

**FY11 Consolidated
Annual Report,
Planning Document,
and Budget Request**

**Western Illinois University
Administrative Services**

April 7, 2010

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Background

The preparation of this report was a joint effort by all departments in the Administrative Services unit. This spring, each unit director submitted his or her report for the *FY11 Consolidated Annual Report, Planning Document, and Budget Request*. Again this year, due to the continuation of the cash flow crisis, departmental year-end budget needs were identified on a limited basis but were not always met. All Administrative Services departments have greatly curtailed spending.

**Current Year
Fiscal Year 2011**

I. Accomplishments and Productivity for FY11

The Administrative Services unit exists to provide services to all areas of the University. Nearly every department at the University and many agencies, businesses, and outside entities rely on the expertise and abilities of Administrative Services employees. The workforce is nearly 500 people strong, all providing services to advance the learning environment. The mission statement of Administrative Services follows:

A collection of service-oriented units, Administrative Services shares Western Illinois University's values of academic excellence, educational opportunity, personal growth, and social responsibility. In accordance with those values, Administrative Services strives to support the University in its mission of preparing a socially responsible, diverse student, faculty, and staff population to lead in our global society. As such, Administrative Services provides effective, efficient, and timely leadership and administrative support services.

The most significant accomplishments for FY11 include the following:

Goal: Focused Recruitment and Retention

Develop and foster a superior staff and administration that is responsive, effective, and efficient in supporting the institution's missions, values, and objectives with the goal of making Western Illinois University the destination of choice for students, faculty, and staff.

Administrative Information Management Services (AIMS) . . .

- worked extensively with Noel-Levitz, a consulting firm hired by the University to examine recruitment and retention:
 - Created a new tele-counseling system to be used to track calls made by students to prospects.
 - Created many new e-mails, postcards, and letters to be sent to prospects as well as reports for counselors.
- implemented plus/minus grading for mid-term and final grades.

Also in AIMS, . . .

- for WIUP and STARS combined, a total of 19,702,395 screens were requested.
- the number of e-mail requests processed in 2010 was 1,134 and the number of e-mails sent was over 8,457,901. From its inception in 1999 through the end of 2010, 5,600 Tele-STARS e-mail requests have been processed and 38,676,381 e-mails have been sent.
- in calendar year 2010, 1,134,146 jobs and 5,994,188 steps were executed. During the same time period, 438 programming requests were completed by AIMS.

Business Services . . .

- participated on the following committees:
 - Identity Theft Red Flag Rules Committee
 - Auxiliary Facilities System (AFS) Committee
 - Administrative Calendar Committee
 - Utility Infrastructure Committee
 - Council of Administrative Personnel (COAP) representative on University Benefits Committee
 - Administrative Services Web Group Committee

- uTech Technology Users Group
 - Pay for Exceptional Performance Committee
 - Salary Review Committee
 - *Administrative Procedures Handbook* Review Committee
 - Tuition and Fee Waiver Committee
- assisted in the acquisition of the WQPT television station.
 - assisted with the issuance of \$25.5 million in revenue bonds.
 - assisted with the issuance of \$11.5 million in certificates of participation (COPs).
 - participated in the following statewide committees and meetings:
 - Higher Education Travel Control Board (HETCB)
 - Statewide Accounting Management System (SAMS) work group
 - Coalition of Higher Education Assistance Organizations (COHEAO)
 - Illinois Universities PCI Compliance/University Business and Treasury Operations group
 - Association of Veterans Education Certifying Officials
 - Illinois Bursar Organization (IBO)
 - Illinois Universities Payroll Management Meeting
 - created Microsoft *Access* databases to assist personnel with data entry in the Accounting Office.
 - refined its cash flow model and cash flow projections and participated in numerous cash flow discussions.
 - has been coping with vacant positions and doing more with fewer resources while processing additional compliance and audit requirements.
 - put remote deposit capture on hold because of difficulty negotiating with banks and the increasing electronic receipt transaction activity via STARS.

Document and Publication Services (DPS) . . .

- continues to uphold the University's visual identity by educating the University community in cooperation with University Marketing, University Relations, and Intercollegiate Athletics.

- successfully managed the change from twice- to once-daily mail delivery on the Macomb campus. DPS will continue to address any issues raised by University constituents as a result of the changes to the mail delivery schedule.
- assisted the Office of the Provost in the preparation and production of the printed WIU/ University Professionals of Illinois (UPI) *Agreement 2010-2015*.
- assisted Physical Plant in hosting the MAPPA (Midwest Chapter of the Association of Higher Education Facilities Officers [formerly APPA]) annual conference.
- assisted WIU-QC Student Services with the preparation and production of its first student planner.

Also in DPS, . . .

- the DPS mail room continues to open for a day during the winter holiday break to allow University offices to collect mail delivered during the break.
- the Administrative Services webmaster (Scott Lawson) began assisting Administrative Services and other offices with migration of their Web content to the University's online content management system.
- the Quad Cities courier added WQPT public television to his daily route. In addition, DPS updated documentation of the QC courier route to more effectively allow for a larger pool of courier substitutes from existing staff.
- DPS staff members served on the following committees: Sustainability Committee, Civil Service Executive Committee, Internet Technology Advisory Committee, Web Accessibility Committee, Computer Lab Task Force (and Printing Subcommittee), and the Vice President for Administrative Services Search Committee.

Human Resources (HR) . . .

- worked in collaboration with the Civil Service Employees Council (CSEC), Human Resources Directors Advisory Committee (HRDAC), Employee Advisory Committee (EAC) representative, and the Illinois Higher Education Consortium on Human Capital (Consortium). The Consortium addresses issues of mutual concern and provides a venue to collaborate on solutions. The HRDAC provides input to the State Universities Civil Service System (SUCSS) relative to perceived problems and/or proposed changes in their rules/regulations.
- continues to partner with the EOA, the Gwendolyn Brooks Cultural Center, Casa Latina, Women's Studies, McDonough County NAACP Chapter, the Department

of Human Services, McDonough Housing Authority, the Lamoine Valley Human Resource Association, SHRM (Society for Human Resource Management), and, most recently, the Equal Opportunity Fair Housing Macomb Commission in recruitment and community outreach initiatives. It is notable that in spite of the economic conditions and budget cutbacks for the University, this program is not suffering.

Also in HR, . . .

- informs all Civil Service applicants about Trainee program opportunities during each Civil Service evaluation as part of the protocol and in conjunction with the Western Illinois University strategic plan for diversity. In addition, informational sessions with various willing departments on campus continue to take place in an attempt to promote the program. As one of the program's priorities, the goal is to market the program's strengths by highlighting successful Trainee employees on the Human Resource website.
- currently, there are a total of 686 Trainee applicants on the register. Of the 686 applicants, 349 are female, making up 51% of the applicant pool. There are a total of 77 minority applicants. Minorities of both genders make up about 11.2% of the applicant pool. Of the minority applicants, 36 are minority women, making up about 5% of the applicant pool.
- there have been a total of 20 Trainee employees at Western for FY11. Thus far, seven of these Trainee employees have completed the program and become status employees. The racial composition of these 20 Trainee employees is 65% White and 35% Black. Trainee appointments for FY11 represent an 18% increase over last year. With respect to minority appointments, the number of minority employees more than doubled over last year's. The gender composition for these employees is 40% male and 60% female. Trainee programs have been supported by various departments around the WIU campus community. Moreover, this fiscal year, the Trainee program has had some very distinctive positions such as Construction Project Coordinator, Financial Aid Advisor IV, Program Administrative Assistant for Environmental Sustainability, Assistant Equal Opportunity Officer, and Business Manager I. Departments in which placements of Trainee employees were made include the Physical Plant (including the Heating Plant), Equal Opportunity & Access (EOA) office, Financial Aid, Intercollegiate Athletics, University Relations, Academic Vice President/Provost's Office, UHDS, and the Quad City Development Office.
- the SUCSS biennial on-campus audit was conducted from February 16 through February 19, 2010. The final report was issued on October 1, 2010, and the University received a favorable analysis of HR's administration of SUCSS procedures and rules.

- Pam Bowman participated in the Administrative Advisory Committee (AAC) at the request of the VPAS.
- In light of the retirement of Sheila Kirby, Western's EAC representative, an election was held, and Peter Skrypkun, Night Supervisor, was elected.
- Pam Bowman continued to serve on the McDonough County Housing Board.
- there was a 0% increase for FY11 for all non-negotiated Civil Service personnel, and pay grade minimums were not increased for FY11. Increases were processed for the prevailing wage groups as per notification from the Illinois Department of Labor.
- the Pay for Exceptional Performance (PFEP) program, which was implemented in July 2009, was suspended indefinitely in March 2010 due to lack of funding in light of the tough economic times facing the University. Approximately 330 Civil Service employees elected to participate in the program (based on submitted applications).
- 27 audits have been conducted to date during FY11. Of the audits conducted, 25 were reclassified or reallocated, and two were retained. This reflects a 92.6% reclassification rate for this period. Seven audits are currently pending.
- document imaging is progressing. Elimination of a support staff position prevented HR from meeting some of the FY11 scanning goals. Human Resources completed scanning of current applications, Quad Cities applications, approximately half of noncurrent applications, and approximately half of the past Civil Service employee files. In addition, implementation of document imaging for job descriptions for the Classification/Compensation staff has begun. Currently, HR is reviewing document imaging possibilities for employment maintenance.
- there continues to be ongoing cross training with the Examination Staff in the areas of application qualification, Worker's Compensation, and back-up coverage for the Examination Assistant Manager.
- section 1 of the *Civil Service Handbook* should be updated by July 1, 2011.
- HR representatives serve on the EOA and Academic Vice President/Provost University Diversity Council to represent diversity matters for the Civil Service workforce. Within the University Diversity Council, there are several subcommittees that are represented. These subcommittees include Campus Climate, Celebrating Diversity, Public Relations, and Workforce Diversity Initiatives.
- Associate Director Stuart Clauson . . .

- participated in the Consortium, and he was designated as a member of the pilot program subcommittee. In addition, Clauson participated on the SUCSS subcommittee delegated to review of Civil Service rules and regulations.
- coordinated, in conjunction with legal counsel and HR staff, responses to a majority interest petition for a “clerical” unit filed with the Illinois Educational Labor Relations Board by the American Federation of State, County, and Municipal Employees (AFSCME). He developed extensive employee listings, identified position exclusions, and supplied signatures.
- negotiated a five-year collective bargaining agreement with the AFSCME (Building Services unit) and a three-year collective bargaining agreement with the Pipe Trade District Council containing language addressing wages in each year. Also, he began negotiations for full collective bargaining agreements with the University Professionals of Illinois (Civil Service unit) and the Fraternal Order of Police.
- negotiated a three-year contractual service agreement with the International Alliance of Theatrical Stage Employees and Moving Picture Machine Operators.
- provided/coordinated responses to the Illinois Department of Employment Security relative to unemployment compensation. This included Notice of Claim to Chargeable Employer or Other Interested Party, 20% reimbursement of benefits paid, Application for Revision of Statement of Amount Due (Amount Due Protest), Employer’s Quarterly Contribution and Wage Report, Unemployment Insurance Benefit Earnings Audit, and various miscellaneous inquiries.
- The Workforce Diversity Initiative Subcommittee . . .
 - has been very significant to the Trainee program. Recently, the Trainee program received the council’s approval to further strengthen and support Trainee programs through job vacancy review by applying consideration or preference of Trainee programs.
 - is in the proposal process for the EOA Partners Program. The goals of the program include, but are not limited to, assisting with diversifying search committees campuswide in addition to outreach and recruitment initiatives. Additionally, the EOA Partners Program will aid in reinforcing the goals and compliances of the EOA office by providing training for all members that volunteer to participate on search committees. Moreover, the subcommittee will continue exploring ways to review retention issues for minorities through campus climate surveys and exit interview options.

