

LOCK HAVEN UNIVERSITY

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

September 16, 2016

1. Academic Planning

The 5-year rolling Academic Plan is now being updated to reflect curriculum work begun in 2015-16 that is being rolled over to 2016-17, implementation of new programs and concentrations approved in 2015-16, and faculty line allocations for 2017-18.

2. Periodic Review Report

The Periodic Review Report (PRR) was submitted on May 25, before the June 1 deadline. Readers' reports were received on August 1. The compliance report showed the University to be in full compliance with federal regulations. The review of audited financial reports confirmed the University's position that it is in a solid financial position. The readers of the PRR narrative commended the University for linking budget to planning, for program array and enrollment management planning to accommodate the enrollment decline, for significant modifications and provision of resources to support general education assessment and improvement, for significant progress in enhancing institutional effectiveness and student learning outcomes, and for allocating resources to support the assessment system. The reports are welcomed by the University. The two recommendations were addressed in the institutional response and the suggestions, which do not require addressing, were largely helpful and relating to minor matters.

At its November meeting the Commission will consider the report and recommendation of the head PRR reviewer, together with the institutional response, and will announce their decision.

The University is already preparing a roadmap to the evidence for the revised standards for affiliation and accreditation. Vice Presidents Hanelly and Wilson are attending a town hall to learn more about and respond to proposed changes in the accreditation process.

The PRR, the three reviewers' reports, and the institutional response are posted (password protected) on the website. Under the About tab, follow the links to Accreditation > MSCHE > PRR.

3. Progress on Strategic Plan Key Indicators

See selected Key Performance Indicators on pages 4 and 5 of this report.

4. Key Initiatives in Academic Affairs for 2016-17

Key initiatives in Academic Affairs, and in collaboration with Enrollment Management and Student Affairs, in response to a variety of performance indicators and external environment, include the following:

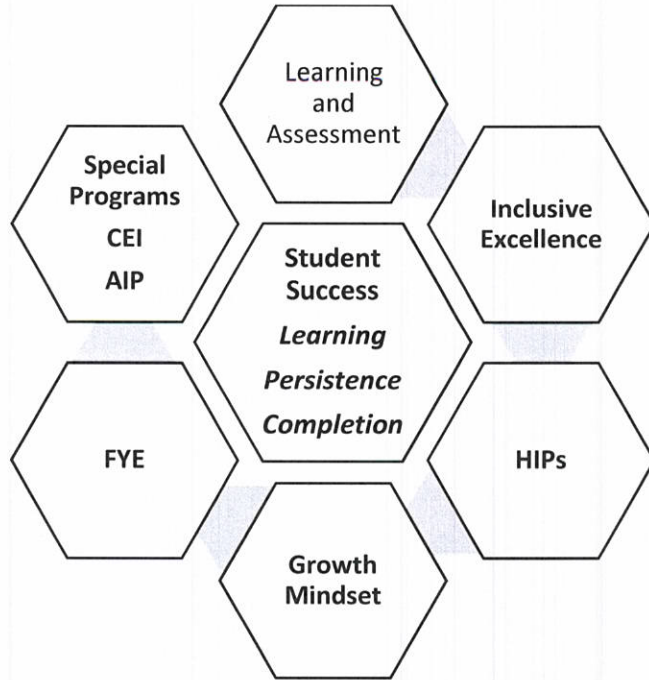
Faculty Development:

- The University will continue to focus on improving learning in so-called high DEWI-rate courses;
- The University is cultivating the next generation of faculty leaders with a Faculty Seminar in Higher Education Leadership, led by the Provost and meeting monthly;
- Dr. Nate Hosley will further develop faculty support for instructional design in distance education;
- A faculty advisory group to the Provost will inventory the opportunities and funding for faculty development available through all sources on campus, consult with their colleagues, and make recommendations to the Provost for a more coordinated program of faculty development and for broadening participation, especially in view of the new location for a Faculty Center.

Academic Planning: The Academic Plan will be updated to move in 2016-17 two programs for which full proposals were not completed in 2015-16, adjust the implementation schedule to show that a BS Chemistry concentration in Biochemistry was created in 2015-16 instead of a BS Biochemistry, show faculty line allocations anticipated for 2017-18, and any other adjustments recommended by faculty through deans for approval in concept by the President.

