

**2021-2022**  
FINANCE AND ADMINISTRATION



**ANNUAL REPORT AND ASSESSMENT UPDATE  
2021-2022 FISCAL YEAR**

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





Vice President for Finance and Administration

December 2022

To: The Campus Community

On behalf of the entire division, I'm pleased to present the 2021-2022 Finance and Administration Annual Report and Assessment Update. The Finance and Administration division is comprised of 10 departments, which include 47 distinct operating units and 346 employees. This is the 25th 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 20 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 2021-2022 Annual Report and Assessment Update features the five winners of the 2022 Outstanding Administrative Services Awards. Beginning at the top left and going clockwise are:

**Alicia Klepfer—Outstanding Administrative Services Award—Secretarial/Clerical**

Alicia, from Secretarial/Clerical, is an Office Assistant 3 in the Purchasing Department. She began her career at Fredonia in June 2017 as an Office Assistant 1 in the Accounting/Accounts Payable Department. Alicia resides in Cassadaga, NY.

**Charles Holder—Outstanding Administrative Services Award—Professional Staff**

Chuck, a member of the Professional Staff and Emergency Planning Coordinator, has been employed at Fredonia since July 2018. Chuck resides in Bemus Point, NY.

**Gary Hardy—Outstanding Administrative Services Award—Professional Trades**

Gary, from the Professional Trades as the Plant Utilities Engineer 2, began his career at Fredonia in February 2013. Gary resides in South Dayton, NY.

**Robert Graham—Outstanding Administrative Services Award—FSA Operational**

Robert, of the Faculty Student Association (FSA), is currently a Lead Service Worker. He began his career at FSA in January 2002 as an Associate Service Worker in Erie Dining Hall. Robert resides in Fredonia, NY.

**Erin Ransom— Outstanding Administrative Services Award—Custodial Services**

Erin, from Custodial Services is a Cleaner in Dods Hall, and started her career at Fredonia in November 2019. Erin resides in Brocton, NY.

Thank you to everyone in the Finance and Administration division who contributed to the preparation of the 2021-2022 Annual Report and Assessment Update, and congratulations to all of the 2022 Outstanding Administrative Service Award winners. A summary of the Outstanding Administrative Service Awards winners from the past 15 years is presented on the inside of the back cover of this report. The Finance and Administration division welcomes your comments and suggestions on the presentation and content of this annual report. We look forward to working with everyone throughout the University during the 2022-2023 academic year, and to continually assess and improve our delivery of services to the University.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael D. Metzger".

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, 2021 – June 30, 2022**



STATE UNIVERSITY OF NEW YORK AT FREDONIA

# Finance and Administration

## Annual Report and Assessment Statement

July 1, 2021 – June 30, 2022

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## INTRODUCTION

This 2021-2022 edition of the ***Finance and Administration Annual Report and Assessment Update*** represents the 25th 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 ten departments with 335 Full-time Equivalent (FTE) positions.

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

### 1. Vice President for Finance and Administration

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



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

## **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. Information Technology Services**

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

## **8. Internal Control**

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

## **9. University Services**

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

## **10. University Police**

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

Presented below is a summary of all staffing in the ten departments that comprise the Finance and Administration Division. Staffing in this chart reflects budgeted FTE positions for the fiscal year July 1, 2021 to June 30, 2022. 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  
2021-2022 Departmental Staffing by Funding Source**

<b>Administrative Office</b>	<b>State</b>	<b>DIFR</b>	<b>IFR</b>	<b>SUCF</b>	<b>FSA</b>	<b>Total</b>
Finance and Administration	3.00					3.00
Environ. Health & Safety & Sustainability	1.18	0.46				1.64
Facilities Planning	1.25	0.25				3.30
Facilities Services	77.85	52.65				130.50
Faculty Student Association					139.00	139.00
Financial Services	18.20					18.20
Information Technology Services	24.85					24.85
Internal Control	1.00					1.00
University Police	14.05	1.95				16.00
University Services	7.40	1.20				8.60
	<b>148.78</b>	<b>56.51</b>	<b>0.00</b>	<b>1.80</b>	<b>139.00</b>	<b>346.09</b>

### **Notes:**

- The FSA employment number includes 67 full-time and 72 part-time employees.
- 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. The ten Administrative Departments included in this 2021-2022 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. University Police
8. Internal Control
9. University Services
10. Information Technology Services



*Mike Metzger*

### Mission Statement

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

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

## **Annual Report**

The College continues to face a depletion of all Strategic Reserves. Declines in enrollment, no increase in New York State annual support, and many unfunded mandates produced Structural Deficits over the last ten years. During the 2021-2022 fiscal year, the Vice President's Function provided coordination and leadership across the Campus. The accomplishments and initiatives of each operating area are summarized in the following sections of this report.

### **Significant Accomplishments:**

- Prepared and gave multiple presentations regarding the University's financial situation.
- Continue to reduce F&A expenses to align with reduced enrollment revenue
- Properly aligned expenses and fees to functions/divisions
- Facility Planning with SUCF implementing and updating Facilities Master Plan.
- Completed Campus Landscaping Plan and implemented Low Mow Zones
- Greatly improved network backbone and WIFI accessibility
- Designed and implemented the Fredonia Early Retirement Program(2019)
- Investigated alternative revenue opportunities.
- Developed Emergency Response Plan
- Implementation of VOIP.
- Upgraded Video surveillance and implemented UP Body Cams
- Improved functionality of External Mass Communication System and Blue Light stations
- Orchestrated FSA donation of Alumni House to State
- Completed Employee Time & Attendance to fully automated
- Sale of College Forest to WNY Land Conservancy.
- Started Reed Library and Maytum Hall Plazas renovation.
- Orchestrated donation of \$2.8 M painting to the College Foundation
- Solar Array installed – First Private/Public Partnership in New York State
- Houghton Hall Construction completed
- Modernized/Renovated Willy C's dining services
- Continued to reduce F&A expenses to align with declining enrollment
- FSA successfully received Federal PPP and ERC funding
- Designed and implemented Student Laptop Program
- Navigated COVID Pandemic with Pool Testing and COVID vaccination clinics
- Extensive SUNY COVID expense reporting and Student Cares Act distribution

Assessment remains an important process throughout the Finance and Administration Division. The completion and publishing of this Annual Report reflects the division's culture of customer service and assessment.

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

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



## **ASSOCIATE VICE PRESIDENT FOR FINANCE AND ADMINISTRATION**

### **Introduction**

The financial services offices, under the leadership of the Associate Vice President for Finance and Administration (AVPF&A), are responsible for all campus financial operations. This unit includes the offices of Budget, Payroll Services, Student Accounts, 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.
- 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.



## **Annual Report**

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

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

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

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

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

## **Significant Accomplishments**

- Worked with the Offices of Budget, University Accounting, and Purchasing to assure that all records were completed and closed per System Administration deadlines without any lapsing of State funds.
- Throughout year-end proceedings, all budgeted allocations were closely monitored; when and where appropriate, expenditures were transferred to alternate funds in order to optimize every budgeted dollar and provide roll-over funds to cover anticipated new-year shortfall.
- Coordinated and prepared the 2021-2022 broad-based fee proposal. SUNY approved our proposal which brought our broad-based fees to reasonable post-pandemic rates. Prepared and submitted the successful passage two Theatre & Dance course fees, as well

as the approval of a course fee to cover the GoReact software utilized by Education majors. The aforementioned course fees will be effective the fall 2022 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, including the COVID Steering Committee and the Institutional Effectiveness Committee, and continue to serve on the SUNY Fredonia Federal Credit Union Board as secretary.
- Participated in virtual meetings with the SUNY Jaggaer Team and Fredonia personnel as we implement the eProcurement software on our campus. Active member of the SUNY Fredonia Jaggaer Advisory Committee and the Jaggaer Improvement Committee.
- As chair of the SUNY Fredonia HEERF (Higher Education Emergency Relief Fund) Committee, coordinated with several campus departments for the successful distribution of federal student funds and institutional funds. Completed the quarterly and annual required reporting.
- To satisfy an audit of our federal HEERF funds, worked with several campus departments to generate and submit requested information to the SUNY University Audit team.
- Continued to submit requested payment documentation to the SUNY University Audit team for their audit of a Technology Incubator grant.

## **Assessment Update**

### **Assessment Statement**

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

### **Assessment Activities**

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

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

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

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

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

### **Assessment Goals**

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

## Budget Office

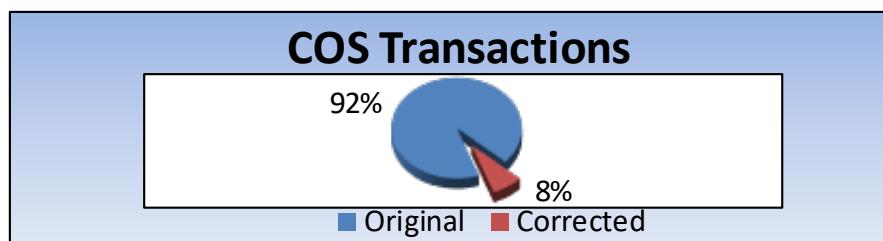
### Annual Report

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*

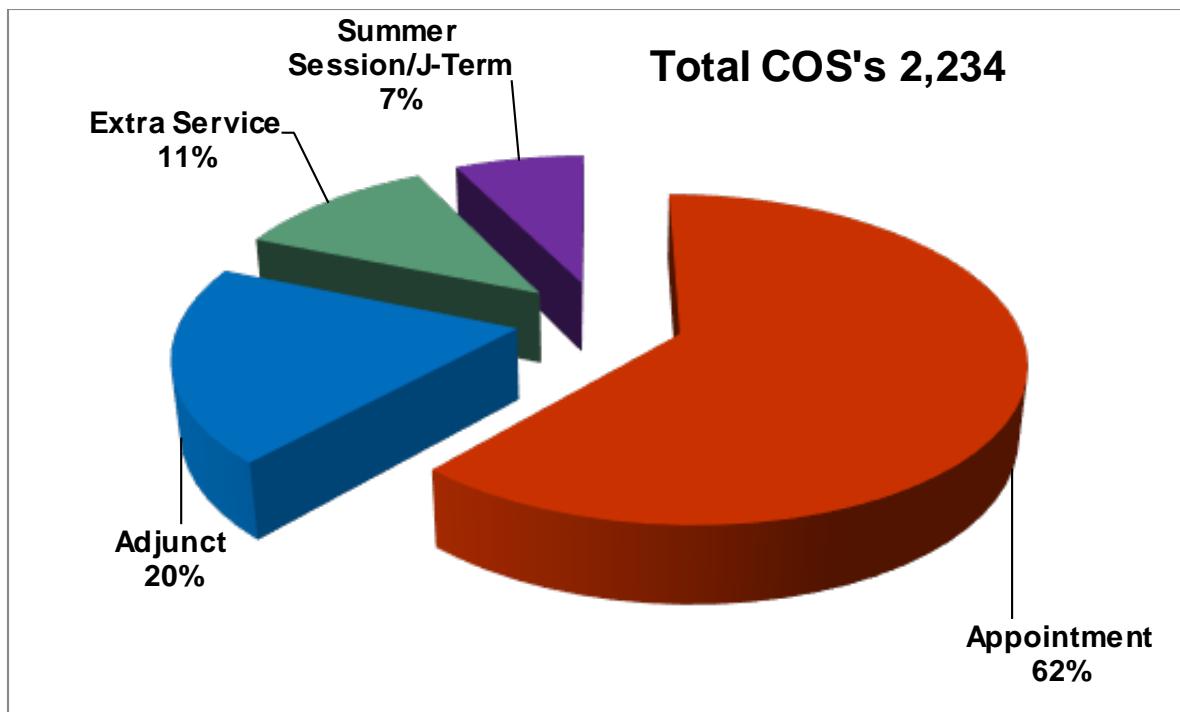
All campus appointments, changes in appointment or terminations (except Faculty Student Association [FSA] and Student Association [SA]) are routed through the Budget Office on an automated Employee Action Form, also known as a "COS" or Change of Status Form. The online COS System provides administration 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 242 inactive COS's*

### COS's Original/Corrected

Original	2,060
Corrected	174
Total	2,234



#### Number of COS's by Type

Adjunct	438
Appointment	1,377
Extra Service	255
Summer Session/J-Term	164
<b>Total</b>	<b>2,234</b>

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

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

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

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

### **Significant Accomplishments:**

- Worked in conjunction with F&A Office to identify any budgetary actions and possible cost saving measures or revenue opportunities for the university.
- Worked with Divisional Leadership to identify permanent budgetary reductions across campus.
- Applied spending reductions across campus to align with cabinets desire to limit certain departments to spending only 50% of their Other Than Personnel Service (OTPS) allocation. Garnered and tracked savings from implementing hiring delays and freezes as well.
- Submitted weekly reports to SUNY System Administration to track all COVID related expenditures and Federal Stimulus spending. Submitted documentation to SUNY System Administration for FEMA reimbursement. Provided evidence for over 140 invoices and uploaded documentation in the required FEMA nomenclature which was later uploaded into a Grants Management System which tracked all SUNY FEMA COVID claims. Although this took weeks in preparing, it was decided to withdraw the majority of expenses from the system and only claim pool testing expenses.
- 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.
- Completed the Residence Hall Capital Plan and the DIFR Financial Plan. In doing so, collaborated with Student Affairs, and Finance and Administration personnel to realign resources and implement different options in order to cut down on borrowed funds.
- Completed the annual DIFR Budget and reports for the annual student budget presentation. The Financial Analyst coordinated and implemented zero based budgeting for the DIFR Budget. Worked very closely with the Residence Hall Director, Information Technology (IT) & Other Directors to ensure budget figures were at appropriate levels.
- Reassessed how the University Police Department was charged between the Revenue Offset Budget and the DIFR Budget. Worked in conjunction with the Police Chief to come up with a new method of allocating salaries between the budgets based on shifts worked within each position. The new methodology will be implemented in the 2022-2203 budget year.
- 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 2021-2022 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 2,476 (2,234 active plus 242 inactive) COS's, verifying funding and updating SUNY HR and various internal spreadsheets.
- Worked in conjunction with the Director of Lifelong Learning to come up with a new incentive pay scale for J-Term and Summer Session classes. Worked up numerous scenarios and identified P&L, breakeven point for all proposals.
- The Financial Analyst was limited in conducting procurement card and payroll audits due to the COVID pandemic, but these should resume in the upcoming fiscal year.

- The Financial Analyst served as backup for the campus Administrator for TouchNet Stores.
- The Budget Director continued to serve on the Information Technology Advisory Board (ITAB), Strategic Planning Steering committee, (serving as the Resource and Infrastructure Chair) and the Joint Task Force on Teaching Loads (JTFoTL).
- The Financial Analyst continued to serve as the Co-chair for Council for Women's Concerns (CWC) Advisory Board, the Credit Committee for the SUNY Fredonia Federal Credit Union, the Accounting, Budget & Bursar, (ABB) Treasurer and the Senate-appointed committee to review the Division of Finance and Administration.
- Developed and maintained various budget forecasts with the cabinet's budget assumptions and plans for enrollment.
- Worked with Finance and Administration personnel to successfully utilize all of the State budget allocation in order to maximize State funding.
- Kept track and insured all monies were spent and accounted for accurately for special grants secured during the year such as the Shuttered Venue Operations Grant (SVOG), Promoting Recruitment, Opportunity, Diversity, Inclusion and Growth (PRODiG,) & Ed Leadership grants as well as special funding arrangements for UUP & Foundation reimbursements for various salary buyout proposals.

## **Statistical Data**

The Fredonia 2021-2022 Consolidated Operating Budget totaled \$91,407,559, representing a decrease of \$233,441 (.25%) from the 2020-2021 Consolidated Operating Budget. Please refer to the following chart for comparative data for each of the six budget components.

<b>Components:</b>	<b>2021-2022</b>	<b>2020-2021</b>	<b>Change</b>	<b>Change</b>
University Operating Budget	\$56,246,875	\$ 54,154,454	\$2,092,421	3.86%
DIFR Budget	13,215,150	13,127,300	87,850	0.67%
FSA Budget	14,016,834	16,188,046	(2,171,212)	(13.41)%
IFR Budget	6,000,000	6,250,000	(250,000)	4.00)%
SUTRA Budget	1,250,000	1,225,000	25,000	2.04%
College Foundation	678,700	696,200	(17,500)	(2.51)%
<b>TOTAL</b>	<b>\$91,407,559</b>	<b>\$ 91,641,000</b>	<b>\$(233,441)</b>	<b>(.25)%</b>

The 2021-2022 budget provided funding for approximately 763 FTE employees. Please refer to the following chart for comparative FTE data for each of the six budget components.

<b>Budget</b>	<b>2021-2022 Total FTE</b>	<b>2020-2021 Total FTE</b>	<b>Change FTE</b>
University Operating Budget	537.13	526.63	10.50
DIFR Budget	69.26	69.21	0.05
FSA Budget	139.00	157.00	(18.00)
IFR Budget	10.61	10.61	0.00
SUTRA Budget	3.00	3.00	0.00
College Foundation	4.00	4.00	0.00
<b>Total</b>	<b>763.00</b>	<b>770.45</b>	<b>(7.45)</b>

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

The budget results for 2021-2022 proved to be favorable due to significant spending constraints that were put in place throughout the year. The campus was able to cover its budget shortfall with existing resources and federal stimulus funds as seen in the following chart:

## Fredonia 2021-2022 FINAL Budget Results

<b>Details</b>	<b>2021-2022 Budget 4100/3731 Head Count</b>	<b>2021-2022 FINAL 3780/3436</b>	<b>Difference</b>
Financial Plan Revenues	\$42,023,900	\$40,303,981	(\$1,719,919)
Total Base Expenditures	\$56,246,875	\$56,246,875	\$0
Surplus/Loss Structural Deficit	<u>(\$14,222,975)</u>	<u>(\$15,942,894)</u>	<u>(\$1,719,919)</u>
<u>Expenditure Shortfall Actions</u>			
Salary Savings	\$1,500,000	\$4,619,710	\$3,119,710
OTPS Savings	\$750,000	\$1,212,057	\$462,057
Total Expenditure Actions	<u>\$2,250,000</u>	<u>\$5,831,767</u>	<u>\$3,581,767</u>
Total Revenue Shortfall Actions	<u>\$11,972,975</u>	<u>\$10,111,127</u>	<u>(\$1,861,848)</u>
Total Campus Shortfall Actions	<u>\$14,222,975</u>	<u>\$15,942,894</u>	<u>\$1,719,919</u>
Unfunded Shortfall	<u>\$0</u>	<u>(\$0)</u>	<u>(\$0)</u>

### 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 2021-2022 book was electronically published in early 2022.

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 increased its enrollment to 4,100 (headcount) for the upcoming 2021-2022 budget cycle. Actual Fall enrollment came in at 3,780.

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 2021-2022 Budget Book was developed internally this year with Adobe InDesign, meeting an assessment goal from the previous year. Previously the publication was sourced out to be produced. This added some budgetary savings. We continued the request from the campus community to provide more detail in reporting departmental budgets in the Budget Book. The Budget Office continued showing budget expenditures at the account level. Estimated salary savings from delayed hires and leaves were incorporated into the budget for 2021-2022. Many departments were held to 50% of their budget's OTPS.

There were no changes to the COS system although a project request was resubmitted. No additional COS trainings were offered in 2021-2022.

Collaboration efforts of networking with SUNY System Administration and other campuses continued throughout 2021-2022. The Budget Office has represented Fredonia in attendance at Accounting, Budget, and Bursar (ABB) meetings; sessions on Business Intelligence (BI), and SUNY System Administration trainings via zoom webinars and conference calls.

The Budget Office successfully submitted the 2021-2022 Form 1 and related Campus management Strategies to SUNY System. The Budget Office was able to successfully field questions from System Administrations' in reviewing of its submission. Cabinet once again decided to reduce Other Than Personal Services (OTPS) expenditures to 50% for numerous departments. University Police, Admissions and Facility Services were allowed to maintain 100% of their OTPS allocation. The Budget Office calculated the 50% savings and held those savings in an institutional account on the FORM 1. These savings were considered frictional for FY 2021-2022 and not permanent.

The Financial Analyst continued to implement zero based budgeting for the DIFR Budget for 2021-2022 budget year. The analyst worked very closely with the Residence Life Director, Information Technology (IT) & Other Directors to ensure budget figures were at appropriate levels to complete this assessment goal.

The Financial Analyst coordinated efforts in gathering information to submit the Requests for Information (RFI) to the New York State Education Department (NYSED) in hosting three of their New York State Summer School for the Arts (NYSSSA) programs. She successfully submitted the RFI but the programs were not offered, hence the Request for Proposal did not need to be completed this year.

Another assessment goal was to work with the President, Cabinet members and the Planning and Budget committee to identify any budgetary actions and possible cost saving measures or revenue opportunities for the university. The President wanted the departments to maintain a 50% frictional OTPS reduction. The Planning and Budget committee reached out to the greater campus community to solicit ideas for budget reductions and shared their results with cabinet and the F&A Team. Although there were no set budget reductions for the 2021-2022 budget year, many spending constraints and restrictions were implemented as well as delayed hires and soft hiring freezes. These restrictions produce significant savings for the institution throughout the year.

As part of the assessment goal of having Institutional Budget Transparency, the Budget Office continued to include updates on the budget status throughout the year to various constituents. With the non-renewal of the Educational Advisory Board (EAB) Academic Performance Solutions (APS) data software, the Budget Director dedicated a few weeks to downloading all the APS

data sets from this platform and its various analytical metrics. The Budget Director worked with ITS to develop a shared M drive to store all this data for future consumption. The drive was shared with the Academic Affairs Provost council, Institutional Research and F&A personnel.

The Budget Director also participated in the Joint Task Force on Instructional Load (JTFOIL). The implementation of a 3/4 teaching load provided us with an opportunity to evaluate equity, efficiency, and effectiveness of our teaching load. Significant variations in teaching load have developed over time, resulting in what appears to be inequities across academic programs and faculty. Senate called for a Joint Task Force to address the issue of instructional load, in a resolution dated October 5, 2020. On January 21, 2021 President Kolison gave the charge to the Joint Task Force on Teaching members with examining teaching loads with renewed attention to appropriateness, equity, cost, and transparency. Accordingly, the JTFOIL met 15 times. The committee was tasked with constructing three options for consideration with regard to determining teaching loads across the University. The committee as a whole sought to gather data on instructional modalities, instructional types and load across departments, revenue generated and instructional costs incurred, as well as gathering feedback from faculty members. The Budget Director produced numerous amounts of these data sets that were utilized throughout the process. The final [Report of the Joint Task Force on Instructional Load](#) with related data was delivered to the Provost at the University Senate meeting on December 6, 2021.

The Budget Director served as the Resource and Infrastructure Chair for the Strategic Planning Committee. The committee met throughout the summer of 2021 and early fall 2021. The committee pulled together a summary of their work in a slide presentation to cabinet in the Fall. After this presentation and some changes in leadership, strategic planning stalled. New committee members were appointed to restart work beginning Summer of 2022. The Budget Director was appointed to the main strategic plan focus group tasked to complete the strategic plan. The focus group meets weekly and proposes to have a draft outline during late Fall 2022.

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. As mentioned in a previous section above, the Budget Office also designed and did the publications themselves instead of contracting with a third party. The Financial Analyst continued to play a crucial part in working with Adobe InDesign in order to get the publication together.

The Financial Analyst performed one payroll audit but was limited in doing procurement card audits for 2021-22 due to workload issues and other priorities taking precedent. These audits are anticipated to resume to a normal pace during the 2022-2023 year.

The Budget Office completed weekly COVID reports for System Administration who in turn, forwarded the reports to the NYS Division of the Budget (DOB). These reports detailed Fredonia's additional costs, lost revenue opportunities, student refunds and federal stimulus funds usage as a result of the COVID pandemic. The Budget Office provided details for the quarterly HEERF Reports required to be posted on the Campus's website. The Budget Office produced and maintained the documentation needed for the Institutional share of the Stimulus funds. These funds and reports were audited by SUNY in spring/summer 2022. The Budget Office worked in conjunction with the Associate VP of F&A and other F&A personnel in obtaining and submitting documentation in regards to this audit.

