

LOCK HAVEN UNIVERSITY

Report of the Provost and Executive Vice President to the Council of Trustees

November 18, 2016

1. Academic Planning and Curriculum Development

Lock Haven University is proposing a new interdisciplinary completion program, Bachelor of Applied Science in Professional Studies. The program will admit students holding an Associate of Applied Science from a regionally-accredited community college or a technical degree and certification from a nonregionally-accredited technical school and allow them to advance to the Bachelor of Applied Science through a combination of a professional studies core, general education, and a choice of specialty areas of study. The program uses existing courses and repackages them for the new degree. Penn Highlands and Triangle Tech have both expressed interest in creating articulation agreements with this new program when it is approved.

Under development now are a new master of science in data and information visualization and a small number of industry-recognized certificates.

A significantly revised process for new program proposals is under review by the Office of the Chancellor and is expected to be implemented later this fall.

2. Faculty and Administrative Searches in Academic Affairs

Faculty search committees are conducting searches for 15 tenure track appointments pending budget availability and enrollments; these are budgeted lines in the complement, not new lines. New hires in Biology, Chemistry, Health Sciences and Physician Assistant Studies will serve enrollment growth in these programs of distinction; new hires in Education and Special Education will maintain expertise required for accreditation and support the preparation of highly-qualified PK-12 teachers, for which Lock Haven University is so well known; new hires in Social Work, Sport Administration, Business, and Clinical Mental Health Counseling will support robust enrollments in these key programs. The line allocations are all in keeping with the Five-Year Academic Plan.

Lock Haven University was recognized by the Southern Region Educational Board for ten years of participation as a recruiter at the Annual Compact for Faculty Diversity Institute on Teaching and Mentoring. We are proud of this investment in expanding the ranks of underrepresented minority persons in the professoriate and expect to see returns in the diversity of our own faculty.

The University is conducting a national search for a new Dean of Liberal Arts and Education with the support of Academic Search, Inc. Review of applications will begin in early December.

3. Recovery of Instructional and Non-instructional time

Faculty who participated in the three-day strike have submitted recovery of instructional and non-instructional time plans to their Deans for approval. The University will be able to document appropriately that faculty performed the responsibilities for which they were paid and that student learning outcomes were not diminished by the interruption to instruction.

4. Accreditation News

The Recreation Management program was re-accredited (October 3rd, 2016) by COAPRT (The Council on Accreditation of Parks, Recreation, Tourism and Related Professions) until 2023. Professor Julie Lammel (Chair of the Recreation Management Department) was elected as chair of the national accrediting association - COAPRT Recreation Management

5. International Education Month

International Education Week, a worldwide celebration of the millions of people who improve global understanding through exchange programs, is now *International Education Month* at LHU, due to popular demand. The Institute for International Studies has a full calendar of exciting events to celebrate November with the LHU community. Highlighted events include film screenings, an International Student Photography Show, a live TED Talk presentation, and Culture Through Coffee. Each event is sponsored by a different department/organization, including the Art Department & the Fine Arts Society, Asian Student Association, English Department, Global MountainServe, International Student Association, Phi Beta Delta, and the U.S. Post Office. All events are free and open to the public.

6. Clearfield Campus

Lock Haven University Clearfield is pursuing a contract with the Penn Highlands Healthcare system whereby registered nurses employed by the system will receive tuition assistance as cohorts to complete the BSN online.

7. Academic Events of Note

Library: Stevenson Library hosted a traveling exhibit created by the Central Pennsylvania LGBT History Project from September 30th through October 20th. The exhibit was sponsored by the LHU President's Commission on LGBTQ Affairs. At the Opening Reception, Barry A. Loveland, chair of the steering committee for the project, called attention to photos and other artifacts that highlighted key historical developments in the early LGBT civil rights movement in small cities throughout the Commonwealth.

Fine Arts: The Sloan Gallery in conjunction with the Fine Arts Society has mounted exhibits by three visiting artists this fall, Alexander Solomon (photography), Sidney Mullis (video and sculpture), and Ellen Lupton (graphic design).

Letters: A reading and book signing with authors James Brasfield and Charlotte Holmes was held on September 29, sponsored by the English Department.

Environmental Studies: Environmental historian Alan Dieterich-Ward gave a lecture on November 9.