Community Partnerships: Academic Affairs will compile an inventory of existing community partnerships and discuss structure for a center that will make those relationships more sustainable, effective, and visible.

Student Success, measured as Learning, Persistence, and Completion:



Goal	KPI	Target	2011-12	2012-13	2013-14	2014-15	2015-16	Actions 2016-17
1 Student Success	Graduation Rates	45%/ 60%	29.1%/ 47.6%	29.8%/ 47.8%	31.6%/ 47.5%	34.8%/ 50.3%	TBD	
	Persistence	PaSSHE mean	68.9% Not met	71% Not met	70.2% Not met	68.3% Not yet	70% Not met	
	High-Impact Practices	Full credit on 5B	N/A	N/A	Full Credit	Full Credit	TBD	
	% mtg EL req	90%	69.8%	76.2%	77.4%	82.3%	TBD	
	%UG	75%	59%	56%	56%	64%	56%	
	%FTFT in FYs	98%	53%	69%	79%	86%	93%	
	FYE	Fully impl	0	1	1	2	2.5	

Goal	KPI	Target	2011-12	2012-13	2013-14	2014-15	2015-16	Actions 2016-17
2 EM	Access Gap	Full cred 6B	N/A	½ credit	Full credit	Full credit	TBD	
		Full cred 2B	N/A	Not met	Not met	Met	TBD	
	New students	Meet annual targets	N/A	N/A	N/A	90%	82%	
	Review program array and plan	Review/Plan	N/A	N/A	N/A	2	3	
4 Org/ Gov	Committees	Website	Not met	Not met	Not Met	Not Met	Met	
	Comm re: Policies	Website	Not met	Not met	Not met	Not Met	Met	

Finance & Administration Division
Report for the Council of Trustees Meeting
September 16, 2016

I. Division Highlights

The annual Budget Report submission was made to the Office of the Chancellor on September 2nd, and a summary of the submission is included in the COT materials distributed and will be reviewed at the September meeting. This submission sets forth a budget for 2016-17 which must be in balance and an unbalanced request for 2017-18 which shows the funding needs of the university. The 2017-18 submissions by the 14 universities will form the basis of the state system's budget request to the Commonwealth to be submitted in October. The cost projections shown in the submission include the salary increases contained in the tentative agreement with AFSCME, but do not include any compensation changes for other bargaining units where agreements have not yet been reached.

CliftonLarsonAllen completed the field work for the annual financial audit of the university with no audit adjustments. Draft financial statements will be available for the November COT meeting.

The bond financing of the Fairview Suites debt was completed with a very favorable result. The 25-year bonds carry an all-in true interest cost of 2.94%, compared to the temporary financing being replaced which has a 4.33% interest rate. Student rental rates were kept flat this year in anticipation of reduced debt service expense.

Three major facilities projects were completed by the opening of the semester: Woolridge Hall renovation, Parsons Union Building renovation, and Commons Phase II (demolition and construction). Two projects went into the design phase over the summer: Price Auditorium and Smith Hall renovations. The Price project is planned for the summer of 2017 while the Smith Hall renovation will be deferred until adequate funds can be accumulated in the Auxiliary plant fund. All of these renovation projects include a component of deferred maintenance work in addition to improving the functionality and appearance of the physical plant.

II. Department Reports

Facilities Department

Director of Facilities, Keith Roush

Contracted projects completed or substantially complete:

- Fire Alarm Panels – All fire alarm panels on campus now report to the main panel in Glennon via fiber. Project completed in the spring at a cost of \$445,000.
- Foundation Fields – All approvals from the Corp of Engineers, DEP, PHMC and the township have been obtained since the last report. The final permits from the Township and DEP were received on August 19, 2016. Installation of the scoreboard uprights, underground power and data commenced immediately on August 22. The scoreboards are scheduled to arrive on September 9th. Construction of concrete pads and permanent press box will not occur until funding is in place but the field will be ready for soccer's regular season this fall.
- Woolridge Hall Renovations – Renovations have been completed and the building is ready for students to move in. The lounge/rec area now has A/C, the restrooms have been completely renovated and the heating system has been replaced along with a new emergency generator. Facilities staff also painted heater covers and door frames in the building to enhance the interior appearance. A new ramp and entry

were constructed on the front of the building to comply with ADA requirements and increase energy efficiency and the comfort level in the entry area. Project completed at a cost of \$2.65 million.

