

# 2022-2023

FINANCE AND ADMINISTRATION



## ANNUAL REPORT AND ASSESSMENT UPDATE 2022-2023 FISCAL YEAR

VICE PRESIDENT FOR FINANCE AND ADMINISTRATION  
**MICHAEL P. KELLY**



Vice President for Finance and Administration

December 2023

To: The Campus Community

On behalf of the entire division, I'm pleased to present the 2022-2023 Finance and Administration Annual Report and Assessment Update. The Finance and Administration division is comprised of 9 departments, which include 47 distinct operating units and 294 employees. This is the 26th 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 21 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. Administrative Support
2. Custodial Services
3. Professional Trades
4. FSA Operational Services
5. Professional Staff (FSA and University)

The front cover of the 2022-2023 Annual Report and Assessment Update features the five winners of the 2023 Outstanding Administrative Services Awards. Beginning at the top left and going clockwise are:

#### **Karie Pencek—Outstanding Administrative Services Award—FSA Operational**

Karie, from the Faculty Student Association (FSA) Operational Services, is the Stockperson for the Bookstore and Cranston Marche. She began her career at FSA in August 2006. Karie is a resident of Dunkirk.

#### **Donn Smeragliuolo—Outstanding Administrative Services Award—Professional Staff**

Donn, a member of the Faculty Student Association (FSA) Professional Staff and Assistant Manager of the Bakeshop and Commissary. He began his career in FSA in February 2012. Donn is a resident of Lily Dale.

**Tammi Moloney—Outstanding Administrative Services Award—Administrative Support**

Tammi, from Administrative Support, is the Payroll Examiner 2 in Payroll Services. She began her career at Fredonia in February 2007 as a Keyboard Specialist 1 in Payroll Services. Tammi is a resident of South Dayton.

**Jim O'Connor—Outstanding Administrative Services Award—Professional Trades**

Jim, from Professional Trades, is a Plumber and Steamfitter. He began his career at Fredonia in November 2000 as a Plant Utilities Assistant. Jim is a resident of Silver Creek.

**David Racker— Outstanding Administrative Services Award—Custodial Services**

David, from Custodial Services and a Cleaner in Thompson Hall, began his career at Fredonia in January 2019. David is a resident of Dunkirk.

Thank you to everyone in the Finance and Administration division who contributed to the preparation of the 2022-2023 Annual Report and Assessment Update, and congratulations to all of the 2023 Outstanding Administrative Service Award winners. A summary of the Outstanding Administrative Service Awards winners from the past 15 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 2023-2024 academic year, and to continually assess and improve our delivery of services to the University.

Sincerely,



Michael P. Kelly  
Vice President for Finance and Administration

**State University of New York at Fredonia**  
**Finance and Administration**

**Annual Report and  
Assessment Statement**

**July 1, 2022 – June 30, 2023**



STATE UNIVERSITY OF NEW YORK AT FREDONIA

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

July 1, 2022 – June 30, 2023

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## INTRODUCTION

This 2022-2023 edition of the ***Finance and Administration Annual Report and Assessment Update*** represents the 26<sup>th</sup> 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 financial and physical resources while providing quality customer service and support to students, faculty, staff and campus visitors.

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

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



*Seated: Mike Kelly; in back from left to right:  
Judy Langworthy and Rhonda Gominiak*

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

The Finance and Administration Division is comprised of eight departments with 294 Full-time Equivalent (FTE) positions.

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

### 1. Vice President for Finance and Administration

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

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

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

## **3. Environmental Health and Safety and Sustainability**

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

## **4. Facilities Planning**

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

## **5. Facilities Services**

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

## **6. Faculty Student Association (FSA)**

The Faculty Student Association is responsible for providing auxiliary services to the University. This department consists of seven units that include: Faculty Student Association Corporate operations, Food Service operations, Bookstore operations, Human Resource services, Support Services operations, Information Technology services, and Special Events, Marketing and Licensing services.

## **7. 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.

## **8. University Police**

This department is responsible for the security of all Faculty, Staff, Students and Facilities. The University Police Department (UPD) is a 24/7/365 police agency which is fully authorized to enforce all New York State laws on our campus. UPD at Fredonia is accredited by the New York State Law Enforcement Accreditation Council, which is considered the “gold standard” of professionalism in policing.



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, 2022 to June 30, 2023. 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**  
**2022-2023 Departmental Staffing by Funding Source**

<b>Administrative Office</b>	<b>State</b>	<b>DIFR</b>	<b>IFR</b>	<b>SUCF</b>	<b>FSA</b>	<b>Total</b>
Finance and Administration	3.00					3.00
Environ. Health & Safety & Sustainability	1.18	0.46				1.64
Facilities Planning	1.25	0.25		1.80		3.30
Facilities Services	77.85	43.75				121.60
Faculty Student Association					118.00	118.00
Financial Services	21.60	1.20				22.80
Internal Control	1.00					1.00
University Police	14.05	8.80				22.85
	<b>119.93</b>	<b>54.46</b>	<b>0.00</b>	<b>1.80</b>	<b>118.00</b>	<b>294.19</b>

**Notes:**

- a) The FSA employment number includes 61 full-time and 57 part-time employees.
- b) Student Assistants are not included in this Departmental Staffing by Funding Source table.

## **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. The eight Administrative Departments included in this 2022-2023 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. Internal Control
8. University Police



### 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 financial and physical resources while providing quality customer service and support to students, faculty, staff and campus visitors.

## Annual Report

The University continues to face significant financial challenges. Declines in enrollment, modest increases in New York State annual support, increased costs and many unfunded mandates produced Structural Deficits over the last ten years. During the 2022-2023 fiscal year, the Vice President's Function provided coordination and leadership across the Campus. The accomplishments and initiatives of each operating area are summarized in the following sections of this report.

### Significant Accomplishments:

- Prepared and gave multiple presentations regarding the University's financial situation.
- Continued to reduce F&A expenses to align with declining enrollment.
- Properly aligned expenses and fees to functions/divisions.
- Facility Planning with SUCF implementing and updating Facilities Master Plan (Ongoing).
- Investigated alternative revenue opportunities.
- Invested in new grass cutting equipment for Facilities Services.
- Started Reed Library and Maytum Hall Plazas renovation (Project ongoing).
- Started Campus Clean Energy Master Plan.
- Completed Schematic Design Jewett Hall Renovation.
- Started Concept Phase Interior Rehab Reed Library.
- Verizon Contract savings of \$12,000 in 2023.
- FSA brought in \$5,954 in gross sales from its Cyber Monday sale, which is on top of \$3,613 in gross sales during its Fall internet sale. Together, these 140 unique internet sales grossed \$9,567 due to FSA's expanded new internet marketing initiative.
- NYSSSA plans to be back on campus with three programs: Theater, Media Arts and Visual Arts. The 150 students will reside in Chautauqua Hall and the 45 faculty will reside in the Townhouses.

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.



## **Associate Vice President for Finance and Administration**

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

## ASSOCIATE VICE PRESIDENT FOR FINANCE AND ADMINISTRATION

### Introduction

The financial services offices, under the leadership of the Associate Vice President for Finance and Administration (AVPF&A), are responsible for all campus financial operations. This unit includes the offices of Budget, Payroll Services, Student Accounts, University Accounting, and University Services. 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 and provide review of contracts ensuring compliance with State guidelines.
- Ensure prompt payment of all expenses incurred by the University and its employees in conducting University related business.
- Monitor expenditures to ensure compliance with State and SUNY regulations and ensure spending is kept within budget.
- Prepare timely and accurate tuition, fee, housing and food service billing for every registered student to maximize collections and minimize year-end receivable balances.



*Judy Langworthy*

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

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

### Mission Statement

The departments encompassed by the office of the Associate Vice President for Finance and Administration strive to provide accurate and timely financial data to both our internal constituents (faculty, staff and students) as well as our external constituents (System Administration, Office of the State Comptroller [OSC], University Audit, SUNY Construction Fund [SUCF], the Dormitory Authority of the State of New York [DASNY], and other related state agencies). It is our intention that the University's mission of teaching and learning proceed unencumbered by our administrative responsibilities.

## Annual Report

The Associate Vice President for Finance and Administration is responsible for providing leadership and supervision for all campus financial operations, acting as an advisor and resource to managers and supervisors within the division as well as colleagues throughout the campus. This position serves as a liaison with SUNY System Administration financial offices and representing the Finance and Administration Division in the absence of the Vice President.

Specific duties of the Associate Vice President include oversight for the preparation and submission of the annual campus revenue target, which after System Office approval, becomes the basis for preparation of the campus operating budget. The campus revenue projections are comprised of tuition, college fee, and interest, based upon enrollment figures approved by Cabinet. Initial revenue projections are typically prepared in mid-fall with finalized projections submitted in the spring; updates to approved plans are required at the end of the third week (the official census date) of both the fall and spring semesters.

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.

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

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

### Significant Accomplishments

- Worked with the Offices of Budget, University Accounting, and Purchasing to assure that all records were completed and closed per System Administration deadlines without any lapsing of State funds.
- Throughout year-end proceedings, all budgeted allocations were closely monitored; when and where appropriate, expenditures were transferred to alternate funds in order to optimize every budgeted dollar and provide roll-over funds to cover anticipated new-year shortfall.
- Coordinated and prepared the 2022-2023 broad-based fee analysis based on projected enrollment. SUNY requested that all campuses maintain the same broad-based fee rates as 2021-2022. Prepared and submitted the successful passage of one Art - Studio, one

Biology, one Communication, and four Physical Education course fees. The aforementioned course fees will be effective the fall 2023 semester.

- Prepared detailed analysis of available funding and projections for new and current campus-based scholarship offerings.
- Participated in conference calls with System Administration personnel, as well as SUBOA and ABB counterparts. Attended in-person SUBOA meeting.
- Active on several campus committees, including the Faculty Student Association (FSA), State Employees Federated Appeal (SEFA) Committee, Jewett Hall Rehab Committee, and Commencement Committee, as well as continuing to serve on the SUNY Fredonia Federal Credit Union Board as secretary.
- Participated in virtual meetings with the SUNY Jaggaer Team and Fredonia personnel as we implement the eProcurement software on our campus. Active member of the SUNY Fredonia Jaggaer Advisory Committee and the Jaggaer Improvement Committee.
- To satisfy an audit of our federal HEERF funds, worked with several campus departments to generate and submit requested information to the SUNY University Audit team. Additional requirements that transpired from the audit findings will be satisfied in the 2023-2024 fiscal year.

## **Assessment Update**

### **Assessment Statement**

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

### **Assessment Activities**

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

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

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



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

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

### **Assessment Goals**

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

## Budget Office

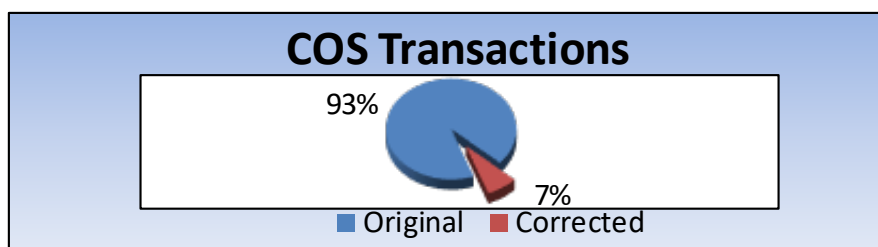
### Annual Report

Upon passage of the annual New York State budget, the Budget Office is responsible for calculating the appropriate allocation to be distributed to the President and each Vice President based on Cabinet decisions that support the mission and goals of the University. The Budget Office is also responsible for calculating salary needs and apprising each division of the allocation amount necessary to support current staffing. An executive summary of allocations (Form 1) is submitted to SUNY System Administration and is provided to Cabinet along with supporting detailed salary information, with individual departmental allocations distributed to department heads. The Budget Office continually advises faculty and staff concerning budget and payroll matters, implements the effects of various budget/payroll decisions and inputs requested allocation transfers between expense objects within departments as well as allocation transfers between departments.



*Ann Aldrich*

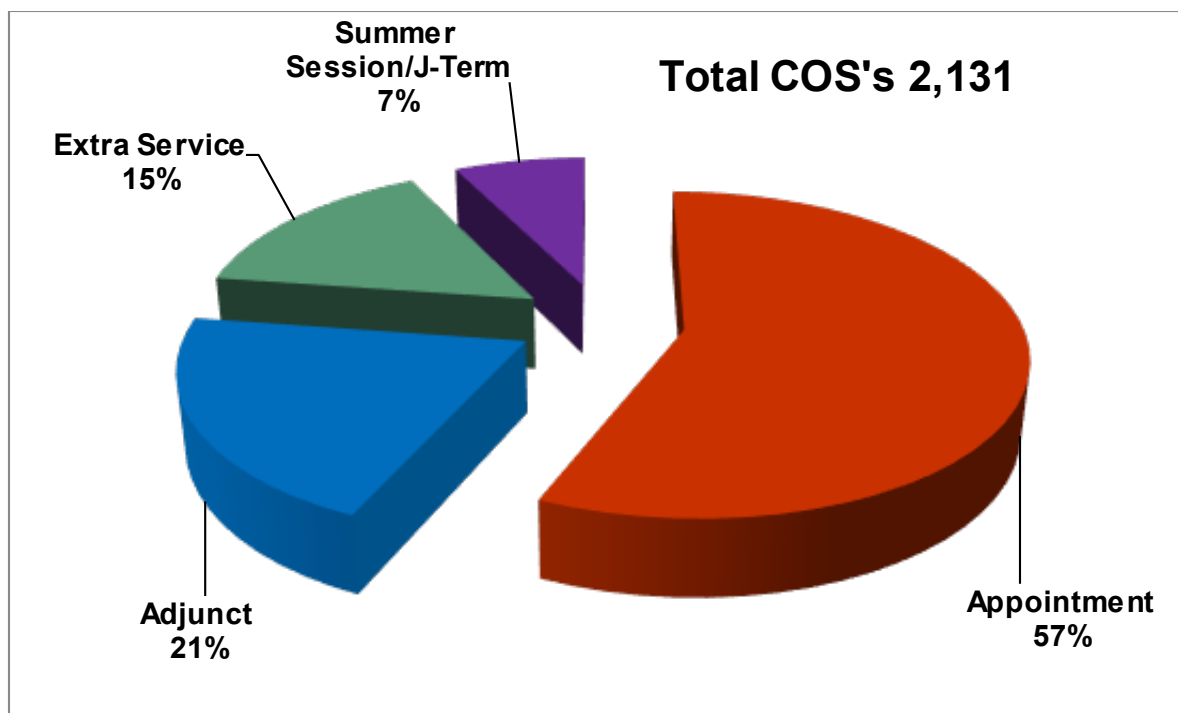
All campus appointments, changes in appointment or terminations (except Faculty Student Association [FSA] and Student Association [SA]) are routed through the Budget Office on an automated Employee Action Form, also known as a "COS" or Change of Status Form. The online COS System provides administration 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 172 inactive COS's*

#### **COS's Original/Corrected**

Original	1,982
Corrected	149
Total	2,131



#### **Number of COS's by Type**

Adjunct	441
Appointment	1,206
Extra Service	326
Summer Session/J-Term	158
<b>Total</b>	<b>2,131</b>

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

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

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

The office is staffed by a Financial Analyst (UUP) and a Budget Director (UUP). The Financial Analyst position has been vacant since January 1, 2023.

## Significant Accomplishments:

- Worked in conjunction with the Finance and Administration personnel to identify any budgetary actions and possible cost saving measures or revenue opportunities for the university.
- Worked with Divisional Leadership to identify permanent budgetary reductions across campus.
- Applied spending reductions across campus to align with the cabinet's desire to limit certain departments to spending only 50% of their Other Than Personnel Service (OTPS) allocation. Garnered and tracked savings from implementing hiring delays and freezes as well.
- Submitted monthly reports to SUNY System Administration to track all COVID related expenditures and Federal Stimulus spending through April 2023. Worked in conjunction with the Associate Vice President of Finance and Administration in regards to the HEERF Audit. Provided evidence and documentation for invoices as well as revenue draw downs and employee expenditures related to Federal stimulus money.
- Submitted Fredonia's Form 1 spreadsheet detailing department level allocations used to populate the SUNY's Business Intelligence (BI) and accounting system. Incorporated all budgetary changes and reductions.
- Completed the Residence Hall Capital Plan and the DIFR Financial Plan. In doing so, collaborated with Student Affairs, and Finance and Administration personnel to realign resources and implement different options in order to cut down on borrowed funds.
- Completed the annual DIFR Budget and reports for the annual student budget presentation. Coordinated and implemented zero based budgeting for the DIFR Budget. Worked very closely with the Residence Hall Director, Information Technology (IT) & other directors to ensure budget figures were at appropriate levels.
- Implemented a new methodology for splitting University Police Department charges between the Revenue Offset Budget and the DIFR Budget. This methodology incorporates that all University Police Overtime will be charged to the state budget, and Police payroll charges will be split depending on their shift and title
- Processed several analyses, ad-hoc reports, and provided data for various survey and information requests. Highlights included completion of CFRP and the UBIT.
- Completed Fredonia's 2022-2023 Campus Financial Management Strategies (FMS) Documents. These documents included operating budgets and cash management by fund along with a campus narrative detailing the campus' strategic plans for sustainability.
- Continued tracking the history of all lines and funded FTEs by department.
- Processed 2,303 (2,131 active plus 172 inactive) COS's, verifying funding and updating SUNY HR and various internal spreadsheets.
- Implemented a new intersession incentive pay-scale starting in J-Term 2023 in conjunction with the Director of Lifelong Learning.
- The Financial Analyst served as backup for the campus Administrator for TouchNet Stores.
- The Budget Director continued to serve on the Information Technology Advisory Board (ITAB) and the Strategic Planning Steering Committee. The Director also successfully

served on the search committee to hire a new Vice President for Finance and Administration. Vice President Michael Kelly was appointed in February of 2023. The director also served on the Associate Vice President for Enrollment Management. Unfortunately, that search failed and will be re-searched at a Vice President level.

- The Financial Analyst continued to serve on the Credit Committee for the SUNY Fredonia Federal Credit Union and the Accounting, Budget & Bursar group serving as (ABB) Treasurer.
- Developed and maintained various budget forecasts with the Cabinet's budget assumptions and plans for enrollment.
- Worked with Finance and Administration personnel to successfully utilize all of the State budget allocation in order to maximize State funding.
- Kept track and insured all monies were spent and accounted for accurately for special grants secured during the year such as the Promoting Recruitment, Opportunity, Diversity, Inclusion and Growth (PRODiG,) and Ed Leadership grants as well as special funding arrangements for UUP & College Foundation reimbursements for various salary buyout proposals.

## Statistical Data

The Fredonia 2022-2023 Consolidated Operating Budget totaled \$91,349,459, representing a decrease of \$58,100 (.06%) from the 2021-2022 Consolidated Operating Budget. Please refer to the following chart for comparative data for each of the six budget components.

<b>Components</b>	<b>2022-2023</b>	<b>2021-2022</b>	<b>Change</b>	<b>Change</b>
University Operating Budget	\$56,353,315	\$56,246,875	\$106,440	0.19%
DIFR Budget	15,338,950	13,215,150	2,123,800	16.07%
FSA Budget	12,068,794	14,016,834	(1,948,040)	-13.90%
IFR Budget	5,500,000	6,000,000	(500,000)	-8.33%
SUTRA Budget	1,300,000	1,250,000	50,000	4.00%
College Foundation	788,400	678,700	109,700	16.16%
<b>TOTAL</b>	<b>\$91,349,459</b>	<b>\$91,407,559</b>	<b>\$(58,100)</b>	<b>-0.06%</b>

The 2022-2023 budget provided funding for approximately 710 FTE employees. Please refer to the following chart for comparative FTE data for each of the six budget components.

<b>Budget</b>	<b>2022-2023 Total FTE</b>	<b>2021-2022 Total FTE</b>	<b>Change FTE</b>
University Operating Budget	506.53	537.13	<b>(30.60)</b>
DIFR Budget	69.86	69.26	<b>0.60</b>
FSA Budget	118.00	139.00	<b>(21.00)</b>
IFR Budget	8.61	10.61	<b>(2.00)</b>
SUTRA Budget	3.00	3.00	<b>0.00</b>
College Foundation	4.00	4.00	<b>0.00</b>
<b>Total</b>	<b>710.00</b>	<b>763.00</b>	<b>(53.00)</b>

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



The budget results for 2022-2023 proved to be favorable due to significant spending constraints that were put in place throughout the year. The campus was able to cover its budget shortfall with existing resources and federal stimulus funds as seen in the following chart:

## Fredonia's 2022-2023 Budget Summary Results

Details	Budget 3500/3180 Head Count	2022-2023 FINAL 3524/3210	Difference
<b>Financial Plan Revenues</b>	<b>\$39,034,954</b>	<b>\$39,279,882</b>	<b>\$244,928</b>
<b>Total Base Expenditures</b>	<b>\$56,353,315</b>	<b>\$56,353,315</b>	<b>\$0</b>
<b>Surplus/Loss Structural Deficit</b>	<b>(\$17,318,361)</b>	<b>(\$17,073,433)</b>	<b>\$244,928</b>
<b><u>Expenditure Shortfall Actions</u></b>			
Salary Savings	\$1,850,000	\$4,040,033	\$2,190,033
OTPS Savings*	\$0	\$2,240,576	\$2,240,576
<b>Total Expenditure Actions</b>	<b>\$1,850,000</b>	<b>\$6,280,609</b>	<b>\$4,430,609</b>
<b>Net Shortfall After Expense Saving</b>	<b>(\$15,468,361)</b>	<b>(\$10,792,824)</b>	<b>\$4,675,537</b>
<b>Total Revenue Shortfall Actions</b>	<b>\$14,125,634</b>	<b>\$10,792,824</b>	<b>(\$3,332,810)</b>
<b>Total Campus Shortfall Actions</b>	<b>\$15,975,634</b>	<b>\$17,073,433</b>	<b>\$1,097,799</b>
<b>Unfunded Shortfall</b>	<b>(\$1,342,727)</b>	<b>\$0</b>	<b>\$1,342,727</b>

\* \$1.0 Million in TAP GAP Support funding & related expenses transferred to the IFR budget.

## Assessment Update

### Assessment Statement

The Budget Office provides accurate budget allocations and periodic reallocations for all funds; ensures that every budgeted dollar that is not eligible to roll over to the succeeding fiscal year is spent prior to the current fiscal year end; and provides excellent customer service to all constituencies. The Budget Office serves as a resource for all budgetary questions, reports and analysis.

### Assessment Activities

The Consolidated University Operating Budget Book typically is published every year. The 2022-2023 book was not published due to only one person covering Budget Office duties since January of 2023. A super abbreviated version will be published in the future to retain history.

The accuracy of the information used in the Budget Book is verified after the passage of the New York State Budget and the issuance of the SUNY Financial Plan (FP). Once completed, the Budget Book numbers will align with the FP amounts.

The University decreased its enrollment to 3,500 (headcount) for the upcoming 2022-2023 budget cycle from the previous year budget enrollment of 4,100. Actual Fall enrollment came in at 3,524

There were no changes to the COS system except the Chart of Accounts (COA) drop down list is now updated weekly. No additional COS trainings were offered in 2022-2023. Instead of a COS re-write, the Budget Office began participating in Human Capital Management (HCM) Software vendor presentations. It is anticipated that a new vendor product may replace the current COS system.

Collaboration efforts of networking with SUNY System Administration and other campuses continued throughout 2022-2023. The Budget Office has represented Fredonia in attendance at Accounting, Budget, and Bursar (ABB) meetings; sessions on Business Intelligence (BI), and SUNY System Administration trainings via zoom webinars and conference calls.

The Budget Office successfully submitted the 2022-2023 Form 1 and related Campus management Strategies to SUNY System. The Budget Office was able to successfully field questions from System Administration in review of its submission. Cabinet once again decided to reduce Other Than Personal Services (OTPS) expenditures to 50% for numerous departments. University Police, Admissions and Facility Services were allowed to maintain 100% of their OTPS allocation. The Budget Office calculated the 50% savings and instead of holding those savings in an institutional account on the FORM 1, they were made permanent in the 2022-2023 budget document.

The Budget Office continued to implement zero based budgeting for the DIFR Budget for 2022-2023 budget year. The Office worked closely with the Residence Life Director, Information Technology (IT) & other directors to ensure budget figures were at appropriate levels to complete this assessment goal. The Budget Director attended bi-weekly meetings with the Res Hall Director and Facility personnel to make sure the maintenance and building needs are being addressed and that adequate funding is in place to address these needs.

Another assessment goal was to work with the President, Cabinet members and the Planning and Budget Committee to identify any budgetary actions and possible cost saving measures or revenue opportunities for the University. The President wanted the departments to address the additional 50% across the board OTPS reduction. Besides the OTPS reduction, many delayed hires and soft hiring freezes produced significant savings for the institution throughout the year.

As part of the assessment goal of having Institutional Budget Transparency, the Budget Office continued to include updates on the budget status throughout the year to various constituents including Planning and Budget, College Council and Cabinet. Year end budget results are posted on the Budget website. This year the Budget Office also included a list of common budget and accounting definitions on its website.

With the implementation of the Academic Program Health (APH) review process, the Budget Office provided various cost and data metrics for the for the APH task force to review. The APH process was developed jointly between administration and Senate.

The Budget Director served on the Strategic Planning Committee. The committee met weekly throughout the year and successfully developed the [True Blue Transformation](#), The Strategic Plan for SUNY Fredonia for 2023-2028. Committee members were also appointed to further

serve on the Strategic Plan Oversight Team (SPOT). SPOT is charged with facilitating the implementation of the Strategic Plan in collaboration with teams of faculty, staff, and administrators from the four campus divisions (Academic Affairs, Student Affairs, Finance and Administration, and Advancement) as well as the President's Office. The SPOT members collaborated and created a [Strategic Plan Implementation Toolkit](#). The toolkit site was created in order to provide resources for those divisional implementation teams. Components of the toolkit site include an implementation timeline, resource pages for each of the five goals of the Strategic Plan as well as resources for creating missions, visions, and values, training resources, assessment resources, templates, and (when they are ready) dashboards to track implementation progress.

The Budget Office completed weekly , then monthly COVID reports for System Administration who in turn, forwarded the reports to the NYS Division of the Budget (DOB). These reports detailed Fredonia's additional costs, lost revenue opportunities, student refunds and federal stimulus funds usage as a result of the COVID pandemic through April 2023. The Budget Office produced and maintained the documentation needed for the Institutional share of the Stimulus funds. These funds and reports were audited by SUNY. The Budget Office worked in conjunction with the Associate Vice President for Finance and Administration and other Finance and Administration personnel in obtaining and submitting documentation in regards to this audit.

The Budget Office continues to monitor a FEMA claim submitted for COVID related pooled testing costs totaling \$1,640,115. The Budget Office continues to provide documentation for these costs as requested.

The Budget Office coordinated year-end closing processes and successfully utilized all available state allocation. The Budget Office did a series of eight Financial Plan moves throughout year as well as moving expenditures to utilize lapsed IFR appropriation.

The Budget Office continued to oversee cash accounts and identified available cash sources for funding budget shortfall accounts throughout 2022-2023 as well as calculating the amount due to the Revenue Offset fund to subsidize the allocation utilized for the fiscal year due to missing the Revenue target.

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

The budget office developed a proforma template for Academic Affairs to utilize when proposing new graduate programs. After variables are input into the template, a five-year Profit and Loss Statement is developed. This statement then can be included when proposing a new graduate programs to SUNY. This past year the template was used for both the New Mental Health Counseling program and the newly proposed Masters in Business Administration Program.

The budget Office was successful in obtaining an additional \$112K in Academic Replacement reserve dollars for campus use as well as securing \$325K a year earlier than anticipated for new faculty hires in Fall of 2022 instead of Fall 2023.

The Budget Director continued to serve on the Information Technology Advisory Board (ITAB), as well as the Strategic Planning Steering & SPOT committee, as previously mentioned.

## Assessment Goals

- Complete a condensed version of the 2022-2023 Consolidated University Operating Budget. A condensed version will also be completed for 2023-2024.
- Successfully complete the 2023-2024 Form 1 and related Campus Financial Management Strategies Summaries. The Budget Office will act as a liaison with SUNY System Administration regarding the financial condition, including cash balances of Fredonia.
- Continue to enhance the Budget Office website to incorporate campus wide budgetary documents to keep the campus community informed of budget actions and results. This is to meet the campus' expectation of budget transparency.
- Maintain a three year to five-year budget forecast.
- Work with the President and Cabinet members to identify any budgetary actions and possible cost saving measures or revenue opportunities for the University.
- Collaborate with ITS, Human Resources, and Payroll staff to help identify an Employee Management System (EMS) as a potential alternative or augmentation to the current COS system.
- Continue to collaborate with SUNY System Administration and various SUNY campuses to identify and implement "Best Practices" for fiscal operations.
- Develop a Proforma template for Academic Affairs to utilize when proposing a new four-year undergraduate program.
- Continue to evaluate and enhance any existing budgetary procedures or spreadsheets in order to provide information in a more effective and time saving manner.
- Provide ad-hoc analysis to campus constituents in a timely, responsive manner.
- Assist as needed on the Middles States commission on Higher Education Supplemental Report on Fredonia's financial health.
- Work in conjunction with the Vice President for Finance and Administration in preparing the budget outlook and cash reserves, as well as other financial documents as needed for the University.
- The Budget Office will continue to institute zero-based budgeting for the DIFR Budget.
- The Budget Director will continue to serve on the Information Technology Advisory Board (ITAB), and the Campus's Strategic Plan Oversight Team (SPOT). Participate on SUNY's Pooled Offset Taskforce group to make recommendations on revising the current Pooled Offset distribution across SUNY campuses.
- Work in conjunction with Finance and Administration personnel in year-end closing procedures.
- Oversee Cash Reserves and Budget shortfall accounts.
- Verify & freeze the Discretionary Salary Increase (DSI) Pool, verify salaries, develop divisional DSI Salary Pools, and offer temporary assistance to Human Resources department to help in the UUP DSI awards process during a staffing shortage. This is not to be a permanent commitment.
- Work in conjunct with Human Resources and Payroll to determine new adjunct rates of pay and calculate retro amounts due based on newly ratified UUP contract.
- Work in conjunction with the President's Cabinet and SUNY System administration to come up with a Deficit Reduction Plan (DRP) to successfully and systematically reduce the institutional budget shortfall.

