | \$ 339,596.83 |
| APR. 11 | 59 | \$ 344,447.42 | 59 | 0 | 0 | 39 | \$ 36,034.81 | 10 | 1,693.97 | 57 | \$ 8,665.46 | 165 | \$ 390,841.66 |
| MAY. 11 | 80 | \$ 511,729.54 | 80 | 0 | 0 | 54 | \$ 50,591.99 | 13 | 10,178.00 | 58 | \$ 8,597.64 | 205 | \$ 581,097.17 |
| 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 |
| 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 |
| YTD 09 - 10 | 1357 | \$ 8,069,482.15 | 847 | 463 | 47 | 646 | \$ 1,448,445.65 | 199 | \$ 119,384.90 | 637 | \$ 97,925.70 | 2839 | \$ 9,735,238.40 |
| 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 |
| JUN. 10 | 139 | \$ 687,329.30 | 133 | 6 | 0 | 79 | \$ 118,631.66 | 25 | 20,293.50 | 75 | \$ 18,016.26 | 318 | \$ 844,270.72 |
| RESEARCH | 2010 - 2011 | | 2010 - 2011 | | | TOTAL | | CITIBANK VISA | | New | | MWBE % | |
| | | | All Other Voucher Processing | | | Research | | 2010 - 2011 | | Procurement Card | | Monthly PO | |
| DATE | P.O. | AMOUNT | NO. | AMOUNT | | NO. | AMOUNT | # of Trans | Amount | Holder | MBE | WBE | |
| JUL. 10 | 10 | \$ 10,463.43 | 219 | \$ 62,515.30 | | 229 | \$ 72,978.73 | 354 | \$ 122,321.39 | 0 | 12.59 | 10.78 | |
| AUG. 10 | 11 | \$ 57,728.36 | 76 | \$ 86,013.57 | | 87 | \$ 143,741.93 | 566 | \$ 225,558.29 | 1 | 12.11 | 10.76 | |
| SEPT. 10 | 2 | \$ 5,904.76 | 113 | \$ 113,408.79 | | 115 | \$ 119,313.55 | 620 | \$ 152,237.58 | 2 | 12.70 | 7.26 | |
| OCT. 10 | 0 | \$ - | 28 | \$ 89,615.57 | | 28 | \$ 89,615.57 | 616 | \$ 183,938.70 | 5 | 6.18 | 8.84 | |
| NOV. 10 | 6 | \$ 8,305.55 | 93 | \$ 79,326.43 | | 99 | \$ 87,631.98 | 565 | \$ 168,598.92 | 1 | 14.49 | 7.58 | |
| DEC. 10 | 3 | \$ 3,527.70 | 127 | \$ 42,637.78 | | 130 | \$ 46,165.48 | 414 | \$ 140,911.10 | 4 | 8.14 | 54.07 | |
| JAN. 11 | 0 | \$ - | 49 | \$ 51,966.89 | | 49 | \$ 51,966.89 | 544 | \$ 131,336.31 | 0 | 18.33 | 24.26 | |
| FEB. 11 | 13 | \$ 59,021.38 | 109 | \$ 81,721.90 | | 122 | \$ 140,743.28 | 705 | \$ 186,814.43 | 0 | 43.43 | 4.25 | |
| MAR. 11 | 20 | \$ 58,485.30 | 113 | \$ 62,376.58 | | 133 | \$ 120,861.88 | 641 | \$ 184,859.34 | 0 | 4.17 | 6.38 | |
| APR. 11 | 16 | \$ 6,221.00 | 125 | \$ 69,298.50 | | 141 | \$ 75,519.50 | 515 | \$ 134,763.17 | 0 | 9.18 | 20.18 | |
| MAY. 11 | 8 | \$ 7,149.38 | 100 | \$ 101,436.43 | | 108 | \$ 108,585.81 | 481 | \$ 185,207.64 | 0 | 0 | 5.01 | |
| JUN. 11 | 7 | \$ 6,375.62 | 116 | \$ 88,776.22 | | 123 | \$ 95,151.84 | 544 | \$ 188,342.77 | 3 | 5.64 | 7.40 | |
| YTD 10 - 11 | 96 | \$ 223,182.48 | 1268 | \$ 929,093.96 | | 1364 | \$ 1,152,276.44 | 6565 | \$ 2,004,889.64 | 16 | 18.37 | 20.85 | |
| YTD 09 - 10 | 138 | \$ 182,229.98 | 1529 | \$ 1,475,770.74 | | 1667 | \$ 1,658,000.72 | 6655 | \$ 2,008,438.84 | 14 | | | |
| JUN. 11 | 7 | \$ 6,375.62 | 116 | \$ 88,776.22 | | 123 | \$ 95,151.84 | 544 | \$ 188,342.77 | 3 | 5.64 | 7.40 | |
| JUN. 10 | 24 | \$ 32,111.65 | 131 | \$ 277,683.42 | | 155 | \$ 309,795.07 | 516 | \$ 236,954.94 | 0 | 12.19 | 5.98 | |

| | | | | | |
|----------------------|-----------------|------|-----------------------------------|------------------|-------|
| 2010 - 2011 STATE | \$ 7,527,118.56 | 2480 | 10 - 11 TOTAL ALL STATE PURCHASES | \$ 9,532,008.20 | 9045 |
| 2010 - 2011 RESEARCH | \$ 1,152,276.44 | 1364 | | | |
| 2010 - 2011 VISA | \$ 2,004,889.64 | 6565 | 10 - 11 STATE, RESEARCH, VISA | \$ 10,684,284.64 | 10409 |
| New "P"Card Holders | ----- | 16 | 09 - 10 STATE, RESEARCH, VISA | \$ 13,401,677.96 | 11161 |

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



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

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.

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 1,893 COS forms for campus payroll transactions for state and graduate assistant employees
- Produced 37,000 biweekly pay checks and direct deposits for state and student employees
- Successfully transitioned to the SUNY System Administration Payroll system for processing student assistant and college work study payroll. While this new system requires more data entry, it transitioned with no impact on the ability to timely produce Student Assistant and College Work Study paychecks
- Presented information at the Early Retirement Incentive open sessions in July and August and FredPro sessions held by Human Resources. Final timesheets, vacation, and lag payments were coordinated and processed for 58 employees retiring under these two options during this period
- 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 has been completely overhauled and more updates are ready to be migrated over. 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 eight years of measuring on-time performance, there have been improvements in both the on-time appointment and separation rates across the state agencies. The on-time appointment rate has increased more than 6% and the on-time separation rate has increased nearly 4%.

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

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



From left to right: Lynn Bowers, Angie Astry, Lisa Marrano, Karen Begier, Debbie Desmond, Becky Siragusa, Pat Ippolito and Mary Jo Rusch

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.

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. Quarterly 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 quarterly 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, Revenue Accountant, three full time and two part time Clerical employees, and one Secretary.

Significant Accomplishments

- Successfully transmitted the Tax Relief Act file to SUNY in a timely fashion
- Eleven “Customer Service Surveys” were completed throughout the 2010-2011 year, and 100% had a positive response. This is a 83.3% increase from last year, but only a slight increase over the surveys received the previous year
- Post 911 benefit recipients received their funds in a timely fashion and we ensured that no duplicative benefits were received by these students
- Implemented the new 2010 “Satisfactory Academic Progress” chart for TAP certification for the Spring 2011 semester. A great deal of manual work was needed since the SICAS Center had written the programming in anticipation of changes and not to meet the existing law
- Billed students for the Fall 2010 semester without a budget. On the July eBill, TAP was estimated and tuition for non-resident students was billed at the old rate. Unfortunately, TAP was reduced and non-resident tuition rates went up, so we had to rebill all of those students and could not assess late fees until after the September 15th due date
- Created a new Marketplace store so faculty and staff can pay their personal phone bills with MasterCard, Visa, checking or savings account online
- A residency lawsuit brought against SUNY Binghamton involved all SUNY campuses and required us to review our students over the past 10 years to determine if any had attended and graduated from a New York State high school, and applied to us within 5 years. Lists were generated and we manually reviewed all students to determine if they'd have been eligible for in-state tuition. We have very few students that met the categories, but all information was provided to SUNY in a detailed format
- Continue to manage operations in the cashier's area with one less cashier as a result of a retirement
- All URAS reporting deadlines were met and requirements were satisfied per System Office review
- 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
- Assisted with the continued implementation of Direct Loan Program to ensure that loan funds are accurately accounted for in the URAS system
- Produced the ninth 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

- One of three SUNY schools to successfully BETA test the Student Revenue Data Submission (SRDS) for the upcoming Net Price Calculator
- Updated instructions, journal entries, and procedures for completing Sales Tax returns as it is now required to be completed Monthly, instead of Quarterly as it was in the past
- Updated existing Excel spreadsheets that Revenue Accounting uses on a daily, bi-weekly, monthly, quarterly, and yearly basis to increase operations and efficiencies

Statistical Data

The Office of Student Accounts produced over 19,570 bills for the fall 2010 and spring 2011 semesters, an increase of 4.5% 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

| | 2008-09 | | 2009-10 | | 2010-11 | |
|-------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| | # Bills | Billed Amount | # Bills | Billed Amount | # Bills | Billed Amount |
| Fall | | | | | | |
| Registration | 5,142 | 26,444,724.26 | 5,294 | 29,773,541.90 | 5,300 | 32,223,868.86 |
| Post Registration | 2,471 | 12,187,912.00 | 2,274 | 13,669,186.32 | 2,671 | 16,928,527.78 |
| Audit #1 | 3,057 | 10,708,854.61 | 1,174 | 7,627,863.94 | 1,525 | 10,022,493.62 |
| Audit #2 | 1,763 | 6,269,089.58 | 977 | 6,646,848.21 | 1,208 | 8,200,880.04 |
| Audit #3 | 809 | 3,014,560.64 | 483 | 3,272,642.32 | 468 | 3,065,907.43 |
| Spring | | | | | | |
| Registration | 4,853 | 28,635,702.38 | 4,971 | 30,188,767.79 | 4,945 | 31,761,926.94 |
| Post Registration | 1,751 | 9,581,070.64 | 1,453 | 8,930,204.83 | 1,596 | 9,771,538.15 |
| Audit #1 | 2,336 | 8,902,542.09 | 885 | 5,894,018.68 | 819 | 5,330,479.48 |
| Audit #2 | 1,103 | 4,153,801.96 | 755 | 5,198,949.34 | 715 | 4,706,200.00 |
| Audit #3 | 561 | 2,173,813.49 | 443 | 3,007,095.91 | 323 | 1,963,639.42 |
| Total | 23,846 | | 18,709 | | 19,570 | |

There were 5,476 students subscribing to the Faculty Student Association (FSA) Debit Account for the fall and spring semesters with a billable total of \$3,047,100, representing a 6.23% decrease in the number of subscribers and a decrease of 9.22% in dollar value.

The Student Accounts Office billed \$560,473 for laboratory and class fees for the 2010-11 academic year, representing a decrease of 4.99% from the prior year.

Direct deposit of refunds directly into bank accounts totaled 1,267 for \$1,570,462, an increase of 26.4% in number and 19.7% in dollar value.

Web payment volume drastically increased with the implementation of TouchNet's Bill+Payment and Payment Plans, as 8,407 credit card web payments were processed for a total of \$12,791,595. Since initial implementation in October 2003, \$37,985,771 of credit card pay-

ments have been processed via the web payment system. In addition, 2,544 WebCheck transactions were processed in the 2010-2011 year for a total of \$5,354,452. Please refer to the following charts for comparative data.

Web Credit Card Payments

| Month | 2006 - 2007 | 2007 - 2008 | 2008 - 2009 | 2009 - 2010 | 2010 - 2011 |
|---------------------|----------------|----------------|----------------|----------------|-----------------|
| July | 77,835.75 | 107,029.75 | 128,582.25 | 423,120.26 | 622,873.86 |
| August | 838,318.17 | 1,143,281.23 | 1,078,204.18 | 2,417,956.91 | 4,051,417.65 |
| September | 87,133.75 | 130,936.08 | 239,345.79 | 463,060.48 | 767,369.42 |
| October | 134,317.77 | 188,764.20 | 248,705.63 | 532,784.75 | 853,339.43 |
| November | 90,086.83 | 111,806.73 | 110,480.28 | 160,312.19 | 214,081.47 |
| December | 153,825.75 | 146,420.31 | 174,842.29 | 614,019.70 | 812,166.81 |
| January | 1,059,049.76 | 1,019,408.40 | 1,569,847.96 | 3,378,117.40 | 3,517,180.78 |
| February | 86,178.64 | 208,152.06 | 246,076.16 | 541,362.20 | 657,279.43 |
| March | 187,647.48 | 196,659.60 | 341,763.59 | 609,806.47 | 739,941.20 |
| April | 174,950.19 | 212,370.63 | 250,944.71 | 385,030.32 | 301,771.07 |
| May | 119,189.19 | 119,515.22 | 163,909.92 | 161,182.63 | 194,024.22 |
| June | 19,655.77 | 44,844.11 | 43,909.73 | 45,930.35 | 60,149.43 |
| Total | \$3,028,189.05 | \$3,629,188.32 | \$4,596,612.49 | \$9,732,683.66 | \$12,791,594.77 |
| Net Increase | | 19.85% | 26.66% | 111.74% | 31.43% |

Webcheck Payments

| Month | 2006 - 2007 | 2007 - 2008 | 2008 - 2009 | 2009 - 2010 | 2010 - 2011 |
|---------------------|--------------|---------------|---------------|----------------|----------------|
| July | 14,437.00 | 8,807.68 | 10,692.02 | 159,158.74 | 336,634.40 |
| August | 135,131.59 | 198,134.50 | 239,467.01 | 890,333.03 | 1,506,857.79 |
| September | 37,622.12 | 22,815.19 | 47,895.73 | 200,797.70 | 338,163.56 |
| October | 28,353.09 | 39,172.41 | 36,378.16 | 252,062.12 | 391,113.41 |
| November | 46,386.74 | 44,312.86 | 33,619.40 | 78,157.04 | 135,518.16 |
| December | 12,160.24 | 17,905.80 | 26,052.65 | 229,251.45 | 384,890.13 |
| January | 149,571.01 | 170,640.58 | 207,574.54 | 1,281,577.35 | 1,361,612.07 |
| February | 52,792.25 | 26,441.04 | 59,948.89 | 206,937.99 | 280,539.60 |
| March | 20,697.37 | 38,752.91 | 60,117.91 | 275,227.45 | 382,906.85 |
| April | 21,944.49 | 48,231.31 | 63,889.85 | 130,336.25 | 142,909.79 |
| May | 14,236.00 | 14,501.85 | 18,174.90 | 57,272.24 | 66,891.64 |
| June | 16,298.00 | 7,739.75 | 31,885.60 | 9,647.40 | 26,415.00 |
| Total | \$549,629.90 | \$637,455.88 | \$835,696.66 | \$3,770,758.76 | \$5,354,452.40 |
| Net Increase | | 15.98% | 31.10% | 351.21% | 42.00% |

During the 2010-2011 fiscal year, \$102.3 million of collected revenue and \$30.9 million of cash disbursements were accounted for within the University Revenue Accounting System. These figures represent a 1.55% increase in collections and a 0.45% increase in cash disbursements from last year. Please refer to the following chart for comparative data.

| CASH COLLECTIONS | | | | |
|----------------------------|----------------------|----------------------|--------------------|----------------|
| | 2009-2010 | 2010-2011 | Change | Percent |
| Tuition | \$30,198,965 | \$30,241,659 | \$42,694 | 0.14% |
| College Fee & Student Fees | 7,938,828 | 8,247,430 | 308,602 | 3.89% |
| Campus Debit Card | 3,292,338 | 3,001,487 | -290,851 | -8.83% |
| Residence Hall Rental | 15,621,610 | 16,110,721 | 489,111 | 3.13% |
| Food Service | 11,267,280 | 11,588,303 | 321,023 | 2.85% |
| IFR Receipts | 1,717,584 | 2,272,766 | 555,182 | 32.32% |
| Disbursements | 30,728,821 | 30,866,926 | 138,105 | 0.45% |
| Total | \$100,765,426 | \$102,329,291 | \$1,563,865 | 1.55% |

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 2010-2011 year, worked closely with the Financial Aid Office and maintained regular contact with students regarding their current balance due in an attempt to reduce account receivables. The implementation of TouchNet allows students to view their account with real-time data and is expected, over time, to reduce receivables. Receivable balances will continue to be monitored on a monthly basis.

The TouchNet Payment Plan module was utilized by 573 families in the fall and 496 families in the spring semester of the 2010-2011 academic year. In an attempt to increase our participation in the payment plans, we mailed postcards to all students reminding them of the payment options available online. Our efforts heeded 1,069 families with an increase of 32.14% from last year.

In mid-July when Fall 2010 semester eBills are generated for our student body, the budget was not in place, so we did not know the amount of tuition to charge to our non-resident population, nor did we have approved TAP amounts from HESC. As a result, we billed our resident and non-resident populations separately so that their eBill message could be different. Just prior to the fall 2010 semester starting, the budget was passed and these items were settled. At that point we re-billed all non-resident students at the increased tuition rate and all TAP recipients with their actual award which was reduced as a result of the budget. Since their initial bill wasn't actual, we felt that we could not assess late fees until after the September 15th due date, which was great for customer service, but resulted in a loss of revenue.

Although our survey numbers increased a little, we would like to see a greater response. A FredQuest has been issued to put the survey online when students are logging into "Your Connection" during peak times like registration.

As all institutions were required to transition to Direct Lending in the 2010-11 academic year, we had to find a way to reconcile the disbursement of loan funds. We were able to create a process that works for us, and are able to account for all Direct Lending funds disbursed.

With the increase in the number of students that are now applying through the Common Application to SUNY Fredonia, the process of inputting them all as a resident for tuition rate purposes needs to be changed. A FredQuest has been completed to adjust the manner in which students who have any data that is not NYS will be entered as a non-resident and manually reviewed.

Faculty and staff now have the ability to pay electronically through TouchNet Marketplace with MasterCard, Visa, personal check or a savings account.

Two individuals from the Student Accounts Office attended the 2010 COMTEC conference that TouchNet hosts. The conference proved to be very valuable as we were privy to the enhancements that will be available in Version 6.0 of their software, in addition to learning more about their products and PCI. Plus the networking opportunities are invaluable.

At the COMTEC conference we learned that to implement the eRefunds module, you would need to have only one refund detail code or run the process for each refund code. Unfortunately, we have many refund detail codes, so we realized that it will not work for us in its current version. We have been in contact with TouchNet and submitted a suggestion to enable us to run the process with multiple detail codes; they have told us that this is something we should see in a future enhancement.

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 2010-2011 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.

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.

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 23%; charges for all other banking services decreased 14% (please refer to the following chart). This information is critical in securing sufficient funding from System Administration to adequately cover our banking services.

The new RFP document for banking services came into effect in February 2011. Once again, M&T Bank continued to prove to us why they should serve as SUNY Fredonia's bank.

| Credit Card Merchant Charges Comparison Year-to-Date as of June 31, 2011 Fiscal Year 2010-2011 Compared to 2009-2010 | | | | |
|--|-------------------|-------------------|-------------|--------------|
| | 10/11 | 09/10 | Inc/Dec | % Inc/Dec |
| CASHIERS | 51,327.92 | 64,117.00 | (12,789.08) | -20% |
| INTERNET | 273,413.98 | 189,378.78 | 84,035.20 | 44% |
| INTERNET MARKETPLACE | 5,647.91 | 3,232.19 | 2,415.72 | 75% |
| INT MARKETPLACE ADVAN. | 723.78 | 475.04 | 248.74 | 52% |
| LOCKBOX | - | 11,384.22 | (11,384.22) | -100% |
| FREDONIA TICKET OFFICE | 6,436.84 | 5,337.56 | 1,099.28 | 21% |
| COMMUNICATION DISORDERS & SCIENCES | - | 103.28 | (103.28) | -100% |
| TOTAL | <u>337,550.43</u> | <u>274,028.07</u> | 63,522.36 | 23% |

| Bank Invoice Charges Comparison Years 2010-2011 and 2009-2010 | | | | |
|---|------------------|------------------|------------|-----------------------|
| | 10/11 | 09/10 | Inc/Dec | Percentage Inc/Dec |
| July | 1,267.78 | 1,630.44 | (362.66) | -22% |
| August | 1,708.03 | 2,484.90 | (776.87) | -31% |
| September | 3,040.02 | 3,155.03 | (115.01) | -4% |
| October | 2,667.15 | 2,673.54 | (6.39) | 0% |
| November | 1,811.55 | 1,746.07 | 65.48 | 4% |
| December | 1,651.68 | 1,587.47 | 64.21 | 4% |
| January | 1,545.04 | 1,940.62 | (395.58) | -20% |
| February | 2,882.83 | 2,971.11 | (88.28) | -3% |
| March | 3,059.69 | 3,294.37 | (234.68) | -7% |
| April | 780.62 | 1,936.21 | (1,155.59) | -60% |
| May | 1,255.10 | 1,541.13 | (286.03) | -19% |
| June | 1,062.99 | 1,343.19 | (280.20) | -21% |
| TOTAL | <u>22,732.48</u> | <u>26,304.08</u> | (3,571.60) | -14% |

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
- Generate Fall 2011 semester bills without Tuition and Student Services & Programs Fee rates
- Implement the new SUNY Tuition Credit
- Increase the number of customer satisfaction surveys received by the office
- Evaluate and update the process in place for Common Applications regarding residency as the number of students applying through there has grown considerably
- Determine a manner to identify students that have applied as a non-resident, but attended a NYS high school for at least two years
- Notify all non-resident students of the lawsuit against SUNY and provide them with the information necessary to request a refund
- Investigate the feasibility of eliminating the services of Loomis Fargo to save money by utilizing M&T's remote check services

- 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 bi-weekly 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
- Submit the Student Revenue Data Submission two times per year
- Reconcile our records with the Attorney General's record for accuracy
- Notify students more frequently for old un-cashed checks

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Environmental Health & Safety

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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, Julie Bartlett, Gary Brittain and Sarah Laurie

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 members of the college community. Oversee campus regulatory compliance. Issue/review permits as required
- Conduct fire, AED and workplace safety building inspections per requirements
- Provide guidance and oversight in the proper management and disposal of industrial, hazardous, universal, electronic, biological wastes generated on campus
- Lead campus community in emergency planning and response training exercises
- 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 Material Safety Data Sheet file (MSDS Online) for every hazardous material used or stored on campus. Work towards waste stream identification and proper waste disposal methods. Provide oversight in the proper use and disposal of all hazardous materials on the university setting
- 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 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 129 SUNY Fredonia campus members been trained on CPR/AED for this fiscal reporting year, bringing the total on campus trained to 609 for this reporting period
- Utilized TouchNet as the registration method for two of our code enforcement in-service programs and for signing up for CPR/AED training
- Provided two Environmental Health and Safety departmental overviews on campus in an effort to better educate new employees on the services provided
- Continued to improve and increase academic compliance and stewardship within the university campus environment. This year, an emergency planning and response exercise was conducted that included over 44 members from local fire departments, law enforcement agencies, hospitals, ambulance services, health department, and campus members
- Over 80 RA’s and RD’s were trained on fire safety during the Fall 2010 semester
- Provided leadership and training resulting in NIMS compliant table top exercise for members of the Emergency Planning and Response team. Reviewed and obtained current, accurate information for campus Emergency Operations Plan. Plan submitted to SUNY as documentation of compliance
- Hosted three onsite training programs for the Fredonia Fire Department in an effort to acclimate them to 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 2011, there were 63 Building Safety Coordinators, up seven from fall 2010. Additional recruiting will continue to occur throughout the semester. There were eight general Building Safety Coordinator classes conducted during this reporting year
- 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 Right-To-Know training, utilizing ANGEL. Campus-wide training will be implemented next fall
- Added two new pesticide applicators and maintained applicator and agency certifications
- Developed a training matrix which outlines all required training across campus for each calendar year
- Initiated the “Stamp Out Sharking” campaign in an effort to decrease fuel consumption on campus
- 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

