

2019-2020 FINANCE AND ADMINISTRATION



ANNUAL REPORT AND ASSESSMENT UPDATE 2019-2020 FISCAL YEAR

**VICE PRESIDENT FOR FINANCE AND ADMINISTRATION
MICHAEL D. METZGER**



Vice President for Finance and Administration

June 2021

To: The Campus Community

On behalf of the entire division, I'm pleased to present the 2019-2020 Finance and Administration Annual Report and Assessment Update. The Finance and Administration division is comprised of 10 departments, which include 47 distinct operating units and 338 employees. This is the 23rd 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 units within the division, and to report on the various assessment activities that each unit has undertaken.

The strength of Fredonia and the Finance and Administration division continues to be the hard-working, dedicated employees that perform a wide range of services throughout the campus. For the past 18 years, the Finance and Administration division has recognized individuals from within the division who 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 Finance and Administration. Awards are presented in the following five areas:

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

The front cover of the 2019-2020 Annual Report and Assessment Update features the five winners of the 2020 Outstanding Administrative Services Awards. Beginning at the top left and going clockwise are:

Sandra Noble—Outstanding Administrative Services Award—Professional Staff

Sandy, who is the Director of University Accounting, has been employed at Fredonia since January 2010. Sandy is a resident of Fredonia, NY.

Hector Figueroa—Outstanding Administrative Services Award—Custodial Services

Hector, a Janitor in Custodial Services, who began his career at Fredonia in November 2005 as a cleaner. Hector resides in Fredonia, NY.

Randall Grant—Outstanding Administrative Services Award—Professional Trades

Randy, a Plant Utilities Engineer 1 in Professional Trades-HVAC, who began his career at Fredonia in August 2010 as a Refrigeration Maintenance Assistant. Randy resides in Fredonia, NY.

Cindy Korzeniewski—Outstanding Administrative Services Award—FSA Operational

Cindy, who is currently a grade 9 Cook in the Faculty Student Association (FSA) Cranston Marche'. She began her career at FSA in October 2002. Cindy resides in Fredonia, NY.

Nicole Raynor—Outstanding Administrative Services Award—Secretarial/Clerical

Nicole has been employed at Fredonia since September 2014 when she began as a Mail and Supply Clerk. She is currently an Office Assistant 2 in University Services (Mail/Stores). Nicole resides in Dunkirk, NY.

Thank you to everyone in the Finance and Administration division who contributed to the preparation of the 2019-2020 Annual Report and Assessment Update, and congratulations to all of the 2020 Outstanding Administrative Service Award winners. A summary of the Outstanding Administrative Service Awards winners from the past 14 years is presented on the inside of the back cover of this report. The Finance and 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 2019-2020 academic year, and to continually assess and improve our delivery of services to the University.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael D. Metzger", with a long horizontal flourish extending to the right.

Michael D. Metzger
Vice President for Finance and Administration

State University of New York at Fredonia
Finance and Administration

Annual Report and
Assessment Statement

July 1, 2019 – June 30, 2020

STATE UNIVERSITY OF NEW YORK AT FREDONIA

**Finance and Administration
Annual Report and Assessment Statement**

July 1, 2019 – June 30, 2020

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INTRODUCTION

This 2019-2020 edition of the ***Finance and Administration Annual Report and Assessment Update*** represents the 23rd year that this report has been presented. This report is intended to provide an overview of the finance and administrative services provided to the State University of New York at Fredonia campus, and an update of the status of assessment activity undertaken by each unit within the Finance and Administration Division.

Finance and Administration employees serve as stewards of Fredonia's human, financial, and physical resources while providing quality customer service and support to students, faculty, staff and campus visitors.



From left to right: Judy Langworthy, Mike Metzger, and Rhonda Gominiak

The over-arching goal of the Finance and Administration Division is to support the Fredonia Mission Statement by:

- *Assuring strong financial management practice and services*
- *Providing a safe and supportive educational environment*
- *Providing outstanding service to all customers of the Fredonia campus*
- *Assuring well-maintained buildings and grounds*
- *Supporting the region's economic and educational development*

A copy of the Fredonia Mission Statement is included in Appendix B.

The Finance and Administration Division is comprised of ten departments with 338.79 Full-time Equivalent (FTE) positions.

A brief summary of the responsibilities of the ten departments included within the Finance and Administration Division is presented below.

1. Vice President for Finance and Administration

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

2. Associate Vice President for Finance and Administration (Financial Services)

This department is responsible for all financial operations on campus. The unit consists of the offices of University Accounting, Purchasing, Student Accounting and Revenue Accounting, the Budget function, and University Payroll Services.

3. Environmental Health and Safety and Sustainability

This department is responsible for all environmental and safety training as well as compliance oversight. The Environmental Health and Safety and Sustainability Office serves as campus liaison with all environmental and safety regulatory organizations. This office is also responsible for Emergency Planning and Preparedness.

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.

5. Facilities Services

This department is responsible for all campus maintenance functions and many smaller sized construction projects. The department is comprised of four units which include: the Capital Projects, Energy and HVAC unit which consists of Building Automation Systems, HVAC/R (Heating Services / Refrigeration / Air Conditioning) and Project Management; the Custodial Services unit and Grounds and Landscaping; the Facilities Trades Services unit which consists of Electrical, Plumbing, and Structural Trades; and Office Operations.

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: 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.

7. Human Resources Office

This department is responsible for all employment and personnel related issues on campus. The department 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.

8. Internal Control

This department is responsible for campus compliance with New York State and SUNY Internal Control and E-Discovery programs. This office also provides campus-wide training on internal controls, conducts internal controls reviews, coordinates Freedom of Information responses, and provides leadership and coordination of the campus TouchNet Marketplace.

9. University Services

This department is responsible for many of the support services provided on campus. The department consists of ten units that include: University Services Office, Automotive and Fleet Services, Central Receiving, Campus Storehouse and Mechanical Storehouse operations, Contract Services, Campus Photocopy services, Campus Mail services, Property Control, University Telecommunication services, and the campus Park and Ride express bus service.

10. Information Technology Services

This department is responsible for providing stable, responsive, secure, and accessible computing services and support to the campus community. ITS is comprised of the following units: ITS Service Center, Network Design and Development, Enterprise Reporting and Development, Information Security Office, Enterprise Infrastructure Services, Enterprise Data and Information Services, Academic Collaborative Technology, and IT Project and Portfolio Management.

Presented below is a summary of all staffing in the ten departments that comprise the Finance and Administration Division. Staffing in this chart reflects budgeted FTE positions for the fiscal year July 1, 2019 to June 30, 2020. Individual department narratives which follow in this report may reflect actual filled positions and temporary employees, as opposed to the budgeted personal service FTE positions reflected in this chart.

FREDONIA Finance and Administration Division 2019-2020 Departmental Staffing by Funding Source

Administrative Office	State	DIFR	IFR	SUCF	FSA	Total
Finance and Administration	3.00					3.00
Environ. Health & Safety & Sustainability	1.18	0.46				1.64
Facilities Planning	1.70	0.30		1.80		3.80
Facilities Services	76.75	55.25				132.00
Faculty Student Association					136.00	136.00
Financial Services	19.20					19.20
Human Resources Office	5.50					5.50
Information Technology Services	26.65					26.65
Internal Control	1.00					1.00
University Services	8.80	1.20				10.00
	143.78	57.21	0.00	1.80	136.00	338.79

Notes:

- a) The FSA employment number includes 67 full-time and 69 part-time employees.
- b) Student Assistants are not included in this Departmental Staffing by Funding Source table.

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Finance and Administration

VICE PRESIDENT FOR FINANCE AND ADMINISTRATION

Introduction

The Vice President for Finance and Administration serves as the Chief Financial Officer on campus and supervises the Finance and Administration Division. This division includes ten departments with 338.79 Full-time Equivalent positions. The ten Administrative Departments included in this 2019-2020 Annual Report are:

1. Vice President for Finance and Administration
2. Associate Vice President for Finance and Administration
3. Environmental Health and Safety and Sustainability
4. Facilities Planning
5. Facilities Services
6. Faculty Student Association
7. Human Resources
8. Internal Control
9. University Services
10. Information Technology Services



Mike Metzger

Mission Statement

The Vice President for Finance and Administration works collaboratively with the campus community to ensure the fiscal stability and integrity of the campus. The Vice President provides leadership and coordinates the administrative, financial, auxiliary, capital and facility services, and assures that these services are of the highest quality for Fredonia's students, faculty, and staff and are provided in the most cost effective manner possible.

Finance and Administration employees serve as stewards of Fredonia's human, financial, and physical resources while providing quality customer service and support to students, faculty, staff and campus visitors.

Annual Report

The College continues to face a depletion of all Strategic Reserves. Declines in enrollment, no increase in New York State annual support, and many unfunded mandates produced Structural Deficits over the last ten years. It was imperative to implement for the second year a Cost Reduction Program and review all staffing and services. This resulted in approximately \$3.5 million in cost reductions across all divisions in the 2019-2020 Budget.

During the 2019-2020 fiscal year, the Vice President's office provided coordination and leadership across the division. The accomplishments and initiatives of each operating area are summarized in the following sections of this report.

Significant Accomplishments

- Prepared and gave multiple presentations regarding the University's financial situation. The presentations included historical information, projections for future fiscal years and suggestions for appropriate actions.
- Represented the University at CSEA and UUP Labor Management meetings.
- Conducted several meetings with Fredonia leadership and State University Construction Fund representatives designed to update the campus' Facilities Master Plan.
- Dealt with several highly sensitive employee relation issues.
- Continued to investigate alternative revenue opportunities.
- Completed Campus Landscaping Plan.
- Finalized plan to move to VOIP.
- Developed and implemented employee Telecommuting Agreements.
- Greatly improved network backbone and WIFI access – 1.4 million equipment purchase.
- Renovated/Modernized Wily C's Dining Services.
- Integral part of Middle State Reaccreditation.
- Started Reed Library renovation.
- Navigated COVID Pandemic.

Assessment remains an important process throughout the Finance and Administration Division. The completion and publishing of this Annual Report reflects the division's culture of customer service and assessment. Tracking measures of output, the use of benchmark data and customer surveys are also part of this discipline. The assessment activities of each department are also summarized in the following sections of the Annual Report. A review of these sections provides a good summary of the division's accomplishments and assessments for 2019-2020.

Associate Vice President for Finance and Administration

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

ASSOCIATE VICE PRESIDENT FOR FINANCE AND ADMINISTRATION

Introduction

The financial services offices, under the leadership of the Associate Vice President for Finance and Administration (AVPF&A), are responsible for all campus financial operations. This unit includes the offices of Budget, Payroll Services, Purchasing, Student Accounts, and University Accounting. Together these areas provide the data, service and reporting necessary to:

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



Judy 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 Finance and Administration most directly affect the education of students through employment and internship opportunities. Students are provided hands-on working experience that benefits 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 Finance and Administration strive to provide accurate and timely financial data to both our internal constituents (faculty, staff and students) as well as our external constituents (System Administration, Office of the State Comptroller [OSC], University Audit, SUNY Construction Fund [SUCF], the Dormitory Authority of the State of New York [DASNY], and other related state agencies). It is our intention that the University's mission of teaching and learning proceed unencumbered by our administrative responsibilities.

Annual Report

The Associate Vice President for Finance and Administration is responsible for providing leadership and supervision for all campus financial operations, acting as an advisor and resource to managers and supervisors within the division as well as colleagues throughout the campus. This position serves as a liaison with SUNY System Administration financial offices and representing the Finance and 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, which after System Office approval, becomes the basis for preparation of the campus operating budget. The campus revenue projections are comprised of tuition, college fee, and interest, based upon enrollment figures approved by Cabinet. 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.

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.

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.

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

The AVPF&A leads divisional efforts to comply with finance-related requirements of the State and the System Administration Office, and works with Cabinet members and the budget office staff to address the campus financial position, providing account analysis, cash management, financial reporting, and strategic vision and forecasting.

Significant Accomplishments

- Worked with the Offices of Budget, University Accounting, and Purchasing to assure that all 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 and prepared the 2020-2021 broad-based fee proposal twice – once before the pandemic and once during the pandemic. SUNY approved our reduced broad-based fee proposal.
- Prepared detailed analysis of available funding and projections for new and current campus-based scholarship offerings.
- Participated in conference calls with System Administration personnel, as well as SUBOA and ABB counterparts.
- Active on several campus committees and continue to serve on the SUNY Fredonia Federal Credit Union Board as secretary.
- Participated in numerous calls and virtual meetings with the SUNY Jaggaer Team and Fredonia personnel as we implement the eProcurement software on our campus. Active member of the SUNY Fredonia Jaggaer Advisory Committee.
- Active member of the Campus Reopening Committee. Established in Spring 2020 as the result of the pandemic, this committee comprised of personnel from all divisions was put into action to establish guidelines for safe reopening the campus for the fall semester while adhering to SUNY and state guidelines.
- Appointed chair of the SUNY Fredonia CARES Act Committee. This committee was tasked with awarding federal CARES Act funds to eligible Spring 2020 students who applied for the funds, while adhering to the guidelines established by SUNY University Audit.

Assessment Update

Assessment Statement

The Associate Vice President for Finance and Administration serves as a resource to the Vice President of the division as well as peers, deans, directors and department chairs on financial matters, administrative policies and capital construction projects. This unit provides credible and timely budget, revenue, financial analyses, and capital construction information to allow for effective planning and development of academic programs and student services.

Assessment Activities

Actively monitor listserv communications, conference calls and webinars provided by the State University Business Officers Association (SUBOA), the Accounting/Budget/Bursar Group, System Administration and the Office of the State Comptroller in order to stay up-to-date on financial, construction, Executive Orders and administrative directives, and provide relevant and timely feedback to the Vice President and relevant constituents.

Work closely with the Budget Office on the fiscal year-end closing proceedings, ensuring that all funds are utilized in the most effective manner and that no state appropriations lapse. Maintain 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 year-end.

On a monthly basis, update a detailed analysis of current and proposed campus funded scholarships, providing campus personnel with realistic projections leading to informed awarding and budgetary decisions.

Coordinate the collective efforts of the financial team in completing all reporting requirements and responses to/implementation of System and State mandates.

Conduct regular individual department head meetings to share information and guide the efforts of the team in accomplishing our goal of service excellence to the campus community.

Assessment Goals

- Provide clear and concise financial data to the Vice President for Finance and Administration and assist him with cabinet level efforts to address the structural deficit in our operating budget.
- Assess the effects of flat state support, unfunded contractual salary increases, TAP-Gap requirements, Excelsior scholarship program, and fluctuating enrollment to provide accurate data in the development of the operating budget.
- Coordinate the efforts of the financial units in responding to requests, implementing external mandates and the timely completion of reporting requirements received from the System Office, the State Comptroller, University Audit and the Construction Fund.
- Ensure that year-end accounting and purchasing procedures are completed and closed without any lapsing of State funds.
- Assist departments and divisions with concerns about the revised campus Expenditure/Reimbursement Guidelines.

Budget Office

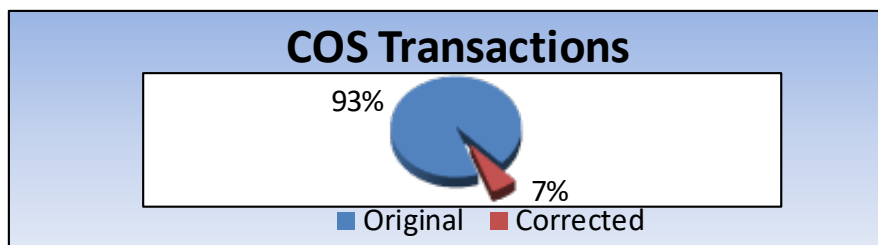
Annual Report

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 1) is submitted to SUNY System Administration and is provided to Cabinet along with supporting detailed salary information, with individual departmental allocations distributed to department heads. The Budget Office continually advises faculty and staff concerning budget and payroll matters, implements the effects of various budget/payroll decisions and inputs requested allocation transfers between expense objects within departments as well as allocation transfers between departments.



From left to right: Rachael Coon and Ann Aldrich

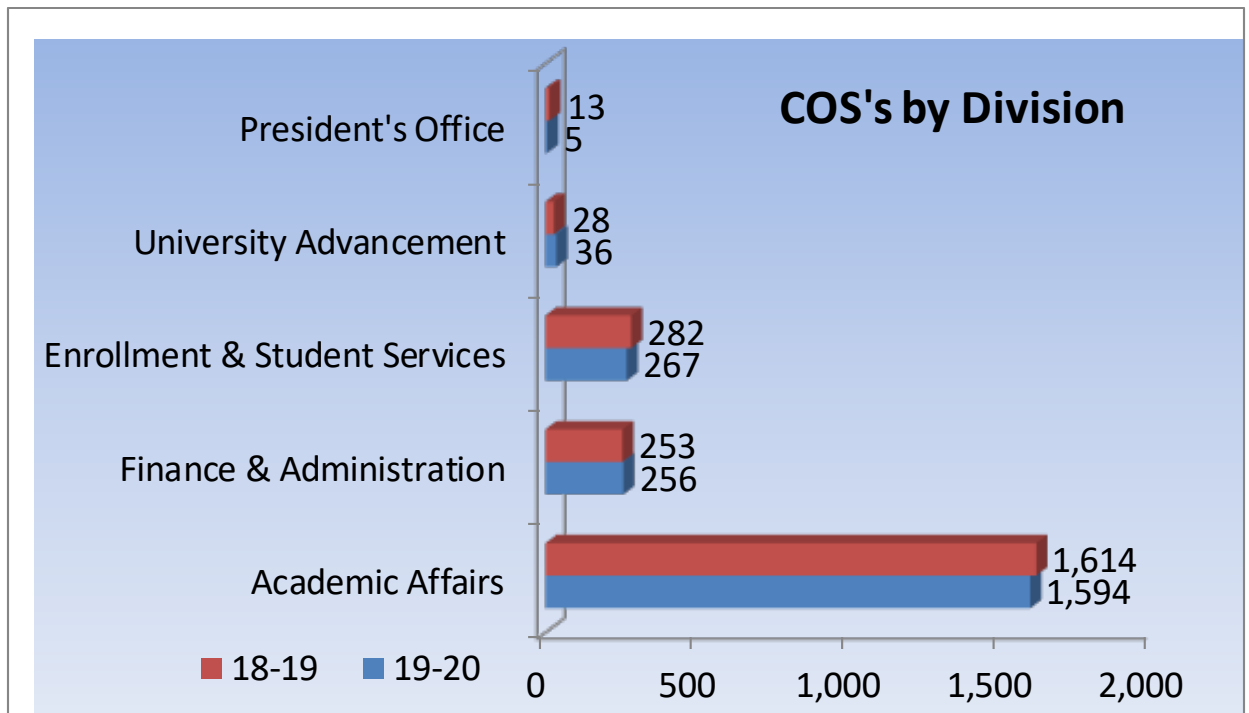
All campus appointments, changes in appointment or terminations (except Faculty Student Association [FSA] and Student Association [SA]) are routed through the Budget Office on an automated Employee Action Form, also known as a “COS” or Change of Status Form. The online COS System provides administration 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.



**Totals do not include 228 inactive COS's*

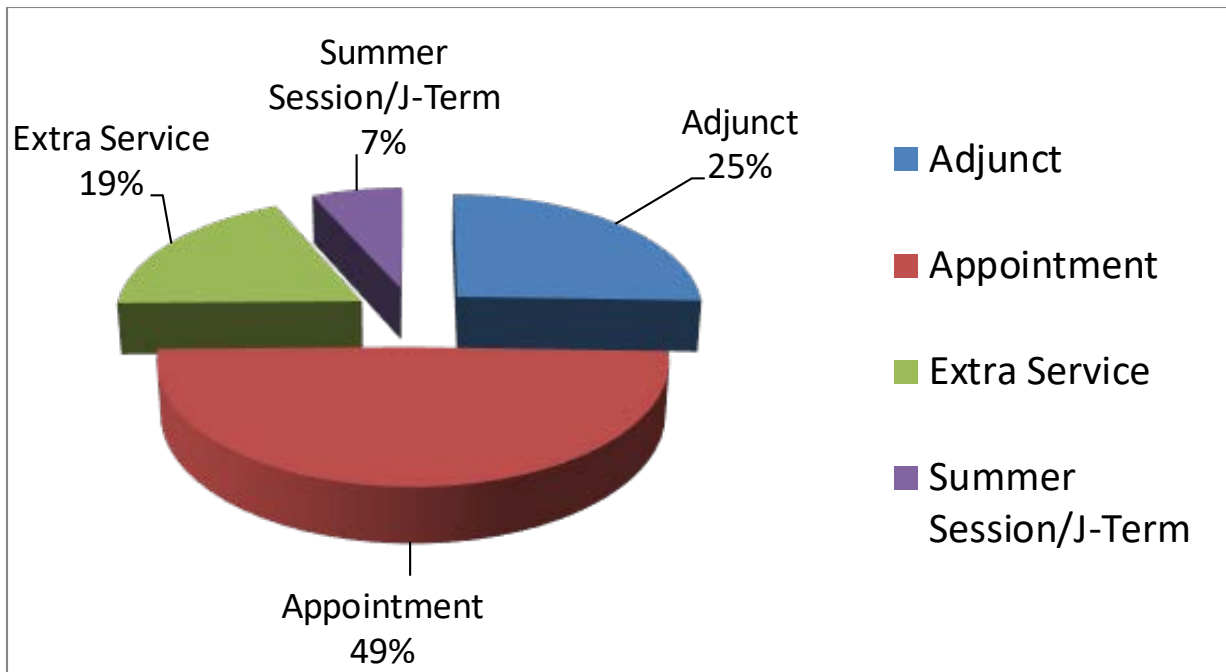
COS's Original/Corrected

Original	2,015
Corrected	143
Total	2,158



COS's by Division

COS's by Division			
Division	19-20	18-19	Change
Academic Affairs	1,594	1,614	(20)
Finance & Administration	256	253	3
Enrollment & Student Services	267	282	(15)
University Advancement	36	28	8
President's Office	5	13	(8)
Total	2,158	2,190	(32)



Number of COS's by Type

Adjunct	542
Appointment	1,059
Extra Service	406
Summer Session/J-Term	151
Total	2,158

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 Full-time Equivalent (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, Enrollment and Student Services, President's Office, and University Advancement. Monthly meetings are held with 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 biweekly reconciliation of administrative and graduate assistant payroll. The Budget Office maintains adjunct budget projections on a monthly basis.

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

Significant Accomplishments:

- Worked in conjunction with the Interim President and Planning and Budget to come up with a four-year plan to systematically reduce the institutional budget shortfall.
- Implemented \$225,905 of summer reductions due to CSEA staff reorganization across campus.
- Worked in collaboration with the Interim President and F&A staff in reallocating departments within the President's Budget to different divisions. Information Technology (IT) department was moved to Finance and Administration, Marketing and Communications was moved to University Advancement and Institutional Research moved to the Academic Affairs Division. The Diversity Office will remain under the President's Office.
- Submitted Fredonia's Form 1 spreadsheet detailing department level allocations used to populate the SUNY's Business Intelligence (BI) accounting system. Incorporated all budgetary changes and reductions with implementation of the new budget model.
- Completed the Residence Hall Capital Plan, and the DIFR Financial Plan. In doing so, collaborated with Enrollment and Student Services, and Finance and Administration personnel to realign resources and implement different options in order to cut down on borrowed funds.
- Completed the annual DIFR Budget and reports for the annual student budget presentation. The Financial Analyst coordinated and implemented zero based budgeting for the DIFR Budget. Worked very closely with all the Residence Hall Director, Information Technology (IT) & Other Directors to ensure budget figures were at appropriate levels.
- Processed several analyses, ad-hoc reports, and provided data for various survey and information requests. Highlights included completion of CFRP and the UBIT.
- Completed Fredonia's 2019-2020 Campus Financial Management Strategies (FMS) Documents. These documents included operating budgets and cash management by fund along with a campus narrative detailing the campus' strategic plans for sustainability.
- Continued tracking the history of all lines and funded FTEs by department.
- Processed 2,386 (2,158 active plus 228 inactive) COS's, verifying funding and updating SUNY HR and various internal spreadsheets.
- The Financial Analyst conducted and completed 23 Procurement Card and four paycheck audits.
- The Financial Analyst served as a backup for the campus Administrator for TouchNet Stores. As backup, she set up and/or modified five TouchNet stores in this role.
- The Budget Director continued to serve on the Information Technology Advisory Board (ITAB) and Academic Performance Solutions user group. The Budget Director also served on the Middle States Working Group for Standard VI, and the Search Committee Guidelines group which successfully wrapped up its charge virtually resulting in re-accreditation with no findings.
- The Financial Analyst served as the Co-chair for the Council for Women's Concerns (CWC) Advisory Board, The CWC successfully hosted the Marion Sonnenfeld Awards ceremony luncheon honoring three scholarship recipients. The Financial Analyst also served on the credit committee for the SUNY Fredonia Federal Credit Union.
- Developed a four-year budget forecast implementing the Interim's President's budget assumptions and plans

- Updated the “Budget Road Map” for 2020-2021. The Roadmap is a spreadsheet summarizing budgetary reductions across divisions. Budget Roadmap actions totaled \$1.9 million in 2020-2021.
- Worked with Finance and Administration personnel to successfully utilize all of the State budget allocation in order to maximize State funding.

Statistical Data

The Fredonia 2019-2020 Consolidated Operating Budget totaled \$100,150,079, representing a decrease of \$1,855,544 (1.89%) from the 2018-2019 Consolidated Operating Budget. Please refer to the following chart for comparative data for each of the six budget components.

Components:	2019-2020	2018-2019	Change	Change
University Operating Budget	\$ 54,760,825	\$ 55,508,320	\$ (747,495)	-1.35%
DIFR Budget	18,229,550	17,432,650	796,900	4.57%
FSA Budget	17,236,804	16,566,315	670,489	4.05%
IFR Budget	8,125,000	7,100,000	1,025,000	14.44%
SUTRA Budget	1,125,000	1,050,000	75,000	7.14%
College Foundation	672,900	637,250	35,650	5.59%
TOTAL	\$ 100,150,079	\$ 98,294,535	\$ 1,855,544	1.89%

The 2019-2020 budget provided funding for approximately 789 FTE employees. Please refer to the following chart for comparative FTE data for each of the six budget components.

Budget	2019-2020 Total FTE	2018-2019 Total FTE	Change FTE
University Operating Budget	532.77	548.69	(14.92)
DIFR Budget	73.76	75.60	(1.84)
FSA Budget	159.00	166.00	(7.00)
IFR Budget	16.11	16.19	(.08)
SUTRA Budget	3.00	2.00	(1.00)
College Foundation	4.00	4.00	0.00
Total	788.64	812.48	(22.84)

Note: All staffing is reported by personal service full time funded FTE's with the exception of the FSA. The FSA employment number includes part time and full time employees.

Assessment Update

Assessment Statement

The Budget Office provides accurate budget allocations and periodic reallocations for all funds; ensures 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; and provides excellent customer service to all constituencies. The Budget Office serves as a resource for all budgetary questions, reports and analysis.

Assessment Activities

The Consolidated University Operating Budget Book is published every year. The 2019-2020 book was electronically published in early 2020.

The accuracy of the information in the Budget Book is verified after the passage of the New York State Budget and the issuance of the SUNY Financial Plan. Because the Budget Book will be published after receiving the Financial Plan (FP), numbers presented in the Budget Book will align with the FP amounts.

The University decreased funded enrollment down to 4,000 (headcount) for the upcoming 2020-2021 budget cycle. This is down from 4,700 from the previous year.

The Consolidated University Operating Budget Book is a valuable resource document to the financial service units within Finance and 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. The 2019-2020 Budget Book development from the prior year did not change with the exception of the delays due to the implementation of major divisional and departmental reorganizations. The request from the campus community to provide more detail in reporting departmental budgets in the Budget Book continued to be implemented by showing budget expenditures at the account level. Estimated salary savings from delayed hires and leaves were incorporated into the budget for 2019-2020. This was a change from the 2018-2019 budget. Vacant lines that were not to be filled in the 2019-2020 year were once again eliminated from the budget as to avoid overstating the budget.

Another assessment goal was to work on the development, testing and implementation of a Change of Status (COS) rewrite. A project Charter was created in 2016 to rewrite the COS in ASP.NET to replace the current COS. The charter was co-sponsored by the Vice President for Finance and Administration and the Provost and Vice President for Academic Affairs. This project will have campus-wide impact and will be used by all departments and divisions on campus. The Budget Office and other key stakeholders were appointed to the Inner Circle Functional Users Group. The Inner Circle Group will provide advisement and management applicable to the COS rewrite. The Financial Analyst was designated as the Product Owner to act as the liaison between the developers (IT) and the Inner Circle Group.

The first steps for the COS rewrite project were completed. User stories were gathered to build and rank the product backlog (in other terms: a wish list) for the Information Technology (IT) developers to work with. The Financial Analyst developed a “User Story” Google Form that collected users’ wants, needs, wishes, etc. for the COS system. Information was gathered and ranked by the Inner Circle Group. After this first step was completed, IT was pulled off this project

to work on more pressing projects. Because of this delay, IT is now tasked with further investigating other existing workflow software options that can be utilized in lieu of a total rewrite in ASP.NET. Although the project was anticipated to start up again during spring 2019 — it did not and has been placed on hold yet another year. It is unknown when this COS re-write will be started again.

Since there were no changes to the COS system, no additional COS trainings were offered in 2019-2020.

Collaboration efforts of networking with SUNY System Administration and other campuses continued throughout 2019-2020. The Budget Office has represented Fredonia in attendance at Accounting, Budget, and Bursar (ABB) meetings; sessions on Business Intelligence (BI), and SUNY System Administration trainings via zoom webinars and conference calls.

The Budget Office successfully submitted the 2019-2020 Form 1 and related Campus management Strategies to SUNY System Administration. The Budget Office was able to successfully field questions from System Administrations’ review of the documents. Worked in conjunction with the Vice President for Finance and Administration to prepare and submit the campus’ financial management strategy.

The Financial Analyst coordinated and implemented zero based budgeting for the DIFR Budget for 2019-2020 budget year. Worked very closely with all the Residence Hall Director, Information Technology (IT) & Other Directors to ensure budget figures were at appropriate levels to complete this assessment goal.

Another assessment goal was to work in conjunction with the President and Planning and Budget to come up with a four-year plan to successfully and systematically reduce the institutional budget shortfall. The Budget Office did work in conjunction with the Interim President and Planning and Budget to come up with a four-year plan to systematically reduce the institutional budget shortfall. Numerous reiterations were presented by the Interim President and shared with the campus community.

The Cabinet provided budget reduction targets for each division totaling \$900,000 but produced reductions close to \$1.9 million. The Budget Office worked with each division to verify the accuracy of proposed reductions and continued use of a “Budget Road Map” to track budgetary savings by cost/revenue categories across divisions as shown below:

Division	2020-2021 Targets	Total Actions	Difference
President & Reporting Offices	\$ 15,000	\$35,000	\$20,000
Academic Affairs*	535,000	1,302,931	767,931
University Advancement	40,000	55,000	15,000
Enrollment & Student Services	135,000	148,179	13,179
Finance & Administration	175,000	343,699	168,699
Institutional	-	-	0
Total Divisional Targets	\$ 900,000	\$1,884,809	\$984,809

As part of the assessment goal of having Institutional Budget Transparency, the Budget Office continued to include updates on the budget status as well as links to the President's Campus Budget updates on its website.

The Budget Director was to continue to work in collaboration with EAB, SUNY System Administration, Academic Affairs, and the Information Technology (IT) Department to identify, group and validate 2018-2019 financial information for the Educational Advisory Board (EAB) Academic Performance Solutions (APS) data sets. APS is an analytical tool for measuring Academic Metrics. Although financial data uploads took place in November 2019, the Budget Director did not have to validate any of the information but is anticipate to have all years validated in early 2021.

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. In addition, once again this year, the Budget Office published the Budget Book electronically.

The Financial Analyst continued to perform payroll and procurement card audits that were successfully transitioned from Internal Control into the Budget Office. A total of four payroll audits and 23 procurement audits were performed in 2019-2020.

The Budget Office successfully coordinated year-end closing processes and successfully utilized all available state allocation.

The Budget Office continued to oversee cash accounts and identified available cash sources for funding budget shortfall accounts throughout 2019-2020.

The Budget Office successfully verified the Discretionary Salary Awards Pool and helped oversee the DSI awards process.

The Budget Director continued to serve on the Information Technology Advisory Board (ITAB), Academic Performance Solutions user group, and served on the Middle States Working Group for Standard VI, and the Search Committee Guidelines group. The Financial Analyst served as the Co-chair for Council for Women's Concerns Advisory Board.