The Budget Office also submitted a FEMA claim for COVID related costs but subsequently pulled a majority of the claim back. It was a campus decision to only submit Pool Testing costs for potential FEMA reimbursement.

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

The Budget Office continued to oversee cash accounts and identified available cash sources for funding budget shortfall accounts throughout 2021-2022 as well as calculating the amount due to the Revenue Offset fund to subsidize the allocation utilized for the fiscal year due to missing the Revenue target.

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

The Budget Director continued to serve on the Information Technology Advisory Board (ITAB), Strategic Planning Steering committee, (serving as the Resource and Infrastructure Chair) and the Joint Task Force on Teaching Loads (JTFoTL). The Academic Performance Solutions (APS) user group that the Budget Director served on was disbanded in 21-22. The Financial Analyst continued to serve as the Co-chair for Council for Women's Concerns (CWC) Advisory Board and as part of the Credit Committee for the SUNY Fredonia Federal Credit Union as well as the Accounting, Budget & Bursar, (ABB) Treasurer. The Financial Analyst also served on the Senate-appointed committee to review the division of Finance and Administration. The committee finished their tasks and delivered their report to cabinet. For 22-23 The Financial Analyst will step down as co-chair of the CWC.

### **Assessment Goals**

- Complete the 2022-2023 Consolidated University Operating Budget by early spring 2022.
- Continue to implement changes to the Budget Book as warranted. Provide more budget details as warranted.
- The Budget Office will continue to design and publish the Budget Book using Adobe InDesign software.
- Successfully complete the 2022-2023 Form 1 and related Campus Financial Management Strategies Summaries. The Budget Office will act as a liaison with SUNY System Administration regarding the financial condition, including cash balances of Fredonia.
- Continue to enhance the Budget Office website to incorporate campus wide budgetary documents to keep the campus community informed of budget actions and results. This is to meet the campus' expectation of budget transparency.
- Maintain a three year to five-year budget forecast.
- Work with the President and Cabinet members to identify any budgetary actions and possible cost saving measures or revenue opportunities for the university.
- Continue to collaborate with IT staff, Human Resources, Payroll and Academic Affairs to work on the development, testing and implementation of the COS rewrite.

- Update the COS Manual based on the current COS system processed regardless if a COS re-write comes to fruition. Work in conjunction with the President's Office, Human Resources , Payroll and Divisional secretaries to ensure any new procedure are incorporated in the manual. Provide an electronic link to the COS manual once completed as well as offer training.
- Continue to collaborate with SUNY System Administration and various SUNY campuses to identify and implement “Best Practices” for fiscal operations.
- Offer assistance to the Director of Accounting to provide some temporary workload relief while Fredonia coordinates with Buffalo State on shared services for Accounts Payable.
- 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 the Vice President for Finance and Administration in preparing the budget outlook and cash reserves, as well as other financial documents as needed for the University.
- The Budget Office will continue to institute zero-based budgeting for the DIFR Budget.
- The Financial Analyst will continue to serve on the Credit committee for the SUNY Fredonia Federal Credit Union and as the Accounting, Budget & Bursar, (ABB) Treasurer.
- The Budget Director will continue to serve on the Information Technology Advisory Board (ITAB), and the Campus’s Strategic Plan Committee; serving as part of the core focus group committee.
- Work in conjunction with Finance and Administration personnel in year-end closing procedures.
- Oversee Cash Reserves and Budget shortfall accounts.
- Verify & freeze the Discretionary Salary Increase (DSI) Pool, verify salaries, develop divisional DSI Salary Pools, and offer temporary assistance to Human Resources department to help in the UUP DSI awards process during a staffing shortage. This is not to be a permanent commitment.
- Maintain spreadsheet to track labor costs and lost opportunities associated with COVID-19.
- Complete weekly and/or monthly COVID reports for System Administration and assist in identifying uses of Federal Stimulus funds. Continue to provide data on Fredonia’s FEMA request for reimbursement due to the COVID pandemic
- The Financial Analyst will coordinate the efforts in gathering information to submit the Request for Proposal (RFP) of New York State Education Department (NYSED) in hosting three of their New York State Summer School for the Arts (NYSSSA) programs if the RFP is requested.
- Work in conjunction with the President and Planning and Budget committee to come up with a plan to successfully and systematically reduce the institutional budget shortfall.
- The Budget Director will serve on the Search Committee to hire a new Vice President of Finance and Administration.
- The Budget Office will work in conjunction with the new Vice President of Finance and Administration to inform them of current budget practices as well as adapting new practices to align with the new Vice President’s vision.

## Payroll Services

### Annual Report

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

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

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

The Payroll Office is staffed with a Director, a Payroll Examiner 2 and an Office Assistant 2. Student temporary service also provides assistance. With the retirement of the previous Payroll Examiner 2 in July 2021, we were able to promote the previous Payroll Examiner 1.



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

## **Accomplishments**

- Produced biweekly payrolls for State and Graduate Assistant payees totaling \$38,203,805.58. This resulted in 2,047 paychecks and 19,079 direct deposit advices. There were also 5,072 miscellaneous payment entries (Overtime, overtime meals, inconvenience pay, pre-shift, holiday pay, hourly time entries).
- Produced biweekly payrolls for Student Assistant and College Work Study payees totaling \$1,347,790. For both student payrolls, we also complete the pieces of line item set-up, new hire paperwork completion, personal data gathering and entry, and transaction entry. For the State and Graduate Assistants, these functions are performed by Human Resources with information rolling to our payroll system.
- Contributed payroll and time and attendance information for New Hire Orientations for new faculty.
- Processed 2,476 COS forms for campus payroll transactions for State and graduate assistant employees. This involves verification and supply of appropriate title, effective dates, salary, pay basis and position edits needed as a result of changes. All campus appointments, terminations, and changes in status are routed through Payroll Services for State and Grad Assistant employees.
- Processed the New York State minimum wage increases to all Student Assistant and College Work Study employees.
- Continued maintenance of the COS system by managing user, department, hierarchy, and coding changes for this campus-wide application.
- For time and attendance purposes, the number of FMLA cases and the need for greater monitoring of leaves approved from Human Resources, requires a great deal of tracking and follow-up time. Payroll continues to monitor for COS completion, transaction entry into SUNY HR, and accurate time record completion. Payroll also provides verification the employee has met the required number of worked hours for eligibility. Continued administering all time and attendance policies for all faculty and staff, including the monitoring of timely submission of records. In this reporting year, approximately 80 FMLA cases were tracked.
- Verified all UUP 2021 Discretionary and compression salary increases/awards, as prepared by the Budget Office, for the accurate entry for file upload to the employee's salary record.
- Researched individual payroll history, determined eligibility, calculated the increases and wrote up 525+ transaction rows that needed to be entered into the SUNY HR employment/payroll system. This was for the UUP retroactive 2020 across the board 2% increase which was paid on 8/4/2021. This was necessary for all the employees and scenarios that the Office of the State Comptroller's payroll system programming could not automatically calculate, and therefore needed to be done manually.
- Increased the promotion of the Direct Deposit program to our Student Assistant and College Work Study employees, especially with OSC mailing paper checks directly to the home address. Continued to aid with sign-up resulting in student assistant and work study direct deposit enrollment at 90.75% for Fall 2021, 92.75% for Spring 2022, and 94.5% for Summer 2022.
- Continued the promotion of the Employee Retirement System to our student employees, in particular those anticipating further state service employment. This allows registration into the current retirement tier with service credit that will not need to be "bought back" at

a later time in state employment. In this reporting year, 142 student employees were registered into the Employee Retirement System (ERS).

- Worked with the Assistant Director of Residence Life to coordinate the pay periods in which to pay the Resident Assistant stipends and coordinate their appointment paperwork so that they could all be paid timely and accurately.
- Continued auditing and tracking of all Extra Service payments to ensure full-time employees are under the 20% of salary maximum rule. Ensure payments were entered and paid correctly to the COS extra service form.
- Covid leave (Precautionary and Mandatory Quarantine) is still occurring. Payroll continues to have to advise, monitor, and track that transactions and time records happen correctly and that we are provided with the correct information we need from other offices to ensure attendance and payroll is accurate. Approximately 220 employees have needed Covid Leave tracking.
- The Payserv upgrade in the 2020 – 2021 reporting year greatly changed the retirement processing panels and the elective savingsplan panels, separating them into 2 processes. Payroll continues to calculate and enter the Employer arrears now, in addition to the Employee arrears when we receive a late enrollment entry to do.

### **Statistical Data**

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

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

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

## **Assessment Update**

### **Assessment Statement**

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

### **Assessment Activities**

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

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

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

### **Assessment Goals**

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

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

## Purchasing

### Annual Report

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

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

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

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



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

## **Significant Accomplishments**

- 85 procurement card holders with 1652 transactions, totaling \$623,572.
- Added/updated multiple vendors in the Statewide Financial System (SFS) and guided multiple vendors to SFS Self Service with information changes.
- Purchasing Department employees attended various conferences and workshops during fiscal year 2021-2022, mostly virtual. The Purchasing Department also participated in System Administration webinars.
- 2399 purchase orders and payment requests were reviewed and approved in FredMart totaling \$11,976,981.
- Purchasing Department staff have a presence in the Secretarial/Clerical Professional Development Committee, Fredonia Sustainability Committee, two campus investment clubs, along with various community groups.
- Continued working with MWBE vendors towards the SUNY wide goal of 30% and with Service Disabled Veteran Owned Businesses towards the State set aside of 6%.

## **Statistical Data**

- Please refer to the last page of the Purchasing Department section for the Purchasing Volume Report for fiscal year 2021-2022.

## **Assessment Update**

### **Assessment Statement**

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

### **Assessment Activities**

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

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

## **Assessment Goals**

- Continue presenting purchasing workshops to include procurement cards, 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).
- 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.
- Continue strengthening campus awareness of NYS certified MWBE and SDVOB vendors in an effort to increase their usage.
- Strive to meet SUNY's MWBE goal of 30% for commodities, and the SDVOB set aside goal of 6%.
- Continue strengthening MWBE relationships and developing relationships with New York Certified Service Disabled Veteran Owned Businesses.

**2021-2022 Purchasing  
PO Volume Report**

	Purchase Orders & Payment Requests in FredMart		Change Notices	Computer JTs/Voided Requisitions		Paper Requi Fred
Date	No.	Amount	No.	No.	Amount	No.
7/21	159	\$ 2,256,351.62	0	0		2
8/21	179	\$ 1,674,946.86	9	0		3
9/21	288	\$ 474,306.62	27	1	\$ 1,049.45	1
10/21	295	\$ 1,297,108.64	25	0		0
11/21	221	\$ 1,659,712.89	42	0		1
12/21	203	\$ 856,731.95	15	0		0
1/22	153	\$ 462,943.21	12	0		0
2/22	183	\$ 476,400.88	6	1	\$ 221.99	1
3/22	147	\$ 735,544.66	14	1	\$ 221.99	2
4/22	187	\$ 480,025.00	20	1	\$ 1,054.37	6
5/22	247	\$ 880,239.18	16	1	\$ 812.87	5
6/22	137	\$ 722,669.81	19	0		6
totals	2399	11,976,981.32	205	5	3,360.67	27


Positions not in IMart		VISA		Total State Purchases
Amount	No.	Amount	Amount	
\$ 735.00	141	\$ 71,700.13	\$ 2,328,786.75	
\$ 1,357.07	147	\$ 67,978.75	\$ 1,744,282.68	
\$ 142.90	204	\$ 82,004.69	\$ 556,454.21	
	161	\$ 78,333.33	\$ 1,375,441.97	
\$ 79.77	151	\$ 65,016.02	\$ 1,724,808.68	
	106	\$ 39,362.33	\$ 896,094.28	
	142	\$ 31,257.48	\$ 494,200.69	
\$ 129.00	176	\$ 45,616.55	\$ 522,146.43	
\$ 374.99	155	\$ 31,129.31	\$ 767,048.96	
\$ 5,490.00	97	\$ 33,868.86	\$ 519,383.86	
\$ 2,477.80	117	\$ 47,758.02	\$ 930,475.00	
\$ 2,213.72	55	\$ 29,544.76	\$ 754,428.29	
13,000.25	1652	623,570.23	12,613,551.80	

## **Student Accounts**

### **Annual Report**

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



*From left to right: Lynn Bowers, Wendy Decker, Pat Ippolito, Mindy Ostrander, Angie Astry and Megan Mackowiak*

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

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

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

## **Significant Accomplishments**

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

- Submitted all Student Revenue Data Submissions (SRDS) in a timely manner for the Net Price Calculator.
- Submitted all monthly Sales Tax returns in a timely manner.
- Continued updating existing Excel spreadsheets that Revenue Accounting uses on a daily, biweekly, monthly, biannually, and yearly basis to increase operations and efficiencies.

## Statistical Data

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

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

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

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

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

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

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

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

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

## Assessment Update

### Assessment Statement

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

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

## **Assessment Activities**

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

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

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

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

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

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

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

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

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

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

All 2021-2022 URAS biannual reports, as well as the annual report, were submitted to System Administration prior to the due date using the new URAS web application. Fredonia's designated campus analyst reviewed each report and issued unqualified acceptance letters for all reports as well as the annual report. This is one of the factors contributing to the good reputation that the campus has within System Administration operations, which has permitted us to submit reports biannually instead of quarterly as we had done in previous years.

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

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

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

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

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

Students are being notified more frequently through both email and mail if they have an old uncashed check, and funds are being sent to the Office of the State Comptroller (OSC) and to lenders more frequently as well. Additionally, this year we had to ensure that all Federal COVID refunds were cashed and if not contact the students. All of the HEERF II refunds were cashed and we're currently working with a few students on the HEERF III funds.

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

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

The continued development of TouchNet Marketplace stores for the online collection of a wide variety of payments continues to lead to a drastic increase in the dollar value of electronic receipts. Anticipating an increase in the cost of our banking services, a method for tracking and analyzing monthly credit card merchant charges was previously initiated. Compared to the previous year, merchant charges increased 8%; charges for all other banking services increased 1% (please refer to the following chart). This information is critical in securing sufficient funding from System Administration to adequately cover our banking services. All bank statements are also reconciled on a monthly basis to assure the bank records agree with the campus records.

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

Bank Invoice Charges Comparison Years 2020-2021 and 2021-2022				
	21/22	20/21	Inc/Dec	Percentage Inc/Dec
July	2,637.44	2,986.88	(349.44)	-12%
August	3,251.93	3,484.91	(232.98)	-7%
September	3,542.21	4,364.21	(822.00)	-19%
October	3,303.07	3,500.19	(197.12)	-6%
November	4,609.56	3,407.85	1,201.71	35%
December	2,912.90	2,474.77	438.13	18%
January	3,358.90	2,868.45	490.45	17%
February	3,934.33	3,604.01	330.32	9%
March	4,391.41	4,393.63	(2.22)	0%
April	3,367.25	3,384.89	(17.64)	-1%
May	2,896.39	3,465.69	(569.30)	-16%
June	2,724.10	2,560.45	163.65	6%
<b>TOTAL</b>	<b>40,929.49</b>	<b>40,495.93</b>	<b>433.56</b>	<b>1%</b>

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

## **Assessment Goal**

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

## **University Accounting**

### **Annual Report**

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

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

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

The University Accounting Office is responsible for updating employee leave status in the Statewide Financial System (SFS). Additionally, the University Accounting Office is responsible for tracking all OTPS expenditures and updating the weekly SUNY COVID-19 report submitted every Wednesday.

During the 2021-2022 fiscal year, the University Accounting Office was staffed by the Director and 1 Office Assistant 2 (calculations) and .5 Office Assistant 2 (clerical).



*From left to right: Alicia Klepfer, Sandy Noble and Jody Myers*

## **Significant Accomplishments**

- Accounting records for the fiscal year were completed and closed per System Administration deadlines without any lapsing State funds.
- The Director of University Accounting continues to be a member of the SciQuest/Jaggaer implementation team and is Fredonia's Campus Administrator.
- The Office of the State Comptroller (OSC) continued granting our campus University Accounting Office the ability to delete inaccurate and/or suspended vouchers.
- OSC continued to consider Fredonia as a "low risk" status, which permits the Quick Pay expenditure level to \$999,999.99.
- The University Accounting Office continued to inform the campus at a training session with regard to updates in the State travel policy, Business Intelligence, SUNY FMS and FREDmart. 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 2021-2022 fiscal year, 4,716 State vouchers were processed for payment totaling over \$18.7 million. Compared to last year, these figures represent a 16% increase in the number of State vouchers processed with a 29% increase in the dollar value of State voucher payments.
- Accounts Payable processed 382 Honorariums and approved 113 Direct Pay Requisitions.

Throughout the 2021-2022 fiscal year, Travel and Non-Employee Travel (NET) Card transactions started to resume to increase, though still low as Travel Card expenditures were \$17,929 and NET Card expenditures were \$236,082.

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

### **Assessment Activities**

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

The Central Accounting System, used when inputting voucher payment information, is equipped with edits to aid in the detection of duplicate invoices. Duplicate invoice warnings are immediately researched and resolved. For the second year in a row, there were no duplicate payments. There were two Refund of Appropriations due to an accidental personal use of a NET Card and supplier over invoiced.

### **Assessment Goals**

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

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# **Environmental Health and Safety and Sustainability**



## ENVIRONMENTAL HEALTH AND SAFETY AND SUSTAINABILITY

### Introduction

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



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

### Mission Statement

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

## Annual Report

Environmental Health & Safety & Sustainability's responsibilities include ensuring that all federal, state and local regulations with regards to the Environmental Protection Agency (EPA), the Department of Environmental Conservation (DEC), the Department of Labor (DOL) and the Occupational Safety and Health Administration (OSHA) are being met, and thus request and provide internal inspections, employee training and preparation of the campus for inspections by external regulatory agencies. Additionally, the department assists campus administrators, employees, and students to develop sustainable programs that educate the campus community on environmental and social issues, provide a sustainable environment for education, and encourage continued fiscal stability. EH&S&S also drafts campus-wide plans for responding to emergencies. During the 2020-2021 year EH&S&S also played a vital role in planning and response to the COVID-19 pandemic.

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

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



- Oversee and manage the campus FredRide carpooling program.
- Complete reports for Executive Order 4 and 18, NYS Environmental Self-Audit, DERA, CLERY, Part 2014, Annual Hazardous Waste, Pesticide Applicator, Cooling Tower Inspection, and other required reports.
- Serve on various COVID-19 response committees.
- Administer the Campus COVID-19 Surveillance Pool Testing Program

In fiscal year 2021-2022 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, acts as the campus Code Compliance Officer, and is the designated Campus Safety Monitor for COVID-19. A part-time Fire Systems and Codes Coordinator and dedicated student oversee campus fire safety including monthly and annual inspections of fire systems, annual state fire inspection, fire extinguisher trainings, and AED management. A part-time Emergency Planning Coordinator develops a robust campus Emergency Response Program and oversees employee training on emergency planning and response. A shared part-time Secretary provides the administrative support for the department including procurement processes, paperwork, and general office support.

### **Significant Accomplishments**

- Inspected, tagged, and serviced over 1,200 fire extinguishers, 855+ pull stations, and 111 AED's located throughout the campus.
- Conducted annual State fire inspection. This inspection encompasses the entire campus and its off-site buildings. The inspection normally takes two and a half weeks to complete. There are additional days for re-inspecting the non-compliance areas. EH&S&S also coordinates with responsible campus departments to ensure all non-compliance issues are abated.
- Chaired and participated in several campus committees including the campus Reopening Steering Committee, Sustainability Committee, CSEA Labor Management, Radiation Safety, and Campus Safety Committee.
- Completed required safety training for key campus constituencies including Hazard Communication/Right-To-Know training for the Faculty Student Association and Fire Safety training for Residence Life Directors and Assistants in conjunction with the Office of Fire Prevention and Control.
- Organized and administrated the campus COVID-19 surveillance testing program
- Assisted with compliance on various campus projects including the removal of underground storage tanks and confined space operations.

## **Assessment Update**

### **Assessment Statement**

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

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

### **Assessment Activities**

- Coordinated pandemic response with key campus stakeholders and monitored compliance with federal, state, and SUNY requirements.
- Tracked surveillance testing compliance for campus students and employees.
- Continued the maintenance of the free carpooling program on campus. FredRide currently has 526 members registered.
- Assisted with campus compliance of new sustainability related regulations including the NYS Food Scraps and Recycling Law.
- Handled the annual NY State Fire Inspection and maintained oversight of citations to ensure timely correction of all issues.

### **Assessment Goals**

- Assist the campus with COVID-19 and MonkeyPox planning and response
- Oversee campus-wide COVID-19 surveillance testing
- Resume pre-pandemic levels of in person training including CPR/AED as well as OSHA related topics

# **Facilities Planning**



## FACILITIES PLANNING

### Introduction

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



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

### Mission Statement

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

## **Annual Report**

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

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

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

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

### **Significant Accomplishments**

The 2021-2022 Annual Report for the Facilities Planning Department highlights many accomplishments including:

- Completed construction of Houghton Hall Phase III Animal Colony Project
- Completed construction of Houghton Hall Phase IV Math Fit-out Project
- Started the design phase of Jewett Hall Renovation Project
- Started the design phase of the Replace Kirkland Plaza Project
- Started the Campus Energy Master Plan

## 1. Academic/Administration/Infrastructure Projects

- Studies and Reports:
  - None
- Planning:
  - SUCF Five-Year Capital Plan
  - Updating SUCF Facilities Master Plan – 10 Year out look
  - Continue working with SUCF on Interior Rehabilitation Reed Library - Learning Commons
  - Continue working with SUCF on Old Mason Hall Renovation
  - Continue working with SUCF on AHU & Controls Upgrade Phase VI RAC Project
- There are no projects in the RFQ phase
- There are 6 project in the design or bid-ready phase
- There is 4 project in the construction phase
- There were 5 projects completed during this time period

Capital Projects in RFQ, Design or Bid-Ready	Capital Projects in Construction	Capital Projects Completed
Landford Rehabilitation Phase II – Exterior (design phase)	Fredonia Emergency Lockdown Door Hardware	Houghton Hall Rehabilitation Phase IV Math Fit-out
Kirkland Plaza Rehabilitation (design phase)	Lanford Rehabilitation Phase I – Interior	Houghton Hall Rehabilitation Phase III Animal Colony
LoGrasso Hall AHU & Ventilation Upgrade (Design phase)	Maytum/Reed McEwen Plaza Rhab	Campus Wide ITS Building Life & Safety System and Infrastructure Upgrade
Maytum Hall Roof Replacement (design phase)	Houghton Hall Phase II Equipment	Fuel Tank System Replacement
Jewett Hall Renovation (design phase)		Reed Library Exterior Rehab
Replace Emergency Generators (design phase)		

## Academic Major Commissions

- Jewett Hall Renovation

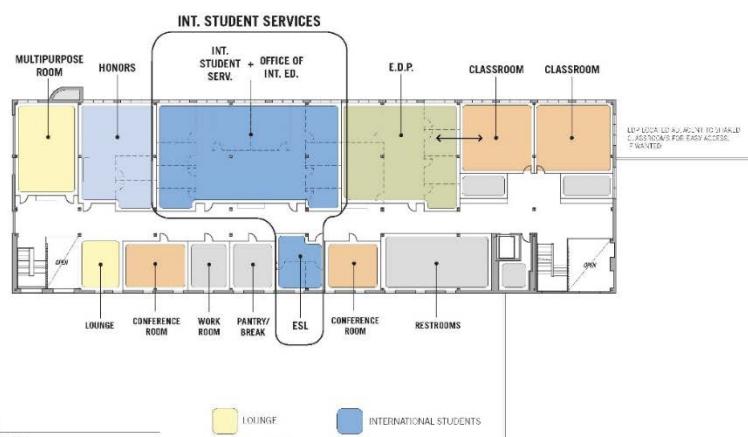
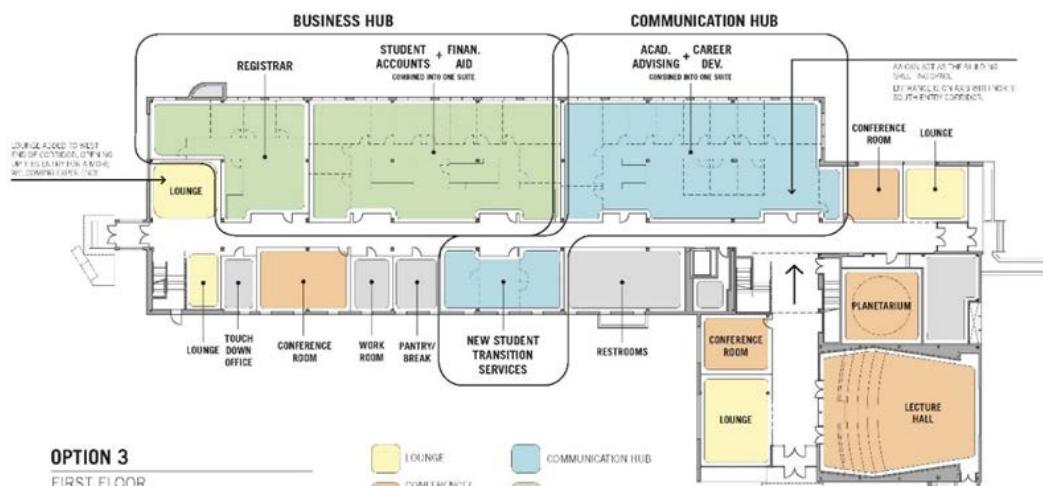


Student support services at Fredonia are currently located in eight buildings across the campus. As a result, students often travel from building to building looking for the right office or department to assist them. Furthermore, the physical discontinuity creates challenges for student support services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

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

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

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



- Kirkland Plaza Rehabilitation



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

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



## **2. Residence Life Projects**

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

<b>Projects in RFQ, Design or Bid-Ready</b>	<b>Projects in Construction</b>	<b>Projects Completed</b>
Gregory Hall Exterior Masonry Repair (Design)	None	None

### **Residence Life Major Commissions**

- **Residence Hall Condition Assessment**



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

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

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

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

Request for Qualifications for the comprehensive facility condition assessment services is planned for the summer of 2022 with final consultant selection scheduled for fall 2022.