Statistical Data

* indicates training not conducted annually

| Training Program | Number of Employees Trained | Number of Employees Trained | Number of Employees Trained |
|--|-----------------------------|-----------------------------|-----------------------------|
| Fiscal Year | 2009 | 2010 | 2011 |
| Aerial / Manlift Safety | See Aerial Life Below | * | * |
| Aerial Lift | 22 | * | 20 |
| Asbestos Awareness | | * | * |
| H1N1 Awareness | 124 | 169 | |
| Avian Flu Awareness | 124 | 169 | |
| Bloodborne Pathogen Training | 191 | 122 | 120 |
| Building Construction Renovation & Permit Training | | 4 | 8 |
| Building Inspections | | 16 | 28 |
| Human Resources | | 12 | 16 |
| Chemical Safety Training – CHP | | 23 | 32 |
| Chemical and Oil Spill Information | 124 | * | * |
| Confined Space Non-Entry Rescue | 50 | * | * |
| Compressed Air | | | 34 |
| Confined Space Safety | 50 | 35 | 34 |
| CPR/AED SUNY Lifesaver | 129 | 143 | 129 |
| Electrical Safety | | 23 | 73 |
| Emergency Response | 202 | 118 | 54 |
| Evacuation Plan | | | 145 |
| Fall Protection | 124 | 35 | 8 |
| Fire Extinguisher Use | | 51 | 90 |
| Fire Safety | 333 | 244 | 323 |
| Fredonia Fire Department | | 6 | 35 |
| Fork Truck | 5 | 20 | 20 |
| Hazardous Waste Management | 31 | 10 | |
| Hearing Conservation | 873 | 58 | 38 |
| Heat Stress/Heat Exhaustion Awareness | 124 | 168 | 50 |
| Hotwork Permits | 31 | * | 32 |
| ICS-200 | | * | * |
| Incident Command System (ICS-100/700) | 49 | 52 | |
| Laboratory Safety | | * | 32 |
| Ladder Safety | 124 | * | 34 |
| Lead Awareness | | 18 | |
| <i>Continued on next page</i> | | | |

| | | | |
|--------------------------------------|-----|-----|-----|
| Lockout/Tagout | 50 | 34 | 71 |
| Lyme Disease Awareness | 124 | 146 | 50 |
| Machine Guarding | 50 | 58 | 36 |
| NYS Right-to-Know | 243 | 181 | 199 |
| Oil SPCC | | 6 | 37 |
| Pandemic Flu Awareness | 124 | 146 | 50 |
| Pesticides | 2 | 25 | |
| Power/ Hand Tool | | | 62 |
| Powdered Industrial Vehicle | | * | |
| Personal Protective Equipment | 57 | 58 | 43 |
| Rabies Awareness | 124 | 146 | 50 |
| Radiation Safety | | * | |
| Radio Etiquette | 124 | * | |
| Respiratory Training and Fit Testing | 67 | * | 12 |
| RCRA Online | | 3 | 20 |
| Safe Lifting | 124 | 93 | |
| Scaffolding Safety | | | 34 |
| Slips, Trips and Falls | 31 | * | |
| Theatre Rigging Training | 93 | * | |
| Trenching/Shoring | 34 | * | |
| Universal Waste Management | 124 | 93 | 85 |
| West Nile Virus Awareness | 124 | 146 | 50 |
| Work Zone /Flagger | 34 | 55 | |
| Vehicle Safety | | 23 | |

Fire Code Violations are noted in the chart below:

2008-2010** 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 due to campus acclimation.

| INSPECTION YEAR | NUMBER OF VIOLATIONS |
|-----------------|----------------------|
| 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 EHS 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 2011 goals and metrics
- Continued to assess the CPR/AED program using surveys to continually enhance and improve CPR/AED training program. The American Heart Association will be the new certifying agency which SUNY Fredonia will use to train the campus
- Provided in-person education of the function of EHS to both new employees and graduate assistants
- Added EHS requirements, such as Hot Work permitting to RFP's initiated from Facilities Planning
- 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, Confined Space, Fire Safety, electrical, PPE, hearing conservation, Ariel lift training, RPP, fire evacuation, fire extinguisher hands-on training etc. There were over 40 training classes conducted throughout the university setting
- Hazard Communication/Right-To-Know training is currently online and undergoing quality control measures. This training will be released in fall 2011
- 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)
- Implement Hazard Communication/Right-to-Know training online for campus community with the ability to track training records
- 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 comprehensive Greenhouse Gas Audit

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 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

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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



From left to right: Markus Kessler, Lori Johnson, Gretchen Fronczak and Paul Agle

of these major 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 campus and 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 2010-2011 Annual Report for the Facilities Planning Department highlights many accomplishments including:

- Progression of the administration of 80 construction contracts for both Facilities Planning and Facilities Services totaling \$11,900,000
- Administered 45 professional service contracts for both Facilities Planning and Facilities Services contracts totaling \$4,700,000
- Completed and occupied several major projects. These are highlighted in the following sections of this report and totaled \$11,938,439
- Design and construction continue on major new projects. These are highlighted in the following sections of this report and total \$170,347,040

1. Academic/Administration/Infrastructure Projects

- Studies and Reports:
 - Dods Hall Electrical Study
- Planning:
 - SUCF Five Year Capital Plan
- There were 6 projects in design for a total of \$53,894,000
- There were 5 projects in construction for a total of \$84,983,040
- There were 5 projects completed for a total of \$10,088,439

| Capital Projects in Design | Capital Projects in Construction | Capital Projects Completed |
|--|----------------------------------|-------------------------------|
| Rockefeller Arts Center Addition | Science Center Building | Fenton Hall Exterior Rehab |
| Dods Hall Fitness Center | Williams Center Rehab | Dods Hall HVAC |
| Upgrade Elevators Various Buildings | Maytum Hall Interior Rehab | Maytum Hall Rehab Ph. III |
| Upgrade Domestic Water System Ph II | LoGrasso Hall Exterior Rehab | Reed Library Roof Replacement |
| Maytum Hall Window Replacement | Electrical Distribution Upgrade | Field House Exterior Rehab |
| AHU & Controls Upgrade | | |
| Field House Bleacher Replacement | | |
| Rockefeller Arts Center Exterior Rehab | | |

Academic Major Commissions

- **Science Center Building**



Groundbreaking September 9, 2011

The construction of the Science Center Building will provide additional space to house the Departments of Biology, Chemistry and Science Ed. 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 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 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 with removal of existing site infrastructure and the installation of new infrastructure related to the new building. Excavation for the basement and foundation of the three story section was completed in August 2011 and installation of the rock anchors and waterproofing membrane was completed in mid-September 2011. It is anticipated that the foundation work will be completed by the end of year 2011 with the erection of steel to follow shortly thereafter.

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-January 2014.



Excavation of basement and foundations



Installation of waterproofing



Architectural rendering of Science Center and two story connection to Houghton Hall (left)

- **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.

Recent renovation work to the building includes an interior basement FSA Center 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 changed or been updated over the years and 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 tends to be directly through the center of the Multi Purpose Room and the perimeter spaces are all but hidden from view to the passer-by. The proposed design of the Williams Center will create larger vestibules that will direct traffic clockwise through the building. This will create traffic patterns that will pass by the perimeter program spaces. The interior partitions separating these spaces from the center of the building will be a mix of display cases, benches and glazing systems, making the functions of those spaces more transparent to students, faculty and staff.

The Multi-Purpose Room is the focal point within the Williams Center. This space will be transformed to provide it with an identity that is currently ambiguous. The finishers in this space will be upgraded and new two story column wraps, clad in wood acoustic panels, will help accentuate the vertical dimension. Translucent guardrails will be added to the second level lounges surrounding the space creating a more visually open space. Full height doors at both levels will

provide the campus with flexibility in the arrangement of the space for various events as well as acoustic separation from lounge and other campus activities.

FSA will be introducing a new Tim Hortons café that will replace 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.

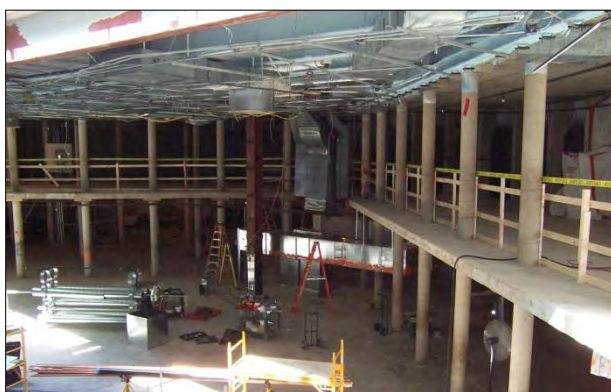
FSA is currently revisiting the opportunity to construct an outdoor patio just outside the new Spot location along Old Main Drive. It is anticipated that should FSA move forward with this phase of the project, it would be ready for the reopening of the Williams Center.

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 with removal of hazardous material and existing partitions, ceilings and infrastructure. Construction of the new loading dock is underway and a new exterior staircase leading to the Center Point dining hall is complete. Work on the new mechanical, plumbing and electrical infrastructure is also well underway along with the layout of new partitions. Work on the elevated walkway support columns adjacent to the main entrance is scheduled to begin in spring 2012.

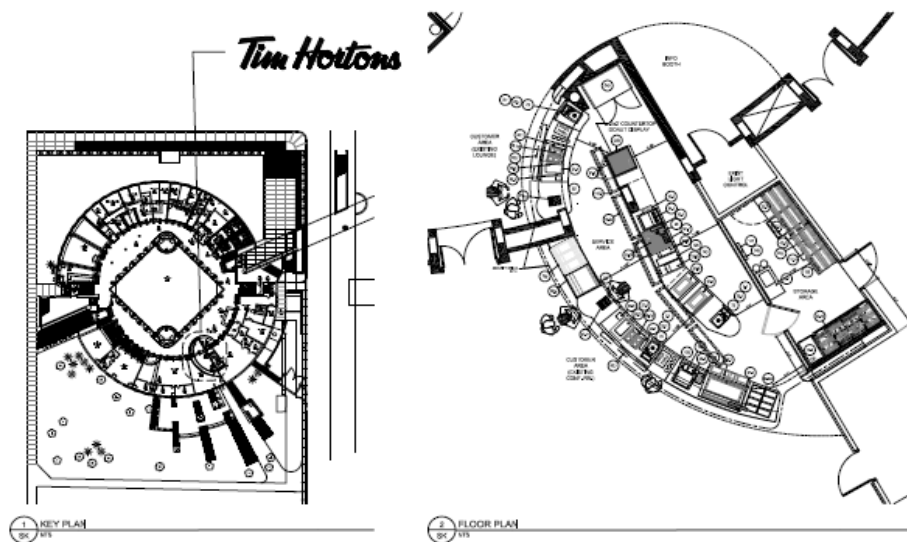
The project Architect is Chaintreuil Jensen Stark Architects of Rochester and Buffalo, New York. The project budget is \$13,000,000. Construction is scheduled to be completed August 2012.



Interior demolition complete



Construction of loading dock/service entry



Tim Hortons location and floor plan

- **Rockefeller Arts Center Addition**



The Rockefeller Arts Center, built 37 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.

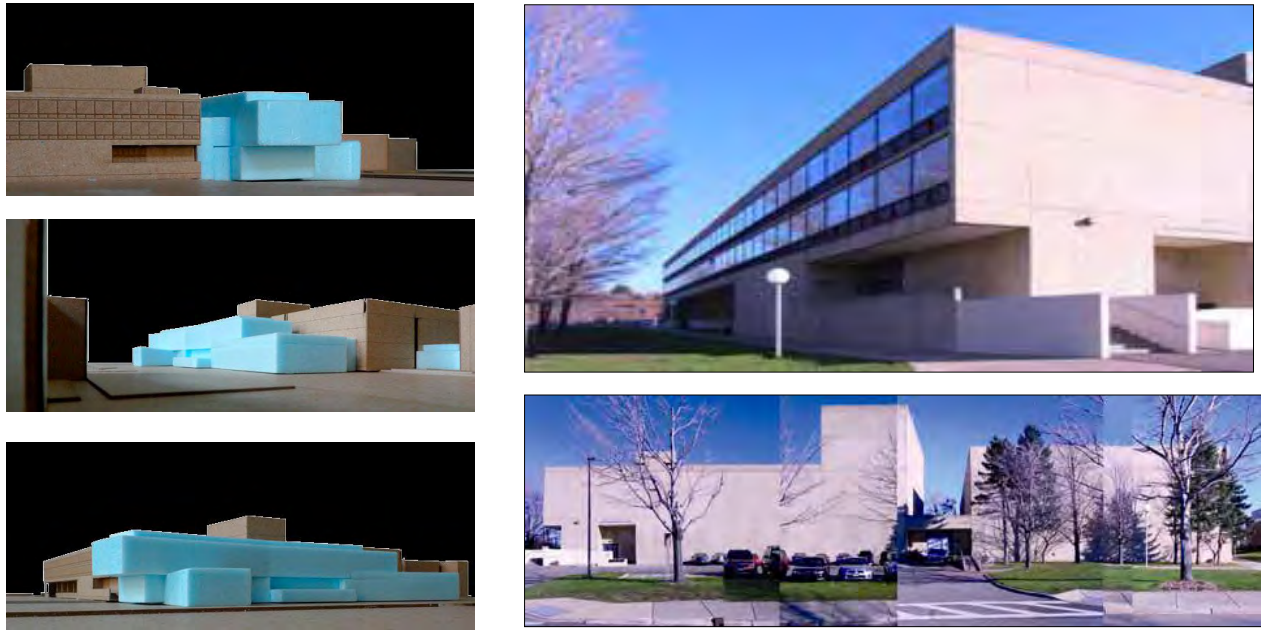
The addition will allow for the redistribution and consolidation of academic departments and increase the utilization of the existing building. This addition will help in providing students and faculty with a stimulating environment as well as providing a facility that could operate year-round, to serve 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:

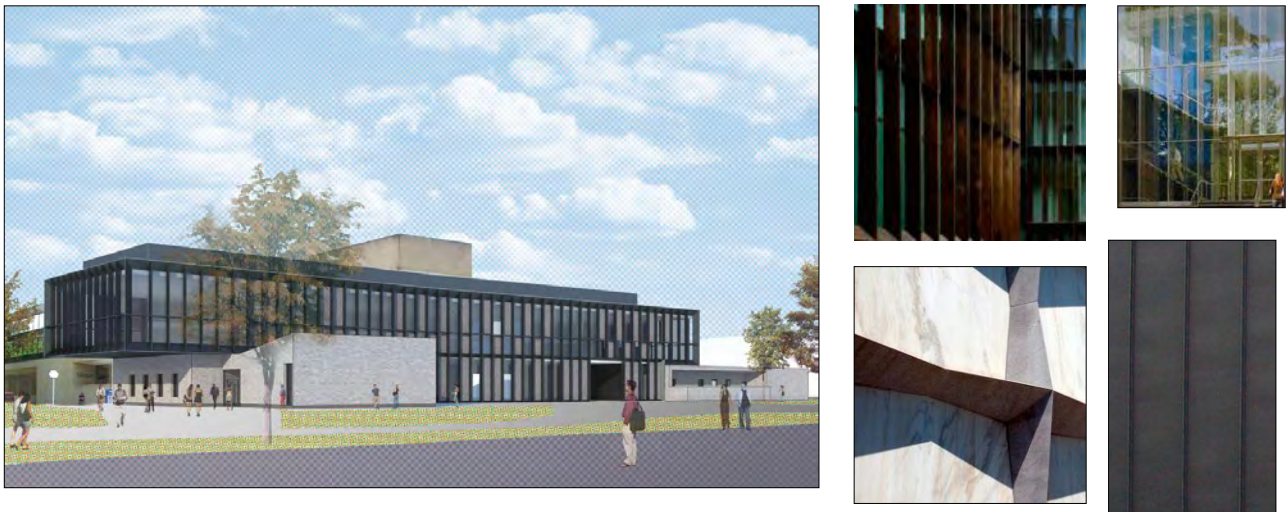
- Provide Dance Studios (non performance spaces), provide Computer Labs to support Media arts, Illustration & Animation, and Graphic, Costume, and Scenery Design
- Provide Studios to support Sculpture and Ceramics
- Rehearsal Rooms to support Theater
- Provide connecting link to Mason Hall
- Faculty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

The project has completed the program verification phase, and concept phase. The schematic design phase is underway and is scheduled to be completed by the end of December 2011.

The project is being designed by Deborah Berke & Partners Architects of New York, New York. The project budget is \$40,000,000. Construction is scheduled for the summer of 2013.



Concept models and their relationship to the existing building elevations (northwest elevation upper right and west elevation lower right)



Architectural rendering of one possible concept approach and related exterior building material (framing, glass, concrete and metal panel)

- **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 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 proposed project will provide the campus with a new fitness center to be 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 also will be addressed within the space, such as 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 an exterior visual connection to the fitness center by removing the south façade and southwest corner masonry brick and installing a new transparent curtain 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, new rubber floor and 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 is being designed by JCJ Architects of Hartford, Connecticut. The project budget is \$3,500,000. Construction is scheduled for the summer of 2012.



Overall View looking south



View looking northeast



Architectural rendering of exterior south elevation – night view

2. Residence Life Projects

- Studies and Reports:
 - Gregory Hall Structural Study (to establish feasibility of expanding the office of University Police over first floor roof areas).
- Planning:
 - Andrews Complex Window Replacement
 - Residence Hall Roof Replacements
 - Kirkland Complex Lobby Upgrades
- There were 4 projects in design for a total of \$31,470,000
- No projects currently in construction
- There were 2 projects completed for a total of \$1,850,000

| Projects in Design | Projects in Construction | Projects Completed |
|---|---|--|
| Gregory Hall Bathroom Rehab | Currently there no projects in the construction phase | Alumni Hall Bathroom Rehab |
| Kirkland Complex Window Replacement Phase IV Disney Hall | | Kirkland Complex Window Replacement Phase III Eisenhower Hall |
| SUNY Fredonia Townhouse | | |
| Eisenhower Lobby Upgrade | | |

Residence Life Major Commissions

- **SUNY Fredonia Townhouse**



Architectural rendering

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.

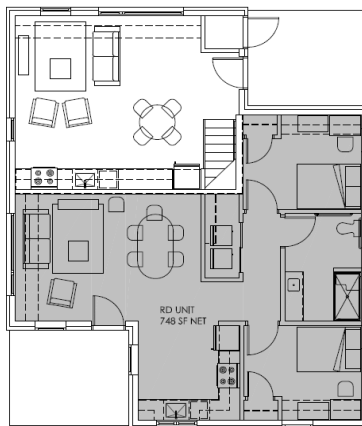
The proposed project is the design and construction of townhouse style residences halls that would house up to 200 residences. Each apartment style independent living unit shall consist of a kitchen, living/dining area, four single bedrooms, two bathrooms and laundry. Each building will also provide storage and ADA accessibility. Each unit will be provided with CTV, data, and

communications. A separate community/multipurpose building will be constructed within the area to provide meeting, study areas as well as recreation 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 2012.



Site Plan adjacent to baseball field (west) and softball field (north)



Proposed scheme for the RD apartment (highlighted area)

- **Alumni Hall Bathroom Rehab**

The Alumni Hall project included the rehab of eight bathrooms (two on the first floor and three on both the second and third floors). The bathrooms were updated with new shower areas, 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 – Concept Construction; Electrical – Ahlstrom Schaeffer Electric Corp; Plumbing and Mechanical – Rabe Environmental Systems. The project budget was \$700,000. Construction was completed August of 2011.



Typical renovated bathroom

- **Kirkland Complex Window Replacement**



The Kirkland Complex Window Replacement project began the process of replacing all original (1967) single-pane windows throughout the Kirkland Quad, which includes Kasling, Grissom, Eisenhower and Disney Halls. Due to the number of windows in the complex and construction and budgetary constraints, this project is phased over a four-year schedule. Two phases have been completed - Kasling Hall and Grissom Hall. Phase three is Eisenhower Hall to be followed by Disney Hall. The existing single-pane steel windows are being replaced with aluminum windows. The windows on the first level are finished in a bronze color aluminum frame while the upper levels are finished in champagne. All the punched window openings received buff colored precast concrete window sills and at various locations where required, new steel lintels and masonry brick were replaced.

The project was designed by Flynn Battaglia Architects of Buffalo, New York. Construction of Phase I was completed by TGR Construction of Buffalo, New York in August 2009, Construction of Phase II was completed by Window Specialties of Lancaster, New York in August 2010 and Construction of Phase III was completed by TGR Construction of Buffalo, New York in August 2011. The total project budget for all four buildings is \$6,000,000. Construction of Phase IV is scheduled for the summer of 2012.



Exterior views of window replacement

3. SUNY Fredonia Facilities Master Plan

The SUNY Fredonia Facilities Master Plan will provide criteria and guidelines for campus improvements and facilities development that supports academic mission and strategic vision. The Facilities Master Plan will identify opportunities to enhance, maintain or improve the built environment in a way that facilitates learning and student development.

The Facilities Master Plan will consider current and future campus program uses to identify strategies for demolition, rehabilitation, modernization, conversion, expansion, and new construction. The Facilities Master Plan will guide the campus in identifying, prioritizing, and structuring future project requests for capital funding. The Facilities Master Plan addresses the projected capital facilities improvement needs of the campus for the next ten year period, and strategic or special project initiatives for the next 15 to 20 years.

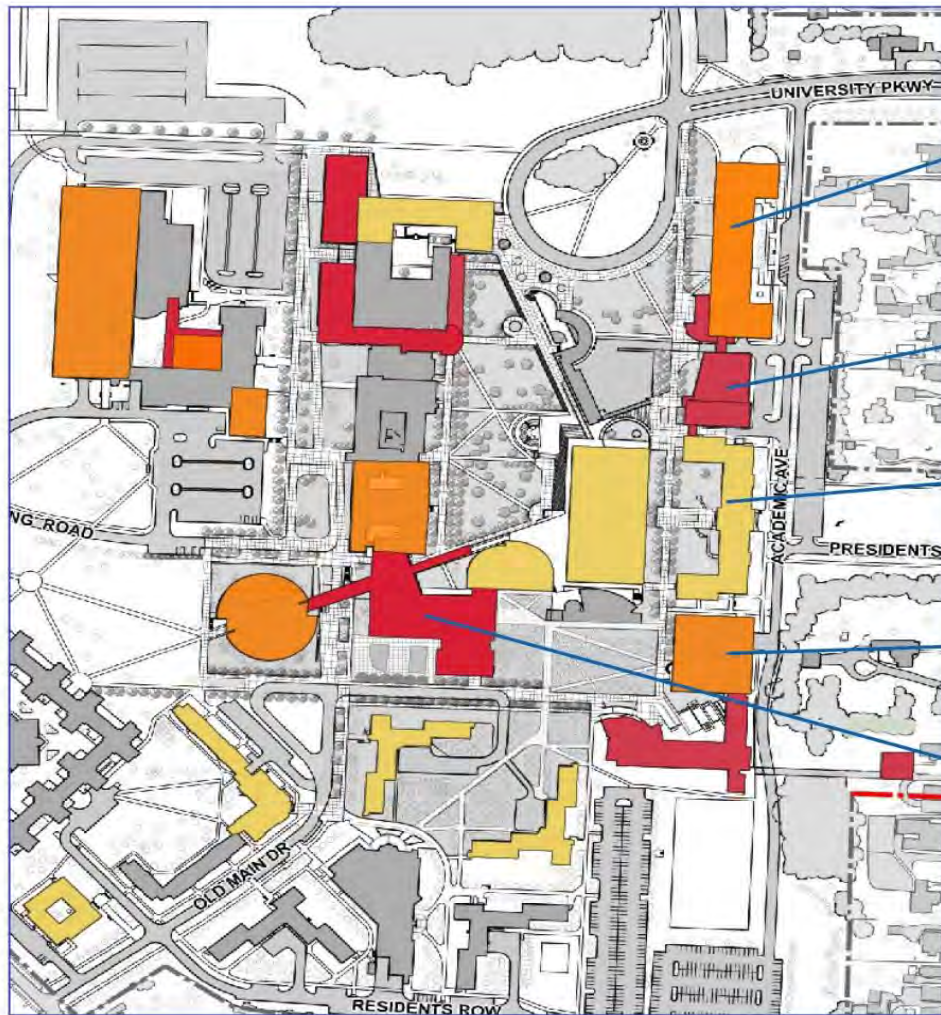
The development of the Facilities Master Plan consisted of five phases:

- **Phase I - Campus Profile:** The Campus Profile includes its history, enrollment, staffing, academic programs and mission, strategic vision, its place within SUNY, and the physical environment.
- **Phase II - Assessment of Conditions:** This phase assessed the condition of the campus and its facilities. The assessment considered land use, urban planning issues, physical and operation conditions, code and life safety issues, environmental considerations, as well as the effectiveness in serving current uses. It defined existing conditions, opportunities and constraints. It also identified issues and considerations for current and future uses.
- **Phase III - Analysis of Space Needs:** This phase reviewed current building and space use and identified any changes in space inventory or usage. From this review the Master Plan Team summarized the current and future programmatic needs of the campus, and calculated the corresponding space requirements. The Team compared the calculated requirements with current space utilization, and evaluated the ability of the existing space inventory to accommodate these needs. This phase also evaluated the appropriateness and suitability of current space in serving its assigned use, and identified space that may be adapted or reassigned to better use.
- **Phase IV - Facilities Master Plan Concept Alternatives:** This phase utilizes findings of the Campus Profile, Assessment of Conditions, and Analysis of Space Needs to generate strategies for facilities development and improvement. The Master Plan Team developed three concept alternatives for the ten year Facilities Master Plan. The Concept Alternatives were then presented and reviewed with the campus and SUCF representatives. The proposed concepts explored and addressed all major issues of the Facilities Master Plan at a preliminary level; full development is provided under Phase V.
- **Phase V - Facilities Master Plan Final Recommendation:** The Facilities Master Plan Team utilized the concept review comments to fully develop the ten year Facilities Master Plan Final Recommendations. The Facilities Master Plan Final Recommendation will guide the campus in prioritizing and sequencing future capital projects, and identifying capital funding requests that support the mission.