Assessment Goals

- Complete the 2020-2021 Consolidated University Operating Budget by early spring 2021.
- Continue to implement changes to the Budget Book as warranted. Provide more budget details by department.
- The Budget Office will take over designing and publishing the Budget Book using Adobe InDesign software.
- Successfully complete the 2020-2021 Form 1 and related Campus Financial Management Strategies Summaries. The Budget Office will act as a liaison with SUNY System Administration regarding the financial condition, including cash balances of Fredonia.
- Continue to enhance the Budget Office website to incorporate campus wide budgetary documents to keep the campus community informed of budget actions and results. This is to meet the campus' expectation of budget transparency.
- Maintain a three year to five-year budget forecast.
- Work with the newly appointed President to identify any budgetary actions and possible cost saving measures or revenue opportunities for the university. Keep the President abreast of current budget practices and adapt practices to align with the President's vision.
- Continue to collaborate with IT staff, Human Resources, Payroll and Academic Affairs to work on the development, testing and implementation of the COS rewrite.
- Provide COS training as needed once the COS rewrite is accomplished.
- Continue to collaborate with SUNY System Administration and various SUNY campuses to identify and implement "Best Practices" for fiscal operations.
- Continue to evaluate and enhance any existing budgetary procedures or spreadsheets in order to provide information in a more effective and time saving manner.
- Provide ad-hoc analysis to campus constituents in a timely, responsive manner.
- Continue to perform payroll and procurement card audits.
- Work in conjunction with University Accounting, Human Resources, Payroll and IT in ensuring proper alignments of accounts and departments in Divisional Reorganizations as they occur. Work towards a goal of standardizing procedures in regards to making departmental structural changes.
- Work in conjunction with the Vice President for Finance and Administration in preparing the budget outlook and cash reserves, as well as other financial documents as needed for the University.
- The Budget Office will continue to institute zero-based budgeting for the DIFR Budget.
- The Financial Analyst will continue to serve as Co-chair the Council for Women's Concerns Advisory Board and begin to serve on the Credit committee for the SUNY Fredonia Federal Credit Union.
- The Budget Director will serve on the Information Technology Advisory Board (ITAB), EAB's Financial Sustainability Collaborative, the Joint Task Force on Teaching Load and the Campus's Strategic Plan Steering Committee. The Budget Director will provide data analysis as needed for each one of these initiatives.
- The Budget Director was to continue to work in collaboration with EAB, and Academic Affairs, to validate financial information for the Educational Advisory Board (EAB) Academic Performance Solutions (APS) data sets.

- Work in conjunction with the Associate Vice President for Finance and Administration in year-end closing procedures.
- Oversee Cash Reserves and Budget shortfall accounts.
- Verify & freeze the Discretionary Salary Increase (DSI) Pool, verify salaries, develop divisional DSI Salary Pools, and help oversee the UUP DSI awards process including implementing the new compression/equity portion of the award.
- Maintain spreadsheet to track labor costs and lost opportunities associated with COVID-19.
- Work in conjunction with the President and Planning and Budget to come up with a plan to successfully and systematically reduce the institutional budget shortfall.

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, winter session (J-term), and summer session. To effect these payments on the regular State Payroll, Payroll Services is responsible for checking accuracy of information on the Change Of Status (COS) form such as salary, pay basis, position title, FTE percentage, and appointment type for all state and graduate assistant employment. For Student Assistant and College Work Study, the Payroll Office is responsible for all appointment and new hire paper work, verifying accuracy and entry, establishing vacant lines for appointment, monitoring appropriate rate increases and over-the-max rates, and processing 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. The Payroll Office functions require interpretation of contract language, time and attendance rules, payroll bulletins, and federal, State and SUNY policies.



Seated: Kathy Holland; in back from left to right: Sue Cortes, Tammi Moloney and Ruth Phillips

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

- Assists with the completion of payroll related employment forms, such as tax withholding, payroll deduction and direct deposit.
- Completes employment verification requests for unemployment insurance and loan requests.
- Offers assistance regarding payroll procedures and schedules.
- Prepares College Work Study reconciliation which is used by Financial Aid to complete 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 Examiner 1, and an Office Assistant 2. One Student temporary service employee also provides assistance.

Accomplishments

- Produced biweekly payrolls for State and Graduate Assistant payees totaling \$44,602,606.11. This resulted in 2,588 paychecks and 20,199 direct deposit advices. There were also 5,906 miscellaneous payment entries (Overtime, overtime meals, inconvenience pay, pre-shift, holiday pay, hourly time entries). There were also 1,680 deduction entries processed.
- Produced biweekly payrolls for Student Assistant and College Work Study payees totaling \$1,439,387.16. For both student payrolls, we also complete the pieces of line item set-up, new hire paperwork completion, personal data gathering and entry, and transaction entry. For the State and Graduate Assistants, these functions are performed by Human Resources with information rolling to our payroll system.
- Contributed and participated in New Hire Orientations for new faculty.
- Processed 2,386 COS forms for campus payroll transactions for State and graduate assistant employees. This involves verification and supply of appropriate title, effective dates, salary, pay basis and position edits needed as a result of changes. All campus appointments, terminations, and changes in status are routed through Payroll Services for State and Grad Assistant employees.
- Processed the New York State minimum wage increases to all Student Assistant and College Work Study employees.
- Continued maintenance of the COS system by managing user, department, hierarchy, and coding changes for this campus-wide application.
- Coordinated efforts again this year with Financial Aid and area banking institutions 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. This is held in the Williams Center on the first two days of the fall semester.
- For time and attendance purposes, due to an increase in the number of FMLA cases and the need for greater monitoring of leaves approved from Human Resources, an internal tracking procedure was developed for payroll and time and attendance purposes and continues to be used. Monitoring the FMLA cases for time and attendance tracking and eligibility purposes is a significant time commitment. There were 85 leave cases monitored for FY 19-20.
- Continued administering all time and attendance policies for all faculty and staff, including the monitoring of timely submission of records.
- Completed the conversion of the CSEA employees in the Finance and Administration division to the online Time and Attendance system (TAS).
- Verified all UUP 2019 across-the-board, Discretionary, and compression salary increases/awards, as prepared by the Budget Office, for the accurate entry for file upload to the employee's salary record.
- Increased the promotion of the Direct Deposit program to our Student Assistant and College Work Study employees, and provided assistance with sign-up resulting in an increase in student direct deposit to 68%, up from 52% at this time last year.
- Continued the promotion of the Employee Retirement System to our student employees, in particular those anticipating further state service employment. This allows registration into the current retirement tier with service credit that will not need to be "bought back" at a later time in state employment.

- 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.
- Committee memberships of the Payroll staff included the Finance and Administration Awards committee, the Chancellor's Award for Excellence review committee, Council for Women's Concerns, and SEFA.
- Worked with the Assistant Director of Residence Life to coordinate the pay periods in which to pay the Resident Assistant stipends and coordinate their appointment paperwork so that they could all be paid timely and accurately.
- Implemented the new Federal tax withholding form (W-4) in January 2020 and navigated the many questions it generated on the effect on employee's paychecks.
- Continued auditing and tracking of all Extra Service payments to ensure full-time employees are under the 20% of salary maximum rule. Ensure payments were entered and paid correctly to the COS extra service form.
- With rapidly changing information, navigated information coming in from GOER and SUNY regarding leaves, quarantines, special pay codes, special time and attendance and leave codes and communicated information to employees.
- In March 2020, with little notice, many campus operations were directed to move to remote operations due to COVID-19 concerns. The Payroll Office successfully moved to a staggered in-person and telecommuting schedule. Without missing any deadlines and without errors, Payroll smoothly continued our services without interruption. This also included the mass communication and answers to questions about the decision by OSC to direct mail ALL paychecks, use of Direct Deposit reactivation, instructions and communication on the Self Service portal for viewing paychecks, and other tools to help our faculty and staff move to a remote environment.
- Set up the Payroll.Services mailbox and created office procedures for managing all the workflow that was now directed here as employees and students were now submitting timesheets and payroll paperwork electronically.
- Worked with all areas employing student assistants for how to complete time records based on the guidance to pay scheduled hours to those students who could not work remotely, to keep them whole from March 2020 to May 2020, due to the governor's executive orders. This was one of the most difficult pieces to repeatedly help, communicate and explain to supervisors of student employees.

Statistical Data

As a measure of accuracy in processing payrolls, previous annual reporting provided rankings of all SUNY campuses as well as statewide rankings with other State agencies with regards to late separations and late hires. This data was compiled by the Office of the State Comptroller (OSC), but due to ongoing staffing and budgetary constraints, OSC has discontinued the production of the mid-year report card. Through the use of other available reporting tools, the Payroll Office is able to individually report that our number of late terminations remained at 3. This has significant impact on the resulting overpayment that a late separation creates, and the actions necessary for our office to recoup the overpayment. The number of late hires increased slightly from 22 last year to 24 this reporting year. This will be a goal to see this reduced even further over the next reporting year. Late hires result from a delay in a campus department submitting a COS in a timely

manner, or a new employee not completing their new hire paperwork in time for appointment in the appropriate effective dated payroll period. This increase affects the amount of retroactive pay that is required to be calculated and submitted to the State Comptroller's Office.

Corrective measures 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. COS forms received late directly affect the performance measures of separations, appointments, and overpayments. The Payroll Director regularly communicates the Fredonia COS deadline schedule to all departments and COS initiators to ensure timely submission of COS forms in order to have on-time hires and separations for our employees.

Early payroll deadlines are also communicated to student employee supervisors, and to key areas for timesheet submissions (Facilities Services and University Police), for timesheets which may contain overtime for payment.

Assessment Update

Assessment Statement

The Payroll Services unit provides accurate and timely payment of salaries and wages to all faculty, staff and students, and provides excellent customer service to all constituencies. Additionally, we administer all time and attendance functions, rules, and monitoring.

Assessment Activities

The Payroll Services unit designed and delivered payroll presentations for New Faculty Orientation, with reported positive feedback.

Further progress towards the total conversion of classified employees to the online TAS system occurred, with the Finance and Administration division being completed.

Communication of COS deadlines to campus departments in order to avoid late appointments, late terms, etc... which create overpayment or late payment situations and affect our SUNY report card results on these items.

Assess the number of new direct deposit records to monitor our efforts to push the Direct Deposit program, and the subsequent marketing and use of the Self Service tools available.

Assessment Goals

- Accurately process payrolls for faculty, staff and students.
- Continue to provide training and formalize feedback as to the effectiveness of the material presented and available.
- Continue to assist with the new hire orientations and review feedback to improve the effectiveness of the orientations.
- Continue to assist each new student hire with their new hire paperwork (tax forms, I-9, retirement, and direct deposit); then process those payroll items as well.

- Participation with the online COS team to implement the COS rewrite to meet the needs of the end users; formalize feedback as to the effectiveness of the changes. We have been on hold with this by ITS for quite some time as other campus initiatives have required attention first.
- 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.
- Complete roll-out for the online Time and Attendance System (TAS) Classified group (CSEA, PEF, and University Police) in the remaining divisions.
- Continue to implement the COS rewrite of 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.
- Continue to promote the Direct Deposit program and increase our student and state enrollment in direct deposit.
- Continue new/additional audit measures for greater checks and balances for Direct Deposit, tax withholding, and paycheck deduction entries.
- Increase and continue fraud prevention measures and awareness of payroll staff as new schemes and attempts at fraudulent requests are increasing for campus payroll offices.
- Continue the promotion of the self-service features of the SUNY HR portal and the NYS Payroll online option for W-2 reprints, Direct Deposit stub printing opt-out, W-2 printing opt-out, tax changes, etc.
- Remain abreast of continually changing federal, State and SUNY policies to ensure continued compliance with applicable rules and regulations.
- Continue tracking and monitoring (until no longer necessary) the Quarantine leaves for state employees (regular and student) as they have a direct effect on Payroll and Time and Attendance with regard to use of accruals, paid or unpaid status, etc...

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 confirming requisitions; reviewing and processing standard requisitions into purchase orders, change notices, and when necessary, cancelations; furniture purchases; processing of office supply orders with various office supply vendors, ensuring the best pricing available. We input to and obtain vendor information from the State Financial System. In the review of requisitions, we provide expertise relevant to cost effective methods, commodity information and sourcing, negotiations, quoting and re-quoting, and problem solving. We also handle returns of incorrect or damaged goods when purchased via a 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 when the result is a purchase order being produced.



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

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), New York Preferred Source Program for People Who Are Blind (NYSPSP), Minority Women Business Enterprise (MWBE), and Service Disabled Veteran Owned Businesses (SDVOB). Responsibilities also include ensuring trademark and licensing, branding procedures, software and contract services procedures, and information technology procedures are followed; dissemination of information from the Office of General Services (OGS) website for "P" contracts to the appropriate departments; and assisting in the formal bidding process with bid openings as needed.

The Purchasing Office is staffed with a Director, a Purchasing Assistant 2, an Office Assistant 1, and one Student Assistant.

Significant Accomplishments

- With the pandemic lockdown, the Purchasing Department moved all operations remote in March and operated with a mostly remote campus to the end of the fiscal year. At the time of moving to remote, all procurement cards were turned off and a spending freeze was put in place.

- 100 procurement card holders with 3,851 transactions, totaling \$915,108.
- Added/updated approximately 156 vendors in the Statewide Financial System (SFS), 54 vendors in the Research Foundation Vendor File, and guided 100 vendors to SFS Self Service with information changes.
- Purchasing Department employees attended various conferences and workshops during fiscal year 2019-2020 including the fall 2019 Secretarial/Clerical Conference; the Secretarial/Clerical Mini-Conference; and weekly Jaggaer Project Team Teleconference Meetings. The Purchasing Department also participated in MWBE conference calls, SDVOB conference calls, System Administration webinars, and virtual training sessions provided by eCornell and various other organizations.
- 683 purchase orders were created totaling \$6,076,276.
- Total State and Research Foundation transactions processed by the Purchasing Department totaled \$9,445,699.
- Purchasing Department staff have a presence in the Secretarial/Clerical Professional Development Committee, SUNY Fredonia Federal Credit Union Credit Committee, EAP Committee, Fredonia Sustainability Committee, two campus investment clubs, along with various community groups such as National Night Out Committee, Town of Dunkirk Planning Board & Comprehensive Plan Board, and more.
- Continued working with MWBE vendors towards the SUNY wide goal of 30% and with Service Disabled Veteran Owned Businesses towards the State set aside of 6%.

Statistical Data

- Please refer to the last page of the Purchasing Department section for the Purchasing Volume Report for fiscal year 2019-2020.

Assessment Update

Assessment Statement

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

Assessment Activities

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

Training sessions are provided for online requisitioning, and the use and administration of the procurement card to individuals and departments. Upon request, the Purchasing staff is willing to provide departmental training. The Purchasing Department also presents at the annual Finance and Administration training day held in August, which was cancelled this year due to the pandemic. Evaluation forms are utilized at these training sessions to assess the necessity and 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 are also used at procurement card training sessions.

Assessment Goals

- Continue presenting purchasing workshops to include procurement cards, Trademarks and Licensing procedures, Information Technology procedures, and other relevant purchasing issues, policies, and practices.
- Continue working with SUNY System Administration on the Fredonia Citibank VISA Procurement Card program, web procurement, and the implementation of an eProcurement system (SciQuest/Jaggaer).
- Continue decreasing small dollar purchases through procurement card education and mandatory use.
- Update the Purchasing Department webpage and manual as necessary and add new Standard Operating Procedures for departmental reference.
- 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 strengthening campus awareness of NYS certified MWBE and SDVOB vendors in an effort to increase their usage.
- Strive to meet SUNY's MWBE goal of 30% for commodities, and the SDVOB set aside goal of 6%.
- Utilize evaluation forms at all training workshops and incorporate viable suggestions into future sessions.
- Continue strengthening MWBE relationships and developing relationships with New York Certified Service Disabled Veteran Owned Businesses.
- Establish state vendors in the Research Foundation of SUNY Supplier File in preparation of the implementation of an eProcurement system.

2019 - 2020 Purchase Order Volume Report

STATE	2019 - 2020		2019 - 2020		2019 - 2020		2019 - 2020	
	PURCHASE ORDERS		JT's/PP/HOLD-Tracker/ VOIDED/REQUISITIONS		CONFIRMING REQUISITIONS		CITIBANK VISA	
DATE	NO.	AMOUNT	NO.	AMOUNT	NO.	AMOUNT	NO.	AMOUNT
JUL. 19	96	\$ 708,670.90	42	\$ 261,585.92	62	\$ 156,350.60	317	\$ 87,024.85
AUG. 19	94	\$ 746,253.15	35	\$ 87,449.70	62	\$ 247,894.14	429	\$ 119,555.37
SEP. 19	66	\$ 577,271.81	25	21,751.52	72	\$ 108,208.47	519	\$ 118,668.33
OCT. 19	89	\$ 414,905.49	20	49,249.36	73	\$ 124,536.39	442	\$ 88,911.61
NOV. 19	69	\$ 403,851.74	12	32,379.04	50	\$ 35,376.50	363	\$ 80,937.21
DEC. 19	49	\$ 184,196.24	9	7,493.42	60	\$ 63,986.54	250	\$ 68,366.61
JAN. 20	67	\$ 378,309.73	25	80,619.79	59	\$ 71,830.12	436	\$ 102,984.69
FEB. 20	59	\$ 1,710,236.69	19	116,342.35	52	\$ 93,888.40	525	\$ 109,680.13
MAR. 20	45	\$ 736,505.82	9	9,119.19	38	\$ 48,106.51	311	\$ 87,119.60
APR. 20	24	\$ 116,235.89	29	184,165.60	44	\$ 59,455.42	102	\$ 11,059.47
MAY. 20	16	\$ 45,059.64	19	27,863.50	28	\$ 72,730.71	69	\$ 18,820.33
JUN. 20	9	\$ 54,779.07	21	1,000.00	24	\$ 24,841.17	88	\$ 21,980.20
YTD 19 - 20	683	\$ 6,076,276.17	265	\$ 879,019.39	624	\$ 1,107,204.97	3,851	\$ 915,108.40
YTD 18 - 19	815	\$ 5,955,298.45	246	\$ 814,803.01	778	\$ 1,599,379.53	5,073	\$ 1,272,346.22
RESEARCH	2019 - 2020		2019 - 2020		TOTAL		TOTAL STATE PURCHASES	
	PURCHASE ORDERS		OTHER VOUCHERS		RESEARCH PURCHASES		PO's, REQUISITIONS, VISA	
DATE	NO.	AMOUNT	NO.	AMOUNT	NO.	AMOUNT	NO.	AMOUNT
JUL. 19	1	\$ 6,649.86	194	\$ 48,631.52	195	\$ 55,281.38	517	\$ 1,213,632.27
AUG. 19	1	\$ 7,555.00	69	\$ 111,980.45	70	\$ 119,535.45	620	\$ 1,201,152.36
SEP. 19	0	\$ -	47	\$ 22,513.71	47	\$ 22,513.71	682	\$ 825,900.13
OCT. 19	0	\$ -	73	\$ 71,439.26	73	\$ 71,439.26	624	\$ 677,602.85
NOV. 19	0	\$ -	76	\$ 7,047.98	76	\$ 7,047.98	494	\$ 552,544.49
DEC. 19	0	\$ -	102	\$ 83,570.75	102	\$ 83,570.75	368	\$ 324,042.81
JAN. 20	3	\$ 15,421.54	79	\$ 16,956.77	82	\$ 32,378.31	587	\$ 633,744.33
FEB. 20	4	\$ 3,727.36	104	\$ 27,524.30	108	\$ 31,251.66	655	\$ 2,030,147.57
MAR. 20	0	\$ -	97	\$ 25,061.43	97	\$ 25,061.43	403	\$ 880,851.12
APR. 20	0	\$ -	68	\$ 20,010.00	68	\$ 20,010.00	199	\$ 370,916.38
MAY. 20	0	N/A	0	N/A	0	N/A	132	\$ 164,474.18
JUN. 20	1	\$ 2,780.00		N/A		N/A	142	\$ 102,600.44
YTD 19 - 20	10	\$ 36,133.76	909	\$ 434,736.17	918	\$ 468,089.93	5,423	\$ 8,977,608.93
YTD 18 - 19	12	\$ 52,500.08	1,021	\$ 475,493.98	1,033	\$ 404,516.55	6,912	\$ 9,641,827.21
19-20 STATE		\$ 8,977,608.93	5,423	19-20 TOTAL OF STATE & RESEARCH PURCHASES			6,341	\$ 9,445,698.86
19-20 RESEARCH		\$ 468,089.93	918	18-19 TOTAL OF STATE & RESEARCH PURCHASES			7,945	\$ 10,046,343.76

Student Accounts

Annual Report

The Student Accounts Office 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



Seated, from left to right: Gale Verhague and Angie Astry; in back, from left to right: Megan Mackowiak, Lori Rickerson, Mindy Ostrander, Wendy Decker, Lynn Bowers and Pat Ippolito

Relief Act of 1997 for the Lifetime Learning and American Opportunity Income Tax Credit, and provides information sessions at each of the Summer, Spring, and International Student Orientation programs as well as EDP's JEWEL program.

Another responsibility of the Student Accounts Office is the timely deposit of funds for all campus accounts — Income Fund Reimbursable (IFR), student and employee vehicle registration, parking violations, and summer athletic and professional camps.

The Student Accounts Office 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. Biannual reporting requirements to System Administration include the submission of a Trial Balance, Reconciliation of Fund Balance, Aged Student Accounts Receivable, Reconciliation of Collections, Collection Fund Reconciliation, and Student Revenue Data Submission (SRDS). Monthly reconciliation of the URAS financial data is prepared to ensure accurate reporting. A reconciliation of Revenue Related to Student Registration is prepared for each academic semester and submitted annually. A reconciliation of the State Depository and State Controlled Disbursement bank accounts is prepared on a monthly basis and an annual Sole Custody Report for State bank accounts is submitted directly to the Office of the State Comptroller.

The Student Accounts Office was staffed with a Director, an Assistant Director, a part-time Revenue Accountant, an Administrative Aide, a full-time Office Assistant 2, two part-time Office Assistant 2's, and a part-time Secretary 1.

Significant Accomplishments

- The Student Accounts Office successfully submitted the 1098-T on time and they were mailed to students prior to the January 31st IRS deadline.
- Veterans Affairs and Post 911 benefit recipients continued to receive their funds in a timely fashion and we ensured that no duplicative benefits were received by these students.
- Continued to certify TAP in a timely manner and properly certify students utilizing the two different SAP charts, dependent upon when they initially received TAP or if they are an EDP student.
- PEER Transfer/Flywire was implemented in Spring 2013, and the students that have utilized the service have been pleased with the ease of making their payment. Throughout the past year, we received 35 payments through Peer Transfer totaling \$242,654.
- As new TouchNet releases update the software system, we keep the office staff abreast of the changes that occur and the new features that are available for usage.
- Served on the PCI Compliance Committee and this year we submitted our completed Self-Assessment Questionnaires. We continue to work on PCI compliance across campus.
- The Student Accounts Office issued COVID credits to all enrolled students for a portion of their Student Services and Program Fee. In addition, a credit for their Meal Plan and Room and Rent were issued if they lived on campus and chose to leave during the Spring 2020 semester. Students were given the option of having a credit/refund in Spring 2020 or a credit toward Fall 2020, so the credits/refunds were done in multiple semesters. Credits/refunds were issued as follows:

Student Services & Program Fee	4,067 students	\$ 803,183.70
Meal Plan	2,173 students	\$2,082,628.00
Room Rent	1,858 students	\$3,726,522.23

Additionally, Fredonia scholarships were proportionally reduced and returned for students that were receiving a refund/credit.

- Throughout the past year, we have worked very closely with IT, the Registrar's Office, Financial Aid, and Academic Advising to continue the administration of Excelsior. COVID has created some obstacles with the certification of Spring 2020 as students were able to identify as being affected by COVID and maintain eligibility without meeting the minimum requirements. This is a great opportunity for students, but unfortunately the ability to accept and pay them at HESC hasn't been completed so we haven't received payment and the students' accounts appear as though they are ineligible for the 2020-21 year. We continue to monitor and adjust students' accounts so they aren't negatively impacted.
- Throughout the past year, we outreached to students that had an Estimated TAP award on our system and encouraged them to complete their TAP application so we could receive those funds and assist them in paying their bill.

- Throughout the past year, we have worked closely with Jamestown Community College (JCC) on the Destination to a Dream program. We have billed JCC for the student's room, meals, and fees that were assessed. Additionally, since not all students paid on time, we have followed up with JCC to reconcile what is still outstanding and request funds for those outstanding balances as they get paid. Unfortunately, this process is manual to bill and track.
- All URAS reporting deadlines were met and requirements were satisfied per SUNY System Office review.
- Tested and implemented all relevant patches for the Banner Finance module including converting to Banner 9 and many SICAS beta tests.
- Reconciled all Grad Assist waivers funding and expenditures so Grad Assistants receive timely waivers and it comes from the correct accounts.
- Updated telephone pin codes with both additions, deletions, and department changes all throughout the year and worked closely with department secretaries ensuring pin codes are used correctly as well as eliminated the billing of personal pin codes.
- Entered all SUNY Research Foundation invoices in a timely manner so the recipients receive timely and correct payment for stipends as well as other invoices to suppliers.
- 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 reconciling the Direct Loan Program funds to ensure that loan funds are accurately accounted for in the URAS system.
- Continued work on the Banner Procedure Manual for functions of Student Accounts and Revenue Accounting.
- Submitted all Student Revenue Data Submissions (SRDS) in a timely manner for the Net Price Calculator.
- Submitted all monthly Sales Tax returns in a timely manner.
- Continued updating existing Excel spreadsheets that Revenue Accounting uses on a daily, biweekly, monthly, biannually, and yearly basis to increase operations and efficiencies.

Statistical Data

The Student Accounts Office produced over 15,815 bills for the Fall 2019 and Spring 2020 semesters, a decrease of 4.6% from last year. As you can see from the chart below, we continued with the additional bill for the Excelsior students that were not eligible for their Excelsior award at the end of the Spring 2020 semester; these bills were generated both electronically and via paper. 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 of all electronic bills.

Fredonia Student Account Bills						
	2017-18		2018-19		2019-20	
	# Bills	Billed Amount	# Bills	Billed Amount	# Bills	Billed Amount
Fall						
Registration	3,454	\$24,644,522.35	4,267	\$30,976,215.13	4,211	\$31,363,692.61
Post Registration	2,643	20,856,454.91	2,267	30,976,215.13	2,061	16,489,024.25
Audit #1	1,267	10,660,687.69	1,427	12,067,814.63	1,344	11,811,183.09
Audit #2	909	8,199,486.76	1,121	10,032,207.01	946	8,467,691.67
Audit #3	333	3,062,916.46	440	4,110,886.40	368	3,561,308.02
Spring						
Registration	3,939	29,732,637.21	3,913	29,894,919.93	3,813	29,642,023.19
Post Registration	1,417	11,555,873.94	1,435	29,894,919.93	1,292	10,779,976.56
Audit #1	803	7,023,331.76	833	7,255,200.96	802	7,151,297.92
Audit #2	603	5,492,250.47	583	5,300,590.16	594	5,444,367.07
Audit #3	252	2,356,974.18	210	1,966,234.71	318	3,007,333.00
Excelsior	61	134,492.27	79	202,676.42	66	170,604.44
Total	15,681		16,575		15,815	

There were 1,543 students subscribing to the Faculty Student Association (FSA) Debit Account for the Fall and Spring semesters with a billable total of \$819,300, representing a 17% decrease in the number of subscribers and a decrease of 18% in dollar value.

The Student Accounts Office billed \$524,794 for laboratory and class fees for the 2019-2020 academic year, representing a decrease of 6.65% compared to the prior year.

Direct deposit of refunds directly into bank accounts totaled 7,251 for \$8,489,286, an increase of 79.93% in number and an increase of 56.51% in dollar value. We hope to see this continued increase in coming years as we've changed the refund check process.

A total of 6,328 credit card web payments were processed for a total of \$11,380,437 during 2019-2020. In addition, 1,743 WebCheck transactions were processed in the 2019-2020 year for a total of \$4,363,202. Please refer to the following charts for comparative data.

Web Credit Card Payments					
Month	2015-16	2016-17	2017-18	2018-19	2019-20
July	\$893,626.87	\$958,946.28	\$599,905.83	\$534,321.63	\$600,717.89
August	3,961,735.31	4,049,258.50	3,395,945.87	3,655,777.22	3,306,751.46
September	821,536.16	685,263.08	1,016,360.19	789,474.14	818,113.69
October	881,274.02	806,757.86	754,684.83	699,451.87	798,590.52
November	255,231.75	250,946.39	237,538.78	371,493.02	319,415.76
December	1,219,380.32	1,080,119.33	936,781.52	1,038,112.98	958,988.09
January	3,660,085.79	3,435,199.26	2,960,103.38	2,831,638.88	2,794,150.88
February	699,850.69	608,728.14	706,560.45	783,556.61	710,992.10
March	667,503.69	706,664.73	627,859.26	741,523.85	535,554.88
April	506,802.91	422,164.74	310,751.45	289,529.17	378,631.64
May	99,996.33	132,116.77	331,183.59	283,116.81	64,050.84
June	69,288.12	61,342.09	91,121.91	108,387.85	94,479.52
Total	\$13,736,311.96	\$13,197,507.17	\$11,968,797.06	\$12,126,384.03	\$11,380,437.27
Net Increase/Decrease		-3.92%	-9.31%	1.32%	-6.15%

Webcheck Payments					
Month	2015-16	2016-17	2017-18	2018-19	2019-20
July	\$345,603.94	\$320,584.40	\$249,256.05	\$198,086.60	\$250,220.20
August	1,662,334.09	1,537,188.27	1,259,206.77	1,378,155.60	1,303,486.78
September	425,990.82	316,157.03	369,032.28	338,036.74	284,192.64
October	389,257.48	310,150.41	314,711.33	226,930.47	270,086.42
November	93,424.53	76,407.15	62,796.01	139,280.65	100,375.02
December	379,358.99	414,365.81	314,301.02	342,736.04	345,944.19
January	1,363,581.02	1,233,974.13	1,204,327.12	1,125,254.74	1,036,817.96
February	293,349.93	246,182.04	262,958.12	286,813.21	213,786.55
March	340,440.51	291,934.31	290,683.74	256,846.34	238,962.01
April	114,311.61	107,150.88	101,722.50	75,068.26	173,025.20
May	37,859.30	17,918.66	66,213.39	56,432.11	92,146.14
June	8,370.80	16,960.39	16,934.27	30,894.17	54,159.09
Total	\$5,453,883.02	\$4,888,973.48	\$4,512,142.60	\$4,454,534.93	\$4,363,202.20
Net Increase/Decrease		-10.36%	-7.71%	-1.28%	-2.05%

During the 2019-2020 fiscal year, \$93.44 million of collected revenue and \$27.6 million of cash disbursements were accounted for within the University Revenue Accounting System. These figures represent a 6.3% decrease in collections and a 5.2% increase in cash disbursements from last year. Please refer to the following chart for comparative data.

CASH COLLECTIONS				
	2018-2019	2019-2020	Change	Percent
Tuition	\$33,463,832	\$32,777,505	-\$686,327	-2.05%
College Fee & Student Fees	\$8,250,723	7,372,717	(878,006)	-10.64%
Campus Debit Card	\$992,969	797,094	(195,875)	-19.73%
Residence Hall Rental	\$16,492,612	14,052,632	(2,439,981)	-14.79%
Food Service	\$11,076,143	9,366,455	(1,709,688)	-15.44%
IFR Receipts	\$3,173,012	1,468,637	(1,704,375)	-53.71%
Disbursements	\$26,232,103	27,600,065	1,367,962	5.21%
Total	\$99,681,395	\$93,435,105	-\$6,246,290	-6.27%

Laboratory & Class Fees	\$562,193	524,794	(37,399)	-6.65%
Direct Deposits \$	5,424,176	8,489,286	3,065,110	56.51%
Direct Deposits #	4,030	7,251	3,221	79.93%

Assessment Update

Assessment Statement

The Office of Student Accounts provides efficient, courteous service to the campus community with a friendly staff that is knowledgeable on federal, State, SUNY and campus regulations and policies.

Revenue Accounting strives to submit accurate URAS biannual 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 User Group meetings, and Higher Education Services Corporation training sessions. This office conducted staff meetings to share information and keep all staff up-to-date.

The Student Accounts Office continues to assess holds and notify students in advance of registration for the upcoming semester. Unfortunately, due to staffing reductions, we are no longer able to reach out to students with balances due individually as we used to in an attempt to offer assistance and reduce our accounts receivable

We have been sharing an Office Assistant 2 with Accounting and a Secretary 1 with Information Technology. The Secretary 1 recently retired and it is our hope that we can hire a full time Secretary 1 for Student Accounts in the near future.

Unfortunately, the regional Collection RFP did not go out as planned. We continue to work with University Services in hopes of an RFP going out soon.

We continue to work with the campus as a whole to maintain PCI compliance and are active members of the PCI Compliance Committee. Throughout the past year, we have worked diligently on completing the Self-Assessment Questionnaires so we were in compliance and avoid a fine. The questionnaires were submitted in late fall to Elavon.

1098-T forms were successfully sent to students prior to the January 31st deadline and ECSI submitted information to the IRS in a timely manner on our behalf. We have noticed a decrease in calls from students and parents since we stopped issuing 1098-Ts with zero balances on them.

We had hoped to have a process that would automatically refund the student instead of the parent for a PLUS loan when the parent had indicated they wanted the student to get the refund, but unfortunately that's currently not available. This is something that has been requested of the SICAS Center as an enhancement, but hasn't been completed yet. Unfortunately, with our staffing reductions, we are no longer able to offer this service to families and refunds are issued to the parent for all PLUS loans.

We have worked closely with IT, the Registrar's Office, Academic Advising, and Financial Aid throughout the past year to administer Excelsior at Fredonia. Our group continues to meet on a weekly basis to continue our planning and preparation for notifying students of their ineligibility or potential ineligibility, as well as making sure that we are getting all students paid as soon as possible. This past summer we decertified all students that did not meet their 30 credit hour requirement after the Spring 2020 semester and billed all of those students. Students that were taking credit hours at Fredonia during the Summer 2020 were kept as pending until after their summer courses were completed and we could either certify or decertify.

With staffing reductions, we transitioned to mailing students' refund checks effective with the Fall 2019 semester. We sent emails and hung up posters around campus encouraging students to sign up for direct deposit so they would receive their refunds faster. Refund checks were mailed to their permanent address for any student that opted to receive a check versus direct deposit. This transition resulted in 678 students opting into direct deposit between July 2019 and November 2019 which was a 52% increase from the prior year.

We have successfully transitioned to scanning and emailing receipts to other departments on campus that we receipt money for.