Clinical Mental Health Counseling: Professor Kristin Vincenzen is collaborating with the Clinton County Veteran Affairs, LHU's Veterans Advisory Board, LHU's ROTC, and thirty-three vendors to offer the second annual Veterans Expo to be held at the Student Recreation Center on Thursday November 10 from 10am-3pm. During the Expo, vendors from across Pennsylvania will be attending to support our Veterans and their families by sharing valuable resources and information with them. In addition to the vendors, LHU's ROTC will do the Presentation of Colors at 10am and there will be two individuals sharing their testimonials at 11am and 2pm.

8. Board of Governors Policies and Standards & Procedures Update

The Board of Governors approved revisions to the Transfer Policy, which enhance seamless transfer and application credits from prior learning toward major and general education requirements, and to the General Education policy, which reaffirm the value and role of general education and provides for transfer of general education credits from community colleges and among State System Universities. The Board also approved revisions to the Five-Year Program Review policy.

November 2017 Trustee Report University Relations



Alumni Relations

The 2016 Homecoming was an amazing success, we estimated around 3200 Alumni, family, and friends ascended upon Lock Haven for the Block Party, Pre Game party and football game. The capacity crowd at the football game saw the Bald Eagles defeat Millersville 29-17. The week-long activities also included Men & Women's Basketball's Fieldhouse Frenzy, the Annual Golf Cart Race, The Presidential Leadership Luncheon, and the Alumni Golf Tournament. Next year's Homecoming Week is scheduled for the week of September 18-23, 2017.

All-In Day of Giving this year is November 29, 2016 beginning at 11:29 am for 24 hours. This year's goal is \$100,000. The proceeds support both the Band and Athletics scholarships. We are seeking major challenge gift partners. Last year we had an Alumni and his wife pledge \$50,000 (dollar for dollar match). We are also seeking mini-challengers (\$1,000 minimum).

Athletics Department

The department hosted several fundraising events over the past quarter. The Grid Iron Greats was a fundraiser hosted by the football program to reconnect and celebrate with football alumni, during the Homecoming weekend activities. Men's & Women's basketball kicked off their season celebrations in style hosting the Fieldhouse Frenzy, a student inclusive exhibition showcasing what to expect from the team in the upcoming season. The Fieldhouse was full to capacity as students enjoyed a slam dunk contest and other interactive activities.

Men's soccer hosted a fundraiser to celebrate the contributions of former Head Coach Carl Herman. Coach Herman led the Men's program from 1967-1975. Coach Herman's winning percentage topped .700 and participated in post season play every year of his tenure. Although he did not win a national championship he won two PSAC Championships and set the stage for the major successes that followed. Men & Women's basketball also hosted a fundraiser; "Night at the Races," a simulated horse racing social which brought in over \$10,000 for scholarships.

Cross Country Student-Athlete Addison Monroe won the individual title at the 2016 Pennsylvania State Athletic Conference (PSAC) Championships, besting the field by 10 seconds in the 8K race. Monroe covered the course (8K) in 25:38.6 for the victory. As a team, Lock Haven University finished second as team. On the women's side, freshmen Amanda Shultz and Caroline Stickley earned All-PSAC honors with their performances. Shultz finished 13th overall, but was the top freshman in the field.

Communications & Marketing

Currently, the marketing and communications office is working on several projects. The bi-annual alumni magazine, The Haven, is set for release the week of November 14th. This upcoming issue is focused on the arts and features a new, redesigned layout and the addition of

several departments including “From the Archives,” “Heard at the Haven,” and a “Faculty Q&A.” This issue will feature cover art by LHU alumnus Kurt Herrmann along with a feature story documenting his life as an artist.

In February, the office will publish a President’s Report titled, Progress: Moving Toward 150 Years and Beyond, that will celebrate President Fiorentino’s five years at the helm of LHU while examining his vision for the future of the institution.

Additionally, work continues on the website project. The launch of the new website will feature a brand and identity style guide that will work to implement brand and editorial standards across the University. The website committee has updated the timeline for the launch due to some unforeseen issues with our content management vendor. See the revised timeline below:

Week of October 17, 2016: OmniUpdate begins building templates – OmniUpdate received all the necessary files needed from New City and began working on building the templates into their system.

