

# LOCK HAVEN UNIVERSITY

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

May 6, 2016

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### 1. Academic Planning

#### Curriculum

The first year of the rolling 5-year Academic Plan is concluded. The following new curricula planned for approval have either approved and will be implemented Fall 2016:

- Master of Science Athletic Training
- PSM Actuarial Science
- BS Biology track in Biomedical Sciences
- BS Chemistry track in Biochemistry
- BS Health Sciences track in Exercise Science

Other programs planned for approval are underway and will come before the Council at the August and November meetings and be submitted to the BOG / OOC as needed in the fall:

- Bachelor of Applied Science in Professional Studies
- AAS Healthcare Professions Track in Patient Advocacy, which will replace the current track in (Healthcare) Social Service to be put in moratorium at the time the new track is approved
- Minor in Entrepreneurial Studies and Innovation
- Renaming of AAS Healthcare Professions Academic Track the 'Pre-Nursing' track
- Export AAS Healthcare Professions Healthcare Management track from Nursing to Business

Programs scheduled for reorganization or consolidation have been completed:

- ELML/Special Education dual degree (reorganized from separate elementary education and special education degrees currently in moratorium)
- Organizational and Presentational Communication, reorganized from two Communication tracks, Professional Communication and Performance and Discourse, which are now effectively in moratorium
- Applied Physics/Nanoscience reorganized from Penn State articulation model

Programs scheduled for moratorium are in process and will be effective fall 2016 as planned:

- Dance minor
- Theatre major and minor

Programs scheduled for approval in 2016-17 are being researched by faculty now to determine market and viability, including MS in Data and Information Visualization, BSW online completion program, Associate of Science in Professional Studies, and a number of industry-recognized sub-baccalaureate and post-graduate certificates.

### **Resource Allocation**

- Tenure Track lines planned for Music, Applied Computer Science, Clinical Mental Health Counseling, and Nursing were allocated and searches conducted; only ACS remains unfilled by a new Regular Faculty.
- Tenure track lines planned for FY17 were allocated and searches have either been concluded or reopened next year in an effort to attract a highly qualified and diverse pool of applicants.

### **2. Periodic Review Report**

The PRR Steering Committee is well on its way to a final draft of the Period Review Report together with evidence collected into Appendices. We anticipate submitting it a few days before the June 1 deadline.

### **3. Strategic Plan Key Indicators**

In spring of 2015 the University devised Key Indicators and Targets for the Strategic Plan. We have now collected data, where it existed, for the indicators and are tracking our progress toward the targets, set for 2017.

### **4. Center for Career and Professional Development**

On April 25, the University will welcome Ms. MaryJo Campana as new Director of the Center for Career and Professional Development. Ms. Campana comes to us from Lycoming College, where she has been Career Services Director since 2009. She is a Certified Professional Career Coach and expert Resume Writer. She holds a Bachelor of Arts in Criminal Justice and a Masters of Education and certification as a School Psychologist. She brings a great passion for student success and tremendous energy and innovation to the Center. We are pleased to welcome her to Lock Haven University.

### **5. Ratios and faculty/enrollments comparisons**

Student-Faculty ratio: Student FTE to faculty FTE ratio in fall 2005, using standard Common Data Set formulas for calculating full- and part-time, was 18.78:1. At its highest in fall 2011 it was 21.62:1 and in fall 2015 it was 19.76:1. State System ratios range from 19 to 22, so LHU is on the low end.

Faculty-Management ratio: Faculty FTE to Management FTE ratio in fall 2009 was 4.3:1. At its highest in fall 2012 it was 5.89:1 and has since declined to 4.3:1. Using standard IPEDS formulas for calculating Tenured and Tenure Track Faculty to all Professional Staff, LHU's ratio in 2014 was 1.35:1. To put that in the context of the rest of the State System, LHU was fourth highest, with the range being 0.49:1 to 1.45:1. When measured against the same standard by LHU's Carnegie Class Peer Institutions, LHU has the highest ratio of the 33 peers, with a range of 0.36:1 to 1.34:1. Using the same IPEDS formulas for calculating ratio of Tenured and Tenure Track Faculty to Administrators, LHU's ratio is 9.09:1, putting us second highest in the State System, where ratios ranged from 1.95:1 to 9.16:1, and at the top rank among our Carnegie Class Peer Institutions, where ratios ranged from 1.14:1 to 9.09:1.

We have recently tracked data comparing faculty FTEs to Student Major FTEs and to Student Enrollment FTEs by program and by College. These data show that the University has been consistently aligning faculty FTEs with student enrollments. Moreover, we tracked where Under-Represented Minority students are majoring and determined they were well-served by the realignment of faculty lines insofar as they major in popular programs at about the same rates as majority students. This is reflected in our strong performance on our Achievement Gap Performance Funding Measures, which is our primary measure of inclusive excellence.

