Administrative Services
2011 Presentation
“A New Era”
Strategic Plan – Objectives

**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.

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

**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.

**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.
FY11 Accomplishments
Pursue Focused Recruitment and Retention & Support Personal Growth

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 while providing opportunities for lifelong learning for staff and administration who are committed to the highest levels of excellence in supporting and advancing the academic mission and service operations of the University.
FY11 Accomplishments

Develop and foster a superior staff and administration, providing opportunities for lifelong learning

The staff of Administrative Services served on several committees, groups, and subcommittees, including the following:

Administrative Advisory Committee (AAC)
Administrative Calendar Committee
Auxiliary Facilities System (AFS) Committee
Administrative Procedures Handbook Review Committee
Administrative Services Web Group Committee
Association of Veterans Education Certifying Officials
Civil Service Executive Committee
Coalition of Higher Education Assistance Organizations (COHEAO)
Computer Lab Task Force (and Printing Subcommittee)
Construction Committee for State Universities
Council of Administrative Personnel (COAP)
Employee Advisory Committee (EAC)
Higher Education Travel Control Board (HETCB)
Human Resources Directors Advisory Committee (HRDAC)
Identity Theft Red Flag Rules Committee
Illinois Bursar Organization (IBO)
Illinois Chief Engineers Conference Planning Committee
Illinois Higher Education Consortium on Human Capital (Consortium)
Illinois Universities PCI Compliance/University Business and Treasury Operations Group
Illinois Universities Payroll Management Meeting
Internet Technology Advisory Committee
IPHEC Procurement Bulletin Committee
Master Property Program Leadership Committee and the Master Property Program Engineering and Loss Control Subcommittee
Pay for Exceptional Performance Committee
Planning Committee for the Midwest Higher Education Compact (MHEC) Master Property Program Loss Control Workshop
Salary Review Committee
Statewide Accounting Management System (SAMS) work group
State University Risk Management Association (SURMA) Sustainability Committee
Tuition and Fee Waiver Committee
University Benefits Committee
University Diversity Council, and its subcommittees: Campus Climate, Celebrating Diversity, Public Relations, and Workforce Diversity Initiatives
University Mobile Marketing Committee
uTech Technology Users Group
Utility Infrastructure Committee
Vice President for Administrative Services Search Committee
Web Accessibility Committee
FY11 Accomplishments
Develop and foster a superior staff and administration, providing opportunities for lifelong learning

Departments of Administrative Services—Business Services, DPS, and RMEP—worked to help with the transition of WQPT to the University.

Administrative Information Management Services (AIMS) . . .
• worked extensively with Noel-Levitz, a consulting firm hired by the University to examine recruitment and retention.
• implemented plus/minus grading for mid-term and final grades.

Assistant Vice President for Administrative Services, Business Services, and Physical Plant . . .
• assisted . . .
  • with the issuance of $25.5 million in revenue bonds.
  • with the issuance of $11.5 million in certificates of participation (COPs).

Business Services refined its cash flow model and cash flow projections and participated in numerous cash flow discussions.
FY11 Accomplishments
Develop and foster a superior staff and administration, providing opportunities for lifelong learning

Document and Publication Services (DPS) . . .

• successfully managed the change from twice- to once-daily mail delivery on the Macomb campus.
• assisted in . . .
  • hosting the MAPPA (Midwest Chapter of the Association of Higher Education Facilities Officers [formerly APPA]) annual conference for the Physical Plant.
  • the preparation and production of the first student planner for WIU-QC Student Services.
  • the preparation and production of the College of Business and Technology and the Department of Accountancy’s reaccreditation reports.
FY11 Accomplishments
Develop and foster a superior staff and administration, providing opportunities for lifelong learning

Human Resources (HR) . . .

• assisted in sponsoring a diversity workshop for the city of Macomb at Pella, Inc.

• partnered in recruitment and community outreach initiatives with Equal Opportunity & Access (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, Society for Human Resource Management (SHRM), and, most recently, the Equal Opportunity Fair Housing Macomb Commission. It is notable that in spite of the economic conditions and budget cutbacks for the University, this program remains a priority.

• informs all Civil Service applicants about Trainee program opportunities during each Civil Service evaluation as part of the protocol and in conjunction with the University’s strategic plan for diversity.

• negotiated . . .
  • a five-year collective bargaining agreement with the AFSCME (Building Services unit).
  • a three-year collective bargaining agreement with the Pipe Trade District Council containing language addressing wages in each year.
  • a three-year contractual service agreement with the International Alliance of Theatrical Stage Employees and Moving Picture Machine Operators.
FY11 Accomplishments
Develop and foster a superior staff and administration, providing opportunities for lifelong learning

Also in HR, . . .

• 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.

• negotiations have begun for full collective bargaining agreements with the University Professionals of Illinois (Civil Service unit) and the Fraternal Order of Police.
FY11 Accomplishments
Develop and foster a superior staff and administration, providing opportunities for lifelong learning

The Benefits office . . .

• completed the 403b investment expansion project with TIAA-CREF, which offers a much wider array of mutual funds from which to pick.

• saw a large increase in groups seeking pre-retirement counseling and SURS estimates.

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

Also in Benefits, . . .

• an increased number of face-to-face contacts regarding the new opportunities for coverage for family members since there was once again a year of change to health insurance at the state and federal levels.

• handled numerous calls to help resolve health and dental claims issues, to accelerate payments due, or to find new local providers. The state’s revenue shortfall led to the loss of several local physicians from the Quality Care Health Plan (QCHP) network this year.
FY11 Accomplishments
Develop and foster a superior staff and administration, providing opportunities for lifelong learning

Physical Plant . . .

