

2014 • 2015

FINANCE AND ADMINISTRATION



ANNUAL REPORT AND ASSESSMENT UPDATE 2014-2015 FISCAL YEAR

VICE PRESIDENT FOR FINANCE AND ADMINISTRATION
LIZ PRAETORIUS



Vice President for Finance and Administration

August 25, 2015

To: The Campus Community

On behalf of the entire division, I'm pleased to present the 2014-2015 Finance and Administration Annual Report and Assessment Update. The Finance and Administration division is comprised of nine departments, which include 40 distinct operating units and 365 employees. This is the 18th 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 13 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 2014-2015 Annual Report and Assessment Update features the five winners of the 2015 Outstanding Administrative Services Awards. Beginning at the top left and going clockwise are:

Fred Tripp—Outstanding Administrative Services Award—Professional Staff

Fred, who is currently the Commissary Manager, began at Fredonia in September 1994 with FSA as a Dining Services supervisor. Fred resides in Dunkirk, NY.

Janet Parsons—Outstanding Administrative Services Award—Secretarial/Clerical

Janet has been employed at Fredonia since September 2009 when she began as the Senior Mail and Supply Clerk. She is currently the Office Assistant 3 in University Services. Janet is a resident of Springville, NY.

Iris Rosa—Outstanding Administrative Services Award—Custodial Services

Iris began her career at Fredonia in April 1998 as a Cleaner. She is currently a Janitor in Maytum Hall. Iris resides in Dunkirk, NY.

John P. Schmidt—Outstanding Administrative Services Award—Professional Trades

John has been employed at Fredonia since March 2005, when he began in the University Services department as a Maintenance Assistant. He is currently the Motor Equipment Maintenance Supervisor in Facilities Services. John is a resident of Silver Creek, NY.

Sharon Hogg—Outstanding Administrative Services Award—FSA Operational

Sharon has been employed at Fredonia with FSA since August 2004, when she began as an Assistant Service Worker in Dining Services. She currently works in the Bookstore for FSA as an Assistant Service Clerk. Sharon resides in Silver Creek, NY.

Thank you to everyone in the Finance and Administration division who contributed to the preparation of the 2014-2015 Annual Report and Assessment Update, and congratulations to all of the 2015 Outstanding Administrative Service Award winners. A summary of all the Outstanding Administrative Service Awards winners from the past 13 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 2015-2016 academic year, and to continually assess and improve our delivery of services to the University.

Sincerely,



Liz Praetorius
Vice President for Finance and Administration

State University of New York at Fredonia
Finance and Administration

Annual Report and
Assessment Statement

July 1, 2014 – June 30, 2015

STATE UNIVERSITY OF NEW YORK AT FREDONIA

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

July 1, 2014 – June 30, 2015

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INTRODUCTION

This 2014-2015 edition of the ***Finance and Administration Annual Report and Assessment Update*** represents the 18th 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, seated: Becky Nalepa, and Liz Praetorius; in back: Robyn Reger and Karen Porpiglia

The over-arching goal of the Finance and Administration Division is to support the Fredonia Vision 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 complete Fredonia Vision Statement is included in Appendix B.

The Finance and Administration Division is comprised of nine departments with 365 employees. A brief summary of the responsibilities of the nine 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 (DASN), and the Office of the New York State Comptroller (OSC).

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 the Controller, which includes the functions 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, and coordinated campus emergency planning and training until May of 2015, now lead by University Police. This office also plays a major role in the coordination of the campus sustainability program.

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 six units which include: Automotive and Fleet Vehicle Services; 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; the Facilities Trades Services unit which consists of Electrical, Plumbing, Grounds and Landscaping, and Structural Trades; Office Operations; and the Technical Services unit.

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 nine units that include: University Services Office, Central Receiving, Campus Storehouse and Mechanical Storehouse operations, Campus Photocopy services, Campus Mail services, Property Control, University Telecommunication services, and the campus Park and Ride express bus service. During the last week of June 2015, a unit for Contract Services was added to this department.

Presented below is a summary of all staffing in the nine departments that comprise the Finance and Administration Division. Staffing in this chart reflects budgeted FTE positions for the fiscal year July 1, 2014 to June 30, 2015. 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
2014-2015 Departmental Staffing by Funding Source

Administrative Office	State	DIFR	IFR	SUCF	FSA	Total
Finance and Administration			4.00			4.00
Environmental Health & Safety	1.60	1.40				3.00
Facilities Planning	1.00	2.00		2.00		5.00
Facilities Services	72.00	65.50	6.00			143.50
Faculty Student Association					174.00	174.00
Financial Services	14.75	2.25	4.00			21.00
Human Resources Office	4.30	1.00	1.00			6.30
Internal Control	1.00					1.00
University Services	7.00					7.00
	101.65	72.15	15.00	2.00	174.00	364.80

Notes:

- a) The FSA employment number includes 77 full-time and 97 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 nine departments with 365 employees. The nine Administrative Departments included in this 2014-2015 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



Liz Praetorius

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

Fiscal year 2014-2015 was a transitional year for the Finance and Administration Division. Liz Praetorius assumed the role of Vice President for Finance and Administration on August 1, 2014 following the conclusion of a national search. With the College facing a decline in enrollment, no increase in New York State annual support, and an increasingly competitive environment for New York State capital funding, this year was also an opportunity for review of the division's resources, staffing, services, and goals.

During the 2014-2015 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

- In response to staff retirements from the campus' Early Retirement Incentive, conducted a multi-department reorganization that reduced staffing costs by over \$90,000, providing two staff members with promotions to director positions.
- Commissioned and oversaw an internal control review of procurement and contracting that resulting in a realignment of staffing to better serve the University in the area of contract administration.
- Working with the President's Cabinet in early spring, identified \$1.2M in budget reductions towards a \$2.1M reduction target for FY 2015-16 which were implemented for the Form 1 submission.
- Working with a Utility Team, identified an estimated \$40,000 in utility savings by reducing the campus' use of 6,486 sq. feet of building space at the Administrative Office Complex.
- Oversaw the completed construction and occupancy of the New Science Center and the University Townhouses.
- Represent Fredonia as a member of the State University of New York Business Officer's Association (SUBOA) Executive Committee.
- Member of the SUNY System Resource Planning Group.
- As newly appointed Research Foundation Operations Manager, working closely with Academic Affairs, increased collaboration with Office of Sponsored Programs operating units to improve operational policies and procedures.

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 this Report. A review of these sections provides a good reflection of the division's accomplishments and assessments for 2014-2015.

Associate Vice President for Finance and Administration

- **Budget Office**
- **Payroll Services**
- **University Controller**
 - **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 the Controller (Purchasing, University Accounting, Student Accounts), Budget and Payroll. 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.



Karen Porpiglia

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, is actively engaged in all matters relating to Capital Projects and their administration (both academic and residential), and represents the Finance and Administration Division in the absence of the Vice President.

Specific duties 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 consequence of a revenue shortfall is a dollar-for-dollar reduction in the next year's operating budget, therefore periodic monitoring of actual revenue billed and collected is critical in order to provide timely notification to Cabinet should there be any indication that our revenue target cannot be achieved. Conversely, projected overages require significant monitoring to ensure that budgeted shortfalls are adequately covered. Campus reserve balances must be carefully monitored and managed to effect a financially secure institution.

On an annual basis, ensure the development and timely submission to the System Office of Capital Facilities of the campus 10-year Residence Hall Capital Plan, including projected residence hall room rental rates and occupancy, a detailed 10-year revenue and expenditure projection demonstrating the campus's ability to cover debt service associated with 15-year and 30-year bonds, as well as revolving loan funds needed to cover planned campus-managed capital projects.

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

- Provided leadership and supervision for the Finance and Administration division from February through July of 2014.
- Assisted the new Vice President for Finance and Administration with her transition to the Fredonia campus.
- In the ongoing effort to address the structural deficit in the college operating budget, the publication date for 2015-2016 Budget Book was pushed back from May to August. The Budget Roadmap, a tool developed for each division to use in identifying budgetary savings, is being used by each Vice President to actively track the progress of their division in achieving their share of the \$2.1 million target adopted by the Cabinet. The savings identified in the Roadmap will be incorporated into the campus Form 1 and the Consolidated Operating Budget Book.
- Actively participated on the Institutional Effectiveness Committee and provided significant contributions to the Middle States Periodic Review report submitted on May 28, 2015.
- Assisted with the planning and development of the Finance and Administration division reorganization.

- Effectively reorganized the Maytum 9th floor storage room and successfully relocated the Human Resources and Payroll file room from Maytum 4th floor to Maytum 9th floor.
- Lead the effort to identify and design viable working space for the Accounting, Purchasing, Environmental Health and Safety and Sustainability (EH&S&S), Property Control, Switchboard Operations, Mailroom, the Director of University Services, and the newly created office of Contract Services within Maytum and Hendrix Halls.
- Coordinated the efforts of key individuals from the offices of Student Accounts, Revenue Accounting, State Accounting, Budget, Controller and International Education to develop and implement protocols for the billing, payment, collection and cash flow of international student programs.
- Coordinated the collective efforts of Information Technology, Human Resources, Purchasing and University Services to compile and prepare the annual campus “Shared Services Initiatives Update” as required by System Administration.
- Collaborated with Student Affairs staff and Finance and Administration colleagues to develop residence hall rates, as well as revenue and expenditure projections based on fluctuating occupancy levels, to establish a threshold for the 2015-2016 DIFR budget.
- Provided service to the community through active membership on the United Way of Northern Chautauqua County Board of Directors.
- Continued to serve as Chairperson of the Chautauqua County State Employees Federated Appeal (SEFA).

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.

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 her 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 and fluctuating enrollment to provide accurate data in the development of the 2016-2017 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.
- Coordinate and execute the physical relocation of the departments impacted by the Finance and Administration reorganization.
- Assist the Interim Dean and Interim Associate Dean of Liberal Arts and Sciences as leadership transitions within the division of academic affairs.

Budget Office

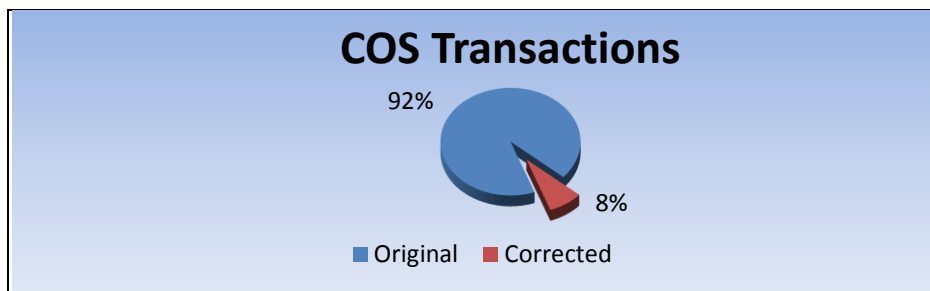
Annual Report

Upon passage of the annual New York State budget, the Budget Office is responsible for calculating the appropriate allocation to be distributed to the President and each Vice President based on Cabinet decisions that support the mission and goals of the University. The Budget Office is also responsible for calculating salary needs and apprising each division of the allocation amount necessary to support current staffing. An executive summary of allocations (Form I) is submitted to SUNY System Administration and is 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

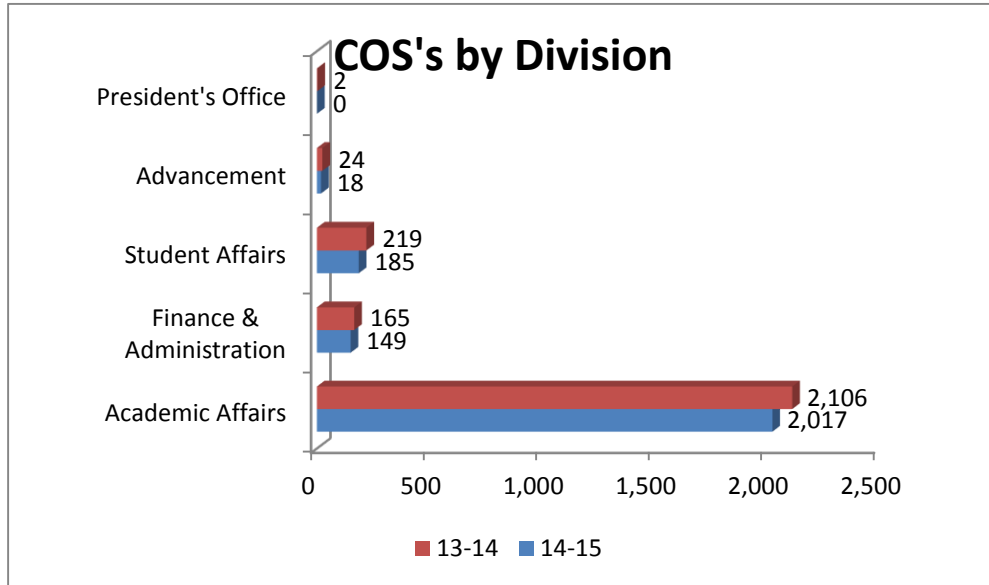
All campus appointments, changes in appointment or terminations (except Faculty Student Association [FSA] and Student Association [SA]) are routed through the Budget Office on an automated Employee Action Form, also known as a “COS” or Change of Status Form. The online COS System provides administration 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 203 inactive COS's

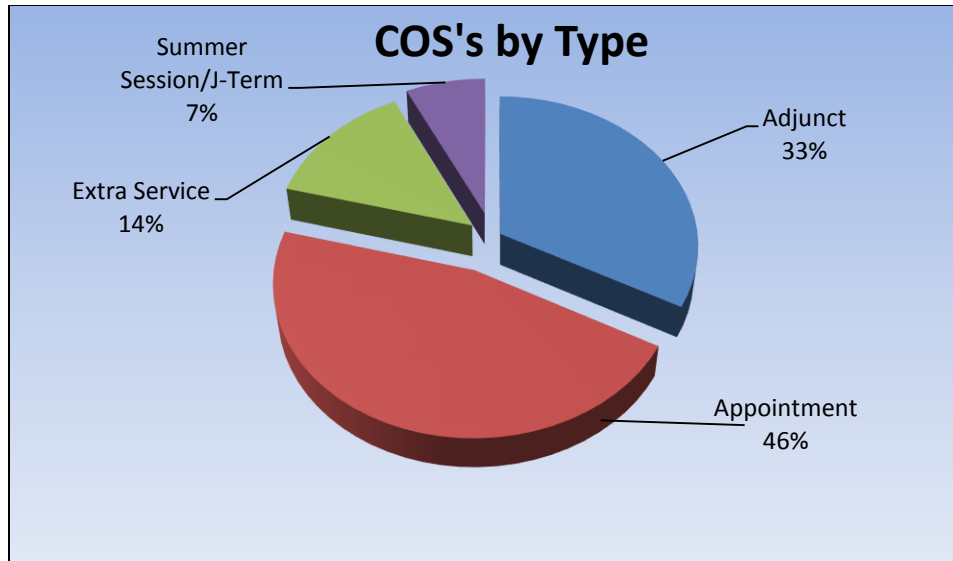
COS's Original/Corrected

Original	2,179
Corrected	190
Total	2,369



COS's by Division

Division	14-15	13-14
Academic Affairs	2,017	2,106
Finance & Administration	149	165
Student Affairs	185	219
Advancement	18	24
President's Office	0	2
Total	2,369	2,516



COS's by Type

Number of COS's by Type

Adjunct	778
Appointment	1,096
Extra Service	327
Summer Session/J-Term	168
Total	2,369

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

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

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

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

Significant Accomplishments

- Worked in collaboration with administrative directors to develop the upcoming 2015-2016 Consolidated University Operating Budget.
- Submitted Fredonia's FORM 1 spreadsheet detailing department level allocations used to populate the SUNY's SMRT accounting system.
- Processed several analyses, ad-hoc reports, and provided data for various survey and information requests. Highlights included the 2013-14 Economic Impact Statement, request for FEMA funding, School of Business accreditation, CFRP & UBIT reports.
- Completed Fredonia's 2014-2015 Campus Financial Management Strategies with collaborative efforts of the Associate Vice President for Finance and Administration.
- Continued tracking the history of all lines and FTEs by department.
- Processed 2,369 COS's, verifying funding and updating SUNY HR, the Payroll Distribution Management System (PDME), the comment section of the local HRMS clock tower database, and various internal spreadsheets.
- Collaborated with COS Users Group to identify and implement enhancements to the COS Employee Action Form. Provided an update session to inform users of changes.
- The Budget Director served on the Information Technology Advisory Board (ITAB).
- The Budget Director served on the search committee which resulted in the successful hire of a new Assistant Director of Institutional Research, Planning, and Assessment.
- The Financial Analyst served on the search committee which resulted in the successful hire of a new Fredonia College Foundation Controller.
- The Financial Analyst successfully completed the Chautauqua Leadership Network (CLN) program.
- Worked in conjunction with Academic Affairs and Finance and Administration in the implementation of full funding of the adjunct budget to the state's operating base budget.
- Developed a five-year budget forecast.
- Continued use of an interactive "Budget Road Map" to assist Cabinet in budget planning for 2015-2016. The Roadmap was utilized to target a state budget operating reduction of \$2 million across divisions as well as identifying other sources of revenue to help fund the structural deficit. As of the date of this publication, approximately \$1.3 million of expenditure reductions were implemented.
- Worked with Finance and Administration personnel to successfully utilize all State budget allocation in order to maximize State funding.

Statistical Data

The Fredonia 2014-2015 Consolidated Operating Budget totaled \$110,894,290 representing an increase of \$4,263,745 (4.00%) from the 2013-2014 Consolidated Budget. Please refer to the following chart for comparative data for each of the six budget components.

Consolidated Budget Proposal

Components:	2014-2015	2013-2014	Change	Percent
University Operating Budget	\$51,778,000	\$49,669,600	\$2,108,400	4.24%
DIFR Budget	18,933,750	17,484,750	1,449,000	8.29%
FSA Budget	18,806,140	18,624,195	181,945	0.98%
IFR Budget	15,000,000	15,000,000	0	0.00%
SUTRA Budget	5,824,000	5,308,000	516,000	9.72%
College Foundation	552,400	544,000	8,400	1.54%
Total	\$110,894,290	\$106,630,545	\$4,263,745	4.00%

The 2014-2015 budget provided funding for approximately 901 FTE employees, including over 1,000 full and part-time employees, and approximately 1,000 part-time student workers. Please refer to the following chart for comparative data for each of the six budget components.

	2014-2015		2013-2014		Change	
	FTE Employees	Student Employees	FTE Employees	Student Employees	FTE Employees	Student Employees
University Operating	566.78	222.00	585.36	222.00	-18.58	0.00
DIFR Budget	95.70	230.00	93.70	230.00	2.00	0.00
FSA Budget	185.00	330.00	185.00	340.00	0.00	-10.00
IFR Budget	43.65	202.00	31.08	202.00	12.57	0.00
SUTRA Budget	5.80	0.00	5.80	0.00	0.00	0.00
College Foundation	4.00	4.00	3.50	4.00	0.50	0.00
Total	900.93	988.00	904.44	998.00	-3.51	-10.00

The student enrollment target was 5,250 FTE, although actual enrollment recorded by Institutional Research was 5,188 FTE.

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.

Assessment Activities

The Consolidated University Operating Budget Book is published every year, generally prior to the spring meeting of the College Council. The 2015-2016 book was put on hold to more accurately reflect budget numbers. It is expected to be electronically published in late summer/early fall.

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. Although the Budget Book has not been published, budget estimates were completed in early May and the final Financial Plan Package was received from Albany in July.

With the passage of the SUNY 2020 bill, and presently the final year of a five-year rational tuition plan, Preliminary Budget Book tuition projections were in line with financial plan numbers. The University decreased funded enrollment from 5,250 to 5,100 FTEs for the upcoming 2015-2016 budget cycle.

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 Budget Book development process did not see any major changes from the prior year other than a delay in processing.

Another assessment goal contained in last year’s Annual Report was that the COS team would continue to implement enhancements to the Online COS system as needed to meet the needs of end users. In a collaborative effort, Mike Gerholdt, from Information Technology, in consultation with Finance & Administration, Academic Affairs, and Institutional Research, Planning and Assessment, continued work on a COS upgrade to accurately calculate FTE’s for part-time adjunct instructors. In the past, the part-time adjunct FTE was automatically calculated in the COS based on a salary and did not accurately reflect workload. Upgrades were implemented that calculated FTE for course work based on the users input for instructional credit (workload).

Throughout 2014-2015, Budget, Human Resources, and Mike Gerholdt met with key employees in the School of Music and the College of Education to finalize development of enhancements to the COS system to provide FTE calculations on studio hours and placements. Testing by a small group took place in spring 2015. Enhancements are expected to be implemented soon, which would allow fall 2015 COSs to include an adjunct instructor’s FTE from calculations done by the COS system. Training will be held for users prior to, or shortly after implementation.

Recommendations were made once again by the COS Users Group to have the COS re-written to accommodate updates that can no longer be handled in a secure manner by the current system. With the addition of a new Chief Information Officer (CIO) in Information Technology, the COS re-write has become a priority for 2015-2016.

Development of a "COS Refresher" class and changes to the COS Manual are ongoing. No classes were held in 2014-2015, but training will be held for those affected by the adjunct COS changes. Completion of the COS Manual and any additional "Refresher" classes are on hold pending a COS re-write.

Collaboration efforts of networking with SUNY System Administration and other campuses continued throughout 2014-2015. The Budget Office has represented Fredonia in attendance at Accounting, Budget, and Bursar (ABB) meetings; sessions on Business Intelligence (BI); SUNY System Administration trainings and has participated in webinars and conference calls.

Enhancements to existing budgetary procedures for the 2014-2015 fiscal year (FY) included an endeavor to decentralize the Finance and Administration budgeting process. Department directors were required to take ownership and accountability of their own department's budgets instead of being centrally monitored by a core group of Finance & Administration staff. Each director was given historical cost data to aid them in filling out a budget template that was developed by the Budget Office. This template contained budget categories for temporary service and Other than Personal Service (OTPS) expenses. The template also subtotaled all the Finance and Administration accounts into a summary page for the entire Finance and Administration Division. Review and final approvals were made by the Vice President for Finance and Administration.

The Budget Office continued use of an interactive "Budget Road Map" to assist Cabinet in budget planning. The Roadmap was utilized to implement State budget reductions of \$1.2 million for 2014-2015 across divisions as well as identifying other sources of revenue to help fund the existing structural deficit.

The Budget Office worked in conjunction with HR personnel to develop a Comprehensive Funding Sources organizational chart for Cabinet that detailed department staffing, corresponding salaries and source of funding for these salaries. This document provided a visual snapshot of a department's staff funding rather than presenting an excel spreadsheet of salary costs by department and fund.

The Budget Office also worked with various personnel on the budgetary impact of departmental re-organizations and other Cabinet funding requests. Reorganization requests included IT, Sponsored Programs, Student Accounts, Facilities Planning, University Services, Environmental Health and Safety and Sustainability, and Human Resources.

The Budget Office continues to explore possibilities of using Business Intelligence (BI) for various reporting requirements. Various analyses were prepared throughout the year utilizing Business Intelligence data from SUNY's OBIEE program.

The Budget Director served on Business Intelligence task force to recommend ARGOS as a campus BI software.

The Budget Office worked in collaboration with Academic Affairs to monitor the adjunct budget in its first year as part of the state's base operating budget. Separate tracking, via different account numbers, was done for temporary replacements for vacancies (retirements, resignations, etc.) as well as sabbatical replacements.

The Budget Office also worked extensively with the Provost to realign tenure lines and reallocate resources to various budget accounts. Extensive analysis were prepared detailing extra service payments, stipends, and other salary information to aid the provost in this realignment process.

The Budget Office worked in conjunction with Academic Affairs and Finance and Administration in the implementation of raising the base pay for all adjunct faculty to \$900/credit hour. Beginning in spring 2015, all adjunct faculty paid less than \$900/credit hour were brought up to the new minimum. This change cost an estimated \$36,000 for 2014-2015. The adjunct budget was still able to come in under target.

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

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 three payroll audits and 23 procurement audits were performed in 2014-2015.

The Budget Director served on the Information Technology Advisory Board (ITAB).

Assessment Goals

- Complete the 2015-2016 Consolidated University Operating Budget by early fall.
- Continue to implement changes to the Budget Book as warranted.
- Continue to implement enhancements to the Online COS system as needed to meet the needs of the end users and comply with System Administration modifications. Work in collaboration with IT staff to implement recommendations.
- Collaborate with IT staff, Human Resources, Payroll and Academic Affairs to begin work on a COS re-write.
- 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.
- Explore possibilities of using SUNY's OBIEE and the campus' ARGOS Business Intelligence for various reporting requirements. The Budget Office will work in conjunction with IT and Finance and Administration staff to ensure the integrity of the financial data in the implementation of ARGOS.
- Develop and maintain a five year budget forecast.

- Work with Cabinet and all divisions to implement any budgetary actions and possible cost saving measures to reduce the structural deficit.
- Continue to provide sustainable and cost savings measures to coincide with University institutional priorities.
- Provide ad-hoc analysis to campus constituents in a timely, responsive manner
- Continue to perform payroll and procurement card audits.
- Continue to adapt and implement possible new budgetary methods envisioned by the Vice President for Finance and Administration.
- The Budget Director will serve on the SUNY Excels team. The team is charged with completing narratives and data templates as part of the SUNY 2015-2016 Performance Improvement Plan.
- The Budget Director will attend a conference on measuring academic program cost. After attending the conference, the Budget Director will be part of a working group that will identify metrics that assess and calculate the cost effectiveness of academic programs.
- The Budget Office will work in collaboration with Academic Affairs and Institutional Research to provide financial information for the Delaware Study. The Delaware Study is a national study of instructional costs and productivity and is utilized for benchmarking purposes.
- The Budget Director will continue to serve on the ITAB Committee.
- The Financial Analyst will serve on the search committee to hire a Lead Program Analyst in IT.
- The Financial Analyst will collaborate with the Internal Control Director and Student Association on development of Touchnet stores for Student Association clubs and events.

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Payroll Services

Annual Report

The primary responsibility of the Payroll Services Office is to effect accurate and timely payment of salaries and wages to all faculty, staff and students who are paid from State Purpose Funds, Income Fund Reimbursable Funds (IFR), Dormitory Income Fund Reimbursable Funds (DIFR), State University Tuition Reimbursable Funds (SUTRA) or College Work Study Funds. Salaries and wages also include miscellaneous items such as overtime, inconvenience and holiday pay, lump sum payments and compensation for extra service and summer session. To effect these payments on the regular State Payroll, Payroll Services is responsible for checking



From left to right, seated: Sue Cortes, and Tammi Dahl; back row: Ruth Phillips and Mary Barbknecht

accuracy of information on the Change Of Status (COS) form such as salary, pay basis, position title and FTE percentage, anniversary date, appointment type and increment code for all state and graduate assistant employment. For Student Assistant and College Work Study, the Payroll Office verifies the accuracy of all appointment and new hire paper work, establishes vacant lines for appointment, monitors appropriate rate increases and over-the-max rates, and processes retirement enrollment for student employees. The role of the Payroll Office actually begins prior to hire, continues in a variety of ways throughout employment and often continues even after separation from payroll due to resignation, retirement, graduation, etc.

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

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

The Payroll Office is staffed with a Director, a Payroll Examiner 2, a Payroll Examiner 1, and an Office Assistant 1 (formerly titled Clerk 1). Student temporary service employees also provide assistance.

Significant Accomplishments

- Provided Student Payroll training to supervisors, secretaries, and resident directors.
- Contributed and participated in New Hire Orientations for new faculty, and residence hall directors.
- Processed 2,500 COS forms for campus payroll transactions for State and graduate assistant employees.
- Produced over 36,700 biweekly paychecks and direct deposits for State and student employees.
- Continued the implementation of the online Time and Attendance System (TAS) developed by SUNY System Administration. To date, all UUP (non-hourly) and M/C employees in all divisions have been moved to and are using the new system. Implementation involves loading each employee's attendance balances and data prior to use of the system, and then small group training sessions.
- Processed the New York State minimum wage increase to all Student Assistant and College Work Study employees to the \$8.75 per hour minimum, and adjusted others accordingly for the increased rate.
- Payroll continues to be an integral part in meetings and discussions with Budget, Finance and Administration, Human Resources, and Information Technology regarding the COS application. Major enhancements to accurately capture instructional load and FTEs were made, as well as meetings to update the COS Users manual in anticipation of a campus wide training session. The Payroll Director continues to maintain the COS by managing user, department, hierarchy, and coding changes for this campus-wide application.
- The Payroll Services website continues to be maintained and improved with current data and forms. Many of our online forms were changed to fillable PDF forms. All schedules, procedures, and forms are current.
- Coordinated efforts again this year with Financial Aid and Lakeshore Savings Bank to provide one-stop access for student assistants and College Work Study student workers to complete paperwork, pick up work study referrals, and open banking accounts for direct deposit purposes. This is held in the Williams Center on the first two days of the fall semester.
- Attendance by Payroll staff at a training conference in Albany conducted by the Office of the State Comptroller.
- Regular participation of the Payroll Director in quarterly Payroll Users Group web conferences with other SUNY and State agencies in an effort to remain abreast of current and future federal, State, and SUNY policies.

Statistical Data

As a measure of accuracy in processing payrolls, previous annual reporting provided 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 increased slightly from 2014 from four to ten. 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

decreased from 2014 from 46 to 34. This decrease positively affects the amount of retroactive pay that is required to be submitted through the State Comptroller's Office.

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

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.

Assessment Activities

The Payroll Services unit designed and delivered payroll presentations for New Faculty Orientation, and review of the evaluation forms found that the attendees reported positive feedback.

Payroll Services also provided training workshops for student payroll supervisors to reinforce standard policies and procedures, as well as introduce updated forms and the student payroll website. This unit developed and distributed formal evaluation forms, and upon review found positive feedback regarding the usefulness and effectiveness of this training.

Assessment Goals

- Accurately process payrolls for faculty, staff and students.
- Continue to provide training workshops and formalize feedback as to the effectiveness of the material presented.
- Continue to assist with the new hire orientations and review evaluation forms to improve the effectiveness of the orientations.
- Continue participation with the online COS team to implement enhancements to the system as needed to meet the needs of the end users; formalize feedback as to the effectiveness of the changes.
- Strive to improve upon our late hires and post deadline submissions rankings by continuing to provide COS users with forthcoming processing deadlines. Extra reminders prior to larger payrolls at the beginning of each semester are provided to all COS users.
- Complete conversion of the classified employees (CSEA, PEF, and University Police). This will be done with a small test group of secretarial/clerical staff first. After campus testing is done, roll-out for all secretarial/clerical staff will be completed, as well as the CSEA operational services unit, University Police, and PEF.
- Continue to implement enhancements to the online COS system as needed to meet the needs of the end users and comply with System Administration modifications. Work in collaboration with IT staff to implement recommendations.

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University Controller

Annual Report

The University Controller is responsible for providing leadership, coordination and supervision for the Purchasing, Student Accounting, and University Accounting Offices.

The University Controller prepares and submits the annual campus revenue projections to System Administration. Revenue projections are comprised of tuition, fees and interest, based upon approved enrollment figures provided by the Office of Institutional Research. Initial revenue projections are typically prepared in mid-fall and serve as a starting point for preparation of the upcoming fiscal year campus operating budget. Finalized projections are 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.



Judy Langworthy

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

In the absence of the Vice President for Finance and Administration and the Associate Vice President for Finance and Administration, the University Controller assumed the coordination of the financial reviews with the Academic Affairs division and the Student Affairs division.

