Administrative Services supports Western Illinois University in its mission to have a profound and positive impact on the changing world through instruction, research, and public service as the University educates and prepares a diverse student population to thrive in and contribute to a global society. As a support organization, Administrative Services provides quality, effective, efficient, and timely leadership and administrative support services responding to the ever-changing needs of students, faculty, and staff.
Administrative Services

Administrative Information Management Systems (AIMS)

Business Services

Document and Publication Services (DPS)

Human Resources (HR)

Illinois Law Enforcement Training and Standards Board (ILETSB)

Executive Institute

Office of Public Safety (OPS)

Physical Plant

Purchasing

Risk Management and Emergency Preparedness (RMEP)
35 Years of Service

Patricia Cortelyou, AIMS
30 Years of Service
Kathy Coates, Physical Plant Stores
25 Years of Service

Stuart Clauson, Human Resources
Diane Sayers, Human Resources
20 Years of Service

Tammy Carson, DPS
Joseph Coleman, Building Services
Marie Coleman, Building Services
Sheila Downin, Human Resources
Carrie Keeney, Billing and Receivables
Bob King, DPS
John Miller, Building Services
Sean O’Donnell-Brown, DPS
15 Years of Service

Daniel Anderson, Building Services
Allan Andrews, Building Services
Mark Anselment, Building Mechanical Maintenance
Thomas Clark, OPS
James Ford, Building Mechanical Maintenance
Stacie Hunt, AIMS
Robert Lewis, Building Services
Michael Lucas, Building Maintenance
Peter McMeekan, OPS
Eldon Morrison, Building Maintenance
Ann Randall, AIMS
Michael Rusher, Building Services
Christine Schaill, Accounting Office
Nathaniel Sloan, Building Maintenance
10 Years of Service

Pete Albanese, Building Services
Joseph Cassidy, Heating Plant
Kevin Markham, AIMS
Jennifer Mourning, Parking Services
James Van Fleet, Building Maintenance
Yvonne Zaborac, AIMS
Administrative Information Management Systems (AIMS)

AIMS partners with University constituents to create, implement, and support integrated information management solutions that contribute to the success of the University’s mission.
AIMS FY12 Accomplishments

AIMS . . .

• added the new Break Rate option.
• created a system to allow students to schedule tests in the Disability Resource Center (DRC).
• created a summer loan process for Financial Aid.
• is migrating to DB2, Version 10.
• implemented . . .
  • time reporting for graduate assistants and is implementing the taxation of graduate assistant tuition waivers.
  • the new grade-replacement policy.
  • processing to add a hold on new students’ records.
AIMS FY13 Goals

AIMS will . . .

• incorporate “u.achieve” (formerly Darwin) into online systems.
• upgrade the “u.select” connector.
• create processes to support the new Western Commitment Scholarship.
AIMS Budget Requests

University Mainframe – $800,000
Desktop Computers – $12,000
Business Services

Business Services serves the University through the following units: Accounting, Billing and Receivables, Financial Systems, and Payroll.
Business Services FY12 Accomplishments

Business Services...

- selected University bond counsel.
- issued 2012 revenue bonds.
- participated in the conversion of online credit card systems from Skipjack to PayPal.
- reallocated work of two Business Services positions to existing staff.
- participated in employee development programs, including supervisory development and all staff development.
- increased cross-training within units and across units in Business Services.
- developed a procedures manual for technical support responsibilities in Business Services.

Get paid anywhere.
The easiest way to get paid.
Grants/Accounting . . .

- was involved with the National Council of College & University Research Administrators (NCURA) and was elected as NCURA’s Treasurer Region IV.
- trained new Accountant III on grant and business office reports.
- began negotiating Facilities & Administration Rate with U.S. Department of Health and Human Services.
Payroll . . .

• continued biweekly payroll meetings to promote open discussion among staff members.
• developed written policy and procedures manuals.
• implemented taxation of graduate assistant tuition waivers.
• worked with AIMS to create new reports to facilitate payroll processing.

Also in Payroll, . . .

• the Property Accounting office conducted policy and procedure training for physical inventory custodians.
• two staff members attended a Higher Education Payroll Conference sponsored by the American Payroll Association.
Business Services FY12 Accomplishments

Billing and Receivables . . .

• implemented paperless bills for all actively enrolled students.
• made the Authorization Statement more available to students.
Business Services FY13 Goals

Business Services will . . .

• initiate a major initiative involving department and campus stakeholders to evaluate needs, identify available systems, and contract for the implementation of a new financial system.

• evaluate accounting, financial, and budget systems that are available in the marketplace for eventual purchase and implementation.

• evaluate processes.

• evaluate and update policies and procedures.

• convert various reconciliations and processes to Microsoft Access.

• revise the administrative procedures manual.