- The Budget Director will serve on the Search Committee to hire a newly elevated Vice President of Enrollment Management position.
- The Budget Office will submit any remaining FEMA documentation related to pool testing costs incurred during the COVID-19 pandemic.
- The Budget office will track all new monies awarded to SUNY Fredonia. These include all PRODiG awards, ongoing initiatives for specific activates totaling \$720,400 as well as one-time monies provided for the Accelerate, Complete, and Engage( ACE) program totaling \$960,000.
- The Budget Office will submit required documentation to substantiate prior years Academic Equipment Replacement (AER) purchases. Once documentation is submitted, SUNY will release cash to cover these purchases.

## Payroll Services

### Annual Report

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



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

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

- Assists with the completion of payroll related employment forms, such as tax withholding, payroll deduction and direct deposit.
- Completes employment verification requests for unemployment insurance and loan requests.
- Offers assistance regarding payroll procedures and schedules.
- Prepares College Work Study reconciliation which is used by Financial Aid to complete the Fiscal Operations Report and Application (FISAP).
- Administers Time and Attendance rules, procedures, and attendance records for all faculty, professional, Management/Confidential, and classified employees.

The Payroll Office is staffed with a Director, a Payroll Examiner 2 and an Office Assistant 2. Student temporary service and work study also provides assistance. With the retirement of the previous Payroll Examiner 2 in July 2021, we were able to promote the previous Payroll Examiner 1, but are not able to backfill the Payroll Examiner 1.



## Accomplishments

- Produced biweekly payrolls for State and Graduate Assistant payees totaling \$45,010,029. This resulted in 1,885 paychecks and 18,349 direct deposit advices. There were also 5,539 miscellaneous payment entries (Overtime, overtime meals, inconvenience pay, pre-shift, holiday pay, hourly time entries).
- Produced biweekly payrolls for Student Assistant and College Work Study payees totaling \$1,346,805. This resulted in 560 paychecks and 7,726 direct deposit advices. For both student payrolls, we also complete the pieces of line item set-up, new hire paperwork completion, personal data gathering and entry, and transaction entry. For the State and Graduate Assistants, these functions are performed by Human Resources with information rolling to our payroll system.
- Contributed payroll and time and attendance information for New Hire Orientations for new faculty.
- Processed 2,303 COS forms for campus payroll transactions for State and graduate assistant employees. This involves verification and supply of appropriate title, effective dates, salary, pay basis and position edits needed as a result of changes. All campus appointments, terminations, and changes in status are routed through Payroll Services for State and Grad Assistant employees.
- Processed the New York State minimum wage increases to all Student Assistant and College Work Study employees.
- Continued maintenance of the COS system by managing user, department, hierarchy, and coding changes for this campus-wide application.
- For time and attendance purposes, the number of FMLA cases and the need for greater monitoring of leaves approved from Human Resources, requires a great deal of tracking and follow-up time. Payroll continues to monitor for COS completion, transaction entry into SUNY HR, and accurate time record completion. Payroll also provides verification the employee has met the required number of worked hours for eligibility. Continued administering all time and attendance policies for all faculty and staff, including the monitoring of timely submission of records. In this reporting year, approximately 90 FMLA cases were tracked.
- Verified all UUP 2022 Discretionary and compression salary increases/awards, as prepared by the Budget Office, for the accurate entry for file upload to the employee's salary record.
- KPMG audit - payroll earnings, retirement eligibility and contributions for the KPMG selected pool needed to be audited and verified with a final report submitted in March 2023.
- Increased the promotion of the Direct Deposit program to our Student Assistant and College Work Study employees, especially with OSC mailing paper checks directly to the home address. Continued to aid with sign-up resulting in student assistant and work study direct deposit enrollment at 93.52% for Fall 2022, 95.55% for Spring 2023, and 95.46% for Summer 2023.
- Continued the promotion of the Employee Retirement System to our student employees, in particular those anticipating further state service employment. This allows registration into the current retirement tier with service credit that will not need to be "bought back" at a later time in state employment. In this reporting year, approximately 97 student employees were registered into the Employee Retirement System (ERS) for Fall 2022, Spring 2023, and Summer 2023.

- Worked with the Assistant Director of Residence Life to coordinate the pay periods in which to pay the Resident Assistant stipends and coordinate their appointment paperwork so that they could all be paid timely and accurately.
- Continued auditing and tracking of all Extra Service payments to ensure full-time employees are under the 20% of salary maximum rule. Ensured payments were entered and paid correctly to the COS extra service form.
- Covid leave (Precautionary and Mandatory Quarantine) is still occurring. Payroll continues to have to advise, monitor, and track that transactions and time records happen correctly and that we are provided with the correct information we need from other offices to ensure attendance and payroll is accurate. Approximately 95 employees have needed Covid Leave tracking. These were new instances of tracking needed, however, when an employee is working remotely during a Covid leave, that is not being tracked since it is not being indicated on the time record.
- Health Worker Bonus payments - Fall 2022 - Based on the 8-page Payroll Bulletin to affect payment and salary increases to those vetted as eligible by Human Resources (Nurses, Communication Disorders employees, Mental Health Counselors), 13 employees needed total hours worked audited for different vesting periods. From there, the actual payment amount they were entitled to needed to be calculated based on the Vesting Period matrix. The payments were entered in payroll and audited.
- Worked with ITS to get set up to scan old student employment files to OnBase in order to start to digitize these records from the 9th floor cabinets. This has been a desired project for many years.

## **Statistical Data**

As a measure of accuracy in processing payrolls, our office previously had access to OSC reports on late terminations and late hires. Unfortunately, these reports aren't available this year to show statistical improvement or decline in our numbers. Last year we reported we had 1 late termination. 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 was reported as 21 last year. It is a constant goal to see this reduced with each reporting year. Late hires result from a delay in a campus department submitting a COS in a timely manner, or a new employee not completing their new hire paperwork in time for appointment in the appropriate effective dated payroll period. This affects the amount of retroactive pay that is required to be calculated and submitted to the State Comptroller's Office manually by the Payroll Office.

Corrective measures continue to be taken to ensure departments are aware of, and adhere to the COS submission deadlines for timely processing of appointments, separations, and salary changes. COS forms received late directly affect the performance measures of separations, appointments, and overpayments. The Payroll Director regularly communicates the Fredonia COS deadline schedule to all departments and COS initiators to ensure timely submission of COS forms in order to have on-time hires and separations for our employees. Reminders to individual COS users has been increasingly necessary since the new year, to move forms along in order to try to pay our employees on time.

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

## Assessment Update

### Assessment Statement

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

### Assessment Activities

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

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

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

### Assessment Goals

- Accurately process payrolls for faculty, staff and students.
- Continue to provide training information and formalize feedback as to the effectiveness of the material presented and available.
- Continue to provide payroll and time and attendance information for new hire orientations and review feedback to improve the effectiveness of the orientations.
- Continue to assist each new student hire with their new hire paperwork (tax forms, I-9, retirement, and direct deposit); then process those payroll items as well.
- 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, and as we monitor and see stalled COS forms in the workflow.
- Continue to lobby for the COS rewrite of the online COS system as needed to meet the needs of the end users and comply with System Administration modifications. Work in collaboration with IT staff to implement recommendations.
- Continue to promote the Direct Deposit program and increase our student and state enrollment in direct deposit.
- Continue the proactive handling of student payroll processes by reaching out to the students and their supervisors when they are missing pieces of their new hire paperwork, with the goal of more timely appointments to payroll. Often their supervisors give their students inaccurate information on what they need to do, what documents they need, etc.
- Continue new/additional audit measures for greater checks and balances for Direct Deposit, tax withholding, and paycheck deduction entries.
- Increase and continue fraud prevention measures and awareness of payroll staff as new schemes and attempts at fraudulent requests are increasing for campus payroll offices.

- Continue the promotion of the self-service features of the SUNY HR portal and the NYS Payroll online option for W-2 reprints, Direct Deposit stub printing opt-out, W-2 printing opt-out, tax changes, etc.
- Remain abreast of continually changing federal, State and SUNY policies to ensure continued compliance with applicable rules and regulations.
- Continue tracking and monitoring the proper coding and transactions for Quarantine leaves for state employees (regular and student) as they have a direct effect on Payroll and Time and Attendance with regard to use of accruals, paid or unpaid status, etc.
- Continue to find ways to streamline processes and procedures, especially given the reduced staffing. We have also evaluated processes to find ways to do less printing and production of paper documents, and will continue to improve on this.

## Student Accounts

### Annual Report

The Student Accounts office is committed to providing efficient, courteous service to the campus community with a friendly staff knowledgeable on federal, State, SUNY and campus regulations and policies. Responsibilities include accurately billing and collecting tuition and fee revenue for every registered student, distributing Federal, State and private financial aid funds to individual student accounts, and appropriately refunding excess aid directly to the student or back into the financial aid program. In addition, Student Accounts disseminates information to the families of our students relevant to the Tax Relief Act of 1997 for the Lifetime Learning and American Opportunity Income Tax Credit, and provides information sessions at each of the Summer, Spring, and International Student Orientation programs as well as EDP's JEWEL program.



*Seated, from left to right: Wendy Decker and Angie Astry; in back, from left to right: Lynn Bowers, Megan Mackowiak, Leslie Briggs, Mindy Ostrander and Pat Ippolito*

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

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

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

## Significant Accomplishments

- The Student Accounts Office successfully submitted the 1098-T on time, and they were mailed to students prior to the January 31<sup>st</sup> IRS deadline. The forms submitted excluded the HEERF funds that students received in compliance with SUNY's request and federal guidelines.
- Veterans Affairs and Post 911 benefit recipients continued to receive their funds in a timely fashion and we ensured that no duplicative benefits were received by these students.
- Continued to certify TAP in a timely manner and properly certify students utilizing the two different SAP charts, dependent upon when they initially received TAP or if they are an EDP student.
- Throughout the past year, we received 25 payments through Flywire totaling \$175,016. Students that have utilized the service have been pleased with the ease of making their international payment.
- As new TouchNet releases update the software system, we keep the office staff abreast of the changes that occur and the new features that are available for usage.
- Served on the PCI Compliance Committee and this year we submitted our completed Self-Assessment Questionnaires again. We continue to work on PCI compliance across campus.
- Throughout the past year, we have worked very closely with IT, the Registrar's Office, Financial Aid, and Academic Advising to continue the administration of Excelsior. HESC finally processed the COVID affected Excelsior students and we were then able to process their 2020-21 and future awards if eligible.
- Throughout the past year, we outreached to students that had an Estimated TAP award on our system and encouraged them to complete their TAP application so we could receive those funds and assist them in paying their bill. Additionally, we contacted students with application errors in an attempt to have them fix the errors so that their TAP would process and pay on their account.
- Although 2020-21 was the last year for the Destination to a Dream program, we continue to track those students with unpaid balances in hopes of receiving our funds.
- Successfully disbursed and refunded the HEERF III funds to students.
- 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.
- Reconciled all Grad Assist waivers funding and expenditures so Grad Assistants receive timely waivers and it comes from the correct accounts.
- Assisted with the continued implementation of TouchNet Marketplace stores, assuring that the financial data being fed into Banner for IFR accounts from the new stores is properly accounted.
- Assisted with reconciling the Direct Loan Program funds to ensure that loan funds are accurately accounted for in the URAS system.
- Continued work on the Banner Procedure Manual for functions of Student Accounts and Revenue Accounting.
- Submitted all Student Revenue Data Submissions (SRDS) in a timely manner for the Net Price Calculator.



- Submitted all monthly Sales Tax returns in a timely manner.
- Continued updating existing Excel spreadsheets that Revenue Accounting uses on a daily, biweekly, monthly, biannually, and yearly basis to increase operations and efficiencies.

## Statistical Data

The Student Accounts Office produced over 13,069 bills for the Fall 2021 and Spring 2022 semesters, a decrease of 8.3% from last year. As you can see from the chart below, we continued with the additional bill for the Excelsior students that were not eligible for their Excelsior award at the end of the Spring 2021 semester; these bills were generated both electronically and via paper. The final bills for the Fall and Spring semesters are prepared manually, and no bills are generated for J-Term or Summer sessions; therefore, no statistical data is available. Please refer to the following chart for statistical billing data of all electronic bills.

<b>Fredonia Student Account Bills</b>						
	<b>2019-20</b>		<b>2020-21</b>		<b>2021-22</b>	
	<b># Bills</b>	<b>Billed Amount</b>	<b># Bills</b>	<b>Billed Amount</b>	<b># Bills</b>	<b>Billed Amount</b>
<b>Fall</b>						
Registration	4,211	\$31,363,692.61	4,063	\$27,218,950.75	3,674	\$26,203,748.34
Post Registration	2,061	16,489,024.25	1,677	12,039,255.15	1,597	11,746,218.06
Audit #1	1,344	11,811,183.09	1,117	8,447,036.65	1,010	8,496,661.12
Audit #2	946	8,467,691.67	828	6,498,924.04	753	6,593,558.79
Audit #3	368	3,561,308.02	349	2,752,844.98	296	3,119,628.52
<b>Spring</b>						
Registration	3,813	29,642,023.19	3,455	25,052,689.22	3,273	25,026,644.67
Post Registration	1,292	10,779,976.56	1,201	8,914,858.78	1,019	8,262,460.30
Audit #1	802	7,151,297.92	723	5,731,813.69	666	5,500,742.07
Audit #2	594	5,444,367.07	553	4,317,430.70	506	4,372,368.54
Audit #3	318	3,007,333.00	218	1,811,344.20	207	1,975,425.61
Excelsior	66	170,604.44	63	618,445.44	68	249,354.69
<b>Total</b>	<b>15,815</b>		<b>14,247</b>		<b>13,069</b>	

There were 452 students subscribing to the Faculty Student Association (FSA) Debit Account for the Fall and Spring semesters with a billable total of \$408,800, representing a 53.1% decrease in the number of subscribers and a decrease of 18.8% in dollar value. This large reduction is a result of COVID-19 and having fewer students on campus during the 2021-22 academic year.

The Student Accounts Office billed \$453,938.47 for laboratory and class fees for the 2021-2022 academic year, representing an increase of 0.67% compared to the prior year.

Direct deposit of refunds directly into bank accounts totaled 6,725 for \$10,878,401, a decrease of 15.02% in number and an increase of 0.53% in dollar value.

A total of 5,573 credit card web payments were processed for a total of \$11,455,623 during 2021-2022. In addition, 1,717 WebCheck transactions were processed in the 2021-2022 year for a total of \$4,803,381. Please refer to the following charts for comparative data.

<b><u>Web Credit Card Payments</u></b>					
<b>Month</b>	<b>2017-18</b>	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>	<b>2021-22</b>
<b>July</b>	\$599,905.83	\$534,321.63	\$600,717.89	\$48,663.52	\$799,443.42
<b>August</b>	3,395,945.87	3,655,777.22	3,306,751.46	3,542,106.67	3,135,002.74
<b>September</b>	1,016,360.19	789,474.14	818,113.69	703,050.27	729,690.02
<b>October</b>	754,684.83	699,451.87	798,590.52	578,272.61	757,384.08
<b>November</b>	237,538.78	371,493.02	319,415.76	350,970.20	325,741.33
<b>December</b>	936,781.52	1,038,112.98	958,988.09	237,003.92	257,325.51
<b>January</b>	2,960,103.38	2,831,638.88	2,794,150.88	2,961,739.59	3,392,807.67
<b>February</b>	706,560.45	783,556.61	710,992.10	745,509.20	562,239.83
<b>March</b>	627,859.26	741,523.85	535,554.88	607,217.74	618,780.29
<b>April</b>	310,751.45	289,529.17	378,631.64	433,600.86	261,923.82
<b>May</b>	331,183.59	283,116.81	64,050.84	413,185.72	490,360.22
<b>June</b>	91,121.91	108,387.85	94,479.52	209,186.07	124,924.07
<b>Total</b>	\$11,968,797.06	\$12,126,384.03	\$11,380,437.27	\$10,830,506.37	\$11,455,623.00
<b>Net Increase/Decrease</b>		<b>1.32%</b>	<b>-6.15%</b>	<b>-10.69%</b>	<b>0.66%</b>

<b><u>Webcheck Payments</u></b>					
<b>Month</b>	<b>2017-18</b>	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>	<b>2021-22</b>
<b>July</b>	\$249,256.05	\$198,086.60	\$250,220.20	\$12,178.50	\$376,096.14
<b>August</b>	1,259,206.77	1,378,155.60	1,303,486.78	1,246,735.20	1,389,443.65
<b>September</b>	369,032.28	338,036.74	284,192.64	292,708.85	270,863.84
<b>October</b>	314,711.33	226,930.47	270,086.42	252,399.02	244,764.00
<b>November</b>	62,796.01	139,280.65	100,375.02	64,275.94	119,387.03
<b>December</b>	314,301.02	342,736.04	345,944.19	45,459.83	87,689.05
<b>January</b>	1,204,327.12	1,125,254.74	1,036,817.96	1,248,545.46	1,524,570.65
<b>February</b>	262,958.12	286,813.21	213,786.55	208,937.83	253,064.06
<b>March</b>	290,683.74	256,846.34	238,962.01	212,646.11	254,846.08
<b>April</b>	101,722.50	75,068.26	173,025.20	86,641.68	113,398.62
<b>May</b>	66,213.39	56,432.11	92,146.14	96,689.45	130,675.19
<b>June</b>	16,934.27	30,894.17	54,159.09	61,444.88	38,582.25
<b>Total</b>	\$4,512,142.60	\$4,454,534.93	\$4,363,202.20	\$3,828,662.75	\$4,803,380.56
<b>Net Increase/Decrease</b>		<b>-1.28%</b>	<b>-2.05%</b>	<b>-14.05%</b>	<b>10.09%</b>

During the 2021-2022 fiscal year, \$85.58 million of collected revenue and \$27.78 million of cash disbursements were accounted for within the University Revenue Accounting System. These figures represent a 2.83% increase in collections and a 5.37% increase in cash disbursements from last year. Please refer to the following chart for comparative data.

<b>CASH COLLECTIONS</b>				
	<b>2020-2021</b>	<b>2021-2022</b>	<b>Change</b>	<b>Percent</b>
Tuition	\$30,182,996	\$28,225,953	-\$1,957,043	-6.48%
College Fee & Student Fees	\$6,215,168	6,776,142	560,974	9.03%
Campus Debit Card	\$505,899	395,403	(110,495)	-21.84%
Residence Hall Rental	\$10,852,752	12,644,267	1,791,515	16.51%
Food Service	\$7,212,488	8,308,753	1,096,265	15.20%
IFR Receipts	\$1,822,454	1,378,078	(444,376)	-24.38%
Disbursements	\$26,362,610	27,777,030	1,414,420	5.37%
<b>Total</b>	<b>\$83,154,366</b>	<b>\$85,505,627</b>	<b>\$2,351,260</b>	<b>2.83%</b>

Laboratory & Class Fees	457,005	453,938	(3,067)	-0.67%
Direct Deposits \$	10,821,552	10,878,401	56,849	0.53%
Direct Deposits #	7,914	6,725	(1,189)	-15.02%

## Assessment Update

### Assessment Statement

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

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

### Assessment Activities

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

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

We were able to promote our Office Assistant 2 to the Administrative Assistant 1 position and hire a full time Office Assistant 2 as the cashier.

We continue to work with the campus as a whole to maintain PCI compliance and are active members of the PCI Compliance Committee. Our Self-Assessment questionnaires are submitted during the fall to Elavon.

1098-T forms were successfully sent to students prior to the January 31<sup>st</sup> deadline and ECSI submitted information to the IRS in a timely manner on our behalf. All CARES and HEERF funds were excluded from the 1098-T as instructed by SUNY and the IRS. We decided to continue billing after January 1<sup>st</sup> of the new year for Spring 2022 because it simplified the 1098-T's for our students and their families. This resulted in far fewer calls and questions about discrepancies regarding the 1098-T.

We have worked closely with IT, the Registrar's Office, Academic Advising, and Financial Aid throughout the past year to administer Excelsior at Fredonia. Our group continues to meet on a weekly basis to continue our planning and preparation for notifying students of their ineligibility or potential ineligibility, as well as making sure that we are getting all students paid as soon as possible. This past summer we decertified all students that did not meet their 30 credit hour requirement after the Spring 2022 semester and billed all of those students. Students that were taking credit hours at Fredonia during the Summer 2022 were kept as pending until after their summer courses were completed and we could either certify or decertify. The Spring 2020 COVID affected students were processed by HESC during this year and we were able to verify that they received it in future semesters if eligible.

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

Although the Destination to a Dream (D2D) agreement with Jamestown Community College (JCC) has ended, we continue to check in with JCC's Business Office periodically to see if they have received any more payments from delinquent students.

Working with IT and DFT, we were able to successfully set up a phone tree. The phone tree contains some basic answers to commonly asked questions, while still allowing an option to directly speak with someone in Student Accounts. There is also an option to be transferred to Financial Aid for aid questions or the ITS Service Center to reset their PIN.

We successfully applied and refunded students that were awarded the HEERF III funds.

All 2021-2022 URAS biannual reports, as well as the annual report, were submitted to System Administration prior to the due date using the new URAS web application. Fredonia's designated campus analyst reviewed each report and issued unqualified acceptance letters for all reports as

well as the annual report. This is one of the factors contributing to the good reputation that the campus has within System Administration operations, which has permitted us to submit reports biannually instead of quarterly as we had done in previous years.

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

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

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

All Banner patches and new releases are continually tested to ensure that they work properly when applied in our production database.

Student Revenue Data Submissions (SRDS) is consistently monitored with new patches, as well as reporting the submission to System Administration as requested by SUNY.

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. Additionally, this year we had to ensure that all Federal COVID refunds were cashed and if not contact the students. All of the HEERF II refunds were cashed and we're currently working with a few students on the HEERF III funds.

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 increased 8%; charges for all other banking services increased 1% (please refer to the following chart). This information is critical in securing sufficient funding from System Administration to adequately cover our banking services. All bank statements are also reconciled on a monthly basis to assure the bank records agree with the campus records.

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

Bank Invoice Charges Comparison Years 2020-2021 and 2021-2122				
	21/22	20/21	Inc/Dec	Percentage Inc/Dec
July	2,637.44	2,986.88	(349.44)	-12%
August	3,251.93	3,484.91	(232.98)	-7%
September	3,542.21	4,364.21	(822.00)	-19%
October	3,303.07	3,500.19	(197.12)	-6%
November	4,609.56	3,407.85	1,201.71	35%
December	2,912.90	2,474.77	438.13	18%
January	3,358.90	2,868.45	490.45	17%
February	3,934.33	3,604.01	330.32	9%
March	4,391.41	4,393.63	(2.22)	0%
April	3,367.25	3,384.89	(17.64)	-1%
May	2,896.39	3,465.69	(569.30)	-16%
June	2,724.10	2,560.45	163.65	6%
<b>TOTAL</b>	<u>40,929.49</u>	<u>40,495.93</u>	433.56	1%

Merchant Charges	21/22	20/21	Inc/Dec	Percentage Inc/Dec
Elavon	196,706.28	187,726.25	8,980.03	5%
Amex	<u>25,062.81</u>	<u>17,036.31</u>	<u>8,026.50</u>	<u>47%</u>
<b>TOTAL</b>	<u>221,769.09</u>	<u>204,762.56</u>	17,006.53	8%



## 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.
- As a member of the PCI Compliance Committee, continue working with Campus Guard and IT to assist Student Accounts and the campus community in remaining PCI compliant. Submit Self-Assessment Questionnaires for the campus merchant ID's with Elavon annually.
- Continue to work with IT, the Registrar's Office, Academic Advising and Financial Aid on Excelsior. Continue to fine-tune our process to certify/decertify student and then bill the decertified students in a timely manner.
- Work with International Education to assess charges and bill any students that are enrolled in the ESL Program.
- Continue to track Destination to a Dream students with a balance due with Jamestown Community College. For those students that are still delinquent, we need to pull the accounts back from JCC's collection agency, bill them and send them on to our collection agency.
- Issue 1098-T's with the exclusion of Federal COVID funds.
- Serve as member of the Jewett Hall Rehab Committee as we plan for the future move.
- Evaluate current check printing process as Computer Operations moves to a different building on campus.
- Evaluate the new requirements for Part-Time TAP to ensure that students are properly certified.
- Work with Financial Aid and HESC to determine how to process and receive funds for students that received the NYS Vaccination Scholarship.
- Work with the Federal Government in renewing our SAM account to be able to continue to process veteran funds.
- Continue monitoring the accuracy and timeliness of the URAS reports as well as sending them through the new URAS web application.
- Continue monitoring the accuracy and timeliness of the biweekly revenue distributions.
- Continue monitoring the monthly statement of bank and merchant charges for accuracy.
- Continue reconciling the bank statement on a monthly basis to assure bank records and campus records agree.
- Continue testing all Banner Finance and related Banner Student Modules.
- Continue submitting the Student Revenue Data Submission as requested by SUNY.
- Continue reconciling our records with the Attorney General's records for accuracy as needed.
- Continue notifying students more frequently for old uncashed checks. Also ensure students being sent to collections don't have uncashed checks. Closely monitor the uncashed checks for HEERF II and HEERF III.
- Reconcile the Grad Assistantship records for accuracy.
- Send dormitory funds to NYS Tax and Finance biweekly.

## University Accounting

### Annual Report

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



*Seated: Rachael Coon, In back from left to right:  
Brienne Hazen and Jody Myers*

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

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

The University Accounting Office is responsible for updating employee leave status in the Statewide Financial System (SFS). Additionally, the University Accounting Office is responsible for tracking all OTPS expenditures.

During the 2022-2023 fiscal year, the University Accounting Office underwent significant staffing changes. For most of the year the office was staffed by the Director, or Interim Director and a .5 Office Assistant 2 (clerical). The office also had two part-time temporary clerks throughout the year to cover the vacant Office Assistant 2 (calculations) position.

## **Significant Accomplishments**

- Accounting records for the fiscal year were completed and closed per System Administration deadlines without any lapsing State funds.
- The Director of University Accounting continues to be a member of the SciQuest/Jaggaer implementation team and is Fredonia's Campus Administrator.
- The Office of the State Comptroller (OSC) continued granting our campus University Accounting Office the ability to delete inaccurate and/or suspended vouchers.
- OSC continued to consider Fredonia as a "low risk" status, which permits the Quick Pay expenditure level to \$999,999.99.
- The University Accounting Office continually updates their webpage with new procedures and forms, providing departments with easy access to the most current information.
- A successful search led to the hiring of a new Director of University Accounting.

## **Statistical Data**

- Throughout the 2022-2023 fiscal year 5,178 State vouchers were processed for payment totaling over \$16.7 million. Compared to last year, these figures represent a 10% increase in the number of State vouchers processed with a 10% decrease in the dollar value of State voucher payments.
- Accounts Payable processed 637 Honorariums and approved 111 Direct Pay Requisitions.

Throughout the 2022-2023 fiscal year, Travel and Non-Employee Travel (NET) Card transactions started to increase, with Travel Card expenditures at \$37,791 and NET Card expenditures at \$392,316. This represents a 69% increase in total Travel and NET Card expenditures from 2021-2022.

## **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 and use of the SUNY BI Web accounting application.

### **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 was one duplicate payment which resulted in payment being returned and a Refund of Appropriation processed. There were three other Refund of Appropriations due to an item invoiced for replacement and then returned and incorrect pricing.

### **Assessment Goals**

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

## **University Services**

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

## 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, purchasing, asset tracking, the receiving of parcels and the campus-wide delivery of supplies. The divisions under the University Services Department included the following offices:

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



*From left to right: Jody Myers and Terry Tzitzis*

### Mission Statement

University Services has a mission to provide the necessary support services to implement appropriate programs and services which enhances Fredonia's mission of "Fredonia educates, challenges, and inspires students to become skilled, connected, creative, and responsible global citizens and professionals. The university enriches the world through scholarship, artistic expression, community engagement, and entrepreneurship". University Services ensures that all State and SUNY regulations, guidelines and procedures are followed. Each of the areas under University Services strives to achieve the best services possible to faculty and staff to augment their performance and focus on the teaching and learning processes for our students.