Working with International Education, we assess charges and bill any students enrolled in their new ESL Program. For each of these students, International Education tells us how much to assess in ESL Tuition, and we calculate how much needs to be assessed in the College Fee and Student Services and Programs Fees. The assessment of the ESL Tuition and Fees is manual and if the student isn't registered for credit bearing courses, an additional eBill must be generated for that population.

With the implementation of the Destination to a Dream (D2D) agreement with Jamestown Community College (JCC), we manually track the student's room, meal and debit account amounts and notify JCC so they can add these to the student's semester bill. Then we work closely with JCC's Business Office to determine the amount that we should bill JCC for the students' fees, room, meals and debit account. A manual bill is generated to JCC to request payment for the portion that's owed to Fredonia. JCC pays us based on what the students have paid them, so we then track the amount that we have been paid for each student and what is still owed to Fredonia. On a regular basis we touch base with JCC to determine if they have received any additional payments.

We have successfully secured a contract with Brinks and they now pick up our cash on a weekly basis. We were working with the individual departments to ensure their deposits were made in a timely manner, but with COVID there is currently minimal funds being sent for receipt from other departments.

Working with IT and HESC we have successfully transitioned to HESC utilizing the student ID instead of the social security number. SICAS created a process that enables us to send HESC our Fredonia ID for students. IT runs this process daily and we review any records that can't be matched.

The Student Accounts Office has successfully generated and uploaded invoices to other campuses for students taking cross registration courses here at Fredonia. We now have procedures in place that have been utilized for other cross registration students that we've hosted.

All 2019-2020 URAS biannual reports, as well as the annual report, were submitted to System Administration prior to the due date using the new URAS web application. SUNY system administration reached out to Revenue Accounting to BETA test in 2018-19; BETA testing went smoothly and was fully implemented in 2019-2020 beginning with September quarter end. Fredonia's designated campus analyst reviewed each report and issued unqualified acceptance letters for all reports as well as the annual report. This is one of the factors contributing to the good reputation that the campus has within System Administration operations, which has permitted us to submit reports biannually instead of quarterly as we had done in previous years.

Revenue distributions were remitted biweekly on time to System Administration throughout the entire fiscal year and all monthly revenue targets were met. Campus departmental accounts were credited with their revenue collections on a timely basis. Dorm revenue collected was submitted to Key Bank per the dorm regulations.

Monitored the M&T Bank monthly bank statement and M&T Bank, American Express and Elavon merchant charges for accuracy.

Reconciled the M&T Bank monthly bank statement to assure bank records and campus records agree and make necessary adjustments as necessary.

All Banner patches and new releases are continually tested to ensure that they work properly when applied in our production database. We have also been asked to be a beta campus for many of the new Banner 9 patches and installs. Student Revenue Data Submissions (SRDS) is consistently monitored with new patches, as well as reporting the submission to System Administration once per year.

Students are being notified more frequently through both email and mail if they have an old uncashed check, and funds are being sent to the Office of the State Comptroller (OSC) and to lenders more frequently as well.

Our records are being reconciled with the Attorney General's records for accuracy as needed.

Graduate Assistantship records are also being reconciled for accuracy throughout the year.

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 previously initiated. Compared to the previous year, merchant charges decreased 6%; charges for all other banking services increased 4% (please refer to the following chart). This information is critical in securing sufficient funding from System Administration to adequately cover our banking services. All bank statements are also reconciled on a monthly basis to assure the bank records agree with the campus records.

Send dormitory funds to NYS Tax and Finance biweekly as well as monitor KeyBank and BNY statements for accuracy.

Credit Card Merchant Charges Comparison Year-to-Date as of June 30, 2020 Fiscal Year 2018-2019 Compared to 2019-2020				
	<u>19/20</u>	<u>18/19</u>	<u>Inc/Dec</u>	<u>% Inc/Dec</u>
STUDENT ACCOUNTS	21,370.53	27,314.00	(5,943.47)	-22%
INTERNET	206,630.79	213,914.98	(7,284.19)	-3%
INTERNET INCUBATOR	480.00	111.43	368.57	331%
INTERNET MARKETPLACE	8,358.13	10,647.89	(2,289.76)	-22%
INT MARKETPLACE ADVAN.	823.08	461.66	361.42	78%
MARKETPLACE ADV POS	480.00	55.00	425.00	100%
MARKETPLACE POS	1,451.07	1,267.75	183.32	14%
FREDONIA BOX OFFICE	4,647.63	6,313.12	(1,665.49)	-26%
TOTAL	<u>244,241.23</u>	<u>260,085.83</u>	(15,844.60)	-6%

Bank Invoice Charges Comparison Years 2018-2019 and 2019-2020				
	<u>19/20</u>	<u>18/19</u>	<u>Inc/Dec</u>	<u>Percentage Inc/Dec</u>
July	2,245.08	2,653.03	(407.95)	-15%
August	3,023.59	3,232.72	(209.13)	-6%
September	4,109.26	3,932.77	176.49	4%
October	4,686.24	4,977.70	(291.46)	-6%
November	4,115.73	3,578.80	536.93	15%
December	3,093.21	2,984.78	108.43	4%
January	3,182.62	3,192.15	(9.53)	0%
February	4,882.41	3,891.85	990.56	25%
March	3,941.04	4,773.05	(832.01)	-17%
April	2,766.36	3,315.43	(549.07)	-17%
May	3,776.91	2,642.04	1,134.87	43%
June	3,730.81	2,582.37	1,148.44	44%
TOTAL	<u>43,553.26</u>	<u>41,756.69</u>	1,796.57	4%

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.
- Our hope is that we will be able to promote our full time Office Assistant 2 to the Secretary 1 position and hire a full time Office Assistant 2 as the cashier to replace her.
- As a member of the PCI Compliance Committee, continue working with Campus Guard and IT to assist Student Accounts and the campus community in becoming PCI compliant. Submit Self-Assessment Questionnaires for the campus merchant ID's with Elavon annually.
- Continue to work with IT, the Registrar's Office, Academic Advising and Financial Aid on Excelsior. Continue to fine-tune our process to certify/decertify student and then bill the decertified students in a timely manner.
- Work with International Education to assess charges and bill any students that are enrolled in the ESL Program.
- Generate Destination to a Dream bills to Jamestown Community College for the room, meals and fees owed to Fredonia. Also track the delinquent accounts to ensure we eventually receive payment.
- Implement a shared drive with Financial Aid and Student Accounts to process withdrawals once the calculation has been completed for efficiency and paper savings.
- Continue monitoring the accuracy and timeliness of the URAS reports as well as sending them through the new URAS web application.
- Continue monitoring the accuracy and timeliness of the biweekly revenue distributions.
- Continue monitoring the monthly statement of bank and merchant charges for accuracy.
- Continue reconciling the bank statement on a monthly basis to assure bank records and campus records agree.
- Continue testing all Banner Finance and related Banner Student Modules.
- Continue submitting the Student Revenue Data Submission once per year.
- Continue reconciling our records with the Attorney General's records for accuracy as needed.
- Continue notifying students more frequently for old uncashed checks. Also ensure students being sent to collections don't have uncashed checks.
- Reconcile the Grad Assistantship records for accuracy.
- Send dormitory funds to NYS Tax and Finance biweekly.

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.

The University Accounting Office also updates the SUNY-wide EnergyCap software program with Fredonia's monthly utility information which is used for analysis and reporting.

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, Verizon cell phone calls, personal and business photocopying, campus Copy Center service, postage, storehouse inventory and State fleet automobile usage.

On a biweekly basis, for the first nine months of the fiscal year, the number of State and graduate assistant paychecks are verified and distributed to campus personnel. When processing employee reimbursements, the University Accounting Office is also responsible for updating employee leave status in the Statewide Financial System (SFS).

A substantial amount of time and energy is devoted to processing employee and intercollegiate travel payments and COVID-19 credits. Detailed explanations of State Audit and Control travel regulations, requirements and stipulations are provided as needed to individual travelers. Intercollegiate Athletic travel arrangements have their own unique rules and regulations and often require extensive coordination with outside agencies to come to satisfactory closure.

University Accounting is responsible for tracking all OTPS expenditures and updating the weekly SUNY COVID-19 report submitted every Wednesday.



Seated: Sandy Noble; in back from left to right: Alicia Klepfer, Jody Myers, and Wendy Decker

The University Accounting Office agreed to take-on the responsibilities of implementing the SUNY-wide eProcurement software known as SciQuest/Jaggaer and/or FREDmart. In March 2016, Fredonia was 1 of the 7 Western New York Purchasing Consortium campuses that signed a Memorandum of Understanding (MOU) with SUNY to develop and implement the eProcurement software. University Accounting's hard work put Fredonia back on-track with SUNY's implementation timeline. After creating rules, roles and workflows. Uploading users, departments and account numbers and testing; the University Accounting Office began rolling out FREDmart in production on September 18, 2020. The goal is to have all departments trained by July 1, 2021. FREDmart will eliminate paper requisitions and reduce the use of Tracker and procurement cards.

During the 2019-2020 fiscal year, the University Accounting Office experienced a change in staffing; the majority of the year the Office was staffed by the Director and 1.5 Office Assistant 2 (calculations) and .5 Office Assistant 2 (clerical). Due to budget constraints, one Office Assistant 2 (calculations) was shared half-time between University Accounting and Students Accounts Offices. When COVID-19 struck, the half-time Office Assistant 2 (calculations) became full-time in Student Accounts.

Significant Accomplishments

- Accounting records for the fiscal year were completed and closed per System Administration deadlines without any lapsing State funds.
- The Director of University Accounting placed Fredonia's SciQuest/Jaggaer implementation back on track with SUNY's implementation timeline. Uploaded and tested FREDmart. Created training documents and a FREDmart webpage and began training the Purchasing and Central Receiving departments.
- The Director of University Accounting continues to be a member of the SciQuest/Jaggaer implementation team and is Fredonia's Campus Administrator.
- 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 Fredonia as a "low risk" status, which permits the Quick Pay expenditure level to \$999,999.99.
- The University Accounting Office continued to inform the campus at a training session with regard to updates on the State travel policy, and the issuance of Non-Employee Travel Cards and quickly converted to an on-line paperless and signature workflow due the campus telecommuting because of COVID-19. The University Accounting Office continually updates their webpage with new procedures and forms, providing departments with easy access to the most current information.

Statistical Data

- Throughout the 2019-2020 fiscal year, 4,910 State vouchers were processed for payment totaling over \$16.5 million. Compared to last year, these figures represent a 11% decrease in the number of State vouchers processed with a 9% decrease in the dollar value of State voucher payments.

The total number of Non-Employee Travel (NET) and Travel Cards on campus was 164, which represents a decrease of 8% in total number of cards.

All travel was suspended in March 2020 due to COVID-19, but throughout the 2019-2020 fiscal year, Travel and Non-Employee Travel (NET) Card transactions were processed for payments totaling over \$442 thousand, which represent a 34% decrease in Non-Employee Travel (NET) and Travel Card usage.

Travel Cards

Month	Amount
Jul-19	\$11,789.21
Aug-19	\$6,731.10
Sep-19	\$7,225.20
Oct-19	\$15,744.03
Nov-19	\$15,477.48
Dec-19	\$5,258.65
Jan-20	\$5,301.54
Feb-20	\$3,905.83
Mar-20	\$1,095.89
Grand Total	\$72,528.93

NET Cards

Month	Amount
Jul-19	\$2,360.78
Aug-19	\$982.62
Sep-19	\$10,234.34
Oct-19	\$27,851.84
Nov-19	\$33,116.25
Dec-19	\$119,881.99
Jan-20	\$79,290.33
Feb-20	\$43,915.26
Mar-20	\$50,259.11
May-20	\$1,181.19
Grand Total	\$369,073.70

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 SUNY BI Web accounting application, and paycheck distribution.

Assessment Activities

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

The Central Accounting System, used when inputting voucher payment information, is equipped with edits to aid in the detection of duplicate invoices. Duplicate invoice warnings are immediately researched and resolved. In 2018-2019 there was one duplicate payment; in 2019-2020 there were no duplicate payments. There were thirty payments issued through the Central Accounting System that resulted in Refunds of Appropriation (as compared to twenty-three in 2018-2019). The thirty refunds encompassed the following: on Procurement Cards — two purchases were paid by Other Funds, two personal items; on Purchase Orders and Requisitions — two wrong vendor ID Number coded. On Travel Cards – two employees cancelled trips due to personal reasons, one vendor refund of sales tax and five personal/unallowable expenses. Employee Travel Vouchers – one due to car rental not on state contract and two employee errors. There was one SUNY inter-agency error, one unused postage, one unused meal plan, one overpayment of GA funds and one overcharge for banking services. COVID-19 created a total of eight refunded events; four cancelled college fairs and four cancelled trips. 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.

Assessment Goals

- Continue paying vendors in a timely manner to avoid costly interest penalties.
- Continue monitoring for duplicate invoice payments.
- Complete basic training for all departments in the SUNY Jaggaer eProcurement software.
- Continue participation in the SUNY BI and Jaggaer Taskforces.
- Continue training workshops to assist departmental personnel in understanding the budget and accounting systems, and the proper completion of related paperwork.
- Continue adding procedures, forms, training packets, newsletter, and training presentations to the webpage, allowing departments easy access to the most current information.
- Scrutinize the current travel procedure for possible improvements and reduction in paper consumption associated with travel.
- Maintain or improve our rating for timeliness of payments as per the OSC performance report (provided OSC makes the report available again).

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Environmental Health and Safety and Sustainability

ENVIRONMENTAL HEALTH AND SAFETY AND SUSTAINABILITY

Introduction

The Environmental Health & Safety & Sustainability (EH&S&S) department is responsible for campus-wide compliance with Federal, State, and local environmental and occupational safety regulations. The department is also ultimately responsible for fire safety, the NYS Uniform Building and Fire Code, campus environmental sustainability, and emergency planning and preparedness. In addition to compliance issues, EH&S&S is responsible for assessing, designing, and implementing programs that ensure the safety of the university community. EH&S&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. EH&S&S also provides guidance to the campus community on issues of environmental, business, and social sustainability as well as emergency preparedness including developing response plans and providing training to campus groups and departments. EH&S&S is located in Hendrix Hall.



*Front, from left to right: Cynthia Dietzen, and Sarah Laurie;
in back: Charles Holder, and Alicia Schneider*

Mission Statement

The mission of the EH&S&S department is to partner with the university campus community in an effort to inform, educate, and provide up-to-date compliance information to provide a safe, compliant and supportive environment in which to foster the learning process. The EH&S&S department integrates sustainability into individual aspects of campus life by improving transportation, increasing environmental awareness and utilizing the campus as a learning/living environment to achieve sustainability. EH&S&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 & Safety & Sustainability's responsibilities include ensuring that all federal, state and local regulations with regards to the Environmental Protection Agency (EPA), the Department of Environmental Conservation (DEC), the Department of Labor (DOL) and the Occupational Safety and Health Administration (OSHA) are being met, and thus request and provide internal inspections, employee training and preparation of the campus for inspections by external regulatory agencies. Additionally, the department assists campus administrators, employees, and students to develop sustainable programs that educate the campus community on environmental and social issues, provide a sustainable environment for education, and encourage continued fiscal stability. EH&S&S also drafts campus-wide plans for responding to emergencies. During the 2019-2020 year EH&S&S also played a vital role in planning and response to the COVID-19 pandemic.

Specific services provided by the Environmental Health & Safety & Sustainability Department include:

- Assess, design and implement all environmental, workplace safety, and fire safety training for the campus community. Oversee campus environmental regulatory compliance. Issue/review permits as required.
- Conduct fire, AED and workplace safety building inspections per requirements. Provide campus community with CPR/AED and First Aid training.
- Develop a pro-active working relationship with all departments as it relates to safety and regulatory compliance.
- Foster support and ensure compliance as it relates to working with outside contractors on the Fredonia campus.
- Provide support and guidance for environmental and safety related concerns posed by all members of the University.
- Maintain a campus-wide Safety Data Sheet file (SDS Online) for every hazardous material used or stored on campus. Identify waste streams and assure proper disposal methods.
- Provide guidance and oversight in the proper management and disposal of industrial, hazardous, universal, electronic, biological and radiological wastes generated on campus.
- Foster a team approach to working with the varying University departments to ensure chemical security and assist in the management of chemical emergency response.
- Develop, maintain and implement the campus Emergency Response Plan.
- Oversee training and functionality of the campus Incident Management Team as well as other key campus individuals and departments as they pertain to 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.



- Provide leadership to the Campus Safety Committee.
- Calculate occupancy and square footage to meet occupancy needs in areas of public assembly on campus.
- Oversee and manage the campus FredRide carpooling program.
- Complete reports for Executive Order 4 and 18, NYS Environmental Self-Audit, DERA, CLERY, Part 2014, Annual Hazardous Waste, Pesticide Applicator, Cooling Tower Inspection, and other required reports.
- Serve on various COVID-19 response committees.

In fiscal year 2019-2020 Environmental Health & Safety & Sustainability consisted of one full-time Director who maintains general responsibility for the department, reviews and updates campus safety programs and policies, manages all regulated campus waste streams, files required annual reports, provides strategic direction on environmental sustainability issues for the campus, administers the CPR/AED and First Aid training programs, and acts as the campus Code Compliance Officer. A part-time Fire Systems Coordinator and dedicated student oversee campus fire safety including monthly and annual inspections of fire systems, annual state fire inspection, fire extinguisher trainings, and AED management. A part-time Emergency Planning Coordinator was added to the staff to develop a robust campus Emergency Response Program and oversee employee training on emergency planning and response. A shared part-time Secretary provides the administrative support for the department including procurement processes, paperwork, and general office support.

Significant Accomplishments

- Assisted with annual employee safety training including the accommodation of remotely training employees who were telecommuting during the start of the COVID-19 pandemic.
- Inspected, tagged, and serviced over 1,200 fire extinguishers, 855+ pull stations, and 111 AED's located throughout the campus.
- Conducted annual State fire inspection. This inspection encompasses the entire campus and its off-site buildings. The inspection normally takes two and a half weeks to complete. There are additional days for re-inspecting the non-compliance areas. EH&S&S also coordinates with responsible campus departments to ensure all non-compliance issues are abated. For the 2019-2020 year the campus received only 118 violations, down from 227 the year prior.
- Chaired and participated in several campus committees including the campus Sustainability Committee, CSEA Labor Management, Radiation Safety, and Campus Safety Committee.
- Worked in conjunction with Facilities Planning to begin work on the classroom door lock-down capital project to retrofit classroom door hardware with the ability to lock all campus classrooms from the inside.

Assessment Update

Assessment Statement

The Environmental Health & Safety & Sustainability department provides a pro-active, cooperative environment in which employees are able to work and grow. Additionally, the department designs and implements campus compliance and safe work practices in an effort to continue the quality and high level of standards the Fredonia community has come to expect.

EH&S&S continues to assess campus activities to develop and enhance training, chemical tracking, training databases, and sustainability resources that will allow assessment on a periodic basis.

Assessment Activities

- EH&S&S continues to monitor changes to safety and environmental regulations which impact the campus, and design or update programs and procedures to comply with such revisions.
- Continued to assess the CPR/AED program using surveys to enhance and improve the CPR/AED training program. Added Stop-The-Bleed training to numerous CPR courses.
- Provided in-person and remote education of the function of EH&S&S to several campus stakeholders including FSA, Residence Life, and at New Employee Orientation.
- Continued the maintenance of the free carpooling program on campus. FredRide currently has 508 members registered.
- Handled the annual NY State Fire Inspection and maintained oversight of citations to ensure timely correction of all issues.
- Drafted a new Emergency Response Plan and began implementation of training and other key steps toward preparing the campus for responding to emergencies.

Assessment Goals

- Assist the campus with COVID-19 planning and response
- Oversee campus-wide COVID-19 surveillance testing
- Streamline and organize the safety inspection process for fire extinguishers, AED units, and eyewash stations.
- Participate on implementation team for Voice Over Internet Protocol (VOIP) phone system

Facilities Planning

FACILITIES PLANNING

Introduction

The Office of Facilities Planning is a single department responsible for the identification and administration of capital construction and residential rehabilitation projects on campus. Coordination and support is provided to all departments on campus, while frequent interaction with staffs of the SUNY Construction Fund, NYS Dormitory Authority, Office of Capital Facilities, NYS Department of State Division of Code Enforcement, Office of State Comptroller, outside consultants, and contractors remains a fundamental aspect of the successful completion of these major renovations. This office is also responsible for overseeing the campus Capital Plan and works closely with the Vice President for Finance and Administration and the President in developing capital facilities priorities.



From left to right: Gretchen Fronczak, Markus Kessler, Cynthia Dietzen and Kenneth Schmitz

Mission Statement

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

Annual Report

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

The Facilities Planning Department is also responsible for administering the 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's mission to provide 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 Capital Project Assistant provides administration support of construction/consultant contracts, payment applications, certified payroll, vendor review, MWBE review and project site support. A full-time Capital Project Manager provides technical knowledge during all phases of a project. Both the Director and Capital Project Manager follow designated projects from the initial to end stages and provide all monitoring, management, and coordination required between these stages. A shared half-time Office Assistant provides the necessary administrative support required of the department and all associated activities.

Significant Accomplishments

The 2019-2020 Annual Report for the Facilities Planning Department highlights many accomplishments including:

- Completed construction of the AHU & Controls Upgrade Phase V Mason Hall Project Summer 2019 phase (south sector) and Summer 2020 phase for (north sector).
- Completed construction of Replace Windows Rockefeller Arts Center
- Completed design phase of Houghton Hall Phase III Animal Colony Project
- Completed design phase of Houghton Hall Phase IV Math Fit-out
- Completed design concept phase and began construction document phase of Lanford Rehabilitation Project
- Began construction of Houghton Hall Phase II Fit-out Project .
- Began construction of Reed Library Exterior Rehabilitation Project.
- Began construction of the Solar PV Project (working with the New York Power Authority).

1. Academic/Administration/Infrastructure Projects

- Studies and Reports:
 - Completed Fenner House Condition Assessment
 - Alumni House – FSA Gifting
- Planning:
 - SUCF Five-Year Capital Plan
 - Updating SUCF Facilities Master Plan
 - Continue working with SUCF on Interior Rehabilitation Reed Library - Learning Commons
 - Continue working with SUCF on Jewett Hall Rehabilitation (Student One-Stop-Shop Center)
 - Continue working with SUCF on AHU & Controls Upgrade Phase VI RAC Project
- There are 6 projects in the design or bid-ready phase for a total of \$10,236,061.
- There is 5 project in the construction phase for a total of \$27,138,516.
- There were 3 projects completed during this time period for a total of \$3,987,199.

Capital Projects in RFQ, Design or Bid-Ready	Capital Projects in Construction	Capital Projects Completed
Houghton Hall Rehabilitation Phase IV Math Fit-out (bid)	Houghton Hall Rehabilitation Phase II	Rosch Recital Hall Roof Replacement
Maytum/Reed/McEwen Plaza Rehabilitation (bid)	Houghton Hall Rehabilitation Phase III Animal Colony	AHU & Controls Upgrade Phase V Mason Hall (summer 2019 & 2020 Phases complete)
Campus Wide ITS Building Life & Safety System and Infrastructure Upgrade (bid)	Reed Library Exterior Rehabilitation	Replace Windows Rockefeller Arts Center
Fuel Tank System Replacement (bid)	Dods Hall and McEwen Hall Roof Replacement	
Fredonia Emergency Lockdown Door Hardware	Fredonia Solar PV Array (working with the New York Power Authority)	
Lanford Rehabilitation (construction document phase)	Houghton Hall Phase II Equipment	

Academic Major Commissions

- **Houghton Hall Phase II Fit-Out, Phase III Animal Collony and Phase IV Math Fit-Out**



Built in 1968, Houghton Hall is a 74,000 square foot building and is home to various science departments that contain labs, teaching spaces and offices. However, the building lacks flexibility and the diversity of spaces common to contemporary science facilities of today. The building is in need of a total rehabilitation including window replacement, HVAC replacement, and asbestos abatement.

The renovations will provide spaces for Physics, Geology, and Computer Science. This project is phase two of two phases needed to complete the renovations. Phase I consists of interior demolition, hazardous material abatement and exterior rehabilitation that includes new masonry brick walls and new window systems. Phase two is a complete fit out of required space needs for Physics, Geology, and Computer Science. Phase III is the construction of an Animal Colony and Phase IV; the final phase consists of the fitout of the remaining space on the second floor for Math and classrooms in the remaining spaces in the basement level. Phase II is scheduled to be completed early Spring 2021, Phase III to be completed in Fall 2021 and Phase IV to be completed in Summer 2022.

This \$20,000,000 project is being designed by Mitchell Giurgola Architects of New York, NY. Construction began with phase I in the summer of 2019.





- **Fredonia Solar Photovoltaic Array**



The New York Power Authority (Authority) is committed to working with Fredonia to achieve its clean energy and sustainability goals by incorporating solar energy on campus. The rapidly changing regulatory and economic environment for renewable energy in New York State makes it an ideal time to revisit the implementation of renewable energy resources. The Authority is uniquely placed on both the policy and technical implementation fronts to assist Fredonia in implementing renewable energy projects. The installation of a solar array on campus will support the SUNY Clean Energy Roadmap.

This project will provide a customized 1.4-megawatt ground-mounted solar photovoltaic array integrated with a 500-kilowatt energy storage system to ensure energy is available during peak electric demand and emergencies. The solar-plus-storage solution will provide about 1.7 gigawatt hours of energy and offset an average 432,000 pounds of carbon dioxide each year.

For the implementation of the Solar PV and Battery Storage project by Fredonia, and in accordance with the NYPA Clean Distribution Energy Resource Grant Program, Fredonia was awarded a \$600,000 Grant.



2. Residence Life Projects

- Studies and Reports:
 - Supporting Enrollment & Student Services with their Residence Hall Master Plan
 - Gregory Hall Exretor Masonary Structural Asseament
- Planning:
 - Residence Hall Capital Plan
 - Gregory Hall Exretor Masonary Structural Asseament
- There are no projects currently in the in design phase
- There are no projects currently in the construction phase
- There was 1 project completed during this time period during this time period for a total of \$700,000

Projects in RFQ, Design or Bid-Ready	Projects in Construction	Projects Completed
Residence Hall Master Plan	None	Alumni Hall Roof Replacement

Residence Life Major Commissions

- **Residence Hall Master Plan**



The Office of Residence Life strives to provide a comprehensive residence life program as an integral part of the educational program and academic support services of the institution. The residence life program is committed to providing opportunities for personal growth and development and supports the educational mission of the college by providing facilities and programs to assist students in developing mutually supportive relationships in order to live,

work and learn with people of diverse backgrounds and individual differences.

Campus housing is composed of a variety of residence halls in corridor, suite, and townhouse configurations. The residences consist of single gender halls, co-educational halls and independent living halls. In total there are 20 residence halls that vary in age from four years old to 70 years old.



In the past SUNY Fredonia has upgraded the various residence hall components such as bathrooms, lobby's and fire alarm systems as well as providing student quality of life updates that include carpeting, painting and water stations but these upgrades were performed with no focus on the true overall needs of the students and the buildings. Therefore, a Residence Hall Master Plan would provide a near and long term strategy for student housing that would enhance SUNY Fredonia's student housing portfolio, improve the student

experience, support SUNY Fredonia's academic mission as well as Enrollment and Student Services mission and vision.



Facilities Planning has supported Enrollment & Student Services in working with DASNY and Trudeau Architects of Latham, NY in the development of a Master Plan that analyzed desired demographics, desired program space assignments, residential education experience, and existing building conditions as well as exploring options for residential improvements. The options included strategies to meet the program requirements through renovation, new construction, site improvements and combinations of each. Capital cost estimates, operating costs, rental rate and schedules will be

used to advance planning options. The master plan narrowed options based on a balance of cost, program goals, and the campus living environment within the campus housing community.

3. Additional Significant Accomplishments

- For years, Facilities Planning has supported construction and design solicitations and contracting activities for Campus Let projects. This exceptionally lengthy process is daunted by numerous laws and regulations governed by numerous State and federal agencies. Staffed with the knowledge and expertise to administer this program at the campus level, our campus receives additional funding to accommodate a construction and design work load through both contract administration and project management. The current value of Campus Let contracting functions over the past year is \$7,162,949.
- Facilities Planning continues working with SUCF to establish yearly projects to fit within an established spending cap for both SUCF lead projects and Campus Let projects.
- Major Capital Plan design starts for 2019-2020 included the following projects:
 - Houghton Hall Rehabilitation Phase IV Math Fit-out
 - Maytum / Reed / McEwen Plaza Rehabilitation
 - Dods Hall and McEwen Hall Roof Replacement
 - Fredonia Emergency Lockdown Door Hardware
- Major Residential design starts or ongoing for 2019-2020 included the following projects:
 - Alumni Hall Roof Replacement

- 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:
 - AHU and Controls Upgrade Phase V (Mason Hall) Summer 2020 phase II (south sector) Construction Phase Completed.
 - Houghton Hall Rehabilitation Phase II Fit-out Project — In Construction Phase
 - Replace Windows Rockefeller Arts Center – Construction Phase Completed
 - Reed Library Exterior Rehabilitation – In Construction Phase
 - Maytum/Reed/McEwen Plaza Rehabilitation – In Design Phase
- Facilities Planning along with Facilities Services, Finance and Administration and the Construction Fund are in the process of continuing to refine the Campus Five-Year Capital Plan to fit within yearly spending caps and to establish funding requirements for major capital projects. The Capital Plan is a multi-year plan which allows 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 campus' environment, facilities and supporting infrastructure. In addition, the plan identifies several Special Project Initiatives such as the Houghton Hall Rehabilitation Phase IV and Reed Library Exterior Rehab. This new plan has identified approximately \$54.4 million of critical maintenance projects and adaptation projects.
- 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 10 building permits, and 6 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 of 2019-2020, Campus Let Design and Construction Projects Report, and related charts illustrating unit support and volume/value 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. This department will also progress design/construction activities and monitor regulatory compliance to ensure functional and safe facilities and grounds, as well as 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 2019-2020 Annual Report and Assessment Update:

- Continue construction phase of Houghton Hall Phase II Fit-out Project
- Completed construction of Houghton Hall Phase I Demolition/Abatement and Exterior Envelope Project.
- Completed construction of the AHU & Controls Upgrade Phase V Mason Hall Project Summer 2019 phase (south sector).
- Completed construction phase of Replace Windows RAC Project
- Began construction phase of Rosch Recital Hall Roof Replacement
- Began construction phase of Alumni Hall Roof Replacement Project
- Began construction of Reed Library Exterior Rehabilitation Project.
- Began construction of the Solar PV Project (working with the New York Power Authority).
- Completed design phase of Houghton Hall Phase III Animal Colony Project.
- Completed design phase of Campus Wide ITS Building Life & Safety System and Infrastructure Upgrade
- Complete design phase of Fuel Tank System Replacement
- Began design phase of Houghton Hall Phase IV Math Fit-Out

Assessment Goals

- Work with all entities involved in the implementation of projects identified in the 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 phase and begin construction phase of the following projects:
 - Houghton Hall Rehabilitation Phase III Animal Colony
 - Maytum/Reed/McEwen Plaza Rehabilitation Project
 - Dods Hall & McEwen Hall Roof Replacement Project
 - Rosch Recital Hall Roof Replacement
 - Fuel Tank System Replacement
 - Campus Wide ITS Building Life & Safety System and Infrastructure Upgrade
 - Fredonia Emergency Lockdown Door Hardware
 - Alumni Hall Roof Replacement Project
 - Fredonia Solar PV Array

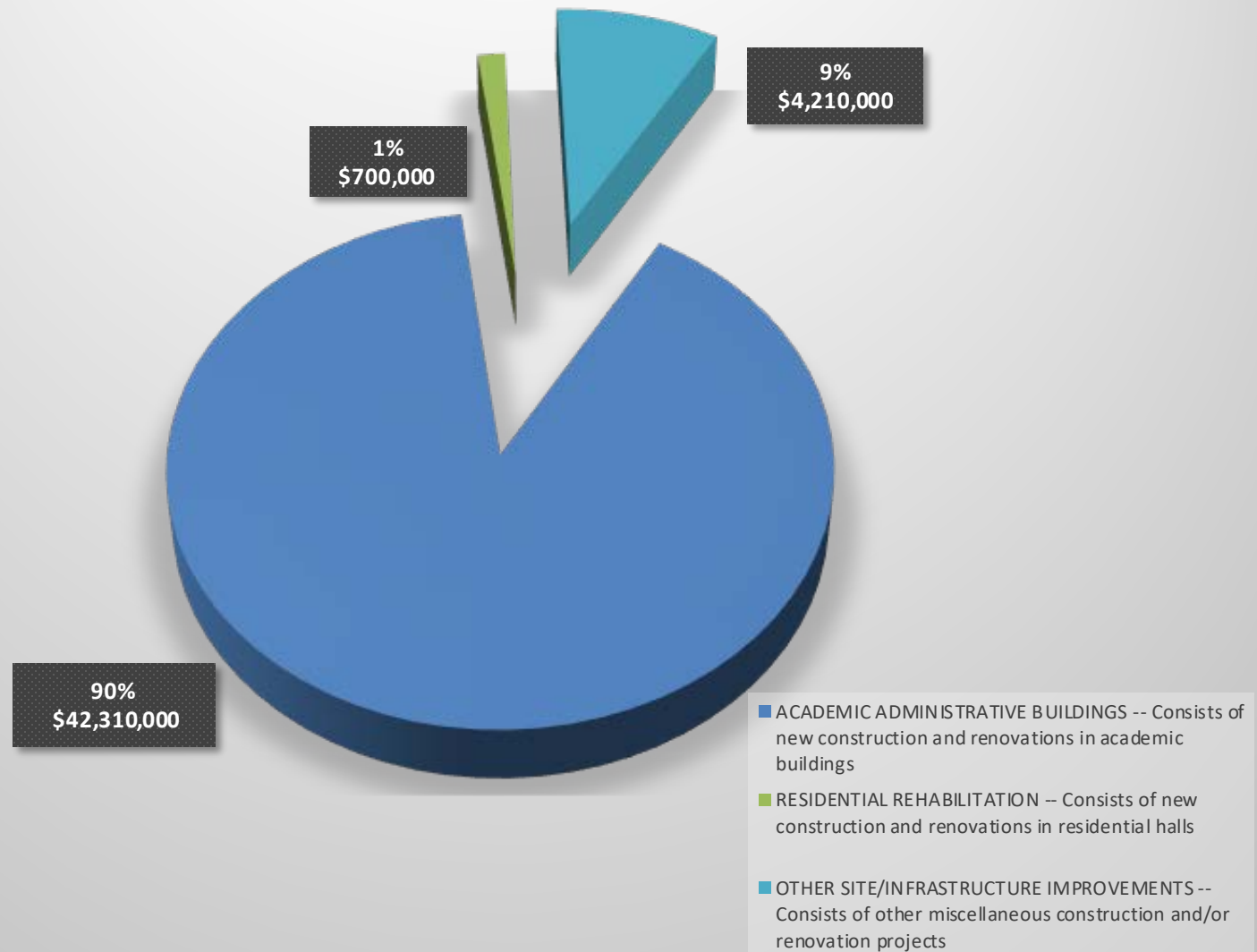
- Compete construction phase of the following projects:
 - Alumni Hall Roof Replacement Project
 - Fuel Tank System Replacement
 - Fredonia Solar PV Array
 - Campus Wide ITS Building Life & Safety System and Infrastructure Upgrade
- Begin design phase of the following projects:
 - Houghton Hall Phase IV Math Fit-Out
- Begin Scoping/RFQ/RFP phase of the following projects:
 - Interior Rehabilitation Reed Library
 - Jewett Hall Rehabilitation
 - AHU & Controls Upgrade Phase VI RAC Project
 - Facilities Master Plan Update - Concentration on Thompson & Fenton Halls
- Continue to provide support to newly identified priorities in an effort to obtain funding toward the continuous advancement of campus facilities and grounds. Continue appraising the Five-Year Capital Plan as well as establishing projects per the Campus Master Plan.
- Continue working with the Office of the State Comptroller, State University Construction Fund and DASNY to identify expectations and clarify standard measures for processing the procurement of consultant and construction contracts.