The SUNY Fredonia Facilities Master Plan calls for strategic investments to provide much needed upgrades, adaptations and additions to existing facilities to meet the demands of current pedagogies, technologies, research, and to bolster the unique and creative learning environments that distinguish the academic programs offered at SUNY Fredonia.

The Facilities Master Plan Consultant was Chan Krieger NBBJ Architects and Urban Planners of Cambridge, Massachusetts. The Facilities Master Plan budget is \$800,000. Final submission of the Master Plan was in April 2011.

C PROPOSED PROGRAMING RECOMMENDATIONS



Thompson Hall

- Communication Disorders & Sciences Expands into former Daycare Space
- History relocates to Fenton
- Business relocates to new Academic Building
- Social Sciences expand into space vacated by Business
- Education expands into re-purposed Classrooms

New Academic Building

- School of Business relocates from Thompson Hall
- New right-sized instructional spaces enable re-purposing of some general use classrooms in Thompson and Fenton
- Additional space for College of Education expansion

Fenton Hall

- Math and Computer & Information Sciences relocate to Houghton Hall
- History relocates from Thompson occupying re-purposed classrooms space and space vacated by CIS
- English expands into space vacated by Math and CIS

Houghton Hall

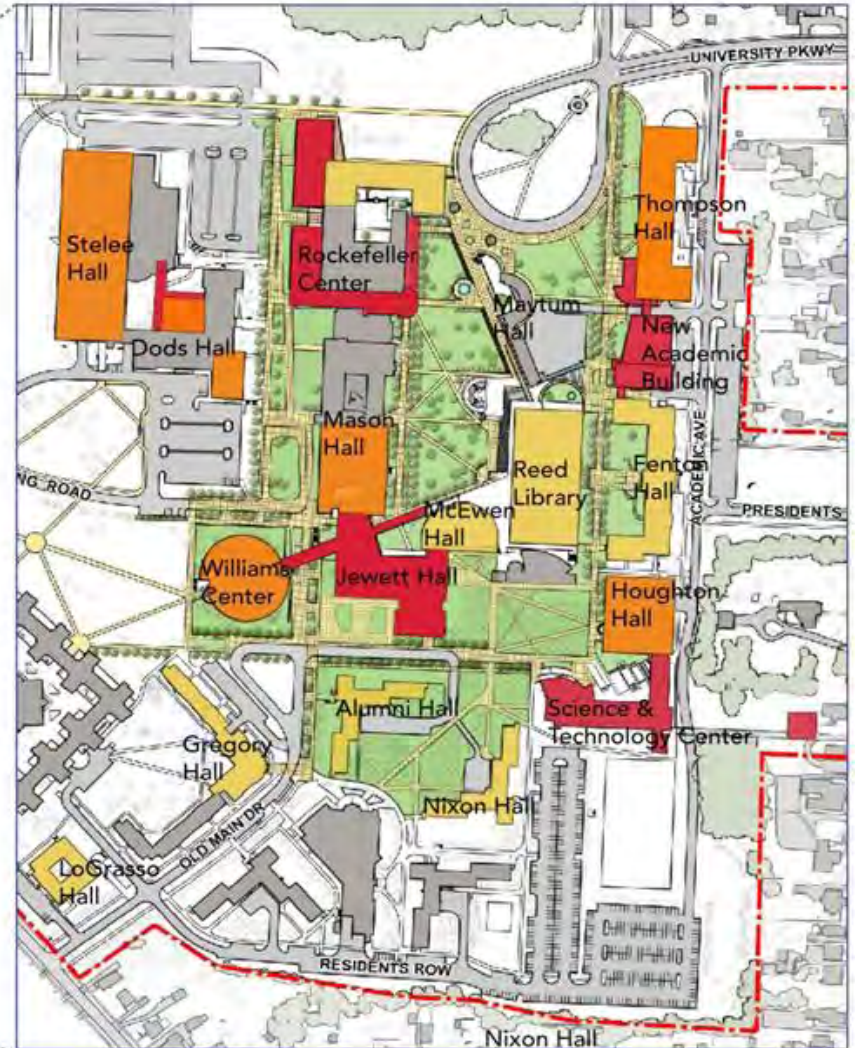
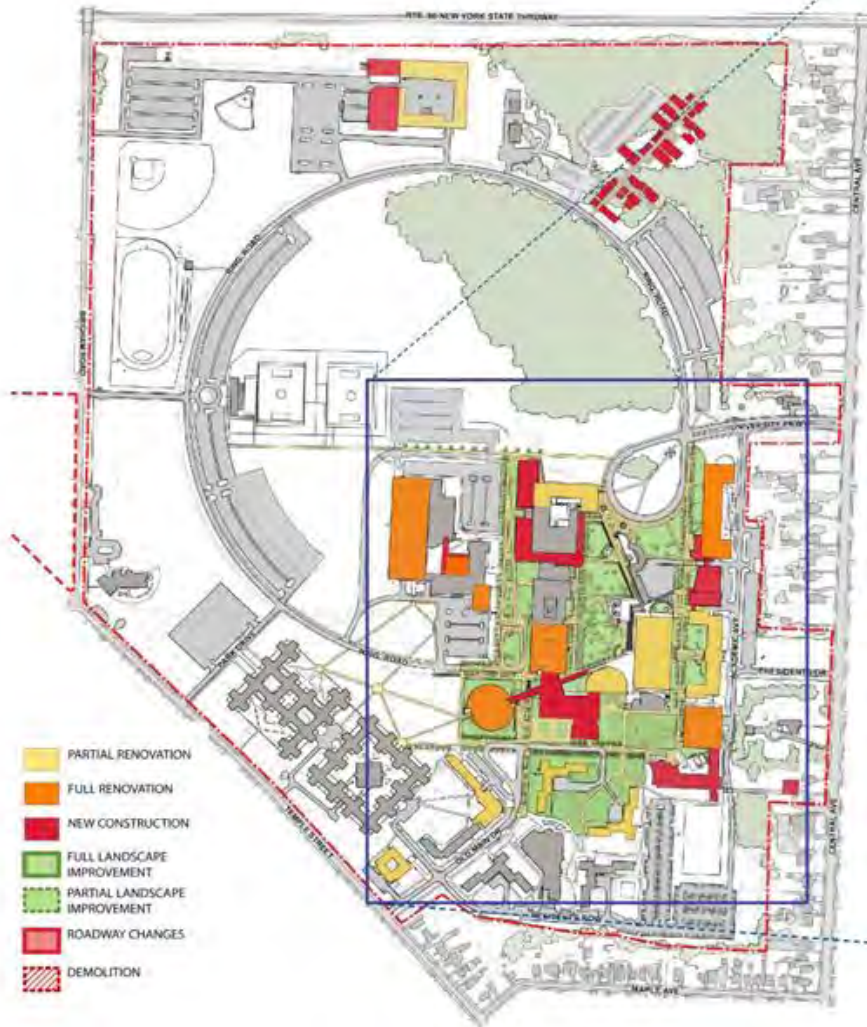
- Chemistry Department relocates into new Science & Technology Building
- Math and Computer & Information Sciences relocate from Fenton and occupy space vacated by Chemistry following full renovation of Houghton

Jewett Hall

- Serves as swing space for Houghton renovation following completion of new Science & Technology building
- Serves as swing space for Fenton renovation following completion of Houghton renovation
- Is ultimately redeveloped as a new Student Service building

OVERALL CAMPUS PLAN

CORE CAMPUS PLAN

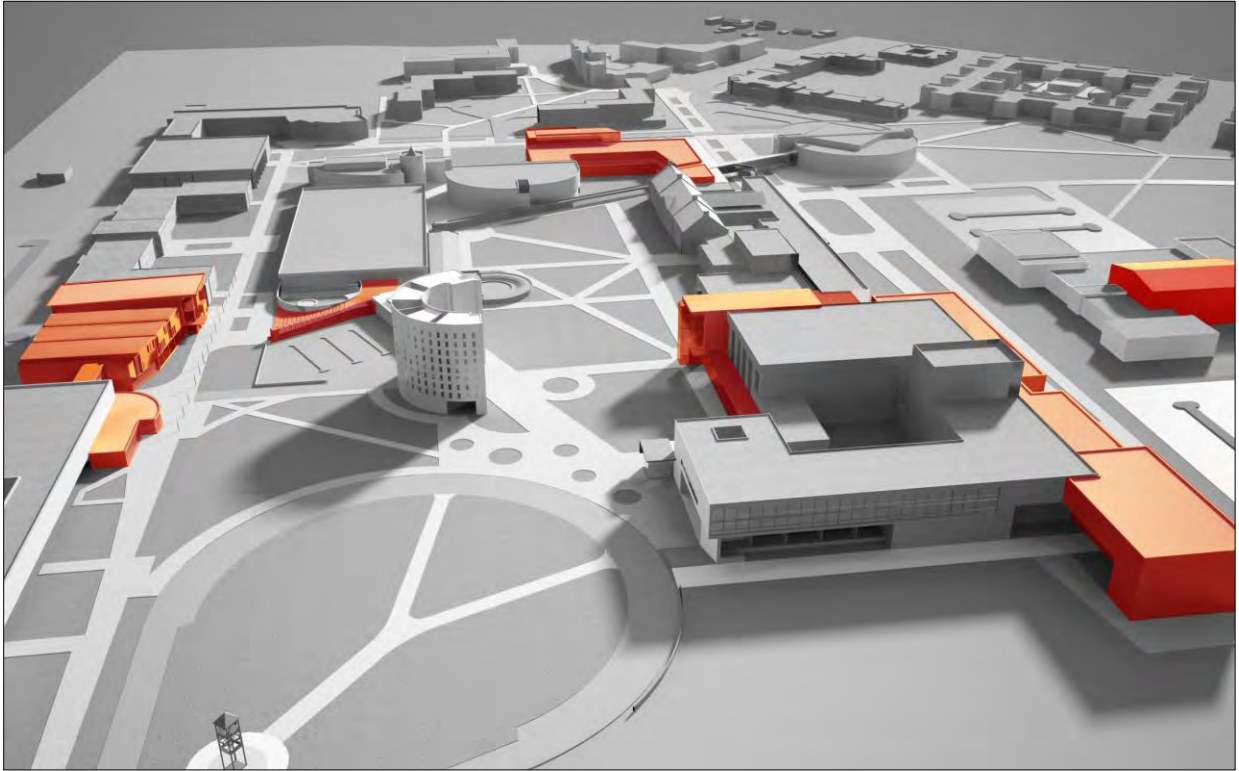


May 2011

Proposed Campus Plan Arial View – Looking Northeast



Proposed Campus Plan Arial View – Looking South



4. 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 the second largest workload 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. Over the past five fiscal years alone, the contracting function within this department has experienced a 46% increase in workload with a current value of \$15.8 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* 2.4 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. With this small view of the work load combined with the recent state of the economy, this Department has been faced with identifying creative ways to manage a continually increasing workload where there is an inability to increase staff.

During Fall 2009, Facilities Planning began the process of identifying the most performance efficient and cost effective means of processing and tracking in-house (campus-let) construction and design contracts. By June 2010, we had identified a cost effective program that would provide a configurable solution to the continually increasing workload. The final selection to incorporate Ecteon Software into our daily way of doing business was made based on the specialized nature of the software, its compatibility with campus systems, out-of-the-box configuration capabilities, and the ability to perform full configuration in-house. While initial configuration began in Fall 2010, the past year has seen much effort toward system configuration, uploading historical information, and the creation of generic reports for potential users.

Ecteon's Contraxx Software provides a user-friendly environment at all levels of use. Project Managers and other users of the system will be able to review current information pertinent to each of their contracts. It will provide everything from contract status information, amendment and change order activity, vendor information, basic financial activity, risk rating information on a per contract basis, compliance items (B-1184, MWBE), and reporting features. Software Managers will benefit from a one-stop location to assemble contract documents which will eliminate duplication. It will provide them with notifications and reminders to ensure compliance with contract terms, expiration dates, and insurances. It also allows communication features that will document a history of outstanding and/or legal issues. It will further provide a significant reduction in paperwork and unlimited reporting capabilities. These are only a few of the benefits expected from final implementation of the software.

Facilities Planning expects to roll this software out in two phases. The first, which addresses the administration of construction contracts, is in the final stage of report development; this will soon be followed by configuration of user computers and training. Since much of the configuration and all future configurations will be completed by Facilities Planning office personnel, implementation of the design portion of the program is anticipated in one year.

- 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 2010/2011 include the following projects:
 - Dods Hall Fitness Center
 - Rockefeller Arts Center Addition
 - Maytum Hall Interior Rehab
- 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 2010/2011 include the following projects:
 - Gregory Hall Bathroom Upgrade
 - Eisenhower Lobby Upgrade
 - Kirkland Complex Window Replacement Project Phase IV Disney Hall
 - SUNY Fredonia Townhouse
- 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:
 - Alumni Hall Rehab Bathrooms– Construction completed August 2011
 - Kirkland Complex Window Replacement Phase III – Construction Completed August 2011
 - Maytum Hall Rehab Phase III – Construction completed November 2010
 - Erie Dining Hall Exterior Rehab – Construction completed July 2011
 - Reed Library Roof Replacement – Construction completed August 2011
 - Field House Exterior Rehab – Roof work completed August 2011, Window replacement to be completed October 2011
 - Fenton Hall Exterior Rehab – Construction completed August 2011
 - Design and Construction of Code Compliance Projects – on going
- During the 2010-2011 Fiscal Year, 125 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 saw an increase of 0% while the total dollar value of these contracts decreased by \$11.6 million from the previous fiscal year; the total dollar value of contracting activities during the 2010-2011 fiscal year totals \$16.6 million. Of this total, \$4.7 million represents 45 contracting activities (out of a total

of 125) 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 and by the Office of the State Comptroller and Attorney General. These projects consist of those that are funded through DIFR funds, Minor Rehab and Repair, Capital funding, and in-house sources. Refer to 2010-2011 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 consists 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 the second most active campus let projects within the current capital plan. As of this report, Facilities Planning has administered contracts, design and construction of 125 let projects related to academic/administration buildings, residential buildings and site/infrastructure.
- 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 19 building permits, one stop work order and nine 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 (2010-2011), 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 2009 – 2010 Annual Report and Assessment Update:

- Completed the SUNY Fredonia Facilities Master Plan
- Completed the construction of the Erie Dining Hall Exterior Rehab Project
- Completed design and began construction of the Maytum Hall Interior Rehab Project
- Completed design and construction of the Rehab of Alumni Hall Bathrooms
- Completed design and construction of the Kirkland Complex Window Replacement Phase III Project
- Completed design and construction bids for Upgrade Underground Electrical Distribution System and Electrical Substation Project
- Completed design and construction bids for the Upgrade Domestic Water Distribution Phase II Project
- Completed design and began construction of the Science Technology Building Project
- Completed design and construction of the Reed Library Roof Replacement Project
- Completed design and construction of the Field House Exterior Rehab Project
- Completed design and began construction of the Williams Center Rehab Project
- Completed construction of the Fenton Hall Exterior Rehab Project
- Completed design and construction bids for LoGrosso Hall Exterior Rehab Project
- Began design of the Fitness Center Project
- Began design of the Field House Replace Bleacher Project
- Began design of the SUNY Fredonia Townhouse Project
- Began design of the Kirkland Complex Window Replacement Phase IV Project
- Began design of the Rockefeller Arts Center 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:

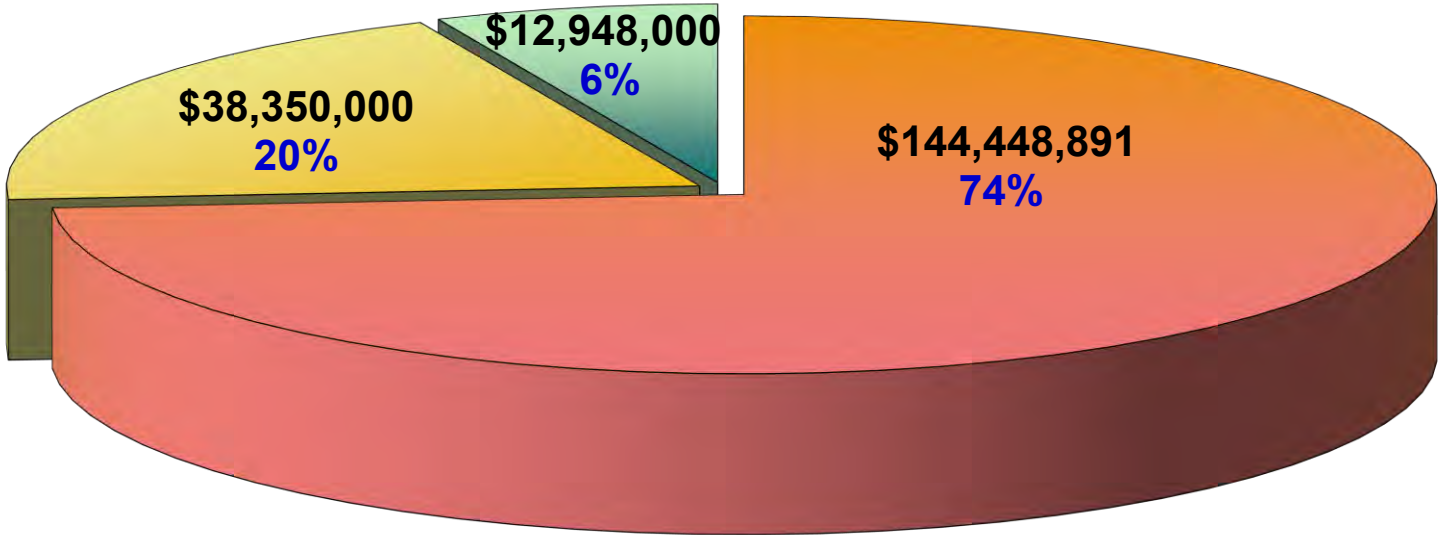
- Complete design and begin construction of the SUNY Fredonia Townhouse Project
 - Complete design and begin construction of the Rehab of Gregory Hall Bathrooms
 - Complete design and begin construction of the Kirkland Complex Window Replacement Phase IV Project
 - Complete design and begin construction of the Eisenhower Lobby Upgrade
 - Complete design and begin construction of the Fieldhouse Bleacher Replacement Project
 - Complete design and begin construction of the Rockefeller Arts Center Exterior Rehab
 - Complete design and begin construction of the Fitness Center
 - Begin construction of the Upgrade Underground Electrical Distribution System and Electrical Substation Project
 - Begin Construction of the LoGrosso Hall Exterior Rehab Project
 - Complete construction of the Williams Center Rehab Project
 - Complete construction of the Maytum Hall Interior Rehab
 - Begin design 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
 - 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 Underway |
| Reed Library Roof Replacement | \$ 1,388,000.00 | Construction Complete |
| Erie Dining Hall Rehab | \$ 558,015.00 | Construction Complete |
| Dods Hall HVAC Rehab | \$ 275,961.00 | Construction Complete |
| Campus Wide Controls Upgrade | \$ 335,000.00 | Construction Complete |
| Mason Hall Roof Replacement | \$ 295,300.00 | Construction Complete |
| Maytum Hall Interior Rehab | \$ 5,400,000.00 | Construction & Design Ongoing |
| Maytum Hall Window Replacement | \$ 1,300,000.00 | Design Underway |
| Maytum Hall Rehab Phase III | \$ 4,470,808.00 | Construction Continuing |
| Campus Compliance Projects | \$ 3,700,000.00 | Construction Underway |
| Fenton Hall Exterior Rehab | \$ 2,100,000.00 | Construction Complete |
| Rockefeller Arts Center Exterior Rehab | \$ 1,720,000.00 | Design Underway |
| Rockefeller Arts Center Addition | \$ 40,000,000.00 | Design Underway |
| Dods Fitness Center | \$ 4,560,000.00 | Design Underway |
| LoGrasso Hall Exterior Rehab | \$ 2,114,000.00 | Design Underway |
| Field House Exterior Rehab | \$ 431,807.00 | Construction Underway |
| Field House Bleacher Replacement | \$ 2,300,000.00 | Design Underway |
| Science Tech Building | <u>\$ 60,000,000.00</u> | Construction Underway |
| | <u>\$ 144,448,891.00</u> | |
| II. RESIDENTIAL REHABILITATION | | |
| McGinnies Hall Rehab | \$ 900,000.00 | Construction Complete |
| Gregory Hall Fire Alarm Upgrade | \$ 400,000.00 | Construction Complete |
| 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 Underway |
| Townhouse Residence Hall | \$ 29,000,000.00 | Design Underway |
| Eisenhower Lobby Upgrade | <u>\$ 500,000.00</u> | Design Underway |
| | <u>\$ 38,350,000.00</u> | |
| III. OTHER SITE/INFRASTRUCTURE | | |
| Campus Wide Controls Upgrade | \$ 335,000.00 | Construction Complete |
| Replace AHU's & Controls | \$ 3,000,000.00 | Design Underway |
| Upgrade Domestic Water System, Phase II (Out for Bid) | \$ 2,000,000.00 | Design Complete |
| Upgrade Elevators Various Buildings | \$ 2,713,000.00 | Design Complete |
| Electrical Distribution Upgrade (Out for Bid) | <u>\$ 4,900,000.00</u> | Design Complete |
| | <u>\$ 12,948,000.00</u> | |
| PROJECTS -- TOTAL | <u>\$ 195,746,891.00</u> | |

CAPITAL CONSTRUCTION PROJECTS

Total Program Budget: \$195,746,891.00



- **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

CAMPUS-LET CONSTRUCTION AND DESIGN CONTRACTING ACTIVITIES

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

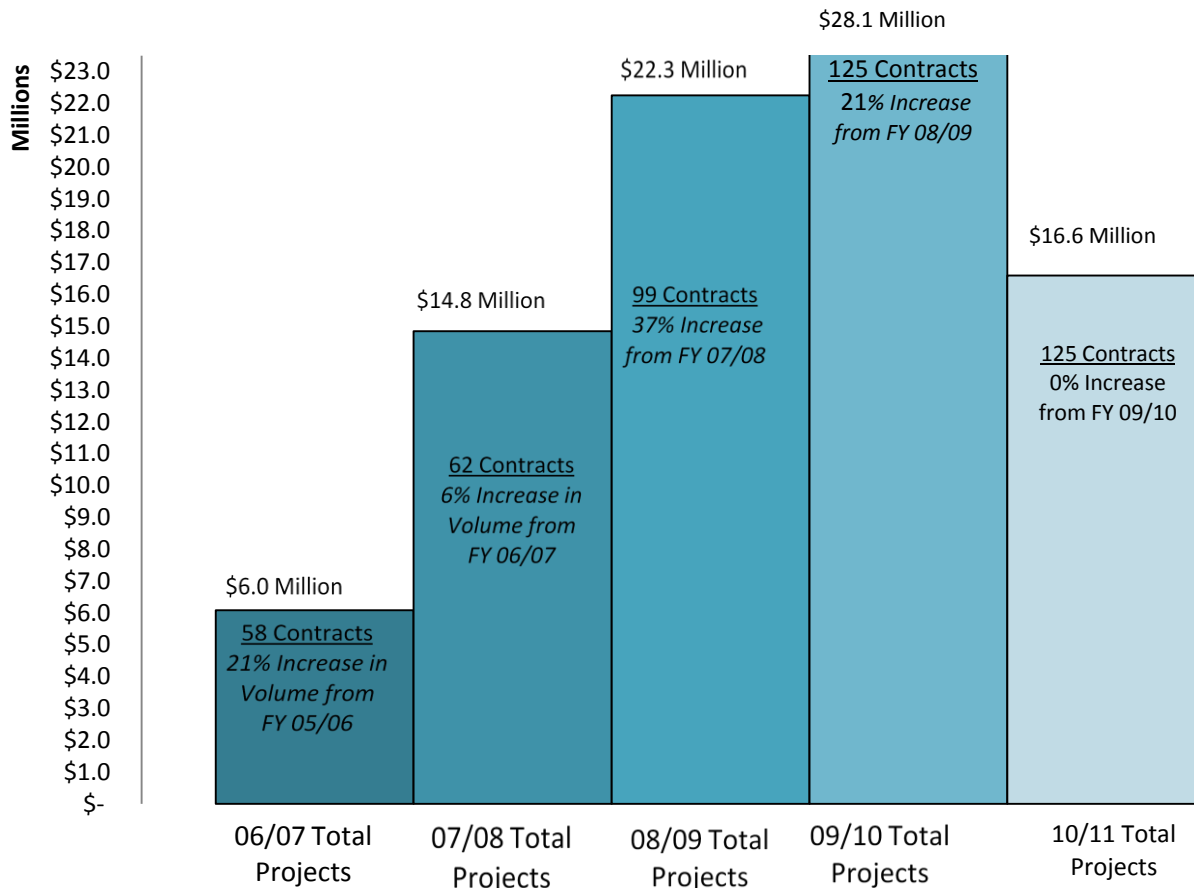
2010 - 2011 Facilities Planning Contracting Support By Unit Based on Total Number of Campus-Let Contracting Activities