- Benefits . . .
 - conducted the Irrevocable Election to Retire (IER) process for three different groups, answered all questions, and administered the processes. Worked with the Provost's Office to supply research and contract language that met State Universities Retirement System (SURS) criteria so grandfathered earnings could be considered as eligible for SURS. The non-negotiated IER group contained 32 incentivized retirees; the negotiated Civil Service group had very few offers of early retirement accepted. The normally eligible group had 81 retirements processed. The Benefits office saw a large additional group seeking pre-retirement counseling and SURS estimates. All SURS available meeting times for estimates were filled, and attendance at the SURS educational seminars was well over 50 participants each time. Further, the number of office contacts regarding retirement increased significantly.
 - continued to work on the 403b TPA implementation which will be completed in spring 2011.
- Also in Benefits, . . .
 - this year was again a year of change at the state and federal levels. The Obama Administration's mandated health insurance coverage changes led to a sizable increase in the number of contacts throughout the year for the Benefits office. Several communication and education efforts were mounted to explain what the changes meant in terms of eligibility for coverage through the state's health insurance plans. An increased number of face-to-face contacts supported the effort and helped staff make desired changes to take advantage of the new opportunities for coverage for family members.
 - in preparation for the January 1, 2011, SURS benefit change, the office gathered necessary information and provided it to new employees at the updated Benefits Orientation. An increased number of calls from concerned retirees seeking information about how any benefit changes might affect them also occurred.
 - the State's revenue shortfall led to the loss of several local physicians from the Quality Care Health Plan (QCHP) network this year. This change was a source of numerous calls to the Benefits office to help resolve health and dental claims issues, to accelerate payments due, or to find new local providers. The shortage still exists even though a new physician moved to the area as a QCHP primary care physician.
 - the investment expansion project with TIAA-CREF, a 403b investment fund provider, was completed this year. Now TIAA-CREF is able to offer all WIU

participants a much wider array of mutual funds from which to pick. This was published for participants and is now on provider forms.

- successful 6% protests filed for FY11 have resulted in cost savings of \$75,991.46 this fiscal year to date in additional SURS charges.

The Illinois Law Enforcement Training and Standards Board Executive Institute (ILETSBEI) . . .

- conducted a national employment search.
- continued to employ two program managers with state and federal grant funds.
- continued to recruit and sustain a cadre of faculty who are culturally competent and scholarly.

Physical Plant . . .

- compiled a final draft Uniform Overtime Policy, including management responses to questions and comments from several Physical Plant labor groups. The initiative continues into FY12. This is a test case for compiling a revised and comprehensive *Policies and Procedures Manual* for the Physical Plant.
- conducted 360-degree evaluations of all Physical Plant supervisors and managers. The next 360-degree evaluation is scheduled for spring 2012.
- attends and contributes to the Illinois Physical Plant Directors' meetings. It also attends and participates on the planning committee for the Illinois Chief Engineers Conference.
- is implementing official facilities project initiation procedures with the estimated completion in FY11.
- has trained additional Physical Plant personnel in the direct digital controls (DDC) system.
- continues work on the multi-year design and construction standards initiative. Progress slowed during the personnel transition that sent Bill Brewer to the Quad Cities and had Scott Coker taking over the Facilities Planning and Construction (FP&C) duties; however, campus design guideline development is well underway. As FP&C develops the guidelines, they will be vetted with campus groups, including UHDS, UTech, the Master Planning Implementation Team, etc.

- hired and trained 13 new maintenance workers to perform large-scale asbestos abatement projects.
- conducted safety training on confined space entry, lockout/tagout procedures, hot work permit procedures, forklift safety and operation, slips/trips/falls, right-to-know, asbestos awareness, and high lift operation.
- planned, organized, and hosted the MAPPA 2010 Conference, a three-day educational and professional meeting beginning on October 3, 2010, in the Quad Cities. The conference featured over 20 educational programs from facilities professionals located throughout the seven-state MAPPA region. The conference hosted nearly 350 attendees, including a large contingent from the Physical Plant, and showcased over 45 business partners in an informational exhibit hall for two days. It raised over \$65,000 for the nonprofit Midwest Association of Higher Educational Facilities Officers and nearly \$1,000 for the conference charity, Illinois Special Olympics. In addition to numerous networking venues visited during the conference, MAPPA members were offered field trips. They could either visit the John Deere corporate headquarters, the Rock Island Arsenal, or the campus of co-host Augustana College. A spouse and guest program treated visitors to Le Claire, Iowa, and the home of the Antique Archeology. The MAPPA conference only visits Illinois every seven years, and it took two years to plan the 2010 event. It was a distinct honor for Western to host MAPPA 2010 in the Quad Cities. The Physical Plant also received substantial assistance from Scott Lawson, Natalie Divan, and Laura Caldwell of Document and Publication Services; the Visual Production Center; and the Business Office.
- sent a large contingent of maintenance and Building Services supervisors to MAPPA 2010.
- has trained project managers in the use of GIS. They have worked with this system to effectively catalogue information on underground electrical utilities throughout campus, to develop a 3D campus map, and to finish campus GIS utility mapping. Electrical is complete, including all exterior light poles. Having exterior lighting mapped and in a database allows Physical Plant to better identify the costs and savings of upgrading lighting to more efficient and modern fixtures.
- has begun to cross-reference Physical Plant data regarding size, age, manufacturer, and life expectancy of capital assets and equipment with GIS established locations on the campus.
- GIS is currently working with Landscape Maintenance to map and record all trash receptacles and benches.

- did not establish a stand-alone Permanent Improvement (PI) budget nor a stand-alone Illinois Board of Higher Education (IBHE) capital renewal request for the Quad Cities because of spending freezes and lack of funding.
- met with department chairs to update departments on status of deferred maintenance, limitations of local and state funding for maintenance and operations, and University capital improvements.
- created nine project status codes and five maintenance status codes for Physical Plant staff to use in the Sprocket facility maintenance management system. The status codes appear in the bimonthly Sprocket reports being provided to building representatives and provide feedback on whether a service request for a project is completed, on hold, or awaiting funding or approval to proceed as well as to list other critical steps in the process of executing the work.
- continues to work with Purchasing using Illinois Public Higher Education Cooperative (IPHEC) vendors, saving time on bids and Requests for Proposals (RFPs).
- completed the Physical Plant break room.
- created the position of Business Manager trainee using salaries saved from a former FP&C secretary and graduate assistant plus Physical Plant operations funds.
- promoted six maintenance workers to heat and frost insulators.
- acquired the building representatives program from the Office of Public Safety as much of the program focuses on coordination of facilities management and maintenance issues. Since taking over the program, the Physical Plant has been updating the representative list bimonthly. It is also actively offering training to building representatives and back-ups to better serve the University.

Also in Physical Plant, . . .

- five supervisors are participating in the HR Professional Supervisor Certificate Program.
- new uses of PDAs (personal digital assistants) have slowed due to funding constraints. A proposal for PDAs and new *Breeze* software is being made in the FY12 Physical Plant resource requests in order to develop a new computerized Building Services inspection system. Benchmarking was conducted at SIU-Edwardsville, and several inspection software programs were screened before choosing *Breeze*. Physical Plant employee Kris Trepac was transferred to Building Services to organize and spearhead

the development of the inspection software module as well as to manage inventory control and prepare unit budgets.

- Transportation Services has provided better information to drivers about how to use the Wright Express credit cards when they are on the road. Discussion continues about the development of a comprehensive driver's manual for all Western fleet vehicles; however, funding is not currently available.
- Transportation Services has refurbished five used vehicles that they acquired from the Illinois Central Management Services (CMS); these will be used in the Physical Plant service fleet.
- a pilot initiative to develop cleaning methods and staff for third shift hard surface floor care crews in the University Union was not successful due to reduced staffing levels of three FTE (full-time equivalent) positions from 1985 to 2010. Staffing this work on third shift was also problematic. Building Services is evaluating whether this initiative should be pilot tested in another University facility or on second shift.
- efforts have been intensified to improve communication between front-line supervisors and Building Services workers. This is a continuous initiative. Supervisors are being coached to share University community developments as well as work-relevant information with their staff.
- an initiative was developed to successfully predict staffing levels for the Student Recreation Center, Multicultural Center, and Memorial Hall. A continuation of this initiative is being integrated with the electronic inspection system module that is being proposed for purchase in FY11 or FY12.
- the multi-year initiative to rewrite completely and update the Campus Design Standards is underway. Discussions have begun, and materials are compiled to develop the design standards for general construction, HVAC (heating, ventilation, and air conditioning), electrical, and plumbing, which are currently being reviewed by different Physical Plant departments.
- the storeroom is utilizing the new version of Sprocket, which allows the issuance and return of stock materials via handheld devices rather than on paper slips. These handheld units are also being utilized by student workers taking inventory each day.
- The HR liaison . . .
 - coordinated an employee performance evaluation schedule for the Physical Plant, including generating the evaluations themselves. This was due to the PFEP program that has since been put on hold.

- provided MVS (multiple virtual storage) cross-training with HR regarding contracts, entering new employee information, and understanding how the original contract is created.
- coordinated and edited all Physical Plant job descriptions. Several universal changes were added, and all of them needed to be updated. Building Services job descriptions were completely revamped due to the changing demands of the campus. This was last done in FY09, so all job descriptions have been updated in less than two years.
- participated in the Professional Supervisor Certificate Program.
- provided additional support to key Physical Plant administrators due to numerous retirements.
- continued education initiatives through training workshops.
- continued fair and prompt services for Physical Plant employees.
- provided basic computer skills for trades, grounds workers, and Building Services workers.
- provided training to select employees regarding online time recording in order to reduce the number of paper white cards.

Public Safety purchased seven body armor vests for officers with the assistance of the Bulletproof Vest Grant administered by the U.S. Department of Justice.

Purchasing . . .

- served as an active member of the IPHEC Procurement Bulletin Committee. The committee has modified the bulletin to be in compliance with SB51 and also to streamline the functionality of the procurement website.
- served as a member of the Construction Committee for State Universities. The Construction Committee provided a training workshop to discuss implementation of SB351, which contains requirements for construction projects with minority/female contracting goals. The Capital Development Board joined the meeting to discuss their experiences with implementation of the legislation. SB51 implementation was also discussed as it relates to construction projects. Purchasing is continuing to work on updating construction documents and contracts so they are in compliance with SB51.

Risk Management and Emergency Preparedness (RMEP) established Building Emergency Action Plans (including evacuation plans) for every building on campus.

The RMEP director . . .

- served on the Planning Committee for the Midwest Higher Education Compact (MHEC) Master Property Program Loss Control Workshop (St. Louis, MO – March 2011), as well as on the Master Property Program Leadership Committee and the Master Property Program Engineering and Loss Control Subcommittee.
- is serving as Vice Chair of the State University Risk Management Association (SURMA).
- coordinated the team that, in collaboration with the University's financial advisors and bond counsel, issued 2010 and 2011 COPs.
- convened a new working group charged with analyzing and providing decision-support regarding University debt-capacity, sources of funding, and strategic prioritization of facilities needs.
- served on the University Mobile Marketing Committee.
- assisted with the transition of WQPT to the University.

Goal: Enrich Academic Excellence

Become a leader amongst our peers through sustained and enhanced commitments to instruction, research, service, and information technology.

AIMS . . .

- created a new Housing Roommate Matching module for STARS to allow new students to “shop” for their own roommate based on roommate profiles.
- converted Financial Aid systems to comply with accepted practices and requirements of the William D. Ford Federal Direct Loan program.

Business Services . . .

- worked with uTech to help facilitate the return of about 100 computers purchased with lab fees to students.
- continued to convert paper reports to e-mail or text file reports, including the conversion of the Universities Automated Payment Plan from a labor-intensive paper process to a STARS-based paperless process. Students or parents with guest access may log in to STARS and establish a three- to six-month payment process whereby the University withdraws a monthly payment automatically from a designated bank account.

DPS . . .

- continues to serve students with extended hours before and after normal office hours during the week before and week of finals each semester. This school year, DPS added weekend and additional Finals Week hours to its extended hours schedule. DPS staffs all extended hours using comp and flex time.
- continues to employ work study and non-work study students in a variety of operational areas.
- sponsored two graphic communication student interns from the Department of Engineering Technology during the summer of 2010 and one during spring semester 2011.

The ILETSBEI . . .

- participated in a statewide training consortium in an effort to encourage arrests of perpetrators of domestic violence and sexual assault.

- launched online courses for the Office of Violence Against Women.
- implemented polling technology data collection in core courses.
- conducted leadership and management training for Illinois law enforcement executives.
- continued to host the Homeland Security Executive Summit Series that reached command and executive public safety leaders within Illinois.
- provided funding for 64 statewide training workshops, totaling more than 16,764 training hours for local law enforcement officers.
- collaborated with the Illinois Association of Chiefs of Police to establish a mentor/mentee program for chiefs of police.
- partnered with the Illinois Sheriffs Association to support leadership and management education and training for the 102 sheriffs in Illinois.

Also in the ILETSBEI, . . .

- the director and a program manager participated in two national workgroups with the International Association of Chiefs of Police.
- the Executive Institute-developed Telecommunicator Emergency Response Team Basic Awareness Training curriculum will become a Federal Emergency Management Agency course and will be available through the FEMA online learning system.