Week of November 28, 2016: OmniUpdate will deliver the templates to LHU – OmniUpdate would provide the appropriate training on their system which will take approximately two weeks. OmniUpdate will then provide the green light to LHU staff to begin building the website or migrating the copy into the files. Our team, led by Tyler Rumsey, will work diligently to build the site. This is a four-six week process.

Week of January 23, 2017: Test site becomes available for review – The test site allows faculty and staff the ability to examine the site layout, content and pictures in a live environment to determine if any changes are needed. The test site will be available until the end of business on March 10, 2017 allowing for the original period of two months for test site review.

Week of March 13, 2017: Website Launch – The website launches over spring break to the public. New City will monitor the site for up to 90 days. During that time only emergency fixes will occur.

Lock Haven University

Report of the Vice President for Enrollment Management and Student Affairs
to the
Council of Trustees for the November 18, 2016 Meeting

Enrollment Management

Admissions

- LHU secured Academic Search to help us identify highly qualified candidates for the Admissions Director position. The posting was open through November 4 for interested applicants to apply. We are currently reviewing applicants with the goal for on-campus interviews the first week in December with a start date in early January.
- Admissions is continuing the implementation of the new Student Information System which includes a CRM system. The CRM system allows us to automate our communication plans. When fully implemented, this will be an excellent asset to our recruiting efforts.
- Admissions application and admits are tracking slightly ahead of FA15. Summer visit numbers were up about 5%, but fall open house numbers are down over 25%. All PASSHE schools are reporting open house numbers are down, with some schools having to cancel dates due to the strike. Our final open house is November 19. We are seeing some recovery in the registration for this date. We are considering adding an additional open house date for the spring.

Center of Excellence and Inclusion

- CEI is planning Spring Orientation for new students coming in January. This one-day orientation is provided to new students to help them get acclimated to life at The Haven.
- CEI, in cooperation with many other departments, is leading our retention efforts with our Early Alert Team, new sophomore communication/programming, and our registration rally. The Early Alert Team is an initiative that uses referrals from various people on campus to intervene early when students are struggling. The sophomore communication plan included a variety of messages sent over the summer months and monthly programs targeted to sophomores in the residence halls. The registration rally is an all-campus effort to remind current students to register and make sure new students know how to register.

Financial Aid

- Financial Aid added an optional FAFSA workshop to all three of our fall open house events. Attendance has been limited, but comments have been very positive. New students are now able to complete their FAFSA after October 1 rather than waiting until the new year when taxes are done.
- New student financial aid offer letters will be sent to all accepted students by December 20. This is several months earlier than past years. While the FAFSA rules make this possible, many colleges and universities have elected to follow their traditional calendar.

With the hard work of Financial Aid and support from Information Technology (IT), we will have financial aid packages in the hands of prospective students prior to the holiday break. We anticipate this will help with our yield.

Registrar's Office

- The Registrar's Office is coordinating spring scheduling for all current students. Students are required to meet with their academic advisor prior to being cleared to register for classes.

Student Affairs

Community Service

- Lock Haven University has been recognized by the US President's National Higher Education Honor Roll for General Community Service for 2015. The President's Honor Roll recognizes higher education institutions in four categories: General Community Service, Interfaith Community Service, Economic Opportunity, and Education. The President's Higher Education Community Service Honor Roll recognizes institutions of higher education that support exemplary community service programs and raise the visibility of effective practices in campus community partnerships. The Honor Roll's Presidential Award is the highest federal recognition an institution can receive for its commitment to community, service-learning, and civic engagement. Lock Haven University has been recognized each year since 2006 for the honor roll.
- The LHU Hunger Bowl wrapped up November 4. Many clubs, organizations, and departments participated by donating a variety of nonperishable food items. All donations assist local food programs and pantries.

Student & Residence Life

- LHU recently participated in the It's on Us week of action, along with many other colleges and universities across the country. It's On Us is an initiative to address sexual assault on college campuses. A week of events including: consent workshop, bystander training, and domestic violence vigil combined with a pledge drive occurred from 10/17 through 10/28.
- The Fall Quality of Life Survey was deployed to students living on-campus. The survey measures a variety of items including life in the halls, personal habits, and IT services. A few highlights from the 2015 survey include over 93% of the respondents stated the residence halls provided opportunities to interact with individuals who have different backgrounds and values. It stated 99% were aware of LHU's alcohol and other drug policies, and over 96% agreed their hall was a safe place to live.