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 06/07 - FY 10/11 Increase in Campus Administered Contracting Activities



2010-2011 CAMPUS — LET DESIGN AND CONSTRUCTION PROJECTS

Facilities Planning Contracting Activities

CONSTRUCTION

| PROJ NO | PROJECT TITLE | CONTRACT VALUE |
|---------|---|-----------------|
| 05279 | Mason Hall Addition to Rooms 1051 & 1053 CO#1 | \$ - |
| 05279 | CO #2 | \$ 62,169.00 |
| 05279 | CO #3 | \$ 67,775.00 |
| 05306 | CCCC Day Care CO #5 | - |
| 05306 | CO #6 | \$ 18,889.00 |
| 05313 | Rockefeller Rigging Renovations CO | \$ 197,937.00 |
| 05313 | CO #1 | \$ - |
| 05313 | Maytum Mechanical Room-Abate Asbestos | \$ 23,540.00 |
| 05314 | Upgrade F.A. Systems-Dods & Jewett | \$ 103,500.00 |
| 05314 | CO#1 | - |
| 05315 | LoGrasso Hall Emerg. Generator Replacement | \$ 173,169.00 |
| 05315 | CO#1 | - |
| 05318 | Erie Dining Hall Exterior Rehab | \$ 459,000.00 |
| 05318 | CO#1 | - |
| 05318 | CO#2 | \$ 41,509.81 |
| 05318 | CO#3 | \$ 65,218.00 |
| 05318 | CO#4 | \$ (12,304.03) |
| 05319 | Reed Library Roof Replacement | \$ 563,167.00 |
| 05319 | CO#1 | - |
| 05322 | Field House Exterior Rehab | \$ 351,000.00 |
| 05322 | CO#1 | \$ - |
| 05322 | CO#2 | \$ 47,130.00 |
| 05326 | Mason Hall Access Control-Doors & Electrical | \$ 113,200.00 |
| 05327 | Campus Roadway & Sidewalk Recon, Ph.2 | \$ 172,540.00 |
| 05331 | Dods Hall HVAC | \$ 234,000.00 |
| 05331 | CO#1 | \$ 15,611.00 |
| 05347 | Maytum Hall Interior Rehab-Abate Asbestos | \$ 389,000.00 |
| 05347 | CO#1 | - |
| 05347 | Maytum Hall Interior Rehab | \$ 2,390,000.00 |
| 05348 | Rockefeller Art Gallery Improvements | \$ 384,000.00 |
| 05348 | CO #1 | - |
| 05348 | CO #2 | \$ 91,614.00 |
| D059DU | Chautauqua Hall Interior Door Repl | \$ 133,540.00 |
| D059DU | CO#1 | \$ - |
| D059EF | McGinnies Rehab (GC) CO #2 | \$ 17,044.00 |
| D059EF | CO #3 | \$ 841.00 |
| D059FG | Andrews Complex Transformer Repl CO#1 | - |
| D059EK | Kirkland Comp.Window Repl.PhII-Grissom Hall | \$ 877,817.00 |
| D059EK | CO#1 | \$ 3,340.00 |
| D059EK | CO#2 | \$ 6,544.03 |
| D059EK | CO#3 | \$ 39.40 |
| D059EK | Kirkland Comp.Window Repl.PhIII-Eisenhower | \$ 879,248.00 |
| D059EK | CO#1 | \$ 4,620.00 |
| D059EN | Eisenhower Hall Elevator Rehab | \$ 70,848.00 |
| D059EO | Kasling Hall Lobby Improvements-CO#1 | \$ 433,500.00 |
| D059EO | CO#1 | \$ - |
| D059FD | Gregory Hall Fire Alarm Replacement | \$ 334,900.00 |
| D059FD | CO#1 | \$ 1,849.00 |
| D059FE | Chautauqua Hall Rehab (GC) | \$ 441,000.00 |
| D059FE | CO#1 | \$ 12,160.00 |
| D059FE | CO#2 | \$ 647.00 |
| D059FE | Chautauqua Hall Rehab (Electrical) | \$ 258,400.00 |
| D059FE | CO#1 | \$ 4,383.75 |

DESIGN

| PROJ NO | PROJECT TITLE | CONTRACT VALUE |
|---------|--|------------------------|
| 05279 | Add Rms. 1051&1053, Mason Hall AMD#2 | - |
| 05294 | Hi Tech Incubator | \$ 456,205.00 |
| 05294 | AMENDMENT #1 | \$ 49,200.00 |
| 05305 | Rehab Campus Quad | \$ 30,000.00 |
| 05305 | AMENDMENT #1 | - |
| 05306 | CCCC AMENDMENT #1 | - |
| 05314 | Upgrade Fire Alarm Syst-Mason Hall | \$ 41,490.00 |
| 05314 | Upgrade FA Syst-Various Bld-AMD#1 | \$ 36,106.22 |
| 05314 | AMENDMENT #1 | - |
| 05315 | Replace Generators, Various Buildings | \$ 50,066.45 |
| 05317 | Masonry Repairs, Various Blds-AMD#1 | \$ 48,886.00 |
| 05317 | AMENDMENT #1 | - |
| 05318 | Erie Dining Hall Exterior Rehab | \$ 99,015.00 |
| 05318 | AMENDMENT #1 | - |
| 05318 | AMENDMENT #2 | - |
| 05319 | Reed Library Roof Replacement | \$ 78,959.00 |
| 05319 | AMENDMENT #1 | \$ 5,170.00 |
| 05320 | Services Complex Safety & Bldg Imp. | \$ 99,930.31 |
| 05321 | Rockefeller Arts Center Ext. Rehab | \$ 227,000.00 |
| 05322 | Field House Ext. Rehab | \$ 80,807.41 |
| 05324 | Field House Bleacher Replacement | \$ 88,534.93 |
| 05324 | Field House Bleacher Repl& Dods BB Ct | \$ 171,842.46 |
| 05327 | Campus Rdway & Sdwalk Rec.,Ph.II | \$ 131,767.00 |
| 05327 | AMENDMENT #1 | - |
| 05330 | McEwen Hall HVAC Replacement | \$ 45,443.49 |
| 05331 | Rehab Dods Hall: Fitness Center | \$ 479,175.00 |
| 05331 | AMENDMENT #1 | - |
| 05332 | Kirkland Pedestrian Improvements | \$ 54,421.81 |
| 05337 | Replace AHUS and Controls | \$ 279,706.05 |
| 05347 | Maytum Hall Interior Rehab | \$ 420,246.00 |
| 05347 | Maytum Hall Window Replacement | \$ 185,278.80 |
| 05822 | Program Services Science Tech Bldg. | \$ 232,344.00 |
| 05822 | AMENDMENT #1 | \$ 230,518.00 |
| D059EK | Kirkland Complex Window Replce | \$ 622,810.00 |
| D059FD | Gregory Hall Upgrade Exist F.A. System | \$ 41,548.94 |
| D059FE | Chautauqua Hall Rehab | \$ 76,692.79 |
| D059FK | Alumni Hall Rehab | \$ 82,389.63 |
| D059FL | Grissom Hall Lobby Improvements | \$ 52,210.76 |
| D059FM | Kirkland Complex Emerg.Genr.Repl | \$ 24,713.40 |
| D059FS | Eisenhower Hall Lobby Upgrades | \$ 68,651.33 |
| D059FT | Gregory Hall Rehab Bathrooms | \$ 87,224.02 |
| 05286 | Jewett Basmnt Mech Rm-Abate CO#1 | \$ - |
| 05294 | Tech Incub-Install Heat Pump Rebid | \$ 16,400.00 |
| 05347 | Maytum Hall Int Rehab-Asb Abt Air M | \$ 44,000.00 |
| | | \$ 4,738,753.80 |

2010 – 2011 CAMPUS—LET DESIGN AND CONSTRUCTION PROJECTS

Facilities Planning Contracting Activities

CONSTRUCTION Cont'd

| PROJ NO | PROJECT TITLE | CONTRACT VALUE |
|----------------|---|-------------------------|
| D059FE | Chautauqua Hall Rehab (Plumbing) | \$ 153,300.00 |
| D059FE | CO#1 | \$ (12,064.52) |
| D059FE | Chautauqua Hall Rehab (Mechanical | \$ 40,248.00 |
| D059FG | Andrews Complex Transformer Repl CO#1 | \$ - |
| D059FH | Andrews Complex Gen. Repl. | \$ 175,700.00 |
| D059FH | CO#1 | \$ - |
| D059FH | CO #2 | \$ - |
| D059FK | Alumni Hall Rehab (GC) | \$ 342,300.00 |
| D059FK | CO #1 | \$ 2,444.00 |
| D059FK | Alumni Hall Rehab (Electrical) | \$ 49,900.00 |
| D059FK | CO #1 | \$ 801.84 |
| D059FK | Alumni Hall Rehab (Plumbing) | \$ 127,900.00 |
| D059FK | CO#1 | \$ 3,933.34 |
| D059FK | Alumni Hall Rehab (Mechanical) | \$ 32,400.00 |
| D059EK | CO#1 | \$ 858.75 |
| D059FL | Grissom Hall Lobby Improvements (GC) | \$ 256,900.00 |
| D059FL | CO#1 | \$ - |
| D059FL | Grissom Hall Lobby Improvements (Mechanical) | \$ 128,450.00 |
| D059FL | Grissom Hall Lobby Improvement (Electrical) | \$ 69,890.00 |
| D059FL | Grissom Hall Lobby Improvement (Plumbing) | \$ 18,500.00 |
| D059FM | Kirkland Complex Emerg. Generator | \$ 228,700.00 |
| D059FN | Gregory Hall Interior Door Replacement | \$ 185,530.00 |
| I10030 | Williams Center Temporary Relocation | \$ 80,900.00 |
| I10030 | CO#1 | \$ 21,402.43 |
| I158VB | Athletic Complex Lighting Rehab | \$ 92,900.00 |
| I158VB | CO#1 | \$ 3,500.00 |
| I277ST | Parking Lot 9A Expansion | \$ 101,772.00 |
| I281ST | Parking Lot 9A - Install Light Poles | \$ 18,450.00 |
| M05386 | Thompson Hall TV Studio Rehab | \$ 298,500.00 |
| M05386 | CO#1 | \$ - |
| M05399 | Maytum Hall- Replace Air Conditioning, Phase II | \$ 69,700.00 |
| M05399 | CO#1 | \$ (9,208.00) |
| | | \$ 11,915,993.80 |

| | |
|--------------------|-------------------------|
| Total Construction | \$ 11,915,993.80 |
| Total Design | \$ 4,738,753.80 |
| TOTAL | \$ 16,654,747.60 |

Facilities Services

- **Custodial Services**
- **Structural Trades**
- **Grounds and Landscaping Services**
- **Electrical and Mechanical Services**
- **Building Automation Systems**
- **Refrigeration / Air Conditioning**
- **Technical Services**
- **Office Operations**

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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 Wygant and Mark Delcamp
Back row, from left to right: Kevin Cloos, Bob Lawson and Mike Jackino*

The department, under the direction of the Director of Facilities Services, includes over 140 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; 24.6 acres of parking lots with 3,342 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 5,000 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. Custodial Services
 - a. Cleaning and Minor Maintenance
 - b. Moving and Event Setup
 - c. Flooring and Window Treatment Installations
2. 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)
3. Capital Projects, Energy and HVAC
 - a. Building Automation Systems

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

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 such as 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.

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. 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.



From left to right: Sue Freitas and Mark Delcamp



1st Shift Custodial

From left to right, front row: Lee Szalkowski, Randy Goodemote, Timothy Clark; 2nd row: Susan Michalak, Sonia Kuilan, Luanne Jarosz, Linda Saletta, Linda Nixon, Nancy Castiglia; 3rd row: Valerie Bertges, Darlene Burchett, Leonard Coniglio, Jim Foringer, Terry Sysol, Cathy Walter; 4th row: Elizabeth Kujawa, Joe Siragusa, Nelson White, Darlene Miller, Mary Leckliter, Jorge Rosa; 5th row: Rick Mackenzie, Ron LaDolce, Melissa Buchanan, Gladys Lockett, James Michaels, Rose McCune, Nancy Pawlak; 6th row: Art Franklin, Wayne Seaboldt, Dale Higgs, Jose Rosario, Robert Degoiler, Hector Figueroa, Sue Valentine, Nick Valentine



2nd Shift Custodial

From left to right, front row: Elizabeth Goblirsch, Kitty Pencek, Molly Jelonek; 2nd row: Joe Andrasik, Vic Collura, Sue Smith, Melanie Jacoby; 3rd row: Robert Miller, Dave Tarnowski, Jack Anderson; 4th row: Charles Miller, Charles Johnson, Barb Barecca, Jeffrey Jakse, Mary Ann Wykstra



3rd Shift Custodial

From left to right, front row: Bridget Graser, Matt Walters, Richard Gugino, Tim Lillie; 2nd row: John Jakubowicz, Deb Kujawa, Roxanne Logan, Jeff Deering, Richard Logan; 3rd row: Chuck Gatto, Steve Peters, Natalio Matias, Ken Szymczak, Susan Lucas

Significant Accomplishments

- In conjunction with the Office of Environmental Health and Safety, provided the Safety Short training program by using MSDS sheets to enhance employee knowledge of all cleaning products that are utilized by the unit to improve workplace 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 service 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 summer months
- 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
- Worked closely with the Williams Center occupants (Campus Life, Lifelong Learning, Volunteer Services, Financial Aid, Student Accounts, Student Association, and Credit Union) and Dan's Moving and Storage to coordinate and manage the relocation of the various departments to new temporary offices
- Worked with Campus Life and assisted with the coordination of the set up for commencement
- Worked with Facilities Planning to schedule cleanup efforts for all capital projects
- Assisted Facilities Planning on the removal, selection and installation of many new window treatments for the Fenton Hall window project and coordinated the set up of overflow work spaces
- Worked closely with the contractors and Facilities Services to clean and prepare the Grissom 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 affect the day to day custodial operations following the 2010 Early Retirement Incentive
- 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 update our daily Residence Life cleaning standards to ensure our goals and their needs are being met
- 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 Disney and Grissom Halls and to also relocate and repurpose furniture from Grissom Hall into Hemingway Hall

- Collected and recycled 300 used mattresses from the Residence Halls
- Coordinated the recycling of all interior doors removed from Gregory Hall
- Coordinated and managed The Waste Wipeout program during move-out in May, collecting 3,875 lbs of clothes, 780 lbs. of food, 420 lbs. of miscellaneous items (23 rugs, 9 TV's and 3 mini-fridges) for reuse by Chautauqua County Rural Ministry from Dunkirk. This represents a 60% increase of repurposed items collected from the previous year
- Managed the Dumpster Dive Recycling Awareness initiative; results indicated that there was a 30% increase of recycling when compared to the previous year
- 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 Lois Valentine and University Services to provide 138 equipment transfers of various surplus items within the last year (the department transferred over 340 pieces of equipment between July 2011 and September 2011)

Facilities Trades Services

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: Pete Cortes, Don Dillenburg, Mike Kozlowski, Robert Lawton, Ray Bogue, Duane Blakely, Wayne Dorler; In back: Mike Wygant

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 bulle-

tin 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 is 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. This involved 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, as well as overhead work. Institute 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
- 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; some spaces required demolition such as the previous Day Care within Thompson Hall and new renovation of the Dods Hall old pool area
- Assisted with immediate needs of the Williams Center occupants as they began business operations
- Designed and installed the “smart technology” screens, projectors and sound equipment in Mason Extension rooms 1075 and 1080 and Diers Recital Hall
- Assisted with the installation of new water fountains in Dods Hall
- Upgraded the ceiling at Jewett Hall Planetarium
- Designed and upgraded the women’s locker room space in Steele Hall
- Installed many window treatments in Residence Hall common rooms
- Assisted Library staff by disassembling many shelving units
- Designed and created within the Structural shop, a true aisle for others to pass through to other areas of Facilities Services
- Removed useable materials within Maytum Hall prior to capital project construction
- Completed the relocation of rugby club goal posts

The [Grounds and Landscaping Services](#) group is responsible for maintaining 256 acres of land; 24.6 acres of parking lots with 3,342 parking spaces; 4.9 miles of roadways and over 7.5 miles of sidewalks. The group has one Supervisor and eight trades people. This group completes all maintenance of the lawns, trees, bushes and flowers. During the winter months, the maintenance includes snow removal and ice control 24 hours a day. The crew cleans up debris and litter, keeping the campus looking great.



From Left to right: Gerald Polvino, Matt Thies, Brent Kawski, Willie Fuentes, Ed Fabritius, Mike Wygant, John Cole, Steve Gromala

They perform special operations for in-house, electrical, plumbing and concrete work, sets up for events such as Alumni Weekend and FredFest and continually look for ways to enhance the campus appearance. In addition, they maintain all traffic and regulatory signs along the campus roadways and parking lots. The grounds crew maintains several athletic fields including the University Stadium soccer / lacrosse fields; one practice soccer field, the baseball field, softball field, outdoor running track and the cross-country running course. The maintenance includes layout, lining, irrigation and fertilization of the fields.

Significant Accomplishments

- Maintained existing planting areas, designed new planting areas and educated 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
- Installed new trees around the campus
- Provided set up for a growing number of outdoor events, picnics, gardens and community use including FredFest, Alumni Weekend and the Senior Picnic

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.



From left to right, front row: Jim Borowczyk, Joe Fabritius, Steve Siragusa, Jim O'Connor, Paul Whalen; back row: Steve Peterson, Mike Wygant, Jon Washburn, Orion Purslow, Jeff Peterson

Significant Accomplishments

- Retrofitted over 400 walk lights to energy savings CFL lamps, resulting in a white light with a considerable energy savings annually
- Installed receptacles for laptop charging in numerous locations on campus
- Installed energy saving LED fixtures at the exterior areas of many residence hall and academic buildings
- Installed blue light emergency phones near Dods Hall and the Reed Library entrance
- Updated and increased lighting in all stairwells at Dods Hall
- Installed electrical connections at several new computer stations throughout Reed Library
- Coordinated the installation of the new press boxes at the softball and baseball fields
- Upgraded the emergency power at University Stadium
- Installed projector, sound equipment, cam lock power, lighting and wiring for the new Multi-purpose Room in Dods Hall
- Installed electrical connections at the new screens, cabinets, and wireless controls in the new Mason Hall rooms (1075 and 1080)
- Connected emergency power, furnace controls, lighting and exit signs in the Williams Center temporary modular office complex
- Retrofitted fourteen entrance lights to CFL's at the Natatorium lobby to eliminate buzzing, provide for more light, and provide an annual energy savings
- Cleaned up and added circuits to Head End room at Thompson Hall.
- Installed electrical connections at the new FedEx Café at Thompson Hall
- Installed electrical connections at the new offices at Steele Hall

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

- Completed annual testing for the backflow preventers at many campus buildings
- Completed the removal work at the restrooms and counter areas at the former Daycare Center at Thompson Hall
- Upgraded the drinking fountains at Dods Hall. These new fountains are chilled and filtered and provide water bottle filling capabilities
- Replaced combustion chambers for domestic hot water boilers in Residence Halls

Capital Projects, Energy and HVAC

The Building Automation System (BAS) controls, monitors and regulates the HVAC system's 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 Building Automation System to control equipment that will help in the reduction of energy consumption, and to add building functions to the Building Automation System to monitor and provide alarms for when they malfunction.



From left to right: Bob Lawson and Tim Bentham

Controlling the campus' energy usage is the most significant operation of this group. Currently, there are over 5,000 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:

- 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 Building Automation System (BAS) by installing more control and monitoring points. Most mechanical systems are controlled by the BAS.
- Installed second Energy Management System server at the Computer Center
- Managed the building automation system development for the Maytum Hall Rehab Project
- Managed the building automation system development for the Kasling Hall Lobby Project

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: Steve Carutis, Randy Grant, Herb Farmer, Bob Lawson

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
- Installed new air conditioning for Athletics Office in Steele Hall
- Installed by-pass damper for heat recovery unit in Maytum Hall

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, its distribution system and building component which includes baseboard hot water heat.