### **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 \$2,023,652.
  - Facilities Planning continues working with SUCF to establish yearly projects to fit within an established spending cap for both SUCF lead projects and Campus Let projects.
  - There were 2 new Major Capital Plan design starts for 2021-2022. However, design continued with the following projects:
    - Lanford Rehabilitation Phase II – Exterior
    - LoGrasso Hall AHU & Ventilation Upgrade
    - Maytum Hall Roof Replacement
    - Kirkland Plaza Rehabilitation
  - There were no new Major Residential design starts for 2021-2022, However the design phase continued for the following projects and progressed to bid ready:
    - Gregory Hall Exterior Masonry Repair Project
  - Various design/construction activities were progressed and/or completed during the past fiscal year. Close coordination was maintained with the Construction Fund and the campus to ensure regulatory requirements were met and that all construction activities have been designed to meet the needs of the campus constituents. Projects progressed and/or completed include:
    - Houghton Hall Rehabilitation Phase III Animal Colony – Completed construction
    - Houghton Hall Rehabilitation Phase IV Math Fit-out - Completed construction
    - Maytum/Reed/McEwen Plaza Rehabilitation – In construction
    - LoGrasso Hall AHU & Ventilation Upgrade – In design
    - Maytum Hall Roof Replacement – In design
    - Kirkland Plaza Rehabilitation – In design
    - Lanford Rehabilitation Phase II – Exterior – In design
  - Facilities Planning along with Facilities Services, Finance and Administration and the Construction Fund are in the process of continuing to refine the Campus Five-Year Capital

Plan to fit within yearly spending caps and to establish funding requirements for major capital projects. The Capital Plan is a multi-year plan which allows the University to identify and propose programs to address the ongoing critical maintenance priorities of the campus. The objective of the Capital Plan is to protect, preserve, modify and maintain the campus' environment, facilities and supporting infrastructure. In addition, the Five-Year Capital Plan identifies several Special Project Initiatives such as the Jewett Hall Rehabilitation and Interior Reed Library Rehab. This new plan has identified approximately \$96.1 million of critical maintenance projects and adaptation projects for the next 5 years.

- Facilities Planning continues to refine its requirements for building permits, tent structure permits, certificate of compliance and inspections during construction. During this fiscal year Facilities Planning issued 5 building permits, and 2 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 2021-2022, Campus Let Design and Construction Projects Report, and related charts illustrating unit support and volume/value for campus-administered contracting activities.

### **Assessment Update**

#### **Assessment Statement**

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

#### **Assessment Activities**

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

- Completed construction phase of Houghton Hall Phase III Animal Colony Project
- Completed construction phase of Houghton Hall Phase IV Math Fit-Out Project
- completed construction phase of Campus Wide ITS Building Life & Safety System and Infrastructure Upgrade Project
- Completed construction phase of Fule Tank Ssystem Replacement Project
- Continue construction of Maytum/Reed/McEwen Plaza Rehabilitation Project
- Began construction of Lanford Rehabilitation Project – Phase I Interior
- Began design of LoGrasso Hall AHU & Ventilation Upgrade
- Began design of Maytum Hall Roof Replacement
- Began design of Kirkland Plaza Rehabilitation

- Began design of Lanford Rehabilitation Phase II – Exterior
- Begain design of Jewett Hall Renovation
- Began design of Replace Emergency Generators

### **Assessment Goals**

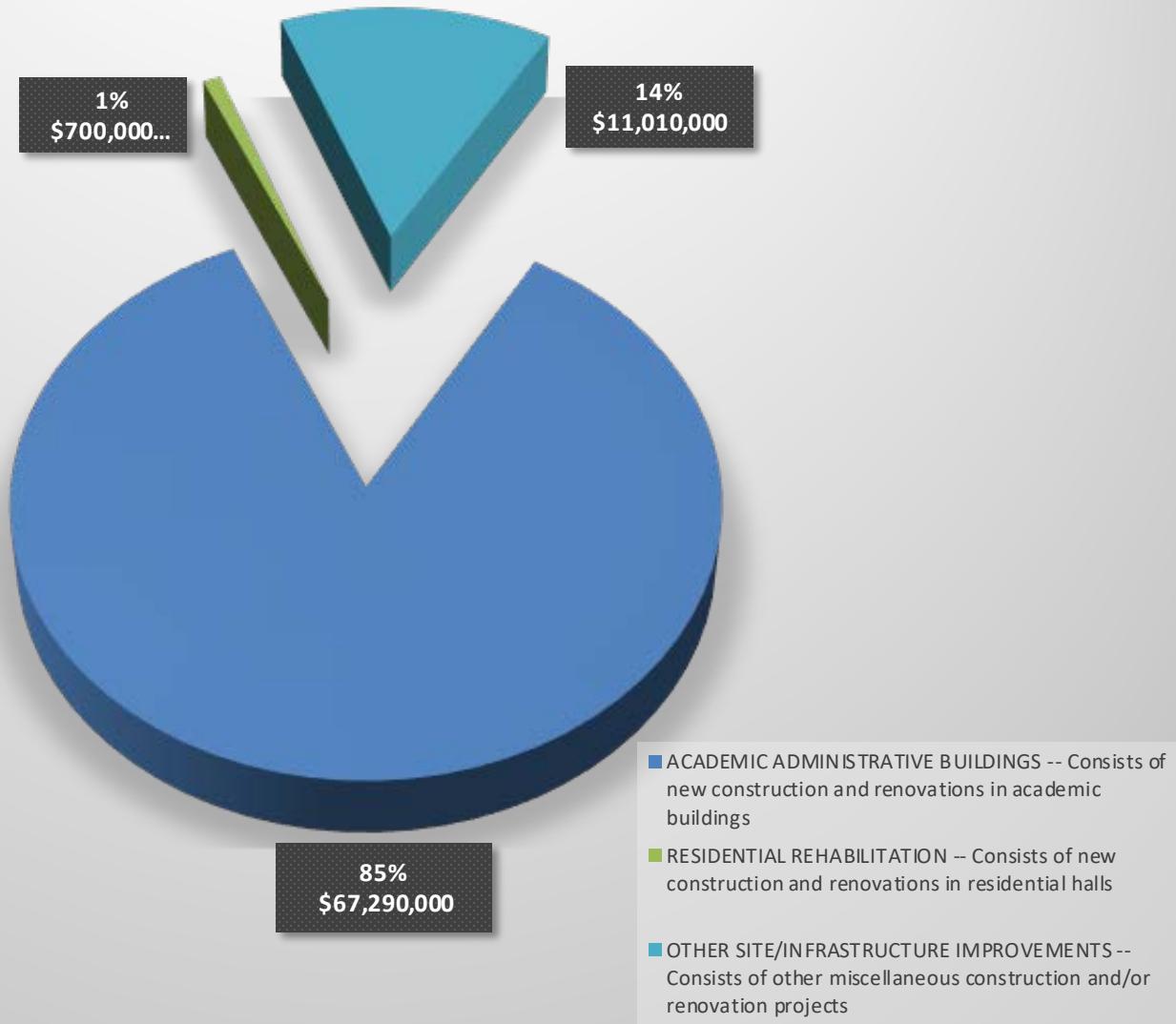
- Work with all entities involved in the implementation of projects identified in the Five-Year Capital Plan.
- Continue to progress ongoing projects and identify and address those not already identified. Ensure close coordination with those affected by the planning and construction, and maintain close working relationships with the Construction Fund and Dormitory Authority in the implementation of campus construction. Continue to provide coordination among all relevant parties and monitor construction for compliance with contract and regulatory requirements. Projects already identified for advancement include:
  - Complete design phase and begin construction phase of the following projects:
    - Landford Rehabilitation Phase II – Exterior Project
    - Replace Kirkland Plaza Project
    - LoGrasso Hall AHU & Ventilation Upgrade Project
    - Maytum Hall Roof Replacement Project
    - Gregory Hall Exterior Masonry Repair Project
  - Complete construction phase of the following projects:
    - Maytum/Reed/McEwen Plaza Rehabilitation Project
    - Lanford Rehabilitation Phase I- Interior Project
    - Fredonia Emergency Lockdown Door Hardware Project
  - Begin design phase of the following projects:
    - Jewett Hall Rehabilitation Project
    - Rehab Outdoor Track and Field Project
    - Replace Emergency Generators Project
  - Begin Scoping/RFQ/RFP phase of the following projects:
    - Interior Rehabilitation Reed Library – Learning Commons Project
    - AHU & Controls Upgrade Phase VI RAC Project
- Continue to provide support to newly identified priorities in an effort to obtain funding toward the continuous advancement of campus facilities and grounds. Continue 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 2021-2022**

Project Description	Estimated Cost	Project Status	Contractor
<b>I. Academic/Administrative Buildings</b>			
Houghton Hall Renovations Phase III Animal Colony	1,700,000	Completed	Huber Construction
Reed Library Exterior Rehab	3,200,000	Completed	Savarino Companies
Dods Hall & McEwen Hall Roof Replacement	4,200,000	Completed	A.W. Farrell
Houghton Hall Renovations Phase IV Math Fit-Out	3,000,000	Completed	Peak Construction
Fredonia Emergency Lockdown Hardware	920,000	Construction	Huber Construction
Campus ITS Building Life Safe & Safety System and Infrastructure	1,450,000	Completed	P. Max Engineering and Campus
Lanford Rehab Phase I - Interior	1,320,000	Construction	Peak Construction
Houghton Hall Phase II-IV Fit-Out Equipment	2,400,000	Equipment	Various and Campus
Landford Rehabilitation Phase II – Exterior	1,300,000	Design	Flynn Battaglia Architects
LoGrasso Hall AHU & Ventilation Upgrade	3,800,000	Design	M/E Engineering
Maytum Hall Roof Replacement	2,100,000	Design	Bell & Spina
Jewett Hall Renovation	41,900,000	Design	Mitchell Giurgola Architects
<b>Subtotal – Academic/Administrative Buildings</b>	<b>\$67,290,000</b>		
<b>II. Residence Hall</b>			
Gregory Hall Exterior Masonry Repair	700,000	Design	Bell & Spina
<b>Subtotal – Residence Halls</b>	<b>\$700,000</b>		
<b>III. Other Site/Infrastructure</b>			
Fuel Tank System Replacement	460,000	Complete	LiRo
Maytum/Reed/McEwen Plaza Rehabilitation	5,300,000	Construction	Bell & Spina
Kirkland Plaza Rehabilitation	3,800,000	Design	Bergmann Associates
Campus Wide ITS Bldg. Life & Safety System & Infrastructure Upgrade	1,450,000	Completed	Ahlstrom Schaeffer Electric /JC
<b>Subtotal – Other Site/Infrastructure</b>	<b>\$11,010,000</b>		
<b>Total: Design / Construction /Equipment Cost</b>	<b>\$79,000,000</b>		

## CAPITAL CONSTRUCTION PROJECTS

Total Program Budget: \$79,000,000



**FACILITIES PLANNING**  
**Construction and Design Projects**  
*July 2021 - June 2022*

Facilities Planning Construction Projects (including Change Orders)		
Project #	Project Title	Cost
051024	Lanford Rehab	\$ 975,173.65
051026	Emergency Lockdown Door Hardware	\$ 475,000.00
051028	Fuel Tank System Replacement	\$ 333,874.75
051030	IT Emergency Power & UPS Replacement	\$ 188,524.00
		<u><b>TOTAL:</b></u> <b>\$ 522,398.75</b>

Facilities Planning Design Projects (including Amendments)		
051024	Lanford Rehab	\$ 197,577.09
051026	Emergency Lockdown Door Hardware	\$ 88,610.85
051028	Fuel Tank System Replacement	\$ 46,155.36
051030	IT Emerg. Power & UPS Replacement	\$ 85,008.46
051037	Rehab Lanford Phase II - Exterior	\$ 156,272.70
051038	Rehab Kirkland Plaza	\$ 196,548.14
051039	LoGrasso Hall Upgrade AHU & Ventilation System	\$ 271,143.91
051040	Maytum Hall Roof Replacement	\$ 155,202.00
D0591E	Gregory Hall Exterior Masonry Repair	\$ 107,860.00
		<u><b>TOTAL:</b></u> <b>\$ 1,304,378.51</b>

Facilities Services Construction Projects (including Change Orders)		
M05587	Sidewalk Safety Improvements	\$ 87,450.00
M05612	Summer 2022 Sidewalk Replacement & Fenton Hall Patio	\$ 97,600.00
		<u><b>TOTAL:</b></u> <b>\$ 185,050.00</b>

Facilities Planning Construction-Related Service Projects		
051024	Lanford Rehab Special Inspections	\$ 11,825.00
		<u><b>TOTAL:</b></u> <b>\$ 11,825.00</b>

	<u><b>GRAND TOTAL</b></u>	<b>\$ 2,023,652.26</b>
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# **Facilities Services**

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



## FACILITIES SERVICES

### Introduction

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

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

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

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



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

3. Facilities Trades Services
  - a. Structural Trades (Carpentry / Masonry / Lock Shop / Painting / Roofing)
4. Office Operations
  - a. Work Order Processing
  - b. Key Management
  - c. Fleet Vehicle Reservations
  - d. Purchasing and Requisitioning
  - e. Personnel Record Management
  - f. Work Order System Management
  - g. Physical Space Inventory Management
  - h. Webpage Development

### **Mission Statement**

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

## **Annual Report**

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

The Facilities Services Department utilizes an electronic work order system to manage over 6,000 work orders generated each year. The requests submitted each year to the department for work range from general repairs, to routine requests to hang pictures. The annual preventative maintenance work and work orders generated internally by the staff within the department are categorized by the types shown below. The category of the work order created defines the required response time for the staff within the department.

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

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

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

## **Significant Accomplishments**

- Completed many improvements across campus including updating lighting to LED lighting, fire alarm maintenance, plumbing and mechanical improvements, painting of many areas, maintaining the campus grounds, preparing and cleaning the building interiors and exteriors for numerous events across the campus, and ensured the heat, air conditioning, lighting and water were operational each day.
- Prepared the project request information for the State University Construction Fund for the 2022-2023 Minor Critical Maintenance program totaling \$850,000.
- Completed or started several projects as part of the Minor Critical Maintenance program and DIFR Funding including card access upgrades at several buildings, sidewalk replacements, roadway and parking lot improvements, several masonry and stair improvements, HVAC improvements, and residence hall improvements.
- Completed several classroom improvements.
- Completed parking lot, crosswalk, sidewalk and roadway maintenance improvements, paving and striping throughout the entire campus.
- Completed painting in the student rooms at all residence halls, several classrooms, hallways and many office areas on campus.
- Prepared the campus for many events.
- Completed new flooring installations at several locations on campus including offices, classrooms, and areas in the residence halls.
- Prepared the Residence Halls for the return of students.
- Maintained the campus grounds, planting beds, and trees.
- Prepared performance programs and evaluations for all staff in Facilities Services.
- Installed new hydration stations at Alumni Hall and Chautauqua Hall to replace the old-style drinking fountains.
- Completed improvements to many Resident Director Apartments.
- Completed power washing of all exterior stairways at the Townhouses.
- Installed bird netting at University Stadium.
- Managed the Dods Hall gym divider replacement project.
- Completed office improvements at the President's Office Suite at Fenton Hall.
- Completed the removal of the former café at Thompson Hall and transformed the space into student lounge space.
- Completed installation of data wiring for many new wireless access points on campus.
- Started the renovations at the Williams Center to remove the former Tim Hortons café, create the Blue Lounge, create the Blue Devil Den Game Room, and several office improvements.

## Energy and Mechanical Systems

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

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

Examples of the monitoring and scheduling include:

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



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

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

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

### **Significant Accomplishments**

- Continued to expand the use of the BAS by installing additional control and monitoring points.
- Coordinated with Facilities Planning, SUNY Construction Fund, Engineers and Contractors for several projects on campus
- Continued to build new and modified existing animated graphics for equipment that is controlled by the BAS.
- Managed and distributed contractor access cards for Facilities Services and Facilities Planning.
- Managed the BAS development for the Houghton Hall 1st & 2nd Floor Fit out and Math Fit out.
- Prepared the Natatorium for BAS control update to replace long obsolete controllers.
- Increased outside air intake in most buildings for better ventilation.

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

### Significant Accomplishments

- 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:
  - Mason Hall 3140 classroom upgraded to LED lighting.
  - Fenton Hall President's Office upgraded to LED lighting.
  - Hemingway Hall Aerobic Center LED Lighting Installation.
  - LoGrasso Hall exterior wall lights upgraded to LED lighting.
- Assisted with the installation of several hydration stations.
- Completed classroom improvements.
- Continued to install occupancy sensors throughout campus to control lighting.
- Assisted many contractors with electrical needs on campus.
- Completed changing of the outside post top lights to LED fixtures.
- Completed the wiring for the hearing-impaired fire alarm system for Chautauqua Hall.
- Completed several RD Apartment improvements
- Installed several outdoor wireless access points.
- Upgraded the clock tower and installed new LED lighting and a new controller.
- Completed the UV Lighting installation at the Health Center at LoGrasso Hall.
- Completed the Campus Safety Site Lighting Phase 2 project.
- Installed two new parking lot lights at lot 22 near Kasling/Grissom.
- Complete the installation of many TV displays for Marketing and Communications for the Blueview TV project
- Worked with Bison Elevator on minor repairs to various elevators on campus.
- Worked with JCI/Simplex to complete the Fire Alarm Panel Upgrades to Erie Alumni, Kirkland, University Commons, Nixon, McGinnies, Child Care Center, Chautauqua, Gregory and Maytum Hall.



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

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

### Significant Accomplishments

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



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

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

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

### **Significant Accomplishments**

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



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



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



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

- Completed the annual maintenance and startup of equipment at the Ice Rink in Steele Hall.
- Worked closely with the Building Automation Systems to make systems on campus perform more reliably and efficiently.
- Provided temporary air conditioning for summer programs, Resident Director Apartments and several offices on campus.
- Continually monitored all campus cooling towers and water treatment to comply with regulations implemented by the New York State Department of Health, to prevent Legionella growth in the cooling towers.
- Worked with Feed Water Treatment Systems to train our new Plant Utilities Assistant on water treatment for our heating and cooling system and also to address issues of Legionella growth in our cooling towers on campus.
- Completed training on the new HVAC equipment that has been turned over to us at Houghton Hall.
- Worked with NYSDOL to inspect multiple boilers on campus.
- Worked with Facilities Planning and the contractor on issues with the new chiller system on Houghton Hall.
- Managed inspections and repairs to several emergency generators.
- Working with NYSDEC to plan out updating our refrigeration systems to refrigerants with low global warming potential.
- Managed the exhaust duct cleaning for all of the student bathrooms at Chautauqua and Nixon Halls.
- Rebuilt the heating hot water pumps for Andrews Complex.
- Completed the installation of air conditioning at the Grissom and Kasling RD Apartments.

## Custodial Services and Grounds and Landscaping

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

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



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

*From left to right, front row: Cathy Walters, Jackie Hill, Julie Echevarria and Kyle Baumgartner; second row: Robert Miller, Elizabeth Meadows, Melissa MtPleasant, Mel Mazur, Mat Romanik, Darlene Miller, Silverio Burgos, Chuck Miller; third row: Richelle Stewerd, Debra Kujawa, Lee Szalkowski, Jeff Jakse, Bryan Miller, Scott Pagano and Candy Nolan. Missing: Bob Jank, Nicholas Stolinski, Tracy Lorenzo, Sue Michalak, Brooks Galapa, Sue Valentine and Mark Stewart*



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

*From left to right, front row: Arthur Franklin, Elizabeth Goblirsch, Trisha Stoll, Melissa Buchanan, Jessica Brown, Linda Salella; back row: Fred Babar, Elizabeth Kujawa, Josh Roman, Mike Gettings, Joel Rivera, Mary Ann Wykstra and Phil Collier*



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

*From left to right, front row: Lori Martin, Laura Kaus, Jean Worosz, Robert Bajdas; back row: Nicholas Valentine, Chris Brunecz, Jeff Deering, Jack Anderson, Anthony Pagano and David Racker*



**2nd Shift Custodial**

*From left to right, front row: Amanda Ippolito, Matt Plaster, Robert Rivera, Abby O'Brian;  
back row: Seth Sexton, Hailey Rivera, Derek Case, Erin Ransom and Rich Logan*

## **Significant Accomplishments**

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

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

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



*Front row from left to right: Phil DiFrancisco, John Jakubowicz, Jim Foringer, Robert Schwerk, Gerald Polvino, Andrew Cross, Richard Newton, John Cole, and Holldan Martonis. Missing: Matthew Walters and Derrick Walters*

## **Significant Accomplishments**

- Maintained existing planting areas, cutting costs by working with established Perennials, with minimal purchasing of new plants in an effort to be more environmentally, and fiscally sustainable.
- 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.
- Changed over several old wooden parking sign posts, to new galvanized metal posts, to improve appearance and cut down on high cost of wood products, as well as source materials.
- While students were away for an extended winter break due to Covid-19, many lots were closed off and not plowed or salted, in an effort to reduce material and manpower costs.
- Continued the use of environmentally favorable products such as winter ice melt, weed treatments and fertilizers.
- Continued the use of “Holganix” for use on Athletic Fields and highly visible areas on campus, in an effort to introduce a 100% organic fertilizer and reduce the amount of chemicals used on campus turf.
- 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.
- 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 installation of engraved pavers for Alumni Affairs, in the walkway at the Williams Center.
- Completed weed spraying and torching of many areas around campus.
- Worked to develop a plan to reduce the use of glyphosate products used on campus, per new state DEC guidelines.
- Completed trimming of trees and removal of several dead trees, and assisted contractors with their work in removing and clean-up of several large dead trees.

## Facilities Trades Services

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

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

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.