In Fredonia's Vision Statement, states "Fredonia prepares graduate students to be engaged and informed citizens of the region and world, through discipline-specific coursework, interdisciplinary collaboration, experiential research and creative activity. The university establishes opportunities for graduate students to connect their academic work and professional aspirations in meaningful ways by networking with faculty, professionals, alumni and peers. The faculty and professional staff help our graduate students strive to meet their highest goals by challenging them to research, write, publish, innovate and teach, becoming lifelong contributors to their communities"; this clearly shows the direct relationship that all of the departments under University Services have between a student's education and the practical experience they gain in a business office. Through Work Study, Student Assistant and Internship programs, University Services proudly provides many students the opportunity to apply the classroom knowledge they have learned at Fredonia in a real business environment.

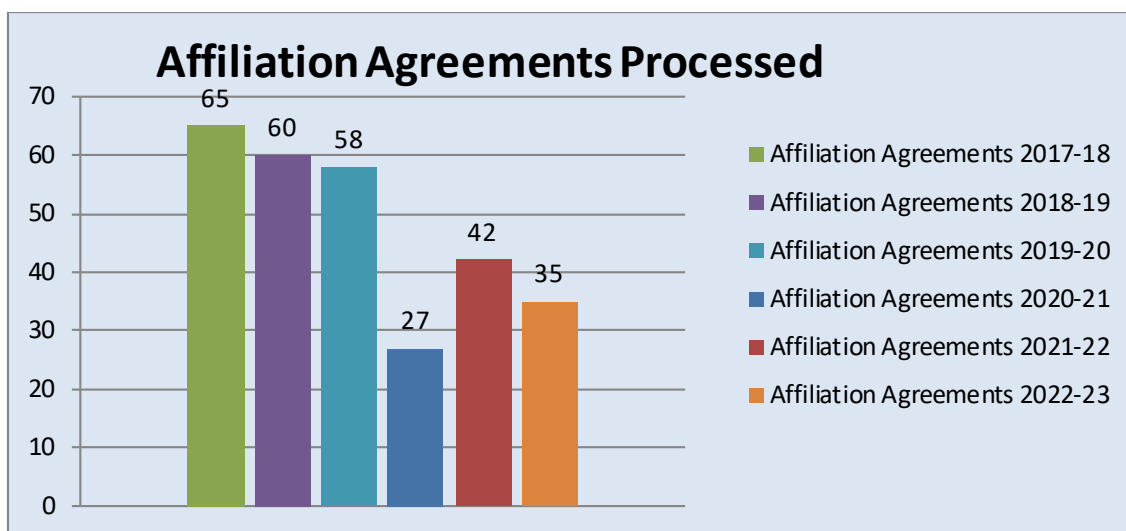
Equally important, University Services has gained from these very students that we are teaching. As a community of learners, we must respect both individual and cultural differences, reminding us that we too have learned so much from our students.

## Annual Report

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

### Significant Accomplishments

- Prepared and issued bids and contracts for assorted campus-wide services.
- Reviewed and approved 35 affiliation agreements for the campus.
- Miscellaneous bids for services.
- Processed numerous software/miscellaneous agreements.
- Involved in the SUNY initiative of Shared Services.
- Member of the Board of Directors of the SUNY Purchasing Association.
- Served on the Board of Directors for the Upstate New York region of the National Association of Educational Procurement (NAEP).
- Attended the Spring SUNY Purchasing Association Conference, and the Fall Upstate New York NAEP/ SUNY Purchasing Association Conference.
- President of the Board of Directors of the SUNY Fredonia Federal Credit Union.
- Member of the Sustainability Committee.
- Member of the Commencement 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.

### **Assessment Goals**

- Continue working with the Western NY Shared Services group for cost reductions on services and products.

## Automotive and Fleet Services

### Annual Report

The Automotive and Fleet Services unit is responsible for maintaining the campus fleet of vehicles and motorized equipment. The staff provides mechanical support to over 80 licensed vehicles and 140 unlicensed pieces of motorized equipment including lawn mowers, tractors, backhoes, man-lifts and the Zamboni. This unit is responsible for all repairs, maintenance, painting and annual inspections. The staff is N.Y.S. certified to perform annual vehicle inspections. In addition to maintaining the campus fleet, the staff repairs damaged snow blowers and numerous other equipment. They repair the and respond to fleet vehicle accidents and equipment malfunctions. The unit maintains the gasoline fueling system which provides fuel, using a special code identification system, to all campus vehicles and equipment including the Faculty Student Association (FSA) vehicles. In addition, the unit cleans, fuels, and prepares all fleet vehicle and athletic vehicles used by campus personnel.



*From left to right: Jay Jacques, John Schmidt, and Steve Gromala Jr.*

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

### Significant Accomplishments

- Continuing to train staff on new vehicle repair procedures.
- Completed 225 work order requests.
- Prepared, cleaned and fueled fleet vehicles.
- Responded to various maintenance equipment malfunctions and on-campus building repairs.

### Statistical Data

- Completed 225 work and preventive maintenance orders.



## Assessment Update

### Assessment Statement

The Automotive/Fleet Services unit provides consistent quality customer service to ensure all vehicles and equipment are safe and ready for use while evaluating the equipment and supplies for quality and reliable performance. Delays in equipment repairs was seen because of lack of available parts.

### Assessment Activities

- It is standard procedure to observe, review, inspect and monitor staff work while in progress and when completed, to ensure the proper use of materials, equipment and workmanship.
- Ensure that schedules are met, and that the work is performed accordingly.
- Training, instruction and assistance are provided to ensure assignments are completed accurately and efficiently.
- A total of 225 work orders were completed.
- Reduced fleet size.

### Assessment Goals

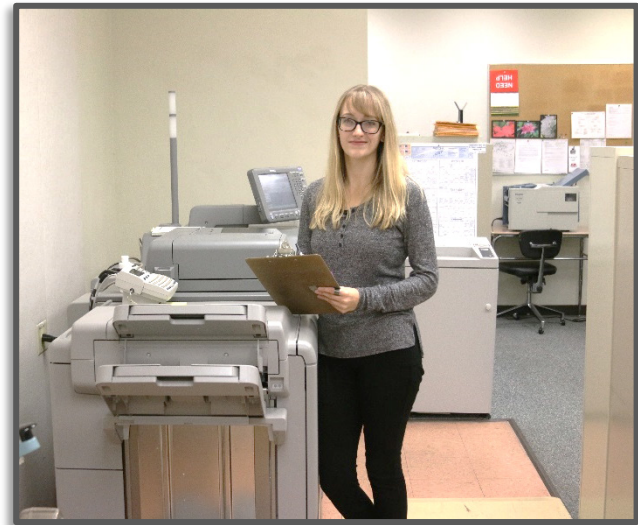
- Continue training on new equipment for servicing and repairs.

## Campus Photocopy Services

### Annual Report

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

- Thompson Hall, Room E357  
Main Manned Center
- Thompson Hall, Room W251
- Fenton Hall, Room 155



*Nicole Raynor*

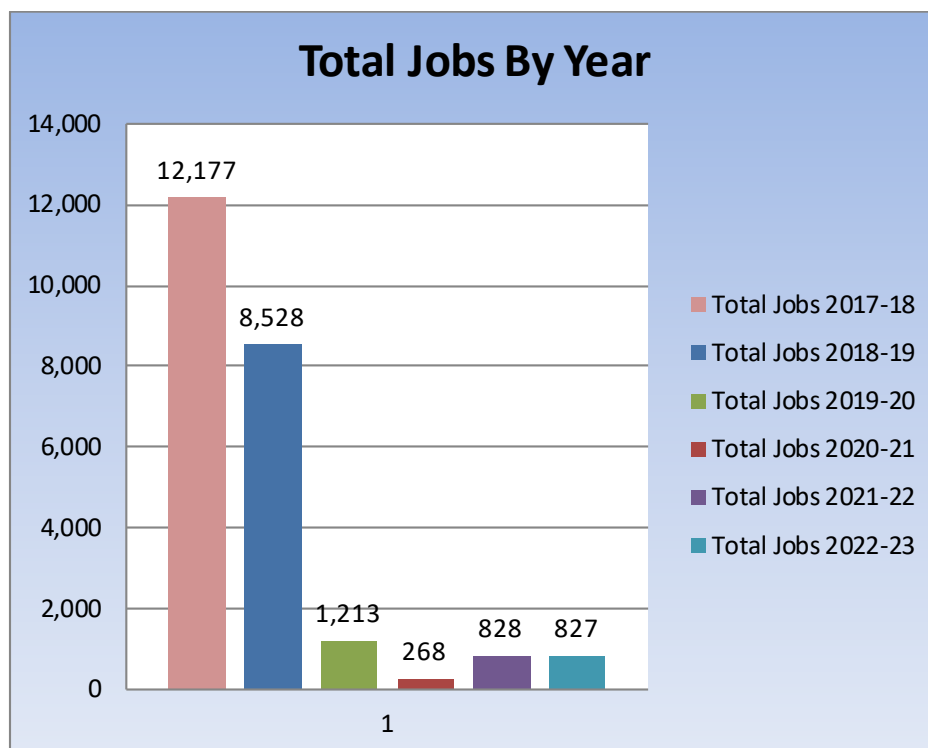
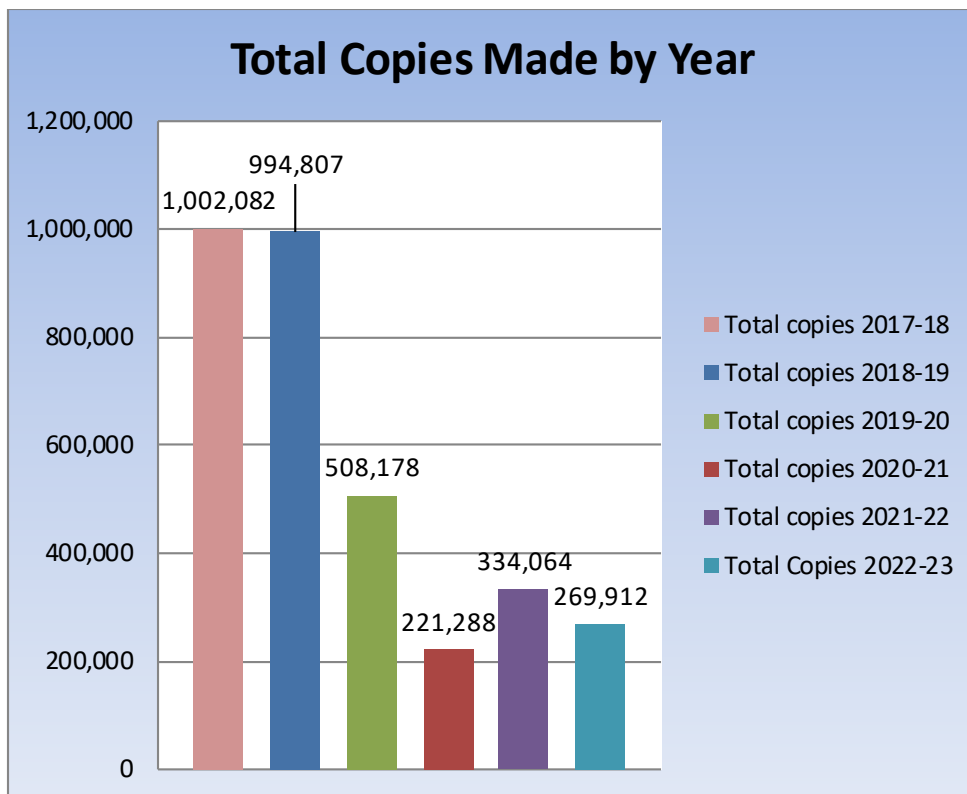
The costs at all centers are tracked to evaluate usage and possible future cost savings. This department was able to maintain the current pricing structure to campus departments at the same cost as in previous years, even though some supply costs have risen. As machines age, we are replacing them with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

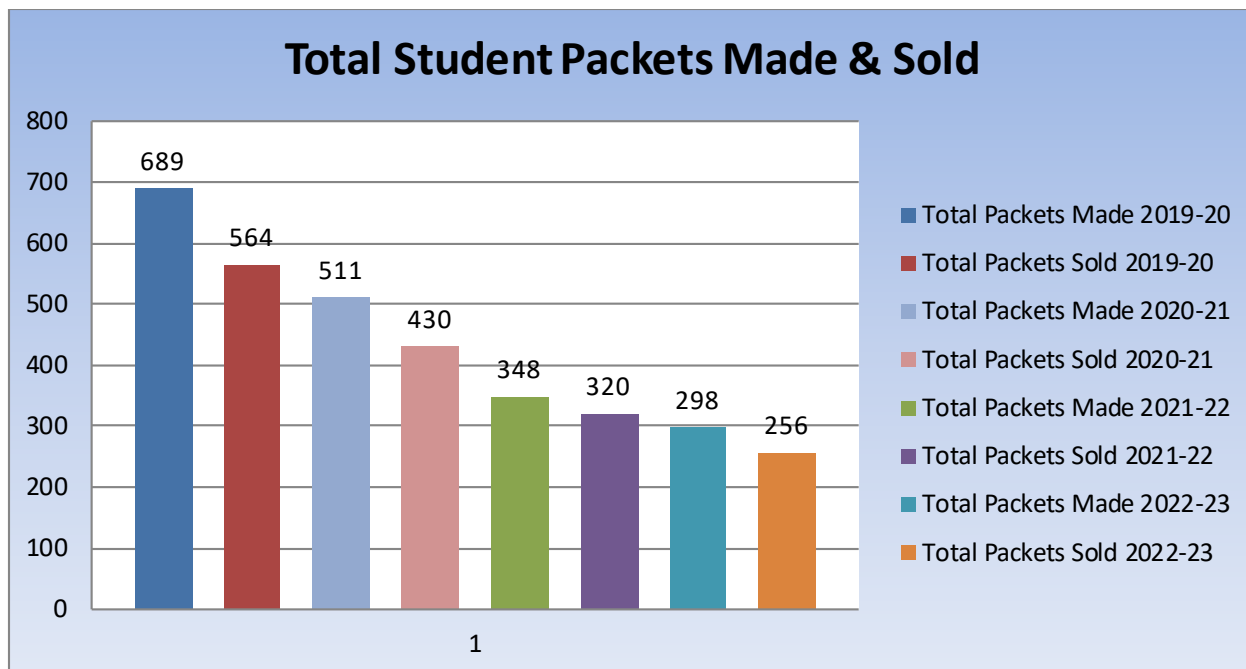
### Significant Accomplishments

- Maintained cost to departments at the same level as 2021-2022.
- We continued to combine the supervision of the Copy Center and Mailroom in an effort to maintain low pricing of copies to faculty and staff, while also cutting costs to campus operations.

### Statistical Data

- There was a decrease of 19% in photocopies made in 2022-2023 compared to the 2021-2022 year in the Thompson Hall manned center.
- There were 827 jobs with 269,912 copies made at the Thompson Hall copy center in the last year.
- The Copy center in Thompson Hall made 298 student packets, and sold 256 packets this past year. This represents a decrease of 14% in packets made and a decrease of 20% in packets sold from the 2021 – 2022 year.





## Assessment Update

### Assessment Statement

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

### Assessment Activities

- While this department saw an decrease of copies made for the past year, we were still able to keep the price per copy the same for our customers.

### Assessment Goals

- Reduce the number of photocopies/cost.

## Central Receiving

### Annual Report

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

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

### Significant Accomplishments

- There were 5,921 packages received.
- There were over 5,338 deliveries received.

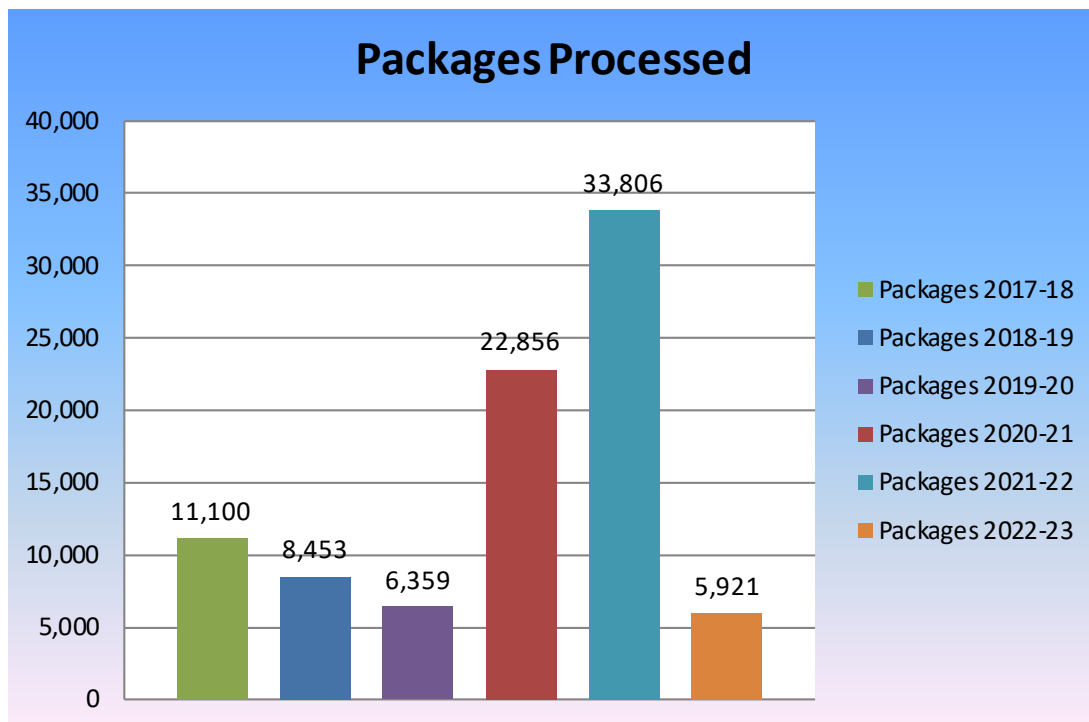
### Statistical Data

- |  |       |
|--|-------|
| • UPS packages received:                           | 2,911 |
| • Federal Express, Ground, Home packages received: | 2,147 |
| • Lasership  | 363   |
| • Miscellaneous deliveries packages                | 500   |



*Chris Frommer*





## 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.

### 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 326 SKU items with a value of \$174,478 at the end of June 2023. The custodial and office supply inventory dollars increased by 9%.

The Mechanical Storehouse is responsible for 2,494 SKU items with a value of \$311,977 at the end of June 2023. Items stored are for use by the trades departments (plumbing, electrical, carpentry, etc.) to make necessary repairs to buildings and equipment. This represents an increase in inventory by 15%.

Central Receiving affords the efficient distribution of supplies.

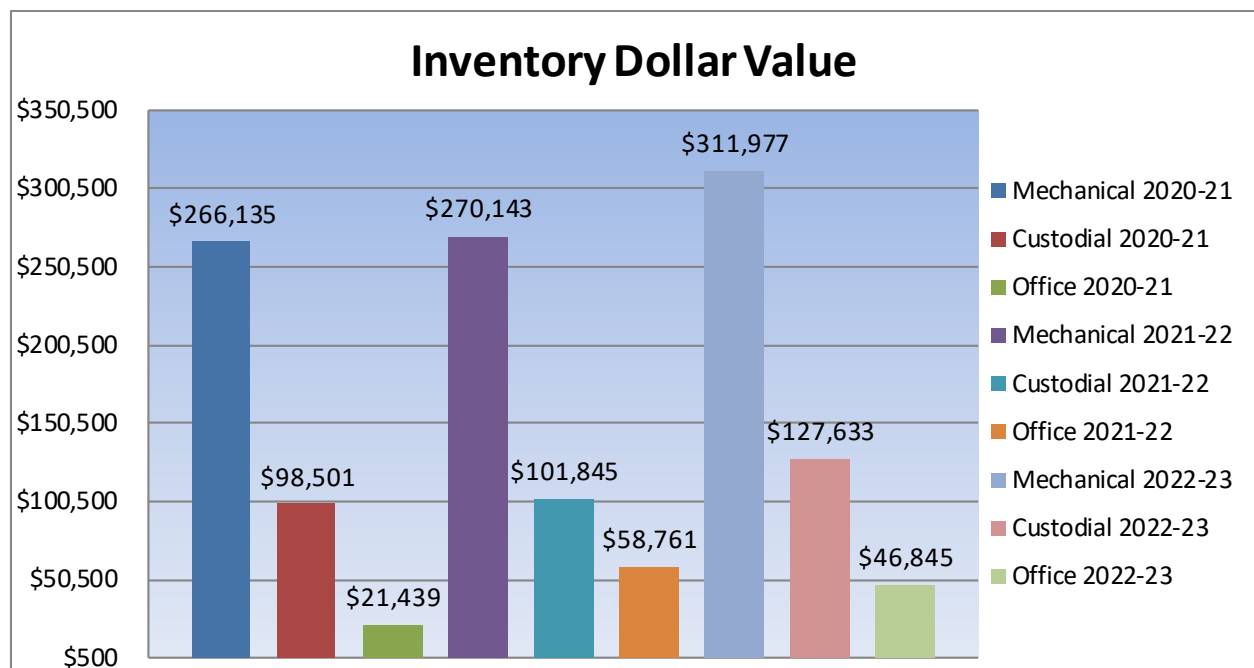
The Central and Mechanical Storehouses are staffed by the Central Receiving personnel.

### Significant Accomplishments

- Office supplies inventory items decreased over fiscal year 2021-2022 to \$46,845.
- Custodial supplies inventory items increased over fiscal year 2021-2022 to \$127,633.
- Mechanical supplies inventory items increased over fiscal year 2021-2022 to \$311,977.

### Statistical Data

- Mechanical supplies inventory: \$311,977
- Custodial supplies inventory: \$127,633
- Office supplies inventory: \$46,845



## **Assessment Update**

### **Assessment Statement**

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

### **Assessment Activities**

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

### **Assessment Goals**

- Reduce inventories.

## Contract Services

### Annual Report

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

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

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

- Assistance to related departments with workflow process and improvement in order to maintain compliance with governing procurement rules and regulations.
- Education to the campus community on proper protocol for entering into contracts with outside vendors.
- University lead on MWBE compliance and goal requirements as they pertain to procurement opportunities.

The Department of Contract Services is managed by the Director, Janet Mayer.

## **Significant Accomplishments**

- Total contract workload is comparative to last fiscal year, however, the majority of contracts this year involved software and services for approvals including boilerplate contracts, while service and software involves unique review and negotiations, sometimes involving the review of multiple documents for one item.

## **Statistical Data**

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

## **Assessment Update**

### **Assessment Statement**

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

### **Assessment Activities**

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

### **Assessment Goals**

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

## Mail Services

### Annual Report

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

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



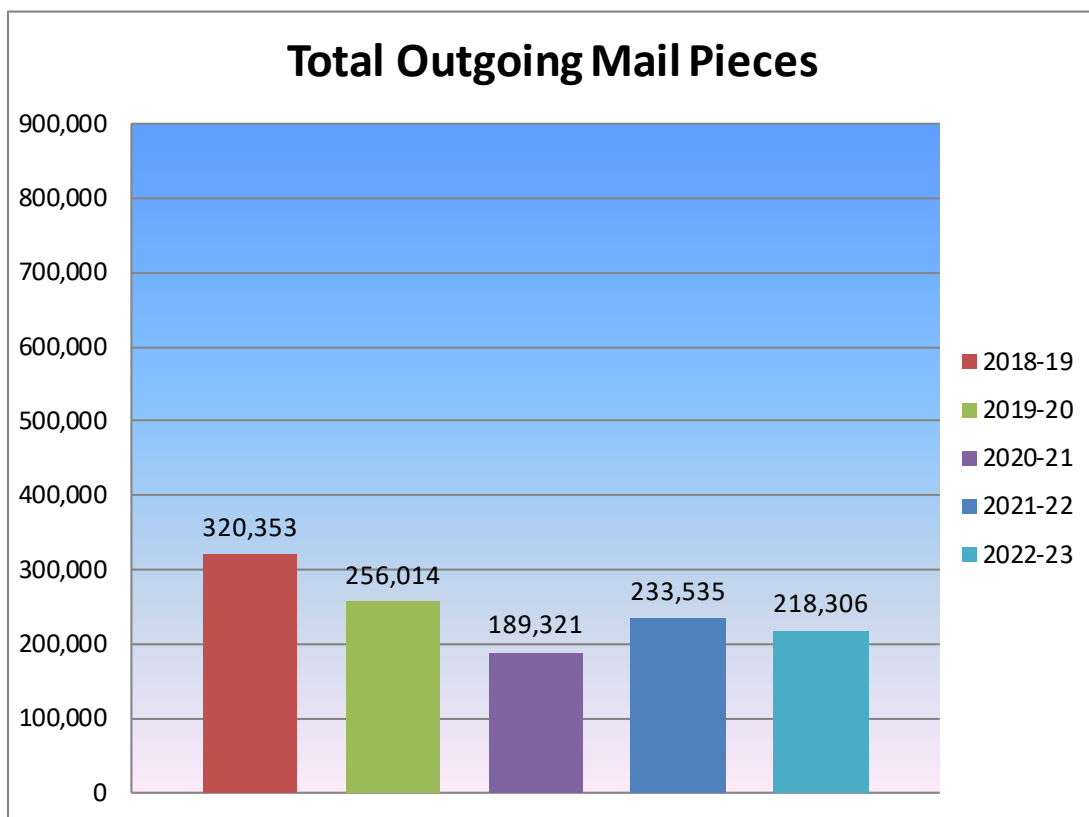
*Nicole Raynor*

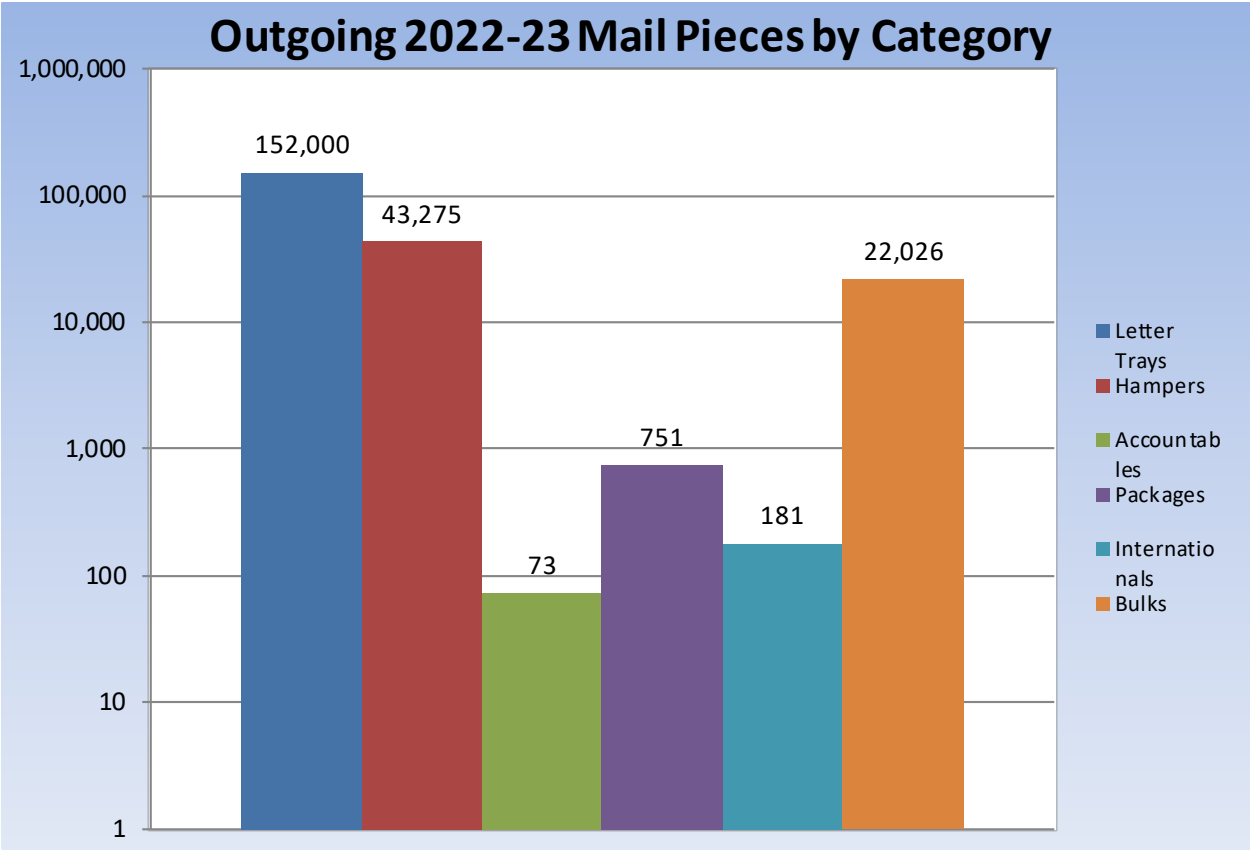
### Significant Accomplishments

- Deliveries are made to 60 departments and 13 dormitories. 16 departments located in Maytum Hall pick up their own mail from their mailboxes. Delivery routes were altered to accommodate departments moving to different buildings.
- In accordance with Internal Control's Mailroom Security, the annual training session was held. The training covered identifying anonymous mail, postal policies and procedures and an Emergency Response Drill review. A video seminar on mailroom safety produced by the NYS Division of Homeland Security and Emergency Services was shown. The training serves as a refresher for returning staff and informs new employees of the importance of observing potential hazards. In addition to the safety and security topics, many other mailroom rules, regulations and procedures were discussed with an emphasis on sorting mail to the correct department. All Mail Services employees, (state staff and students) are required to attend.
- Postage totaled \$97,666.26 for the fiscal year 2022-2023. This is a increase of 11.2% from 2021-2022.

