

2018-2019 FINANCE AND ADMINISTRATION



ANNUAL REPORT AND ASSESSMENT UPDATE 2018-2019 FISCAL YEAR

VICE PRESIDENT FOR FINANCE AND ADMINISTRATION
MICHAEL D. METZGER



Vice President for Finance and Administration

December 6, 2019

To: The Campus Community

On behalf of the entire division, I'm pleased to present the 2018-2019 Finance and Administration Annual Report and Assessment Update. The Finance and Administration division is comprised of nine departments, which include 39 distinct operating units and 344 employees. This is the 22nd 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 17 years, the Finance and Administration division has recognized individuals from within the division who have demonstrated a solid team effort in their everyday actions, an outstanding Fredonia service attitude, creativity and resourcefulness in improving services, and a positive attitude in working with students, faculty, and staff. The Outstanding Administrative Services Awards annually recognize outstanding performance within Finance and Administration. Awards are presented in the following five areas:

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

The front cover of the 2018-2019 Annual Report and Assessment Update features the five winners of the 2019 Outstanding Administrative Services Awards. Beginning at the top left and going clockwise are:

Natalio Matias—Outstanding Administrative Services Award—Professional Trades

Natalio began his career at Fredonia in October 2007 as a Cleaner in Custodial Services, and is currently a Highway Equipment Operator in Grounds and Landscaping. Natalio resides in Fredonia, NY.

Cheryl McCoy—Outstanding Administrative Services Award—FSA Operational

Cheryl, who is currently the Head Cook at Willy C's in the Williams Center, began at Fredonia in September 1999 with FSA as an Assistant Service Worker. Cheryl resides in Dunkirk, NY.

Leah Betts—Outstanding Administrative Services Award—Secretarial/Clerical

Leah has been employed at Fredonia since February 2005 when she began as a Keyboard Specialist 1. She is currently an Office Assistant 3 in the Human Resources Department. Leah is a resident of Westfield, NY.

Sara Jagoda—Outstanding Administrative Services Award—Custodial Services

Sara is a Janitor in Custodial Services, and has been employed at Fredonia in Custodial Services since August 2012 when she began as a Cleaner. Sara resides in Fredonia, NY.

Sarah Laurie—Outstanding Administrative Services Award—Professional Staff

Sarah, who is the Director of Environmental Health and Safety and Sustainability, has been employed at Fredonia since January 2007 when she began as the Regulatory Affairs Specialist. Sarah is a resident of Dewittville, NY.

Thank you to everyone in the Finance and Administration division who contributed to the preparation of the 2018-2019 Annual Report and Assessment Update, and congratulations to all of the 2019 Outstanding Administrative Service Award winners. A summary of the Outstanding Administrative Service Awards winners from the past 14 years is presented on the inside of the back cover of this report. The Finance and Administration division welcomes your comments and suggestions on the presentation and content of this annual report. We look forward to working with everyone throughout the University during the 2019-2020 academic year, and to continually assess and improve our delivery of services to the University.

Sincerely,



Michael D. Metzger
Vice President for Finance and Administration

State University of New York at Fredonia
Finance and Administration

Annual Report and
Assessment Statement

July 1, 2018 – June 30, 2019

STATE UNIVERSITY OF NEW YORK AT FREDONIA

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

July 1, 2018 – June 30, 2019

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Acknowledgements

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INTRODUCTION

This 2018-2019 edition of the ***Finance and Administration Annual Report and Assessment Update*** represents the 22nd year that this report has been presented. This report is intended to provide an overview of the finance and administrative services provided to the State University of New York at Fredonia campus, and an update of the status of assessment activity undertaken by each unit within the Finance and Administration Division.

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

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

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

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

The Finance and Administration Division is comprised of nine departments with 344.60 Full-time Equivalent (FTE) positions.

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

1. Vice President for Finance and Administration

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



From left to right: Judy Langworthy, Mike Metzger, and Becky Nalepa

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

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

3. Environmental Health and Safety and Sustainability

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

4. Facilities Planning

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

5. Facilities Services

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

6. Faculty Student Association (FSA)

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

7. Human Resources Office

This department is responsible for all employment and personnel related issues on campus. The department includes: Employee Relations, new employee Orientation, Employee Benefits, Employee Assistance Program (EAP), position classification, SUNY Human Resources system, employee compensation, ethics compliance, workers' compensation and retirement counseling.

8. Internal Control

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

9. University Services

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

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, 2018 to June 30, 2019. 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
2018-2019 Departmental Staffing by Funding Source

Administrative Office	State	DIFR	IFR	SUCF	FSA	Total
Finance and Administration	3.00					3.00
Environ. Health & Safety & Sustainability	0.80	0.20				1.00
Facilities Planning	1.70	0.30		1.80		3.80
Facilities Services	78.95	57.75				136.70
Faculty Student Association					165.00	165.00
Financial Services	19.20					19.20
Human Resources Office	5.50					5.50
Internal Control	1.00					1.00
University Services	8.80	0.60				9.40
	118.95	58.85	0.00	1.80	165.00	344.60

Notes:

- a) The FSA employment number includes 72 full-time and 93 part-time employees.
- b) Student Assistants are not included in this Departmental Staffing by Funding Source table.

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Finance and Administration

VICE PRESIDENT FOR FINANCE AND ADMINISTRATION

Introduction

The Vice President for Finance and Administration serves as the Chief Financial Officer on campus and supervises the Finance and Administration Division. This division includes nine departments with 344.60 Full-time Equivalent positions. The nine Administrative Departments included in this 2018-2019 Annual Report are:

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



Mike Metzger

Mission Statement

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

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

Annual Report

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

During the 2018-2019 fiscal year, the Vice President's office provided coordination and leadership across the division. The accomplishments and initiatives of each operating area are summarized in the following sections of this report.

Significant Accomplishments

- Prepared and gave multiple presentations regarding the University's financial situation. The presentations included historical information, projections for future fiscal years and suggestions for appropriate actions.
- Represented the University at CSEA and UUP Labor Management meetings.
- Conducted several meetings with Fredonia leadership and State University Construction Fund representatives designed to update the campus' Facilities Master Plan.
- Dealt with several highly sensitive employee relation issues.
- Generated nearly \$400 thousand in Cost Reduction in Finance and Administration.
- Properly aligned expenses to divisions and fees.
- Investigated alternative revenue opportunities.
- Began development of a Campus Landscaping Plan.
- Finalized the installment of a Solar panel array with a public/private partnership.
- Implemented a Fredonia Retirement Plan; NOTE: Available to any SUNY.
- Developed an Emergency Response Plan.

Assessment remains an important process throughout the Finance and Administration Division. The completion and publishing of this Annual Report reflects the division's culture of customer service and assessment. Tracking measures of output, the use of benchmark data and customer surveys are also part of this discipline. The assessment activities of each department are also summarized in the following sections of the Annual Report. A review of these sections provides a good summary of the division's accomplishments and assessments for 2018-2019.

Associate Vice President for Finance and Administration

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

ASSOCIATE VICE PRESIDENT FOR FINANCE AND ADMINISTRATION

Introduction

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

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

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.



Judy Langworthy

Annual Report

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

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

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

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

Additional responsibilities include coordination among faculty, department chairs, deans, vice presidents, and the President in the preparation and submission for approval of new course fees as well as requests for fee increases; various analyses related to the Income Fund Reimbursable accounts (IFR), the Dormitory Income Fund Reimbursable accounts (DIFR) and the State University Tuition Reimbursable accounts (SUTRA); analysis of revenue requirements for State and residence hall-funded scholarships; oversight and direction 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 the successful passage of an Arts course fee, as well as name changes on several Theatre course fee names. Plus, approval was secured for the 2019-2020 broad-based fees, in which the overall amount increased per 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.
- Active on several campus committees and continue to serve on the SUNY Fredonia Federal Credit Union Board as secretary.

Assessment Update

Assessment Statement

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

Assessment Activities

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

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

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

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

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

Assessment Goals

- Provide clear and concise financial data to the Vice President for Finance and Administration and assist him with cabinet level efforts to address the structural deficit in our operating budget.
- Assess the effects of flat state support, unfunded contractual salary increases, TAP-Gap requirements, Excelsior scholarship program, and fluctuating enrollment to provide accurate data in the development of the 2020-2021 operating budget.
- Coordinate the efforts of the financial units in responding to requests, implementing external mandates and the timely completion of reporting requirements received from the System Office, the State Comptroller, University Audit and the Construction Fund.
- Ensure that year-end accounting and purchasing procedures are completed and closed without any lapsing of State funds.
- Assist departments and divisions with concerns about the revised campus Expenditure/Reimbursement Guidelines.

Budget Office

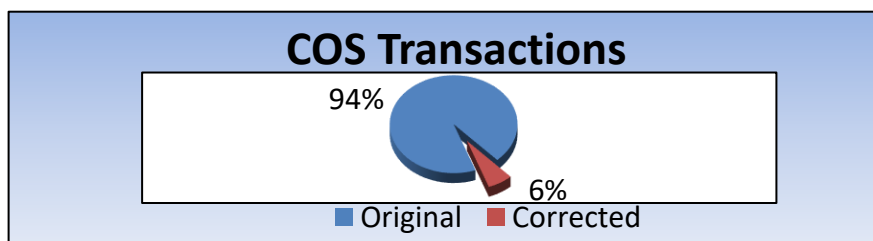
Annual Report

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



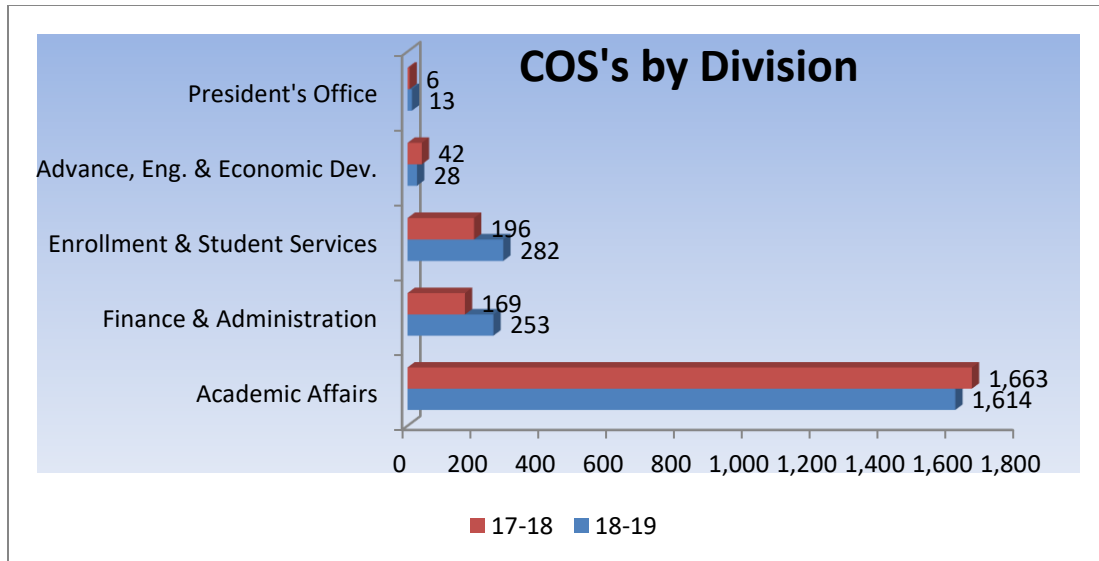
From left to right: Rachael Coon and Ann Aldrich

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



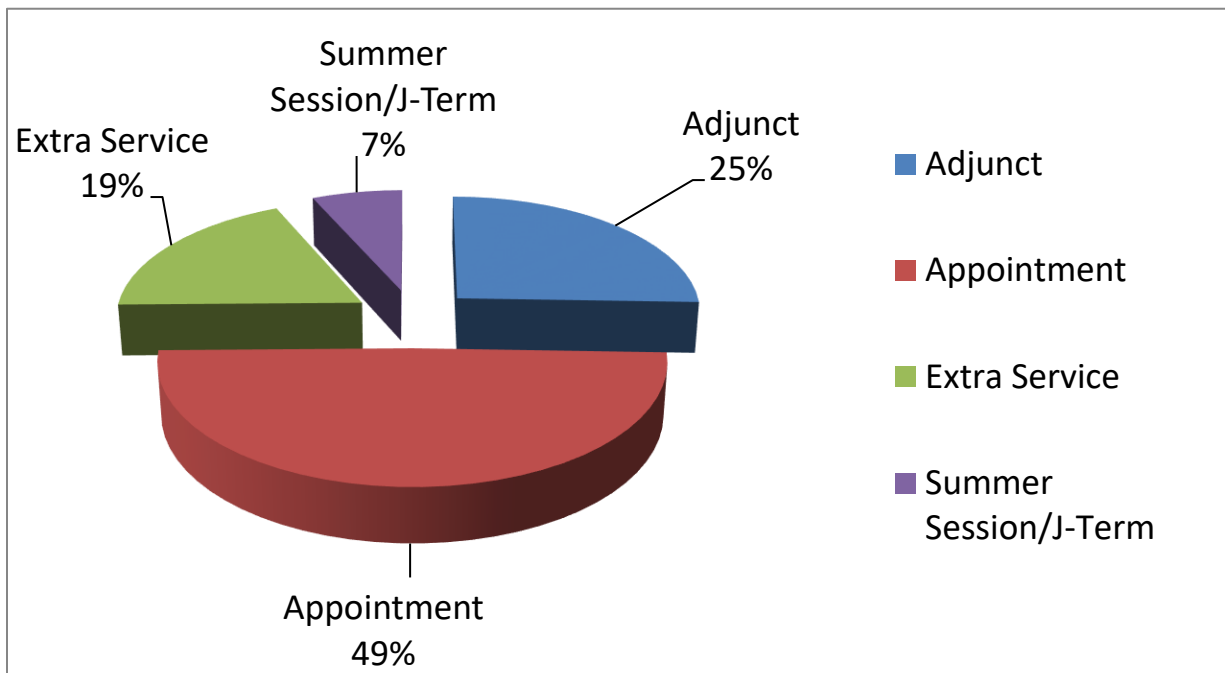
**Totals do not include 206 inactive COS's*

COS's Original/Corrected	
Original	2,050
Corrected	140
Total	2,190



COS's by Division

COS's by Division			
Division	18-19	17-18	Change
Academic Affairs	1,614	1,663	(49)
Finance & Administration	253	169	84
Enrollment & Student Services	282	196	86
Adv. Engagement & Eco Dev.	28	42	(14)
President's Office	13	6	7
Total	2,190	2,076	114



Adjunct	559
Appointment	1,078
Extra Service	407
Summer Session/J-Term	146
Total	2,190

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

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

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

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

Significant Accomplishments:

- Successfully assisted Cabinet with implementing \$4.5 million of budgetary reductions/actions across campus. The Budget Office worked with each division to verify the accuracy of proposed reductions.
- The Budget Office worked extensively with the Provost, Academic Leadership, faculty and Planning and Budget in costing out different Academic Affairs reorganization models as well as establishing cost standards for proposals submitted. The Budget Office costed the following reorganizational models:
 - Current Model Costs
 - Six School Model
 - Revised Six school Model to Incorporate Administrative Costs and release time
 - Two College Model
 - Five School Model
 - 12 Departments Model
 - Natural Groupings Model
 - Capitalizing on Transitions to Six school Model

The Provost ultimately decided to move the campus forward with the Six School Model. The School of Business was identified as the first pilot school. The Budget Office coordinated efforts in developing new School of Business (SOB) accounts and splitting out budgets to accommodate the pilot. The Budget Office also worked with the Provost, Human Resources, Payroll and Accounting offices to insure proper account structuring.

- The Budget Office coordinated efforts with the Dean of the College of Visual and Performing Arts (CVPA), Dean of the College of Education, School of Music Director, Accounting Director and the Provost, in dissolving the CVPA and distributing existing accounts and adjunct budgets into new accounts and areas.
- Coordinated efforts with the Dean of Education Department on the merging of Language Learning Leadership (LLL) and Curriculum and Instruction and CI budgets, and absorbing the Theatre & Dance as well as Visual Arts & New Media into the existing College of Education.
- Worked in collaboration with the President and F&A staff in separating the President's Budget into different "areas". The separate areas included Information Technology (IT), Marketing and Communications, as well as the President's Office which includes Institutional Research and the Diversity Office.
- The Budget Office provided budgetary charts and financial information for the President to use during a campus wide budget presentation in December 2018.
- Submitted Fredonia's Form 1 spreadsheet detailing department level allocations used to populate the SUNY's Business Intelligence (BI) accounting system. Incorporated all budgetary changes and reductions with implementation of the new budget model.
- Completed the Residence Hall Capital Plan, and the DIFR Financial Plan. In doing so, collaborated with Enrollment and Student Services, and Finance and Administration personnel to realign resources and implement different options in order to cut down on

borrowed funds. Completed the annual DIFR Budget and reports for the annual student budget presentation.

- 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' 2018-2019 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 2,396 (2,190 active plus 206 inactive) COS's, verifying funding and updating SUNY HR, the Payroll Distribution Management System (PDME), the comment section of the local HRMS clock tower database, and various internal spreadsheets.
- The Financial Analyst conducted and completed 39 Procurement Card and three paycheck audits.
- The Financial Analyst served as a backup for the campus Administrator for TouchNet Stores. As backup, she set up and/or modified twelve TouchNet stores in this role.
- The Budget Director continued to serve on the Information Technology Advisory Board (ITAB) and Academic Performance Solutions user group and SUNY's OER (Open Educational Resources) Sustainability Group which wrapped up its charge. The Budget Director also served on the Middle States Working Group for Standard VI, and the Search Committee Guidelines group.
- The Financial Analyst served as the Co-chair for the Council for Women's Concerns (CWC) Advisory Board, and on the accounting assistant professor search committee. The CWC successfully hosted the Marion Sonnenfeld Awards ceremony luncheon honoring two scholarship recipients, and the search for the assistant professor resulted in a successful faculty hire.
- Developed a four-year budget forecast.
- Updated the "Budget Road Map" for 2019-2020. The Roadmap is a spreadsheet summarizing budgetary reductions across divisions. Budget Roadmap actions totaled \$4.5 million in 2019-2020.
- Worked in conjunction with the Vice President for Finance and Administration in preparing the current and future budget outlooks, prior year budget verses actual results, and other financial documents for the Planning and Budget committee and members of the University Senate. The Planning and Budget Committee used this information for a campus presentation in October 2018.
- Worked with Finance and Administration personnel to successfully utilize all of the State budget allocation in order to maximize State funding.

Statistical Data

The Fredonia 2018-2019 Consolidated Operating Budget totaled \$98,294,535, representing a decrease of \$3,758,195 (3.98%) from the 2017-2018 Consolidated Operating Budget. Please refer to the following chart for comparative data for each of the six budget components.

Consolidated Budget Proposal

Components:	2018-2019	2017-2018	Change	Percent
University Operating Budget	\$55,508,320	\$50,359,200	\$5,149,120	10.22%
DIFR Budget	17,432,650	16,489,650	943,000	5.72%
FSA Budget	16,566,315	15,221,590	1,344,725	8.83%
IFR Budget	7,100,000	10,646,400	(3,546,400)	-33.31%
SUTRA Budget	1,050,000	1,218,500	(168,500)	-13.83%
College Foundation	637,250	601,000	36,250	6.03%
Total	\$98,294,535	\$94,536,340	\$3,758,195	3.98%

The 2018-2019 budget provided funding for approximately 812 FTE employees, including over 950 full and part-time employees. Please refer to the following chart for comparative FTE data for each of the six budget components.

Budget	2018-2019 Total FTE	2017-2018 Total FTE	Change FTE
University Operating Budget	548.69	564.02	(15.33)
DIFR Budget	75.60	91.97	(16.37)
FSA Budget	166.00	163.00	3.00
IFR Budget	16.19	36.35	(20.16)
SUTRA Budget	2.00	4.00	(2.00)
College Foundation	4.00	4.00	0.00
Total	812.48	863.34	(50.86)

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

Assessment Update

Assessment Statement

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

Assessment Activities

The Consolidated University Operating Budget Book is published every year. The 2018-2019 book was electronically published in late fall 2018.

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

The University kept funded enrollment at 4,700 (headcount) for the upcoming 2019-2020 budget cycle.

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

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

The first steps for the COS rewrite project were completed. User stories were gathered to build and rank the product backlog (in other terms: a wish list) for the Information Technology (IT) developers to work with. The Financial Analyst developed a “User Story” Google Form that collected users’ wants, needs, wishes, etc. for the COS system. Information was gathered and ranked by the Inner Circle Group. After this first step was completed, IT was pulled off this project to work on more pressing projects. Because of this delay, IT is now tasked with further investigating other existing workflow software options that can be utilized in lieu of a total rewrite in ASP.NET. Although the project was anticipated to start up again during spring 2018 — it did not and has been placed on hold yet another year. Project meetings were to be scheduled during late summer 2019.

COS training was provided in November 2018 for chairs in conjunction with Academic Affairs.

Collaboration efforts of networking with SUNY System Administration and other campuses continued throughout 2018-2019. 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, mostly via webinars and conference calls.

The Budget Office successfully submitted the 2018-2019 Form 1 and related Campus management Strategies to SUNY System Administration. The Budget Office was able to successfully field questions from System Administrations' review of the documents. Worked in conjunction with the Vice President for Finance and Administration to prepare and submit the campus' financial management strategy.

Another assessment goal was to continue to adapt and implement new budgetary methods envisioned by the Vice President for Finance and Administration. Part of this goal was to further realign institutional expenses into different Divisions. This was accomplished to some extent but has taken a back seat to various reorganizations that took place on campus. Many departments and accounts had to be moved from one division to another or were merged with other departments. Aligning all the expenditures to their proper reporting structure took a coordinated effort between the budget office, Human Resources, the accounting office and various levels of departmental leadership.

The budget office also provided supporting documentation for the Planning and Budget campus meeting in October 2018. This included budgetary as well as cash reserves projections.

In December 2018, the President delivered a campus wide presentation on the budget in which the budget office provided documentation including historical, current and future fiscal information.

The Cabinet provided the budget reduction targets for each division totaling \$4.5 million. The Budget Office worked with each division to verify the accuracy of proposed reductions and continued use of a "Budget Road Map" to track budgetary savings by cost/revenue categories across divisions as shown below:

Division	2019-2020 Targets	Total Actions	Difference
President & Reporting Offices	\$ 256,000	\$255,246	(\$754)
Academic Affairs	2,029,000	2,062,126	33,126
AEDD	30,000	30,000	0
Enrollment & Student Services	393,000	320,505	(72,495)
Finance & Administration	386,000	386,564	564
Institutional	413,000	413,000	0
Total Divisional Targets	\$ 3,507,000	\$3,467,441	(\$39,559)
DIFR One Year Commitment*	1,000,000	1,039,559	39,559
Total Target	\$ 4,507,000	\$4,507,000	\$0

Another assessment goal was to provide data analysis as needed to assist campus leadership with the implementation of the PEPRE Process (Process for Emergency Program Reduction/Elimination). This initiative looked strategically at programs and services to determine reductions and eliminations of programs and services no longer needed. This effort was a continuation to provide sustainable and cost savings measures to coincide with University institutional priorities. The Budget Director worked with the Chief Information Officer to cost out its PEPRE Reorganization

in December 2018. This analysis resulted in \$25,000 of increases to the state budget. A plan was devised for these increases to be funded out of the technology fee annually. The Budget Office worked in conjunction with Finance and Administration personnel, Deans and the Provost to cost out savings of programs identified to be eliminated, and reviewed these with the Planning & Budget Committee. Although much work and effort was put into costing these programs, the results were not shared and the PEPRE process was halted.

The Budget Office was also tasked to devise a mechanism to allow departments to budget for all accounts — not just state operating accounts. Although some budget mechanisms were in place for budgeting Major Fee's accounts, additional mechanisms were not developed. The Budget Office budgeted allocation for IFR accounts based on past history and current cash balances.

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

The Budget Office continued to provide ad-hoc analysis to the campus in a timely and responsive matter. As noted under significant accomplishments, the Budget office worked extensively with the Academic Affairs Division during 2018-2019 to cost out proposals for reorganization. Many other reports were developed on an ongoing and as needed basis.

The Budget Director was to continue to work in collaboration with EAB, SUNY System Administration, Academic Affairs, and the Information Technology (IT) Department to identify, group and validate 2017-2018 financial information for the Educational Advisory Board (EAB) Academic Performance Solutions (APS) data sets. APS is an analytical tool for measuring Academic Metrics. Although financial data uploads took place in November 2018, the Budget Director did not have to validate any of the information.

To be consistent with the institutional priorities of sustainability and being cost effective, the Budget Office continually recycles used office paper by printing on the opposite side. In addition, once again this year, the Budget Office published the Budget Book electronically.

The Financial Analyst continued to perform payroll and procurement card audits that were successfully transitioned from Internal Control into the Budget Office. A total of three payroll audits and 39 procurement audits were performed in 2018-2019.

The budget Office attended a training on watermark, a campus wide assessment tool, in October 2018.

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

The Budget Office continued to oversee cash accounts and identified available cash sources for funding budget shortfall accounts throughout 2018-2019.

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

The Budget Director continued to serve on the Information Technology Advisory Board (ITAB), Academic Performance Solutions user group, and SUNY's OER (Open Educational Resources) Sustainability Group which wrapped up its charge. The Budget Director also served on the Middle States Working Group for Standard VI, and the Search Committee Guidelines group.

The Financial Analyst served as the Co-chair for Council for Women's Concerns Advisory Board, and on the accounting assistant professor search committee. The search was successful in a faculty hire.

Assessment Goals

- Complete the 2019-2020 Consolidated University Operating Budget by late fall.
- Continue to implement changes to the Budget Book as warranted. Provide more budget details by department.
- Successfully complete the 2019-2020 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 Cabinet and all divisions to implement any budgetary actions and possible cost saving measures to reduce the structural deficit.
- Continue to collaborate with IT staff, Human Resources, Payroll and Academic Affairs to work on the development, testing and implementation of the COS rewrite.
- Provide COS training as needed.
- Continue to collaborate with SUNY System Administration and various SUNY campuses to identify and implement "Best Practices" for fiscal operations.
- Continue to evaluate and enhance any existing budgetary procedures or spreadsheets in order to provide information in a more effective and time saving manner.
- Provide ad-hoc analysis to campus constituents in a timely, responsive manner.
- Continue to perform payroll and procurement card audits.
- Work in conjunction with University Accounting, Human Resources, Payroll and IT in ensuring proper alignments of accounts and departments in Divisional Reorganizations as they occur. Work towards a goal of standardizing procedures in regards to making departmental structural changes.
- Work in conjunction with the Vice President for Finance and Administration in preparing the budget outlook and cash reserves, as well as other financial documents as needed for the University.
- The Budget Office will institute zero-based budgeting for the 2020-2021 DIFR Budget.
- The Financial Analyst will continue to serve as Co-chair the Council for Women's Concerns Advisory Board and begin to serve on the Credit committee for the SUNY Fredonia Federal Credit Union.

- The Budget Director will serve on the Information Technology Advisory Board (ITAB), Academic Performance Solutions user group, Middle States Working Group for Standard VI, and the Search Guidelines Update group.
- Work in conjunction with the Associate Vice President for Finance and Administration in year-end closing procedures.
- Oversee Cash Reserves and Budget shortfall accounts.
- Verify & freeze the Discretionary Salary Increase (DSI) Pool, verify salaries, develop divisional DSI Salary Pools, and help oversee the UUP DSI awards process including implementing the new compression/equity portion of the award.
- Work in conjunction with the President and Planning and Budget to come up with a four-year plan to successfully and systematically reduce the institutional budget shortfall.

Payroll Services

Annual Report

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



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

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

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

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

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

Significant Accomplishments

- Produced biweekly payrolls for 1,007 State and Graduate Assistant payees totaling \$48,116,787.
- Produced biweekly payrolls for 621 Student Assistant and College Work Study payees totaling \$1,499,651. 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.
- Provided Student Payroll training to supervisors, secretaries, and residence hall directors. Also provided a group session for all Athletics department student employees and supervisors for proper paperwork completion and guidance on the student payroll process.
- Contributed and participated in New Hire Orientations for new faculty and residence hall directors.
- Processed 2,396 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.
- Processed the New York State minimum wage increases to all Student Assistant and College Work Study employees.
- The Payroll Director continues to maintain the COS system by managing user, department, hierarchy, and coding changes for this campus-wide application.
- Coordinated efforts again this year with Financial Aid and area banking institutions to provide one-stop access for Student Assistants and College Work Study student workers to complete paperwork, pick up work study referrals, and open banking accounts for direct deposit purposes. This is held in the Williams Center on the first two days of the fall semester.
- For time and attendance purposes, due to an increase in the number of FMLA cases and the need for greater monitoring of leaves approved from Human Resources, an internal tracking procedure was developed for payroll and time and attendance purposes. Monitoring the FMLA cases for time and attendance tracking and eligibility purposes is a significant time commitment.
- In fall 2018, completed the eligibility verification and payment process of the UUP 2% increases that were retroactive for 2016, 2017 and 2018. This involved the research of salary history, calculation, and write-up of approximately 1,100 new salary rows for the manual entry required by our campus with correct effective dates, codes, salary and sequencing. Audit of the entry of these rows by HR was then necessary. Also part of the retroactive payments were the 2017 \$600 lump sum Discretionary payments, and the 2018 1% Discretionary lump sum payments. These too required eligibility research and verification, and audit of final entries.
- Increased the promotion of the Direct Deposit program to our Student Assistant and College Work Study employees, and provided assistance with sign-up resulting in an increase in student direct deposit to 68%, up from 52% at this time last year.
- Presented payroll and time and attendance information at two informational sessions for the roll-out of the Fredonia Retirement Plan. This plan also necessitated preparing the calculation for the one-on-one consultations between employee and Human Resources of the sick leave balance, vacation balance payout, salary withholding balance payout, balance of contract amount and the appropriate dates of final paychecks for 45 employees.