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Summary of Facilities Planning Capital Projects 2019-2020

Project Description	Estimated Cost	Project Status	Contractor
<u>I. Academic/Administrative Buildings</u>			
Rosch Recital Hall Roof Replacement	250,000	Completed	Foit- Albert Associates
Replace AHU's Controls Phase V Mason Hall	2,350,000	Completed	MLP Plumbing and Mechanical
Replace Windows Rockefeller Arts Center	1,420,000	Completed	Savarino Companies
Houghton Hall Renovations Phase II Fit-Out	20,100,000	Construction	Savarino Companies
Houghton Hall Renovations Phase III Animal Colony	1,700,000	Construction	Mitchell Giurgola Architects
Reed Library Exterior Rehab	3,200,000	Construction	Bell & Spina
Dods Hall & McEwen Hall Roof Replacement	4,200,000	Construction	La Bella Associates
Houghton Hall Renovations Phase IV Math Fit-Out	3,000,000	Design	Mitchell Giurgola Architects
Fredonia Emergency Lockdown Hardware	920,000	Design	3-Leafs
Campus ITS Building Life Safe & Safety System and Infrastructure	1,450,000	Design	P. Max Engineering and Campus
Lanford Rehab	1,320,000	Design	Flynn Battaglia Architects
Houghton Hall Phase II Fit-Out Equipment	2,400,000	Equipment	Various and Campus
<i>Subtotal – Academic/Administrative Buildings</i>	\$42,310,000		
<u>II. Residence Hall</u>			
Alumni Hall Roof Replacement	700,000	Completed	James town Roofing
<i>Subtotal – Residence Halls</i>	\$700,000		
<u>III. Other Site/Infrastructure</u>			
Fredonia Solar PV Project	120,000	Construction/PPA	N.Y. Power Authority & Solar Liberty
Fuel Tank System Replacement	460,000	Design	Li Ro
Maytum/Reed/McEwen Plaza Rehabilitation	3,630,000	Design	Bell & Spina
<i>Subtotal – Other Site/Infrastructure</i>	\$4,210,000		
<i>Total: Design / Construction / Equipment Cost</i>	\$47,220,000		

CAPITAL CONSTRUCTION PROJECTS

Total Program Budget: \$47,220,000



Construction and Design Projects
(July 2019 - June 2020)

Facilities Planning Construction Projects (including Change Orders)		
Project #	Project Title	Cost
051005	Campus Energy Metering & Conservation	\$ 531,074.00
051013	Marvel Theater & Mason Annex Roof Replacement	\$ 496,609.00
051019	Steele Hall Ice Rink Refrigeration Upgrade	\$ 317,829.00
051020	Replace AHUs & Controls Phase V - Mason Hall	\$ 2,420,972.00
051029	Rosch Recital Hall Roof Replacement	\$ 148,520.00
D059HL	McGinnies Hall Roof Replacement	\$ 449,366.00
D059HV	Alumni Hall Roof Replacement	\$ 447,000.00
I10130 – I10430	Centre Pointe Dining Hall Renovations (* <i>* Multiple Prime Project – Cost reflects total of all 4 contracts</i>)	\$ 1,171,402.00
	<u>TOTAL:</u>	<u>\$ 5,982,772.00</u>
Facilities Planning Design Projects (including Amendments)		
051005	Campus Energy Metering & Conservation	\$ 121,916.00
051013	Marvel Theater & Mason Annex Roof Replacement	\$ 63,926.79
051019	Steele Hall Ice Rink Refrigeration Upgrade	\$ 86,125.00
051020	Replace AHUs & Controls Phase V - Mason Hall	\$ 195,310.00
051024	Lanford Rehab	\$ 197,577.09
051026	Emergency Lockdown Door Hardware	\$ 88,610.85
051028	Fuel Tank System Replacement	\$ 50,025.63
051029	Rosch Recital Hall Roof Replacement	\$ 9,575.00
051030	IT Emerg. Power & UPS Replacement	\$ 95,863.46
D059HL	McGinnies Hall Roof Replacement	\$ 65,394.00
D059HV	Alumni Hall Roof Replacement	\$ 60,468.00
	<u>TOTAL:</u>	<u>\$ 1,034,791.82</u>
Facilities Services Construction Projects (including Change Orders)		
M05564	Sidewalk Pedestrian Safety Improvements	\$ 97,664.00
M05577	Reed Library HVAC Improvements	\$ 27,872.00
	<u>TOTAL:</u>	<u>\$ 125,536.00</u>
Facilities Planning Construction-Related Service Projects		
051023	Dods Hall Gymnasium Acoustical	\$ 8,700.00
D059HW	Gregory Hall Exterior Masonry Condition Assessment	\$ 5,100.00
NO #	Alumni House Phase I Environmental Site Assessment	\$ 1,750.00
NO #	Alumni House Condition Assessment	\$ 4,300.00
	<u>TOTAL:</u>	<u>\$ 19,850.00</u>
	<u>GRAND TOTAL</u>	<u>\$ 7,162,949.82</u>

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Facilities Services

- **Energy and Mechanical Systems**
 - **Building Automation Systems**
 - **Electrical Services**
 - **Plumbing Services**
 - **HVAC/R**
- **Custodial Services and
Grounds and Landscaping**
- **Facilities Trades Services**
 - **Structural Trades**
- **Office Operations**

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 an 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 Fredonia.

The department, under the direction of the Director of Facilities Services, includes 138 full-time permanent, part-time and seasonal positions (including vacancies). Numerous students during the academic year and summer months provide additional support staffing to the department. The department maintains 2,331,461 gross square feet of buildings; 249 acres of land; 24 acres of parking lots with 3,130 parking spaces; over five miles of roadways; and over eight miles of sidewalks. The department services and maintains more than 12,000 energy management control points; 6,000 fire alarm devices; 5,000 doors; 2,500 clocks; 1,700 motors; 571 pumps; 490 street lights; 438 fan coil units; 277 air handlers; 189 drinking fountains; 100 boilers; 99 hot water heaters; 46 fire hydrants; 37 elevators and lifts; 23 emergency generators; 26 outdoor emergency phones, and over 20,000 light fixtures.



From left to right: Mark Delcamp, Kevin Cloos, and Tim Bentham

The department services and maintains more than 12,000 energy management control points; 6,000 fire alarm devices; 5,000 doors; 2,500 clocks; 1,700 motors; 571 pumps; 490 street lights; 438 fan coil units; 277 air handlers; 189 drinking fountains; 100 boilers; 99 hot water heaters; 46 fire hydrants; 37 elevators and lifts; 23 emergency generators; 26 outdoor emergency phones, and over 20,000 light fixtures.

The department is comprised of several units all working toward the department and University missions:

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

4. Office Operations
 - a. Work Order Processing
 - b. Key Management
 - c. Purchasing and Requisitioning
 - d. Personnel Record Management
 - e. Work Order System Management
 - f. Physical Space Inventory Management
 - g. Webpage Development

Mission Statement

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

Annual Report

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

The Facilities Services Department utilizes an electronic work order system to manage over 9,000 work orders generated each year. The requests submitted each year to the department for work range from general 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	Description	Allotted Time
Emergency Maintenance	Same day response required (graffiti, personal safety, security)	2 days
Trouble Calls	Requests from faculty, staff and students	7 days
Corrective Maintenance	Inspections; furniture repairs; sign installations; Work orders generated by the Facilities Services staff	30 days
Preventative Maintenance	Pre-planned work orders	30 days
Non-Maintenance	Event setups, moving, hanging pictures, issuing keys	30 days
Projects	In-house and capital projects	Varies

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

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, budget specifications and design for areas proposed for renovations. Administering many replacement projects including preparation of budget specifications, coordination of bid procurement and oversight of work in progress is also performed. Many Minor Critical Maintenance 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.

Significant Accomplishments

- Completed many improvements across campus including updating lighting to LED lighting, fire alarm maintenance, plumbing and mechanical improvements, painting of many areas, maintaining the campus grounds, preparing and cleaning the building interiors and exteriors for numerous events across the campus, and ensured the heat, air conditioning, lighting and water were operational each day.
- Prepared the project request information for the State University Construction Fund for the 2020-2021 Minor Critical Maintenance program totaling \$750,000.
- Completed or started several projects as part of the Minor Critical Maintenance program and DIFR Funding including card access upgrades at several buildings, sidewalk replacements, roadway and parking lot improvements, several masonry and stair improvements, HVAC improvements, and residence hall improvements.
- Completed several office renovations and classroom projects.
- Completed parking lot, crosswalk, sidewalk and roadway maintenance improvements, paving and striping throughout the entire campus.
- Completed painting in the student rooms at all residence halls, several classrooms, hallways and many office areas on campus.
- Prepared the campus for many events including Open Houses, Family Weekend, Move in Week, Scholars Breakfast, Maker Faire, Homecoming.
- Completed new flooring installations at several locations on campus including offices, classrooms, and areas in the residence halls.
- Prepared the Residence Halls for the return of students.
- Designed, developed and created the new eSports Lounge.
- Maintained the campus grounds, planting beds and trees.
- Prepared performance programs and evaluations for all staff in Facilities Services.
- A great deal of time was spent in the spring of 2020 to learn, educate and address items related to the Covid-19 pandemic.
- Facilities Services staff completed online 10-Hour OSHA Safety Training.

Energy and Mechanical Systems

The **Building Automation System (BAS)** unit controls, monitors and regulates the campus HVAC systems by providing alarm conditions (high water in basements or temperature ranges within buildings, equipment, etc.) and controls the operation of exterior lighting. The BAS also monitors area conditions. When these conditions exceed parameters established by the operator of the BAS, alarms are transmitted and crews are dispatched to respond. The group continues to find new areas to expand the use of the BAS to control equipment that will help in the reduction of energy consumption, and to add building functions to the BAS to monitor and provide alarms for when they malfunction. Controlling the campus' energy usage is the most significant operation of this group. Currently, there are over 12,000 control and monitoring points throughout the campus.

The primary use of the BAS is to control and schedule mechanical equipment functions that provide ventilation and regulate the temperature in campus buildings. In addition, the BAS is used to regulate most outdoor lighting.



From left to right: Randy Grant and Tim Bentham

Examples of the monitoring and scheduling include:

- Space temperatures
- Adjusting time schedules for heating, ventilation, air conditioning, and refrigeration equipment based on occupants use of the spaces on campus
- Heating Hot Water/Boiler Systems
- Chilled Water/DX Air conditioning Systems
- Air Handling/VAV Systems
- Air Handling Fan Speeds
- Hot Water/Chilled Water Pump Speeds
- Fume hood Controls in Science Center and Jewett Hall
- Outside air temperature (OAT)
- Exterior lighting at:
 - Parking lots
 - Walkways
 - 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 responds and assesses 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, Maytum, and Thompson Halls
- The Steele Hall Ice Rink operation
- The Natatorium pool operations
- Domestic hot water
- Various FSA freezers and coolers
- Biology's "80 degrees below Zero" Freezers Alarm. Text and email messages sent to personnel
- Air compressors

Significant Accomplishments

- Continued to expand the use of the BAS by installing additional control and monitoring points.
- Managed the BAS development for the Houghton Hall 1st & 2nd Floor Fit out and Math Fit out.
- Coordinated with Facilities Planning, SUNY Construction Fund, Engineers and Contractors for several projects on campus
- Continued to build new and modified existing animated graphics for equipment that is controlled by the BAS.
- Managed and distributed contractor access cards for Facilities Services and Facilities Planning.
- Managed the controls installation for the eSports Lounge.

The **Electrical Services** unit is responsible for maintaining the campus-wide electrical systems. The staff maintains the interior and exterior lighting and 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: Rodney Hayes, Thomas Deike, Orion Purslow, and Daniel Riewaldt

Significant Accomplishments

- Completed numerous fire alarm upgrades throughout the campus.
- Managed the annual testing of the campus fire alarm system.
- Upgraded the following areas on campus to LED lighting:
 - Installed new 2x2 LED lights at the McGinnies Hall student bathrooms.
 - Installed new 2x2 LED lights at the Facilities Services Offices.
 - Installed new LED lighting in the stairwells at the Kirkland Complex
 - Installed new LED fixtures at parking lots 11 and 27
 - Upgraded various outside lights on the Town Houses.
 - Various locations in the Residence Halls - installed new LED fixtures.
- Assisted with the installation of several hydration stations.
- Completed several classroom improvements.
- Continued to install occupancy sensors throughout campus to control lighting.
- Assisted with the maintenance and inspection of the campus high voltage system.
- Assisted many contractors with electrical needs on campus.
- Worked with the local electric utility company on several energy saving projects and received several rebates for these projects. Most of the projects were lighting projects where lights were replaced with more energy efficient LED lights.
- Setup lighting and electrical service for the All Campus Party at the Lanford House.
- Completed upgrades to several fire alarm system panels.
- Completed the LoGrasso Hall ADA Lobby Restroom Improvement project.
- Completed improvements to the Disney Hall Craft Room.
- Completed the eSports Lounge Project.
- Completed the McEwen Hall G22 Computer Lab Improvement project.
- Provided assistance with the Solar Array Project.

The [Plumbing Services](#) unit maintains the potable water, storm and sanitary drainage systems on campus. The staff maintains the emergency eyewash and shower stations, swimming pool, plumbing fixtures, supply fan units, water softeners, fire hydrants, backflow preventers, dishwashers, water purifiers 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

- Upgraded drinking fountains at several locations; the new fountains provide chilled, filtered water and include bottle filling stations.
- Managed the annual fire hydrant testing across the campus.
- Managed the annual testing for the fire sprinkler systems, as well as several repairs and upgrades to the system.
- Completed annual preventive maintenance, repairs, and inspections of the plumbing fixtures and sprinkler system in the Town Houses.
- Performed repairs to the natural gas system at several buildings.
- Exercised water main valves on campus.
- Completed several repairs to the water lines in several buildings.
- Completed weekly inspections of emergency eyewash stations on campus.
- Completed annual building preventative maintenance for all buildings on campus to include drinking fountains, sump pumps, domestic hot water heaters and building fixtures.
- Completed annual testing of Backflow preventers on campus and at the Incubator.
- Completed the scheduled maintenance of the lap pool in the natatorium and numerous repairs associated with running the pool.
- Read water main meters quarterly.
- Managed the semi-annual flushing of sanitary sewer lines at the dining hall and Starbucks.
- Addressed many work orders for plugged drains on campus.
- Completed the renovations at Gregory Hall 100, 200 and 300 penthouse kitchens.
- Completed annual preventative maintenance inspections and repairs to the plumbing fixtures in the Residence Halls.
- Upgraded drinking fountains in Carnahan Jackson and Jewett Hall to hydration stations.
- Completed annual testing of 132 backflow devices in campus buildings.
- Replaced gas main regulator on Rockefeller Arts Center.
- Installed laundry units in University Commons and Chautauqua Hall R.D. apartments
- Renovated Chautauqua Hall R.D. apartment bathroom installing new shower, vanity and sink.



From left to right: Jeff Peterson, Nelson White, and Steve Kosierb

- Performed PM on all hot water tanks on campus.
- Performed PM for all sump pumps and pits on campus and replace pumps and floats when needed.
- Maintained all sanitary and storm lines on campus. We had several plugs on both that needed jetting.
- Completed numerous repairs to water supply line leaks on campus.
- Installed drain strainers on tubs in Kirkland Complex cutting our plugged drain service calls from 230 plugs down to seven in a semester in Kirkland Complex.
- Managed the semi-annual drain cleaning at Tim Hortons, Starbucks and dining halls.
- Serviced stadium facility and ball field irrigation systems.
- Managed the ordering of all specialty parts for the plumbing shop and maintain parts for emergency repairs on hot water tanks and fittings for emergency repair of water lines.
- Managed the maintenance of pools at the Natatorium.
- Cleaned out dryer ducts in Gregory Hall, Townhouses, Children's Center, and Rockefeller Arts Center.
- Replaced several valve boxes that were broke including at the Townhouses, Dods Hall Grove and back of Natatorium.
- Rebuilt showers at Hemingway R.D. apartment
- Managed the water line repairs at the Rockefeller Arts Center.

The HVAC/R unit is highly trained and responsible for the maintenance and operation of the heating systems, refrigeration, air conditioning and exhaust systems throughout the campus. Preventative maintenance is performed on all satellite boiler equipment, emergency generators and building components. They provide complete maintenance on the campus heating systems, its distribution system, 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. The staff maintains the Heating Services office 24/7 during the academic year providing continuous customer service to the campus.



From left to right: Kevin Watrous, Herb Farmer, Gary Hardy, George Tucker, and Steve Carutis

Significant Accomplishments

- Performed preventative maintenance on all of the heating boilers throughout the campus.
- Provided after-hour and weekend coverage to the campus.
- Responded to all work orders regarding heating and cooling issues.
- Worked with Facilities Planning and the contractor on the replacement of the air handler in Mason Hall.
- Completed monthly testing of the emergency generators throughout the campus.
- Performed preventative maintenance on all refrigeration equipment on campus including refrigeration equipment at all FSA locations, the Biology department, water coolers throughout campus and air conditioning equipment across the campus.
- Completed the annual maintenance and startup of equipment at the Ice Rink in Steele Hall.
- Worked closely with the Building Automation Systems to make systems on campus perform more reliably and efficiently.
- Provided temporary air conditioning for summer programs, Resident Director Apartments and several offices on campus.
- Continually monitored all campus cooling towers and water treatment to comply with regulations implemented by the New York State Department of Health, to prevent Legionella growth in the cooling towers.
- Upgraded filters on campus to comply with the recommendations from the Governor's office and help prevent the spread of Covid-19
- Disconnected two heating boilers at Fenton Hall to save energy now that Houghton Hall has its own boilers to provide heat

- Worked with Feed Water Treatment Systems to address issues of Legionella growth in our cooling towers on campus
- Worked with Indoor Air Professionals to clean and sanitize the air intakes on the roof of Williams Center
- Worked with NYSDOL to inspect multiple boilers on campus
- Maintained FSA refrigeration equipment
- Worked with FSA to purchase an electric steam kettle for the Commissary so that we could shut down a boiler, thus saving significant time in maintaining the boiler and provides significant amount of energy savings
- Performed preventative maintenance on all of the heating boilers throughout the campus.
- Provided after-hour and weekend coverage to the campus.
- Responded to all work orders regarding heating and cooling issues.
- Worked with Facilities Planning and the contractor on the replacement of the north end air handler in Mason Hall.
- Completed monthly testing of the emergency generators throughout the campus.
- Trained on the new HVAC-R systems at Houghton Hall
- Completed the annual maintenance and startup of equipment at the Ice Rink in Steele Hall and shutdown do to Covid-19 restrictions.
- Managed boiler repairs at University Commons.
- Managed the project for the eSports Lounge.
- Managed the Reed Library HVAC project.
- Completed heating system modifications for the Gregory Hall 100, 200, and 300 House penthouse kitchen improvement project.
- Managed inspections and repairs to several emergency generators.
- Completed repairs to chillers at Maytum Hall and University Commons.

Custodial Services and Grounds and Landscaping

The [Custodial Services](#) unit consists of 88.5 FTE positions including the Assistant Director, Head Janitor, Supervising Janitors, Janitors, Cleaners and two SUNY Campus Workers. Custodial Services is responsible for the routine and construction cleaning of academic/administrative buildings and residence halls, which includes waste removal, collection of recyclable materials, dusting, mopping, waxing, and polishing terrazzo floors, vacuuming, shampooing of carpets, cleaning of public areas and restrooms, lamp replacement, window washing, surplus equipment transfers and snow removal at building entrances which ensures the entrances are safe and well maintained.

The department also provides minor routine maintenance and repair of items such as window blinds, drapes, and furniture and performs many various minor handyman type of repairs. Most notably, the unit is responsible for commencement setup at Steele Hall each year and provides setup and support for many other special events throughout the Academic year. In addition, Custodial Services is responsible for opening and closing most buildings and provides moving services for the campus.



1st Shift Custodial – Academic Staff

From left to right, front row: Wayne Seabolt, Keshia McCloskey, Lee Szalkowski, Darlene Miller, Bob Miller, Sara Jagoda, and Dave Tamowski



1st Shift Custodial – Residential Staff

From left to right, front row: Linda Nixon, Julie Echevarria, and Kyle Baumgartner; 2nd row: Chuck Miller, Carmen Vazquez-Ruiz, Darlene Miller, Brooks Glapa, and Vic Collura; back row: Scott Pagano and Kevin McCarthy



1st Shift Custodial – Residential Staff

From left to right, front row: Elizabeth Goblirsch, Terry Sysol, Elly Irizarry, Kathy Stempkowski, Linda Saletta, Ramona Padua, Missy Mt Pleasant, Sheri Burlison, Kim Burlison, Mary Leckliter, and Art Franklin; back row: Tim Clarke, Steve Peters, Juliana Krauter, Josue Roman, Debra Kujawa, Liz Kujawa, Mary Ann Wykstra, Bob DeGolier, Jim Michaels, Jorge Rosa, and Phil Collier



2nd Shift Custodial Staff

From left to right, front row: Robert Bajdas Sr., Nick Valentine, Tony Pagano, Kitty Pencek, Jean Worosz, Jack Anderson, and Dan Schrader; back row: Dave Racker, Fred Babar, Barb Barreca, Lisa Boardman, Pete Privitere, Mark Stewart, Jessica Brown, Iris Rosa, Sue Smith, and Silverio Burgos Jr.



3rd Shift Custodial Staff

From left to right, front row: Chris Brunecz, Lori Martin, Donna Poncharik, Joel Ross, Israel Navarro, Melanie Mazur, Matt Bishop, Jeff Deering, and Joel Rivera; back row: Seth Wolnik, Rich Logan, Derek Case, Richelle Stewart, Denilson Costa, Elizabeth Meadows, Candy Nolan, and Andrea Markham

Significant Accomplishments

- Continued to serve as a major contributor to the successful maintenance of Fredonia's facilities, including the pro-active repairs based on daily observations, biannual building inspections, and the updated version of the Annual Residential Custodial Report (ARCR) conducted immediately after commencement.
- Performed moving services for many departments including inter-office furniture moves for academics and residential furniture removal as many old items are being replaced.
- Provided services for the many specialized athletic and educational camps and programs residing on campus; the groups associated with these programs use academic, athletic, and residential areas throughout the year.
- Provided extensive cleaning to buildings that had major construction work occurring during the summer months and break periods.
- Managed all window treatment replacements in several areas of the campus.
- Managed repairs and replacement of carpet and vinyl floor tile in offices, classrooms, hallways and student rooms; most notably new LVT flooring in several R.D. Apartments, eSports Lounge, RAC Gallery Entrance, Mason Hallways, UC-FSA Office suite, Polished the McEwen and Williams Center Terrazzo
- Coordinated construction cleanup following Mason Hall HVAC upgrades construction projects and various flooring projects throughout campus
- Assisted with the coordination, set up and tear down for many campus events, most notably Commencement, Makers Faire, Stroke Awareness Walk, and the All Campus Party at the Lanford House.
- Evaluated and purchased many new environmentally friendly equipment items for use in the custodial department. Reviewed new hand sanitizer options and initiated the purchase of a new Germ-x product for the campus. Began review and are in the process of selecting a new paper towel for the campus.
- Continually evaluated and made the necessary staffing changes to support the day-to-day custodial operations. Made several changes to initiate budget savings while enhancing services to the campus.
- Continued working with Residence Life to ensure their cleaning standards are being met daily.
- In conjunction with the Office of Environmental Health and Safety and Sustainability, continued to provide annual training in Right-to-Know and Blood Borne Pathogens, as well as the annual Custodial Safety training.
- Worked closely with Property Control and University Services to provide numerous equipment transfers of various surplus items

The **Grounds and Landscaping Services** unit is responsible for maintaining 249 acres of land; 24 acres of parking lots with 3,130 parking spaces; over five miles of roadways and over eight miles of sidewalks. The group includes the Assistant Director, Head Grounds Supervisor, Supervisor of Grounds, Senior Athletic Grounds worker and seven trades people consisting of Highway Equipment Operators and Grounds workers.



*Front row from left to right: Rich Newton, John Jakubowicz, and Phil DiFrancisco
back row: Gerald Polvino, Robert Schwerk, Jim Foringer, John Cole, Mark Delcamp, and Natalio Matias*

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

Significant Accomplishments

- Maintained existing planting areas, and continued to increase the ratio of Perennials vs Annuals planted on campus, in an ongoing effort to be more environmentally, and fiscally sustainable.
- Reviewed and worked on expanding Low-Mow areas on campus.
- Continued treating trees in-house and monitoring varying species for Hemlock Wooley Adelgid, Emerald Ash Borer, and various other invasive pests.
- Assisted contractors with numerous projects.
- Continued the 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, tennis and basketball courts, rugby field and the 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 the use of “Horganix” for use on Athletic Fields and highly visible areas on campus, in an effort to introduce a 100% organic fertilizer and reduce the amount of chemicals used on campus turf.
- Provided tools, and occasionally assisted or guided various campus groups that were performing service projects, whether an invasive weed pull on campus or assisting the elderly community residents with yard clean-up.
- Maintained the miles of roads and sidewalks, and acres of parking lots through the winter months.
- Provided set up for a growing number of outdoor events, picnics, gardens and community use including Alumni Weekend, Athletic Tournaments and the Senior Picnic.
- Installed new and updated street and parking lot signs at various campus locations.
- Worked to maintain a clean, sustainable, and friendly environment for all who use the campus on a daily basis.
- Worked to assist with financial cutbacks by performing much of the normally contracted service work in-house, such as:
 - Installing engraved pavers for Alumni Affairs, in the walkway at the Williams Center.
 - Weed spraying of many areas around campus
 - Painting of parking lot lines in small lots

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; Nick Polvino, Andrew Cross, Duane Blakely, Don Dillenburg, Joe Siragusa, Pete Cortes, James Kuras, Bryan Miller and Rick Mackenzie

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

Expertise in the area of roofing enables the investigation and identification of roof leaks, with many repairs performed in-house. Support and supervision are provided on capital projects for roof repairs, replacements and new installations. Semi-annual inspections are performed on all roofs throughout the campus. The existing conditions are reviewed, roof drain strainers are cleaned, and leaves and debris are removed from the rooftops. This proactive approach helps extend the life cycle of the roofs.

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

The Lock Shop services all campus doors including all hardware, locking mechanisms, door closers and associated parts. Safes, vaults, cabinets and various other items containing locking mechanisms are also serviced. 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.

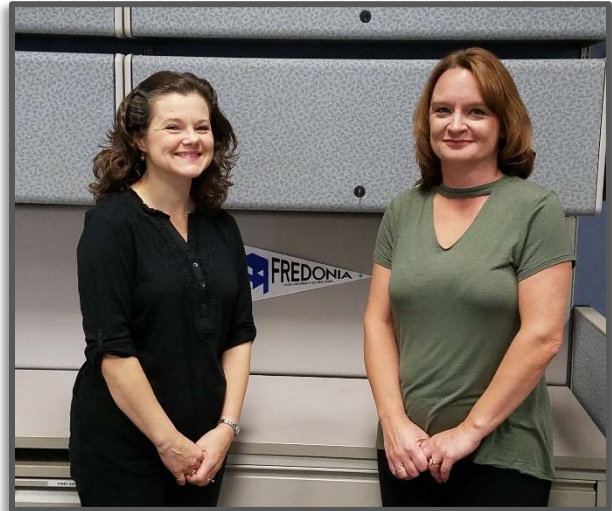
Significant Accomplishments

- Continued painting of numerous offices, hallways, classrooms, corridors, doors and frames, and conference rooms in the Academic buildings and Residence Hall student rooms.
- Developed, maintained and prepared lock systems; keys for numerous Faculty, Staff and Student requests; programed many users in the card access system.
- Continued to address repairs identified under the Annual Residential Custodial Report (ARCR); this program focuses on maintaining the student living areas within the Residence Halls.
- Continued to identify and install new room signage in many areas to enable guests, maintenance staff and emergency staff to better locate rooms.
- Completed concrete sidewalk replacements at several locations on campus.
- Completed several office renovations and improvements at the Residence Halls.
- Completed several smart classroom improvement projects.
- Completed repairs to several shower basins at the Town Houses.
- Completed repairs to many student bathrooms in the Residence Halls.
- Completed the renovations at the Gregory Hall 100, 200 and 300 penthouse kitchens.
- Complete improvement to the lobby kitchens at Grissom Hall and Kasling Hall.
- Completed improvements at several R.D. Apartments including Chautauqua Hall, Hemingway Hall and University Commons.
- Completed several door replacements.
- Updated exterior signage at various locations on campus.
- Completed roof inspections and maintenance.
- Coordinated many window repairs and roof repairs with local contractors.
- Completed the project to reinforce a section of floor at Mason Hall to accommodate new stackable shelving units.
- Completed the Summer 2019 Sidewalk Replacement Project.
- Coordinated the rebuilding of walls at McGinnies Hall 133 student bathroom.
- Completed the eSports Lounge project.
- Installed new railings at the Williams Center.
- Completed the LoGrasso Hall ADA Lobby Restroom Improvement project.
- Completed improvements to the Disney Hall Craft Room.
- Prepared Reed Library for the window replacement capital project.
- Worked with Facilities Planning on several roof replacement capital projects.
- Refreshed the concrete safety coating at several locations on campus.

Office Operations

The **Office** is the customer service center for the Facilities Services Department. This unit is staffed with two Office Assistant 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 personnel in trades.
- Requisitioning for supplies, projects and monthly payment of all blanket purchase orders by procurement card.
- Processing key requests for faculty, staff and students.
- Maintaining records for:
 - Work Order System (PM's, building inspections and corrective maintenance)
 - Department budget
 - In-house and minor rehab/repair projects
 - Asbestos Abatement
- Maintaining the department's personnel records for:
 - Change of Status transactions (COS)
 - Performance Evaluations
 - CDL Compliance
 - Asbestos Handling License
 - Accident Reports



From left to right: Cindy Dietzen and Shannon McKoon

Significant Accomplishments

- Processed purchases with the online Web Procurement System.
- Continued a high volume of usage of the Citibank Visa Procurement Card.
- 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.
- Monitored and issued probationary reports for both permanent and temporary employees.
- Monitored and issued yearly evaluation reports for permanent employees.
- Trained and supervised student assistants in office procedures.
- Maintained the student key database.

- Maintained the database and records for pest control needs.
- Processed 7,280 work orders.
- Processed 184 online requisitions and 77 paper requisitions.
- Assigned, processed and tracked many projects including in-house; Minor Critical Maintenance; Capital Construction Projects; and Residence Hall (DIFR) projects.
- Processed 107 student key requests.
- Reconciled purchases on blanket purchases to local vendors on a monthly basis.
- Processed 301 pest control problems.
- Processed 862 transactions using the Citibank Visa procurement card for a total amount of \$380,466.22
- Managed the Marketplace uStore for 21 student key deposits and refunds.
- Maintained the Facilities Services portable two-way radio inventory.
- Maintained the Facilities Services department webpage.
- Maintained the staff Google email groups for Facilities Services, Finance and Administration and FSA.
- Coordinated several Asbestos Abatement Projects.
- Coordinated the annual training for the in-house asbestos team.
- Coordinated the annual respiratory physicals and fit testing for the Trades staff.
- Coordinated the quarterly CDL license random testing.
- Coordinated the monthly reserved SEFA parking spaces.
- Coordinated the semi-annual fire system ansul inspections.
- Coordinated overhead door repairs.
- Coordinated man lift inspections and repairs.
- Coordinated the annual purchasing of road salt for winter use.
- Assigned all Fire Inspection work orders resulting from the annual OFPC inspection.
- Attended the semi-annual building inspections including walking through all campus buildings and identifying needed work orders during the fall and spring semesters.
- Assisted several student groups with materials and setup for several outdoor events.
- Assisted with the planning and setup for the Scholars Breakfast.
- Managed the annual rolling fire door inspection.
- Managed the Maintimizer work order system.
- Prepared and distributed the monthly PM work orders
- Maintained the Physical Space Inventory (PSI) information database as required by SUNY System Administration.