#### **6. Worthy of Note:**

- Twelve of our undergraduate and graduate community health/health science students were featured in front-page stories in the Lock Haven Express recently. These students had posters and presentations accepted for the Pennsylvania Rural Health Conference, in the company of many doctoral students and professional practitioners. Kudos to the students and their faculty mentors.
- Two Criminal Justice faculty and their students were also featured in a front page story on their community-based research on recidivism, together with Clinton County Corrections staff.
- Celebration of Scholarship was held at the Lock Haven campus on April 20, 2016. The Keynote Address was delivered by Jim Whaley ('84). A full day and a full schedule of posters, panels, readings, exhibits, colloquia, and round tables demonstrated the vibrant community of learning, scholarship, and creative production that is a hallmark of Lock Haven University.
- The University Concert Bands and Jazz Ensemble presented dazzling performances on Sunday April April 17 and Wednesday April 20. The quality of the performers under the tutelage of faculty who are themselves world-class musicians is a point of pride for the University; the quality is attracting more students to the programs and will attract larger audiences. The Senior Fine Arts Show opens Tuesday April 26 and promises to be another display of the excellence of Visual and Performing Arts at LHU.

**Finance & Administration Division**  
**Report for the Council of Trustees Meeting**  
**May 6, 2016**

*I. Division Highlights*

The final Commonwealth budget bill was passed in late March. It included \$20.6 million of additional funding for the state system, which represents the first increase in funding since 2008-09. Lock Haven University's allocation of the increase is \$900,000. With this additional funding, the outlook for the current fiscal year is improved to a projection of \$2.2 million of E&G revenues remaining after expenses and debt service. That amount will be available to transfer to the plant fund for facilities renovation and deferred maintenance projects. This represents about 3.2 % of E&G revenues, so it is below the minimum target of 4% of revenue and considerably lower than the \$4.8 million transferred to the plant fund in 2014-15.

The University's Action Plan was submitted to the Office of the Chancellor and reviewed with the Board of Governors during their April meeting. One section of the Action Plan details the major areas where the University has reduced expenses over the past three years and the initiatives that have been funded in furtherance of the Strategic Plan objectives. The table is shown below.

Description	2013/14 Amount	2014/15 Amount	2015/16 Amount
<b>Strategic Investments:</b>			
Master of Science, Clinical Mental Health Counseling	\$416,391	\$500,588	\$527,083
Master of Science, Sports Science	438,837	505,812	419,751
Master of Health Science		187,995	452,319
First Year Experience courses	278,161	336,662	334,250
Reallocated Tenure Track faculty lines in high demand programs	469,341	332,047	297,424
East Campus Science Center operations	571,795	592,145	609,910
Continuing investment in instructional technology	955,691	1,097,600	565,400
Expanded institutional student aid program - increase per capita	216,835	223,682	300,000
Website redesign to support recruiting			185,000
Enrollment Management software applications		36,000	55,000
Reassign time program for new tenure track faculty development			60,000
<b>Total</b>	<b>\$3,347,051</b>	<b>\$3,812,531</b>	<b>\$3,806,137</b>
<b>Sources of Funds for Reinvestment:</b>			
Master of Science, Clinical Mental Health Counseling revenue	\$607,409	\$680,932	\$715,353
Master of Science, Sports Science revenue	695,665	698,758	578,567
Master of Health Science revenue		90,910	218,118
Attrited faculty lines in low demand programs	406,616	761,983	614,486
Reduction of temporary faculty lines and overload		700,000	700,000
Administrative reorganization	593,384	1,184,530	1,000,000
Excess facility capacity taken off line	219,302	454,050	496,170
Per-credit educational services fee pilot program		320,355	677,379
Nursing fee pilot program			78,537
Server and Desktop virtualization	156,150	234,215	120,171
Avoided energy costs	290,084	367,645	371,028
Increased Performance Funding awarded	204,333	487,807	298,643
<b>Total</b>	<b>\$3,172,943</b>	<b>\$5,981,185</b>	<b>\$5,868,452</b>

At the April Board of Governors meeting, approval was given Chancellor to proceed with the issuance of general obligation bonds to fund multiple projects across the state system, including the transfer of Fairview Suites from the Foundation to the University. The bond issuance is expected to occur this summer, most likely after the start of the new fiscal year.

As the semester winds down, the division is gearing up for another busy summer of construction projects, which are discussed below in the Facilities Department report. These projects will further enhance the appearance of campus facilities, as well as address some of the deferred maintenance issues that exist.

## **II. Department Reports**

### **Facilities Department**

*Director of Facilities, Keith Roush*

#### **Contracted projects ongoing:**

- **Fire Alarm Panels** - Project to convert all fire alarm panels on campus to report via fiber optics rather than existing copper phone lines. Necessary due to demolition of Sullivan which is now the demarcation point for all phone lines as well as the age of the existing transmission lines. Project awarded to Lobar Electric and has commenced. Completion planned prior to spring graduation. On schedule.
- **Foundation Fields** – Project has been expanded to include potential double-sided scoreboard for soccer/baseball and a permanent scoreboard for baseball. It will still include running underground electrical service to fields for scoreboards, public address system and electrical outlets. There will also be construction of concrete pads on which to place moveable bleachers etc. Construction is delayed pending approval of the revised plan by Woodward Township and DEP. This is in support of the anticipated move of LHU’s varsity soccer programs to a grass field and improvement of the baseball field. Approval has been received from the Corp of Engineers. A consultant has been retained for the DEP permit application and submission is expected the week of April 18<sup>th</sup>. If DEP approves the application, the final step will be to attend and gain approval from the Woodward Township Zoning Hearing Board for variances for the scoreboard, press box and concrete pads.
- **Price Auditorium Renovations and Glenn Road Site Improvements** - We are in the process of fee negotiations with a design firm to produce final design documents for a summer 2017 construction period. 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.
- **Woolridge Hall Renovations** – Renovations to include restrooms/showers along with a new heating system and emergency generator. LHU employees will freshen the appearance of the interior spaces by painting room heaters, trim and interior walls during spring/summer. A change order was executed to replace all shower room windows and all construction will be completed during summer 2016.
- **Sloan Roof Replacement** - Project has been bid with the successful contractor being Boss Roofing. Construction is to commence immediately after graduation with project completion prior to commencement of classes in the fall.
- **Renovation of the Fire Alarm Systems in Zimmerli, Stevenson and Sieg** - Life cycle replacement of the outdated fire alarm systems in these buildings. Project awarded to Mariana Electric. Sieg work has already commenced, Zimmerli and Stevenson will commence after graduation. Completion is planned by beginning of fall semester.