Physical Plant is working with the Provost's Office to prioritize academic improvement projects, including Heating Plant Annex safety improvement, science laboratory upgrades, etc.

RMEP . . .

- retained an emergency preparedness graduate assistantship in the Office of the VPAS.
- hosted a graduate practicum student in emergency preparedness for the fall 2010 semester.

Goal: Support Personal Growth

Provide opportunities for lifelong learning for faculty and staff who are committed to the highest levels of excellence in supporting and advancing the academic mission and service operations of the University.

Business Services maintained continuing education and professional development experiences sponsored by the following organizations:

- Treasury Institute for Higher Education (TMA)
- National Association of College and University Business Officers (NACUBO)
- Central Association of College and University Business Officers (CACUBO)
- Tax Institute for Colleges & Universities (TIFCU)
- St. Norbert College Continuing Education Institute–Windstar Technologies Inc. International Tax Compliance
- Association of Illinois College and University Accounting Officers (AICUAO)
- National Council University Research Administrators (NCURA)
- American Payroll Association (APA)
- Balance Consulting, Inc. accounts payable courses
- J.P. Morgan Chase
- Professional Development Group (PDG)

Also in Business Services, . . .

- one staff member became a certifying official for Veteran Education benefits and attended the annual Association of Veteran’s Education Certifying Officials (AVECO) training to prepare for this role.
- several staff members are working toward Supervisor Certification, which is being offered through HR.
- two staff members attended the Illinois four-year Public Bursar meeting.

HR . . .

- provided training for the University community as a whole and per department request, including, but not limited to, Conflict Management, Performance Evaluations, Communication, and Managing Change. Anita Sells also offered software training and assistance on an individual basis.
- continues to actively participate in the Quad Cities Professional Development Network (QCPDN). The consortium, which now has seven member institutions, meets the first Friday of each month. Anita Sells works with the staff development group who continues to offer the Professional Supervisor Certificate Program. She presented

the Conflict Management workshop in October 2010, co-presented the Role of the Supervisor workshop in January 2011, and will present the Effective Communication for Supervisors workshop in March 2011. These sessions are part of the core curriculum that makes up the Professional Supervisor Certificate Program.

This program is in its second year. Participants in the current cohort represent various University departments, including HR, Office of the VPAS, Office of the Vice President for Student Services, Office of the Vice President for Advancement and Public Service, EOA, the University Counseling Center, and Academic Advising. The program has been well-received, and the overall satisfaction rate has been positive.

Also in HR, . . .

- training and development is a key component of the Trainee program. Trainee applicants are offered one-on-one training and development sessions as well as group workshops. Individuals are encouraged to assess areas of interest for professional development during pre-screening assessment interviews. This enables specific areas of training and development to be addressed and targeted to the Trainee applicant needs.
- in accordance with the identified training needs of the University, software trainings, including Microsoft *Word*, *Excel*, *Access*, *Publisher*, and *PowerPoint*, and Zimbra have continued to be offered, both at the Macomb campus and in the Quad Cities. Microsoft *Office* trainings have included both the 2007 and the 2010 versions. Cooking classes were again offered through the Dietetics, Fashion Merchandising, and Hospitality department. Due to budget constraints, participants paid a minimal fee to cover the cost of the food.
- Training and Development has continued to work with the University Wellness Committee, the Zimbra Training Task Force, the Employee Development Advisory Group, the Web Accessibility Committee, the University Diversity Council, and University Awareness on campus.
- Anita Sells has continued to be actively involved with the Trainee pre-screening group, and has presented an interviewing workshop for Trainee applicants. Additionally, Employee Development has become involved in two collective bargaining contracts: AFSCME and UPI.
- computer security training is now being offered through HR, with 67 new employees being trained between January 1 and February 18, 2011. In addition, HR has provided New Employee Orientation (NEO) for roughly 50 employees between July 2010 and February 2011.

- a needs assessment has been distributed to employees (beginning on February 14, 2011) and will be used in the upcoming months to determine future employee development opportunities for University employees.

Physical Plant . . .

- implemented sustainability training for Sodexo staff, concentrating on recycling education during Recyclemania.
- began sustainability training for Horrabin Hall and University Union Building Services staff.

Also in Physical Plant, . . .

- the Account Technician III conducted a training session about Business and Purchasing office policies and procedures for supervisors and assistant and deputy directors.
- the Deputy Director and Central Stores Manager II conducted a series of Sprocket training sessions for supervisors and assistant and deputy directors as well as lead foremen in each of the trades.

Public Safety trained and refreshed most OPS officers in the following areas:

- Juvenile Law
- Search and Seizure
- Illinois Vehicle Code
- Cultural Diversity
- Freedom of Information
- Crime Scene Investigation
- Stalking Laws
- Arrest and Control Techniques

Purchasing . . .

- held training sessions for the Purchasing staff, both formally and informally. The training focused on the procedures to be used to meet the new SB51 requirements.
- updated training manuals and provided training to the University community on the changes to purchasing as required by SB51. Specifically, the internal training manual has been updated, and training of University personnel continues.

Also in Purchasing, the staff attended several training sessions hosted by the Procurement Policy Board and put on by the National Institute of Governmental Purchasing (NIGP). Training included legal aspects of procurement, developing and managing proposals, contract management, and sourcing. All staff attended at least one three-day session.

RMEP . . .

- developed and facilitated emergency coordinator training, which was attended by approximately 180 employees and students.
- facilitated a functional emergency preparedness exercise with University Libraries employees.
- is developing an emergency coordinator training series to ensure on-going training of building emergency coordinator volunteers. This is scheduled to be implemented in summer 2011.
- facilitated the first ever COAP Executive Board retreat in January 2011.

Goal: Promote Social Responsibility

Provide secure, accessible, sustainable, aesthetically pleasing, and responsive living, learning, and campus working environments that meet the needs of University constituencies and reflect the core values of the University.

AIMS developed a new online system for the Foundation Office to use for their Phonathon process. Rather than printing Phonathon sheets for callers to use, which include information about the donor, all of this information will be preloaded onto an online form. Phonathon callers enter the information they collect from the donor directly into the online form. This project drastically reduces the amount of paper printed and provides tracking and statistics. The first day that the system was used was the highest day #1 on record to that point, and a total of 463 records were cleared.

Business Services . . .

- facilitated the sale of over 400 modular beds to municipalities and units of local government; school districts of the State; and to charitable, not-for-profit educational and public health organizations. This prevented furniture from being buried in the landfills.
- made little progress on the paperless DPA voucher payment system with AIMS, but discussions are underway to develop a paperless travel voucher process.
- is participating in a statewide process to lower the disposal cost in connection with recycling electronics equipment.

DPS . . .

- continues to use stock produced using sustainable practices and containing post-consumer (recycled) material as customers request it.
- elected not to replace a vehicle in its delivery fleet.

HR . . .

- eliminated employee paper copy of the status notice for the FY11 roll forwards as there was no change in salaries.
- assisted in sponsoring a diversity workshop for the City of Macomb at Pella, Inc. for FY11. This workshop provided a safe place for employees of Pella to openly discuss diversity challenges within the community and their workplace. In addition to various workshops that are presented based on request, the University currently offers

a Business Etiquette workshop at the Macomb City Hall annually, and HR plans to offer the program at least twice a year in the future. These workshops include skill development in interviewing and résumé writing. In addition to maintaining community outreach initiatives, it is HR's goal to facilitate various programs at some of the local churches throughout the Macomb community. For the summer of 2011, the Trainee program coordinator has made a commitment to work with a summer youth program, P.R.I.M.E., on "life skills" training, which encompasses training in college admissions preparation to preparing to enter the job market.

The ILETSBEI . . .

- continued its partnership with WIU community organizations in the Office for Violence Against Women Grants to Reduce Domestic Violence, Dating Violence, Sexual Assault, and Stalking on Campus
- continued to sponsor interns from the Department of Social Work.

Physical Plant . . .

- replaced . . .
 - metal halide lights in Western Hall with high output T5 fluorescent lights. *Benefits:* instant on, no annoying hum, energy savings, better light quality, and return on investment of less than one year. The project used Physical Plant electricians to complete the work.
 - old condensate piping on 18th floor of Higgins Hall.
 - 20 package terminal air conditioners (PTAC) units at Lamoine Village as well as repaired several defective units.
 - 50% of worn valves, strainers, and traps in steam tunnel.
 - a cooling tower pump at Washington Hall, and repaired the Lincoln-Washington Hall cooling tower.
- proposed a similar project for Brophy Hall gym but is delaying due to PI funding constraints.
- has not installed a large volume of LED lights due to funding constraints; however, lights in various decorative interior locations on campus that are difficult to access are being replaced with LEDs when possible to reduce the labor costs associated with frequent replacement.

- completed . . .
 - Currens Hall BAS (building automatic system) for four air handlers. This was an action item from FY10. Also, the transformers and switchboard upgrades for Currens were completed.
 - the retrocommissioning project with Sieben Energy and implemented recommended energy-saving projects.
 - the transition of the DDC/Delta system to a Web-based system as Memorial Hall came online.
 - some DDC upgrades on HVAC equipment as funding allowed.
 - only some of Stipes Hall's fan coil retrofits because of budget constraints.
 - Lighting Grant V with upgrades in Currens, Waggoner, Beu, and Mowbray Halls, and in the Physical Plant with grant assistance from Illinois Clean Energy Foundation (ICEF).
 - asbestos abatement on steam, condensate, and domestic water piping by Heat and Frost Insulators prior to the contractor removing these systems in the Heating Plant.
 - all residence hall sprinkler projects.
 - replacement of bathroom fixtures for Thompson Hall.
 - the 10th-floor Thompson Hall expansion compensator replacement project.
 - construction of Memorial Hall during fall 2010 and move-in is complete. The Physical Plant moved nine complete departments in 25 working days without using a single hour of overtime.
 - design of Corbin-Olson complex remodel and began construction.
 - economic, regulatory, and operational evaluation of future steam production fuel source and steam production strategy for the existing Heating Plant. The resulting evaluation recommends suspension of further investment in coal-fired steam production assets in the Heating Plant and establishes summer of 2011 as the proposed date for decommissioning these obsolete 1947 era assets. Funding is being redirected to gas-fired steam production assets to increase capacities and operational reliability of the Physical Plant.

- continued development of the Western Environmental Safety and Health web page, which is scheduled to be implemented in FY12.
- continues to develop a University-wide green cleaning program, providing sustainable cleaning systems and strategies throughout campus, including the use of green supplies and equipment where applicable. This year, the Physical Plant expanded IPHEC participation.
- successfully initiated food waste composting in FY10 but suspended the program during some winter months as there was no way to prevent the compostable food from freezing solid. Food composting was able to resume in late February 2011. A solution to keep the food waste from freezing during winter will be sought.
- has been more aggressively replacing faulty outside lamps and asking the night electrician and officers from OPS to report any lamp outages as soon as possible.
- began work toward achieving LEED certification of an existing campus building with retrocommissioning in FY10 and FY11 that will continue into FY12. Resource and funding constraints will impact full completion of this initiative.
- suspended the purchase of a new campus clock signal generator due to funding constraints.
- did not complete installation of a new high voltage transformer or upgrade switchgear for Currens Hall due to funding constraints.
- continued Riverfront construction toward substantial completion in September 2011 and full occupancy for the spring semester 2012. Programming and design of Phase II is underway, with a bid date for construction of March 2012.
- is completing programming and design of phase I utility infrastructure improvements in the Heating Plant and has begun construction of phase I steam-line improvements with expected completion in May 2011. Phase II is in design.
- put the initiative to install a steam meter (condensate) test unit capable of communicating with the current BAS on hold due to budget constraints.
- installed . . .
 - a greenhouse duplex condensate pump.
 - the Library Archives precision cooling unit.

- the Garwood Hall electric water heater, which eliminates the need for hot water from the Steam Plant.
- isolation valves in Tanner Hall.
- tankless high-efficient water heaters in the International House.
- ceiling cassette ductless split in Stipes Hall 126.
- backup chiller and air handlers for Currens 103 computer room.
- two ductless fume hoods in Currens Hall.
- the Washington Hall air compressor with a National Electric Manufacturers Association (NEMA) premium efficiency motor.
- a new condensate tank at Thompson Hall.
- a new cooling tower pump at Browne Hall.
- compliant safety drain covers at Recreation Center spa and pool.
- Ultra violet (UV) purifiers at University Union and Library.
- BAS controls for monitoring University Union heating and cooling.
- longer-life energy saving LED lights in the exterior fixtures as well as seven new Sternberg light poles in front of Simpkins Hall. This area had been identified as one of the most poorly lit and least secure on campus. The LED lights reduce maintenance by eliminating the need for the copper-wound ballast and by increasing the lamp life over those having been removed.
- 45 new LED exit sign kits, purchased by UHDS, in residence halls.
- a new high voltage switch for Garwood Hall during Thanksgiving break 2010.
- formed a subcommittee to continue work on developing and implementing a policy statement for sustainability with the current and future administration.
- obtained a ten-week average diversion rate of 24.10% for the Recyclemania competition, topping out at an all-time high diversion rate of 37.36% for week nine.