Significant Accomplishments

- Worked with the Associate Vice President for Finance and Administration and 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 the successful passage of several new course fees in the College of Education, as well as securing approval of our broad-based fees including a new student engagement fee.
- Prepared detailed analysis of available funding and projections for new and current campus-based scholarship offerings.
- Modified and administered the student fee survey to currently enrolled students. The results were summarized and reported to System Administration as a component of our Comprehensive Student Fee request.
- Attended the year-end SUBOA meeting and participated in ABB conference calls.
- Continue to serve on the SUNY Fredonia Federal Credit Union Board as secretary; serve as treasurer and on the Recruitment Committee for the Chautauqua Leadership Network, and member of the Chautauqua County SEFA Committee.

Assessment Update

Assessment Statement

The University Controller serves as a leader and professional mentor to the Offices of Purchasing, Student Accounts, and University Accounting. Working with each of these offices provides credible and timely procurement procedures and expenditure analysis to the campus, and billing information to the students. The University Controller serves as a resource to peers, deans, directors and department chairs on financial matters.

Assessment Activities

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

The 2014-2015 academic year was the sixth full year for the e-Billing and e-Payment processes in the Office of Student Accounts. We continue to evaluate the effect of this methodology on accounts receivable. At June 30th, the fall receivables were higher, \$155,232 for fall 2014 as compared to \$97,696 for fall 2013. Likewise with the spring receivables at June 30th, the spring 2015 receivables were \$213,412 compared to \$126,831 for spring 2014. Increased emphasis to the electronic process, and payment plan options has been provided during the new student summer orientation program. Account receivable balances will continue to be monitored on a monthly basis.

Participation in the campus-based “Fredonia Installment Payment Plan” (FIPP) increased in 2014-2015 to a total of 931 enrollees from 911 enrollees in 2013-2014, a 2.2% increase. Payment plans were stated on the e-Billing and were also given additional emphasis at summer orientation sessions; participation rates will continue to be an area that is closely monitored.

The electronic advance deposit payments for admission decreased 22%, whereas the electronic room rental deposits decreased by 4%.

The mandatory use of Procurement Cards (P-Cards) for purchases under \$1,000 remains in effect. The number of P-Card transactions and the dollar volume decreased in 2014-2015. Transactions were 499 fewer and the dollar volume dropped to \$2.75 million from \$2.83 million in 2013-2014. In contrast, the number of transactions and the dollar volume for purchase orders and confirming requisitions in 2014-2015 increased. Efforts to further diminish the number of purchase orders and confirming requisitions will continue, as they cost considerably more to process than monthly P-Card payments.

The University Controller continues to update a detailed analysis of current and proposed campus funded scholarships, ensuring adequate funding for all new and renewed awardees.

All direct reports participated in their SUNY peer groups affording our campus with full representation at Purchasing, Student Services, and Accounting committee meetings. In addition, various staff attended the following: NAEP fall conference, SUNY’s spring Purchasing Association Conference, TouchNet’s COMTEC conference and the year-end State University Business Officers Association (SUBOA) meeting.

Assessment Goals

- Ensure that year-end accounting and purchasing procedures are completed and closed without any lapsing of State funds.
- Continue to evaluate the effects of the TouchNet eBill and Payment Plan modules on account receivable balances, payment plan participation and advance deposit payments.
- Continue to evaluate the implementation of the mandatory threshold for P-Card purchases under \$1,000.
- Monitor cash flow, revenue, over-enrollment and reserves to ensure that all identified measures to fund the current budget shortfall are properly funded; provide accurate projections to be utilized in the preparation of the 2016-2017 operating budget.

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Purchasing

Annual Report

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

Responsibilities include accurately reviewing and processing confirming requisitions; reviewing and processing standard requisitions into purchase orders, change notices, and when necessary, cancellations; 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. All aspects of the State issued procurement card are managed by the purchasing staff including training, cardholder set up, auditing, reconciling, and troubleshooting. Research Foundation transactions are also input and corresponding purchase orders are produced.



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), and Minority Women Business Enterprise (MWBE). Responsibilities also include ensuring trademark and licensing, and branding procedures are followed; dissemination of information from the Office of General Services (OGS) website for “P” contracts to the appropriate departments; assisting in the formal bidding process with bid openings; and assisting the Department of University Services with software agreements.

The Purchasing Office is staffed with a Director, a Purchasing Assistant 2, one part-time Office Assistant 1, and two student assistants totaling a part-time position.

Significant Accomplishments

- 142 procurement card holders with 7,469 transactions, totaling \$2,747,473.54.
- Presented at the Finance and Administration Training Workshops in August of 2014.
- Added/updated approximately 308 vendors in the Statewide Financial System (SFS) and assisted approximately 135 vendors with information changes.

- Purchasing Department employees attended various conferences and workshops during fiscal year 2014-2015 including the fall 2014 Secretarial/Clerical Conference; the Secretarial/Clerical Mini-Conference; the fall 2014 National Association of Educational Procurement (NAEP) Conference; the spring 2015 SUNY Purchasing Association Conference; weekly WNY Strategic Sourcing Meeting; and monthly WNY Shared Services meetings. The Purchasing Department also participated in many MWBE conference calls and System Administration webinars.
- 904 purchase orders were created totaling \$8,783,942.23.
- Total State and Research Foundation transactions processed by the Purchasing Department totaled \$15,265,665.93.
- Purchasing Department staff have a presence in the Secretarial/Clerical Professional Development Committee, SUNY Fredonia Federal Credit Union Credit Committee, EAP Committee, the Chemical/Biological Safety Committee, Trademarks and Licensing Committee, SUNY/RF Procurement Team, Fredonia Sustainability Committee, Council for Women's Concerns Committee, Building Safety Committee, two campus investment clubs, along with various community groups such as National Night Out Committee, Girl Scouts, and more.
- Assisted in 22 workstations in the Academic Departments being reworked with surplus systems components, saving the campus approximately \$25,000.
- Continue to work with MWBE vendors in working towards the SUNY wide goal of 30%.

Statistical Data

- Please refer to the last page of the Purchasing Department section for the Purchasing Volume Report for fiscal year 2014-2015.

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 campus customers are everyone that attends or works on this campus, or is an off-campus vendor.

Assessment Activities

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

Training sessions 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. 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 to present purchasing workshops to include procurement cards, Trademarks and Licensing procedures, and other relevant purchasing issues, policies, and practices.
- Continue to work with SUNY System Administration on the Fredonia Citibank VISA Procurement Card program and web procurement.
- Continue to decrease small dollar purchases through procurement card education and mandatory use.
- Update the Purchasing Department webpage and manual as necessary.
- Ensure that requisitions are processed in a timely and accurate manner.
- Ensure that Research Foundation purchase orders are processed in a timely and accurate manner.
- Continue to strengthen campus awareness of NYS certified MWBE vendors in an effort to increase their usage.
- Strive to meet SUNY's MWBE goals of 30% for commodities.
- Utilize evaluation forms at all training workshops and incorporate viable suggestions into future sessions.
- Continue to strengthen MWBE relationships and to develop relationships with New York Certified Disabled Veteran Owned Businesses.

2014-2015 Purchasing Volume Report
July 2014-June 2015

STATE	2014 - 2015		2014 - 2015		2014 - 2015		2014 - 2015	
	PURCHASE ORDERS		PREPAY REQUISITIONS		CONFIRMING REQUISITIONS		CITIBANK VISA	
DATE	NO.	AMOUNT	NO.	AMOUNT	NO.	AMOUNT	NO.	AMOUNT
JUL. 14	104	\$ 1,470,565.39	16	\$ 39,406.00	67	\$ 188,871.48	511	\$ 260,632.06
AUG. 14	83	\$ 777,255.56	5	\$ 48,625.00	55	\$ 246,142.27	747	\$ 266,299.11
SEPT. 14	76	\$ 820,081.96	21	\$ 104,370.00	75	\$ 271,886.11	840	\$ 347,718.19
OCT. 14	75	\$ 1,392,577.63	2	\$ 4,845.00	92	\$ 625,412.37	758	\$ 255,501.62
NOV. 14	60	\$ 594,087.99	1	\$ 160.00	58	\$ 140,500.52	503	\$ 212,367.91
DEC. 14	68	\$ 525,733.00	7	\$ 16,844.40	61	\$ 102,777.82	437	\$ 165,548.10
JAN. 15	59	\$ 741,815.61	11	\$ 12,367.05	48	\$ 166,522.64	661	\$ 214,317.31
FEB. 15	51	\$ 231,027.87	6	\$ 555.00	53	\$ 133,138.55	673	\$ 221,573.89
MAR. 15	75	\$ 436,833.45	11	\$ 6,990.00	49	\$ 44,447.66	661	\$ 208,215.03
APR. 15	79	\$ 408,037.59	7	\$ 2,395.00	62	\$ 165,570.41	662	\$ 189,979.40
MAY. 15	69	\$ 561,370.30	16	\$ 64,395.54	58	\$ 131,480.77	540	\$ 202,908.45
JUN. 15	105	\$ 824,555.88	13	\$ 56,138.41	73	\$ 94,151.96	476	\$ 202,412.47
YTD 14 - 15	904	\$ 8,783,942.23	116	\$ 357,091.40	751	\$ 2,310,902.56	7,469	\$ 2,747,473.54
YTD 13 - 14	650	\$ 6,218,668.49	123	\$ 113,638.00	521	\$ 1,337,510.83	7,968	\$ 2,825,060.43
RESEARCH	2014 - 2015		2014 - 2015		TOTAL		TOTAL STATE PURCHASES	
	PURCHASE ORDERS		OTHER VOUCHERS		RESEARCH PURCHASES		PURCHASE ORDERS, REQUISITIONS, CITIBANK VISA	
DATE	NO.	AMOUNT	NO.	AMOUNT	NO.	AMOUNT		
JUL. 14	5	\$ 15,594.50	186	\$ 103,954.25	191	\$ 119,548.75	698	\$ 1,959,474.93
AUG. 14	7	\$ 18,058.91	80	\$ 63,352.93	87	\$ 81,411.84	890	\$ 1,338,321.94
SEPT. 14	3	\$ 8,919.15	156	\$ 148,892.29	159	\$ 157,811.44	1,012	\$ 1,544,056.26
OCT. 14	7	\$ 5,216.18	151	\$ 125,936.22	158	\$ 131,152.40	927	\$ 2,278,336.62
NOV. 14	3	\$ 1,003.86	61	\$ 33,313.86	64	\$ 34,317.72	622	\$ 947,116.42
DEC. 14	7	\$ 40,147.14	168	\$ 69,684.05	175	\$ 109,831.19	573	\$ 810,903.32
JAN. 15	2	\$ 437.94	47	\$ 17,724.58	49	\$ 18,162.52	779	\$ 1,135,022.61
FEB. 15	5	\$ 27,233.64	87	\$ 118,991.22	92	\$ 146,224.86	783	\$ 586,295.31
MAR. 15	5	\$ 7,954.77	84	\$ 41,510.20	89	\$ 49,464.97	796	\$ 696,486.14
APR. 15	5	\$ 5,181.63	184	\$ 66,397.74	189	\$ 71,579.37	810	\$ 765,982.40
MAY. 15	6	\$ 2,532.04	99	\$ 47,137.68	105	\$ 49,669.72	683	\$ 960,155.06
JUN. 15	5	\$ 26,672.00	122	\$ 70,409.42	127	\$ 97,081.42	667	\$ 1,177,258.72
YTD 14 - 15	60	\$ 158,951.76	1,425	\$ 907,304.44	1,485	\$ 1,066,256.20	9,240	\$ 14,199,409.73
YTD 13 - 14	42	\$ 273,622.71	1,297	\$ 820,323.31	1,339	\$ 1,093,946.02	9,262	\$ 10,494,877.75
14 - 15 STATE		\$ 14,199,409.73	9,240	14 - 15 TOTAL OF STATE & RESEARCH PURCHASE			10,725	\$ 15,265,665.93
14 - 15 RESEARCH		\$ 1,066,256.20	1,485	13 - 14 TOTAL OF STATE & RESEARCH PURCHASE			10,601	\$ 11,588,823.77

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



From left to right, seated: Becky Siragusa, Pat Ippolito, and Dana Berry; in back: Julie O'Connor, Lynn Bowers, Rhonda Gominiak, Mary Jo Rusch, Angie Astry, and Elisa Galuppo

Tax Relief Act of 1997 for the Lifetime Learning and American Opportunity Income Tax Credit, and provides information sessions at each of the Summer, Spring, and International Student Orientation programs.

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. Work Study and Student Assistant paycheck distribution, and billing and collecting for employee long distance personal telephone calls also reside in this department.

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 is staffed with a Director, an Assistant Director, a Revenue Accountant, an Administrative Aide, three full-time Office Assistants, one part-time Office Assistant, and a Secretary.

Significant Accomplishments

- Successfully transmitted the Tax Relief Act file to SUNY in a timely fashion.
- 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.
- Continue to certify TAP in a timely manner and properly certify students utilizing the two different SAP charts, dependent upon when they initially received TAP.
- The retirement of the staff who processed Parking receipts provided the opportunity for the office to be reorganized. As a result, our part-time clerical employee is now performing the parking duties and we hired a full-time Clerical employee in the cashier's area. This realignment has helped our office staffing immensely in the cashier area as we no longer have to pull other clerical staff to help in the absence of our full-time cashier.
- The Director and Administrative Aide attended TouchNet's COMTEC Conference in Kansas City, MO.
- Successfully implemented and billed electronically for the 2014-2015 tuition increase.
- PEER Transfer 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 41 payments through Peer Transfer totaling \$477,723.
- 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. The new emulate feature is most favorable as staff can now see exactly what the student sees online.
- Successfully hired and in the process of training a new Office Assistant 2 and Assistant Director of Student Accounts.
- 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.
- Assisted with the continued implementation of TouchNet Marketplace stores, assuring that the financial data being fed into Banner for IFR accounts from the new stores is properly accounted.
- Assisted with the continued implementation of Direct Loan Program to ensure that loan funds are accurately accounted for in the URAS system.
- Produced the thirteenth annual Fredonia Revenue Accounting/Student Accounts Report, a reference document of the financial data generated from these areas that includes appendices with historical statistical data.
- Continued work on the Banner Procedure Manual for functions of Student Accounts and Revenue Accounting.
- Submitted all Student Revenue Data Submissions (SRDS) in a timely manner for the Net Price Calculator.
- Submitted all monthly Sales Tax returns in a timely manner.

- 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 17,180 bills for the fall 2014 and spring 2015 semesters, a decrease of 6.42% from last year. All bills were sent electronically. The final bills for the fall and spring semesters are prepared manually, and no bills are generated for J-Term or summer sessions; therefore, no statistical data is available. Please refer to the following chart for statistical billing data.

Fredonia Student Account Bills

	2012-13		2013-14		2014-15	
	# Bills	Billed Amount	# Bills	Billed Amount	# Bills	Billed Amount
Fall						
Registration	5,080	\$30,292,169.85	4,934	\$31,922,842.51	4,788	\$32,453,262.05
Post Registration	2,508	15,897,442.12	2,297	15,986,905.10	2,240	16,646,016.05
Audit #1	1,622	11,203,437.54	1,412	10,496,530.51	1,290	10,301,380.37
Audit #2	1,298	9,699,754.76	1,070	8,361,626.17	1,008	8,347,737.75
Audit #3	478	3,648,494.74	423	3,334,748.48	287	2,438,537.68
Spring						
Registration	4,639	30,571,271.86	4,591	32,063,837.14	4,480	32,498,150.25
Post Registration	1,656	11,540,947.02	1,601	11,969,062.61	1,446	10,848,274.45
Audit #1	887	6,486,465.64	950	7,328,999.02	799	6,474,380.45
Audit #2	794	6,020,275.43	732	5,759,766.95	629	5,148,733.97
Audit #3	332	2,544,613.31	351	2,918,977.24	216	1,850,110.49
Total	19,294		18,361		17,183	

There were 2,874 students subscribing to the Faculty Student Association (FSA) Debit Account for the fall and spring semesters with a billable total of \$1,619,000, representing a 13.8% decrease in the number of subscribers and a decrease of 14.6% in dollar value.

The Student Accounts Office billed \$656,694.31 for laboratory and class fees for the 2014-2015 academic year, representing an increase of 1.5% over the prior year.

Direct deposit of refunds directly into bank accounts totaled 1,313 for \$2,041,168, an increase of 1.4% in number and an increase of 13.6% in dollar value.

A total of 9,034 credit card web payments were processed for a total of \$14,561,618 during 2014-2015. Since initial implementation in October 2003, \$94,812,042 of credit card payments have been processed via the web payment system. In addition, 2,337 WebCheck transactions were processed in the 2014-2015 year for a total of \$5,885,537. Please refer to the following charts for comparative data.

<u>Web Credit Card Payments</u>					
Month	2010 - 2011	2011-12	2012-13	2013-14	2014-15
July	\$622,873.86	\$336,855.62	\$799,119.49	\$1,010,849.30	\$1,047,871.55
August	4,051,417.65	3,655,853.82	4,148,595.98	4,412,470.97	4,353,586.52
September	767,369.42	1,531,174.37	882,803.25	779,592.38	957,634.29
October	853,339.43	772,227.22	764,179.88	794,298.65	819,562.43
November	214,081.47	233,075.37	261,076.28	267,022.87	226,316.75
December	812,166.81	950,943.88	1,018,097.43	1,202,895.94	1,267,261.96
January	3,517,180.78	3,738,368.63	3,708,100.41	4,200,922.80	3,962,225.69
February	657,279.43	959,332.71	917,530.24	869,731.28	621,142.69
March	739,941.20	782,486.16	626,753.61	597,701.76	666,232.98
April	301,771.07	416,299.49	391,734.86	399,271.50	372,450.18
May	194,024.22	208,331.45	284,271.19	202,763.88	194,295.37
June	60,149.43	41,934.93	44,139.01	53,846.43	73,037.80
Total	\$12,791,594.77	\$13,626,883.65	\$13,846,401.63	\$14,791,367.76	\$14,561,618.21
Net Increase/Decrease		6.53%	1.61%	6.82%	-1.55%

<u>Webcheck Payments</u>					
Month	2010 - 2011	2011-12	2012-13	2013-14	2014-15
July	\$336,634.40	\$134,304.12	\$391,329.31	\$342,715.49	\$310,260.35
August	1,506,857.79	1,773,146.40	1,680,246.27	1,841,420.91	1,759,734.29
September	338,163.56	590,959.34	523,124.48	417,070.14	403,134.50
October	391,113.41	368,283.07	413,191.79	396,355.74	370,683.40
November	135,518.16	112,270.68	193,285.32	172,432.97	115,553.20
December	384,890.13	373,489.77	520,914.26	415,952.51	342,693.79
January	1,361,612.07	1,523,281.79	1,559,625.55	1,592,274.08	1,635,073.86
February	280,539.60	458,403.45	391,188.39	442,713.44	357,338.79
March	382,906.85	318,081.73	301,261.13	341,589.83	345,443.95
April	142,909.79	160,309.68	218,794.76	180,395.06	165,193.82
May	66,891.64	70,150.83	77,332.87	87,710.60	69,196.14
June	26,415.00	21,299.58	14,740.74	26,915.15	11,231.05
Total	\$5,354,452.40	\$5,903,980.44	\$6,285,034.87	\$6,257,545.92	\$5,885,537.14
Net Increase/Decrease		10.26%	6.45%	-0.44%	-5.94%

During the 2014-205 fiscal year, \$103.6 million of collected revenue and \$28.1 million of cash disbursements were accounted for within the University Revenue Accounting System. These figures represent a 2.10% decrease in collections and a 5.46% decrease in cash disbursements from last year. Please refer to the following chart for comparative data.

CASH COLLECTIONS				
	2013-2014	2014-2015	Change	Percent
Tuition	\$33,988,644	\$34,514,139	\$525,495	1.55%
College Fee & Student Fees	8,746,762	8,619,396	(127,366)	-1.46%
Campus Debit Card	1,869,449	1,585,797	(283,652)	-15.17%
Residence Hall Rental	17,250,844	17,081,669	(169,176)	-0.98%
Food Service	12,341,429	11,824,522	(516,907)	-4.19%
IFR Receipts	1,847,033	1,818,595	(28,437)	-1.54%
Disbursements	29,748,270	28,123,582	(1,624,688)	-5.46%
Total	\$105,792,431	\$103,567,700	-\$2,224,731	-2.10%

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.

Throughout the 2014-2015 year, Student Accounts worked closely with the Financial Aid Office to assist students with their current balance due in an attempt to reduce accounts receivable. After the Fall 2014 semester, we personally contacted any students owing greater than \$2,000

while the Financial Aid Office contact those that owed less than \$2,000 via phone call. Students were aware of their balance due and some responded to the prompt by making payment.

Our survey numbers increased by two this year to seven completed surveys. We hope to have the survey online when students are logging into "Your Connection" during peak times within the next year. Unfortunately it did not happen this year with the multiple retirements in our office.

Throughout the past year, SUNY Legal Counsel has not requested any further information regarding the Residency Lawsuit.

The Director and Administrative Aide attended TouchNet's COMTEC conference in Kansas City, MO. We gained a vast amount of knowledge regarding current and future updates and enhancements to the software that we were able to return and share with the staff.

University Services informed us that we need to start the Collection Agency RFP process again. We asked the schools in our region if another campus was willing to lead the new RFP and the University at Buffalo graciously agreed to do it, although no progress has been made on it thus far.

The eServices RFP was completed; however, we are currently working with University Services and SUNY Legal to complete the process. It appears as though we may need to sign another one year agreement and perform another RFP.

Unfortunately the Parking Database improvements were put on hold by IT over the past year again, so individuals are not able to register and pay online at this point. We have been in contact with IT and hope this will be completed next year.

Unfortunately, due to the changes in staffing, we have not created a Marketplace store for students, faculty, and staff to pay their parking fines. We hope to have this set up for the fall 2015 semester.

All Veteran's benefits were included on RPAAWRD for the 2014-15 academic year. This made the reporting of duplicative benefits easier and more accurate.

After the retirement of two employees in the Student Accounts Office, we successfully hired a full-time Office Assistant 2 and Assistant Director of Student Accounts. These retirements allowed us to reorganize the office and provide better coverage in the cashier area with a new full-time Office Assistant 2/Cashier, while the part-time Office Assistant 2 is performing the parking duties.

We now have a video posted on our website on how to pay a student's eBill and enroll in a payment plan.

The new logo and campus name has now been updated on TouchNet, Piracle checks, peerTransfer, letterhead, envelopes, etc. The new logo was also added to the parking stickers for the 2014-15 academic year.

All 2013-2014 URAS biannual reports, as well as the annual report, were submitted to System Administration prior to the due date. Fredonia's designated campus analyst reviewed each report and issued unqualified acceptance letters for all 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 new dorm regulations.

All Banner patches and new releases are continually tested to ensure that they work properly when applied in our production database. Student Revenue Data Submissions (SRDS) 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 1%; charges for all other banking services decreased 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.

Credit Card Merchant Charges				
Comparison Year-to-Date as of June 30, 2015				
Fiscal Year 2013-2014 Compared to 2014-2015				
	14/15	13/14	Inc/Dec	% Inc/Dec
CASHIERS	44,768.19	50,343.37	(5,575.18)	-11%
INTERNET	339,914.81	339,461.17	453.64	0%
INTERNET INCUBATOR	485.63	352.95	132.68	38%
INTERNET MARKETPLACE	8,556.21	10,936.75	(2,380.54)	-22%
INT MARKETPLACE ADVAN.	3,311.15	2,527.05	784.10	31%
FREDONIA BOX OFFICE	7,531.90	7,105.13	426.77	6%
TOTAL	<u>404,567.89</u>	<u>410,726.42</u>	(6,158.53)	-1%

Bank Invoice Charges Comparison Years 2013-2014 and 2014-2015				
	14/15	13/14	Inc/Dec	% Inc/Dec
July	1,246.55	1,407.91	(161.36)	-11%
August	1,620.70	2,732.64	(1,111.94)	-41%
September	3,279.96	2,723.27	556.69	20%
October	2,593.40	2,931.17	(337.77)	-12%
November	1,516.02	1,664.79	(148.77)	-9%
December	1,555.22	1,376.23	178.99	13%
January	1,698.86	1,852.42	(153.56)	-8%
February	2,813.70	2,775.07	38.63	1%
March	2,382.11	2,232.48	149.63	7%
April	1,557.54	1,681.45	(123.91)	-7%
May	1,392.77	1,320.98	71.79	5%
June	1,302.09	1,335.94	(33.85)	-3%
TOTAL	<u>22,958.92</u>	<u>24,034.35</u>	(1,075.43)	-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.
- Increase the number of customer satisfaction surveys received by the office.
- Continue to work with Internal Control and University Services on the RFP for an eBill, ePayment, and Marketplace solution.
- Work with IT on the next phase of the Parking Database improvements to include the ability to register and pay online.
- Create videos to post online showing students how to pay a deposit.
- Create an online store for students, faculty and staff to pay their parking fines through Marketplace.
- Implement the ability to accept American Express and Discover as additional payment options for our students and their families.
- Continue to train the new Assistant Director of Student Accounts and Office Assistant 2.
- Receive training and become report writers for Argos.
- Continue monitoring the accuracy and timeliness of the URAS reports.
- Continue monitoring the accuracy and timeliness of the biweekly revenue distributions.
- Continue monitoring the monthly statement of bank and merchant charges for accuracy.

- Continue reconciling the bank statement on a monthly basis to assure bank records and campus records agree.
- Continue testing all Banner Finance and related Banner Student Modules.
- Continue submitting the Student Revenue Data Submission once per year.
- Continue reconciling our records with the Attorney General's records for accuracy as needed.
- Continue notifying students more frequently for old un-cashed checks.
- Reconcile the Grad Assistantship records for accuracy.
- Send dormitory funds to NYS Tax and Finance biweekly.

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University Accounting

Annual Report

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

The University Accounting Office also processed all Research Foundation award payments the first three fiscal quarters before passing the task on to Revenue Accounting. The expenses, governed by award stipulations, include purchases of office supplies, furniture, utilities, travel expenses on the Travel and Non-Employee Travel Cards and reimbursements, independent contractor payments, rent and lease payments, event (cultural outings) payments, NYS inter-agency transfers for both payments and revenue received, and student stipends. 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.



From left to right: Sandy Noble and Cindy Haase

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, 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).

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

Academic Affairs, Student Affairs, University Advancement, and Engagement and Economic Development. A monthly Construction Fund account report is also prepared and reviewed summarizing allocation, encumbrance and expenditure information. State and DIFR utility expenditures are monitored against budget to detect unanticipated dollar swings that might necessitate modifications to the planned allocation of resources.

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

In the last quarter of the fiscal year, University Accounting gave the task of issuing new employees long distance business and personal telephone calls to Revenue Accounting. On a monthly basis department heads are notified of their department's long distance business charges. However, the Copy Center coding and all billing to departmental accounts for campus Recharges is accomplished through, and maintained by University Accounting.

During the 2014-2015 fiscal year, the University Accounting Office was staffed by the Director and one Administrative Aide. The vacant Office Assistant 2 (formerly titled Clerk 2) position was consecutively filled with one temporary and one probationary appointment.

Significant Accomplishments

- The University Accounting Office continues to lead the campus through the many challenging procedural changes caused by the implementation of the Office of the State Comptroller's (OSC) Statewide Financial System (SFS) on April 15, 2012.
- Accounting records for the fiscal year were completed and closed per System Administration deadlines without any lapsing State funds.
- The Director of University Accounting conducted campus-wide training sessions for the SMRT Web Application for reviewing online departmental accounting information.
- The Office of the State Comptroller (OSC) continued granting our campus University Accounting Office the ability to delete inaccurate and/or suspended vouchers.
- OSC continued to consider Fredonia as a "low risk" status, which permits the Quick Pay expenditure level to \$999,999.99.
- OSC discontinued use of the Central Travel Account, so on July 31, 2013 State Travel and Non-Employee Travel Cards were introduced to the campus.
- The University Accounting Office's "**Green**" program included eliminating duplicate NCR Travel Authorization Forms and scanning all invoices sent out to the campus.
- 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. 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 2014-2015 fiscal year, 5,197 State vouchers were processed for payment totaling over \$23.1 million, and 20 petty cash checks were issued at a total dollar value

of \$42.4 thousand (please refer to the chart below for transaction detail). Compared to last year, these figures represent a 9.7% increase in the number of State vouchers processed with a 21.1% increase in the dollar value of State voucher payments. In regards to petty cash, the number of vouchers processed increased by 17.6% and the dollar value increased by 9.1%, however the overall petty cash usage is low.

Vouchers Processed for 2014-2015						
Month	Quick Pay		Petty Cash		Totals	
	# of Vouchers	\$	# of Checks	\$	# of Transactions	\$
July	371	3,154,733	0	0	371	3,154,733
August	359	2,114,115	0	0	359	2,114,115
September	479	2,334,305	0	0	479	2,334,305
October	369	2,088,993	0	0	369	2,088,993
November	362	1,906,613	5	4,690	367	1,911,303
December	416	1,621,331	2	8,900	418	1,630,231
January	402	1,500,453	0	0	402	1,500,453
February	365	1,439,239	2	4,555	367	1,443,794
March	497	2,012,243	7	14,090	504	2,026,333
April	606	1,952,442	1	800	607	1,953,242
May	526	1,313,277	3	9,375	529	1,322,652
June	445	1,650,826	0	0	445	1,650,826
Total	5,197	23,088,570	20	42,410	5,217	23,130,980
Average	433	1,924,048	2	3,534	435	1,927,582

Vouchers Processed for 2013-2014						
Month	Quick Pay		Petty Cash		Totals	
	# of Vouchers	\$	# of Checks	\$	# of Transactions	\$
July	363	2,439,596	0	0	363	2,439,596
August	330	1,703,788	0	0	330	1,703,788
September	321	1,294,095	0	0	321	1,294,095
October	450	2,171,632	0	0	450	2,171,632
November	351	1,264,113	3	5,256	354	1,269,369
December	308	1,355,607	3	10,200	311	1,365,807
January	453	1,603,478	0	0	453	1,603,478
February	386	1,175,095	1	4,140	387	1,179,235
March	383	1,720,342	7	17,347	390	1,737,689
April	422	1,123,611	1	900	423	1,124,511
May	541	1,058,940	2	1,032	543	1,059,972
June	430	2,153,290	0	0	430	2,153,290
Total	4,738	19,063,588	17	38,875	4,755	19,102,463
Average	395	1,588,632	1	3,240	396	1,591,872

University Accounting experienced a 60.1% increase over last year in the issuance of Travel and Non-Employee Travel (NET) Cards on campus.

Throughout the 2014-2105 fiscal year, Travel and Non-Employee Travel (NET) Card transactions were processed for payments totaling over \$748.8 thousand, which represent a 17.1% increase in Travel and Non-Employee Travel (NET) Card usage (please refer to the chart below for transaction detail).