- Increased the promotion of the Employee Retirement System to our student employees, in particular those anticipating further state service employment. This allows registration into the current retirement tier with service credit that will not need to be “bought back” at a later time in state employment.
- Regular participation of the Payroll Director in quarterly Payroll Users Group web conferences with other SUNY and State agencies in an effort to remain abreast of current and future federal, State, and SUNY policies.
- Committee memberships of the Payroll staff included the Finance and Administration Awards committee, the Chancellor’s Award for Excellence review committee, Council for Women’s Concerns, and SEFA.
- The hire of an Office Assistant 2, SG9 was accomplished in April 2019. This will now allow us to complete outstanding initiatives and requirements.

Statistical Data

As a measure of accuracy in processing payrolls, previous annual reporting provided rankings of all SUNY campuses as well as statewide rankings with other State agencies with regards to late separations and late hires. This data was compiled by the Office of the State Comptroller (OSC), but due to ongoing staffing and budgetary constraints, OSC has discontinued the production of the mid-year report card. Through the use of other available reporting tools, the Payroll Office is able to individually report that our number of late terminations decreased from three last year to one. This has significant impact on the resulting overpayment that a late separation creates, and the actions necessary for our office to recoup the overpayment. The number of late hires decreased from 42 last year to 22 this reporting year. This will be a goal to see this reduced even further over the next reporting year. Late hires result from a delay in a campus department submitting a COS in a timely manner, or a new employee not completing their new hire paperwork in time for appointment in the appropriate effective dated payroll period. This increase affects the amount of retroactive pay that is required to be calculated and submitted to the State Comptroller’s Office.

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

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

Assessment Update

Assessment Statement

The Payroll Services unit provides accurate and timely payment of salaries and wages to all faculty, staff and students, and provides excellent customer service to all constituencies.

Assessment Activities

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

Payroll Services also provided training workshops for student payroll supervisors to reinforce standard policies and procedures, as well as introduce updated forms and the student payroll website.

Assessment Goals

- Accurately process payrolls for faculty, staff and students.
- Continue to provide training and formalize feedback as to the effectiveness of the material presented.
- Continue to assist with the new hire orientations and review feedback to improve the effectiveness of the orientations.
- Continue to assist each new student hire with their new hire paperwork (tax forms, I-9, retirement, and direct deposit); then process those payroll items as well.
- Participation with the online COS team to implement the COS rewrite to meet the needs of the end users; formalize feedback as to the effectiveness of the changes. We have been on hold with this by ITS for quite some time as other campus initiatives have required attention first.
- Strive to improve upon our late hires and post deadline submissions rankings by continuing to provide COS users with forthcoming processing deadlines. Extra reminders prior to larger payrolls at the beginning of each semester are provided to all COS users.
- Complete roll-out for the online Time and Attendance System (TAS) Classified group (CSEA, PEF, and University Police). Payroll's vacant Office Assistant 2 position continually affected the ability to accomplish these larger initiatives. The Finance and Administration division will be converted first, with the other divisions to follow.
- Continue to implement the COS rewrite of the online COS system as needed to meet the needs of the end users and comply with System Administration modifications. Work in collaboration with IT staff to implement recommendations.
- Continue to promote the Direct Deposit program and increase our student enrollment in direct deposit.
- Implement new/additional audit measures for greater checks and balances for Direct Deposit, tax withholding, and paycheck deduction entries.
- Increase 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.

Purchasing

Annual Report

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

Responsibilities include accurately reviewing confirming requisitions; reviewing and processing standard requisitions into purchase orders, change notices, and when necessary, cancelations; furniture purchases; processing of office supply orders with various office supply vendors, ensuring the best pricing available. We input to and obtain vendor information from the State Financial System. In the review of requisitions, we provide expertise relevant to cost effective methods, commodity information and sourcing, negotiations, quoting and re-quoting, and problem solving. We also handle returns of incorrect or damaged goods when purchased via a purchase order. All aspects of the State issued procurement card are managed by the purchasing staff including training, cardholder set up, auditing, reconciling, and troubleshooting. Research Foundation transactions are also input when the result is a purchase order being produced.



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

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

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

Significant Accomplishments

- 201 procurement card holders with 5,437 transactions, totaling \$1,377,177.
- Presented at the Finance and Administration Training Workshops in August of 2018.
- Added/updated approximately 264 vendors in the Statewide Financial System (SFS), 152 vendors in the Research Foundation Vendor File, and guided approximately 45 vendors to SFS Self Service with information changes.

- Purchasing Department employees attended various conferences and workshops during fiscal year 2018-2019 including the fall 2018 Secretarial/Clerical Conference; the Secretarial/Clerical Mini-Conference; the fall 2018 National Association of Educational Procurement (NAEP) Conference; the spring 2019 SUNY Purchasing Association Conference; weekly WNY Strategic Sourcing Teleconference Meetings; and weekly Jaggaer Project Team Teleconference Meetings. The Purchasing Department also participated in many MWBE conference calls, SDVOB conference calls, and System Administration webinars.
- 878 purchase orders were created totaling \$6,264,310.
- Total State and Research Foundation transactions processed by the Purchasing Department totaled \$10,795,907.
- Purchasing Department staff have a presence in the Secretarial/Clerical Professional Development Committee, SUNY Fredonia Federal Credit Union Credit Committee, EAP Committee, the Trademarks and Licensing Committee, SUNY/RF Procurement Team, Fredonia Sustainability Committee, Building Safety Committee, two campus investment clubs, along with various community groups such as National Night Out Committee, Town of Dunkirk Planning Board & Comprehensive Plan Board, and more.
- Continued working with MWBE vendors towards the SUNY wide goal of 30% and with Service Disabled Veteran Owned Businesses towards the State set aside of 6%.
- Assisted in the reworking of office spaces with Millington Lockwood for 15 stations. By reusing existing stock in many of those locations, departments saved approximately \$3,500.

Statistical Data

- Please refer to the last page of the Purchasing Department section for the Purchasing Volume Report for fiscal year 2018-2019.

Assessment Update

Assessment Statement

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

Assessment Activities

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

Training sessions are provided for online requisitioning, and the use and administration of the procurement card to individuals and departments. Upon request, the Purchasing staff is willing to provide departmental training. The Purchasing Department also presents at the annual Finance and Administration training day held in August. Evaluation forms are utilized at these training sessions to assess the necessity and the presentation style, as well as to obtain suggestions for

improvements and possible future topics. As a result of this feedback, the Purchasing Office can target areas needing more emphasis at future presentations. Evaluation forms are also used at procurement card training sessions.

Assessment Goals

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

2018 – 2019 Purchase Order Volume Report

STATE	2018 - 2019		2018 - 2019		2018 - 2019		2018 - 2019	
	PURCHASE ORDERS		JT's/PP/VOID/Pend REQUISITIONS		CONFIRMING REQUISITIONS		CITIBANK VISA	
DATE	NO.	AMOUNT	NO.	AMOUNT	NO.	AMOUNT	NO.	AMOUNT
JUL. 18	150	\$ 1,253,314.95	16	\$ 59,912.48	57	\$ 106,847.53	344	\$ 121,947.98
AUG. 18	89	\$ 1,239,439.88	62	\$ 139,448.47	98	\$ 222,969.29	538	\$ 158,571.66
SEP. 18	94	\$ 390,789.18	39	\$ 8,700.38	110	\$ 225,130.24	673	\$ 155,201.00
OCT. 18	80	\$ 324,848.50	12	\$ 9,725.85	73	\$ 97,563.86	550	\$ 125,019.26
NOV. 18	58	\$ 613,086.47	16	\$ 50,070.05	74	\$ 88,980.24	412	\$ 101,708.95
DEC. 18	65	\$ 367,727.01	9	\$ 46,506.52	69	\$ 204,732.32	280	\$ 85,872.00
JAN. 19	49	\$ 232,586.34	18	\$ 126,482.56	65	\$ 106,254.64	503	\$ 132,181.96
FEB. 19	45	\$ 285,922.37	17	\$ 58,193.94	56	\$ 105,809.51	523	\$ 111,808.21
MAR. 19	56	\$ 302,356.43	11	\$ 3,069.45	55	\$ 97,294.81	471	\$ 100,082.92
APR. 19	50	\$ 547,848.59	19	\$ 57,696.63	64	\$ 149,366.53	389	\$ 79,865.30
MAY. 19	79	\$ 397,378.73	27	\$ 254,996.84	57	\$ 194,430.56	390	\$ 100,086.98
JUN. 19	63	\$ 309,011.73	27	\$ 60,467.63	64	\$ 118,402.37	364	\$ 104,830.54
YTD 18 - 19	878	\$ 6,264,310.18	273	\$ 875,270.80	842	\$ 1,717,781.90	5,437	\$ 1,377,176.76
YTD 17 - 18	935	\$ 6,762,980.28	259	\$ 468,831.94	936	\$ 1,838,770.96	6,119	\$ 1,789,522.38
RESEARCH	2018 - 2019		2018 - 2019		TOTAL RESEARCH PURCHASES		TOTAL STATE PURCHASES PO's, REQUISITIONS, VISA	
	PURCHASE ORDERS		OTHER VOUCHERS					
DATE	NO.	AMOUNT	NO.	AMOUNT	NO.	AMOUNT	NO.	AMOUNT
JUL. 18	0	\$ -	86	\$ 38,616.20	86	\$ 38,616.20	567	\$ 1,542,022.94
AUG. 18	0	\$ -	145	\$ 123,477.51	145	\$ 123,477.51	787	\$ 1,760,429.30
SEP. 18	1	\$ 2,946.00	37	\$ 27,800.09	38	\$ 30,746.09	916	\$ 779,820.80
OCT. 18	2	\$ 3,516.28	63	\$ 18,915.02	65	\$ 22,431.30	715	\$ 557,157.47
NOV. 18	2	\$ 11,697.89	142	\$ 101,308.89	144	\$ 113,006.78	560	\$ 853,845.71
DEC. 18	0	\$ -	61	\$ 21,993.80	61	\$ 21,993.80	423	\$ 704,837.85
JAN. 19	1	\$ 700.00	67	\$ 14,132.79	68	\$ 14,832.79	635	\$ 597,505.50
FEB. 19	1	\$ 1,606.11	59	\$ 19,243.75	60	\$ 20,849.86	641	\$ 561,734.03
MAR. 19	2	\$ 6,895.00	169	\$ 41,329.27	171	\$ 48,224.27	593	\$ 502,803.61
APR. 19	1	\$ 138.80	75	\$ 28,443.34	76	\$ 28,582.14	522	\$ 834,777.05
MAY. 19	2	\$ 25,000.00	117	\$ 40,233.32	119	\$ 65,233.32	553	\$ 946,893.11
JUN. 19	2	\$ 41,780.00	51	\$ 39,820.71	53	\$ 81,600.71	518	\$ 592,712.27
YTD 18 - 19	14	\$ 94,280.08	1,072	\$ 515,314.69	1,086	\$ 609,594.77	7,430	\$ 10,234,539.64
YTD 17 - 18	43	\$ 141,082.84	1,139	\$ 644,177.92	1,182	\$ 785,260.76	8,249	\$ 10,860,105.56
18 - 19 STATE	\$ 10,234,539.64		7,430	18 - 19 TOTAL OF STATE & RESEARCH PURCHASES		8,516	\$ 10,844,134.41	
18 - 19 RESEARCH	\$ 609,594.77		1,086	17 - 18 TOTAL OF STATE & RESEARCH PURCHASES		9,431	\$ 11,645,366.32	

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



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

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.

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

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

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

Significant Accomplishments

- The Student Accounts Office transitioned to reporting the required 1098-T statements on a payment basis instead of a billed basis for the 2018 tax year. Unfortunately, the software release did not come out until the end of November so there was little time to do the set up and testing prior to needing to send our test file to SUNY. During the transition, we also decided to stop sending 1098-T's to students that were all zero amounts, in hope of reducing the number of calls we receive. This worked well and eliminated some confusion as well as reducing the cost of producing the 1098-T's. We have successfully transitioned and the 1098-T's were mailed to students prior to the January 31st IRS deadline.
- Veterans Affairs and Post 911 benefit recipients continued to receive their funds in a timely fashion and we ensured that no duplicative benefits were received by these students.
- Continued to certify TAP in a timely manner and properly certify students utilizing the two different SAP charts, dependent upon when they initially received TAP or if they are an EDP student.
- PEER Transfer/Flywire was implemented in spring 2013, and the students that have utilized the service have been pleased with the ease of making their payment. Throughout the past year, we received 42 payments through Peer Transfer totaling \$280,348.
- 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 our group focused on the completion of the Self-Assessment Questionnaires which should be signed and submitted in late fall 2019. We continue to work toward 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 administer Excelsior. We were a Beta school for the SICAS Center, so we were doing the testing of their software to ensure that things were working as they should be. There is much more work to be done with Excelsior and the campus offices continue to work closely.
- Working with Admissions and IT, we transitioned to emailing students their deposit payment receipt letter instead of mailing them. This saved on postage and it flows nicely with the remainder of the admissions process.
- 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 split the list of students with balances due and contacted the students with tasks they needed to complete or options to assist them in paying their semester balance due. We received positive results from these activities that assist students in paying their semester bill, which helps our receivables.
- We worked closely with IT to create an Argos dashboard to track the FSA advances as they are paid off. In the past, we used to send a report to FSA with students that had paid off their advances, but now they can open the Argos dashboard and see who paid their advance.

- We collaborated with IT to create a dashboard for International Education so they can easily see the students they have registered in international education courses and ensure they have paid prior to trip departure. This is extremely important for the liability of the campus.
- Working with Graduate Studies and Enrollment and Student Services, we have transitioned away from students completing the tuition waiver form that has been utilized for many years. These departments will instead provide information on a google doc for us to process the Graduate Assistant waivers. This process is much more effective and efficient in that the waivers are on the student's accounts much sooner than before, so the students know what their remaining balance due is.
- Throughout the past year, we have worked closely with Jamestown Community College (JCC) on the Destination to a Dream program. We have billed JCC for the student's room, meals, debit accounts and fees that were assessed. Additionally since not all students paid on time, we have followed up with JCC to reconcile what is still outstanding and request funds for those outstanding balances as they get paid. Unfortunately, this process is manual to bill and track.
- All URAS reporting deadlines were met and requirements were satisfied per SUNY System Office review.
- Tested and implemented all relevant patches for the Banner Finance module including converting to Banner 9 and many SICAS beta tests.
- Reconciled all Grad Assist waivers funding and expenditures so Grad Assistants receive timely waivers and it comes from the correct accounts.
- Updated telephone pin codes with both additions, deletions, and department changes all throughout the year and worked closely with department secretaries ensuring pin codes are used correctly.
- Entered all SUNY Research Foundation invoices in a timely manner so the recipients receive timely and correct payment for stipends as well as other invoices to suppliers.
- Assisted with the continued implementation of TouchNet Marketplace stores, assuring that the financial data being fed into Banner for IFR accounts from the new stores is properly accounted.
- Assisted with reconciling the Direct Loan Program funds to ensure that loan funds are accurately accounted for in the URAS system.
- Produced the seventeenth annual Fredonia Revenue Accounting/Student Accounts Report, a reference document of the financial data generated from these areas that includes appendices with historical statistical data.
- Continued work on the Banner Procedure Manual for functions of Student Accounts and Revenue Accounting.
- Submitted all Student Revenue Data Submissions (SRDS) in a timely manner for the Net Price Calculator.
- Submitted all monthly Sales Tax returns in a timely manner.
- Continued updating existing Excel spreadsheets that Revenue Accounting uses on a daily, biweekly, monthly, biannually, and yearly basis to increase operations and efficiencies.

Statistical Data

The Student Accounts Office produced over 16,575 bills for the fall 2018 and spring 2019 semesters, an increase of 5.7% 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 2019 semester; these bills were generated both electronically and via paper. The final bills for the fall and spring semesters are prepared manually, and no bills are generated for J-Term or summer sessions; therefore, no statistical data is available. Please refer to the following chart for statistical billing data of all electronic bills.

Fredonia Student Account Bills						
	2016-17		2017-18		2018-19	
	# Bills	Billed Amount	# Bills	Billed Amount	# Bills	Billed Amount
Fall						
Registration	4,315	\$30,084,401.20	3,454	\$24,644,522.35	4,267	\$30,976,215.13
Post Registration	1,919	14,091,855.22	2,643	20,856,454.91	2,267	30,976,215.13
Audit #1	1,156	9,242,592.26	1,267	10,660,687.69	1,427	12,067,814.63
Audit #2	847	7,251,940.82	909	8,199,486.76	1,121	10,032,207.01
Audit #3	241	2,061,873.41	333	3,062,916.46	440	4,110,886.40
Spring						
Registration	4,004	29,853,032.77	3,939	29,732,637.21	3,913	29,894,919.93
Post Registration	1,214	9,468,633.81	1,417	11,555,873.94	1,435	29,894,919.93
Audit #1	717	5,904,530.16	803	7,023,331.76	833	7,255,200.96
Audit #2	505	4,392,524.90	603	5,492,250.47	583	5,300,590.16
Audit #3	174	1,489,928.26	252	2,356,974.18	210	1,966,234.71
Excelsior			61	612,511.85	79	807,757.56
Total	15,092		15,681		16,575	

There were 1,856 students subscribing to the Faculty Student Association (FSA) Debit Account for the fall and spring semesters with a billable total of \$999,300, representing a 13% decrease in the number of subscribers and a decrease of 17.9% in dollar value.

The Student Accounts Office billed \$562,193 for laboratory and class fees for the 2018-2019 academic year, representing a minimal decrease of 0.05% compared to the prior year.

Direct deposit of refunds directly into bank accounts totaled 4,030 for \$5,424,176, an increase of 10.14% in number and an increase of 8.89% in dollar value. We hope to see this continued increase in coming years as we've changed the refund check process.

A total of 6,103 credit card web payments were processed for a total of \$12,126,384 during 2018-2019. In addition, 1,654 WebCheck transactions were processed in the 2018-2019 year for a total of \$4,454,535. Please refer to the following charts for comparative data.

<u>Web Credit Card Payments</u>					
Month	2014-15	2015-16	2016-17	2017-18	2018-19
July	\$1,047,871.55	\$893,626.87	\$958,946.28	\$599,905.83	\$534,321.63
August	4,353,586.52	3,961,735.31	4,049,258.50	3,395,945.87	3,655,777.22
September	957,634.29	821,536.16	685,263.08	1,016,360.19	789,474.14
October	819,562.43	881,274.02	806,757.86	754,684.83	699,451.87
November	226,316.75	255,231.75	250,946.39	237,538.78	371,493.02
December	1,267,261.96	1,219,380.32	1,080,119.33	936,781.52	1,038,112.98
January	3,962,225.69	3,660,085.79	3,435,199.26	2,960,103.38	2,831,638.88
February	621,142.69	699,850.69	608,728.14	706,560.45	783,556.61
March	666,232.98	667,503.69	706,664.73	627,859.26	741,523.85
April	372,450.18	506,802.91	422,164.74	310,751.45	289,529.17
May	194,295.37	99,996.33	132,116.77	331,183.59	283,116.81
June	73,037.80	69,288.12	61,342.09	91,121.91	108,387.85
Total	\$14,561,618.21	\$13,736,311.96	\$13,197,507.17	\$11,968,797.06	\$12,126,384.03
Net Increase/Decrease		-5.67%	-3.92%	-9.31%	1.32%

<u>Webcheck Payments</u>					
Month	2014-15	2015-16	2016-17	2017-18	2018-19
July	\$310,260.35	\$345,603.94	\$320,584.40	\$249,256.05	\$198,086.60
August	1,759,734.29	1,662,334.09	1,537,188.27	1,259,206.77	1,378,155.60
September	403,134.50	425,990.82	316,157.03	369,032.28	338,036.74
October	370,683.40	389,257.48	310,150.41	314,711.33	226,930.47
November	115,553.20	93,424.53	76,407.15	62,796.01	139,280.65
December	342,693.79	379,358.99	414,365.81	314,301.02	342,736.04
January	1,635,073.86	1,363,581.02	1,233,974.13	1,204,327.12	1,125,254.74
February	357,338.79	293,349.93	246,182.04	262,958.12	286,813.21
March	345,443.95	340,440.51	291,934.31	290,683.74	256,846.34
April	165,193.82	114,311.61	107,150.88	101,722.50	75,068.26
May	69,196.14	37,859.30	17,918.66	66,213.39	56,432.11
June	11,231.05	8,370.80	16,960.39	16,934.27	30,894.17
Total	\$5,885,537.14	\$5,453,883.02	\$4,888,973.48	\$4,512,142.60	\$4,454,534.93
Net Increase/Decrease		-7.33%	-10.36%	-7.71%	-1.28%

During the 2018-2019 fiscal year, \$99.68 million of collected revenue and \$26.23 million of cash disbursements were accounted for within the University Revenue Accounting System. These figures represent a 4.4% increase in collections and a 4.28% increase in cash disbursements from last year. Please refer to the following chart for comparative data.

CASH COLLECTIONS				
	2017-2018	2018-2019	Change	Percent
Tuition	\$32,598,939	\$33,463,832	\$864,893	2.65%
College Fee & Student Fees	\$8,067,751	8,250,723	182,972	2.27%
Campus Debit Card	\$1,136,396	992,969	(143,427)	-12.62%
Residence Hall Rental	\$15,959,521	16,492,612	533,092	3.34%
Food Service	\$10,391,959	11,076,143	684,184	6.58%
IFR Receipts	\$2,152,017	3,173,012	1,020,995	47.44%
Disbursements	\$25,154,604	26,232,103	1,077,499	4.28%
Total	\$95,461,187	\$99,681,395	\$4,220,209	4.42%

Laboratory & Class Fees	\$562,466	562,193	(273)	-0.05%
Direct Deposits \$	4,981,504	5,424,176	442,672	8.89%
Direct Deposits #	3,659	4,030	371	10.14%

Assessment Update

Assessment Statement

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

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

Assessment Activities

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

Throughout the fall and spring semesters, the Student Accounts Office contacted students to make them aware of their balance due and to answer any questions they may have, or offer assistance in directing them to the right place to obtain assistance with getting the balance paid. We included some belonging language again and had a sample email for the staff to reference so that there was consistency in what was being sent from the office. The email also forewarned students that holds would be placed on accounts with a balance due.

We successfully hired an Office Assistant 2 and Secretary 1 during the 2018-2019 year. During the year, we also hired an Administrative Aide to fill the vacancy left by a retirement. Additionally, we had two Office Assistant 2 retirements as well as the departure of our Secretary 1. All three retirements resulted from staff taking the early retirement initiative offered by the College. We hope to be able to fill one Office Assistant 2 and Secretary 1 in the future.

All of the Student Accounts staff have received training for Argos, and all of our queries have been set up in Argos. The staff are now utilizing Argos to extract and manipulate Banner data to assist in their daily duties as well as create efficiencies within the office.

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

We continue to work with the campus as a whole to maintain PCI compliance and are active members of the PCI Compliance Committee. Throughout the past year, we have worked diligently on becoming compliant so that the Self-Assessment Questionnaires could be submitted to Elavon so we were in compliance and avoided a fine. We anticipate that these Questionnaires will be submitted in late fall.

We successfully transitioned to reporting our 1098-T's on a payment basis instead of the billed basis that we have utilized since the inception of the Tax Relief Act. The IRS mandated this transition. During the transition, we also eliminated the generation of 1098-T's that had all zeros on them in hopes that it would reduce our phone calls since we get lots of calls regarding 1098-T's with all zeros. Removing these 1098-T's has also reduced our cost of generating the 1098-T's since we pay the vendor for each form that is generated and mailed.

Once again, we were able to utilize the PLUS loan application information to inform us if the parent had requested any excess funds to be refunded to the student. We had hoped to have a process that would automatically refund the student, but unfortunately that's currently not available. However, we are identifying these students and issuing the refund to the student instead of the parent through a manual process. With the reduction of staff, we fear that we might not be able to offer this service to our families in the future.

We have worked closely with IT, the Registrar's Office, Academic Advising, and Financial Aid throughout the past year to administer Excelsior at Fredonia. We continue to work closely with the SICAS Center in designing and beta testing the software for certification and disbursement as things change with the program or processing. 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 2019 semester and billed all of those students. Students that were taking credit hours at Fredonia during the Summer 2019 were kept as pending until after their Summer courses were completed and we could either certify or decertify. All students that were decertified and had fall 2019 courses paid in full so we did not have to drop any courses.

All 2018-2019 URAS biannual reports, as well as the annual report, were submitted to System Administration prior to the due date. Fredonia's designated campus analyst reviewed each report and issued unqualified acceptance letters for all reports as well as the annual report. This is one of the factors contributing to the good reputation that the campus has within System Administration operations, which has permitted us to submit reports biannually instead of quarterly as we had done in previous years.

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

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

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

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

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

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

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

The continued development of TouchNet Marketplace stores for the online collection of a wide variety of payments continues to lead to a drastic increase in the dollar value of electronic receipts. Anticipating an increase in the cost of our banking services, a method for tracking and analyzing monthly credit card merchant charges was previously initiated. Compared to the previous year, merchant charges decreased 1%; charges for all other banking services increased 3% (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.

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

Throughout the past year, we have worked closely with IT, Revenue Accounting, Accounting and Financial Aid to refine our loan process. We have always handled the vouchers in between Financial Aid and Accounting, but realized this wasn't necessary for us to do with the transition of staffing. Now Financial Aid directly sends their vouchers to Accounting and we are all kept abreast of where things are with spreadsheets. Then when the funds are receipted, we have made some changes to ensure that the funds drawn down and receipted match to minimize the need to find errors in the future. This has helped to reduce the amount of time needed for the final reconciliation at the end of the year.

Credit Card Merchant Charges Comparison Year-to-Date as of June 30, 2019				
Fiscal Year 2017-2018 Compared to 2018-2019				
	18/19	17/18	Inc/Dec	% Inc/Dec
STUDENT ACCOUNTS	27,314.00	28,496.58	(1,182.58)	-4%
INTERNET	213,715.30	213,501.31	213.99	0%
INTERNET INCUBATOR	111.43	151.05	(39.62)	-26%
INTERNET MARKETPLACE	10,638.15	10,753.37	(115.22)	-1%
INT MARKETPLACE ADVAN.	461.66	631.45	(169.79)	-27%
MARKETPLACE ADV POS	55.00	0.05	54.95	0%
MARKETPLACE POS	1,267.75	32.99	1,234.76	100%
FREDONIA BOX OFFICE	6,288.66	7,700.26	(1,411.60)	-18%
TOTAL	<u>259,851.95</u>	<u>261,267.06</u>	(1,415.11)	-1%

Bank Invoice Charges Comparison Years 2017-2018 and 2018-2019				
	18/19	17/18	Inc/Dec	% Inc/Dec
July	2,653.03	1,013.70	1,639.33	162%
August	3,232.72	1,480.62	1,752.10	118%
September	3,932.77	5,002.05	(1,069.28)	-21%
October	4,977.70	4,902.25	75.45	2%
November	3,578.80	3,308.28	270.52	8%
December	2,984.78	2,687.47	297.31	11%
January	3,192.15	3,406.64	(214.49)	-6%
February	3,891.85	4,751.08	(859.23)	-18%
March	4,773.05	4,340.50	432.55	10%
April	3,315.43	3,635.94	(320.51)	-9%
May	2,642.04	3,160.25	(518.21)	-16%
June	2,582.37	3,009.52	(427.15)	-14%
TOTAL	<u>41,756.69</u>	<u>40,698.30</u>	1,058.39	3%

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.
- We are losing two Office Assistant 2's to retirement and our Secretary 1 is taking a position at another agency. Our hope is that we will be able to fill the Secretary 1 and one Office Assistant 2 position.
- Work with University Services and the Western New York Region to successfully complete the RFP process for a collections contract.
- As a member of the PCI Compliance Committee, continue working with Campus Guard and IT to assist Student Accounts and the campus community in becoming PCI compliant. Submit Self-Assessment Questionnaires for the campus merchant ID's with Elavon.
- Continue to work on creating an automated process that will refund the student directly if the parent requested that any excess PLUS funds be refunded to the student.
- 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 students and then bill the decertified students in a timely manner.
- Implement the mailing of refund checks to students. In the past we have handed out refund checks to students and then mailed them if they were not picked up within a week. With the reduction of staff, we can no longer offer this service and would like to encourage students to sign up for direct deposit to receive their refunds faster, or their refund will be mailed to their permanent address on file.
- Transition to scanning and emailing receipts to other departments on campus to reduce time and save envelopes.
- Work with International Education to assess charges and bill any students that are enrolled in the new ESL Program that the campus is embarking upon due to the departure of EC English.
- Generate Destination to a Dream bills to Jamestown Community College for the room, meals and fees owed to Fredonia.
- With the elimination of the Campus Courier position, work with departments to ensure that their funds are being received in a timely manner for proper cash control procedures. Additionally, work with University Services to set up a contract for Brinks to take our deposits to the bank on a weekly basis.
- Work with IT and HESC as HESC transitions to utilizing the student ID instead of the social security number for identification.
- Implement procedures for the Student Accounts Office to generate invoices to other campuses for students that are taking cross registration courses here at Fredonia. Fredonia has its first host students for Summer 2019 and will have another population of graduate students for Fall 2019.
- Continue monitoring the accuracy and timeliness of the URAS reports.
- Continue monitoring the accuracy and timeliness of the biweekly revenue distributions.
- Continue monitoring the monthly statement of bank and merchant charges for accuracy.
- Continue reconciling the bank statement on a monthly basis to assure bank records and campus records agree.