• conducted 360-degree evaluations of all Physical Plant supervisors and managers. The next 360-degree evaluation is scheduled for spring 2012.

• trained . . .
  • additional Physical Plant personnel in the direct digital controls (DDC) system.
  • project managers in the use of GIS.

• is currently working with GIS for Landscape Maintenance to map and record all trash receptacles and benches.

• hired and trained 13 new maintenance workers to perform large-scale asbestos abatement projects.

• planned, organized, and hosted the MAPPA 2010 Conference, a three-day educational and professional meeting beginning on October 3, 2010, in the Quad Cities.
FY11 Accomplishments
Develop and foster a superior staff and administration, providing opportunities for lifelong learning

• continues . . .
  • to work with Illinois Public Higher Education Cooperative (IPHEC) vendors, in cooperation with Purchasing, saving time on bids and Requests for Proposals (RFPs).
  • work on the multi-year design and construction standards initiative.

• completed construction of the Physical Plant break room.

• 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.

• refurbished five used vehicles acquired from the Illinois Central Management Services (CMS); these will be used in the Physical Plant service fleet.

• provided basic computer skills for trades, grounds workers, and Building Services workers.
FY11 Accomplishments
Develop and foster a superior staff and administration, providing opportunities for lifelong learning

- collaborated with University Housing and Dining Services (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.

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.

RMEP established Building Emergency Action Plans (including evacuation plans) for every building on campus.
Enrich Academic Excellence

Become a leader amongst our peers through sustained and enhanced commitments to instruction, research, service, and information technology.
FY11 Accomplishments
Become a leader amongst our peers

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.
FY11 Accomplishments
Become a leader amongst our peers

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.

- 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.
  - two national workgroups with the International Association of Chiefs of Police.

- 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.
FY11 Accomplishments
Become a leader amongst our peers

• continued to host the Homeland Security Executive Summit Series that reached command and executive public safety leaders within Illinois.

• collaborated with the Illinois Association of Chiefs of Police to establish a mentor/mentee program for chiefs of police.

Also in the ILETSBEI, the Telecommunicator Emergency Response Team Basic Awareness Training curriculum developed by the Executive Institute 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.
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.
FY11 Accomplishments
Provide opportunities for lifelong learning for faculty and staff

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

- American Payroll Association (APA)
- Association of Illinois College and University Accounting Officers (AICUAO)
- Balance Consulting, Inc. – accounts payable courses
- Central Association of College and University Business Officers (CACUBO)
- J.P. Morgan Chase
- National Association of College and University Business Officers (NACUBO)
- National Council University Research Administrators (NCURA)
- Professional Development Group (PDG)
- St. Norbert College Continuing Education Institute–Windstar Technologies Inc. International Tax Compliance
- Tax Institute for Colleges & Universities (TIFCU)
- Treasury Institute for Higher Education (TMA)
FY11 Accomplishments
Provide opportunities for lifelong learning for faculty and staff

Also in Business Services, several staff members are working toward Supervisor Certification.

Human Resources . . .

• provided training for the University community as a whole and per department request.
• continues to actively participate in the Quad Cities Professional Development Network (QCPDN).

Also in HR, . . .

• the Trainee program continues to work one-on-one with applicants to target their specific employee needs.
• 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.
FY11 Accomplishments
Provide opportunities for lifelong learning for faculty and staff

Physical Plant implemented sustainability training for Sodexo staff, concentrating on recycling education during Recyclemania.

Public Safety trained or 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
FY11 Accomplishments
Provide opportunities for lifelong learning for faculty and staff

Purchasing . . .

- held training sessions for the Purchasing staff, both formally and informally, to meet the new Senate Bill 51 requirements.
- updated training manuals and provided training to the University community on the changes to purchasing required by SB51.
- implemented the changes to the Procurement Code resulting from SB51, which made major changes to the way Purchasing functions.

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FY11 Accomplishments
Provide opportunities for lifelong learning for faculty and staff

Higher Education Procurement Process
Before SB51

No. of Steps in Process
Sole Source Competitive Emergency
3 to 6 6 to 8 4
No. of Weeks in Process
2 to 12 4 to 18 1.5 to 2.5
**FY11 Accomplishments**

Provide opportunities for lifelong learning for faculty and staff

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**Higher Education Procurement Process**

**After SB51**

1. **Buyer, Purchasing Director, and SPO seek CPO approval** to award if there are no public or PPB objections.
2. **CPO conducts Public Hearing** to receive testimony if any from public and/or the PPB.
3. **Buyer reviews and Director and SPO** with review and approved by CPO.
4. **SPO advertises bid and Public Opening Date in Bulletin**.
5. **Bid Evaluation completed** and following Purchasing Director review and approval, SPO review is requested.
6. **CPO, with assistance of SPO and Purchasing Director, files an affidavit with the Auditor General**.
7. **CPO conducts Public Bid Opening**.
8. **After review and approval, CPO posts Notice of Emergency Award in Bulletin**.
9. **Duration of Contract**.
10. **Buyer/Purchasing Director issues contract or cancels if disapproved by either the Governing Board or the SPO**.
11. **Buyer/Purchasing Director issues contract and SPO approval, if required – subject to Purchasing Director review**.
12. **After receipt of CPO approval, following Hearing, Buyer develops Governing Board and SPO Approval Request, if required**.
13. **Buyer and Purchasing Director, and SPO issues contract if approved by CPO**.

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**No. of Steps in Process**

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**No. of Weeks in Process**

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FY11 Accomplishments
Provide opportunities for lifelong learning for faculty and staff

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.
  • the first ever COAP Executive Board retreat in January 2011.