**Citibank Travel Card Usage
2014-2015**

Statement Date	Athletics	Int'l Ed	President	Engagement	Academic Affairs	Student Affairs	University Advancement	Finance & Administration	Music	Other Funds			Statement Total
										Research	Foundation	FSA	
7/22/2014	\$2,889	\$326	\$1,866		\$4,878	(\$344)		\$3,772		\$1,553			\$14,940
8/22/2014	\$1,469		\$615	\$0	\$1,230			\$306			\$899		\$4,519
9/22/2014	\$2,002			\$691	\$4,615	\$710		\$1,419		\$2,883	\$519		\$12,839
10/22/2014	\$6,307	\$2,629	\$1,873	\$749	\$1,634	\$5,850		\$346		\$1,275	\$3,510		\$24,172
11/22/2014	\$2,218	\$1,553	\$1,547	\$98	\$5,551	\$7,718		\$2,726		\$716	\$1,259		\$23,386
12/22/2014	\$4,003	\$369	\$960		\$1,149			\$230		\$1,036			\$7,747
1/22/2015	\$4,066		\$152		\$2,635		\$970						\$7,822
2/22/2015	\$539		\$2,609	\$938	\$2,589		\$1,773						\$8,448
3/22/2015	\$2,907	\$339	\$2,189	\$369	\$6,109	\$0	\$12	\$522			\$308		\$12,754
4/22/2015	\$984	\$1,781	\$396	\$392	\$6,756	\$0		\$192		\$1,392	\$1,475		\$13,367
5/22/2015	\$2,129	\$453	\$96	\$1,912	\$4,402	\$0	\$825		\$1,160	\$405	\$8,112		\$19,494
6/22/2015	\$1,567	\$4,320	\$1,157	\$2,330	\$5,003		\$1,333			\$474	\$699		\$16,883
Usage	\$31,079	\$11,770	\$13,458	\$7,478	\$46,551	\$13,934	\$4,912	\$9,513	\$1,160	\$9,733	\$16,781	\$0	\$166,370

**Citibank Travel Card Usage
2013-2014**

Statement Date	Athletics	Int'l Ed	CTA	President	Engagement	Academic Affairs	Student Affairs	University Advancement	Finance & Administration	Other Funds			Statement Total
										Research	Foundation	FSA	
7/22/2013	\$4,168	\$4,201	\$2,170	(\$24)						\$384		\$487	\$11,386
8/22/2013	\$522	(\$812)	\$313		\$120	\$1,203	\$11			\$399			\$1,758
9/22/2013	\$2,665	\$1,500		\$326	\$202	\$2,452	\$790						\$7,936
10/22/2013	\$2,640	\$1,888		\$3,888		\$4,906	\$7,597		\$129				\$21,048
11/22/2013	\$3,161			\$1,304	\$2,126	\$3,477	\$7,616		\$248	\$669			\$18,600
12/22/2013	\$1,767	\$20,878		(\$1,988)		\$1,454	\$575	\$216		\$33	\$500		\$23,436
1/22/2014	\$5,767	\$628		\$801		\$1,460	\$50						\$8,706
2/22/2014	\$933	\$6,147	(\$15)	\$1,974		\$1,581	\$968	\$1,061			\$20		\$12,670
3/22/2014	\$1,993	\$2,005		\$1,323		\$5,427	\$0	\$213		\$949	\$195		\$12,105
4/22/2014	\$2,010	\$616		\$282	\$326	\$8,000	\$1,822	\$1,266					\$14,322
5/22/2014	\$1,185	\$222		\$380		\$14,527	\$2,221	\$331	\$456	\$1,110	\$244		\$20,676
6/22/2014	\$4,207	\$3,731		\$468	\$326	\$10,274	\$727		\$1,335	\$785			\$21,853
Usage	\$31,018	\$41,005	\$2,468	\$8,735	\$3,100	\$54,761	\$22,378	\$3,088	\$2,167	\$4,330	\$959	\$487	\$174,496

**Citibank Non-Employee Travel (NET) Card Usage
2014-2015**

Statement Date	Athletics	Int'l Ed	Academic Affairs	President	Engagement	Student Affairs	Finance & Administration	Music	Other Funds			Student Assoc.	Statement Total
									Research	Foundation	FSA		
7/6/2014	\$3,877	\$30,428	\$2,045			\$2,200				\$1,825			\$40,375
8/6/2014	\$3,006	\$22	\$537			\$1,863				\$314	\$368		\$6,109
9/6/2014	\$11,525	\$112	\$1,118	\$874							\$83		\$13,712
10/6/2014	\$20,341	\$10,711	\$1,116							\$175			\$32,342
11/6/2014	\$20,831	\$1,242	\$981		\$450			\$8,293		\$168			\$31,965
12/6/2014	\$32,579	\$818	\$1,866		\$626	(\$4,063)				\$620			\$32,446
1/6/2015	\$27,486	\$56,802	\$3,977					\$259					\$88,524
2/6/2015	\$58,504	\$20,217	\$270										\$78,991
3/6/2015	\$40,437	\$21,213	\$2,048	\$152	\$590	\$910		\$258		\$83			\$65,691
4/6/2015	\$43,243	\$18,062	\$3,120			\$1,918		\$9,089		\$605			\$76,038
5/6/2015	\$37,728	\$42,002	\$7,301		\$1,589					\$639	\$330		\$89,589
6/6/2015	\$8,155	\$16,799	\$855	\$83	\$690	\$83							\$26,664
Usage	\$307,712	\$218,428	\$25,234	\$1,108	\$3,944	\$2,911	\$0	\$17,899	\$0	\$4,428	\$451	\$330	\$582,445

**Citibank Non-Employee Travel (NET) Card Usage
2013-2014**

Statement Date	Athletics	Int'l Ed	Academic Affairs	President	Engagement	Student Affairs	Finance & Administration	Music	Other Funds			Student Assoc.	Statement Total
									Research	Foundation	FSA		
9/6/2013	\$11,167												\$11,167
10/6/2013	\$11,137	\$1,700	\$799						\$191	\$533			\$14,360
11/6/2013	\$39,522	\$5,840	\$2,378							\$199	\$101		\$48,040
12/6/2013	\$23,072	\$24,270	\$1,572										\$48,914
1/6/2014	\$15,964	\$35,722	\$1,739										\$53,426
2/6/2014	\$69,013	\$1,911	\$11,970							\$375			\$83,269
3/6/2014	\$40,707	\$503	\$19,806			\$1,040		\$4,858		\$55	\$607		\$67,576
4/6/2014	\$35,807	\$14,415	\$5,292	\$1,881	\$1,713			\$8,409		\$492			\$68,010
5/6/2014	\$35,347	\$5,481	\$11,887				\$1,187						\$53,902
6/6/2014	\$9,979	\$97	\$5,720				\$239	\$319					\$16,354
Usage	\$291,715	\$89,940	\$61,164	\$1,881	\$1,713	\$1,040	\$1,426	\$13,586	\$191	\$1,653	\$708	\$0	\$465,017

Assessment Update

Assessment Statement

The University Accounting Office strives to maximize customer satisfaction. Our customers include the vendors from whom the campus community purchases goods and services, as well as the faculty and staff that we service on a daily basis for travel reimbursement, long distance telephone and photocopy pin codes, use of the SMRT Web accounting application, and 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. There were zero duplicate payments in the 2014-2015 fiscal year. There were nineteen payments issued through the Central Accounting System that resulted in Refunds of Appropriation (as compared to seventeen in 2013-2014). The nineteen refunds encompassed the following: on Procurement Cards — one for a personal item; one the vendor duplicated the transaction; one vendor refunded tax; and two purchases that should have been paid by other funds; on Purchase Orders — one incorrect address in the SFS Vendor System; one surplus item returned; two were duplicate payments (the payment made on the purchase order and the procurement card); on Standard Vouchers and Prepay Requisitions — one overpayment due to a miscalculation; and one postage account closed; on Employee Reimbursements — one payment made to employee instead of Citibank; one duplicate payment; one overpayment of Trip Limit; one overpayment on meals; one return of moving expenses; on the Non-Employee Travel (NET) Card — two cancelled registrations. Also, SUNY System Administration requested we issue a Refund of Appropriation to decrease our Cash Advance account balance. As referenced above, refunds of appropriations were processed to restore funding in the appropriate accounts. As a means to reduce the risk of duplicate payments, departments are encouraged to use purchase orders or University procurement cards to obtain goods and services, as opposed to making a personal payment and subsequently filing a confirming requisition to obtain a reimbursement.

At every campus-wide training session offered for Travel and SMRT Web, evaluation forms were utilized to assess their content and presentation, obtain suggestions for improvements, and possible future topics. As a result of this feedback, the University Accounting Office targeted areas needing more emphasis at future presentations, and maintained “**Green**” in 2014-2015 by not printing and distributing the annual training information. Instead, participants were directed to University Accounting’s website.

Assessment Goals

- Continue to pay vendors in a timely manner to avoid costly interest penalties.
- Continue to closely monitor for duplicate invoice payments.
- Continue to be an integral member of the OSC statewide SFS implementation.

- Continue participation in the Business Intelligence and Procurement/Travel and NET Card Web application Taskforce.
- Continue to utilize evaluation forms at all training workshops and incorporate viable suggestions into future sessions.
- Continue training workshops to assist departmental personnel in understanding the budget and accounting systems, and the proper completion of related paperwork.
- Continue to add procedures, forms, training packets, newsletter, and training presentations to the webpage, allowing departments easy access to the most current information.
- Scrutinize the current travel procedure for possible improvements and reduction in paper consumption associated with travel.
- Maintain or improve our rating for timeliness of payments as per the OSC performance report (provided OSC makes the report available again).

Environmental Health and Safety and Sustainability

ENVIRONMENTAL HEALTH AND SAFETY AND SUSTAINABILITY

Introduction

The Environmental Health and Safety and Sustainability (EH&S&S) department, formerly known as Environmental Health and Safety until June 2015, is responsible for campus-wide safety and compliance with Federal, State, and local environmental and occupational safety regulations. The department is also ultimately responsible for fire safety, compliance issues relating to the State University of New York at Fredonia, and the NYS Uniform Building and Fire Code, and campus sustainability. In addition to compliance issues, EH&S&S is responsible for assessing, designing, and implementing programs that ensure the safety of the college 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. EH&S&S was located in the Administrative Office Complex during fiscal year 2014-2015, and relocated to Hendrix Hall in July 2015.



From left to right: Sarah Laurie and Gary Brittain

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 and Safety and 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 external environmentally-related government inspections. 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.

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

- Assess, design and implement all environmental, workplace, and fire safety training for the campus community. Oversee campus regulatory compliance. Issue/review permits as required.
- Conduct fire, AED and workplace safety building inspections per requirements. Provide campus community with CPR/AED training.
- Provide guidance and oversight in the proper management and disposal of industrial, hazardous, universal, electronic, biological and radiological wastes generated on campus.
- Develop a pro-active working relationship with all departments as it relates to new construction and regulatory compliance. Develop training programs for community members.
- Foster support and ensure compliance as it relates to working with outside contractors on the Fredonia campus.
- Maintain a campus-wide Safety Data Sheet file (SDS Online) for every hazardous material used or stored on campus. Identify waste streams and assure proper disposal methods.
- Provide support and guidance for environmental and safety related concerns posed by all members of the university.
- Foster a team approach to working with the varying University departments to ensure chemical security and assist in the management of chemical emergency response.
- Provide ergonomic workplace assessments and recommendations as requested.
- Provide guidance and direction as requested in relation to NYS Fire Code.
- Monitor and coordinate pesticide application certifications.
- Provide leadership to the Sustainability Committee.
- Calculate occupancy and square footage to meet occupancy needs in areas of public assembly on campus.
- Assist with the coordination of Earth Month.
- Oversee and manage the campus FredRide carpooling program.
- Complete Greenhouse Gas Audits for submission to the American College and University Presidents Climate Commitment (ACUPCC) as well as Sustainability Tracking and Rating System (STARS) reports.



In fiscal year 2014-2015 through the month of May, Environmental Health and Safety consisted of two full-time employees, one part-time employee, and two student assistants.

Significant Accomplishments

- Continued to educate and utilize the NY-Alert mass notification system on campus. Currently, approximately 3,314 campus community members have signed up for Fredonia NY-Alert. Monthly internal tests are conducted for the system in addition to “all-campus” tests of the NY-Alert system conducted biannually.
- There were 87 people trained on CPR/AED for this 2014-2015 fiscal reporting year. The number of people trained included outside community members, as well as campus employees and students.
- Addressed radioactive waste disposal/radioactive closeout information with Assistant Professor of the Biology department, Scott Ferguson. Upon completion of the Science Center, Jewett Hall needed to be reviewed for radioactive exposure. At this point in time, the Department of Health has stated that we have no radioactive exposure issues there.
- Continued with the annual training of RA’s and RD’s in fire safety.
- Provided Federal Standard Hazard Communication training, adopted in 2012 (HazCom 2012), Emergency response review, and fire safety training for over 200 FSA employees. Other “shared services” included CPR/AED for EDP and Upward Bound.
- Continued to oversee the Building Safety Coordinator program.
- Developed MOU sheltering agreement with the Red Cross.
- Inspected, tagged, and serviced 1,500 fire extinguishers, 855 pull stations, and 108 AED’s located throughout campus. Reviewed new buildings to add mandated equipment. At this point, 15 extinguishers were added to the Science Center, and 50 to the University Village Townhouse complex.
- 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.

Statistical Data

* indicates training not conducted annually

Training or Inspection Program	Number of Employees Trained	Number of Employees Trained	Number of Employees Trained
Fiscal Year	2013	2014	2015
Aerial Lift	*	73	*
Asbestos Awareness	webpage	83	124
H1N1 Awareness	webpage	*	*
Avian Flu Awareness	webpage	34	*
Bloodborne Pathogen Training	147	188	128
Building Inspections	34	49	35
Chemical Safety Training–Chem. Hygiene Program	40	52	*
Compressed Air	27	28	9
Confined Space Safety	*	*	*
CPR/AED/First Aid	78	158	87
EHS Awareness	28	*	*
Electrical Safety	31	34	1
Emergency Response	135	192	90
Ergonomics & Assessments	6	42	30
Evacuation Plan	260	236	0
Fall Protection	0	60	29
Fire Extinguisher Use	157	131	0
Fire Safety	260	262	228
Fork Truck	*	22	*
Fume Hood Testing	57	*	57
Hazardous Waste Management	140	*	90
Hearing Conservation	*	42	*
Heat Stress/Heat Exhaustion Awareness	41	34	*
Hotwork Permits	22	15	21
Laboratory Safety & Security	*	*	*
Ladder Safety & Security	*	29	129
Lead Awareness	14	13	0
Lockout/Tagout	31	27	0
Lyme Disease Awareness	19	34	0
Machine Guarding	*	4	28
NYS Right-to-Know	*	*	All campus employees via WeComply
Oil SPCC	9	90	104
Power/ Hand Tool	*	34	28
Powered Industrial Vehicle	*	*	1
Personal Protective Equipment	260	300	39
Rabies Awareness	19	34	0
Reach Truck	*	7	1
Respiratory Training and Fit Testing	*	9	7
RCRA Online	92	18	*
Safe Lifting	92	87	41
Scaffolding Safety	*	14	14
Slips, Trips and Falls	*	60	104
West Nile Virus Awareness	19	34	0
Work Zone /Flagger	*	40	0

Fire Code Violations

INSPECTION YEAR	NUMBER OF VIOLATIONS
2015	310
2014	258
2013	208
2012	196

Tent and Hotwork Permits

PERMITS	TOTALS
Hot Work Permits	24
Tent Permits	6

Chemical Waste Disposal

WASTE DISPOSAL	POUNDS
Asbestos Waste	5 pickups
Hazardous Waste	4,470 pounds of hazardous waste
Medical Waste	36 containers
PCB Waste	17,218 pounds
Universal Waste / Batteries / light bulbs	19,168 pounds

Shared Services

- SCUBA Code in-service program. Two programs were hosted again this year — one in Buffalo and one in Albany.
- A contract was established for the Western NY Consortium regarding CPR/AED training materials as well as Universal Waste recycling.

Assessment Update

Assessment Statement

The Environmental Health and Safety and 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 that 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.
- Met with key stakeholders including President Horvath and the Cabinet to determine the goals and purposes of the Sustainability Committee and began the design and implementation of new projects and events.
- Continued to assess the CPR/AED program using surveys to continually enhance and improve the CPR/AED training program. The American Heart Association is the agency which Fredonia will continue to use to train the campus, and the community.
- Provided in-person education of the function of EH&S&S to several campus stakeholders including FSA and Residence Life.
- Assessed campus-wide regulatory compliance and safety training, and updated workplace compliance training as required. Training included, but was not limited to Fire Safety, compressed air, hearing conservation, PPE, work zone safety, hot work permitting, scaffolding, ladder and back safety.
- Continued the maintenance of the free carpooling program on campus. FredRide currently has 186 members registered.
- Handled the annual NY State Fire Inspection and maintained oversight of citations to ensure timely correction of all issues.
- Began significant lab cleanouts of hazardous waste which will continue throughout the 2015-2016 academic year.

Assessment Goals

- Coordinate and implement training for FSA, Facilities Services, Science and Visual Arts employees.
- Benchmark keystone STARS credits with other State University of New York campuses via the STARS Light Program.
- File Tree Campus USA application.
- Maintain all campus fire safety and AED systems.
- Update key campus policies and programs including EyeWash and Emergency Shower Stations, Fall Protection, and Lock Out Tag Out.
- Complete lab clean outs of hazardous chemicals.
- Promote campus sustainability through active leadership and routine updates to campus.

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



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

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.

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 full-time Secretary, with the assistance of one .5 Student Assistant, provides the necessary administrative support required of the department and all associated activities.

Significant Accomplishments

The 2014-2015 Annual Report for the Facilities Planning Department highlights many accomplishments including:

- Progression of the administration of 34 consultant and construction contracts for both Facilities Planning and Facilities Services totaling \$6,474,641. Fifteen contracting activities (out of a total of 34) were processed in direct support of Facilities Services operations.
- Completed and occupied two projects. These are highlighted in the following sections of this report and totaled \$1,291,627.
- Design and construction continue on new major projects. These are highlighted in the following sections of this report and total \$90,000,000.

1. Academic/Administration/Infrastructure Projects

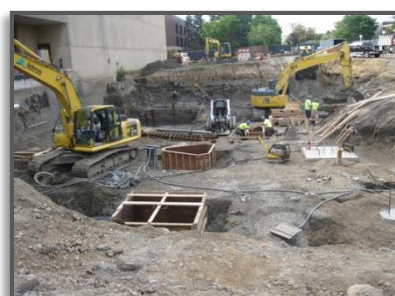
- Studies and Reports:
 - None
- Planning:
 - SUCF Five-Year Capital Plan.
 - Academic Space Study: Kideney Architects has been selected through SUCF Term Contract.
- There were six projects in design or bid-ready for a total of \$47,815,000.
- There were three projects in construction for a total of \$38,390,000.
- There were no projects completed during this time period.

Capital Projects in Design or Bid-Ready	Capital Projects in Construction	Capital Projects Completed
Houghton Hall Rehabilitation	Rockefeller Arts Center Addition	
Dods Hall Exterior Rehabilitation	Upgrade Elevators Various Buildings	
McEwen Hall Exterior Rehabilitation	AHU & Controls Upgrade Phase I	
Rockefeller Arts Center Third Floor HVAC/Sprinklers		
Science Center Basement Fit-Out		
Admissions Center		

Academic Major Commissions

- **Rockefeller Arts Center Addition**

The Rockefeller Arts Center, built 42 years ago to accommodate a Department of Visual Arts enrolling 200 students, currently serves more than 400 full-time students, and as well houses the Department of Theatre and Dance requiring practice dance studios for a recently approved BFA in Dance; it also needs computer labs to support growing Graphic Design, Media Arts, and Animation programs. The campus academic master plan identified the development of a comprehensive Dance major as a top priority. While a small Dance program has recently been approved, development of the comprehensive program requires more dance studio space. This



This

addition would enable the University to provide a complete offering of all professional performing arts programs. An academic addition to the Rockefeller Arts Center will enable Fredonia to provide a full spectrum of professional performing and visual arts degrees, while improving the quality of the existing academic offerings.

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



The following objectives, developed by Fredonia, include:

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



Construction began in May 2014 and has seen significant progress with the superstructure completed and mechanical, electrical and plumbing infrastructure well underway. It is anticipated that the building will be fully enclosed in mid-fall 2015.

The project was designed by Deborah Berke & Partners Architects of New York, New York. Campus Construction Management Group of Amherst, New York is providing construction management services. Northland Construction of Syracuse, New York is the General Contractor. The project budget is \$36,000,000 and is scheduled to be completed the summer of 2016.

- **Admissions Center**



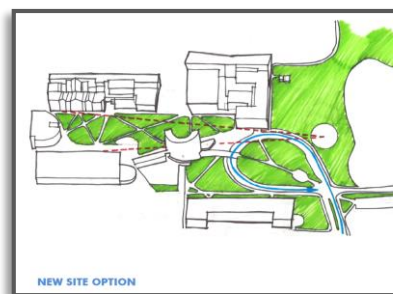
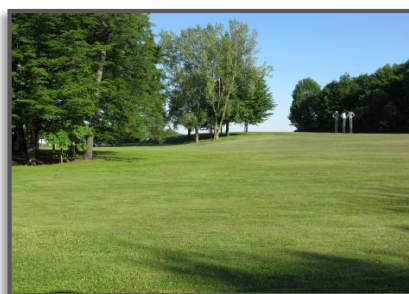
Designed in the early Victorian style, the two-story Fenner house was built in the 1860's and occupied by the university in 1964. Originally constructed as a private residence, the Fenner House currently serves as Fredonia's Undergraduate Admissions Office. Although the building was originally a residence, it has been suitable, primarily due to its location, for undergraduate admissions functions; however it is inflexible for growth, or to include space for the graduate admissions office and much needed space adaptation. The Admissions

Office is cramped, and unable to accommodate groups for tours, alumni events, and other recruiting activities the College frequently conducts. In addition to the building's inability to accommodate growth, a Building Assessment Report identified that the wood framing has several structural deficiencies, where 50% of the roof and first floor framing are in poor condition. The

Report also recommends replacement of the mechanical distribution ductwork. The electrical system, despite being in good condition, needs upgrades to meet today’s standards. Due to the structural conditions, building code, and life safety issues, and for Fredonia to continue to provide for and meet the growth demands of our Admissions Department, a new structure is necessary.

The new Fredonia Admissions Center will provide a representational gateway for students and their families to “meet” Fredonia and experience our unique university environment, with its strong focus on both an educational and diverse culture, in a scenic setting. This new Center will be a one-stop center for all students, both undergraduate and graduate, to easily access all the resources they need to attend, thrive and graduate from Fredonia. One goal for the proposed center is that it will be a highly visible campus landmark that will house undergraduate and graduate Admissions Offices, classrooms, meeting rooms, calling center, campus reception area and several additional program activities. Another goal is that the new building will dramatically change the campus visit experience for prospective students by presenting a warm and welcoming feeling as a strong first impression to individuals who have never been to Fredonia.

The site selected for this project is adjacent to Symphony Circle and Rockefeller Arts Center and is on axis with Maytum Hall. Along with views of the academic quad, it is visible from the campus’ main entrance off Central Avenue.



The campus selected Architectural Resources of Buffalo, New York in association with Perry Dean Rogers Partners Architects of Boston Massachusetts as the design consultants. The project budget is \$6,300,000. Pending construction funding, ground breaking is scheduled for the spring of 2016.

2. Residence Life Projects

- Studies and Reports:
 - None
- Planning:
 - Residence Hall Capital Plan
- There are two projects in design for a total of \$2,750,000.
- There is one project currently in construction for a total of \$1,208,818.
- There were two projects completed for a total of \$1,291,627.

Projects in Design or Bid-Ready	Projects in Construction	Projects Completed
Andrews Complex Window Replacement Phase I – IV (Phase III – Hemingway Hall)	Andrews Complex Window Replacement Phase I – IV (Phase II – Schulz Hall)	Andrews Complex Window Replacement Phase I – IV (Phase I – Igoe Hall)
Kirkland Complex Roof Replacement		Hemingway Hall Elevator Upgrade

Residence Life Major Commissions

- **Andrews Complex Window Replacement**

The Andrews Complex Window Replacement project will replace all of the original (1970) single-pane windows throughout the Andrews Quad, which includes Igoe, Schulz, Hemingway and Hendrix Halls. Due to the number of windows in the complex and construction budgetary constraints, this project is phased over a four-year schedule. One phase has been completed – Igoe Hall. Phase two is Schulz Hall, to be followed by Hemingway and Hendrix Halls. The existing single-pane steel windows are being replaced with aluminum windows. The windows on the first level are finished in a bronze color aluminum frame while the upper levels are finished in champagne. All the punched window openings will receive precast concrete window sills and where required, new steel lintels and masonry brick will be replaced.

The project was designed by Flynn Battaglia Architects of Buffalo, New York. Construction of Phase I was completed by Window Specialties of Lancaster, New York in August 2014. TGR Construction of Buffalo, New York is carrying out Phase II which is scheduled to be completed in August 2015. The total project budget for all four buildings is \$6,100,000. Construction of Phase III will begin in May 2016 and Phase IV in May 2017.

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. Fredonia has been recognized as carrying one of the largest workloads of Campus Let projects among all 64 SUNY campuses. Staffed with the knowledge and expertise to administer this program at the campus level, our campus receives additional funding to accommodate a greater construction and design work load through both contract administration and project management. The current value of Campus Let contracting functions over the past year is \$6.475 million. While an average contract can take six to ten weeks to process from solicitation through award, and an average change order can take four to six weeks to process, the current workload would indicate that Facilities Planning *initiates* approximately .65 new contracts and/or change orders per week, 52 weeks per year. Most contracts are rarely “average” and some may even take months to negotiate before final approval is obtained — needless to say there is a number of contracts in varying stages of progression that are occurring at the same time. An additional consideration is that this function does not end there. Facilities Planning tracks contracts after award through completion. It is not uncommon for a design contract to extend over the course of several years.
- 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.
- Facilities Planning is currently working with SUCF to establish phasing of construction for the Houghton Hall Rehab project. This is a result of the available funding allocated per year.
- Major Capital Plan design starts for 2014-2015 included the following projects:
 - Admissions Center
- Major Residential design starts for 2014-2015 included the following projects:
 - Andrews Complex Window Replacement Project Phase III Hemingway Hall

- 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:
 - Rockefeller Arts Center Addition and Rehabilitation — Construction.
 - Elevator Upgrades Various Buildings — Construction.
 - Andrews Complex Window Replacement Phase II Schulz Hall — Construction
 - Andrews Complex Window Replacement Phase III Hemingway Hall — Design (construction document phase).
 - Kirkland Roof Replacement — Design (construction document phase).
 - McEwen Hall Exterior Rehabilitation — Design (construction document phase).
 - Dods Hall Exterior Rehabilitation — Design (design development phase).
 - Houghton Hall Rehabilitation — Design (design development phase).
 - Rockefeller Arts Center Third Floor HVAC/Sprinklers — Design (construction document phase).
 - Science Center Basement Fit-Out — Bidding Phase

- During the 2014-2015 Fiscal Year, 34 construction and consultant contracts and formal change orders were in varying stages of solicitation/contract award by Facilities Planning. The volume of contracts during this fiscal year did not change from the previous fiscal year; the total dollar value of contracting activities during the 2014-2015 fiscal year totaled \$6.475 million. Of this total, \$1.010 million represents 15 contracting activities (out of a total of 34) that were processed in direct support of Facilities Services operations. Following State regulations, fully administered contracts consist of all stages of advertising, bidding/solicitation, bid reviews, and contract administration. These projects consist of those that are funded through DIFR funds, Minor Rehab and Repair, Capital funding, and in-house sources. Refer to 2014-2015 Campus Let Design and Construction Projects Report and chart page entitled Campus Let Construction and Design Contracting Activities.

- Facilities Planning along with Facilities Services, Finance and Administration and the Construction Fund are continuing to refine the 2013-2018 Campus Capital Plan to fit within yearly spending caps and to establish funding requirements for major capital projects. The 2013-2018 Plan is the fourth consecutive multi-year plan which has allowed the University to identify and propose programs to address the ongoing critical maintenance priorities of the campus. The objective of the Capital Plan is to protect, preserve, modify and maintain the campus' environment, facilities and supporting infrastructure. In addition the plan identifies several Special Project Initiatives such as Houghton Hall Rehabilitation, Academic Space Study for Renovations of Thompson Hall, Fenton Hall, Reed Library and Jewett Hall for Academics in lieu of New Academic Building, and the Admission Center Project. This new plan has identified approximately \$118.7 million of critical maintenance projects and adaptation projects, and \$40 million in special initiative 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 21 building permits, and four 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 2014-2015, Campus Let Design and Construction Projects Report, and related charts illustrating unit support and volume/value increases for campus-administered contracting activities.

Assessment Update

Assessment Statement

Facilities Planning will address planning issues revolving around the Five-Year Capital Plan, Master Planning, and campus operational procedures. 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 2014-2015 Annual Report and Assessment Update:

- Completed design and began construction of the Andrews Window Replacement Project Phase II Schulz Hall.
- Completed construction of the Hemingway Hall Elevator Upgrade Project.
- Completed construction of Phase I Elevator Upgrades Various Buildings Project and began Phase II construction.
- Began construction of the AHU and Upgrade Controls Phase I (Reed Library South) Project.
- Began Design of the New Admissions Center Project.

Assessment Goals

- Work with all entities involved in the implementation of projects identified in the next Five-Year Capital Plan.
- Continue to progress ongoing projects and identify and address those not already identified. Ensure close coordination with those affected by the planning and construction, and maintain close working relationships with the Construction Fund and Dormitory Authority in the implementation of campus construction. Continue to provide coordination among all relevant parties and monitor construction for compliance with contract and regulatory requirements. Projects already identified for advancement include:
 - Complete design and begin construction of the Andrews Complex Window Replacement Phase III Hemingway Hall Project.
 - Complete design of Kirkland Complex Roof Replacement Project.

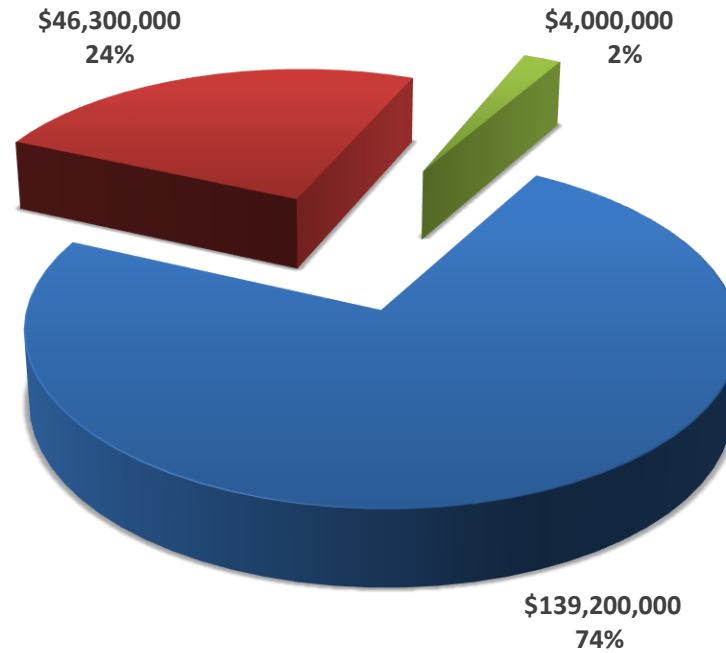
- Complete design of the Houghton Hall Rehabilitation Phase I Abatement and Demo/Envelope Project.
- Complete design of the Houghton Hall Rehabilitation Phase II and III.
- Complete design and begin construction of the Rockefeller Arts Center Third floor HVAC/ Sprinkler Project.
- Complete design and begin construction of McEwen Hall Exterior Rehabilitation Project.
- Complete design and begin construction of the Dods Hall Exterior Rehabilitation Project.
- Complete schematic and design development phases of the Admissions Center Project.
- Complete Construction of the Science Center Basement Fit-Out Project.
- Begin design of the AHU and Upgrade Controls Phase II (Reed Library North) and Phase III (McEwen Hall) Project.
- Continue to provide support to newly identified priorities in an effort to obtain funding toward the continuous advancement of campus facilities and grounds. Continue working towards establishing the next Five-Year Capital Plan as well as establishing projects per the Campus Master Plan.
- Continue working with the Office of the State Comptroller, State University Construction Fund and DASNY to identify expectations and clarify standard measures for processing the procurement of consultant and construction contracts.