Significant Accomplishments

- Performed preventative maintenance on all of the heating boilers throughout the campus
- Removed abandoned heating equipment in the basement of Jewett Hall
- Replaced large bearing on central fan in Mason Hall

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 2010-2011 | | |
| Academic Areas | | |
| Athletic Complex Lighting Improvements | \$ | 100,000 |
| Dods Hall / Jewett Hall Fire Alarm Upgrade | \$ | 150,000 |
| Jewett Hall Abate Asbestos in Mechanical Rooms | \$ | 100,000 |
| LoGrasso Hall Emergency Generator Replacement | \$ | 200,000 |
| Mason Hall Access Control | \$ | 270,000 |
| Maytum Hall Computer Center Air Conditioning Rehabilitation | \$ | 75,000 |
| Maytum Hall Basement Asbestos Abatement | \$ | 35,000 |
| Rockefeller Stage Safety Improvements | \$ | 200,000 |
| Replace Emergency Generators – Various Buildings | \$ | 580,000 |
| Thompson Hall TV Studio Rehab | \$ | 100,000 |
| Williams Center Relocation Surge Space | \$ | 500,000 |
| Academic Area Total: | | \$ 2,310,000 |
| Residence Halls | | |
| Andrews Complex Generator Replacement | \$ | 200,000 |
| Andrews Complex Transformer Replacement | \$ | 75,000 |
| Chautauqua Hall Student Door Replacement | \$ | 140,000 |
| Carbon Monoxide Detectors - Various Buildings | \$ | 40,000 |
| Chautauqua Hall Stairwell Improvements | \$ | 25,000 |
| Eisenhower Elevator Rehab | \$ | 80,000 |
| Gregory Hall Student Door Replacement | \$ | 125,000 |
| Gregory Hall Interior ADA Signage | \$ | 20,000 |
| Grissom Hall Lobby Improvements | \$ | 600,000 |
| Grissom Hall Interior ADA Signage | \$ | 20,000 |
| Hemingway Hall Aerobic Center Toilet Room Installation | \$ | 50,000 |
| Kasling Hall Interior ADA Signage | \$ | 20,000 |
| Kasling Hall Lobby Improvements | \$ | 600,000 |
| McGinnies Hall Recreation Room Improvements | \$ | 20,000 |
| Residence Hall Summer Interior Painting | \$ | 100,000 |
| Residence Hall Total: | | \$ 2,115,000 |
| Site Projects | | |
| Annual Parking Lot and Roadway Striping and Painting | \$ | 50,000 |
| Park and Ride Lot Asphalt Replacement | \$ | 25,000 |
| Parking Lot 9 A Expansion & Lighting | \$ | 212,000 |
| Site Project Total: | | \$ 287,000 |
| GRAND TOTAL OF PROJECTS COMPLETED 2010-2011: | | \$ 4,712,000 |

| FACILITIES SERVICES | | |
|--|----|---------------------|
| Projects in Design or Currently in Progress | | |
| Academic Areas | | |
| Carnahan Jackson Center Chiller Rehab | \$ | 180,000 |
| Mason Hall Fire Alarm Upgrade | \$ | 480,000 |
| Masonry Repairs, Various Buildings | \$ | 450,000 |
| Rockefeller Art Gallery Improvements | \$ | 500,000 |
| Academic Area Total: | | \$ 1,610,000 |
| Residence Halls | | |
| Alumni Hall Stairwell Improvements | \$ | 25,000 |
| Eisenhower Hall Interior ADA Signage | \$ | 20,000 |
| Kirkland Complex Generator Replacement | \$ | 300,000 |
| Residence Hall Summer Interior Painting | \$ | 100,000 |
| Residence Hall Total: | | \$ 445,000 |
| Site Projects | | |
| Annual Parking Lot and Roadway Striping and Painting | \$ | 50,000 |
| Site Project Total: | | \$ 50,000 |
| GRAND TOTAL OF PROJECTS IN DESIGN OR CURRENTLY IN PROGRESS: | | \$ 2,105,000 |

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 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 SUCF System Administration using new single file process
- 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. Started process for narrow banding
- Completed several upgrades to the department computers as per campus requirements
- Collected the data for the 2011 Annual Residential Custodial Report (ARCR) for the Residence Halls, which included 1,876 scanned repair codes generating 44 work orders
- Maintained the software package for the work order system including installing software updates
- Completed the Mason Hall Access Control project providing card access at over 44 doors and CCTV cameras at two locations
- Completed the Jewett Hall project providing card access at nine doors and CCTV cameras at two locations
- Completed the Thompson Hall project providing card access at two doors
- Completed the Igoe Photo Lab project providing card access at the ADA door
- Completed the Incubator room 217 project providing card access at the Client door
- Completed the LoGrasso Hall project providing card access at three doors
- Completed the installation of new CCTV cameras across the campus
- Processed requests for access cards granting building access to contractors and consultants

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 developed new procedure for the monthly payment of all blanket purchase orders by procurement card
- Processing key requests



From left to right: Amy Jackino and Shannon McKoon

- 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
 - Evaluations
 - CDL Compliance
 - Asbestos Handling License
- Providing weekly and monthly reports:
 - Incubator Work Cost Report to Accounting
 - Incubator Completed Work Order Report
 - Building Access Work Status Report
 - Janitor Report on Completed Work Orders
 - Residential Work Order Reports

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
- Continued to expand the Preventative Maintenance (PM) Program by scheduling and generating additional PM work orders; continued to update the reassignment of tasks among trades personnel
- Trained and supervised student assistants in office procedures
- Maintained the student key database
- Maintained the database and records for pest control needs
- Processed 10,560 work orders (4,253 residential, 6,156 non-residential, 151 unassigned)
- Processed 499 requisitions (the decline from last year was due to the increased usage of the Citibank Visa card)
- Managed and reconciled 38 department accounts with a budget allocation of \$1,339,400
- Assigned, processed and tracked a total of 32 projects of which 29 were in-house; two Minor Rehab and Repair; eight Capital; and two Residence Hall (DIFR) projects
- Processed 12 department staff travel arrangements for meetings, trainings and certifications

- Processed 597 faculty, staff and student key requests
- Reconciled purchases on 52 blanket purchase orders to local vendors on a monthly basis
- Processed 303 pest control problems
- Processed 424 Citibank Visa purchases in the amount of \$341,027, which is an increase over the amount in previous years
- Managed the Marketplace uStore for student key deposits and refunds

Statistical Data

Work orders were completed throughout the campus in all buildings during the past year. The following chart shows that the total number of work orders completed during the past year was slightly higher than previous years.

| Trade | 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 | 2,337 | 2,648 | 2,539 | 2,774 | 2,653 | 2,567 |
| Electrical | 1,852 | 1,232 | 1,353 | 1,387 | 1,305 | 1,273 |
| Heating Services | 431 | 94 | 130 | 74 | 171 | 162 |
| EMS | 2 | 1 | 6 | 2 | 10 | 20 |
| Lock Shop | 1,430 | 1,355 | 1,414 | 1,379 | 1,321 | 1,301 |
| Plumbing | 1,615 | 1,529 | 1,817 | 1,743 | 1,801 | 1,797 |
| Grounds and Landscaping | 185 | 182 | 266 | 365 | 199 | 257 |
| Asbestos | 81 | 108 | 109 | 172 | 163 | 196 |
| Refrigeration/Air Conditioning | 392 | 438 | 327 | 410 | 413 | 385 |
| Custodial | 758 | 644 | 795 | 803 | 990 | 761 |
| Total: | 9,083 | 8,531 | 8,756 | 9,109 | 9,026 | 8,719 |

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. Below is the 2010-2011 year-end summary:

| Date: 10-06-11 | | SUNY FREDONIA FACILITIES SERVICES | | | | Page 396 | |
|---|------------|-----------------------------------|-----------------|---------------|-----------------|-------------------|-----------------------|
| Work Order Analysis for Craft Code: ALL | | | | | | | |
| Open Date Range: 07-01-10 to 06-30-11 | | | | | | | |
| Totals for Craft Code: ALL | | | | | | | |
| Category | # Opened | # Closed | # ClsdLate | % Late | # ClsdOnTm | % OnTime | |
| EMERGENCY | 60 | 59 | 2 | 3.4% | 57 | 96.6% | |
| TROUBLE CALL | 3170 | 3134 | 434 | 13.8% | 2700 | 86.2% | |
| CORR. MAINT | 4792 | 4684 | 436 | 9.3% | 4248 | 90.7% | |
| PREV. MAINT. | 798 | 674 | 285 | 42.3% | 389 | 57.7% | |
| NON-MAINT | 920 | 916 | 2 | 0.2% | 914 | 99.8% | |
| PROJECTS | 1 | 1 | 1 | 100.0% | 0 | 0.0% | |
| OTHER | 0 | 0 | | | | | |
| Totals for Analyzed Categories | | | | | | | |
| | ## Opened | ## Closed | ## On Time | ## Late | | | |
| | 9741 | 9468 | 8308 | 1160 | | | |
| Category | #WO Opened | #WO Closed | Avg.Clsd WO/Day | #Hours Closed | Average Hrs/#WO | Total \$ Cls'd WO | Average \$ /Cls'd.WO# |
| EMERGENCY | 60 | 59 | 0.16 | 179.5 | 3.0 | 4821.15 | 81.71 |
| TROUBLE CALL | 3170 | 3134 | 8.59 | 7641.7 | 2.4 | 191271.74 | 61.03 |
| CORR. MAINT | 4792 | 4684 | 12.83 | 22408.0 | 4.8 | 586147.52 | 125.14 |
| PREV. MAINT. | 798 | 674 | 1.85 | 8025.3 | 11.9 | 446370.86 | 662.27 |
| NON-MAINT | 920 | 916 | 2.51 | 1014.5 | 1.1 | 86181.55 | 94.08 |
| PROJECTS | 1 | 1 | 0.00 | 23.5 | 23.5 | 723.89 | 723.89 |
| Totals: | 9741 | 9468 | 25.94 | 39292.5 | 4.2 | 1315516.71 | 138.94 |

- 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
- Completed work orders are reviewed monthly to ensure work is completed timely and staff is working efficiently

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Faculty Student Association

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

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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 project.

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 maintain-

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.



Executive Office staff consists of five full-time management employees, four full-time CSEA employees, and two part-time CSEA employees.

From left to right, seated: John Lampert, Matt Snyder, Justin Jakubowicz, Eric Johnson, Chuck Notaro; standing: Sarah DelMonte, Ann Johnson, Katie Thies, Karen Barnett, Mary Haight, Judy Gizowski, Michelle Kowalski, Terri Helwig

Significant Accomplishments:

- Increased gross revenue from operations by \$7,865
- Increased level of support for FSA Board Program allocations by \$55,000
- Increased level of support for Space & Utility charges by \$125,000
- Signed franchise agreements for a Tim Hortons kiosk in Thompson Hall and a full service Tim Hortons for the renovated Williams Center

Statistical Data

- Total revenue from operations totaled \$16,988,164 representing less than a one percent increase over the previous year
- Program allocations budgeted for expenditure during the 2010-2011 academic year totaled \$660,000, serving 44 campus groups and organizations
- Total support to the campus totaled \$1,112,000

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.

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 Goals

- Continue to re-assess internal controls with focus on accounts payable and purchase order process to enhance the financial integrity of the organization
- Enhance corporate marketing efforts for improved understanding of FSA services
- Evaluate Café operations through the Food Service Committee of the Board
- Negotiate CSEA contract extension
- Work with the Board to update the investment policy and improve earnings on corporate funds

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 15 full-time management employees, 20 full-time CSEA employees, 70 part-time CSEA employees and 277 part-time student employees.



Cranston Marché

From left to right, seated: Lisa Lampert, Susan Maggio, Pat Wilde, Tracy Raczka; standing: Lynn Rybij, Jessica Saletta, Erica Santiago, Cheryl McCoy, Michelle Congdon, Allison Kozlowski



Erie Dining Hall

From left to right, front row: Robin Killion, Matt Furman, Laura Ellian, Lynne Montague, Brenda Butler, Melissa Congdon, Cindy Holcomb, Terry Miller; back row: Robbie Graham, Debbie Seavy, Dave Hartung, Roberta Loomis, Rick Kirchenwitz



Centre Pointe

From left to right, front row: Myra Slate, Lizzie Reid, Angela Trezenski, Pam Rugani, Ashlee Rhoades, Millie Stanton; back row: Diane Mekus, Cindy Korzeniewski, Michael Raimondi, Kacie Weaver, Kathleen Alton, Amy Fisk

Significant Accomplishments

- Given the pending Williams Center renovation, Dining Services collaborated with Support Services to expand the role of Central Prep Production facility, focusing on Catering Kitchen relocation. In addition, identified operational ramifications of Williams Center closing including changing operational hours for March, Erie, and Centre Pointe
- Based upon customer feed back, continued the “Spring into Fall” Program introducing test runs of potential new menu items in Trendz and Centre Pointe
- Evaluated and updated Cranston Marché and Marketplace at Erie Dining Center menus to accurately reflect customer preferences
- Special Theme and Holiday Dinners continued at the Marketplace at Erie Dining Center
- Responded operationally to the increased catering demands
- Continued internal web-based sanitation training, complimented by hands on instruction
- Operations manuals for all units progressed
- Sustainability accomplishments included: planning first campus Earth Week Sustainability Vendor Expo, increasing our purchasing of local products to 14.4%, creating specific data on post-consumer waste at Erie and March, and participating in the AASHE Stars self-evaluation program
- Nurtured and grew our relationship with primary vendor Maplevale Farms, including product specification changes that resulted in significant reduction in cost of goods, expansion of our rebates, and successful execution of our 12th annual on campus food show
- Implemented our “Eat like a Scholar” Nutritional Information Program in Cranston March, and planned for other units
- Responded to demands for special diets and medical dining restrictions with personal one on one attention and planning

Statistical Data

- Self-operated Dining Services revenue for the 2010-2011 fiscal year was \$9,647,518 compared to \$9,726,773 in 2009-2010, a decrease of less than one percent. In addition, total sales from sub-contracted operations of cafés and concessions totaled \$1,047,373
- Meal plan enrollment increased by 56 participants to 3,911 in fall 2010, from 3,855 in fall 2009, a 1.5% increase for the fall 2010 semester
- Net Revenues decreased 1.3%
- Operating expenses increased 2.8%

Assessment Update

Assessment Statement

- 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 encour-

aged 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

- Worked with the FSA Board and Food Service Committee to refine operations and springboard new initiatives
- Sustainability committee membership provided support for greener operational initiatives, including operational and post-consumer waste reduction strategies
- Based upon routine customer input, many dining service suggestions were implemented, improving customer satisfaction
- Evaluated catering and bakeshop production and costing
- Refined menus and provided variety and choices for our diverse 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
- Explore new operational possibilities
- Evaluate need for additional satellite operations while planning a green unit in the new Science Center building
- Market all units to increase customer knowledge and expand the information pool, get focus online, and sharpen the website
- Plan for management development and cross training to foster continuity among facilities
- Develop Operations Manuals for all units
- Assess future physical plant needs
- Develop training program for all management staff, regular employees, and students
- Evaluate menu items, recipes, and product specs to effectively control anticipated significant increases in cost of goods
- Implement the Dining Services Sustainability Program, including: pre-and-post consumer waste reduction programs, converting to greener disposable service ware, expanding recycling possibilities in all units, use of local suppliers, and evaluating tray-less initiatives
- Continue prompt and thorough responses to comment cards and e-mails
- Develop effective food and labor cost monitoring and control tools

Bookstore/Retail Operations

Annual Report

The University Bookstore offers a variety of merchandise for the campus community including textbooks, study aids, course materials, and gifts. Located on the first floor of the University Commons, we offer a multi-operation Bookstore, Convenience Store, and a 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: Katie Brown, Kimberly Fancher, Sara Ross, Laura Lynden, Sharon Hogg, Louisa Grupa; back row: Dot Russo, Yvonne Wright, Chris Zenns, Pauline Zaccari, Jeffrey McMinn, Nicolette Lamb

The bookstore's greatest challenge is with the textbook pre-pack program as well as the emerging online 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.

As a result of Apple Computer rescinding sales on many college campuses, the bookstore has recently partnered with Dell Computer to offer popular laptops and net books to its extensive line of consumer electronics. Dell offers academic discounts to students as well as extended warranties.

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

This year the bookstore has opened a small convenience store in Thompson Hall, FREDEXpress, that features many of the most popular items featured in our main store as well as featuring a Tim Hortons brand coffee kiosk.

The Bookstore, Convenience Store, and Starbucks Coffee staff currently consists of eight full-time management employees, seven full-time CSEA employees, 18 part-time CSEA employees, and 44 part-time student employees.

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 Trademarks and Licensing Program
- Provided appropriate customer service
- Extended daily book buy 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
- Enhanced recycling program for pre-pack boxes utilizing a drawing to encourage students to return used boxes for a chance to win prizes
- Enhanced employee information binder program highlighting human resources, as well as unit and campus critical information for employees without email access
- Implemented mandates outlined in the Federal Higher Education Opportunity Act
- Designed and opened remote convenience store with Tim Hortons kiosk
- Implemented warm breakfast program in Starbucks Coffee location

Statistical Data

- Debit Accounts decreased by 190 participants to 2,876 in fall 2010, from 3,066 in fall 2009
- Revenues for the 2010-2011 fiscal year were \$6,820,476 compared to \$6,713,551 in 2009-2010, an increase of 1.6%
- Fall of 2010 Textbook Pre-packs totaled 1,261 with 186 deliveries to residence halls, decreases of 16.3% and 24.4%, respectively
- Net Revenues increased 5.7%
- Operating expenses increased 10.9%

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 the general college population attain the materials needed to reach 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.

- 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 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 campus-wide marketing program
- Focus on computer products and the availability in the campus store emphasizing academic pricing on most Dell computers and many third party peripherals, as well as other products and services offered by the store
- 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 for students, faculty, staff, and alumni
- Design and implement an addition to the campus Convenience Store, adding additional shelf and cooler space

- Refine product mix for the new FredExpress convenience store in Thompson Hall adding into the Tim Hortons line of products
- Finalize agreement with Apple Computer to allow the sale of Apple products through a demo center in the Bookstore's electronics department

Human Resources

Annual Report

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

The FSA Corporation has 88 full-time management and CSEA employees, 98 part-time CSEA employees, and 318 student employees.

Significant Accomplishments

- Finalized 2011-2012 employee labor budget
- Coordinated Annual Employee Orientation meeting
- Recertified CPR/AED/First Aid training for 10 employees
- Put approximately 130 employees through the Fire Extinguisher training
- Completed employee health insurance survey to better evaluate all medical insurance plans and establish new rates for coverage
- Updated all employees on the Right to Know Law
- Implemented Wage Theft Prevention Act
- Hired new Human Resources Manager
- Hired new Office Manager
- Hired new Dining Services Supervisor and Starbucks Supervisor
- Offered and administered Early Retirement Incentive to Management and CSEA employees
- Held Annual Student Recognition Banquet
- Recognized Employee of the Semester and Years of Service
- Completed Orientation for all new CSEA and management employees

Statistical Data

- 150 FSA employees attended Annual Orientation Meeting
- Hired 22 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 ensure fiscal compliance, continuation of bi-weekly report of budget to actual hours worked is conducted
- Conducted regular meetings with management staff to review employee policies and procedures outlined in employment handbooks and union contract
- Meeting with Worker's Compensation insurance representatives to provide a safe work environment
- Ongoing inspections of work locations regarding the proper labeling for new materials, including input into the Material Safety Data book
- Review of monthly unemployment experience rating to ensure compliance
- Department of Labor Compliance ensuring proper postings and Wage Theft Prevention Act
- NYS New Hire Reporting with health insurance eligibility requirement
- Ensuring proper payment of all employee wages and deductions
- 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.

- Meeting with all new employees to review Employment Handbook, Contract, Safety Manual, and job descriptions
- Negotiate with CSEA to obtain a two year contract extension
- Continue to investigate implementing Wellness programs
- Increase employee awareness of individual benefits including, retirement, SRA, health insurances and EAP programs by meeting with each employee annually
- Re-organize Safety Committee with members from each work location to ensure safe working conditions
- Employee, CSEA and Management evaluations to be conducted annually
- Develop training program to ensure all new employees are properly trained in all areas
- TIAA-CREF – stay up to date on current procedures and retirement options; work with TIAA-CREF representative to provide individual counseling to employees
- Staff new Faculty Cafés
- Review examinations for all CSEA positions that require testing
- Research educational opportunities for Management Staff
- Support transition of new Executive Director

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 three full-time management employees.

Significant Accomplishments

- Designed and implemented new dual-technology FREDCard
- Researched and implemented cost effective solution to provide guest wireless Internet access at Starbucks
- Interfaced new bookstore operation, FREDEXpress, to the campus card system
- Upgraded IT management and help desk software and implemented new workflow processes

Statistical Data

- 4,050 add-on online deposits through the MyFREDCard.com website, totaling \$283,413
1,880 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 need of our customers in the most cost effective manner.

Assessment Activities

The IT Committee, comprised of the FSA Executive Director, 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 websites and technologies that will directly benefit customer interaction with FSA.

- Develop the next generation FREDCard to include a new design and technology
- Rollout Intranet to all users

- Upgrade IT management and help desk software to latest version
- Evaluate Cable TV service provider options
- Develop new FSA website
- Develop and host new College Lodge website
- Develop system to allow for online meal plan and debit account signups
- Evaluate options for delivering content/functionality on mobile platforms

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 responsibility of the area to maintain a clear understanding of programs, policies and procedures within the FSA and the campus community.

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

Significant Accomplishments

- Coordinated the planning and implementation of a marketing plan for the 2010-2011 academic year, which included special events in both Dining Services and Retail Operations
- Launched the FSA Facebook page
- Completed and presented a new Administrative Services Orientation DVD at the 2011 Summer Orientation
- Coordinated all 2010 summer conferences, which included: The Quartet Program, two NYSSSA (New York State Summer School for the Arts) programs - The School of Choral Studies and The School of Visual Arts, and the Upward Bound Summer Program
- Continued involvement as emeritus of Chautauqua Leadership Network (CLN)

Statistical Data

- 13 residential summer programs on campus
- Ten day camps on campus
- Two summer programs at the Lodge
- 75 licensed vendors

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 2010-2011 fiscal year represented another successful year for UNY 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
- 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 continuing as a committee member, and assisting as a facilitator at the retreat weekend. Provide 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 we serve. 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 four full-time management employees, 12 full-time CSEA employees, five part-time CSEA employees and seven student employees.



From left to right, front row: Lesa Drummond, Fred Tripp, Christine Sipp, Robert Watson, Toni Bausum, Craig Moore, Shannon Cruz, David Lewis, Mike Nelson; back row: Ron Wasik, Ron Mirek, Jeff Keddie, Jared Farnham, Tracey Simmons, Lindy Stranahan, Julie DePasquale, Kimberly Collins

Significant Accomplishments

- Completed more than 650 work orders
- Cleaned and maintained all FSA operated facilities
- Thoroughly trained employees on the proper use of all equipment, machinery, and procedures for the safe and responsible performance of their jobs
- The timber harvest remained suspended due to a weak economy causing low demand
- Experiential Training Program accommodated 478 participants in 2010-2011. A decrease from the previous year as a result of BOCES cutting their summer program

- Continue to expand operations of Central Prep by adding new items with Starbucks and FREDExpress
- Worked with Dining Services to permanently relocate the Catering Kitchen to the Commissary
- Added a new vehicle to the fleet for office transportation.
- Upgraded the Lodge lighting (indoor and outdoor) to compact florescent lighting
- Updated the Lodge water system to better store treated water and to conserve water.
- Dedicated the Wind Turbines at the Lodge to the Class of 1959 for their generous donation.
- Stained both buildings at the Lodge

Statistical Data

- Revenues from Support Services totaled \$586,536 compared to \$604,409 in 2009-2010, a decrease of 3.0%
- Revenues from natural resources were \$6,463
- Operating expenses increased less than one percent

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 Inspections, 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.

- Continue our Forestry Management Program at the College Lodge
- Continue to market our Experiential Training Program at the College Lodge
- Update our menu choices to meet the ever-changing demands of our customers
- Further assess Central Prep and Bakeshop menu production and costing; evaluate potential for restructuring, growth, and new endeavors
- React in a timely manner to our customers' expectations

- Plan for the additional support in the cafés operated by FSA
- Update Lodge Master Plan to include wind and solar power
- Investigate possible 12 month food production for Starbucks
- Investigate the possible sale of food items in our Convenience Store
- Plan for the additional support and logistics of the Williams Center Tim Hortons, and the café designed for the new Science Center building

Human Resources

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HUMAN RESOURCES

Introduction

As a staff function, no departments report directly to Human Resources. 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: Laurie Ensign, Mike Daley, and Leah Betts; standing: Shannon Fisher, Jodi Rzepka, Jen Costa, and Diane Howard

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. HR seeks to attract and retain the best-qualified applicants by constantly promoting SUNY Fredonia as a "Great Place to Work." Specifically, HR's 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 entirely on instruction, student support services 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 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, EAP, 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 and campus mailing to update employees on such issues as: retirement planning, retirement vendor educational seminars, updates to various insurance programs, Civil Service exam information, etc.
- Automated and successfully administered the ASU Performance and Evaluation Programs. Trained 50 supervisors and 65 staff on this Program
- Conducted prevention of workplace violence 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 50 searches and trained 75 PeopleAdmin search committee users
- Coordinated eight employee benefit consultation days with TIAA-CREF, affording university staff direct vendor contact and expertise
- Successfully prepared curriculum and conducted the 3rd annual Leadership Academy for 14 campus-based colleagues
- Distributed 40 recruitment brochures to support the hire of Faculty, Professional & MC staff
- Updated ten 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 2010-2011 campus Phone Directory
- Provided Community Service via active participation on the following committees: SUNY HR Director's Executive Committee, 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 Committee, Professional Development Advisory Board, Professional Development Associates Program, Commencement volunteers and 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 1st NYS Partnership Grant that was used to rehabilitate the 3rd floor break room in Thompson Hall.
- Partnered with SUNY Fredonia Secretarial Committee to provide training to 72 CSEA ASU represented members

Statistical Data

- Distributed, received and processed 1,027 SEFA pledge forms that resulted in the campus raising \$51,004
- A total of 286 Performance Evaluations were processed for Classified, Professional and M/C staff
- The amount of Performance Programs processed for professionals and management/confidential employees was 198
- There were 63 Classified staff probations established
- The total number of Workers' Compensation cases opened and managed was 26
- Processed 3,006 SUNY HR and 191 NYSTEP transactions
- Processed 1,765 COS forms
- Completed 205 pre-employment screens
- Processed 112 new hires: ensured employment files established, paperwork prepared for payroll and appointment letters completed and benefits consultations provided
- There were 63 separation letters prepared and distributed
- The number of promotions processed was 52

- There were 50 SUNY Fredonia vacancy notices (Classified, Professional and teaching positions) prepared, reviewed and distributed, ensuring compliance with appropriate provisions of negotiated agreements
- Analyzed and successfully classified one UUP-represented position
- Conducted salary analysis for four UUP-represented positions
- Analyzed and successfully classified one CSEA-represented position
- Established one over-the ANTE position
- Processed over 100 TDA enrollments and changes
- Conducted orientation program for 19 Graduate Assistants and eight faculty colleagues
- Conducted/created 29 Classified employee searches or job announcements
- Created and distributed 1,080 bid sheets for internal, classified lateral transfers and promotions
- Created, distributed and coded 1,350 canvass letters for competitive and classified searches
- Provided benefit consultations for 58 retirees
- Processed 520 Honorarium requests
- Personal retirement consultations were provided by: TIAA-CREF (53 attendees) and the New York State Employees' Retirement System (73 attendees)
- Seven employees, their dependents and departments were assisted in dealing with Immigration issues
- Provided 40 Leave of Absence and FMLA consultations
- Processed 400 Discretionary Salary Awards
- 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 fiscal year was an active and precedent-setting one for the Employee Relations functions. Specifics include:
 - Zero CSEA grievances were filed by CSEA- represented staff
 - One grievance was filed by a UUP-represented employee. It was resolved at step one
 - A detailed review of a complaint based on the non-reception of a University-wide award was conducted. No evidence of discrimination was found
 - Two New York State Department of Human Rights complaints were responded to via extensive research and fact-findings. Written briefs were then created and submitted. The parties resolved the matter pre-hearing
 - Provided consultation and guidance on three Research Foundation Employee Relations matters
 - A NOD (UUP-represented employee) and various counseling memos were issued

Responding to grievances 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

- Conduct 4th Leadership Academy (LA) continuing professional development activities for prior LA classes
- Maintain positive relations with campus unions
- Digitize HR files
- Upgrade PeopleAdmin to better support recruitment activities
- 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 2011-2012 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
- Conduct SUNY WNY Professional Development activities for academic department chairs
- Secure *Great Place to Work* designation for Fredonia
- Partner with Academic Affairs (AA) to develop Personnel guidelines for AA faculty and non-teaching professionals
- Continue to train recently hired part-time Clerk 1 in SUNY HR practices and protocols
- Implement new notice protocol regarding timely non-renewal of full and part-time term appointed faculty and professional staff
- Create HR Policies and Procedures Manual

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Internal Control

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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, 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 biweekly 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, coordination of the New York State Summer School for the Arts budget, Unrelated Business Income Tax Report, and the Campus Financial Reporting Package.