Student Activities

- The Student Auxiliary Services, Incorporated recently welcomed three new board members and one new student member. They are as follows: Julie Brennan, LHU alumna and Tourism Director for Clinton County Economic Partnership, and Terry Shultz, LHU retired faculty member were appointed in September. Natasha Gorham, LHU alumna and Manager of Downtown Lock Haven, Inc. and student Rachael Martinelli were appointed in October.

Finance & Administration Division
Report for the Council of Trustees Meeting
November 18, 2016

I. Division Highlights

The 2015-16 financial statements will be reviewed with trustees at the meeting with a presentation by the outside auditor, CliftonLarsenAllen.

With the decline in enrollment, operating revenues fell in 2015-16 by \$1.7 million or 2.9%. The main driver was Auxiliary revenue, which fell by \$1.3 million (7.7%), reflecting fewer meal plans and beds occupied.

Offsetting the decline in operating revenue was an increase in net non-operating revenues of \$3.3 million, or 11.7%. The following were the major components of the increase:

- \$2.2 million in state appropriation. This was a combined effect of the 5% (\$20.6 million) increase in the overall state system appropriation, the second year of the phase-in of the allocation formula change, and the improved performance funding results.
- \$750K in gifts, including \$600,000 donated by the Student Auxiliary Services for the PUB renovation.
- \$955K less in loss on disposal of assets (related to Sullivan and Russell Halls in 2015-16 and 2014-15, respectively).

We also recorded \$1.5 million in Other Revenue related to the Lock Haven University Foundation donation of Campus Village.

All in all, our change in net assets was (\$230K) compared to (\$2.7 million) last year.

On the balance sheet, Total Current Assets declined by \$2.4 million, with a \$3 million reduction in the cash balance being the major factor. The reduction in cash reflects the outlays associated with the various campus facilities improvement projects undertaken during the year. The resulting cash balance is still a very healthy \$63.6 million.

Current liabilities increased by \$1.8 million, with the bulk of the change being related to accounts payable which was \$1.3 million higher than the previous year.

The ratio of current assets to current liabilities, which is a key measurement of liquidity, remained strong at 5.4 to 1, although that is a decline from 6.6 to 1 last year.

We are in the process of factoring in the recent collective bargaining agreement outcomes into budgetary projections for the current year and next year. The previous projections already reflected a decline in net revenue in both the E&G and Auxiliary funds compared to prior years. The immediate impact will be sharply reduced transfers to the E&G and Auxiliary plant funds. We already delayed the planned renovation of Smith Hall due to a low fund balance, and other deferrals of needed life cycle maintenance and replacements may occur in the future unless we are able to increase revenue.

II. Department Reports

Facilities Department

Director of Facilities, Keith Roush

Contracted projects completed or substantially complete:

- **Foundation Fields** – A dedication ceremony was held on 8/26/16 to rename the fields as The Stern Athletic Complex. The scoreboards were installed in mid-September and the new soccer goals were installed in mid-October. Sound system and camera installations will occur sometime in November. Construction of concrete pads and the permanent press box will not occur until additional funding is in place. The soccer teams have been able to hold all their competitions on the field this season.
- **PUB Renovations** - Project is substantially complete with punch list items still ongoing; carpeting and mechanical equipment controls are the major outstanding items. Any work still to be completed will be scheduled around student activities.

In-house Projects ongoing:

- **Internal Building Data Wiring Upgrades** – Buildings completed this summer were the Honors House and the PUB. Buildings still requiring upgrades include TFH, Bentley, Price, Hursh-Nevel and Zimmerli. These buildings have minor connections when compared to those completed. TFH and wireless access point wiring in Stevenson Library are scheduled for summer 2017. Price rewiring will be accomplished as a part of the scheduled renovation project also for 2017.
- **Relocation of the TLC** – The TLC was temporarily relocated to Bentley S05. The testing center has now been relocated to the East Campus. With the PUB Renovations complete, Mountain Serve will move into the PUB over Christmas break and the space they vacate will (at some point) be renovated to create a faculty teaching/learning center. The area vacated with the testing center move will then be slated for future modification to create a new TLC.
- **Sieg** – Biology lab project completed in August. Another project to install a solar panel on the roof is awaiting utility company approval prior to installation.