Statistical Data

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 is 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 budgets prepared for future work on campus.

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

Trade	No. Closed 2019-2020	No. Closed 2018-2019	No. Closed 2017-2018	No. Closed 2016-2017	No. Closed 2015-2016	No. Closed 2014-2015	No. Closed 2013-2014	No. Closed 2012-2013	No. Closed 2011-2012	No. Closed 2010-2011
Structural	1,349	1,742	1,448	1,562	1,830	1,734	1,868	2,074	2,035	2,337
Electrical	966	1,268	1,314	1,227	1,515	1,354	1,631	1,845	1,685	1,852
HVAC/R	1,308	1,795	1,678	1,667	1,642	1,374	1,403	1,310	819	823
Building Automation	38	17	44	96	68	40	33	8	6	2
Lock Shop	827	1,207	1,139	1,112	1,491	1,295	1,381	1,595	1,385	1,430
Plumbing	1,363	1,960	1,907	1,622	1,628	1,429	1,267	1,606	1,445	1,615
Grounds and Landscaping	285	384	442	436	343	207	200	297	342	185
Asbestos	2	20	15	16	45	47	55	44	56	81
Custodial	1,142	1,569	1,470	1,361	1,430	1,416	786	487	715	758
Total:	7,280	9,962	9,457	9,099	9,992	9,331	8,624	9,266	8,488	9,083

Assessment Update

Assessment Statement

The Facilities Services department maintains 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. The department provides outstanding customer service to the campus community with continued evaluation of performances, services and equipment used by the department, and regularly reviews 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 ensure 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 to ensure work is completed timely and that staff is working efficiently.
- Comments from faculty, staff, students and visitors express great appreciation and support of the work performed on campus by the Facilities Services 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 biannual building inspections each semester.
- Continue to 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 ensure the proper use of materials and equipment, and workmanship. Ensure schedules are met and that the work is performed according to plan.
- Review completed work orders to ensure work is completed timely and staff is working efficiently.

Faculty Student Association

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

FACULTY STUDENT ASSOCIATION

Introduction

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

An Auxiliary Services Corporation exists within most of the SUNY campuses. Each corporation individually holds a contract with their respective campus. The current 5-year agreement between the FSA and the State University of New York at Fredonia expires June 30, 2023. 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.

Mission Statement

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

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

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

Along with the mission statement, the Faculty Student Association strives to provide program funds to Fredonia. The program support has steadily increased over the years and FSA has worked to maintain that in a period of declining enrollment. 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 including Human Resources and Information Technology Services.

The Executive Office staff consists of ten full-time management employees, five full-time CSEA employees, and one part-time CSEA employee.



FSA Executive Office and Administrative Offices Staff

From left to right, front row: Lucas Catalano, Sarah D'Amaro, Courtney Remington, Tami Johnson, and Deb Slate; back row: John Lampert, Eric Johnson, Mike Lewis, Darin Schulz, Michelle Kowalski, Bill Michalski, and Matt Snyder

Significant Accomplishments

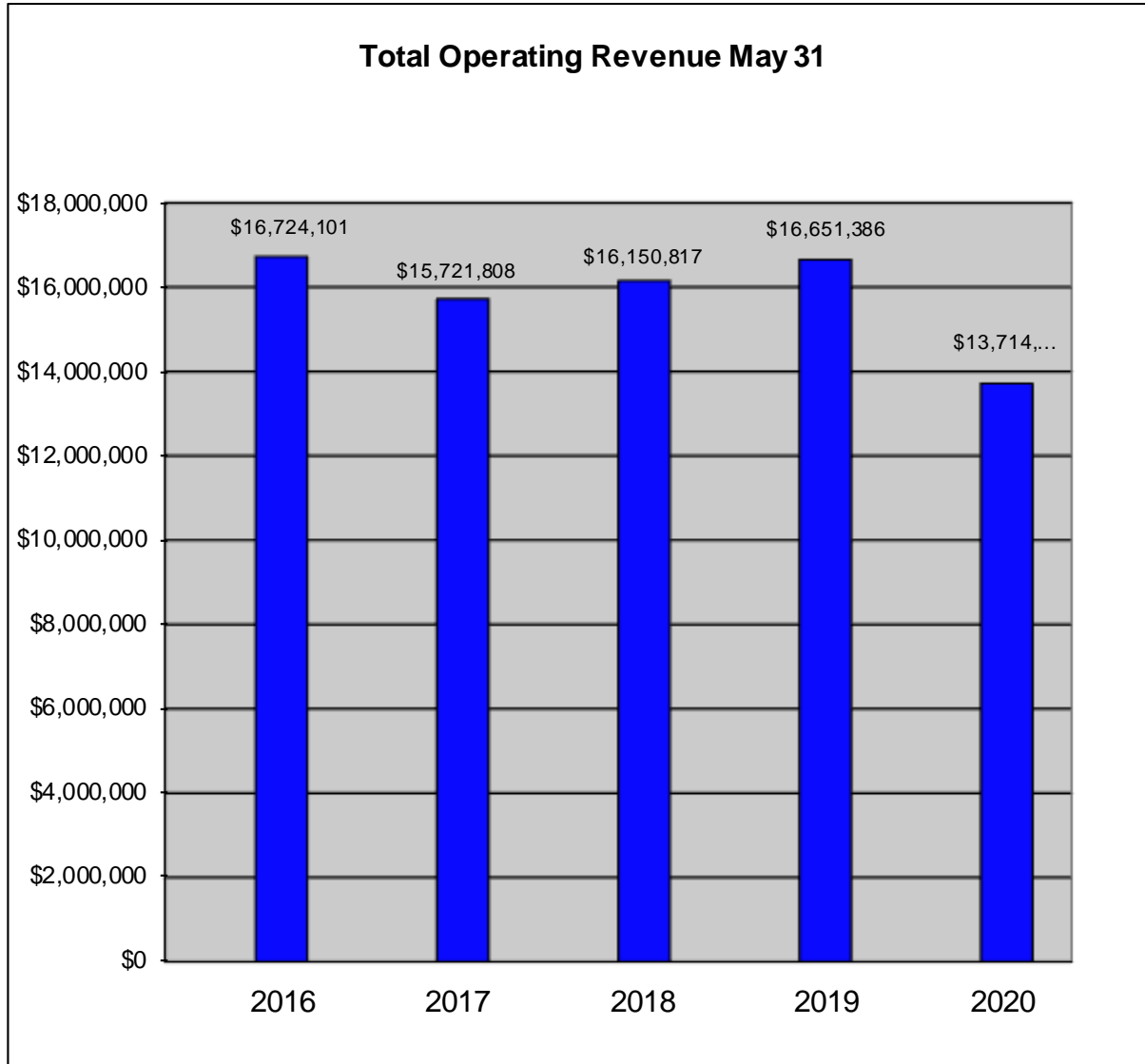
- Provided \$1,302,778 in support to the Campus in 2019-2020 with \$850,778 in Programs, \$450,000 in Space and Utility support, and \$2,000 for grounds keeping.
- Continued to manage for right sized operations in a fluctuating enrollment environment.
- Developed the 2020-2021 operating budget based on \$16,188,046 in revenue and will return net revenue in excess of expenditures of \$12,018 or less than .1%.
- Budgeted a total of \$1,199,400 of support to the Campus for 2020-2021 with \$747,400 in Program allocations, \$450,000 in Space and Utility charge support, and \$2,000 for grounds keeping.
- Completed renovation of Willy C's food court in the Williams Center.
- Worked through the Covid-19 pandemic and refunded over \$2.2 million in spring 2020 meal plan value to students.

Statistical Data

- Revenue from operations totaled \$13,714,372 representing a 17.6% decrease from the previous year.
- Operating expenses totaled \$14,596,591 which is a 5.7% decrease from the previous year.
- Program expenditures, serving 46 campus groups and organizations, totaled \$850,778.
- While providing the high level of support, net results from operating and non-operating activities yielded a decrease in Net Assets of \$882,219.

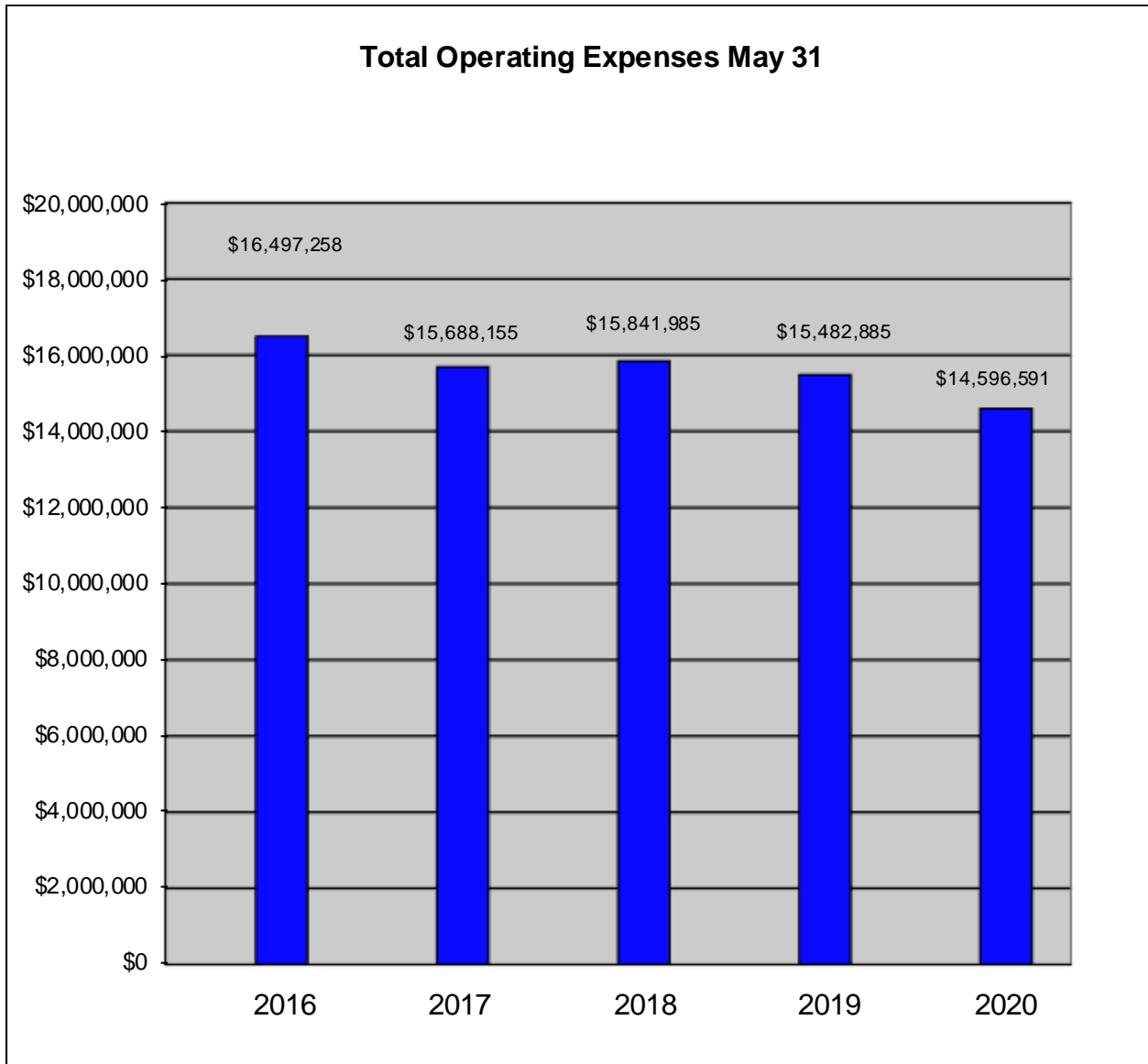
FACULTY STUDENT ASSOCIATION OF STATE UNIVERSITY COLLEGE AT
FREDONIA, NEW YORK, INC.

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



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

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



Assessment Update

Assessment Statement

The annual independent audit resulted in an unqualified audit opinion. FSA's internal control structure is appropriate based on the auditor's evaluation. Therefore, no management letter comments highlighting deficiencies and recommended improvement actions were issued. 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 Activities

The services performed by the Executive Office include accounting, cash control, ID card production, along with student meal plan and FREDCard services, and all general administrative functions for all of FSA's operations and activities.

Assessment Goals

- Continue to innovate and look for opportunities to improve services. Evaluate and adjust operations during the Covid-19 pandemic.
- Continue to assess internal controls to enhance the financial integrity of the organization and maintain regulatory compliance.
- Enhance corporate marketing to educate the consumer and grow revenue.
- Continue to evaluate the appropriate level of services to effectively provide services to the campus while maintaining fiscal responsibility.
- Continue to work with SUNY to obtain and maintain compliance with SUNY and New York State initiatives and regulations.

Bookstore/Retail Operations

Annual Report

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



Bookstore/Retail Operations Staff

*From left to right, front row: Jessica Saletta-Wegrzynowski, Katie Brown, and Laura Lynden;
back row: Jeff McMinn, Yvonne Wright, Marcie Sievert and Jennifer Rivera*

The Bookstore's greatest challenges are with the decline in textbook adoptions and sales, online textbook orders, open educational resources (OER) and the decline in the textbook pre-pack program. This was the fourteenth and final 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. Sales of the Kit have declined drastically.

The Bookstore operates a full service Starbucks 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.

Retail Operations also oversees a satellite convenience store, a Tim Hortons Café and Bake Shop as well as vending machine operations throughout campus that are subcontracted to The Cuyahoga Group. Retail Operations handles a majority of the service calls and other customer service issues with vending.



FREExpress
Tricia DeJoe



Tim Hortons Staff
In front: Melissa Smith; middle row: Ashley Mann and Terri Walker; back row: Jessica Pope, Nicole LePard, and Heike Magdowski Hawker



Starbucks Staff
Clockwise from the left: Elyse Muder, Katie Argentieri, Karie Pencek, Dot Russo, Nicolette Nichols, Elaina Bachman, and Peggy Hillman

The Bookstore, Convenience Store, FREExpress (a satellite convenience store), Tim Hortons, and Starbucks Coffee staff currently consists of eight full-time management employees, eight full-time CSEA employees, fourteen part-time CSEA employees, and forty-six part-time student employees.

Significant Accomplishments

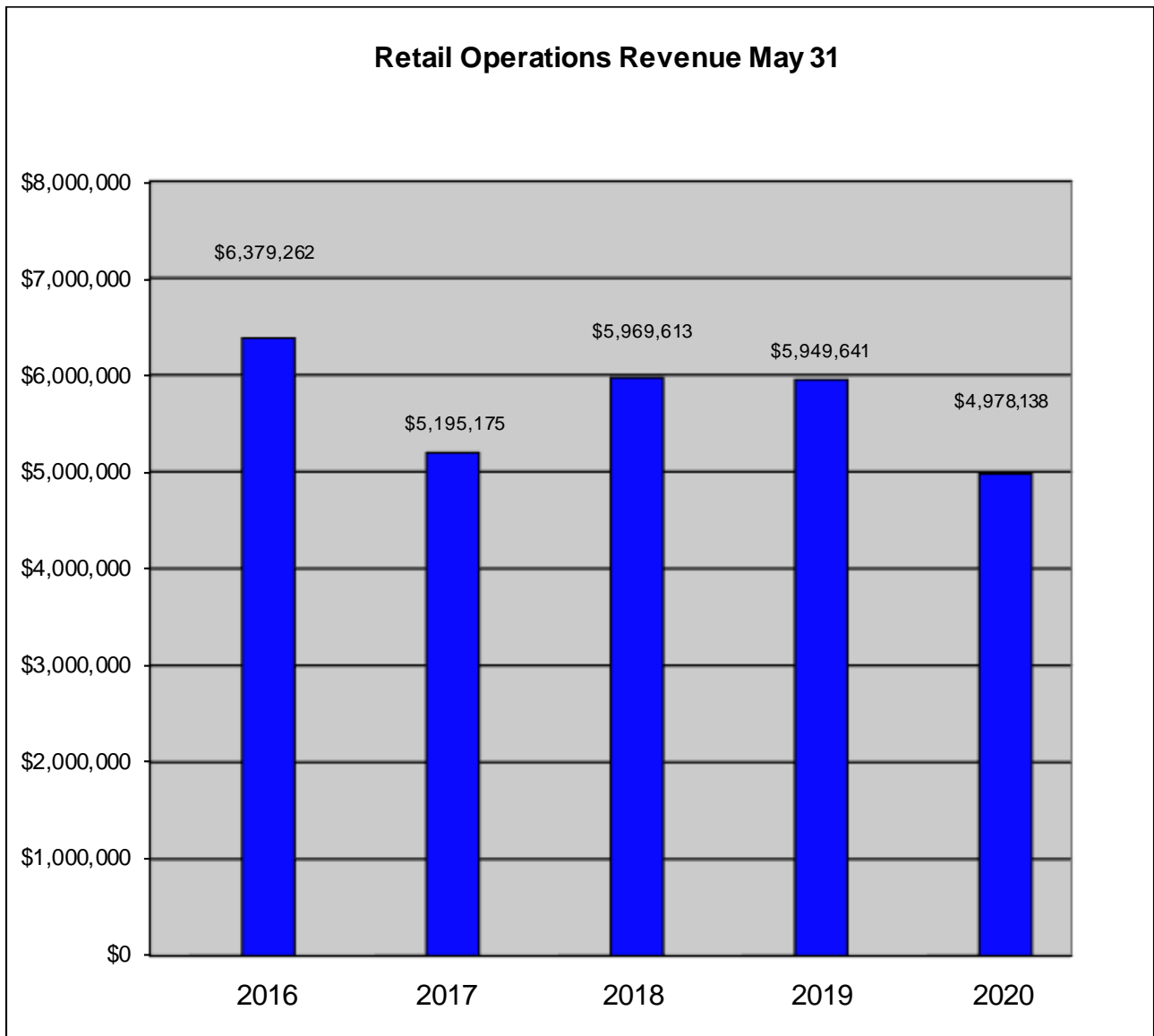
- Tim Hortons was rolled into Retail Operations effective June 1, 2018.
- Enhanced textbook rental program.
- Increased product line for giftware, electronics, clothing, and school supplies.
- Ensured that all vendors of imprinted merchandise complied with the University Trademarks and Licensing Program.
- Increased sustainability efforts throughout the Bookstore, Starbucks and the Convenience Store to include recycling of all consumables as well as stocking environmentally friendly products when possible.
- Maintained mandates outlined in the Federal Higher Education Opportunity Act.
- Increased product mix from local vendors.
- Refined student package service.
- Evaluate vending agreement.
- Developed and implemented textbook clerk service making all books and course material for online and instore purchases available at one location.
- Updated store POS system.

Statistical Data

- Revenues for the 2019-2020 fiscal year were \$4,978,138 compared to \$5,949,641 in 2018-2019, a decrease of 16.3%.
- Debit Accounts decreased by 175 participants to 821 in fall 2019, from 996 in fall 2018.
- Net Revenues decreased 197%
- Operating expenses decreased 619,882, or 10.1%.

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

The following chart represents total FSA operating revenue by year for each past five years which includes Convenience Store, FREDEExpress, Starbucks, and the University Bookstore; addition of Tim Hortons in 2018



Assessment Update

Assessment Statement

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

Assessment Activities

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

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

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

The retail operations will continue to evolve the product lines and the services that are offered focusing on healthy alternatives. The Convenience Store will be taking a more active role in promoting healthy choices with an increased variety of fresh fruits, healthy entrees, and organic selections. Online presence will continue to be enhanced at www.fredoniabookstore.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 the Higher Education Opportunity Act.
- Decrease lead time between ordering and receiving of imprinted merchandise.
- Enhance Fredonia imprinted merchandise with increased selection. Work with vendors to decrease minimum orders allowing for less investment in inventory.
- Continue to develop a campus wide marketing program.
- Continue to search for environmentally friendly general merchandise options for the Bookstore.

- Enhance online shopping presence and marketing efforts offering new and innovative products to the Fredonia students, faculty, staff and alumni.
- Refine product mix for the FREDEExpress convenience store in Thompson Hall.
- Look for new and interesting social media marketing opportunities.
- Explore and increase product mix from local vendors.
- Tim Hortons Café & Bakeshop continues to exceed expectations and is an extremely popular location.
- Increase availability of credit card readers for vending machines.
- Refine OER program.
- Evaluate inclusive access course materials initiatives.
- Refine campus shipping and delivery program for students.
- Further develop software tracking program for student package delivery.
- Refine vending machine placement and product mix.
- Evaluate and plan campus student laptop program.

Dining Services

Annual Report

FSA Dining Services is dedicated to enhancing the quality of life for the University community. Reflecting the 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 combines 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 ten full-time management employees, eleven full-time CSEA employees, forty-four part-time CSEA employees, and 85 part-time student employees.



Allison Kozlowski, and Jeanette Guziec



From left to right, front row: Nakita Stewart, Rita Zambotti, and Tammy Stewart; middle row: Stephen Lowman, Louise Tadt, Sharon Domst, Sandy Buckley, and Cheryl McCoy; back row: Rick Kirchenwitz, Neil Goldsmith, and Matt Fuman



Café McEwen

From left to right: Kacie Weaver and Cassandra Hennessey



Café Fenton

From left to right: Olivia Rusinek, and Sue Neuhaus



Café T-Rex
Amanda Reading



Café Mason
Karen Fisk



Catering Office

*In front from left to right: Jason Domenico and Krystina McMurray,
back row: Jeff Walter, Kim Fancher, and Katie Thies,*

Significant Accomplishments

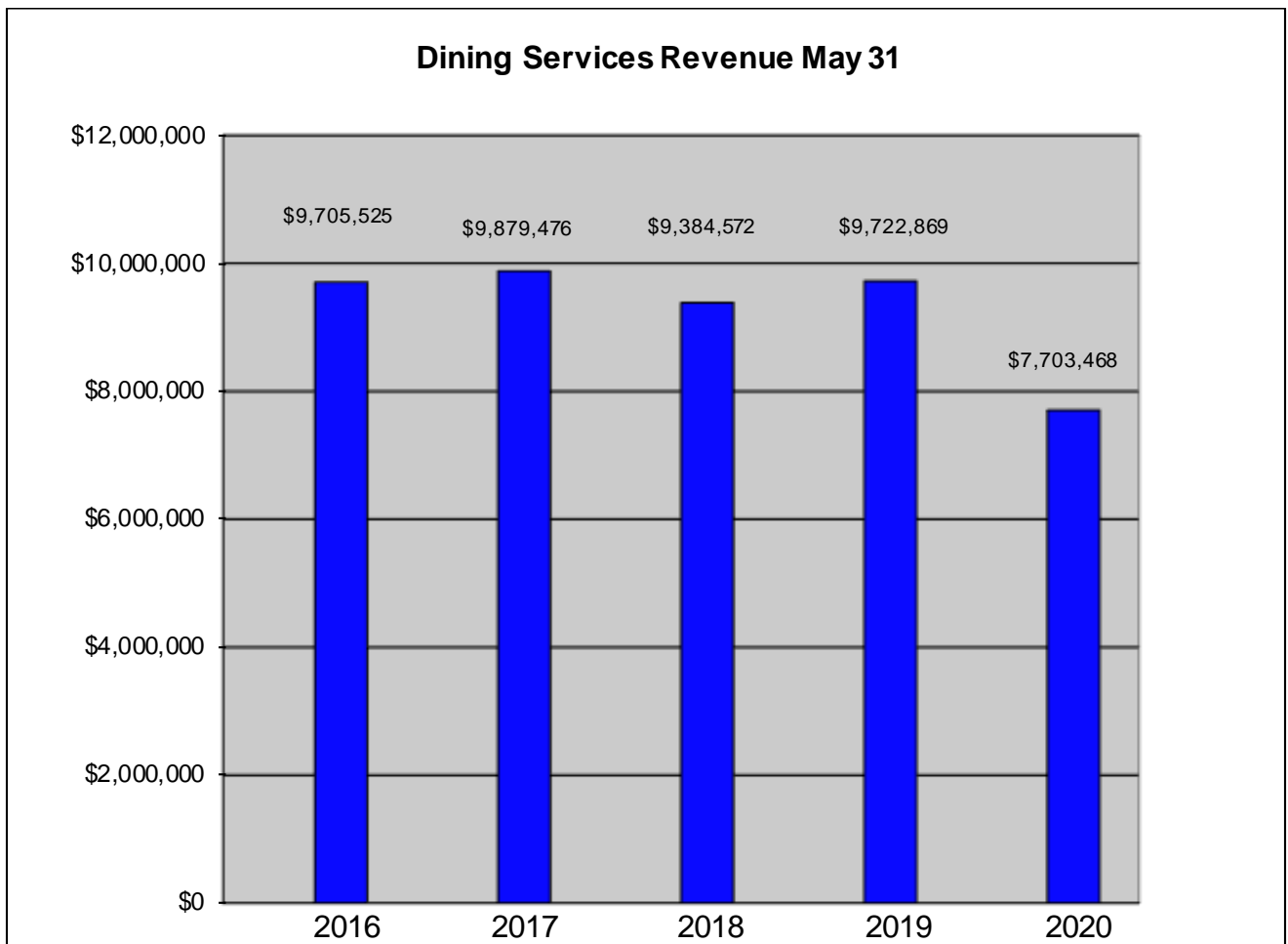
- FSA Dining Services planned the following events for fall 2019: we featured our Thanksgiving Day Celebration on November 21st and the Holiday Dinner on December 17th in Cranston Marche.
- Cranston Marche menu continues to be a perennial favorite by keeping up with the college food trends while still maintaining serving its popular “Burger Wednesday” and “Cheesy Friday” weekly menu offerings.
- Blue Devil Grill was updated to feature a 3-week rotating menu of Mexican, Italian and Mediterranean offerings. With the addition of the 3-week rotating menu, the facility remains a popular dining location.
- Demand for catering services by the campus continues. External customer events have increased to include weddings, family reunions and corporate client outings.
- In spring semester of 2020 COVID-19 protocols were established for the addition of a take-out option in Cranston Marche, along with enforcement of the use of facial coverings and social distancing to reflect New York State guidelines.

Statistical Data

- Self-operated Dining Services revenue for the 2019-2020 fiscal year was \$7,703,468 compared to \$9,722,869 in 2018-2019, a decrease of 20.8%.
- Meal plan enrollment decreased by 153 participants to 2,740 in fall 2019, from 2,893 in fall 2018; a 5.4% change for the fall 2019 semester.
- Net Revenues decreased 90.8%.
- Operating expenses decreased by \$197,695 or 2.6%.

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

The following chart represents total FSA Dining Services operating revenue by year for each of the past five years which includes Catering, Centre Pointe (now Willy C's), Cranston Marche, El Diablo Azul (now Blue Devil Grill), and FSA Cafes & Concessions. Included Tim Hortons through 2017



Assessment Update

Assessment Statement

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

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

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

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

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

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

Assessment Activities

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

Evaluated and fine-tuned all menus to provide a variety of choices for the diverse campus clientele, including healthy options.

Assessment Goals

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

- Creatively meet the challenge of increased volume in all Cafés through staff training and necessary enhancements in the infrastructure.
- Continue to fine tune Café menus for freshness and popularity.
- Maintain menu integrity and portion control in Blue Devil Grill to accurately reflect retail counterparts.
- Maintain current positive catering operations through efficient operations and adding more outside catering to increase revenue.
- Market all units to increase customer awareness via various media.
- Continue prompt and thorough responses to comment cards and emails.
- Develop more sophisticated food and labor cost monitoring and control tools.

Human Resources

Annual Report

The Human Resources (HR) staff currently consists of two full-time management employees (considered part of the Executive Office). The HR department is responsible for the staffing of management, CSEA, and student employees. Responsibilities include interpretation of contract, employee handbooks, and policies and procedures. Also performs payroll functions and administers pension, health insurance, and dental plans for Management, CSEA and Student employees, as well as Worker's Compensation and NYS Disability.

The FSA Corporation consists of sixty-seven full-time management and CSEA employees, sixty-nine part-time CSEA employees, and 132 student employees.

Significant Accomplishments

- Coordinated Annual Employee Orientation meeting.
- Provided training to all employees on the "Right-to-Know" law, and workplace safety.
- Provided training to all employees on Implicit Bias and its Effect on a Truly Inclusive Work Environment with a speaker attained through JCC.
- Provided training to all employees on Sexual Harassment in the Workplace with a speaker attained through JCC.
- Provided training to all employees on PCI Compliance.
- Provided training to all employees on Emergency Procedures and Active Shooter.
- Provided training to all employees on Violence Prevention.
- Provided training to all food service employees in regards to proper food handling.
- Continued Food Handling and Knife Safety training to all student employees.
- Maintained Wage Theft Prevention Act Compliance.
- In lieu of Student Recognition Banquet (due to Covid-19 shut down), gifts were mailed to students in recognition of Student of the Month and Student Leaders
- Recognized Employee of the Semester, years of service, birthdays, anniversaries, perfect attendance, Above and Beyond awards.
- Completed orientation for all new CSEA, student and management employees.
- Conducted safety audits in each work location.
- Provided management training opportunities through JCC.
- Hosted SUNY HR professionals for a work conference in June 2019.
- Attended was certified in ASIST (Applied Suicide Intervention Skills Training)
- Conducted Job Fair
- Followed grievance procedures.
- Maintained Facebook Page for FSA employees to provide information as well as recognition.
- Completion of ACA Forms 1095 and 1094.
- Worked with BCBS to provide options for health care with a significant saving to both FSA and employees

- Continued training/orientation group sessions for new student employees in August and January.
- Attended training sessions on the following topics: NYS human Rights, PFL, Covid Leave and Pay, NYS Sick Pay. Training provided through: Phillips Lytle, Hodgson Russ, TIAA, Paylocity.

Statistical Data

- 130 FSA employees attended the Annual Orientation Meeting.
- Hired 9 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

- Meet with management staff to review employee policies and procedures outlined in employment handbooks and the union contract.
- Meet with Worker's Compensation insurance representatives to provide a safe work environment.
- Perform ongoing inspections of work locations regarding the proper labeling for new materials including input to the Material Safety Data book.
- Review of monthly unemployment experience rating to ensure compliance.
- Assure Department of Labor Compliance by posting information for the Wage Theft Prevention Act as well as all other Federal and State required postings.
- Perform NYS New Hire Reporting with health insurance eligibility requirements.
- Ensure proper payment of wages and deductions for all employees.
- Maintain confidentiality of all employee personal information and data.
- Submit monthly payroll data to the US DOL Bureau of Labor Statistics.
- Ensure pension contributions are properly submitted.
- EEOC and OSHA reporting.
- Provide scheduling opportunities for employees to speak/meet with TIAA representative.

Assessment Goals

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

- Meet with all new employees to review Employment Handbook, Contract, Safety Manual, and job descriptions.
- Meet with each employee annually to increase employee awareness of individual benefits including, retirement, SRA, health insurances and EAP programs.
- Develop training program to ensure all new employees are properly trained in all areas.
- Remain up to date on current procedures and retirement options, and work with TIAA representative to provide individual counseling to employees.
- Review examinations for all CSEA positions that require testing.
- Research educational opportunities for Management Staff.
- Provide continued training and protective equipment to decrease work related injuries such as cuts, burns, trips and falls.
- Continue to collaborate with other SUNY HR Professionals
- Monitor Fair Labor Standards Act (FLSA) changes to ensure compliance.

Information Technology

Annual Report

Information Technology (IT) 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 (considered part of the Executive Office).

Significant Accomplishments

- Deployed new dining services point of sale system, including custom kiosk programming with order status screens and virtual line indicators for improved customer experience in Willy C's, Blue Devil Grill, Starbucks and Cranston Marche.
- Implemented new corporate VPN solution to support remote access by office employees displaced by the Coronavirus pandemic.
- Researched, deployed and integrated an online photo upload solution to allow new students to upload photos for their FREDCards.

Statistical Data

- 8,597 add-on online deposits totaling \$231,807.40 through the MyFRED-Card.com/CBORD GET sites.
- 504 Help Desk tickets submitted.

Assessment Update

Assessment Statement

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

Assessment Activities

The IT Committee, comprised of the FSA Executive Director, Associate Executive Director of FSA and Controller, Director of Retail Operations, Director of Information Technology, and FSA IT staff, 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 improve technology that directly enhances services offered to students.

- Implement new Symphony POS system to additional dining service locations.
- Implement new PrismPOS system in the University Bookstore, C-Store and FREDExpress.
- Improve formal documentation of standard operating procedures.
- Work with business units to help facilitate improved data flow and consistency.
- Streamline processes and information where needed/requested.