• is developing an emergency coordinator training series to ensure ongoing training of building emergency coordinator volunteers. This is scheduled to be implemented in fall 2011.
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.
FY11 Accomplishments
Provide a safe, secure, accessible, sustainable, and aesthetically pleasing environment

AIMS developed a new online system for the Foundation Office to use for their Phonathon process. This project drastically reduces the amount of paper printed and provides tracking and statistics.

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.
• 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.
Physical Plant recommended that the University decommission coal and use natural gas for producing steam. Physical Plant, in conjunction with UHDS, the Budget office, and Administrative Services, evaluated the economic, regulatory, and operational future of the Heating Plant’s steam production fuel source and steam production strategy.

Physical Plant . . .

- is completing programming and design of phase I utility infrastructure improvements in the Heating Plant.
- has Heating Plant upgrades with two bid packages underway.
FY11 Accomplishments
Provide a safe, secure, accessible, sustainable, and aesthetically pleasing environment

Physical Plant . . .

• completed . . .
  • construction of the new south side entrance and elevator at the University Union.
  • construction of Memorial Hall.
  • design of Corbin-Olson complex remodel and began construction.
  • Currens Hall BAS (building automatic system) for four air handlers. Also, the transformers and switchboard upgrades for Currens were completed.
  • the retrocommissioning project with Sieben Energy.
  • the transition of the DDC/Delta system to a Web-based system as Memorial Hall came online.
  • some DDC upgrades on HVAC equipment.
  • asbestos abatement on steam, condensate, and domestic water piping in the Heating Plant.
  • all residence hall sprinkler projects.
  • the 10th-floor Thompson Hall expansion compensator replacement project.
FY11 Accomplishments
Provide a safe, secure, accessible, sustainable, and aesthetically pleasing environment

- replaced . . .
  - metal halide lights in Western Hall with high output T5 fluorescent lights.
  - old condensate piping on the 18th floor of Higgins Hall.
  - terminal air conditioner (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.

- continued Riverfront construction.

- has begun design of phase II of the Riverfront Campus.

- continues to . . .
  - develop a University-wide green cleaning program.
  - develop the Western Environmental Health and Safety Web page.

- evaluate electric future prices for purchase of 2014 power supplies work with five state of Illinois Universities Electrical Purchasing Consortium members.
FY11 Accomplishments
Provide a safe, secure, accessible, sustainable, and aesthetically pleasing environment

- installed...
  - a greenhouse duplex condensate pump.
  - the Library Archives precision cooling unit.
  - the Garwood Hall electric water heater.
  - tankless high-efficient water heaters in the International House.
  - backup chiller and air handlers for the Currens 103 computer room.
  - two ductless fume hoods in Currens Hall.
  - the Washington Hall air compressor.
  - a new condensate tank at Thompson Hall.
  - a new cooling tower pump at Browne Hall.
  - compliant safety drain covers at the Recreation Center spa and pool.
- ultra violet (UV) purifiers at the 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.
- 45 new LED exit sign kits, purchased by UHDS, in residence halls.
- a new high voltage switch for Garwood Hall during Thanksgiving break 2010.
FY11 Accomplishments
Provide a safe, secure, accessible, sustainable, and aesthetically pleasing environment

• 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.

• developed and installed signage on recycling receptacles in Horrabin Hall and the University Union to explain what can and cannot be placed in the receptacles.

• contracted with a new natural gas supplier and purchasing advisor who will assist the University with making more informed gas purchasing decisions that will help reduce price volatility risks.

• reinsulated all heating system piping associated with the modernization of the residential floors of Washington Hall.

• started . . .
  • a University Union programming study to plan the future improvement projects in the building.
  • a programming study for Beu Health Center for expansion and remodeling.

• initiated the design of Hanson Field turf and scoreboard replacements.

• removed stack cone from Heating Plant stack due to safety issues.

• added backup cooling for the WIUM Warsaw radio tower.

• repaired 15 sink holes campuswide.
FY11 Accomplishments
Provide a safe, secure, accessible, sustainable, and aesthetically pleasing environment

- relocated the 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, which have a life expectancy of approximately 22 years.
- closed three open leaking underground storage tank (LUST) incidents that had been open with the Illinois Environmental Protection Agency (IEPA) since 1994.
- obtained an all-time-high utilization rate of 27% with 105 members for the Connect by Hertz car share program in February.
- continued the RockyBikes bike share program, which has 231 current members.
FY11 Accomplishments
Provide a safe, secure, accessible, sustainable, and aesthetically pleasing environment

Also in Physical Plant, . . .

- the new asbestos abatement 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.
FY11 Accomplishments
Provide a safe, secure, accessible, sustainable, and aesthetically pleasing environment

• 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. Once standards are officially adopted, the Physical Plant will meet with Foundation and Alumni directors to discuss possible marketing initiatives.

• the Multicultural Center received LEED Silver certification in August 2010, a landmark designation and the first to be awarded to a Western facility.
FY11 Accomplishments
Provide a safe, secure, accessible, sustainable, and aesthetically pleasing environment

- 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.

- 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 (CGFA) and the Illinois Board of Higher Education (IBHE). A resolution to initiate the COPs was approved at the March 2010 Board of Trustees meeting.
FY11 Accomplishments
Provide a safe, secure, accessible, sustainable, and aesthetically pleasing environment

• Vending Services . . .
  • will have added five more buildings to 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.
FY11 Accomplishments
Provide a safe, secure, accessible, sustainable, and aesthetically pleasing environment

Public Safety . . .

• arrested two area youths for an armed robbery on campus.
• 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.