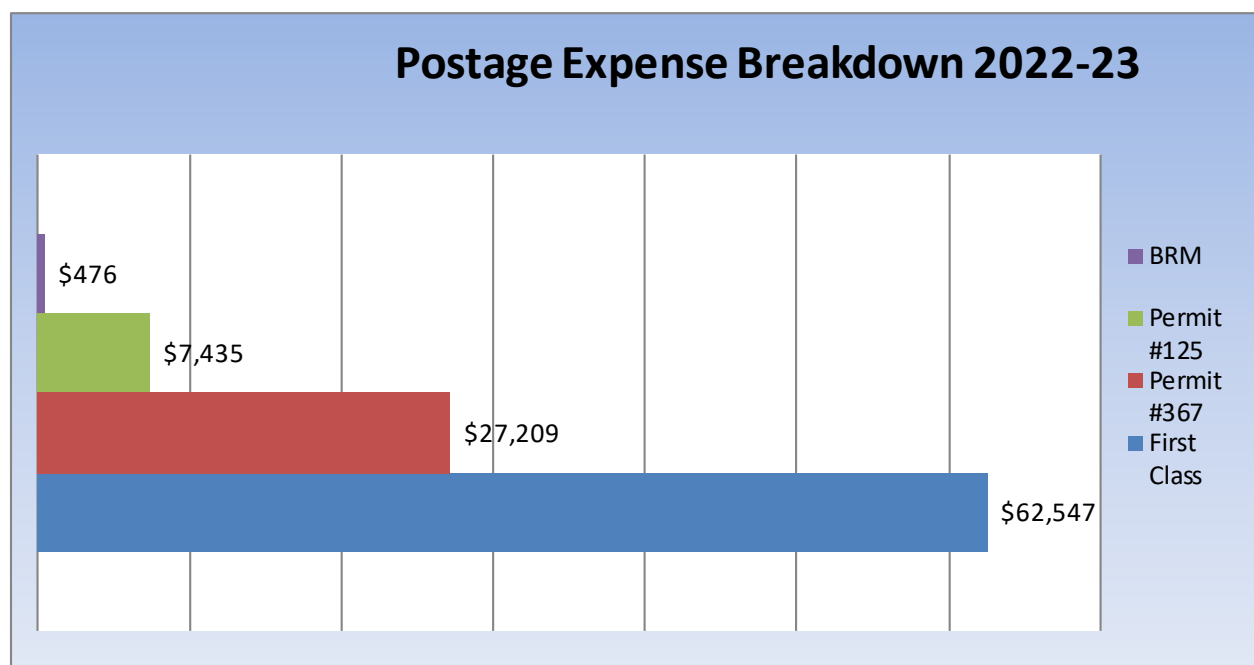
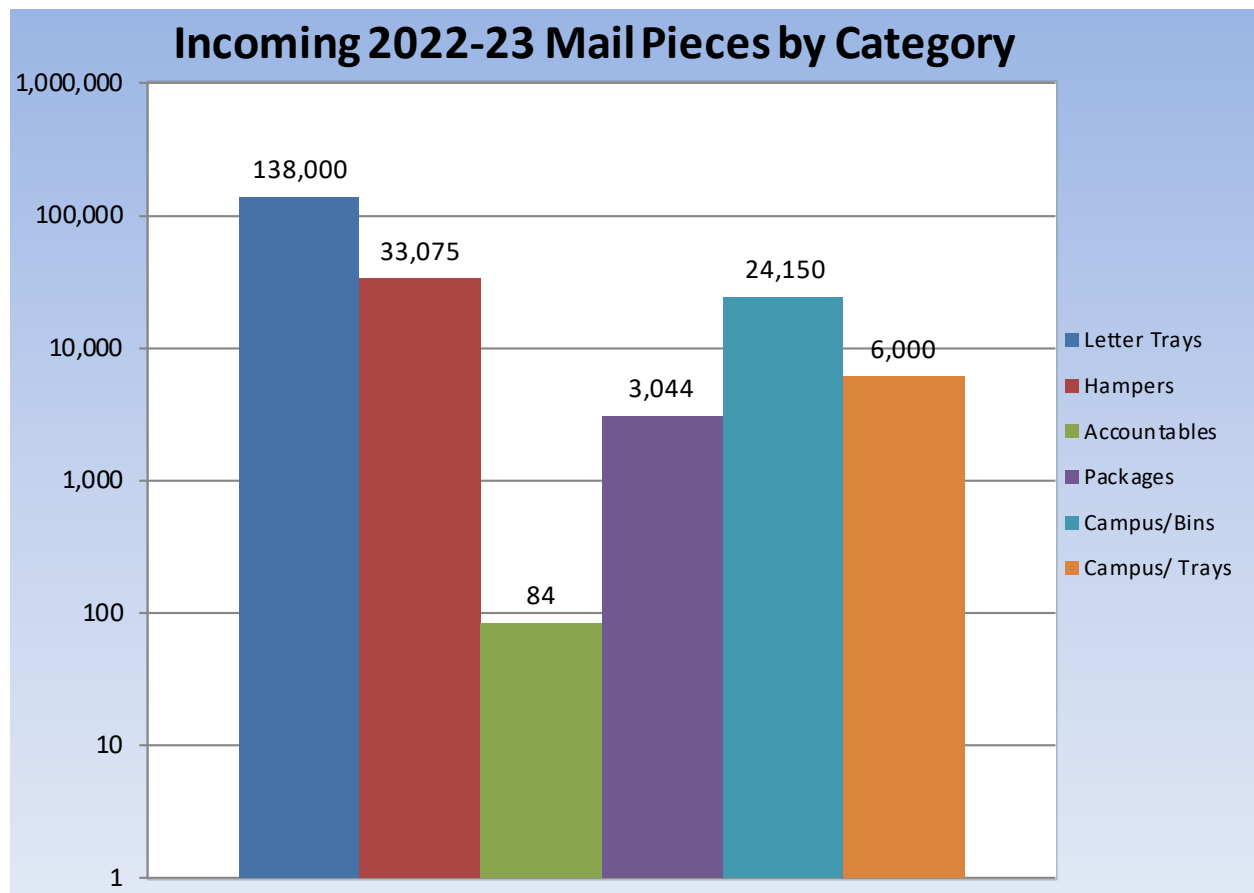
- There was an increase in the mailings entered through the #367 permit. 2021-2022 was \$23,995.27 and 2022-2023 increased to \$27,209.35.
- There was an increase in the mailings entered through the #125 permit. 2021-2022 was \$6,692.02 and 2022-2023 increased to \$7,435.26.
- There was an increase in BRM and Short Pay usage. 2021-2022 was \$437.94 and 2022-2023 increased to \$475.57.
- USPS increased postage rates multiple times throughout the year, which resulted in increased costs for all classes of mail and special services. Priority Mail rates had previously started at \$8.95, and now they start at \$9.65 for a flat-rate envelope. Priority Mail Express Mail had previously started at \$26.95, and now they start at \$28.75 for a flat-rate envelope.

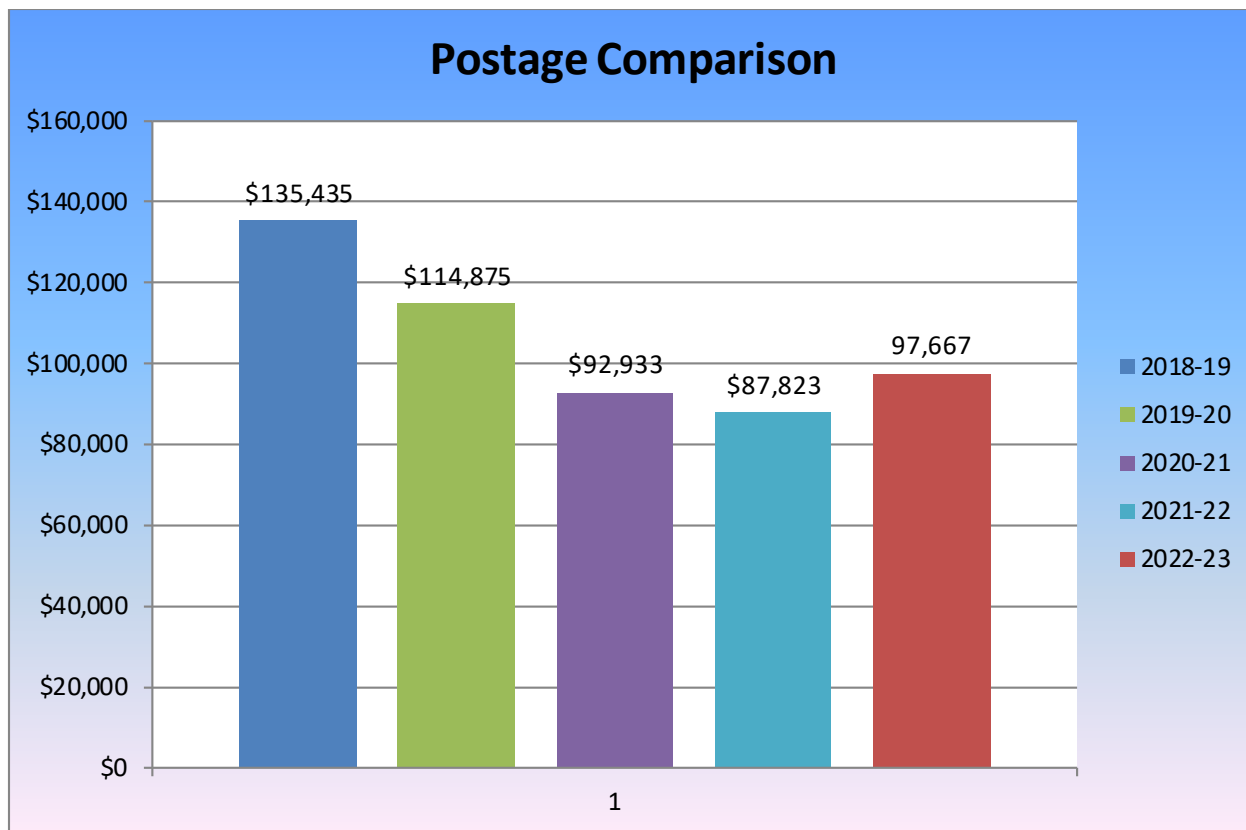
## Statistical Data











## 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

Postage totaled \$97,667 for the fiscal year 2022-2023. This is an increase of 11.2% from 2021-2022. The breakdown is as follows:

First Class		\$62,547
BRM/Short pay		\$476
Standard Mail 3 <sup>rd</sup> Class:		
Fredonia #125	\$7,435	
Buffalo #367	\$27,209	
		\$34,644
<b>Total</b>		<b>\$97,667</b>

## **Statistical Averages**

Overall, the mailroom processed approximately 218,306 pieces of outgoing mail. This is a combination of approximately 196,280 pieces of first-class mail and 22,026 pieces of standard permit mail. The staff also received, sorted and delivered approximately 174,193 pieces of incoming federal mail and 30,150 pieces of inter-campus mail. In total, the mailroom staff handled about 422,649 pieces of mail this year. On average about 1,697 pieces of mail are handled daily.

## **Assessment Goals**

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

## Park and Ride

### Annual Report

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



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

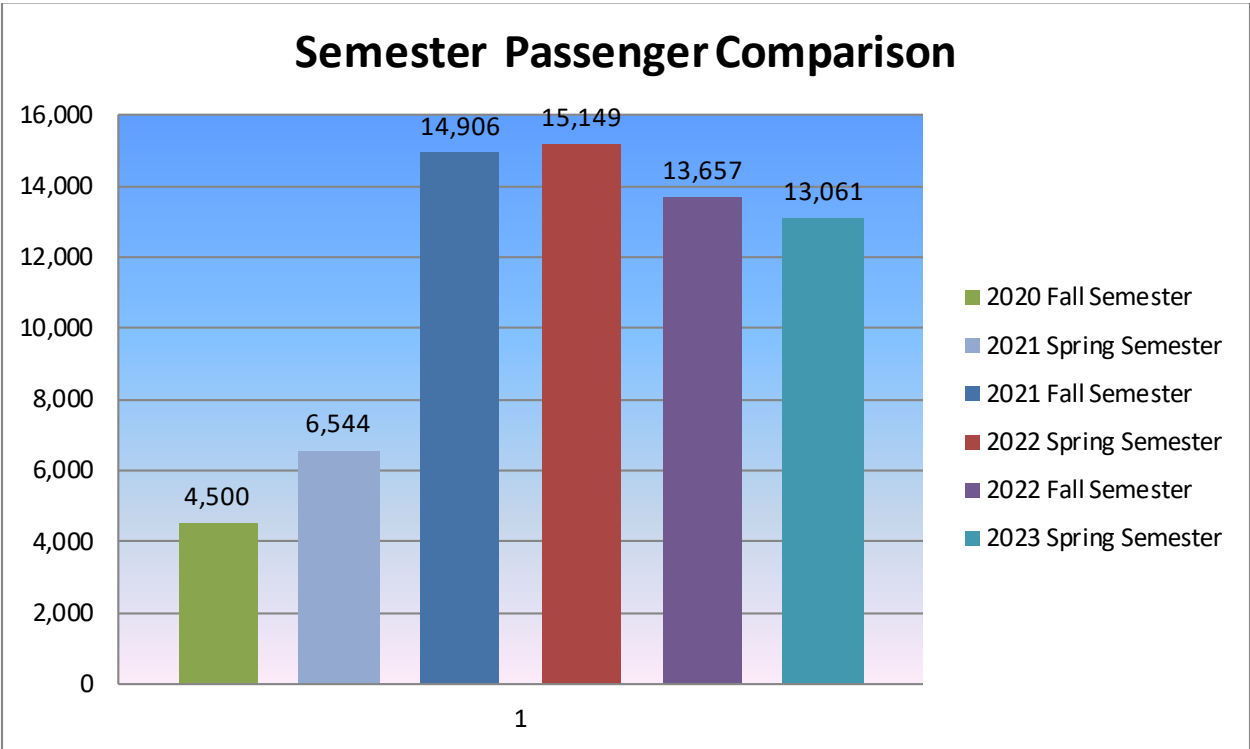
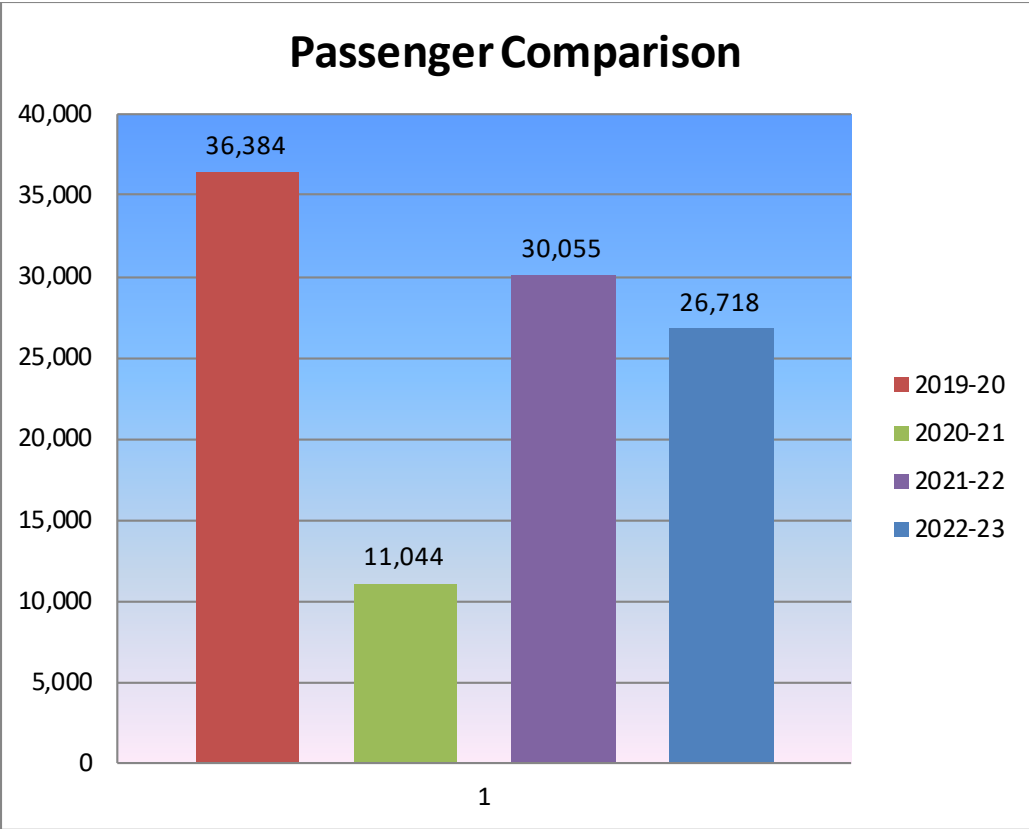
Park and Ride had an increase in ridership this past year with 26,718 passengers. This is attributed due to end of COVID and the students returning to classes on campus.

### Significant Accomplishments

This was the 17th year that the shuttle service was offered. Over the last 17 years we have transported 794,669 passengers. Every year we receive many compliments from students and staff thanking us for this service.

### Statistical Data

- There were 13,657 passengers serviced for the fall 2022 semester.
- There were 13,061 passengers serviced for the spring 2023 semester.
- A total of 26,718 passengers used the shuttle for 2022-2023.



## **Assessment Update**

### **Assessment Statement**

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

### **Assessment Activities**

The passenger count shows the reduction usage due to the reduced student enrollment.

### **Assessment Goals**

- Continuation of this service to students, faculty and staff.

## Property Control

### Annual Report

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

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



*Janet Parsons*

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

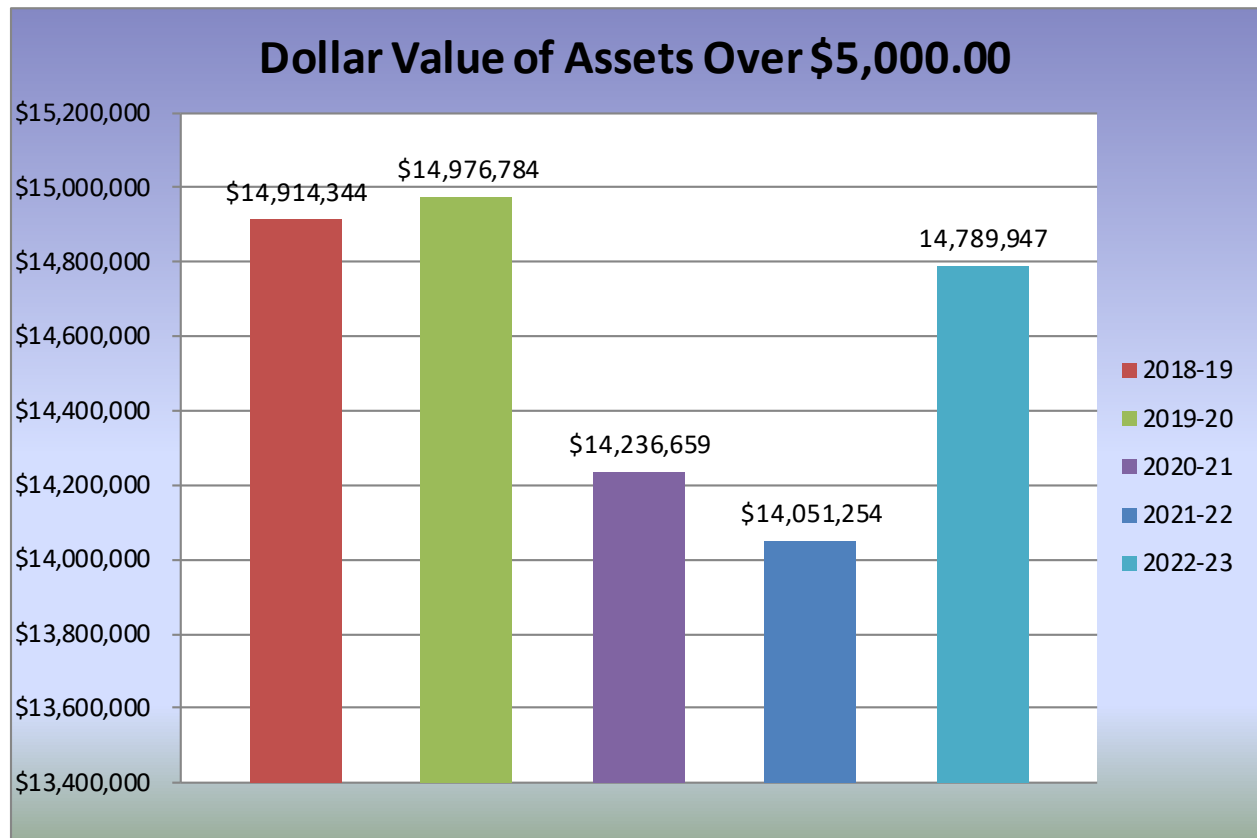
### Significant Accomplishments

- We had three separate campus electronics recycling this fiscal year at no cost to the campus. The first event was held March 2, 2023 with a total of 2,117 lbs. of electric equipment recycled with a generated revenue of \$465.74 for the campus. The second event was on April 10, 2023 with a total of 3,231 lbs. of electronic equipment recycled with a generated revenue of \$710.82 for the campus. The third event took place on April 18, 2023 with a total of 2,159 lbs. of electronic equipment with a revenue of \$474.98. This combines for a total for fiscal year 2022/2023 of 7,507 lbs. of electronics going to recycling and a total revenue for the campus of \$1,651.54.
- Assets: 7,769 items totaling \$23,789,770.59.
- New platform (GovDeals) is now being used by the state to list surplus equipment. No equipment has been listed by Fredonia since it began in March 2023.
- Surplus equipment granted local disposition – (1) scrap phone (4) scrap pianos (1) group misc. scrap communication equipment (1) group scrap wood (416) concrete blocks, for a revenue to the campus of \$842.00.
- Monitored information and forms on Property Control web site to ensure it is up to date.

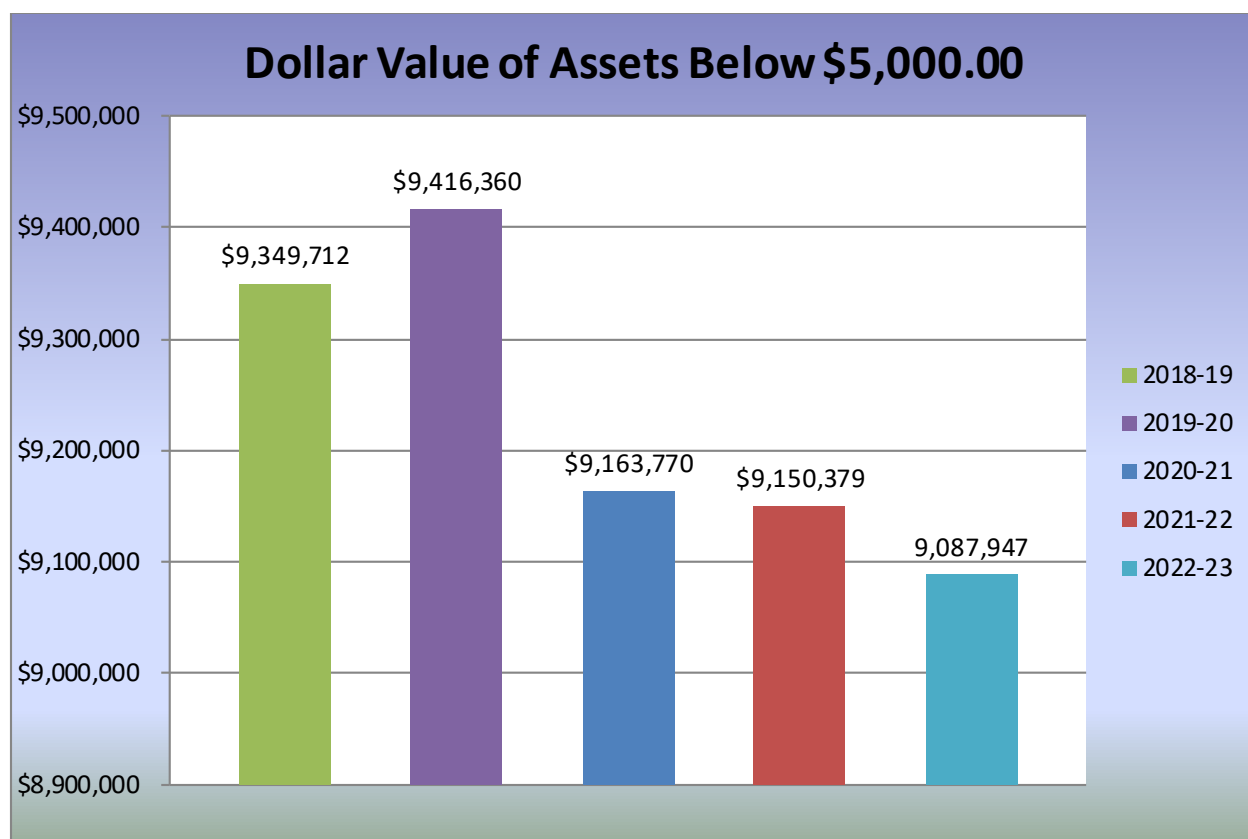
- Kept the Temporary Loan of Equipment requests information updated and accurate.
- Annual physical inventory of equipment was conducted.
- Updated Property Control Policies and Procedures

### Statistical Data

- 7,769 total assets on inventory for an amount of \$23,789,770.59.
- 7,339 assets for \$23,361,403.73 located for the 2022-2023 physical inventory.
- 430 assets for \$428,366.86 not located for the 2022-2023 physical inventory.
- 649 new assets for \$1,231,201.23 were added to the inventory.
- 481 assets for \$878,587.68 were retired from inventory.
- 94% of all assets were located during annual inventory.







## Assessment Update

### Assessment Statement

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

### Assessment Activities

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

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

### Assessment Goals

- Continual asset inventory and reconciliation.
- Keep records, files and reports updated.
- Schedule campus electronic recycling as needed throughout the year.
- Research barcode reader for asset tags to possibly streamline the inventory process.
- Review and update Property Control Procedures Manual
- Review and update Research Foundation Procedure

## Purchasing

### Annual Report

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

Responsibilities include accurately reviewing confirming paper requisitions for payment in FMS and reviewing payment requests in FredMart; reviewing and processing standard requisitions into purchase orders, change notices, and when necessary, cancellations in FMS and FredMart; furniture purchases; review of office supply orders with various office supply vendors in FredMart; ensure the best pricing available for all procurements. We input to and obtain vendor information from the State Financial System and FredMart. In the review of requisitions, we provide expertise relevant to contract applicability, cost effectiveness, commodity information and sourcing, negotiations, quoting and re-quoting, and problem solving. We also handle returns of incorrect or damaged goods when purchased via a purchase order. All aspects of the State issued procurement card are managed by the purchasing staff including training, cardholder set up, auditing, reconciling, and troubleshooting



*From left to right: Shari Miller and Alicia Klepfer*

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

The Purchasing Office is staffed with a Director, an Office Assistant 3 (OA3), and one Student Assistant (SA).

## Significant Accomplishments

- 79 procurement card holders with 1481 transactions, totaling \$501,416.
- Added/updated multiple vendors in the Statewide Financial System (SFS) and guided multiple vendors to SFS Self Service with information changes.
- Purchasing Department employees attended various conferences and workshops during fiscal year 2022-2023, mostly virtual. The Purchasing Department also participated in System Administration webinars and Jaggaer weekly webex calls.
- 2739 purchase orders and payment requests were reviewed and approved in FredMart totaling \$10,933,579.
- Purchasing Department staff have a presence in the Fredonia Sustainability Committee, two campus investment clubs, along with various community groups.

## Statistical Data

2022-2023 Purchasing PO Volume Report										
	Purchase Orders & Payment Requests in FredMart		Change Notices	Computer JTs/Voided Requisitions		Paper Requisitions not in FredMart		VISA		Total State Purchases
Date	No.	Amount	No.	No.	Amount	No.	Amount	No.	Amount	Amount
Jul	210	\$ 1,507,867.71	61	1	\$ 422.00	2	\$ 213.50	55	\$ 29,544.76	\$ 1,538,047.97
Aug	201	\$ 1,118,362.49	101	1	\$ 422.00	8	\$ 1,751.11	146	\$ 50,312.71	\$ 1,170,848.31
Sep	279	\$ 2,238,986.34	86	1	\$ 211.00	3	\$ 1,629.37	150	\$ 53,286.90	\$ 2,294,113.61
Oct	258	\$ 1,607,446.55	15	0	\$ -	8	\$ 5,314.20	97	\$ 32,087.07	\$ 1,644,847.82
Nov	162	\$ 803,994.21	10	0	\$ -	6	\$ 1,297.69	114	\$ 46,804.84	\$ 852,096.74
Dec	258	\$ 715,184.74	24	0	\$ -	2	\$ 85.10	66	\$ 26,542.24	\$ 741,812.08
Jan	233	\$ 390,937.45	15	0	\$ -	1	\$ 60.00	190	\$ 57,480.19	\$ 448,477.64
Feb	157	\$ 200,068.65	14	0	\$ -	2	\$ 48.44	137	\$ 54,532.59	\$ 254,649.68
Mar	315	\$ 864,164.03	20	0	\$ -	4	\$ 3,031.02	160	\$ 32,473.72	\$ 899,668.77
Apr	250	\$ 471,018.03	14	0	\$ -	3	\$ 1,096.80	145	\$ 44,082.00	\$ 516,196.83
May	242	\$ 603,372.93	22	0	\$ -	1	\$ 98.00	109	\$ 32,135.99	\$ 635,606.92
Jun	174	\$ 412,176.25	80	0	\$ -	0	\$ -	112	\$ 42,132.69	\$ 454,308.94
Total	2739	\$ 10,933,579.38	462	3	\$ 1,055.00	40	\$ 14,625.23	1481	\$ 501,415.70	\$ 11,450,675.31

## Assessment Update

### Assessment Statement

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

### Assessment Activities

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

Training sessions are provided for eprocurement application, and the use and administration of the procurement card to individuals and departments. Upon request, the Purchasing staff is willing to provide departmental training. The Purchasing Department also presents at the annual Finance and Administration training day held in August, which was not held this year due to the pandemic. Evaluation forms are utilized at these training sessions to assess the necessity and the presentation style, as well as to obtain suggestions for improvements and possible future topics. As a result of this feedback, the Purchasing Office can target areas needing more emphasis at future presentations.