- Sloan Roof Replacement - Project has been completed and the building is ready for fall classes. Total project cost \$388,000.
- Renovation of the Fire Alarm Systems in Zimmerli, Stevenson and Sieg – Project completed at a cost of \$346,000.
- PUB Renovations - Project is substantially complete with punch list items being worked. Lower level work is complete with the exception of the final carpeting in the meeting rooms which has temporary carpet installed until the correct carpet can be installed at some point this fall. Most furniture has been delivered. Outside work is complete including the roof, painting of the railing on the balcony and paving of the area between Ulmer and the PUB. The new addition, main lounge area and computer lab area are almost complete with the exception of the carpeting. All meeting rooms have new finishes. Total final project cost is app. \$2.65 million.
- University Commons Phase II Construction – Project is substantially complete with the exception of the establishment of the lawn area. The project blends well with the work completed last summer and pedestrian traffic flows very well with the new sidewalk routing. The amphitheater adds an attractive and different venue for university events. Total project cost app. \$1.2 million.
- Carpet/Flooring replacement in Bentley main dining area and ½ of Campus Village - Work completed July 27 at a total cost of \$177,000.

In-house Projects completed:

- 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. Construction/replacement will extend into summer 2017 due to personnel constraints.
- Relocation of testing center to East Campus - Project to relocate the testing center to the East Campus to allow room for the future relocation of the TLC to Raub Hall. This project was completed in June.
- 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 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.
- Biology Lab at Sieg – Project completed in August, except for installation of a solar panel on the roof. A new room was created in the former lounge area to house biology field equipment and allow for basic lab work at Sieg. Walls were constructed and cabinets/storage was installed along with a sink area.
- Collaborative study spaces - The initial study rooms were constructed in Stevenson Library on the second floor during summer 2016. 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.

- Replacement of Akeley cooling tower and heat exchanger - Replacement of the cooling tower and heat exchanger serving the heat pumps in Akeley. Work was completed using in-house personnel the week of August 15.
- Renovation of the deck at the President's residence - Replacement of rotting structural members of the deck at the president's residence along with placement of new TREX flooring and railing material. Completed in June/July.
- PUB Bookstore renovation - Interior renovations to the bookstore along with creation of a new break room and office for the bookstore manager. Project completed by in-house personnel by mid-August.
- Replacement of thru-wall A/C and heat units, Glennon and Zimmerli – This project is on-going. Approximately ½ of the units have been replaced in Glennon with plans to continue replacements during the fall. Zimmerli replacements are planned to follow next summer (2017). 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.
- Card Access conversion to Blackboard - Project undertaken in conjunction with IT department. All building door access controls were converted from the existing Johnson Controls system to a new Blackboard system. Project cost \$90,000.

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. 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.
- 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.
- 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.
- 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.
- Zimmerli Roof Replacement---Life cycle replacement of the rubberized roof on Zimmerli Gymnasium.

- 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.
- 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.

Procurement Department

Director of Procurement, Becky Proctor

- By reimbursing employees in overnight travel status for their actual cost of meals and other subsistence expenses instead of at the Federal GSA overnight subsistence allowance, the University saved \$137,534.89 in fiscal year 2015-2016.
- The Director of Procurement provided support and guidance to Mansfield University with a RFP and consequent contract for management of their dining services operations.