- Continue testing all Banner Finance and related Banner Student Modules.
- Assist SUNY System Administration with a new BETA test of a URAS web application.
- Continue submitting the Student Revenue Data Submission once per year.
- Continue reconciling our records with the Attorney General's records for accuracy as needed.
- Continue notifying students more frequently for old uncashed checks.
- Reconcile the Grad Assistantship records for accuracy.
- Send dormitory funds to NYS Tax and Finance biweekly.

University Accounting

Annual Report

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

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



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

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

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

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

University Accounting is responsible for the Copy Center coding and all billing to departmental accounts for campus recharges.

During the 2018-2019 fiscal year, the University Accounting Office experienced a change in staffing; the majority of the year the Office was staffed by the Director, one Accounts Payable Analyst,

and one Office Assistant 2 (calculations). Upon the November 2018 departure of the Accounts Payable Analyst, an Office Assistant 2 (calculations) was hired in February 2019.

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 conducted campus-wide training sessions for SUNY Business Intelligence (BI), which is used for reviewing online departmental accounting information.
- The Director of University Accounting is a member of the SciQuest/Jaggaer implementation team.
- The Director of University Accounting is a member of the SUNY Statewide Financial System (SFS) Direct Enter Taskforce. To determine if SUNY should become a direct enter state agency.
 - It was determined by the taskforce that direct enter for employee travel reimbursements will be the first SFS Module to be implemented.
- The Office of the State Comptroller (OSC) continued granting our campus University Accounting Office the ability to delete inaccurate and/or suspended vouchers.
- OSC continued to consider Fredonia as a “low risk” status, which permits the Quick Pay expenditure level to \$999,999.99.
- The University Accounting Office continued to inform the campus at a training session with regard to updates on the State travel policy, and the issuance of Non-Employee Travel Cards. The University Accounting Office continually updates their webpage with new procedures and forms, providing departments with easy access to the most current information.

Statistical Data

- Throughout the 2018-2019 fiscal year, 5,249 State vouchers were processed for payment totaling over \$18.5 million. Compared to last year, these figures represent a 1% increase in the number of State vouchers processed with a 14% increase in the dollar value of State voucher payments (please refer to the following charts for details).

Vouchers Processed 2018-2019		
Month	Quick Pay	
	# of Vouchers	\$
July	380	1,885,700.49
August	395	2,491,929.75
September	405	1,643,888.08
October	498	1,385,083.64
November	465	1,542,707.86
December	439	1,218,502.93
January	457	1,544,884.65
February	328	1,197,689.61
March	505	1,570,888.78
April	494	1,261,752.11
May	534	1,460,771.57
June	349	1,308,607.35
Total	5,249	18,512,406.82
Average	437	1,542,700.57

Vouchers Processed 2017-2018		
Month	Quick Pay	
	# of Vouchers	\$
July	321	1,765,568.98
August	358	1,616,601.19
September	387	1,283,486.88
October	521	1,254,409.46
November	434	844,824.48
December	368	1,005,519.12
January	392	1,578,422.27
February	459	1,966,406.51
March	440	1,134,346.54
April	478	1,105,342.39
May	493	870,511.25
June	525	1,759,059.15
Total	5,176	16,184,498.23
Average	431	1,348,708.19

The total number of Non-Employee Travel (NET) and Travel Cards on campus was 179, which represents a decrease of 9% in total number of cards.

Throughout the 2018-2019 fiscal year, Travel and Non-Employee Travel (NET) Card transactions were processed for payments totaling over \$665 thousand, which represent an 8% decrease in

Non-Employee Travel (NET) and Travel Card usage (please refer to the following charts for transaction detail).

Citibank Travel Cards 2018-2019			
Non-Employee Travel (NET)		Travel Card	
Month	Amount	Month	Amount
July	1,600	July	15,416
August	6,467	August	12,502
September	9,509	September	12,439
October	29,205	October	25,857
November	37,220	November	26,232
December	69,213	December	8,051
January	73,790	January	3,265
February	88,382	February	10,204
March	64,311	March	7,734
April	45,647	April	18,221
May	67,583	May	10,996
June	9,399	June	11,796
Total	502,326	Total	162,713
Average	41,861	Average	13,559

Citibank Travel Cards 2017-2018			
Non-Employee Travel (NET)		Travel Card	
Month	Amount	Month	Amount
July	(375)	July	19,615
August	6,578	August	13,342
September	10,585	September	15,233
October	34,983	October	19,935
November	53,660	November	33,927
December	66,127	December	9,710
January	44,099	January	7,225
February	81,309	February	7,726
March	82,588	March	16,181
April	65,182	April	9,959
May	48,333	May	29,201
June	23,463	June	25,714
Total	516,532	Total	207,767
Average	43,044	Average	17,314

Assessment Update

Assessment Statement

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

Assessment Activities

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

The Central Accounting System, used when inputting voucher payment information, is equipped with edits to aid in the detection of duplicate invoices. Duplicate invoice warnings are immediately researched and resolved. In 2017-2018 there were no duplicate payments; in 2018-2019 there was one duplicate payment. An employee erroneously vouchered for a personal travel reimbursement, when transaction was on Travel Card. There were twenty-three payments issued through the Central Accounting System that resulted in Refunds of Appropriation (as compared to eighteen in 2017-2018). The twenty-three refunds encompassed the following: on Procurement Cards — two purchases were paid by Other Funds, one cancelled registration, one third-party reimbursement and four unallowable purchases; on Purchase Orders and Requisitions — one NYS agency erroneously returned payment, one vendor overcharge, one wrong vendor ID Number coded, one cancelled subscription, five clients returned hearing aids, two items returned to vendor. On Travel Cards – one employee asked for personal reimbursement, when expense was on card, one personal expenses and one third-party reimbursement. As referenced above, refunds of appropriations were processed to restore funding in the appropriate accounts. As a means to reduce the risk of duplicate payments, departments are encouraged to use Purchase Orders or University Procurement Cards to obtain goods and services, as opposed to making a personal payment and subsequently filing a confirming requisition to obtain a reimbursement.

Assessment Goals

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

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Environmental Health and Safety and Sustainability

ENVIRONMENTAL HEALTH AND SAFETY AND SUSTAINABILITY

Introduction

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



*Seated, from left to right: Lori Johnson, and Sarah Laurie;
in back: Charles Holder, and Alicia Schneider*

Mission Statement

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

Annual Report

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

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.
- Coordination of Earth Month activities.



- Oversee and manage the campus FredRide carpooling program.
- Complete reports for Executive Order 4 and 18, NYS Environmental Self-Audit, DERA, CLERY, Part 2014, Annual Hazardous Waste, Pesticide Applicator, Cooling Tower Inspection, and other required reports.
- Assist with Strategic Plan implementation.

In fiscal year 2018-2019 Environmental Health & Safety & Sustainability consisted of one full-time Director who maintains general responsibility for the department, reviews and updates campus safety programs and policies, manages all regulated campus waste streams, files required annual reports, provides strategic direction on environmental sustainability issues for the campus, administers the CPR/AED and First Aid training programs, and acts as the campus Code Compliance Officer. A part-time Fire Systems Coordinator and dedicated student oversee campus fire safety including monthly and annual inspections of fire systems, annual state fire inspection, fire extinguisher trainings, and AED management. A part-time Emergency Planning Coordinator was added to the staff to develop a robust campus Emergency Response Program and oversee employee training on emergency planning and response. A shared full-time Secretary, with the assistance of a Student Assistant, provide the administrative support for the department including procurement processes, paperwork, meeting minutes, and general office support.

Significant Accomplishments

- Facilitated the disposal of over 51,500 pounds of hazardous waste.
- Continued with the annual training of RA's and RD's in fire safety.
- Inspected, tagged, and serviced over 1,200 fire extinguishers, 855+ pull stations, and 111 AED's located throughout the campus.
- Implemented new fire extinguisher inspection software.
- Replaced electrode pads on campus AED units.
- 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.
- Managed the campus' Crowd Manager Program in compliance with NYS Fire Code Regulations, employing 25 Student Assistants.
- Implemented the Stop-The-Bleed Program on campus, installing bleeding control kits across all campus buildings and training employees and students on the proper use of the materials in the kits.
- Chaired and participated in several campus committees including the campus Sustainability Committee, CSEA Labor Management, Radiation Safety, and Campus Safety Committee.
- Coordinated Earth Month 2019.
- Updated important campus safety policies including the Respiratory Protection Program, Confined Space Program, Chemical Hygiene Plan, and Integrated Contingency Plan.
- Worked in conjunction with Facilities Planning to develop a classroom door lockdown capital project to retrofit classroom door hardware with the ability to lock all campus classrooms from the inside.

Statistical Data

* indicates training not conducted annually

Training or Inspection Program	Number of Employees Trained	Number of Employees Trained	Number of Employees Trained
Fiscal Year	2017	2018	2019
Aerial Lift	*	47	*
Asbestos Awareness	*	95	18
Avian Flu Awareness	Handout	Handout	Handout
Bloodborne Pathogen Training	129	101	108
Building Inspections	68	66	66
Carbon Monoxide Awareness		12	*
Compressed Air	*	5	*
CPR/AED/First Aid	54	18	61
Electrical Safety	*	6	*
Emergency Response	3	22	14
Ergonomics & Assessments	17	1	1
Fall Protection	26	15	*
Fire Extinguisher Use	68	76	69
Fire Safety	197	191	212
Fork Truck	*	23	*
Fume Hood Testing	57	0	0
Hearing Conservation	21	13	23
Heat Stress/Heat Exhaustion Awareness	Handout	Handout	Handout
Hotwork Permits	18	15	26
Ladder Safety & Security	81	90	126
Lead Awareness	27	18	12
Lockout/Tagout	*	11	*
Lyme Disease Awareness	Handout	Handout	Handout
Machine Guarding	*	*	33
NYS Right-to-Know	All campus employees via WeComply	All campus employees via WeComply	767 campus employees via WeComply
Oil SPCC	4	29	14
Power/ Hand Tool	*	76	*
Personal Protective Equipment	*	11	*
Rabies Awareness	Handout	Handout	Handout
Respiratory Training and Fit Testing	0	9	6
RCRA Online	3	22	14
Safe Lifting	86	84	34
Scaffolding Safety	*	4	*
Slips, Trips and Falls	4	79	141
Stop-The-Bleed	-	-	205
West Nile Virus Awareness	Handout	Handout	Handout
Work Zone /Flagger	*	13	*

Fire Code Violations

INSPECTION YEAR	NUMBER OF VIOLATIONS
2019	227
2018	268
2017	292
2016	291

Hotwork Permits

PERMITS	TOTALS
Hot Work Permits	26

Chemical Waste Disposal

WASTE DISPOSAL	POUNDS
Asbestos Waste	453 bags
Hazardous Waste	2,268 pounds of hazardous waste
Medical Waste	98.9 cubic feet
PCB Waste	30kg
Universal Waste / Batteries / light bulbs	8576 lamps; 726 pounds of batteries

Assessment Update

Assessment Statement

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

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

Assessment Activities

- EH&S&S continues to monitor changes to safety and environmental regulations which impact the campus, and design or update programs and procedures to comply with such revisions.
- Continued to assess the CPR/AED program using surveys to enhance and improve the CPR/AED training program. Added Stop-The-Bleed training to numerous CPR courses.
- Provided in-person education of the function of EH&S&S to several campus stakeholders including FSA, Residence Life, and at New Employee Orientation.
- Continued the maintenance of the free carpooling program on campus. FredRide currently has 501 members registered.
- Handled the annual NY State Fire Inspection and maintained oversight of citations to ensure timely correction of all issues.
- Drafted a new Emergency Response Plan and began implementation of training and other key steps toward preparing the campus for responding to emergencies.

Assessment Goals

- Develop and implement a robust Emergency Response training program.
- Continue updating pertinent campus safety policies.
- Streamline and organize the safety inspection process for fire extinguishers, AED units, and eyewash stations.
- Assist campus leadership in the implementation of environmental sustainable operations and practices.

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.



*Seated from left to right: Lori Johnson and Gretchen Fronczak;
in back: Paul Agle and Markus Kessler*

Mission Statement

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

Annual Report

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

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

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

Facilities Planning is comprised of one full-time Director who maintains overall responsibility and direction for the department. This position is also designated as the campus Code Compliance Manager responsible for building code compliance, issuance of building permits, and all code review issues. A full-time Capital Project Assistant provides administration support of construction/consultant contracts, payment applications, certified payroll, vendor review, MWBE review and project site support. A full-time Capital Project Manager provides technical knowledge during all phases of a project. Both the Director and Capital Project Manager follow designated projects from the initial to end stages and provide all monitoring, management, and coordination required between these stages. A shared full-time Secretary, with the assistance of one .5 Student Assistant provide the necessary administrative support required of the department and all associated activities.

Significant Accomplishments

The 2018-2019 Annual Report for the Facilities Planning Department highlights many accomplishments including:

- Completed construction of Houghton Hall Phase I Demolition/Abatement and Exterior Envelope Project.
- Completed construction of the AHU & Controls Upgrade Phase V Mason Hall Project Summer 2019 phase (south sector). Summer 2020 phase for the north sector will begin with preliminary work in early January 2020.
- Completed design and bid-ready phase of the Reed Library Exterior Rehabilitation Project.
- Began construction of Houghton Hall Phase II Fit-out Project.
- Began design phase of Houghton Hall Phase III Animal Colony Project.
- Began design phase of Lanford Rehabilitation Project.
- Began design and PPA of the Solar PV Project (working with the New York Power Authority).

1. Academic/Administration/Infrastructure Projects

- Studies and Reports:
 - Fenner House Condition Assessment
- Planning:
 - SUCF Five-Year Capital Plan
 - Updating SUCF Facilities Master Plan
 - Interior Rehabilitation Reed Library - Learning Commons
 - Jewett Hall Rehabilitation (Student One-Stop-Shop Center)
 - AHU & Controls Upgrade Phase VI RAC Project
 - Rehabilitation of Outdoor Track and Field
 - Houghton Hall Phase IV Fit-out Project (Math)
 - Razing of Fenner House and Site Renovations
- There are eleven projects in the design or bid-ready phase for a total of \$16,407,350
- There are three projects in the construction phase for a total of \$28,394,106
- There were five projects completed during this time period for a total of \$7,377,004

Capital Projects in RFQ, Design or Bid-Ready	Capital Projects in Construction	Capital Projects Completed
Houghton Hall Rehabilitation Phase III Animal Colony	Houghton Hall Rehabilitation Phase II	Houghton Hall Rehabilitation Phase I
Maytum/Reed/McEwen Plaza Rehabilitation	Replace Windows Rockefeller Arts Center	Marvel Theater and Mason Hall Annex Roof Replacement
Reed Library Exterior Rehabilitation	AHU & Controls Upgrade Phase V Mason Hall (summer 2019 Phase complete)	Steele Hall Ice Rink Refrigeration Upgrade
Rosch Recital Hall Roof Replacement		McEwen Hall TV Teaching Studio Lighting Rehab
Dods Hall and McEwen Hall Roof Replacement		Dods Hall Gymnasium Bleacher Replacement
Campus Wide ITS Building Life & Safety System and Infrastructure Upgrade		
Lanford Rehabilitation		
Fredonia Emergency Lockdown Door Hardware		
Fuel Tank System Replacement		
Fredonia Solar PV Array (working with the New York Power Authority)		
Dods Hall Gymnasium Acoustical		

Academic Major Commissions

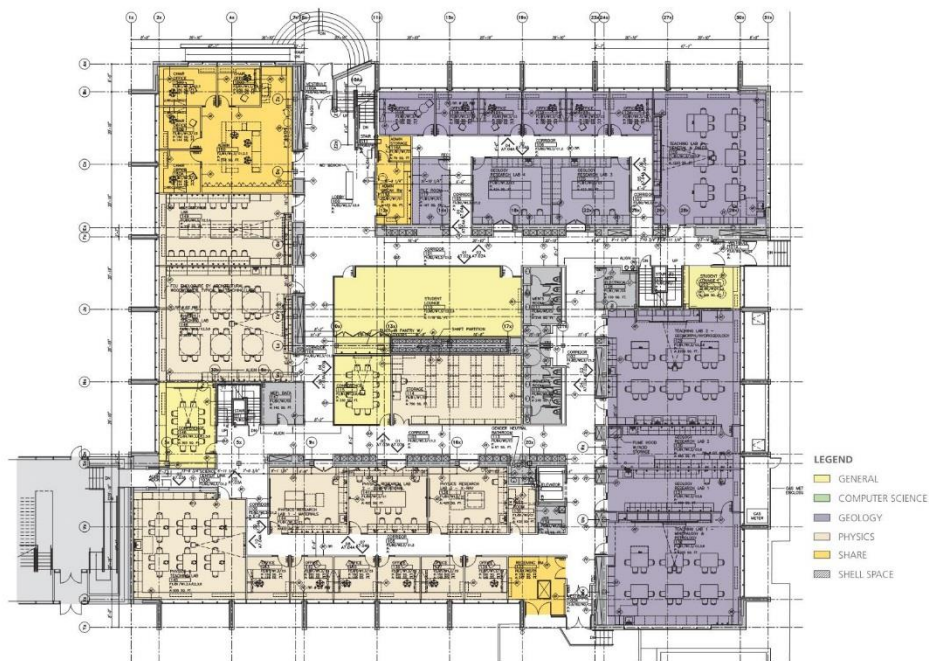
- **Houghton Hall Phase II Fit-Out**

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



need of a total rehabilitation including window replacement, HVAC replacement, and asbestos abatement. The renovations will provide spaces for Physics, Geology, and Computer Science. This project is phase two of two phases needed to complete the renovations. Phase I consists of interior demolition, hazardous material abatement and exterior rehabilitation that includes new masonry brick walls and new window systems. Phase II is a complete fit out of required space needs for Physics, Geology, and Computer Science.

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





- **Fredonia Solar Photovoltaic Array**



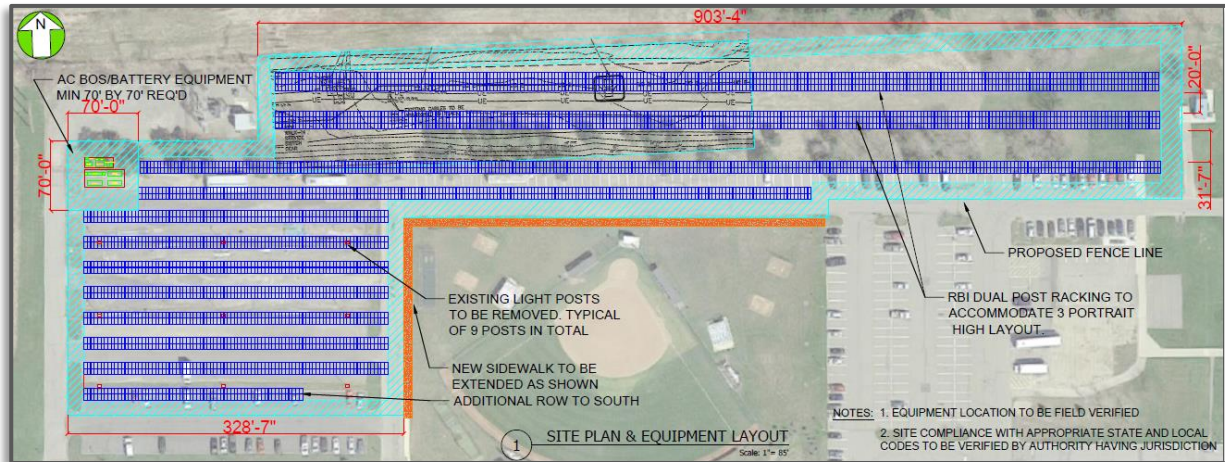
The New York Power Authority (Authority) is committed to working with Fredonia to achieve its clean energy and sustainability goals by incorporating solar energy on campus. The rapidly changing regulatory and economic environment for renewable energy in New York State makes it an ideal time to revisit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

The Authority has assisted Fredonia in creating the scope of work and a Request for Proposal (RFP). The Authority was responsible for issuing the RFP on behalf of Fredonia, and provided support to Fredonia during the post RFP issue stage. This included issuing post bid addenda, responding to questions, organizing and attending a walkthrough of the site, developing a scoring matrix, and undertaking evaluations of the bids received. The Authority also supports Fredonia in all tasks associated with project management and completion, including the management of the site and the implementation of the project until the project becomes operational. The RFP resulted in the selection of Solar Liberty/Mitsubishi-Hitachi Power Systems in association with Oriden Power.

The proposed array is approximately 1.4 MW DC [1.15 MW AC] and has the potential to generate 1,700,000 kWh/year. Incorporating this array will assist the University in achieving its Executive Order 88 goals of reducing average source energy use intensity 20% by 2020.

A solar PV array of 1.4MW DC would reduce Fredonia’s source kBTU by 12,412,856 kBTU, which equates to a 3.25% reduction.

Electricity generated from this array will help to offset 2,789,220 lbs. of CO2. That is equivalent of taking 279 passenger cars off the road, electrifying 137 homes, or consuming 2,929 barrels of oil.



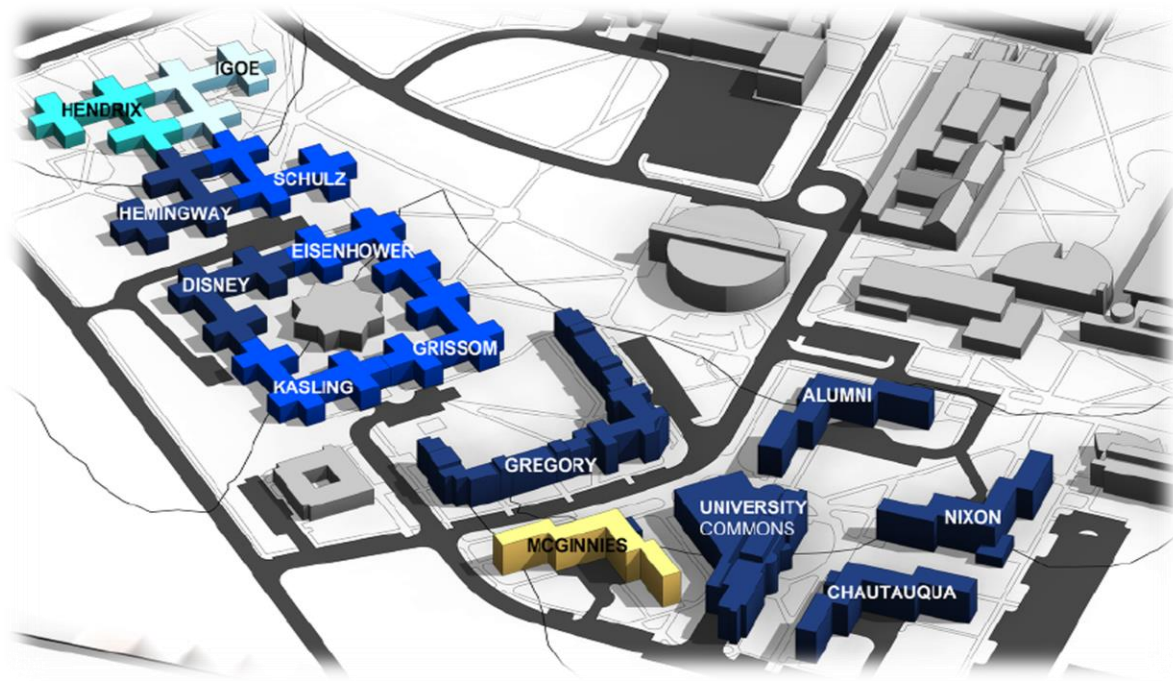
2. Residence Life Projects

- Studies and Reports:
 - Supporting Enrollment & Student Services with their Residence Hall Master Plan
 - Gregory Hall Exterior Masonry Structural Assessment
- Planning:
 - Residence Hall Capital Plan
- There is one project in design phase for a total of \$700,000
- There are no projects currently in the construction phase
- There was one project completed during this time period for a total of \$514,760

Projects in RFQ, Design or Bid-Ready	Projects in Construction	Projects Completed
Alumni Hall Roof Replacement		McGinnies Hall Roof Replacement

Residence Life Major Commissions

- **Residence Hall Master Plan**



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

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

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

Over the course of evaluating the need for a Residence Hall Master Plan, Enrollment and Student Services found that there were a number of occurring themes: student satisfaction, student learning experience, student sense of community, appearance and functionality, and deferred maintenance.



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

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

3. Additional Significant Accomplishments

- For years, Facilities Planning has supported construction and design solicitations and contracting activities for Campus Let projects. This exceptionally lengthy process is daunted by numerous laws and regulations governed by numerous State and federal agencies. Staffed with the knowledge and expertise to administer this program at the campus level, our campus receives additional funding to accommodate a construction and design work load through both contract administration and project management. The current value of Campus Let contracting functions over the past year is \$9,325,664.
- Facilities Planning continues working with SUCF to establish yearly projects to fit within an established spending cap for both SUCF lead projects and Campus Let projects.
- Major Capital Plan design starts for 2018-2019 included the following projects:
 - Houghton Hall Rehabilitation Phase III Animal Colony
 - Lanford Rehabilitation Project
 - Dods Hall and McEwen Hall Roof Replacement
 - Dods Hall Gymnasium Accoustical Project
- Major Residential design starts or ongoing for 2018-2019 included the following projects:
 - Alumni Hall Roof Replacement
- Various design/construction activities were progressed and/or completed during the past fiscal year. Close coordination was maintained with the Construction Fund and DASNY, as well as the campus to ensure regulatory requirements were met and that all construction activities have been designed to meet the needs of the campus constituents. Projects progressed and/or completed include:
 - AHU and Controls Upgrade Phase V (Mason Hall) – Summer 2019 phase (south sector) – Construction Phase completed. Summer 2020 phase for north sector will begin with preiliminary work in early January 2020.
 - Marvel Theater and Mason Hall Annex Roof Replacement – Construction Phase completed.
 - Steele Hall Ice Rink Refrigeration Upgrade – Construction Phase completed.
 - McEwen Hall TV Teaching Studio Lighting Rehabilitation – Construction Phase completed.

- Dods Hall Gymnasium Bleacher Replacement – Construction Phase completed.
 - Houghton Hall Phase I Demolition/Abatement and Exterior Envelope Project – Construction Phase completed.
 - McGinnies Hall Roof Replacement – Construction Phase completed.
 - Houghton Hall Rehabilitation Phase II Fit-out Project – In Construction Phase.
 - Replace Windows Rockefeller Arts Center – In Construction Phase.
 - Reed Library Exterior Rehabilitation – In Bidding Phase.
 - Maytum/Reed/McEwen Plaza Rehabilitation – In Design Phase.
- Facilities Planning along with Facilities Services, Finance and Administration and the Construction Fund are in the process of continuing to refine the Campus Five-Year Capital Plan to fit within yearly spending caps and to establish funding requirements for major capital projects. The Capital Plan is a multi-year plan which allows the University to identify and propose programs to address the ongoing critical maintenance priorities of the campus. The objective of the Capital Plan is to protect, preserve, modify and maintain the campus' environment, facilities and supporting infrastructure. In addition, the plan identifies several Special Project Initiatives such as the Houghton Hall Rehabilitation Phase III, and the Building Towards Student Success Corridor with a one-stop shop facility to be located in Jewett Hall and a Learning Center to be located in Reed Library. This new plan has identified approximately \$55 million of critical maintenance projects and adaptation projects.
 - Facilities Planning continues to refine its requirements for building permits, tent structure permits, certificate of compliance and inspections during construction. During this fiscal year, Facilities Planning issued 15 building permits, and nine tent permits.

Statistical Data

A Summary of Current Capital Construction Projects is included which provides a breakdown of projects by Academic/Administrative Buildings, Residential Rehabilitation, and Other Site/Infrastructure. An accompanying chart illustrating the percentage of each category to the overall capital construction cost is included as well. Also provided is statistical data of contracting activities during this past fiscal year of 2018-2019, 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 2018-2019 Annual Report and Assessment Update:

- Completed construction of Houghton Hall Phase I Demolition/Abatement and Exterior Envelope Project.
- Completed construction of the AHU & Controls Upgrade Phase V Mason Hall Project Summer 2019 phase (south sector).
- Completed design and bid-ready phase of Reed Library Exterior Rehabilitation Project.
- Completed construction of Marvel Theater/Mason Hall Annex Roof Replacement Project.
- Completed construction phase of Steele Hall Ice Rink Refrigeration Upgrade.
- Completed construction phase of McEwen Hall TV Teaching Studio Lighting Rehabilitation.
- Completed construction phase of Dods Hall Gymnasium Bleacher Replacement.
- Completed construction phase of McGinnies Hall Roof Replacement Project.
- Began construction phase of Houghton Hall Phase II Fit-out Project.
- Began construction phase of Replace Windows RAC Project.
- Completed redesign phase and bid-ready phase of Reed Library Exterior Rehabilitation Project.
- Began design phase of Houghton Hall Phase III Animal Colony Project.
- Began design phase of Lanford Rehabilitation Project.
- Began design phase of Alumni Hall Roof Replacement Project.
- Began design phase of Dods Hall and McEwen Hall Roof Replacement.
- Began design phase of Dods Hall Gymnasium Acoustical Project.
- Began design phase of Rosch Recital Hall Roof Replacement.
- Began design phase of Fredonia Emergency Lockdown Door Hardware.
- Began design phase of Campus Wide ITS Building Life & Safety System and Infrastructure Upgrade.
- Began design and PPA of the Solar PV Project (working with the New York Power Authority).