Public Safety, in cooperation with the FBI, arrested a Tanner Hall resident for making numerous bomb threats on the Macomb campus in October and November 2010. RMEP provided emergency alert support.

Purchasing . . .

• played an active role in planning the annual Environmental Summit.
• spoke to the Managing Organizations for Environmental Sustainability class about green purchasing.
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.
FY11 Accomplishments
Demonstrating continued advancement of the values, priorities, and actions

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.

• changed the student pay schedule from semimonthly to biweekly per UHDS request. Sunday through Saturday is now the work week and will allow for better tracking of student overtime and potential audit findings.

• developed a system of tracking for the EOA office to track those who have not taken the Sexual Harrassment test.
FY11 Accomplishments
Demonstrating continued advancement of the values, priorities, and actions

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.
Physical Plant . . .

• continued monitoring of employee performance evaluations for adherence to Physical Plant policy requirements and for quality control criteria.

• eliminated handwritten timecards for Landscape Maintenance, Heating Plant, and Building Services supervisory staff.

• completed most standard operating procedures for project initiation, contract negotiation, and project management.

• 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.

Public Safety met or exceeded all requirements from the Illinois Higher Education Center (IHEC) Grant for Enforcing Underage Drinking Laws (EUDL).
FY11 Accomplishments
Demonstrating continued advancement of the values, priorities, and actions

Purchasing assisted CMS staff in testing and reviewing the communications reporting tool.

The Assistant Vice President 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.
FY11 Accomplishments
Technology Goals and Objectives
AIMS, in conjunction with uTech,

- identified the need for an institution-wide deployment of a business intelligence solution to allow greater and easier access to University data by a variety of users.

- conducted a pilot project with the community edition of Pentaho. Benefits include the following:
  - Easy-to-understand web interface to design and view reports
  - Ability to create reports using point-and-click
  - Ability to include graphs in reports
  - Ability to slice and dice data
  - Ability to design and run end-user reports
  - Easy access to pre-run reports via a secure website
  - No need for end-user programming skills

- will be making a recommendation to proceed with a business intelligence solution.
FY11 Accomplishments
Technology Goals and Objectives

DPS . . .

• continues to . . .
  • manage the University Copier Program in cooperation with Purchasing.
  • provide universally accessible PDF versions of the documents it processes for electronic distribution (e.g., Web and e-mail).
• began billing the University Copier Program electronically.
• replaced the regular use of all five table- and desktop printers in its own building with two multifunction devices (MFDs) from the University Copier Program.
• worked to improve the timely accuracy of mailing addresses in the University’s databases with the Office of the Registrar, Billing and Receivables, AIMS, and Business Services. This will save the University postage on returned and re-sent mail.
HR is currently in the testing phase of an MVS menu option for employee recording of Worker’s Compensation Incident Only claims. In addition, AIMS has completed numerous other enhancements for HR.

Physical Plant is in the early stages of implementing an online building services inspection program instead of handwritten forms. Productivity will improve as inspections are accomplished faster and with greater consistency. Problem areas and lapses in productivity will be identified faster, and quality and consistency of services provided will be increased dramatically.

Public Safety upgraded two computers in the residence hall team police offices.
FY11 Accomplishments
Grants and Contracts
DPS received $78,567 for the production of the *Illinois Reading Council Journal*.

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 following sources:

- Department of Commerce and Employment Opportunity (DCEO): $121,013.25 for lights and equipment
- The Illinois Community Foundation and Housing and Urban Development (HUD): $192,448 for the Quad Cities buildings
- The Illinois Clean Energy Foundation (ICEF) Lighting Grant V: $170,616
FY11 Accomplishments
Internal Reallocations and Reorganizations

Because of cash flow problems with the State of Illinois not reimbursing Western, departments did not receive funds to upgrade and replace equipment. This will create a burden in FY12 because many of these were critical needs for underfunded departments.
FY11 Accomplishments
Internal Reallocation 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 its 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.

• is cross-training existing staff and shifting work responsibilities to cover the duties of one additional anticipated vacancy for FY12.
FY11 Accomplishments
Internal Reallocations and Reorganizations

Physical Plant . . .

• achieved targeted salary savings from attrition in UHDS and Physical Plant appropriated accounts as determined in a joint memorandum of understanding (MOU).

• completed internal assistant director transitions in the Physical Plant with the goal of a targeted position reduction and resulting salary savings.

• worked with UHDS to keep the asbestos abatement work inhouse for the Corbin-Olson remodeling project. The abatement crew saves 35 to 40% on the work it performs.
FY11 Accomplishments
Budget Enhancement Outcomes for FY11

ICEF Matching Lighting Upgrade Grant Program  $218,223
University-wide Unfunded Cost Increases  $1,002,777
Major Challenges 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 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.
Major Challenges for FY12
Priority Request 1

Infrastructure and Classroom Improvements – $700,000

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 (see following slides).
Proposed Deferred Maintenance Projects

Year 1 – FY12
Currens Domestic Water Phase I (isolation valves) $75,000
Campus Clock Replacements Phase I $100,000
Sherman Hall Exterior Preventative Deterioration Measures $75,000
   (fascia, columns, tuck pointing, waterproofing, etc)
General Building Upgrades $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 $175,000
Exterior Masonry Repair Various Buildings Phase I (Malpass) $125,000
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
Major Challenges for FY12
Priority Request 2

Centralized Chilled Water Plant – $37,360,000

Most prominent in the deferred maintenance backlog is a serious problem related to providing air conditioning in buildings. Much of the University’s chiller equipment is over 30 years old. The majority of University buildings have chillers that have exceeded their expected economic life by 12 years or more. Studies have proven the benefit of moving from the stand-alone systems to a centralized chilled water plant.
## Chiller Age Evaluation for Western Illinois University