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 Assistant Director for Compliance or the Associate Director of Human Resources attended all new student and parent orientation sessions including a special orientation for international students. The sessions consisted of reviewing the Sexual Harassment Policy and Complaint Procedures, discussing available resources and accommodations on and off campus, and a review of the Title IX Brochure and Resource card. Students and parents were also provided an overview of the on-line training -- Student Empower Plus, and Step Up! bystander intervention program, and viewed the StepUp! PSA.
- **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. The University is planning to participate in the Fall call of action week scheduled October 17 – 20, 2016. The tentative schedule is outlined below:

Oct. 17 th	Kick Off to the week
Oct. 18 th	Got Consent
Oct. 19 th	Be more than a Bystander
Oct 20 th	Supporting Survivors

Additional information will be forthcoming from the planning team which consists of staff from the Department of Human Resources and the Division of Enrollment Management and Student Affairs.

Human Resources

New employee orientation was held on May 9, 2016 for twenty-three temporary summer facility employees and on August 22, 2016 for ten new faculty. The orientation included information on the employee's job description, bargaining unit, University holidays, pay dates, Employee Self-Serve system, University policies, the State Employee Assistance Program (SEAP), worker's compensation, and completion of required on-line training to include sexual harassment and title IX. Employees are

provided an individualized binder of all information reviewed at orientation for future reference.

Members of the HR staff held an informational session for all staff and faculty on August 26, 2016 as part of *Haven Welcome Week*. Attendees were provided with an update on: Title IX, Step Up! It's on US, Protection of Minors in University sponsored programs, and the LHU Volunteer/Internship Policy requirements. The session also included an employee benefits update regarding PEBTF screenings for employees, employee wellness fair, employee recognition luncheon, retirement counseling, wellness committee events, and provided a calendar of events for the fall semester.

Employee Wellness Activities

2015/16 PASSHE Healthy U Program - The 2015/16 participation period ended May 31, 2016. 90% of the eligible LHU Enrollees met the requirements for the 2015/16 program period. The PASSHE average was 86%. Employees who participated in this program will enjoy a significantly reduced bi-weekly contribution for health care.

Pennsylvania Employees Benefit Trust Fund (PEBTF) Get Healthy – A PEBTF Get Healthy screening will be held in the East Campus Gymnasium on September 26th for all state employees who are covered under the PEBTF. Employees are also able to receive the screening from their personal care physician. The deadline for participation is December 31, 2016. Employees who participate in this program will contribute a significantly reduced bi-weekly contribution for health care.

Employee Years of Service Recognition Program - The employee years of service recognition luncheon, which recognizes employees who have completed service time in 5 year increments, will be held on September 29th in the Durrwachter Alumni Conference Center Ballroom.

Employee Health Fair - The employee health fair will be held on October 20, 2016 from 10:30 a.m. – 2:00 p.m. in the Rogers Gymnasium. 45 vendors have been invited to participate in the health fair. Some of the many services being offered this year include: Flu Shots, Skin Screening, and Bone Density Tests.

Social Equity

- Testified in a labor arbitration between the Security, Police, and Fire Professionals of America (SPFPA) and Pennsylvania State System of Higher Education (PASSHE) concerning healthcare changes implemented on January 1, 2016. SPFPA alleged PASSHE unilaterally implemented healthcare coverage to change co-pays and employee contribution percentages. The arbitrator issued a favorable decision for PASSHE in that the employer did not violate the Agreement and thereby denied the grievance.
- Testified in a labor arbitration between the Office and Professional Employees International Union (OPEIU) and Pennsylvania State system of Higher Education (PASSHE) concerning healthcare changes implemented on January 1, 2016 with the issues being the same as was arbitrated with SPFPA except that OPEIU included the issue of PASSHE's elimination of annuitant healthcare for new hires. Awaiting a decision from the arbitrator.
- Participated in a workshop at Muhlenberg College concerning unconscious bias in the faculty hiring process. The interactive workshop presented by Cornell University included observance of a search committee in process who demonstrated unconscious bias in their review and evaluation of candidate applications. The workshop reviewed various studies conducted related to unconscious bias in hiring and provided suggestions to assist in addressing and eliminating unconscious bias.

- Attended the Human Resources and Social Equity Conference held at Millersville University's downtown Lancaster City location. The two-day conference included a session on background clearances, a diversity and inclusion workshop, a leave process review, immigration updates, classification reviews, and various other learning opportunities. The conference concluded with separate meetings for Human Resource Directors, Social Equity Directors, and Benefit Managers.