### Assessment Goals

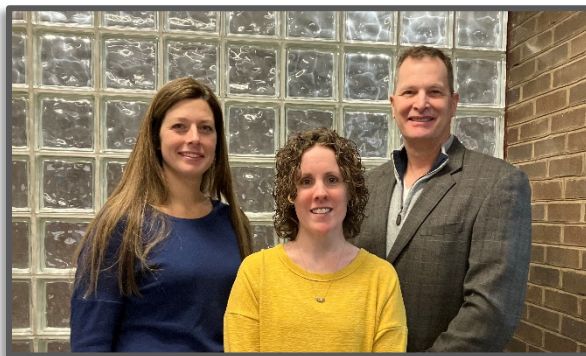
- Continue presenting purchasing workshops to campus clients as time allows.
- Continue working with SUNY System Administration on the Fredonia JP Morgan Chase VISA Procurement Card program and web procurement.
- Update the Purchasing Department webpage and manual as necessary and add new Standard Operating Procedures for departmental reference as time allows.
- Ensure that requisitions are processed in a timely and accurate manner.
- Continue strengthening campus awareness of NYS certified MWBE and SDVOB vendors in an effort to increase their usage.
- Strive to meet SUNY's MWBE goal of 30% for commodities, and the SDVOB set aside goal of 6%.
- Continue strengthening MWBE relationships and developing relationships with New York Certified Service Disabled Veteran Owned Businesses as time allows.

# **Environmental Health and Safety and Sustainability**

# ENVIRONMENTAL HEALTH AND SAFETY AND SUSTAINABILITY

## Introduction

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



*Front left to right: Alicia Schneider, Sarah Laurie and Charles Holder*

## Mission Statement

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

## Annual Report

Environmental Health & Safety & Sustainability's responsibilities include ensuring that all federal, state and local regulations with regards to the Environmental Protection Agency (EPA), the Department of Environmental Conservation (DEC), the Department of Labor (DOL) and the Occupational Safety and Health Administration (OSHA) are being met, and thus request and provide internal inspections, employee training and preparation of the campus for inspections by external regulatory agencies. Additionally, the department assists campus administrators, employees, and students to develop sustainable programs that educate the campus community on environmental and social issues, provide a sustainable environment for education, and encourage continued fiscal stability. EH&S&S also drafts campus-wide plans for responding to emergencies.

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

- Assess, design and implement all environmental, workplace safety, and fire safety training for the campus community. Oversee campus environmental regulatory compliance. Issue/review permits as required.
- Conduct fire, AED and workplace safety building inspections per requirements. Provide campus community with CPR/AED and First Aid training.
- Develop a pro-active working relationship with all departments as it relates to safety and regulatory compliance.
- Foster support and ensure compliance as it relates to working with outside contractors on the Fredonia campus.
- Provide support and guidance for environmental and safety related concerns posed by all members of the University.
- Maintain a campus-wide Safety Data Sheet file (SDS Online) for every hazardous material used or stored on campus. Identify waste streams and assure proper disposal methods.
- Provide guidance and oversight in the proper management and disposal of industrial, hazardous, universal, electronic, biological and radiological wastes generated on campus.
- Foster a team approach to working with the varying University departments to ensure chemical security and assist in the management of chemical emergency response.
- Develop, maintain and implement the campus Emergency Response Plan.
- Oversee training and functionality of the campus Incident Management Team as well as other key campus individuals and departments as they pertain to Emergency Response.
- Provide ergonomic workplace assessments and recommendations as requested.
- Provide guidance and direction as requested in relation to NYS Fire Code.
- Monitor and coordinate pesticide application certifications.
- Provide leadership to the Sustainability Committee.
- Provide leadership to the Campus Safety Committee.
- Calculate occupancy and square footage to meet occupancy needs in areas of public assembly on campus.
- Oversee and manage the campus FredRide carpooling program.





- Complete reports for Executive Order 22, NYS Environmental Self-Audit, DERA, CLERY, Part 2014, Annual Hazardous Waste, Pesticide Applicator, Cooling Tower Inspection, and other required reports.

In fiscal year 2022-2023 Environmental Health & Safety & Sustainability consisted of one full-time Director who maintains general responsibility for the department, reviews and updates campus safety programs and policies, manages all regulated campus waste streams, files required annual reports, provides strategic direction on environmental sustainability issues for the campus, administers the CPR/AED and First Aid training programs, and acts as the campus Code Compliance Officer. A part-time Fire Systems and Codes Coordinator and dedicated student oversee campus fire safety including monthly and annual inspections of fire systems, annual state fire inspection, fire extinguisher trainings, and AED management. A part-time Emergency Planning Coordinator develops a robust campus Emergency Response Program and oversees employee training on emergency planning and response.

### **Significant Accomplishments**

- Inspected, tagged, and serviced over 1,200 fire extinguishers, 855+ pull stations, and 111 AED's located throughout the campus.
- Conducted annual State fire inspection. This inspection encompasses the entire campus and its off-site buildings. The inspection normally takes two and a half weeks to complete. There are additional days for re-inspecting the non-compliance areas. EH&S&S also coordinates with responsible campus departments to ensure all non-compliance issues are abated.
- Chaired and participated in several campus committees including the campus Reopening Steering Committee, Sustainability Committee, CSEA Labor Management, Radiation Safety, and Campus Safety Committee.
- Completed required safety training for key campus constituencies including Hazard Communication/Right-To-Know training for the Faculty Student Association and Fire Safety training for Residence Life Directors and Assistants in conjunction with the Office of Fire Prevention and Control.
- Maintained Stop-the-Bleed traumatic bleeding kits in all campus AED units and added Naloxone Overdose Kits in all cabinets.



## **Assessment Update**

### **Assessment Statement**

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

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

### **Assessment Activities**

- Coordinated pandemic response with key campus stakeholders and monitored compliance with federal, state, and SUNY requirements. Successfully transitioned back to pre-pandemic levels of operations including safety training and CPR/AED, First Aid, and Stop-the-Bleed course offerings.
- Assisted with campus compliance of new sustainability related regulations including the NYS Food Scraps and Recycling Law.
- Handled the annual NY State Fire Inspection and maintained oversight of citations to ensure timely correction of all issues.

### **Assessment Goals**

- Develop a Babysitting Safety course to add to the Red Cross training available on campus.
- Develop campus ZEV policy and implementation plan

# **Facilities Planning**

## FACILITIES PLANNING

### Introduction

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



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

### Mission Statement

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

## Annual Report

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

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

This department aggressively pursues the College's mission to provide a "challenging, safe, and supportive educational environment" through its commitment to meet high standards and provide superior quality facilities.

Facilities Planning is comprised of one full-time Director who maintains overall responsibility and direction for the department. This position is also designated as the campus Code Compliance Manager responsible for building code compliance, issuance of building permits, and all code review issues. A full-time Capital Project Assistant provides administration support of construction/consultant contracts, payment applications, certified payroll, vendor review, MWBE review and project site support. A full-time Capital Project Manager provides technical knowledge during all phases of a project. Both the Director and Capital Project Manager follow designated projects from the initial to end stages and provide all monitoring, management, and coordination required between these stages.

### Significant Accomplishments

The 2022-2023 Annual Report for the Facilities Planning Department highlights many accomplishments including:

- Completed the schematic design phase of Jewett Hall Renovation Project
- Started the design phase of Interior Rehab Reed Library Project
- Started the design phase of Replace Turf Field and Track Project
- Started the Request for Design Qualifications (RFQ) phase for Renovate (old) Mason Hall Project
- Started the RFQ phase for Replace Mechanical Equipment RAC Project

## 1. Academic/Administration/Infrastructure Projects

- Studies and Reports:
  - None
- Planning:
  - Campus Clean Energy Master Plan
  - Proposed Fenner House Renovation
  - SUCF Five-Year Capital Plan
  - Updating SUCF Facilities Master Plan – 10 Year out look
- There are 2 projects in the RFQ phase
- There are 8 project in the design or bid-ready phase
- There is 5 project in the construction phase
- There were 1 project completed during this time period

<b>Capital Projects in RFQ, Design, Bid-Ready or Planning</b>	<b>Capital Projects in Construction</b>	<b>Capital Projects Completed</b>
Renvovate (old) Mason Hall (RFQ phase)	Houghton Hall Equipment	Fredonia Emergancy Lockdown Door Hardware
Replace Mechanical Equipment RAC (RFQ phase)	Lanford Rehabilitation Phase I – Interior	
Lanford Rehabilitation Phase II – Exterior (design phase)	Maytum/Reed McEwen Plaza Rhab	
Maytum Hall Roof Replacement (design phase)	LoGrasso Hall AHU & Ventilation Upgrade	
Jewett Hall Renovation (design phase)	Upgrade A/C & Humidity Controls - Mason Hall	
Mason Hall Copper Siding Replacement (design phase)		
Intertor Rehab Reed Library (design phase)		
Replace Turf Field and Track (design phase)		
Replace Emergency Generators (bid ready)		
Kirkland Plaza Rehabilitation (bid ready)		
Campus Clean Energy Master Plan (planning)		
Proposed Fenner House Reenovation (planning)		

## Academic Major Commissions

- **Jewett Hall Renovation**



Student support services at Fredonia are currently located in eight buildings across the campus. As a result, students often travel from building to building looking for the right office or department to assist them. Furthermore, the physical discontinuity creates challenges for student support services to work collaboratively in support of students. Fredonia's initiative, Building Towards Student Success, will centralize student support services in three adjacent buildings, one of which is Jewett Hall. This will form a student success corridor in the heart of the campus.

Constructed in 1963, Jewett Hall was the home for Science Education at Fredonia, and included teaching laboratories, faculty offices cold room facilitates, a 200-seat Auditorium, and a Planetarium. The building is 65,539 GSF consisting of one and two-story sections above grade, and one story partially below grade which covers the entire footprint. The project will be a partial gut renovation of the building, leaving the Planetarium and Auditorium in place; both spaces are to be rehabilitated.

Upon completion of the renovation, the building will house Student Services departmental office suites as well as ancillary common spaces: conference rooms, lounges, multipurpose spaces, and classrooms.

Projected Construction Start Spring of 2025



**View from Science Drive**



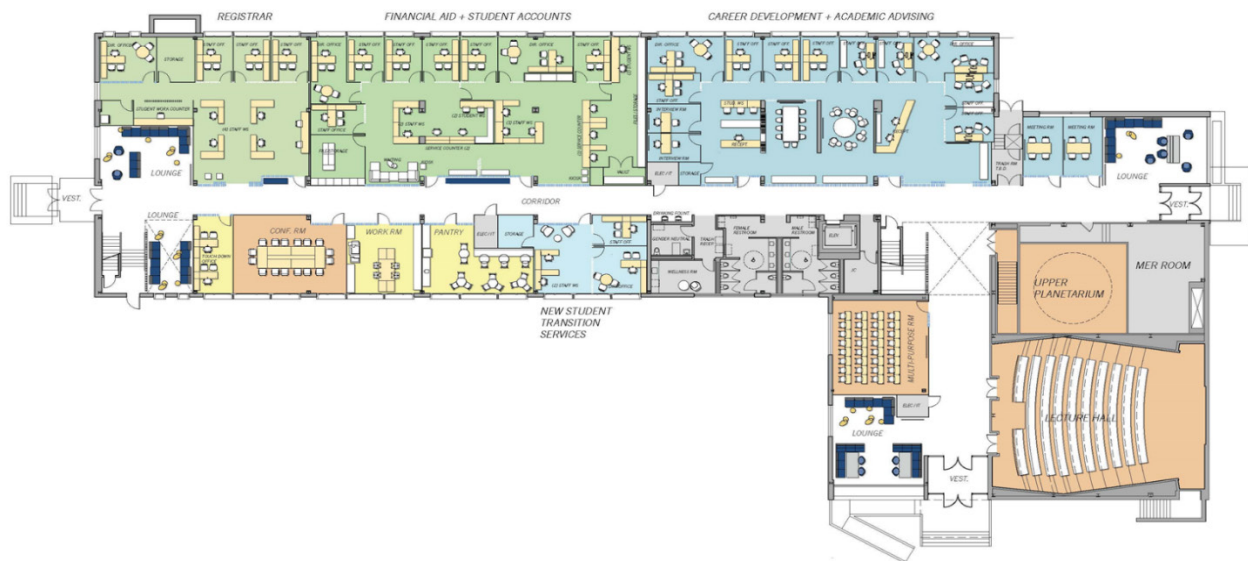


**View from Old Main Drive**



**View from Campus Quad**

### **First Floor Plan**



### **Second Floor Plan - Option 2**



- **Kirckland Plaza Rehabilitation**



Constructed in 1967, the Kirckland Plaza is integral to the I.M. Pei buildings and defines the four Kirckland Complex Residence Halls main entrances as well as Erie Dining Hall's main entrances. The large plaza deck was replaced approximately 23 years ago by SUCF; however the pavers have not held up well and are constantly being replaced. In addition, the upper plaza at Erie Dining Hall has not held up over the years and has been repaired or sections removed and replaced on many occasions. These repairs are

made on a yearly bases but have not yielded a safe walking surface, thus both the lower and upper plaza is being replaced with a safer, accessible and more durable surface. In addition the plaza will receive a much-needed enhancement to the landscape that will include a new planting scheme, seating areas, site lighting, and pavement.

Projected Construction Start: Summer 2024





- **Replace Turf Field and Track**

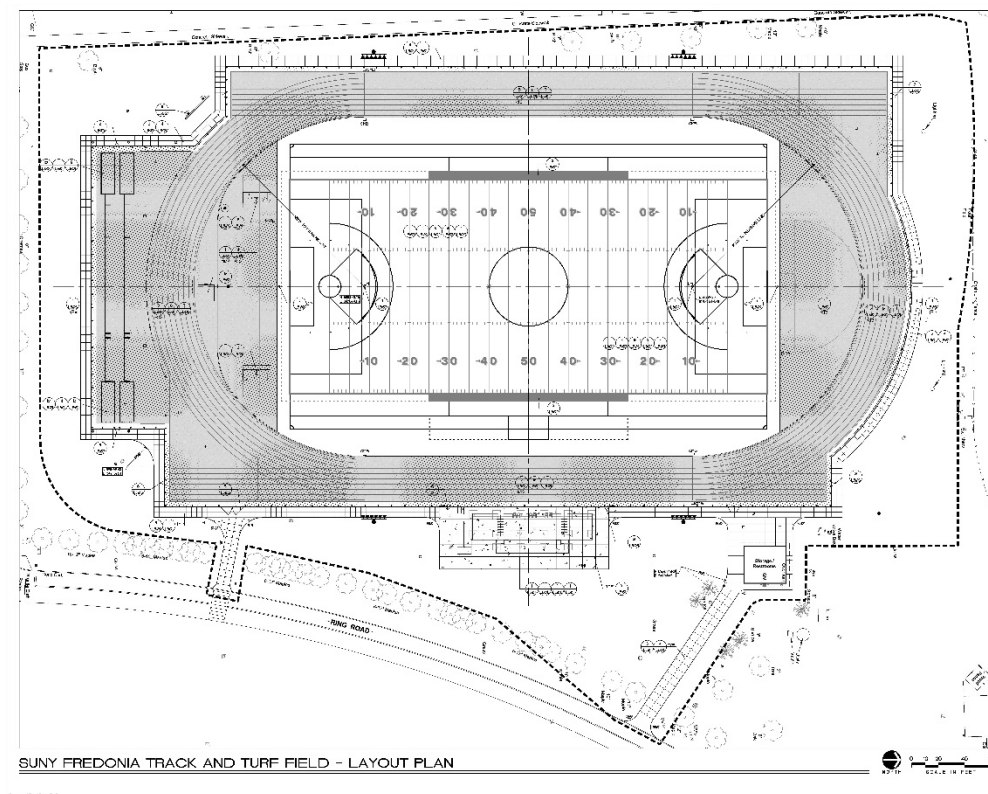


The sport of track and field that encompasses multiple athletic events has evolved into a core component of collegiate athletic programs throughout the country. Careful consideration of several factors is essential to the planning process, including location, infield and multiple-event functions, and selection of surfaces, equipment and lighting. Creating top-notch facilities with this kind of attention to detail is nowhere more important than on college campuses. For athletes, track and field

is all about incremental improvement – better times, farther throws, higher jumps. Improvements to track and field facilities have become important over the years.

It has been many years since the track surface was repaired; it has reached a critical state of disrepair. For Fredonia's track and field athletes/students to safely train and compete, Fredonia needs to address the deteriorating conditions with a full replacement, including the substrate. The track also lacks proper turning radii, which can result in straining joints and ligaments in both training and competition. The infield is the original grass turf installed in the early 1970's. For field events, the condition of the grass pitch is problematic, with issues such as un-level grade and standing water making the field unusable. Other issues are the costs related to maintaining a natural turf field that is currently used by intercollegiate teams, intermural, and club teams as well as the community. Because of the need for athletics to have more field sport training and game day, playing facilities the campus is looking at installing a multisport synthetic turf field within the inside perimeter of the running track.

Projected Construction Start: Summer 2024



## 2. Residence Life Projects

- Studies and Reports:
  - None
- Planning:
  - Residence Hall Capital Plan
  - Residence Hall Condition Assessment
- There is no project in the RFQ Phase
- There are no projects currently in the design phase
- There is 1 project currently in the construction phase
- There are no project completed during this time period

Projects in RFQ, Design, Bid-Ready	Projects in Construction	Projects Completed
None	Gregory Hall Exterior Masonry Repair	None

## Residence Life Major Commissions

- **Residence Hall Condition Assessment**



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

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

In the past SUNY Fredonia has upgraded the various residence hall components such as bathrooms, lobby's and fire alarm systems as well as providing student quality of life updates that include carpeting, painting and water stations but these upgrades were performed with no focus on the true overall needs of the students and the buildings. Therefore, to help establish the Residence Hall Master Plan that will provide a near and long term strategy for student housing, Facilities Planning is working to establish services for a comprehensive facility condition assesment.

The main objective of this condition assessment is to measure the condition of the selected residence halls and their infrastructure. Specific objectives of this condition assessment include determining needs for renewal or replacement of building infrastructure systems (e.g., MEP, exterior envelope, interior finishes, etc.) and system components (e.g. pumps, boilers, etc.), and guiding the analysis of good decisions for capital project options, including renovation or modernization. The end result is intended to be the beginning of a continually updatable set(s) of information / tool that the campus can use to track building updates and plan future work.

### **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 daunting by numerous laws and regulations governed by numerous State and federal agencies. Staffed with the knowledge and expertise to administer this program at the campus level, our campus receives additional funding to accommodate a construction and design work load through both contract administration and project management. The current value of Campus Let contracting functions over the past year is \$8,881,456.
- 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.
- There were 3 new Major Capital Plan design starts for 2022-2023. However, design continued with the following projects:
  - Lanford Rehabilitation Phase II – Exterior
  - Maytum Hall Roof Replacement
  - Kirkland Plaza Rehabilitation
- There were no new Major Residential design starts for 2022-2023, However the design phase continued for the following projects and progressed to the construction phase:
  - Gregory Hall Exterior Masonry Repair Project
- Various design/construction activities were progressed and/or completed during the past fiscal year. Close coordination was maintained with the Construction Fund and 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:
  - Fredonia Emergency Lockdown Door Hardware - Completed
  - Maytum/Reed/McEwen Plaza Rehabilitation – In construction
  - LoGrasso Hall AHU & Ventilation Upgrade – In construction
  - Maytum Hall Roof Replacement – In construction document phase
  - Kirkland Plaza Rehabilitation – In construction document phase
  - Lanford Rehabilitation Phase II – Exterior – In design development phase
- Facilities Planning along with Facilities Services, Finance and Administration and the Construction Fund are in the process of continuing to refine the Campus Five-Year Capital Plan to fit within yearly spending caps and to establish funding requirements for major capital projects. The Capital Plan is a multi-year plan which allows the University to identify and propose programs to address the ongoing critical maintenance priorities of the campus. The objective of the Capital Plan is to protect, preserve, modify and maintain the campus' environment, facilities and supporting infrastructure. In addition, the Five-Year Capital Plan identifies several Special Project Initiatives such as the Jewett Hall Rehabilitation, Interior

Reed Library Rehab and Rehab Mason Hall (1940 building) . This new plan has identified approximately \$151,030,000 million of critical maintenance projects and adaptation projects for the next 5 years.

- 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 3 building permits, and 4 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 2022-2023, Campus Let Design and Construction Projects Report, and related charts illustrating unit support and volume/value for campus-administered contracting activities.

## **Assessment Update**

### **Assessment Statement**

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

### **Assessment Activities**

Facilities Planning completed or began the following activities per its goals of the 2021-2022 Annual Report and Assessment Update:

- Completed construction phase of Fredonia Emergency Lockdown Door Hardware
- Continue construction of Maytum/Reed/McEwen Plaza Rehabilitation
- Continue construction of Lanford Rehabilitation Project – Phase I Interior
- Began construction of LoGrasso Hall AHU & Ventilation Upgrade
- Begain construction of Upgrade A/C & Humidity Controls - Mason Hall
- Continue design of Maytum Hall Roof Replacement
- Continue design of Kirkland Plaza Rehabilitation
- Continue design of Lanford Rehabilitation Phase II – Exterior
- Continue design of Jewett Hall Renovation
- Continue design of Replace Emergency Generators
- Begin design of Mason Hall Copper Siding Replacement
- Begain design of Replace Turf Field and Track

## Assessment Goals

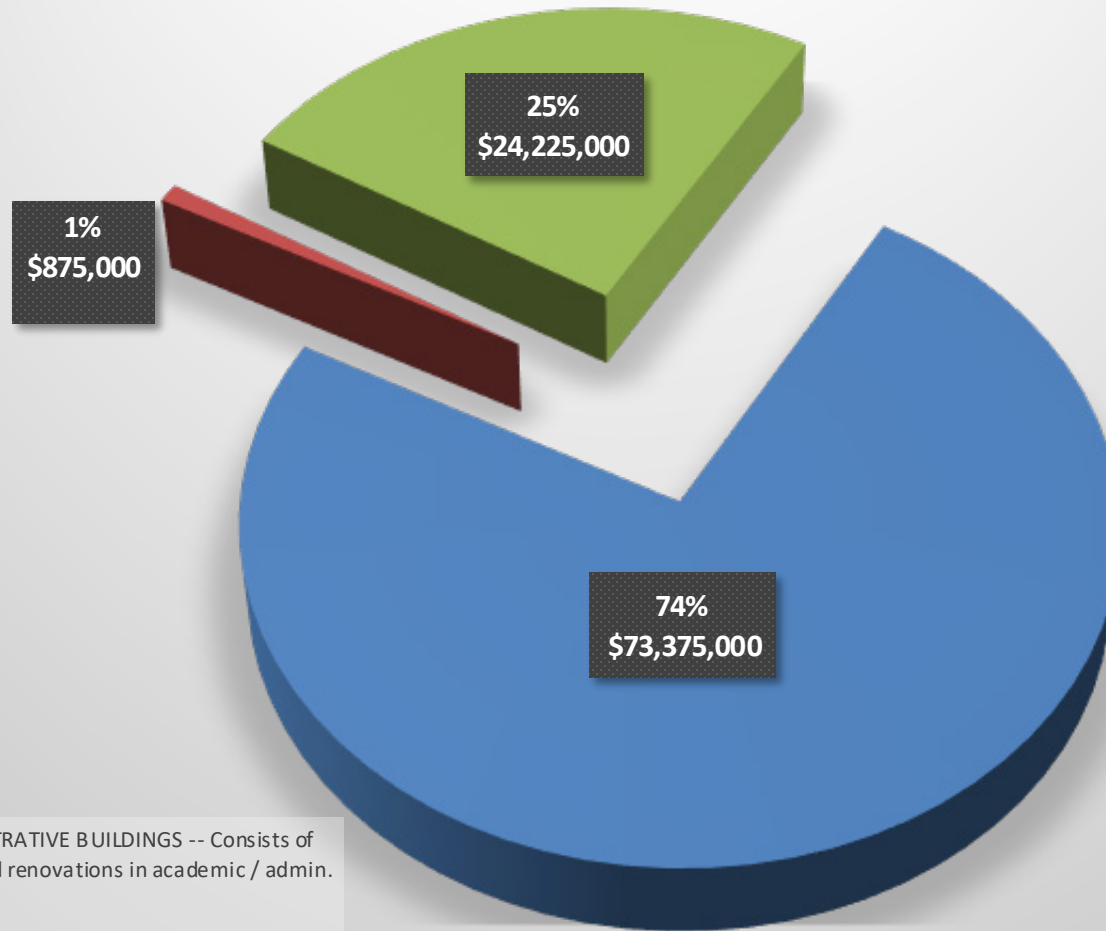
- Work with all entities involved in the implementation of projects identified in the Five-Year Capital Plan.
- Continue to progress ongoing projects and identify and address those not already identified. Ensure close coordination with those affected by the planning and construction, and maintain close working relationships with the Construction Fund and Dormitory Authority in the implementation of campus construction. Continue to provide coordination among all relevant parties and monitor construction for compliance with contract and regulatory requirements. Projects already identified for advancement include:
  - Complete design phase and begin construction phase of the following projects:
    - Landford Rehabilitation Phase II – Exterior Project
    - Replace Kirkland Plaza Project
    - Maytum Hall Roof Replacement Project
    - Replace Emergency Generators Project
    - Mason Hall Copper Siding Replacement
    - Replace Turf Field and Track
  - Complete construction phase of the following projects:
    - LoGrasso Hall AHU & Ventilation Upgrade Project
    - Gregory Hall Exterior Masonry Repair Project
    - Maytum/Reed/McEwen Plaza Rehabilitation Project
    - Lanford Rehabilitation Phase I- Interior Project
  - Continue design phase of the following projects:
    - Jewett Hall Rehabilitation Project
  - Begin design phase of the following projects:
    - Interior Rehabilitation Reed Library – Learning Commons Project
    - AHU & Controls Upgrade Phase VI RAC Project
    - Rehab Mason Hall (1940 building)
- Continue to provide support to newly identified priorities in an effort to obtain funding toward the continuous advancement of campus facilities and grounds. Continue appraising the Five-Year Capital Plan as well as establishing projects per the Campus Master Plan.
- Continue working with the Office of the State Comptroller, State University Construction Fund and DASNY to identify expectations and clarify standard measures for processing the procurement of consultant and construction contracts.
- Facilities Planning has taken on Minor Critical Maintenance (MCM) administrative responsibilities, and will work with Facilities Services to develop and establish MCM projects to facilitate the delivery of projects that reduce critical maintenance backlog and maintain a state of good repair for Fredonia's facilities. The following will be established:
  - Develop an MCM program that will establish internal controls and approval process for projects and expenditures pursuant to MCM procedures.
  - These controls and processes will be designed to ensure that MCM projects are administered in accordance with the State University Construction Fund's Campus Administered Project Procedures .