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:
 - Reed Library Exterior Rehabilitation Project
 - Houghton Hall Rehabilitation Phase III Animal Colony

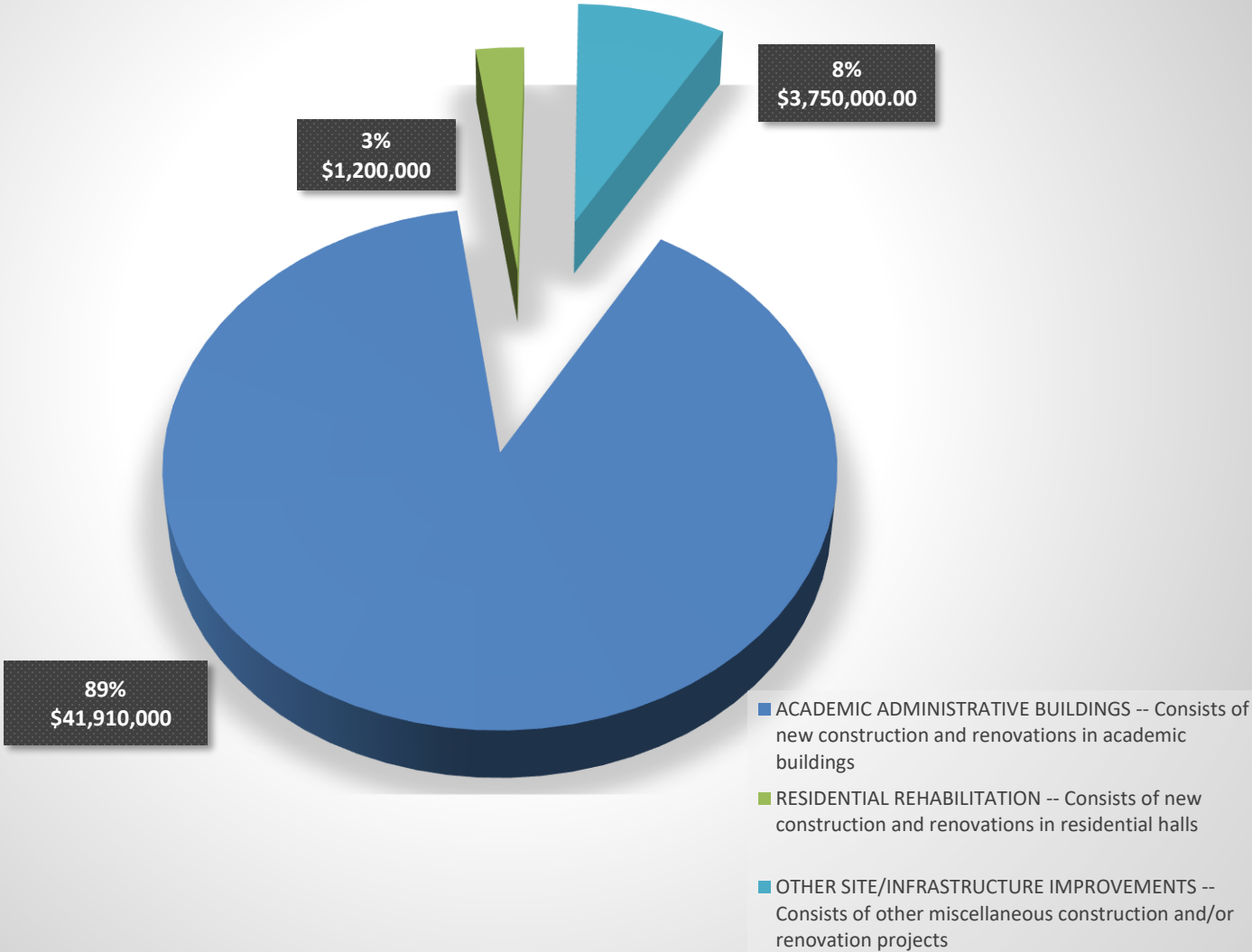
- Maytum/Reed/McEwen Plaza Rehabilitation Project
- Dods Hall & McEwen Hall Roof Replacement Project
- Rosch Recital Hall Roof Replacement
- Dods Hall Gymnasium Accoustical Project
- Lanford Rehabilitation Project
- Fuel Tank System Replacement
- Campus Wide ITS Building Life & Safety System and Infrastructure Upgrade
- Fredonia Emergency Lockdown Door Hardware
- Alumni Hall Roof Replacement Project
- Fredonia Solar PV Array
- Complete construction phase of the following projects:
 - Rosch Recital Hall Roof Replacement
 - Dods Hall & McEwen Hall Roof Replacement Project
 - Alumni Hall Roof Replacement Project
 - Fuel Tank System Replacement
 - Fredonia Solar PV Array
 - Dods Hall Gymnasium Accoustical Project
- Begin RFQ/RFP phase of the following projects:
 - Interior Rehabilitation Reed Library - Learning Commons
 - Jewett Hall Rehabilitation (Student One-Stop-Shop Center)
 - AHU & Controls Upgrade Phase VI RAC Project
 - Rehab Outdoor Track and Field
 - Razing of Fenner House and Site Renovations
- Begin scoping phase of the following projects:
 - Houghton Hall Phase IV Fit-out Project (Math)
 - Facilities Master Plan Update - Concentration on Thompson & Fenton Halls
- Continue to provide support to newly identified priorities in an effort to obtain funding toward the continuous advancement of campus facilities and grounds. Continue appraising the Five-Year Capital Plan as well as establishing projects per the Campus Master Plan.
- Continue working with the Office of the State Comptroller, State University Construction Fund and DASNY to identify expectations and clarify standard measures for processing the procurement of consultant and construction contracts.

FREDONIA
Summary of Facilities Planning Capital Projects 2018-2019

Project Description	Estimated Cost	Project Status	Contractor
<u>I. Academic/Administrative Buildings</u>			
Houghton Hall Rehabilitation Phase I Demo/Abate Envelope	6,100,000	Completed	Resetarits Construction
Marvel Theater and Mason Hall Annex Roof Replacement	500,000	Completed	Sanders & Son Roofing
McEwen Hall TV Teaching Studio Lighting Rehabilitation	250,000	Completed	BECC Electric
Steele Hall Ice Rink Refrigeration Upgrade	285,000	Completed	MLP Plumbing and Mechanical
Dods Hall Gymnasium Bleacher Replacement	235,000	Completed	Nickerson & BECC Electric
Houghton Hall Renovations Phase II Fit-Out	20,100,000	Construction	Savarino Companies
Replace AHU's Controls Phase V Mason Hall	2,350,000	Construction	MLP Plumbing and Mechanical
Replace Windows Rockefeller Arts Center	1,420,000	Construction	Savarino Companies
Reed Library Exterior Rehab	3,200,000	Design	Bell & Spina
Houghton Hall Renovations Phase III Animal Colony	1,700,000	Design	Mitchell Giurgola Architects
Dods Hall & McEwen Hall Roof Replacement	4,200,000	Design	LaBella Associates
Rosch Recital Hall Roof Replacement	250,000	Design	Foit- Albert Associates
Lanford Rehabilitation	1,320,000	Design	Flynn Battaglia Architects
<i>Subtotal – Academic/Administrative Buildings</i>	\$41,910,000		
<u>II. Residence Hall</u>			
McGinnies Hall Roof Replacement	500,000	Completed	AW Farrell & Son Roofing
Alumni Hall Roof Replacement	700,000	Design	LaBella Associates
<i>Subtotal – Residence Halls</i>	\$1,200,000		
<u>III. Other Site/Infrastructure</u>			
Maytum/Reed/McEwen Plaza Rehabilitation	3,630,000	Design	Bell & Spina
Fredonia Solar PV Project	120,000	Design/PPA	New York Power Authority & Solar Liberty
<i>Subtotal – Other Site/Infrastructure</i>	\$3,750,000		
<i>Total Construction Cost</i>	\$46,860,000		

CAPITAL CONSTRUCTION PROJECTS

Total Program Budget: \$46,860,000



Construction and Design Projects
(July 2018 - June 2019)

Facilities Planning Construction Projects (including Change Orders)		
Project #	Project Title	Cost
051005	Campus Energy Metering & Conservation	\$ 531,074.00
051006	Campus Carbon Monoxide Detection System	\$ 159,644.20
051012	Replace AHUs & Controls Phase IV - McEwen Hall	\$ 1,423,676.00
051013	Marvel Theater & Mason Annex Roof Replacement	\$ 494,706.00
051014	Reconstruct Varsity Drive	\$ 270,990.00
051018	McEwen Hall TV Teaching Studio Lighting Rehabilitation	\$ 249,775.00
051019	Steele Hall Ice Rink Refrigeration Upgrade	\$ 284,600.00
051020	Replace AHUs & Controls Phase V - Mason Hall	\$ 2,348,000.00
051023	Dods Hall Gymnasium Bleachers	\$ 218,359.16
051023	Dods Hall Gymnasium Bleacher Replacement Electrical Service	\$ 14,890.00
D059HL	McGinnies Hall Roof Replacement	\$ 449,366.00
110130 – 110430	Centre Pointe Dining Hall Renovations <i>(** Multiple Prime Project – Cost reflects total of all 4 contracts)</i>	\$ 1,171,402.00
	TOTAL:	\$ 7,616,482.36
Facilities Planning Design Projects (including Amendments)		
051005	Campus Energy Metering & Conservation	\$ 121,916.00
051006	Campus Carbon Monoxide Detection System	\$ 64,490.00
051012	Replace AHUs & Controls Phase IV - McEwen Hall	\$ 267,861.74
051013	Marvel Theater & Mason Annex Roof Replacement	\$ 63,926.79
051018	McEwen Hall TV Teaching Studio Lighting Rehab	\$ 38,690.59
051019	Steele Hall Ice Rink Refrigeration Upgrade	\$ 86,125.00
051020	Replace AHUs & Controls Phase V - Mason Hall	\$ 195,310.00
051023	Dods Hall Gym. Bleacher Repl. Electrical Service	\$ 9,735.00
051024	Lanford Rehab	\$ 197,577.09
051029	Rosch Recital Hall Roof Replacement	\$ 9,575.00
D059HL	McGinnies Hall Roof Replacement	\$ 65,394.00
D059HV	Alumni Hall Roof Replacement	\$ 60,468.00
	TOTAL:	\$ 1,181,069.21
Facilities Services Construction Projects (including Change Orders)		
I292ST	Summer 2019 Milling and Paving	\$ 58,975.00
M05520	Campus Wide Sidewalk Replacement	\$ 79,935.00
M05537	Campus Safety Site Lighting Improvements	\$ 75,519.00
M05541	Mason Hall HVAC Upgrade	\$ 89,000.00
M05564	Sidewalk Pedestrian Safety Improvements	\$ 97,664.00
	TOTAL:	\$ 401,093.00
Facilities Planning Construction-Related Service Projects		
05338	Rockefeller Arts Center Signage	\$ 113,220.00
051023	Dods Hall Gymnasium Acoustical	\$ 8,700.00
D059HW	Gregory Hall Exterior Masonry Condition Assessment	\$ 5,100.00
	TOTAL:	\$ 127,020.00

GRAND TOTAL \$9,325,664.57

Facilities Services

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

FACILITIES SERVICES

Introduction

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

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



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

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

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

1. Capital Projects, Energy and HVAC
 - a. Building Automation Systems
 - b. HVAC/R (Heating Services / Refrigeration / Air Conditioning)
 - c. Project Management
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. Electrical and Plumbing Services
 - b. Structural Trades (Carpentry / Masonry / Lock Shop / Painting / Roofing)

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

Mission Statement

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

Annual Report

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

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

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

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

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

Significant Accomplishments

- Developed and provided a Leadership Program for all supervisors and management staff in Facilities Service during the fall and spring.
- 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 2019-2020 Minor Critical Maintenance program totaling \$750,000.
- Completed or started several projects as part of the Minor Critical Maintenance program and DIFR Funding including card access upgrades at several buildings, sidewalk replacements, roadway and parking lot improvements, several masonry and stair improvements, HVAC improvements, and residence hall improvements.
- Completed several office renovations and classroom projects.
- Completed parking lot, crosswalk, sidewalk and roadway maintenance improvements, paving and striping throughout the entire campus.
- Completed painting in the student rooms at all residence halls, several classrooms, hallways and many office areas on campus.
- Prepared the campus for many events including Commencement, Open Houses, Family Weekend, Scholars Breakfast, Maker Faire, Homecoming and Living History Day.
- Completed new flooring installations at several locations on campus including offices, classrooms, and areas in the residence halls.
- Completed work to renovate the Pucci Room at the Williams Center.
- Completed the renovations at Gregory Hall 400 and 500 penthouse kitchens and started the renovations at the Gregory Hall 100, 200 and 300 penthouse kitchens.
- Prepared the Residence Halls for all summer camps and for the return of students.
- Maintained the campus grounds, planting beds and trees.
- Prepared performance programs and evaluations for all staff in Facilities Services.
- Realigned job duties as needed due to the retirement of one assistant director to ensure service to the campus and project management continue as required.

Capital Projects, Energy and HVAC

The **Building Automation System (BAS)** controls, monitors and regulates the campus HVAC systems by providing alarm conditions (high water in basements or temperature ranges within buildings, equipment, etc.) and controls the operation of exterior lighting. The BAS also monitors area conditions. When these conditions exceed parameters established by the operator of the BAS, alarms are transmitted and crews are dispatched to respond. The group continues to find new areas to expand the use of the BAS to control equipment that will help in the reduction of energy consumption, and to add building functions to the BAS to monitor and provide alarms for when they malfunction. Controlling the campus' energy usage is the most significant operation of this group. Currently, there are over 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, Houghton and Jewett Halls
- Outside air temperature (OAT)
- Exterior lighting at:
 - Parking lots
 - Walkways
 - Rockefeller Arts Center
 - Symphony Circle
 - Roadways
 - Tennis courts
 - Basketball courts

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

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

Significant Accomplishments

- Continued to expand the use of the BAS by installing additional control and monitoring points.
- Managed the BAS development for the McEwen Air Handler Project, Phase IV.
- Managed the BAS development for the Science Center HVAC Upgrade.
- Managed the BAS development for the Erie Dining Hall Mechanical Rehab.
- Managed the BAS development for the Mason Hall Air Handling Project, Phase V.
- Managed the BAS development for the Mason Hall Ventilation Improvement Project.
- Coordinated with Facilities Planning, SUNY Construction Fund, Engineers and Contractors for the new HVAC equipment systems and controls for several capital projects including McEwen Hall Air Handler Project, Steele Hall Ice Rink, Houghton Hall Renovations, Mason Hall projects and Campus Metering and Energy Conservation Project.
- 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.

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



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

Significant Accomplishments

- Performed preventative maintenance on all of the heating boilers throughout the campus.
- Provided after-hour and weekend coverage to the campus.
- Responded to all work orders regarding heating and cooling issues.
- Worked with Facilities Planning and the contractor on the replacement of the south end air handler in Mason Hall.
- Put all boilers and refrigeration systems back online at Erie Dining Hall for Meals on Wheels.
- Completed monthly testing of the emergency generators throughout the campus.
- Performed preventative maintenance on all refrigeration equipment on campus including refrigeration equipment at all FSA locations, the Biology department, water coolers throughout campus and air conditioning equipment across the campus.
- Completed the annual maintenance and startup of equipment at the Ice Rink in Steele Hall.
- Worked closely with the Building Automation Systems to make systems on campus perform more reliably and efficiently.
- Provided temporary air conditioning for summer programs, Resident Director Apartments and several offices on campus.
- Continually monitored all campus cooling towers and water treatment to comply with regulations implemented by the New York State Department of Health, to prevent Legionella growth in the cooling towers.
- Serviced the steam traps and temperature controls on the second floor of Fenton Hall.
- Completed the renovations at Gregory Hall 400 and 500 penthouse kitchens and started the renovations at the Gregory Hall 100, 200 and 300 penthouse kitchens.

Custodial Services and Grounds and Landscaping

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

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



From left to right: Tim Lillie and Mark Delcamp



1st Shift Custodial – Academic Staff

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



1st Shift Custodial – Residential Staff

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



1st Shift Custodial – Residential Staff

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



2nd Shift Custodial Staff

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



3rd Shift Custodial Staff

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

Significant Accomplishments

- Continued to serve as a major contributor to the successful maintenance of Fredonia's facilities, including the pro-active repairs based on daily observations, biannual building inspections, and the an updated version of the Annual Residential Custodial Report (ARCR) conducted immediately after commencement.
- Performed moving services for many departments including inter-office furniture moves for academics and residential furniture removal as many old items are being replaced.
- Provided services for the many specialized athletic and educational camps and programs residing on campus; the groups associated with these programs use academic, athletic, and residential areas throughout the year.
- Provided extensive cleaning to buildings that had major construction work occurring during the summer months.
- 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, installed new LVT flooring at two Gregory Hall Penthouse kitchens; new carpet in Nixon and Chautauqua Hall hallways; new LVT flooring in several RD apts.; new carpet in Thompson Hall E218 and Mason Hall 3167.
- Coordinated construction cleanup following FSA Renovations in the Williams Center and Mason Hall HVAC upgrades construction projects
- Assisted with the coordination, set up and tear down for many campus events, most notably commencement, Living History Day, the Scholars Breakfast, Stroke Awareness Walk, a BOCES event and the All Campus Party at the Lanford House.
- Evaluated and purchased many new environmentally friendly equipment items for use in the custodial department. Reviewed new foam soap options and initiated the purchase of a new product for the campus. Began review and are in the process of selecting a new paper towel for the campus. Initiated Foam soap installation for the Quad style Residence Halls.
- Continually evaluated and made the necessary staffing changes to support the day-to-day custodial operations. Made several changes to initiate budget savings while enhancing services to the campus.
- Continued working with Residence Life to ensure their cleaning standards are being met daily.
- In conjunction with the Office of Environmental Health and Safety and Sustainability, continued to provide annual training in Right-to-Know and Blood Borne Pathogens, as well as the annual Custodial Safety training.
- Worked closely with Property Control and University Services to provide numerous equipment transfers of various surplus items

The [Grounds and Landscaping Services](#) group is responsible for maintaining 249 acres of land; 24 acres of parking lots with 3,130 parking spaces; over five miles of roadways and over eight miles of sidewalks. The group includes the Assistant Director, the Head Grounds Supervisor who oversees the entire operation, Supervisor of Grounds, Senior Athletic Groundsworke and seven trades people consisting of Highway Equipment Operators and Groundsworke, as well as several Student Workers during the summer months.



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

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

Significant Accomplishments

- Maintained existing planting areas, and continued to increase the ratio of Perennials vs Annuals planted on campus, in an ongoing effort to be more environmentally, and fiscally sustainable.
- Worked to expand Low-Mow areas on campus.
- Worked to prepare a course for a five-mile SUNYAC Cross Country championship meet, utilizing portions of existing trails and grassy fields, and crossing roads and sidewalks several times along the route.
- Continued treating trees in-house and monitoring varying species for Hemlock Wooley Adelgid, Emerald Ash Borer, and various other invasive pests.
- Assisted contractors with numerous projects.
- Continued the training and development of staff to provide the highest quality NCAA Division III outdoor athletic venues at our multi-use stadium, baseball and softball fields, track,

volleyball courts, tennis and basketball courts, rugby field and the balance of acreage where campus groups, general students and community alike, partake in activities.

- Continued the use of environmentally favorable products such as winter ice melt, weed treatments and fertilizers.
- Continued the use of “Horganix” for use on Athletic Fields and highly visible areas on campus, in an effort to introduce a 100% organic fertilizer and reduce the amount of chemicals used on campus turf.
- Provided tools, and occasionally assisted or guided various campus groups that were performing service projects, whether an invasive weed pull on campus or assisting the elderly community residents with yard clean-up.
- Maintained the miles of roads and sidewalks, and acres of parking lots through the winter months.
- Provided set up for a growing number of outdoor events, picnics, gardens and community use including Alumni Weekend, Athletic Tournaments and the Senior Picnic.
- Completed parking lot, crosswalk, sidewalk and roadway maintenance improvements, paving and striping throughout the entire campus.
- Installed new and updated street and parking lot signs at various campus locations.
- Worked to maintain a clean, sustainable, and friendly environment for all who use the campus on a daily basis.
- Completed the installation of the new Press Box at University Stadium.

Facilities Trades Services

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



From left to right: Rodney Hayes, Thomas Deike, Orion Purslow, and Daniel Riewaldt

Significant Accomplishments

- Completed numerous fire alarm upgrades throughout the campus.
- Managed the annual testing of the campus fire alarm system.
- Upgraded the following areas on campus to LED lighting:
 - Installed 22 new 2x2 LED fixtures at the rear service hallway at University Commons.
 - Installed new 2x2 LED lights at the 3rd floor McGinnies Hall bathrooms.
 - Installed 46 post top lights around Thompson Hall, Fenton Hall, and Reed Library and along Presidents Drive and El Nasser Way.
 - Installed LED can lights at Hendrix Hall first floor.
 - Installed LED lights at Mason Hall loading dock.
 - Installed 43 new LED can lights at Marvel Theater lobby.
 - Installed 200 LED lamps at the corridor style Residence Hall bathrooms.
 - Upgrades can lights and 2x2 fixtures to LED in RAC dressing rooms.
 - Installed new LED fixtures at parking lots 2,3,4,and 5.
 - Upgraded various outside lights on the Town Houses.
 - Upgrades lights to LED at Mason Hall stairwells.
 - Various locations in the Residence Halls - installed new LED fixtures.
- Assisted with the installation of several hydration stations.
- Completed several smart classroom installations.
- Continued to install occupancy sensors throughout campus to control lighting.
- Assisted with the maintenance and inspection of the campus high voltage system.
- Assisted many contractors with electrical needs on campus.
- Completed the installation of the new Press Box at University Stadium.
- Completed the Academic Avenue LED lighting replacement project.
- Completed LED lighting replacement at Residence Row and parking lots.

- Worked with the local electric utility company on several energy saving projects and received several rebates for these projects. Most of the projects were lighting projects where lights were replaced with more energy efficient LED lights.
- Setup lighting and electrical service for the All Campus Party at the Lanford House.
- Assisted with the new sound system installation at the Williams Center multipurpose room.
- Completed improvements to the Pucci Room at the Williams Center.
- Completed the renovations at Gregory Hall 400 and 500 penthouse kitchens and started the renovations at the Gregory Hall 100, 200 and 300 penthouse kitchens.

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



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

Significant Accomplishments

- Upgraded drinking fountains at several locations; the new fountains provide chilled, filtered water and include bottle filling stations.
- Completed annual testing for the backflow preventers in many campus buildings.
- Managed the annual fire hydrant testing across the campus.
- Managed the annual testing for the fire sprinkler systems, as well as several repairs and upgrades to the system.
- Completed annual preventive maintenance, repairs, and inspections of the plumbing fixtures and sprinkler system in the Town Houses.
- Performed repairs to the natural gas system at several buildings.
- Exercised water main valves on campus.
- Completed several repairs to the water lines in several buildings.
- Completed weekly inspections of emergency eyewash stations on campus.
- Completed annual building preventative maintenance for all buildings on campus to include drinking fountains, sump pumps, domestic hot water heaters and building fixtures.
- Completed annual testing of Backflow preventers on campus and at the Incubator.
- Completed the scheduled maintenance of the lap pool in the natatorium and numerous repairs associated with running the pool.
- Read water main meters quarterly.
- Replaced the tub in 209 Eisenhower Hall with a new shower stall.
- Serviced and raised irrigation heads on soccer stadium sprinkler system.
- Replaced old kitchenette with new one at Dods Hall main office breakroom.
- Managed the semi-annual flushing of sanitary sewer lines at the dining hall and Starbucks.
- Addressed many work orders for plugged drains on campus.
- Completed the renovations at Gregory Hall 400 and 500 penthouse kitchens and started the renovations at the Gregory Hall 100, 200 and 300 penthouse kitchens.
- Completed annual preventative maintenance inspections and repairs to the plumbing fixtures in the Residence Halls.

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



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

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

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

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

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

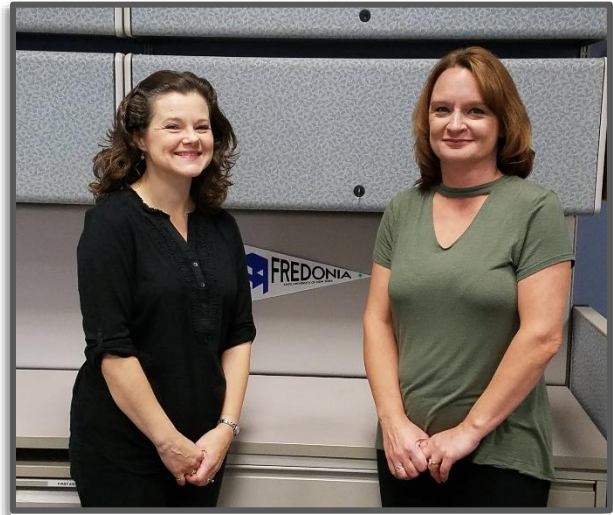
Significant Accomplishments

- Continued painting of numerous offices, hallways, classrooms, corridors, doors and frames, and conference rooms in the Academic buildings and Residence Hall student rooms.
- Developed, maintained and prepared lock systems; keys for numerous Faculty, Staff and Student requests; programed hundreds of users in the card access system.
- Continued to address repairs identified under the Annual Residential Custodial Report (ARCR); this program focuses on maintaining the student living areas within the Residence Halls.
- Continued to identify and install new room signage in many areas to enable guests, maintenance staff and emergency staff to better locate rooms.
- Completed concrete sidewalk replacements at several locations on campus.
- Completed several office renovations and improvements at the Residence Halls.
- Completed several smart classroom improvement projects.
- Completed the Fenton Hall north end exterior door replacement and masonry repairs.
- Completed repairs and improvements to the basement level dressing rooms at Rockefeller Arts Center.
- Completed exterior sign updates at Fenton Hall and the installation of wayfinding signage along Ring Road for the Welcome Center.
- Completed improvement to the Pucci Room at the Williams Center.
- Completed repairs to several shower basins at the Town Houses.
- Completed repairs to many student bathrooms in the Residence Halls.
- Completed the renovations at Gregory Hall 400 and 500 penthouse kitchens and started the renovations at the Gregory Hall 100, 200 and 300 penthouse kitchens.

Office Operations

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

- Receiving and distributing trouble or emergency calls from campus constituents to applicable personnel in trades.
- Requisitioning for supplies, projects and monthly payment of all blanket purchase orders by procurement card.
- Processing key requests for faculty, staff and students.
- Maintaining records for:
 - Work Order System (PM's, building inspections and corrective maintenance)
 - Department budget
 - In-house and minor rehab/repair projects
 - Asbestos Abatement
- Maintaining the department's personnel records for:
 - Change of Status transactions (COS)
 - Performance Evaluations
 - CDL Compliance
 - Asbestos Handling License
 - Accident Reports



From left to right: Cindy Dietzen and Shannon McKoon

Significant Accomplishments

- Processed purchases with the online Web Procurement System.
- Continued a high volume of usage of the Citibank Visa Procurement Card.
- Prepared the Facilities Services staff meeting minutes.
- Processed COS forms for all Facilities Services transactions.
- Prepared the overtime-summary report on the web-based overtime database.
- Monitored and issued probationary reports for both permanent and temporary employees.
- Monitored and issued yearly evaluation reports for permanent employees.
- Trained and supervised student assistants in office procedures.
- Maintained the student key database.
- Maintained the database and records for pest control needs.

- Processed 9,962 work orders.
- Processed 201 online requisitions and 138 paper requisitions.
- Assigned, processed and tracked many projects including in-house; Minor Critical Maintenance; Capital Construction Projects; and Residence Hall (DIFR) projects.
- Processed 10 departmental staff travel arrangements for meetings, trainings and certifications.
- Processed 134 student key requests.
- Reconciled purchases on blanket purchases to local vendors on a monthly basis.
- Processed 362 pest control problems.
- Processed 1,059 transactions using the Citibank Visa procurement card for a total amount of \$568,577.46.
- Managed the Marketplace uStore for 23 student key deposits and refunds.
- Maintained the Facilities Services portable two-way radio inventory.
- Maintained the Facilities Services department webpage.
- Maintained the staff listservs and new Google Groups for Facilities Services, Finance and Administration and FSA.
- Coordinated several Asbestos Abatement Projects.
- Coordinated the annual training for the in-house asbestos team.
- Coordinated the annual respiratory physicals and fit testing for the Trades staff.
- Coordinated the quarterly CDL license random testing.
- Assigned all Fire Inspection work orders resulting from the annual OFPC inspection.
- Managed the annual rolling fire door inspection.
- Attended the semi-annual building inspections including walking through all campus buildings and identifying needed work orders during the fall and spring semesters.
- Assisted several student groups with materials and setup for several outdoor events.
- Assisted with the planning and setup for the Scholars Breakfast.
- Managed the Maintimizer work order system.
- 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 requests for qualifications (RFQ) for consultant design services have been completed for many new projects.

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

Trade	No. Closed 2018-2019	No. Closed 2017-2018	No. Closed 2016-2017	No. Closed 2015-2016	No. Closed 2014-2015	No. Closed 2013-2014	No. Closed 2012-2013	No. Closed 2011-2012	No. Closed 2010-2011	No. Closed 2009-2010
Structural	1,742	1,448	1,562	1,830	1,734	1,868	2,074	2,035	2,337	2,648
Electrical	1,268	1,314	1,227	1,515	1,354	1,631	1,845	1,685	1,852	1,232
HVAC/R	1,795	1,678	1,667	1,642	1,374	1,403	1,310	819	823	532
Building Automation	17	44	96	68	40	33	8	6	2	1
Lock Shop	1,207	1,139	1,112	1,491	1,295	1,381	1,595	1,385	1,430	1,355
Plumbing	1,960	1,907	1,622	1,628	1,429	1,267	1,606	1,445	1,615	1,529
Grounds and Landscaping	384	442	436	343	207	200	297	342	185	182
Asbestos	20	15	16	45	47	55	44	56	81	108
Custodial	1,569	1,470	1,361	1,430	1,416	786	487	715	758	644
Total:	9,962	9,457	9,099	9,992	9,331	8,624	9,266	8,488	9,083	8,531

Assessment Update

Assessment Statement

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

Assessment Activities

- It is standard procedure to observe, review, inspect and monitor staff work while in progress and when completed to ensure the proper use of materials and equipment, workmanship, that regulations and codes are followed, schedules are met, and that the work is performed according to plan.
- Training, instruction and assistance is provided to ensure assignments are completed accurately and efficiently.