Future Projects:

- **Electrical Infrastructure Upgrades** – As of this date, a design firm has been chosen but DGS has not yet finalized the fee negotiations with the firm to allow the project to move forward. The project will focus on the replacement of the existing cabling, transformers, and main distribution panels with the goal of providing redundant feeds to each building so that power can be maintained to the majority of the buildings on campus in the event of a failure at any given point within the system.
- **Raub Hall HVAC Upgrades** - Project in the planning stage. This would be the first in a series of HVAC upgrades across campus. Potential summer 2017 project.
- **Smith Hall Renovations** - Project to upgrade restrooms and heating systems in Smith Residence Hall. As reported in the last report, this project is on hold until the housing auxiliary budget reserves build up to the point to make the project viable.
- **Price Auditorium Renovations and Glenn Road Site Improvements** - Design is underway for a renovation of the interior of Price Auditorium and the replacement of the aged HVAC system. The

project will include improvements to Price Auditorium as identified in the Facilities Master Plan along with improvements to Glenn Road and the adjacent sidewalk. Project budget \$2.5 million. Scheduled for summer 2017 construction.

- Zimmerli Roof Replacement---Life cycle replacement of the rubberized roof on Zimmerli Gymnasium. Design underway. Scheduled for spring/summer 2017 construction.
- Starbucks Renovation—Project planned for summer of 2017 to upgrade finishes etc. at the Starbucks in Bentley. Periodic store renovations are required under the Starbucks franchise agreement. Design firm selection underway. Scheduled for spring/summer 2017 construction.
- Flooring/Carpet replacement in the remaining ½ of Campus Village---Project to replace the flooring in the portion of Campus Village that was occupied last year while flooring installation was ongoing.
- Collaborative study spaces - This is a recurring project intended to install collaborative study spaces throughout campus. Location of study spaces as of now: Stevenson, PUB, and ECSC. A sub-committee of the Facilities Planning Committee will recommend the next location which will most likely be somewhere in the East Campus Junior High.
- McEntire Roof Replacement---Life cycle replacement of the rubberized roof on McEntire residence Hall. Design underway. Scheduled for spring/summer 2017 construction.
- Stevenson Chiller replacement- Project to replace the chiller on the roof of Stevenson Library. Design has been completed for the structural modifications necessary to install the first of the three chillers purchased from Shippensburg. Summer 2017 project.
- Stevenson Storefront Replacement – Replacement of the storefront at the main student entrance to Stevenson Library. The existing doors are worn beyond repair and the glass storefront that houses the doors has also deteriorated to the point that it flexes with movement of the doors. Replacement slated for summer 2017.
- Removal of fuel oil storage tanks at East Campus and North Hall - Fuel oil has been disposed of. Removal of tanks to occur at a later date but risk of leakage has now been eliminated.
- Repairs to windows which are fogging at Founders Hall (Clearfield) - Project to replace multiple windows in Founders Hall which have lost the seal between the panes and are no longer energy efficient.

Procurement Department

Director of Procurement, Becky Proctor

- The state system's Director of State System Strategic Sourcing, has undertaken a review of the current list of material groups in order to better classify spend and reporting thereof. To that end, a small working group met several weeks ago to consider options. The result was a plan to transition the material groups to closely parallel general ledger (GL) codes and revise them where more detail/granularity is needed and omit codes that are not applicable.
- Purchasing card transactions selected for auditor review, as part of the Office of Internal Audit and Risk Assessment's purchasing card continuous audit initiative, have been reviewed and no exceptions were noted in

FY2015/16 activity. Sample size is based upon the site location's total purchasing card transactions.

- There is a new software platform from eBid, the state system's eProcurement Exchange, called Procureware. Benefits of ProcureWare are:
 - Leverage of supplier database to promote competition;
 - Reduce administrative and bid document distribution costs;
 - Centralize and control procurement information;
 - Promote collaboration in sourcing decisions;
 - Ensure consistent and auditable procurement processes;
 - Eliminate costly math errors in the bid process.

The new platform is in the process of being implemented.

Office of Human Resources and Social Equity

Associate Vice President of Human Resources, Deana Hill

Title IX

The University continues to implement the training, educational and reporting requirements under Title IX/VAWA and the SaVE Act.