**FREDONIA**  
**Summary of Facilities Planning Capital Projects 2022-2023**

Project Description	Estimated Overall Budget	Project Status	Contractor
<b><u>I. Academic/Administrative Buildings</u></b>			
Fredonia Emergency Lockdown Hardware	920,000	Completed	Huber Construction
Houghton Hall Phase II-IV Fit-Out Equipment	2,400,000	Equipment	Various and Campus
Lanford Rehab Phase I - Interior	1,320,000	Construction	Peak Construction
LoGrasso Hall AHU & Ventilation Upgrade	3,100,000	Construction	John W. Danforth Company
Upgrade A/C & Humidity Controls – Mason Hall	635,000	Construction	MLP Plumbing & Mechanical, Inc.
Lanford Rehabilitation Phase II – Exterior	1,300,000	Design	Flynn Battaglia Architects
Maytum Hall Roof Replacement	2,100,000	Design	Bell & Spina
Jewett Hall Renovation	48,950,000	Design	Mitchell Giurgola Architects
Mason Hall Copper Siding Replacement	2,500,000	Design	Holt Architects
Interior Rehab Reed Library	10,150,000	Design	Architectural Resources
<b>Subtotal – Academic/Administrative Buildings</b>	<b>\$73,375,000</b>		
<b><u>II. Residence Hall</u></b>			
Gregory Hall Exterior Masonry Repair	700,000	Construction	Upstate Restoration
Residence Halls Condition Assessment	175,000	Condition Report	Young & Wright Architects
<b>Subtotal – Residence Halls</b>	<b>\$875,000</b>		
<b><u>III. Other Site/Infrastructure</u></b>			
Maytum/Reed/McEwen Plaza Rehabilitation	5,300,000	Construction	
Kirkland Plaza Rehabilitation	3,800,000	Design	Bergmann Associates
Replace Turf Field and Track	11,825,000	Design	phZ Architects
Replace Emergency Generators	3,300,000	Design	Pathfinder Engineers & Architects
<b>Subtotal – Other Site/Infrastructure</b>	<b>\$24,225,000</b>		
<b>Total: Design / Construction / Equipment Budget</b>	<b>\$98,475,000</b>		

## CAPITAL CONSTRUCTION PROJECTS

Total Program Budget: \$98,475,000



- ACADEMIC ADMINISTRATIVE BUILDINGS -- Consists of new construction and renovations in academic / admin. 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

**FACILITIES PLANNING**  
**Construction and Design Projects**  
*July 2022 - June 2023*

<b>Facilities Planning Construction Projects (including Change Orders)</b>		
<b>Project #</b>	<b>Project Title</b>	<b>Cost</b>
051024	Lanford Rehab	\$ 1,105,162.73
051026	Emergency Lockdown Door Hardware	\$ 487,795.14
051039	LoGrasso Hall Upgrade AHU & Ventilation System	\$ 2,214,948.00
051049	Upgrade A/C & Humidity Controls - Mason Hall	\$ 552,000.00
D059IE	Gregory Hall Exterior Masonry Repair	\$ 634,316.50
	<b>TOTAL:</b>	<b>\$ 4,994,222.37</b>
<b>Facilities Planning Design Projects (including Amendments)</b>		
051024	Lanford Rehab	\$ 197,577.09
051026	Emergency Lockdown Door Hardware	\$ 79,903.04
051037	Rehab Lanford Phase II - Exterior	\$ 159,999.70
051038	Rehab Kirkland Plaza	\$ 196,548.14
051039	LoGrasso Hall Upgrade AHU & Ventilation System	\$ 307,043.91
051040	Maytum Hall Roof Replacement	\$ 155,202.00
D059IE	Gregory Hall Exterior Masonry Repair	\$ 107,860.00
D059IK	Residence Halls Condition Assessment	\$ 112,477.00
	<b>TOTAL:</b>	<b>\$ 1,316,610.88</b>
<b>Facilities Planning Equipment Projects</b>		
05X267	Houghton Hall Equipment	<b>\$ 2,569,423.02</b>
<b>Facilities Planning Construction-Related Service Projects</b>		
051039	LoGrasso Hall Upgrade AHU & Ventilation System – Special Inspections	\$ 1,200.00
05X267	Houghton Hall Donor Signage	\$ 19,785.00
	<b>TOTAL:</b>	<b>\$ 1,200.00</b>
	<b>GRAND TOTAL</b>	<b>\$ 8,881,456.27</b>



## **Facilities Services**

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

## FACILITIES SERVICES

### Introduction

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

The department, under the direction of the Director of Facilities Services, includes 130.50 full-time permanent, part-time and seasonal positions (including vacancies). Numerous students during the academic year and summer months provide additional support staffing to the department. The department maintains 2,331,461 gross square feet of buildings; 249 acres of land; 24 acres of parking lots with 3,190 parking spaces; over five miles of roadways; and over eight miles of sidewalks. The department services and maintains more than 12,000 energy management control points; 6,000 fire alarm devices; 5,000 doors; 2,500 clocks; 1,700 motors; 571 pumps; 490 street lights; 438 fan coil units; 277 air handlers; 189 drinking fountains; 100 boilers; 100 backflow devices, 99 hot water heaters; 46 fire hydrants; 37 elevators and lifts; 23 emergency generators; 26 outdoor emergency phones, and over 20,000 light fixtures.



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

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

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

3. Facilities Trades Services
  - a. Structural Trades (Carpentry / Masonry / Lock Shop / Painting / Roofing)
4. Office Operations
  - a. Work Order Processing
  - b. Key Management
  - c. Fleet Vehicle Reservations
  - d. Purchasing and Requisitioning
  - e. Personnel Record Management
  - f. Work Order System Management
  - g. Physical Space Inventory Management
  - h. 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 6,000 work orders generated each year. The requests submitted each year to the department for work range from general repairs, to routine requests to hang pictures. The annual preventative maintenance work and work orders generated internally by the staff within the department are categorized by the types shown below. The category of the work order created defines the required response time for the staff within the department.

Category	Description	Allotted Time
Emergency Maintenance	Same day response required (graffiti, personal safety, security)	2 days
Trouble Calls	Requests from faculty, staff and students	7 days
Corrective Maintenance	Inspections; furniture repairs; sign installations; Work orders generated by the Facilities Services staff	30 days
Preventative Maintenance	Pre-planned work orders	30 days
Non-Maintenance	Event setups, moving, hanging pictures, issuing keys	30 days
Projects	In-house and capital projects	Varies

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

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

## Significant Accomplishments

- Completed many improvements across campus including updating lighting to LED lighting, fire alarm maintenance, plumbing and mechanical improvements, painting of many areas, maintaining the campus grounds, preparing and cleaning the building interiors and exteriors for numerous events across the campus, and ensured the heat, air conditioning, lighting and water were operational each day.
- Prepared the project request information for the State University Construction Fund for the 2022-2023 Minor Critical Maintenance program totaling \$850,000.
- Completed or started several projects as part of the Minor Critical Maintenance program and DIFR Funding including card access upgrades at several buildings, sidewalk replacements, roadway and parking lot improvements, several masonry and stair improvements, HVAC improvements, and residence hall improvements.
- Completed several classroom improvements.
- Completed parking lot, crosswalk, sidewalk and roadway maintenance improvements, paving and striping throughout the entire campus.
- Completed painting in the student rooms at all residence halls, several classrooms, hallways and many office areas on campus.
- Prepared the campus for many events.
- Completed new flooring installations at several locations on campus including offices, classrooms, and areas in the residence halls.
- Prepared the Residence Halls for the return of students.
- Maintained the campus grounds, planting beds, and trees.
- Prepared performance programs and evaluations for all staff in Facilities Services.
- Installed new hydration stations at McGinnies Hall to replace the old-style drinking fountains.
- Completed improvements to many Resident Director Apartments.
- Completed power washing of all exterior stairways at the Townhouses.
- Completed installation of data wiring for many new wireless access points on campus.
- Completed the Blue Devil Den Game Room at the Williams Center.
- Completed the Blue Lounge Improvements at the Williams Center.
- Completed several office improvements and relocations Williams Center.
- Installed WAP at Dods Grove.
- Installed many new banners on the light poles around campus.
- Completed the summer 2022 sidewalk replacement project.
- Complete the Fenton Hall exterior patio replacement.
- Cleaned and sealed the exterior concrete at RAC upper plaza level.
- Completed asphalt crack filling at many parking lots.
- Completed the Lanford House Data Improvements project.
- Completed the ITS Office improvements and relocations to Thompson Hall.
- Relocated ResNet from McGinnies Hall to Thompson Hall.
- Completed renovations to the English Department Offices at Fenton Hall.
- Completed the Fenton Hall classroom 2164 improvements.
- Completed the Honors Program Suite in Fenton Hall improvements.
- Completed the Emeritus Office Suite in Fenton Hall improvements.

- Relocated Native American Consortium from Thompson Hall to Williams Center
- Completed the temporary relocation of the Health Center to Jewett Hall and Counseling Center offices Igoe Hall.
- Completed improvements to the Emmitt Christian Art Gallery at RAC
- Prepared Houghton Hall for the ribbon cutting
- Managed Houghton Hall donor signs
- Installed Electrical Vehicle Charging Stations at parking lots 3, 10, and 24
- Started the installation of the hydration stations at McGinnies Hall.
- Assisted several student groups with many outdoor events.
- Completed the installation of the Memorial Garden Installation.
- Assisted with the Police Repeater Installation.
- Completed the Children's Center Sewer Line Replacement.
- Completed RAC King Concert Hall Stage Repairs and Refinishing.
- Completed (22) various MCM improvements, totaling approximately \$627,000.
- Completed approximately 6200 work orders and PM's.
- Completed RAC 323 Smart classroom project.
- Completed the installation of Houghton Hall Audio Visual phase 2.
- Completed the installation of Card Access in Mason, Thompson, McEwen, Williams Center.
- Completed the replacement of Chautauqua Hall DHW Heaters.
- Completed the Dods Hall Women's Basketball Locker Room Improvements.

## Energy and Mechanical Systems

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

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



*From left to right: Randy Grant and Tim Bentham*

Examples of the monitoring and scheduling include:

- Space temperatures
- Adjusting time schedules for heating, ventilation, air conditioning, and refrigeration equipment based on occupants use of the spaces on campus
- Heating Hot Water/Boiler Systems
- Chilled Water/DX Air conditioning Systems
- Air Handling/VAV Systems
- Air Handling Fan Speeds
- Hot Water/Chilled Water Pump Speeds
- Fume hood Controls in Science Center and Jewett Hall
- Outside air temperature (OAT)
- Exterior lighting at:
  - Parking lots
  - Walkways
  - Rockefeller Arts Center
  - Symphony Circle
  - Roadways
  - Tennis courts
  - Basketball courts

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

- High water in electrical manholes
- Water alarms in the basements of Nixon, Houghton, Maytum, and Thompson Halls
- The Steele Hall Ice Rink operation
- The Natatorium pool operations
- Domestic hot water
- Various FSA freezers and coolers
- Biology's "80 degrees below Zero" Freezers Alarm. Text and email messages sent to personnel
- Air compressors

### **Significant Accomplishments**

- Continued to expand the use of the BAS by installing additional control and monitoring points.
- Coordinated with Facilities Planning, SUNY Construction Fund, Engineers and Contractors for several projects on campus
- Continued to build new and modified existing animated graphics for equipment that is controlled by the BAS.
- Managed and distributed contractor access cards for Facilities Services and Facilities Planning.
- Increased outside air intake in most buildings for better ventilation.



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

### Significant Accomplishments

- Addressed lighting concern from the campus safety walks in various locations.
- Managed the annual testing of the campus fire alarm system.
- Smart Classroom improvements in Thompson Hall.
- Assisted many contractors with electrical needs on the campus.
- Worked with Marketing and Communications on the Blue View TV project.
- Assisted with the Youngerman Center camera upgrade in the Clinic Rooms.
- Installed HUDL cameras for Athletics.
- Completed all electrical upgrades in the women's soccer locker room remodel project.
- Worked with Bison Elevator on minor repairs to various elevators on campus.
- Completed fire alarm upgrades in the basements of the Andrews Complex.
- Working on electrical improvements in Schulz Hall.
- Completed electrical and data improvements for Lab 224 in Houghton Hall.



*From left to right: Stephen Romanik, Daniel Riewaldt, Rodney Hayes and Thomas Deike*

The [Plumbing Services](#) unit maintains the potable water, storm and sanitary drainage systems on campus. The staff maintains the emergency eye-wash 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: Jeff Peterson, Steve Kosierb, Jim O'Connor and Nelson White*

### Significant Accomplishments

- Upgraded drinking fountains at several locations; the new fountains provide chilled, filtered water and include bottle filling stations.
- Managed the annual fire hydrant testing across the campus.
- Managed the annual testing for the fire sprinkler systems, as well as several repairs and upgrades to the system.
- Completed annual preventive maintenance, repairs, and inspections of the plumbing fixtures and sprinkler system in the Town Houses.
- Performed repairs to the natural gas system on campus.
- Completed several repairs to the water lines in several buildings.
- Completed weekly inspections of emergency eyewash stations on campus.
- Completed annual building preventative maintenance for all buildings on campus to include drinking fountains, sump pumps, domestic hot water heaters and building fixtures.
- Managed annual testing of Backflow preventers on campus and at the Incubator.
- Completed the scheduled maintenance of the lap pool in the Natatorium and numerous repairs associated with running the pool.
- Read water main meters quarterly.
- Addressed many work orders for plugged drains on campus.
- Completed annual preventative maintenance inspections and repairs to the plumbing fixtures in the Residence Halls.
- Performed PM's on all hot water tanks on campus.
- Performed PM's for all sump pumps and pits on campus and replace pumps and floats when needed.
- Maintained all sanitary and storm lines on campus including jetting of several lines.
- Completed numerous repairs to water supply line leaks on campus.
- Managed the semi-annual drain cleaning at Tim Hortons, Starbucks, and dining halls.
- Serviced University Stadium facility and ballfield irrigation systems.
- Managed the ordering of all specialty parts for the plumbing shop and maintain parts for emergency repairs on hot water tanks and fittings for emergency repair of water lines.
- Completed repairs to many roof leaders on campus.

- Serviced all athletic field irrigation systems including raising heads.
- Replaced main line water supply valves in various buildings on campus.
- Maintained all outdoor water features on campus.
- Serviced all laundry units in the Children's center, Townhouses, and RD Apartments on campus.
- Replaced several hot water tanks on campus.
- Installed new laundry centers in the village center at the Townhouse Complex.
- Worked with contractors to rebuild the sanitary lift station at the Science Center.
- Worked with contractors to install a new water main backflow at LoGrasso Hall.
- Rebuilt several sanitary drain stacks for Nixon Hall student bathrooms.
- Repaired multiple leaks on the Deionized water at the Science Center.
- Managed the replacement of the domestic water heaters in the basement of Chautauqua Hall.
- Worked with National Fuel Gas on campus low gas pressure system.
- Completed the repairs and tested the fire department connections to various buildings on campus.
- Completed repairs to the underground sprinkler line outside of King Concert Hall.

The HVAC/R unit is highly trained and responsible for the maintenance and operation of the heating systems, refrigeration, air conditioning and exhaust systems throughout the campus. Preventative maintenance is performed on all satellite boiler equipment, emergency generators and building components. They provide complete maintenance on the campus heating systems, its distribution system, exhaust fans, controllers, metal ductwork distribution systems, campus ice machines, walk in coolers and freezers, and laboratory fume hoods. Chiller equipment and cooling tower water treatment is maintained by this group. In addition to performing many repairs throughout the campus, the staff uses their skill to perform many in-house projects each year. The staff maintains the Heating Services office 24/7 during the academic year providing continuous customer service to the campus.

### Significant Accomplishments

- Performed preventative maintenance on all of the heating boilers throughout the campus.
- Provided after-hour and weekend coverage to the campus.
- Responded to all work orders regarding heating and cooling issues.
- Completed monthly testing of the emergency generators throughout the campus.
- Performed preventative maintenance on all refrigeration equipment on campus including refrigeration equipment at all FSA locations, the Biology department, water coolers throughout campus and air conditioning equipment across the campus.



*HVAC 1<sup>st</sup> Shift From left to right: Ryan Linnecke, George Tucker, Gary Hardy, Herb Famer and Steve Carutis*



*HVAC 2<sup>nd</sup> Shift From left to right: Dan Halas and Matt Hill*



*HVAC 3<sup>rd</sup> Shift From left to right: Kirk Szklenski and Adam Jagow*



- Completed the annual maintenance and startup of equipment at the Ice Rink in Steele Hall.
- Worked closely with the Building Automation Systems to make systems on campus perform more reliably and efficiently.
- Provided temporary air conditioning for summer programs, Resident Director Apartments and several offices on campus.
- Continually monitored all campus cooling towers and water treatment to comply with regulations implemented by the New York State Department of Health, to prevent Legionella growth in the cooling towers.
- Worked with Feedwater Treatment Systems to train our new Plant Utilities I on water treatment for our heating and cooling system and also to address issues of Legionella growth in our cooling towers on campus.
- Worked with NYSDOL to inspect multiple boilers on campus.
- Managed inspections and repairs to several emergency generators.
- Continue working with NYSDEC to plan out updating our refrigeration systems to refrigerants with low global warming potential.
- We are installing new heating pumps in Maytum Hall due to being unable to obtain parts for the old ones.
- Serviced 250 heating/cooling valves and replace 78 actuators in the Townhouses. Staff were trained on the new HVAC system that was installed at LoGrasso Hall.

## **Custodial Services and Grounds and Landscaping**

The [Custodial Services](#) unit includes the Assistant Director, Head Janitor, four Supervising Janitors, and several Janitors, Cleaners and Facility Operations Assistant 1 positions. Custodial Services is responsible for the routine and construction cleaning of academic/administrative buildings and residence halls, which includes waste removal, collection of recyclable materials, dusting, mopping, waxing, and polishing terrazzo floors, vacuuming, shampooing of carpets, cleaning of public areas and restrooms, lamp replacement, window washing, surplus equipment transfers and snow removal at building entrances which ensures the entrances are safe and well maintained.

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



#### 1<sup>st</sup> Shift Custodial

*From left to right, front row: Julie Echiverria, Jackie Hill, Silverio Burgos, Darlene Miller, Trisha Stoll; 2<sup>nd</sup> row: Josh Roman, Cathy Walters, Kyle Baumgartner, Elizabeth Meadows, Melanie Mazur, Robert Rivera, Bob Jank, Elizabeth Goblirsch; back row: Tim Clark, Deb Kujawa, Scott Pagano, Bryan Miller, Lee Szalkowski, Mark Stewart, Wayne Seabolt, Jeff Jakse, Candy Nolan, Richelle Steward and Art Franklin*



#### 2<sup>nd</sup> Shift Custodial

*From left to right: Matt Smith, Amanda Ippolito, Derek Case, Hailey Rivera, Erin Ransom, Donna Poncharik, Tony Pagano, Robert Bajdas, Seth Sexton and Michael McNaughton*

## Significant Accomplishments

- Continued to serve as a major contributor to the successful maintenance of Fredonia's facilities, including the pro-active repairs based on daily observations, biannual building inspections, and the updated version of the Annual Residential Custodial Report (ARCR) conducted immediately after commencement.
- Performed moving services for many departments including inter-office furniture moves for academics and residential furniture removal as many old items are being replaced.
- Provided extensive cleaning to buildings during the summer months to prepare for summer camps, to include areas that had major construction work occurring during the summer months and break periods.
- Managed the department moves from Jewett Hall to Houghton Hall.
- Managed the student bedroom mattress replacements and recycling of used mattresses.
- Managed the Mason Hall Rosch Recital Hall stage floor repairs and maintenance.
- Maintained Hendrix Hall quarantine and isolation rooms.
- Assisted EHS&S and Chautauqua County Department of Health with setup and take down for pool testing and vaccination clinics.
- Relocated International Pathways Program staff from Jewett Hall to Thompson Hall.
- Worked with Facilities Planning to remove all items from the Lanford House to prepare for the capital project.
- Managed all window treatment replacements in several areas of the campus.
- Managed repairs and replacement of carpet and vinyl floor tile in offices, classrooms, hallways and student rooms; most notably Steele Hall restrooms, new stair treads at Fenton, Steele, and McEwen Halls, Williams Center Blue Devil Den, Mason practice rooms and offices and Residence Hall building entrances.
- Assisted with the coordination, set up and tear down for many campus events, most notably first in person Commencement since the Covid-19 Pandemic began.
- Continually evaluated and made the necessary staffing changes to support the day-to-day custodial operations. Made several changes to initiate budget savings while enhancing services to the campus.
- Continued working with and providing services to Residence Life to ensure the cleaning standards are being met.
- In conjunction with the Office of Environmental Health and Safety and Sustainability, continued to provide annual training in Right-to-Know and Blood Borne Pathogens, as well as the annual Custodial Safety training.
- Worked closely with Property Control and University Services to provide numerous equipment transfers of various surplus items
- Worked with Rural Ministries for collecting donations from the residence halls as part of student move out



The **Grounds and Landscaping Services** unit is responsible for maintaining 249 acres of land; 24 acres of parking lots with 3,190 parking spaces; over five miles of roadways and over eight miles of sidewalks. The unit includes the Assistant Director, Head Grounds Supervisor, Supervisor of Grounds, Senior Athletic Grounds worker and seven trades people consisting of Highway Equipment Operators and Facility Operations Assistant 1 positions.

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



*Front row from left to right: Rich Newton, John Cole, John Jakubowicz, Gerald Polvino, Jim Foringer and Phil DiFrancisco; back row: Robert Schwerk and Cameron Hayes*

## Significant Accomplishments

- Continued to serve as a major contributor to the successful maintenance of Fredonia's facilities, including the pro-active repairs based on daily observations, biannual building inspections, and the updated version of the Annual Residential Custodial Report (ARCR) conducted immediately after commencement.
- Performed moving services for many departments including inter-office furniture moves for academics and residential furniture removal as many old items are being replaced.
- Provided extensive cleaning to buildings during the summer months to prepare for summer camps, to include areas that had major construction work occurring during the summer months and break periods.
- Managed the relocation of Health Services to Jewett Hall and then returned to LoGrasso Hall. Managed the relocation of Counseling Center to Igoe Hall and returned to LoGrasso Hall.
- Managed the student bedroom mattress replacements and recycling of used mattresses.
- Managed the Mason Hall Rosch Recital Hall stage floor repairs and maintenance.
- Worked with Facilities Planning to return all items to the Lanford House to prepare the space for occupancy.
- Managed all window treatment replacements in several areas of the campus.
- Managed repairs and replacement of carpet and vinyl floor tile in offices, classrooms, hallways and student rooms.
- Assisted with the coordination, set up and tear down for many campus events, most notably Commencement.
- Continually evaluated and made the necessary staffing changes to support the day-to-day custodial operations. Made several changes to initiate budget savings while enhancing services to the campus.
- Continued working with and providing services to Residence Life to ensure the cleaning standards are being met.
- 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 and chemical safety shorts.
- Worked closely with Property Control and University Services to provide numerous equipment transfers of various surplus items
- Worked with Rural Ministries for collecting donations from the residence halls as part of student move out
- Refinished wood floors in Mason Hall 1075/1080, Fenton Hall 105, Williams Center-Blue Lounge
- Refinished the terrazzo coating in the Williams Center MPR
- Power washed the Townhouses-stairwells and University Stadium

## Facilities Trades Services

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

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.



*From left to right: Michael Cope, Luis DeJesus, Kevin Malkowski, Nicholas Polvino, Andrew Cross, Richard MacKenzie, Craig Sutton and James Kuras*

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

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

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

## Significant Accomplishments

- Continued painting of numerous offices, hallways, classrooms, corridors, doors and frames, and conference rooms in the Academic buildings and Residence Hall student rooms.
- Developed, maintained and prepared lock systems; keys for numerous Faculty, Staff and Student requests; programed many users in the card access system.
- Continued to address repairs identified under the Annual Residential Custodial Report (ARCR); this program focuses on maintaining the student living areas within the Residence Halls.
- Continued to identify and install new room signage in many areas to enable guests, maintenance staff and emergency staff to better locate rooms.
- Completed concrete sidewalk replacements at several locations on campus.
- Completed several improvements at the Residence Halls.
- Completed smart classroom improvement projects.
- Completed repairs to several shower basins at the Town Houses.
- Completed improvements at several RD Apartments.
- Remodeled women's basketball and locker room.
- Completed several door replacements.
- Updated exterior signage at various locations on campus.
- Completed roof inspections and maintenance.
- Coordinated many window repairs and roof repairs with local contractors.
- Refreshed the concrete safety coating at several locations on campus.
- Remodeled the ITS offices in Thompson Hall.
- Completed the emergency lock/door hardware project.
- Completed the McGinnies Hall bottle filler installation.
- Completed the Letchworth stairway exterior window installation.
- Managed the Schulz Hall lobby restroom floor coating.
- Managed the Town House exterior stair concrete repairs.



## Office Operations

The **Office** is the customer service center for the Facilities Services Department. This unit is staffed with one Office Assistant position. 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.
- Fleet Vehicle
  - Scheduling
  - Monthly Recharges
- Maintaining records for:
  - Work Order System (PM's, building inspections, and corrective maintenance)
  - Department budget
  - In-house and minor critical maintenance projects
- Maintaining the department's personnel records for:
  - Change of Status transactions (COS)
  - Performance Evaluations
  - CDL Compliance
  - Accident Reports



*From left to right: Shannon McKoon and Kevin Cloos*

## Significant Accomplishments

- Processed purchases with the online Web Procurement System.
- Continued 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.
- Maintained the student key database.
- Maintained the database and records for pest control needs.

- Processed 7,122 work orders.
- Processed 372 online requisitions in FREDmart.
- Assigned, processed and tracked many projects including in-house; Minor Critical Maintenance; Capital Construction Projects; and Residence Hall (DIFR) projects.
- Processed 38 student key requests.
- Reconciled purchases on blanket purchases to local vendors on a monthly basis.
- Processed 429 pest control problems.
- Processed 514 transactions using the Citibank Visa procurement card for a total amount of \$237,946.32.
- Managed the Marketplace uStore for student key deposits and refunds including 34 payments and 12 refunds of the deposit.
- Maintained the Facilities Services portable two-way radio inventory.
- Maintained the Facilities Services department webpage.
- Maintained the staff Google email groups for Facilities Services, Finance and Administration and FSA.
- Coordinated several Asbestos Abatement Projects.
- Coordinated the annual respiratory physicals and fit testing for the Trades staff.
- Coordinated the quarterly CDL license random testing.
- Coordinated the monthly reserved SEFA parking spaces.
- Coordinated the semi-annual fire system ansul inspections.
- Coordinated overhead door repairs.
- Coordinated man lift inspections and repairs.
- Coordinated the annual purchasing of road salt for winter use.
- Assigned all Fire Inspection work orders resulting from the annual OFPC inspection.
- Attended the semi-annual building inspections including walking through all campus buildings and identifying needed work orders during the fall and spring semesters.
- Assisted several student groups with materials and setup for several outdoor events.
- Managed the annual rolling fire door inspection.
- Managed the Maintimizer work order system.
- Prepared and distributed the monthly PM work orders
- Maintained the Physical Space Inventory (PSI) information database as required by SUNY System Administration.

## Statistical Data

During the past year, the department completed projects that involved all the units within the department. The Facilities Services Department embraces the practice of using environmentally sound building materials and techniques. Working closely with the staff within the Facilities Services Department, each unit provides valuable participation with each project. This team approach strengthens the commitment to ensure the health and safety of the campus community, and that the preservation of the facilities is a top priority. Projects are completed in Academic, Administrative and Residence Hall buildings across the campus. Additionally, many projects have been identified, scope of work created, and budgets prepared for future work on campus.

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

Trade	No. Closed 2022-2023	No. Closed 2021-2022	No. Closed 2020-2021	No. Closed 2019-2020	No. Closed 2018-2019	No. Closed 2017-2018	No. Closed 2016-2017	No. Closed 2015-2016	No. Closed 2014-2015	No. Closed 2013-2014
Structural	985	915	1,008	1,349	1,742	1,448	1,562	1,830	1,734	1,868
Electrical	942	893	850	966	1,268	1,314	1,227	1,515	1,354	1,631
HVAC/R	829	966	1,067	1,308	1,795	1,678	1,667	1,642	1,374	1,403
Building Auto.	92	106	126	38	17	44	96	68	40	33
Lock Shop	733	679	680	827	1,207	1,139	1,112	1,491	1,295	1,381
Plumbing	1,267	1,283	1,187	1,363	1,960	1,907	1,622	1,628	1,429	1,267
Grounds	246	225	341	285	384	442	436	343	207	200
Asbestos	1	0	3	2	20	15	16	45	47	55
Custodial	1,310	1,161	993	1,142	1,569	1,470	1,361	1,430	1,416	786
<b>Total:</b>	6,405	<b>6,228</b>	<b>6,255</b>	<b>7,280</b>	<b>9,962</b>	<b>9,457</b>	<b>9,099</b>	<b>9,992</b>	<b>9,331</b>	<b>8,624</b>

## Assessment Update

### Assessment Statement

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

## **Assessment Activities**

- It is standard procedure to observe, review, inspect and monitor staff work while in progress and when completed to ensure the proper use of materials and equipment, workmanship, that regulations and codes are followed, schedules are met, and that the work is performed according to plan.
- Training, instruction and assistance is provided to ensure assignments are completed accurately and efficiently.
- Completed work orders to ensure work is completed timely and that staff is working efficiently.
- Comments from faculty, staff, students and visitors express great appreciation and support of the work performed on campus by the Facilities Services Department. The comments are often unsolicited.

## **Assessment Goals**

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



## **Faculty Student Association**

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

## **FACULTY STUDENT ASSOCIATION**

### **Introduction**

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

An Auxiliary Services Corporation exists within most of the SUNY campuses. Each corporation individually holds a contract with their respective campus. The current 5-year agreement between the FSA and the State University of New York at Fredonia expired June 30, 2023. A new 5-year agreement is in process. The contract specifies individual campus activities and services of the corporation. This contract includes physical space and equipment documentation, as well as corporation indemnification of SUNY and the State of New York. In addition, budget requirements and matters of financial reporting are specified. The agreement guidelines include areas of organization, specifying Board composition and structure. Auxiliary services are listed in each agreement with the opportunity for additional services added through an agreement amendment process. Provisions for audit review, funded reserves, and corporate equity guidelines are also specified in the agreement.

### **Mission Statement**

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

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

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

Along with the mission statement, the Faculty Student Association strives to provide program funds to Fredonia. The program support has steadily increased over the years and FSA has worked to maintain that in a period of declining enrollment. This has been primarily accomplished through a strong capitalization program resulting in new and/or renovated facilities offering contemporary and revitalized services. FSA strives to identify the needs of the entire campus community, while focusing on operating efficiency and appropriate staffing.