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, 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, as well as being an active member of various other campus-wide committees.

Significant Accomplishments

- Conducted quarterly Internal Control Committee meetings
- Maintained the Internal Control Program structure and followed the established timeline for major events
- Completed two scheduled Internal Control reviews
- Distributed Internal Control brochures related to paychecks and the general Internal Control environment
- Conducted one paycheck audit
- Reviewed cash handling procedures in multiple departments

- Maintained a fully functioning Internal Control Program
- Maintained and expanded the TouchNet Marketplace by successfully developing 74 uStores and two uPay sites to date, totaling over \$1,149,000.00 in collected funds
- Developed and distributed online Vulnerability Assessments via Angel survey

Statistical Data

| Marketplace Web Credit Card and Webcheck Payments | | | | |
|--|--------------------|---------------------|---------------------|------------------------|
| | | | | % Increase/Decrease |
| Month | 2008 - 2009 | 2009 - 2010 | 2010 - 2011 | from Prior Year |
| July | n/a | 1,592.00 | 14,298.34 | 798% |
| August | n/a | 127.00 | 5,815.00 | 4479% |
| September | n/a | 4,598.00 | 16,698.64 | 263% |
| October | n/a | 13,596.00 | 154,350.00 | 1035% |
| November | n/a | 2,335.00 | 9,934.64 | 325% |
| December | n/a | 8,096.00 | 19,547.34 | 141% |
| January | n/a | 30,075.65 | 147,979.99 | 392% |
| February | n/a | 5,241.60 | 35,490.81 | 577% |
| March | n/a | 3,510.00 | 64,909.13 | 1749% |
| April | n/a | 104,823.00 | 92,913.11 | -11% |
| May | 2,204.00 | 68,778.00 | 73,218.62 | 6% |
| June | 790.00 | 46,995.50 | 60,174.71 | 28% |
| Total | \$2,994.00 | \$289,767.75 | \$695,330.33 | |
| Net Increase | | 9578.28% | 139.96% | |

| Marketplace Transactions | | | | |
|---------------------------------|--------------------|--------------------|--------------------|------------------------|
| | | | | % Increase/Decrease |
| Month | 2008 - 2009 | 2009 - 2010 | 2010 - 2011 | from Prior Year |
| 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
- 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

University Services

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

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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
- Procured equipment worth over \$20,000 at no cost to the institution
- Reviewed and approved numerous affiliation agreements for the campus
- Worked with SUNY System Administration's Energy Coordinator to award various natural gas bids
- Procured the rental of the temporary Williams Center Office Complex
- Involvement with the Campus and Community electronic recycling day
- 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, NYS Office of the Controller annual fall training 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
- Contract renewal for Internet Service 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 121 affiliation agreements
- Processed 12 software/miscellaneous agreements

Assessment Update

Assessment Statement

Serve 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
- Completed Banking Services contract
- Completed contract for Athletic Bus Transportation
- Partial completion of combining Central and Mechanical storehouses

Assessment Goals

- Continue combination of the Central and Mechanical Storehouses
- New Internet Service Provider Contract

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, or 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.

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.

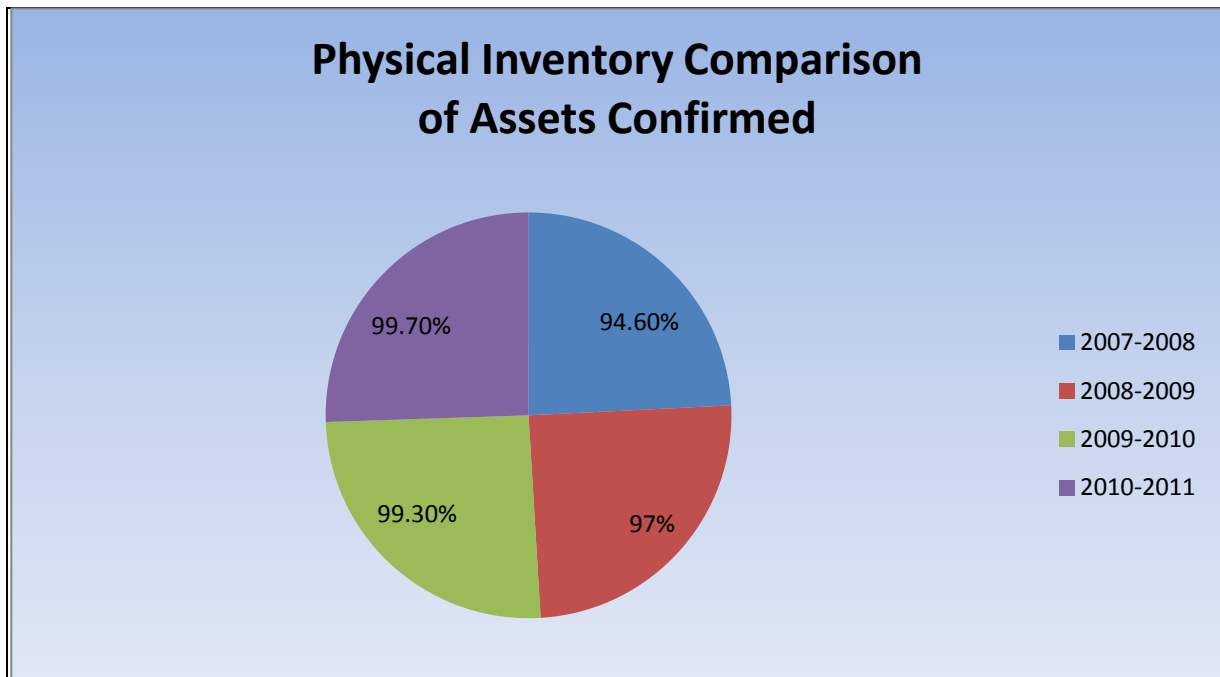


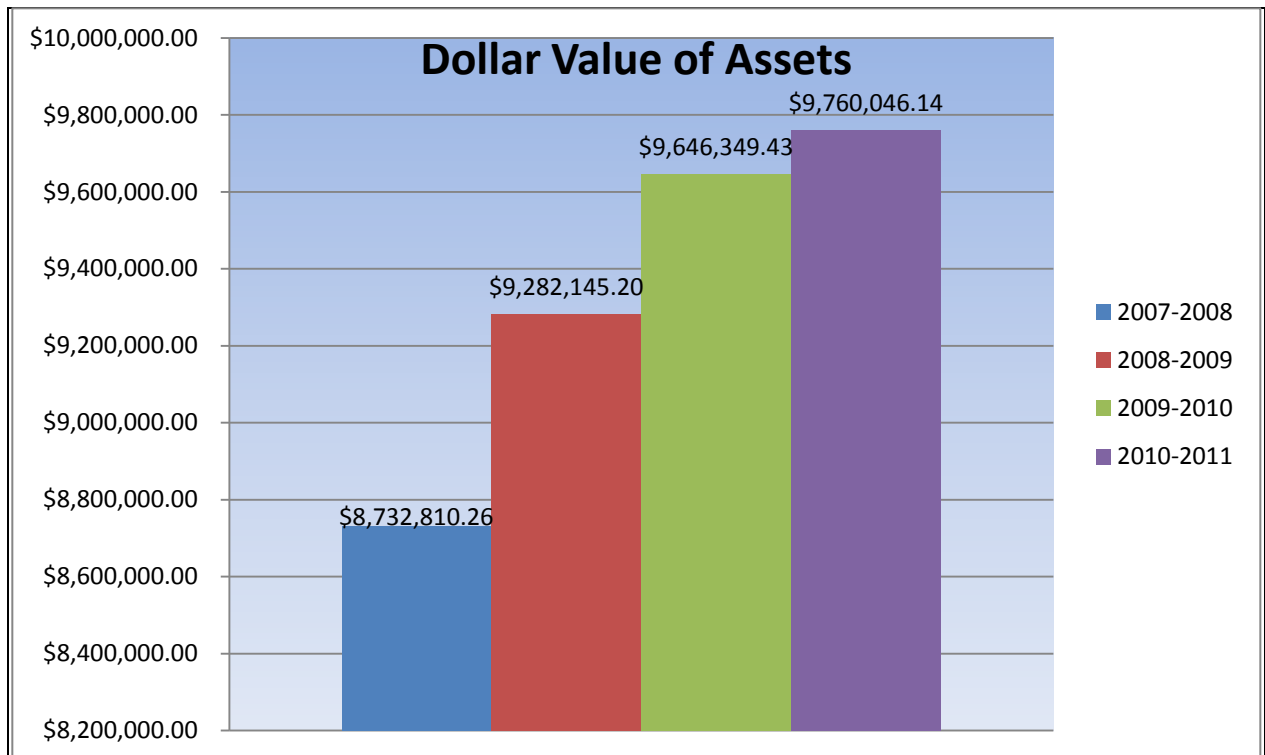
Lois Valentine

Significant Accomplishments

- The annual required physical inventory for 2010-2011 was completed with a new record 99.7% of campus assets confirmed
- Campus electronics recycling was held in July, November, January and March at no cost to the campus. The revenue generated from the 33,959 lbs. of electronic equipment was \$1,071.74
- During 2010-2011 there were 58 new assets totaling \$832,848.08 added to the Property Control System
- During 2010-2011 there were 32 assets totaling \$492,898.30 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 \$2,735.25

- 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
- 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 99.7% of the University's assets. There were 58 new assets added totaling \$832,848.08 and 32 assets totaling \$492,898.30 retired on the Property Control System.

Assessment Goals

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

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.

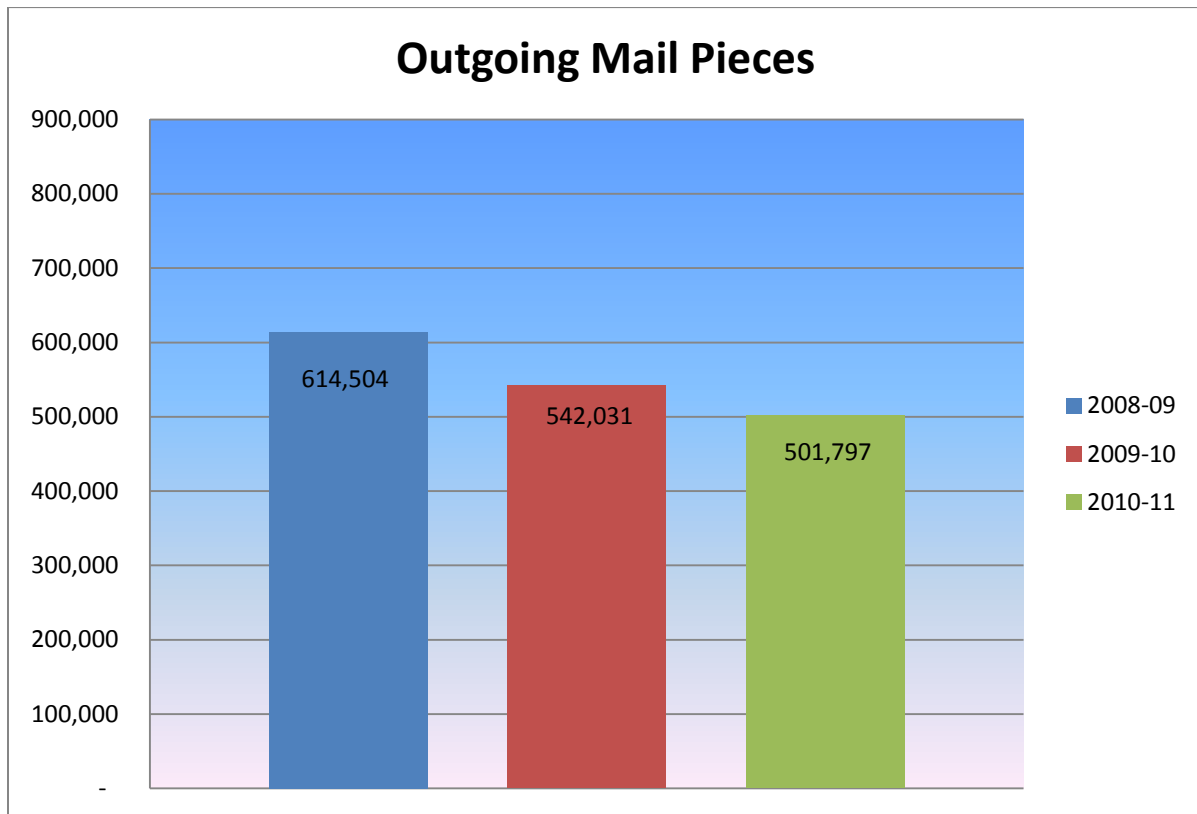


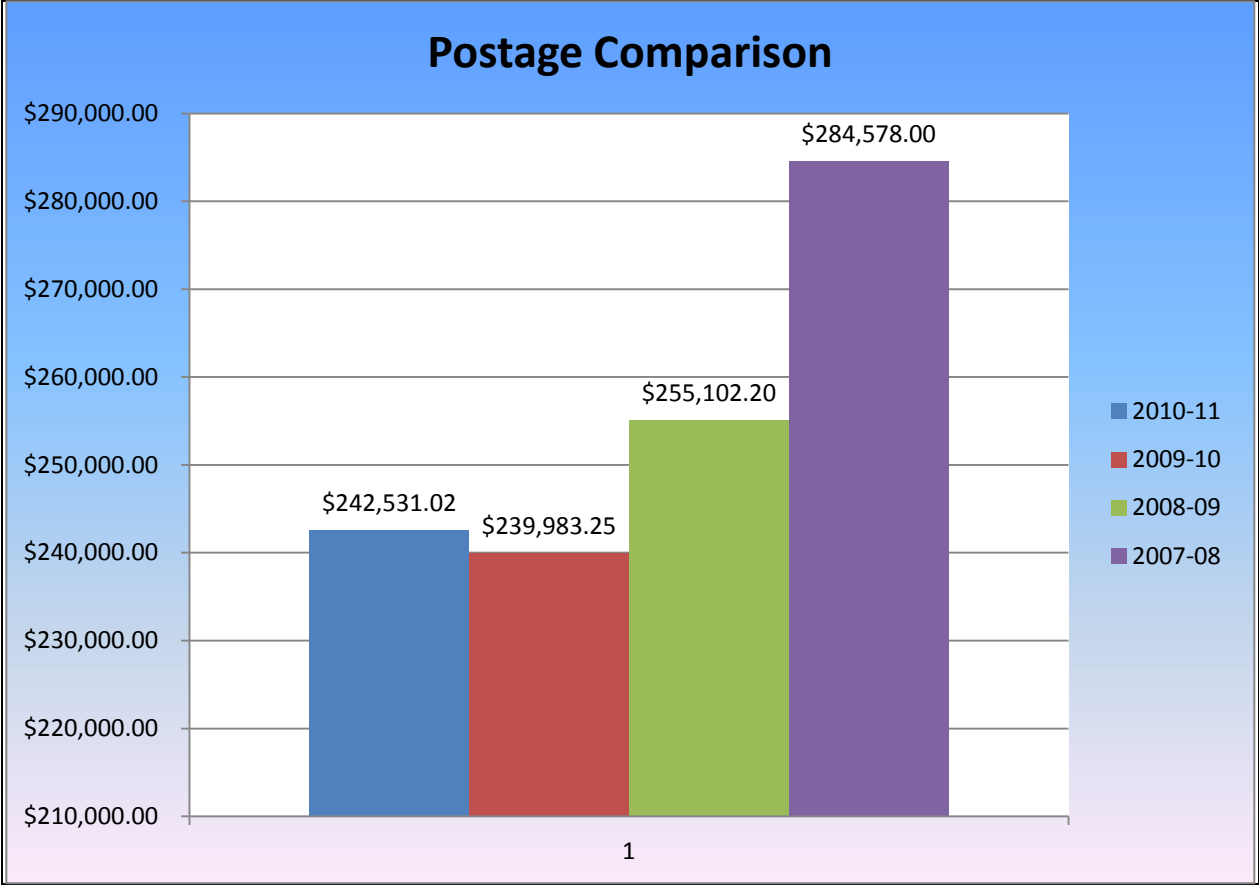
Janet Parsons

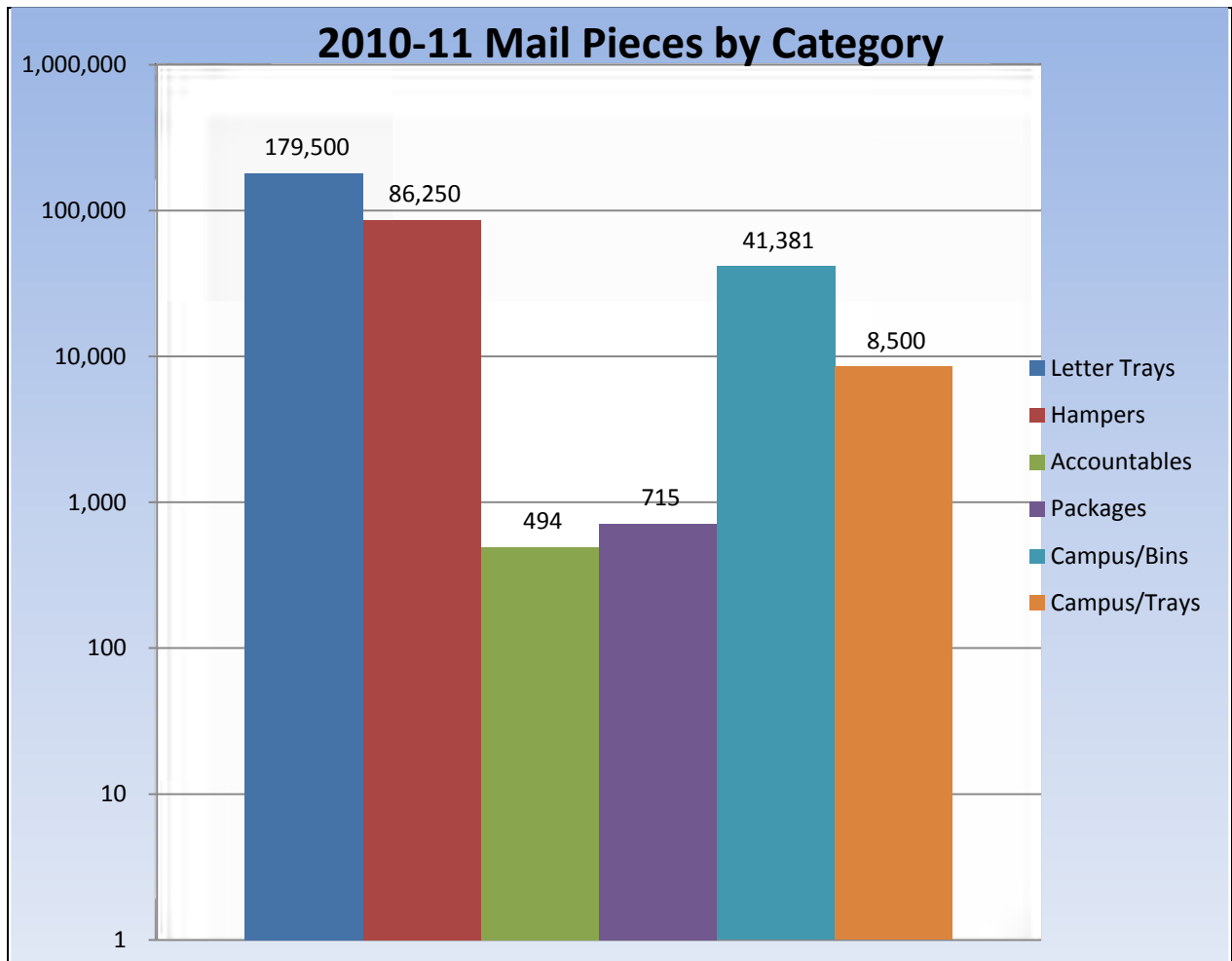
Significant Accomplishments

- New Daycare building opened Summer 2010 requiring an additional stop during the first mail run
- There were eight returning student workers for the fall 2010 semester; there were no new workers hired. A total of 82.5 student hours were scheduled per week
- Six students returned for the spring semester, plus six new workers were hired to learn the systems, replacing students that graduated and to cover all necessary hours, for a total of 119.5 student hours scheduled per week
- Annual Mailroom Security Training was completed on February 3, 2011
- Mandatory use of the Intelligent Mail Barcode for BRM/CRM and any permit mailings claiming automation pricing has been postponed until further notice. Use of the Postnet barcode is still acceptable but it is recommended to begin implementing the Intelligent Mail Barcode as soon as possible

- New postage pricing began April 17, 2011. A one ounce letter remains at \$0.44 but each extra ounce increases the price by \$0.20. A one ounce flat remains at \$0.88 with each extra ounce increasing by \$0.20. Letters to Canada and Mexico will begin at \$0.80 while all other foreign one ounce letters will remain at \$0.98
- Commercial Base Pricing on parcels became available on April 17, 2011 which is a significant savings to the university. CBP for a one, two or three ounce parcel is \$1.56 compared to \$1.77 for a regular priced parcel of the same weights
- Due to the closing of the Williams Center and departmental relocations some mail run/route changes became necessary
- January 2011 brought a price increase for Priority Mail and Express Mail and also an availability of more Priority Mail Flat Rate options
- Delivery is made to 77 departments and 13 dorms on campus







Assessment Update

Assessment Statement

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

Assessment Activities

- Overall Postage Expense (2010 – 2011) \$242,531.02
 Postage Expense – Increase or (Decrease) (%)

$$\begin{array}{r} \$ 242,531.02 \quad \text{FY 10-11} \\ \underline{\$ 239,983.25} \quad \text{FY 09 – 10} \\ \$ 2,547.77 \\ \hline \frac{2,547.77}{242,531.02} = 0.0106164 \\ \times \frac{100}{1.06164} = \end{array}$$
1.06%

- Estimated Incoming pieces

| | |
|------------|--------------|
| 179,500 | trays |
| 86,250 | bins |
| 494 | accountables |
| <u>715</u> | packages |
| 266,959 | total pieces |

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

| | |
|---------------|--------------|
| 411,815 | 1st |
| <u>89,982</u> | 3rd |
| 501,797 | total pieces |

- Total incoming and outgoing pieces

| |
|----------------|
| 266,959 |
| <u>501,797</u> |
| 768,756 |

- Pieces/day

| | |
|----------------|-----------|
| 49,881 | (campus) |
| <u>768,756</u> | (federal) |
| 818,637 | |

Days $\frac{818,637}{249} = 3,287.70/\text{day handled}$

Assessment Goals

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

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 2010-2011 were 6,339 on the University's information line; in addition, the operator also handled calls for the University Services lines. This is a decrease of 36.9% over 2009-2010
- The department also processed 42 work orders consisting of 120 items for new or changed phone service
- The department also processed 135 repair orders

Statistical Data

- Total telecommunications expenditures for fiscal year 2010-2011 were: \$535,991.18
- Verizon Long distance minutes for 2010-2011:

| | |
|---|---------|
| Total long distance minutes - State | 222,811 |
| Total long distance minutes - Non State | 32,628 |
| Total minutes | 255,439 |

- This represents an 18.2% 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 36.8% over 2009-2010