- Completed work orders to ensure work is completed timely and that staff is working efficiently.
- Comments from faculty, staff, students and visitors express great appreciation and support of the work performed on campus by the Facilities Services Department. The comments are often unsolicited. These comments are expressed at the All Campus Meeting and throughout the year by the campus.

Assessment Goals

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

Intentionally Left Blank

Faculty Student Association

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

FACULTY STUDENT ASSOCIATION

Introduction

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

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

Mission Statement

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

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

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

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

Executive Offices

Annual Report

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

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



FSA Executive Office and Administrative Offices Staff

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

Significant Accomplishments

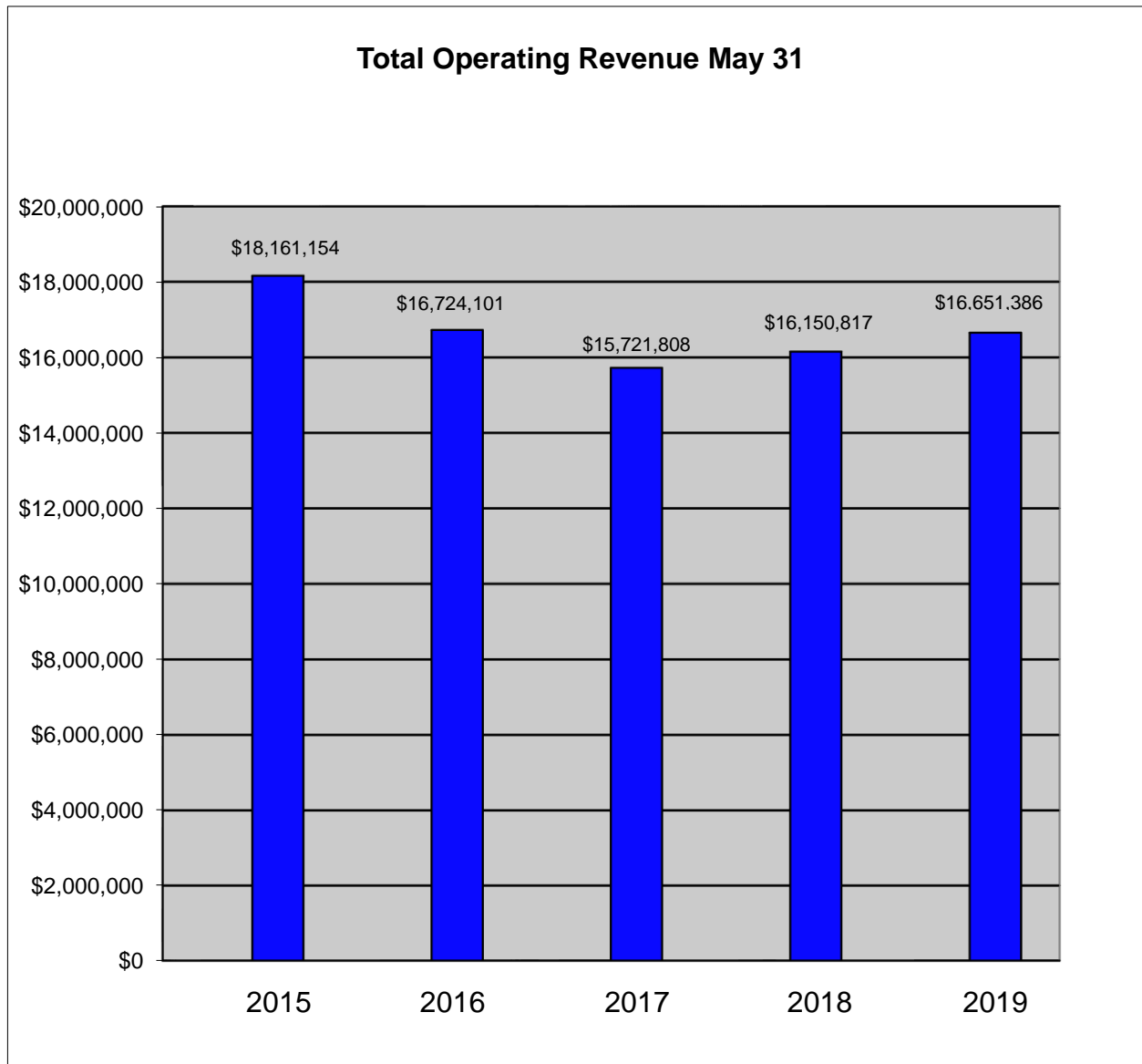
- Provided \$1,202,446 in support to the Campus in 2018-2019 with \$750,446 in Programs, \$450,000 in Space and Utility support, and \$2,000 for grounds keeping.
- Continued to manage for right sized operations in a fluctuating enrollment environment. Fall 2018 presented new challenges with a record freshman class.
- Developed the 2019-2020 operating budget based on \$17,236,804 in revenue and will return net revenue in excess of expenditures of \$32,817 or .2%.
- Budgeted a total of \$1,347,405 of support to the Campus for 2019-2020 with \$895,405 in Program allocations, \$450,000 in Space and Utility charge support, and \$2,000 for grounds keeping.
- Designed and began renovation of the Williams Center food court. When completed it will be called Willy C's.

Statistical Data

- Revenue from operations totaled \$16,651,386 representing a 3.1% increase from the previous year.
- Operating expenses totaled \$15,482,885 which is a 2.3% decrease from the previous year.
- Program expenditures, serving 42 campus groups and organizations, totaled \$750,446.
- While providing the high level of support, net results from operating and non-operating activities yielded an increase in Net Assets of \$1,168,501.

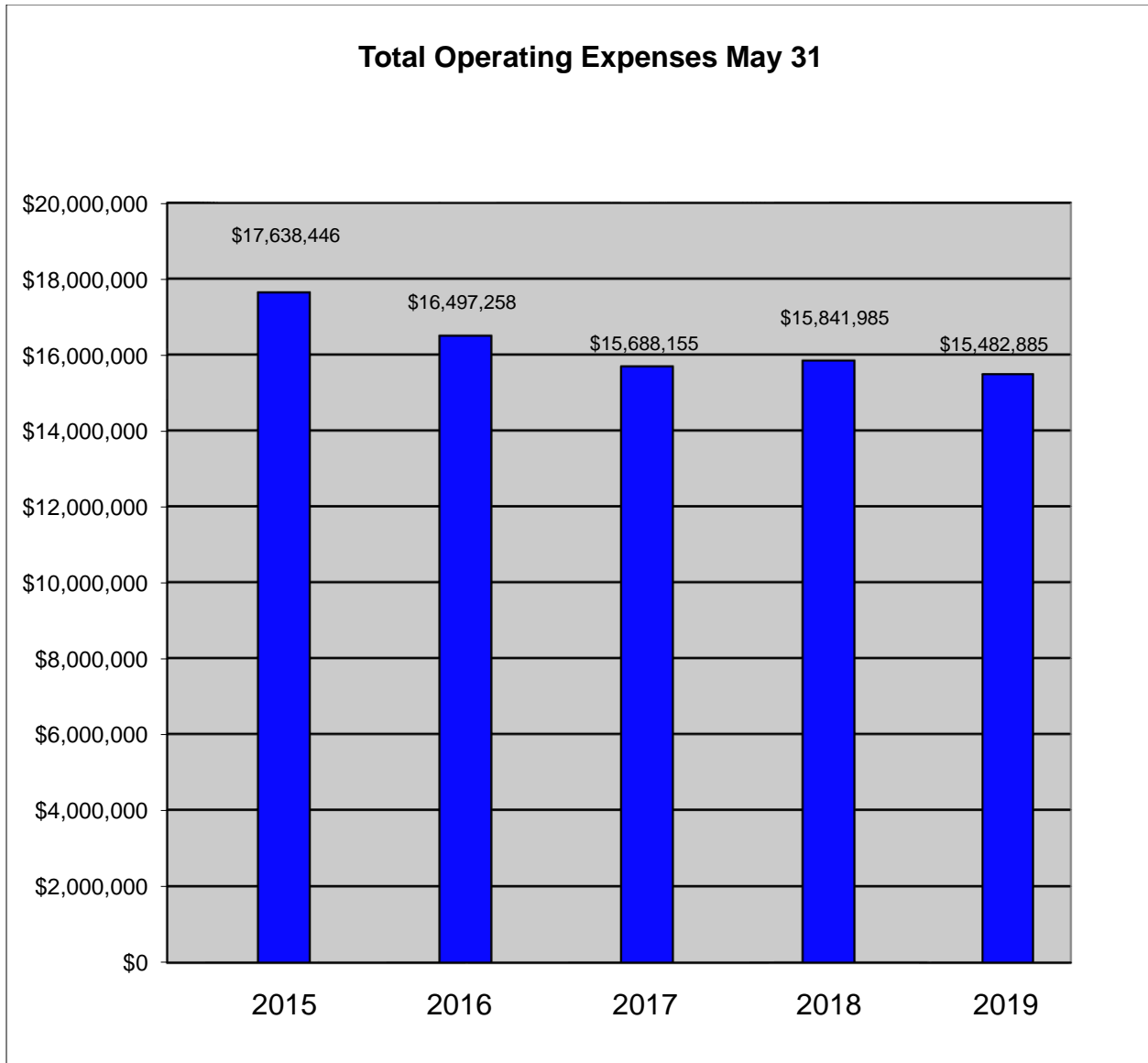
FACULTY STUDENT ASSOCIATION OF STATE UNIVERSITY COLLEGE AT
FREDONIA, NEW YORK, INC.

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. Specifically, began the renovation of the Williams Center food court
- Continue to assess internal controls to enhance the financial integrity of the organization and maintain regulatory compliance.
- Enhance corporate marketing to educate the consumer and grow revenue.
- Continue to evaluate the appropriate level of services to effectively provide services to the campus while maintaining fiscal responsibility.
- Continue to work with SUNY to obtain and maintain compliance with SUNY and New York State initiatives and regulations.

Bookstore/Retail Operations

Annual Report

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



Bookstore/Retail Operations Staff

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

The Bookstore's greatest challenges are with the decline in textbook adoptions and sales, online textbook orders, open educational resources (OER) and the decline in the textbook pre-pack program. This was the thirteenth and final year the Bookstore has offered residence hall survival kits. The kit is customized each year to include several of the most popular items requested when students move into a new residence hall. Sales of the Kit have declined drastically.

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

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



FREExpress
Tricia DeJoe



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



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

The Bookstore, Convenience Store, FREExpress (a satellite convenience store), Tim Hortons, and Starbucks Coffee staff currently consists of ten full-time management employees, seven full-time CSEA employees, twenty-five part-time CSEA employees, and thirty-seven part-time student employees.

Significant Accomplishments

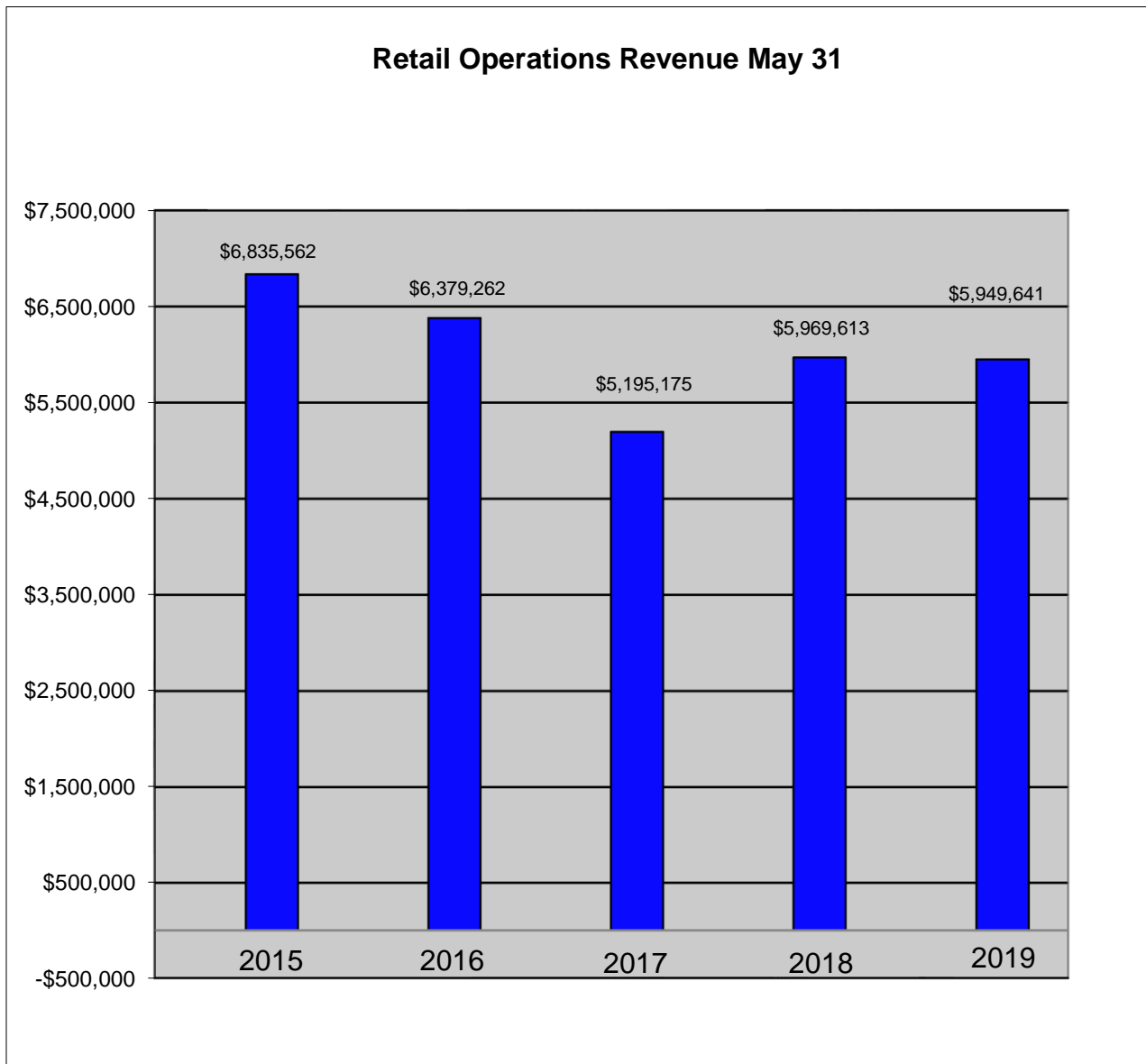
- Tim Hortons was rolled into Retail Operations effective June 1, 2018.
- Enhanced textbook rental program.
- Increased product line for giftware, electronics, clothing, and school supplies.
- Ensured that all vendors of imprinted merchandise complied with the University Trade-marks and Licensing Program.
- 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.
- Eliminated all single use plastic bags.
- Evaluate vending agreement.
- Developed and implemented campus shipping and storage solution.

Statistical Data

- Revenues for the 2018-2019 fiscal year were \$5,949,641 compared to \$5,969,613 in 2017-2018, a decrease of less than 0.1%.
- Debit Accounts decreased by 111 participants to 996 in fall 2018, from 1,107 in fall 2017.
- Net Revenues decreased 108%
- Operating expenses increased 188,467, or 6.2%.

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

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



Assessment Update

Assessment Statement

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

Assessment Activities

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

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

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

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

Assessment Goals

The assessment goal of the Bookstore is to identify the appropriate product mix to meet customer demands.

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

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

Dining Services

Annual Report

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

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

The Dining Services staff consists of ten full-time management employees, eleven full-time CSEA employees, fifty-five part-time CSEA employees, and 173 part-time student employees.



Cranston Marche Staff

From left to right, front row: Brenda Butler, and Sue Maggio middle row: Felicia Nowak, Deb Seavy, Lisa Lampert, Jill Phillips, and Liz Jurczak; back row: Paula Santangelo, Cindy Korzeniewski, Allison Kozlowski, and Jeanette Guziec



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

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



Café McEwen

From left to right: Kacie Weaver and Cassandra Hennessey



Café Fenton

From left to right: Olivia Rusinek, and Sue Neuhaus



Café T-Rex
Amanda Reading



Café Mason
Karen Fisk



Catering Office

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

Significant Accomplishments

- FSA Dining Services planned the following events for fall 2018: we featured our Thanksgiving Day Celebration on November 15th and the Holiday Dinner on December 13th in Cranston Marche.
- The Special Events/Monotony Break Calendar has been paired down for the fall semester to feature the most popular “National Food Days” from the previous year.
- Cranston Marche continues to refine its menu to keep up with the college food trends while still maintaining serving its popular “Burger Wednesday” and “Cheesy Friday” weekly menu offerings.
- El Diablo Azul Mexican Grill started a 2-week rotating menu between Mexican and Italian cuisine. When the grill was serving the Italian menu it was referred to as Il Diavolo Blu. With the addition of the rotating menu, the facility remains a popular dining location.
- Sprout Café in Fenton Hall was opened with positive reviews from the students, faculty and staff in the fall of 2018. The dining facility features an all plant-based vegan grab-n-go menu.

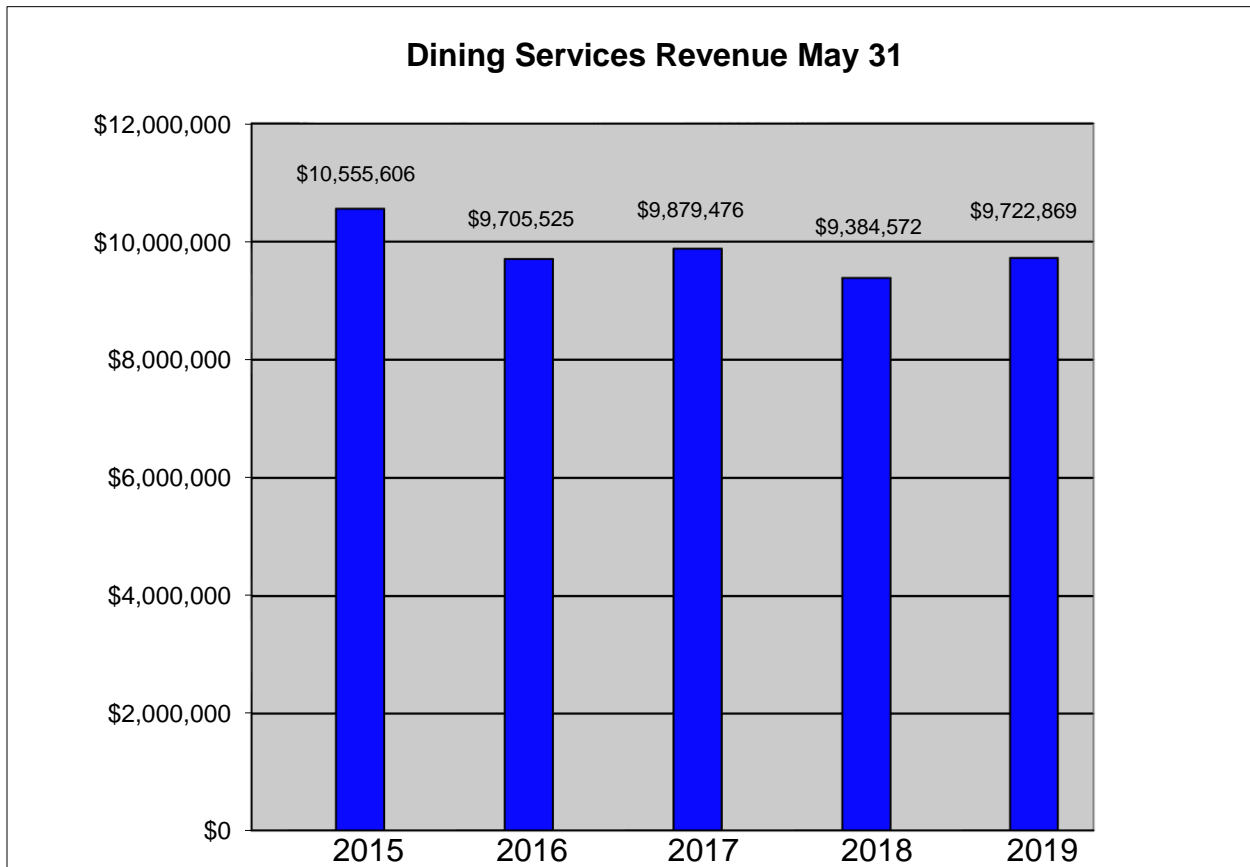
Demand for catering services by the campus continues. External customer events have increased to include weddings, family reunions and corporate client outings.

Statistical Data

- Self-operated Dining Services revenue for the 2018-2019 fiscal year was \$9,722,869 compared to \$9,384,572 in 2017-2018, an increase of 3.6%.
- Meal plan enrollment increased by 45 participants to 2,893 in fall 2018, from 2,848 in fall 2017; a 1.6% change for the fall 2018 semester.
- Net Revenues increased 63.0%.
- Operating expenses decreased by \$458,019 or 7.7%.

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

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



Assessment Update

Assessment Statement

Through an exhausting FSA Central Staff Summit, Resident Meal Plan Options were restructured to allot more “meals” and lessen the amount of “points” on the declining balance of Meal Plan options.

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 El Diablo Azul to accurately reflect retail counterparts.
- Maintain current positive catering operations through efficient operations and adding more outside catering to increase revenue.

- Market all units to increase customer awareness via various media.
- Continue prompt and thorough responses to comment cards and emails.
- Develop more sophisticated food and labor cost monitoring and control tools.

Human Resources

Annual Report

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

The FSA Corporation consists of seventy-two full-time management and CSEA employees, ninety-three part-time CSEA employees, and 218 student employees.

Significant Accomplishments

- Coordinated Annual Employee Orientation meeting.
- Provided training to all employees on the "Right-to-Know" law, fire extinguisher use, and workplace safety.
- Provided training to all employees on Implicit Bias and its Effect on a Truly Inclusive Work Environment.
- Provided training to all employees on Sexual Harassment in the Workplace.
- Provided training to all employees on PCI Compliance.
- Provided training to all employees on Emergency Procedures and Active Shooter.
- Provided training to all employees on Violence Prevention.
- Provided training to all food service employees in regards to proper food handling.
- Continued Food Handling and Knife Safety training to all student employees.
- Maintained Wage Theft Prevention Act Compliance.
- Held Annual Student Recognition Banquet.
- Recognized Employee of the Semester, years of service, birthdays, anniversaries, perfect attendance, Above and Beyond awards.
- Completed orientation for all new CSEA and management employees.
- Conducted safety audits in each work location.
- Provided monthly safety, wellness, and management training material.
- Followed grievance procedures.
- Maintained Facebook Page for FSA employees to provide information as well as recognition.
- Completion of ACA Forms 1095 and 1094.
- Continued training/orientation group sessions for new student employees.
- Attended training sessions on the following topics: PFL, GENDA, Election Law, NYS Sex Harassment, Exemptions for Salaried employees.
- Hosted SUNY HR meeting for HR Professionals throughout the SUNY system providing training on Succession Planning.

Statistical Data

- 132 FSA employees attended the Annual Orientation Meeting.
- Hired 14 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 regularly with management staff to review employee policies and procedures outlined in employment handbooks and the union contract.
- Meet with Worker's Compensation insurance representatives to provide a safe work environment.
- Perform ongoing inspections of work locations regarding the proper labeling for new materials including input to the Material Safety Data book.
- Prepare review of monthly unemployment experience rating to ensure compliance.
- Assure Department of Labor Compliance by posting information for the Wage Theft Prevention Act.
- Perform NYS New Hire Reporting with health insurance eligibility requirements.
- Ensure proper payment of wages and deductions for all employees.
- Maintain confidentiality of all employee personal information and data.
- Submit monthly payroll data to the US DOL Bureau of Labor Statistics.
- Ensure pension contributions are properly submitted.
- EEOC and OSHA reporting.
- Schedule individual employee meetings 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-CREF representative to provide individual counseling to employees.

- Review examinations for all CSEA positions that require testing.
- Research educational opportunities for Management Staff.
- Provide continued training and protective equipment to decrease work related injuries such as cuts, burns, trips and falls.
- Brainstorm ideas to build morale.
- Monitor Fair Labor Standards Act (FLSA) changes to ensure compliance.

Information Technology

Annual Report

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

The Information Technology staff currently consists of three full-time management employees (considered part of the Executive Office).

Significant Accomplishments

- Developed package handling system for notifying students when packages are delivered to the Bookstore and ready for them to be picked up.
- Upgraded all Cable TV channels to high definition.

Statistical Data

- 11,689 add-on online deposits totaling \$323,274.10 through the MyFREDCard.com/CBORD GET sites.
- 674 Help Desk tickets submitted.

Assessment Update

Assessment Statement

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

Assessment Activities

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

Assessment Goals

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

- Implement new kiosk ordering system and kitchen display system in Willy C's.
- Implement new Symphony POS system to additional dining service locations.
- Improve formal documentation of standard operating procedures.
- Work with business units to help facilitate improved data flow and consistency.
- Streamline processes and information where needed/requested.

Special Events, Marketing, Licensing

Annual Report

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

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

Significant Accomplishments

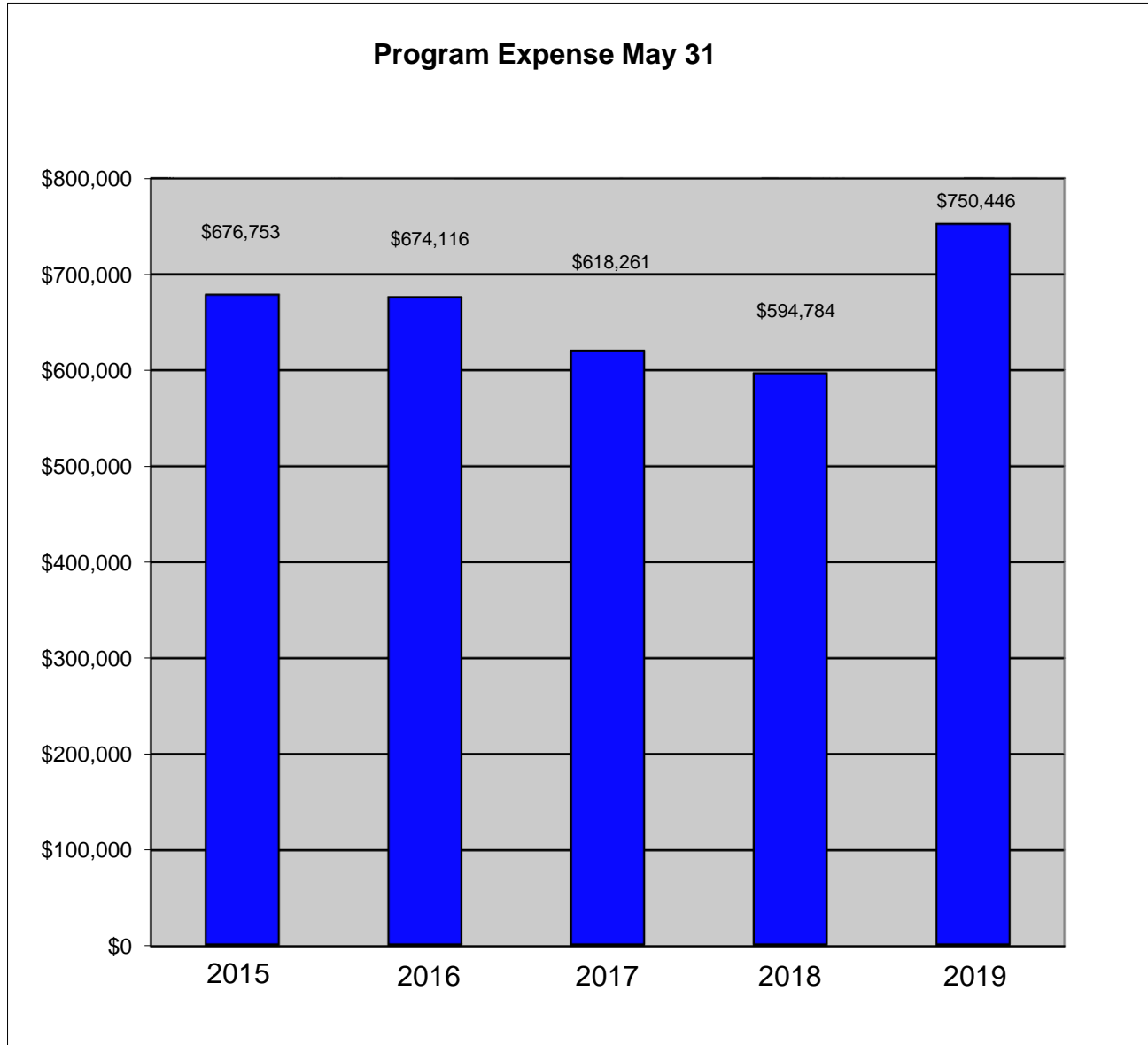
- Coordinated the planning and implementation of all marketing for the 2018-2019 Academic year, which included special events in both Dining Services and Retail Operations.
- Continued to expand social media marketing efforts, with the help of student interns.
- Presented to new students and families at the summer 2018 Jump Start sessions.
- Coordinated all 2018 summer conferences, which included: The Quartet Program, two NYSSSA (New York State Summer School for the Arts) programs, the School of Choral Studies, the School of Visual Arts, the Rotary Youth Leadership Academy (RYLA), the Fellowship of Christian Athletes (FCA) BOX Lacrosse camp and both the EDP JEWEL and Upward Bound Summer Programs.
- Continued involvement as emeritus of Chautauqua Leadership Network (CLN) serving on the Curriculum Committee.