- put on hold the initiative to develop and implement a GPS guided nature paths application for iPod Touch and iPhone users due to lack of a funding. Physical Plant is still actively seeking alternative funding sources.
- developed and installed signage on Horrabin Hall and University Union recycling receptacles to explain what can and cannot be placed in the receptacles. Alterations to reflect Western's commingled recycling system is also complete. As additional funding becomes available, other buildings can be included in this initiative.
- The Horrabin Hall Recycling pilot to convert existing desk-side waste and recycling containers to all recycling has been delayed due to lack of available funds. The pilot project would have located community waste receptacles in central locations of the buildings for occupants to dispose of office refuse.
- deferred the initiative to develop a Sustainable Building Representative Volunteer Program for further evaluation in FY12. Physical Plant intends to evaluate whether a sustainability component can be incorporated into the duties of the building representative or their designee as opposed to creating yet another representative program within each building.
- contracted with a new natural gas supplier and purchasing advisor. Enhanced regular reporting on the economic determinants of gas supply and demand will assist the University with making more informed gas purchasing decisions that will help reduce price volatility risks.
- Heat and Frost Insulators reinsulated all heating system piping associated with the modernization of the residential floors of Washington Hall.
- has Heating Plant upgrades in process with two bid packages underway. Conversion from #6 to #2 fuel oil is nearly complete. Gas boiler #5's rebuild/recase is also underway.
- started a University Union programming study to plan the future improvement projects in the building.
- started a programming study for Beu Health Center for expansion and remodeling.
- initiated design of Hanson Field turf and scoreboard replacements.
- conducted a programming study for the Heating Plant Annex to identify safety improvements in the Annex and to plan a future reorganization of the building.

- is developing a priority list of deferred maintenance projects in appropriated buildings. The list includes roof replacements, electrical feeder upgrades, HVAC improvements, etc. Project design to start spring 2011.
- removed stack cone from Heating Plant stack due to safety issue.
- relocated Wetzel cooling towers for use at Browne Hall and Simpkins Hall.
- added backup cooling for the WIUM Warsaw radio tower.
- repaired 15 sinks holes campuswide.
- relocated Mechanical Maintenance and Pipe Trades shop from Physical Plant to Physical Plant South (old RAM building).
- ran a new electrical feed to the blue light emergency call box at Simpkins Hall.
- is testing two new induction light bulbs in front of the University Union. These bulbs have a life expectancy of approximately 22 years.
- reduced the amount of paper generated and received from University departments. The Physical Plant is no longer printing a daily timecard listing for all biweekly employees, receiving a print-out of the detail of each regular and overtime payroll, or printing an image of each biweekly employee's timecard.
- is continuing to look at ways to reduce paper usage, looking into sending the Physical Plant's projects report electronically rather than on paper.
- closed three open leaking underground storage tank (LUST) incidents that had been open with the Illinois Environmental Protection Agency (IEPA) since 1994. The incidents were associated with the removal of underground fuel tanks at the Heating Plant and Memorial Hall.
- began both a sustainability writing internship and independent study program as part of an outreach process to gain student involvement.
- obtained an all-time-high utilization rate of 27% with 105 members for the Connect by Hertz car share program in February.
- attended Association for Advancement of Sustainability in Higher Education (AASHE) national conference.
- obtained a link to the updated sustainability website via the University's homepage.

- continued the RockyBikes bike share program, which has 231 current members and 14 bikes available for use.
- has made little progress on the initiative to evaluate potential projects for water usage reduction due to funding constraints. Removal of Wetzel Hall and Lamoine Village will eventually result in use of less water against the University baseline. If and when new facilities to replace these residences are constructed, the new facilities will be LEED Silver certified and will employ water conservation techniques and low water flow fixtures.
- has begun design of phase II of the Riverfront Campus. Campus architect Bill Brewer is managing design and construction of the new campus.
- continues to work with the five Illinois State Universities Electrical Purchasing Consortium members to evaluate electric future prices for purchase of 2014 power supplies. The highly predictable load factor that results from the combined five universities' electrical purchases significantly reduces cost over independent purchases.

Also in Physical Plant, . . .

- construction of the new south side entrance and elevator at the University Union is complete and has received many compliments for design and added convenience. This entrance will allow ADA access to the Heritage Room, creates a new main entrance to the University Union, and will serve as a test-bed for the use of rubber flooring in a high traffic area on campus. This rubber flooring is a renewable material, as opposed to vinyl, and will require less maintenance over the course of its life.
- the new maintenance worker crew . . .
 - completed abatement of asbestos floor tile and thermal heating system insulation on the second through eighth floors of the Corbin-Olson complex remodel.
 - completed asbestos abatement of floor tile, domestic water insulation, and sprayed acoustical plaster in preparation for the bathroom upgrade of Washington Hall, scheduled for summer 2011.
 - started abatement of ceiling sprayed acoustical plaster and mechanical system insulation that must be removed before the demolition of Wetzel Hall.
- other asbestos removal projects took precedence over the FY11 goal to perform asbestos abatement in the steam tunnel system from the Heating Plant crossover to the Art Gallery. This goal is relisted for completion in FY12

- We Care fall 2010 volunteers spread two semiloads of mulch and planted 400 mums in school colors to dress up University grounds prior to Homecoming. A special sustainability emphasis was added with work performed in the Thompson Prairie, and all refreshments were local and/or organic.
- the landscape donation program is in full review. A draft version of a brochure that highlights the items that can be donated to the University is complete. The hardscape items in the brochure have been presented to the Master Planning Implementation Team, and campus input on the item choices will be solicited in late FY11 via Physical Plant website postings. In a later meeting of the Master Planning Implementation Team, a resolution will be offered to adopt the hardscape standards for final submission and approval by the President and his administration. Once standards are officially adopted, the Physical Plant will meet with Foundation and Alumni directors to discuss possible marketing initiatives.
- the initiative to pursue designation as a “Tree Campus USA” through the Arbor Day Foundation was placed on hold due to some personnel changes at the University that affected required tree board eligibility. This initiative will be revisited in FY12.
- the biannual Exterior Building Inspection Team was assembled and has conducted two campus inspections since its inception. The process has greatly improved the Physical Plant’s understanding of the rate of change in building exterior problems over time. The information obtained from the inspections allows the Physical Plant to address potentially urgent problems quicker as well as it assists with deferred maintenance priority settings.
- no upgrades on distribution feeders have been implemented other than regular maintenance, tests, and cleaning during the annual high voltage shutdown due to funding constraints; however, the University has approved a phased testing and recalibration of the eight major high voltage switches in the Horrabin switchyard in FY11. These routine switch tests that are conducted every five years have been delayed over the last two fiscal years due to State cash flow problems. The cost of the testing and recalibration is estimated to be \$20,000.
- a better occupancy sensor technology has been identified on campus, but further installations were delayed due to State funding shortfalls.
- the Multicultural Center received LEED Silver certification in August 2010, a landmark designation and the first to be awarded to a Western facility.
- an additional \$8 million to complete design of the Performing Arts Center has been released by the state through the Capital Development Board. The project’s funding has been expanded to include inflation during three years of design and funding delays. The

building is also now being planned as a LEED Silver certified building. Construction could begin as early as calendar year 2012.

- the initiative to evaluate and install metering for water, electrical, and steam utilities to build background data for utility saving projects was put on hold due to budget constraints.
- bids for sustainable Commencement gowns and caps are due at the end of March 2011. Gowns and caps that are being bid out will either be made with 100% post consumer recycled content or biodegradable/compostable materials.
- a sustainability budget was not established in FY10 or FY11. The Physical Plant is again requesting this budget for FY12.
- a COPs issuance for the Phase II Critical Capital Renewal Projects for the Heating Plant and campus steam distribution systems was approved by the Commission on Government Forecasting and Accountability (COGFA) and the IBHE. A resolution to initiate the COPs was approved at the March 2010 Board of Trustees meeting.
- Vending Services . . .
 - will have added five more buildings on the debit vending card service by June 30, 2011.
 - added healthier choices to all snack, cold food, cold snack, and cold beverage vending machines across campus.
 - utilized the soda pop bottle-shaped recycling containers at the Community-University Partnership Program (CUPP) Block Party, football games, and men's and women's basketball games this year to encourage recycling.

Public Safety . . .

- arrested two area youths for an armed robbery on campus.
- in cooperation with the FBI, arrested a Tanner Hall resident for making numerous bomb threats.
- continues to foster excellent working relationships with the Macomb City Police, McDonough County Sheriff's Department, Illinois State Police, Secretary of State Police, Adams County Sheriff's Department, Rock Island Sheriff's Department, and the Federal Bureau of Investigation.

In Purchasing, Dawna Zimmerman . . .

- had an active role in planning the annual Environmental Summit, assisting with the speaker and helping coordinate the vendor expo. She has taken on the responsibility of fiscal agent for this activity.
- spoke to the Managing Organizations for Environmental Sustainability class about green purchasing. The class will do a sustainability project which includes a report for Purchasing about ideas to increase green purchasing on campus.

RMEP served on the Emergency Response Team for repeated bomb threats on the Macomb campus in October and November 2010.

Goal: Demonstrate Accountability

Demonstrating continued advancement of the values, priorities, and actions of the Strategic Plan (Higher Values in Higher Education) is a shared responsibility of all members of the campus community. Western Illinois University will demonstrate its commitments to accountability and advancement of this Plan.

Departments of Administrative Services participated in the North Central Association (NCA) reaccreditation process:

- Business Services participated on the Criterion 2 Committee on reaccreditation and participated in the on-site reaccreditation visit.
- DPS assisted the Vice President for the Quad Cities, Planning & Technology with the preparation, editing, and production of the reaccreditation report.
- Physical Plant attended several interviews by the reaccreditation team regarding the facilities and master planning goals of the University.
- The RMEP director actively participated in the reaccreditation visit.

AIMS created a system to be used by the Veterans Resource Center to process and track enrollment of veteran students.

Also in AIMS, . . .

- with the enrollment monitoring application, users can retrieve enrollment information for comparative dates over multiple years, with options of breaking down the enrollment by campus, college, department, or course.
- University Housing and Dining Services (UHDS) has requested that AIMS change the student pay schedule from semi-monthly to biweekly. The work week would be Sunday through Saturday and would allow for better tracking of student overtime and potential audit findings. This will go into production May 2011.
- all University employees are required to complete sexual harassment training once per year. A company provides the system on which the test is taken, but there was no mechanism for determining who needed to take it. A system was developed for the EOA office to monitor those who have not taken the test.

Business Services . . .

- added additional fraud protection to University bank accounts.

- participated in making revisions to the policy on business/departmental expenses.
- is collaborating with staff in the Provost's Office on strengthening compliance with IRS (Internal Revenue Service) rules in connection with nonresident alien taxes.

Also in Business Services, . . .

- Property Accounting is facilitating a process to identify appreciated property such as musical instruments and artwork to be added to the fixed asset system for tracking purposes.

DPS assisted the College of Business and Technology and the Department of Accountancy with the preparation and production of their reaccreditation reports.

In HR, . . .

- one of the most significant impacts to the University's budget challenges for HR operations was the elimination of an Office Support Associate position. Vice President for Administrative Services (VPAS) departments were asked to decrease budgets by 3.5%. For HR, the budget reduction amounted to approximately \$20,000. The management team met to discuss the issue and decided that the only way to continue to meet the challenges set forth in the University's strategic plan was to eliminate the vacant Office Support Associate position.
- the Physical Plant Human Resources Assistant Manager, Carol Beekman, took a more active role in budgeting, Physical Plant employee performance review process, and providing support to key Physical Plant administration.

Physical Plant . . .

- continued senior Physical Plant administrative and HR representative monitoring of employee performance evaluations for adherence to Physical Plant policy requirements and for quality control criteria. Reviews are done in conjunction with the HR liaison. Monitoring has resulted in further enhancements in the quality of the Physical Plant evaluation process through individual mentoring of supervisors and by requesting supplemental information on a number of evaluations given to employees.
- eliminated handwritten timecards for Landscape Maintenance, Heating Plant, and Building Services supervisory staff. The complete Physical Plant conversion to electronic timekeeping will increase efficiency and eliminate costly clerical data entry and reconciliation with the Payroll Office. This conversion is still in process but should be completed in FY11.