*From left to right; Jim Kuras, Nick Polvino, Mike Cope, Luis DeJesus and Rick Mackenzie*

## **Significant Accomplishments**

- Continued painting of numerous offices, hallways, classrooms, corridors, doors and frames, and conference rooms in the Academic buildings and Residence Hall student rooms.
- Developed, maintained and prepared lock systems; keys for numerous Faculty, Staff and Student requests; programed many users in the card access system.
- Continued to address repairs identified under the Annual Residential Custodial Report (ARCR); this program focuses on maintaining the student living areas within the Residence Halls.
- Continued to identify and install new room signage in many areas to enable guests, maintenance staff and emergency staff to better locate rooms.
- Completed concrete sidewalk replacements at several locations on campus.
- Completed several improvements at the Residence Halls.
- Completed smart classroom improvement projects.
- Completed repairs to several shower basins at the Town Houses.
- Completed improvements at several RD Apartments.
- Prepared the key coding for Houghton Hall renovation project.
- Completed several door replacements.
- Updated exterior signage at various locations on campus.
- Completed roof inspections and maintenance.
- Coordinated many window repairs and roof repairs with local contractors.
- Refreshed the concrete safety coating at several locations on campus.
- Completed the exterior patio fence replacement at the Hemingway and Schulz Halls RD Apartments.
- Completed the Dods Hall gym door divider replacement project.
- Completed the conversion of the former Fenton Hall café to student lounge space.
- Completed painting of all classrooms at Fenton Hall.
- Completed the Fenton Hall exterior foundation repairs and painting.
- Completed repairs at Reed Library due to issues with mold.
- Completed the Alumni Hall bottle filler installation.
- Completed the painting and carpet installation at all student bedroom closets at Alumni Hall.
- Replaced the Gregory Hall 400 & 500 exterior concrete landings with new concrete.
- Completed the Letchworth stairway exterior window installation.
- Completed the McGinnies Hall front entrance door replacement and loading dock door replacement.
- Managed the Schulz Hall lobby restroom floor coating.
- Managed the Town House exterior stair concrete repairs.
- Managed the Butler Building exterior painting and door replacement.
- Managed the Natatorium exterior ramp concrete leveling and railing painting.
- Managed the University Stadium bird netting installation and seat painting.

## Office Operations

The [Office](#) is the customer service center for the Facilities Services Department. This unit is staffed with one Office Assistant position. The staff is responsible for maintaining the following information and services for the Facilities Services Department:

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



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

## Significant Accomplishments

- Processed purchases with the online Web Procurement System.
- Continued usage of the Citibank Visa Procurement Card.
- Prepared the Facilities Services staff meeting minutes.
- Processed COS forms for all Facilities Services transactions.
- Prepared the overtime-summary report on the web-based overtime database.
- Monitored and issued probationary reports for both permanent and temporary employees.
- Monitored and issued yearly evaluation reports for permanent employees.
- Maintained the student key database.
- Maintained the database and records for pest control needs.
- Processed 6,228 work orders.
- Processed 498 online requisitions in FREDmart and one paper requisition.

- Assigned, processed and tracked many projects including in-house; Minor Critical Maintenance; Capital Construction Projects; and Residence Hall (DIFR) projects.
- Processed 84 student key requests.
- Reconciled purchases on blanket purchases to local vendors on a monthly basis.
- Processed 528 pest control problems.
- Processed 409 transactions using the Citibank Visa procurement card for a total amount of \$250,855.88
- Managed the Marketplace uStore for student key deposits and refunds including 56 payments and 34 refunds of the deposit.
- Maintained the Facilities Services portable two-way radio inventory.
- Maintained the Facilities Services department webpage.
- Maintained the staff Google email groups for Facilities Services, Finance and Administration and FSA.
- Coordinated several Asbestos Abatement Projects.
- Coordinated the annual respiratory physicals and fit testing for the Trades staff.
- Coordinated the quarterly CDL license random testing.
- Coordinated the monthly reserved SEFA parking spaces.
- Coordinated the semi-annual fire system ansul inspections.
- Coordinated overhead door repairs.
- Coordinated man lift inspections and repairs.
- Coordinated the annual purchasing of road salt for winter use.
- Assigned all Fire Inspection work orders resulting from the annual OFPC inspection.
- Attended the semi-annual building inspections including walking through all campus buildings and identifying needed work orders during the fall and spring semesters.
- Assisted several student groups with materials and setup for several outdoor events.
- Managed the annual rolling fire door inspection.
- Managed the Maintimizer work order system.
- Prepared and distributed the monthly PM work orders
- Maintained the Physical Space Inventory (PSI) information database as required by SUNY System Administration.

## **Statistical Data**

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

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

Trade	No. Closed 2021-2022	No. Closed 2020-2021	No. Closed 2019-2020	No. Closed 2018-2019	No. Closed 2017-2018	No. Closed 2016-2017	No. Closed 2015-2016	No. Closed 2014-2015	No. Closed 2013-2014	No. Closed 2012-2013
Structural	915	1,008	1,349	1,742	1,448	1,562	1,830	1,734	1,868	2,074
Electrical	893	850	966	1,268	1,314	1,227	1,515	1,354	1,631	1,845
HVAC/R	966	1,067	1,308	1,795	1,678	1,667	1,642	1,374	1,403	1,310
Building Automation	106	126	38	17	44	96	68	40	33	8
Lock Shop	679	680	827	1,207	1,139	1,112	1,491	1,295	1,381	1,595
Plumbing	1,283	1,187	1,363	1,960	1,907	1,622	1,628	1,429	1,267	1,606
Grounds and Landscaping	225	341	285	384	442	436	343	207	200	297
Asbestos	0	3	2	20	15	16	45	47	55	44
Custodial	1,161	993	1,142	1,569	1,470	1,361	1,430	1,416	786	487
<b>Total:</b>	<b>6,228</b>	<b>6,255</b>	<b>7,280</b>	<b>9,962</b>	<b>9,457</b>	<b>9,099</b>	<b>9,992</b>	<b>9,331</b>	<b>8,624</b>	<b>9,266</b>

## **Assessment Update**

### **Assessment Statement**

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

## **Assessment Activities**

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

## **Assessment Goals**

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

## **Faculty Student Association**

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



## **FACULTY STUDENT ASSOCIATION**

### **Introduction**

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

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



**FSA Executive Office and Administrative Offices Staff**

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

## **Significant Accomplishments**

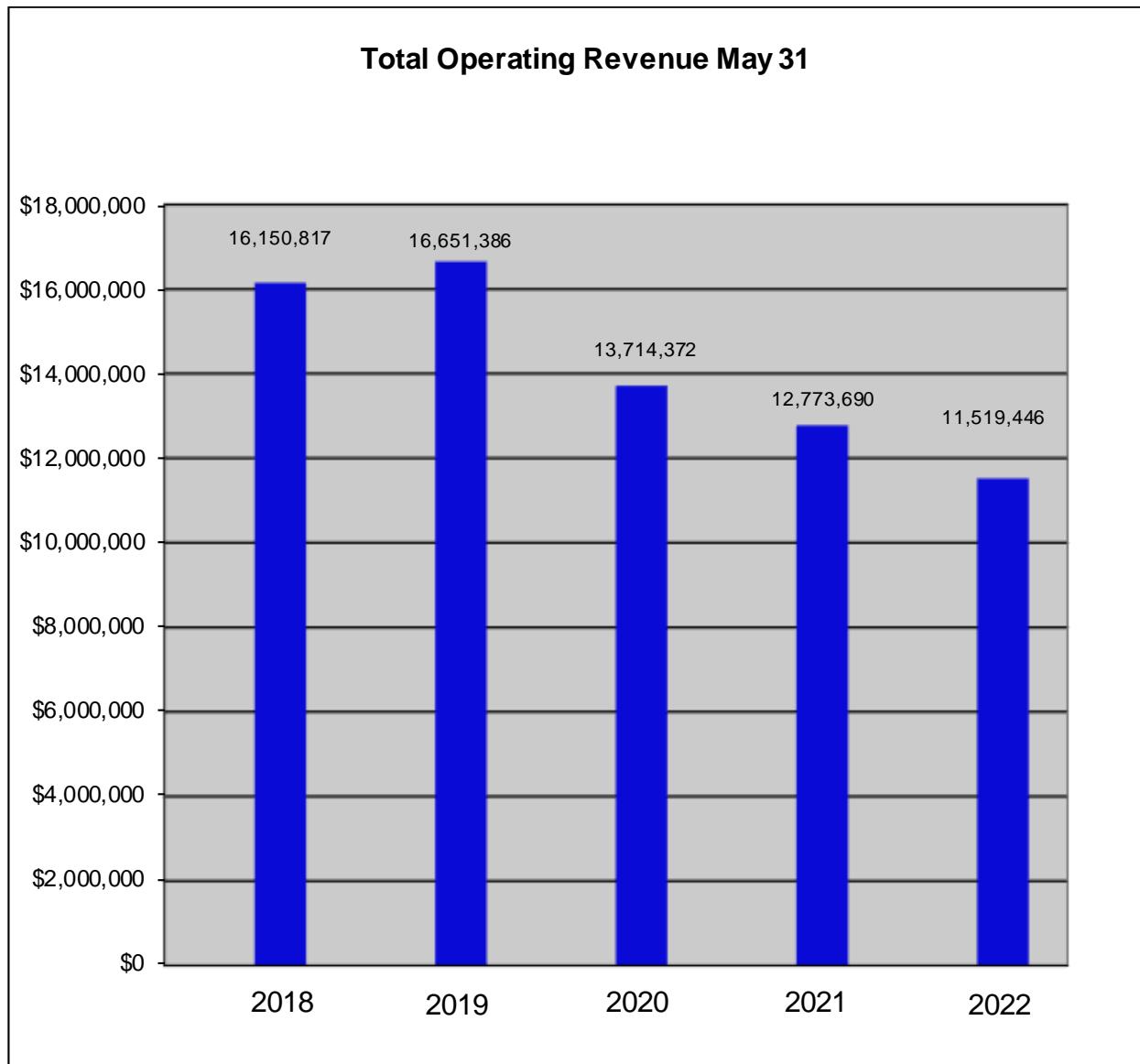
- Provided \$943,934 in support to the Campus in 2021-2022 with \$493,934 in Programs and \$450,000 in Space and Utility support.
- Continued to manage for right sized operations in a fluctuating enrollment environment.
- Developed the 2022-2023 operating budget based on \$12,068,794 in revenue and will return net expenditures in excess of revenue of \$938,988 or negative 7.8%.
- Budgeted a total of \$564,050 of support to the Campus for 2022-2023 with \$114,050 in Program allocations and \$450,000 in Space and Utility charge support.
- Continued to work through challenges with the Covid-19 pandemic.
- In October 2021 the US Small Business Association approved full forgiveness of the second Payroll Protection Program loan in the amount of \$1,400,000.
- In 2021-2022 the Employee Retention Credit request of \$1,527,269 was submitted to the Internal Revenue Service for the third quarter of 2021 as well as the portion of 2020 based on eligibility and program existence.
- In March 2022 the sale of approximately 170 acres of the Lodge forest for \$312,086 to the Western New York Land Conservancy was completed.
- In April 2022 the gift of the Alumni House to SUNY Fredonia was completed.

## **Statistical Data**

- Revenue from operations totaled \$11,767,038 representing a 7.9% decrease from the previous year.
- Operating expenses totaled \$12,121,575 which is a 1.4% decrease from the previous year.
- Program expenditures, serving 45 campus groups and organizations, totaled \$493,934.
- Non-operating revenues of \$3,239,355 were recorded as of May 31, 2022 from the two federal covid-19 stimulus programs and sale of Lodge forest.
- While providing the high level of support, net results from operating and non-operating activities yielded an increase in Net Assets of \$2,143,292.

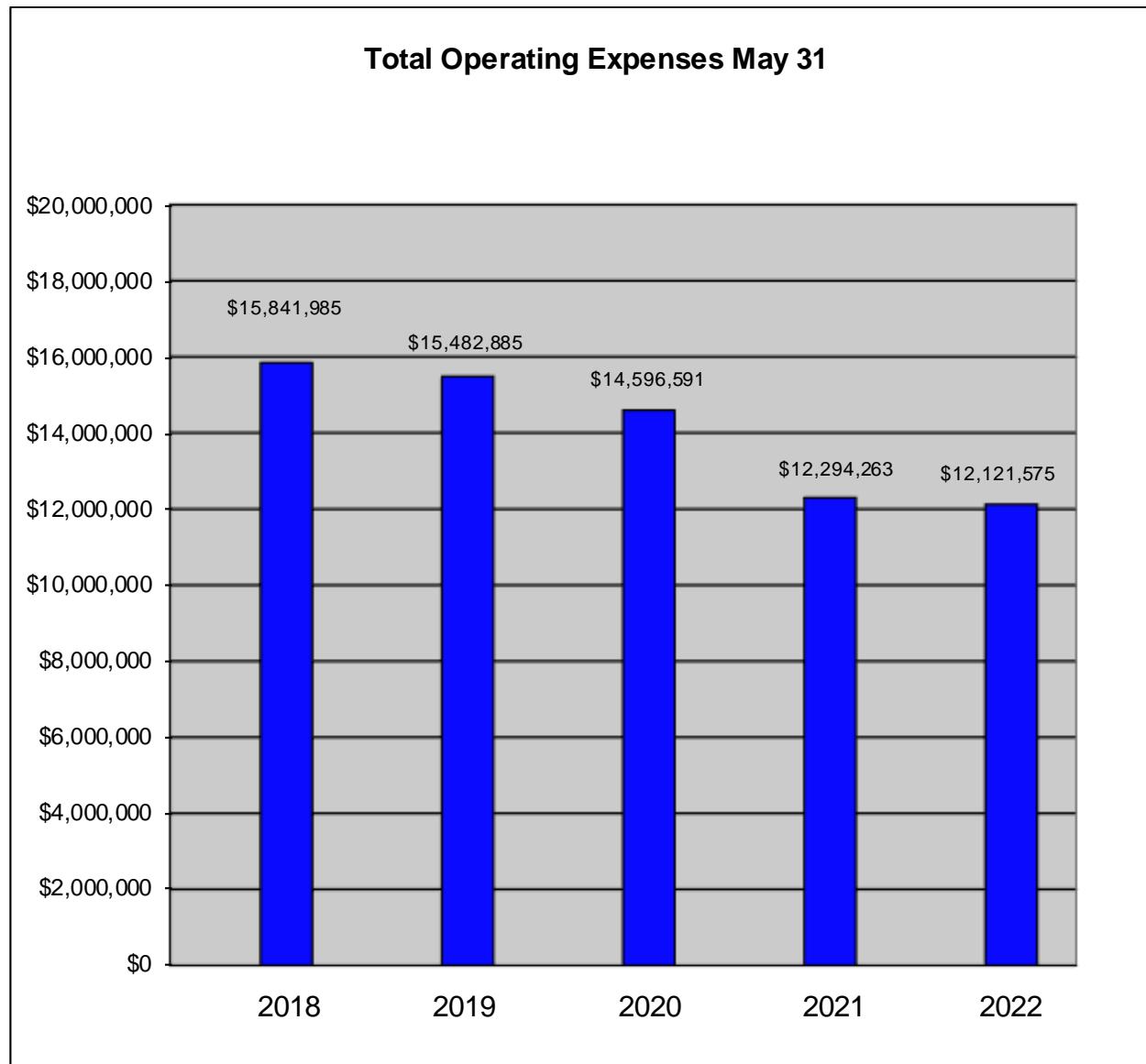
FACULTY STUDENT ASSOCIATION OF STATE UNIVERSITY COLLEGE AT  
FREDONIA, NEW YORK, INC.

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



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

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



## **Assessment Update**

### **Assessment Statement**

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

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

### **Assessment Activities**

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

### **Assessment Goals**

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

## **Bookstore/Retail Operations**

### **Annual Report**

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



**Bookstore/Retail Operations Staff**

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

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

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

Retail Operations also oversees vending machine operations throughout campus that are subcontracted to The Cuyahoga Group. Retail Operations handles a majority of the service calls and other customer service issues with vending.



**Starbucks Staff**

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

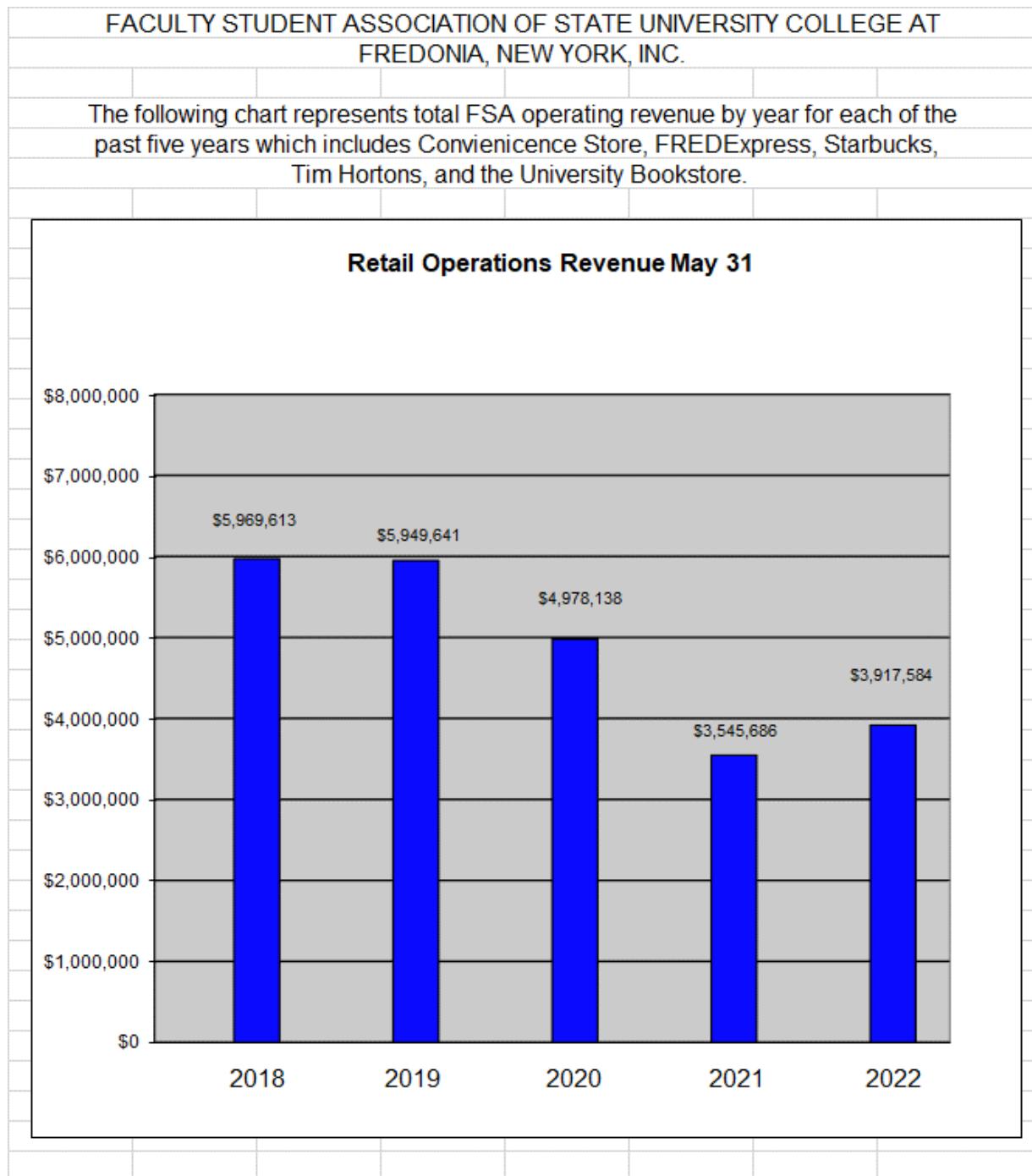
The Bookstore, Convenience Store, and Starbucks Coffee staff currently consists of six full-time management employees, four full-time CSEA employees, nine part-time CSEA employees, and forty-six part-time student employees.

### **Significant Accomplishments**

- Increased product line for giftware, electronics, clothing, and school supplies.
- Ensured that all vendors of imprinted merchandise complied with the University Trademarks and Licensing Program.
- Increased sustainability efforts throughout the Bookstore, Starbucks and the Convenience Store to include recycling of all consumables as well as stocking environmentally friendly products when possible.
- Maintained mandates outlined in the Federal Higher Education Opportunity Act.
- Increased product mix from local vendors.
- Refined student package service.
- Implemented student laptop purchasing program.
- Refine vending machine placement and product mix.
- Implemented Starbucks nitro program.
- Closed Tim Hortons unit as well as FREDEXpress to increase operational efficiency.
- Increased availability of credit card readers for vending machines.

## Statistical Data

- Revenues for the 2021-2022 fiscal year were \$3,917,584 compared to \$3,546,686 in 2020-2021, an increase of 10.5%.
- Debit Accounts decreased by 92 participants to 415 in fall 2021, from 507 in fall 2020.
- Net Revenues increased \$312,696 or 18.0%.
- Operating expenses increased \$180,807 or 4.0%.



## **Assessment Update**

### **Assessment Statement**

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

### **Assessment Activities**

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

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

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

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

## **Assessment Goals**

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

- Assess space utilization of store and warehouse.
- Assess product selection to reflect the needs of the Fredonia campus.
- Evaluate student employee training procedures for the store and revise as needed in order to increase annual retention rates.
- Maintain compliance with the college-licensing program.
- Maintain compliance with the Higher Education Opportunity Act.
- Decrease lead time between ordering and receiving of imprinted merchandise.
- Enhance Fredonia imprinted merchandise with increased selection. Work with vendors to decrease minimum orders allowing for less investment in inventory.
- Continue to develop a campus wide marketing program.
- Continue to search for environmentally friendly general merchandise options for the Bookstore.
- Enhance online shopping presence and marketing efforts offering new and innovative products to the Fredonia students, faculty, staff and alumni.
- Look for new and interesting social media marketing opportunities.
- Explore and increase product mix from local vendors.
- Refine OER program.
- Evaluate inclusive access course materials initiatives.
- Refine campus shipping and delivery program for students.
- Further develop software tracking program for student package delivery.
- Evaluate alternative textbook procurement initiatives.

## 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 nine full-time management employees, eleven full-time CSEA employees, thirty-nine part-time CSEA employees, and 85 part-time student employees.