• move manual payroll processes to electronic processes, where appropriate.

• promote personal and professional development for all employees.
Business Services Budget Request

Financial System – $2,000,000
Document and Publication Services (DPS)

To provide the Western Illinois University community with professional services and high-quality, cost-effective publications while upholding the institution’s core values and visual image.
Document and Publication Services (DPS) . . .

- changed its weekly and daily meeting structure.
- began a department-wide workflow analysis.
- streamlined procedures in production.
- worked with the Quad Cities campus to adjust the courier route.
DPS FY13 Goals

DPS will . . .

• migrate its Web content to the University’s content management system.

• complete the department-wide workflow analysis.

• continue its current level of mail-related service through internal reorganization without filling the position of a retiring staff member (July 2012).

• continue its current level of customer service, reception, and University Copier Program-related service through internal reorganization without filling the position of a retiring staff member (July 2012).

• work with the Office of the VPAS and the Quad Cities campus to consider alternatives to replacing the Quad Cities courier with a full-time staff member when the incumbent retires in July 2012.

• consider whether or not to continue offering extended hours before and after normal office hours the week before and during Finals Week each semester.
Mail Arrival System – $11,400
Mail Accounting System Upgrade – $13,700
The Western Illinois University Human Resources department is committed to providing exceptional service through the equitable and consistent administration of its programs. We believe it is our responsibility to foster workplace effectiveness while respecting each person’s worth, dignity, capacity to contribute, and desire for accomplishment. By encouraging others to share that philosophy, we can achieve a positive work environment for all.
Human Resources FY12 Accomplishments

Human Resources (HR) . . .

• participated in the State Universities Civil Service System (SUCSS) biennial on-campus audit from February 21, 2012, through February 24, 2012.

• began to draft a strategic plan.

Stuart Clauson, Associate Director of Human Resources, . . .

• participated in SUCSS’s Human Resources Directors Advisory Committee (HRDAC) and the Illinois Higher Education Consortium on Human Capital.

• negotiated a five-year collective bargaining agreement with the UPI (Civil Service Unit).
Human Resources FY12 Accomplishments

Benefits . . .

• handled . . .

  • multiple benefit choice periods as a result of the confusion at the state level regarding procurement authority.

  • a doubling in the number of retirement counseling sessions and contacts.

• recommended that the University provide basic recordkeeping as opposed to an external and costlier option.
Compensation

HR . . .

- processed a 1% compensation increase for FY12.
- reclassified or reallocated 20 classification audits.
Human Resources FY12 Accomplishments

Trainee Program

HR . . .

• is committed to the Trainee Program in its efforts to both diversify and enhance the Civil Service workforce.

• assists the Equal Opportunity & Access (EOA) office and the Provost’s University Diversity Council, representing diversity matters for the Civil Service workforce.

• informs all Civil Service applicants about Trainee Program opportunities to promote equal opportunity employment.

• enjoyed support by various departments around the University for the Trainee Program.
Human Resources FY12 Accomplishments

Outreach Training

HR . . .

• partnered with Macomb’s Convention and Visitors Bureau.
• facilitated the workshops Diversity Within the Workplace and Diversity Within the Community.
• partnered with . . .
  • Equal Opportunity & Access
  • Gwendolyn Brooks Cultural Center
  • Casa Latina
  • Women’s Studies
  • McDonough County NAACP chapter
  • Department of Human Services
  • McDonough County Housing Authority
  • Lamoine Valley Human Resource Association
  • SHRM (Society of Human Resource Management)
  • Equal Opportunity Fair Housing Macomb Commission
The Employee Development area of HR . . .

• offered software trainings in accordance with the identified training needs of the University.

• collaborated with the Counseling Center.

• began to offer weekly e-mail computer tips, with 119 employees participating at present.

• sponsored the Professional Supervisor Certificate Program for the third year.

• participates in the Quad Cities Professional Development Network (QCPDN).

• works with . . .
  • University Wellness Committee
  • Zimbra Training Task Force
  • Employee Development Advisory Group
  • Web Accessibility Committee
  • University Diversity Council
  • University Awareness
  • Technology Security
HR will . . .

• review . . .
  • its mission statement and draft a strategic plan.
  • internal operations and positions, continue cross-training, and develop a succession plan.
• continue to . . .
  • work toward diversifying the Civil Service workforce.
  • update the Civil Service handbook.
• complete scanning of all past files and of current material.
Human Resources FY13 Goals

- finalize negotiations for a full collective bargaining agreement with the Fraternal Order of Police and an initial collective bargaining agreement with AFSCME (Clerical Unit).
- implement process for employees to enter Incident Only Workers’ Compensation claims directly into MVS.
- convert the I-9 process to electronic format.
Human Resources Budget Requests

Office Support Associate – $25,000

Personal Computers (4) and Laptop (1) – $5,000
The Illinois Law Enforcement Training and Standards Board Executive Institute in partnership with the law enforcement community will promote the professionalism of policing. We lead the quest to understand the current problems of law enforcement executives. Through innovative education, training, research, and services the Executive Institute will guide the law enforcement community to achieve higher standards and professional development that will enhance their mission of providing professional law enforcement services to their constituents.
ILETSB Executive Institute FY12 Accomplishments

ILETSB Executive Institute . . .