Financial Operations Department

Controller, Julie Love

- Completed the year-end close process and prepared all necessary materials for the financial audit. The field work by the audit team is finished and there are no known issues at this time.
- Supported the annual audit of Fairview Suites working with the Foundation's new auditor. Other than dealing with the new auditor's learning curve regarding the public-private partnership structure, the engagement went well.
- Successfully transitioned to a new vendor for the processing of student refunds. Students have three options for receiving their refunds: paper check, ACH transfer into an existing account, or via a prepaid MasterCard debit card. A new ATM was placed in the 24-hour room at Stevenson Library where students can withdraw money using the debit card with no fees.

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 our on site evaluation of Tintri and currently have a system from Nimble we are testing.
- The Jenzabar team was on site for three days at the beginning of August for the successful "go live" implementation of 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 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.
- Summer projects have been completed for the beginning of the semester. We have transitioned door access from Johnson Controls to the Blackboard system. This streamlines the student ID card system as we have Blackboard as the system in place for dining services, laundry services, and door access. The RLC Macintosh computer lab has been refreshed over the summer break along with annual refresh of technology classrooms and distance education classrooms. New wireless networking has been completed in Smith and High Hall. A technical solution was reached for Camus Village and this wireless installation was completed giving wireless access to all residence halls that are in service.

Workforce Development Department

Director of Workforce Development, Shannon Walker

WEDnet Grant

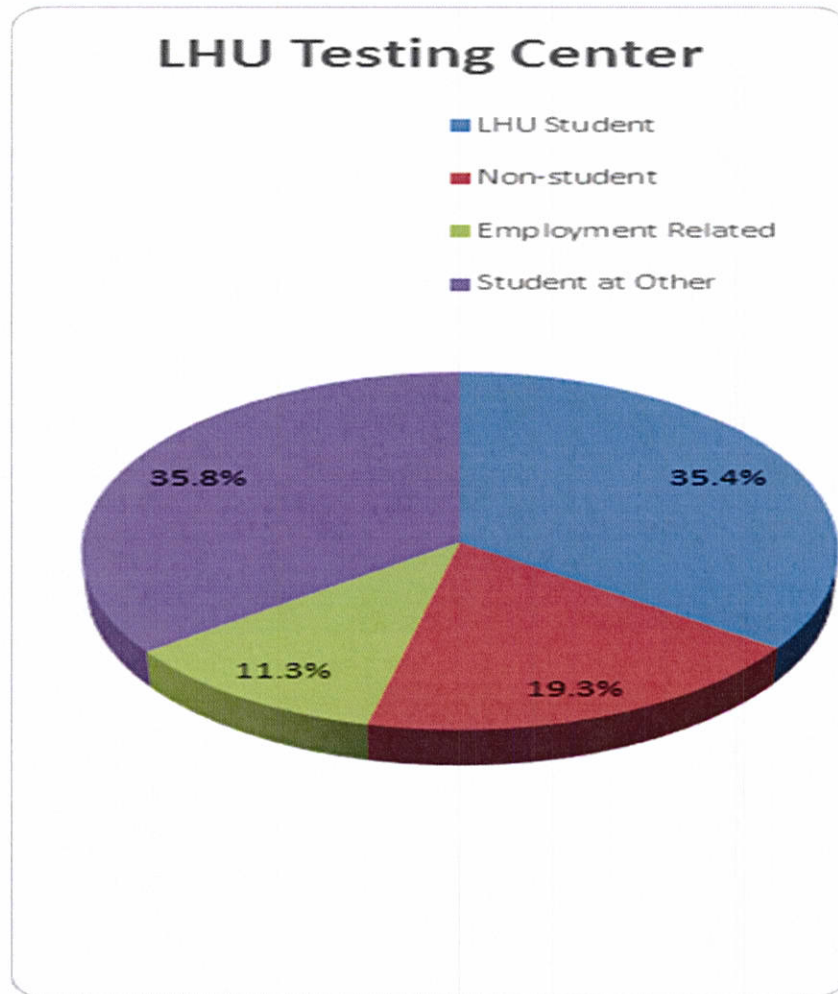
- Total revenue for fiscal year 2016: \$428,333, representing \$396,605 in grants provided to companies to train their workforce. The funding provided for 4,516 hours of training to more than 4,300 employees.
- WEDnet allocation for fiscal year 2017: \$395,652

LHU Testing Center

The testing center was relocated to suite J310-J311, 3rd floor of East Campus from Raub Hall this past June. Feedback captured on assessment cards related to the new testing center environment has been very positive.