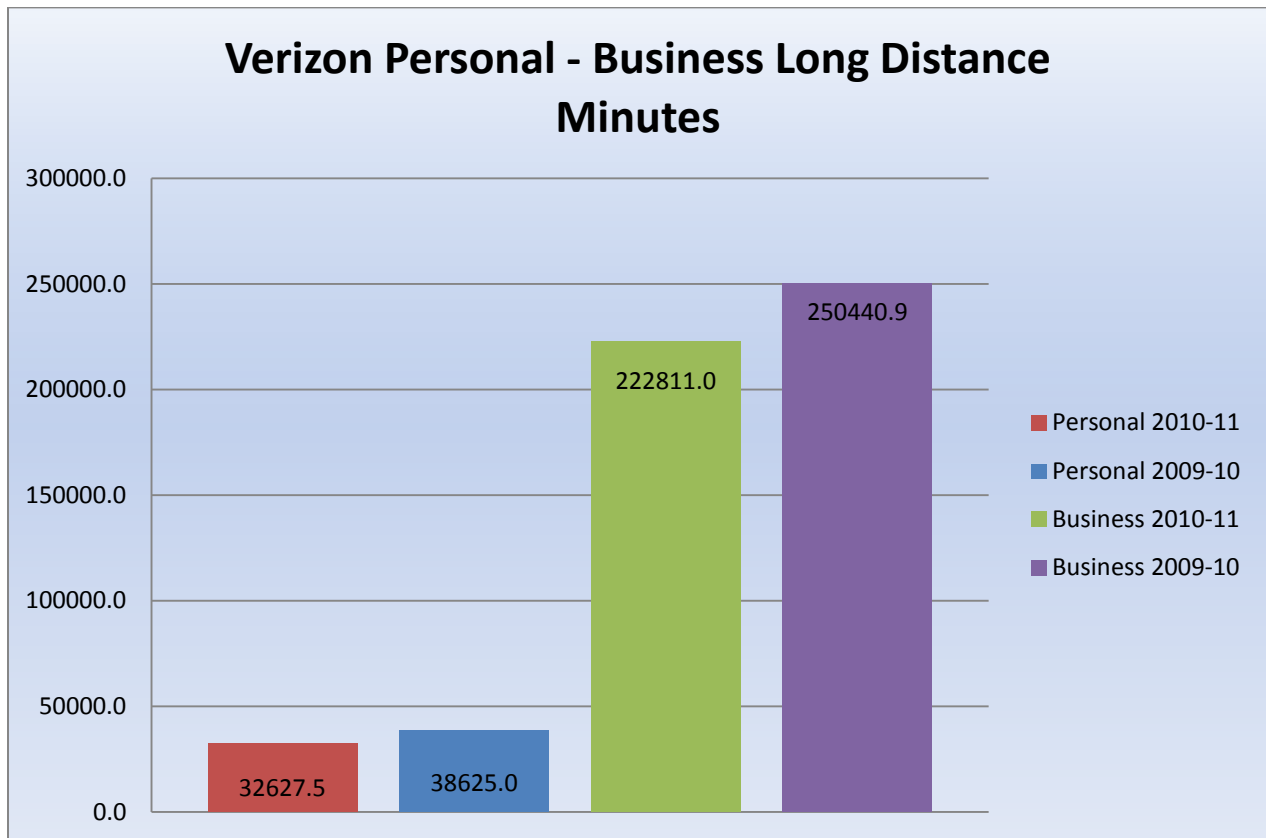
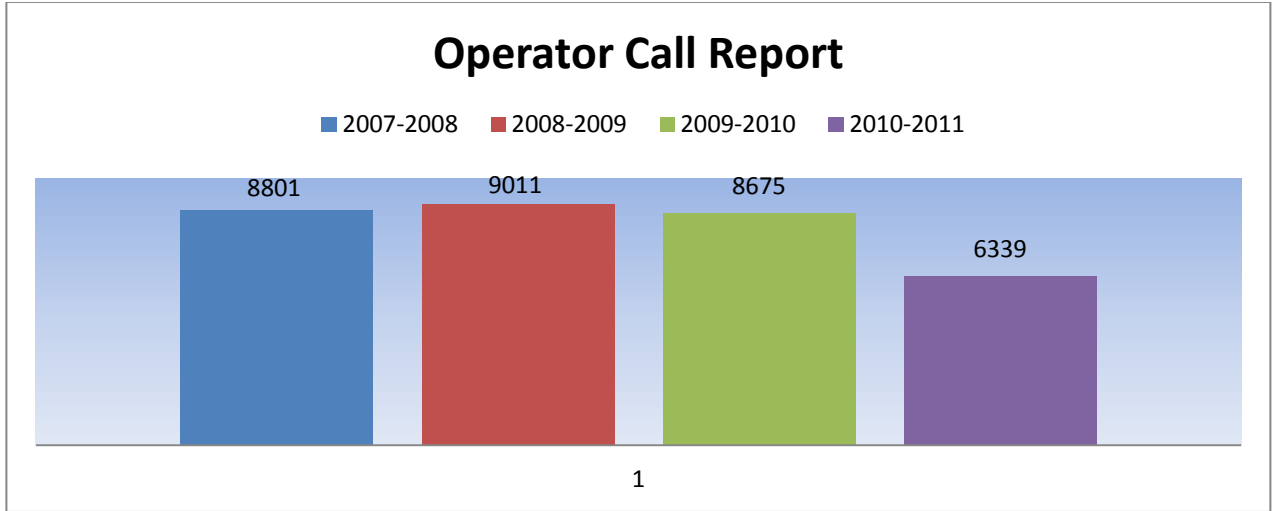
Assessment Update

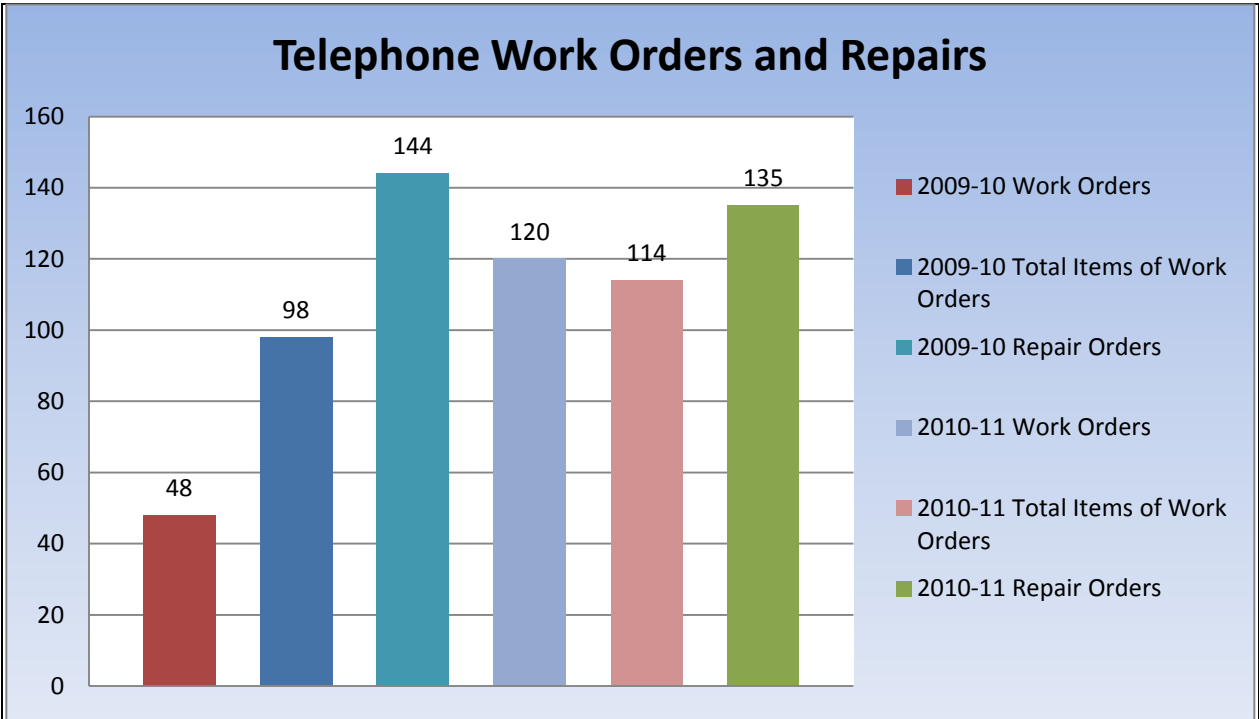
Assessment Statement

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

Assessment Activities

We continue 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

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



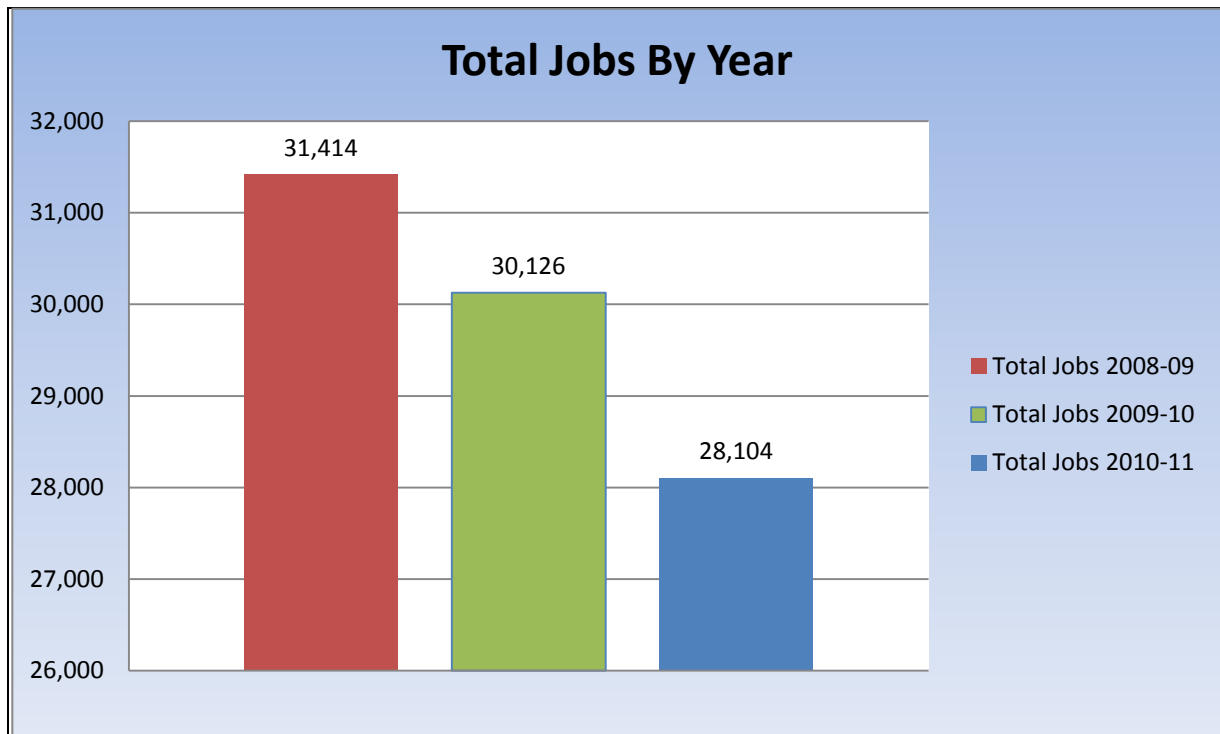
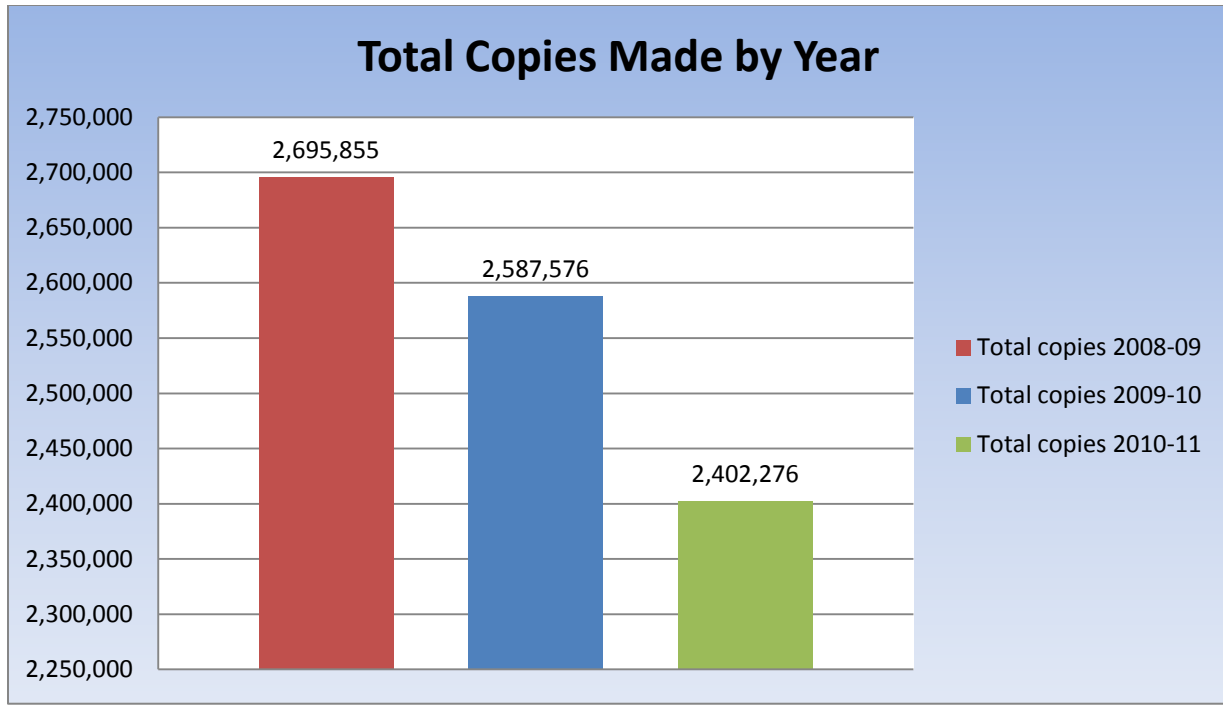
Carl Weiler

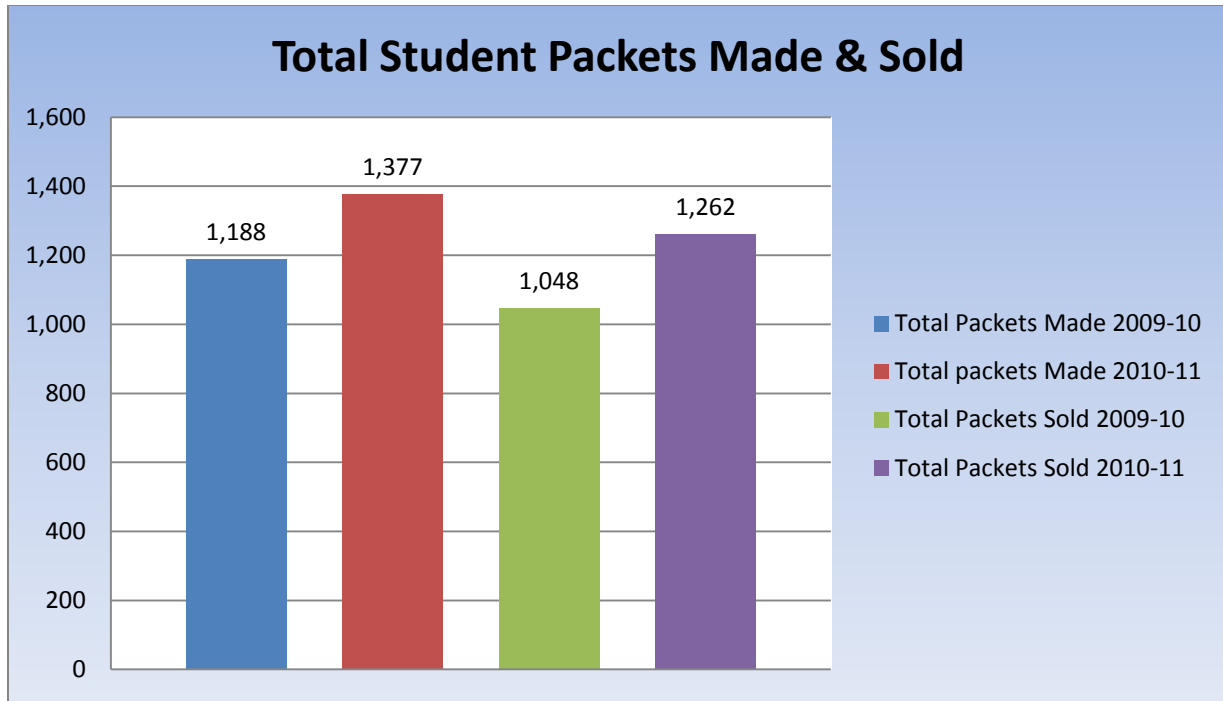
The costs at all centers are tracked to evaluate usage and possible future cost savings. We were able to maintain the current pricing structure to the departments at the same cost as in previous years even though some supply costs have risen. As machines age, we are replacing them with new digital models 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 persons.

Significant Accomplishments

- Purchased updated software and maintenance for the Equitrac system to provide for better service and reporting
- Maintain cost to departments at same level as 2009-2010
- Reduction of photocopies made in 2010-2011 of 7.7%
- Use 100% recycled paper in our copiers
- There were 28,104 jobs with 2,402,276 copies made at the centers this year; this represents a 7.7% decrease from fiscal year 2009-2010
- We made 1,377 student packets, and we sold 1,262 packets this past year; this represents a decrease of 7.8% in packets made, and a decrease of 3% in packets sold





Detail Copier Breakdown

| COPIER LOCATION | PAGES | JOBS |
|---------------------------------|---------|-------|
| Fenton Hall 155-1 | 150,216 | 2,053 |
| Fenton Hall 155-2 | 357,277 | 3,784 |
| Gregory Hall Univ Police Office | 17,921 | 3,429 |
| Houghton Hall 118-A | 201,531 | 3,137 |
| Jewett Hall 229-B | 117,844 | 1,943 |
| McEwen Hall 323-A | 101,781 | 2,208 |
| Services Complex | 47,660 | 2,630 |
| Thompson Hall E263 | 102,710 | 2,775 |
| Thompson Hall E357-1 | 626,549 | 2,283 |
| Thompson Hall E357-2 | 627,658 | 2,118 |
| Williams Center G115-A | 51,129 | 1,744 |

Assessment Update

Assessment Statement

Provide the most economical photocopying services to departments.

Assessment Activities

While we 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

- Upgraded our receiving/delivery system to track packages by barcodes
- There were 29,744 packages received
- There were 2,003 common carrier, and three truckload deliveries received

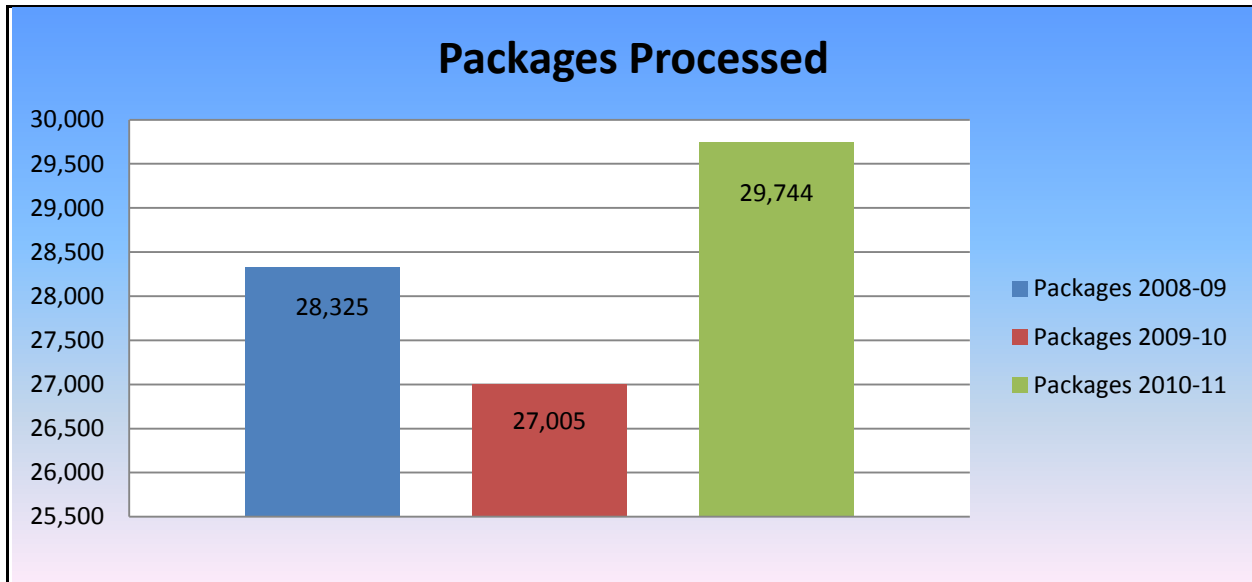


From left to right: Mason Riggle and John Hebner

Statistical Data

- | | |
|---|--------|
| • UPS packages received: | 22,248 |
| • Federal Express Ground Service packages received: | 4,211 |
| • Express (FedEX) packages received: | 1,102 |
| • Prestige packages received: | 1,254 |
| • Misc deliveries | 23 ** |
| • Common carrier deliveries received: | 623 ** |
| • Individual vendor deliveries received: | 126 |
| • Truckload deliveries: | 3 ** |

** 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

- We are evaluating our receiving/delivery systems to see where efficiencies can be made
- Continue 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 \$154,562.00 at the end of June 2010. 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 55.7%. The custodial supply inventory was also reduced by 4.7%.

The Mechanical Storehouse is responsible for over 2,000 SKU items with a value of \$187,772.00 at the end of June 2010. Items stored are for use by the trades departments (plumbing, electrical, carpentry, etc.) to make necessary repairs to buildings and equipment. We also were able to reduce this inventory by 30.1% this past year.

We are taking a hard look at both areas to evaluate the feasibility to combine both storehouses in one area with the necessary space to afford the efficient distribution of supplies.

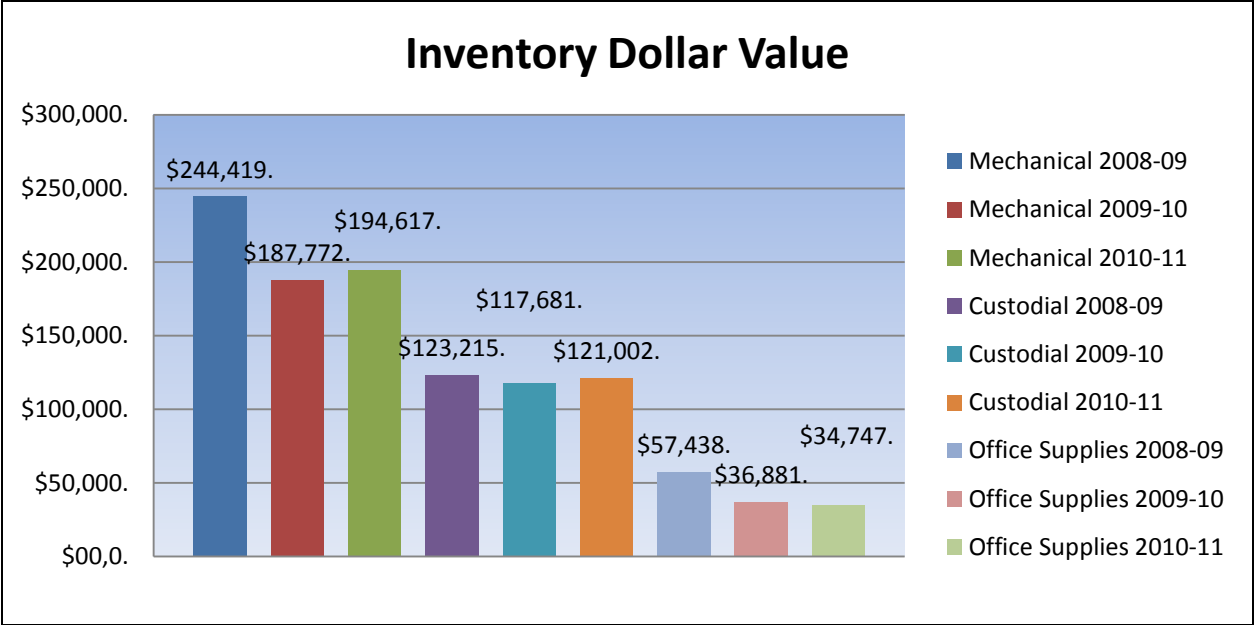
The Central and Mechanical Storehouses are staffed by the Central Receiving personnel.