- has completed most standard operating procedures for project initiation, contract negotiation, project management, and Quality Business Solutions (QBS) and could implement them by the end of FY11 or early FY12. The approval of the University administration is required before implementation.
- has restarted Master Plan Implementation Team meetings. Topics on the agenda include landscaping and exterior lighting standards, campus design guidelines, facilities project initiation procedures, and Master Plan direction.

Also in Physical Plant, . . .

- while no formal policy to create a timeline for self-funding/financing of capital renewal was developed or adopted, a trend to self-finance campus improvements from University priorities in the absence of State assistance is seen in the COPs issuances in FY10 and FY11.
- a graduate assistant completed the documentation of Physical Plant processes and an audit of inventory (storeroom materials) control.
- the goal to identify areas on the Master Plan's "Valley of Purple" appropriate for landscape renovation while minimizing maintenance and promoting sustainability has been slowed by the late 2010 restart of the Master Planning Implementation Team and the reinitiation of the Council on Campus Planning and Usage (CCPU). Severe funding constraints have limited those items that could have been accomplished on this initiative by Landscape Maintenance. Additionally, the unfunded Master Plan budget has limited the Physical Plant's ability to hire an outside consultant to assist with the more complex master planning and landscaping that make up this initiative.
- a Master Plan budget was not established in FY10 or FY11. The Physical Plant is again requesting this budget for FY12.

Public Safety met or exceeded all requirements from the Illinois Higher Education Center (IHEC) Grant for Enforcing Underage Drinking Laws (EUDL).

Purchasing implemented the changes to the Procurement Code resulting from SB51, which made major changes to the way Purchasing functions. Specifically, Purchasing helped to develop the SB51 Implementation and Reference Guide as part of the state universities implementation team. This guide is used by Purchasing staff and contains detailed instructions to allow their procedures to come into compliance with the new requirements. In addition, Purchasing helped to develop the sole source procedures for advertisements, justifications, and hearings.

Also in Purchasing, as of January 1, all procurement-related communications have to be reported by all members of the University community. Purchasing assisted CMS staff in testing and reviewing the communications reporting tool; attended training sessions held by the Procurement Policy Board, which was aimed at State Purchasing Officer's review and the submitted reports; and attended a discussion meeting with the Director the Executive Ethics Commission to obtain clarification of what was required to be reported. This last meeting was attended by University ethics officers, legal counsel, and Purchasing personnel.

The RMEP director served as chair for the WIU Emergency Response Team—a multidisciplinary team that prepares and exercises plans for responding to emergencies on both the Macomb and Quad Cities campuses.

Technology Goals and Objectives

Business Services has made no significant progress toward the goal of developing on-demand computer courses and Web-based training for employees on business policies and procedures, MVS, and financial reporting. Business Services did continue discussions toward implementing a training program for inventory custodians and their designees with an emphasis on the responsibilities of the fixed asset custodians and the inventory loan process.

DPS . . .

- continues to manage the University Copier Program in cooperation with Purchasing. The program currently includes approximately 150 multifunction devices.
- began billing the University Copier Program electronically.
- replaced all five table- and desktop printers in its own building with two multifunction devices (MFDs) from the University Copier Program. These MFDs allow printing, scanning, copying, and faxing.
- continues to provide universally accessible PDF versions of the documents it processes for electronic distribution (e.g., Web and e-mail).
- continues to seek ways to reduce expenses in all aspects of its operation.
- worked with the Office of the Registrar, Billing and Receivables, AIMS, and Business Services to improve the timely accuracy of mailing addresses in the University's databases. This will save the University postage on returned and re-sent mail.

In HR, a new menu option and numerous MVS enhancements were requested by Employment/Examination staff and were successfully completed by AIMS staff. HR is currently in the testing phase of an MVS menu option for employee recording of Worker's Compensation Incident Only claims.

Physical Plant delayed the transition from all paper drawings to electronic CAD versions of building plans on hold due to funding constraints. A new specific software is being proposed for this initiative.

Public Safety upgraded two computers in the residence hall team police offices.

Grants and Contracts

DPS received \$78,567 for the production of the *Illinois Reading Council Journal* for FY11 (same as FY10).

The ILETSBEI promotes professionalism in policing through innovative education, training, research, and service with grant awards from the Illinois Law Enforcement Training and Standards Board. In FY11, the Executive Institute received \$963,662 as well as an additional \$595,000 from the Illinois Terrorism Task Force for homeland security planning workshops. The total ILETSBEI award for FY11 was \$1,558,662.

Physical Plant received grants from the Department of Commerce and Employment Opportunity (DCEO) for \$121,013.25, the Illinois Community Foundation, and Housing and Urban Development (HUD) for \$192,448 for the Quad Cities buildings. The lighting grant was \$170,616.

Internal Reallocations and Reorganizations

DPS . . .

- replaced a vacated project coordinator position and a vacated position in its mail preparation area through internal reorganization. DPS used succession planning during the last two years to manage successfully the project coordinator vacancy. DPS has used succession planning and the change from twice- to once-daily mail delivery on the Macomb campus to manage the mail preparation vacancy as well as an additional mail preparation vacancy anticipated for the beginning of FY12.
- has begun cross-training existing staff and shifting work responsibilities to cover the duties of one additional anticipated vacancy for FY12. In addition, DPS continues cross-training to cover the duties of individuals during times of extended absences.

Physical Plant . . .

- achieved targeted salary savings from attrition in UHDS and Physical Plant appropriated accounts as determined in a joint memorandum of understanding (MOU). With the exception of one carpenter retiree in the AFS who is being replaced only on a trial basis with a temporary worker, and the delay in closing Lamoine Village, five of seven parts of the MOU have been realized both by AFS and appropriated.
- completed internal assistant director transitions in the Physical Plant with the goal of a targeted position reduction and resulting salary savings. Salary savings materialized from a retirement as well as from contracting two new assistant directors in place of two assistant directors who each had a large longevity component in their annual compensation package.
- completed the transition of Bill Brewer to a new facilities administrative position in the Quad Cities.
- collaborated with UHDS to begin and continue remodeling Washington Hall, even while school is in session. When Physical Plant finishes remodeling one floor of the hall, residents move to that floor and Physical Plant begins construction on the vacated floor. Physical Plant is able to use in-house trades employees for this project and not lay them off during what is normally a slow time for construction.
- UHDS originally approached Physical Plant requesting that Plant trades accomplish some of the asbestos removal for the Corbin-Olson remodeling project. As a fully licensed asbestos abatement contractor in Illinois, Physical Plant proposed to UHDS and the University to create a special asbestos removal crew to abate asbestos containing materials from campus buildings, tunnels, and mechanical rooms. With

approval from UHDS and the University Administration, a special crew of 13 workers to include a leadman was hired by Physical Plant. While only two of the original 13 personnel hired on the crew had prior asbestos abatement experience, the entire crew has now mastered most of the complex remediation functions provided by a seasoned asbestos abatement contractor.

As of the first of April 2011, the crew will have performed 100% of their assigned abatement work at Corbin-Olson and have begun plans for remediation at Wetzel, Lamoine Village, and campus tunnels. Physical Plant estimates that the in-house crew has saved UHDS approximately \$430,000 at Corbin-Olson when compared to using a contractor to perform the abatement work. A 35 to 40% savings is anticipated for most abatement projects accomplished using in-house forces versus contracting. Other benefits of the crew have included creating local job opportunities and keeping local funds local.

II. Budget Enhancement Outcomes for FY11

ICEF Matching Lighting Upgrade Grant Program

\$218,223

University-wide Unfunded Cost Increases

\$1,002,777

Western Illinois University
Accountability Report for Program Support – FY11

I. Unit submitting report:

Administrative Services

II. Short title of the initiative receiving funding.

Illinois Clean Energy Foundation (ICEF) Matching Lighting Upgrade Grant Program

III. Describe the specific productivity measures achieved (refer to submitted materials the previous year or year that funding was requested and provided).

This is the fifth and final year for this type of lighting grant. Permanent energy savings from lower wattage lamps and electronic ballasts which qualify for an estimated 30 to 40% grant will typically achieve a seven- to ten-year simple payback. Lighting is scheduled to be upgraded in Currans, Waggoner, and Mowbray Halls, Beu Health Center, and the Physical Plant.

IV. Provide a listing of all funds expended to date by the following categories:

	Enhancement ICEF Grant	Department/ Unit Funds
Personnel Services		
Equipment and Instructional Materials		
Library Materials		
Contractual Services – Annualized	\$170,616 (grant)	\$218,223 (match)
Other Operating Funds		
Total	<u>\$388,839</u>	

Contact Person if Questions: Vice President for Administrative Services, (309) 298-1800

Western Illinois University
Accountability Report for Program Support – FY11

I. Unit submitting report:

Administrative Services

II. Short title of the initiative receiving funding.

University-wide Unfunded Cost Increases

III. Describe the specific productivity measures achieved (refer to submitted materials the previous year or year that funding was requested and provided).

With no or minimal appropriated budget increases from the State over the last eight years combined with growing cost increases, the University is having to cover more and more unfunded cost increases.

IV. Provide a listing of all funds expended to date by the following categories:

	Enhancement	Department/ Unit Funds
Federal Funds Audit	\$40,000	
Office of the Auditor General (OAG) Audit	\$20,000	
Wright House	\$55,000	
University Drive Study	\$13,716	
Finish Electronic Classrooms to the Point Rooms Were Useable	\$114,279	
ADA Project Horrabin Hall	\$4,200	
Equipment Disposal	\$8,000	
Insurance	\$10,865	
Legal Services	\$51,530	
Memberships	\$2,325	
Memorial Hall	\$681,045	
University Drive	\$1,817	
Total	<u>\$1,002,777</u>	

Contact Person if Questions: Vice President for Administrative Services, (309) 298-1800

**Budget Year
Fiscal Year 2012**

III. Major Objectives and Productivity Measures for FY12

The new Vice President for Administrative Services (VPAS) and his or her staff will continue to face one of the most challenging budget years ever; however, budget constraints require the Division to collaborate in determining the most critical needs. While the VPAS Assistant Vice President and Directors have established their goals for FY12, it will be necessary for them to work with the new Vice President to finalize them.

Goal: Focused Recruitment and Retention

Develop and foster a superior staff and administration that is responsive, effective, and efficient in supporting the institution's missions, values, and objectives with the goal of making Western Illinois University the destination of choice for students, faculty, and staff.

Administrative Information Management Services (AIMS) will continue to work with Noel-Levitz to provide support for recruitment and retention efforts.

Business Services will . . .

- work on a Business Services transition plan in connection with retirements of the Bursar, the Director of Business Services, and the VPAS.
- negotiate with the U.S. Department of Health and Human Services for an increase in the University's next four-year Facilities & Administration Rate.

Document and Publication Services (DPS) will . . .

- continue to improve the efficiency of all of its operations through the cross-training of personnel and through the consolidation of duties when voluntary attrition presents suitable opportunities.
- continue to explore possibilities for promoting its services among particular groups of prospective customers (e.g., the University's new clerical hires, grant recipients, new faculty, and new administrators).
- continue to explore possibilities for offering regular, in-house training sessions about its various services to University staff.
- continue to seek external funding in grants and contracts for preparation and production services.

Human Resources (HR) will . . .

- conduct negotiations for an initial collective bargaining agreement with AFSCME (clerical unit).
- consider the feasibility of document imaging for employment maintenance.
- continue to work toward diversifying the Civil Service workforce.
- convert the I9 process to an electronic format, continuing with its implementation given the AIMS timeline. HR will also conduct an internal review of completed I9s for compliance.
- continue to update the *Civil Service Handbook*.

The Illinois Law Enforcement Training and Standards Board Executive Institute (ILETSBEI) Center for Homeland Security Leadership will develop collaborative partnerships with local, county, state, and federal public safety entities to provide time-sensitive and relevant homeland security knowledge to first responders.

Physical Plant will . . .

- fully define the role of the proposed Business Manager or Administrative Assistant, including implementation of an electronic inspection system as well as inventory and budget control for Building Services.
- finalize the Civil Service process to obtain a full Assistant Director status in Maintenance and Operations for Monte Colley.

Also in Physical Plant, . . .