## Executive Offices

### Annual Report

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

The Executive Office staff consists of nine full-time management employees, four full-time CSEA employees.



**FSA Executive Office and Administrative Offices Staff**

*From left to right, front row: Eric Johnson, Terri Sutherland, Deb Slate and Sarah D'Amaro  
back row: Lucas Catalano, Mike Lewis, Michelle Kowalski, Matt Snyder, Darin Schulz and William Michalski*

## **Significant Accomplishments**

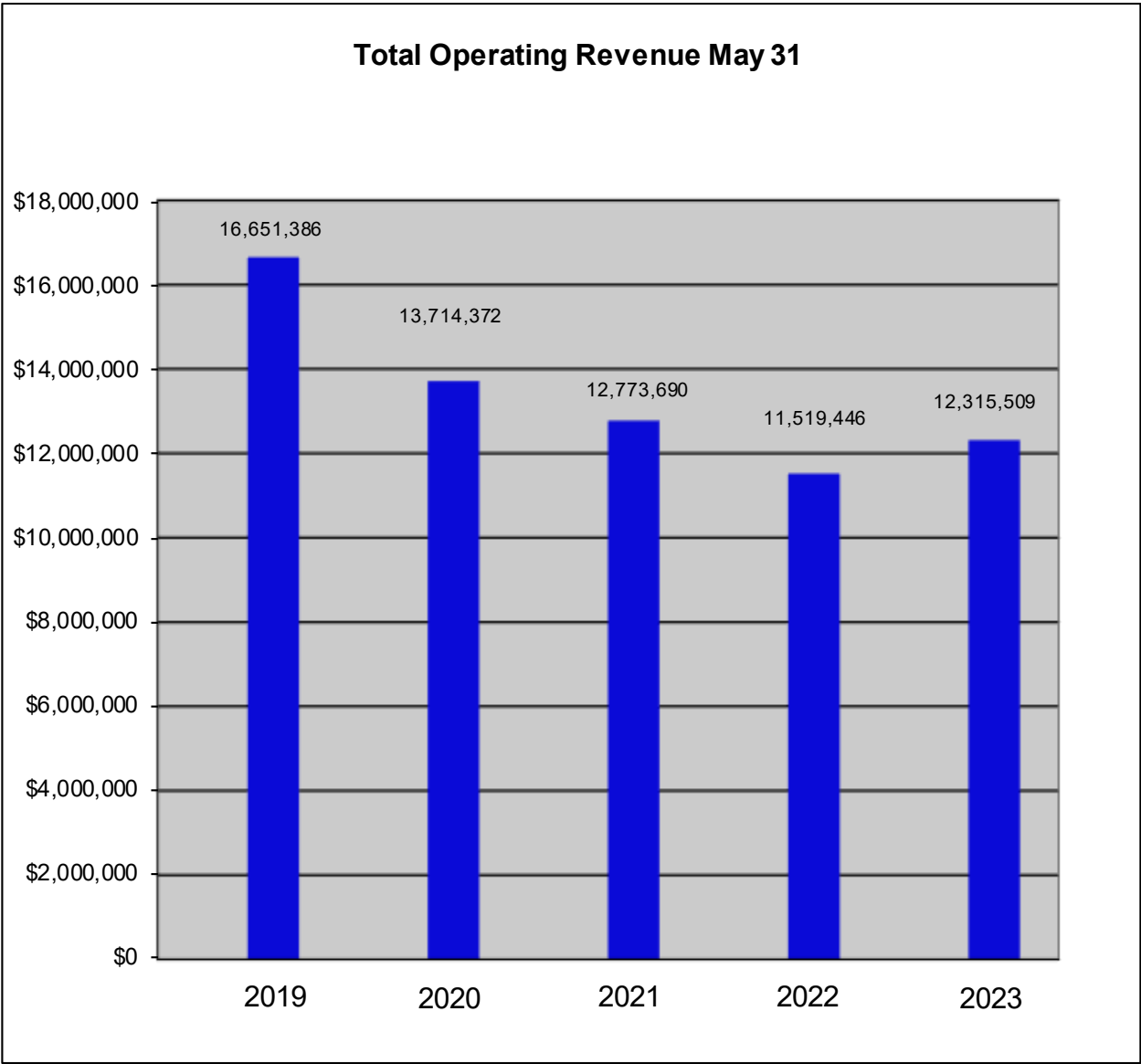
- Provided \$555,226 in support to the Campus in 2022-2023 with \$105,226 in Programs and \$450,000 in Space and Utility support.
- Continued to manage for right sized operations in a fluctuating enrollment environment.
- Developed the 2023-2024 operating budget based on \$11,639,454 in revenue and will return net expenditures in excess of revenue of \$1,112,283 or negative 9.6%.
- Budgeted a total of \$360,000 of support to the Campus for 2023-2024 with \$235,000 in Program allocations and \$125,000 in Space and Utility charge support.
- Net Assets declined \$529,460 while the budgeted 2022-2023 loss was \$938,988. \$409,528 better than budget.
- Wages & Benefits were \$271,845 under budget. Managed the filling of open shifts tightly to control labor costs. Better experience modifier and rate lowered Worker's Compensation and NYS Unemployment.
- Interest income was \$151,083 greater than budget. Invested excess cash on hand in higher yielding short term US Treasuries.

## **Statistical Data**

- Revenue from operations totaled \$12,057,175 representing a 2.5% increase from the previous year.
- Operating expenses totaled \$12,745,117 which is a 5.1% increase from the previous year.
- Program expenditures, serving 39 campus groups and organizations, totaled \$105,226.

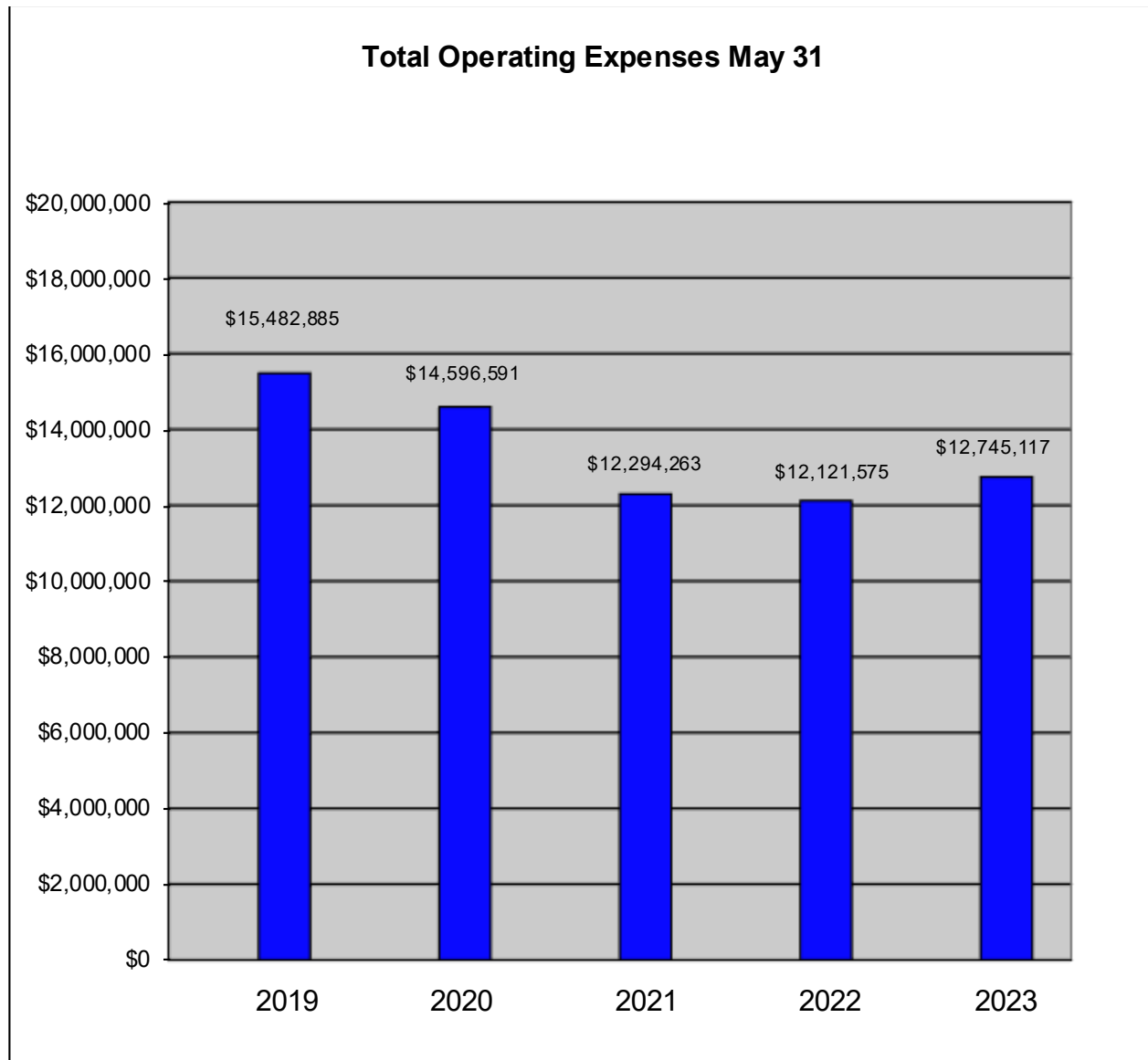
FACULTY STUDENT ASSOCIATION OF STATE UNIVERSITY COLLEGE AT  
FREDONIA, NEW YORK, INC.

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



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

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



## **Assessment Update**

### **Assessment Statement**

The annual independent audit resulted in an unqualified audit opinion. FSA's internal control structure is appropriate based on the auditor's evaluation. Therefore, no management letter comments highlighting deficiencies and recommended improvement actions were issued. The annual budget was reviewed in depth with the Audit/Budget Committee of the FSA Board prior to unanimous Board approval.

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

### **Assessment Activities**

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

### **Assessment Goals**

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



## Bookstore/Retail Operations

### Annual Report

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



#### Bookstore/Retail Operations Staff

*From left to right: Karie Pencek, Mary Gier and Jeff McMinn*

The Bookstore's greatest challenges are with the decline in textbook adoptions and sales, online textbook orders, open educational resources (OER) and the decline in the textbook pre-pack program.

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.



**Starbucks Staff**

*From left to right, front row: Melissa Smith, Evelyn Thompson, Emma Fiebelkom; back row: Alexis Salmeron, student workers*

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

**Significant Accomplishments**

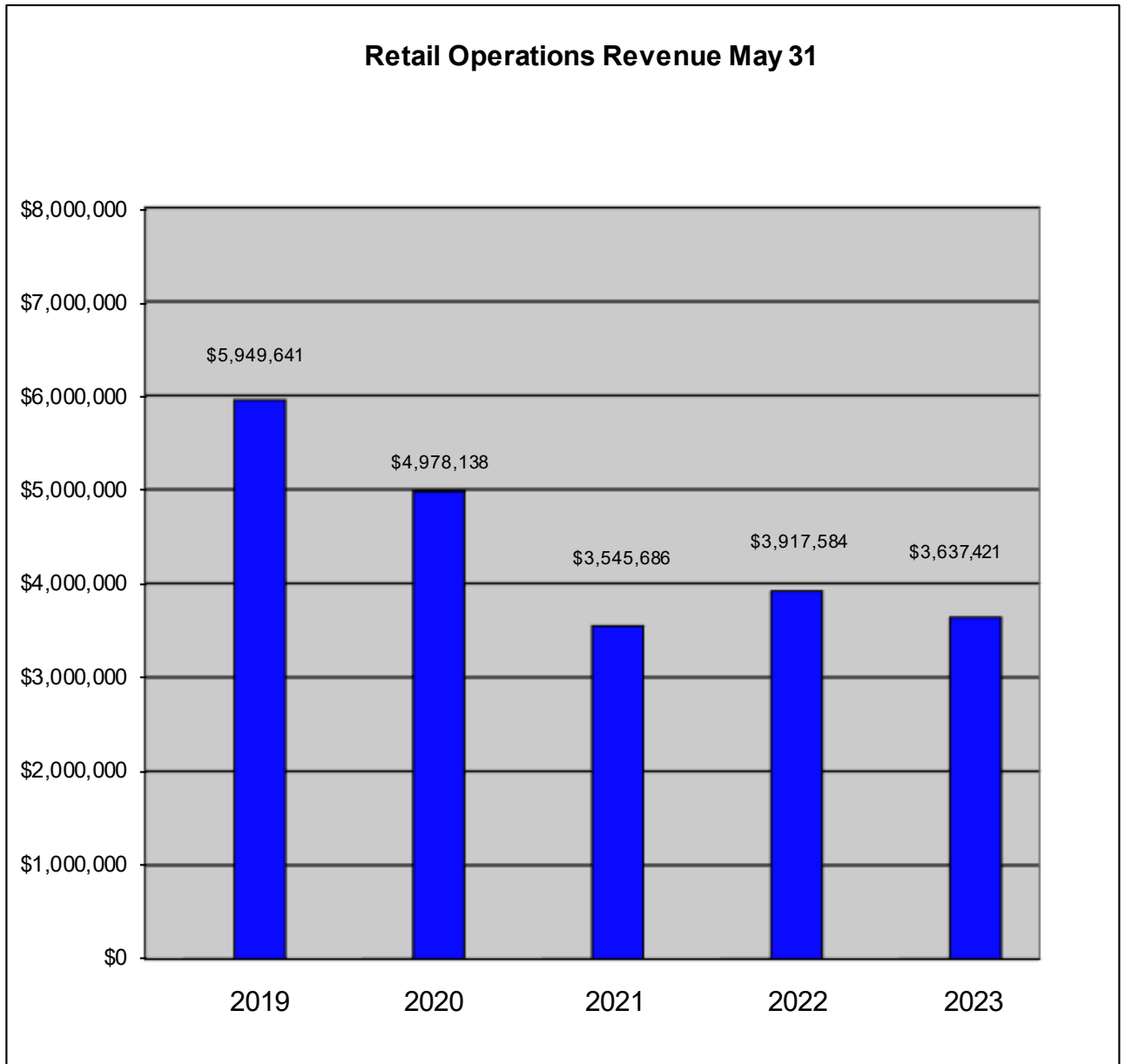
- Increased product line for giftware, electronics, clothing, and school supplies.
- Ensured that all vendors of imprinted merchandise complied with the University Trademarks and Licensing Program.
- Increased sustainability efforts throughout the Bookstore, Starbucks and the Convenience Store to include recycling of all consumables as well as stocking environmentally friendly products when possible.
- Maintained mandates outlined in the Federal Higher Education Opportunity Act.
- Increased product mix from local vendors.
- Refined student package service.
- Implemented student laptop purchasing program.
- Refine vending machine placement and product mix.
- Evaluated vendors for textbook distribution initiative.

## **Statistical Data**

- Revenues for the 2022-2023 fiscal year were \$3,637,421 compared to \$3,917,584 in 2020-2021, a decrease of 7.2%.
- FREDFund Accounts decreased by 19 participants to 396 in fall 2022, from 415 in fall 2021.
- Net Revenues decreased \$216,362 or 10.5%.
- Operating expenses decreased \$441,838 or 9.5%.

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

The following chart represents total FSA operating revenue by year for each of the past five years which includes Convenience Store, Starbucks, and the University Bookstore. FREDExpress and Tim Hortons up to May 2022.



## **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 variety 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, vegan and organic selections. Online presence will continue to be enhanced at [www.fredoniabookstore.com](http://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 compliance with the college-licensing program.
- Maintain compliance with the Higher Education Opportunity Act.
- Decrease lead time between ordering and receiving of imprinted merchandise.
- Enhance Fredonia imprinted merchandise with increased selection. Work with vendors to decrease minimum orders allowing for less investment in inventory.
- Continue to develop a campus wide marketing program.
- Continue to search for environmentally friendly general merchandise options for the Bookstore.
- Enhance online shopping presence and marketing efforts offering new and innovative products to the Fredonia students, faculty, staff and alumni.
- Look for new and interesting social media marketing opportunities.
- Explore and increase product mix from local vendors.
- Refine OER program.
- Evaluate inclusive access course materials initiatives.
- Refine campus shipping and delivery program for students.
- Evaluate replacement bookstore POS system.
- Implement Akademos course materials supply solution.

## 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 eight full-time management employees, eleven full-time CSEA employees, thirty-eight part-time CSEA employees, and 148 part-time student employees.



**Cranston Marche Staff**

*From left to right, front row: Cindy Korzeniewski, Jeanette Guziec, Joshua Priolette, Zachary Panek, Jason Domenico; back row: Densil Wilson, Gary Sutter, Robert Geffert, Makaila Townsend, Joshua Priolette and Marcie Sievert*





**Willy C's & El Diablo Azul (now Blue Devil Grill) Staff**

*From left to right, front row: Sharon Domst, Cheryl McCoy, Rita Zambotti, Janice Tubbs;  
back row: Felicia Nowak, Allison Kozlowski, Dolores Mauer and Richard Tompkins*



**Café McEwen**

*From left to right: Karen Fisk and Andrea Velez*



### **Café Mason**

*From left to right: Heike Magdowski Hawker and Kacie Weaver*

## **Significant Accomplishments**

- FSA Dining Services planned the following events for fall 2022: we featured our Day of Giving Thanks/Thanksgiving Day Celebration on November 15<sup>th</sup> and A Celebration of Holidays on December 13<sup>th</sup> in Cranston Marche.
- For spring 2023, FSA Dining Services organized the following events: A perennial favorite, our Valentine's Day Celebration on February 14<sup>th</sup>, and our annual "Paint Cranston Pink Day" in partnership with the American Cancer Society.
- Cranston Marche remained in step with evolving college food trends while faithfully serving its beloved "Burger Wednesday" and "Cheesy Friday" weekly menu specials.
- The Willy C's food court offers a diverse array of college favorite cuisines, convenient seating options, and a vibrant atmosphere for an enjoyable dining experience.
- Catering services excels in delivering exceptional food quality, impeccable presentation, and outstanding customer service.
- Campus cafes provide a welcoming environment, quick service, and a variety of fresh and affordable food and beverage options for students, faculty and staff.

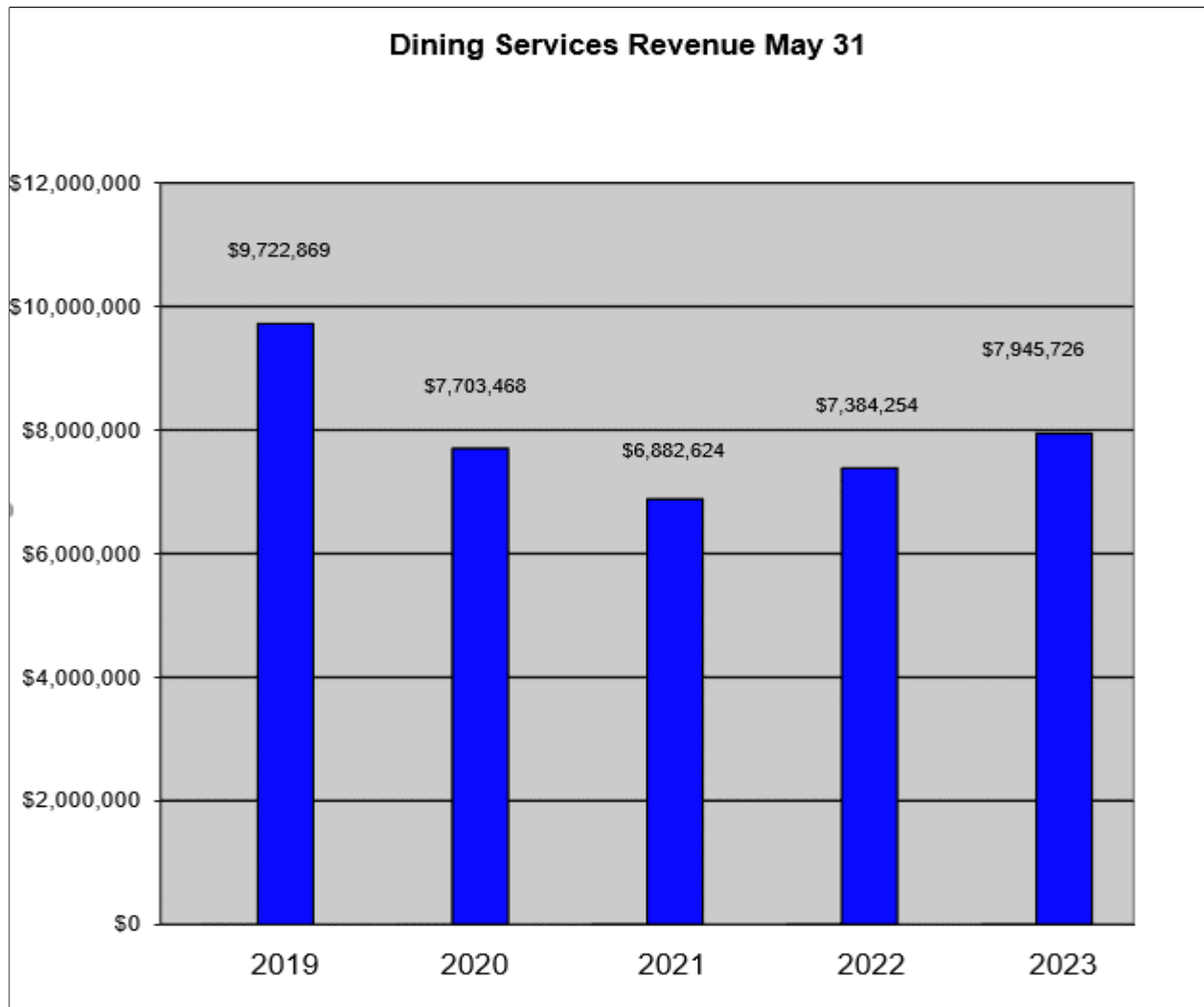


## Statistical Data

- Self-operated Dining Services revenue for the 2022-2023 fiscal year was \$7,945,726 compared to \$7,384,254 in 2021-2022, an increase of 7.6%.
- Meal plan enrollment decreased by 174 participants to 1,742 in fall 2022, from 1,916 in fall 2021. A 9.1% decrease.
- Net Revenues increased \$242,737 or 4.2%.
- Operating expenses increased by \$999,969 or 14.5%.

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

The following chart represents total FSA Dining Services operating revenue by year for each of the past five years which includes Catering, Willy C's, Cranston Marche, and FSA Cafes & Concessions. Blue Devil Grill up to May 2022.



## **Assessment Update**

### **Assessment Statement**

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

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

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

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

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

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

### **Assessment Activities**

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

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

### **Assessment Goals**

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

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

## **Human Resources**

### **Annual Report**

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

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

### **Significant Accomplishments**

- Provided training to all employees on PCI Compliance, Sexual Harassment, and Diversity, Equality, and Inclusion.
- Continued Food Handling and Knife Safety training to all student employees.
- Maintained Wage Theft Prevention Act Compliance.
- Recognition of Students of the Month and Student Leaders
- Recognized years of service, birthdays, anniversaries, perfect attendance, Above and Beyond awards, Employee of the Semester,
- Completed orientation for all new CSEA, student and management employees.
- Monitored DOL Unemployment Claims.
- Maintained Facebook Page for FSA employees to provide information as well as recognition.
- Completion of ACA Forms 1095 and 1094.
- OSHA and EEOC reporting.
- Provided individual training/orientation sessions for all new student employees.
- Negotiated a 3-year Collective Bargaining Agreement with CSEA
- Attended training sessions on NYS Pay Transparency Law, Attendance Policies, Rights for pregnant and nursing employees, NYS Paid Family Leave
- Updated employee handbooks with the new NYS sexual harassment policy
- Posted employment policies on Paylocity website
- Provided Fredonia email addresses to all CSEA employees to be able to expand communication

### **Statistical Data**

- Hired 8 new employees.

## **Assessment Update**

### **Assessment Statement**

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

### **Assessment Activities**

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

## **Assessment Goals**

- The assessment goal of Human Resources is to become a resource base for all FSA operations to increase efficiency.
- Meet with all new employees to review Employment Handbook, Contract, Safety Manual, and job descriptions.
- Meet with each employee annually to increase employee awareness of individual benefits including, retirement, SRA, health insurances and EAP programs.
- Develop training program to ensure all new employees are properly trained in all areas.
- Remain up to date on current procedures and retirement options, and work with TIAA representative to provide information in regards to individual counseling to employees.
- Review examinations for all CSEA positions that require testing.
- Research educational opportunities for Management Staff.
- Provide continued training and protective equipment to decrease work related injuries such as cuts, burns, trips and falls.
- Continue to collaborate with other SUNY HR Professionals
- Monitor Fair Labor Standards Act (FLSA) changes to ensure compliance.
- Provided assistance to employees who will be receiving new SUNY Fredonia email addresses
- Provide support to management staff navigating leaves of absence from work, as well as maintaining consistency with all employees
- Assist management staff through disciplinary processes with employees
- Review benefit structure for vacation and sick accruals, and retirement benefits

## **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 two full-time management employees (considered part of the Executive Office).

### **Significant Accomplishments**

- Replaced Odyssey PCS Interface Development Kit (No Longer Supported) with RESTful API and re-wrote all related interfaces for processing meal plan and FREDFunds plan enrollments.
- Moved FSA website over to campus website and set up data feed for dynamic dining menus and hours of operations.
- Replaced/upgraded network firewall.
- 

### **Statistical Data**

- 3557 add-on online deposits totaling \$162,575.03 through the MyFREDCard.com/CBORD GET sites.
- 476 Help Desk tickets submitted.

### **Assessment Update**

#### **Assessment Statement**

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

#### **Assessment Activities**

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

**Assessment Goals**

The assessment goal of Information Technology for next year is to improve technology that directly enhances services offered to students.

- Improve formal documentation of standard operating procedures.
- Work with business units to help facilitate improved data flow and consistency.
- Streamline processes and information where needed/requested.



## Special Events, Marketing, Licensing

### Annual Report

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

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



### Special Events

*From left to right: Katie Thies and Kim Fancher*

## **Significant Accomplishments**

- Coordinated the planning and implementation of all marketing for the 2022-2023 Academic year. We were able to hold more special events and promotions than the previous couple years.
- Presented to Parents, at the summer 2022 sessions hosted by new student and transition programs.
- We invited summer programs back to campus and successfully hosted the UFVA (University Film Video Association) conference in the summer of 2022. The NYSSMA Area All State Festival scheduled in November of 2022 unfortunately was cancelled due to a snow storm.
- Remained in communication with the NYSSSA (New York State Summer School for the Arts) office, letting them know that Fredonia was ready and willing to host if funding gets restored.
- Continued involvement as emeritus of Chautauqua Leadership Network (CLN).
- Reconnected with ACCED-I (Association of Collegiate and Conference Events Directors-International) colleagues, and attended the annual conference in Chicago, in March of 2023 to complete my CCEP (Collegiate Conference Events Professional) re-certification.
- Organized a Fall Food Truck Thursday, that was very well received by the campus community.

## **Statistical Data**

- For summer 2022, in person summer residential programs returned and we hosted 10 programs on campus
- Day programs also resumed, hosting a graduation, 4 local dance studio performances, 4 FREDReady days, and Camp Comets
- 18 total events held at the College Lodge that included weddings, a prom, a reunion, campus department retreats, overnights and outdoor adventures
- 73 Licensed Vendors

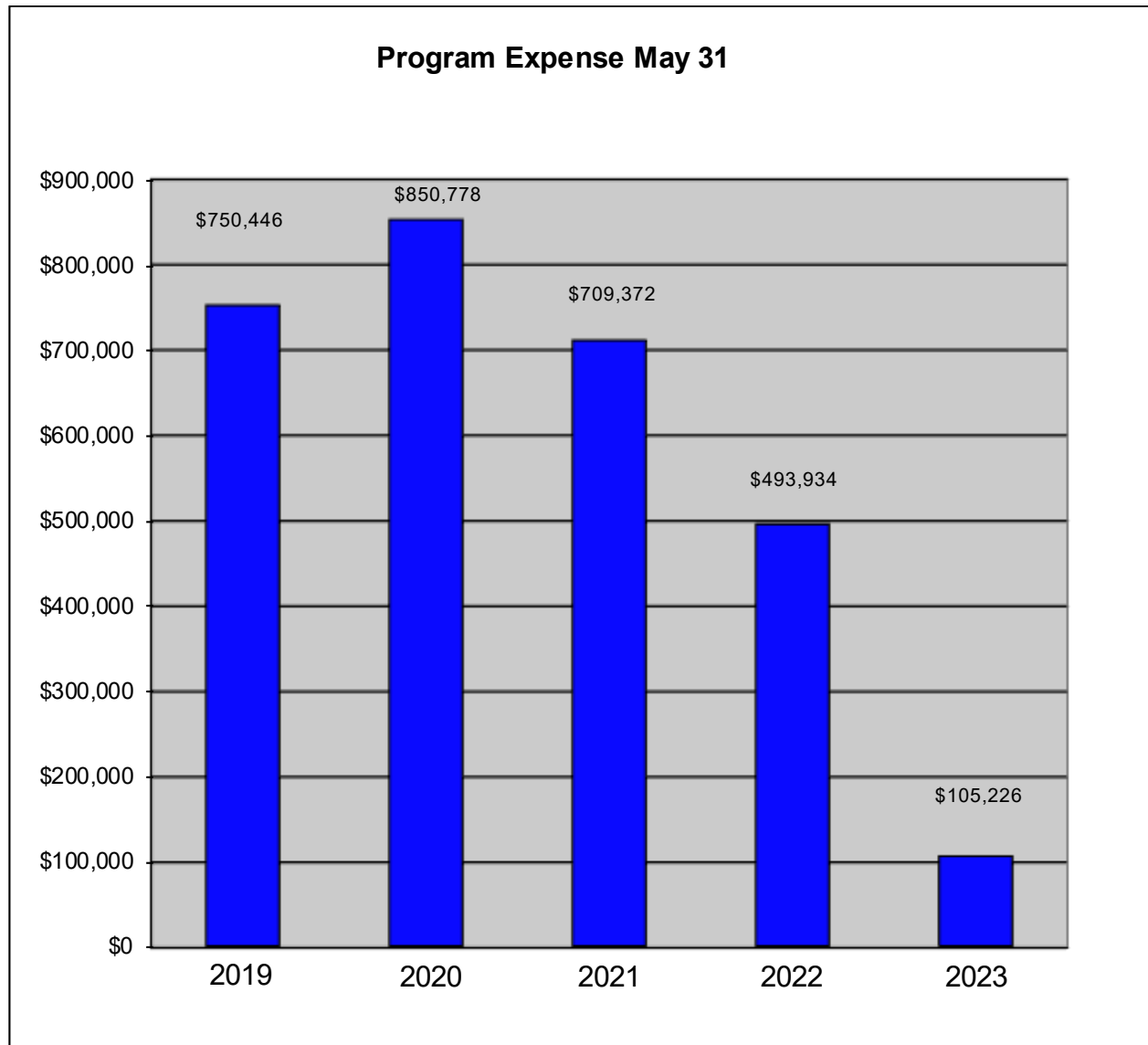
## **Assessment Update**

### **Assessment Statement**

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

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

The following chart represents total FSA Programs supporting 45 to 50 activities annually on campus by year for each of the past five years:



## **Assessment Activities**

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

Regular monitoring of licensing procedures has helped to promote the production and sale of Fredonia merchandise, both on and off campus. During the 2021-2022 fiscal year we saw a decrease in Fredonia's royalties due in part to the pandemic and supply chain issues. The Campus Trademarks and Licensing committee continues to work to find best practices with the continuity and use of our brand.