### Current Year: 2011

<table>
<thead>
<tr>
<th>Appropriated Building</th>
<th>Chiller Year Inst.</th>
<th>Chiller Age</th>
<th>Age &gt; Life</th>
<th>Priority by Age</th>
</tr>
</thead>
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<td>Horrabin</td>
<td>2008</td>
<td>3</td>
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<tr>
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<td>1969</td>
<td>42</td>
<td>-19</td>
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<td>1969</td>
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<tr>
<td>Brophy</td>
<td>1974</td>
<td>37</td>
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<td>10</td>
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<td>Malpass Library</td>
<td>1979</td>
<td>32</td>
<td>-9</td>
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<td>1987</td>
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<td>-1</td>
<td>13</td>
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<td>Knoblauch</td>
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<td>16</td>
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<td>16</td>
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<td>15</td>
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<tr>
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<tr>
<th>Auxiliary Facility System Building</th>
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<td>1965</td>
<td>46</td>
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<td>1966</td>
<td>45</td>
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<td>Henninger</td>
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<td>45</td>
<td>-22</td>
<td>3</td>
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<td>Tanner</td>
<td>1968</td>
<td>43</td>
<td>-20</td>
<td>5</td>
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<td>Higgins</td>
<td>1967</td>
<td>44</td>
<td>-21</td>
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<td>Thompson</td>
<td>1969</td>
<td>42</td>
<td>-19</td>
<td>6</td>
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<td>Wetzel</td>
<td>1970</td>
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<td>Corbin</td>
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<td>29</td>
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<td>1991</td>
<td>20</td>
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<td>Washington</td>
<td>1991</td>
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<td>Grote</td>
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<td>7</td>
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</table>
Replace Two Building Chillers – $3,300,000

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.
Major Challenges for FY12
Priority Request 2b

Portable Chiller – $300,000

Our goal is to construct our own portable chiller to respond to anticipated continued chiller failures due to the advanced age of existing chillers and lack of state Capital Funding support.

Very simply, with the age of our chillers, a portable chiller will allow 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.
Major Challenges for FY12
Priority Request 3

Director of Emergency Preparedness and Operating Expenses – $80,000

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.
Western Well Program – $15,000

We now have the opportunity for a small amount of dollars 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 our employees for a small dollar investment.

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, we can institute programs which will help counteract these trends.
Major Challenges for FY12
Priority Request 5

Physical Plant Base Increase in Operating Funds – $740,000

A base increase in the Physical Plant operating funds is needed in order to continue providing adequate service to University departments.

By increasing the operational budgets, the Physical Plant will be able to better address the extensive repair needs of the University. The increase will also help move the Sustainability Program out of its infancy and help implement the goals envisioned by the University. It will provide for high priority master planning evaluations of parking, traffic, and transit for the Performing Arts Center (PAC) and the “Valley of Purple,” which will increase attraction and retention of faculty, students, and staff.
<table>
<thead>
<tr>
<th>Priority Request</th>
<th>Description</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Infrastructure and Classroom Improvements</td>
<td>$700,000</td>
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<td>2</td>
<td>Centralized Chilled Water Plant</td>
<td>$37,360,000</td>
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<td>2a</td>
<td>Alternate Budget Request: Replace Two Building Chillers</td>
<td>$3,300,000</td>
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<td>2b</td>
<td>Portable Chiller</td>
<td>$300,000</td>
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<td>3</td>
<td>Director of Emergency Preparedness and Operating Expenses</td>
<td>$80,000</td>
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<tr>
<td>4</td>
<td>Western Well Program</td>
<td>$15,000</td>
</tr>
<tr>
<td>5</td>
<td>Physical Plant Base Increase in Operating Funds</td>
<td>$740,000</td>
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</table>

($150,000 from the FY11 Request and $350,000 to replace PI reallocation to personal services, $40,000 for Sustainability Operating Funds, and $200,000 for Master Planning Implementation Funding)
We are
Administrative Services
Students and academics are the heart of the University.

By extension, then, Administrative Services represents the backbone of the University—the backbone because Administrative Services . . .

- serves as a pillar to support the institution.
- forms the central core, the cohesive source of stability for the institution.
- acts as the mainstay of the institution.

I want to introduce you to the backbone of WIU, the people of Administrative Services.
Administrative Information Management Systems (AIMS)

- handled almost 20 million screens for WIUP and STARS.
- processed 1,134 e-mail requests and sent over 8.4 million e-mails in 2010. 5,600 Tele-STARS e-mail requests have been processed and 38,676,381 e-mails have been sent since its inception in 1999 through the end of 2010.
- executed over 1 million jobs and almost 6 million steps in calendar year 2010. During the same time period, 438 programming requests were completed by AIMS.
## Administrative Information Management Systems (AIMS)

<table>
<thead>
<tr>
<th>Susan Adams</th>
<th>Larry Fentem</th>
<th>Tabitha Litman</th>
<th>Mary Phillips</th>
<th>Christopher Smith</th>
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<td>David Lueck</td>
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<td>Kevin Markham</td>
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<td>Charles Rossio</td>
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<td>Annette Davila</td>
<td>Joann Kennedy</td>
<td>Brenda Parks</td>
<td>Teri Sikes</td>
<td></td>
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</table>