Statistical Data

- Sixteen residential summer programs on campus.
- Ten summer day programs on campus.
- Six residential experiential training programs at the College Lodge.
- Six-day experiential training programs at the College Lodge.
- Seventy-four licensed vendors.

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

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



Assessment Update

Assessment Statement

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

Assessment Activities

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

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

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

Assessment Goals

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

Support Services

Annual Report

Support Services adapted to the major changes in operations brought on by the ever-changing desires of the students. Additional products and services, varied delivery schedules to maintain fresher product, and increased demand stretched our resources. Demand in the cafes and food service increased the food production in Central Prep. New menu items and higher demand of sandwiches for grab-and-go were very popular. Started planning stages for development of a plant-based vegan grab-n-go facility on campus for the fall of 2018.

The Support Services group continued with three full-time management employees, fourteen full-time CSEA employees, twelve part-time CSEA employees and 8 student employees.



Support Services/Commissary Staff

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

Significant Accomplishments

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

- Provided Experiential Training for 485 participants in 2018-2019, 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 2018-2019 year.
- Continued to expand operations of Central Prep by adding new items in our cafes, FREDEExpress, and the Convenience Store, including healthy choice snacks and sandwiches, and the production of salads for Centre Pointe to present a consistent product to our customers.
- Continued to evaluate all purchased products from our supplies to decrease the cost of producing bakeshop goods and menu items.
- The Lodge solar panels continue to produce power to reduce the cost of electricity at the Lodge. Their success has resulted in the Lodge getting off demand pricing, and the electric bills could be close to eliminated based on our current usage and production.
- The College Lodge successfully hosted three weddings. One ceremony only, one reception, and one ceremony with reception.
- Continued to fine tune the Cleaning department schedule.
- Successfully transitioned two management roles as a result of employee retirements.
- 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 2018-2019 totaled \$561,937 compared to \$568,778 in 2017-2018, which is a decrease of 1.2%.
- Operating expenses decreased 9.0%.

Assessment Update

Assessment Statement

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

Assessment Activities

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

Assessment Goals

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

- Implement a management plan at the College Lodge that takes into account the biological survey currently being conducted and the concerns of the campus community.

- Continue to market the property for weddings, receptions, and Experiential Training Programs.
- Update menu choices to meet the ever-changing demands of our customers and maintain product freshness.
- React in a timely manner to meet our customers' expectations.
- Assist in the renovation of our buildings and equipment to meet the changing demands of our customers.
- Expand additional fresh baked items and menu items into the Convenience Store, FREDExpress, and the Cranston Marche.

Human Resources

HUMAN RESOURCES

Introduction

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



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

Mission Statement

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

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

Once that best-qualified individual is identified, it is important that HR as an initial and primary campus contact, facilitates the employee's seamless and efficient transition to campus. To support that goal, HR commences the onboarding process before the employee sets foot on campus through the online completion of required forms. Then, "in-person" orientation further

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

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

Annual Report

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

The HR Office was staffed by the Director of HR, an Assistant Director, an Office Assistant 3 and a part-time Employee Assistance Program (EAP) Coordinator. The former Director of HR, Michael Daley, retired in June of 2019. Many thanks to his significant contributions and leadership to our department and the campus community.

Significant Accomplishments

- Continued to improve communication between HR and the campus community. HR utilized its updated, streamlined website, listserv, and campus mailing to update employees on such issues as: vacancy announcements, retirement planning, retirement educational seminars, updates to various benefit programs, Civil Service exam information, etc.
- Achieved 77% completion rate for assigned FREDtraining compliance modules.
- Partnered with the Office of Diversity, Equity, and Inclusion (DE&I) to conduct Search Committee Training.
- Coordinated twelve employee benefit consultation days with TIAA, four days with Fidelity, and two days with Voya.
- Partnered with ITS to continually update the online campus Phone Directory.
- Provided Community Service via active participation on the following committees:
EAP Committee, SUNY Fredonia Federal Credit Union, Senate Executive Board, FSA, Secretarial Conference Committee, CSEA Audit Committee, CSEA Election Committee, Judicial Affairs Board, Commencement Volunteer, FSA Board, Chosen Name Committee, Intranet Advisory Group, COS Inner Circle Group, and State Employees Federated Appeal (SEFA) /United Way Committee.
- Maintained positive and professional relations with campus union leadership.

Statistical Data

- 7336 FREDtraining compliance modules were assigned to colleagues, and 14 SANS modules were assigned to 1097 colleagues.
- Opened or continued to manage 31 Workers' Compensation cases.
- Opened or continued to manage 95 FMLA cases.
- Completed 130 pre-employment screens.
- Processed 26 promotions.
- Entered approximately 532 LENS transactions.
- Prepared and posted 86 Fredonia vacancy notices (Classified, Professional and teaching positions) ensuring compliance with appropriate provisions of negotiated Agreements.
- EAP programming for this cycle included: Aside from providing assessment and referral for employees on an as needed basis, EAP also provided: 2x weekly yoga and ZUMBA classes, monthly healthy cooking demonstrations, FRED Moves and Healthy 4 the Give wellness challenges (Spring and Summer), wellness book club, T2 (type 2 diabetes) prevention program, Take our Daughters and Sons to Work Day and a healthy soup and salad luncheon.
- Conducted salary reviews and prepared written analysis for nine UUP-represented positions.
- Conducted orientation program for seven newly-hired faculty and professional colleagues.
- Created, distributed and coded 3295 canvass letters for competitive, classified searches.
- Provided benefit consultations for new hires, retirees and those considering retirement.
- Processed 540 Honorarium requests.
- Assisted employees, their dependents and departments in dealing with Immigration issues.
- Over 200 employment verifications were conducted for such things as mortgage verification, UUP's Tuition Assistant Program, the Tuition Waiver Program, issuance of ID cards, etc.
- Processed numerous requests for HR-related data reports.
- Addresses many employee relations issues.
- Reviewed & processed eleven A-28 requests.
- Implemented the Fredonia Retirement Plan with 29 employees retiring under the plan.

Assessment Update

Assessment Goals

- Successfully train campus colleagues on search procedure processes.
- Maintain positive relations with all campus unions.
- In concert with UUP and Academic Affairs, update Search Committee Guidelines and share revised specifics with the campus.
- Continue to utilize FREDtraining compliance training modules, striving for compliance of 100%.

- Continue to provide timely and accurate HR advice, service and creative problem resolution to university staff.
- Produce in partnership with ITS, 2020-2021 online campus Phone Directory.
- Continue to comply with NYS Ethics regulations striving for 100% compliance with same.

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Internal Control

INTERNAL CONTROL

Introduction

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

Mission Statement

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



Amy Beers

Annual Report

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

Specific activities under the direction of the Director of Internal Control include performance and evaluation of vulnerability assessments for Fredonia-identified high risk areas, internal control reviews of SUNY-specified high risk areas, investigations into situations warranting internal control review/audit, periodic paycheck audits for the purpose of reviewing employment and payroll procedures, periodic review of authorized cash handling/cash collection sites, and periodic review of procurement card activity. The Director of Internal Control is the TouchNet Marketplace Chief Administrator, the campus Freedom of Information Law (FOIL) Officer, 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 and the biweekly Student Association payroll is reviewed and monitored. 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, NYSLRS and the Research Foundation online systems. The Director of Internal Control chairs the campus-wide Internal Control Committee and the campus-wide Trademarks and Licensing Committee. The Director is also the co-chair of the campus-wide Information Security Committee, and the chair of the E-Discovery Response Team in addition to being an active member of various other campus-wide committees, including but not limited to the PCI-DSS Subcommittee, FPAC, Building Safety Coordinators and other task forces as assigned throughout the year. The Director of Internal Control is an active member of the SUNY Records Management Officers Shared Services Group and a participant of NYALGRO.

Significant Accomplishments

- Conducted Internal Control Committee meetings.
- Conducted Trademarks and Licensing Committee meetings.
- Assisted in the facilitation of Information Security Committee meetings.

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

Statistical Data

MARKETPLACE TENDER SUMMARY REPORT JULY 1, 2018 – JUNE 30, 2019							
	Credit Card	Signature Debit	ACH	Cash	PayPath	Bank Wires	Total
Amount	603,576.35	437,045.60	80,593.75	0.00	0.00	0.00	1,121,215.70
Count	3,918	4,932	163	0	0	0	9,013
% Amount	53.83%	38.98%	7.19%	0.00%	0.00%	0.00%	
Credit Card							
Card Type	<u>Credit Card</u>		<u>Signature Debit</u>		Credit Card Merchant Total		
	Count	Amount	Count	Amount			
Visa	2,398	388,622.06	3,514	324,806.86	713,428.92		
MasterCard	1,152	185,399.79	1,416	112,188.74	297,588.53		
Discover	223	18,481.15	2	50.00	18,531.15		
AmEx	145	11,073.35	0	0.00	11,073.35		
Total	3,918	603,576.35	4,932	437,045.60	1,040,621.95		
ACH							
Standard Entry Class	Count		Amount				
WEB	163		80,593.75				

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 detected and/or improvement opportunities noted. Timelines for implementation of recommendations were established with individual departments along with projected timeframes for follow-up by Internal Control. Implementation of these recommendations reduces the likelihood that errors or irregularities will occur that could prevent the successful achievement of campus goals and objectives. All review findings and recommendations were also included in the Internal Control Summary that accompanied the Internal Control Certification signed by the President. The OSC Accounts Payable Advisory # 28, which required evaluation of the adequacy of controls over the payment process in Purchasing and Accounts Payable for travel and non-travel expenditures as well as controls over electronic payments, and procurement card purchases were also completed and submitted.

Assessment Goals

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

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

University Services

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

UNIVERSITY SERVICES

Introduction

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

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



From left to right: Jody Myers and Terry Tzitzis

Mission Statement

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

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

provides many students the opportunity to apply the classroom knowledge they have learned at Fredonia in a real business environment.

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

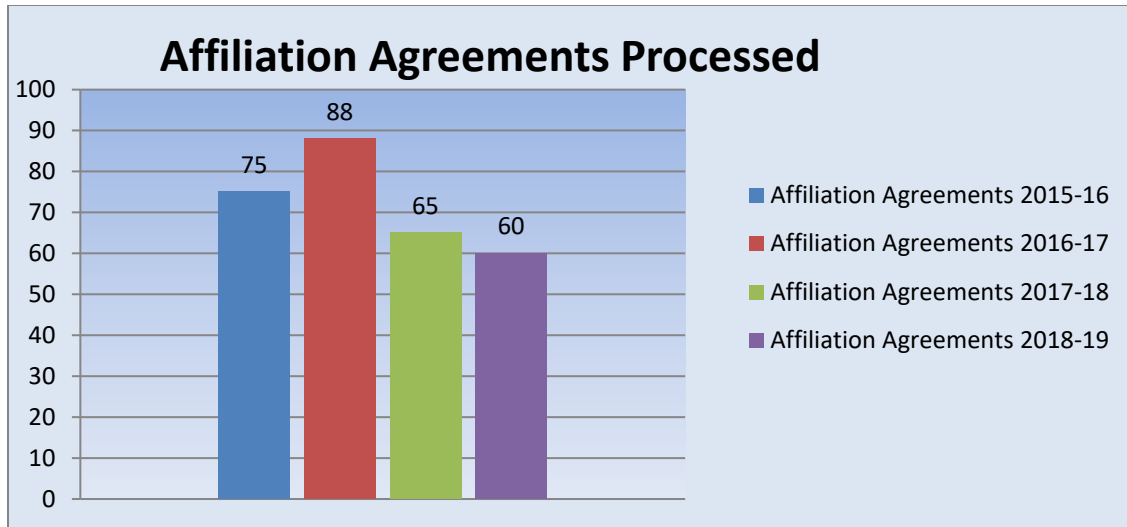
Annual Report

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

Under the direction of the Vice-President for Finance and Administration, we reduced the size of the over the road fleet by elimination of seven passenger minivans. In addition, campus faculty and staff will now be using their personal vehicles or Enterprise Leasing.

Significant Accomplishments

- Prepared and issued bids and contracts for assorted campus-wide services.
- Reviewed and approved 50 affiliation agreements for the campus.
- Miscellaneous bids for services.
- Processed numerous software/miscellaneous agreements.
- Involved in the SUNY initiative of Shared Services.
- Participated in Administrative workshops for campus departments.
- Member of the Board of Directors of the SUNY Purchasing Association.
- Served on the Board of Directors for the Upstate New York region of the National Association of Educational Procurement (NAEP).
- Attended SUNY Purchasing Association Conference, and the Fall Upstate New York NAEP/ SUNY Purchasing Association Conference.
- President of the Board of Directors of the SUNY Fredonia Federal Credit Union.
- Member of the Sustainability Committee.
- Campus Lead on the Jaggaer Procurement Initiative that the Western NY campuses are leading for SUNY.
- Reduced the fleet (vehicles) by fourteen vehicles as a cost savings measure.



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.
- Campus lead representative for the implementation of Jaggaer procurement initiative undertaken by the Western NY campuses on behalf of SUNY.

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 96 licensed vehicles and 140 unlicensed pieces of motorized equipment including lawn mowers, tractors, backhoes, man-lifts and the Zamboni. This unit is responsible for all repairs, maintenance, painting and annual inspections. The staff is N.Y.S. certified to perform annual vehicle inspections. In addition to maintaining the campus fleet, the staff repairs damaged snow blowers and floor cleaning equipment. They repair the campus emergency generators located in many of the buildings on campus and respond to fleet vehicle accidents and equipment malfunctions. The unit maintains the gasoline fueling system which provides fuel, using a special key identification system, to all campus vehicles and equipment including the Faculty Student Association (FSA) vehicles. In addition, the unit cleans, fuels, and prepares all fleet vehicle and athletic vehicle requests used by campus personnel. The unit was responsible for the scheduling of all fleet vehicles for faculty and staff use. There were sixteen fleet vehicles and six athletic vehicles scheduled out of this office.



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

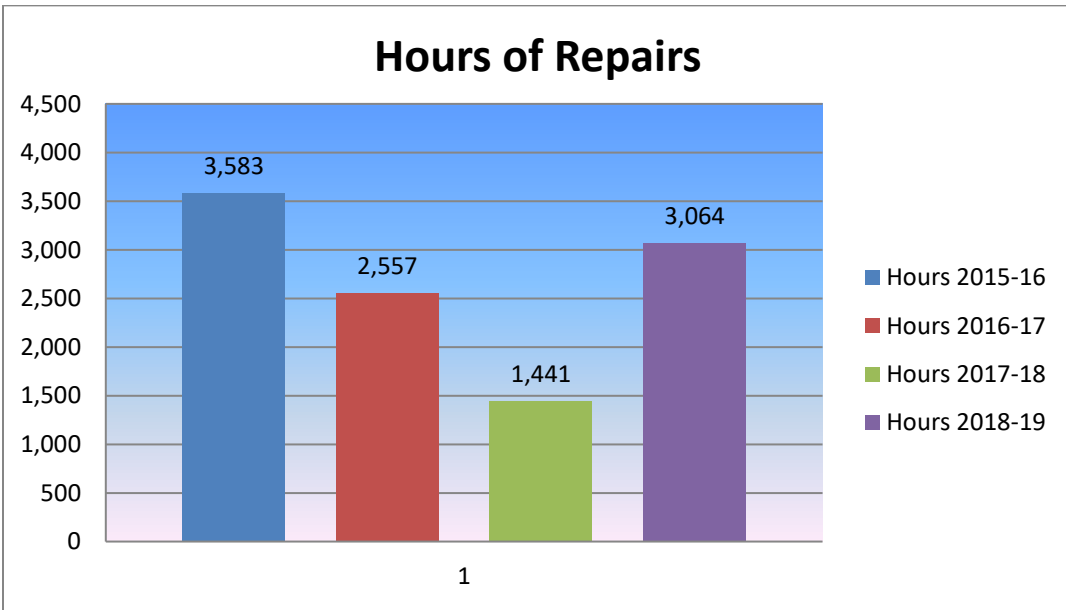
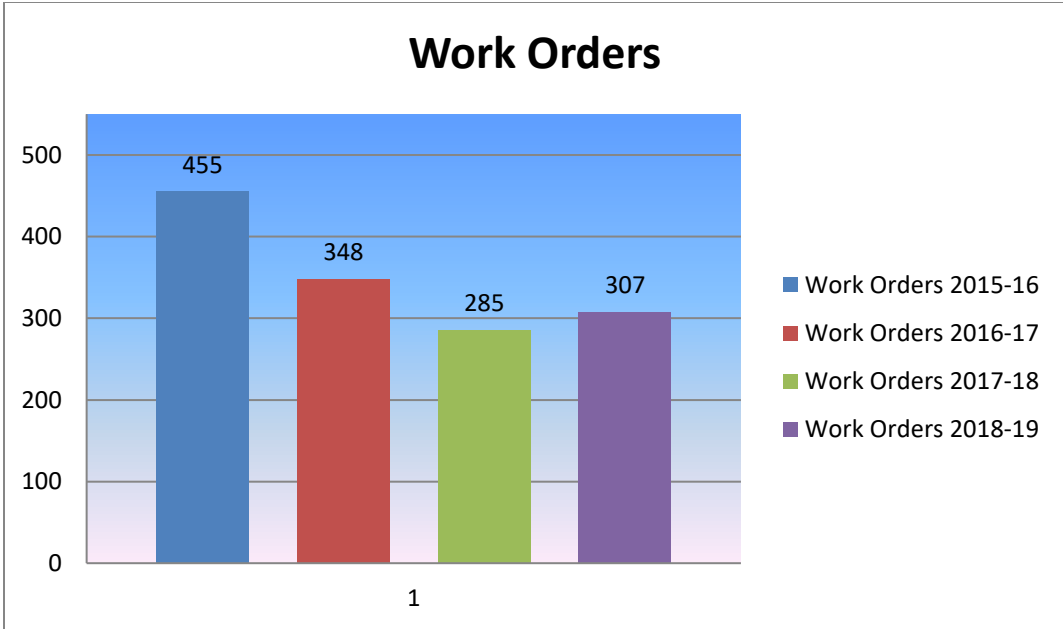
The department is staffed with one Motor Equipment Maintenance Supervisor, one Motor Equipment Mechanic, and one Maintenance Assistant Mechanic.

Significant Accomplishments

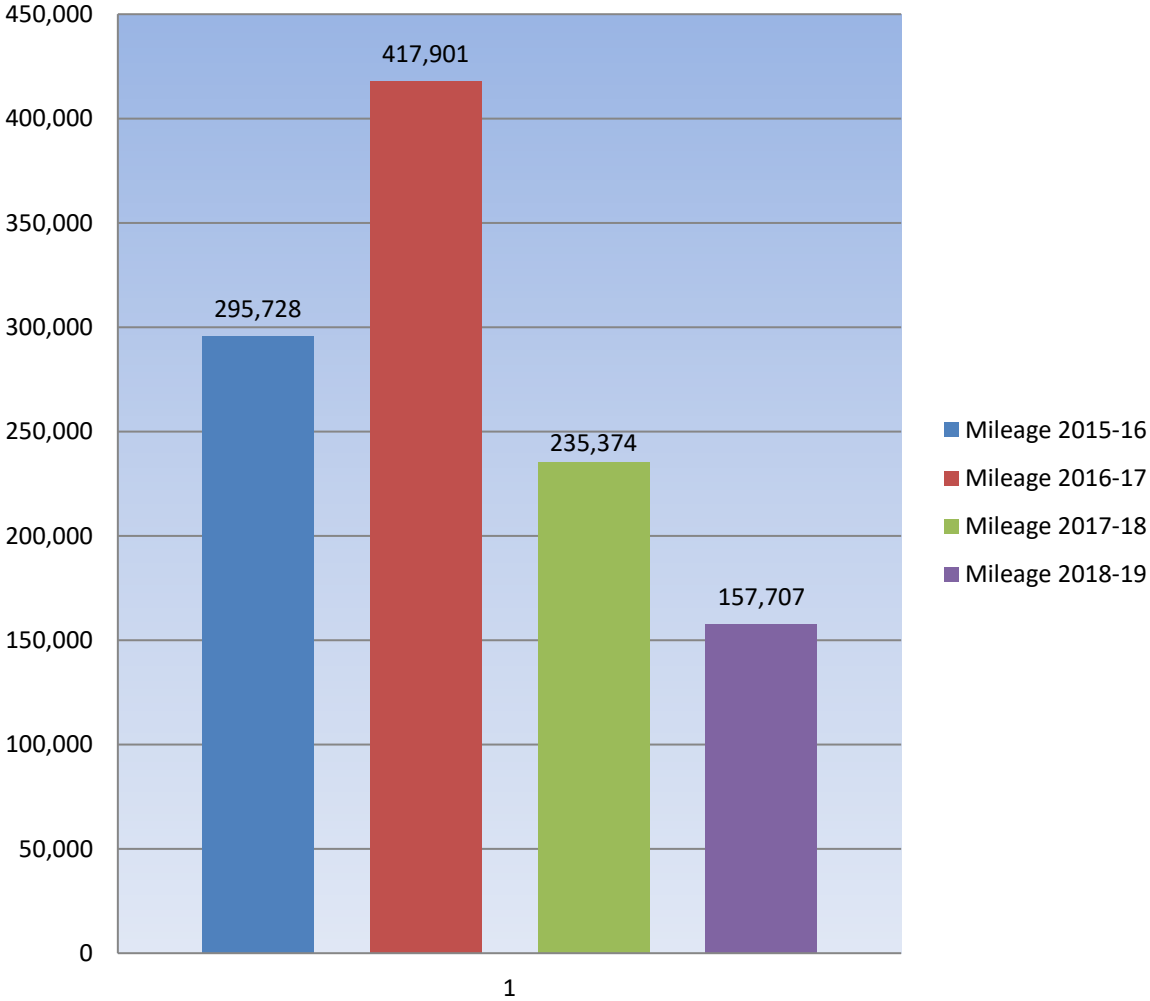
- Continued to replace various fleet and campus service vehicles as needed.
- Continuing to train staff on new vehicle repair procedures.
- Completed 307 work order requests.
- Prepared, cleaned and fueled fleet vehicles for 350 fleet vehicle requests.
- Responded to various maintenance equipment malfunctions and on-campus building repairs.

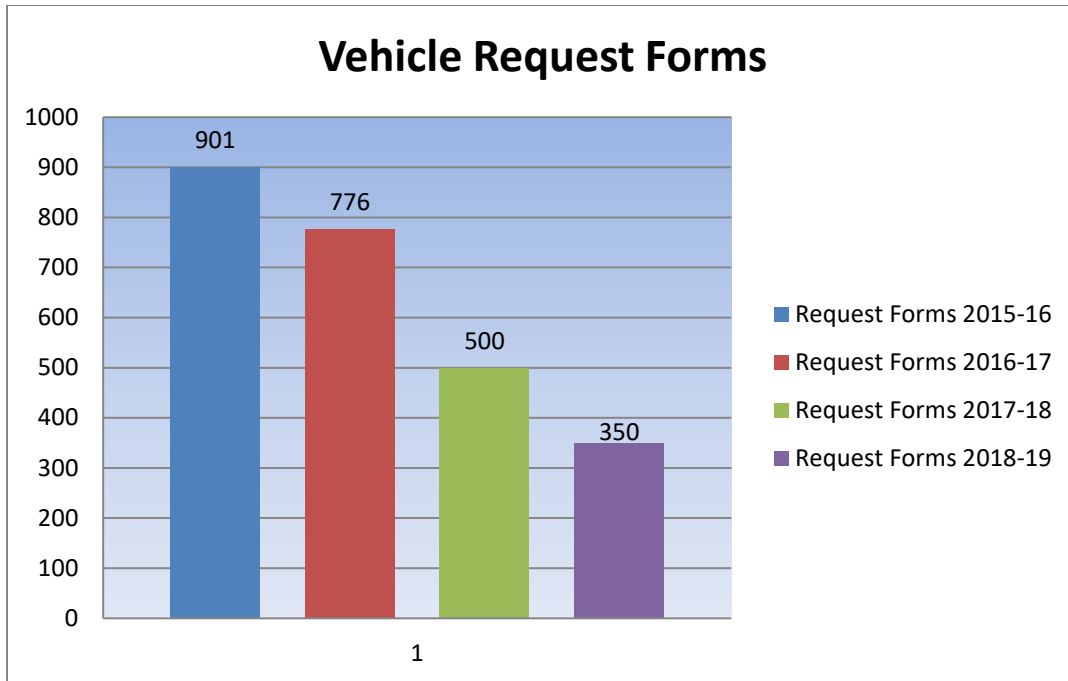
Statistical Data

- Worked on 317 work and preventive maintenance orders.
- Completed 307 work and preventive maintenance orders.
- Total of 157,707 miles were driven by the fleet vehicles.
- There were 350 fleet vehicle requests.



Fleet Mileage Driven





Assessment Update

Assessment Statement

The Automotive/Fleet Services unit provides consistent quality customer service to ensure all vehicles and equipment are safe and ready for use while evaluating the equipment and supplies for quality and reliable performance.

Assessment Activities

- It is standard procedure to observe, review, inspect and monitor staff work while in progress and when completed, to ensure the proper use of materials, equipment and workmanship.
- Ensure that schedules are met, and that the work is performed accordingly.
- Training, instruction and assistance are provided to ensure assignments are completed accurately and efficiently.
- A total of 307 work orders were completed, with 10 open waiting for various parts.
- Reduced fleet size by 14 vehicles.

Assessment Goals

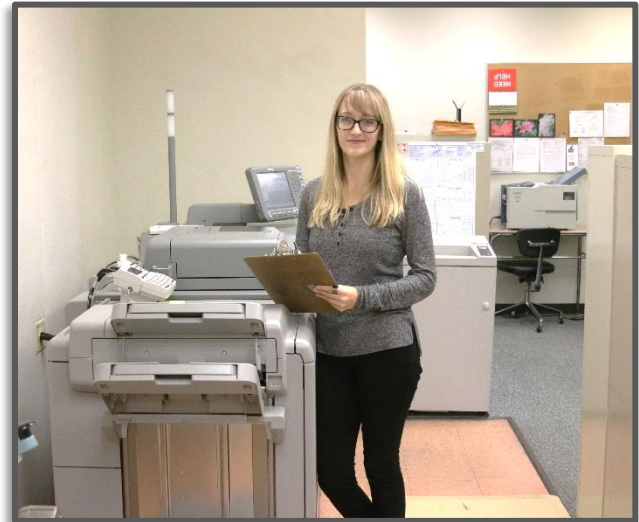
- Continue training on new equipment for servicing and repairs.

