

# Finance, Administration and Technology

## *Status Update*

April 30, 2008

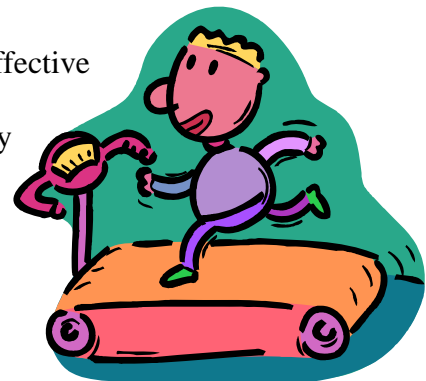
### *Human Resources*

Ms. Deana Hill was appointed to the position of Director of Human Resources to replace Mr. Alan Anderson who resigned to pursue other opportunities after 11 years of service to the University. Ms. Hill is a Lock Haven University graduate and has been an employee since 1987. She previously held a variety of administrative positions in the Office of the Provost, Alumni Relations, Institutional Research and most recently served as Assistant Director of Human Resources. Deana has a Master of Education degree in higher education from The Pennsylvania State University she received in 2001.



A tentative collective bargaining agreement has been reached with the SCUPA union, which represents professional staff performing a variety of functions across the University. The CBA is subject to ratification by SCUPA membership.

A new health care management program will be launched effective July 1<sup>st</sup>. The program will target the faculty, coaches, management and staff and complements the program already in place for AFSCME employees. This wellness program will be administered by Highmark and will offer a variety of features to promote healthy lifestyles for University employees.



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### *Facilities*



The work of the Campus Beautification Committee, a University-wide committee formed last year to prioritize ideas on how to improve the appearance of the campus, is showing impressive results. Numerous excellent ideas were reviewed and evaluated and several have been implemented, including bringing in the temporary grounds crew earlier this year to augment the efforts of the year-round staff. Additional ideas are being solicited for the coming year. Here is a link to the ideas & status:

<http://www.lhup.edu/facilities/Working/Campus%20Beautification/BC%20Submission%20Scoring%204.28.08.pdf>

The layout of the Bentley Arts Gallery has been finalized and the work is incorporated in the summer facilities projects plan.



The University's facilities planning process is in high gear, with an ADA survey and a classroom utilization study nearing completion. Also, a project was recently launched to update the Facilities Master Plan. In addition to incorporating the results of the ADA and classroom utilization work, the Master Plan will also reflect the outcome of a student housing market study that will be conducted.



### **Summer Projects**

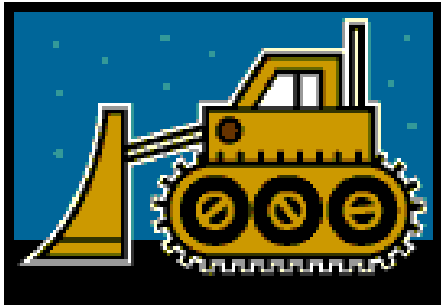
Construction has started on the project to install a new artificial turf surface on McCollum Field and will begin on May 5 for the removal and replacement of the existing artificial turf surface on Jack Stadium. The turf to be installed has been picked specifically for the different uses anticipated for each field. Jack Stadium will see the installation of a longer more grass-like artificial surface suited to the needs of football and soccer while McCollum Field will have a surface installed with a shorter nap and smoother more rug-like appearance for use by lacrosse and field hockey. McCollum Field will also have new sports field lighting to support night-time events. The contractors (Sports Construction Group and Turnkey Electric) were issued a notice-to-proceed on April 23 with an anticipated date of completion of July 25 for McCollum Field and August 1 for Jack Stadium. Let's all hope for good weather this summer so we don't run into weather delays!!