- PUB Renovations - Project to perform renovations to the PUB as recommended by the new Facilities Master Plan. Contracts have been awarded. Renovations will include a new entryway on the side of the building facing Ulmer and complete renovations to the lounge/computer lab area and the game room downstairs. Furniture will also be replaced. Bids were low enough that the meeting rooms on both levels will receive new finishes. Completion planned by the end of the summer.
- University Commons Phase II Construction - Completion of the Commons area on campus. This project will involve the demolition of Sullivan Hall and the construction of an outdoor amphitheater in the area in front of Price. The contract has been bid and contracts are being awarded. Demolition of Sullivan is to commence immediately after graduation with the construction phase to be complete at the end of the summer. Hazardous material abatement in Sullivan has been completed.

### **In-house Projects:**

- Internal Building Data Wiring Upgrades - Buildings still requiring upgrades include the PUB, TFH, Bentley, Price and Zimmerli. These buildings have minor connections when compared to those completed. Construction/replacement will extend into summer 2016 due to personnel constraints.
- Relocation of testing center to East Campus - Project underway to relocate the testing center to the East Campus to allow room for the relocation of the TLC to Raub Hall. Actual completion of the renovations and move of the testing center will occur in June 2016.
- Relocation of the TLC - Project required in preparation of the vacation and subsequent demolition of Sullivan Hall. Initial construction is underway in the East Campus (above project) to relocate the testing center. Once that project and the PUB Renovations are complete, Mountain Serve will move into the PUB and the space they vacate will be renovated to create a faculty teaching/learning center. The area vacated with the testing center move will then be modified to create a new TLC.
- 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.
- Biology Lab at Sieg - Grant funded project to create a field lab in what is currently the sitting area between the dining room and bunkrooms in Sieg Conference Center. To be completed in summer 2016.
- Collaborative study spaces - Recurring project starting this year to construct small collaborative study spaces in various buildings around campus based on recommendations from a sub-committee of the Facilities Planning Committee. The initial study rooms will be constructed in Stevenson Library on the second floor during summer 2016.
- Akeley Entry Renovation - Project has been completed along with cleaning of the building exterior and various other exterior upgrades using in-house staff in preparation for the unveiling of the Stephen Poorman College of Business, Information Systems, and Human Services.
- Replacement of Akeley cooling tower and heat exchanger - Replacement of the cooling tower and heat exchanger serving the heat pumps in Akeley. Work will be done in-house during the summer of 2016.
- Replacement of thru-wall A/C and heat units, Glennon and Zimmerli - Replacement of heating/cooling units in buildings with outdated equipment that no longer have replacement parts available. Replacement of the units in Zimmerli have been scheduled to be completed by in-house staff this summer. This will also help in the phase out of R-22 refrigerant on campus. This refrigerant is no longer produced and is to be completely phased out by 2020.

## **Future Projects:**

- **Electrical Infrastructure Upgrades** – A capital project already approved with a planned release of funds in 2016 for the complete upgrade to the medium voltage electrical infrastructure throughout main campus. 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. The design firm has been selected and DGS is in final fee negotiations.
- **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. If the budget will allow, there will be an entry/area designed to allow for an air-conditioned space for students to congregate during the hotter days of the year and potentially other interior improvements. Scheduled for summer 2017, pending funds availability.
- **Removal of fuel oil storage tanks at East Campus and North Hall** - Project to dispose of fuel oil which is no longer required for heating buildings on campus and the subsequent removal of the underground storage tanks it is stored in. This will allow us to avoid any future environmental issue that may arise by tanks leaking fuel oil into the groundwater. Fuel oil has been disposed of. Removal of tanks to occur at a later date but risk of leakage has now been eliminated.

## **Procurement Department**

*Director of Procurement, Becky Proctor*

- Every five years, the University conducts a competitive procurement for a health services provider to operate the Glennon Student Health Services Center. Lock Haven Hospital was the successful bidder and will take over management and operation of the center on July 1, 2016. They have provided these services in the past and we look forward to renewing the partnership. We are also very appreciative for the outstanding work done by the staff of Jersey Shore Hospital for the past five years.
- The Facilities Department, in conjunction with the 43<sup>rd</sup> Anniversary of Earth Day, will do a one (1) day recycling event at the Hursh-Nevel building on Saturday, April 23<sup>rd</sup> from 8:00 a.m. – 3:00 p.m.