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Summary of Facilities Planning Capital Projects 2014-2015

Project Description	Estimated Cost	Project Status	Contractor
<u>I. Academic/Administrative Buildings</u>			
Science Technology Center	\$60,000,000	Completed	The Pike Company
Rockefeller Arts Center Addition	36,000,000	Construction	Northland/Campus Construction
McEwen Hall Exterior Rehabilitation	4,600,000	Design	Bell & Spina
Houghton Hall Renovations	33,000,000	Design	Mitchell Guirgola
Upgrade Elevators Various Buildings	1,400,000	Construction	Concept Construction
Rockefeller Arts Center-3 rd Floor HVAC/Sprinklers	4,100,000	Design	M/E Engineering
Mason Hall 1001 Exterior Door	100,000	Construction	E.E. Austin
<i>Subtotal – Academic/Administrative Buildings</i>	\$139,200,000		
<u>II. Residence Hall</u>			
Townhouse Residence Hall	30,000,000	Completed	Burgio & Campofelice
New Admissions Center	6,300,000	Design	Architectural Resources
Hemingway Hall Elevator Upgrade	250,000	Completed	Spicer Group
Andrews Complex Window Replacement (Phase 2 Schulz)	6,100,000	Construction	TGR
Disney Hall Lobby Upgrade	550,000	Completed	RB Mac
Kirkland Roof	1,500,000	Design	Young & Wright
Dods Hall Exterior Rehabilitation	1,600,000	Design	Young & Wright
<i>Subtotal – Residence Halls</i>	\$46,300,000		
<u>III. Other Site/Infrastructure</u>			
Rehabilitation/Upgrade Elevators	3,000,000	Construction	Concept Construction
Replace AHU's Controls Phase 1	1,000,000	Construction	Parise Mechanical
<i>Subtotal – Other Site/Infrastructure</i>	\$4,000,000		
<i>Total Construction Cost</i>	\$189,500,000		

CAPITAL CONSTRUCTION PROJECTS

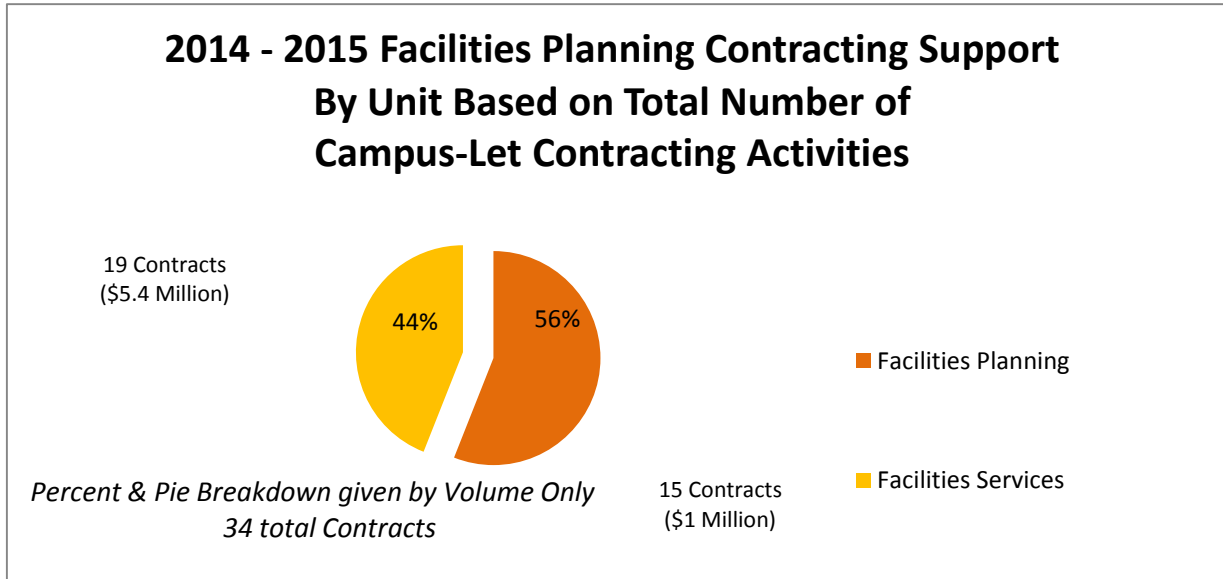
Total Program Budget: \$189,500,000.00



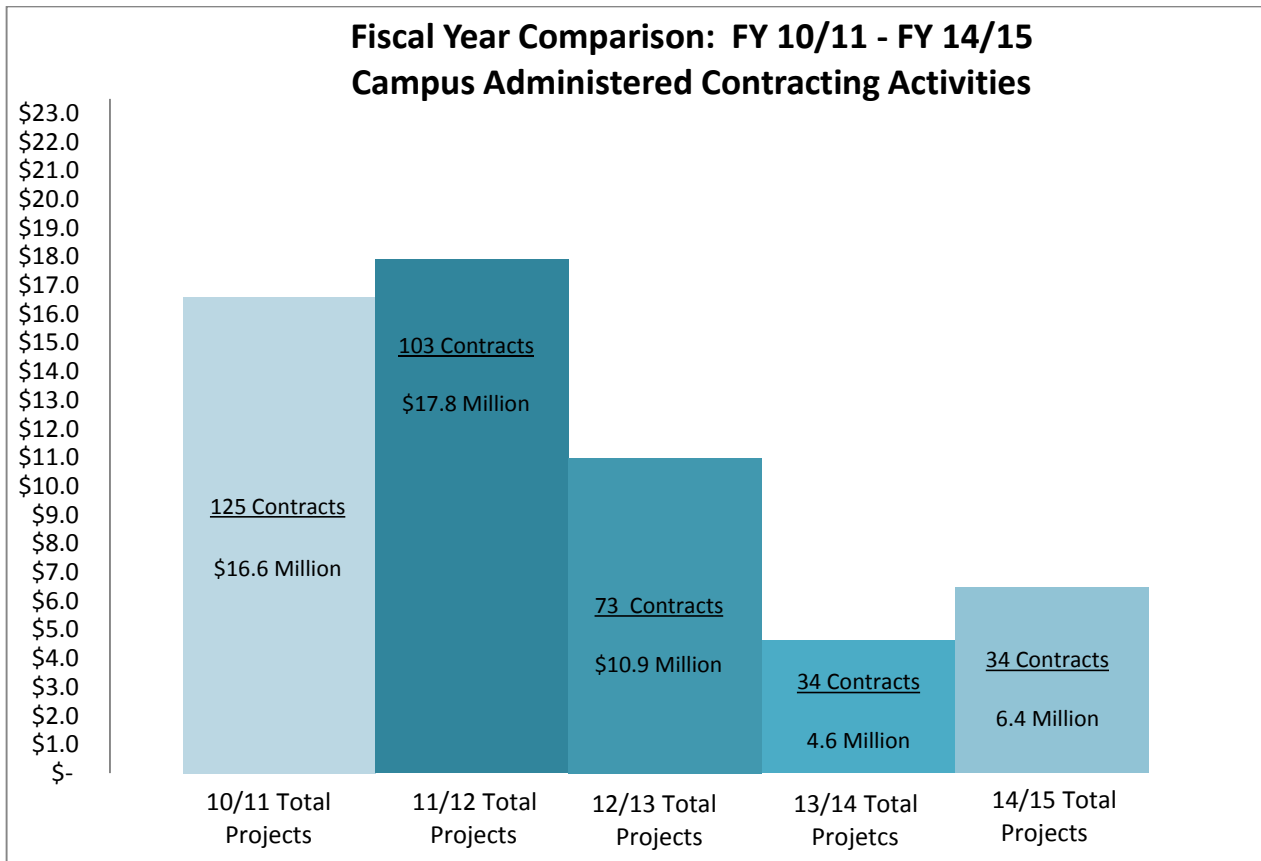
- ACADEMIC ADMINISTRATIVE BUILDINGS -- Consists of new construction and renovations in academic buildings
- RESIDENTIAL REHABILITATION -- Consists of new construction and renovations in residential halls
- OTHER SITE/INFRASTRUCTURE IMPROVEMENTS -- Consists of other miscellaneous construction and/or renovation projects

CAMPUS-LET CONSTRUCTION AND DESIGN CONTRACTING ACTIVITIES

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



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



Construction and Design Projects July 2014 – June 2015		
Facilities Planning Construction Projects (including Change Orders)		
Project #	Project Title	Cost
05352	Replace Air Handling Units and Controls	\$ 987,000.00
D059FY	Hemingway Hall Elevator	\$ 189,820.00
D059FZ	Disney Hall Lobby Upgrade	\$ 421,257.00
D059GA	Andrews Complex Window Replacement Ph. I - Igoe Hall	\$ 1,077,627.80
D059GA	Andrews Complex Window Replacement Ph. II - Schulz Hall	\$ 1,208,818.00
M05434	Mason Hall 1001 Exterior Door	\$ 63,300.00
	TOTAL:	\$ 3,947,822.80
Facilities Planning Design Projects (including Amendments)		
05J00	New Admissions Center	\$ 499,000.00
05J01	Replace AHUs & Controls Phases II & III	TBD
05344	Dods Hall Exterior Rehabilitation	\$ 126,814.27
05352	Replace AHUs & Controls - Construction Administration	\$ 48,500.00
D059FY	Hemingway Hall Elevator Upgrade	\$ 24,131.99
D059FZ	Disney Hall Lobby Upgrade	\$ 81,761.46
D059GA	Andrews Complex Window Replacement	\$ 596,716.08
D059GK	Kirkland Complex Roof Replacement	\$ 86,738.04
M05434	Mason Hall 1001 Exterior Door	\$ 10,500.00
	TOTAL:	\$ 1,474,161.84
Facilities Services Construction Projects (including Change Orders)		
D059GG	Kirkland Complex Lighting Rehabilitation - Phase I	\$ 57,000.00
D059GL	Kirkland Complex Lighting Rehabilitation - Phase II	\$ 72,965.00
I287ST	Campus Roadway Asphalt Replacement 2014 - Rebid	\$ 46,300.00
M05414	Maytum Hall Basement Structural Repairs	\$ 62,556.00
M05416	Jewett Hall 101 Lighting Improvements	\$ 23,400.00
M05418	Mason Hall Recital hall Reheat Boiler/Humidifier	\$ 58,250.00
M05419	Thompson hall CF-5 HVAC Modifications	\$ 58,700.00
M05424	Natatorium - Replace Hot Water Heaters	\$ 57,540.36
M05425	University Commons HVAC Rehab - Phase II	\$ 56,500.00
M05429	Mason 2016 & 2017 HVAC Modifications	\$ 85,900.00
M05443	Maytum Mechanical Room - Correct Drainage Issues	\$ 29,990.00
M05445	Fenton Hall Exterior Stair & Ramp Reconstruction	\$ 94,400.00
M05446	Quad Site Lighting Improvements	\$ 74,400.00
M05447	Tennis/Basketball Courts Renovations 2015	\$ 142,000.00
M05448	Mason Hall Masonry Restoration	\$ 90,300.00
	TOTAL:	\$ 1,010,201.36
Facilities Planning Construction-Related Service Projects		
05309	Science Center Interior Signage	\$ 34,755.00
05352	Asbestos Monitoring / Air Sampling - Reed Library AHUs	\$ 3,290.00
05352	Special Inspections - Replace AHUs & Controls	\$ 3,000.00
M05434	Asbestos Monitoring / Air Sampling - Mason Hall 1001	\$ 1,410.00
	TOTAL:	\$ 42,455.00
34 Projects Total		TOTAL: \$6,474,641.00

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Facilities Services

- **Automotive and Fleet Services**
 - **Garage Maintenance**
 - **Fleet Vehicle Service**
- **Capital Projects/Energy Management/HVAC**
 - **Building Automation Systems**
 - **Heating / Refrigeration/Air Conditioning Services**
- **Custodial Services**
- **Facilities Trades Services**
 - **Electrical and Plumbing Services**
 - **Grounds and Landscaping Services**
 - **Structural Trades**
- **Office Operations**
- **Technical Services**

FACILITIES SERVICES

Introduction

The Facilities Services Department's major focus is to provide efficient, quality support services to all departments, academic and non-academic, that are a component of the campus. We plan, create and maintain the campus both inside and outside including 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 147 full-time permanent, part-time and seasonal positions. Numerous students during the academic year and summer months provide additional support staffing to the department.

The department maintains 2,091,080 gross square feet of buildings; 256 acres of land; 24 acres of parking lots with 3,088 parking spaces; over five miles of roadways; over eight miles of sidewalks, and cleans 1,859,525 net square feet of academic and residential building area. The department services and maintains over 10,000 energy management control points; 6,000 fire alarm devices; 5,000 doors; 2,500 clocks; 1,700 motors; 490 street lights; 140 pieces of motorized equipment; 100 licensed vehicles; 74 boilers; 63 hot water heaters; 46 fire hydrants; 32 elevators; 23 emergency generators; 265 outdoor emergency phones, and over 20,000 light fixtures.

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

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



From left to right: Kevin Cloos, Mike Jackino, Bob Lawson, and Mark Delcamp

5. Office Operations
 - a. Work Order Processing and Key Management
 - b. Purchasing and Requisitioning
 - c. Personnel Record Management
 - d. Fleet Vehicle Request Processing
6. Technical Services
 - a. Access Control / CCTV Network (Non Residential)
 - b. Work Order System and Physical Space Inventory Management
 - c. Departmental 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, then budgets 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

- Prepared the project request information for the State University Construction Fund for the 2015/2016 Minor Critical Maintenance program totaling \$1.1 Million
- Management of Automotive and Fleet Services was transferred from University Services to Facilities Services effective June 1, 2015.
- Successfully relocated the faculty, staff and labs from Jewett and Houghton Halls to the new Science Center.
- Completed or started several projects as part of Minor Critical Maintenance program and DIFR Funding including card access upgrades at several buildings, sidewalk replacements, ice rink compressor replacement, HVAC system improvements at Thompson Hall and Mason Hall, and improvements at the Resident Director apartments.
- Completed several office renovations and classroom projects including renovations at Jewett Hall for the EC English Program, Maytum first floor for ITS and several smart classroom improvement projects at Mason, Jewett, and Thompson Halls.
- Completed parking lot, crosswalk, sidewalk and roadway maintenance improvements, paving and striping throughout the entire campus.
- Completed the installation of new interior ADA signage at Igoe Hall and updated exterior building signs and all banners as a result of the campus rebranding.
- Completed painting in the student rooms at all Residence Halls, several classrooms and many office areas on campus.
- Prepared the Residence Halls for all summer camps and again for the return of students
- Prepared the campus for many events during the fall semester including Open Houses, Family Weekend, Scholars Breakfast, Homecoming and Bill Nye.
- Assisted with preparing and setup for the Science Center Dedication.
- Installed new coating system on the existing tile floors and walls in the public restrooms at Alumni Hall and McGinnies Hall; the coating system provides a clean and sustainable appearance without costly demolition and installation of new materials.
- Completed the card access installation at the existing exterior entrance doors at the Rockefeller Arts Center.
- Completed painting and new flooring installations at several locations on campus including offices, classrooms, lounges and common areas in the Residence Halls.
- Installed new equipment, electrical wiring, door access and CCTV cameras at Gregory Hall for the new Disaster Recovery Computer Server Room.
- Successfully coordinated the annual community electronic recycling day in April with 1,176 vehicles being unloaded, filling eight semi-trailers.
- Planted 45 new trees on campus to celebrate Arbor Day and honor the 45th anniversary of earth day.

Automotive and Fleet Services

The [Automotive and Fleet Services](#) unit is responsible for maintaining the campus fleet of vehicles and motorized equipment. The unit has one Maintenance Supervisor and one Automotive Mechanic. Currently, one position remains vacant due to retirement in May 2014. The staff provides mechanical support to over 100 licensed vehicles and 140 unlicensed pieces of motorized equipment including lawn mowers, tractors, backhoes, man-lifts and the Zamboni. This unit is responsible for all repairs, maintenance, painting and annual inspections. The staff is N.Y.S. certified to perform annual vehicle inspections. In addition to maintaining the campus fleet, the staff repairs damaged snow blowers and floor cleaning equipment. They repair the campus emergency generators located in many of the buildings on campus and respond to fleet vehicle accidents and equipment malfunctions. The unit maintains the gasoline fueling system which provides fuel, using a special key identification system, to all campus vehicles and equipment including the Faculty Student Association (FSA) vehicles. In addition, the unit cleans, fuels, and prepares all fleet vehicle and athletic vehicle requests used by campus personnel. The unit is responsible for the scheduling of all fleet vehicles for faculty and staff use. There are sixteen fleet vehicles and six athletic vehicles which are scheduled out of this office.



From left to right: Justin Jacaues and John Schmidt

Significant Accomplishments

- Continued to replace various fleet and campus service vehicles, as needed.
- Continued the training of staff on new vehicle repair procedures.
- Prepared, cleaned and fueled fleet vehicles for all fleet vehicle requests.
- Responded to various maintenance equipment malfunctions and on-campus building repairs.

Capital Projects, Energy and HVAC

The **Building Automation System (BAS)** controls, monitors and regulates the campus HVAC systems by providing alarm conditions (high water in basements or temperature ranges within buildings, equipment, etc.) and controls the operation of exterior lighting. The BAS also monitors area conditions. When these conditions exceed parameters established by the operator of the BAS, alarms are transmitted and crews are dispatched to respond. The group continues to find new areas to expand the use of the BAS to control equipment that will help in the reduction of energy consumption, and to add building functions to the BAS to monitor and provide alarms for when they malfunction. Controlling the campus' energy usage is the most significant operation of this group. Currently, there are over 10,000 control and monitoring points throughout the campus.



Tim Bentham

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.

Examples of the monitoring include:

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

Should the equipment malfunction, the BAS generates an alarm that is monitored by Facilities Services. Facilities Services 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
- Air compressors

Significant Accomplishments

- Continued to expand the use of the BAS by installing additional control and monitoring points. Most campus mechanical systems are controlled by the BAS.
- Managed the BAS development for the Science Center and University Village Townhouse projects. Also managed the BAS expansion to Kasling, Grissom, Disney and Eisenhower Halls Lobby projects.
- Added the restroom exhaust fans at Hendrix, Igoe, Alumni, Grissom, Kasling and McGinnies Halls to the BAS.
- Manage the installation and control of variable frequency drives that have been added to various pieces of HVAC equipment. Including AHU-3 and the secondary chill water pumps in Carnahan/Jackson Center. Also Primary chill water pumps and the north Liebert unit supply fan in Maytum Hall.
- Manage the BAS controls to the DATA recovery room in Gregory Hall.
- Build new animated graphics for equipment being controlled by the BAS.
- Managed the BAS controls for the new humidifier and summer boiler for Rosch Recital Hall.
- 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.
- Capital projects included replacing the air conditioning system in Mason Hall rooms 2016 and 2017, replacing the hot water tanks that serve the Natatorium, modifying the HVAC systems in Thompson Hall, University Commons, and Mason Recital Hall, and rehabilitation of the lighting in the Kirkland Complex.

The HVAC/R group 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: Daniel Halas, Randy Grant, Gary Hardy, Kevin Watrous, Larry Pelz, Herb Farmer, and George Tucker

Significant Accomplishments

- Performed preventative maintenance on all of the heating boilers throughout the campus.
- Provided after hour and weekend coverage to the campus.
- Completed monthly testing of the emergency generators throughout the campus.
- Responded to several work orders regarding heating and cooling issues.
- Performed preventative maintenance on all refrigeration equipment on campus including, refrigeration equipment at all FSA locations, Biology department, water coolers throughout campus and air conditioning equipment across the campus.
- Completed the annual maintenance and startup of the equipment at the Ice Rink at Steele Hall.
- 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.
- Installed new split system air conditioning systems in several Resident Director apartments.

Custodial Services

The [Custodial Services](#) unit consists of the Assistant Director, Head Janitor, four Supervising Janitors, 29 Janitors, 55 Cleaners, two SUNY Campus Workers and two seasonal cleaners. 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.



From left to right: Tim Lillie, and Mark Delcamp

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 notable, the unit is responsible for commencement setup at Steele Hall each year and also 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, seated: Dave Tarnowski, Cathy Walters, Randy Goodemote, Robert Miller, and Sarah Jagoda; back row: Art Franklin, Lee Szalkowski, Robert Degolier, and Jose Rosario



1st Shift Custodial – Residence Hall Staff

From left to right, seated: Hector Figueroa, Terry Sysol, Maryann Wykstra, Rose McCune, Ramona Padua, Elizabeth Kujawa, Sonia Kulian, Nancy Castiglia, and Valerie Bertges; back row: Art Franklin, Nick Valentine, Jorge Rosa, Melissa Buchanan, Steve Peters, Mary Leckliter, Jim Michaels, Gladys Lockett, Jeff Deering, Susan Lucas, Cindy Weaver, Natalio Matias, Kevin McCarthy, Darlene Burchett, and Rick Mackenzie



2nd Shift Custodial Staff

From left to right, seated: Melissa Mt. Pleasant, Phil DeFrancisco, Kitty Pencek, Jack Anderson, Elizabeth Goblirsch; 2nd row seated: Roxanne Logan, Barb Barecca, Iris Rosa; back row: Jeff Jakse, Vic Collura, Charles Miller, Marc Stewart, Joe Andrasik, Melanie Jacoby



3rd Shift Custodial Staff

From left to right, front row: Richard Gugino, Darlene Miller, Ken Szymczak, Nick Polvino, Andrew Cross, Christopher Brunecz, Sal Lorenzo, and Brian Miller; back row: Anthony Pagano, Debra Kujawa, Juliana Krauter, Rafael (Bobby) Santiago, Elliduvina (Ellie) Irrizarry, Donna Poncharik and, Lori Martin

Significant Accomplishments

- Successfully relocated the faculty, staff and labs from Jewett and Houghton Halls to the new Science Center.
- 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 Annual Residential Custodial Report (ARCR) conducted immediately after commencement.
- Performed moving services for many departments including inter-office furniture moves for academic and residential areas, and larger furniture moves resulting from construction.
- Provided services for the many specialized athletic and educational camps and programs residing on campus; the groups associated with these programs use academic, athletic, and residential areas throughout the year.
- Provided extensive cleaning to buildings that had major construction work occurring during the summer months.
- Replaced window treatments in several areas of the campus.
- Replaced carpet and vinyl floor tile in many offices, classrooms, hallways and student rooms.
- Assisted with the coordination, set up and tear down for many campus events, most notably commencement, scholars breakfast, and the all campus party.
- Worked with Facilities Planning to schedule cleanup efforts for all capital projects such as the Igoe Hall Window replacement project, Science Center and Town Houses.
- Evaluated and purchased many new environmentally friendly equipment items for use in the custodial department.
- Continually evaluated and made the necessary staffing changes to positively support the day to day custodial operations.
- Continued 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 many equipment transfers of various surplus items.
- Worked with Residence Life to remove old furniture and install new furniture at several Residence Halls, and to also relocate and repurpose furniture into other Residence Halls.
- Collected and recycled approximately 590 used mattresses from the Residence Halls.
- Coordinated and managed the Give and Go Initiative during move-out at the Residence Halls in May; the totals for items collected included: just over 5,100 lbs. of assorted clothing, 3,100 lbs. of non-perishable food items and many misc. items such as (TV's, rugs and other small appliances and home furnishings) totaling 5,300 lbs. for a total combined weight of 13,500 lbs. which is an increase of 1,787 lbs. from the previous year. The items are collected for reuse and/or resale by Chautauqua County Rural Ministries in Dunkirk, New York, a nonprofit organization that was developed in the 1950's to meet unmet living needs for the community.

Facilities Trades Services

The **Electrical** group 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: Thomas Deike, Rodney Hayes, Daniel Riewaldt

Significant Accomplishments

- Completed numerous fire alarm upgrades throughout the campus.
- Managed the annual testing of the campus fire alarm system.
- Installed solar flashing LED stop signs and removed the traffic signal at the crosswalk under the spine near the Williams Center.
- Upgraded to LED lighting at several locations around campus.
- Upgraded the hallway lighting to LED in Gregory Hall, Jewett Hall, Disney Hall and Eisenhower Hall.
- Installed fire alarm door holder magnets in Nixon Hall.
- Assisted with the installation of several drinking fountains throughout campus.
- Completed several smart classroom installations throughout campus.
- Installed 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.
- Installed green lighting at several areas on campus including the Lanford House for Earth Month 2015.
- Setup lighting and electrical service for the All Campus Party at the Lanford House.
- Installed electrical service for the class of 2015 water fountain gift.
- Completed the Resident Director Kitchen upgrades at Alumni, Grissom, and Kasling Halls.

The **Plumbing** group 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.



From left to right: Steve Peterson, Nelson White, and Jim O'Connor

Significant Accomplishments

- Upgraded drinking fountains at several locations; the new fountains provide chilled, filtered water and include bottle filling stations.
- Completed annual testing for the backflow preventers in many campus buildings.
- 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.
- Managed the semi-annual flushing of sanitary sewer lines at the dining halls.
- Addressed many work orders for plugged drains on campus.
- Replaced the sanitary storm sewer pump at the Services Complex.
- Replaced strainer and several key valves at Thompson Hall.
- Removed the hair sinks from the student bathrooms at the Kirkland Complex.
- Completed the Resident Director Kitchen upgrades at Alumni, Grissom, and Kasling Halls.
- Performed repairs to the gas main lines on campus.
- Upgraded drain lines at University Commons kitchen.
- Installed additional drainage at the softball field.
- Installed the pump system for the class of 2015 water fountain gift.
- Completed annual preventative maintenance inspections and repairs to the plumbing fixtures in the Residence Halls.

The [Grounds and Landscaping Services](#) group is responsible for maintaining 256 acres of land; 24 acres of parking lots with 3,088 parking spaces; over five miles of roadways and over eight miles of sidewalks. The group includes the Head Grounds Supervisor who oversees the entire operation, Supervisor of Grounds, Senior Athletic Groundsworke and seven trades people consisting of Highway Equipment Operators and Groundsworke, as well as several Student Workers during the summer months.



From left to right, front row: Gerald Polvino, Steve Gromala, Chuck Gatto, Jim Foringer, Kevin Pacos, Kevyn Nelson, Brendan Bentham, Daniel Orłowski, and John Cole Jr.; back row: John Cole, Richard Newton, J.J.Jakubowicz, and Brent Kowski

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

Significant Accomplishments

- Maintained existing planting areas, and continued to increase the ratio of Perennials vs Annuals planted on campus, in an ongoing effort to be more environmentally, and fiscally sustainable.
- Continued training and development of staff to provide the highest quality NCAA Division III outdoor athletic venues at our multi-use stadium, baseball and softball fields, track, volleyball courts, 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 "Holganix" 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.

- Expanded the “No Mow” Zones to assist in the reduction of emissions, as well as in fuel consumption.
- Provided tools, and occasionally assisted or guided various campus groups that were performing service projects, whether an invasive weed pull on campus or assisting the elderly community residents with yard clean-up.
- Provided care and maintenance of several walking paths through the campus woodlot.
- Managed to keep the campus roads, parking lots, and sidewalks passable, through another harsh winter.
- Provided set up for a growing number of outdoor events, picnics, gardens and community use including Alumni Weekend, Athletic Tournaments and the Senior Picnic.
- Completed parking lot, crosswalk, sidewalk and roadway maintenance, improvements, paving and striping throughout the entire campus.
- Installed new street signs and parking lot signage at many locations on campus.

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: James Kuras, Wayne Dorler, Joe Siragusa, Duane Blakely, Brian Hobbs, Ray Bogue and Don Dillenburg

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.
- Replaced several broken windows in the Residence Halls.
- Developed, maintained and prepared lock systems, keys for numerous Faculty, Staff and Student requests; programed hundreds of users in the card access system.
- Continued to address repairs identified under the Annual Residential Custodial Report (ARCR); this program focuses on maintaining the student living areas within the residence halls.
- Continued to identify and install new room signage in many areas to enable guests, maintenance staff and emergency staff to better locate rooms.
- Completed concrete sidewalk replacements at several locations on campus
- Completed several office renovations and improvements at the Resident Director apartments.
- Completed several smart classroom improvement projects at Mason and Thompson Halls.
- Installed class of 2015 water fountain gift.
- Completed the Resident Director Kitchen upgrades at Alumni, Grissom, and Kasling Halls.

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.
- Processing Fleet Vehicle requests for faculty and staff.
- Maintaining records for:
 - Work Order System (PM's, building inspections and corrective maintenance)
 - Department budget
 - In-house and minor rehab/repair projects
 - Asbestos Abatement
 - Fleet Vehicle requests
- 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: Kellie Sacilowski and Shannon McKoon,

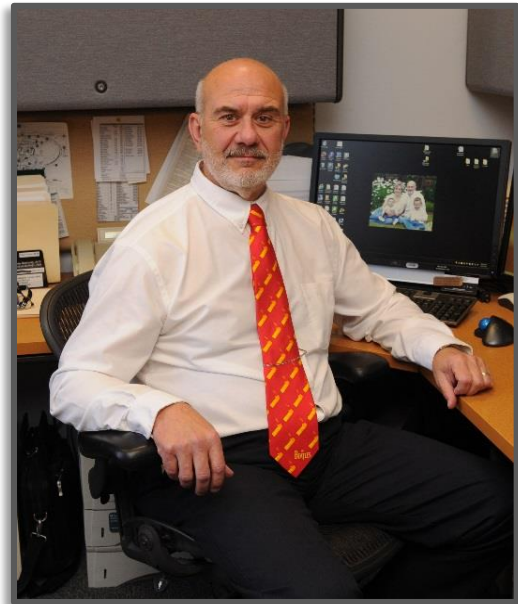
Significant Accomplishments

- Processed purchases with the online Web Procurement System.
- Increased the 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 9,582 work orders.
- Processed 248 online requisitions and 91 paper requisitions.
- Assigned, processed and tracked many projects including in-house; Minor Critical Maintenance; Capital Construction Projects; and Residence Hall (DIFR) projects.
- Processed 26 departmental staff travel arrangements for meetings, trainings and certifications.
- Processed 103 student key requests.
- Reconciled purchases on blanket purchases to local vendors on a monthly basis.
- Processed 296 pest control problems.
- Processed 1,409 transactions using the Citibank Visa procurement card for a total amount of \$1,098,230.15 which continues to be an increase from previous years.
- Managed the Marketplace uStore for 24 student key deposits and refunds.

Technical Services

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



Mike Jackino

Significant Accomplishments

- Processed PSI update sheets sent to the State University Construction Fund (SUCF) System Administration.
- Created the BCI and PSI information for various renovation projects.
- Maintained the Facilities Service portable two-way radio inventory.
- Completed several upgrades to the department computers as per campus requirements.
- Collected the data for the 2015 Annual Residential Custodial Report (ARCR) for the Residence Halls, which included 2,170 scanned repair codes generating 48 work orders.
- Created and entered over 450 PMs into the work order system.
- Processed requests for access cards granting building access to contractors, and to consultants.
- Managed the operation of CCTV cameras across the campus.
- Upgraded card readers from the stand-alone style to the wired card access system at Mason Hall.
- Completed the Jewett Hall project providing card access to the animal colony and the EC English rooms and installation of card access and video camera at the Gregory Hall disaster recovery room.
- Installed card access on entrance to the president's office in Fenton Hall.
- Installed two video cameras in the lobby of Fenton Hall.
- Installed card access on exterior doors at the Rockefeller Arts Center Bartlett and Marvel theaters, and the Art Gallery.
- Processed and managed the card access reservations for the guest room in LoGrasso Hall.
- Created a web report for viewing live data of the LoGrasso guest room reservations.