- Offering: PearsonVUE, ETS (Praxis), and “other” testing
- Gross revenue through June 30, 2016: \$67,334
- Total exams delivered through June 30, 2016: 4,404
- The 4 quality assessments measures remain positive, ranging from 96% to 100%
- 35.4% of respondents completing the assessment are LHU students, 35.8% are students from “other” institutions, and the remaining 28.8% are non-students and/or employment related.





Additional Activities

- LHU hosted the Croda Community Advisory Council's bi-monthly meeting on July 12, 2016. The meeting was held at the East Campus Science Center and was attended by representatives of Croda, Avery Dennison, First Quality, Clinton County Economic Partnership, Dean Carnicom, faculty, and other members of the community/council. The council toured the facility and labs, were provided information on the equipment our students use in their studies, and internship opportunities were requested for our students.



Small Business Development Center

Director of the Small Business Development Center, Tim Keohane

- The Lock Haven SBDC held a Lender's Roundtable on May 25th, to discuss current economic issues, with 32 participants in attendance including local University officials, federal legislative staff, lenders from several local banks, the Small Business Administration, SEDA-COG, the Susquehanna Greenway Partnership and the Downtown Lock Haven/Main Street Program. Resources and organizations that were featured during the event included presentations from the International Trade Team member at the Lock Haven SBDC and an update to lenders from the Eastern Pennsylvania District Office of the Small Business Administration regarding SBA loan activity in the region and new initiatives geared toward lender relations.
- The Lock Haven SBDC continues to utilize USDA funding resources locally in conjunction with the River Town initiative and Google's Let's Put Our Cities on the Map programming to help established companies and new businesses increase their digital marketing presence, as well as through educational program offerings in both Clinton and Lycoming Counties. These efforts in addition to an overall uptick in new client engagements in 2016 has yielded a sharp increase in the demand for consulting assistance from the Lock Haven SBDC.
- On August 29th, the Center launched the 2016 2nd Annual Lock Haven SBDC Student Pitch Competition. The goal of the competition is to engage all Lock Haven University and Pennsylvania College of Technology student entrants in an invigorating, exciting, and memorable event that helps their educational goals. It will drive engagement from new and existing students, community members, and local supporters of small businesses as they learn about how to increase effectiveness through cloud-based collaboration tools. Participants will again use the business pitching and planning software, LivePlan, to produce actionable/trackable business pitches that can be used in future learning and beyond the classroom. Each entrant will have 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 results of the 2015 competition were featured in June at the Pennsylvania SBDC Network Professional Development Conference in York, PA. Lock Haven SBDC staff presented the pitch competition program model during an educational programs showcase session, which was geared toward sharing innovative and creative ways Centers within the Network are expanding their educational programming.

Institutional Research

Institutional Data Manager, Mike Abplanalp

- Act 101 – Assisted with the completion of the annual Act 101 reporting.
- Minority Retention Committee – Provided the committee with a large dataset so they could do an analysis on the factors impacting minority retention.
- Cognos – Attended a three-day training session for Cognos, helped Admissions with reporting for their new module of the student system, and made changes to some existing reports based on techniques learned in training.
- US News and World Reports – Supplied the required information to US News and World Reports.
- Key Performance Indicators – Assisted with the collection and completion of the Key Performance Indicators that were included in the Middle States report.

- Enrollment Projections – Modified the model to include additional information and made changes to the number of years included in the trend calculations.
- Natural, Behavioral, and Health Services – Compiled information on retention, graduation, and DEWI rates for a retreat.
- Admission Student Tracker – Processed a file of applicants who did not enroll At Lock Haven through the Student Clearinghouse to determine where those applicants actually enrolled.
- Student Activities – Updated the annual analysis of student participation in clubs and activities including breakdowns by various factors.
- Snyder Reports – Completed the Snyder Reports required by the PA Department of Education and Joint State Government Commission.