• hosted Executive Summits throughout Illinois on topics relevant to issues in law enforcement.
• developed online learning opportunities for more than 2,000 criminal justice practitioners.
• administered more than 150,000 training hours throughout Illinois.
• provided homeland security training workshops for law enforcement personnel.
• researched the reintegration of veterans into the workforce.
• conducted leadership and management training for Illinois law enforcement executives.
• hosted the Homeland Security Executive Summit Series that reached command and executive public safety leaders within Illinois.
• partnered with WIU community organizations in the Office for Violence Against Women Grants to Reduce Domestic Violence, Dating Violence, Sexual Assault, and Stalking on Campus.
• became the administrator of the Basic Corrections Officer Academy.
• is preparing for the launch of a residential basic law enforcement recruit academy in FY13.
ILETSB Executive Institute FY13 Goals

The ILETSB Executive Institute will . . .

• create the Law Enforcement Training and Research Institute (LETRI), a basic law enforcement recruit training and law enforcement research project.

• seek funding for capital improvement projects for the new LETRI.

• develop a veteran reintegration model for law enforcement agencies in Illinois.

• partner with CAIT to develop applications for mobile devices.

• collaborate with the Illinois Association of Chiefs of Police to reduce distracted driving.

• partner with the Illinois Terrorism Task Force.
Office of Public Safety (OPS)

Western Illinois University’s Office of Public Safety provides a safe and secure environment for our campus. We are committed to the prevention of crime; the protection of life and property; the preservation of the peace; order and safety; the enforcement of laws and University policies; quality parking services; and the safeguarding of constitutional guarantees.
Office of Public Safety (OPS) . . .

• has seen changes in its personnel assignments.

• successfully met all goals established by the Enforcement of Underage Drinking Laws (EUDL) grant.

• provided two Rape Aggression Defense (RAD) classes.
handled 10,168 calls for service.
• traveled 47,866 miles in normal patrol.
• provided 757 motorist assists (jump starts, unlocking vehicle, airing tires).
• sold 9,260 parking permits.
• answered 359 medical calls through Western Emergency Medical Service (WEMS).

Also in OPS, . . .

• Sergeants Bilbrey and Watts completed the 400-hour School of Police Staff and Command, and Corporals Huston and Bishop completed first-line supervision classes.
OPS Budget Requests

Two Police Officers – $120,000
Vehicle and Related Equipment – $34,000
Records Management System Conversion (Phase I) – $8,608
Body Armor – $2,100
Computers – $3,632
Portable Radios – $20,460
Handguns – $2,970
Physical Plant

To maintain and enhance the campus’s physical environment in support of academic and other related functions of the University.
Physical Plant FY12 Accomplishments

Physical Plant . . .

• is updating the Macomb Facilities Master Plan.
• met with the Deans Council, Chairs Council, and building representatives to update the groups on status of deferred maintenance and ongoing campus projects.
• filed a report to the House of Representatives for House Resolution 120 (HR 120) that shows WIU’s progress in reducing the University’s energy footprint.
• promoted Monte Colley to Assistant Director over Maintenance and Operations.
• hired Ross Heern as a Mechanical Engineer and Jerry Scott as a Trainee Project Coordinator I.
• purchased the Breeze inspection program to streamline inspections for Building Services.
• will complete the Building Services Policy & Procedure Orientation Manual by May 2012.
• maintained an aging fleet of 213 rental and service vehicles which traveled over 1.3 million miles.
• provided two additional vehicles to the Quad Cities campus fleet.
Physical Plant FY12 Accomplishments

• finished the final draft of the campus facilities design guidelines.
• designed and installed nursing offices and classrooms.
• completed . . .
  • successful audits of George Beckman and Andy Daniels to Project Coordinator II.
  • the demolition and remodeling of the Washington Hall bathrooms in Summer 2011.
  • programming study for Union’s remodeling process.
  • replacement of the radio tower at Horn Lodge, and installed generators at both radio station locations (Horn and Warsaw).
  • repair of the Sherman Hall cupola, which included repairing leaks around the tower and replacing the columns (in process through summer 2012).
  • asbestos abatement of Wetzel Hall (A/E estimate $1,777,000; actual cost $588,000).
Physical Plant FY12 Accomplishments