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 requests for qualifications (RFQ) for consultant design services have been completed for many new projects.

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 2014-2015	No. Closed 2013-2014	No. Closed 2012-2013	No. Closed 2011-2012	No. Closed 2010-2011	No. Closed 2009-2010	No. Closed 2008-2009	No. Closed 2007-2008
Automotive and Fleet	435	487	429	407	436	402	n/a	n/a
Structural	1,734	1,868	2,074	2,035	2,337	2,648	2,539	2,774
Electrical	1,354	1,631	1,845	1,685	1,852	1,232	1,353	1,387
HVAC/R	1,374	1,403	1,310	819	823	532	457	484
Building Automation	40	33	8	6	2	1	6	2
Lock Shop	1,295	1,381	1,595	1,385	1,430	1,355	1,414	1,379
Plumbing	1,429	1,267	1,606	1,445	1,615	1,529	1,817	1,743
Grounds and Landscaping	207	200	297	342	185	182	266	365
Asbestos	47	55	44	56	81	108	109	172
Custodial	1,416	786	487	715	758	644	795	803
Total:	9,331	8,624	9,266	8,488	9,083	,8531	8,756	9,109

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.
- Overwhelmingly, 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. Additionally, customer service surveys state:
 - Response time to work request was acceptable
 - Service staff was introducing themselves
 - Service representatives were explaining the process
 - The work was completed promptly once started
 - The work is being completed in a professional manner

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.
- Provide efficient, safe vehicles for faculty and staff use.
- Continue to rotate and purchase new vehicles as necessary.
- Keep up to date on new vehicle repair procedures.
- 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.

Intentionally Left Blank

Faculty Student Association

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

FACULTY STUDENT ASSOCIATION

Introduction

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

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

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.

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



FSA Executive Office and Administrative Offices Staff

From left to right, front row: Lucas Catalano, Mary Zielinski, Courtney Remington, Katie Thies, Linda Kurgan Monaco, Tami Johnson, Kacie Weaver, Debra Slate, and Dean Messina; back row: Terri Helwig, Eric Johnson, Michelle Kowalski, Matt Snyder, Darin Schulz, Justin Jakubowicz, and Bill Michalski

Significant Accomplishments

- Provided \$1,178,753 in support to the Campus in 2014-2015 with \$676,753 in Programs and \$500,000 in Space and Utility support.
- Paid off the loan for the Centre Pointe renovations in the Williams Center basement which will save over \$190,000 in interest expense.
- Continued to manage for right sized operations in an environment of decreased enrollment which included offering an early retirement incentive.

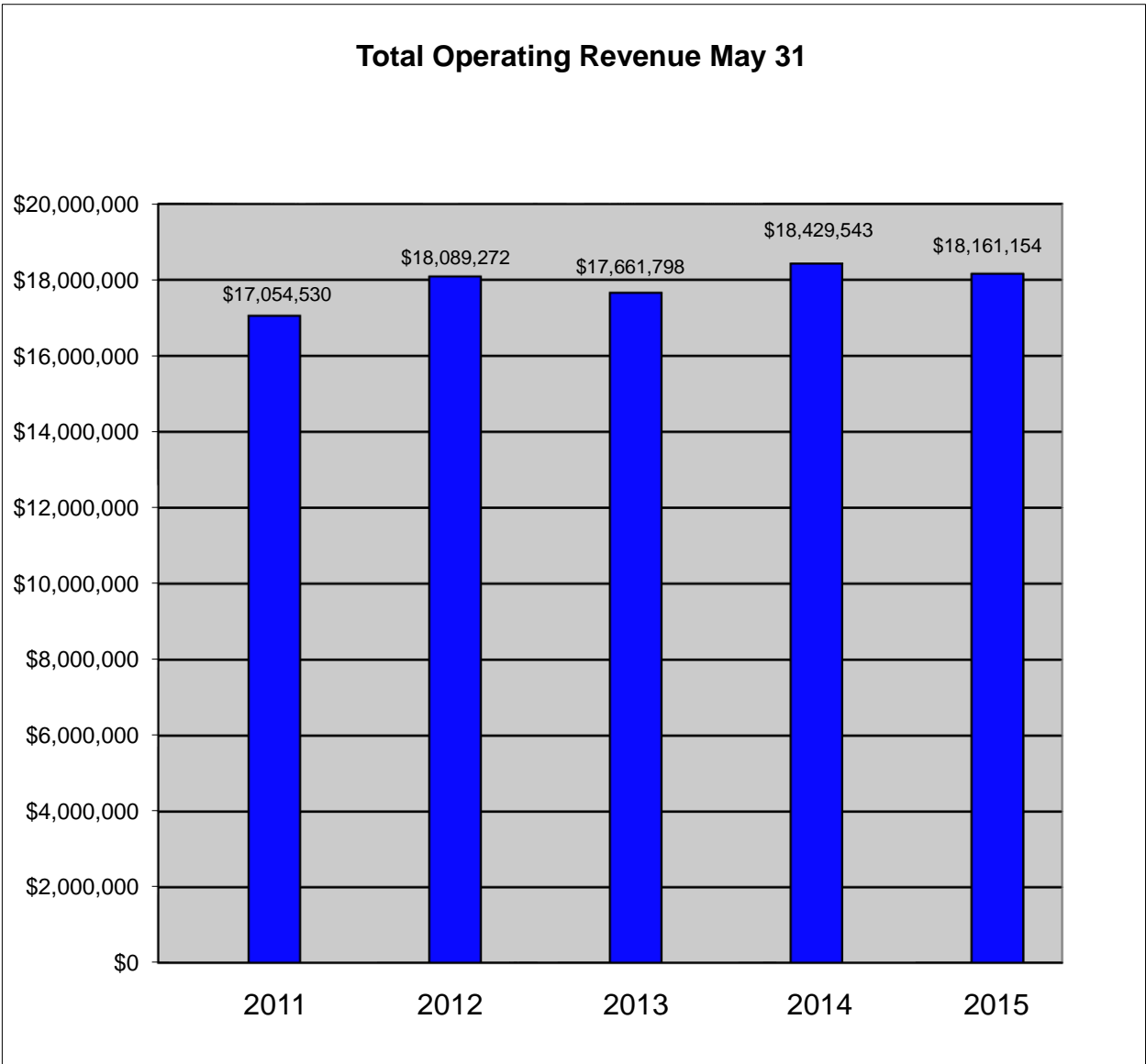
- Developed the 2015-2016 operating budget based on \$18,319,080 in revenue and will return net revenue under expenditures of \$9,310 or - .05%.
- Budgeted a total of \$1,131,515 of support to the Campus for 2015-2016 with \$679,515 in Program allocations and \$450,000 in Space and Utility charge support which includes a \$300,000 special assessment for SUNY budget reductions.

Statistical Data

- Revenue from operations totaled \$18,161,154 representing a 1.5% decrease from the previous year.
- Operating expenses totaled \$17,638,446 which is a 3.1% increase from the previous year.
- Program expenditures, serving 50 campus groups and organizations, totaled \$676,753.
- While providing the high level of support, net results from operating and non-operating activities yielded a decrease in Net Assets of \$155,000.

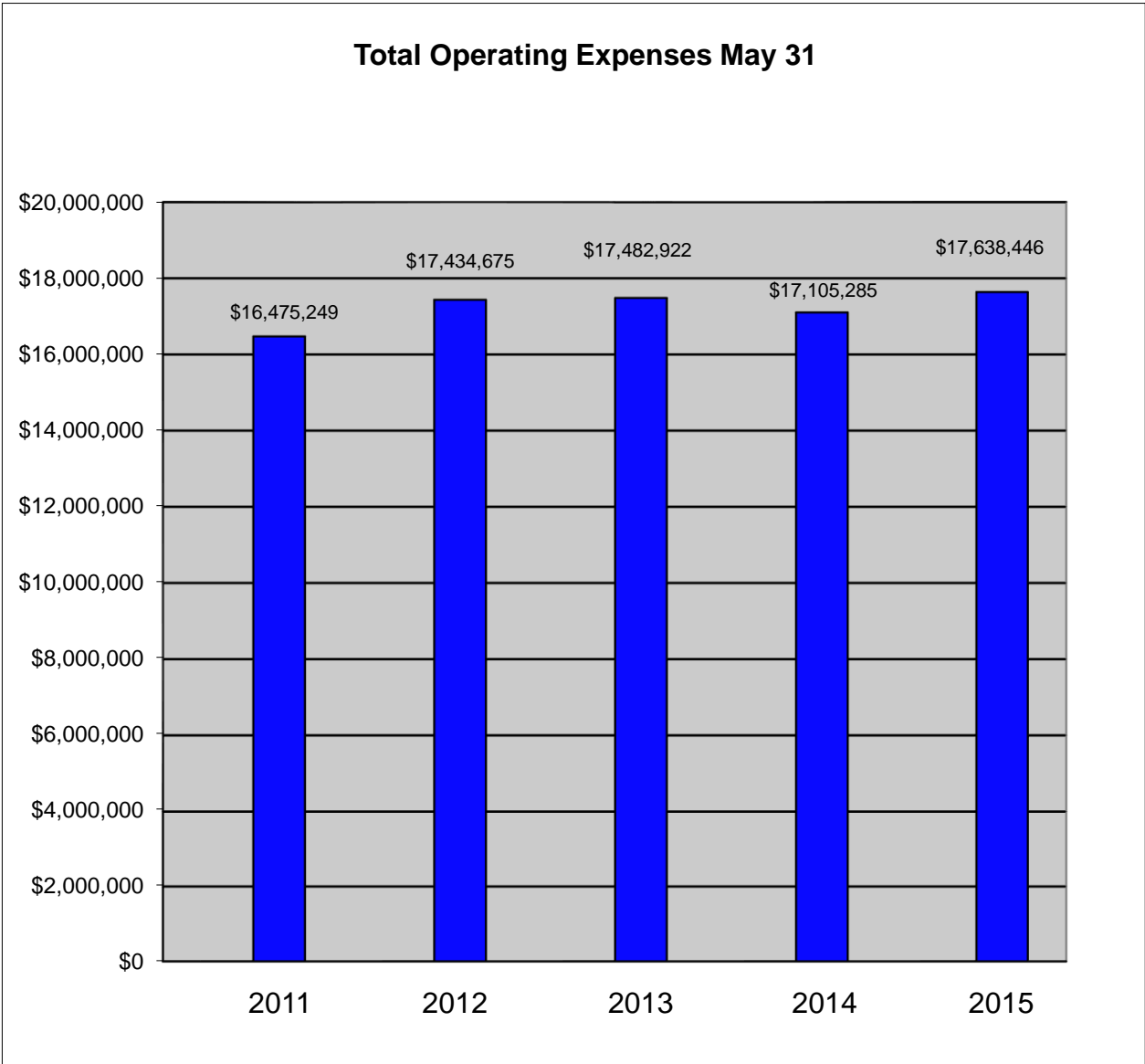
FACULTY STUDENT ASSOCIATION OF THE STATE UNIVERSITY OF NEW YORK
AT FREDONIA

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



FACULTY STUDENT ASSOCIATION OF THE STATE UNIVERSITY OF NEW YORK
AT FREDONIA

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



Assessment Update

Assessment Statement

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

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.
- 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.
- Improve operational efficiency by analyzing labor utilization in services provided.

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, Satellite Convenience Store and a Starbucks Coffee 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, seated: Thomas Sullivan, Kimberly Fancher, Jessica Saletta-Wegrzynowski, Jennifer Rivera, Katie Brown, and Tina Reilly; second row: Kelsie Abbt, Dot Russo, Evelyn Thompson, Sharon Hogg, Nicolette Lamb, Laura Lynden, Louisa Grupa, Tricia DeJoe, and Yvonne Wright; back row: Peggy Hillman, Richelle Stewart, Jocelyn Plaza, Chris Gens, Karie Pencek, Christopher Zenns, Bob Geffert, Jeff McMinn, Michael McNaughton, and Mary Logan

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

The Bookstore operates a full service Starbucks 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 vending machine operations throughout campus that are sub-contracted to The Cuyahoga Group. Retail Operations handles a majority of the service calls and other customer service issues with vending.

The Bookstore, Convenience Store, and Starbucks Coffee staff currently consists of six full-time management employees, six full-time CSEA employees, 13 part-time CSEA employees, and thirty part-time student employees.

Significant Accomplishments

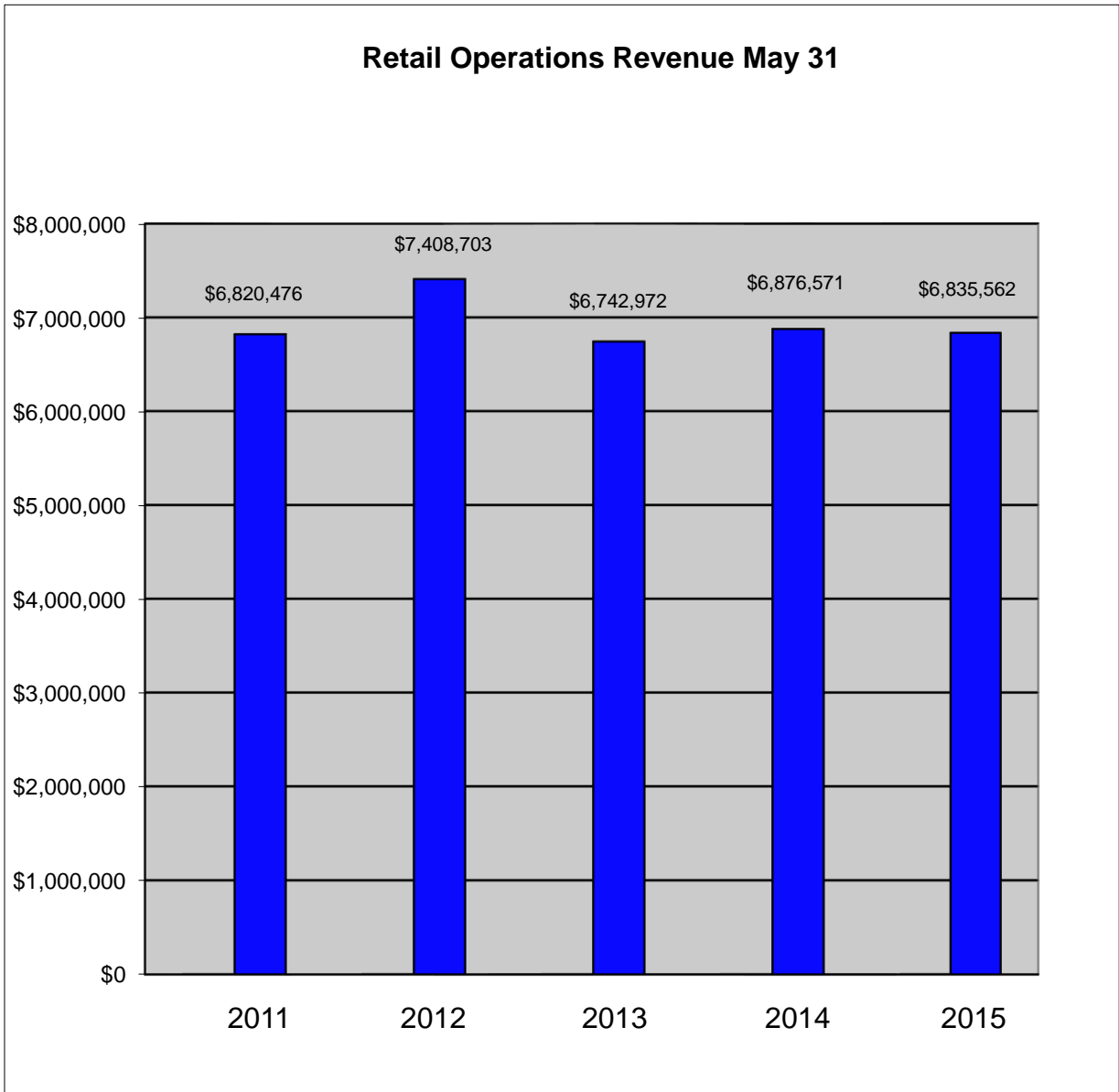
- Enhanced textbook rental program.
- Increased product line for giftware, electronics, clothing, and school supplies.
- Ensured that all vendors of imprinted merchandise complied with the University Trademarks and Licensing Program.
- Revised the product mix of the Dorm Survival Kit.
- Increased sustainability efforts throughout the Bookstore, Starbucks and the Convenience Store to include recycling of all consumables as well as stocking environmentally friendly products when possible.
- Maintained mandates outlined in the Federal Higher Education Opportunity Act.
- To allow students to shop and compare textbook prices, Verba Software was implemented to the www.fredoniabookstore.com website in order to reduce loss of market share.
- Increased product mix from local vendors.
- Replace incandescent lighting with more efficient LED bulbs.
- Introduced *FREDibles* frozen food line in the Convenience Store which are produced and packaged on site in our FSA Commissary.
- Began offering book rentals online through e-commerce site along with campus debit plan, FRED Funds, and Fredonia gift cards accepted as tender.

Statistical Data

- Revenues for the 2014-2015 fiscal year were \$6,835,562 compared to \$6,876,571 in 2013-2014, a decrease of .01%.
- Debit Accounts decreased by 230 participants to 1,534 in fall 2014, from 1,764 in fall 2013.
- Fall of 2014 Textbook Pre-packs totaled 566; an increase of 28.6%.
- Net Revenues decreased 27.5%.
- Operating expenses increased \$100,919, or 1.6%.

FACULTY STUDENT ASSOCIATION OF STATE UNIVERSITY OF NEW YORK
AT FREDONIA

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



Assessment Update

Assessment Statement

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

Assessment Activities

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

The Bookstore stocks a varied amount of textbooks, study aids, course supplies, and miscellaneous merchandise to help enable the general college population 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 Higher Education Opportunity Act.
- Decrease lead time between ordering and receiving of imprinted merchandise.
- Enhance Fredonia imprinted merchandise with increased selection. Work with vendors to decrease minimum orders allowing for less investment in inventory.
- Continue to develop a campus wide marketing program.
- Enhance Starbucks lunch program with increased menu items following Starbucks mandated ingredient guidelines.

- Continue to search for environmentally friendly general merchandise options for the Bookstore.
- 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 FredExpress convenience store in Thompson Hall.
- Look for new and interesting social media marketing opportunities.
- Explore and increase product mix from local vendors.
- Expanding *Fredibles* line of frozen convenience food.
- Evaluate the vending agreement.
- Research e-book vendor partners.
- Review renovation plans for Starbucks.
- Implement Dell computer demos and sales.

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 14 full-time management employees, 13 full-time CSEA employees, 69 part-time CSEA employees, and 175 part-time student employees.



Cranston Marche Staff

From left to right, seated: Emily Howard, Melissa Congdon, Patricia Wilde, Dianna Goodwin, Paula Santangelo, Darlene Thomas, and Brian Tadt; second row: Deb Seavy, Cheryl Smith, Brenda Butler, Tracy Raczka, Ashley Mann, Nancy Rowland, Donald Potter, and David Hartung; back row: Roberta Loomis, Elicia Caverro, Colleen Borgstrom, Felicia Nowak, Matt Furman, Josh Goulding and Mike Neuhaus



Centre Pointe & El Diablo Azul Staff

From left to right, seated: Peter Fedrick, Janice Tubbs, Sandi Buckley, Samantha Hamilton, Rick Kirchenwitz, Nakita Stewart, Rita Zambotti, and Casey Hennessey; second row: Jeannette Guziec, Leslie DeWolf, Roseanne Saeli, Kathleen Alton, Terri Walker, Ashlee Rhoades, Betty Warden, Sharon Domst, Jason Domenico, Tracy Raczka, Tammy Stewart, and Rachel Slaght; back row: Zach Panek, Karin Wheelock, Kathy Lautenslaker, Matt Stinson, Diane Mekus, Allison Kozlowski, Marcie Sievert, Janine Miller, Cindy Holcomb, Kristin Delcamp, and Willie Neallard



Tim Hortons Staff

From left to right, front row: Elizabeth Jurczak, Jessica Pope, Michelle Congdon, Betsy Delcamp, Tiffany Young, and Shanessa Escobar; back row: Jodi Meyers, Jamie O'Brien, Benjamin Tadt, Mike Raimondi, Loretta Dean, and Heike Magdowski-Hawker



Cafés Staff

From left to right: Karen Fisk, Hilary Villafranca, Lesa Drummond, Amanda Redding, Tracy Raczka, Sue Neuhaus, and Lynette Neallard

Significant Accomplishments

- In cooperation with the Vice President of Student Affairs and the FREDFit Committee chartered the first FREDFit Fitness and Wellness program; focusing on the symbiotic relationship between fitness and healthy eating habits.
- Opened TeaRex Café, featuring specialty tea and other drinks; launched a smoothie program in other cafés with significant positive customer response.
- Featured Holiday Dinners and Special Theme Days in Cranston Marche, including a Caribbean Day Celebration, Mardi Gras, Cinco De Mayo and Dessert Lovers Day.
- Service hours and food offerings were creatively adjusted to provide service to EC English and other international students when Dining units have been historically closed during breaks.
- Revamped Cranston Marche's service mode to include a self-serve all-you-care to eat Taco/Nacho Station.
- Established the first Annual FREDChef competition on campus, pairing three teams of three students competing to be the best team of student chefs on campus.
- Tim Hortons Café & Bakeshop continues to exceed expectations and is extremely popular as a dining location.
- El Diablo Azul Mexican Grill remains a popular dining location.

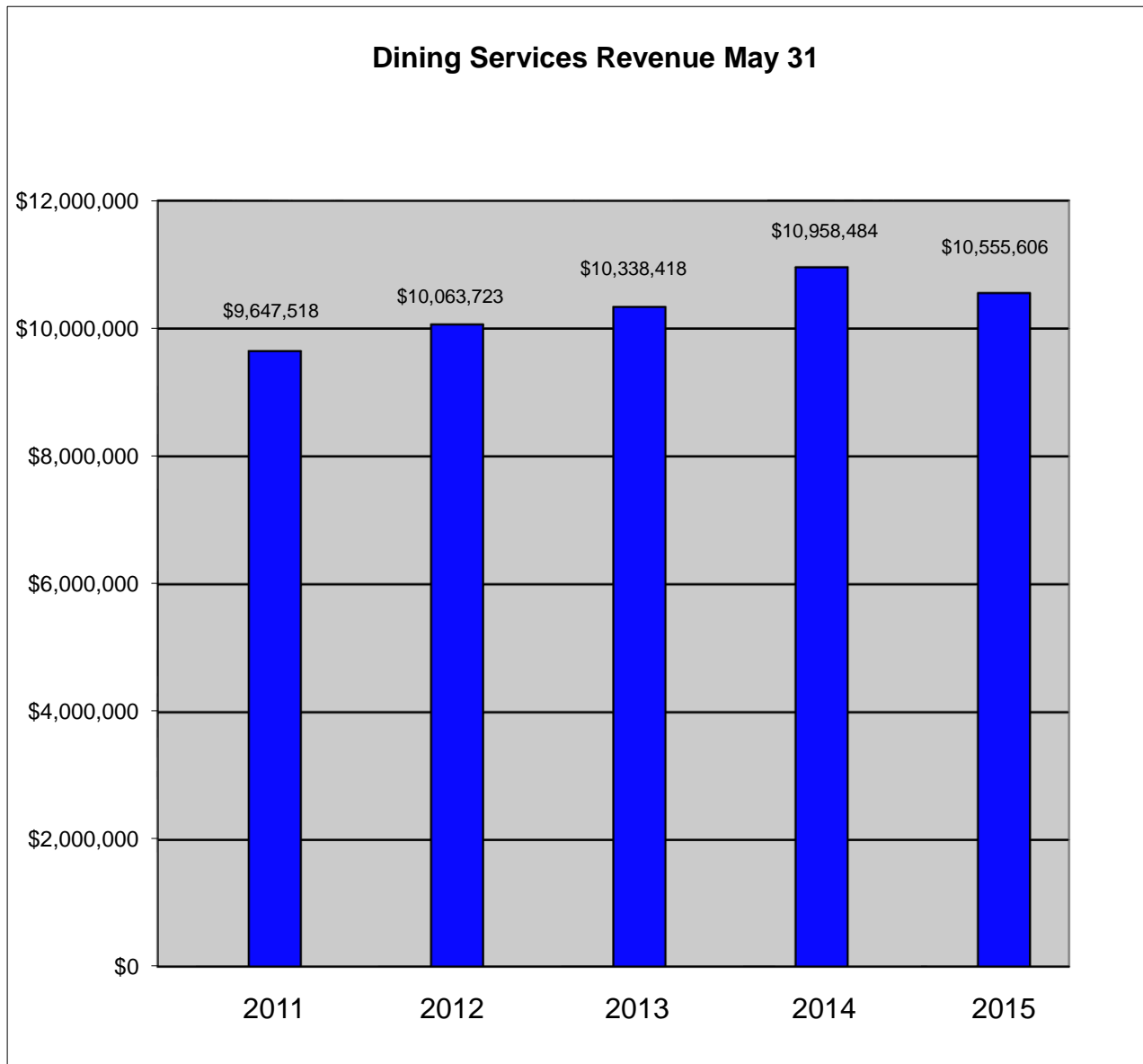
- Cranston Marche menu diversification has continued to reflect customer preferences, including international items, such as a daily offering of sticky rice with an array of popular sauces and accoutrements, and cycle offerings of schwarma and carne asada.
- Demand for catering services by the campus continues as we seek to attract external customers.

Statistical Data

- Self-operated Dining Services revenue for the 2014-2015 fiscal year was \$10,555,606 compared to \$10,958,484 in 2013-2014, a decrease of 3.7%.
- Meal plan enrollment decreased by 98 participants to 3,423 in fall 2014, from 3,521 in fall 2013; a 2.8% decrease for the fall 2014 semester.
- Net Revenues decreased 5.4%.
- Operating expenses increased by \$293,851 or 2.9%.
- In conjunction with our primary food vendor, Maplevale Farms, local food purchases exceed 15%.

FACULTY STUDENT ASSOCIATION OF THE STATE OF NEW YORK
AT FREDONIA

The following chart represents total FSA Dining Services operating revenue by year for each of the past five years, and includes Catering, Cranston Marche, Centre Pointe, El Diablo Azul, FSA Cafés and Concessions, and Tim Hortons:



Assessment Update

Assessment Statement

Ongoing customer preference is for more Points based dining, and grab and go selections. Heightened focus on Cafés, Tim Hortons, Centre Pointe and El Diablo Azul.

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

Maintain current positive fiscal trend through operational efficiencies, in the face of declining enrollment.

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

Explore methods to improve customer service in Tim Hortons, the Cafés, and Centre Pointe.

Assess possibility of expanding Made to Order features in Cranston Marche.

The Sustainability Committee membership provided insight into the bottled water issue and local purchasing initiatives.

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

Evaluated and fine-tuned 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.

- Launch new Science Center Café, evaluate unique menu selections, and adjust to operational changes impacting other Cafés. Creatively meet the challenge of increased volume in Tim Hortons and all Cafés through staff training and necessary enhancements in the infrastructure.
- Continue to fine tune Café menus for freshness and popularity.
- Evaluate stations in Centre Pointe, revamping less popular options and adding new menu choices.
- Maintain menu integrity and portion control in El Diablo Azul to accurately reflect retail counterparts.
- Add special features to Cranston Marche to maintain customer base, such as International menus every Tuesday.
- Maintain current positive catering operations through efficient operations and adding more outside catering to increase revenue.
- Plan short and long-term operational response to the anticipated enrollment decline trend and increased popularity of points.
- Market all units to increase customer awareness via various media.
- Consider alternative management organizational model.
- Develop Operations Manuals for all units.
- Develop training program for all management staff, regular employees, and students.
- Evaluate menu items, recipes, and product specifications to effectively control anticipated significant increases in cost of goods.
- Implement the Dining Services Sustainability Program which includes pre-consumer and post-consumer waste reduction programs, and increased local purchases.
- 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. 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 77 full-time management and CSEA employees, 97 part-time CSEA employees, and 250 student employees.

Significant Accomplishments

- Coordinated Annual Employee Orientation meeting.
- Trained all employees on the "Right-to-Know" law, fire extinguisher use, and workplace safety.
- Maintained Wage Theft Prevention Act Compliance.
- Provided online Workplace Safety training to all management employees.
- Maintained "Lose 10" Wellness Program with quarterly weigh-ins.
- Held Annual Student Recognition Banquet.
- Recognized Employee of the Semester and Years of Service.
- Completed orientation for all new CSEA and management employees.
- Provided a cost savings on health insurance by implementing a higher deductible plan.
- Conducted safety audits in each work location.
- Provided monthly safety, wellness, and management training material.
- Followed 20 grievance procedures.
- Provided information on Smoking Cessation to all employees.
- Provide annual training on Workplace Violence which includes active shooter training.
- Created Facebook Page for FSA employees to provide information as well as recognition.

Statistical Data

- 156 FSA employees attended Annual Orientation Meeting.
- Hired seven new employees.

Assessment Update

Assessment Statement

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

Assessment Activities

- To help ensure fiscal compliance, continuation of the biweekly report of budget vs. actual hours worked.
- Meet regularly 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.
- Prepare review of monthly unemployment experience rating to ensure compliance.
- Assure Department of Labor Compliance by posting information for the Wage Theft Prevention Act.
- 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.

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.
- Continue to work with health insurance broker to provide updated information on Wellness and Smoking Cessation programs.
- 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-CREF representative to provide individual counseling to employees.
- Review examinations for all CSEA positions that require testing.
- Research educational opportunities for Management Staff.
- Provide continued training and protective equipment to decrease work related injuries such as cuts, burns, trips and falls.
- Brainstorm ideas to build morale.
- Implement employee recognition programs.
- Implement ACA reporting requirements.
- Monitor 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.

Significant Accomplishments

- Implemented GET Funds, a new FREDCard online account management solution.
- Redesigned MyFREDCard.com website.
- Expanded Digital Menu Board System to all café locations.
- Evaluated and selected online ordering solution, anticipating implementation in fall 2015.

Statistical Data

- 5,136 add-on online deposits totaling \$392,968.45 through the MyFREDCard.com site.
- 819 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 develop and implement new mobile apps and technologies that will directly benefit customer interaction with FSA.

- Develop FSA mobile apps.
- Implement Tapingo online ordering solution.
- Install new point-to-point encrypted credit card readers with chip card and mobile phone payment (Google Wallet, Apple Pay, etc.) support.
- Streamline processes and information where needed/requested.
- Enhance resiliency/redundancy for mission critical systems.