Lock Haven University

Report of the Vice President for Enrollment Management and Student Affairs
to the
Council of Trustees for the September 16, 2016 Meeting

The 2016/2017 academic year is off to a great start. Move-in weekend saw over 1,300 students arrive or return to The Haven. Upperclassman volunteered to return early to help new freshman and transfer students move-in. Athletes, ROTC, Global Honors, and Student Support Services students all volunteered to assist as well. New parents were overwhelmed by the support and assistance.

Labor Day Weekend at The Haven was filled with events, color, and fun. In an effort to keep new freshman on campus for the first weekend, various departments worked together to provide activities and events for students. A campus-wide scavenger hunt took place on Friday to encourage new (and returning students) to learn where offices and resources are located on campus. Saturday had transportation to the Lock Haven Jaycees Labor Day Boat Regatta, a movie, and an outdoor fun event on the lawn. Sunday included Bingo, Color Splash, and transportation to the Labor Day Boat Regatta Fireworks. Finally, the long-weekend ended with an excellent outdoor picnic by Aramark. Special thanks to Athletics, RHA, HAC, and many others who volunteered to assist with the events. This is an important retention weekend because often new students leave this first (long) weekend and do not connect to campus. This lack of connection can impact their ability to be successful.

Persistence numbers for first to second year are currently around 74%. This is up from 71% for last year. Campus-wide efforts are being made to continue to increase this number. This includes the Sophomore Communication Plan that was implemented over the summer. The sophomore effort included a variety of communications including a letter from the president, a personalized email from their Academic Department, and several postcards and emails about upcoming events and activities.

Enrollment Management

Admissions

- The Admissions Director, Donna Tatarka, resigned effective August 31, 2016. We are in the process of securing a search firm to assist with recruiting candidates for this position.
- Implementation of a new Student Information System (SIS) is on-going in Admissions. This is still a Jenzabar product, but the new module is based on new technology. The result is a new implementation rather than upgrade.
- Admissions is working on a RFP for all new literature for 2017 to match the new website launching in January 2017.

Center of Excellence and Inclusion

- The CEI has completed coordinating summer and fall orientations for new students. Tentative numbers look like over 92% of all new students participated in orientation.
- A strategic initiative for this year is inclusive excellence. CEI will be hosting several programs and round table conversations about what that means for faculty, staff, and students at LHU.
- Partnering with Student & Residence Life, CEI will be working with First-year Retention Opportunities in Student Housing (FROSH) floors again this year. FROSH floors provide mentors for freshman students and special programming to engage freshman. Last year (the first year) FROSH floor freshman had both higher GPAs and retention rates than non-FROSH floor freshman.

Financial Aid

- Financial Aid is leading the Financial Literacy Team on campus to help encourage all students to be more financially savvy. Efforts include partnering with PSECU to provide budgeting, credit card information, and overall savings information. As part the Freshman Passport Program, students are encouraged to participate in an online Cash Course and meet with a financial aid counselor.
- Prior, Prior year FAFSA is being implemented October 1, 2016. This means entering students can complete their FAFSA any time after October 1 rather than the traditional January 1.

Registrar's Office

- The Registrar's Office is currently implementing Academic Planner for students and advisors. This online tool will help students plan their entire eight semesters to their degree. The tool assists with prerequisite tracking, semester tracking (fall or spring offering), and when fully implemented, it will help with providing accurate seats in courses.

Student Affairs

Community Service

- Global MountainServe Center for Community Service provided over 49,023 hours of community service by 2,967 student in the 2015/16 academic year. LHU is the largest blood donor site in Clinton County. We received the 2015 American Red Cross Outstanding Achievement Award for Penn-Jersey Region.
- Plans for the 16/17 year include Clinton County Clean Scapes River Clean, Red Cross Campus Blood Drives, Transform Lock Haven, LHU Hunger Bowl Nonperishable Food Collection Competition, and many more.
- Grant Program with an AmeriCorps State Program through STEP, Inc. August 2016-August 2017: Four positions have been filled by full-time LHU students to complete 450 hours of specific community service activities in 12 months, and in exchange for completing their service they will receive a federal prorated education award scholarship.