- Transportation Services will . . .
 - complete a transportation information guide or booklet for drivers.
 - update its database.
- the HR liaison will . . .
 - provide service to Physical Plant employees that is both fair and prompt.
 - provide support to Physical Plant administration that addresses the complexities of difficult economic times.

Public Safety will . . .

- hire a new officer to replace a retiring officer.
- promote officers as a result of retirements.
- replace six body armor vests through the Bullet Proof Vests program administered by the U.S. Department of Justice
- replace a six-year-old four-wheel drive police vehicle.

Purchasing will . . .

- implement, if possible, procurement card (PCard) based accounts payable settlement. This would eliminate most checks since payments would be made through the credit card. Implementation will streamline the accounts payable function.
- continue to implement changes to the purchasing process, in particular developing working relationships with the Independent State Purchasing Officer and the Compliance Monitor. While these positions have been filled, they have not contacted the University.

Goal: Enrich Academic Excellence

Become a leader amongst our peers through sustained and enhanced commitments to instruction, research, service, and information technology.

AIMS will . . .

- allow employees to enter certain payroll deductions via a Web application. This will initially be developed to handle payroll deductions for Campus Recreation memberships with plans to include other types of deductions in the future.
- modify STARS access to use the single-sign-on procedure so that STARS may be accessed through the University Portal.
- incorporate u.achieve (formerly Darwin) into online systems to replace the outdated DARS version currently in use. DARS was the implementation prior to Darwin for the University's Degree Audit system. The succession of these systems is from the same vendor but modified with new features and updated software.
- create a process for summer loans to include a Summer Worksheet, Summer Application display screen, Summer Award Letter, and Summer Award display screen.

In Business Services, beginning Summer 2011, the actively enrolled students will only have access to electronic billing statements via STARS. Currently, students have the ability to establish additional billing e-mails by sending an e-mail to billings@wiu.edu from their WIU e-mail accounts. Business Services is currently working with AIMS to create a new STARS screen that would allow the student to confirm or enter the additional billing e-mail address electronically.

DPS will . . .

- continue to refine the number and schedule of extended hours that it offers to students, faculty, and staff prior to and during Finals Week each semester.
- continue to seek ways to promote its services among students through the use of cost-effective promotion such as Tele-STARS and student planner ads.
- continue to provide internship positions to graphic communication students from the Department of Engineering Technology during the summer of 2011 and during the 2011-2012 academic year.

The ILETSBEI will . . .

- collaborate with several partners to develop Web-based curriculum for the criminal justice system.
- partner with a full-time law enforcement academy to employ Web-based training.

In Physical Plant, the HR liaison will continue education regarding compensation laws and the State benefits package.

Goal: Support Personal Growth

Provide opportunities for lifelong learning for faculty and staff who are committed to the highest levels of excellence in supporting and advancing the academic mission and service operations of the University.

HR will . . .

- review needs assessment outcomes with the Training and Development Committee and will establish workshops and provide training opportunities as suggested.
- continue staff training on areas of human resource management, including a review of total compensation.
- expand cross-training of some of its employment functions.

The ILETSBEI will . . .

- author a monograph that mirrors the curriculum Enduring, Surviving, and Thriving as a Law Enforcement Executive.
- continue working with the International Association of Chiefs of Police in supporting law enforcement leaders.

Also, the ILETSBEI's Center for Homeland Security Leadership will . . .

- continue moving the paradigm of response to prevention by identifying what issues may emerge and how first responders will employ best practices in homeland security response.
- provide homeland security training workshops for more than 30,000 law enforcement personnel based on the National Preparedness Goal core objectives to prevent, protect, respond, and recover from terrorist attacks and catastrophic natural disasters.
- address war veterans who are returning to first responder activities and cyber vulnerabilities.
- continue to host Department of Homeland Security approved courses for public safety first responders.

Physical Plant will . . .

- work with union representatives and HR to reduce Building Services absenteeism.

- continue to work with HR on hiring Building Services worker trainees and on hiring from the regular register.
- provide programming training to staff on the Delta building automation system. The goal is for all programming to be done in-house versus being sole-sourced to ENTEC.

Also in Physical Plant, all new Building Services Foremen, assistant superintendents, supervisors, and foremen will receive management training.

Public Safety will continue ongoing training with area emergency responders.

Goal: Promote Social Responsibility

Provide secure, accessible, sustainable, aesthetically pleasing, and responsive living, learning, and campus working environments that meet the needs of University constituencies and reflect the core values of the University.

AIMS will modify the process currently used to reset STARS passwords.

DPS will continue to replace worn equipment with high-quality, cost-effective, and highly serviceable used equipment when possible.

Physical Plant will . . .

- be responsible for the following asbestos projects:
 - Complete asbestos abatement in preparation for demolition of Wetzel Hall.
 - Perform abatement of asbestos in Building One of Lamoine Village when it comes off-line in August 2011 prior to demolition.
 - Perform asbestos abatement in the steam tunnel from the Heating Plant to the Art Gallery.
 - Start abatement of hallway asbestos floor tile in Horrabin Hall.
 - Start abatement of asbestos floor tile in designated areas of the University Union.
- purchase five new hybrid vehicles to replace high mileage Taurus sedans.
- implement an environmental health and safety Web page.
- continue . . .
 - to expand safety training and education to University faculty and staff.
 - the outreach process for expanded student involvement in sustainability.
 - working toward implementing a policy statement for sustainability with the new president.
 - the process of making recycling receptacles appear more consistent across campus through signage and alterations to each receptacle as funding permits.

- to seek funding for the implementation of a GPS-guided nature path application for iPod Touch and iPhone users.
- to address eyesore areas along the Discover Western tour route as funding allows.
- food waste composting and improve efficiency of the process; find a solution to the winter freeze-up of the unit that has been caused by extended cold periods and holiday breaks; and consider expansion to collection at a second dining hall facility.
- establish a sustainability budget of \$40,000 that was not funded in FY11.
- evaluate and develop a sustainable building representative program.
- develop and implement University-wide Building Services staff training for sustainability.
- complete . . .
 - work on campus design guidelines and get approval from University administration.
 - steam line phase II.
 - the Heating Plant improvement project.
 - the remaining 50% of steam-line valve, strainer, and trap replacement for the steam tunnel.
 - the transition to ORCAweb campuswide.
- implement electronic drawings (*ACAD*) or a graphical database system (similar to GIS inside buildings) for building drawings.
- pursue “Tree Campus USA” designation through the National Arbor Day Foundation.
- work toward achieving LEED EB certification for one existing campus building.
- receive a DCEO grant for energy savings resulting from VFD (variable frequency drive) and premium efficiency motor installations.
- install the BAS monitoring system in one residence hall.

Also in Physical Plant, Vending Services will add two more buildings to the debit card vending service in the next fiscal year.

Public Safety will repair/maintain existing parking lots, as funds allow.

Purchasing will incorporate additional sustainability specifications and alternates in the bid documents. Several buyers will be reviewing existing bid specifications to expand the availability and viability of sustainable products.

Goal: Demonstrate Accountability

Demonstrating continued advancement of the values, priorities, and actions of the Strategic Plan (Higher Values in Higher Education) is a shared responsibility of all members of the campus community. Western Illinois University will demonstrate its commitments to accountability and advancement of this Plan.

AIMS will, . . .

- create an online confirmation system for time and effort reporting for sponsored projects. This will replace the manual paper system that is currently in use.
- create a new Web-based unclaimed property system. This would track property owner's information as well as any check information. Unclaimed property is kept for varying lengths of time depending on the state involved. This project was a goal from last year and is currently in progress.

Also in AIMS, a positive time reporting system has been requested for graduate assistants. This project was postponed and has now been requested for fall 2011.

DPS will develop and utilize a new organizational planning, decisionmaking, and problem-solving strategy.

The ILETSBEI will seek accreditation from the Commission on Accreditation for Law Enforcement Agencies.

Physical Plant will identify areas designated on the Master Plan's "Valley of Purple" appropriate for landscape renovation and present a concept plan to the Master Planning Implementation Team for approval. As Master Plan funding is available, the Physical Plant will secure design services for creation of a formal landscape design to be accomplished in stages.

Purchasing will upgrade the PCard reconciliation system to *PaymentNet3*, if available.

Major Challenges for FY12

- The single most worrisome challenge remains the lack of adequate financial support from the State to maintain and modernize University facilities. Western has only received Capital Renewal funding of \$1.5 million in the five years from FY05 through FY11. This represents an estimated loss of \$6.9 million in expected Capital Renewal appropriations during this time period. Heating Plant switchgear replacement, steam line, and boiler overhaul projects are critical needs that are now being funded by University through borrowing \$11.5 million via COPs. These funding shortfalls create substantial operational risks for the University that effect its ability to repair elevators, roofs, and leaking pipes and to replace obsolete HVAC systems. Fortunately, Capital Renewal funding continues to be discussed by the IBHE and State legislature; however, there are no discussions occurring relative to making up for the unfunded years.
- From FY02 through FY11, there was a combined reduction of \$500,000 in the PI budget line which resulted in \$5 million of work to date which was not accomplished in University facilities. Also in FY11, PI funding was used to cover \$345,000 in trades salaries to address a mandated 3.5% State operating budget decrease to universities. Since FY02, PI funding has been decreased by 50% from nearly \$2 million to a little over \$1 million. Combined with having had no operating budget increases in Plant Maintenance for over 20 years, PI is now used almost exclusively for reactive maintenance instead of proactively addressing deferred maintenance, which was the original intent of this fund.

In FY07, an annual \$200,000 PI supplement was provided from University funds to be applied toward campus classroom upgrades. In FY09, a \$300,000 supplement was added for specific Heating Plant Capital Renewal work. Again, this supplement was granted from University reallocations as opposed to being new money received from the State. Because of the severe cash flow problems in FY10 and FY11, no additional PI money was available to address a growing deferred maintenance liability on campus. A spending freeze due to the severe cash flow problems in the State resulted in cancelation of some FY10 classroom upgrade work and all of the FY11 classroom proposals. Only \$150,000 of the FY09 supplement was expended before the spending freeze. As such, there was an additional loss of approximately \$450,000 in planned deferred maintenance expenditures resulting from losses in State funding support to the University.

Consideration should be given for acquiring additional funds to make up for base PI budget line reduction in years FY02 through FY11 to help address the almost \$170 million critical and \$500 million total deferred maintenance liability and for updating classrooms. (Please refer to Budget Request Format Priority 1.)

- In addition to the Heating Plant and steam-line needs, which were partially being addressed by an FY10 COP issuance, the University has now completed a FY11 COP issuance to finish phase II work on these critical assets. Due to lack of State support with capital renewal of critical infrastructure, these projects will be paid for through student fees. Campus chilled water needs can hardly be considered a third campus deferred maintenance priority. Much of Western's chiller equipment is over 30 years old. While heat is provided centrally from the Heating Plant, air conditioning is provided via stand-alone chiller units in each building. The majority of University buildings have chillers that have exceeded their expected economic life by 13 years or more. In fact, Horrabin, Stipes, and Currens Halls' chillers died their natural deaths in summer 2007 and have been replaced. Several other building chillers are considered at imminent risk of failure in the summer of 2011. Studies have proven the benefit of moving from the stand-alone systems to a centralized chilled water plant. To accomplish a chilled water plant, a \$37.7 million project is required. (Please refer to Budget Request Format Priority 2.) However, if State capital renewal support for heavy infrastructure does not resume, and in significant amounts, and given the limits on University borrowing to address all campus deferred maintenance, including residence halls and the University Union, it will be necessary for the University to begin funding two to three single building chiller replacements per year. (Please refer to Budget Request Format Priority 2a.)
- Due to the lack of Capital Renewal funding, the reduction in deferred maintenance funding, and the aging of University buildings, the Physical Plant's operating budget is not adequate to even perform daily, routine maintenance. Extraordinary repair costs often exceeding an entire month or even a year of the operating budget allocated for all campus buildings are routinely occurring for single building systems. A few of these extraordinary repair costs include the Simpkins Hall elevator; Browne Hall roof leaks; Horrabin, Stipes, and Currens Halls' chiller failures; water system failures in Currens and Browne Halls; and the cooling tower failure at the Quad Cities campus four years ago.
- The Physical Plant received its final lighting grant through the ICEF for facility lighting upgrades in 2010, and these upgrades were completed in FY11. In total, the University has received \$774,458 in ICEF lighting grants combined with a WIU match of \$614,718, replacing 44,703 lamps and 21,132 obsolete ballasts for a total estimated energy costs savings of \$215,261 per year. Over 85% of State building area on the WIU campus has now been upgraded with energy efficient lighting. Other grant programs that fund energy and renewable energy initiatives are also being utilized. Grants from the DCEO have been received for lighting upgrades at campus residence halls. A \$54,745 project to replace lighting in Western Hall was awarded nearly \$30,000 in DCEO grants. The project improved lighting efficacy, reduced the annoying hum from the existing HID (high-intensity discharge) lighting, and will also result in \$16,550 in annual energy cost savings. Other DCEO grants funded through utility bill payments

in Illinois were used to pay for campus energy conservation upgrades such as high efficiency motors and variable frequency drives as well as a retrocommissioning program for three campus buildings. The Physical Plant will carefully monitor grant opportunities from all segments of the government as well as private programs on a continuing basis.