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A contract was awarded to Kinsley Construction for the re-lining of the Lusk Run conduit which flows under Jack Stadium to the pond above McCollum field. The project will involve pumping the water from Lusk Run through piping along the path between Jack Stadium and McCollum field while a structural aluminum liner is assembled and moved into place within the existing concrete pipeline. The liner will be installed from both the top (behind Tomlinson Center) and the bottom at the pond near McCollum Field. Once again, if the weather cooperates, the project is anticipated to be complete by the end of the first week in August.



Other projects to be undertaken during the summer/fall of 2008 include: card access on numerous doors throughout the campus, a new roof to replace the flat portions on Thomas Field House, Russell Hall first floor renovations, and numerous other miscellaneous projects throughout the campus.

Projects recently completed or to be completed within the next month are the elevators at the East Campus and Zimmerli Gymnasium, the Durrwachter Alumni Conference Center, the final phase of the HP Building and Conversion of the Horticulture Building to a Pottery Lab.

## *Student Financial Services*

Implementation of a new online payment system called Pay Connexion (JP Morgan Chase) by mid-July (for fall semester billing,) will save the University an estimated \$100,000-\$150,000 per year in credit card convenience fee payments. Student and other payers will have the option of paying via credit card (i.e., MasterCard, American Express and Discover) and e-check. In addition to reducing LHU's operating costs, it is hoped that the no-cost e-check option will positively impact consumer spending habits, resulting in an overall reduction in the total volume of credit card payments.



Implementation of a new, more affordable payment plan, administered by Tuition Management Systems (TMS) is underway and will be completed by June for fall, 2008. This should enhance customer service for both students/families and SFS staff. In addition to assisting customers with enrolling in the plan, making payments, etc, TMS offers debt management counseling through its customer service call center and through BorrowSmart, a counseling tool intended to significantly reduce family loan debt and related interest payments.

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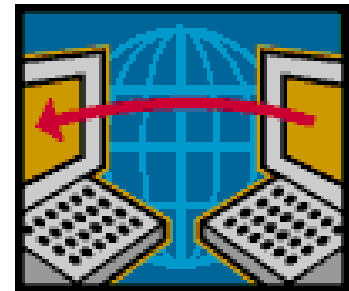
SFS staff initiated outreach efforts to the 40% of the student and parent borrowers that will need to change lenders as a result of the current dislocation in the student loan market. AES/PHEAA, M & T and Sovereign have all decided to exit the student loan origination business and borrowers that were using them will need to move to another financial institution.

Just a reminder that the Student Financial Services (SFS) Office must review and approve all publications (printed and electronic) that contain information related to: financial aid programs; educational loan programs; VA education benefit programs; student billing; and tuition, fees, and other costs. Departments may submit requests for review/approval to the Director of SFS, 118 Russell Hall. Requests may also be emailed or faxed to the Director's attention at [sfs@lhup.edu](mailto:sfs@lhup.edu) or 570-484-2918.



## *Computing Center & Instructional Technology*

Completed design and initiated procurement of a solution to enhance the emergency notification capabilities of the University. The selected solution, using technology from IPcelerate, will leverage the investment in the Voice Over IP infrastructure and will allow emergency messages to be announced through speakerphones in all classrooms and offices. It is scheduled to be implemented before classes resume in the fall.



The University's main storage area network (SAN) is undergoing an upgrade to increase disk storage and replace older equipment.

Ordered equipment to support the planned summer work for classroom technology. Highlights of the planned work include upgrading 23 existing SmartRoom classrooms, equipping 3 new classrooms with SmartRoom technology and overhauling the main Distance Education Classroom (Raub 425.)

Completed installation of advanced technology in 2 new auditorium classrooms in the Health Professions Building. Capabilities include projection, computing, video and audio.

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Implemented a customer satisfaction survey as part of the Help Desk ticket system. When a Help Desk ticket is completed, the originator receives an email request to complete a simple survey. Initial responses indicate a high level of satisfaction with technical performance but only moderate satisfaction with timeliness.

## *Comptroller's Office*

Completed re-procurement of the University's dining services contract. Notice of Award letter was sent to Aramark, which is the incumbent contractor.



For questions or comments about this newsletter please contact:  
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