## **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 Title IX Deputy Coordinator, Assistant Director of Human Resources for Compliance, Dean of Students, Director of Public Safety, and a Police Supervisor attended a one day Forensic Experiential Trauma Interview Training hosted at Bloomsburg University on March 29, 2016. The training provided advanced interviewing techniques to utilize when investigating complaints filed at the University related to sexual assaults, dating violence, and sexual harassment.

- **Step UP! Bystander Intervention Program**

Implementation activities for LHU Step UP! continue. The LHU Step Up! PSA was completed and is available at: <https://www.youtube.com/watch?v=EUBaBDfcTnM&feature=youtu.be> Plans to distribute are as follows: Accepted Students Day, New Student Orientations, PSA prior to Friday student movie nights at Price, via email to all students, and is available on the Title IX web page. Awareness trainings have been completed with the residence hall assistants and student leadership council. Most recently the criminal justice club has asked to become a part of the program and participated in training on April 14, 2016. Nineteen criminal justice students attended the training. A bystander intervention statement has been added to all timely warnings sent by Public to the campus community

- **It's On Us PA:** 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. April 4<sup>th</sup> through April 8<sup>th</sup> was the national week of action. We asked students to join this movement and take the pledge. We also launched a media campaign throughout campus: encouraged students to change their media feeds to reflect the It's On Us initiative, placed fliers in residence halls and around campus, and changed the network televisions on campus to display the national slides. September 19, 2016 will be the one year anniversary of when Governor Wolfe signed the bill into action. We are planning now for activities to highlight this anniversary.

**Mandated Reporter Training**

- All employees are designated as a mandatory reporter of child abuse under PASSHE BOG Policy 2014-01-A, *Protection of Minors*. PASSHE has contracted with LawRoom to provide Protection of Minors /Mandatory Reporter on-line training for the entire PASSHE system. A total of 254 employees have completed the training as of April 11, 2016.

**LawRoom Completion numbers**

<b>Group</b>	<b># of EEs</b>	<b>% complete</b>
AFSCME Agr	154	69%
AFSCME Memo	20	85%
APSCUF	254	35%
Coaches	26	42%
Executives	1	100%
Management	52	65%
SCUPA Agr	25	68%
SPFPA Agr	9	78%
SPFPA Memo	2	-
Students	609	4%

**Employee Wellness Activities**

- **Shingles Shot Clinic** - The Department of Health held a Shingles Shot Clinic at East Campus on April 5, 2016. 46 employees and their family members participated in this clinic.
- **Sport & Spine Chiropractic** – March 31, 2016 – Dr. Jason Madigan from Sport and Spine held a lunchtime presentation to educate attendees on the importance of good posture.



- **Do you have an Aging Loved One?** - February 23, 2016 - Home Instead Senior Care held a lunchtime presentation to educate attendees on options available to assist in caring for aging loved ones. *10 attendees.*
- **Healthy Eating Tips** – January 28, 2016 – Aramark Dietician Michelle Richard held a lunchtime presentation to discuss mindful eating tips with attendees.

**Payroll**

- The State System distributed the new reporting forms required under the Affordable Care Act (ACA), the Form 1095-C and Form 1095-B to the applicable individuals. The forms were issued to employees, non-Medicare eligible annuitants enrolled in the Annuitant Health Care Plan, and COBRA enrollees.
- The student payroll process has changed recently to implement the background clearance and mandated reporter requirements:
  - All active employee as of December 31, 2015 were required to be in compliance with the background clearance requirements. At the end of 2015 we reached out to 521 students to complete the background clearance requirements. The process is ongoing as each student is hired/rehired we ensure the background clearances are in place and the student is cleared to be placed on the payroll.

Actions performed	2015	2016 – to date
New Hire	312	111
Rehire	52	24
Separated	691	40
Active as of April 14	800	615
Active as of December 31	521	NA

**Financial Operations Department**

*Controller, Julie Love*

- The contract with Higher One to process student refunds ends this summer and Blackboard has been selected as a replacement contractor. The *BlackboardPay* solution offers students several options to receive their refund, including direct deposit into an existing account, deposit onto a prepaid MasterCard debit card, and paper check. Blackboard also agreed to place an ATM on campus where the debit cards could be used without paying a fee.
- Lock Haven University is sponsoring the state system’s spring 2016 Budget and Accounting Directors meeting at the end of April. A full agenda of discussions of timely topics addressing developments in accounting, budgeting, grants, and student accounts is planned.