IV. Technology Goals and Objectives

AIMS will create and implement a Project Request System that will collect and track University-wide administrative information technology (IT) projects. This system will provide an improved mechanism for reviewing, prioritizing, and implementing the numerous projects that are requested of AIMS.

Also in AIMS, . . .

- IBM is ending support of DB2 V8 in April 2012. AIMS will need to migrate to DB2 V9 or DB2 V10 by that date.
- in FY07, data were converted from CA-Datcom to DB2 using 2BDB2. 2BDB2 is a transparency product which allowed AIMS to convert the data and access it without making programming changes. Programs are now being converted to use SQL to access the DB2 data so that the 2BDB2 license can eventually be cancelled. This will be an ongoing project which will be completed as time permits. Moderate progress has been made thus far. Due to the number of other higher-priority projects, as well as the complexity of this project, the overall goal to be completed by the end of FY11 has been extended.
- recognizing the need to allow greater and easier access to University data for reporting and analysis, AIMS and uTech began researching possible solutions in the summer of 2009. The team decided to use the Community Edition of Pentaho, an open source business intelligence solution for a proof-of-concept with Housing data. A data warehouse was created, and the team began designing tables and moving data to the warehouse for reporting. The proof-of-concept was completed successfully, and the team has continued with the project. Some Foundation data has been moved to the data warehouse, and the team is now working with Admissions data. The team has moved beyond the limits of the Community Edition and are in the process of purchasing a solution which will allow the team to go further with the project.

Business Services will . . .

- continue to collaborate with AIMS to implement a paperless DPA/Travel Voucher Payment System and convert a PC-based database system used to track unclaimed property to a mainframe database system.
- automate the monthly property accounting reconciliation process.

HR will implement a process for employees to enter Incident Only Workers' Compensation claims directly into MVS. (HR is currently in the testing phase of an MVS menu option for employee recording of Worker's Compensation Incident Only claims.)

Physical Plant will . . .

- continue to develop and distribute accounting reports electronically.
- upgrade from Sprocket I to Sprocket II and return its contract with Upturn Solutions back to a "success/gold" package, which provides free report creation and free upgrades. The only expenses would be transportation costs for an Upturn Solutions representative to come to the University for weekly or monthly meetings with the Sprocket account manager, as needed. It will also receive technical assistance to add PDAs for work orders and the Heating Plant's inspection module via Sprocket II (subject to funding), including hardware recommendations. It will also be a participant in the Sprocket users group that suggests modifications and improvements to the software.
- have all Building Services foremen and supervisors complete online timecards, doing away with paper cards and saving around 4,300 cards.
- use PDAs to issue and close work orders, and to electronically dispatch work requests to technicians in the field (delayed due to funding constraints).

Public Safety will upgrade portable/base station radios to be narrow band Federal Communications Commission (FCC) compliant.

V. Internal Reallocations and Reorganizations

Because a new Vice President will be in place for FY12, all internal reallocations and reorganizations will be his or her responsibility,

VI. New Operating Resources

Requests for new operating resources for FY12 follow. Please refer to the attached FY12 Budget Request Formats:

	Total Cost
Infrastructure and Classroom Improvements	\$700,000
Centralized Chilled Water Plant	\$37,360,000
Alternate Budget Request (2a): Replace Two Centrifugal Chillers in Appropriated Buildings	\$3,000,000
Director of Emergency Preparedness and Operating Expenses	\$80,000
Portable Chiller	\$300,000
Physical Plant Base Increase in Operating Funds (\$150,000 from the FY11 Request and \$350,000 to replace PI reallocation to personal services.)	\$500,000
Western Well Program	\$15,000
Sustainability Operating Funds	\$40,000
Master Planning Implementation Funding	\$200,000
Development of an Online Building Services Inspection Program	\$15,200

VII. Facilities Requests

Please refer to Budget Request Format Priority # for the Administrative Services facility enhancement request in FY12.

**Western Illinois University
Budget Request Format
For Program Support FY12**

Priority Number 1

I. Unit submitting request

Administrative Services

II. Provide a short title of the initiative proposed for incremental funding.

Infrastructure and Classroom Improvements

III. Provide a short description of the initiative proposed for incremental funding and how it relates to the University's goals, mission statement, or strategic plan.

This request will reinstate the \$500,000 FY03 and FY04 base reductions to Permanent Improvement and will include the \$200,000 for classroom improvements that was cut in FY10 and FY11. Funds will be used per the attached to address the deferred maintenance backlog.

IV. Describe the specific accomplishments and increases in productivity expected from this initiative and how results will be measured or evaluated.

Deferred maintenance funds provide for such things as minor utility repairs, small renovation projects, carpet and window covering replacement, and sidewalk repairs. Allowing University facilities to deteriorate to an unsightly or dysfunctional condition would be disastrous.

V. Provide a listing of all incremental funds requested by the following categories:

Personnel Services	A/P	_____
	C/S	_____
	NTT	_____
	T/T	_____
Equipment and Instructional Materials		_____
Library Materials		_____
Contractual Services		_____
Other Operating Funds – Permanent Improvements		\$700,000
Total		\$700,000

VI. Are the requested funds to be included as permanent increase in the unit's base budget?

 x Yes No

VII. Will the project be supplemented by other funds? x Yes Possibly No
If yes, please describe:

Contact Person: Vice President for Administrative Services, (309) 298-1800

Proposed Deferred Maintenance Projects

Year 1 – FY12

Currens Domestic Water Phase I (isolation valves)	\$75,000
Campus Clock Replacements Phase I	\$100,000
Replace Sherman Acroteria	\$75,000
Browne Roof Replacement	\$250,000

Year 2 – FY13

Waggoner/North Side Foundation Settlement	\$75,000
Brophy Pool Filter	\$125,000
Morgan AHU (air handling unit) Replacement	\$150,000
Browne System Water Phase I	\$75,000
Beu Emergency Generator	\$75,000

Year 3 – FY14

Morgan System Water Phase I	\$75,000
Currens Fume Hood and Exhaust Fan Improvements Phase I	\$100,000
Exterior Masonry Repair Various Buildings Phase I (Malpass)	\$125,000
Sherman Hall Exterior Preventative Deterioration Measures (fascia, columns, tuck pointing, waterproofing, etc)	\$75,000
Building HVAC Control Update Phase I	\$125,000

Year 4 – FY15

Exterior Masonry Repair Various Buildings Phase II (Art Gallery, Simpkins)	\$100,000
Campus Restroom Improvements Phase I	\$85,000
Sallee HVAC Humidity Control	\$75,000
Campus Clock Replacements Phase II	\$75,000
Simpkins LED Recital Hall	\$15,000
Stipes System Water Phase I	\$75,000
Mowbray Emergency Generator	\$75,000

Year 5 – FY16

Simpkins Emergency Generator	\$25,000
Sherman, Art Gallery, Garwood Chiller	\$150,000
Solar Powered Street Lights	\$75,000
Waggoner Roof Replacement Phase I	\$250,000

**Western Illinois University
Budget Request Format
For Program Support FY12**

Priority Number 2

I. Unit submitting request

Administrative Services

II. Provide a short title of the initiative proposed for incremental funding.

Centralized Chilled Water Plant

III. Provide a short description of the initiative proposed for incremental funding and how it relates to the University's goals, mission statement, or strategic plan.

Providing a comfortable indoor environment conducive to learning is crucial in a community of learners.

IV. Describe the specific accomplishments and increases in productivity expected from this initiative and how results will be measured or evaluated.

Most prominent in the deferred maintenance backlog is a serious problem related to providing air conditioning in campus buildings. Much of the University's chiller equipment is over 30 years old. While heat is provided centrally from the Heating Plant, air conditioning is provided via stand-alone chiller units in each building. The majority of University buildings have chillers that have exceeded their expected economic life by 13 years or more. Studies have proven the benefit of moving from the stand-alone systems to a centralized chilled water plant. To accomplish this, a \$37 million project is required.

V. Provide a listing of all incremental funds requested by the following categories:

Personnel Services	A/P	
	C/S	\$360,000
	NTT	
	T/T	
Equipment and Instructional Materials		
Library Materials		
Contractual Services		
Other Operating Funds – Permanent Improvements		\$37,000,000
Total		\$37,360,000

VI. Are the requested funds to be included as permanent increase in the unit's base budget?

 x Yes for staffing x No for PI

VII. Will the project be supplemented by other funds? Yes x No

If yes, please describe:

Contact Person: Vice President for Administrative Services, (309) 298-1800

**Western Illinois University
Budget Request Format
For Program Support FY12**

Priority Number 2a

I. Unit submitting request

Administrative Services

II. Provide a short title of the initiative proposed for incremental funding.

Replace Two Building Chillers

III. Provide a short description of the initiative proposed for incremental funding and how it relates to the University's goals, mission statement, or strategic plan.

Providing a comfortable indoor environment conducive to learning is crucial in a community of learners.

IV. Describe the specific accomplishments and increases in productivity expected from this initiative and how results will be measured or evaluated.

Most prominent in the deferred maintenance backlog is a serious problem related to providing air conditioning in campus buildings. Much of the University's chiller equipment is over 30 years old. While heat is provided centrally from the Heating Plant, air conditioning is provided via stand-alone chiller units in each building. The majority of University buildings have chillers that have exceeded their expected economic life by 13 years or more. Studies have proven the benefit of moving from the stand-alone systems to a centralized chilled water plant. To accomplish this, a \$37 million project is required. However, because this initiative remains unfunded even to include a lower amount to begin design, the University must actively begin a program to replace individual chillers in campus buildings. If this program were extended over a long period of time, a central plant would not be recommended for construction for another 15 years.

V. Provide a listing of all incremental funds requested by the following categories:

Personnel Services	A/P	
	C/S	\$300,000
	NTT	
	T/T	
Equipment and Instructional Materials		
Library Materials		
Contractual Services		
Other Operating Funds – Permanent Improvements		\$3,000,000
Total		\$3,300,000

VI. Are the requested funds to be included as permanent increase in the unit's base budget?

 x Yes for staffing x No for PI

VII. Will the project be supplemented by other funds? Yes x No

If yes, please describe:

Contact Person: Vice President for Administrative Services, (309) 298-1800

**Chiller Age Evaluation for Western Illinois University
Current Year: 2011**

	Chiller Year Inst.	Chiller Age	Age > Life	Priority by Age
Appropriated Building				
Horrabin	2008	3	20	0
Simpkins	1969	42	-19	7
Waggoner	1969	42	-19	7
Browne	1970	41	-18	8
Stipes	2008	3	20	0
Currens	2008	3	20	0
Brophy	1974	37	-14	10
Malpass Library	1979	32	-9	11
Memorial	1987	24	-1	13
Knoblauch	1995	16	7	0
Sallee	1995	16	7	0
Tillman	1996	15	8	0
Morgan	2002	9	14	0
Auxiliary Facility System Building				
Olson	1965	46	-23	1
Bayliss	1966	45	-22	2
Henninger	1966	45	-22	3
Tanner	1968	43	-20	5
Higgins	1967	44	-21	4
Thompson	1969	42	-19	6
Wetzel	1970	41	-18	9
Corbin	1982	29	-6	12
Lincoln	1991	20	3	0
Washington	1991	20	3	0
University Union	1995	16	7	0
Grote Hall	2004	7	16	0

**Western Illinois University
Budget Request Format
For Program Support FY12**

Priority Number 3

I. Unit submitting request

Administrative Services

II. Provide a short title of the initiative proposed for incremental funding.

Director of Emergency Preparedness and Operating Expenses

III. Provide a short description of the initiative proposed for incremental funding and how it relates to the University's goals, mission statement, or strategic plan.

There is an unprecedented focus on emergency preparedness, loss control, and risk mitigation strategies for colleges and universities. Due to this heightened focus, additional resources are needed in order to comply with state and federal requirements and recommendations such as developing all-hazards emergency plans, subscribing to National Incident Management System methodology, and facilitating anti-terrorism reporting. This position would also involve seeking proactive solutions for the risk exposures that exist on both the Macomb and Quad Cities campuses to ensure the University is providing as safe an environment as possible for its students, faculty, and staff.