**Cranston Marche Staff**

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



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

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



**Café McEwen**

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



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



**Special Events**  
*From left to right: Katie Thies and Kim Fancer*

## Significant Accomplishments

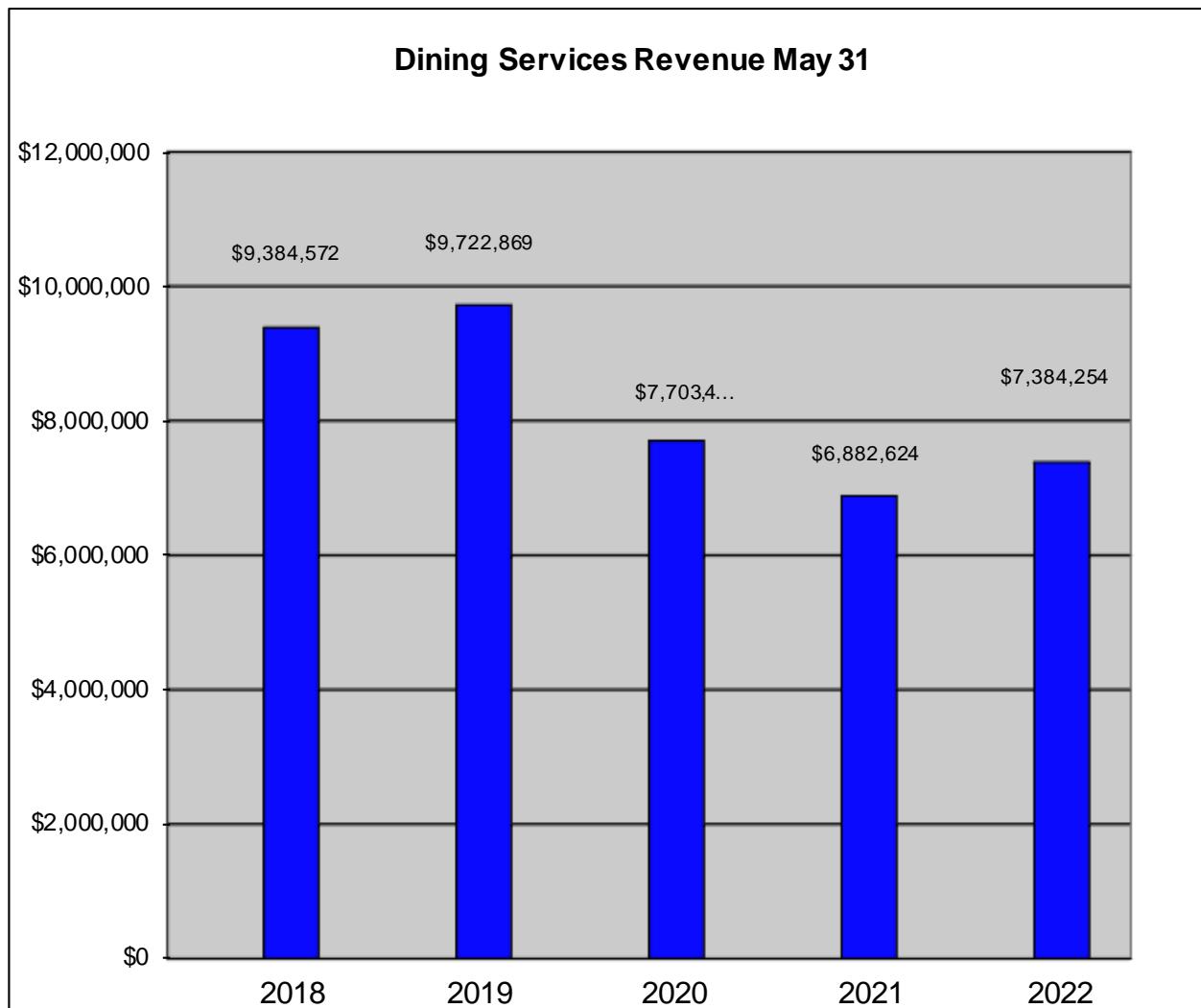
- FSA Dining Services planned the following events for fall 2021: we featured our Thanksgiving Day Celebration on November 18<sup>th</sup> and the Holiday Dinner on December 16<sup>th</sup> in Cranston Marche.
- Cranston Marche continued to offer perennial favorites by keeping up with the college food trends while still maintaining serving its popular “Burger Wednesday” and “Cheesy Friday” weekly menu offerings.
- Blue Devil Grill’s 3-week rotating menu of Mexican, Italian and Mediterranean offerings remains a popular dining location.
- Catering services by the campus continues at low levels due to COVID-19 protocols.
- Re-opened McEwen Café in spring 2022.
- Closed Blue Devil Grill in May 2022 to reduce operating costs and make other locations more efficient.

## Statistical Data

- Self-operated Dining Services revenue for the 2021-2022 fiscal year was \$7,384,254 compared to \$6,882,624 in 2020-2021, an increase of 7.3%.
- Meal plan enrollment decreased by 142 participants to 1,916 in fall 2021, from 2,058 in fall 2020. A 6.9% decrease.
- Net Revenues increased \$213,962 or 3.9%.
- Operating expenses increased by \$210,616 or 3.1%.

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

The following chart represents total FSA Dining Services operating revenue by year for each of the past five years which includes Catering, Willy C's, Cranston Marche, Blue Devil Grill, and FSA Cafes & Concessions.  
Included Tim Hortons up until 2017:



## **Assessment Update**

### **Assessment Statement**

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

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

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

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

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

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

### **Assessment Activities**

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

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

### **Assessment Goals**

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

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

## **Human Resources**

### **Annual Report**

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

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

### **Significant Accomplishments**

- Followed all protocols for FFCRA
- Followed layoff procedures after closing Tim Hortons and Fred Express.
- Provided training to all employees on PCI Compliance, Sexual Harassment, and Diversity, Equality, and Inclusion.
- Continued Food Handling and Knife Safety training to all student employees.
- Maintained Wage Theft Prevention Act Compliance.
- In lieu of Student Recognition Banquet, gifts were mailed to students in recognition of Student of the Month and Student Leaders
- Recognized years of service, birthdays, anniversaries, perfect attendance, Above and Beyond awards.
- Completed orientation for all new CSEA, student and management employees.
- Monitored DOL Unemployment Claims.
- Maintained Facebook Page for FSA employees to provide information as well as recognition.
- Completion of ACA Forms 1095 and 1094.
- OSHA and EEOC reporting.
- Provided individual training/orientation sessions for all new student employees.

## **Statistical Data**

- Hired 22 new employees.

## **Assessment Update**

### **Assessment Statement**

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

### **Assessment Activities**

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

## **Assessment Goals**

- The assessment goal of Human Resources is to become a resource base for all FSA operations to increase efficiency.
- Negotiate a new collective bargaining agreement with CSEA Local 627.
- Meet with all new employees to review Employment Handbook, Contract, Safety Manual, and job descriptions.
- Meet with each employee annually to increase employee awareness of individual benefits including, retirement, SRA, health insurances and EAP programs.
- Develop training program to ensure all new employees are properly trained in all areas.
- Remain up to date on current procedures and retirement options, and work with TIAA representative to provide information in regards to individual counseling to employees.
- Review examinations for all CSEA positions that require testing.
- Research educational opportunities for Management Staff.
- Provide continued training and protective equipment to decrease work related injuries such as cuts, burns, trips and falls.
- Continue to collaborate with other SUNY HR Professionals
- Monitor Fair Labor Standards Act (FLSA) changes to ensure compliance.
- Provide assistance to employees who will be receiving new SUNY Fredonia email addresses
- Provide support to management staff navigating leaves of absence from work, as well as maintaining consistency with all employees
- Assist management staff through disciplinary processes with employees

## **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**

- Completed upgrade of network switch infrastructure.
- Completed migration of bookstore POS controllers to new servers.
- Enhanced allergen and dietary labeling system for food items and online menus.
- Created an Allergen & Dietary Preference Guide.
- Upgraded Sage 300 ERP system and implemented web-based interface for easier deployment to departments.

### **Statistical Data**

- 8457 add-on online deposits totaling \$220,674.42 through the MyFREDCard.com/CBORD GET sites.
- 529 Help Desk tickets submitted.

### **Assessment Update**

#### **Assessment Statement**

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

#### **Assessment Activities**

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

## **Assessment Goals**

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

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

## **Special Events, Marketing, Licensing**

### **[Annual Report](#)**

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

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

### **Significant Accomplishments**

- Coordinated the planning and implementation of all marketing for the 2021-2022 Academic year. Special events and promotions were limited due to the pandemic.
- Presented to families, in a virtual setting at the summer 2021 Q&A sessions hosted by new student and transition programs.
- Maintained relationships with our summer conference planners as we navigated the pandemic and the decision to not have groups on campus for the summer of 2021. Successfully hosted the NYSSMA Area All State Festival in November of 2021
- Continued involvement as emeritus of Chautauqua Leadership Network (CLN).
- Organized a Spring Food Truck Thursday, where 4 trucks came to campus, that was very well received by the campus community.

### **Statistical Data**

- Nothing to report for residential or day programs on campus or at the College Lodge.
- 72 Licensed Vendors

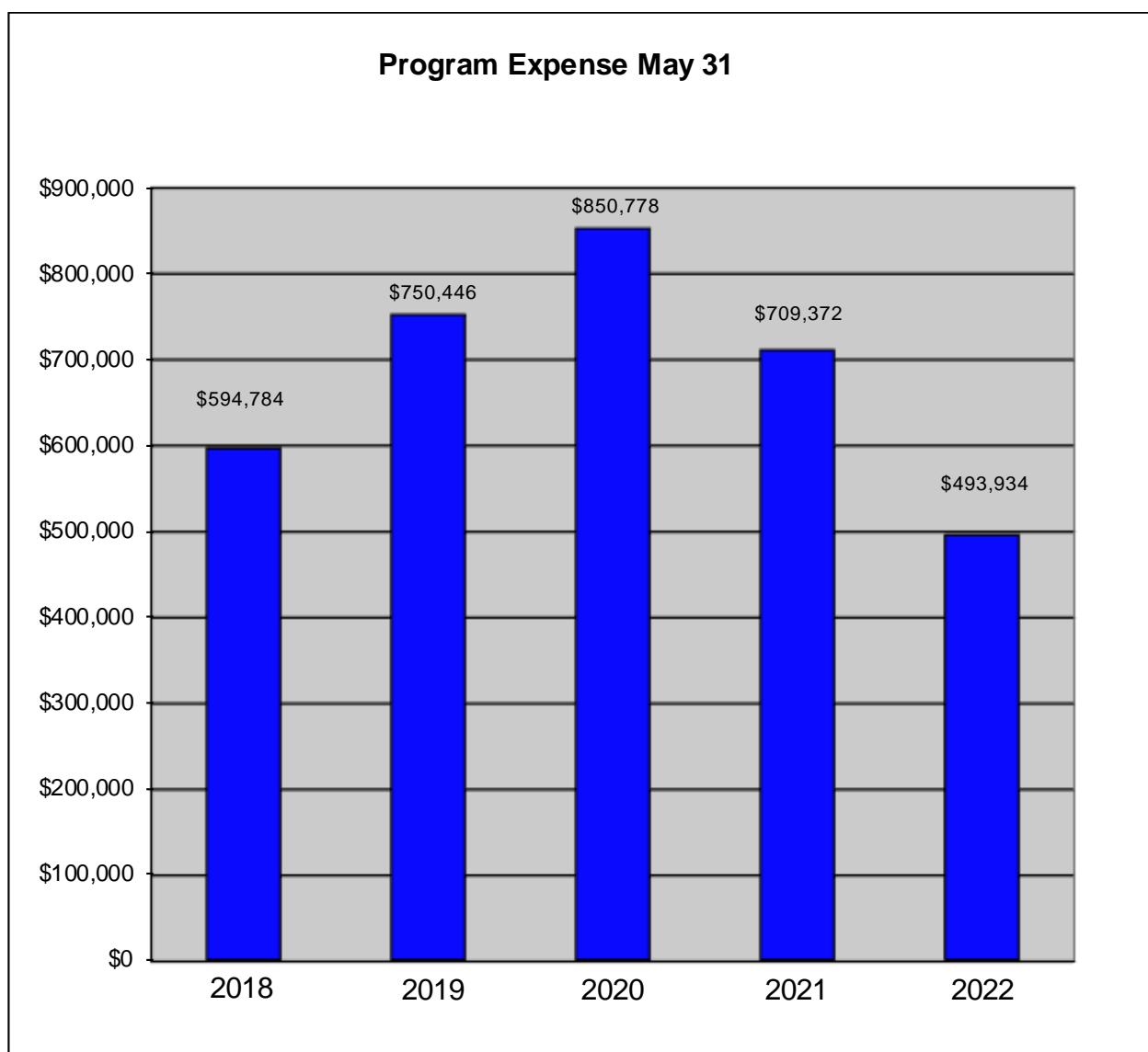
## **Assessment Update**

### **Assessment Statement**

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

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

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



## **Assessment Activities**

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

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

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

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

## **Assessment Goals**

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

## **Support Services**

### **Annual Report**

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

The Support Services group continued with two full-time management employees, twelve full-time CSEA employees, eight part-time CSEA employees and 2 student employees.



**Support Services/Commissary Staff**

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

## **Significant Accomplishments**

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

## **Statistical Data**

- Revenues from Support Services for 2021-2022 totaled \$430,947 compared to \$456,607 in 2020-2021, which is a decrease of 5.6%.
- Operating expenses increased 16.8%.

## **[Assessment Update](#)**

### **Assessment Statement**

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

### **Assessment Activities**

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

## **Assessment Goals**

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

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

# **Information Technology Services**



## INFORMATION TECHNOLOGY SERVICES (ITS)

### Introduction

Information technology services are utilized in every aspect of Fredonia's environment and are critical for the day to day operations of the University. The **Information Technology Services (ITS)** departments provide the following baseline services for the campus community:

- Academic and Collaborative Technology
- ITS Service Center Support
- Network Design, Support, and Development
- Enterprise Reporting Services and Development
- Enterprise Information and Physical Security Systems Support
- Enterprise Information and Physical Security Program Management
- Enterprise Infrastructure Design, Support, and Development
- Enterprise Data Services and Production Support
- IT Project and Portfolio Management



Interim CIO, Ben Hartung

### Mission Statement

In keeping with the State University of New York at Fredonia vision, Information Technology Services (ITS) at Fredonia will provide the environment and support for the technology required for teaching, learning, and administrative functions.

Information Technology Services primary goals are to:

- Provide a stable, secure, and user-centric computing environment.
- Collaborate with Fredonia colleagues in identifying and supporting new and existing technology
- Maintain and improve our expertise to support evolving campus technology needs.

### Management

The Chief Information Officer (CIO), Chief Information Security Officer (CISO), Directors, and Managers are responsible for seeing that the overall mission, vision, and yearly objectives are identified, prioritized, communicated, and accomplished in a consistent manner.

Communication (information sharing), governance (development and adoption of policy and procedure), financial planning, budgeting, organizational development (teamwork, customer service, consistency, professional development opportunities), and project/portfolio management are key foci.

## **Support Services**

The Information Technology Services staff devotes the majority of their time supporting the academic and administrative computing needs of the students, faculty, and staff. Support ranges from troubleshooting and maintaining data, databases, and systems, monitoring operating logs, processing data backups, running and reviewing processes and output, prepping and installing computers and computer labs and smart classrooms for student and faculty use, and providing multimedia services for students, faculty, and staff.

## **Research & Development**

Research and development is based on identified and prioritized need (such as software upgrades, etc.) as well as on project scope and security schemas approved by management. Secure and sustainable infrastructure development with appropriate documentation enabling support teams to provide excellent support and customer service is expected.

## **IT Governance**

IT Governance is essential to ensuring that IT services are managed effectively and efficiently in the environment. The Information Technology Advisory Board (ITAB) is a visionary, planning, working, and advisory board to the President's Cabinet. ITAB is also an affiliated committee to the University Senate. ITAB standing members represent areas that must be consistently part of the strategic planning process. ITAB appointed members to represent students, faculty, and staff and are appointed for three-year staggered terms. Membership is reviewed annually by the ITS Executive Board.

## **Significant Accomplishments**

During the 2021-2022 fiscal year, the ITS department successfully completed 10,851 Tracker IT support tickets with an overall customer satisfaction rating score of 4.9 out of 5.

<b>Team</b>	<b>Tickets Closed Total Since 7/1/21</b>	<b>Number of User Reviews</b>	<b>Average Satisfaction Rating</b>	<b>Note</b>
Academic and Collaborative Technology	1,280	142	4.9	
Chief Information Officer	150	14	5.0	
Enterprise Data Services	408	NA	NA	
Enterprise Information Services	328	NA	NA	
Enterprise Infrastructure Services	480	95	4.9	
Enterprise Reporting and Development	388	62	4.9	
Information Security Office	647	107	4.9	
Network Design and Development	451	111	5.0	
Residential Technology	466	40	4.8	
Service Center	6,253	828	4.9	
<b>TOTAL</b>	<b>10,851</b>	<b>1399</b>	<b>4.9125</b>	

- ITS successfully completed a total of 21 projects on-time and within the estimated budget with an average customer satisfaction rating of 4.9 out of 5.
- Migrated to single Internet Service Provider (ISP) which enhanced Internet connection speeds, business continuity, and provided over \$107,000 in annual cost savings to the University.
- Improved Information Technology governance structures and processes to help ensure that transparent, collaborative, and informed decision making processes exist at the University. Over the fall 2021 semester, a concerted effort was made to implement improvements to the [Information Technology Advisory Board \(ITAB\)](#), the primary IT governance committee for the University. Working with the University Senate and other constituencies, ITAB added many new members to broaden the diversity of the group. Instead of one hour meetings held twice a semester, ITAB will meet at least three times a semester for 1.5 hours.
- As part of a SUNY-wide Chancellor's initiative to reduce costs, improve security, and centralize services, ITS successfully completed Phase I of the SUNY Managed Print Initiative. This initial phase of the multi-year effort, included the deployment of a campus-wide print management agent used to monitor the campus print resource utilization and the comprehensive security hardening of the current printing devices across campus. Phase II of the SUNY Managed Print Initiative will commence in the fall of 2022 as the campus works to meet the compliance requirements set forth in the SUNY [System-wide Print Resource Use Policy \(6902\)](#).
- Migrated the SUNY Fredonia Answers Knowledgebase system and Tracker incident management (ticketing) system to the cloud which enhanced the business continuity capabilities, added new functionality, and increased the overall security posture for these critical systems.
- Completed the migration of the University's Centrex phone system over to the new Voice-over-Internet-Protocol (VoIP) phone system to leverage the latest in technology and provide cost savings to the institution. Through this critical project 750 new phones on campus have been replaced with a new VoIP phone.
- Completed a 1.4 million dollar Capital project to address upgrading critical life and safety campus infrastructure. This project included ensuring that all campus building exterior doors are on the campus online card access control system, all obsolete security cameras are upgraded, new security cameras were added in high risk public areas, emergency power and Uninterruptible Power Sources (UPS) were installed in critical locations across campus to maintain critical services in the event of a power outage. Over 50 doors across campus were added to the online card access control system, nearly 100 security cameras were upgraded, and an estimated 115 new UPS devices were installed across campus.

- Continued to participate in SUNY-wide shared or centralized service opportunities to reduce delivery and administrative costs.
- Expanded Fredonia's first student one-for-one laptop program (FRED Laptop Program), which will provide all students with a state-of-art laptop that is fully supported by the campus.
- Due to storage policy changes imposed by Google, Fredonia decreased the number of Google Workspace (Gmail, Google Drive, etc.) accounts from an estimated 25,000 accounts using approximately 280 Terabytes of storage down to approximately 7,211 using approximately 69 Terabytes of storage across the fredonia.edu Google domain. This change saved the campus an estimated 1.1 million dollars annually. These estimated savings were calculated by considering what it would cost to provide all existing Google account the same unlimited data storage that campus enjoyed before the Google imposed change and then also protecting those accounts with Duo Multi-factor Authentication which is now required by the campus Cyber Security Insurance. The significant decrease in accounts is mostly attributed to the change in policy of no longer offering Alumni Fredonia Google Workspace accounts for life. The campus now offers all alumni Fredonia Google Workspace accounts for two years after graduation.
- Completed the implementation of the Chancellor's SUNY Strategic Identity Initiative (SSII) which improved Fredonia's business continuity and disaster recovery capabilities of Fredonia's authentication systems.
- Implemented the university's first Electronic and Information Technology (EIT) Accessibility Program.
- Upgraded the university's virtual replicated network storage infrastructure to ensure the campus's critical data stores are always available.
- Hired a Senior Programmer Analyst, Programmer Analyst, and Systems Administrator to backfill mission critical vacant positions.
- Implemented a Chromebook loaner program for students that demonstrate need and used for academic purposes.
- Successfully opened Houghton Hall with building new classrooms, labs, networking, card access control, security cameras, and faculty/staff computing equipment.
- Rolled out Microsoft OneDrive cloud storage solution for all faculty/staff and students.
- Provided IT support for Commencement 2022 which was the first in-person ceremony since 2019.
- Implemented the SUNY COVID Vaccination attendance and compliance tracking and reporting program.

- Implemented the SUNY Global ID Implementation for Accepted Applicants and Current Students.
- Implemented the Resident/Guest Check-In Program for Residence Life.
- Decommissioned the Cool Query Reporting System after approximately 20 years of service to the campus.
- Implemented Google Education Plus licensing, storage, and enhanced security features for the campus community.
- Replaced the FREDsecure wireless service with Eduroam. The Eduroam service provides wireless access to education and research institutions worldwide. Using the Fredonia email address and password users can connect to the wireless network at a participating institution. Those visiting Fredonia from a member institution can access our wireless Eduroam network using their university email address and password. Eduroam uses secure encryption and authentication standards, which make it significantly safer than commercial Wi-Fi hotspots.
- Implemented the Starfish Sustainable Architecture (Including Photo Integration).
- Created new Phone inventory database and University Police Argos dashboard to enhance security operations and support.
- Augmented the residential wireless network service by adding individual room access points to all townhouse locations.
- Quickly implemented critical new security controls and enhancements to the campus computing environment to address new Cyber Security Liability Insurance requirements. Such enhancements included the following:
  - encrypting University Category III regulated data at rest,
  - implementing Single-Sign-On and Multi-Factory Authentication (MFA) for remote access to regulated data,
  - conducting the University's first ever external Penetration Test by a third party vendor,
  - conducting a comprehensive Vulnerability Assessment by a third party vendor, and protecting all Fredonia eServices accounts for MFA.
  - migrating to weekly vulnerability scans

## **Assessment Goals for 2022-2023**

- Continue to work with the campus departments to digitize their business processes with online forms, workflow, document imaging, and digital signature tools.
- Complete the initial phases of the SUNY Digital Learning Environment (DLE).
- Complete the Chosen Name Enhancements Project.
- Continue to participate in SUNY-wide shared or centralized service opportunities to reduce delivery and administrative costs. Continue to backfill mission critical staff vacancies.
- Continue to support the university by leveraging state of the art technologies to enhance online instruction, expand the University's online presence, and telecommuting capabilities. Leverage multi-year support and maintenance agreements to help counter the ever-increasing cost of delivering current versions of academic software.
- Negotiate with vendors and service providers in confirming Fredonia is procuring products and services at the lowest possible cost.
- Upgrade Your Connection" self-service login to utilize the existing eServices username/password and Multi-factor Authentication.
- Work with IT Governance groups to continue to reduce operating costs and provide IT services more efficiently across the organization.
- Physically consolidate all Information Technology Services (ITS) employees and services to a single building and floor on campus (if possible). This consolidation will include the Thompson 2nd Floor South, 1st, and 2nd Floor Maytum and McGinnies Hall (ResNet) ITS functions. Objectives for the consolidation include the following:
  - Ensure that ITS team members are a close in physical proximity to enhance inter-departmental communication, team building, and connectivity with other ITS departmental employees.
  - Provide higher quality of IT support services for all students, faculty/staff, and campus community members.
  - Provide IT services more efficiently and cost-effectively to the campus community.
  - Provide a centralized point of IT support services for the entire campus community that includes extended hours (nights and weekends).
- Overhaul the equipment checkout process by implementing a new checkout process to enhance the user's experience and the management of equipment.

- Expand student workforce and implement standardized training program to focus on customer service and technical proficiency.
- Transition of Oncourse (Moodle) to BrightSpace DLE (SUNY Desire2Learn)
- Visualize, Coordinate and Implement a Self Service Environment (YourConnection) that incorporates the new Ellucian Banner 9 SS Applications and required components
- Implement the Everbridge/NY Alert change to new Banner 9 SS Collection for Students and Employees.
- Review Onbase Contract and need for Potential RFP or Sole Source Designation with goal to solidify environment for future upgrades.
- Assist Departments with process improvement as well as work on improving ITS administrative components distributing administration to departments where appropriate.
- Continue to augment the campus wireless and wired network to ensure a robust, secure, and stable service is provided to the campus community.
- Develop and implement an ITS Continuity of Operations (COOP) and Disaster Recovery Plan.
- Implement a Tape and Cloud backup solution for all University data ensuring that it is immutable and encrypted to protect against Ransomware and enhance the University's business continuity capabilities.
- Working with Human Resources, continue to make enhancements to employee eServices account provisioning and deprovisioning processes and support programs.
- Continue to enhance and promote secure Tele-working programs, practices, and systems.
- Continue to implement the SUNY NIST policy Initiative at the campus to ensure Fredonia regulated data remains secure and compliant. In 2016, the SUNY Board of Trustees adopted the Information Security Policy 6900 which is applicable to all state-operated and community colleges. With emerging and ongoing cybersecurity risks, the NIST Policy Initiative seeks to enhance current cybersecurity efforts by establishing SUNY System-wide policies based on the NIST 800-53 standards. Along with the rest of SUNY, Fredonia has been developing and rolling out the NIST based information security policies required by this SUNY initiative.
- Working with 1st Year Programming and New Student Orientation, continue to make enhancements to student eServices account provisioning, deprovisioning process and support programs.
- Continue to standardize on common equipment in learning spaces to provide more efficient and effective support.

- Enhance remote support capabilities in learning spaces to provide more efficient and effective support.
- Continue to implement the EIT Accessibility program.
- Implement Houghton hall multimedia equipment installation Phase 02.
- Implement Google Security Center services and controls to further enhance the University's security and compliance posture.