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

- Thompson Hall, Room E357
Main Manned Center
- Thompson Hall, Room W251
- Fenton Hall, Room 155
- Jewett Hall, 2nd Floor
- McEwen Hall, Room 323
- Services Complex, Main Office
- University Police, Gregory Hall
- Campus Life, Williams Center



Nicole Raynor

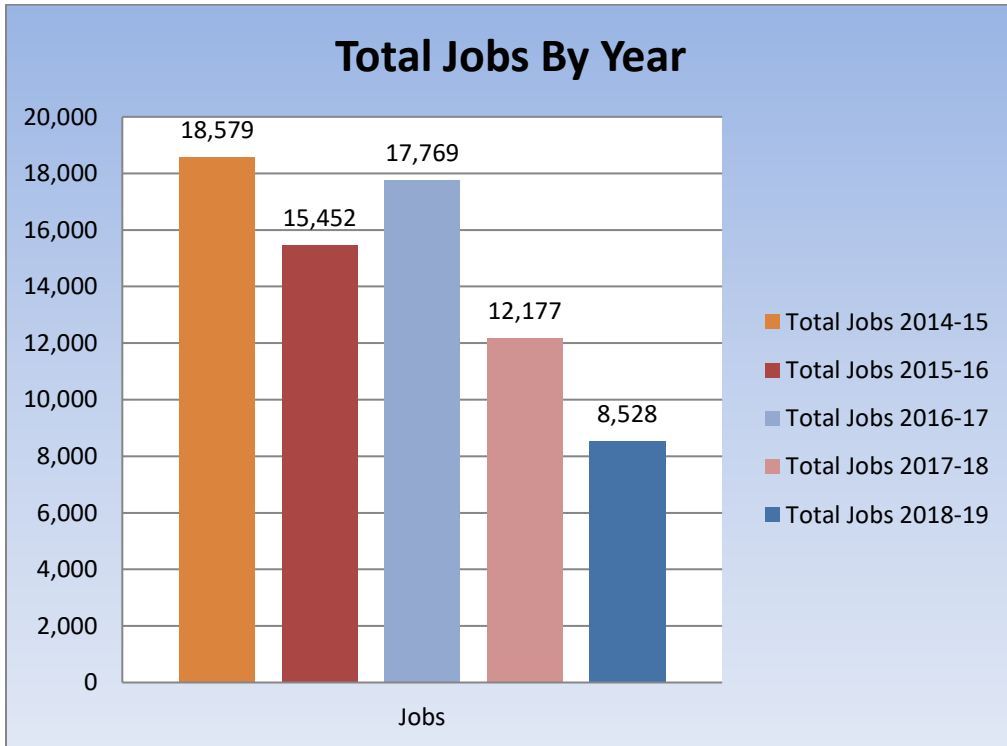
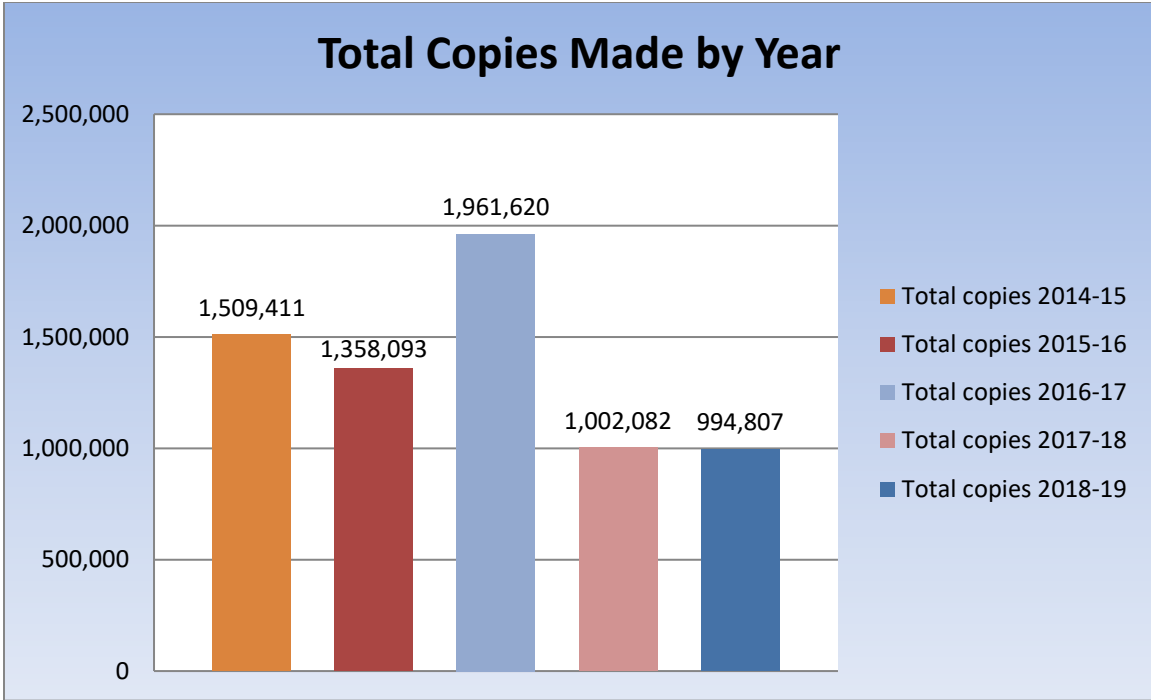
The costs at all centers are tracked to evaluate usage and possible future cost savings. This department was able to maintain the current pricing structure to campus departments at the same cost as in previous years, even though some supply costs have risen. As machines age, we are replacing them with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

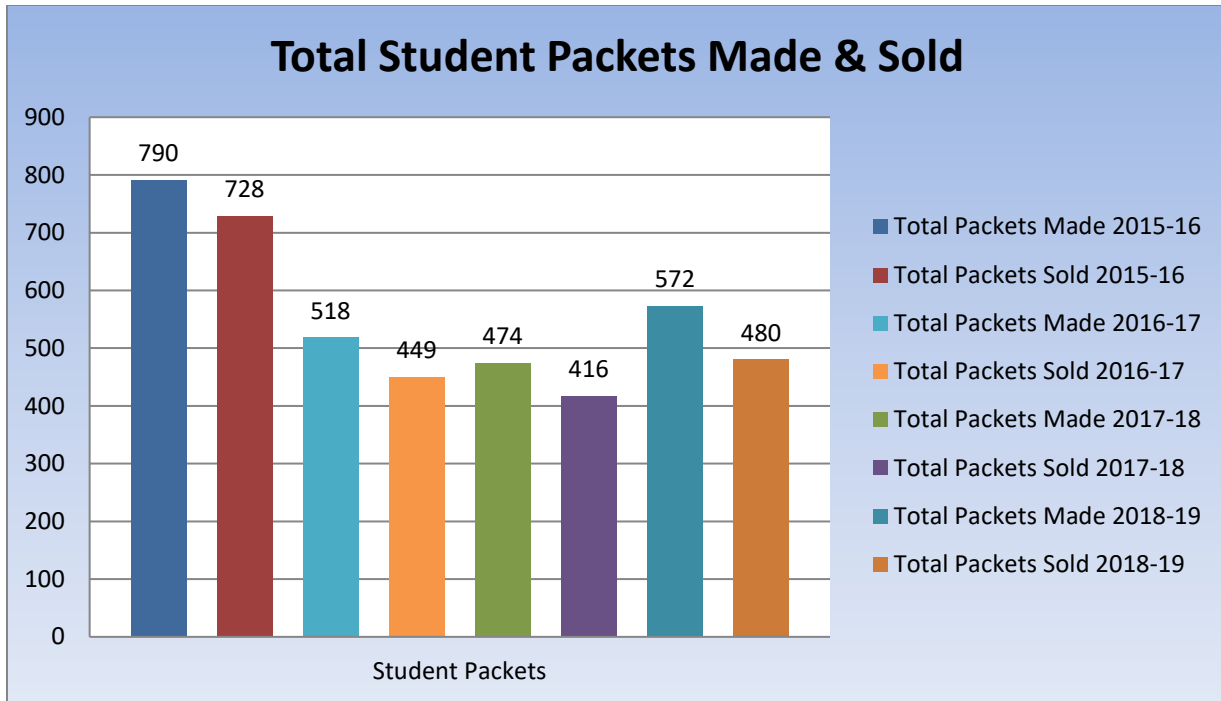
Significant Accomplishments

- Maintained cost to departments at the same level as 2017-2018.
- We have been able 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

- Decrease of 1% of photocopies made in 2018-2019.
- There were 8,528 jobs with 994,807 copies made at the centers last year.
- We made 572 student packets, and we sold 480 packets this past year.





Assessment Update

Assessment Statement

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

Assessment Activities

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

Assessment Goals

- Reduce the number of photocopies/cost.

Central Receiving

Annual Report

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



From left to right: Chris Frommer and Mason Riggle

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

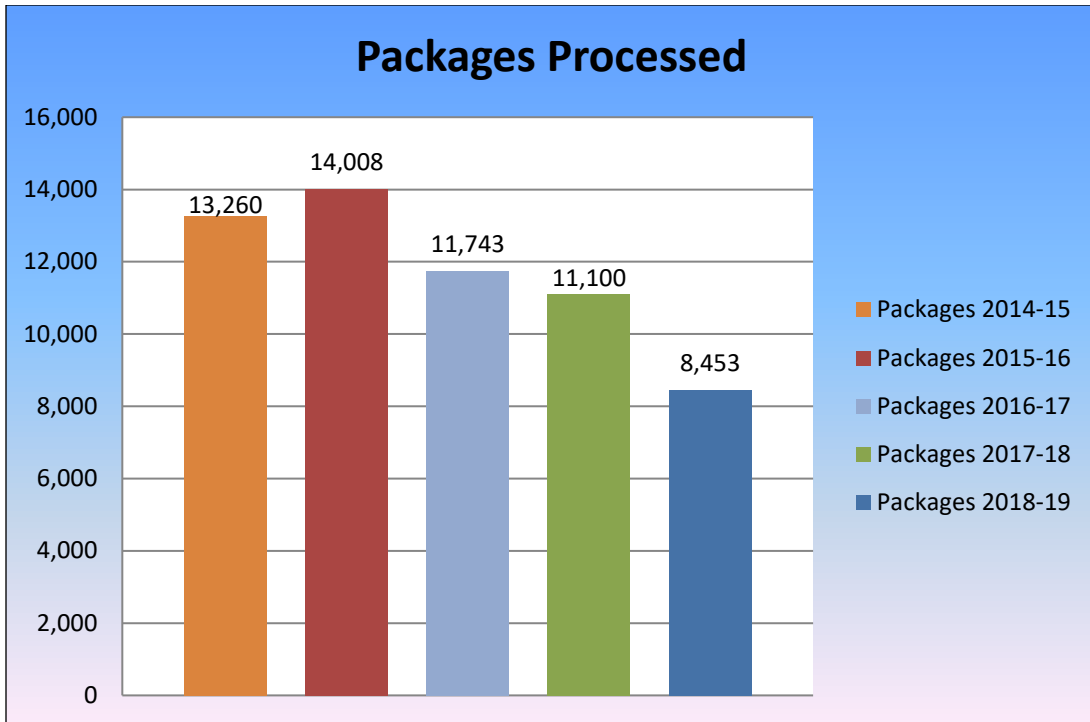
Significant Accomplishments

- There were 8,453 packages received.
- There were 299 truckload deliveries received.

Statistical Data

- | | |
|--|-------|
| • UPS packages received: | 5,456 |
| • Federal Express, Ground, Home packages received: | 2,442 |
| • Miscellaneous deliveries | 555 |
| • Truckload deliveries | 299** |

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



Assessment Update

Assessment Statement

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

Assessment Activities

- Central Receiving is evaluating our receiving/delivery systems to see where efficiencies can be made.

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 231 SKU items with a value of \$119,940.23 at the end of June 2019. The custodial and office supply inventory dollars increased by 9.7%.

The Mechanical Storehouse is responsible for 2,302 SKU items with a value of \$266,134.97 at the end of June 2019. Items stored are for use by the trades departments (plumbing, electrical, carpentry, etc.) to make necessary repairs to buildings and equipment. This represents a decrease in inventory by 2.3%.

Central Receiving affords the efficient distribution of supplies.

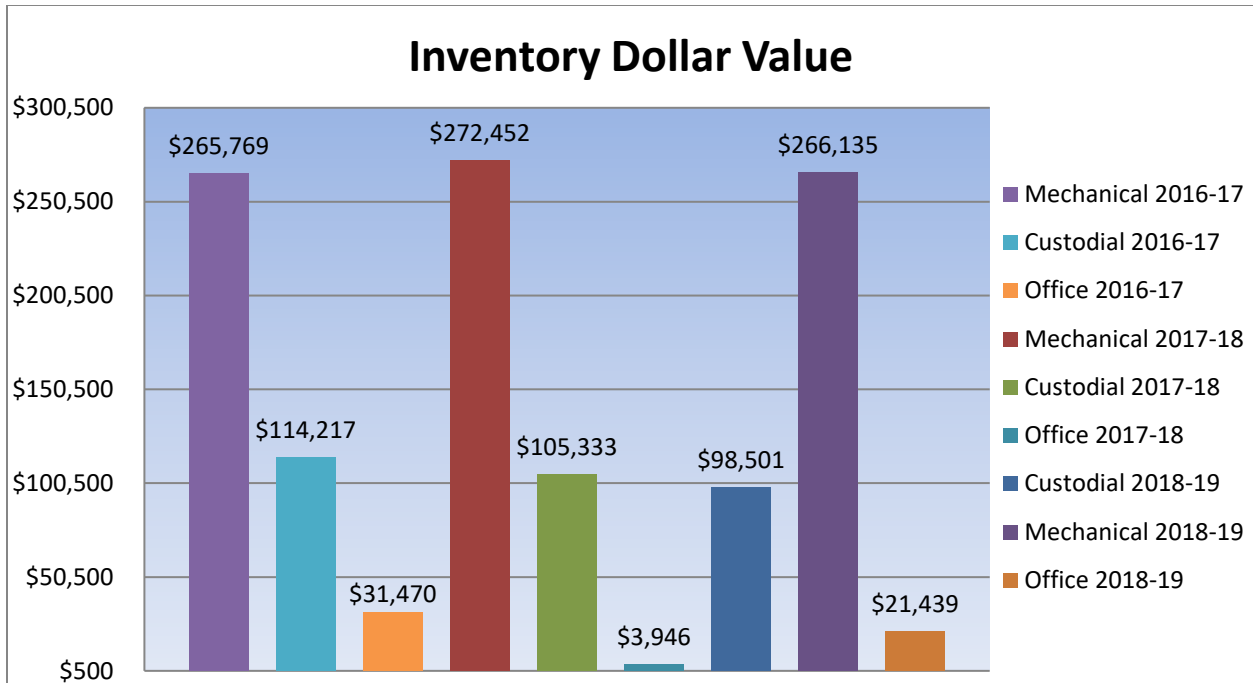
The Central and Mechanical Storehouses are staffed by the Central Receiving personnel.

Significant Accomplishments

- Office supplies inventory items increased over fiscal year 2018-2019 to \$21,439.31.
- Custodial supplies inventory items decreased over fiscal year 2018-2019 to \$98,500.92.
- Mechanical supplies inventory items decreased over fiscal year 2018-2019 to \$266,134.97.

Statistical Data

- Mechanical supplies inventory: \$266,134.97
- Custodial supplies inventory: \$98,500.92
- Office supplies inventory: \$21,439.31



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

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

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

The Department of Contract Services has had a change this year. Shannon Moore took the early retirement initiative that was offered by the College. Due to fiscal restraints, the position has not been replaced.

Significant Accomplishments

- During this fiscal year, Contract Services managed 58 contracts.
- Total contract workload is comparative to last fiscal year, however, the majority of contracts this year involved software and services versus construction and design – construction and design offers a very structured process for approvals including boiler-plate contracts, while service and software involves unique review and negotiations, sometimes involving the review of multiple documents for one item.
- Developed and delivered a presentation on contracts and the implementation of the Contract Review system to Fredonia staff at the Fall Procurement Conference.
- Continued to offer guidance to Purchasing on procurement documentation requirements involving all types of construction, maintenance, cleaning and design services.
- Worked with Facilities Planning and Facilities Services on numerous design and construction projects – continue to offer guidance and contract administration.
- Addressed issues with MWBE Program Office on behalf of Fredonia, as needed.

Statistical Data

Managed 58 contracts which involved bids, agreements and contracts for an array of campus-wide services, to include but not be limited to design, construction, equipment, international recruitment, software, and a variety of other services.

Assessment Update

Assessment Statement

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

Assessment Activities

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

Assessment Goals

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

Mail Services

Annual Report

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

Mail Services is staffed with one half-time Office Assistant 2 (Mail and Stores) and eight to ten 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

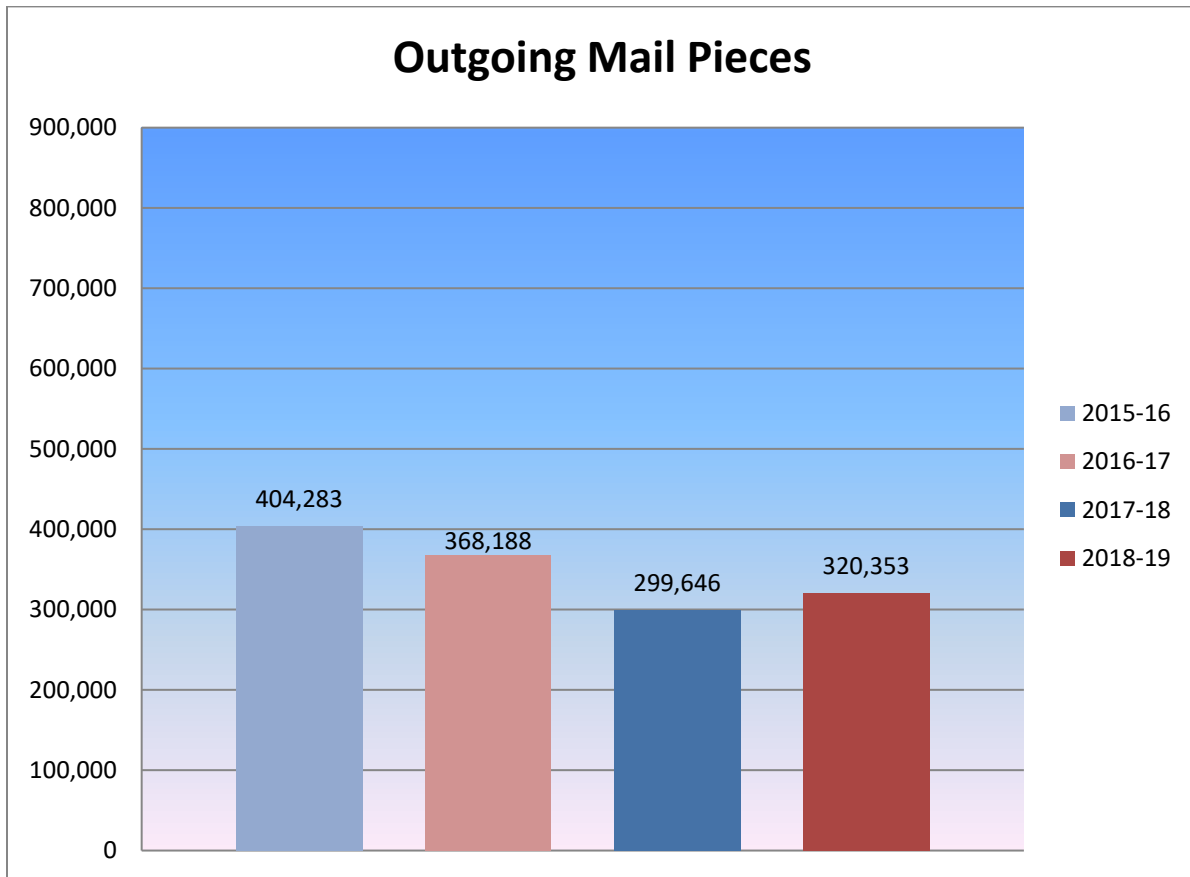
The student staff is a valuable asset to the department.

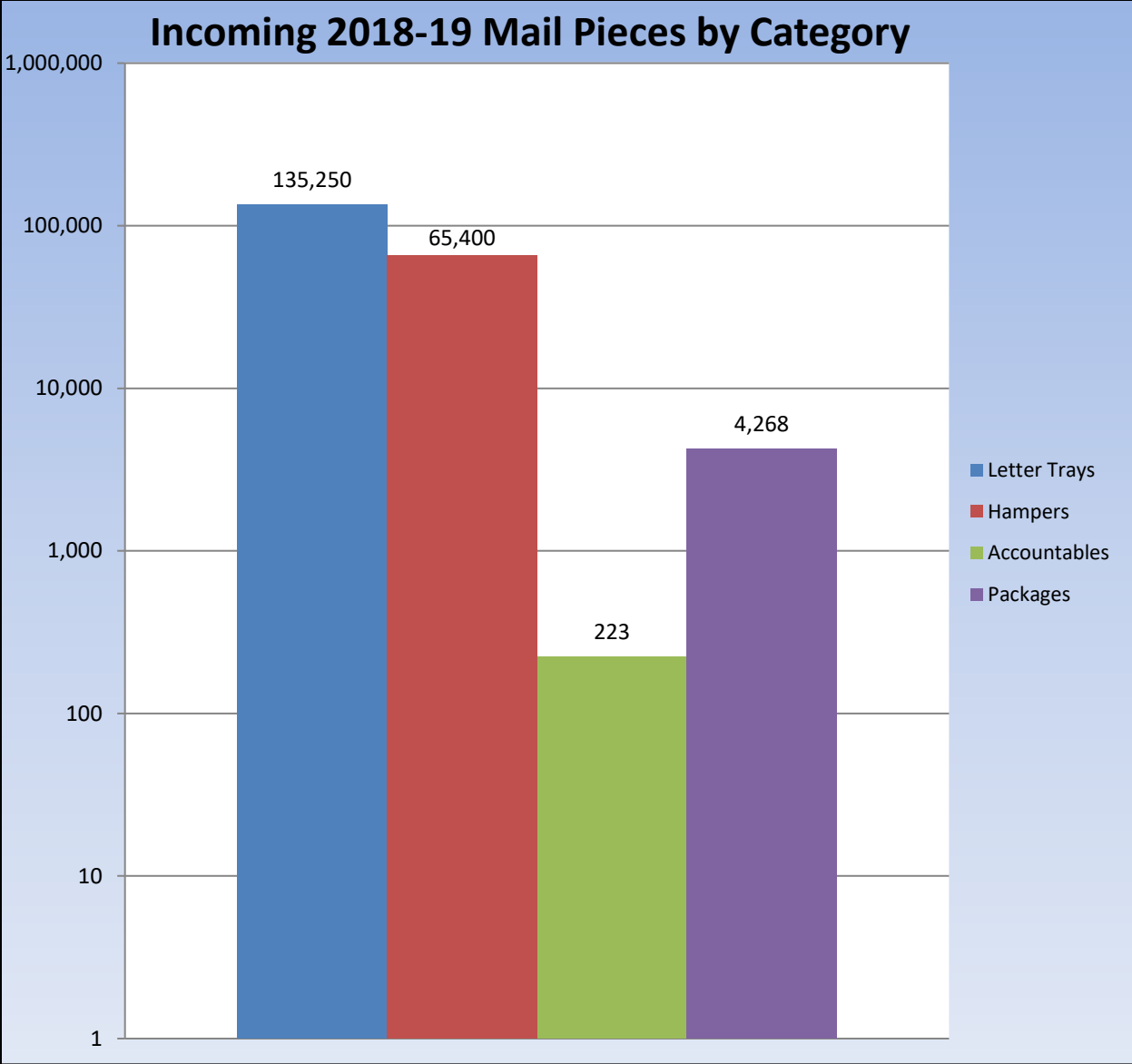
Significant Accomplishments

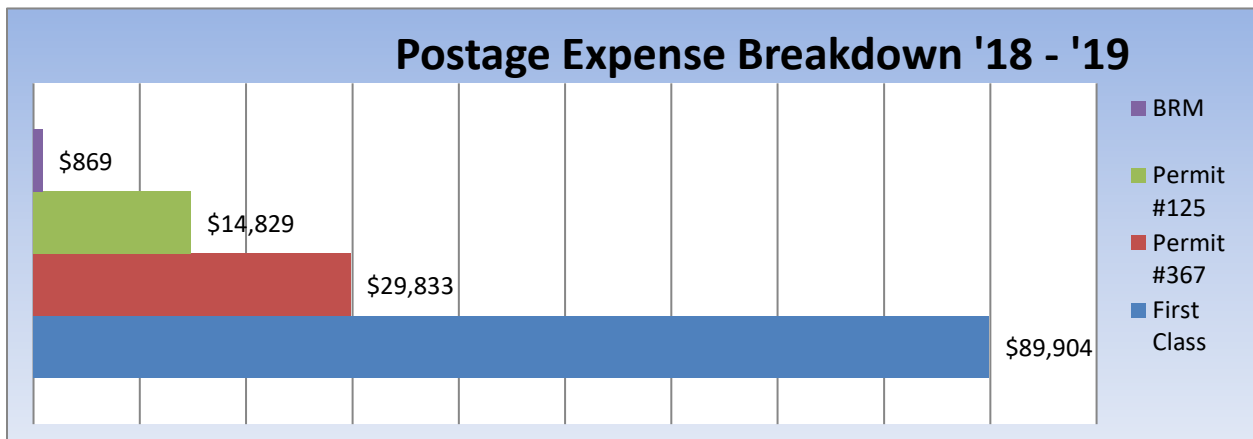
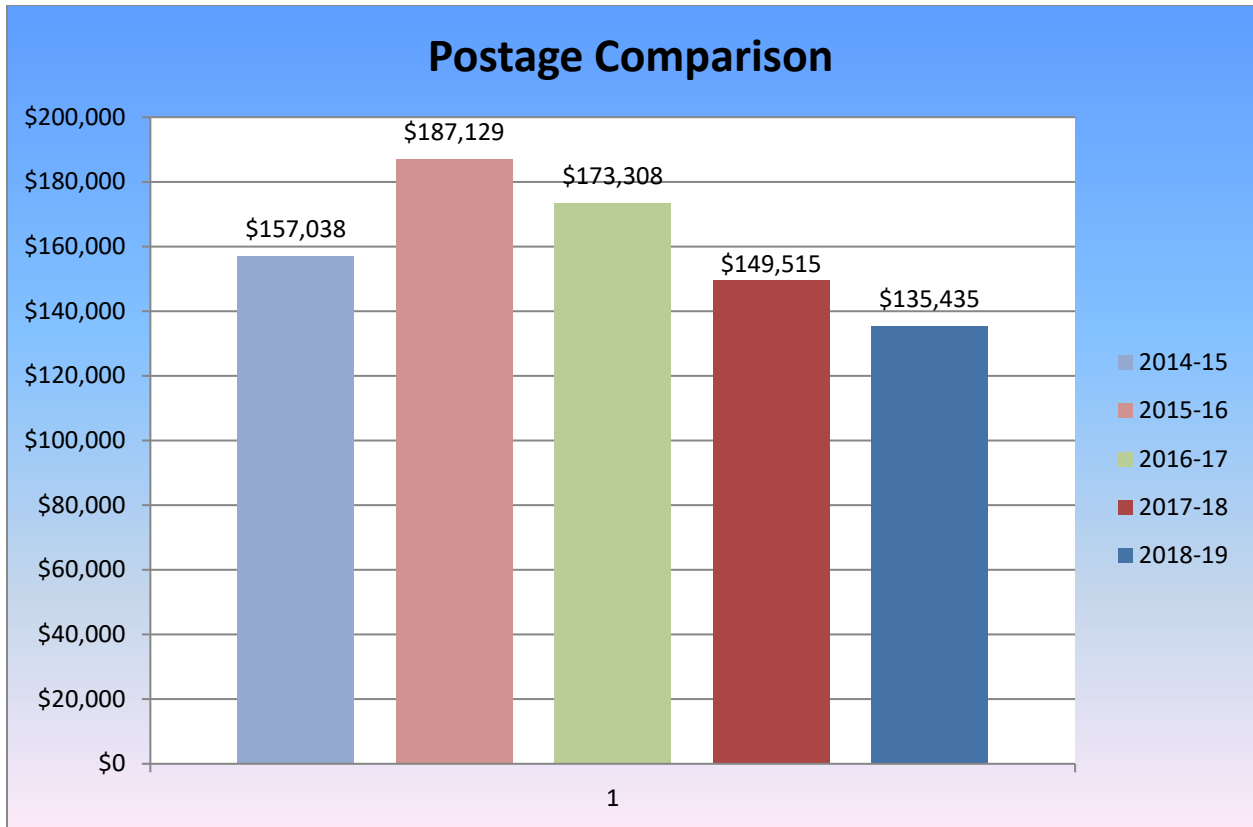
- Deliveries are made to 68 departments and 13 dormitories.
- There were eight student workers for the fall and spring 2018-19 semesters.
- In accordance with Internal Control's Mailroom Security, the annual training session was held in November 2018. The training covered identifying anonymous mail, 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.
- There was a decrease in the mailings entered through the #367 permit. 2017-2018 was \$32,568.48 and 2018-2019 decreased to \$29,832.57.

- There was a decrease in the mailings entered through the #125 permit. 2017-2018 was \$17,661.87 and 2018-2019 decreased to \$14,828.98.
- There was an increase in BRM and Short Pay usage. 2017-2018 was \$746.28 and 2018-2019 increased to \$869.29.
- USPS increased all postage rates in January of 2019. Priority Mail rates had previously started at \$6.70, now they start at \$7.35. Priority Mail Express Mail went from starting at \$24.70 for a flat-rate envelope to \$25.50. Prices for first-class letters, flats, parcels, and various services also increased.

Statistical Data







Assessment Update

Assessment Statement

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

Assessment Activities

Overall Postage Expense (2018 - 2019)		\$135,434.83
Postage Expense – Increase or Decrease (%)		
	149,515.47	17 - 18
	- <u>135,434.83</u>	18 - 19
	14,080.64	
	14,080.64	
	÷ 149,515.47 =	
	X	
		0.0942
		<u>100</u>
		9.42 =
		9.42 % decrease
Estimated Incoming pieces		
	135,250	trays
	65,400	bins
	223	accountables
	<u>4,268</u>	packages
		205,141
Total outgoing pieces (1st class and 3rd class)		
	283,537	1st
	+ <u>36,816</u>	3rd
		320,353
Total incoming and outgoing pieces		
	205,141	
	+ <u>320,353</u>	
		525,494
Estimated Inter-Campus Mail pieces	34,644	
Total pieces handled per day		
	34,644	(campus)
	+ <u>525,494</u>	(federal)
	560,138	
	560,138	
Days	÷	<u>249</u> =
		2,250

Statistical Averages

Overall the mailroom processed approximately 320,353 pieces of outgoing mail. This is a combination of approximately 283,537 pieces of first class mail and 36,816 pieces of standard permit mail. The staff also received, sorted and delivered approximately 205,141 pieces of incoming federal mail and 34,644 pieces of inter-campus mail. In total, the mailroom staff handled about 560,138 pieces of mail this year. On average about 2,250 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 a decrease in ridership this past year with 40,355 passengers. This is attributed to the reduced hours of operations.