IV. Describe the specific accomplishments and increases in productivity expected from this initiative and how results will be measured or evaluated.

This position is needed to ensure compliance with the increasing statutory requirements and general expectations regarding emergency preparedness and risk management. Results will be evaluated and measured in a number of ways, including, but not limited to, continual review and improvement of University-wide all-hazards emergency preparedness plan; periodic training opportunities provided to members of the University community on emergency preparedness; training and exercising the plan on at least an annual basis as is required by the Campus Security Enhancement Act of 2008; level of compliance with state and federal requirements with regard to anti-terrorism and other safety-related mandates; and quality and quantity of proactive solutions for loss control measures which improve the University's effectiveness as an institution and result in insurance premium savings.

V. Provide a listing of all incremental funds requested by the following categories:

Personnel Services	A/P	\$60,000
	C/S	
	NTT	
	T/T	
Equipment and Instructional Materials		
Library Materials		
Contractual Services		
Other Operating Funds		\$20,000
Total		\$80,000

VI. Are the requested funds to be included as permanent increase in the unit's base budget?

☒ Yes ☐ No

VII. Will the project be supplemented by other funds? ☐ Yes ☒ No

If yes, please describe:

Contact Person: Vice President for Administrative Services, (309) 298-1800

**Western Illinois University
Budget Request Format
For Program Support FY12**

Priority Number 4

I. Unit submitting request

Administrative Services

II. Provide a short title of the initiative proposed for incremental funding.

Portable Chiller

III. Provide a short description of the initiative proposed for incremental funding and how it relates to the University's goals, mission statement, or strategic plan.

To construct a portable chiller here at the University to respond to anticipated continued chiller failures due to the advanced age of existing chillers and lack of State capital funding support.

IV. Describe the specific accomplishments and increases in productivity expected from this initiative and how results will be measured or evaluated.

Very simply, with the age of the chillers on campus, a portable chiller will allow the Physical Plant to quickly get a building's air conditioning operational should an old chiller fail. Having a portable chiller is also more cost effective than renting one.

V. Provide a listing of all incremental funds requested by the following categories:

Personnel Services

T/T

Equipment – Portable Chiller

Library Materials

Contractual Services

Other Operating Funds – Permanent Improvements

Total

\$300,000

\$300,000

VI. Are the requested funds to be included as permanent increase in the unit's base budget?

 Yes x No

VII. Will the project be supplemented by other funds? Yes x No

If yes, please describe:

Contact Person: Vice President for Administrative Services, (309) 298-1800

**Western Illinois University
Budget Request Format
For Program Support FY12**

Priority Number 5

I. Unit submitting request

Administrative Services

II. Provide a short title of the initiative proposed for incremental funding.

Base Increase in Operating Funds

III. Provide a short description of the initiative proposed for incremental funding and how it relates to the University's goals, mission statement, or strategic plan.

A base increase in the Physical Plant's operating and overtime budgets is requested in order to continue providing adequate service to campus departments. The unfunded FY11 request of a \$150,000 base increase is being supplemented by an additional \$350,000 base increase request in FY12 to cover the 3.5% FY11 State budget reduction that resulted in this amount being reallocated from PI to cover personal services for FY11 and beyond.

IV. Describe the specific accomplishments and increases in productivity expected from this initiative and how results will be measured or evaluated.

By increasing the operational budgets, the Physical Plant will be able to better address the extensive repair needs of the campus and support sustainability efforts and master planning activities. WIU's aging campus is causing a significant drain on operating resources.

V. Provide a listing of all incremental funds requested by the following categories:

Personnel Services	A/P	_____
	C/S	_____
	NTT	_____
	T/T	_____
Equipment and Instructional Materials		_____
Library Materials		_____
Contractual Services		_____
Other Operating Funds		\$500,000
Total		\$500,000

VI. Are the requested funds to be included as permanent increase in the unit's base budget?

 x Yes No

VII. Will the project be supplemented by other funds? ☐ Yes ☒ No
If yes, please describe:

Contact Person: Vice President for Administrative Services, (309) 298-1800

**Western Illinois University
Budget Request Format
For Program Support FY12**

Priority Number 6

I. Unit submitting request

Administrative Services

II. Provide a short title of the initiative proposed for incremental funding.

Western Well Program

III. Provide a short description of the initiative proposed for incremental funding and how it relates to the University's goals, mission statement, or strategic plan.

Over the last few years, a 10-week personal training program has been available each academic semester to a limited number of faculty and staff through Cathy McMillan's Kinesiology class. Walking trails were developed, and other health and wellness activities, such as Minority Health Month, Men's Health, and Heart Smart, have also been offered to faculty and staff. The Health and Wellness Committee has been expanded to include faculty, staff, and administrators and is now a permanent operating committee.

The opportunity exists for a small amount of dollars to be available to develop a permanent program, the Western Well program, with Judy Yeast from Campus Recreation serving as the coordinator. Permanent funding will promote lifelong benefits to University employees for a small dollar investment.

IV. Describe the specific accomplishments and increases in productivity expected from this initiative and how results will be measured or evaluated.

At this time, 45% of Western's employees are age 50 or older. Typically, with an increase in age, there is a corresponding increase in healthcare costs and a potential decrease in productivity. With the funding of the Western Well program, programs which will help counteract these trends can be instituted. Since WIU has 2,121 employees, the cost per employee is slightly over \$7 per person per year. This is a small investment per person for the value in healthier employees. Some of the programs that are currently in place and others that can be established for the coming years are as follows:

- Western Walks
- Heart Smart
- Adult fitness
- Health screening and assessment, including sun damage screenings and cholesterol checks
- Men's health

- Individual and group programming to support lifelong learning about health issues such as the following: the obesity epidemic, proper nutrition, health problems related to aging, risk factors related to cardiovascular disease, and how to deal with work-related stress
- Activities to promote healthy living such as golfing, dancing, exercising, relaxing, and cooking

V. Provide a listing of all incremental funds requested by the following categories:

Personnel Services	A/P	_____
	C/S	_____
	NTT	_____
	T/T	_____
Equipment and Instructional Materials		_____
Library Materials		_____
Contractual Services		\$15,000
Other Operating Funds		_____
Total		\$15,000

VI. Are the requested funds to be included as permanent increase in the unit's base budget?

 x Yes No

VII. Will the project be supplemented by other funds? x Yes No

If yes, please describe:

Contact Person: Vice President for Administrative Services, (309) 298-1800

**Budget Request Format
For Program Support FY12**

Priority Number 7

I. Unit submitting request

Administrative Services

II. Provide a short title of the initiative proposed for incremental funding.

Sustainability Operating Funds

III. Provide a short description of the initiative proposed for incremental funding and how it relates to the University's goals, mission statement, or strategic plan.

The University Sustainability Committee, which is composed of faculty, staff, and students and is chaired by the newly hired Sustainability Coordinator, submitted this request to the Vice President for Administrative Services and Vice President for the Quad Cities, Planning & Technology. In order for this program to mature and begin to "green" the campus, operating funds are necessary.

IV. Describe the specific accomplishments and increases in productivity expected from this initiative and how results will be measured or evaluated.

With the hiring of Mandi Green as the Sustainability Coordinator, this program is moving out of its infancy and will require more than the efforts of the selective committee members to mature and implement the ultimate goals as envisioned by the University.

V. Provide a listing of all incremental funds requested by the following categories:

Personnel Services	A/P	
	Commodities	\$11,850
	Travel	\$12,400
	T/T	
Equipment and Instructional Materials		
Library Materials		
Contractual Services		\$15,750
Other Operating Funds		
Total		\$40,000

VI. Are the requested funds to be included as permanent increase in the unit's base budget?

 x Yes No

VII. Will the project be supplemented by other funds? ☐ Yes ☒ No
If yes, please describe:

Contact Person: Vice President for Administrative Services, (309) 298-1800

**Western Illinois University
Budget Request Format
For Program Support FY12**

Priority Number 8

I. Unit submitting request

Administrative Services

II. Provide a short title of the initiative proposed for incremental funding.

Master Planning Implementation Funding

III. Provide a short description of the initiative proposed for incremental funding and how it relates to the University's goals, mission statement, or strategic plan.

A continuation of specific consultant studies are required to define how the University will implement the campus Master Plan completed by Goody Clancy in 2007.

A high priority campus master planning study includes campus and tangential community Parking, Traffic, and Transit evaluation to look at parking quantity and control, to evaluate economics of ramp versus surface parking, and to evaluate the parking needs of the proposed PAC. The study would integrally involve City of Macomb personnel, Macomb Aldermen, and Mayor to coordinate on future anticipated uses of city streets crossing campus and on the periphery of campus, as well as integrating and optimizing mass transit system design and strategies on and off campus. Some funding would be requested from the City of Macomb depending on what scope they wish to include on city issues. The campus and local communities will be involved comprehensively as was done in the campus master planning initiative.

Another programming study and design is needed for landscaped areas on the campus. Principally, areas in the campus Master Plan such the "Valley of Purple" and Performing Arts Courtyard need definition and added specificity. Other areas of interest for study and design include a better-defined pedestrian concourse approaching the Union entrance from the Sallee–Multicultural Center side as well as for developing concepts for the use of the Multicultural Center lawn.

IV. Describe the specific accomplishments and increases in productivity expected from this initiative and how results will be measured or evaluated.

Results can be measured through enhanced coordination of University departments, University community groups, and the City of Macomb. The enhancements to the WIU campus as it matures toward its Master Plan goals will increase attraction and retention of faculty, students, and staff.

V. Provide a listing of all incremental funds requested by the following categories:

Personnel Services		
	T/T	
Equipment		\$200,000
Library Materials		
Contractual Services		
Other Operating Funds – Permanent Improvements		
Total		\$200,000

VI. Are the requested funds to be included as permanent increase in the unit's base budget?

☐ Yes ☒ No

(While a fixed base increase is not being requested, funding resource requests for most years and in varying amounts will occur. The next request will include funding for the recommended five-year review of the campus Master Plan in calendar year 2012.)

VII. Will the project be supplemented by other funds? ☒ Yes ☐ No

If yes, please describe: City of Macomb and University departments may be asked to participate in funding portions of the studies

Contact Person: Vice President for Administrative Services, (309) 298-1800

**Western Illinois University
Budget Request Format
For Program Support FY12**

Priority Number 9

I. Unit submitting request

Administrative Services

II. Provide a short title of the initiative proposed for incremental funding.

Development of Online Building Services Inspection Program

III. Provide a short description of the initiative proposed for incremental funding and how it relates to the University's goals, mission statement, or strategic plan.

Quality control of Building Services custodial work has traditionally been accomplished by each foreman doing visual monitoring and compiling results on a handwritten form. This is a time-consuming effort as each foreman is responsible for over 500,000 square foot of building space. Other supervisory priorities as well as consistency of reviews have made completion and follow up of the monitoring reports very problematic. WIU conducted a benchmarking visit to Southern Illinois University–Edwardsville (SIUE) in FY11 to review their electronic custodial inspection program. Their electronic system encodes all building floor plans, types of surfaces, and other cleaning criteria made available on a PDA through a proprietary inspection software module. While SIUE contracts its entire system out to a private contractor, WIU intends to only use contractual services in the early developmental stages of the system, then operate and maintain the system thereafter. A related FY12 goal concentrated onto a newly developing position in Building Services is intended to eventually transfer inspection responsibilities from the Building Services Foremen to that new Physical Plant position.

IV. Describe the specific accomplishments and increases in productivity expected from this initiative and how results will be measured or evaluated.

Productivity will be improved as inspections are accomplished faster and with greater consistency. Problem areas and lapses in productivity will be identified faster. Quality and consistency of services provided will be increased dramatically.

V. Provide a listing of all incremental funds requested by the following categories:

Personnel Services	A/P	
	Commodities	\$7,200
	Travel	\$1,000
	T/T	
Equipment and Instructional Materials		\$1,500
Library Materials		
Contractual Services		\$2,500
Other Operating Funds		\$3,000
Total		\$15,200

VI. Are the requested funds to be included as permanent increase in the unit's base budget?

☐ Yes ☒ No

(Only development funds are being requested at this time.)

VII. Will the project be supplemented by other funds? ☒ Yes ☐ No

If yes, please describe: Physical Plant will supplement operating costs of system as well as minor upgrades and maintenance from the existing Plant Administrative account once development is complete.

Contact Person: Vice President for Administrative Services, (309) 298-1800