Special Events, Marketing, Licensing

Annual Report

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

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

Significant Accomplishments

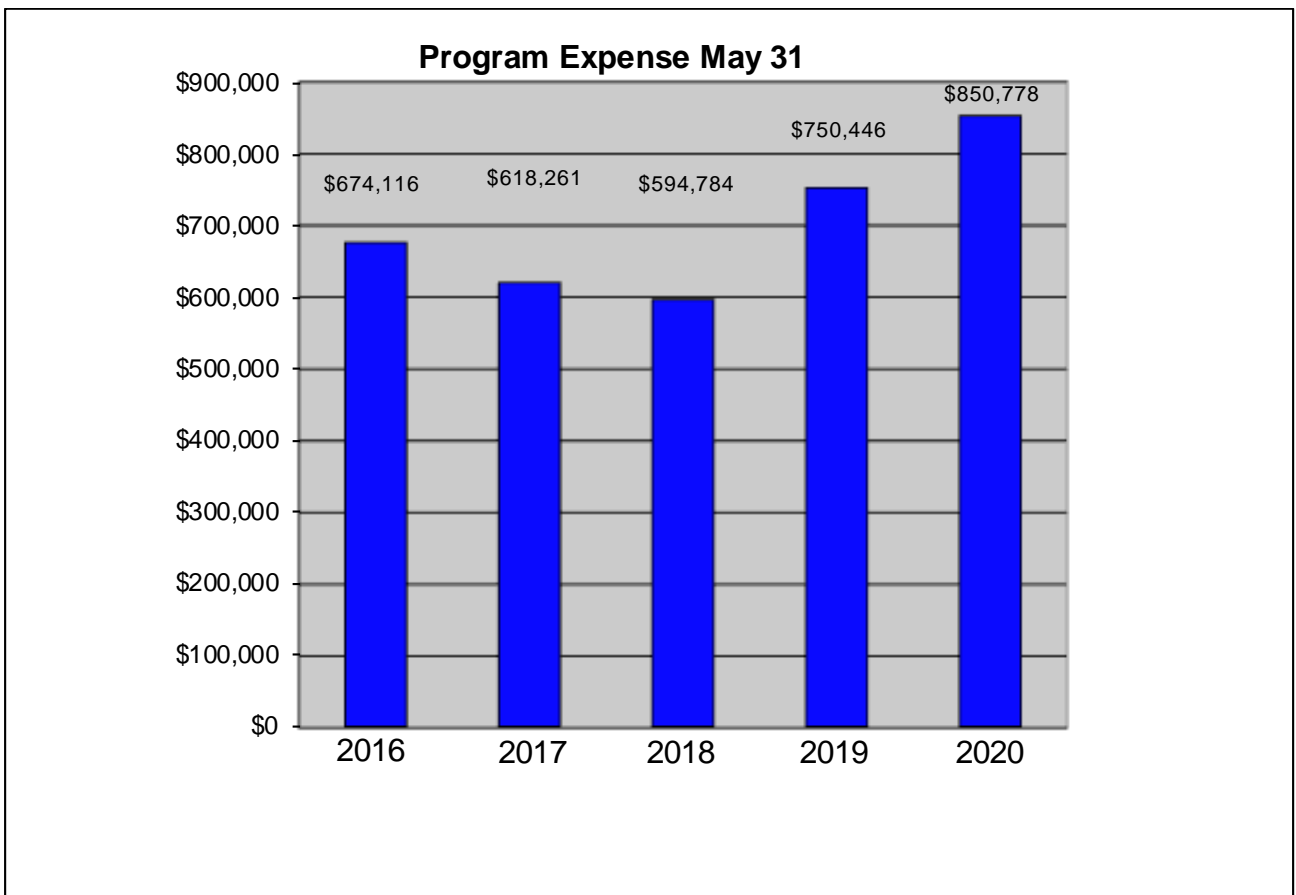
- Coordinated the planning and implementation of all marketing for the 2019-2020 Academic year, which included special events in both Dining Services and Retail Operations. Due to the early departure of students in March of 2020, special events in the Marche were cancelled
- Assisted in the marketing efforts to students at home about online shopping at fredonia-bookstore.com, and created a postcard to be included in the care package sent out to the students
- Continued to expand social media marketing efforts, with the help of student interns.
- Created a remote environment for the interns to complete their spring 2020 internship experience.
- Presented to new students and families at the summer 2019 Jump Start sessions.
- Coordinated all 2019 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, the Rotary Youth Leadership Academy (RYLA), and both the EDP JEWEL and Upward Bound Summer Programs.
- Continued involvement as emeritus of Chautauqua Leadership Network (CLN) serving on the Program Development Committee.
- Continued re-certification for the Collegiate Conference Events Professional (CCEP) Certification through the Association of Collegiate and Conference Events Directors (ACCED-I).
- Continued involvement on the Education Action Team of ACCED-I.

Statistical Data

- Twelve residential summer programs on campus.
- Eight summer day programs on campus.
- Six residential experiential training programs at the College Lodge.
- Four day experiential training programs at the College Lodge.
- Seventy-six licensed vendors.

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

The following chart represents total FSA Programs supporting about 50 activities annually on campus by year for each of the past five years:



Assessment Update

Assessment Statement

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

Assessment Activities

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

Regular monitoring of licensing procedures has helped to promote the production and sale of Fredonia merchandise, both on and off campus. The 2018-2019 fiscal year represented another good year for Fredonia's royalties. The Campus Trademarks and Licensing committee continues to work to find best practices with the continuity and use of our brand.

Encouraged open communication with all faculty and staff via the Special Events Committee to ensure that our campus guests, attending a variety of summer conferences, had an enjoyable stay and their programs were successful. We continue to meet and exceed expectations as a campus.

Assessment Goals

- Continue to market all FSA operations.
- Continue to promote the College Lodge as a wedding venue, for the Experiential Training Program, and the property as a whole through expanded efforts with the Chautauqua County Visitors Bureau (CCVB) and advertisements with the Post Journal and Observer.
- Continue to provide and strengthen the conference coordination needs of the campus community and outside clients through membership in the Association of Collegiate Conference and Events Directors – International (ACCED-I) by attending a variety of seminars, sessions and workshops offered at regional educational forums 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, provide training, and approve the numerous needs of Trademarks and Licensing by licensed and non-licensed vendors, our 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 State Auxiliary Services Association (SASA) Marketing group, both at meetings held once a semester and via email.
- 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.
- Continue to host student interns through the Career Development Office, and provide an experiential learning environment for students across all majors.
- Remain an active member of the Chautauqua Leadership Network (CLN) by serving on committees and providing support for the growth of other Fredonia members in the CLN network.

Support Services

Annual Report

Support Services adapted to the major changes in operations brought on by the ever-changing desires of the students. Additional products and services, varied delivery schedules to maintain fresher product, and increased demand stretched our resources. Demand in the cafes and food service increased the food production in Central Prep. New menu items and higher demand of sandwiches for grab-and-go were very popular.

The Support Services group continued with two full-time management employees, thirteen full-time CSEA employees, nine part-time CSEA employees and 1 student employee.



Support Services/Commissary Staff

From left to right, front row: David Lewis, Kelly Harper, Mary Zielinski, Linda Willoughby, Fred Tripp, Linda Johnson, Stephanie Westbrook, and Bob Watson; back row: Dave Bobik, Mike Matos, Willie Neallard, Trisha Bankoski, Rachel Bialaszewski, Julie DePasquale, and Donn Smęragliuolo

Significant Accomplishments

- Completed more than 700 work orders.
- Cleaned and maintained all FSA operated facilities.

- Provided Experiential Training for 485 participants in 2019-2020, which reflected a decrease from the previous year. Groups that have booked with us in the past have seen decreases in funding, or dates did not work to host the event during the 2019-2020 year.
- Continued to expand operations of Central Prep by adding new items in our cafes, and the Convenience Store, including healthy choice snacks and sandwiches, and the production of salads for Centre Pointe to present a consistent product to our customers.
- Continued to evaluate all purchased products from our supplies to decrease the cost of producing bakeshop goods and menu items.
- The Lodge solar panels continue to produce power to reduce the cost of electricity at the Lodge. Their success has resulted in the Lodge getting off demand pricing, and the electric bills could be close to eliminated based on our current usage and production.
- Continued to fine tune the Cleaning department schedule.
- Successfully transitioned a management role as a result of an employee retirement.
- Partnered with a local Boy Scout troop on additional Eagle Scout projects that will improve the trail system with a second informational map kiosk and blazing of trails.

Statistical Data

- Revenues from Support Services for 2019-2020 totaled \$507,388 compared to \$561,937 in 2018-2019, which is a decrease of 9.7%.
- Operating expenses decreased 5.4%.

Assessment Update

Assessment Statement

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

Assessment Activities

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

Assessment Goals

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

- Implement a management plan at the College Lodge that takes into account the biological survey currently being conducted and the concerns of the campus community.
- Continue to market the property for weddings, receptions, and Experiential Training Programs.

- Update menu choices to meet the ever-changing demands of our customers and maintain product freshness.
- React in a timely manner to meet our customers' expectations.
- Assist in the renovation of our buildings and equipment to meet the changing demands of our customers.
- Expand additional fresh baked items and menu items into the Convenience Store, Willy C's, and the Cranston Marche.

Human Resources

HUMAN RESOURCES

Introduction

As a staff function, no departments report directly to Human Resources (HR). Yet, based on the numerous employee-centric functions performed, HR has ongoing and detailed interactions with, and provides guidance and confidential advice to all campus employees. Whether supporting recruitment, hiring, onboarding, orientation and employee development efforts, communicating benefit-related information, updating the HR information system, generating reports and notices, responding to and to the extent possible, informally resolving grievances, processing personnel and payroll transactions including those for Research Foundation staff, managing the Family and Medical Leave Act (FMLA) and Workers' Compensation (WC) cases, interpreting contract or policy language, collaborating on policy creation, offering employees wellness programs and confidential assessment and referral via the Employee Assistance Program (EAP), or advising senior Management on a course of action, HR's work impacts *all* employees at Fredonia.



Seated: Sue Murphy; in back from left to right: Jen Costa, Heather Martin, and Leah Betts

Mission Statement

The core mission of Human Resources is closely aligned with the university's vision. The HR department seeks to support Fredonia's efforts to produce students who are "Skilled, Connected, Creative and Responsible." Human Resources strives to attract and retain the best-qualified applicants by constantly promoting Fredonia as an "Employer of Choice." Specifically, HRs' Mission Statement is:

"As a strategic partner with University Leadership, Human Resources is committed to 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 important that HR as an initial and primary campus contact, facilitates the employee's seamless and efficient transition to campus. To support that goal, HR commences the onboarding process before the employee sets foot on campus through the online completion of required forms. Then, "in-person" orientation further

supports the newly hired employee's "onboarding." Through this process and productive interaction thereafter, HR endeavors to provide relevant information to staff, thus allowing them to focus on instruction, student support services, administrative activities and the performance of their discrete yet collaborative duties thereby supporting Fredonia's mission.

HR is committed to a continuous review of its activities to ensure they promote efficiencies and best practices. By strategically partnering with senior Management and union and governance leadership, HR provides timely and strategic advice, and works to proactively and creatively solve problems. Additionally, as a department, HR, through *intentional* actions seeks to promote service excellence and champion positive and productive employee relations on campus. HR also works to ensure that all activities are performed ethically in full-compliance with governing Federal, State and SUNY statutes, thus insulating the University from external liability.

Annual Report

HR is responsible for the following functions: position classification and compensation analysis; mandatory policy creation and implementation; compliance training; Faculty, M/C, Professional and Classified recruitment and employment—including tasks related to advertising positions externally and on the HR web; 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 and life insurance, etc.); new faculty and staff orientation; employee relations including contract administration and interpretation of six different collective Bargaining Agreements, grievances processing and, as appropriate, disciplinary action; advisement of faculty, staff, administrators and supervisors regarding Civil Service law, the SUNY Trustees' *Policies* and other relevant State and Federal laws; Immigration; Change of Status (COS) processing; personnel and payroll transaction processing, data base management and report preparation; pre-retirement education programs for faculty and staff; administering attendance and leave policies for faculty and staff; staff development programs; employee evaluations—both probationary and annual; ethics compliance; production of the campus online phone directory—in partnership with Information and Technology Services (ITS); administration of the FMLA and WC case management; renewal process for staff moving toward permanent or continuing appointment; monitoring the preparation of Performance Programs and Evaluations for all Fredonia employees; processing of all HR functions for the RF to include: payroll, classification and compensation, benefits, worker's comp, disability, leaves of absence, performance programs and evaluations, salary plan administration, recruitment, and employee relations.

The HR Office was staffed by the Acting Director of HR, an Assistant Director, an HR Data Specialist, an Office Assistant 3, and a part-time Employee Assistance Program (EAP) Coordinator.

Significant Accomplishments

- Continued to improve communication between HR and the campus community. HR utilized its updated, streamlined website, listserv, and campus mailing to update employees on such issues as: vacancy announcements, retirement planning, retirement educational seminars, updates to various benefit programs, Civil Service exam information, etc.
- Partnered with the Office of Diversity, Equity, and Inclusion (DE&I) to conduct Search Committee Training.
- Coordinated several employee benefit consultation days with TIAA, Fidelity, and Voya.
- Partnered with ITS to continually update the online campus Phone Directory.
- Provided Community Service via active participation on the following committees:
 - EAP Committee, SUNY Fredonia Federal Credit Union, Senate Executive Board, FSA, Secretarial Conference Committee, CSEA Audit Committee, CSEA Election Committee, Judicial Affairs Board, FSA Board, Chosen Name Committee, Intranet Advisory Group, COS Inner Circle Group, and State Employees Federated Appeal (SEFA) /United Way Committee.
- Maintained positive and professional relations with campus union leadership.

Statistical Data

- Opened or continued to manage 14 Workers' Compensation cases.
- Opened or continued to manage 100+ FMLA cases.
- Prepared and posted 94 Fredonia vacancy notices ensuring compliance with appropriate provisions of negotiated Agreements.
- Performed 92 pre-employment screens
- Conducted orientation program for all newly-hired faculty and professional colleagues.
- Created, distributed and coded 1,625 canvass letters for competitive, classified searches.
- Provided benefit consultations for new hires, retirees and those considering retirement.
- Processed 304 Honorarium requests.
- Assisted employees, their dependents and departments in dealing with Immigration issues.
- Over 150 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 numerous requests for HR-related data reports.
- Addressed many employee relations issues.
- Reviewed & processed A-28 requests.

Assessment Update

Assessment Goals

- Successfully train campus colleagues on search procedure processes.
- Maintain positive relations with all campus unions.
- Continue to utilize FREDtraining compliance training modules, striving for compliance of 100%.
- Continue to provide timely and accurate HR advice, service and creative problem resolution to university staff.
- Produce in partnership with ITS, 2020-2021 online campus Phone Directory.
- Continue to comply with NYS Ethics regulations striving for 100% compliance with same.

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Internal Control

INTERNAL CONTROL

Introduction

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

Mission Statement

The mission of 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. 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, guidelines and procedures. 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 Fredonia-identified high risk areas, internal control reviews of SUNY-specified high risk areas, investigations into situations warranting internal control review/audit, periodic paycheck audits for the purpose of reviewing employment and payroll procedures, periodic review of authorized cash handling/cash collection sites, and periodic review of procurement card and travel card activity. The Director of Internal Control is the TouchNet Marketplace Chief Administrator, the campus Records Access Officer (Freedom of Information Law; FOIL), the campus Enterprise Risk Manager (ERM), the campus Child Protection Policy Point Person (CPPPP) and the campus Records Management Officer (RMO). In addition, all new IFR custodians are trained on the proper handling of funds.. The Director of Internal Control is responsible for the development of, and proper dissemination of, Finance and Administration specific policies and assists with the development and dissemination of policies that are the result of relevant committee work.

Annual required reporting to the SUNY 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 Office of the State Comptroller (OSC) Accounts Payable Advisory #28, and the annual Internal Control Program letter from the President to all employees of the campus.

In addition, the Director of Internal Control is responsible for security administration of the Office of the State Comptroller (OSC), SUNY, NYS Department of Civil Service, Statewide Financial System, TouchNet Marketplace, NYSTRS, and the NYSLRS online systems. The Director of Internal Control chairs the campus-wide Internal Control Committee.. The Director is also the co-chair of the campus-wide Information Security Committee, and the chair of the E-Discovery Response Team in addition to being an active member of various other campus-wide committees, including but not limited to the PCI-DSS Subcommittee, Working Caregivers Committee, Building Safety Coordinators, Honorary Degree Committee and other task forces as assigned throughout the year. The Director of Internal Control is an active member of the SUNY Records Management Officers Shared Services Group and a participant of NYALGRO.

Significant Accomplishments

- Conducted an Internal Control Committee meeting.
- Assisted in the facilitation of Information Security Committee meetings.

- Assisted in follow-up of improvement opportunities identified in the CampusGuard audit of PCI-DSS compliance and is an active member of the PCI-DSS Subcommittee.
- Maintained a fully functioning Internal Control Program and followed the established timeline for major events.
- Completed one scheduled Internal Control review.
- Commenced one scheduled Internal Control review.
- Successfully submitted responses to multiple FOIL requests.
- Reviewed cash handling procedures in several departments.
- Maintained and expanded the TouchNet Marketplace by successfully developing over 190 uStores and six uPay sites to date, totaling over 62,000 transactions and \$8.7 million in transacted funds.
- Chaired the Internal Control Committee;; assisted in training the campus in the requirements of the Child Protection Policy; currently serving as the Child Protection Policy Point Person (CPPPP).
- Continued the Finance and Administration policy revision project.
- Currently acting as the campus Enterprise Risk Manager (ERM).

Statistical Data

MARKETPLACE TENDER SUMMARY REPORT JULY 1, 2019 – JUNE 30, 2020							
	Credit Card	Signature Debit	ACH	Cash	PayPath	Bank Wires	Total
Amount	390,726.98	328,439.60	56,746.33	0.00	0.00	0.00	775,912.91
Count	2,865	3,871	131	0	0	0	6,867
% Amount	50.36%	42.33%	7.31%	0.00%	0.00%	0.00%	
Credit Card							
Card Type	<u>Credit Card</u>		<u>Signature Debit</u>		Credit Card Mer-		
	Count	Amount	Count	Amount	chant Total		
Visa	1,748	260,947.15	2,796	265,679.67	526,626.82		
MasterCard	795	110,702.13	1,073	62,604.93	173,307.06		
Discover	207	11,648.70	2	155.00	11,803.70		
AmEx	115	7,429.00	0	0.00	7,429.00		
Total	2,865	390,726.98	3,871	328,439.60	719,166.58		
ACH							
Standard Entry Class	Count		Amount				
WEB	131		56,746.33				

Assessment Update

Assessment Statement

The Internal Control Department ensures 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, standards 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, the Office of the State Comptroller, and SUNY) for 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 to the Internal Control committee and ultimately the Department of Budget and the campus President. 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 a 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 or commenced as noted above. Recommendations were issued where weaknesses were identified 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 campus goals and objectives. All review findings and recommendations were also included in the Internal Control Summary that accompanied the Internal Control Certification signed by the President. The OSC Accounts Payable Advisory # 28, which required certification of the adequacy of controls over the payment process in Purchasing and Accounts Payable for travel and non-travel expenditures as well as controls over campus voucher authorizers were also completed and submitted.

Assessment Goals

- Increase awareness of our Internal Control Program.
- Conduct program reviews as required by System Administration.
- Oversee random reviews of Procurement Card, NET Card and Travel Card activity.
- Oversee 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.
- Provide timely responses to situations warranting internal control review.
- Continue to administer campus-wide training on Internal Control via WeComply.
- Attend applicable conferences, trainings, seminars and meetings.
- Present at conferences, trainings and seminars.
- 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
 - RAC
 - Career Development Office
 - Student Health Center
 - Campus Life
 - University Police
 - Finance and Administration

- School of Education
- Facilities Services
- Facilities Planning
- Faculty Student Association
- English Department
- Student Accounts
- Intercollegiate Athletics
- Registrar
- International Education Center
- Graduate Studies
- Communication Disorders & Sciences
- Admissions
- Computer Science Department
- Field Experiences
- History Department
- Accounting Office
- Professional Development Center
- Environmental Health and Safety and Sustainability
- College Foundation
- President's Office
- Residence Life
- Human Resources
- Research Foundation
- EOP
- Student Association
- Fredonia Technology Incubator
- Youngerman Center
- Psychology Department
- Sociology Department
- School of Business
- Ticketing Office
- ENACTUS and other student groups

University Services

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

UNIVERSITY SERVICES

Introduction

Under the management of its Director, the University Services Department provides general support services to the campus community. These services include, but are not limited to, contract procurement, asset tracking, telecommunications, the receiving of parcels and the campus-wide delivery of supplies. The divisions under the University Services Department included the following offices:

- Campus Photocopy Services
- Central Receiving
- Central Storehouse
- Contract Services
- Mail Services
- Mechanical Storehouse
- Park & Ride
- Property Control
- Telecommunications



From left to right: Jody Myers and Terry Tzitzis

Mission Statement

University Services has a mission to provide the necessary support services to implement appropriate programs and services which enhances Fredonia's mission of "Fredonia educates, challenges, and inspires students to become skilled, connected, creative, and responsible global citizens and professionals. The university enriches the world through scholarship, artistic expression, community engagement, and entrepreneurship". University Services ensures 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.

In Fredonia's Vision Statement, states "Fredonia prepares graduate students to be engaged and informed citizens of the region and world, through discipline-specific coursework, interdisciplinary collaboration, experiential research and creative activity. The university establishes opportunities for graduate students to connect their academic work and professional aspirations in meaningful ways by networking with faculty, professionals, alumni and peers. The faculty and professional staff help our graduate students strive to meet their highest goals by challenging them to research, write, publish, innovate and teach, becoming lifelong contributors to their communities"; 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 proudly provides many students the opportunity to apply the classroom knowledge they have learned at Fredonia in a real business environment.

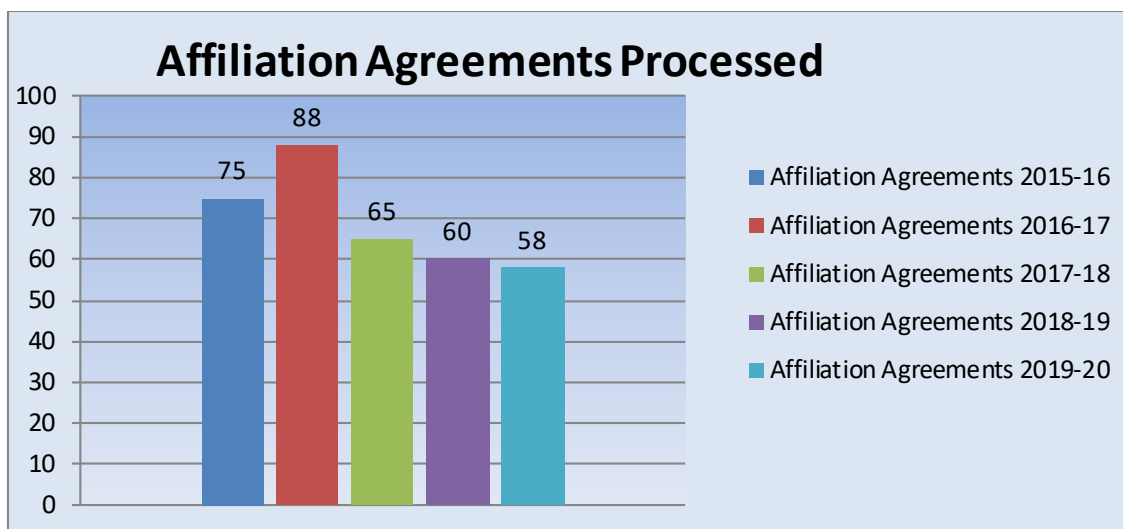
Equally important, University Services has gained from these very students that we are teaching. As a community of learners, we must respect both individual and cultural differences, reminding us that we too have learned so much from our students.

Annual Report

The Director of University Services is responsible for the supervision of the various departments stated previously. The Director University Services is 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 issues all revocable permits, insurance issues and affiliation agreements of the University. University Services works closely with SUNY System Administration on new policies and State regulations that were issued and signed into law. University Services helps develop and implement new cost saving procedures.

Significant Accomplishments

- Prepared and issued bids and contracts for assorted campus-wide services.
- Reviewed and approved 58 affiliation agreements for the campus.
- Miscellaneous bids for services.
- Processed numerous software/miscellaneous agreements.
- Involved in the SUNY initiative of Shared Services.
- Participated in Administrative workshops for campus departments.
- Member of the Board of Directors of the SUNY Purchasing Association.
- Served on the Board of Directors for the Upstate New York region of the National Association of Educational Procurement (NAEP).
- Attended SUNY Purchasing Association Conference, and the Fall Upstate New York NAEP/ SUNY Purchasing Association Conference.
- President of the Board of Directors of the SUNY Fredonia Federal Credit Union.
- Member of the Sustainability Committee.
- On campus team, work on the Jaggaer Procurement Initiative that the Western NY campuses are leading for SUNY.



Assessment Update

Assessment Statement

The University Services department serves as a resource to all departments on the ever-changing New York State regulations and SUNY policies. The Director of University Services attended all SUNY and campus 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 the Office of State Comptroller (OSC), Attorney General, SUNY System Administration and the SUNY Counsel Office.
- Served on the Western NY Shared Services for cost reductions committee.

Assessment Goals

- Continue working with the Western NY Shared Services group for cost reductions on services and products.
- Jaggaer procurement initiative use on campus.

Automotive and Fleet Services

Annual Report

The Automotive and Fleet Services unit is responsible for maintaining the campus fleet of vehicles and motorized equipment. The staff provides mechanical support to over 80 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 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 vehicles used by campus personnel.



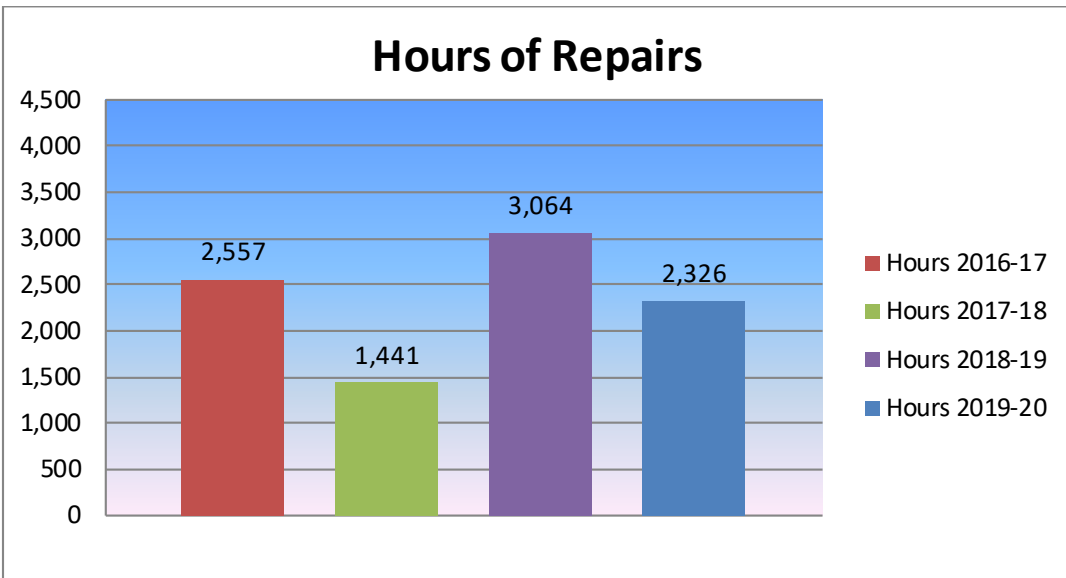
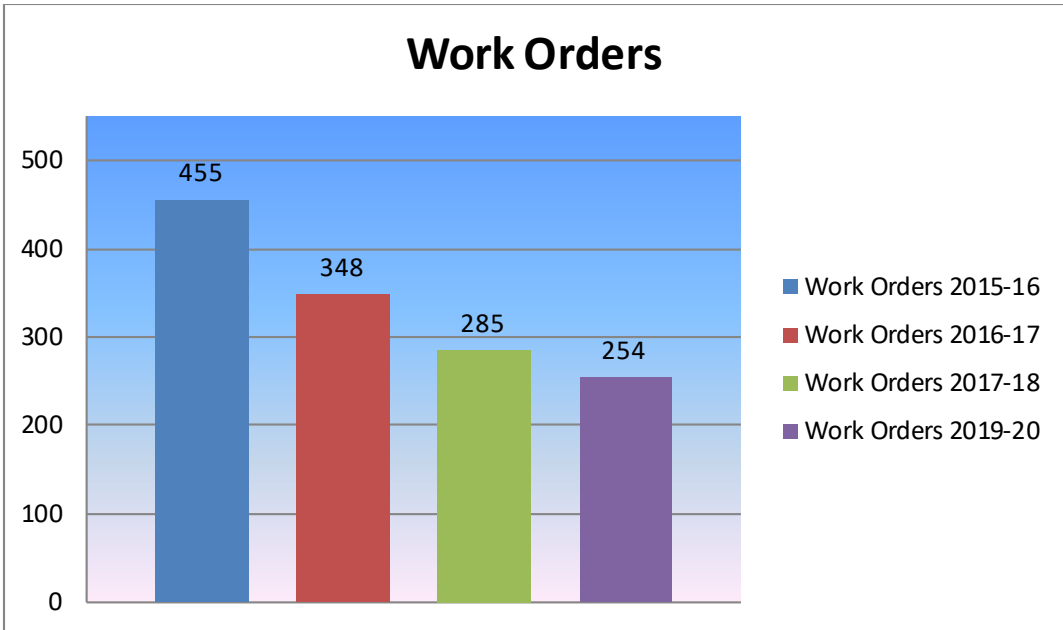
The department is staffed with one Motor Equipment Maintenance Supervisor, one Motor Equipment Mechanic, and one Maintenance Assistant Mechanic.

Significant Accomplishments

- Sanitized vehicles for use during the COVID-19 epidemic.
- Continuing to train staff on new vehicle repair procedures.
- Completed 254 work order requests.
- Prepared, cleaned and fueled fleet vehicles.
- Responded to various maintenance equipment malfunctions and on-campus building repairs.

Statistical Data

- Worked on 260 work and preventive maintenance orders.
- Completed 254 work and preventive maintenance orders.



Assessment Update

Assessment Statement

The Automotive/Fleet Services unit provides 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 accordingly.
- Training, instruction and assistance are provided to ensure assignments are completed accurately and efficiently.
- A total of 254 work orders were completed.
- Reduced fleet size.

Assessment Goals

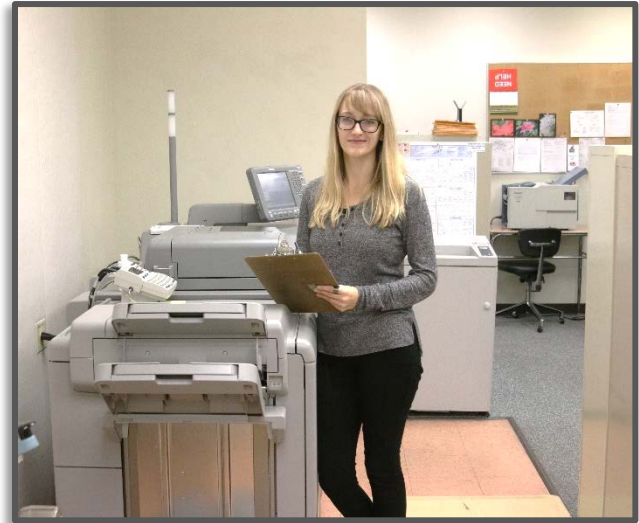
- Continue training on new equipment for servicing and repairs.

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., this unit will excel in fulfilling your copying needs. There is a total of three 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



Nicole Raynor

The costs at all centers are tracked to evaluate usage and possible future cost savings. This department was able to maintain the current pricing structure to campus 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.