# **Internal Control**



## **INTERNAL CONTROL**

### **Introduction**

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

### **Mission Statement**

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



*Amy Beers*

## **Annual Report**

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

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

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

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

## **Significant Accomplishments**

- Assisted in the facilitation of Information Security Committee meetings.
- Assisted in follow-up of improvement opportunities identified in the CampusGuard audit of PCI-DSS compliance.
- Maintained a fully functioning Internal Control Program and followed the established timeline for major events.
- Commenced one scheduled Internal Control review.
- Successfully submitted responses to 46 FOIL requests as well as follow-up requests and appeals.
- Reviewed cash handling procedures in several departments.
- Maintained and expanded the TouchNet Marketplace by successfully developing over 200 uStores and six uPay sites to date, totaling over 75,000 transactions and \$9,600,000.00 in transacted funds.
- Chaired the Internal Control Committee; assisted in training the campus in the requirements of the Child Protection Policy; currently serving as the Child Protection Policy Point Person (CPPPP).
- Currently acting as the campus Enterprise Risk Manager (ERM).

## Statistical Data

<b>MARKETPLACE TENDER SUMMARY REPORT JULY 1, 2021 – JUNE 30, 2022</b>							
	Credit Card	Signature Debit	ACH	Cash	PayPath	Bank Wires	Total
Amount	270,857.56	223,175.99	13,786.90	0.00	0.00	0.00	507,820.45
Count	2,701	3,868	107	0	0	0	6,676
% Amount	53.34%	43.95%	2.71%	0.00%	0.00%	0.00%	

Credit Card					
Card Type	Credit Card		Signature Debit		Credit Card Merchant Total
	Count	Amount	Count	Amount	
Visa	1,412	155,233.14	2,770	163,793.16	319,026.30
MasterCard	842	92,499.02	1,095	59,226.83	151,725.85
Discover	292	14,426.90	3	156.00	14,582.90
AmEx	155	8,698.50	0	0.00	8,698.50
Total	2,701	270,857.56	3,868	223,175.99	494,033.55

ACH		
Standard Entry Class	Count	Amount
WEB	107	13,786.90

## Assessment Update

### Assessment Statement

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

### Assessment Activities

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

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

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

### **Assessment Goals**

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

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

# **University Police**



## **University Police**

### **Introduction**

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

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

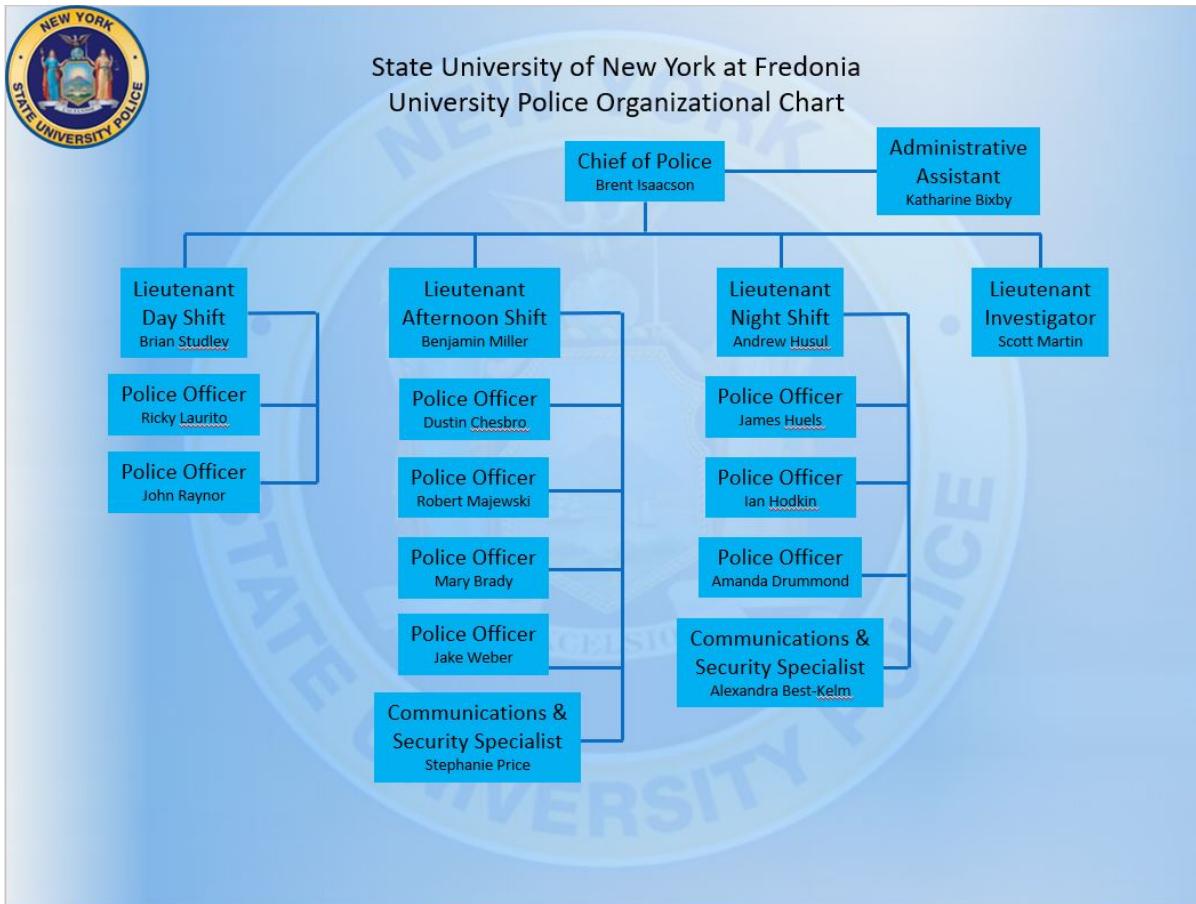
We achieve our mission through two main efforts. *Community policing* is emphasized to foster trust and build positive relationships among members of the campus community and the University Police Department. *Continual training* is pursued to ensure our police officers have the knowledge, skills, and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



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

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

At the end of fiscal year 2021, UPD's was staffed by the following personnel.



## Mission Statement

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

## Annual Report

### Significant Accomplishments

- UPD continued its community policing program, engaging with students in frequent pleasant and friendly interactions outside of calls for service. Officers conducted hundreds of foot patrols in academic buildings and residence halls with the express purpose of connecting with students in non-emergency situations.
- UPD provided training to faculty and staff on how to recognize and report concerning behaviors that might indicate a person is planning an act of targeted violence.
- UPD-Fredonia provided threat recognition, assessment and mitigation training to all University Police chiefs and most Student Conduct Directors across the SUNY system.
- UPD continued to work with campus partners to improve the physical security infrastructure of the campus, including improvements to the security camera system and the mass notification system.

- For the first time, UPD and EH&S&S teamed to map all campus buildings into the county's 911 dispatch center, allowing outside law enforcement agencies to self-navigate to a crisis site on campus in a serious emergency.

## Statistical Data

During the 2021 fiscal year, our officers logged a total of 4285 incidents. An incident is defined as any action taken by our officers. These can be self-generated, such as traffic stops, property/area checks, calls for service from members of the community, or non-emergency community policing patrols. A subset of the crime statistics for *calendar* year 2021 are shown below, and they demonstrate the exemplary year-to-year safety posture of the campus.

## FBI Index Crimes

Criminal Offenses	On Campus (includes residence halls)			On Campus Student Housing			Non-Campus Buildings			Public Property		
	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
Murder/Nonnegligent Manslaughter	0	0	0	0	0	0	0	0	0	0	0	0
Negligent Manslaughter	0	0	0	0	0	0	0	0	0	0	0	0
Sex offenses*												
Rape	10	16	7	10	9	2	0	0	0	0	0	0
Fondling	0	0	0	0	0	0	0	0	0	0	0	0
Incest	0	0	0	0	0	0	0	0	0	0	0	0
Statutory Rape	0	0	0	0	0	0	0	0	0	0	0	0
Robbery	0	0	0	0	0	0	0	0	0	0	0	0
Aggravated Assault	0	0	0	0	0	0	0	0	0	0	0	0
Burglary	4	4	4	3	4	3	0	0	0	0	0	0
Motor Vehicle Theft	0	0	0	1	0	0	0	0	0	0	0	0
Arson	0	1	1	0	1	0	0	0	0	0	0	0

## Liquor, Drug, and Weapon Arrests

	On Campus (includes residence halls)			On Campus Student Housing			Noncampus Buildings			Public Property		
	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
Liquor Law Violation (does not include DWI)	4	4	0	3	3	0	0	0	0	0	0	0
Drug Law Violations	45	12	1	28	6	1	0	0	0	0	0	0
Illegal Weapons possession	0	0	1	0	0	0	0	0	0	0	0	0

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

	On Campus (includes residence halls)			On Campus Student Housing			Non-Campus Buildings			Public Property		
	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
Liquor Law Violation (does not include DWI)	66	39	10	66	33	9	0	0	0	0	0	0
Drug Law Violations	10	37	11	10	22	11	0	0	0	0	0	0
Illegal Weapons possession	0	0	1	0	0	0	0	0	0	0	0	0

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

## **Assessment Update**

### **Assessment Statement**

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

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

### **Assessment Activities**

- In the 2022-2023 fiscal year, UPD officers will utilize body-worn cameras (BWCs) to provide audio/video documentation of all calls for service. BWCs are becoming more standardized law enforcement equipment throughout the United States and among SUNY UPD departments. They provide an additional layer of evidence collection for criminal investigations, and additional transparency and accountability for all police/citizen interactions.
- UPD will continue to develop and standardize UPD-Fredonia’s violence prevention program to make detecting and reporting concerning behaviors a part of the campus culture.
- UPD will further develop innovative community policing activities to develop trusting relationships among our students and our officers. This will include special UPD events to bring students and officers together in fun, engaging situations. The overall purpose of these efforts will be to increase the likelihood that students will quickly report concerning or emergency situations to UPD for resolution.

### **Assessment Goals**

- UPD will expand its officer training curriculum to include enhancing skills in de-escalation, mental health crisis response, tactical scenarios, and crisis management.
- UPD will team with EH&S&S to develop a crisis management training curriculum for senior campus officials.
- UPD will conduct an internal review of departmental processes to ensure issues impacting 2024 re-accreditation are identified early and resolved.

## **University Services**

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



## UNIVERSITY SERVICES

### Introduction

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

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



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

### Mission Statement

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

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

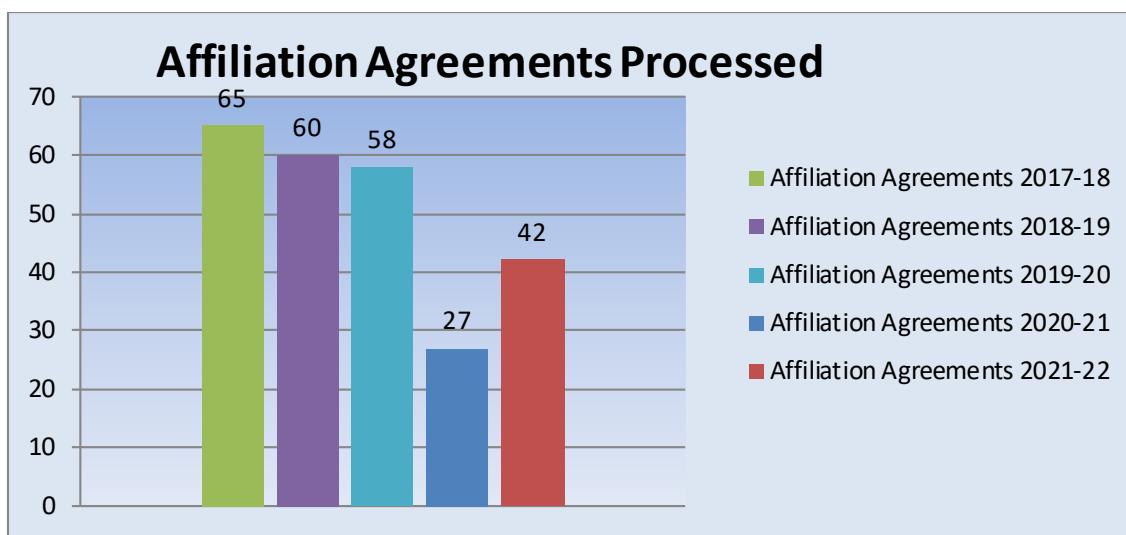
Equally important, University Services has gained from these very students that we are teaching. As a community of learners, we must respect both individual and cultural differences, reminding us that we too have learned so much from our students.

## Annual Report

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

### Significant Accomplishments

- Prepared and issued bids and contracts for assorted campus-wide services.
- Reviewed and approved 42 affiliation agreements for the campus.
- Miscellaneous bids for services.
- Processed numerous software/miscellaneous agreements.
- Involved in the SUNY initiative of Shared Services.
- Member of the Board of Directors of the SUNY Purchasing Association.
- Served on the Board of Directors for the Upstate New York region of the National Association of Educational Procurement (NAEP).
- Attended the Spring SUNY Purchasing Association Conference, and the Fall Upstate New York NAEP/ SUNY Purchasing Association Conference.
- President of the Board of Directors of the SUNY Fredonia Federal Credit Union.
- Member of the Sustainability Committee.
- Member of the Commencement Committee



## **Assessment Update**

### **Assessment Statement**

The University Services department serves as a resource to all departments on the ever-changing New York State regulations and SUNY policies. The Director of University Services attended all SUNY and campus training sessions held to be able to support the campus in complying with the regulations and policies.

### **Assessment Activities**

- Maintained working relationships with all departments, providing guidance on the changes in policies and procurement rules and regulations.
- Continued working relationships with the Office of State Comptroller (OSC), Attorney General, SUNY System Administration and the SUNY Counsel Office.
- Served on the Western NY Shared Services for cost reductions committee.

### **Assessment Goals**

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

## **Automotive and Fleet Services**

### **Annual Report**

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

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



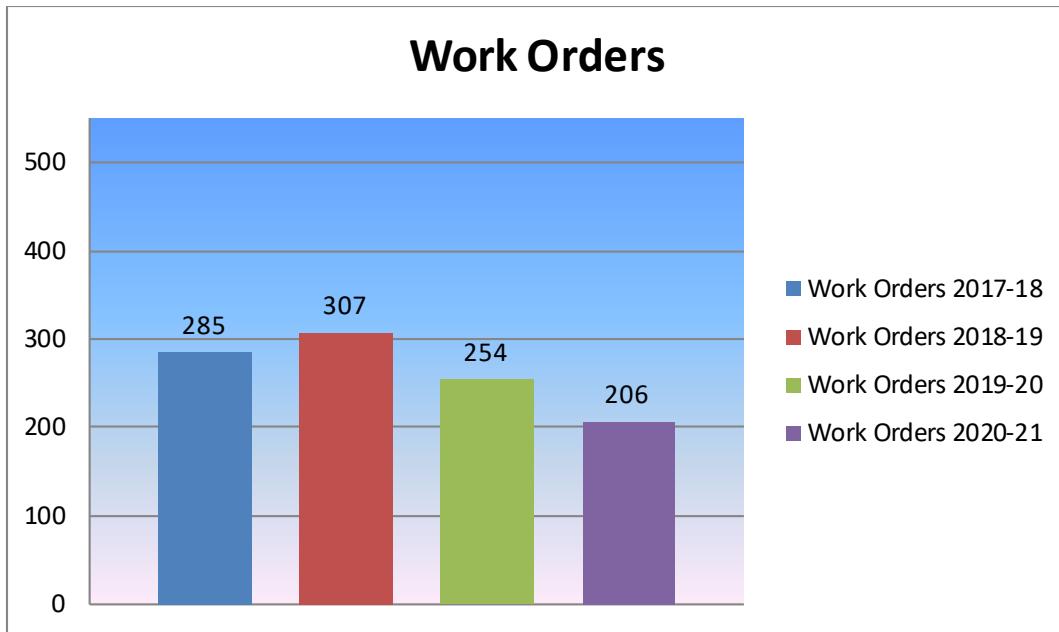
*From left to right: Jay Jacques, John Schmidt, and Steve Gromala Jr.*

### **Significant Accomplishments**

- Sanitized vehicles for use during the COVID-19 epidemic.
- Continuing to train staff on new vehicle repair procedures.
- Completed 189 work order requests.
- Prepared, cleaned and fueled fleet vehicles.
- Responded to various maintenance equipment malfunctions and on-campus building repairs.

### **Statistical Data**

- Completed 189 work and preventive maintenance orders.



## **Assessment Update**

### **Assessment Statement**

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

### **Assessment Activities**

- It is standard procedure to observe, review, inspect and monitor staff work while in progress and when completed, to ensure the proper use of materials, equipment and workmanship.
- Ensure that schedules are met, and that the work is performed accordingly.
- Training, instruction and assistance are provided to ensure assignments are completed accurately and efficiently.
- A total of 189 work orders were completed.
- Reduced fleet size.

### **Assessment Goals**

- Continue training on new equipment for servicing and repairs.

## Campus Photocopy Services

### Annual Report

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

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



*Nicole Raynor*

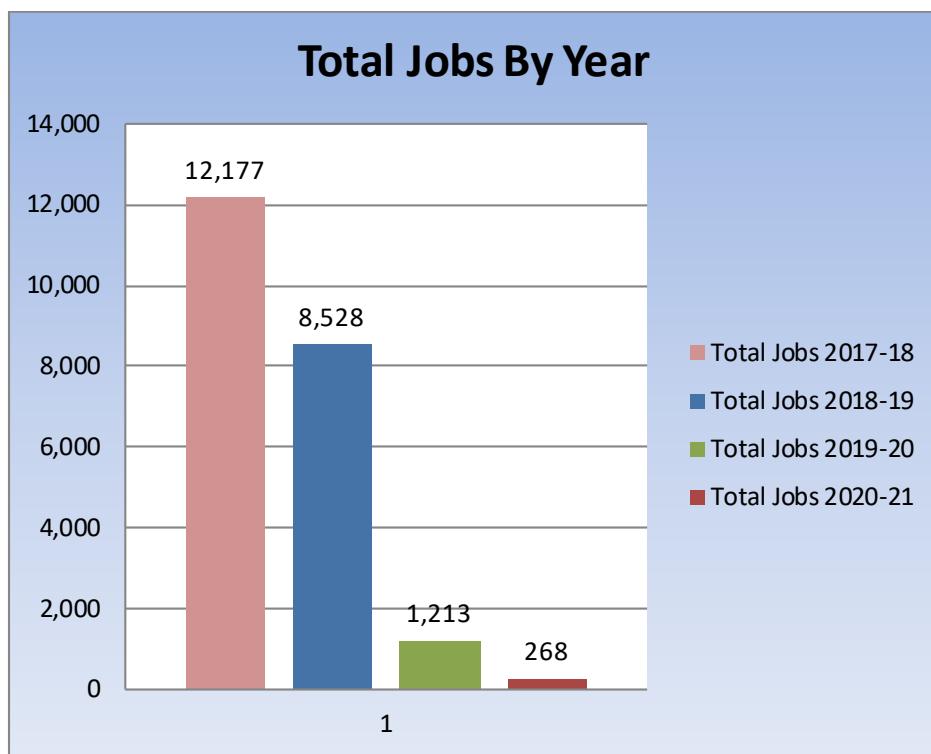
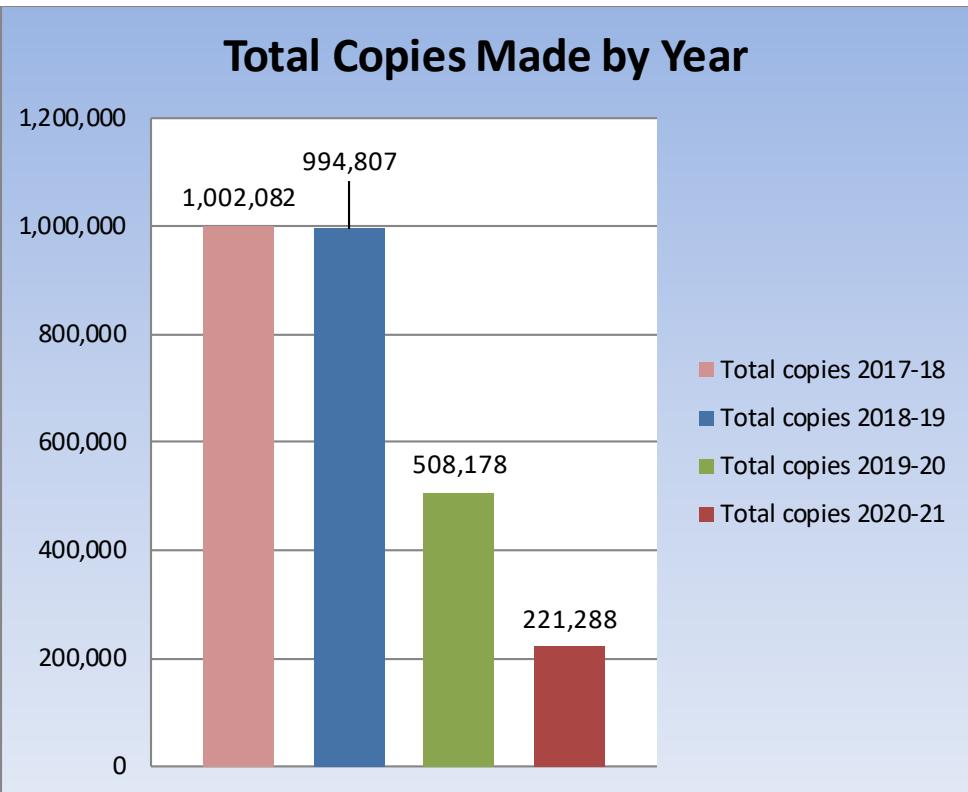
The costs at all centers are tracked to evaluate usage and possible future cost savings. This department was able to maintain the current pricing structure to campus departments at the same cost as in previous years, even though some supply costs have risen. As machines age, we are replacing them with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

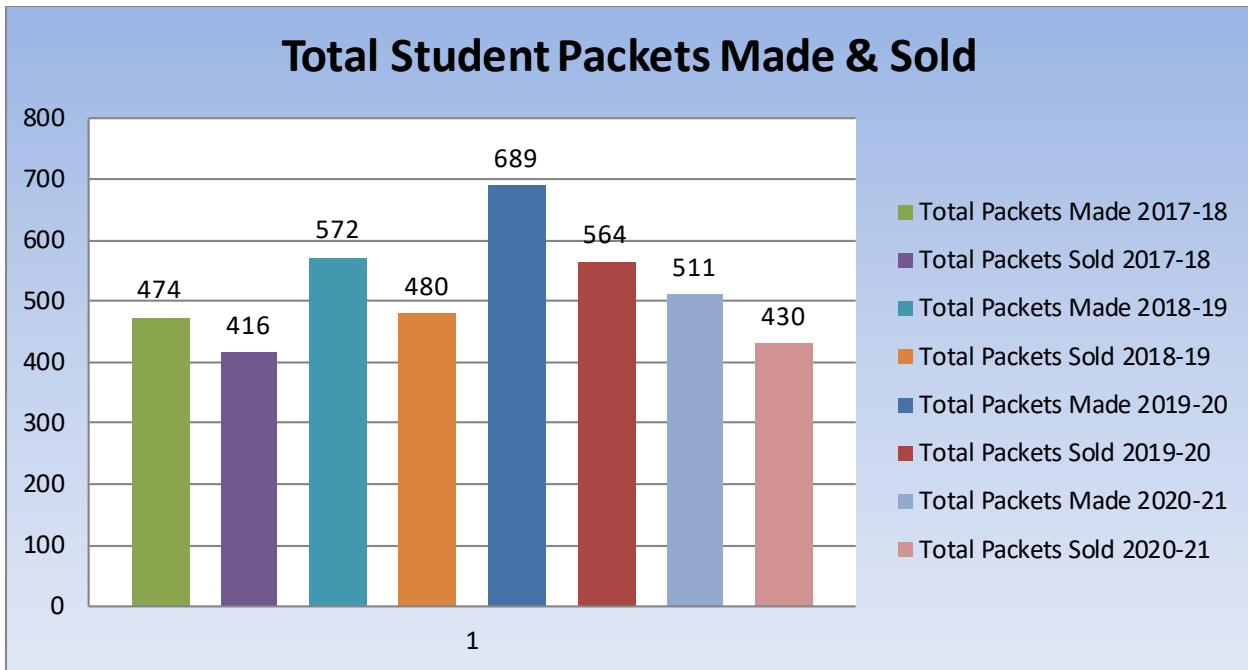
### Significant Accomplishments

- Maintained cost to departments at the same level as 2018-2019.
- We continued the combine the supervision of the Copy Center and Mailroom in an effort to maintain low pricing of copies to faculty and staff, while also cutting costs to campus operations.