## **Information Technology Department**

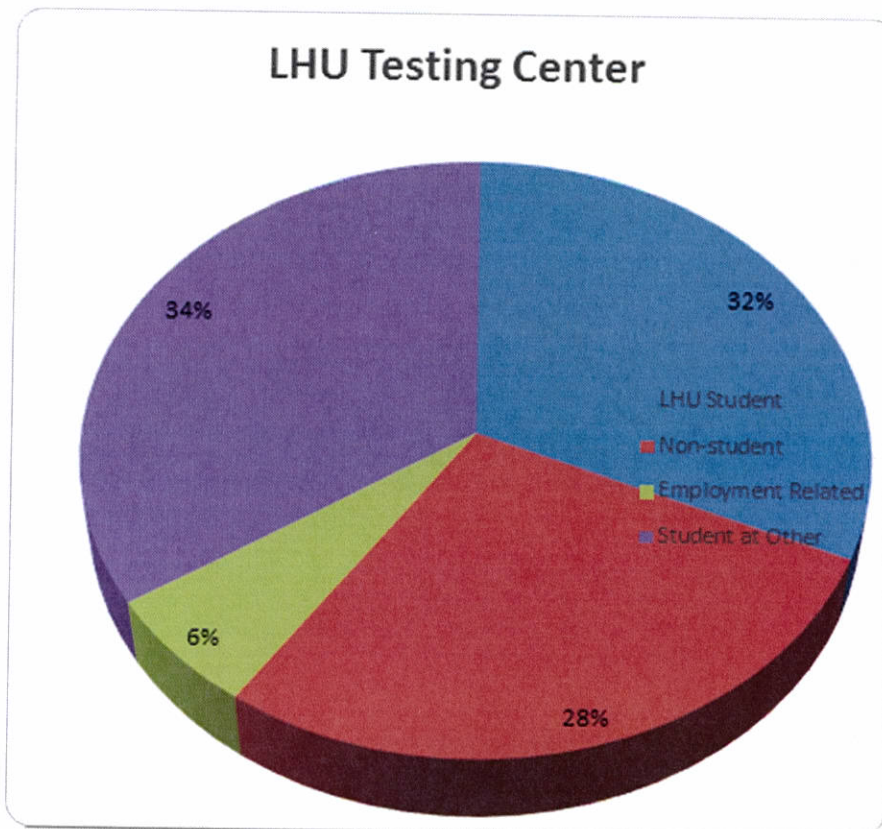
*Director of Information Technology, Don Patterson*

- 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, and Tintri. We have completed a site visit to Bloomsburg to look at the Hewlett Packard solution and we currently have an evaluation unit onsite from Tintri.
- The Jenzabar team was on site for three days earlier in April to begin implementing the JX Strategic Enrollment Management Module. 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.
- The Jenzabar Academic Planner has been installed and is being 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.
- We are starting to move forward with summer projects. We are transitioning door access from Johnson Controls to the Blackboard system. This will streamline the student ID card system as we will have Blackboard as the system in place for dining services, laundry services, and door access. The RLC Macintosh computer lab will be refreshed over the summer break along with annual refresh of technology classrooms and distance education classrooms. New wireless networking will be completed in Smith and High Hall. This will leave Campus Village left to be upgraded to wireless as there are some technical challenges due to the way the building is constructed.

## **Workforce Development Department**

*Director of Workforce Development, Shannon Walker*

- WEDnet Grant
  - WEDnet funding allocated to LHU for fiscal year 2015-16 \$448,224.00
  - 24 contracts have been funded and 15 contracts (additional requests) are pending company input.
  - WEDnet Professional Development Conference at Shippensburg Univ. 4/27-4/29/16
- LHU Testing Center
  - Offering: PearsonVUE, ETS (Praxis), and other testing.
  - Gross revenue to date: \$62,253.10.
  - Exams delivered to date: 4,084.
  - Gross revenue for FY16: \$18,563.13 representing delivery of 924 exams.
  - The 4 Quality Assessments measures continue to be positive, ranging from 96% to 100%.
  - 32% of students completing assessment represent LHU Students and 34% represent students from “Other” institutions.



- Additional Activities
  - Participation continues as a member of the WEDnet ISAAC Taskforce, the LHU Alumni Board, and most recently have agreed to serve on the City of Lock Haven's Commercial Loan Committee.
  - Currently planning Summer and Fall 2016 non-credit offerings for Main, Clearfield, and Dixon campuses.
  - Working with the Provost and Deans on certificate program development, as well as application with PA Department of State for Act 48 Provider approval.

### Small Business Development Center

*Director of the Small Business Development Center, Tim Keohane*

- The Small Business Development Center welcomed a new staff member, Brenda Holdren, to the department on February 22<sup>nd</sup> to serve in the role of a senior business consultant for the Center. Brenda was already very familiar with the SBDC, having previously served as a business consultant for the Bucknell SBDC in 2012 and 2013. Brenda also brings a wealth of international business development experience to the Center, having spent the majority of her career as an International Business & Market Development Manager with extensive experience in B2B/B2C global markets for Eastman Kodak. Brenda holds a Certified Global Business Professional designation and is bi-lingual (English/Spanish).
- The Lock Haven SBDC will be part of a grant proposal with the Pennsylvania SBDC Network encompassing 12 of the 18 Centers across the Commonwealth. The proposal will be for the federal POWER (Partnerships for Opportunity and Workforce and Economic Revitalization) grant initiative, which is a multi-agency initiative that targets federal resources to help communities and regions that have been affected by job losses in coal mining, coal power plant operations, and coal-related supply chain industries due to the changing economics of America's energy production. The pre-application is slated to be submitted to the Appalachian Regional Commission in the next 30-60 days, with a tentative project start date of January 2017 if the proposal is funded.

- The Lock Haven SBDC is currently piloting a new curriculum for the Pennsylvania SBDC Network. *SBDC GrowSmart*, a proven curriculum developed by the Georgia SBDC, is a dynamic program for owners and senior managers of growing businesses. The program is designed for leaders of companies with at least two years of successful operation, annual revenues of \$300,000 or more, and the opportunity and desire to grow.