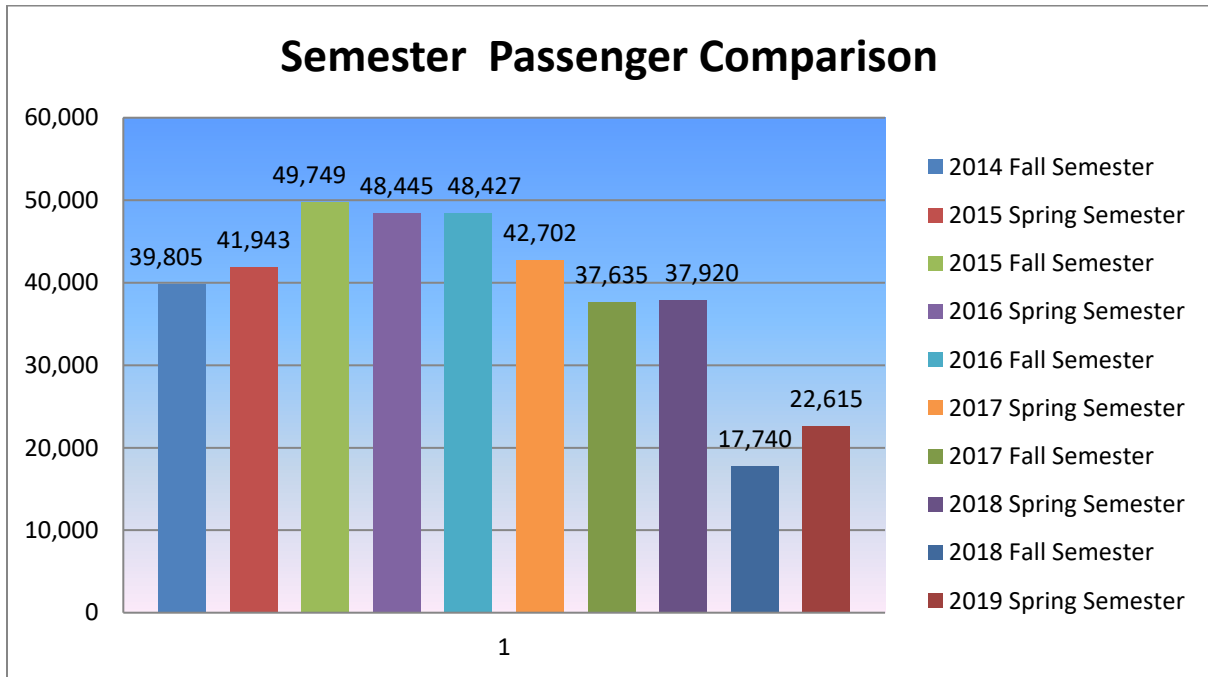
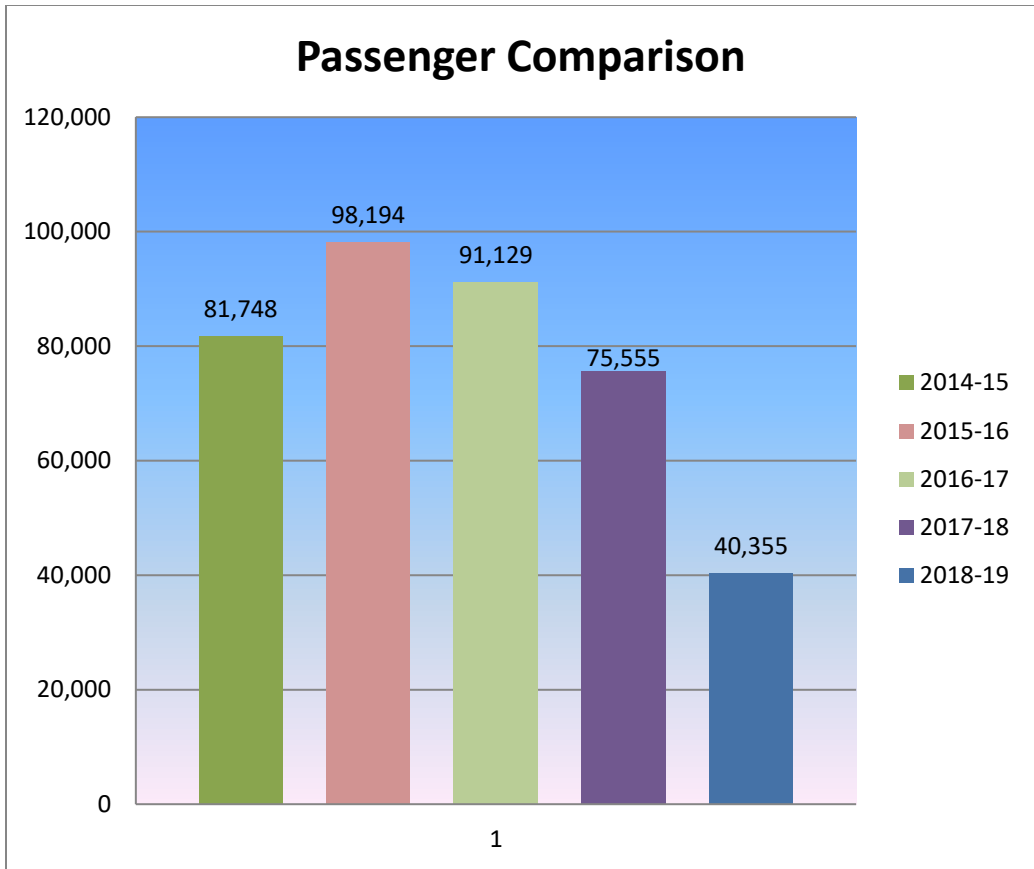
In May (2018), a decision was made by the VP of Finance and Administration to reduce the hours of operation of the service for the 2018-2019 academic year.

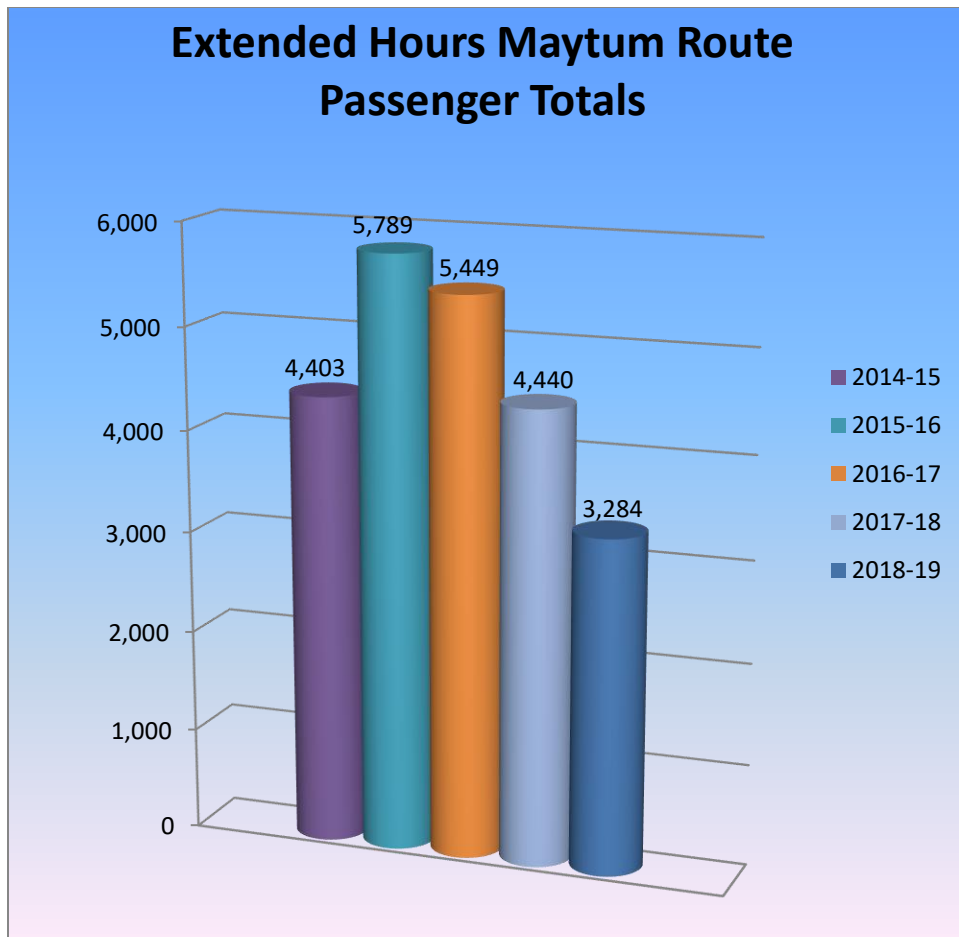
Significant Accomplishments

This was the thirteenth year that the shuttle service was offered. Over the last 13 years we have transported 690,465 passengers. Every year we receive many compliments from students and staff thanking us for this service.

Statistical Data

- There were 17,740 passengers serviced for the fall 2018 semester.
- There were 22,615 passengers serviced for the spring 2019 semester.
- A total of 40,355 passengers used the shuttle for 2018-2019.





Assessment Update

Assessment Statement

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

Assessment Activities

The passenger count shows the reduction usage due to the reduction in hours for the service for fiscal year 2018-2019.

Assessment Goals

- Reduce hours of operations.
- Reduce labor cost.

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.

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.



Janet Parsons

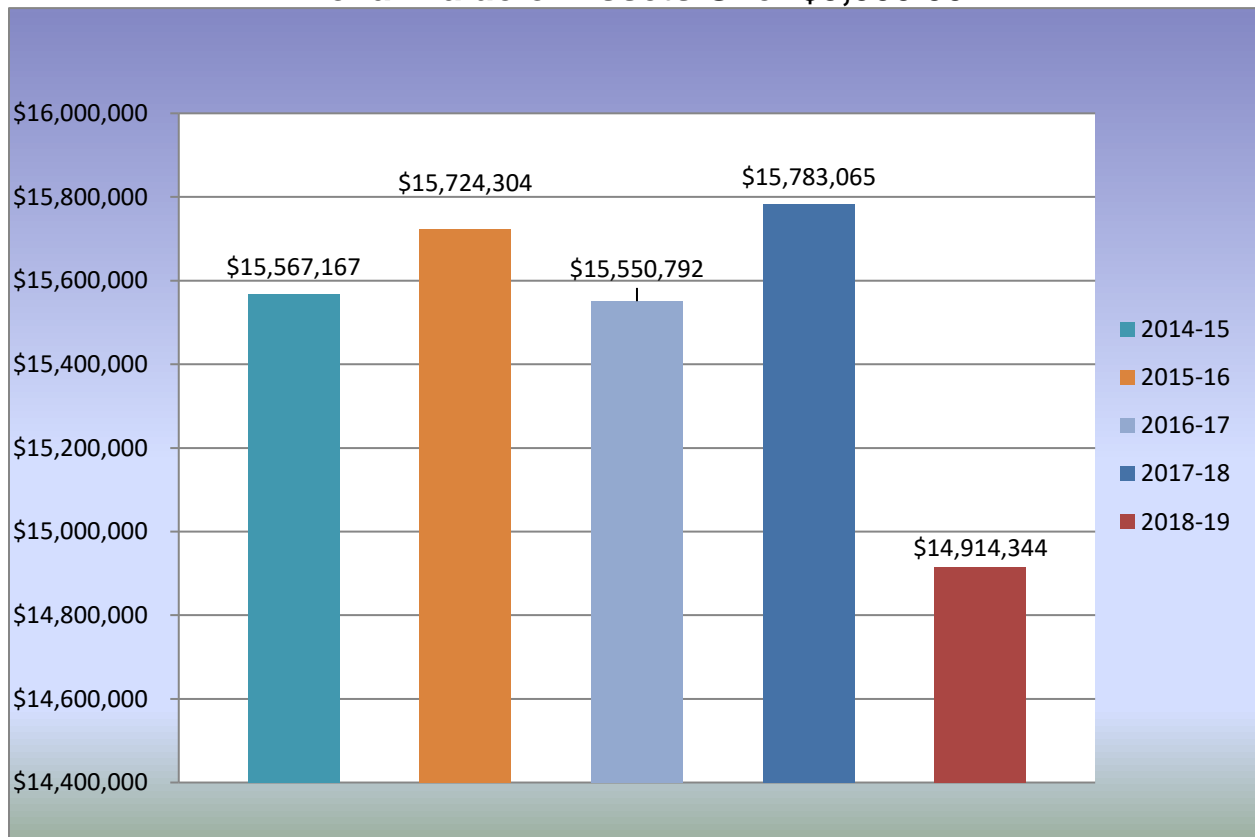
Significant Accomplishments

- Campus electronics recycling was held October 11, 2018 and June 3, 2019 at no cost to the campus. There was a total of 14,292 lbs. of electronic equipment recycled with a generated revenue of \$3,144.24.
- Assets: 7,739 items totaling \$24,087,860.98.
- Surplus equipment was transferred to other campuses or to OGS for disposal on eBay.
- Presented at the Administrative Workshop on Property Control.
- Monitored Property Control forms linked to website to ensure they are up to date.
- With the reduction of the fleet vehicles 14 older vehicles were sent to auction.
- Held a sale for campus employees selling 73 abandoned bicycles. Sold 37 bikes for a total of \$670.00 in revenue generated. The remainder are being turned over to Environmental Health and Sustainability for a bike sharing program.
- Held a sale for campus employees selling surplus cinder blocks. Sold a total of 1,379 blocks for a total revenue of \$965.30.

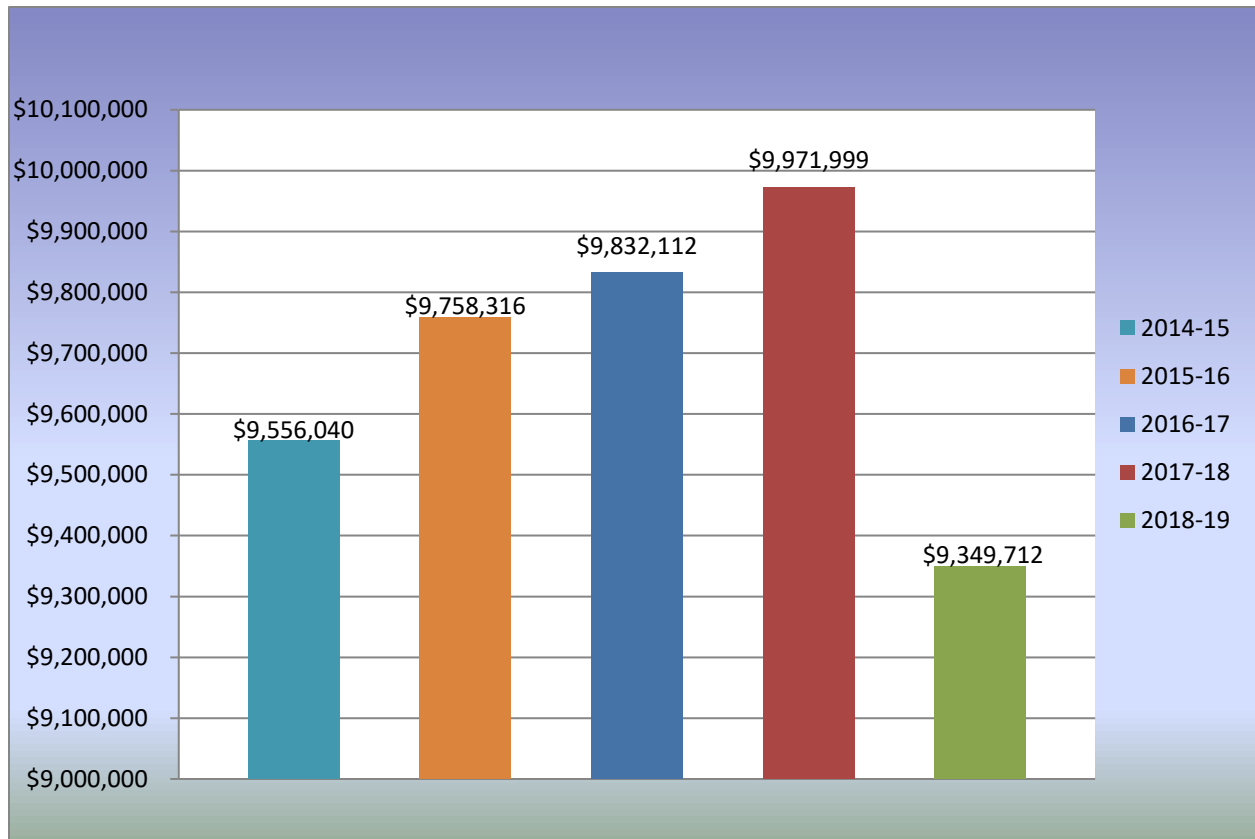
Statistical Data

- 8,016 total assets for an amount of \$24,264,056.
- 7,205 assets for \$23,015,095 located during the 2018-19 physical inventory.
- 510 assets for \$820,935 not located during the 2018-19 physical inventory.
- 301 assets for \$428,025 were retired from inventory.
- 92.5% of all assets were located.

Dollar Value of Assets Over \$5,000.00



Dollar Value of Assets Below \$5,000.00



Assessment Update

Assessment Statement

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

Assessment Activities

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

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

Assessment Goals

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

Telecommunications

Annual Report

Efforts continue to provide quality telephone service to all faculty, staff and students as growth of the campus community continues. The services provided are new telephone line placement, handling of trouble/repair calls, relocation of existing telephone lines on campus, voicemail problems/pass code, operator service, answering questions on events, transferring calls to faculty and staff, and giving directions to the campus. The decrease in operator assisted calls in this report is due in part to not having student help as a backup when campus staff are unavailable to answer, and a decrease in student enrollment.

The department is staffed by University Services.

Significant Accomplishments

- The college operator answered calls for fiscal year 2018-2019 totaled 2,680 on the University's main information line. This is a decrease of 20.2% from the previous year. This is due to the fact that other duties were assigned to the operator and main line not being answered.
- In addition, the operator also handled calls for the University Services' department lines.
- The department processed 39 work orders consisting of 75 items for new or changed phone service.
- The department processed 88 repair orders.

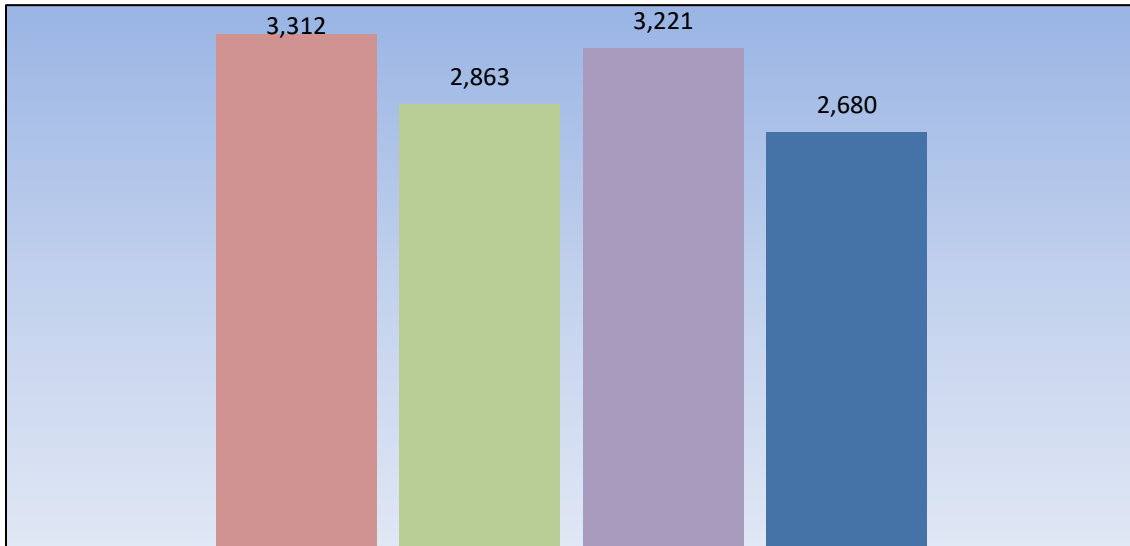
Statistical Data

- Verizon Long distance minutes for 2018-2019:

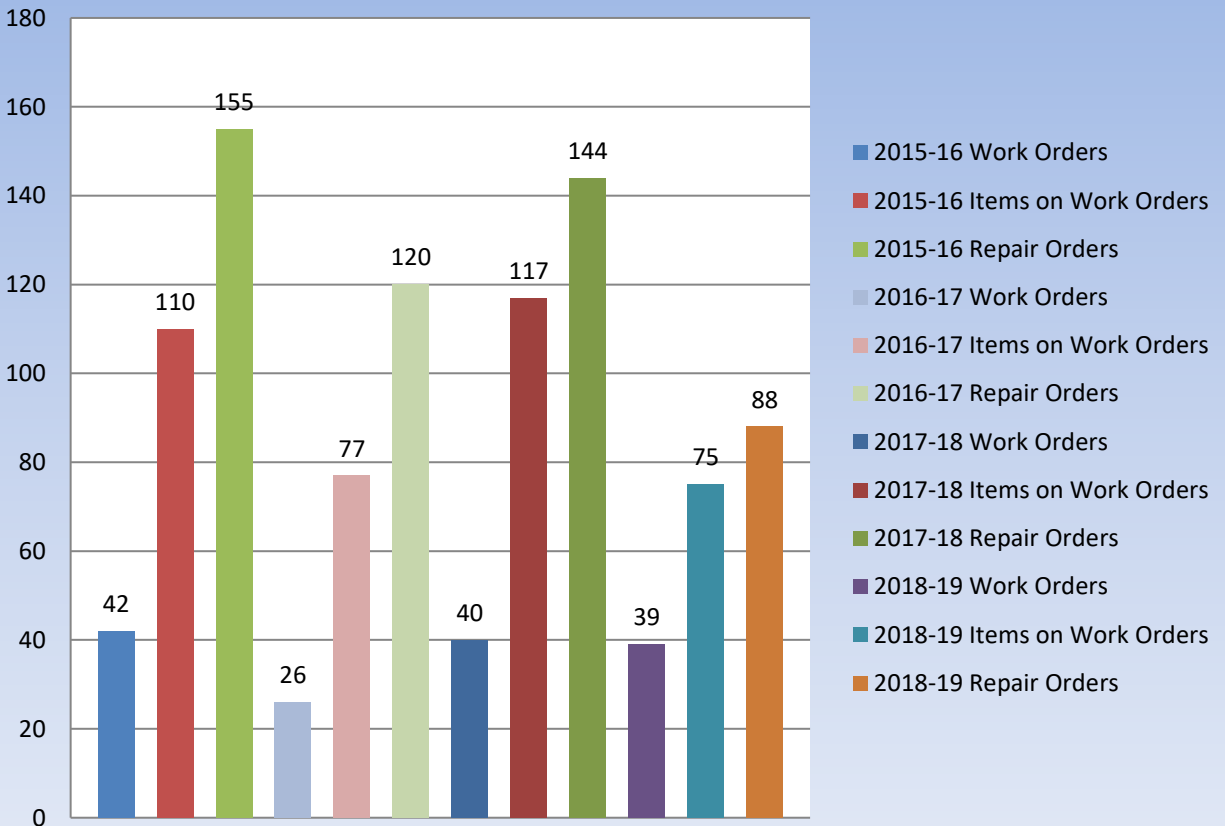
Total long distance minutes - State	110,211
Total long distance minutes - Non State	6,611
Total minutes	116,822

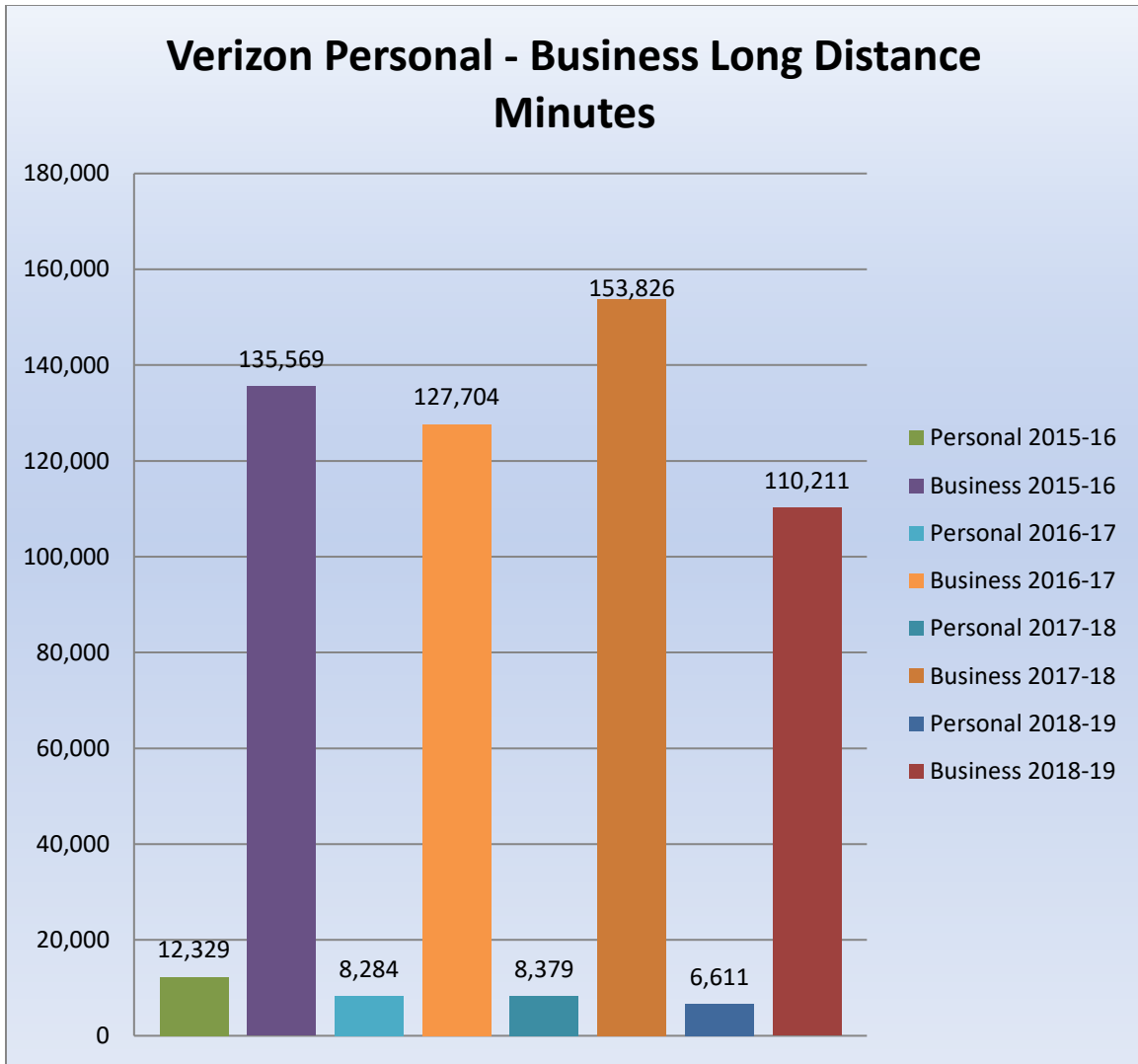
Operator Call Report

2015-16 2016-17 2017-18 2018-19



Telephone Work Orders and Repairs





Assessment Update

Assessment Statement

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

Assessment Activities

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

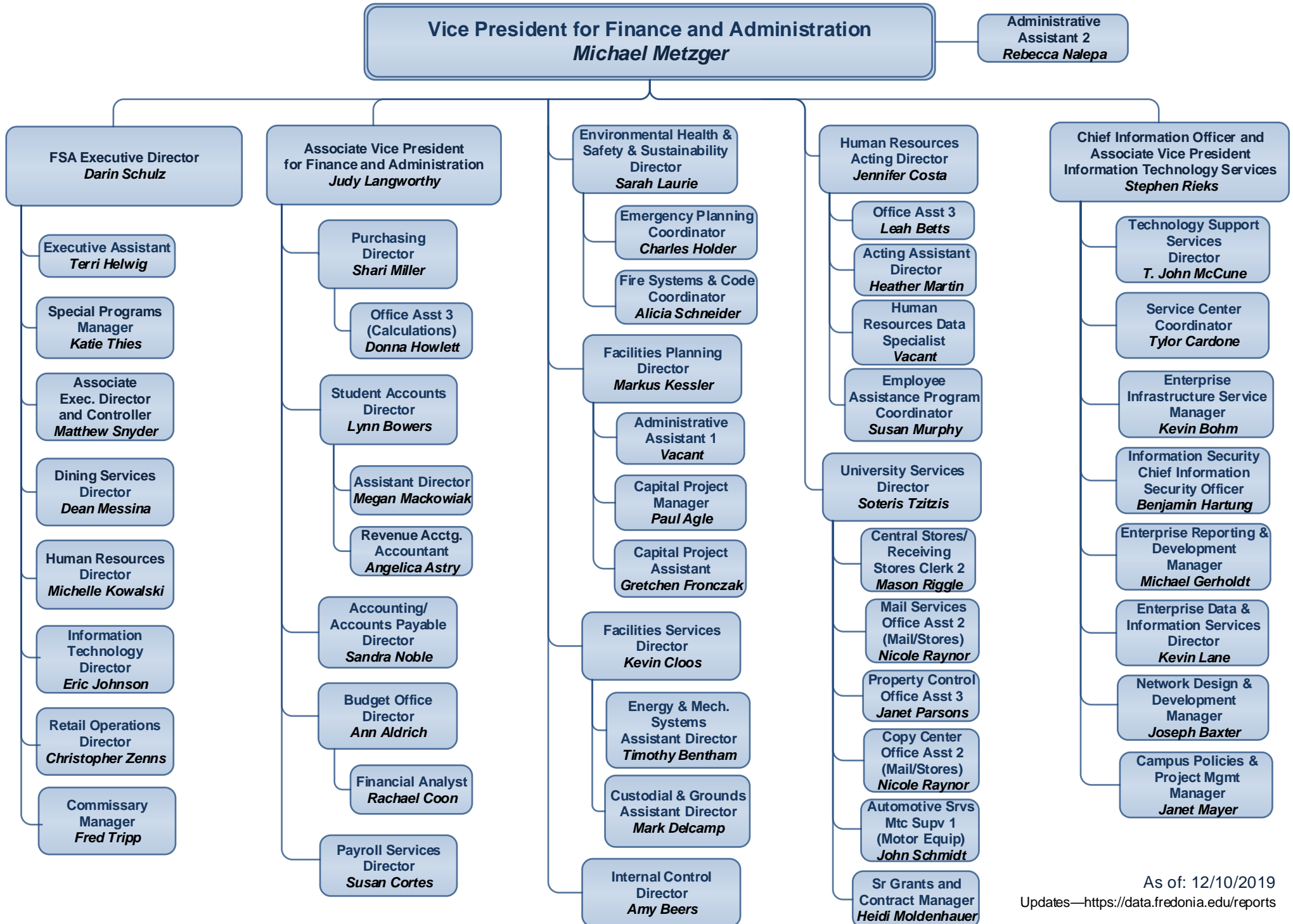
Assessment Goals

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

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

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Nicole Raynor, *Office Assistant 2*

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

Shannon Moore, *Director of Contract Services, (retired March 2019)*

ADMINISTRATIVE AWARD WINNERS

2019

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

2017

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

2015

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

2013

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

2011

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

2009

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

2007

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

2018

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

2016

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

2014

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

2012

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

2010

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

2008

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

2006

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