• installed . . .
  • three new flag poles, new artificial turf, and new track events at Hanson Field.
  • a new wood practice floor in Brophy Hall.
  • city water at Horn Lodge.
• will complete the Phase I steam line replacement near Western Hall in Spring 2012.
• renovated the Digital Commons in the Malpass Library.
• continued the We Care campus volunteer beautification program.
• received funding to address highest priority problems.
• repaired the penthouse at Simpkins Hall and the west entry of Tillman Hall.
Physical Plant FY12 Accomplishments

- is installing condensate/steam meters in buildings to allow monitoring of energy usage.
- applied for and received multiple Department of Commerce and Economic Opportunity (DCEO) grants for energy efficiency improvements.
- obtained a 10-week average diversion rate of 20.60% for the Recyclemania competition. During the last week of the competition, we saw a surge in numbers jumping to 31.81%, which is considerably higher than normal.
- trained trade personnel.
Physical Plant FY13 Goals

Physical Plant will . . .

• be requesting an additional appropriated carpenter. The Physical Plant has only two appropriated carpenters for over two million square feet of space. This additional carpenter would start to alleviate the current maintenance backlog, which would allow the Physical Plant to be more proactive.

• change the name of the Physical Plant department to Facilities Management.

• address campus landscaping issues.

• continue exterior building patching and repair of masonry and windows.

• complete . . .

  • programming for the Welcome Center.
  • Lincoln Hall bathrooms and student floor remodels end of Summer 2012.
  • asbestos abatement of sprayed acoustical plaster on the ceilings in Thompson Hall.
Physical Plant FY13 Goals

• start design of phase I of the Union remodeling project.
• install a small wind turbine near the Golf Course Pro Shop.
• replace four roofs on campus.
• implement . . .
  • an up-to-date green cleaning training program for all Building Service Workers.
  • a campuswide battery recycling program.
• generate . . .
  • 1- and 5-year plans/budgets for the Physical Plant.
  • mission and goals for the Physical Plant.
• update Physical Plant policies.
• develop a system for employee emergency contact information.
Physical Plant Budget Requests

- Physical Plant Radio and Pager Upgrades – $17,000
- Operating Funds for Sustainability – $40,000
- Operating Budget Increase – $500,000
- Permanent Improvement Fund Increase – $700,000
Purchasing

The Purchasing Office coordinates the purchasing process for all University departments and offices seeking goods and/or services. The Purchasing Offices has major responsibility for seeing that the University receives full value for its purchases.
Purchasing FY12 Accomplishments

Purchasing . . .

• established a plan to increase the University’s utilization of small and minority-owned businesses to comply with State of Illinois procurement legislation.

• revised bid documents to incorporate new state and federal certifications and responsible bidder requirements.

• increased institutionwide PCard spending from FY11, thus increasing the rebate to the University.

• solicited bids and proposals for multiple complex construction projects being funded by recently issued Certificates of Participation and revenue bonds.

• procured furniture, equipment, and supplies for the new Riverfront building in the Quad Cities.
Purchasing FY12 Accomplishments

• evaluated the proposal and negotiated a multi-year contract for food service.
• established working relationships with the Chief Procurement Officer for Higher Education, the State Procurement Officer, and Procurement Compliance Monitors who comprise three new layers of oversight added by recent procurement legislation.
• reviewed and provided input to the current draft of the Higher Education Administrative Rules for Procurement.
• participated in continuing education, including National Institute for Government Purchasing (NIGP) courses, PCard conferences, etc.
Purchasing will . . .

• provide PCard training.
• cross-train staff.
• revise construction contract templates to incorporate needed terms such as late completion penalties and more stringent change order provisions.
• complete work flow analysis of all internal processes to identify areas where we can increase efficiency and effectiveness.
• offer campuswide training on Purchasing procedures.
Risk Management and Emergency Preparedness (RMEP)

The RMEP personnel strive to preserve and protect WIU’s resources against losses arising out of any occurrence, thereby enabling the University to carry out its goals and purpose of providing a profound and positive impact on the changing world through instruction, research, and public service as the University educates and prepares a diverse student population to thrive in and contribute to a global society.
Risk Management and Emergency Preparedness (RMEP) . . .

• served on the Leadership Committee of the Midwest Higher Education Compact (MHEC) Master Property Program.

• attended, with 10 members of the WIU Emergency Response Team, “Multi-Hazard Emergency Planning for Higher Education.”

• established a comprehensive Automated External Defibrillator (AED) program.

• collaborated with Physical Plant and the Visual Production Center on the design, production, and (ongoing) installation of emergency evacuation maps for every building on the Macomb campus.

• distributed “go kits” to Building Emergency Coordinators.
RMEP Budget Request

Operating Budget – $25,000
Administrative Services Budget Requests

Student Help Funds – $50,000
Overtime Funds – $50,000