*GrowSmart* recognizes the need for flexibility and agility in today's rapidly changing environment. Using a one-page strategy map designed specifically for this program, participants identify their company's goals and the strategies to achieve them. The program is divided into 5 full day modules:

1. Planning for Growth
2. Marketing Research & Planning
3. Leadership & Management
4. Financial Analysis & Tools
5. Operations & Implementation

### **Institutional Research**

*Institutional Data Manager, Mike Abplanalp*

- Action Plan – Worked with Finance, Financial Aid, and the Provost to update the Action Plan Microsoft Excel template.
- Key Performance Indicators – Continued to collect and update the Key Performance Indicators relating to the mission and strategic plan to be used the Middle States Periodic Review Report.
- IPEDS Spring Collection – Completed the required data collection and verification, with assistance from the Business Office, for the spring data collection for the US Department of Education.
- Middle States Institutional Profile – Updated the Middle States Institutional Profile with the most recent data.
- Spring Census – Ran all necessary processes to create and report spring enrollment data both internally and to the system office.
- NCAA Graduation/Success Reports – Completed the required reporting of student and student-athlete graduation/success rate information to remain in NCAA compliance.
- Title II – Worked with the College of Liberal Arts and Education to complete the Title II reporting for the Teacher Education programs, as required by the US Department of Education.
- Business – Compiled key measures for the Business and Accounting programs in preparation for their upcoming accreditation report.

# Lock Haven University of Pennsylvania

## Questions

1. Please list two significant risks you believe the university is facing, such as those risks unique to your particular institution or to a specific function, position, or activity.
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  
2. Please list two significant risk areas you believe the State System is facing.
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  
3. Organizational risk levels are often dependent on situational circumstances, which can change over time. Based on your individual knowledge and awareness, please evaluate the following areas with regard to any recent institutional change(s) in leadership, operational processes, information technology, or compliance. Place an (X) in any column notating where a change has occurred during the most recent fiscal year, if no change occurred, leave blank.

Operational Area	Change in Leadership	Change in Operational Processes	Change in Information Technology	Change in Compliance
Academics				
Accounting				
Admissions				
Athletics				
Auxiliary Operations				
Bursar				
Campus Police				
EH&S/Campus Safety				
Facilities				
Financial Aid				
Grants Administration				
Human Resources				
Information Technology				
Institutional Research				
Payroll				
Procurement				
Registrar				
Social Equity				
Student Health Center				
Student Housing				

4. Based on OIARA evaluation of high volume activities, new State System or university initiatives, System policy revisions, external compliance requirements, and trending risks within higher education, the following list of potential internal audit engagement considerations is presented.

From your viewpoint, select the top five engagement areas from the list below, ranking those items in numerical order (1 through 5), based upon where you believe the most value would be derived from an independent review to assist the University in ensuring internal controls are adequate and processes are functioning as intended.

Potential Engagement Area	Ranking
Protection of Minors (Compliance BOG Policy 2014-01-A)	
Jeanne Clery Act Compliance Review*	
Institutional Scholarships (Compliance BOG Policy 1996-01-A)	
Information Technology User Access Review	
Registrar's Office Operational and Compliance Assessment	
Campus Safety and Security Assessment (Staff, Students, Visitors)	
Student Application/Admission Processes	
Fraud Risk Assessment (IT/Financial/HR/ Contracting)	
Physical Access Management (Key/Card Security Controls)	
University State Tax Procedure Compliance (State System Tax Procedures)	
Employee Separation and Payout	
National Collegiate Athletic Association Compliance	
Veterans Education Benefits (Procedure/Standard 2015-20)	
Student Financial Refunds	
Concurrent System Purchasing Pre-implementation (SAP Controls/Testing)	
FinReport Financial Accounting Processes	
Chemical Inventory Maintenance	
Desktop Software Licensing Compliance	
Campus Environmental Health and Safety	
Fuel Services Fleet Card Program	
Student Bad Debt Recovery/Accounts Receivable	

\* Supporting the State System's response to Pennsylvania's Office of the Auditor General, the Office of Internal Audit and Risk Assessment will perform a Jeanne Cleary Act compliance review at all System universities, over a course of time.

5. If any key areas or processes were not identified in question #4, such as colleges, centers, or activities unique to your university where you believe an internal audit would be beneficial during fiscal year 2016/17, please list that topic here. This would also include the National Collegiate Athletics Association Agreed-upon Procedures Review, if independent audit attestation is required this reporting cycle. If possible, include a brief description of any specific risks that should be considered.

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6. Do you have any concerns regarding:

a. Potential fraudulent activity? (If so, please describe)

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b. Potential ethical misconduct? (If so, please describe)

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## **University Relations May 2016 Council of Trustee's Report**

### **Alumni Office**

The Florida alumni events took place on February 13-15. The numbers were great this year and we had events in Orlando, Bradenton, Oakland Park and Naples.

The Alumni Office had a table at the Grad Salute in March to engage with our current senior class. At this event, we asked seniors to give us their current contact information including a cell phone number and email address so that we can easily stay in contact with them after graduation.