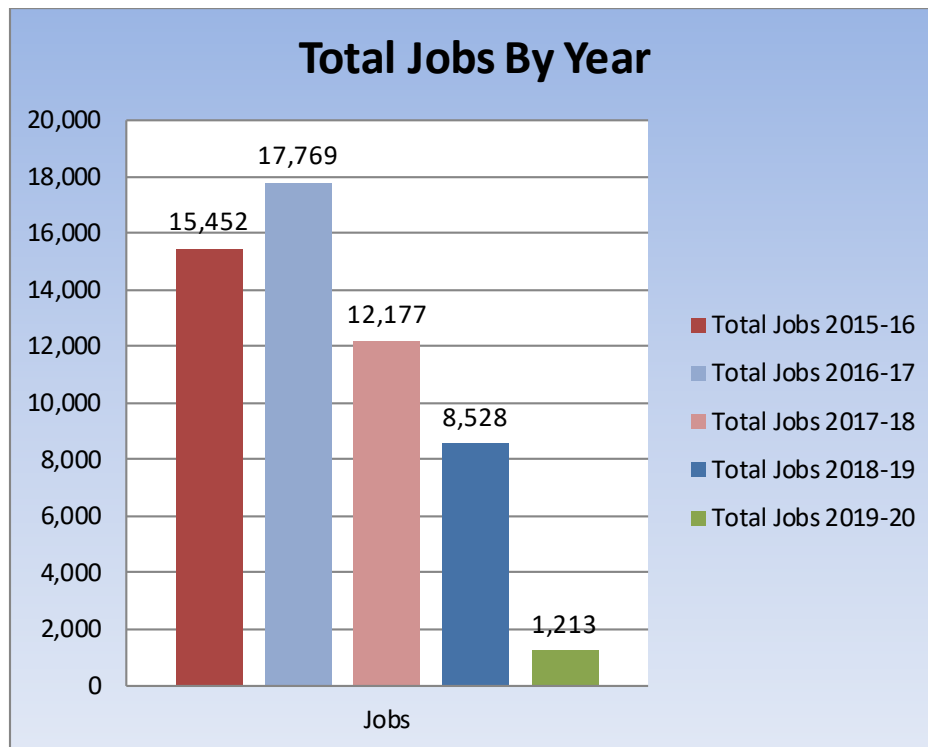
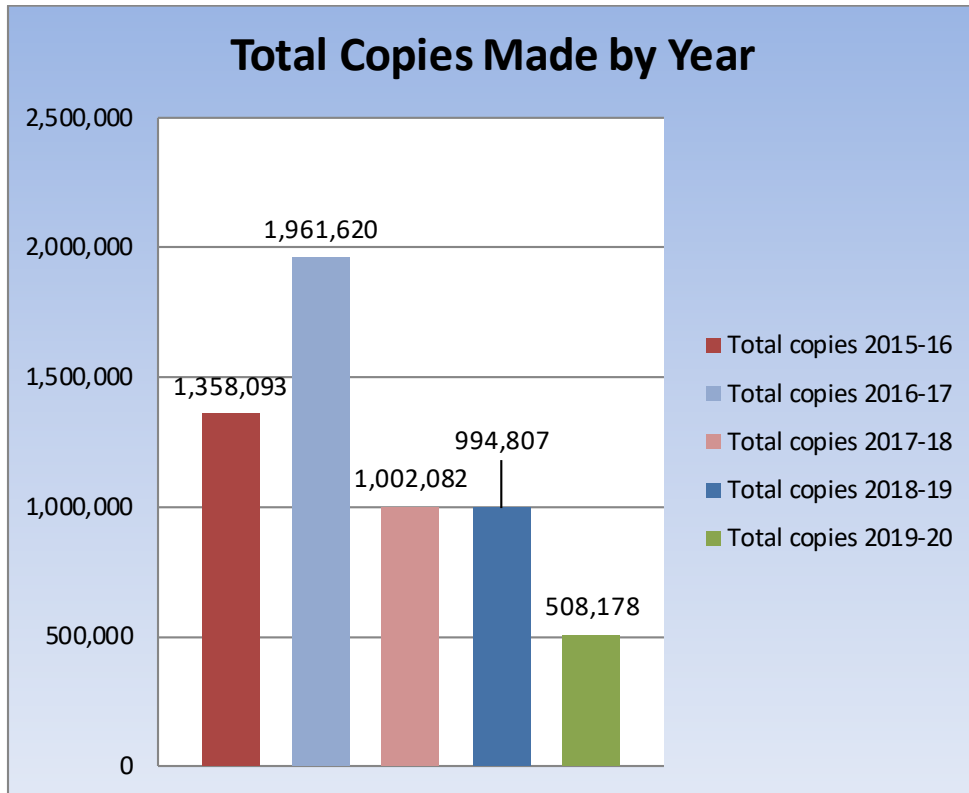
Significant Accomplishments

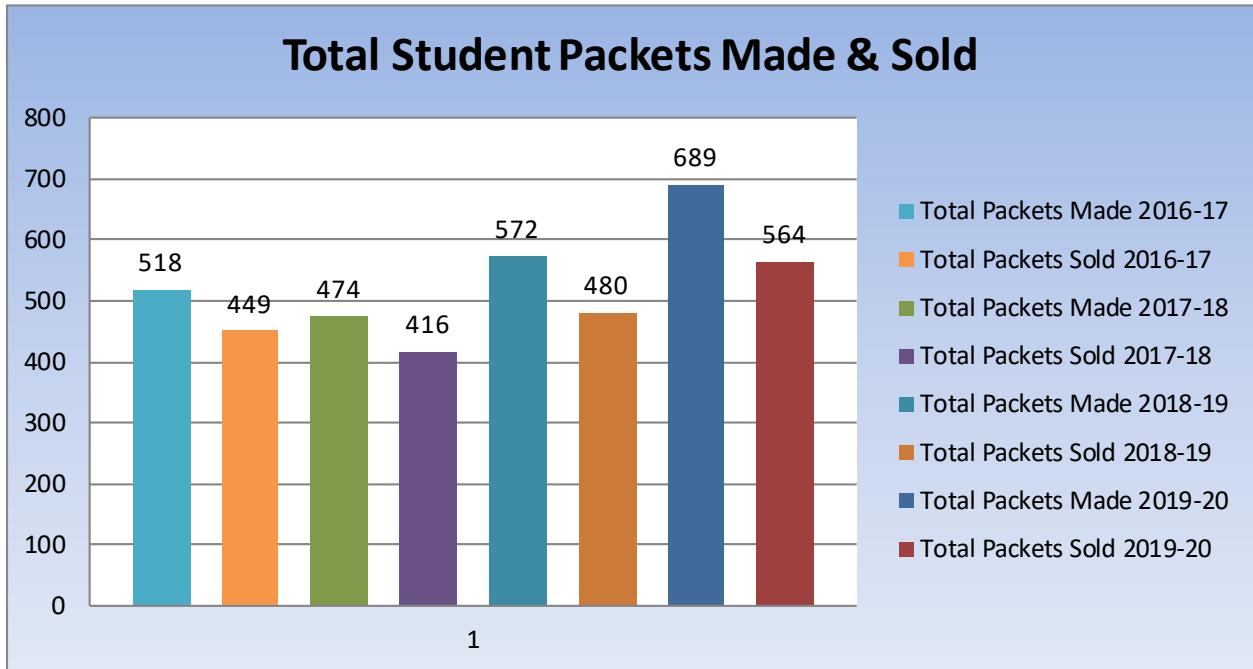
- Maintained cost to departments at the same level as 2018-2019.
- We continued to combine the supervision of the Copy Center and Mailroom in an effort to maintain low pricing of copies to faculty and staff, while also cutting costs to campus operations.
- Campus wide copy centers were reduced from nine to three locations.

Statistical Data

- Decrease of photocopies made in 2018-2019 (Thompson Hall) of 19%.
- There were 1,213 jobs with 508,178 copies made at the Thompson Hall copy center in the last year.
- The COVID-19 pandemic caused the campus to be restricted to essential workers only from mid-March 2020 through the end of the fiscal year. The copy center was closed because of this, which caused copy counts and copy job counts to be much less than they were last year.

- We made 689 student packets, and we sold 565 packets this past year. This represents an increase of 26% in packets made and an increase of 29% in packets sold from the 2018 – 2019 year.





Assessment Update

Assessment Statement

The Campus Photocopy Services unit provides the most economical photocopying services to departments.

Assessment Activities

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

Assessment Goals

- 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 web based receiving module 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.



From left to right: Chris Frommer and Mason Riggle

Central Receiving is staffed by one Office Assistant 2 (Stores/Mail) and one Office Assistant 1 (Stores/Mail).

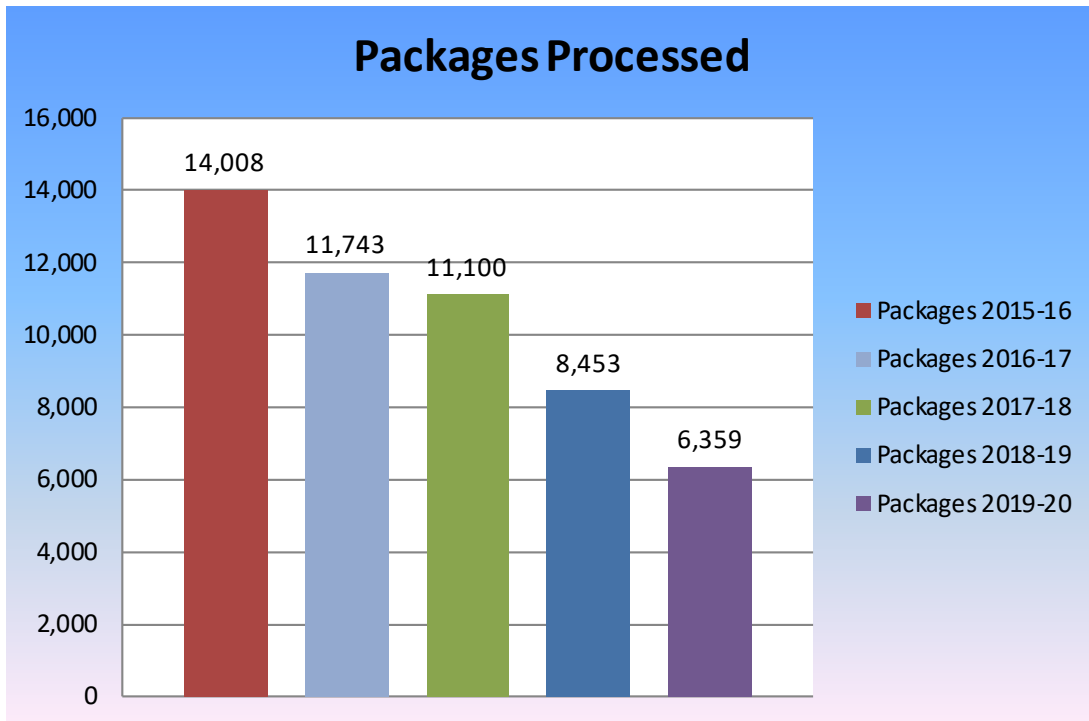
Significant Accomplishments

- There were 5,587 packages received.
- There were 453 truckload deliveries received.

Statistical Data

- | | |
|--|-------|
| • UPS packages received: | 3,819 |
| • Federal Express, Ground, Home packages received: | 1,449 |
| • Miscellaneous deliveries | 319 |
| • Truckload deliveries | 453** |

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



Assessment Update

Assessment Statement

The Central Receiving unit provides for efficient receiving and delivery of packages for the campus.

Assessment Activities

- Central Receiving is evaluating our receiving/delivery systems to see where efficiencies can be made.
- Deliveries were curtailed/reduced due to COVID.

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 258 SKU items with a value of \$142,003.50 at the end of June 2020. The custodial and office supply inventory dollars increased by 15%.

The Mechanical Storehouse is responsible for 2,279 SKU items with a value of \$259,985.11 at the end of June 2020. Items stored are for use by the trades departments (plumbing, electrical, carpentry, etc.) to make necessary repairs to buildings and equipment. This represents a decrease in inventory by 2%.

Central Receiving affords the efficient distribution of supplies.

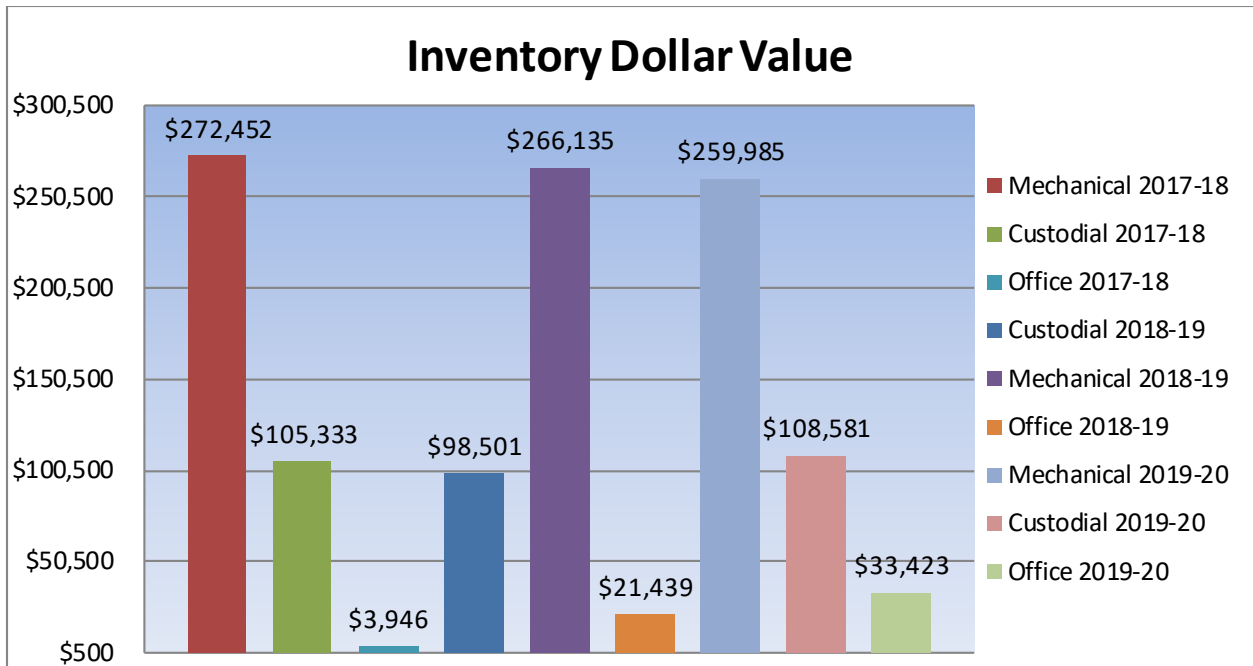
The Central and Mechanical Storehouses are staffed by the Central Receiving personnel.

Significant Accomplishments

- Office supplies inventory items increased over fiscal year 2019-2020 to \$33,422.76.
- Custodial supplies inventory items increased over fiscal year 2019-2020 to \$108,580.74.
- Mechanical supplies inventory items decreased over fiscal year 2019-2020 to \$259,985.11.

Statistical Data

- Mechanical supplies inventory: \$259,985.11
- Custodial supplies inventory: \$108,580.74
- Office supplies inventory: \$33,422.76



Assessment Update

Assessment Statement

The Central and Mechanical Storehouse unit provides supplies and repair parts to departments in a cost efficient manner.

Assessment Activities

- This department was able to reduce some of our inventory of supplies.

Assessment Goals

- Reduce inventories.

Contract Services

Annual Report

The Department of Contract Services was conceived out of the desire to maximize resources and efficiencies in the review and approval of campus contracts in support of and under the direction of the Director of University Services. The office was responsible for the coordination and lawfully compliant administration of various agreements at Fredonia. While few agreements can be reviewed and approved within a 24-hour turnaround time, these are the exception; in these cases, documents only consist of minor or no language issues. Typical agreements can take from one week to over one year to realize full approval by all parties, depending on the size, the complexity, the flexibility of the vendor and other issues. Additionally, working with foreign and out-of-state vendors creates unique barriers to negotiating Fredonia's position and imposing governing laws. Because of the variety and uniqueness of each contract, this department handles multiple priorities at a time where the administration of one overlaps numerous others.

Although some agreements may take an arduous amount of time, which may be of considerable inconvenience to a department, campus staff should be aware of the risks associated with attempting to "push" a purchase through in order to "speed up" the process. By bypassing the approval process and purchasing off of the P-card, by completing click-through agreements downloaded from the internet, or by signing a name to accept a proposal, staff are accepting personal liability and responsibility for that transaction. Fredonia maintains a list of authorized signatures with the Office of the State Comptroller of staff who are authorized to enter into agreements on behalf of Fredonia. Signatures or acceptances by personnel not on that list constitute an invalid agreement with Fredonia. All risks are, therefore, assumed by the unauthorized signer/acceptor. Quite often, the level of risk is not associated to the dollar value of the expenditure. There are many cases where "freebies" and zero dollar value transactions pose considerable risk to the campus and in many cases, additional documentation to complete the procurement record is required. By circumventing the appropriate approval process, staff is circumventing SUNY procurement guidelines which leaves the campus vulnerable to risk and to auditing implications. The Department of Contract Services is working toward full compliance with SUNY requirements and governing laws.

Utilizing a detailed working knowledge of SUNY, New York State, Legal, Purchasing and Procurement, DASNY, Construction Fund and M/WBE rules and regulations, major responsibilities include:

- Preparation and coordination of specifications, bidding and negotiations.
- Contract execution of major campus procurements and capital construction projects.
- Preparation of College contracts for all commodities and services in accordance with existing rules and regulations.
- Assistance to related departments with workflow process and improvement in order to maintain compliance with governing procurement rules and regulations.
- Education to the campus community on proper protocol for entering into contracts with outside vendors.
- University lead on MWBE compliance and goal requirements as they pertain to procurement opportunities.
- Compliance oversight of vendor insurance requirements.

The Department of Contract Services has had a change this year. Shannon Moore took the early retirement initiative that was offered by the College. Due to fiscal restraints, the position has not replaced immediately in FY 2018-19. Heidi Moldenhauer was transitioned from the IT department to the Directors position in Contract Services on July 1, 2019. Being new to the position, Heidi began the process of learning the procedures and language changes necessary on agreements.

Significant Accomplishments

- Total contract workload is comparative to last fiscal year, however, the majority of contracts this year involved software and services for approvals including boilerplate contracts, while service and software involves unique review and negotiations, sometimes involving the review of multiple documents for one item.
- Continued to offer guidance to Purchasing on procurement documentation requirements.
- MWBE Program Office on behalf of Fredonia, as needed.

Statistical Data

Managed agreements for an array of campus-wide services, to include but not be limited to software, and a variety of other services.

Assessment Update

Assessment Statement

The Contract Services Department coordinates and administers the lawfully compliant management of agreements for Fredonia.

Assessment Activities

Staffed by one professional position, this department continued to learn and identify ways to maximize efficiencies and streamline the agreement approval process.

Assessment Goals

- Continue to educate campus community on the importance of obtaining proper approvals on all agreements, and in the acceptance of terms and conditions.
- Continue to educate and assist the campus community with regard to all issues surrounding contracting and procurement, including insurance and procurement record requirements.
- Continue to manage and administer lawfully compliant contracts, agreements and terms and conditions in support of university operations.

Mail Services

Annual Report

Mail Services provides a reliable and efficient mail delivery service to the Fredonia campus community. Departmental duties include the receipt and distribution of incoming mail from the United States Postal Service along with the distribution of intra-campus mail to the administrative and academic departments. Mail Services also collects and processes 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 intra-campus mail to the students living in the dormitories, and delivers packages left by Central Receiving.

Mail Services is staffed with one half-time Office Assistant 2 (Mail and Stores) and eight part-time student assistants. The Office Assistant 2 is responsible for the overall operations of the mailroom, student supervision, and departmental recharges. All staff is required to be familiar with United States Postal Regulations and University mailing guidelines. The student staff has the benefit of a valuable learning experience in a fast paced work environment. Among their duties are daily mail deliveries, customer service, and the operation of the postage machine and other office equipment. The student staff is a valuable asset to the department.



Nicole Raynor

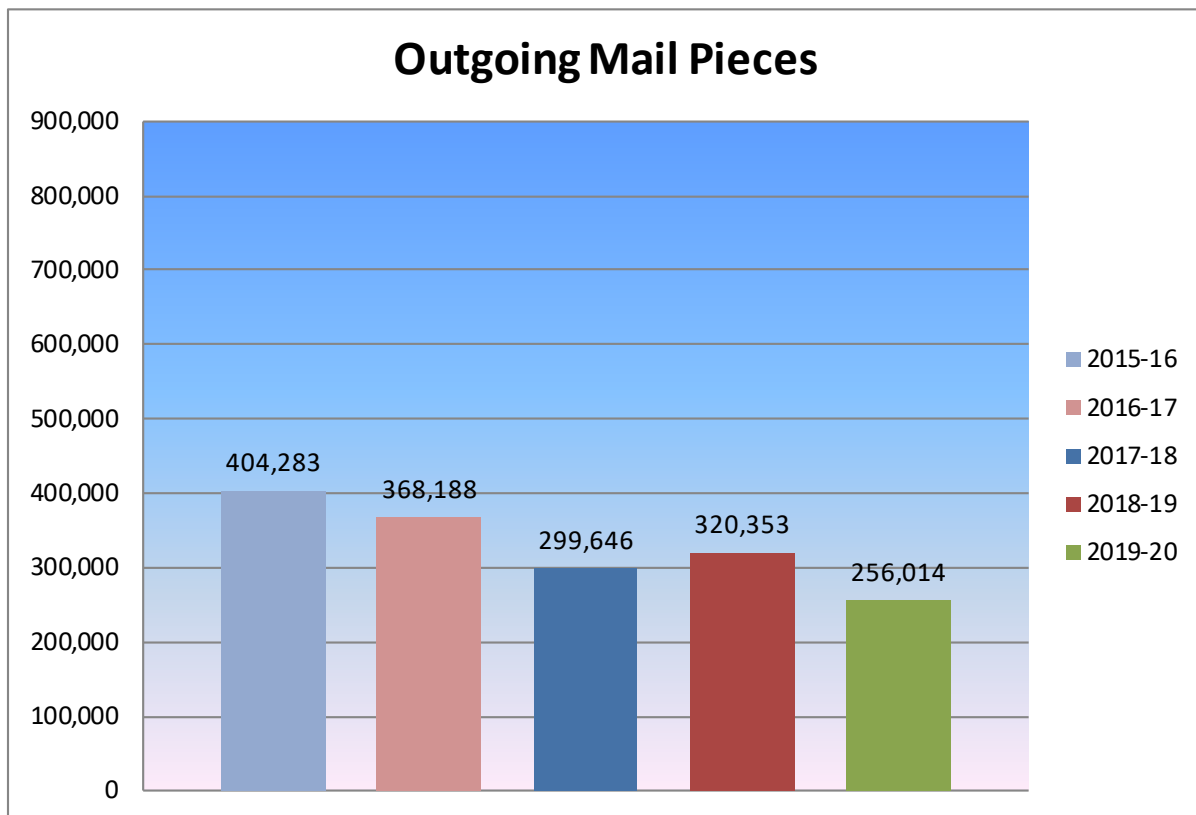
Among their duties are daily mail deliveries, customer service, and the operation of the postage machine and other office equipment. The student staff is a valuable asset to the department.

Significant Accomplishments

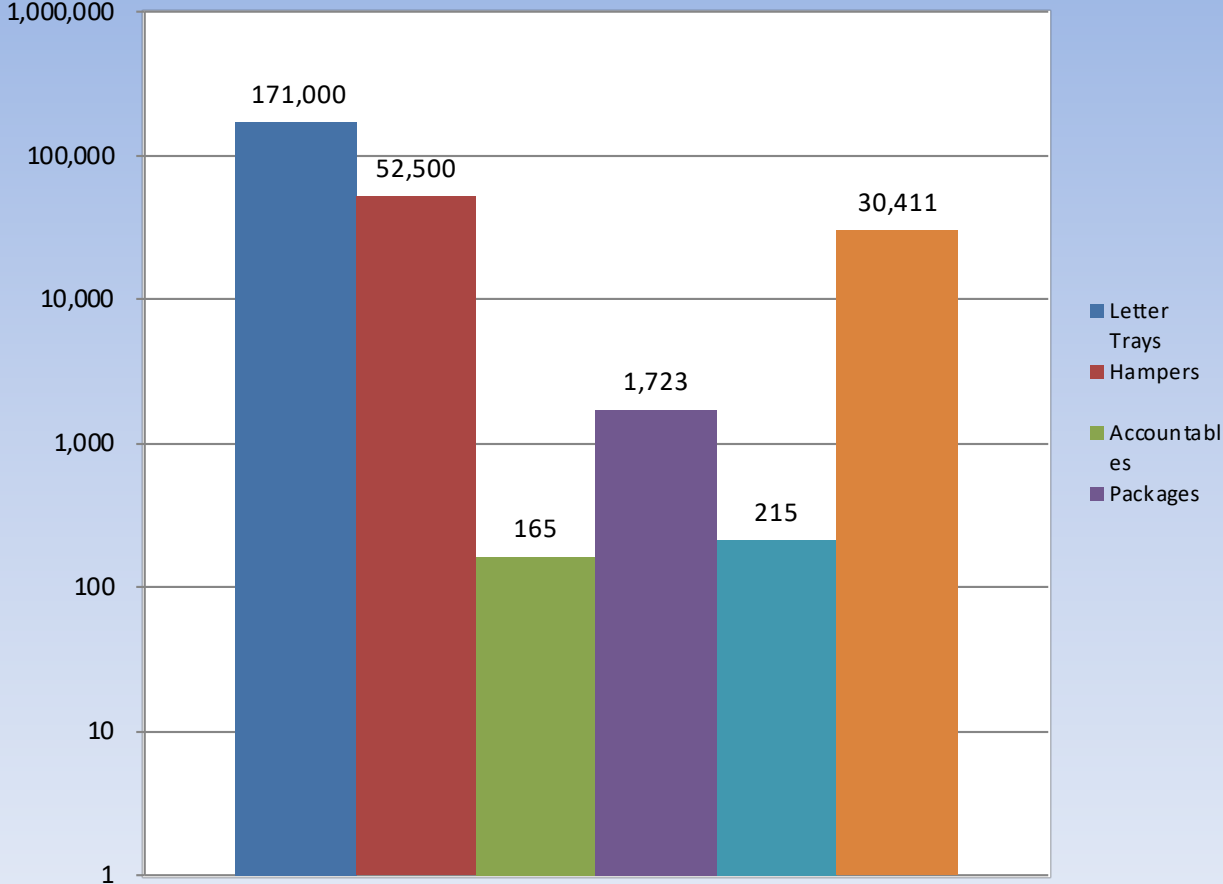
- Deliveries are made to 65 departments and 14 dormitories. 19 departments located in the Maytum Hall pick up their own mail from their mailboxes. Delivery routes were altered to accommodate departments moving to different buildings, such as the closure of the Dean of Business and Visual Arts offices and reorganization of their employees.
- In accordance with Internal Control's Mailroom Security, the annual training session was held. The training covered identifying anonymous mail, postal policies and procedures and an Emergency Response Drill review. A video seminar on mailroom safety produced by the NYS Division of Homeland Security and Emergency Services was shown. The training serves as a refresher for returning staff and informs new employees of the importance of observing potential hazards. In addition to the safety and security topics, many other mailroom rules, regulations and procedures were discussed with an emphasis on sorting mail to the correct department. All Mail Services employees, (state staff and students) are required to attend.

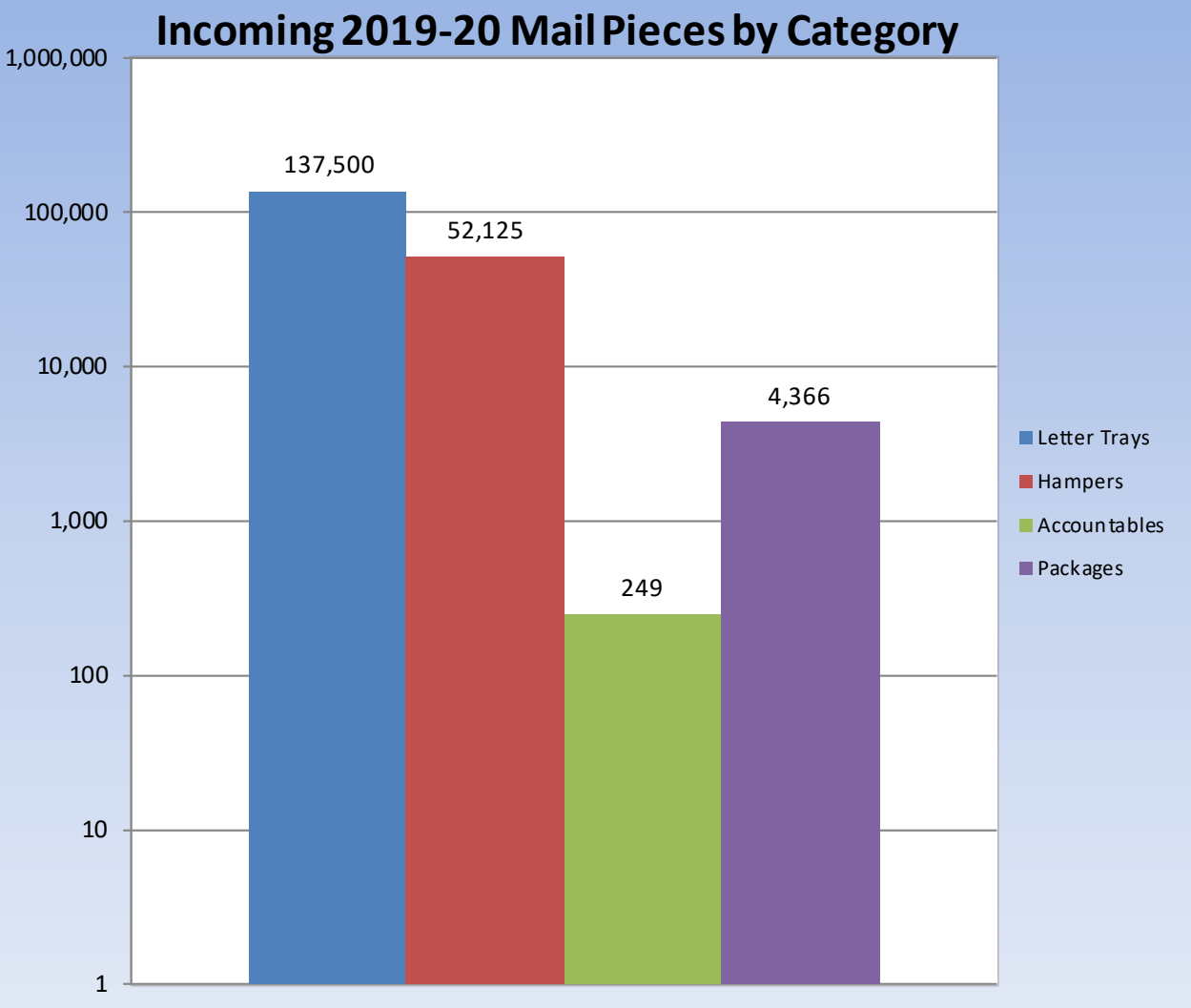
- The semester was interrupted mid-March by the COVID-19 pandemic. All classes were changed to an online format, and most students and faculty were encouraged to work from home. Most of the Mail Services workers went home for the remainder of the Spring 2020 semester, and only three local students worked.
- Due to Governor Cuomo's COVID-19 work restrictions, Mail Services was open full days on only Monday, Wednesday and Friday during the spring semester.
- There was a decrease in the mailings entered through the #367 permit. 2018-2019 was \$29,832.57 and 2019-2020 decreased to \$23,029.78.
- There was a decrease in the mailings entered through the #125 permit. 2018-2019 was \$14,828.98 and 2019-2020 decreased to \$12,469.50.
- There was a decrease in BRM and Short Pay usage. 2018-2019 was \$869.29 and 2019-2020 decreased to \$562.55.
- The large decreases in mail were mainly due to the COVID-19 pandemic. Most faculty, staff and students were encouraged to work from home from mid-March on, so mail volume decreased dramatically.
- In January 2020, USPS increased postage rates. Priority Mail rates had previously started at \$7.35, now they start at \$7.75 for a flat-rate envelope. Priority Mail Express Mail went from starting at \$25.50 for a flat-rate envelope to \$26.35. Prices for first-class flats, parcels, and various services also increased.

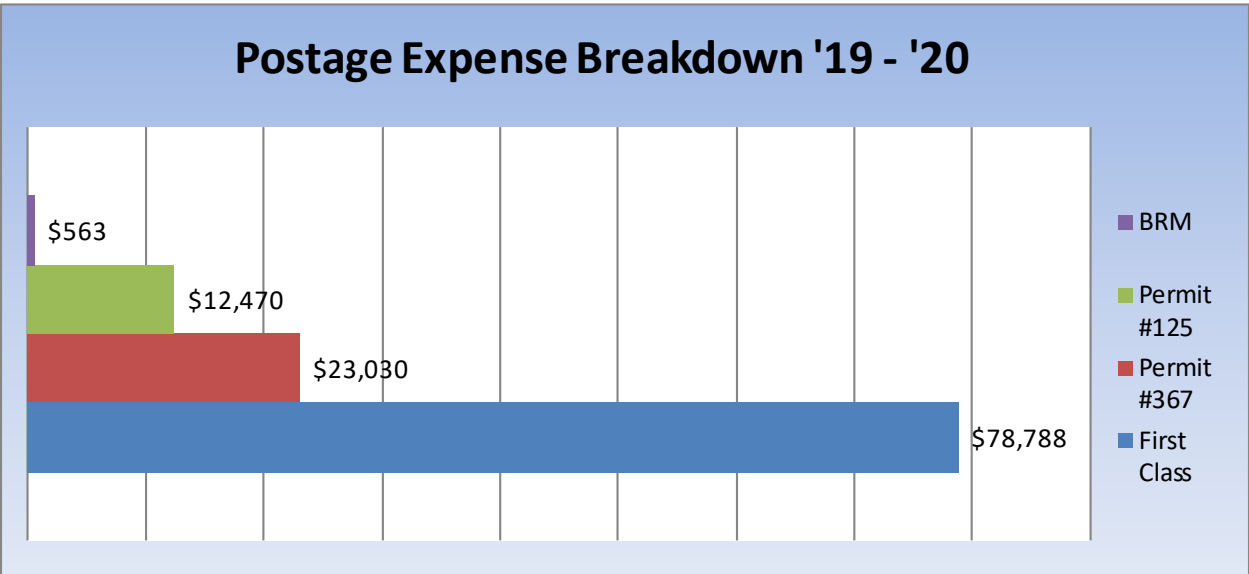
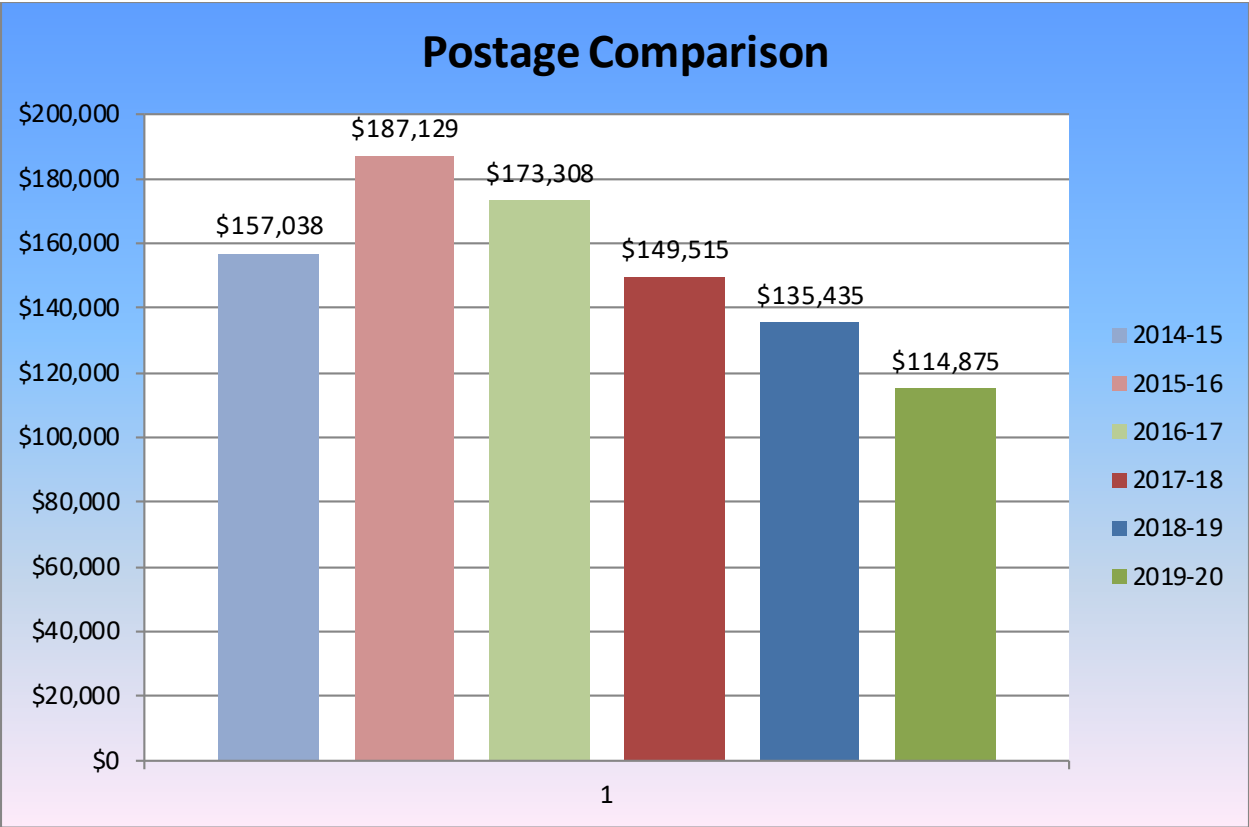
Statistical Data



Outgoing 2019-120 Mail Pieces by Category







Assessment Update

Assessment Statement

The Mail Services unit provides departments with up-to-date postal regulations to ensure rapid cost effective mail delivery.