![Group Photo]
Business Services

- processed . . .
  - 4,317 travel vouchers.
  - 339 invoice vouchers.
  - 62,104 manual journal entries.
  - 2,039 equipment transfers.
- issued . . .
  - 13,390 checks.
  - 25,271 EFTs to students, employees, and vendors.
- created 338 new accounts.
- tagged 1,308 equipment items.
- set up and administered 132 new externally sponsored grants and contracts for $13,208,415 for FY10.
- administered over 80 federal awards with expenditures exceeding $96 million.
Business Services

Accounting
Tara Dorethy
Marguerite Gosnell
Nancy Keithley
Gary Maguire
Robert O’Bear
Mark Richardson
Benjamin Sollenberger
Shannon Sutton
Barbara Thompson
Rhonda Vail
Cheryl Webster

Business Services
Allen Carden
Lisa Hinman
Cindy Humes
Connie Smith
Ronald Ward
Business Services

Billing and Receivables
Susan Brown
Megan Butler
Connie Gentes
Russell Hamm
Georgia Icenogle
Chrystal Johnson
Carrie Keeney
William Oster
Holly Spence
Debbie Summers

Property Accounting and Redistribution Center
Denis Barnes
Christine Schaill

Payroll
Sandra Blue
Janet Cox
Christie Eyler
Rhonda Frederick
Holly Sutton


• billed over 4,000 document and publications jobs in the last year, including . . .
  • over 1,120 major document preparation and production projects.
  • over 93,000 University business cards (about 350 orders).
  • over 51,000 University flat sheets (over 600 orders).
  • about 1.1 million sheets of University letterhead and envelopes (about 250 orders).
  • over 430 automated mailings, consisting of over 700,000 individual mail pieces.
• processed . . .
  • over 1.4 million pieces of U.S. mail in the last year, including 700,000 pieces of automated mail in 430 mailings.
  • over 2,150 departmental office supply orders so far in FY11. This includes over 41,000 units of office supply products and about 430 orders placed with office supplies vendors.
• produced . . .
  • over 2.3 million black and about 200,000 color digital images so far in FY11.
  • about 2.9 million offset press images so far in FY11.
• provides about 130 copiers to University units and manages an additional 15 public copiers for University constituents through the University Copier Program.
The Quad Cities courier has logged over 35,000 miles in travel to and from the Quad Cities so far this fiscal year.
The Administrative Services webmaster has made 16 websites and over 550 web pages live (or nearly live) in the University’s content management system and manages 20 websites in all.
Human Resources (HR)

- successfully protested $75,991.46 in cost avoidance for the 6% rule this fiscal year to date.
- represented an 18% increase for Trainee appointments in FY11 over last year, with twice as many minority employees hired over last year.
- processed a 50% increase in retirements in the last four years (FY08, 63; FY11 to date, 95).
- has approximately 600 members in the University Sick Leave Bank; 44 members have received leave from the Bank over the past eight years. For FY11 to date, four members have requested leave from the Bank. Last year, seven members received leave from the Bank. We currently have approximately 1,500 days in the Bank.
- currently has 686 Trainee applicants on the register.
- conducted 27 audits to date during FY11.

The Training and Development needs assessment indicates that the top training needs for campus include the following:

- COAP – leadership (43%), computer skills (41%)
- Faculty – computer skills (51%), mentoring (27%)
- Civil Service – computer skills (60%), Civil Service processes/procedures (46%)

47% of faculty, 49% of Civil Service, and 54% of COAP employees would be interested in attending sessions before or after work related to personal interests or hobbies.

593 employees (Civil Service, 250; COAP, 149; Faculty, 194) responded to the needs assessment.
Johanna Boussaard
Pamela Bowman
Sharon Chenoweth
Gregory Clauson
Sheila Downin
Rebecca Ebey
Linda Farr
Kris Holliday
Karen Hunt
Cheryl McCulley
Diane Sayers
Anita Sells
Renee Simpson

Benefits
Amy Chambers
Beverly Lawyer
Joan Richards
William Rupert
Illinois Law Enforcement Training and Standards Board Executive Institute (ILETSBEI)

- will celebrate its 20th anniversary in 2012.
- administers the only hybrid training academy for law enforcement recruits in Illinois.
- provided . . .
  - funding for 64 statewide training workshops, totaling more than 16,764 training hours for local law enforcement officers.
  - training to more than 103,100 persons totaling 256,100 hours since its inception in 1992.
- partnered with . . .
  - the Illinois Sheriffs Association to support leadership and management education and training for the 102 sheriffs in Illinois.
  - the International Association of Chiefs of Police in the development of policy and procedure protocol.
- created domestic violence, sexual assault, and stalking Web-based training modules supported by the U.S. Department of Justice, Office of Violence Against Women.
- is one of 19 training academies in the U.S. undergoing accreditation by the Commission on Accreditation for Law Enforcement.
- is partnering with . . .
  - the Chicago Police Department to provide Web-based education and training to its 13,000 officers.
  - the U.S. Department of Homeland Security FEMA to create Web-based training for telecommunicators, dispatchers, and call-takers.
Physical Plant

Administration . . .

• handles accounting and payroll for over 300 Physical Plant employees.
• receives 40,000 service requests annually via work order control.

Facilities Planning/Construction (FPC) . . .

• works with architects, users, and contractors and acts as University representative during projects.
• administers major renovations of existing academic buildings.
• is overseeing $20 million renovation of Corbin and Olson Residence Halls.
• handles inhouse design renovation for projects up to $200,000.