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

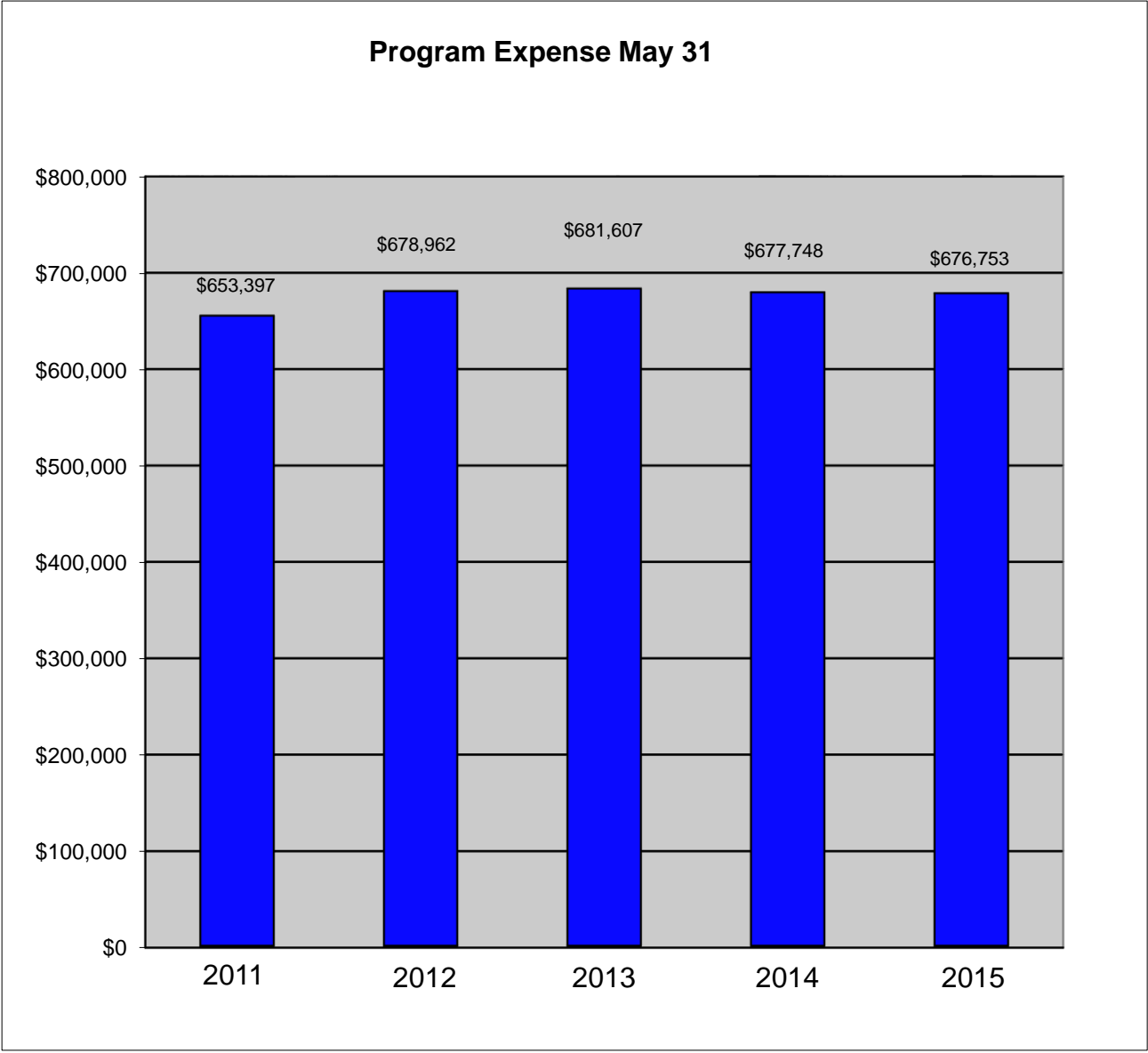
- Coordinated the planning and implementation of all marketing for the 2014-2015 Academic year, which included special events in both Dining Services and Retail Operations.
- Continued to expand social media marketing efforts.
- Presented the FSA/Finance and Administration Services Orientation DVD at the 2014 New Student Summer Orientation sessions.
- Coordinated all 2014 summer conferences, which included: The Quartet Program, two NYSSSA (New York State Summer School for the Arts) programs, the School of Choral Studies, the School of Visual Arts, the Rotary Youth Leadership Academy (RYLA), and both the EDP JEWEL and Upward Bound Summer Programs.
- Continued involvement as emeritus of Chautauqua Leadership Network (CLN).

Statistical Data

- Twelve residential summer programs on campus.
- Ten summer day programs on campus.
- Six residential experiential training programs at the College Lodge.
- Five day experiential training programs at the College Lodge.
- Ninety-nine licensed vendors.

FACULTY STUDENT ASSOCIATION OF THE STATE UNIVERSITY OF NEW YORK
AT FREDONIA

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 2014-2015 fiscal year represented another good year for Fredonia's royalties.

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).
- 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 seminars, sessions and workshops at the regional meeting and the annual conference.
- Continue to foster relationships with faculty and staff via the Special Events Committee and other campus constituents to ensure successful campus experience for our conference groups.
- Continue to monitor, 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 for them at Fredonia.
- Remain an active member of the Chautauqua Leadership Network (CLN) by serving as a committee member, assisting as a facilitator at the retreat weekend, and providing support for the growth of other 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. Starbucks Coffee and FRED-Express increased the food production in Central Prep with new menu items and higher demand.

The Support Services group continued with five full-time management employees, full-time CSEA employees, part-time CSEA employees and student employees.



Support Services/Commissary Staff

From left to right, seated: Linda Willoughby, Christine Sipp, David Lewis, Robert Schwerk, and Karen Bialaszewski; second row: Michelle Abate, Amy Allen, Craig Moore, Toni Bausum, Dennis Kaiser, Ryan Bialaszewski, and Jason Letersky; third row: Fred Tripp, Julie DePasquale, Lindy Stranahan, Tracey Simmons, Bob Watson, Josh Roman, Ron Wasik, John Engwall, and Lisa Williams; fourth row: Kimberly Collins, Jeff Keddie, Gary Wise, Jared Farnham, Mike Makuch, Rob Graham, and Robert Bialaszewski

Significant Accomplishments

- Completed more than 630 work orders.
- Cleaned and maintained all FSA operated facilities.
- Provided Experiential Training for 558 participants in 2014-2015, which reflected a slight decrease from the previous year. UB Student Union returned for the first time since 2009, and Daemen Admissions Office made their first visit.

- Continued to expand operations of Central Prep by adding new items with Starbucks, FREDEExpress, and the Convenience Store.
- Produced frozen meal entrees for sale in the Convenience Store.
- Assisted in the development of the FREDibles logo.
- Developed new recipes for pretzel rolls, flavored cupcakes, Madeleines, Whoopie pies, and rye bread loaves.
- The Bake shop acquired another supplier, American Quality Foods. This will allow FSA to buy gluten free mixes to produce gluten free products.
- The College Lodge hosted a successful Bioblitz and an audit was prepared for FSA by the Roger Peters Institute.
- Windmills were removed and a solar panel system was installed at the College Lodge to replace the windmills that were damaged beyond repair due to weather.
- Repaired the Main Lodge flooring from the water damage.
- The College Lodge successfully hosted its first winter wedding.
- Reworked the Cleaning department schedule.

Statistical Data

- Revenues from Support Services for 2014-2015 totaled \$596,878 compared to \$594,488 in 2013-2014, which is an increase of .4%.
- Operating expenses increased 5.9%.

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 FSA's Experiential Training Program at the College Lodge.

- Update menu choices to meet the ever-changing demands of our customers and maintain product freshness.
- React in a timely manner to meet our customers' expectations.
- Assist in the renovation of our buildings and equipment to meet the changing demands of our customers.
- Expand additional fresh baked items into the Convenience Store, FredExpress, 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, Human Resources has ongoing and detailed interactions with, and provides guidance and advice to all campus employees. Whether supporting recruitment, hiring, onboarding, orientation and employee training efforts, communicating benefit-related information, updating the HR information system, generating reports and notices, vetting grievances, processing personnel and payroll transactions, managing FMLA and Workers' Compensation cases, interpreting contract or policy language, collaborating on policy creation, or advising senior Management on a course of action, Human Resources' work impacts *all* employees at Fredonia.



From left to right, seated: Jodi Rzepka, and Mike Daley; back row: Karen Riedesel, Diane Howard, Leah Betts and Jen Costa

Mission Statement

The core mission of HR 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 providing exceptional and evolving, innovative service in the recruitment, retention and continuous development of a diverse workforce. Our efforts are directed by common values of trust, respect, and promotion of a positive work environment designed to support excellence in teaching, scholarship, research and administration."

Once that best-qualified individual is identified, it is important that HR as an initial and primary campus contact, facilitates the employee's seamless and efficient transition to campus. To that end, orientation commences the newly hired employee's "on-boarding." 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 campus 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 advice, and works to proactively and creatively to solve unique, often non-recurring 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 in 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; mandatory policy creation, 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 insurance, life insurance, etc.); new faculty and staff orientation; employee relations including contract administration, grievances processing and, as appropriate disciplinary action; interpretation of six collective bargaining agreements; advisement of faculty, staff, administrators and supervisors regarding Civil Service law, the SUNY Trustees' *Policies* and other relevant State and Federal laws; Immigration; 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 phone directory; FMLA and Workers' Compensation; renewal process for staff moving toward permanent or continuing appointment; and monitoring the preparation of Performance Programs and Evaluations for all Fredonia employees; processing of all HR functions for the Research Foundation (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 Human Resources Office is staffed by the Director of Human Resources, an Associate Director, an Assistant Director, a Benefits Coordinator, an Office Assistant 3, an Office Assistant 1, 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, listservs, and campus mailing to update employees on such issues as: vacancy announcements, retirement planning, retirement vendor educational seminars, updates to various insurance programs, Civil Service exam information, etc.
- In concert with Academic Affairs and UUP local leadership, successfully negotiated revisions to the Handbook on Appointments, Re-appointments and Promotions (HARP).
- Developed and introduced two new FREDtraining modules to campus. Achieved 86% completion rate for assigned FREDtraining compliance modules.
- Partnered with the Office of Diversity, Equity, and Inclusion to update the Faculty and Professional Staff Search Guidelines.
- Administered a campus-based Retirement Incentive program.
- Updated the Classified Staff Employee Handbook.
- Productively partnered with the newly hired CIO to effect a successful reorganization of the IT department.
- Successfully represented the campus at an Arbitration involving a University Police Officer.
- Continued to respond to an ongoing Equal Employment Opportunity Commission (EEOC) complaint.

- Two department employees secured “Certified Compensation Analyst” status.
- In concert with the PDC and TIAA-CREF, hosted a four-part benefit-related program on Retirement Planning.
- Successfully resolved to an Improper Practice Charge filed with the NYS Public Employee Relations Board.
- Chaired the campus Child Protection Policy Committee.
- Utilized Interview Exchange to conduct 74 searches and trained 225 search committee users.
- Coordinated seven employee benefit consultation days with TIAA-CREF, two days with MetLife, two days with Valic, and two days with the New York State Deferred Compensation Plan. Additionally, each vendor gave one group presentation in the spring and fall semesters affording University staff direct vendor contact and expertise.
- Updated nine benefit brochures representing each bargaining unit. The pamphlets summarize the various benefits provided to employees. The brochures are available to all hiring managers to assist them in their recruitment efforts and also to position Fredonia as an “Employer of Choice.”
- Revised Reporting Services reports to assist university Administration in managing such HR issues as: salary administration, renewal notification, reclassification, ethics compliance and employee renewals.
- Produced the 2014-2015 campus Phone Directory.
- Provided Community Service via active participation on the following committees: SUNY WNY Regional Consortium, SUNY HR Executive Committee Rewards and Recognition Committee, Campus Equity, Diversity and Inclusion Committee, CIO search Committee, Chautauqua Leadership Network, EAP Committee, SUNY Fredonia Federal Credit Union Board, Council for Women’s Concerns, Senate Planning & Budget Committee, Campus and Community Children’s Center Board of Directors, Student Affairs Judicial Board, Veterans Recognition Committee, Professional Development Advisory Board, Professional Development Associates Program, Commencement volunteers, and State Employees Federated Appeal (SEFA) /United Way Committee.
- Maintained positive and professional relations with campus union leadership.
- Achieved 100% compliance with NYS Ethics reporting regulations.
- Partnered with the Office of Diversity, Equity, and Inclusion and the Student Counseling Center to host the second annual Partners-In-Purple event to raise awareness and support for the prevention of Domestic Violence.
- Transitioned the Research Foundation HR into Fredonia’s HR office.

Statistical Data

- Distributed, received and processed 227 SEFA pledge forms that resulted in the campus raising \$41,284.
- Assigned 4,518 FREDtraining compliance modules.
- Conducted two Retirement Incentive (RI) “Open Sessions.” Met with six employees to further discuss the RI. Four employees accepted the RI.
- 112 employees attended a four-part seminar hosted by TIAA-CREF regarding retirement planning.

- Received and filed 707 Performance Evaluations for Classified, Professional and M/C staff.
- Received and filed 324 Performance Programs for Professional and M/C staff.
- Established and monitored 29 Classified staff probations.
- Opened or continued to manage 22 Workers' Compensation cases.
- Processed 3,860 SUNY HR and 179 New York State Electronic Personnel (NYSTEP) transactions.
- Processed 2,500 COS forms.
- Completed 132 pre-employment screens.
- Prepared and distributed 13 separation notices.
- Processed 56 promotions.
- Prepared and posted 74 Fredonia vacancy notices (Classified, Professional and teaching positions) ensuring compliance with appropriate provisions of negotiated Agreements.
- EAP programming for this cycle included: Yoga, Group Fitness, Healthy Eating, Monthly Path to Wellness, Wellness for the Holidays, Smoothie Day and EAP Healthy Kick-Off to Summer.
- Conducted reclassification/salary analysis for 13 UUP-represented positions.
- Reclassified three CSEA-represented positions.
- One professional staff was non-renewed without incident.
- Processed 35 Tax Deferred Annuities enrollments and changes.
- Conducted orientation program for 18 newly-hired colleagues.
- Conducted/created 29 classified employee searches or job announcements.
- Created and distributed 322 bid sheets for internal, classified lateral transfers and promotions.
- Created, distributed and coded 5,400 canvass letters for competitive, classified searches.
- Provided benefit consultations for new hires, retirees and those considering retirement.
- Processed 374 Honorarium requests.
- Ten employees, their dependents and departments were assisted in dealing with Immigration issues.
- Provided 50 Leave of Absence and FMLA consultations.
- 65 employment verifications were conducted for such things as mortgage verification, UUP's Tuition Assistant Program, the Tuition Waiver Program, issuance of ID cards, etc.
- Processed all requests from departments for labels and reports. Provided labels or information from labels printed directly onto mailings for Wellness Committee, SEFA, billing for employee telephone bills, EAP, Secretarial/Clerical Conference, etc.
- The past review cycle witnessed the following Employee Relations actions:
 - Five grievances were filed by CSEA-represented staff. All were informally resolved at step one.
 - Three Notices of Disciplines were filed upon a NYSPBA employee. As of this writing, all cases remain "open."
 - Two grievances were filed by NYSPBA staff. One was withdrawn, and one has been moved to step-2.

- Provided consultation and guidance on Research Foundation Employee Relations matters.
- Three Time and Attendance counseling memos were issued to CSEA-represented staff.
- An “Unsatisfactory” Performance Evaluation notice was issued to a CSEA-represented employee. As of this writing, Fredonia’s action has been upheld at each step of the review process.
- A CSEA-represented employee was terminated following the issuance of a “Last Chance” Time and Attendance Settlement Agreement.

Assessment Update

Assessment Goals

- Successfully distribute and train colleagues on revised search procedure processes.
- Maintain positive relations with all campus unions.
- Successfully implement “On-boarding” module through Interview Exchange.
- Professionally represent Fredonia at a potential NYSPBA Arbitration.
- Successfully hire and integrate into the HR team a Benefits Coordinator.
- Provide leadership to the COS rewrite initiative.
- Continue to represent Fredonia at pending EEOC case.
- Provide first-line supervisory training to Facilities Services staff.
- Produce online benefit orientation for full-time UUP-represented professionals.
- Continue to assume a more comprehensive HR-related role regarding Research Foundation operations focusing on training staff on newly implemented policies and protocols.
- Assist in the development of department Faculty and Professional staff Handbooks.
- Continue to utilize FREDtraining compliance training modules, striving for compliance of 100%.
- Continue to provide timely and accurate benefit advice and problem resolution for University staff.
- In partnership with Facilities Services, complete Green Cleaning training program and conduct said program for all Custodial staff.
- Produce 2015-2016 campus Phone Directory.
- Continue to provide advice and guidance to campus Management on ITS reorganization.
- Conduct, in partnership with the PDC and VALIC, a Financial Literacy Series for all campus staff.
- Provide leadership to both the SUNY HR Committee and the WNY HR Directors Consortium and support campus initiatives via participation in various committees.
- Enhance Reporting Services to the campus.

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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 the State University of New York at 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 distribution of paychecks for the purpose of reviewing employment and payroll procedures, periodic review of authorized cash handling/cash collection sites, periodic review of procurement card activity, issuance of periodic Internal Control *Fast Facts*, bank verification of Fredonia accounts, and analysis of revenue and expenditures within various IFR accounts. The Director of Internal Control is the TouchNet Marketplace Chief Administrator, the campus FOIL Officer, and the campus Records Management Officer (RMO). In addition, all new IFR custodians are trained on the proper handling of funds and the biweekly Student Association payroll is reviewed and monitored.

Annual required reporting to the Office of the University Controller includes the preparation of the Internal Control Program Status Report, the Internal Control Certification signed by the President in response to Division of Budget (DOB) Policy B-350, the Office of the State Comptroller (OSC) Accounts Payable Advisory #28, and the annual 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, and the Research Foundation online computer systems. The Director of Internal Control chairs the campus-wide Internal Control Committee and the campus-wide Trademarks and Licensing Committee. The Director is also the co-chair of the campus-wide Information Security Program Team, the E-Discovery Response Team and the campus-wide Policy Advisory Group, in addition to being an active member of various other campus-wide committees, including but not limited to the Council for Women’s Concerns, Clery Act Committee, FPAC and Building Safety Coordinators.

Significant Accomplishments

- Conducted semi-annual Internal Control Committee meetings.
- Maintained the Internal Control Program structure and followed the established timeline for major events.
- Completed one scheduled Internal Control review.
- Distributed Internal Control brochures related to paychecks and the general Internal Control environment.

- Updated the Internal Control Brochure
- Successfully submitted responses to multiple FOIL requests.
- Reviewed cash handling procedures in multiple departments.
- Maintained a fully functioning Internal Control Program.
- Maintained and expanded the TouchNet Marketplace by successfully developing over 166 uStores and two uPay sites to date, totaling over 37,000 transactions and \$5.3 million in collected funds.
- Continued assisting SUNY Legal Counsel in the completion of a SUNY-wide e-discovery RFP.
- Chaired the Internal Control Committee, chaired the Trademarks and Licensing Committee; co-chaired the Policy Advisory Group; assisted in drafting the campus Child Protection Policy; currently serving as the Child Protection Policy Point Person (CPPPP).

Statistical Data

Marketplace Web Credit Card Payments								% Increase/Decrease from Prior Year
Month	2008-09	2009-10	2010 -11	2011-12	2012-13	2013-14	2014-15	
July	n/a	\$1,592.00	\$14,298.34	\$38,924.29	\$48,274.46	\$26,477.99	\$52,476.02	50%
August	n/a	127.00	5,815.00	20,211.94	20,760.43	112,939.71	70,377.19	-38%
September	n/a	4,598.00	16,698.64	17,699.09	230,384.75	42,303.29	43,846.60	4%
October	n/a	13,596.00	154,350.00	113,504.98	96,595.33	89,187.97	38,111.59	-57%
November	n/a	2,335.00	9,934.64	145,925.14	160,676.16	184,706.92	149,826.70	-19%
December	n/a	8,096.00	19,547.34	17,253.47	65,269.17	102,248.65	45,948.24	-55%
January	n/a	30,075.65	147,979.99	162,676.76	135,192.15	54,775.80	55,320.51	1%
February	n/a	5,241.60	35,490.81	96,429.62	71,320.58	99,856.61	83,057.31	-17%
March	n/a	3,510.00	64,909.13	98,529.67	155,344.18	88,923.86	108,693.41	22%
April	n/a	104,823.00	92,913.11	145,616.98	141,787.67	96,408.07	109,175.95	13%
May	2,204.00	68,778.00	73,218.62	86,500.62	124,989.71	102,269.28	46,335.25	-55%
June	790.00	46,995.50	60,174.71	55,193.91	64,412.87	69,210.07	39,868.26	-42%
TOTAL	\$2,994.00	\$289,767.75	\$695,330.33	\$998,466.47	\$1,315,007.46	\$1,069,308.22	\$843,037.03	
Net Change		9578.28%	139.96%	43.60%	31.70%	-18.68%	-21.16%	

Marketplace Webcheck Payments								% Increase/Decrease from Prior Year
Month	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	
July	n/a	\$12.00	\$332.00	\$494.00	\$460.00	\$985.70	\$155.70	-84%
August	n/a	11.00	367.00	524.00	533.00	5,177.43	1,949.60	-62%
September	n/a	121.00	335.00	453.00	563.00	123.81	1,141.50	822%
October	n/a	186.00	424.00	373.00	481.00	4,581.30	1,667.90	-64%
November	n/a	89.00	395.00	394.00	378.00	9,656.35	9,484.85	-2%
December	n/a	98.00	361.00	447.00	532.00	5,544.35	553.33	-90%
January	n/a	227.00	492.00	570.00	477.00	4,336.71	5,369.10	24%
February	n/a	156.00	448.00	596.00	495.00	11,957.84	6,242.70	-48%
March	n/a	189.00	411.00	405.00	351.00	3,520.90	7,825.70	122%
April	n/a	1,002.00	755.00	847.00	708.00	11,175.70	22,448.10	101%
May	23.00	776.00	706.00	701.00	992.00	7,513.48	4,311.55	-43%
June	3.00	668.00	669.00	623.00	672.00	2,905.20	2,037.02	-30%
TOTAL	\$26.00	\$3,535.00	\$5,695.00	\$6,427.00	\$6,642.00	\$67,478.77	\$63,187.05	
Net Change		13496.15%	61.10%	12.85%	3.35%	915.94%	-6.36%	

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 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. In addition to responding to the requirements for structure and documentation of the Internal Control Program, this schedule also serves to emphasize the continuity of this Program by immediately providing for establishment of projected timeframe for follow-up.

Throughout the past fiscal year, mandatory internal control reviews of pre-determined high risk areas, paycheck audits, and other activities were conducted as noted above. Recommendations were issued where weaknesses were detected and/or improvement opportunities noted. Timelines for implementation of recommendations were established with individual departments along with projected timeframes for follow-up by Internal Control. Implementation of these recommendations reduces the likelihood that errors or irregularities will occur that could prevent the successful achievement of our goals and objectives. All audit findings and recommendations were also included in the Internal Control progress report prepared, and submitted as required, to System Administration as well as the Internal Control Summary that accompanied the Internal Control Certification signed by the President. The OSC Accounts Payable Advisory # 28 which required evaluation of the adequacy of controls over the payment process in Purchasing and Accounts Payable for travel and non-travel expenditures was also completed.

Assessment Goals

- Increase awareness of our Internal Control Program.
- Conduct program reviews as required by System Administration.
- Oversee random reviews of procurement 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.
- Develop and issue informative *Fast Facts*.
- Attend applicable conferences, trainings and seminars.
- 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
 - AIT
 - 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
- Alumni Affairs
- Research Foundation
- EDP
- Student Association
- Fredonia Technology Incubator
- Youngerman Center
- Psychology Department
- Sociology Department

University Services

- **Campus Photocopy Services**
- **Central Receiving**
- **Central and Mechanical Storehouses**
- **Contracts/Agreements**
- **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 include the following offices:

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



From left to right: Terry Tzitzis and Jody Myers

Mission Statement

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

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

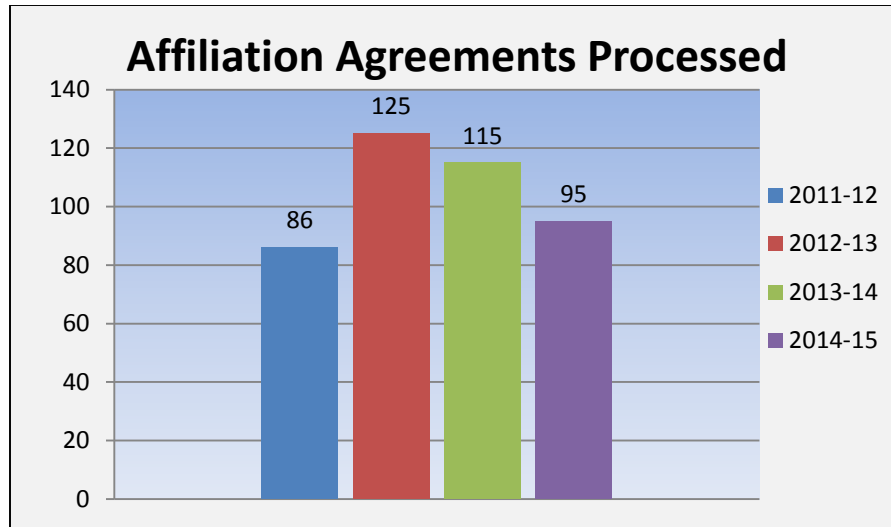
Equally important, University Services has gained from these very students that we are teaching. The statement "as a community of learners, we must respect both individual and cultural differences" reminds us that we too have learned so much from our students.

Annual Report

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

Significant Accomplishments

- Prepared and issued bids and contracts for assorted campus-wide services.
- Reviewed and approved 95 affiliation agreements for the campus.
- Bid for Internet Service to the campus with a savings to the campus.
- Numerous equipment bids/Purchase Orders for new the Science Center.
- Processed software/miscellaneous agreements.
- Involvement with the Campus and Community Electronic Recycling Day.
- Involved in the SUNY initiative of Shared Services.
- Involved with the Administrative workshops for campus departments.
- Member of the Board of Directors of the SUNY Purchasing Association.
- 1st Vice President of the Upstate New York Region of the National Association of Educational Procurement.
- Attended the National Association of Educational Procurement (NAEP) national conference and was awarded the National Distinguished Service Award.
- 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 and Chair of the Credit Committee.
- Member of the Sustainability Committee.



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.
- Completion of combining Central and Mechanical storehouses.

Assessment Goals

- Continue working with the Western NY Shared Services group for cost reductions on services and products.
- Campus representative for the implementation of SciQuest procurement initiative undertaken by the Western NY campuses on behalf of SUNY.

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 nine photocopy centers situated across campus to meet the needs of our faculty and staff. Their locations are:

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



Carol McKinnis

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.

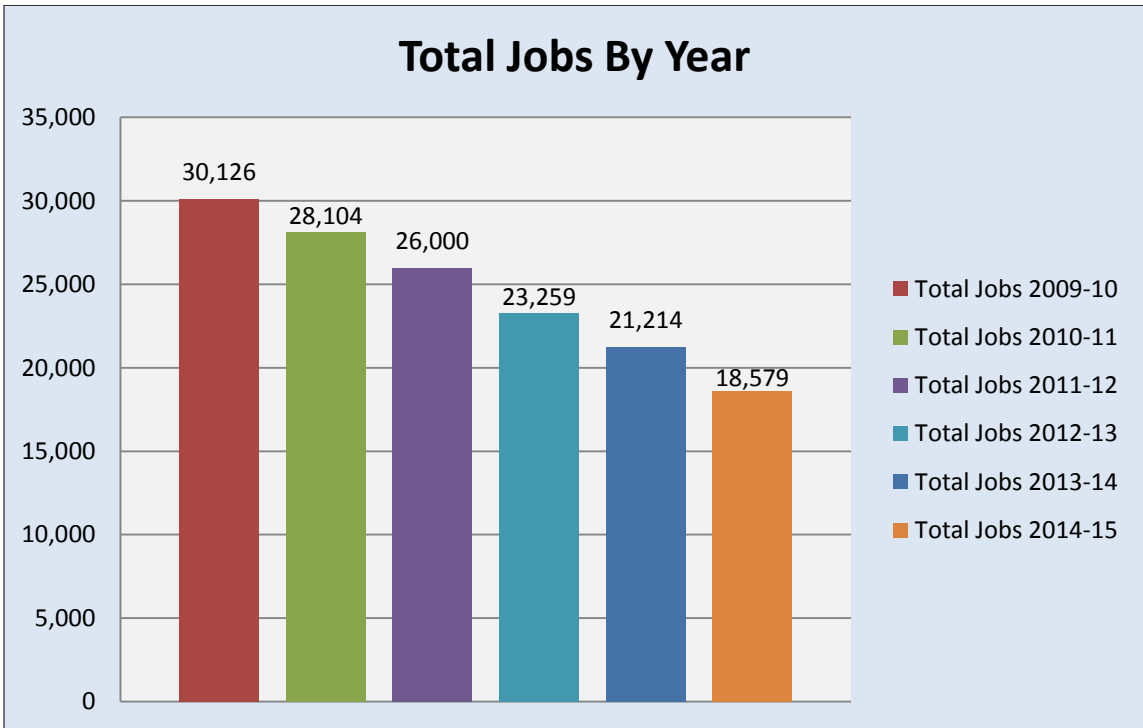
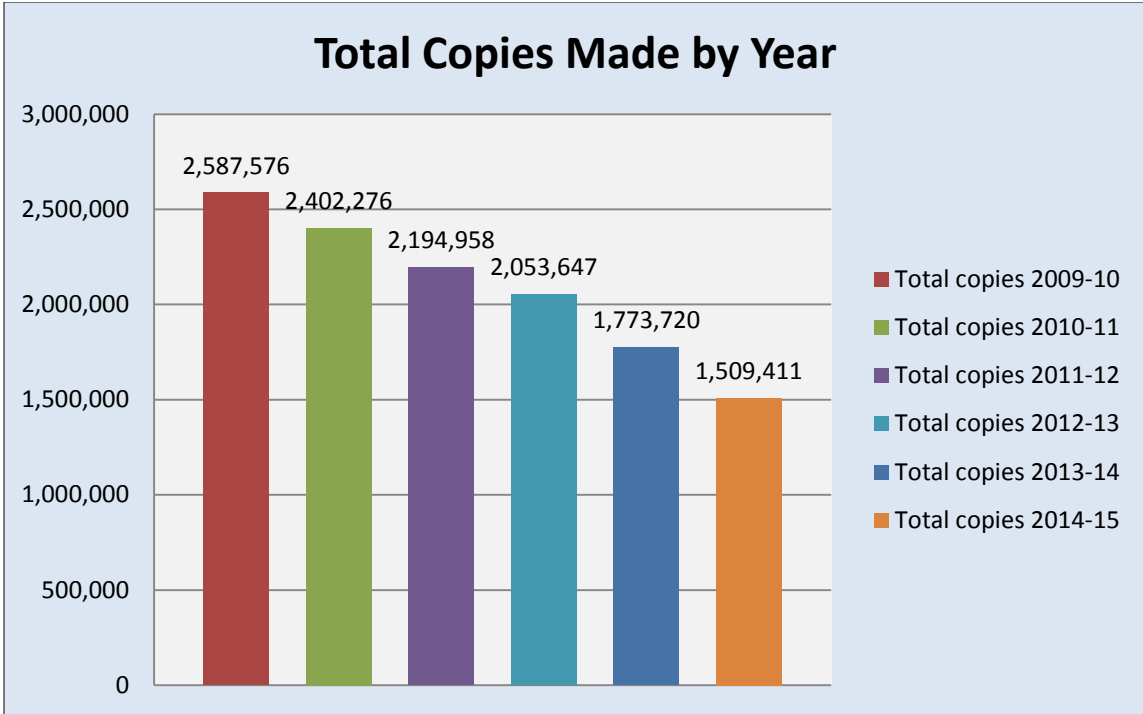
The Campus Photocopy Services Department is staffed by a full-time Office Assistant 1 (formerly titled Clerk 1) and three part-time Green Thumb workers.