- The University hosted a PASSHE training for Title IX and Clery on September 15, 2016. The training focused on a review of the 2016 Clery handbook, new Title IX information, updates on recent resolution agreements, new trends regarding court filings, and the dos and don'ts of investigations. A total of 51 University employees attended and participated from LHU, East Stroudsburg, Kutztown, Mansfield, Shippensburg, and the Dixon Center.
- ***It's On Us***: In February of 2016, Lock Haven University joined the ***It's On Us*** campaign by signing a pledge to be part of the solution to end sexual assault on campus. Lock Haven University participated in a National call of action week on October 17 through October 20, 2016. Below is an outline of the events for the week.
 - Week-long – Paper pledge signings took place in various locations around campus including residence halls, Bentley Hall, and Raub Hall. Approximately 600 individuals sign the paper pledge and 93 individuals sign the online pledge.
 - October 17 **Kick Off to the week** - - A media launch was initiated. An LHU Facebook page was created for ***It's On Us*** and faculty, staff, and students were encouraged to change their Facebook pictures to the ***It's on Us*** logo. A variety of national PSA's were shared on social media. The media launch reached 1,388 participants throughout the week.
 - Oct. 18th **Got Consent** -- A video entitled *The Line* by Nancy Schwartzman was viewed. *The Line* is structured to invite and reward students' trust, making them comfortable enough to discuss sex, consent, legal rights, and the politics surrounding gender violence while examining issues too often deemed embarrassing, shameful, or taboo. After the video a round table discussion was led by the Clinton County Women's Center.
 - Oct. 19th **Be more than a Bystander** -- George Rusczyk, Associate Director of Student Life and Sherry Moore, Assistant Director of Human Resources for Compliance, conducted a ***Step Up!*** bystander awareness training.
 - HAC (Haven Activities Council) conducted pledge signing outside as a part of their Hump Day Activity.
 - Oct 20th **Supporting Survivors** -- HOPE center sponsored a Domestic Violence Vigil. Approximately 65 individuals attended the event.
 - Oct 21st **Finale** - RHA hosted a Mocktails event.

- As part of the Wolf Administration's "It's On Us PA" campaign, Governor Tom Wolf recently announced that eligible post-secondary institutions in Pennsylvania can now apply for up to \$30,000 in competitive funding to address campus sexual assault. Lock Haven University submitted their application on October 14, 2016.
- Title IX Student Judicial Board members participated in annual training on October 5, 2016 as required by the OCR.

LHU Employee Health Fair

- The Lock Haven University Employee Health Fair was held on October 20, 2016. 130 employees attended the Health Fair. There were 35 vendors who participated. New vendors added to this year included the Clinton County Economic Partnership-Tourist Promotion Agency, Pennsylvania Office of Vocational Rehabilitation, and the Pennsylvania Department of Health. New services provided this year by vendors were: EKGs, Bone Density Screenings, and Skin Screenings. The Clinton County Economic Partnership-Tourist Promotion Agency provided employees with recreational opportunities in the region and information on the local attractions in the area.

Social Equity

- Participated, along with Deans Carnicom and Neun, in the Southern Region Educational Board's 23rd Annual Compact for Faculty Diversity Institute on Teaching and Mentoring. This event provides an opportunity to recruit PhD Scholars who are interested in entering higher education. Recruitment took place for our fifteen tenure track positions for academic year 2017/18 along with the positions of Director of Admissions, Dean of Liberal Arts and Education, and Executive Director and Chief Development Officer for the LHU Foundation.
- Provided in collaboration with the Provost two briefing sessions for all faculty search committee chairpersons and committee members for the fifteen (15) academic year 2017/18 tenure track searches. The briefing included information on search process with timelines, unconscious bias, selection criteria, and other search details.

Information Technology Department

Director of Information Technology, Don Patterson

- IT is currently evaluating solutions to replace our network storage in the summer of 2017. We have met with NetApp, Hewlett Packard, EMC, V-SAN, Tintri, Nimble, and Pure Storage. We have completed a site visit to Bloomsburg to look at the Hewlett Packard solution and we have completed the on site evaluation of Tintri, Pure and Nimble. We are currently evaluating another Nimble solution that is 100% solid state (also known as Flash storage).
- The Jenzabar SEM (Strategic Enrollment Management) module is now implemented. As mentioned in the last report, SEM will give Admissions/Student Enrollment a true CRM that will be used to greatly enhance the business procedures of the department as everyone realizes how critical student enrollment management is in these times.
- Planning will begin on the next Jenzabar CX module that will be implemented for student accounts. A readiness review will be the first step and will take place at the end of 2016 or the beginning of the new calendar year. It is necessary to implement this module in 2017 to support new 1098-T reporting

requirements effective January 2018.