Assessment Activities

Postage totaled \$114,874.58 for the fiscal year 2019-2020. This is a **decrease** of 15.18% from 2018-2019. The breakdown is as follows:

First Class		\$ 78,788.18	
BRM/Short pay		562.55	
Standard Mail 3 rd Class:			
Fredonia #125	12,469.50		
Buffalo #367	23,029.78		
Pre-Canceled #25	24.57		
		35,523.85	
	Total		\$114,874.58

Statistical Averages

Overall, the mailroom processed approximately 256,014 pieces of outgoing mail. This is a combination of approximately 225,603 pieces of first class mail and 30,411 pieces of standard permit mail. The staff also received, sorted and delivered approximately 194,240 pieces of incoming federal mail and 29,156 pieces of inter-campus mail. In total, the mailroom staff handled about 479,410 pieces of mail this year. On average about 1,925 pieces of mail are handled daily.

Assessment Goals

- Educate campus community on cost saving ideas for mail design and postage.
- Continue to prepare in-house bulk mailings for departments.
- Strive to improve sorting accuracy and to make departmental deliveries promptly and accurately.
- Continue to keep website updated to include correct mail addressing for students, parents and departments. Also add more information on preparing cost effective mail and bulk mailings.
- Offer security and safety training to new student help as needed throughout the year.

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 between the Services Complex and the University Village Townhouses, to academic and administrative buildings on campus. Park and Ride is reliable, friendly and free. There was no need to wait in any of the parking lots for a parking space. Students did not have to be late for classes, and faculty and staff did not have to put off running an errand, or worry about the weather.



The Park and Ride Shuttle Service employed two part-time drivers, who all offered a pleasant attitude to start or end your day. Each driver offered a safe and courteous ride.

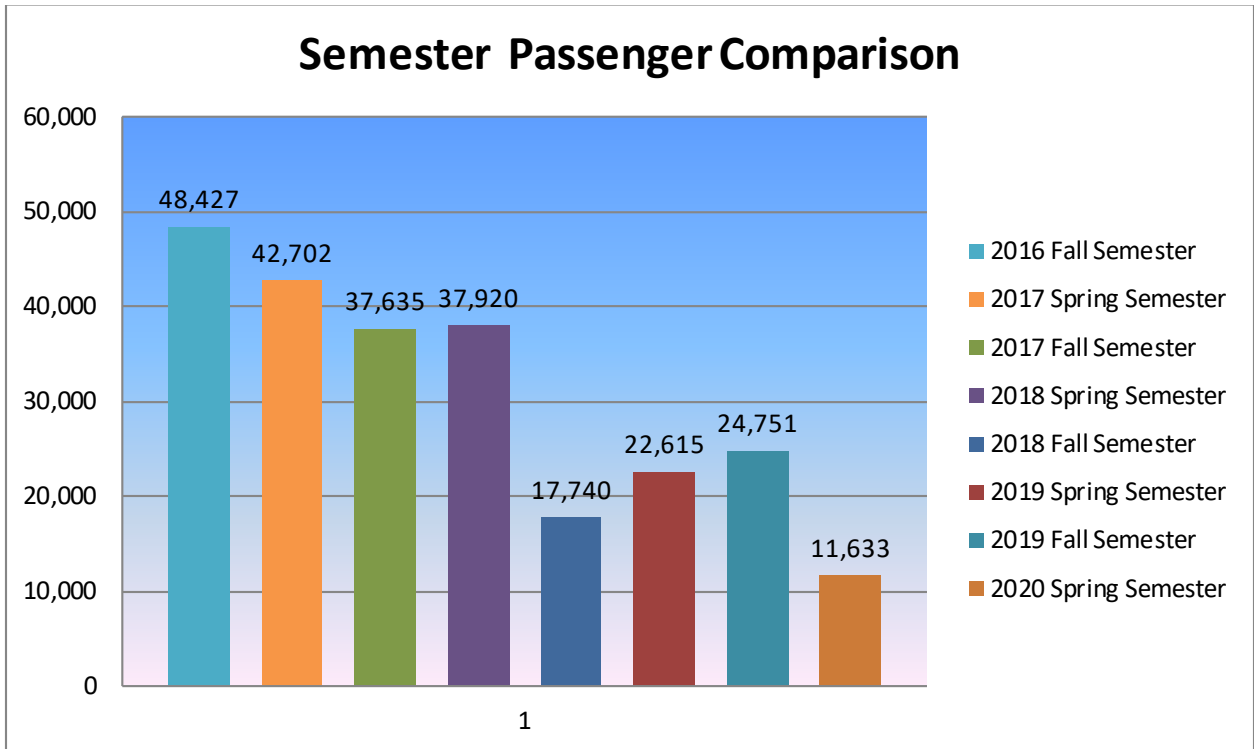
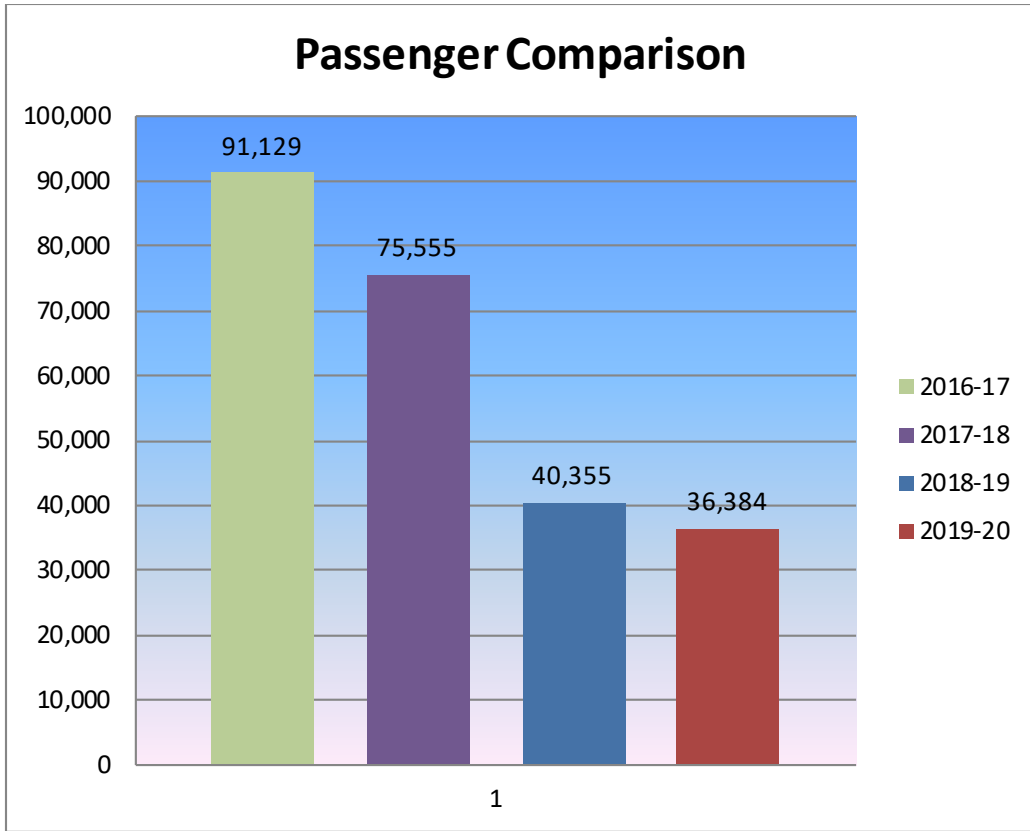
Park and Ride had a decrease in ridership this past year with 36,384 passengers. This is attributed due to COVID reduced hours of operations.

Significant Accomplishments

This was the fourteenth year that the shuttle service was offered. Over the last 14 years we have transported 726,852 passengers. Every year we receive many compliments from students and staff thanking us for this service.

Statistical Data

- There were 24,751 passengers serviced for the fall 2019 semester.
- There were 11,633 passengers serviced for the spring 2020 semester (due to COVID).
- A total of 36,384 passengers used the shuttle for 2019-2020.



Assessment Update

Assessment Statement

The Park and Ride Shuttle Service unit provides friendly, free shuttle service for faculty, staff and students.

Assessment Activities

The passenger count shows the reduction usage due to the reduction in hours for the service due to COVID and the cancellation of in person classes during the spring semester for fiscal year 2019-2020.

Assessment Goals

- Continue the service in the fall.

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 the reporting of all missing assets to the appropriate agencies. This includes all assets that are purchased with State, IFR, The Research Foundation and College Foundation funds (all funds).

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



Janet Parsons

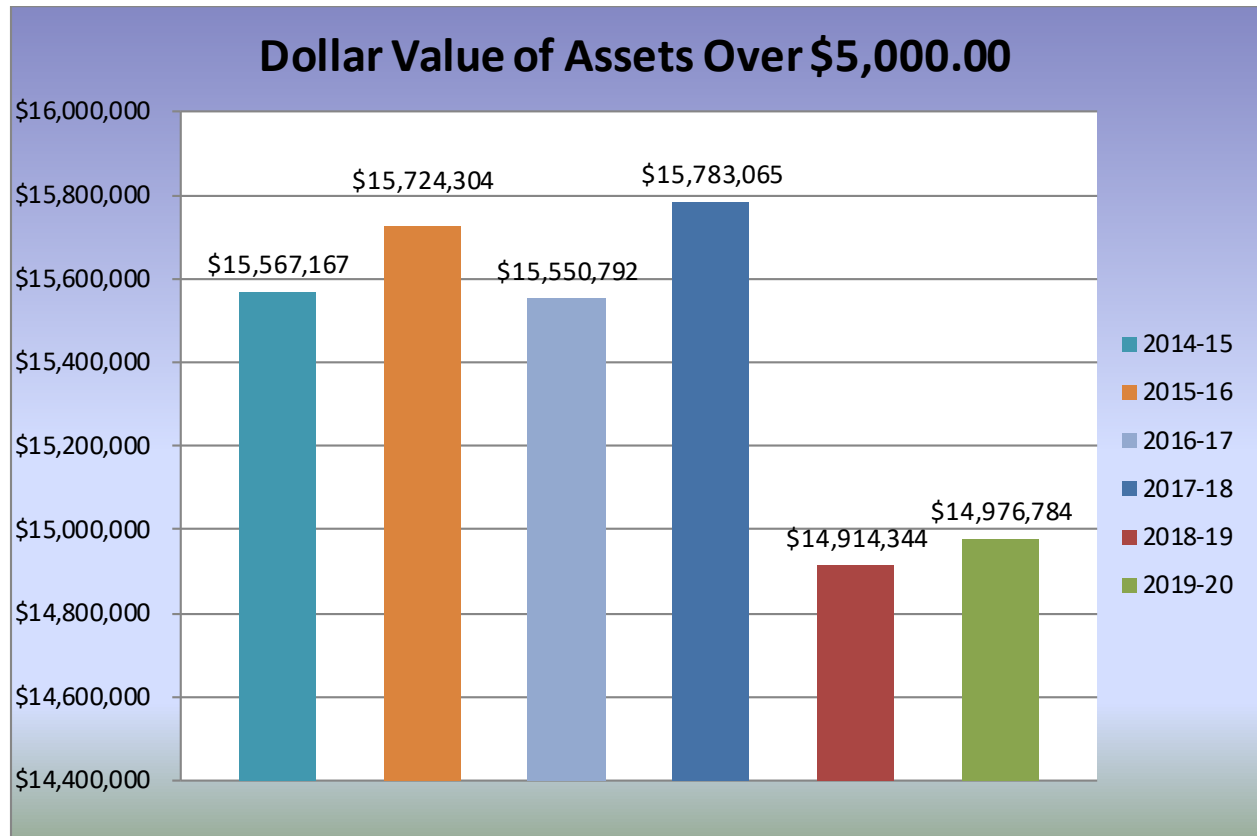
The department staff consists of one Office Assistant 3, and one student with good working knowledge of Microsoft Access and Excel. During the months of May through August, student help is recruited for the physical inventory process.

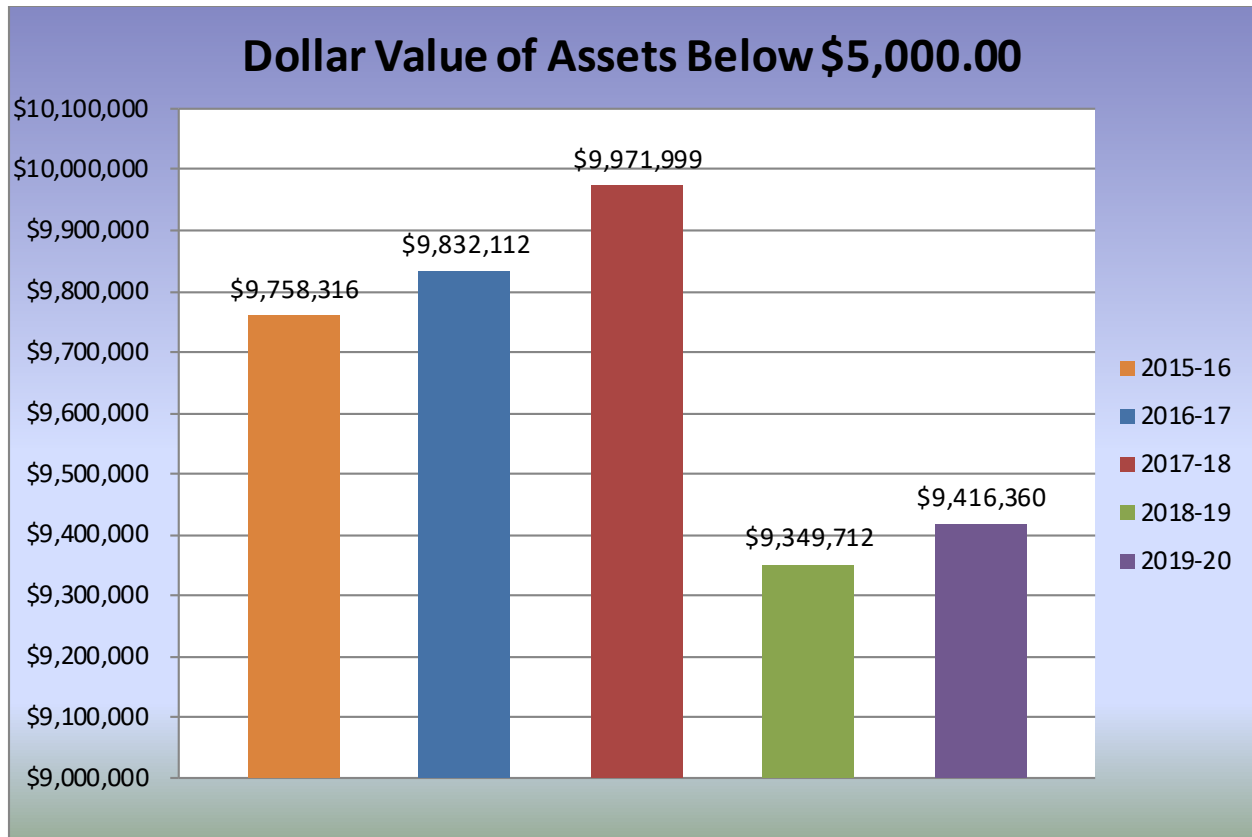
Significant Accomplishments

- Campus electronics recycling was held January 9, 2020 at no cost to the campus. There was a total of 8,005 lbs. of electronic equipment recycled with a generated revenue of \$1,761.10.
- Assets: 7,843 items totaling \$24,393,144.48.
- Surplus equipment was transferred to other campuses or to OGS for disposal on eBay. Total revenue back to the campus was \$695.21
- Surplus equipment granted local disposition – (3) Steinway Pianos, (1) Kimball Piano, (2) Bikes, (2) Basketball Backboards, (23) Chairs, (1) Desk Phone, (3) Wood Bases, (1) Relay Box, (760) Cinder Blocks – Total campus revenue of \$1,086.00
- Due to Covid restrictions on campus and most people telecommuting the annual training was cancelled.
- Monitored Property Control forms linked to website to ensure they are up to date.
- Kept the Temporary Loan of Equipment requests information updated and accurate.
- Annual physical inventory of equipment was conducted.

Statistical Data

- 7,843 total assets on inventory for an amount of \$24,393,145.
- 7,258 assets for \$23,0361,485 located during the 2019-20 physical inventory.
- 344 assets for \$632,340 not located during the 2019-20 physical inventory.
- 241 new assets for \$399,320 were added to the inventory
- 690 assets for \$954,577 were retired from inventory.
- 93% of all assets were located.





Assessment Update

Assessment Statement

The Property Control department provides accurate inventory of the University's assets, the proper reporting of new assets, and the disposal of retired assets.

Assessment Activities

The Property Control Coordinator continues to update records, files and reports for accuracy.

Property Control is working with ITS Service Center personnel to streamline procedures to insure accurate records for both.

Assessment Goals

- Continual asset inventory and reconciliation.
- Keep records, files and reports updated.
- Schedule campus electronic recycling as needed throughout the year.
- Research barcode reader for asset tags to possibly streamline the inventory process.

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 decrease in operator assisted calls in this report is due in part to not having student help as a backup when campus staff are unavailable to answer, and a decrease in student enrollment.

The department is staffed by University Services.

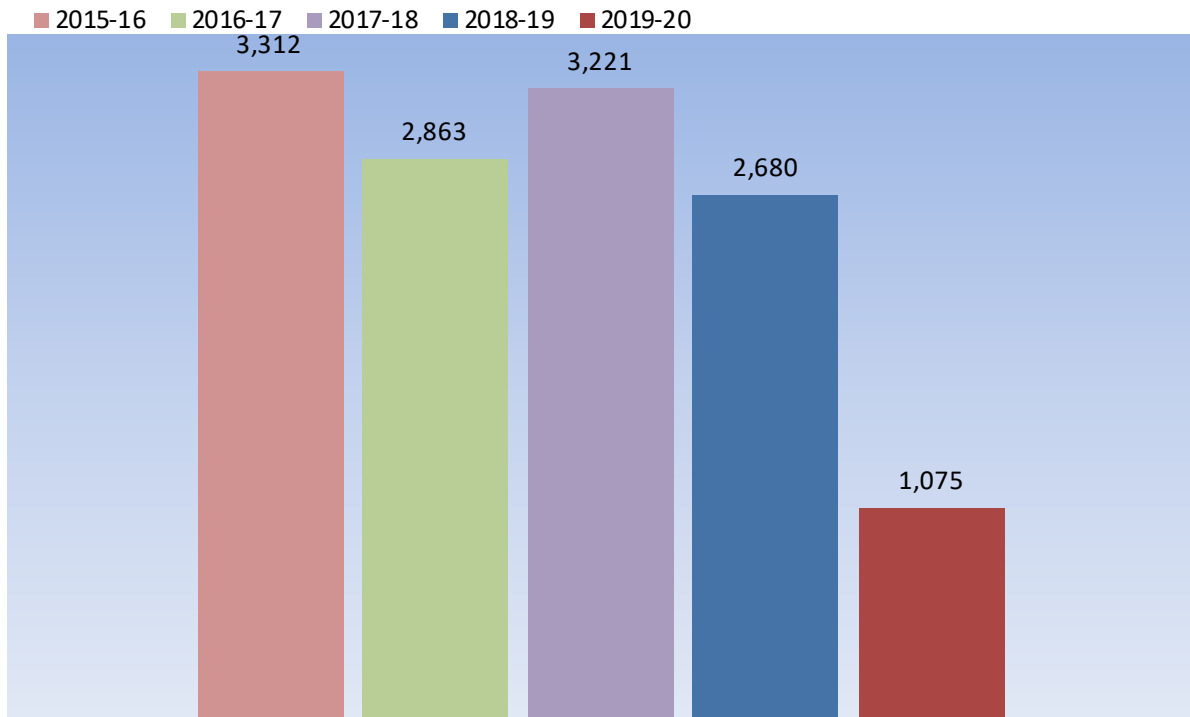
Significant Accomplishments

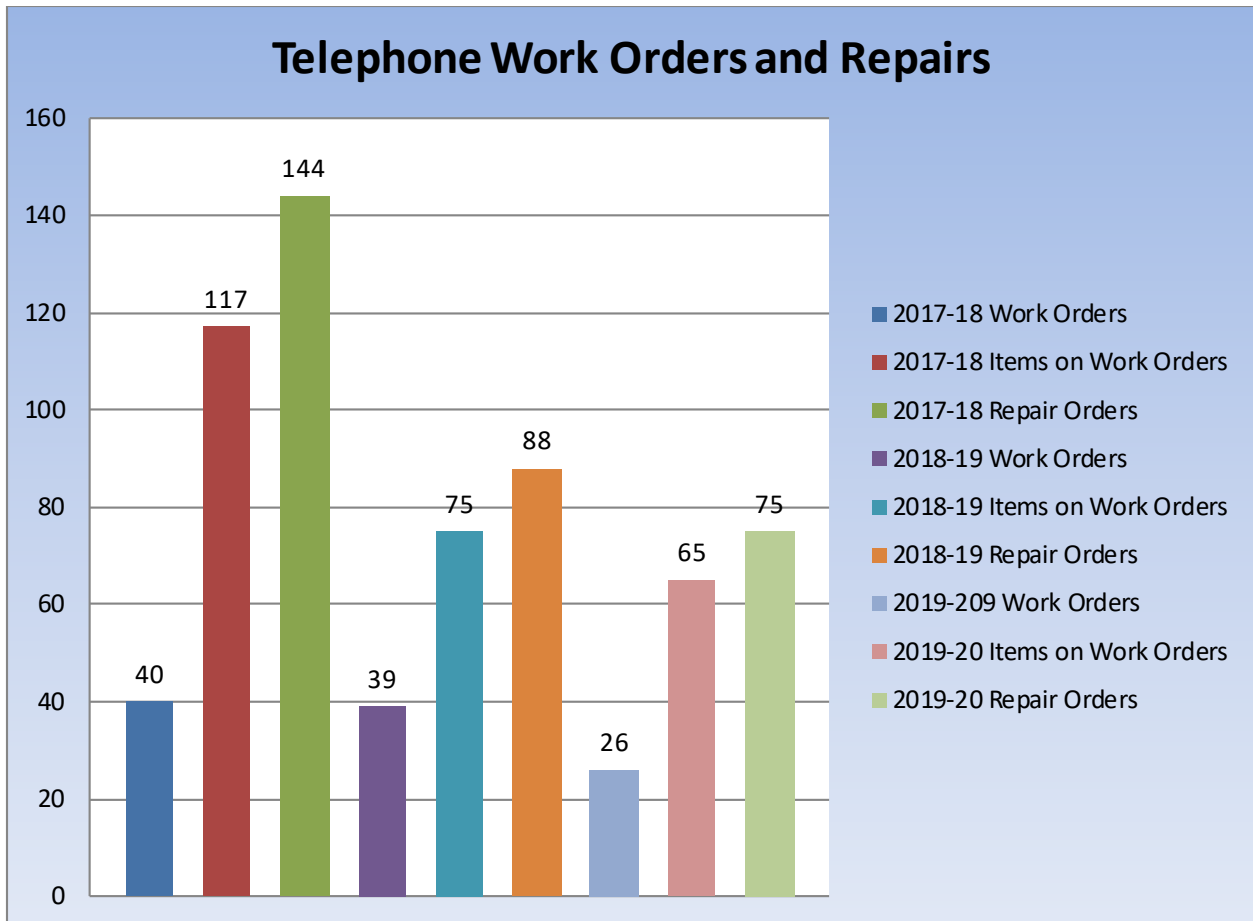
- The college operator answered calls for fiscal year 2019-2020 totaled 1,075 on the University's main information line. This is a decrease of 40% from the previous year. This is due to the fact that other duties were assigned to the operator and COVID, main line not being answered.
- In addition, the operator also handled calls for the University Services' department lines.
- The department processed 26 work orders consisting of 65 items for new or changed phone service.
- The department processed 75 repair orders.

Statistical Data

- Operator answered calls totaled 1,075.
- 26 telephone work orders were issued.
- 75 repairs orders were issued.

Operator Call Report





Assessment Update

Assessment Statement

The Telecommunications unit provides the university with quality telephone service at a reasonable cost.

Assessment Activities

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

Assessment Goals

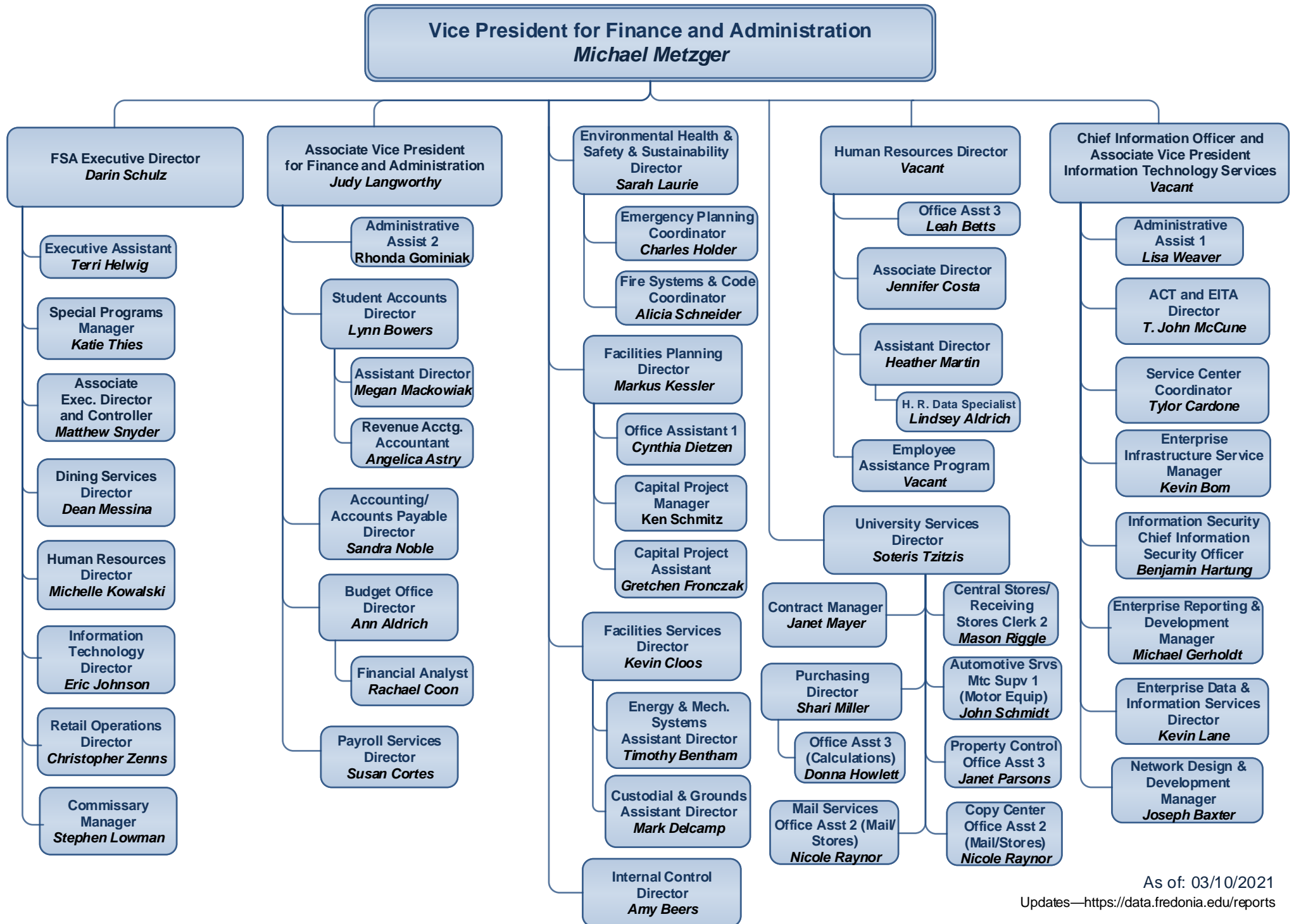
- Continue with cost savings opportunities to reduce telephone expenditures.
- Move telecommunications to Information Technology for VOIP service.

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Appendix A

- **Organization Chart**

Finance and Administration



Appendix B

- **Fredonia Mission Statement**

Mission Statement

Fredonia educates, challenges, and inspires students to become skilled, connected, creative, and responsible global citizens and professionals. The university enriches the world through scholarship, artistic expression, community engagement, and entrepreneurship.

ACKNOWLEDGEMENTS

CONTRIBUTORS

Finance and Administration

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Associate Vice President for Finance and Administration

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Sue Cortes, *Director of Payroll Services*
Shari Miller, *Director of Purchasing*
Lynn Bowers, *Director of Student Accounts*
Sandy Noble, *Director of University Accounting*

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Cynthia Dietzen, *Administrative Assistant 1*

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Gretchen Fronczak, *Capital Project Assistant*
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Mark Delcamp, *Assistant Director of Facilities Services – Custodial Services, Grounds and Landscaping*
Rich Newton, *Head Grounds Supervisor*
Orion Purslow, *Electrical Supervisor*
Nelson White, *Plumbing Supervisor*
James Kuras, *Structural Trades Supervisor*
Gary Hardy, *Plant Utilities Engineer 2 Supervisor*
Shannon McKoon, *Office Assistant 2*

Faculty Student Association

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Matthew Snyder, *Associate Executive Director of FSA and Controller*
Terri Helwig, *Human Resources Manager/Executive Assistant*
Michelle Kowalski, *Director of Human Resources*
Eric Johnson, *Director of Information Technology*
Dean Messina, *Director of Dining Services*
Katie Thies, *Special Programs Manager*
Christopher Zenns, *Director of Retail Operations*

Human Resources

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Heather Martin, *Acting Assistant Director of Human Resources*
Leah Betts, *Office Assistant 3*
Lindsey Aldrich, *HR Data Specialist*
Susan Murphy, *EAP Coordinator*

Internal Control

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Marketing and Communications

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University Services

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Jody Myers, *Office Assistant 2*

Janet Parsons, *Office Assistant 3*

Mason Riggle, *Office Assistant 2*

Nicole Raynor, *Office Assistant 2*

John P. Schmidt, *Motor Equipment Maintenance Supervisor 1*

ADMINISTRATIVE AWARD WINNERS

2020

Nikki Raynor – Secretarial/Custodial
Sandy Noble – Professional
Randy Grant – Trades
Hector Figueroa – Custodial
Cindy Korzeniewski – FSA

2018

Jody Myers – Secretarial/Clerical
Jen Costa – Professional
Rodney Hayes – Trades
Linda Nixon – Custodial
Linda Kurgan Monaco – FSA

2016

Shannon McKoon – Secretarial/Clerical
Sue Cortes – Professional
Don Dillenwburg – Trades
Bob Miller – Custodial
Diane Mekus – FSA

2014

Debbie Desmond – Secretarial/Clerical
Matt Snyder – Professional
Herb Farner – Trades
Susanne Valentine – Custodial
Christine Sipp – FSA

2012

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

2010

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

2008

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

2019

Leah Betts – Secretarial/Clerical
Sarah Laurie – Professional
Natalio Matias – Trades
Sara Jagoda – Custodial
Cheryl McCoy – FSA

2017

Becky Siragusa – Secretarial/Clerical
Ann Aldrich – Professional
Nelson White – Trades
Nick Valentine – Custodial
David Lewis – FSA

2015

Janet Parsons – Secretarial/Clerical
Fred Tripp – Professional
John P. Schmidt – Trades
Iris Rosa – Custodial
Sharon Hogg – FSA

2013

Lori Johnson – Secretarial/Clerical
Lisa Marrano – Professional
James Kuras – Trades
Jorge Rosa – Custodial
Millie Stanton – FSA

2011

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

2009

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

2007

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