The Division I Wrestling National Championships were held in Madison Square Garden in NYC. The wrestling program and Alumni Office hosted an event at Failte Irish Whiskey Bar. There were over 125 guests in attendance. It was a great event and something that we will continue in the future. The PSAC is having a conference at the Durrwachter Alumni Conference Center in May and Director of Alumni Relations, Ashley Koser, will be doing a presentation on holding an alumni event at a National level contest. Our event was definitely a success.

The Alumni Office has been working to partner with Greek alumni. The AST sisters had a 95<sup>th</sup> Anniversary event on campus April 8-9. Over 100 alumni were in attendance. They completed a service project for the Renovo schools. This program will provide food to those students for the weekends. They filled many grocery bags with food and Alumni Board representative, Malarie Hastings, delivered the food to the school. We will be partnering with TKE and Phi Mu Delta on their upcoming events as well.

### **Athletics**

The department hired a new Head Women's Soccer Coach, Kathy Insel-Brown. She has a rich history in women's soccer as a player and coach, she played for Berry College and coached at Young Harris College in Young Harris, GA where she won a National Championship.

#### *Promotions:*

In 2015-16, thus far – the LHU Department of Sports Information and Marketing has produced four events on local and regional television (2 football, women's basketball and women's lacrosse). The department has produced and broadcasted nearly 85 athletic events on local radio and on the internet. In addition, the department produced and streamed nearly 30 athletic events on video via [www.GoLHU.com](http://www.GoLHU.com)



### *Special Events:*

The athletic department will celebrated National Student Athlete Day on April 26 with a ceremony in the Thomas Field House. LHU Athletics celebrated and acknowledged the accomplishments of our student-athletes in the classroom, on the playing field and in their communities. The director also recognized the contributions of faculty and staff who contribute to the success of our student-athletes academics.

### *Hall of Fame Weekend:*

- Field Hockey Championship Ring Celebration (June 3<sup>rd</sup> @ the DACC 7:00 PM)
- Inaugural Golfing For Scholarships Tournament – June 4, Clinton Country Club (two flights)
- Hall of Fame Banquet (June 5<sup>th</sup> @ DACC 11:00 am)

### *Compliance:*

NCAA DI Compliance Review was recently completed and the department is now waiting on the results of the visit and inquiry last month by the NCAA consultant. The department is also currently engaged in the NCAA Self Study and plan to have it completed by the end of the semester.

### *Athletic Spring Team Highlights:*

Lacrosse is currently ranked #13 nationally and celebrated Hayley Kilia, being named PSAC Player of the Week (4/11/2016). Baseball is off to its best start in over a decade and Jacob Belinda was named PSAC East Pitcher of the Week (4/11/2016). Softball has gotten off to a great start as well with 24 wins in the first 30 days of the season and Bekah Slattery was named PSAC Central Pitcher of the Week and Louisville Slugger/NFCA Division II National Pitcher of the Week.

## **Communications & Social Media**

### *University Website:*

We are underway with the redesign of our external university website [www.lhup.edu](http://www.lhup.edu) We are working with NewCity Media, a website design and consulting firm out of Blacksburg, Virginia. During the past few months, NewCity and the core web team reviewed the baseline analysis of current website behavior, aligned project goals, clarified key brand messages, and conducted numerous faculty, staff, and student workshops to better understand multiple audience objectives. These insights evolved into sketching and brainstorming sessions which helped to create a shared vision for the new website.

We are currently engaging in a number of “sprints” (phases) which are organized into small batches that are based on key user journeys. Sketches and wireframes will translate into visual designs which will then be tested against specific requirements. Over the next few months the

wireframes will begin to take shape and be ready for content phase in late summer, early fall. The goal for the project is to have the website launched to the public in December.

*Communications:*

Currently, the marketing and communications office is working on several projects. The bi-annual alumni magazine, *The Haven*, is set for release in the first week of June. The issue, titled *Success Through Service*, will examine service in all its many forms—philanthropic, community-based, and occupational. Faculty, student and alumni commitment to service in myriad areas of life will be highlighted through feature articles and the magazine's regular sections. Press releases and media advisories are regularly disseminated to local and regional media markets. Lock Haven's local newspaper, *The Express*, recently ran a series of feature articles highlighting partnerships between students in the Health Science department and several community organizations. Additionally, *The Express* has dedicated an entire weekly section to promoting Lock Haven University events and news.

### **Lock Haven University Foundation**

The Foundation and LHU welcomed a new Executive Director on April 11th, 2016. Mr. Joseph Battista was announced by the Foundation Board. Joe brings over 27 years of higher education and development experience, most recently as the Associate Athletic Director for Varsity Hockey and Pegula Ice Arena at Penn State where he successfully coordinated the effort for the Pegula Family gift, the largest private donation in the history of Penn State (\$102 million). In addition, Joe was the Vice President of Hockey and Business Administration for the Buffalo Sabres.

Giving for fiscal year 2016-17 is expected to reach \$10 million which more than doubles the previous record for the Foundation. In addition, the total number of freshmen scholarships now sits at 49 which is only 1 away from the campaign goal of 50 and is an increase from 8 in FY 2013-14.

The Foundation Board has voted to move forward with the transfer of Fairview Suites to the University upon final approvals from the Board of Governors. In addition, Evergreen Commons is fully occupied for 2016-17. The Foundation is currently looking for a company to manage Foundation Village in Clearfield.