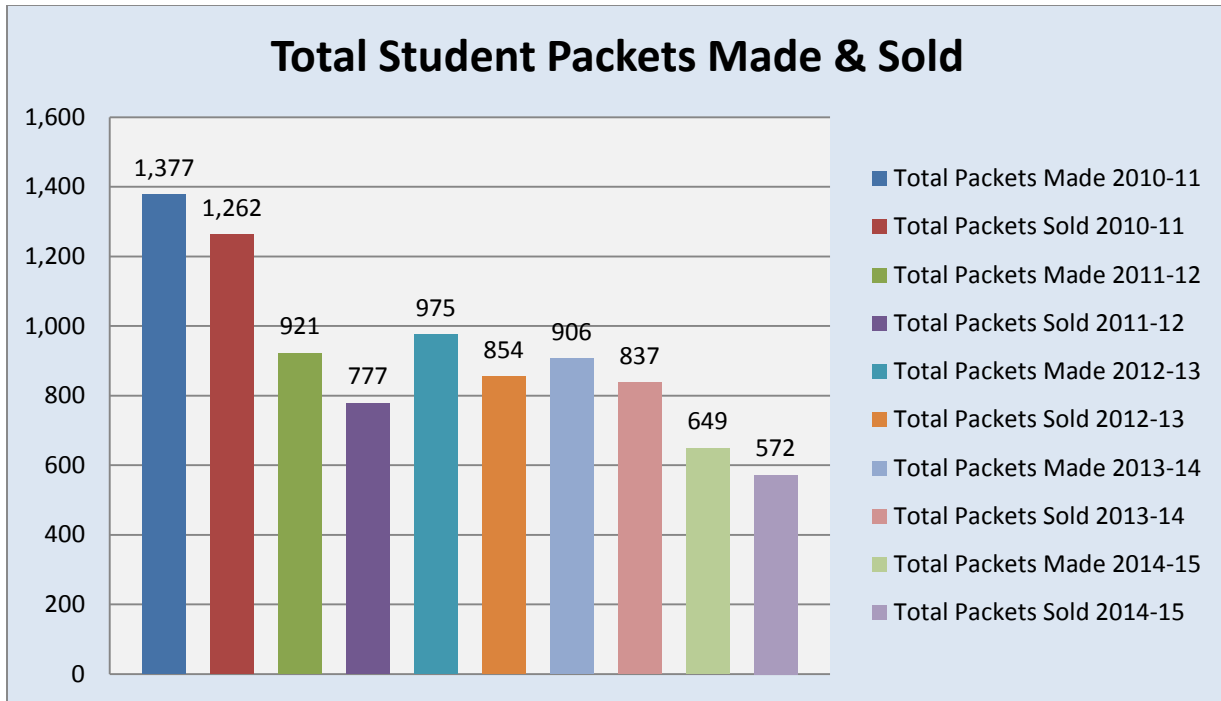
Significant Accomplishments

- Maintained cost to departments at same level as 2013-2014.
- Replaced one campus-wide copier with digital capabilities.

Statistical Data

- Reduction of photocopies made in 2013-2014 of 15.78%.
- There were 18,579 jobs with 1,509,411 copies made at the centers this year.
- We made 649 student packets, and we sold 572 packets this past year; this represents a decrease of 28% in packets made, and a decrease of 12% in packets sold.





Assessment Update

Assessment Statement

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

Assessment Activities

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

Assessment Goals

- Upgrade Thompson Hall photocopy equipment that is over five years old to provide un-interrupted service to our customers.
- Reduce the number of photocopies/cost.

Central Receiving

Annual Report

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

The Stores Clerk 1 had left the receiving department in January 2015 to accept a new position in the Thompson Hall Copy Center. We hired a new Stores Clerk 1, now titled Office Assistant 1 (Stores/Mail) in March 2015 to fill the vacant position.



From left to right: Mason Riggle and Chris Frommer

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

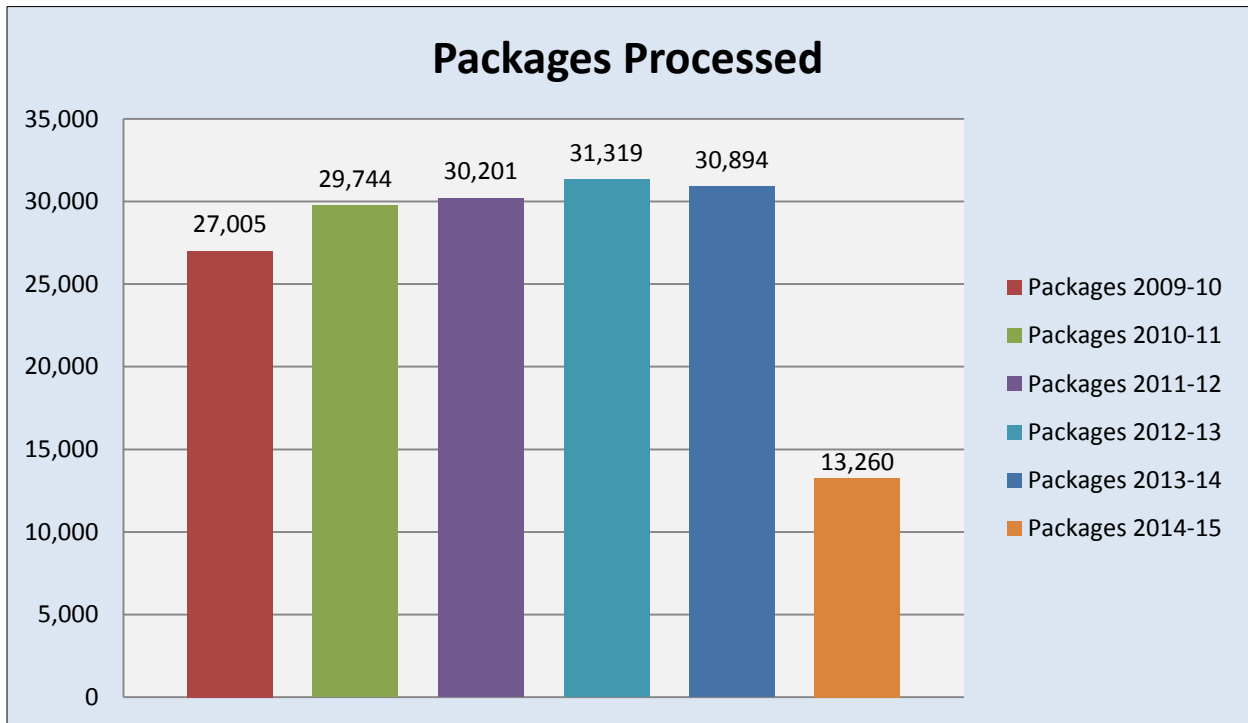
Significant Accomplishments

- There were 13,260 packages received.
- There were two truckload deliveries received.

Statistical Data

- UPS packages received: 7,478
- Federal Express, Ground, Home packages received: 2,064
- Prestige and Velocity packages received: 1,126
- Miscellaneous deliveries 22 **
- Common carrier packages received: 2,592
- Truckload deliveries: 2**

** Note: Truckloads and Miscellaneous 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.
- Central Receiving, Stores Clerk 1 position vacant due to acceptance of another position on campus.
- New Stores Clerk 1 was hired, now titled Office Assistant 1 (Stores/Mail).

Assessment Goals

- Improve delivery performance.
- Evaluate area for cost reductions.

Central and Mechanical Storehouses

Annual Report

The Central Storehouse consists of custodial and office supplies and is responsible for over 286 SKU items with a value of \$157,252.19 at the end of June 2015. The custodial and office supply inventory had decreased by 27%.

The Mechanical Storehouse is responsible for over 2,100 SKU items with a value of \$269,024.28 at the end of June 2015. 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 37%.

The process of combining both storehouses was completed into one area within the existing space constraints of Central Receiving to afford the efficient distribution of supplies.

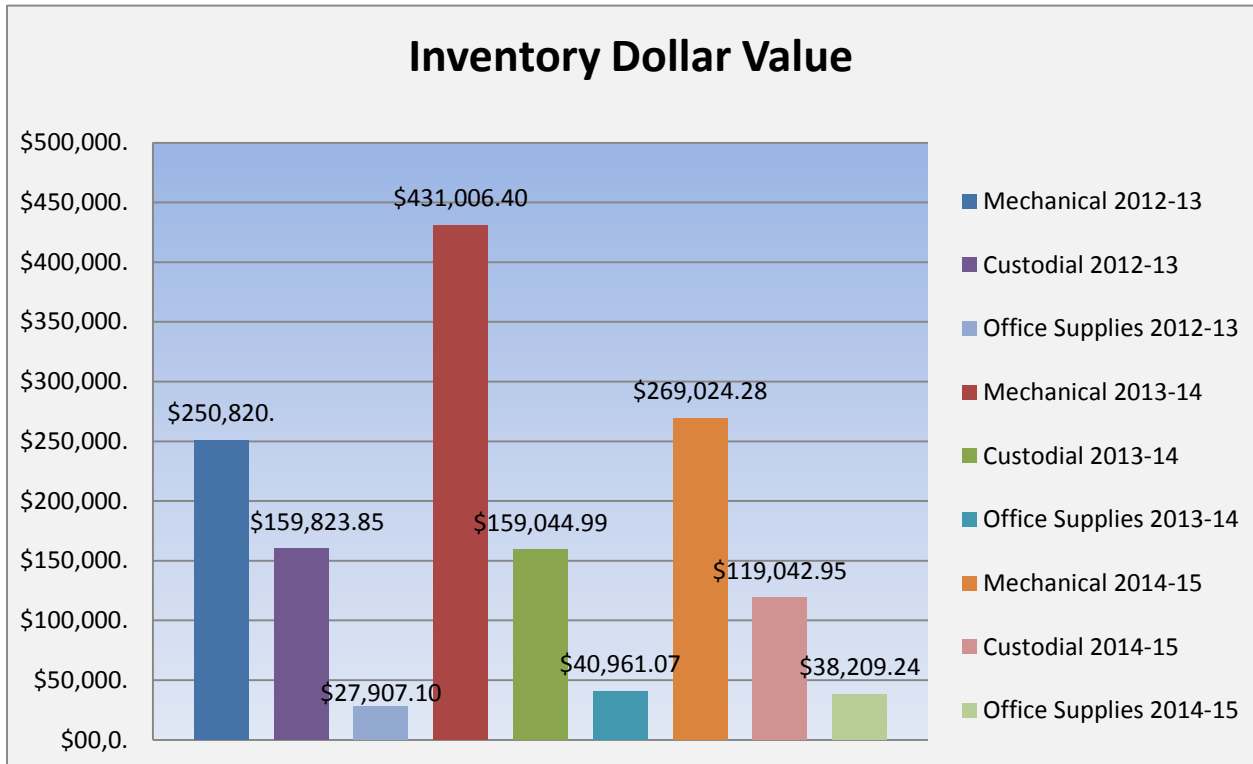
The Central and Mechanical Storehouses are staffed by the Central Receiving personnel.

Significant Accomplishments

- Office supplies inventory items decreased by 7.2% over fiscal year 2013-2014; this brought the inventory to \$38,209.24.
- Custodial supplies inventory items decreased by 24% over fiscal year 2013-2014; this brought the inventory to \$119,042.95.
- Mechanical supplies inventory items decreased by 37.6% over fiscal year 2013-2014; this brought the inventory to \$269,024.28.

Statistical Data

- Mechanical supplies inventory: \$269,024.28.
- Custodial supplies inventory: \$119,042.95.
- Office supplies inventory: \$38,209.24.



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 our inventory of supplies.

Assessment Goals

- Reduce inventories.

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

During this past year we have seen the promotion of the Principal Clerk who oversaw the Mail Services unit, to the position of Office Assistant 3 in Property Control. The new Mail Supply Clerk 1, now titled Office Assistant 1 (Stores/Mail) was hired in October, 2014.

Significant Accomplishments

- Deliveries are made to 80 departments and 13 dormitories while five other departments pick up their own mail.
- There were eight student workers for the fall and spring 2014-15 semesters.
- In accordance with Internal Control's Mailroom Security, the annual training session was held in October 2014. 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

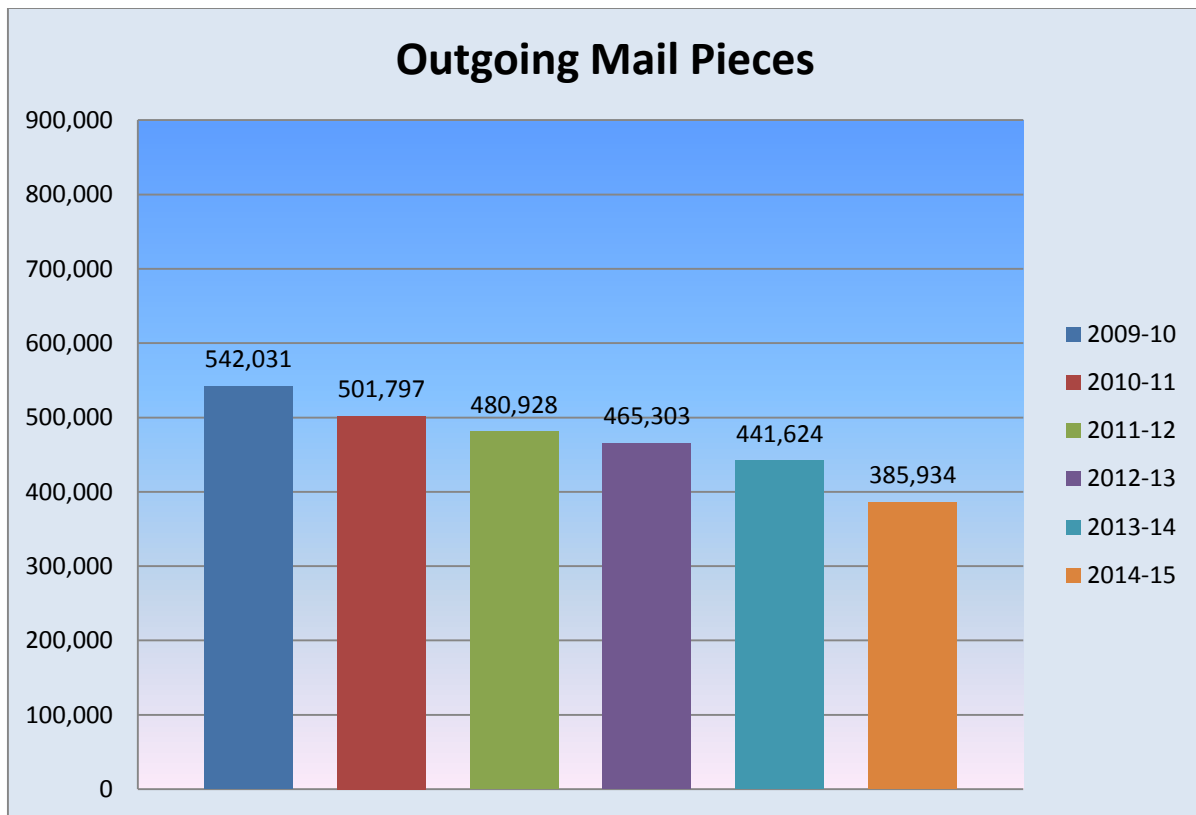


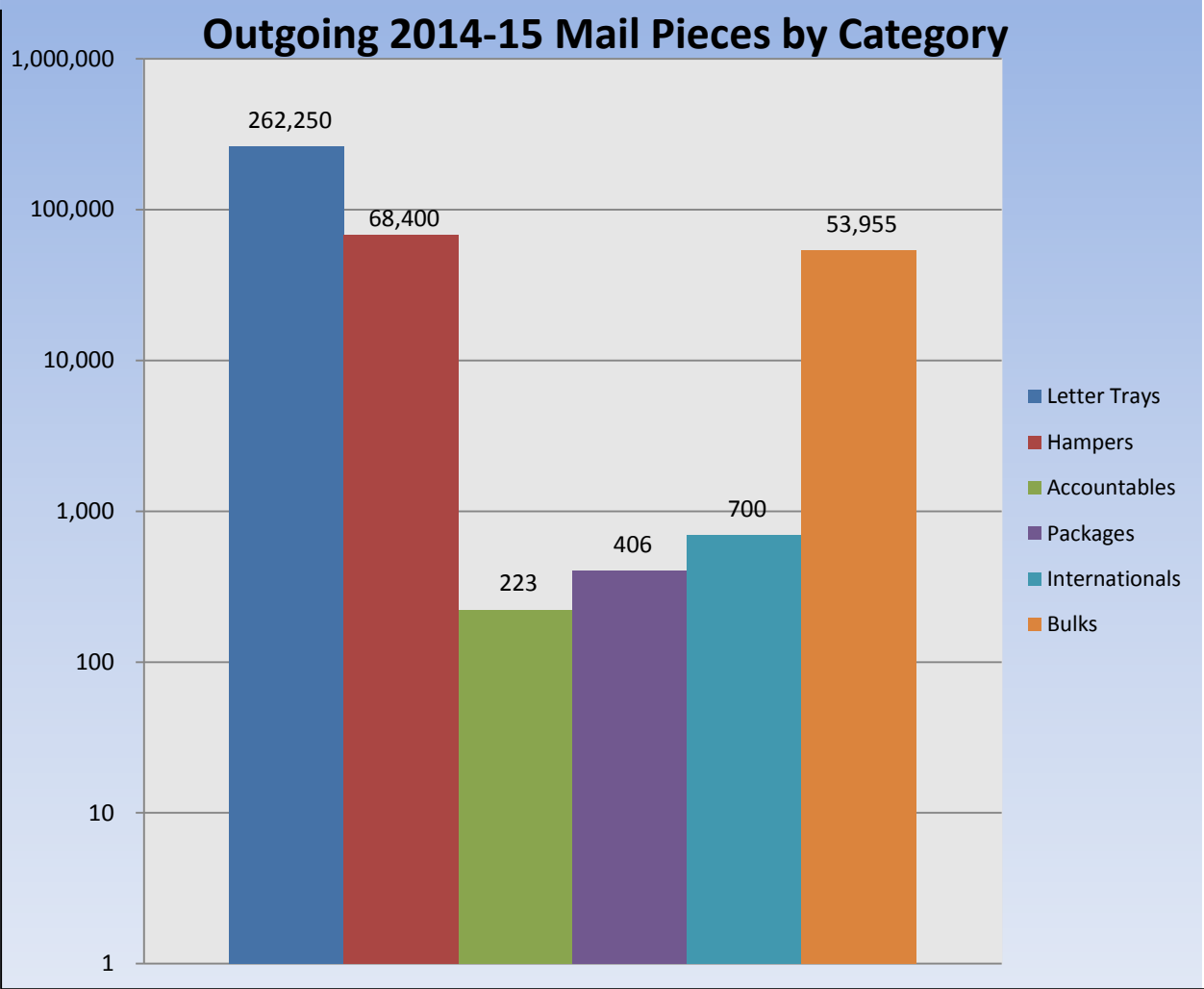
Nicole Raynor

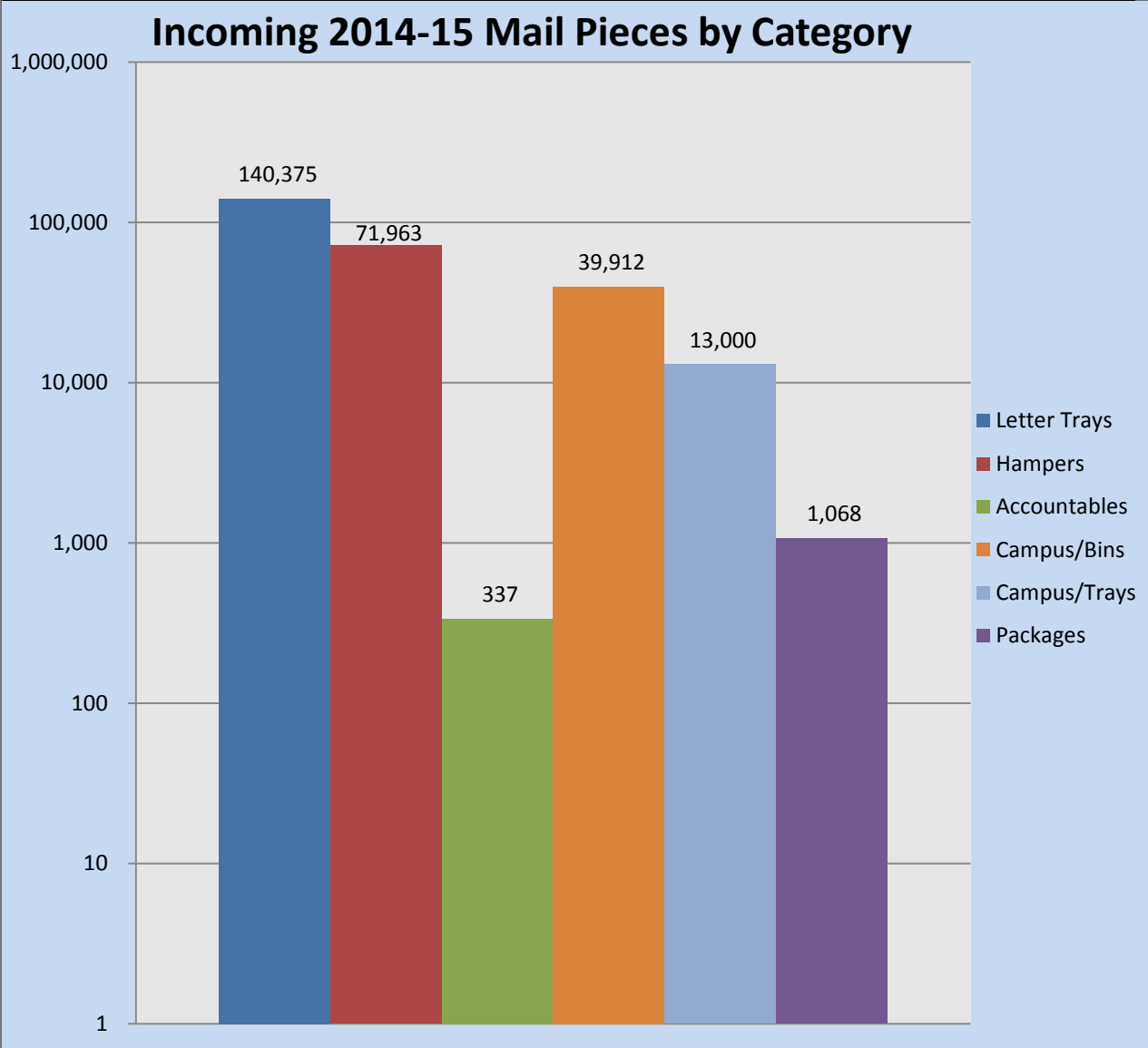
emphasis on sorting mail to the correct department. All Mail Services employees, (state staff and students) are required to attend.

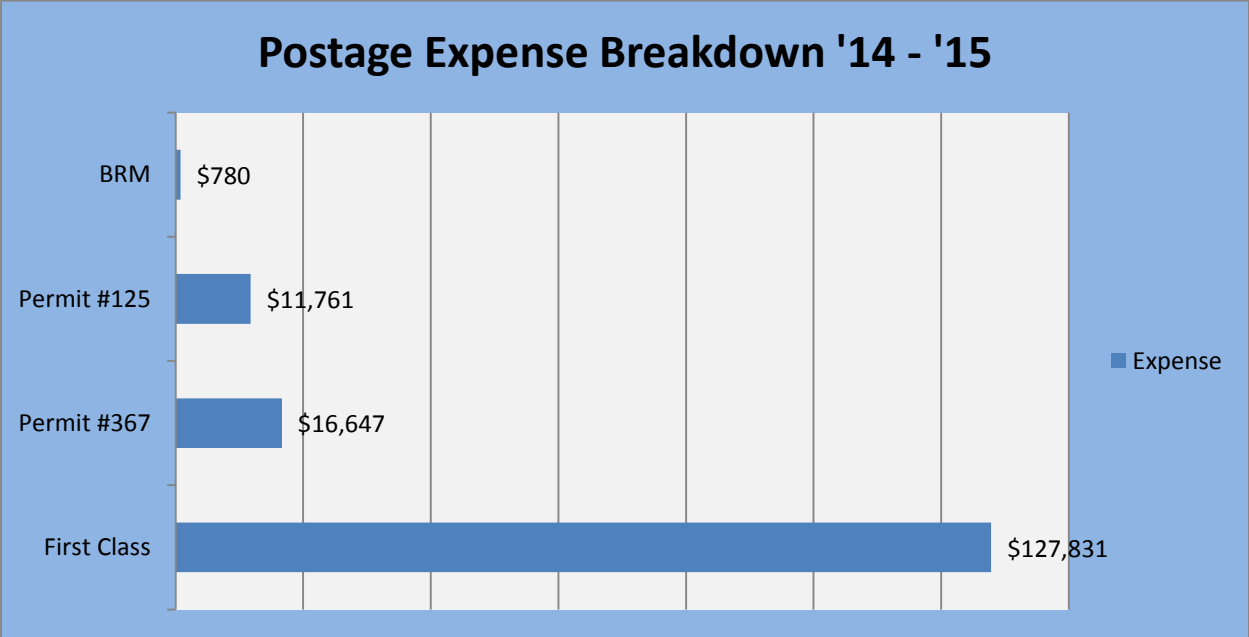
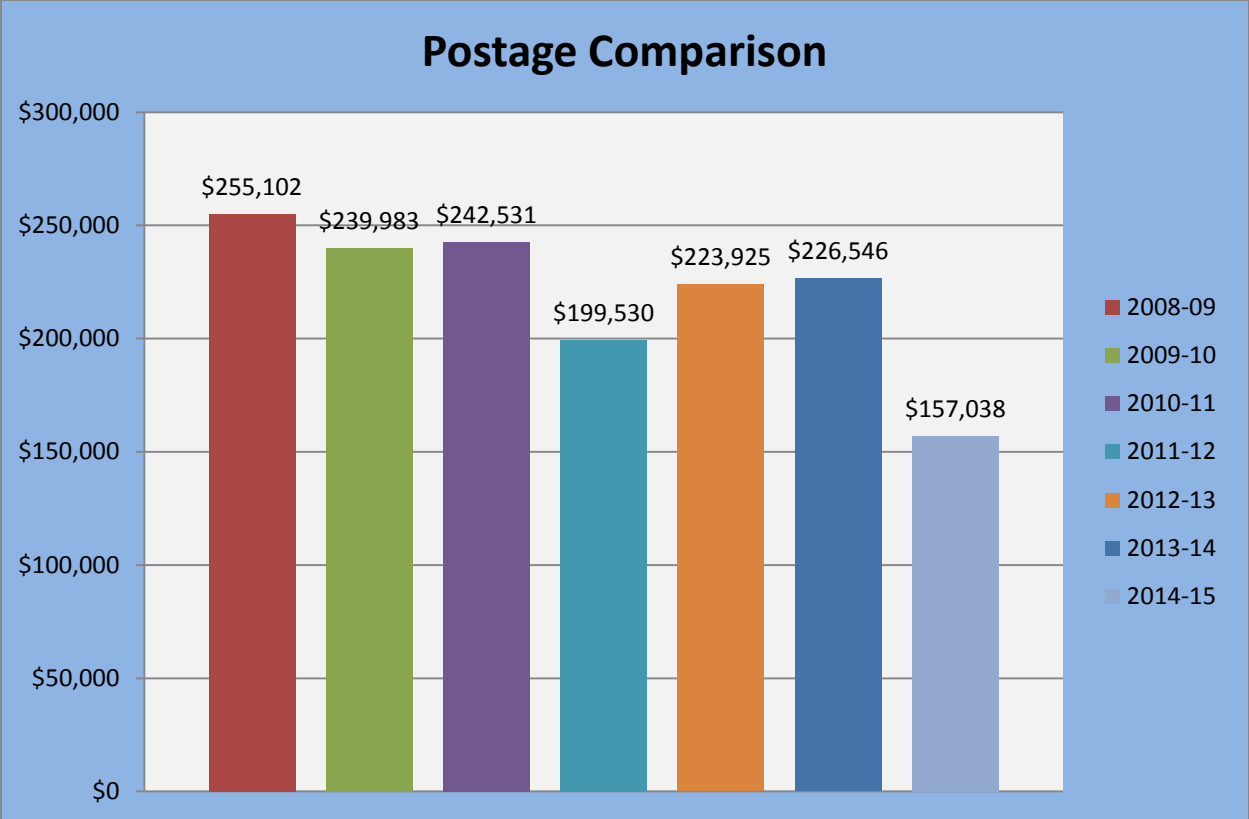
- Mail rates increased effective June, 2015. First class postage is now \$.485 for a one ounce letter (metered mail) and \$.98 for a one ounce flat with each additional ounce costing \$.22. International rates (one ounce letters) are \$1.20 and other mail class rates have also increased. Commercial Base Pricing is no longer available.
- Replaced our outdated Pitney Bowes mailing equipment with a new Lineage (Hasler) IM 6000 mailing system.

Statistical Data









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

- Overall Postage Expense (2014-2015)
\$157,037.61

Postage Expense – Increase or Decrease (%)

226,545.85	13 – 14		
<u>157,037.61</u>	14 – 15		
69,508.24			
<u>69,508.24</u>			
157,037.61 =		0.4426	
	X	<u>100</u>	
		44.26 =	Decrease of 44.26%

- Estimated Incoming pieces Totals:

212,338 trays	
52,912 bins	
337 accountables	
<u>1,068</u> packages	
	266,655
- Total outgoing pieces (1st class and 3rd class)

331,979 1 st	
<u>53,955</u> 3 rd	
	385,934
- Total incoming and outgoing pieces

266,655	
<u>385,934</u>	
	652,589
- Estimated Intra-Campus Mail pieces 61,702

- Total pieces handled per day
 61,702 (intra-campus per year)
 + 652,589 (federal per year)
 714,291

Yearly total 714,291
 Days 249 = 2,869 pieces per day

Statistical Averages

Overall the mailroom processed approximately 385,934 pieces of outgoing mail. This is a combination of approximately 331,979 pieces of first class mail and 53,955 pieces of other and standard bulk mail. The staff also received, sorted and delivered approximately 266,655 pieces of incoming federal mail and 61,702 pieces of intra-campus mail. In total, the mailroom staff handled about 714,291 pieces of mail this year. On average about 2,869 pieces of mail are handled daily.

Assessment Goals

- Continue to educate campus community on cost saving ideas for mail design and postage.
- Instruct interested departments on the qualifications and advantages of bulk mailings and how to prepare them.
- Strive to improve sorting accuracy and to make departmental deliveries promptly and accurately.
- Update website to include correct mail addressing for students, parents and departments. Also add more information on preparing cost effective mail and bulk mailings.