- The Jenzabar Academic Planner is continuing to be piloted this semester. The Planner is a tool for students and advisors to use to track academic progress and to aid in course planning etc. for an “on time” graduation.
- Planning for summer projects will begin with the new year. Classroom, computer labs, and distance education facilities will be evaluated for necessary upgrades. The RFP process will need to begin for the replacement of the network storage that will occur next summer.

Workforce Development Department

Director of Workforce Development, Shannon Walker

WEDnet Grant

- WEDnet allocation for fiscal year 2017: \$395,652.
- \$203,264 awarded to 18 contracts; 18 requests pending with \$192,388 available to allocate.

LHU Testing Center

- Offering: Pearson VUE, ETS (Praxis), and other testing.
- Gross revenue to date: \$70,561.
- Exams delivered to date: 4,557.
- Gross revenue for FY17: \$5,694.
- Quality Assessments measures continue at or near 100% .
- 35.0% of individuals completing assessment are LHU students with remainder representing individuals from the community and surrounding areas.

Small Business Development Center

Director of the Small Business Development Center, Tim Keohane

The Lock Haven SBDC is one of five Centers in the Pennsylvania SBDC Network jointly proposing for funding through the Office of Economic Adjustment within the Department of Defense (DoD). The five SBDCs that service the 28 county-region targeted – Bucknell, Clarion, Gannon, Lock Haven and Penn State – would deploy business consultants to provide direct, in-depth, confidential, personalized assistance to firms to identify and address cyber opportunities and threats. The SBDCs will perform outreach to small businesses in the identified region to inform them of opportunities and SBDC resources to support their business in the wake of DoD spending changes and other economic disruptions. The SBDCs will provide cyber resiliency services to businesses through educational programs, tools and one-on-one consulting. If funded, the initiative is slated to begin in January 2017.

The Lock Haven SBDC is pursuing funding through the Economic Development Administration (EDA) to conduct a feasibility study to explore the possibility of starting a business incubator at the East Campus of Lock Haven University. The Center director is currently working with SEDA-COG representatives to make application to EDA for technical assistance funding to help cover the cost of the study. A steering committee will be formed to review the results of the study and to make recommendations regarding the proposed incubator.

The 2nd Annual Lock Haven SBDC Student Pitch Competition will be held on November 18th, featuring 10 finalists who will be presenting a 15-minute pitch to a panel of judges. Each finalist has been provided with access to a 3-month LivePlan subscription, getting firsthand experience with the “lean planning” approach while also being given the opportunity to win a portion of over \$4,000 in cash and prizes to help further their

higher education and/or business success.

The Lock Haven SBDC will be participating in the regional Economics PA Entrepreneurship Challenge hosted by Penn College on December 7, 2016. This year's day-long event is anticipated to include over 100 high school students from across Central Pennsylvania participating with the goal of developing a business plan for a fictitious business idea or concept. The Entrepreneurship Challenge provides the students with an opportunity to engage in learning about business and entrepreneurship, and showcase their business ideas to program facilitators that include Penn College faculty, the SBDC Director, local business representatives and an Economics PA Coordinator.

Institutional Research

Institutional Data Manager, Mike Abplanalp

- Fall Census – Ran necessary census files for enrollment, verified information, and provided to the System Office.
- New Faculty Orientation - Gave an overview of the student profile and provided retention information to new faculty.
- Cognos – Created new reports to support the new Strategic Enrollment Management Module.
- Key Statistics, Program Review Data, and website – Updated with fall 2016 enrollment information.
- NCAA Imports – Created reports for the Registrar's Office to directly import data into the NCAA interface instead of manual entry.
- Budget Report – Provided updated enrollment information for the budget report.
- SAT Validity Study - Provided retention and coursework information for the last four cohorts.
- Clearfield data – Updated the Clearfield Student Profile and information for their strategic planning activities.