Significant Accomplishments

- Office supplies inventory items were decreased by 6% over fiscal year 2009-2010; this brought the inventory to \$34,747.34
- Custodial supplies inventory items were increased by 2.8% over fiscal year 2009-2010; this brought the inventory to \$121,001.79
- Mechanical supplies inventory items increased by 3.6% over fiscal year 2009-2010; this brought the inventory to \$194,616.72
- Operations of the area are now done with two less personnel

Statistical Data

- Custodial supplies inventory: \$121,001.79
- Office supplies inventory: \$34,747.34
- Mechanical supplies inventory: \$194,616.72



Storehouse Inventory

| | 2009-2010 | 2010-2011 | 2009-2010 | 2010-2011 | 2009-2010 | 2010-2011 |
|-----------|---------------------|---------------------|--------------------|--------------------|-----------------|-----------------|
| | MECHANICAL SUPPLIES | MECHANICAL SUPPLIES | CUSTODIAL SUPPLIES | CUSTODIAL SUPPLIES | OFFICE SUPPLIES | OFFICE SUPPLIES |
| July | \$241,956. | \$182,724. | \$126,904. | \$114,541. | \$55,197.10 | \$36,773. |
| August | \$239,959. | \$169,511. | \$126,113.10 | \$109,057. | \$74,685.90 | \$61,582.90 |
| September | \$234,503. | \$161,194. | \$119,897. | \$112,267. | \$69,643. | \$55,383. |
| October | \$232,789. | \$171,897. | \$120,499. | \$105,195. | \$62,533.60 | \$52,447.10 |
| November | \$230,920.70 | \$176,958. | \$121,015. | \$99,484.20 | \$56,995.70 | \$46,030. |
| December | \$238,695. | \$175,150. | \$118,181. | \$130,394. | \$51,822.90 | \$40,897. |
| January | \$236,950. | \$172,588. | \$118,365. | \$123,758. | \$47,728. | \$65,809. |
| February | \$226,088. | \$174,266. | \$111,817.60 | \$111,763. | \$66,984. | \$61,330. |
| March | \$193,235. | \$196,993. | \$107,040. | \$127,029.90 | \$48,109. | \$52,761. |
| April | \$191,850. | \$194,507. | \$108,076. | \$121,762. | \$41,366. | \$46,829. |
| May | \$190,820. | \$195,111. | \$115,988. | \$125,337. | \$39,476. | \$42,031. |
| June | \$187,772. | \$194,617. | \$117,681. | \$121,002. | \$36,881. | \$34,747. |

Assessment Update

Assessment Statement

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

Assessment Activities

- We were able to reduce our inventory office supplies
- Consolidate Storehouses
- Working with two less personnel in area

Assessment Goals

- Consolidate Storehouses

Fleet Vehicle Services

Annual Report

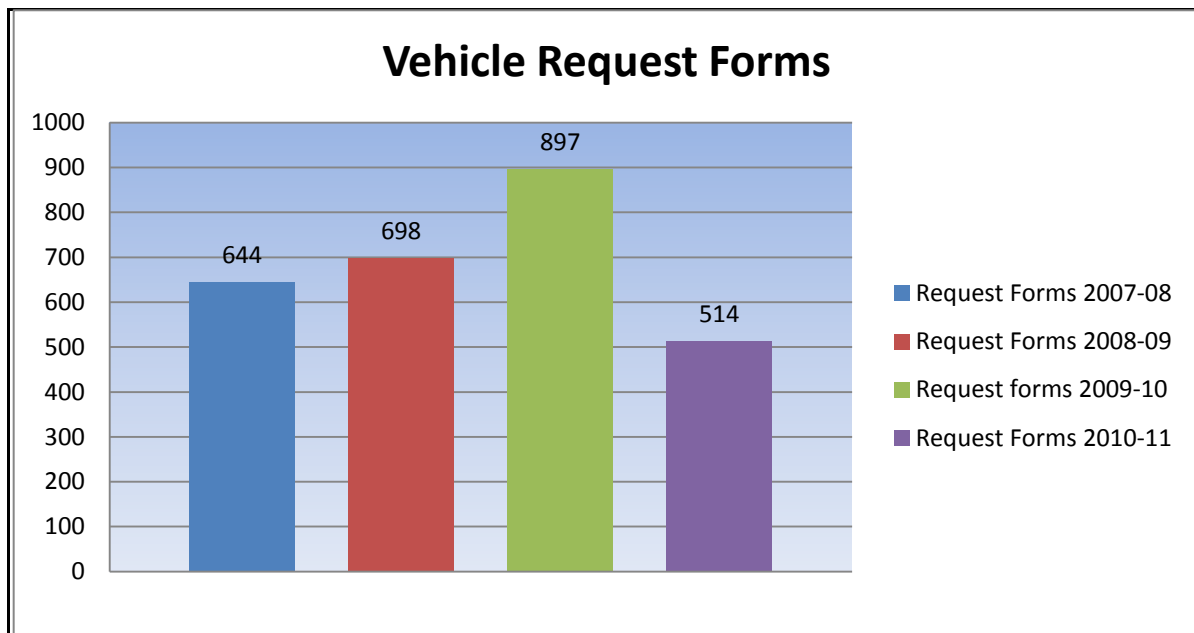
University Services is responsible for managing the campus fleet of vehicles. It is under the supervision of the Director of University Services and one clerical support person. The unit is responsible for the scheduling of all fleet vehicles for faculty and staff use. There are sixteen fleet vehicles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

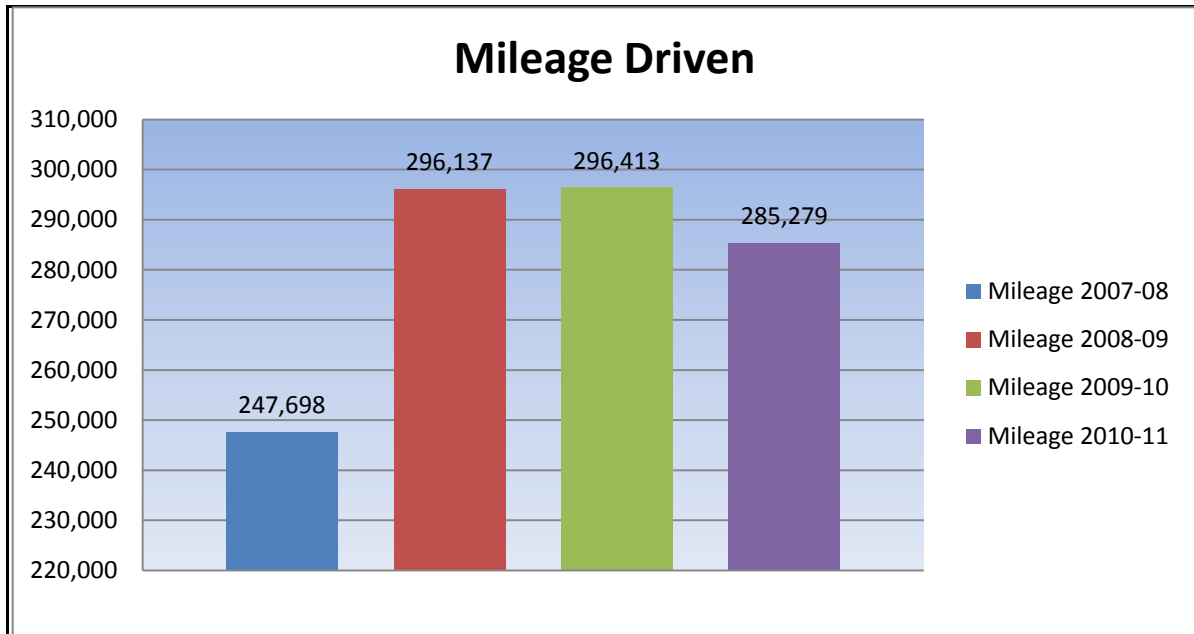
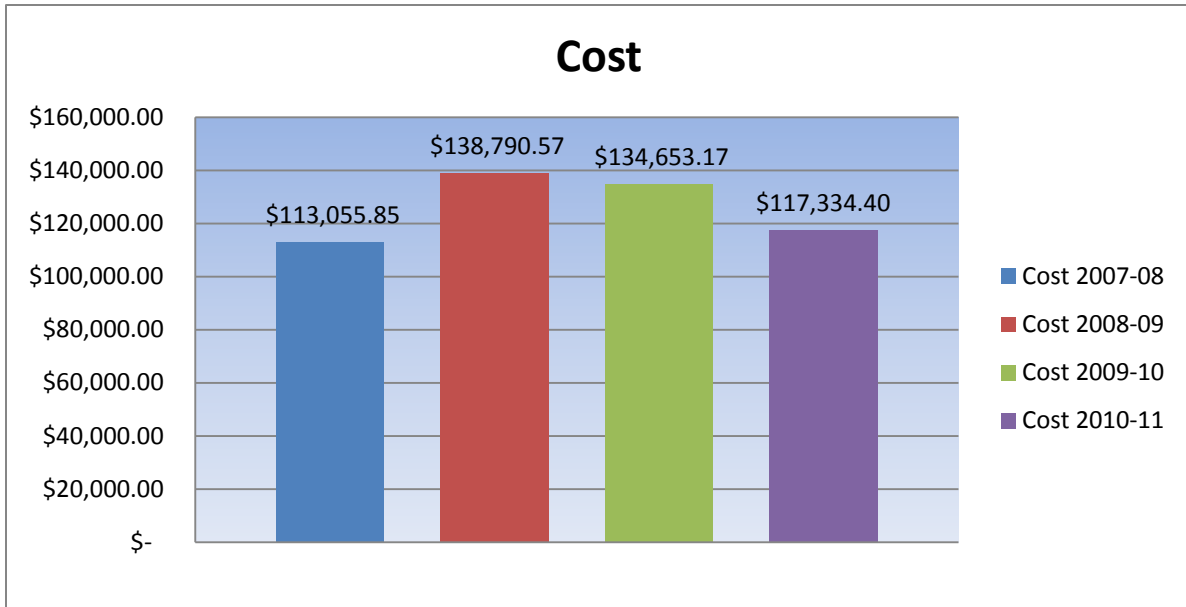
Significant Accomplishments

- Enhanced the University Vehicle Request procedures to provide for better service to the campus
- There were 514 request forms processed; a decrease of 74.5% over 2009-2010
- A total of 285,279 miles were driven in 2010-11; a decrease from the previous year

Statistical Data

- For 2010-2011, there were 514 vehicle request forms processed
- For 2010-2011, 285,279 miles were driven by all fleet vehicles at a total cost of \$117,334.40





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 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: Paul Siebert, Justin Jacques, 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 514 fleet vehicle requests
- Responded to various maintenance equipment malfunctions and on campus building repairs

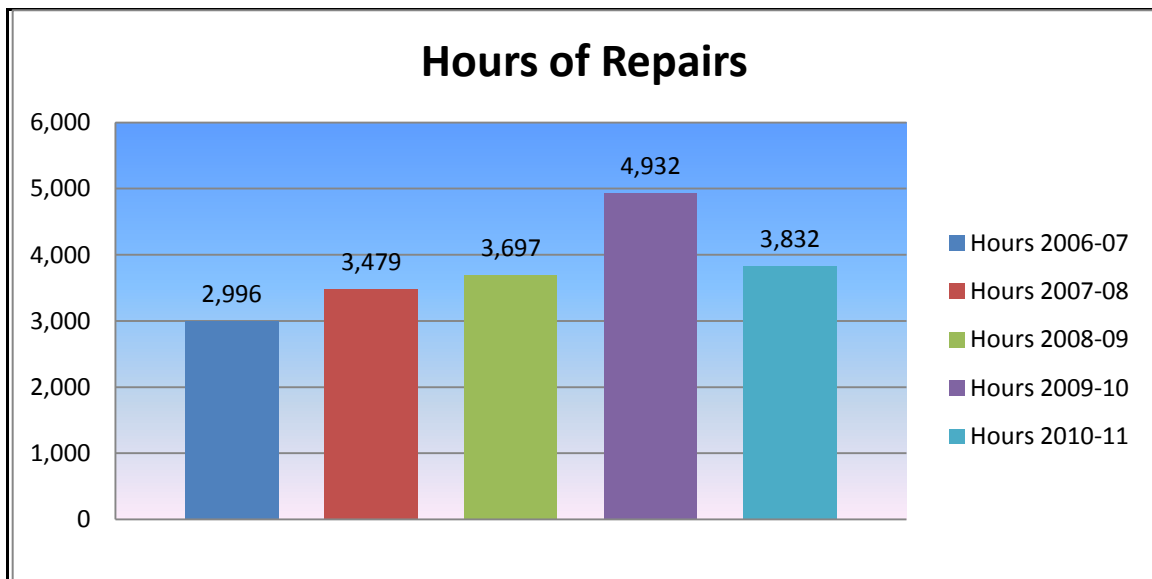
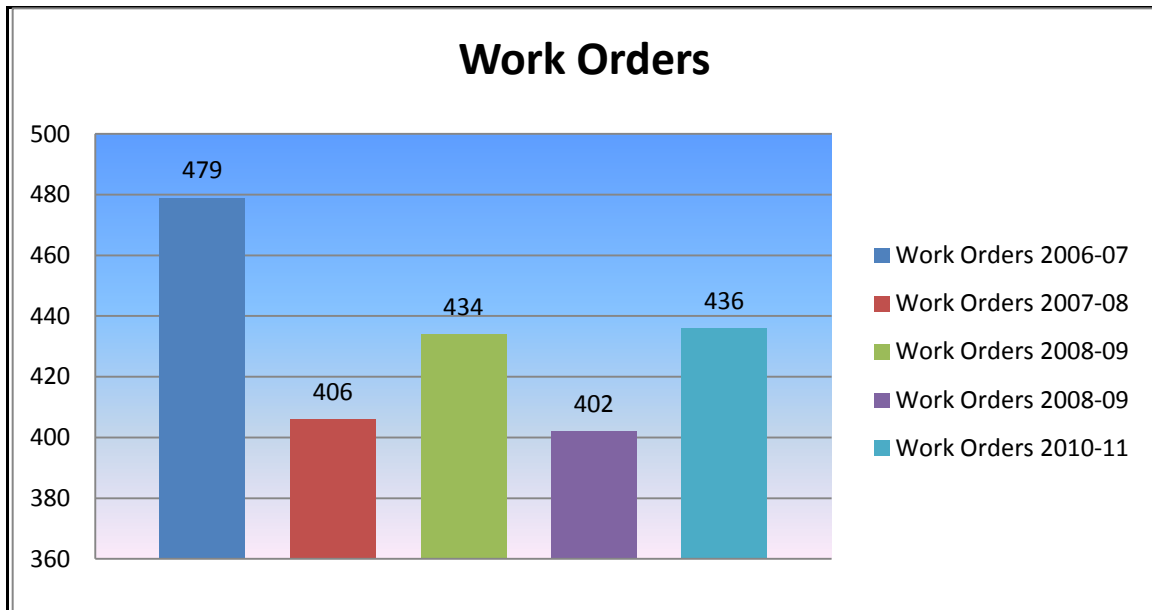
Statistical Data

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

Work Order Hours

- 2,996
- 3,479
- 3,697
- 4,932
- 3,832



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 436 work orders were completed, consisting of 3,832 labor hours

Assessment Goals

- Reduce labor hours on repairs

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.



From left to right: Gil Uhlendorff, Jim Schwerk, Jim Oddo and Phil Kumler

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.

Park and Ride had an increase in ridership this past year with over 29,000 passengers. This is a new record over the previous record of 23,259 passengers in 2009-2010.

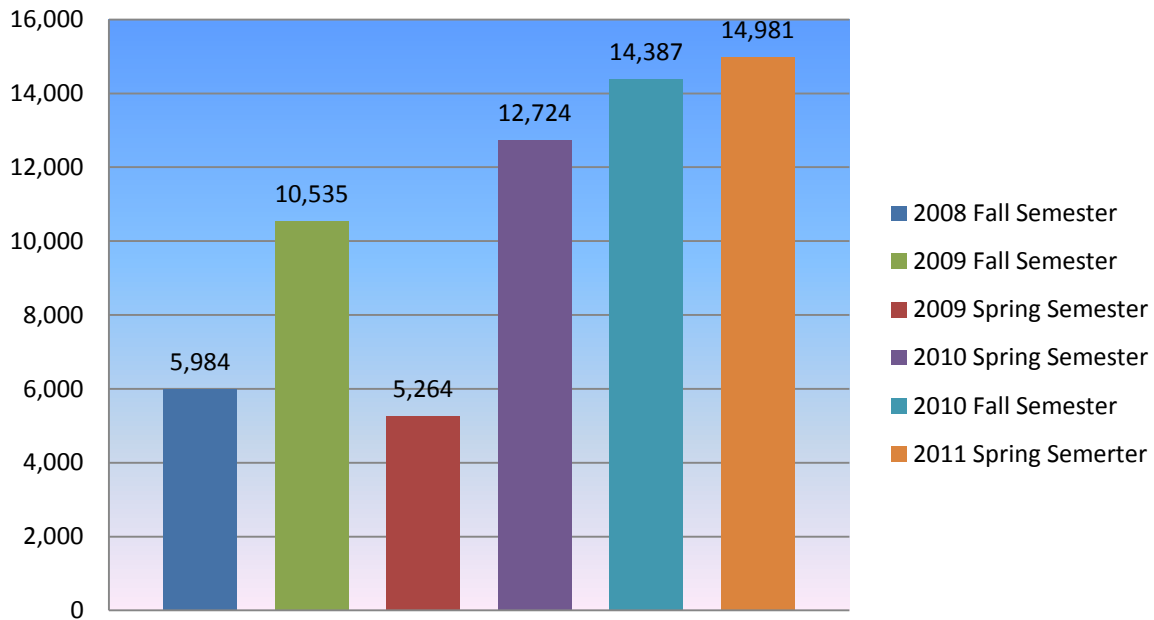
Significant Accomplishments

This was the sixth 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.

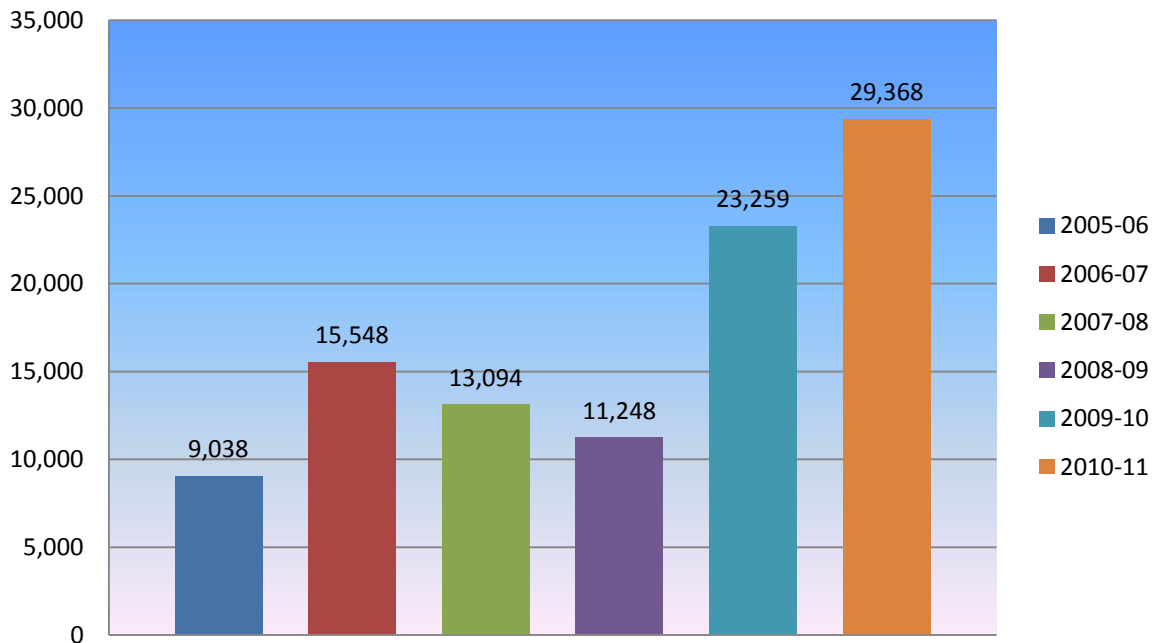
Statistical Data

- There were 14,387 passengers serviced for the fall 2010 semester; a 36.6% increase
- Passengers serviced for the spring 2011 semester totaled 14,981; an increase of 17.7%
- A total of 29,368 passengers used the shuttle for 2010-2011; this represents an increase of 26.3% in passengers from 2009-2010

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 by 25%
- Look into expanding the service for special occasions
- Add extended hours for the Maytum Hall route

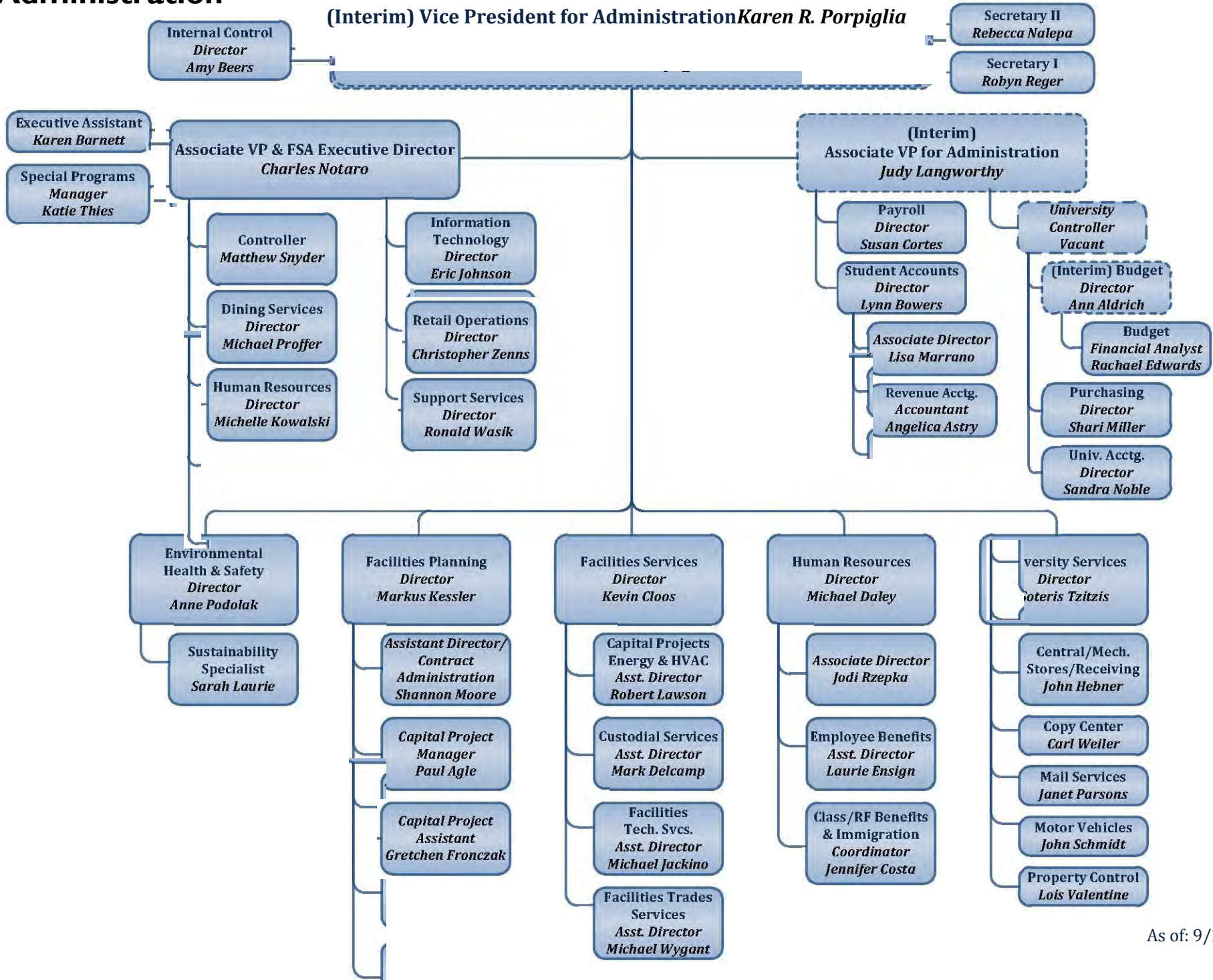
Appendix A

- **Organizational Chart**

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Administration

(Interim) Vice President for Administration *Karen R. Porpiglia*



Appendix B

- **SUNY Fredonia Vision Statement**

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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. Porgiglia, *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*
Sandy Noble, *Director of University Accounting*
Ann Aldrich, *Interim Director of Budget*
Lynn Bowers, *Director of Student Accounts*
Sue Cortes, *Director of Payroll Services*
Shari Miller, *Director of Purchasing*

Environmental Health and Safety

Anne Podolak, *Director of Environmental Health and Safety*
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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*

Faculty Student Association

Charles Notaro, *Associate VP & FSA Executive Director*
Lorrie Corsi, *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

2011

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

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