Park and Ride

Annual Report

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



From left to right in front: Jim Schwerk, John Schmidt, and Jim Pinkowski; in back: Tim McGraw, Jim Oddo, Tom Taylor and Gil Uhlendorff

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

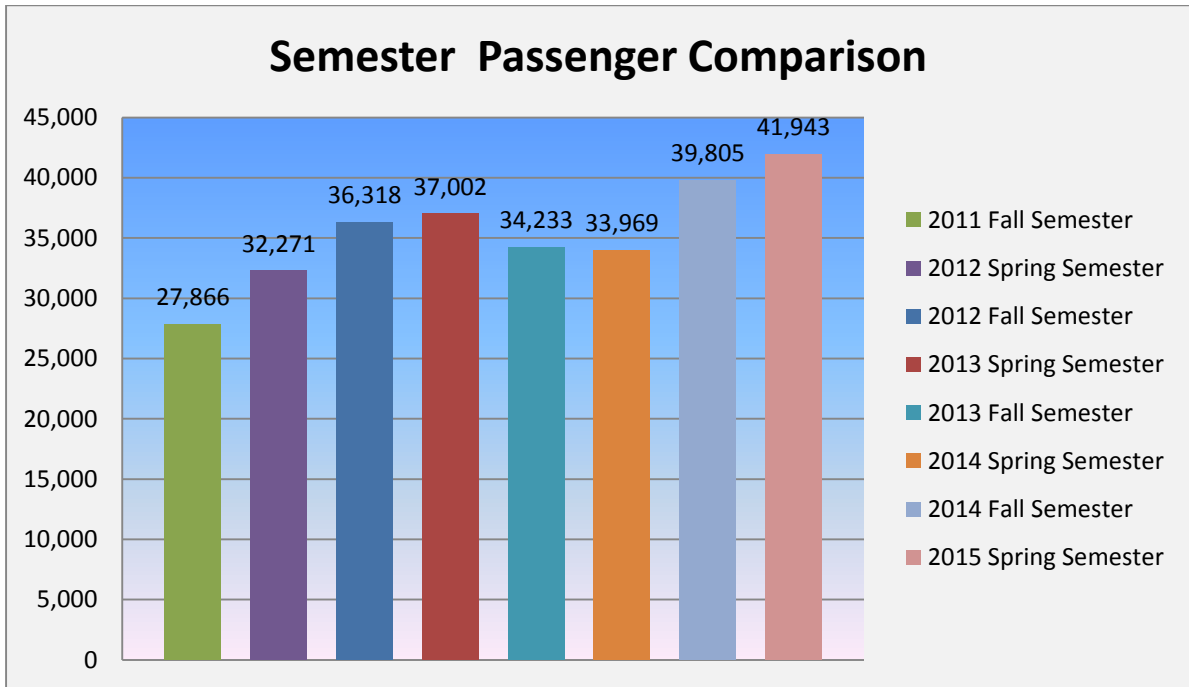
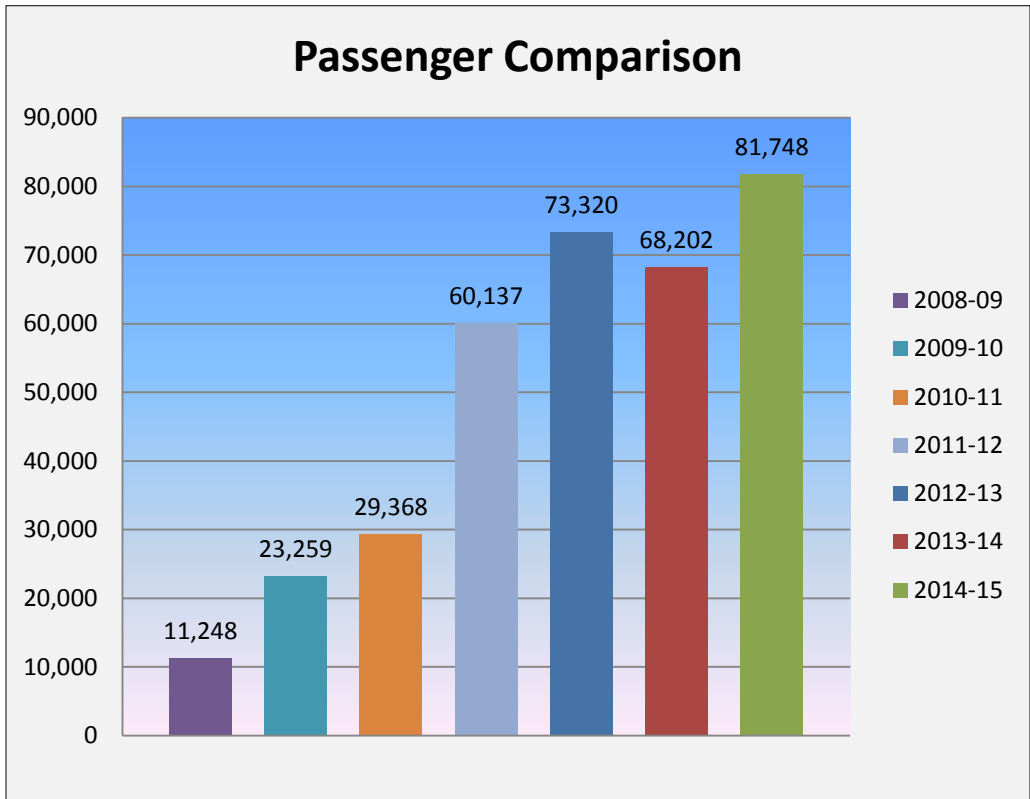
Park and Ride had an increase in ridership this past year and set a new record with 81,748 passengers.

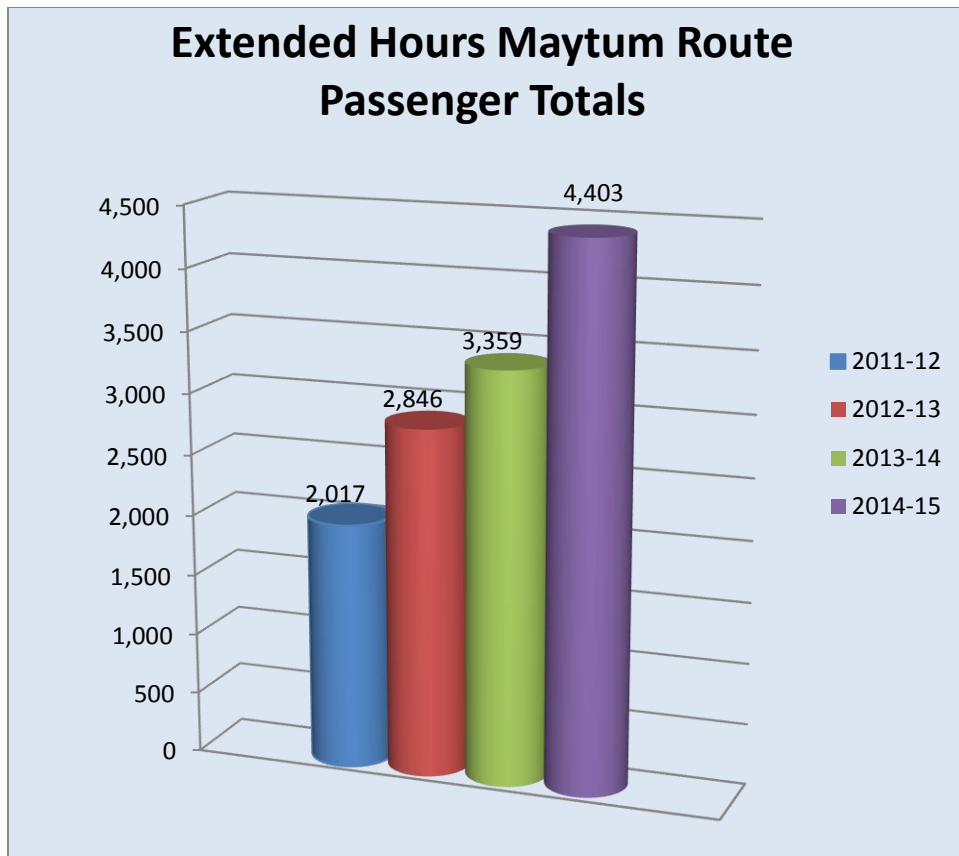
Significant Accomplishments

This was the tenth year that the shuttle service was offered. Over the ten year period we have transported 445,099 passengers. Every year we receive many compliments from students and staff thanking us for this service. The extended hours on the Maytum Hall route supporting evening classes continues to grow in ridership.

Statistical Data

- There were 39,805 passengers serviced for the fall 2014 semester.
- There were 41,943 passengers serviced for the spring 2015 semester.
- A total of 81,748 passengers used the shuttle for 2014-2015.
- A total of 4,403 passengers used the shuttle on the Maytum route from 5:30pm to 7:30pm, an increase of 31% from 2013-14.





Assessment Update

Assessment Statement

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

Assessment Activities

Our passenger count for the Maytum Extended Hours Route had increased again this year, as more students, faculty and staff are using this service.

Assessment Goals

- Increase passenger counts.
- Look into expanding the service for special occasions.
- Replace an aging shuttle bus.

Property Control

Annual Report

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

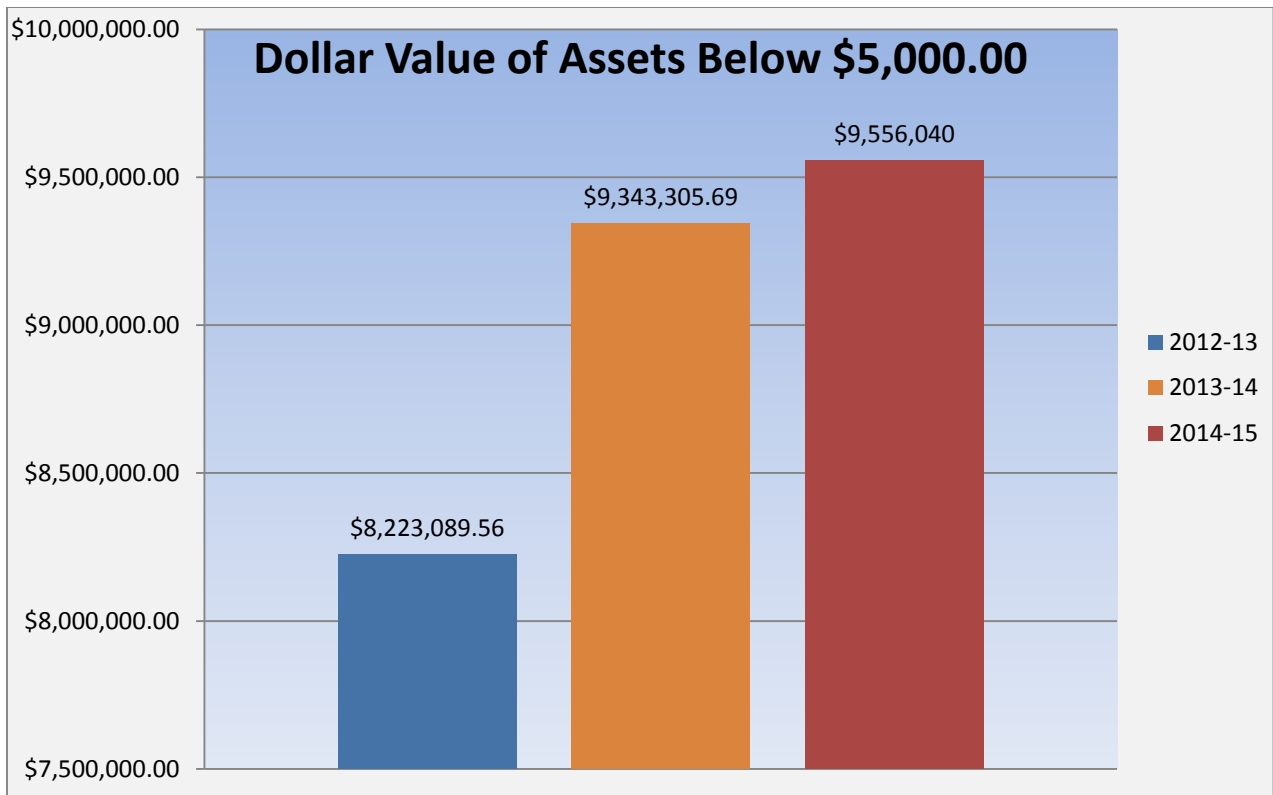
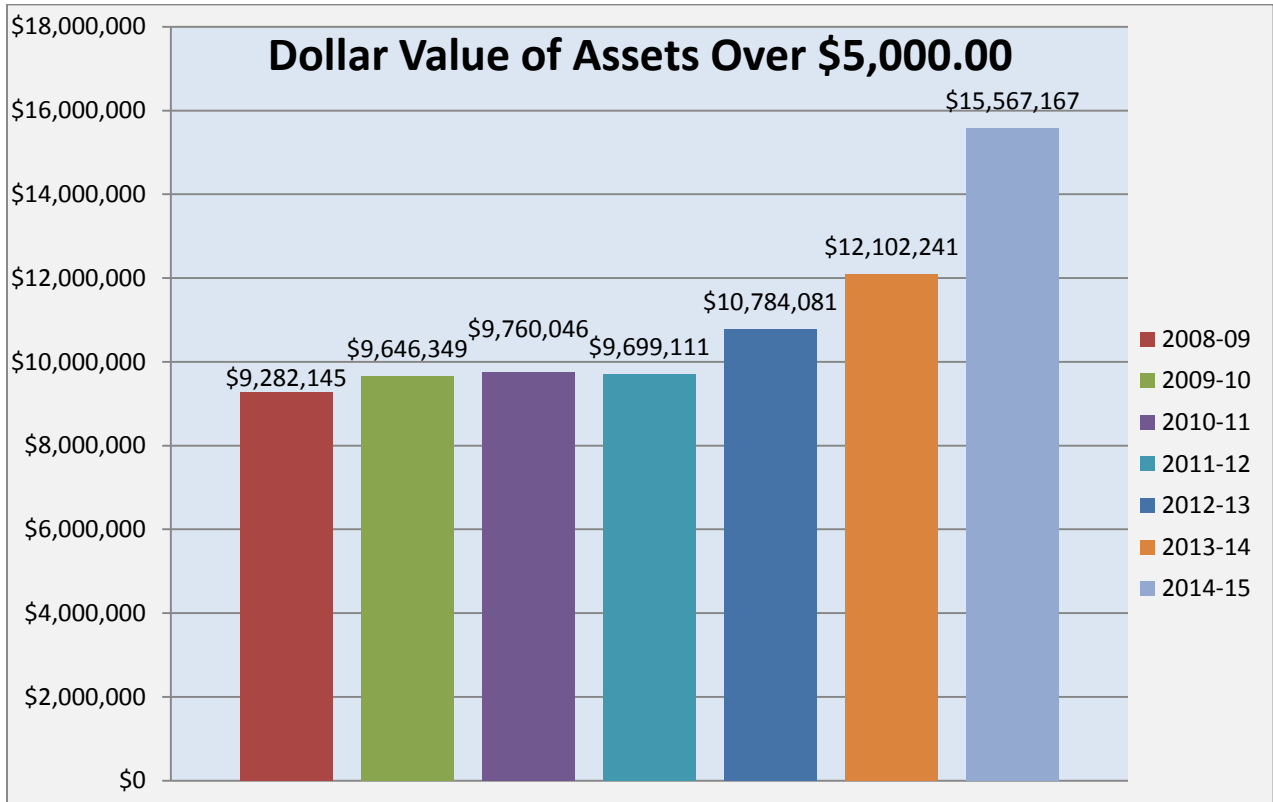
The department staff consists of one Office Assistant 3, and one to two students with good working knowledge of Microsoft Access and Excel. During the months of May through August, student help is recruited for the physical inventory process.

This past year we were able to fill the vacant position in Property Control with the promotion of the Principal Clerk to Office Assistant 3, Property Control Coordinator.

Significant Accomplishments

- Campus electronics recycling was held in January, 2015 at no cost to the campus. The revenue generated from the 15,061 lbs. of electronic equipment was \$2,723.38.
- Assets: 7,393 items totaling \$25,123,207.03.
- Surplus equipment was transferred to other campuses or to OGS for disposal on E-bay.
- Presented at the Administrative Workshop on Property Control.
- Updated Property Control website and forms linked to website.

Statistical Data



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 Office Assistant 3 started in the position as Property Control Coordinator beginning July 31, 2014.

Due to the position being vacant since October 2013 due to retirement, many records, files and reports which were not updated while the position was vacant have now been brought up-to-date.

The surplusing of the science equipment from Jewett Hall has been a priority with some items going to other campuses and some items being sold on Ebay.

Assessment Goals

- Continual use of SUNY System Administration Property Control software and database.
- Continual asset inventory and reconciliation.
- Continue updating records and filing which fell behind due to the extended vacancy of the position.
- Continue with the science equipment surplus process.
- Electronic recycling scheduled for August 12, 2015 with another one anticipated in November 2015.
- Research barcode reader for asset tags.

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.

The department is staffed by University Services.

Significant Accomplishments

- The telephone operator answered calls for fiscal year 2014-2015 were 4,803 on the University's information line; in addition, the operator also handled calls for the University Services' department lines.
- The department processed 32 work orders consisting of 107 items for new or changed phone service.
- The department processed 175 repair orders.

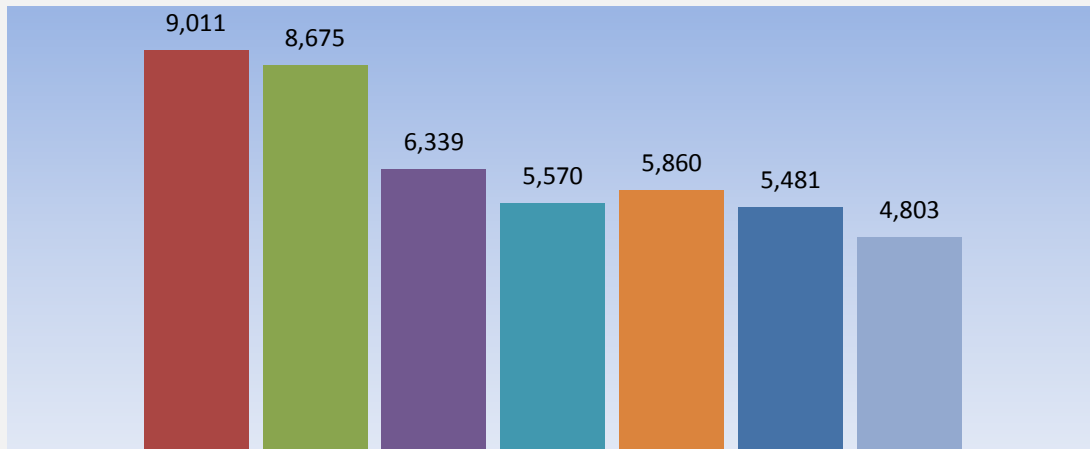
Statistical Data

- Verizon Long distance minutes for 2014-2015:

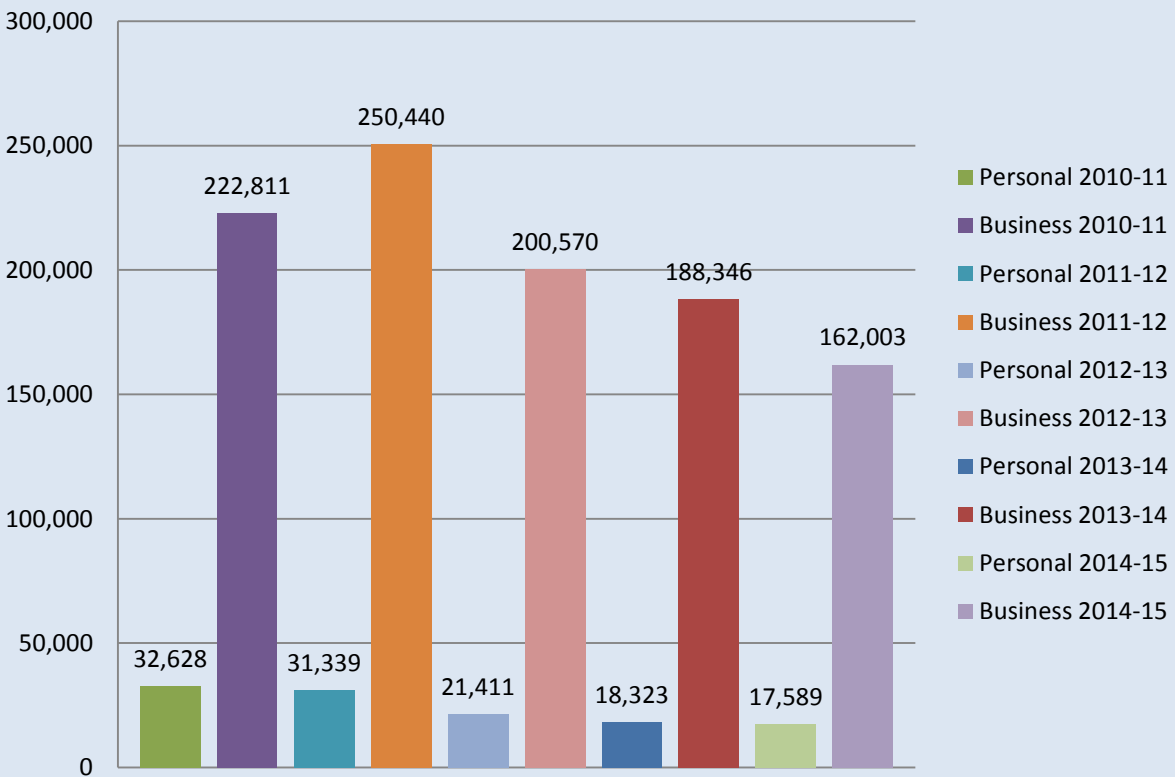
Total long distance minutes - State	162,003
Total long distance minutes - Non State	17,589
Total minutes	179,592

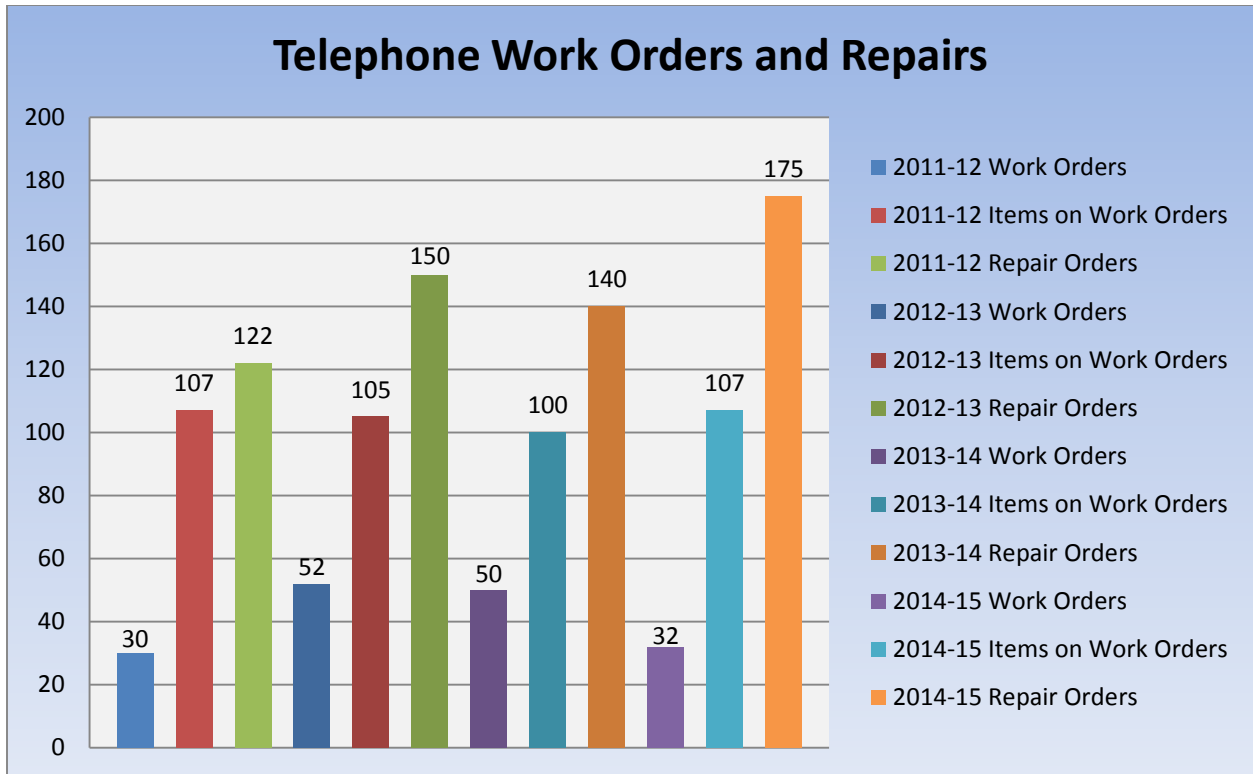
Operator Call Report

2008-2009 2009-2010 2010-2011 2011-2012 2012-2013 2013-2014 2014-2015



Verizon Personal - Business Long Distance Minutes





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.

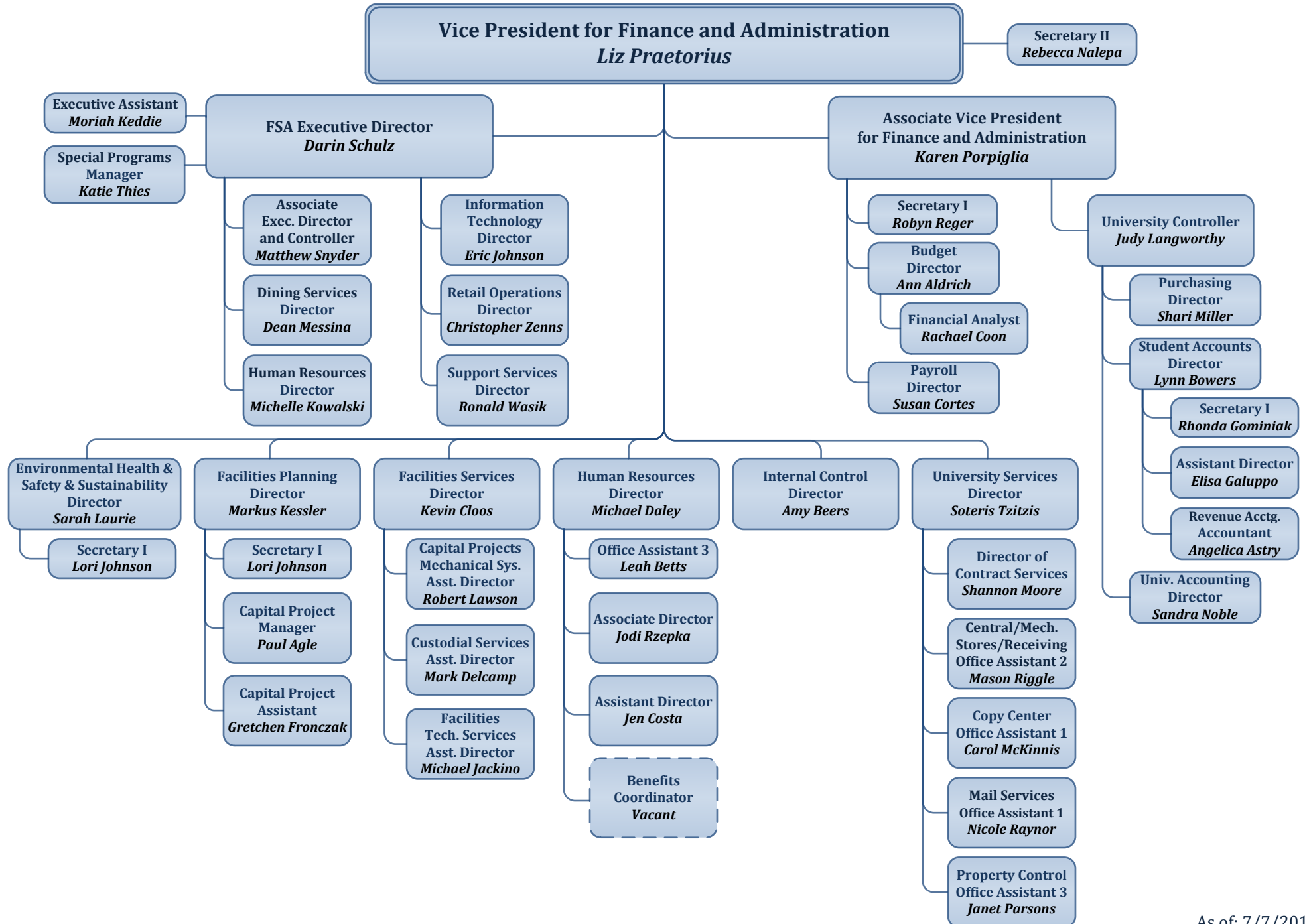
Assessment Goals

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

Appendix A

- **Organization Chart**

Finance and Administration



Appendix B

- **Fredonia Vision Statement**

The State University of New York at Fredonia

Vision Statement

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

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

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

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

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

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

In a setting of well-maintained buildings and grounds, co-curricular activities and sports will continue to develop leadership and unite participants in the pursuit of shared interests.

Fredonia's professional staff will continue its strong contribution to student development and learning outside of class.

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

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

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

Approved by Faculty Council

ACKNOWLEDGEMENTS

CONTRIBUTORS

Finance and Administration

Liz Praetorius, *Vice President for Finance and Administration*
Rebecca Nalepa, *Secretary 2*
Robyn Reger, *Secretary 1*

Associate Vice President for Administration

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

Environmental Health and Safety and Sustainability

Anne Podolak, *Director of Environmental Health and Safety (Retired May 2015)*
Sarah Laurie, *Director of Environmental Health and Safety and Sustainability*
Gary Brittain, *Fire Safety Coordinator*

Facilities Planning

Markus Kessler, *Director of Facilities Planning*
Shannon Moore, *Assistant Director/Contract Administration (through June 24, 2015)*
Paul Agle, *Capital Project Manager*
Gretchen Fronczak, *Capital Project Assistant*
Lori Johnson, *Secretary 1*

Facilities Services

Kevin Cloos, *Director of Facilities Services*
Mark Delcamp, *Assistant Director of Facilities Services – Custodial Services*
Michael Jackino, *Assistant Director of Facilities Services – Technical Services*
Robert Lawson, *Assistant Director of Facilities Services – Capital Projects and Energy*
Shannon McKoon, *Office Assistant 2*
Orion Purslow, *Electrical Supervisor*
Steve Siragusa, *Plumbing Supervisor*
Rich Newton, *Head Grounds Supervisor*
Ray Bogue, *Structural Trades Supervisor*

Faculty Student Association

Darin R. A. Schulz, *Executive Director of FSA*
Matthew Snyder, *Associate Executive Director of FSA and Controller*
Moriah Keddie, *Executive Assistant*
Michelle Kowalski, *Director of Human Resources*
Eric Johnson, *Director of Information Technology*
Michael Proffer, *Director of Dining Services (Retired May 2015)*
Ronald Wasik, *Director of Support Services*
Katie Thies, *Special Programs Manager*
Christopher Zenns, *Director of Retail Operations*

Human Resources

Michael Daley, *Director of Human Resources*

Jennifer Costa, *Assistant Director of Human Resources/Coordinator of Employee Benefits*

Laurie Ensign, *Assistant Director of Human Resources/Coordinator of Employee Benefits*
(Retired May 2015)

Jodi Rzepka, *Associate Director of Human Resources*

Leah Betts, *Secretary 1*

Karen Riedesel, *Office Assistant 1*

Diane Howard, *Database Consultant*

Susan Murphy, *EAP Coordinator*

Internal Control

Amy Beers, *Director of Internal Control*

Marketing and Communications

Roger Coda, *Campus Photographer*

Erin Ehman, *Graphic Designer*

Lori Deemer, *Graphic Designer*

University Services

Soteris Tzitzis, *Director of University Services*

Jody Myers, *Office Assistant 1*

Janet Parsons, *Office Assistant 3*

Mason Riggle, *Office Assistant 2*

Carol McKinnis, *Office Assistant 1*

ADMINISTRATIVE AWARD WINNERS

2015

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

2014

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

2013

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

2012

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

2011

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

2010

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

2009

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

2008

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

2007

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

2006

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

2005

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

2004

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

2003

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