### Statistical Data

- There was a decrease of 56% in photocopies made in 2020-2021 compared to the 2019-2020 year in the Thompson Hall manned center. This is primarily due to the COVID-19 pandemic shut-down. Faculty and staff were encouraged to work from home and many classes were switched to an online format.
- There were 268 jobs with 221,288 copies made at the Thompson Hall copy center in the last year.
- The Copy center in Thompson Hall made 511 student packets, and sold 430 packets this past year. This represents a decrease of 26% in packets made and a decrease of 24% in packets sold from the 2019 – 2020 year.





## Assessment Update

### Assessment Statement

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

### Assessment Activities

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

### Assessment Goals

- Reduce the number of photocopies/cost.

## Central Receiving

### Annual Report

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

This year Central Stores/Receiving staff has been working closely with Purchasing, Accounting, and Facilities Services to implement the new Jaggaer software for purchasing and receiving items, as well as working diligently with the Custodial Staff to order and distribute additional cleaning and disinfecting supplies in response to Covid-19

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

### Significant Accomplishments

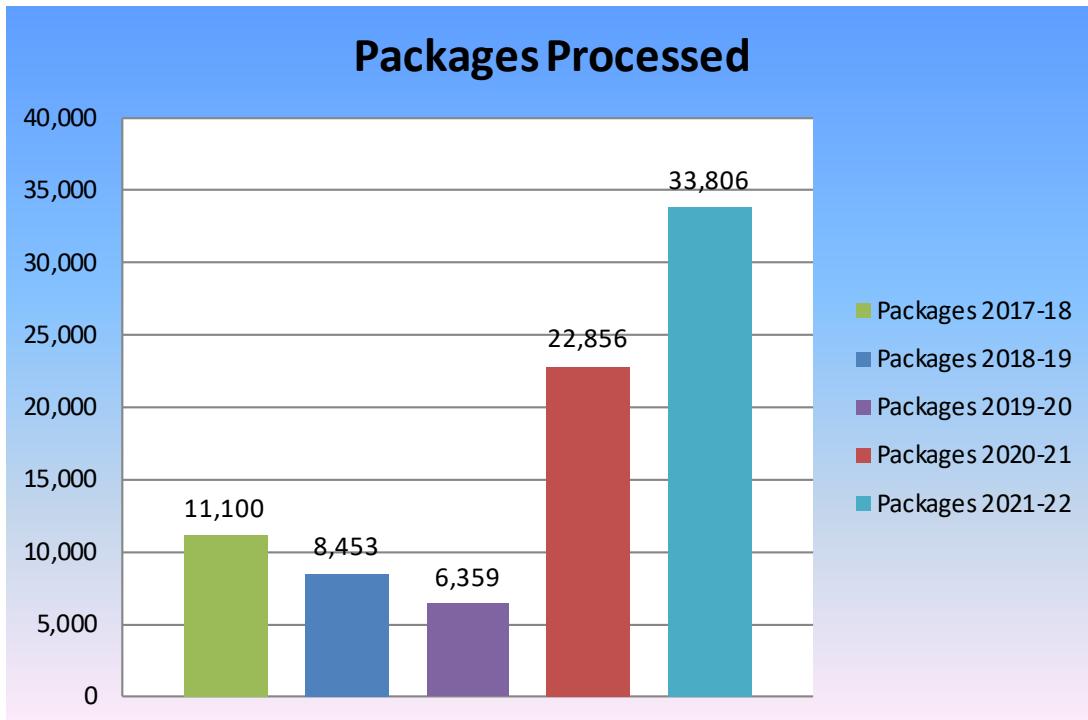
- There were 33,806 packages received.
- There were over 3,900 deliveries received.

### Statistical Data

• UPS packages received:	6,835
• Federal Express, Ground, Home packages received:	13,524
• Lasership	6,642
• Miscellaneous deliveries packages	6,805



*From left to right:  
Chris Frommer and Mason Riggle*



## Assessment Update

### Assessment Statement

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

### Assessment Activities

- Central Receiving is evaluating our receiving/delivery systems to see where efficiencies can be made.
- Deliveries resumed to near normal due to COVID restrictions being lifted.

### 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 312 SKU items with a value of \$160,606.90 at the end of June 2022. The custodial and office supply inventory dollars increased by 33.9% due to the resumption of classes and staff reporting to work onsite.

The Mechanical Storehouse is responsible for 2,475 SKU items with a value of \$270,143.36 at the end of June 2022. Items stored are for use by the trades departments (plumbing, electrical, carpentry, etc.) to make necessary repairs to buildings and equipment. This represents an increase in inventory by 1.6%.

Central Receiving affords the efficient distribution of supplies.

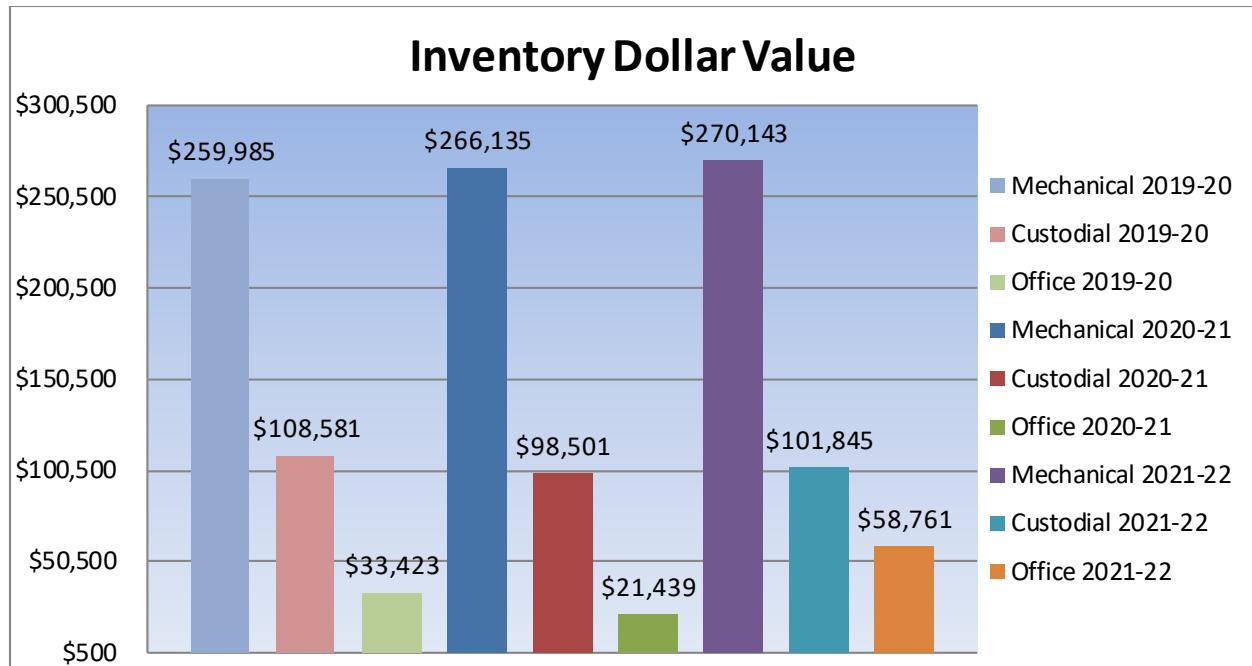
The Central and Mechanical Storehouses are staffed by the Central Receiving personnel.

### **Significant Accomplishments**

- Office supplies inventory items increased over fiscal year 2020-2021 to \$58,761.39.
- Custodial supplies inventory items increased over fiscal year 2020-2021 to \$101,845.51.
- Mechanical supplies inventory items increased over fiscal year 2020-2021 to \$270,143.36.

### **Statistical Data**

- Mechanical supplies inventory: \$270,143.36
- Custodial supplies inventory: \$101,845.51
- Office supplies inventory: \$58,761.39



## Assessment Update

### Assessment Statement

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

### Assessment Activities

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

### Assessment Goals

- Reduce inventories.

## **Contract Services**

### **Annual Report**

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

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

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

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

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

## **Significant Accomplishments**

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

## **Statistical Data**

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

## **Assessment Update**

### **Assessment Statement**

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

### **Assessment Activities**

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

### **Assessment Goals**

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

## Mail Services

### Annual Report

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

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



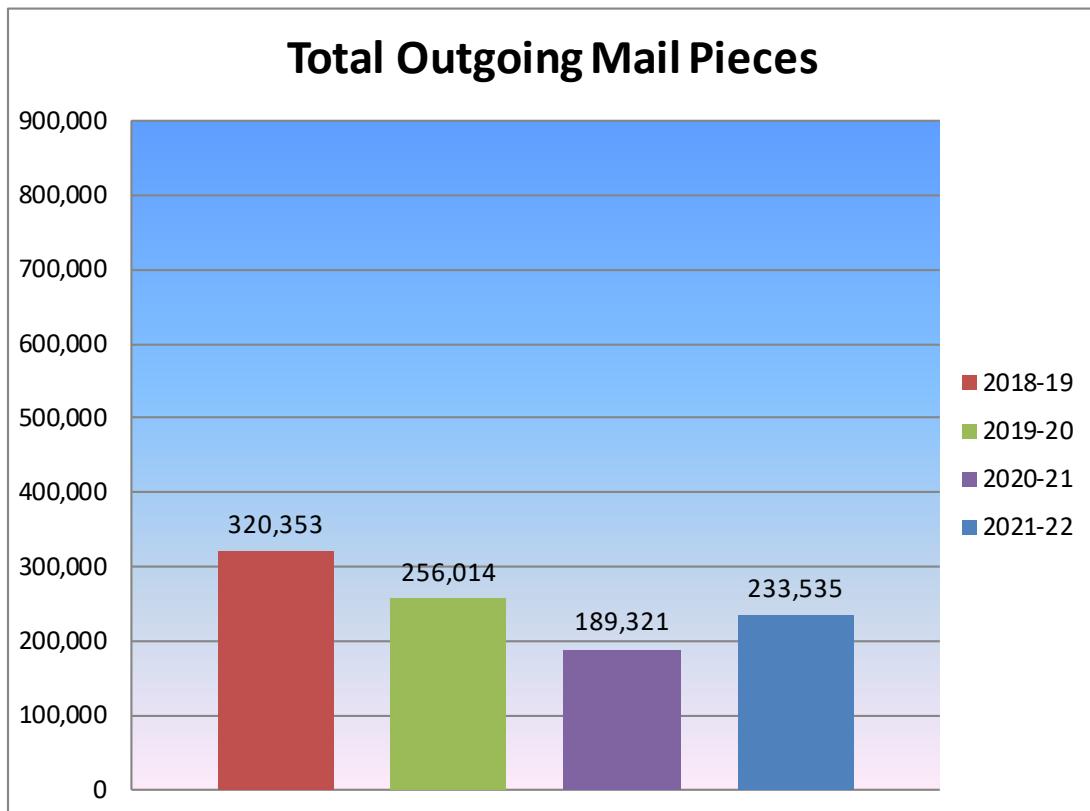
Nicole Raynor

### Significant Accomplishments

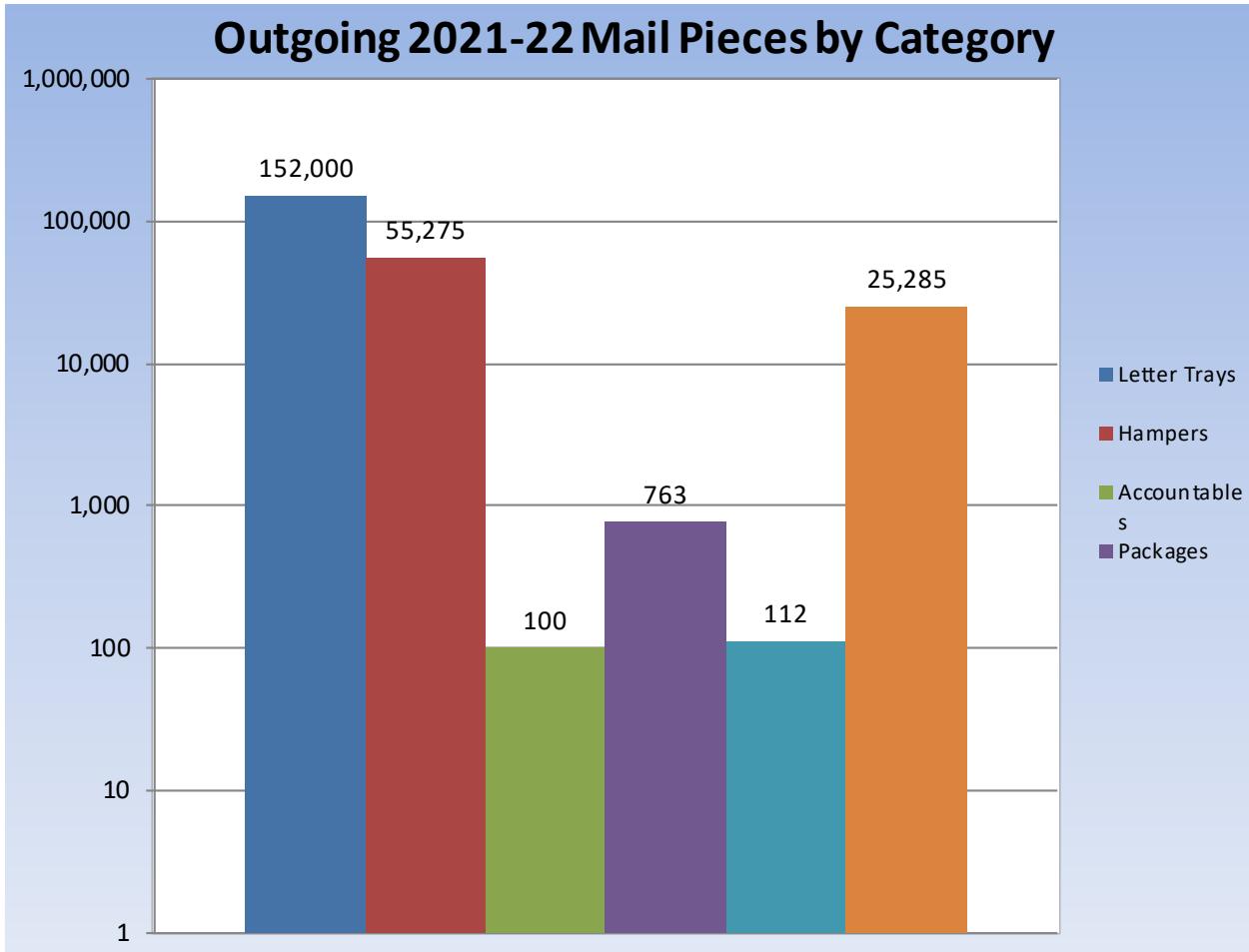
- Deliveries are made to 65 departments and 14 dormitories. 19 departments located in Maytum Hall pick up their own mail from their mailboxes. Delivery routes were altered to accommodate departments moving to different buildings.
- In accordance with Internal Control's Mailroom Security, the annual training session was held. The training covered identifying anonymous mail, postal policies and procedures and an Emergency Response Drill review. A video seminar on mailroom safety produced by the NYS Division of Homeland Security and Emergency Services was shown. The training serves as a refresher for returning staff and informs new employees of the importance of observing potential hazards. In addition to the safety and security topics, many other mailroom rules, regulations and procedures were discussed with an emphasis on sorting mail to the correct department. All Mail Services employees, (state staff and students) are required to attend.
- Postage totaled \$87,823.09 for the fiscal year 2021-2022. This is a decrease of 5.5% from 2020-2021.

- There was an increase in the mailings entered through the #367 permit. 2020-2021 was \$20,870.79 and 2021-2022 increased to \$23,995.27.
- There was an increase in the mailings entered through the #125 permit. 2020-2021 was \$4,617.98 and 2021-2022 increased to \$11,258.93.
- There was an increase in BRM and Short Pay usage. 2020-2021 was \$344.06 and 2021-2022 increased to \$437.94.
- USPS increased postage rates multiple times throughout the year, which resulted in increased costs for all classes of mail and special services. Priority Mail rates had previously started at \$7.95, and now they start at \$8.95 for a flat-rate envelope. Priority Mail Express Mail had previously started at \$26.35, and now they start at \$26.95 for a flat-rate envelope.

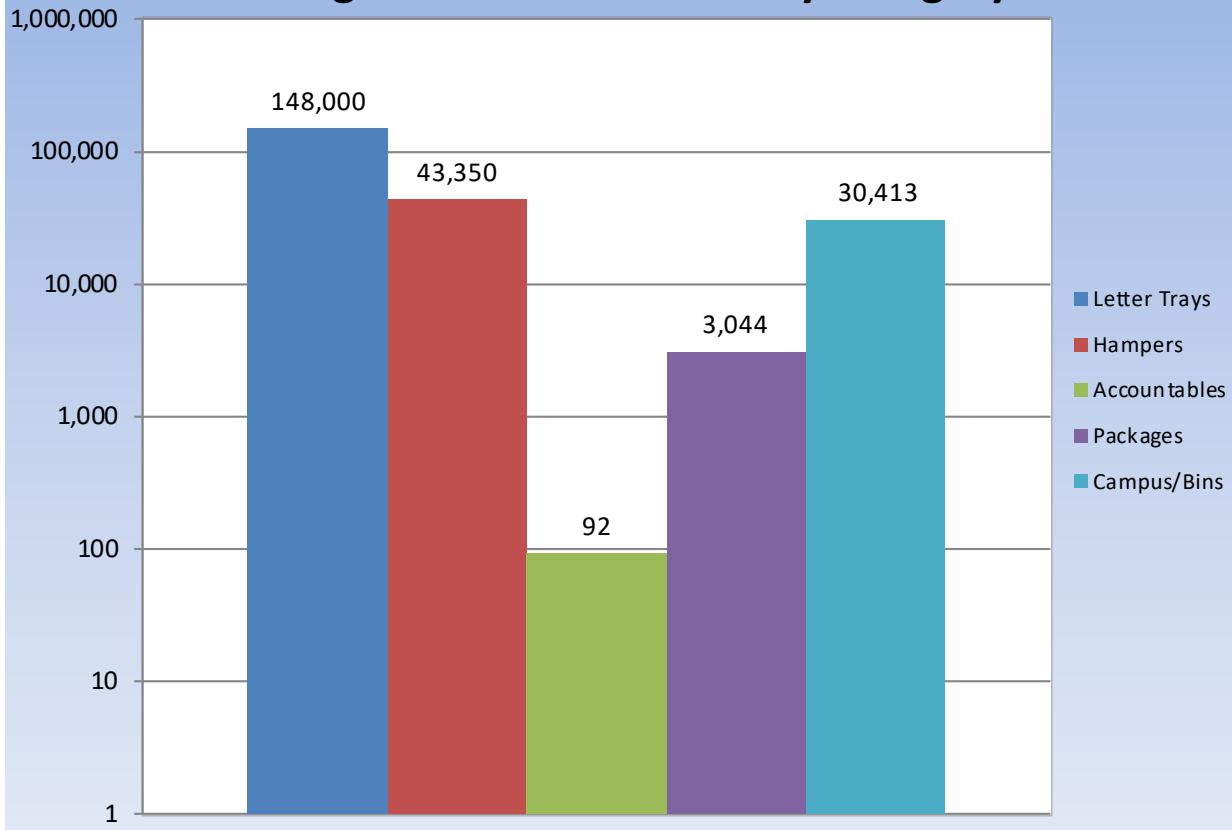
## Statistical Data



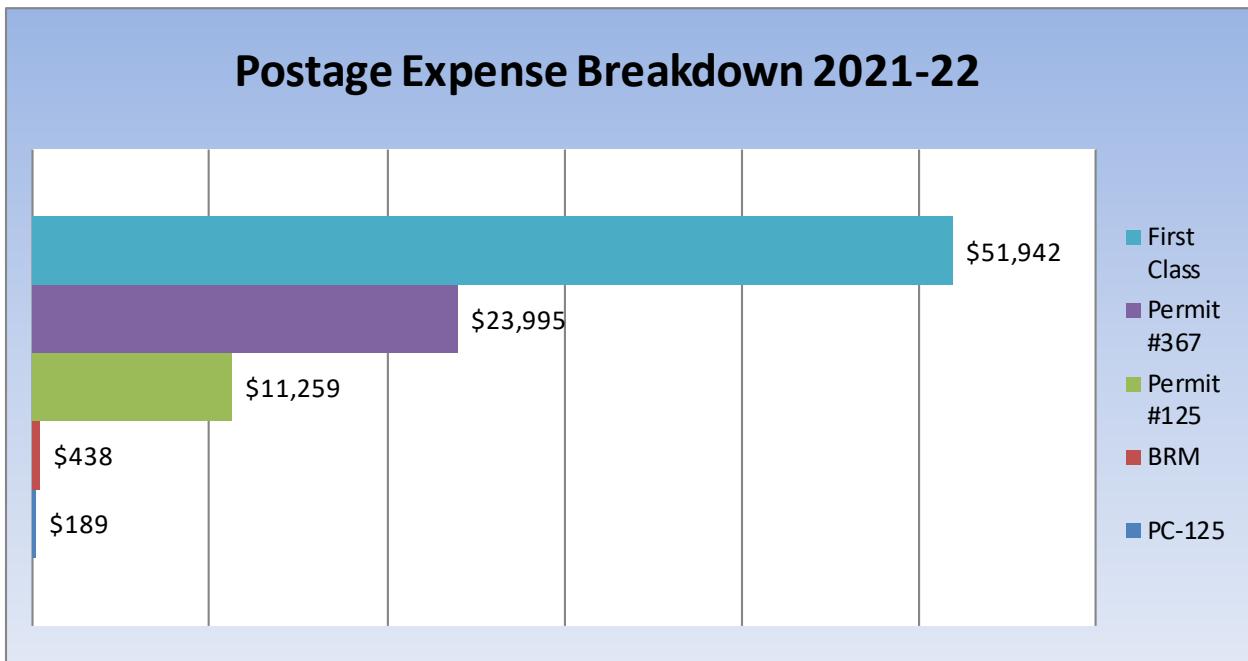
## Outgoing 2021-22 Mail Pieces by Category

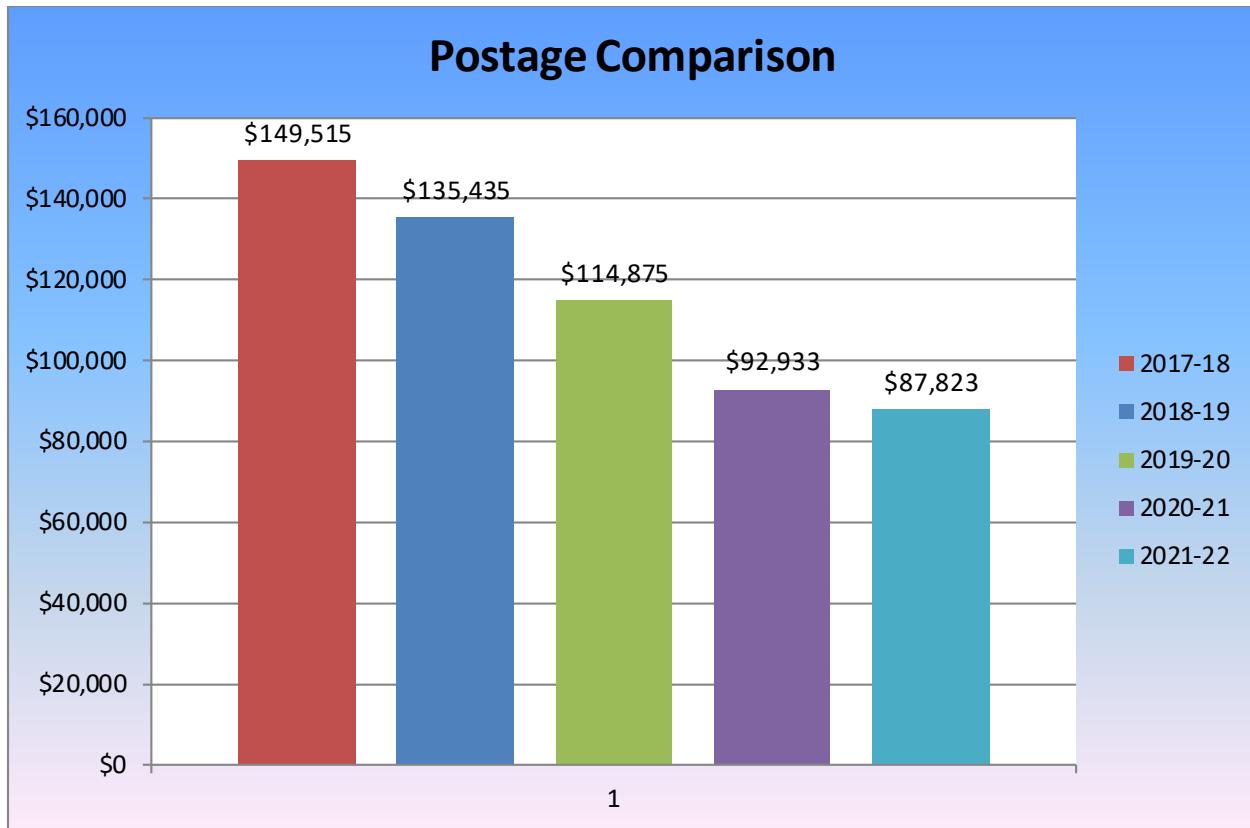


## Incoming 2021-22 Mail Pieces by Category



## Postage Expense Breakdown 2021-22





## **Assessment Update**

### **Assessment Statement**

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

### **Assessment Activities**

Postage totaled \$92,933.02 for the fiscal year 2020-2021. This is a decrease of 19.1% from 2019-2020. The breakdown is as follows:

First Class		\$51,941.74
BRM/Short pay		\$437.94
Standard Mail 3 <sup>rd</sup> Class:		
Fredonia #125	\$11,258.93	
Buffalo #367	\$23,995.27	
Pre-Canceled #25	\$189.21	
		<u>\$35,443.41</u>
<b>Total</b>		<b>\$87,823.09</b>

## **Statistical Averages**

Overall, the mailroom processed approximately 233,535 pieces of outgoing mail. This is a combination of approximately 208,250 pieces of first-class mail and 25,285 pieces of standard permit mail. The staff also received, sorted and delivered approximately 194,486 pieces of incoming federal mail and 30,413 pieces of inter-campus mail. In total, the mailroom staff handled about 458,434 pieces of mail this year. On average about 1,841 pieces of mail are handled daily.