FPC in the Quad Cities is responsible for the following:

• Future Riverfront Campus to serve 3,000+ WIU students.
• 60,000 square-foot Riverfront Phase I construction.
• 93,000 square-foot Riverfront Phase II design.
Physical Plant

**Administration**
Carol Beekman
Monte Colley
Scott Coker
Charles Darnell
Cathy Dwyer
Renee Georges
Mandi Green
Tamela Hiel
Mary Howe
Jonathan Myers
Kristofer Trepac

**Facilities Planning/Construction**
George Beckman
James Blaylock
Nathaniel Brunnelson
Andrew Daniels
Patrick Dowdall

Michael Hott
Carina Kapraun
Eldon Morrison
Don Mutch
Ted Renner
Dennis Smith

**Stores**
Kathy Coats
Samuel Danner
Larry Hunter
Linda Windsor

**Vending Services**
Lisa Waller

**Quad Cities**
William Brewer
Physical Plant
Building Maintenance

• handles . . .
  • over 4,500 service requests for electrical repairs annually.
  • over 4,000 service requests for carpentry repairs for academic and residence hall buildings.
• conducts hundreds of underground utility locates annually.
• uses over 2,000 gallons of paint annually.
Physical Plant
Building Maintenance

Greg Bozard  Roger Jackson  Michael Lucas  Danny Rittenhouse  Robert Smith
Brad Burt  Christine Juneman  Samuel Marlow  David Scheihing  Ryan Sullivan
Steven Cale  John Knox  James McCabe  Larry Schmitt  Frank Tate
Nathan Chambers  Lawrence Kurk  Terry Mingus  Gregory Shelley  Robert Toland
Cabe Cordell  James Lavin  Michael Perrin  Dennis Skripps  Robert Vallee
Chad Cordell  Richard Leenerts  William Pirtle  Nathaniel Sloan  Joseph Walters
Michael Couza  Gary Litchfield  Willis Polk  David Smashey
Jay Davis  Larry Litchfield  Daniel Rathjen  Dustin Smith
William Downin
Kevin Downs
Jason Flentge
Jason Fowler
Duane Fugate
Ira Garner
David Hainline
James Hall
Kevin Hazell
Jeffrey Herrick
Carles Hudson
Physical Plant
Building Mechanical Maintenance

- maintains steam distribution lines throughout campus.
- provides steam to heat and cool the majority of the buildings on campus through the Heating Plant.
- provides backup cooling in the event that original building systems suddenly fail.
- handles over 4,000 service requests for plumbing repairs for academic and residence hall buildings.
- answers over 1,500 service requests to repair chilled water, steam, and heating-water distribution lines.
Physical Plant
Building Mechanical Maintenance

Coy Abernathy
Bruce Ackers
James Adams
Dale Anderson
Mark Anselment
Stephen Barnett
Lance Black
Ryan Bonser
William Breckenridge

James Buffalo
Delbert Campbell
Gary Campbell
Robert Coats
Michael Coleman
Richard Denton
James Ford
Roger Grate
Clinton Hill

Gary Hughes
Todd Knox
Joe Morgan
Brad Payne
Troy Rhoads
Ronald Toland
David Vawter
Karl Yard
Physical Plant
Building Mechanical Maintenance–Plumbing and Pipefitting
Physical Plant
Building Services

- receives and completes over 6,000 service request work orders per year.
- performs services in 14 residential buildings and 32 nonresidential buildings daily.
- provides cleaning, recycling, moving, and hauling; fire extinguisher service; and pest control to approximately 4.3 million square feet of campus building space.

Each worker provides daily service to approximately 30,000 square feet, or the equivalent of 15 2,000 square-foot homes.
Physical Plant
Building Services

Warren Abbot
Pete Albanese
Richard Alterescu
Daniel Anderson
Alan Andrews
Heidi Ausbury
Lynn Bainter
Daniel Bartlett
Bradley Baxter
Christopher Bell

Brent Bentzinger
Jeffrey Brabham
Brian Briggs
Adam Brines
Arlen Britton
Cynthia Britton
Melanie Brooks
Terri Brown
Marsha Cameron
Steven Campbell

Larry Clevenger
Wilbert Cole
Joseph Coleman
Marie Coleman
Tyrone Coleman
Dale Coupland
Sonja Creekmore
Jay Cremer
Richard Crowl
Zulma David

Daniel Daxenbichler
Kenneth Dean
Brett Detrick
James Dewitt
Larry Dickey
Kelly Downing
Kerry Ebbert
Steven Ebey
Charles Eddington
Robert Eddington
Kirby English
Michael Ewing
Jenny Farrar
Rodney Featherlin
Scott Fisher
David Flesner
Robert Ford
Sue Forman
Ronald Foster
Phyllis Fowler
<table>
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<tr>
<th>Physical Plant</th>
<th>Building Services</th>
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<tbody>
<tr>
<td>Patricia Fowler-Rouse</td>
<td>Sheri Johnson</td>
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<td>Charles Fritz</td>
<td>Charlotte Jones</td>
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<td>Allen Kepple</td>
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<td>Tamera Klinedinst</td>
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<td>Joe Martin</td>
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<td>William Mason</td>
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<td>Stephanie Mast</td>
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<td>Monte McCarty</td>
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<td>Paul McCullough</td>
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<td>Raleigh Mitchell</td>
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<td>Gerald Moore</td>
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<td>Byron Oden</td>
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Physical Plant
Building Services

Jackie Oster        Kevin Potter        Michael Rusher        Pete Smith
Danny Ostrander    Janet Rauch          Elizabeth Seals       Herbert Snowden
Jerry Parry         Robert Rittenhouse  Tammy Sinnett         Roby Souther
Eric Perkins        Lawrence Robinson   Jeffrey Sivill        Jane Sprinkle
Edward Peters       William Robinson    Cathy Smith            Patrick St. John
Noel Phelps         Cynthia Roon        Donald Smith           Gary Swanson
Martin Polk         Verle Root          Lee Smith              Walter Swiderski
Physical Plant
Building Services