Encouraged open communication with all faculty and staff via the Special Events Committee to ensure all campus departments have the information necessary regarding the status of summer programming during the pandemic.

Welcomed back a semester Marketing and Communications intern for the Spring 2022 semester.

## **Assessment Goals**

- Continue to market all FSA operations.
- Continue to promote the College Lodge for summer events such as weddings and retreats. Remain active with the Chautauqua County Visitors Bureau (CCVB) promoting the Lodge as a location for outdoor activities as well.
- Continue to provide and strengthen the conference coordination needs of the campus community and outside clients through membership in the Association of Collegiate Conference and Events Directors – International (ACCED-I) by attending a variety of seminars, sessions and workshops offered at regional educational forums and the annual conference.
- Continue to foster relationships with faculty and staff via the Special Events Committee and other campus constituents to ensure successful campus experience for our conference groups.
- Continue to monitor, provide training, and approve the numerous needs of Trademarks and Licensing by licensed and non-licensed vendors, our students, and the campus community.
- Develop creative advertising to inform the entire campus community about the many services available throughout our campus, and continue to collaborate with other members of the State Auxiliary Services Association (SASA) Marketing group, both at in person meetings, zoom calls, and via email.
- Assist other FSA management with the continual need to inform students of any changes, additions, and deletion of policies and procedures regarding the services we provide.
- Continue hosting student interns through the Career Development Office, to provide an experiential learning environment for students across all majors.
- Remain an active member of the Chautauqua Leadership Network (CLN) by providing support for the growth of other Fredonia members in the CLN network.

## Support Services

### Annual Report

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

The Support Services group continued with two full-time management employees, twelve full-time CSEA employees, eight part-time CSEA employees and three student employees.



**Support Services/Commissary Staff**

*From left to right, front row: Linda Willoughby and Mary Zielinski; back row: Stephen Lowman, Cordelia Pastor, Daulton Remington, Yvonne Stein, David Lewis, Julie DePasquale, Donn Smeragluolo, Kim Collins and Chris Sipp*

## **Significant Accomplishments**

- Completed more than 700 work orders.
- Cleaned and maintained all FSA operated facilities.
- Provided Experiential Training for 485 participants in 2019-2020, which reflected a decrease from the previous year. Groups that have booked with us in the past have seen decreases in funding, or dates did not work to host the event during the 2020-2021 year.
- Continued to expand operations of Central Prep by adding new items in our cafes, and the Convenience Store, including healthy choice snacks and sandwiches, and the production of salads for Willy C's to present a consistent product to our customers.
- Continued to evaluate all purchased products from our supplies to decrease the cost of producing bakeshop goods and menu items.
- The Lodge solar panels continue to produce power to reduce the cost of electricity at the Lodge. Their success has resulted in the Lodge getting off demand pricing, and the electric bills could be close to eliminated based on our current usage and production.
- Continued to fine tune the Cleaning department schedule.
- Successfully transitioned a management role as a result of an employee retirement.
- Partnered with a local Boy Scout troop on additional Eagle Scout projects that will improve the trail system with a second informational map kiosk and blazing of trails.

## **Statistical Data**

- Revenues from Support Services for 2022-2023 totaled \$429,180 compared to \$430,947 in 2021-2022, which is a decrease of less than 1.0%.
- Operating expenses increased 1.1%.

## **Assessment Update**

### **Assessment Statement**

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

### **Assessment Activities**

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

## **Assessment Goals**

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

- Implement a management plan at the College Lodge that takes into account the biological survey currently being conducted and the concerns of the campus community.
- Continue to market the property for weddings and receptions.
- Update menu choices to meet the ever-changing demands of our customers and maintain product freshness.
- React in a timely manner to meet our customers' expectations.
- Assist in the renovation of our buildings and equipment to meet the changing demands of our customers.
- Expand additional fresh baked items and menu items into the Convenience Store, Willy C's, and the Cranston Marche.
- Provide Concessions to certain SUNY Fredonia sporting events in our Break Away and Time Out Cafes.
- Come up with additional vegan and gluten free options for Cranston Marche and the Cafes as the demand for these items increases.



# **Internal Control**

## INTERNAL CONTROL

### Introduction

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

### Mission Statement

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



*Amy Beers*

## Annual Report

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

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

Annual required reporting to the SUNY Office of the University Controller includes the preparation of the Internal Control Program Status Report, the Internal Control Certification signed by the President in response to Division of Budget (DOB) Policy B-350, the Office of the State Comptroller (OSC) Accounts Payable Advisory #28, and the annual Internal Control Program letter from the President to all employees of the campus.

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

## Significant Accomplishments

- Assisted in the facilitation of Information Security Committee meetings.
- Assisted in follow-up of improvement opportunities identified in the CampusGuard audit of PCI-DSS compliance.
- Maintained a fully functioning Internal Control Program and followed the established timeline for major events.
- Commenced one scheduled Internal Control review.
- Successfully submitted responses to 41 FOIL requests as well as follow-up requests and appeals.
- Reviewed cash handling procedures in several departments.
- Maintained and expanded the TouchNet Marketplace by successfully developing over 200 uStores and six uPay sites to date, totaling over 85,000 transactions and \$10,500,000.00 in transacted funds.
- Chaired the Internal Control Committee; assisted in training the campus in the requirements of the Child Protection Policy; currently serving as the Child Protection Policy Point Person (CPPPP).
- Currently acting as the campus Enterprise Risk Manager (ERM).
- Acted as a consultant for FOIL and Advisory 28 for other western consortium campuses

## Statistical Data

MARKETPLACE TENDER SUMMARY REPORT JULY 1, 2022 – JUNE 30, 2023							
	Credit Card	Signature Debit	ACH	Cash	PayPath	Bank Wires	Total
Amount	409,760.53	306,946.16	47,805.05	0.00	0.00	0.00	764,511.74
Count	3,162	4,091	150	0	0	0	7,403
% Amount	53.60%	43.15%	6.25%	0.00%	0.00%	0.00%	
Credit Card							
Card Type	Credit Card		Signature Debit		Credit Card Merchant Total		
	Count	Amount	Count	Amount			
Visa	1,668	248,312.39	2,919	231,458.49	479,770.88		
MasterCard	982	134,655.22	1,170	75,437.67	210,092.89		
Discover	324	15,637.50	2	50.00	15,687.50		
AmEx	188	11,155.42	0	0.00	11,155.42		
Total	3,162	409,760.53	4,091	306,946.16	716,706.69		
ACH							
Standard Entry Class		Count	Amount				
WEB		150	47,805.05				

## Assessment Update

### Assessment Statement

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

### Assessment Activities

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

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

Throughout the past fiscal year, mandatory internal control reviews of pre-determined high-risk areas, paycheck audits, and other activities were conducted or commenced as noted above. Recommendations were issued where weaknesses were identified and/or improvement opportunities noted. Timelines for implementation of recommendations were established with individual departments along with projected timeframes for follow-up by Internal Control. Implementation of these recommendations reduces the likelihood that errors or irregularities will occur that could prevent the successful achievement of campus goals and objectives. All review findings and recommendations were also included in the Internal Control Summary that accompanied the Internal Control Certification signed by the President. The OSC Accounts Payable Advisory # 28 was completed, which required certification of the adequacy of controls over the payment process in Purchasing and Accounts Payable, certification of the controls over campus voucher authorizers, System access controls, and review of SUNY BI reporting.

### **Assessment Goals**

- Increase awareness of our Internal Control Program.
- Conduct program reviews as required by System Administration.
- Oversee random reviews of Procurement Card, NET Card and Travel Card activity.
- Oversee paycheck audits at various locations across campus.
- Provide training for new IFR custodians on the proper handling of receipts; provide "refresher" information to established IFR custodians.
- Provide timely responses to situations warranting internal control review.
- Develop and administer campus-wide training on Internal Control via KnowB4.
- Attend applicable conferences, trainings, seminars and meetings.
- Present at conferences, trainings and seminars, as requested.
- Continue to develop TouchNet Marketplace uStores and uPay sites in which campus departments will have the ability to sell approved products and services online. Identified locations of applicability include, but are not limited to, the following:
  - School of Music
  - Lifelong Learning and Special Programs
  - Reed Library
  - Theatre & Dance
  - RAC
  - Career Development Office
  - Student Health Center
  - Campus Life

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



# **University Police**

## University Police

### Introduction

Our commitment to the University is to help create and maintain an atmosphere which enhances the educational process and allows the total mission of the University to be accomplished without fear or interruption. Inherent in this effort is ensuring the safety and wellness of all persons connected with or present at the University.

At UPD-Fredonia, we aim to accomplish our mission by showing kindness, empathy, and honesty in every interaction with the members of the community we serve. We embrace and celebrate the diversity of our campus, and we work hard to ensure we exhibit professionalism and respect to all. We view campus policing from a supportive and caretaking perspective, not a punitive one, especially with our students. Our very low crime rate demonstrates our approach is effective.

We achieve our mission through two main efforts. *Community policing* is emphasized to foster trust and build positive relationships among members of the campus community and the University Police Department. *Continual training* is pursued to ensure our police officers have the knowledge, skills, and tools to effectively provide emergency assistance to campus members in need. As detailed herein, SUNY Fredonia's crime rate is very low, due in large measure to the continuing bonds of trust and cooperation between the campus community and the University Police Department. Communities who trust their law enforcement agencies are much more likely to form partnerships that work to keep the community safe.



UPD's unique and proactive program to prevent targeted violence on our campus sets us apart from most college campuses around the United States. UPD-Fredonia operates with the understanding that nearly all acts of targeted violence are preceded by observable, concerning behaviors by would-be offenders. Accordingly, UPD-Fredonia conducts frequent training seminars on campus to educate our campus community members on how to identify and report persons engaged in concerning behaviors. We partner with the Students of Concern Team to take affirmative steps to identify, assess, and mitigate threats to our campus

community before those threats turn into acts of targeted violence.

This annual report is presented in an effort to highlight the work of the University Police Department. We hope it provides readers with an understanding that our campus is an extraordinarily safe place to learn, live, and work.

Toward the end of fiscal year 2022, UPD's staffing was changed and entering into the fiscal year 2023, UPD is currently staffed by the following personnel.

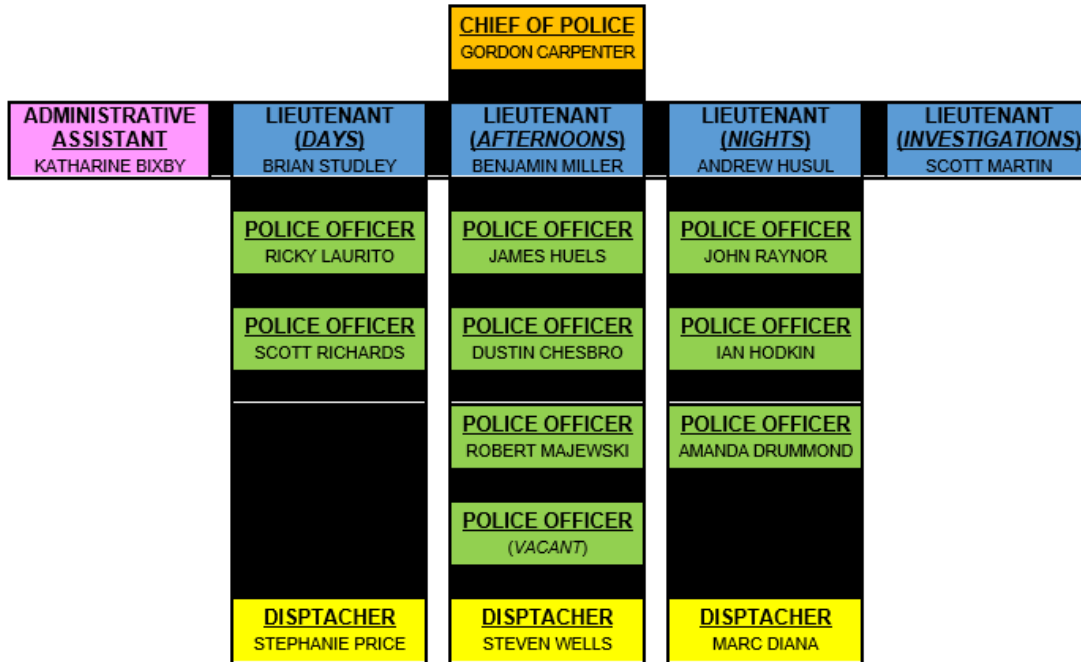


UNIVERSITY POLICE DEPARTMENT

## ORGANIZATIONAL CHART



2ND FLOOR, GREGORY HALL  
716.873.3333  
FAX: 716.873.3462



### Mission Statement

The mission of the New York State University Police Department at Fredonia is to provide leadership and commitment to the community, to enforce the law with fairness, dedication, and integrity, and to maintain a safe and secure community for all.

### Annual Report

#### Significant Accomplishments

- UPD continued its community policing program, engaging with students in frequent pleasant and friendly interactions outside of calls for service. Officers conducted hundreds of foot patrols in academic buildings and residence halls with the express purpose of connecting with students in non-emergency situations. Officers also conducted presentations on a variety of topics to further enhance student engagement.
- UPD provided training to faculty and staff on how to recognize and report concerning behaviors that might indicate a person is planning an act of targeted violence.
- UPD continued to partner with EH&S&S to improve the physical security infrastructure of the campus, including improvements to the security camera system and the mass notification system.
- UPD and EH&S&S teamed to successfully complete the mapping of all campus buildings into the county's 911 dispatch center, allowing outside law enforcement agencies to self-navigate to a crisis site on campus in a serious emergency.

## Statistical Data

During the 2022 fiscal year, our officers logged a total of 4827 incidents. An incident is defined as any action taken by our officers. These can be self-generated, such as traffic stops, property/area checks, calls for service from members of the community, or non-emergency community policing patrols. A subset of the crime statistics for *calendar* year 2022 are shown below, and they demonstrate the exemplary year-to-year safety posture of the campus.

### FBI Index Crimes

Criminal Offenses	On Campus (includes residence halls)			On Campus Student Housing			Non-Campus Buildings			Public Property		
	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
Murder/Nonnegligent Manslaughter	0	0	0	0	0	0	0	0	0	0	0	0
Negligent Manslaughter	0	0	0	0	0	0	0	0	0	0	0	0
Sex offenses*												
Rape	16	7	4	7	2	4	0	0	2	0	0	0
Fondling	0	0	0	0	0	0	0	0	0	0	0	0
Incest	0	0	0	0	0	0	0	0	0	0	0	0
Statutory Rape	0	0	0	0	0	0	0	0	0	0	0	0
Robbery	0	0	0	0	0	0	0	0	0	0	0	0
Aggravated Assault	0	0	0	0	0	0	0	0	0	0	0	0
Burglary	4	4	4	4	3	4	0	0	0	0	0	0
Motor Vehicle Theft	0	0	0	0	0	0	0	0	0	0	0	0
Arson	1	1	0	1	0	0	0	0	0	0	0	0

*\*In 2014 forcible sex offenses were split into two categories: rape and fondling.*

It should be noted that the “rape” category includes all reported or alleged incidents involving sexual violence, including student-student dating violence.

### Liquor, Drug, and Weapon Arrests

	On Campus (includes residence halls)			On Campus Student Housing			Noncampus Buildings			Public Property		
	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
<b>Liquor Law Violation (does not include DWI)</b>	4	0	2	3	0	1	0	0	0	0	0	0
<b>Drug Law Violations</b>	12	1	0	6	1	0	0	0	0	0	0	0
<b>Illegal Weapons possession</b>	0	1	2	0	0	0	0	0	0	0	0	0

### Liquor, Drug, and Weapon Disciplinary Action/Judicial Referral

	On Campus (includes residence halls)			On Campus Student Housing			Non-Campus Buildings			Public Property		
	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
<b>Liquor Law Violation (does not include DWI)</b>	39	10	9	33	9	9	0	0	0	0	0	0
<b>Drug Law Violations</b>	37	11	11	22	11	12	0	0	0	0	0	0
<b>Illegal Weapons possession</b>	0	1	0	0	0	0	0	0	0	0	0	0

## **Assessment Statement**

University Police at Fredonia is a fully accredited NYS law enforcement agency, widely regarded as the “gold standard” in ensuring a highly professional police department. The majority of NYS law enforcement agencies have not achieved accreditation. To achieve and maintain accreditation, UPD-Fredonia scrupulously collects data on the department’s work, including calls for service, criminal investigations, evidence control, administration, operations, personnel training and certifications. In all, accredited NYS law enforcement agencies must maintain up to date documentation that 110 different standards are met by the department. Every five years, the NYS Law Enforcement Accreditation Council audits police departments in a painstaking effort to ensure strict compliance with all 110 accreditation standards. UPD-Fredonia will next undergo re-accreditation in 2024.

UPD-Fredonia publishes on its website an annual [“Campus Security and Fire Safety Report”](#), which summarizes the work done by UPD-Fredonia and its on- and off-campus partners to keep our campus community safe. This report, mandated by federal law, provides detailed data on crime trends on our campus that show SUNY Fredonia is an extraordinarily safe place to learn, live, and work. For a more comprehensive understanding of UPD-Fredonia’s work and the statistical data on crimes that we collect, readers are encouraged to review the Campus Security and Fire Safety Report online.

## **Assessment Activities**

- UPD will continue to develop and standardize UPD-Fredonia’s violence prevention program to make detecting and reporting concerning behaviors a part of the campus culture.
- UPD will further develop innovative community policing activities to develop trusting relationships among our students and our officers. This will include special UPD events to bring students and officers together in fun, engaging situations. The overall purpose of these efforts will be to increase the likelihood that students will quickly report concerning or emergency situations to UPD for resolution.
- Continue to collaborate with local and regional law enforcement partners to share information, intelligence, and resources to effectively address and mitigate crime, safety trends, and quality of life issues.
- UPD will work to decrease expenses without impacting the quality of service provided by applying for applicable federal, state, local and private grants as they become available along with working with the private sector on community and crime prevention programs and initiatives.

## **Assessment Goals**

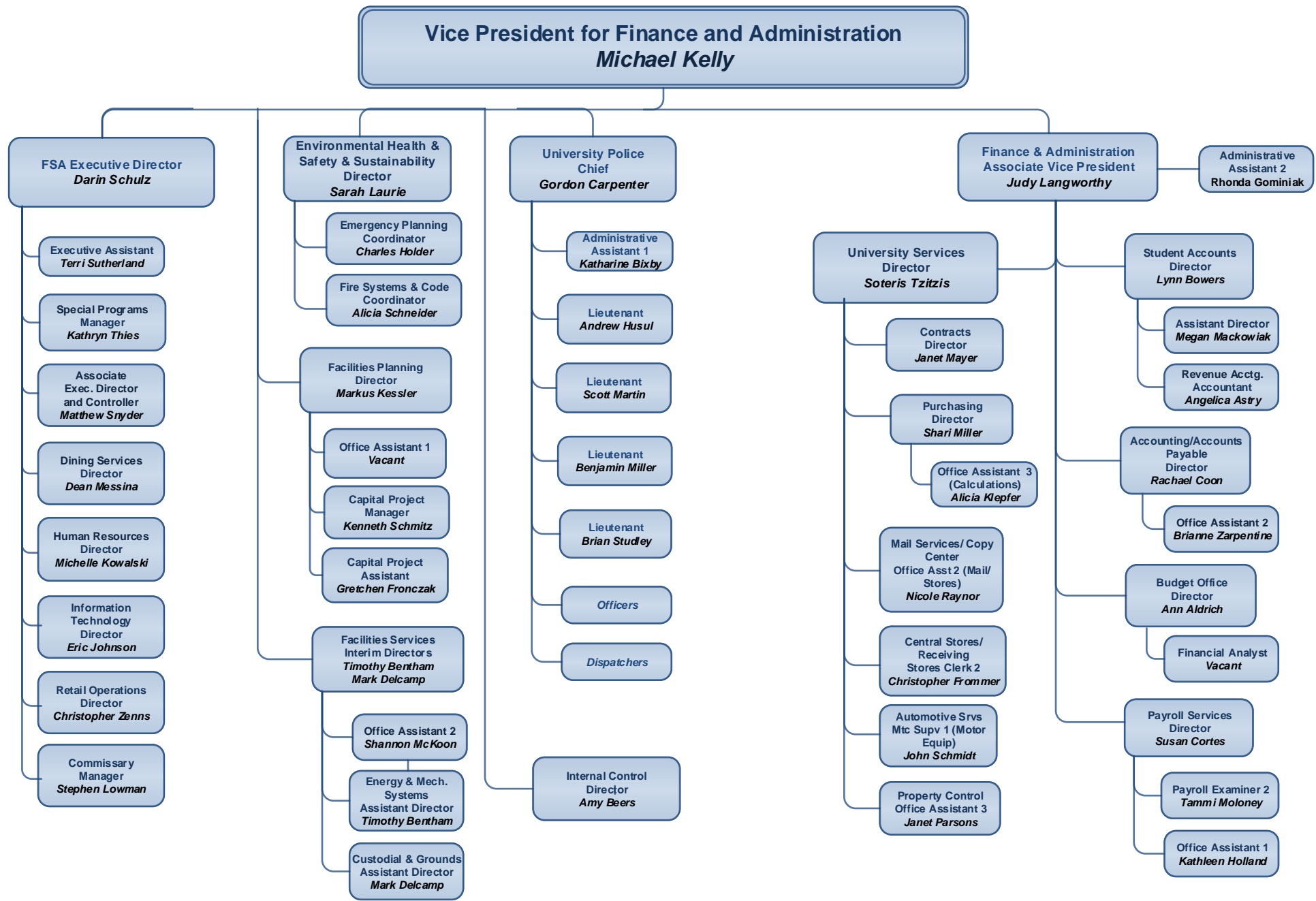
- UPD will continue to expand its officer training curriculum to include enhancing skills in de-escalation, mental health crisis response, tactical scenarios, and crisis management.
- UPD will continue to conduct an internal review of departmental processes to maintain the NYS Law Enforcement Accreditation Program standards.
- UPD will continue to promote an environment of open communication that fosters trust and legitimacy throughout the campus community.

## **Appendix A**

- **Organization Chart**



# Finance and Administration



## **Appendix B**

- **Fredonia Mission Statement**

## **Mission Statement**

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

# ACKNOWLEDGEMENTS

## CONTRIBUTORS

### Finance and Administration

Michael P. Kelly, *Vice President for Finance and Administration*  
Rhonda Gominiak, *Administrative Assistant 2*

### Associate Vice President for Finance and Administration

Judy L. Langworthy, *Associate Vice President for Finance and Administration*  
Ann Aldrich, *Director of Budget*  
Angelica Astry, *Revenue Accountant*  
Lynn Bowers, *Director of Student Accounts*  
Sue Cortes, *Director of Payroll Services*  
Megan Mackowiak, *Assistant Director of Student Accounts*  
Rachael Coon, *Director of University Accounting*

### Environmental Health and Safety and Sustainability

Sarah Laurie, *Director of Environmental Health and Safety and Sustainability*  
Charles Holder, *Emergency Planning Coordinator*  
Alicia Schneider, *Fire Systems and Code Coordinator*

### Facilities Planning

Markus Kessler, *Director of Facilities Planning*  
Ken Schmitz, *Capital Project Manager*  
Gretchen Fronczak, *Capital Project Assistant*

### Facilities Services

Kevin Cloos, *Director of Facilities Services*  
Timothy Bentham, *Assistant Director of Energy and Mechanical Systems*  
Mark Delcamp, *Assistant Director of Facilities Custodial Services, Grounds and Landscaping*  
Rich Newton, *Head Grounds Supervisor*  
Rodney Hayes, *Electrical Supervisor*  
Nelson White, *Plumbing Supervisor*  
James Kuras, *Structural Trades Supervisor*  
Gary Hardy, *Plant Utilities Supervisor*  
Shannon McKoon, *Office Assistant 2*

### Faculty Student Association

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

**University Police**

Gordon Carpenter, Chief of Police  
Katie Bixby, Administrative Assistant 1

**Internal Control**

Amy Beers, *Director of Internal Control*

**Marketing and Communications**

Lori Deemer, *Graphic Designer*

**University Services**

Soteris Tzitzis, *Director of University Services*  
Christopher Frommer, *Stores Clerk 2*  
Alicia Klepfer, *Office Assistant 3*  
Janet Mayer, *Director of Contracts*  
Shari Miller, *Director of Purchasing*  
Jody Myers, *Office Assistant 2*  
Janet Parsons, *Office Assistant 3*  
Nicole Raynor, *Office Assistant 2*  
John P. Schmidt, *Motor Equipment Maintenance Supervisor 1*

## ADMINISTRATIVE AWARD WINNERS

### 2023

Tammi Moloney – Administrative Support  
Donn Smeragliuolo – Professional  
Jim O'Connor – Trades  
David Racker – Custodial  
Karie Pencek – FSA

### 2021

Joan Schnur – Administrative Support  
Katie Brown – Professional  
Steve Gromala – Trades  
Elizabeth Goblirsch – Custodial  
Jeannette Guziec – FSA

### 2019

Leah Betts – Administrative Support  
Sarah Laurie – Professional  
Natalio Matias – Trades  
Sara Jagoda – Custodial  
Cheryl McCoy – FSA

### 2017

Becky Siragusa – Administrative Support  
Ann Aldrich – Professional  
Nelson White – Trades  
Nick Valentine – Custodial  
David Lewis – FSA

### 2015

Janet Parsons – Administrative Support  
Fred Tripp – Professional  
John P. Schmidt – Trades  
Iris Rosa – Custodial  
Sharon Hogg – FSA

### 2013

Lori Johnson – Administrative Support  
Lisa Marrano – Professional  
James Kuras – Trades  
Jorge Rosa – Custodial  
Millie Stanton – FSA

### 2011

Robyn Reger – Administrative Support  
Bill Michalski – Professional  
Paul Siebert – Trades  
Sue Smith – Custodial  
Pat Wilde – FSA

### 2022

Alicia Klepfer – Administrative Support  
Charles Holder – Professional  
Gary Hardy – Trades  
Erin Ransom – Custodial  
Robert Graham – FSA

### 2020

Nikki Raynor – Administrative Support  
Sandy Noble – Professional  
Randy Grant – Trades  
Hector Figueroa – Custodial  
Cindy Korzeniewski – FSA

### 2018

Jody Myers – Administrative Support  
Jen Costa – Professional  
Rodney Hayes – Trades  
Linda Nixon – Custodial  
Linda Kurgan Monaco – FSA

### 2016

Shannon McKoon – Administrative Support  
Sue Cortes – Professional  
Don Dillenwburg – Trades  
Bob Miller – Custodial  
Diane Mekus – FSA

### 2014

Debbie Desmond – Administrative Support  
Matt Snyder – Professional  
Herb Farner – Trades  
Susanne Valentine – Custodial  
Christine Sipp – FSA

### 2012

Cindy Haase – Administrative Support  
Lynn Bowers – Professional  
Larry Pelz – Trades  
Gladys Lockett – Custodial  
Ron Mirek – FSA

### 2010

Becky Krzyzanowicz – Administrative Support  
Judy Langworthy – Professional  
Joe Fabritius – Trades  
Randy Goodemote – Custodial  
Terri Helwig – FSA