## **Assessment Goals**

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

## **Park and Ride**

### **Annual Report**

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



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

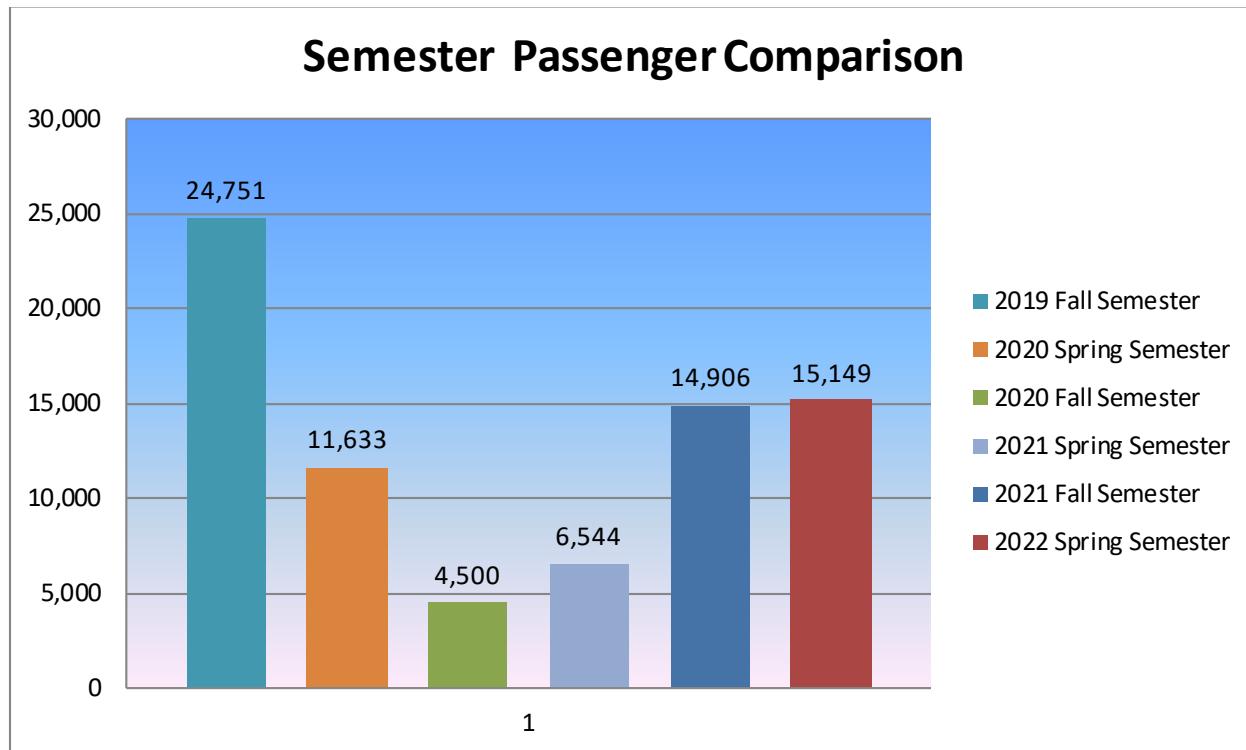
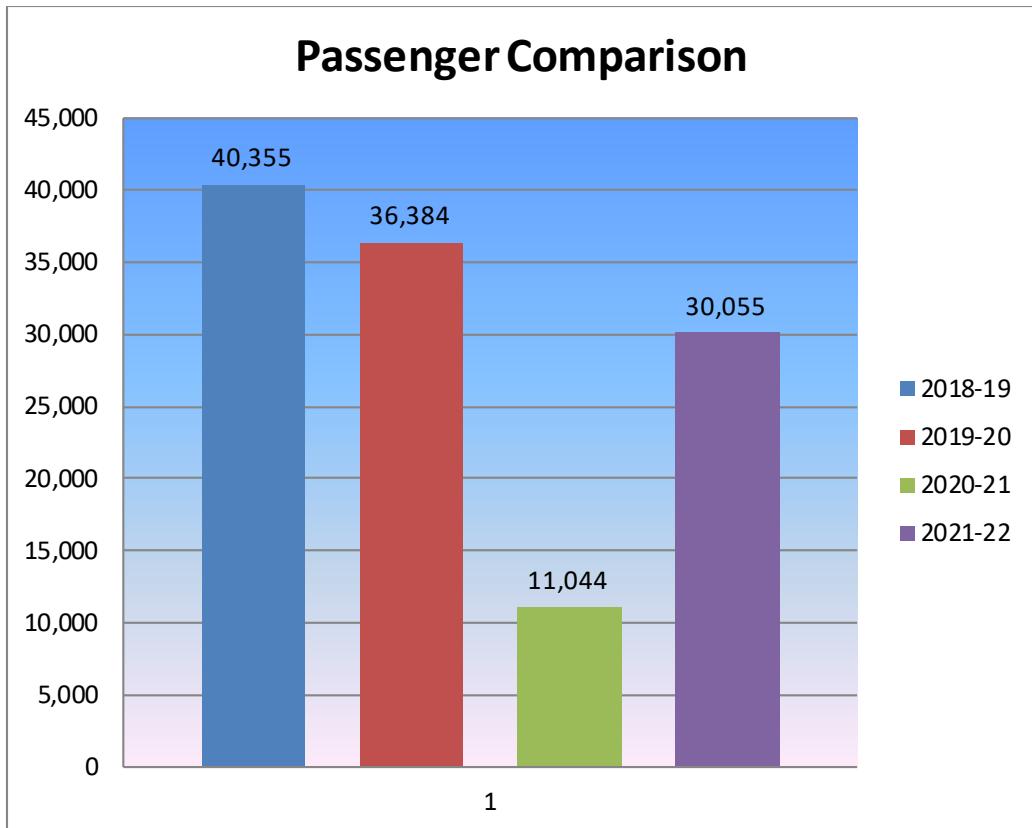
Park and Ride had an increase in ridership this past year with 30,055 passengers. This is attributed due to end of COVID and the students returning to classes on campus.

### **Significant Accomplishments**

This was the sixteenth year that the shuttle service was offered. Over the last 16 years we have transported 767,951 passengers. Every year we receive many compliments from students and staff thanking us for this service.

### **Statistical Data**

- There were 14,906 passengers serviced for the fall 2021 semester.
- There were 15,149 passengers serviced for the spring 2022 semester.
- A total of 30,055 passengers used the shuttle for 2021-2022.



## **Assessment Update**

### **Assessment Statement**

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

### **Assessment Activities**

The passenger count shows the reduction usage due to the reduction in hours for the service due to COVID and the reduced student enrollment.

### **Assessment Goals**

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

## Property Control

### Annual Report

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

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

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.



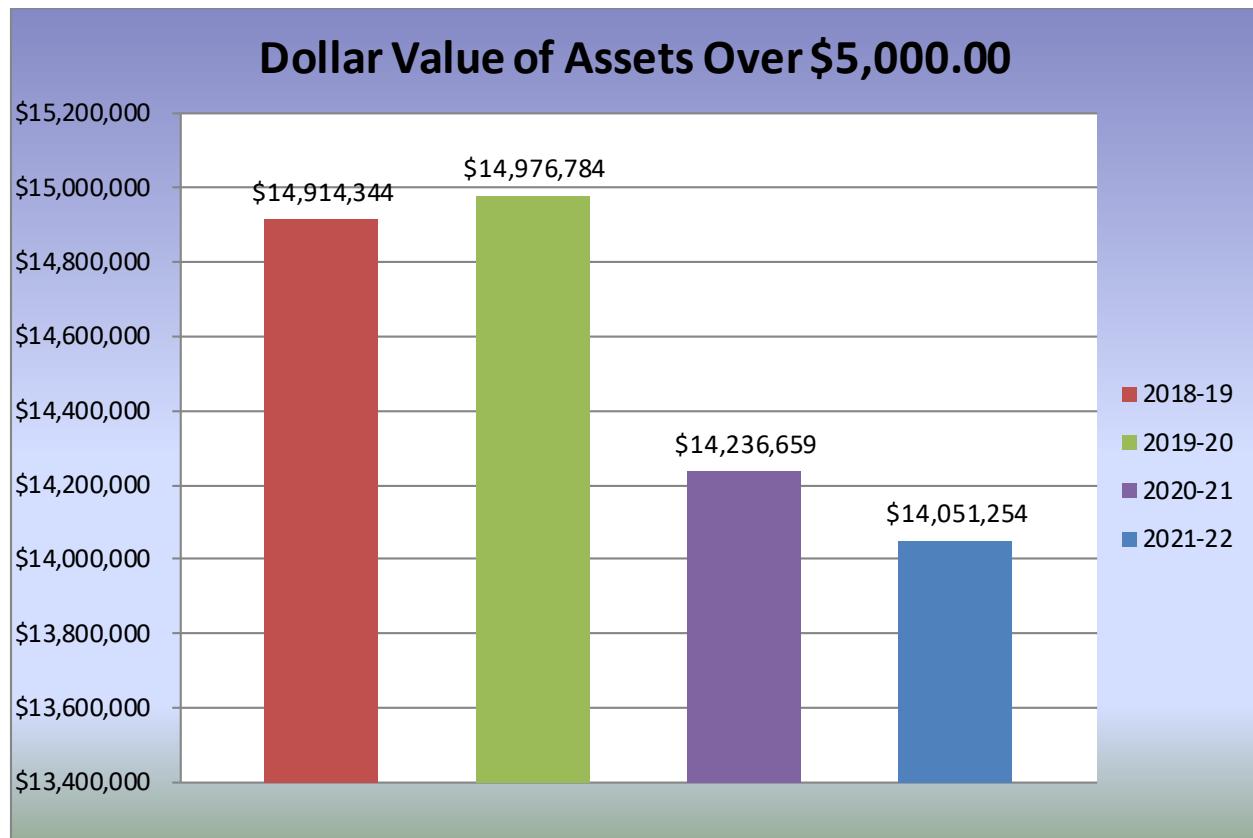
*Janet Parsons*

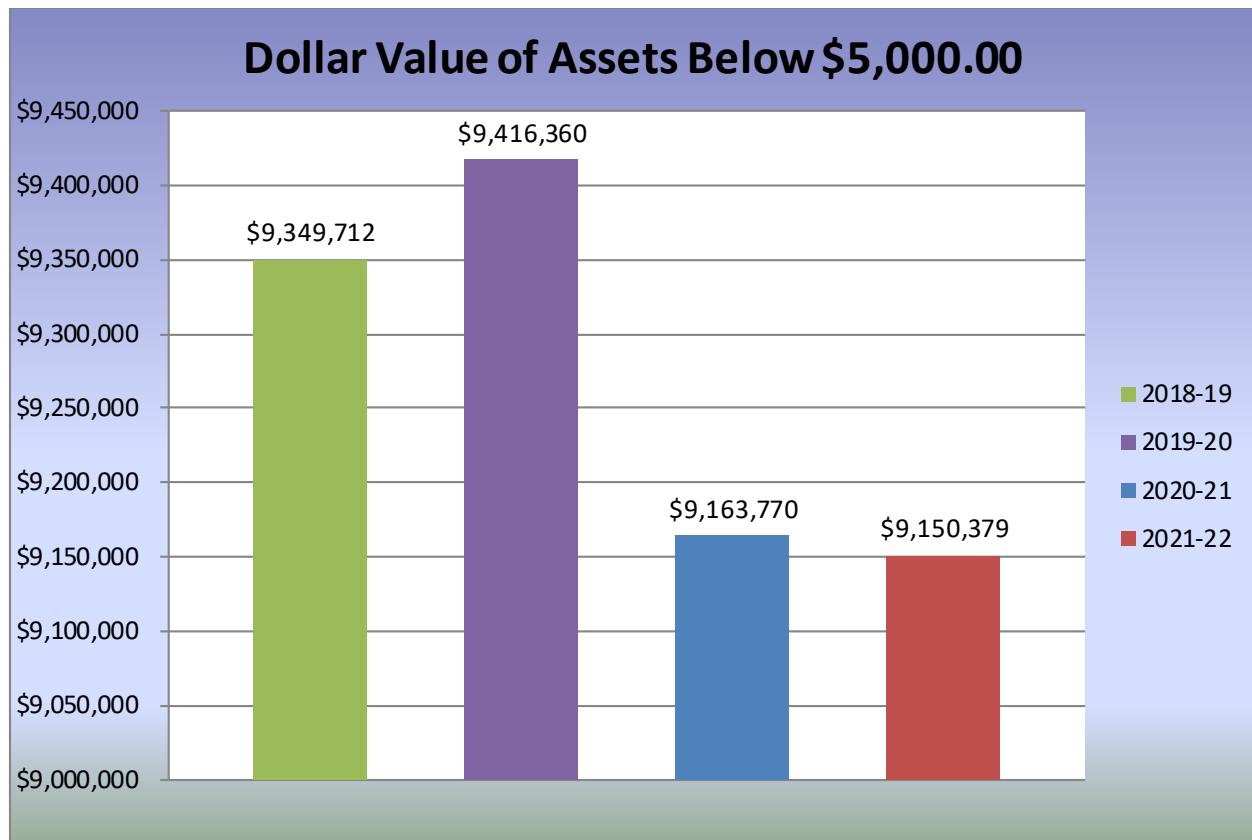
### Significant Accomplishments

- We had three separate campus electronics recycling this fiscal year at no cost to the campus. The first event was held August 11, 2021 with a total of 3,007 lbs. of electric equipment recycled with a generated revenue of \$661.54 for the campus. The second event was on May 24, 2022 with a total of 1,692 lbs. of electronic equipment recycled with a generated revenue of \$372.24 for the campus. The third event took place on May 27, 2022 with a total of 3,562 lbs. of electronic equipment with a revenue of \$783.64. This combines for a total for fiscal year 2021/2022 of 8,261 lbs. of electronics going to recycling and a total revenue for the campus of \$1,817.42.
- Assets: 7,690 items totaling \$23,109,381.79.
- No longer able to list on eBay so there are no eBay sales to report.
- Surplus equipment granted local disposition – (21) Scrap Metal Cabinets, (350) Concrete Blocks, (1) Scrap Forte Piano, (3) Scrap Steinway Pianos, (1) Scrap Laptop and (1) Large Group of Outdated Phones all totaling a revenue of \$842.00.
- Monitored Property Control forms linked to website to ensure they are up to date.
- Kept the Temporary Loan of Equipment requests information updated and accurate.
- Annual physical inventory of equipment was conducted.

## Statistical Data

- 7,690 total assets on inventory for an amount of \$23,109,382.
- 6,788 assets for \$21,312,413 located during the 2021-22 physical inventory.
- 422 assets for \$1,059,471 not located during the 2021-22 physical inventory.
- 664 new assets for \$1,002,448 were added to the inventory
- 514 assets for \$1,112,652 were retired from inventory.
- 88% of all assets were located.





## **Assessment Update**

### **Assessment Statement**

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

### **Assessment Activities**

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

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

### **Assessment Goals**

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

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# **Appendix A**

## **• Organization Chart**



# Finance and Administration

## Vice President for Finance and Administration *Michael Metzger*

FSA Executive Director  
*Darin Schulz*

Executive Assistant  
*Terri Helwig*

Special Programs Manager  
*Katie Thies*

Associate Exec. Director and Controller  
*Matthew Snyder*

Dining Services Director  
*Dean Messina*

Human Resources Director  
*Michelle Kowalski*

Information Technology Director  
*Eric Johnson*

Retail Operations Director  
*Christopher Zenns*

Commissary Manager  
*Stephen Lowman*

Associate Vice President for Finance and Administration  
*Judy Langworthy*

Administrative Assist 2  
*Rhonda Gominiak*

Student Accounts Director  
*Lynn Bowers*

Assistant Director  
*Megan Mackowiak*

Revenue Acctg. Accountant  
*Angelica Astry*

Accounting/ Accounts Payable Director  
*Sandra Noble*

Office Assist 2  
*Alicia Klepfer*

Budget Office Director  
*Ann Aldrich*

Financial Analyst  
*Rachael Coon*

Payroll Services Director  
*Susan Cortes*

Payroll Examiner 2  
*Tammi Moloney*

Office Assist 1  
*Kathleen Holland*

Environmental Health & Safety & Sustainability Director  
*Sarah Laurie*

Emergency Planning Coordinator  
*Charles Holder*

Fire Systems & Code Coordinator  
*Alicia Schneider*

Facilities Planning Director  
*Markus Kessler*

Office Assistant 1  
*Cynthia Dietzen*

Capital Project Manager  
*Ken Schmitz*

Capital Project Assistant  
*Gretchen Fronczak*

Facilities Services Director  
*Kevin Cloos*

Energy & Mech. Systems Assistant Director  
*Timothy Bentonham*

Custodial & Grounds Assistant Director  
*Mark Delcamp*

Internal Control Director  
*Amy Beers*

University Police Chief  
*Brent Isaacson*

Administrative Assist 1  
*Katie Bixby*

Lieutenant  
*Scott Martin*

Lieutenant  
*Benjamin Miller*

Lieutenant  
*Brian Studley*

Lieutenant  
*Aaron Parkhurst*

Officers

Dispatchers(2)

University Services Director  
*Soteris Tzitzis*

Director of Contracts  
*Janet Mayer*

Purchasing Director  
*Shari Miller*

Office Asst 3 (Calculations)  
*Carol Smith*

Office Asst 1  
*Joan Schnur*

Mail Services/ Copy Center  
Office Asst 2 (Mail/ Stores)  
*Nicole Raynor*

Central Stores/ Receiving  
Stores Clerk 2  
*Mason Riggle*

Automotive Svcs Mtc Supv 1 (Motor Equip)  
*John Schmidt*

Property Control Office Asst 3  
*Janet Parsons*

Chief Information Officer and Associate Vice President Information Technology Services  
*Vacant*

Administrative Assist 1  
*Lisa Weaver*

ACT and EITA Director  
*T. John McCune*

Service Center Coordinator  
*Tyler Cardone*

Enterprise Infrastructure Service Manager  
*Kevin Bom*

Information Security Chief Information Security Officer  
*Benjamin Hartung*

Enterprise Reporting & Development Manager  
*Michael Gerholdt*

Enterprise Data & Information Services Director  
*Kevin Lane*

Network Design & Development Manager  
*Joseph Baxter*

As of: 11/11/2021

Updates—<https://data.fredonia.edu/reports>



## **Appendix B**

### **• Fredonia Mission Statement**



## **Mission Statement**

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



# **ACKNOWLEDGEMENTS**

## **CONTRIBUTORS**

### **Finance and Administration**

Michael D. Metzger, *Vice President for Finance and Administration*  
Rhonda Gominiak, *Administrative Assistant 2*

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Angelica Astry, *Revenue Accountant*  
Lynn Bowers, *Director of Student Accounts*  
Rachael Coon, *Financial Analyst*  
Sue Cortes, *Director of Payroll Services*  
Megan Mackowiak, *Assistant Director of Student Accounts*  
Sandy Noble, *Director of University Accounting*

### **Environmental Health and Safety and Sustainability**

Sarah Laurie, *Director of Environmental Health and Safety and Sustainability*  
Charles Holder, *Emergency Planning Coordinator*  
Alicia Schneider, *Fire Systems and Code Coordinator*  
Cynthia Dietzen, *Administrative Assistant 1*

### **Facilities Planning**

Markus Kessler, *Director of Facilities Planning*  
Ken Schmitz, *Capital Project Manager*  
Gretchen Fronczak, *Capital Project Assistant*  
Cynthia Dietzen, *Administrative Assistant 1*

### **Facilities Services**

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

### **Faculty Student Association**

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

**University Police**

Brent Isaacson, Chief of Police  
Katie Bixby, Administrative Assistant 1

**Internal Control**

Amy Beers, *Director of Internal Control*

**Information Technology Services**

Ben Hartung, *Interim Chief Information Officer*  
Joseph Baxter, *Network Design & Development Manager*  
Kevin Bom, *Enterprise Infrastructure Service Manager*  
Tylor Cardone, *Service Center Coordinator*  
Michael Gerholdt, *Enterprise Reporting & Development Manager*  
Kevin Lane, *Enterprise Data & Information Services Director*  
John McCune, *ACT and EITA Director*

**Marketing and Communications**

Lori Deemer, *Graphic Designer*

**University Services**

Soteris Tzitzis, *Director of University Services*  
Shari Miller, *Director of Purchasing*  
Jody Myers, *Office Assistant 2*  
Janet Parsons, *Office Assistant 3*  
Nicole Raynor, *Office Assistant 2*  
John P. Schmidt, *Motor Equipment Maintenance Supervisor 1*

## **ADMINISTRATIVE AWARD WINNERS**

### **2022**

Alicia Klepfer – Secretarial/Clerical  
Charles Holder – Professional  
Gary Hardy – Trades  
Erin Ransom – Custodial  
Robert Graham – FSA

### **2021**

Joan Schnur – Secretarial/Clerical  
Katie Brown – Professional  
Steve Gromala – Trades  
Elizabeth Goblirsch – Custodial  
Jeanette Guziec – FSA

### **2020**

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

### **2019**

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

### **2018**

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

### **2017**

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

### **2016**

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

### **2015**

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

### **2014**

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

### **2013**

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

### **2012**

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

### **2011**

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

### **2010**

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

### **2009**

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