Vickie Tait  Norvel Taite  Bradley Thompson  George Thompson  Walter Thorpe  Gretchen Thurman  Larry Thurman
Neal Thurman  Ernest Toland  Chester Townsend  Greg Turner  Terry Twaddle  Linda Unger  Edward Vyhnane
Stephen Weaver  Edward Webster  Ronald Wetzel  Dwight White  Kevin Wiley  Michael Wilmot  Ronda Wilmot
Bonnie Wilson  Randy Wilson  Devan Woods  Jan Young  Lyle Young  Roger Zellers
Heating Plant

• burns approximately 13,000 tons of coal each year.
• produces steam from two 1947 era coal boilers, which makes up around 45% of the campus heating and cooling needs.
• spent about $2.5 million in hydrocarbon fuels to heat and cool the campus in 2010.
Physical Plant
Heating Plant

Rafe Breedlove
Joseph Cassidy
Doug Deener
Raymond Dodds
Jeffery Dunn
Brandon Finch
Timothy Moore
Max Owsley
Paul Perchalski
Brian Waibel
Timothy Weaver
John Wetterling
Physical Plant
Landscape Maintenance

• cares for over 7 acres of campus gardens.
• prunes nearly 3,000 inventoried trees.
• maintains over 200 acres of campus green space.
• spreads nearly 1,000 cubic yards of mulch annually.
• mows over 15 acres of intramural fields and over 10 acres of athletic fields.

This year, Macomb campus had 18 inches of snow to be plowed, scooped, and cleared. Sidewalks equal 16 acres, added to parking lots, this amounted to 4,835,160 cubic feet of snow to be cleared. That would equal a pile of snow covering Hanson Field 8 stories high (84 feet).
Physical Plant
Landscape Maintenance

Frederick Adair
David Bainbridge
Tara Beal
Charles Becker
Ginger Camp
Richard Gray
Paul Hughes
Neil Huston
Roger Keithley
Gary Lafary
Mark Melvin
Robert Reed
Sherri Schaidle
Bryan Shinberger
Bruce Smart
Danny Swise
Richard Thorman
Gerilee Vail
Jacob Van Dyke
Physical Plant
Transportation Services

• provides . . .
  • sustainable fuel options for the University.
  • overall maintenance to University vehicles.
  • an in-house body shop, which provides significant cost savings to WIU.

• has . . .
  • 70 rental vehicles in a fleet that averages 1 million billable miles annually.
  • 20 electric/fuel hybrids used by the campus community.

• schedules over 6,000 trips annually, for which WIU fleet vehicles are used.
Physical Plant
Transportation Services

Brian Beck
Todd Danner
Sandra Good
Connie Lankford

Robert Lemley
Michael Ogle
Herb Schwieter
William Setser
Public Safety

- attended a total of 738 training hours by officers.
- answered 108 Western Emergency Medical Services (WEMS) calls.
- handled . . .
  - 6,766 calls for service.
  - 646 motorists assists.
- issued . . .
  - 8,006 parking permits this year.
  - 14,764 parking citations.
- received . . .
  - free software for Emergency Messages from the Mutual Aid Box Alarm System (MABAS) for installation on the communication center computers.
  - two Personal Radiation Detectors (PDR) from the Illinois Law Enforcement Alarm System (ILEAS).
- have put two officers through the Train the Trainer Program. Other officers will be trained this summer.
Public Safety

Jerry Allen  Robert Fitzgerald  Dan Kreps  Stan Mercer  Tammy Thomas
Ted Anderson  Nathan Garlick  Robert Looney  Samuel Moran  Dale Thompson
Curtis Bilbrey  Jay Hainline  Todd Louden  Trenton Robertson  James Van Vlymen
Kerrie Bishop  Guy Huston  Jason Lytle  Deborah Ruebush  Derek Watts
Michael Bitner  Christopher Jagielo  Kalib McGruder  Krystal Scott  Sarah Worthington
Peggy Calvert  Jerel Jones  Peter McMeekan  Tracy Slater
Public Safety

Parking Services
Robert Divan
Robert Fields
Lance Johnston
Lyle Keeran
Jennifer Mourning
Evelyn Reusch
Charles Stark
During the period of April 1, 2010-March 31, 2011, Purchasing . . .

- wrote 4,159 purchase orders.
- paid 12,779 invoices.
- had 16,964 Pcard transactions with a total of $7,513,915.82 in spending.
- received 10,727 vendor downloads of bid documents from the Illinois Public Higher Education bulletin.
Administrative Services Office

- processed 1,000 contracts.
- approved . . .
  - over 900 requests for purchases over $500 to date.
  - over 900 Tele-STARS requests.
- coordinated . . .
  - 3,824 online ethics tests and 2,104 off-line tests.
  - 684 economic interest statements.
- administered . . .
  - a property insurance program that covers over $1 billion in insurable values, including campus buildings and contents.
  - all casualty and auto insurance policies that offer over $20 million in protection from claims of third-party bodily injury or property damage.
- activated WEAS 11 times, initiating nearly 240,000 phone calls, over 72,000 text messages, and over 200,000 e-mails. All of this was done with the assistance of AIMS.
Administrative Services Office

Dana Biernbaum
Jan Carlson
Joe Heckman
Megan Koll
The People of Administrative Services

Administrative Services
Legal Support Services
Risk Management and Emergency Preparedness
Administrative Information Management Systems
Business Services
Document and Publication Services
Human Resources
Illinois Law Enforcement Training and Standards Board Executive Institute
Physical Plant
Public Safety
Purchasing Office