The 2<sup>nd</sup> Annual James Reeser Scholarship Brunch was held on April 24th in the Poorman Ballroom of the Durrwachter Alumni Conference Center. In addition, the 2<sup>nd</sup> Annual TAG Day (Thank-A-Giver) was held on April 19th. Both are important stewardship events and are meant to thank donors for their support of Lock Haven University. Events like these, along with a comprehensive stewardship plan, allowed the Foundation to see its first increase in donor retention in 15 years last year.

A Provost Listening Tour will begin this summer and will provide Dr. Donna Wilson the opportunity to talk about the importance of supporting faculty initiatives with LHU alumni and friends. The first event will be held in the DC area and the final event in February will take place in Florida. Additional locations include: Lock Haven, Philadelphia, Harrisburg, and Pittsburgh.

The Alumni Association will have a full slate of events scheduled for FY 2016/17 and these can be found on the alumni website at [www.lhufoundation.org](http://www.lhufoundation.org)

## **Special Events and Special Projects**

### *Camps, Clinics, and Tournaments*

The Bald Eagle Camps, Clinics, and Tournaments manual is complete and each coach has received a copy. The manual is a comprehensive guide to all the university and state system regulations and guidelines relating to camps, clinics, and tournaments. The manual addresses issues related to minors on campus, employee and volunteer compensation and the complete electronic registration process. The registration process will be an electronic process handled through a partnership with ARMS. Coaches have been trained and camp sites are now live on the Athletics page of the LHU website <http://lockhavencamps.com>

Marketing for camps is underway, including mail, email, social media and phone calls. The marketing activities began Friday, April 1<sup>st</sup>. There are additional plans to promote camps through “free” outlets include media advisories and social media pushes for general camps information, as well as individual camps, clinics, and tournaments.

### *Durrwachter Alumni Conference Center*

In an attempt to provide an opportunity for guest to express their opinion regarding events at the DACC, an electronic satisfaction survey was created. The feedback will be used to improve service and food quality <http://www.emailmeform.com/builder/form/01OXfVI0614Lfg>

We have begun an aggressive marketing campaign to increase the business at the DACC. The campaign includes the following:

- A social media push started in April to promote the new website launch ([www.centralpavenue.com](http://www.centralpavenue.com)).
- A new marketing packet has been prepared for businesses with the hopes of increasing all business-related events (meetings, conventions, retreats, dinners, etc.).
- A business open house is planned for Wednesday, June 8<sup>th</sup> from 11:30 a.m. until 1:00 p.m. Aramark will be providing catering hors d'oeuvres with a tour of the building. Businesses from Lycoming, Centre, and Clinton Counties will be invited.
- Guidelines were established for students working events at the DACC.

# Lock Haven University

Report of the Vice President for Enrollment Management and Student Affairs  
to the  
Council of Trustees

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## Enrollment Management

### Admissions

- Applications for the fall 2016 cycle were up, indicating that new marketing initiatives and retargeting efforts were successful.
- Deposit numbers are ahead of 15/16 but behind goal for 16/17. Every effort is being made to encourage deposits prior to May 1, 2016, the national deposit deadline.

### Center of Excellence and Inclusion

- In partnership with admissions, CEI completed a successful Accepted Student Day with a record 358 new students attending (previous record 328) and over 700 parents and family members. All offices on campus were part of making this a very successful event.

### Financial Aid

- Financial Aid award letters were sent to all accepted students about 3 weeks earlier than previous years. The earlier processing allows new students to better compare costs at schools where they have been accepted.
- The financial aid office is working to implement new federal government rules on Prior-Prior Income Data for FAFSA effective October 2016. This is a major change for all colleges and universities and we are trying to be as proactive as possible to make this not only smooth but part of competitive advantage for recruiting.

### Registrar's Office

- Graduate student commencement is Friday, May 6 with approximately 126 students graduating and 98 participating in the ceremony. Undergraduate student commencement is Saturday, May 7 with approximately 781 students graduating and 673 participating in the ceremony.
- Final spring grades are due Tuesday, May 10. All end of semester processing including issuing diplomas, honors, and probationary letters will be completed.

## Student Affairs

### Community Service

- Global MountainServe Center for Community Service participated in the national alternative spring break program, Collegiate Challenge. Students went to Newport, North Carolina to help build a home for a single mother and her five children.

### Health Services

- Lock Haven Hospital received the contract for health services following the required competitive bidding process.

### Student & Residence Life

- Woolridge Hall renovation will be completed and the building will be opened for the 16/17 academic year. After reviewing student housing requests and freshman numbers it has been determined to close McEntire Hall for the 16/17 academic year.
- The Institute for International Studies and Bentley Dining Hall completed a celebration of International Food Week. The co-sponsored event allows current international students to provide food ideas and recipes to dining services which are then served at lunch during the week. This provides our international students with an opportunity to share with the entire Haven community a little taste from their home.

### Student Activities

- Budgeting for the 16/17 academic year is underway with all clubs, organizations, and athletics having submitted budget requests. The initial round of allocations and appeals have been completed. Final allocations will be approved this semester for the 16/17 academic year.

### Student Development

- The LHU Step Up! [video](#) is done and being shared on campus to encourage students to get involved and be more than a bystander. This educational program encourages students to make a personal commitment to help keep people safe from sexual assault.