Dining Services

- Meal plans are currently down just under 100 from last year. Efforts are underway to continue to market to commuters and off-campus students to eliminate this gap. Marketing efforts include Peer to Peer selling, monthly events in Upper Bentley, flex dollar bonus deals, and using online social media to increase awareness.
- Chick-Fil-A completed a successful first year with over \$500,000 in revenue including 59,632 waffle fries and 39,000 classic chicken sandwiches sold.

Student & Residence Life

- Woolridge Hall renovations were completed and the hall opened for students' on-time along with North Hall, Smith Hall, Campus Village, and Fairview Suites. Evergreen Commons is also available for sophomores-juniors.
- Two new Resident Directors joined the Student & Residence Life team, Amy Downes and Chris Stanonis. Both have ties to LHU. Amy Downes had been teaching in the social work program for the last three years, and Chris Stanonis was a former LHU student.
- In addition to partner with CEI for FROSH floors, residence life is also piloting new sophomore programming. This is new programming targeted at the sophomores living in residence halls designed to engage and assist with retention and student success.

Student Activities

- The Parsons Union Building is open for business and renovations are mostly complete. The building received a new front entrance and much needed upgrades to the common spaces. There are lots of collaborate study spaces available to students, as well a new game room and computer lab.
- The Bookstore also underwent some changes this summer. Students have been very positive about the changes and the new look. The area seems larger and much more spacious. Special thanks is given to the LHU facilities for building a new counter and installing many of the display features.

University Relations Council of Trustee Report

September 2016

Marketing & Communications

The redesign of our website has moved to the construction phase, where files and design have been completed and handed over to the content management service provider. The web team anticipates the prototype will be ready for first full viewing by the end of September, or early October. The site will sit in a test frame for two full months and go live in early January. After the launch, the developer will not make any changes for 90 days, allowing three months of analytics.

Several publications have printed, or are forthcoming from the office of marketing and communications. The 2nd annual Crimson and White edition of the Express published on September, 14th. The theme of this year's edition, "Health and the Environment," focused on the ways the university contributes to health and environmental concerns in the region. Several key university initiatives and programs were highlighted, including the PA program which continues to return graduates to service in the local community. In addition, student and faculty research projects from the biology and geology departments, which examine water quality issues in local waterways were featured.

The upcoming issue of The Haven magazine will have a new look as the publication is in the midst of a complete redesign. The upcoming issue will focus on the arts and will feature talented students, faculty, and alumni from across the university, but especially within the arts disciplines.

In addition, a university-wide Brand Identity and Editorial Style Guide is being produced. The editorial style guide will provide faculty, staff, and stakeholders the means to achieve a consistent and high-quality standard of writing in all internal and external communication concerning Lock Haven University. The guide will work to address style issues specific to Lock Haven University, including the official names of campus buildings/locations, courses, and more. The Brand Identity Guide will include the University's official mission statement, tagline, approved logo usage, official pantone colors, typography, and more.

Camps, Clinics & Special Events

The 2016 Camps season recently concluded and revenues exceeded expectations. Total revenue earned before expenses was over \$315,000. I think our success is due to a good plan and strong organization. The manager of Camps & Clinics worked closely with the Director of Athletics and the coaches who managed camps or clinics.

She developed a comprehensive manual of Standard Operating Procedures, strengthened the clearances and background check process, streamlined and moved registration to an electronic process, and worked closely with residence life and finance to develop and implement strong checks and balances.

Lock Haven University Athletics is planning its first, what is to be expected annual, Black & Blue Scholarship Gala scheduled for February 4, 2017 at the Durrwachter Alumni Conference Center.

Event description: Guests are invited to the gala with the option of dressing formal (black tie) or casual (blue jeans). The formal/casual theme will be reflected in the event decorations, food, music, and attire. The event focus is to raise money for the LHU Student-Athlete Scholarship Fund, with a portion of the scholarship dollars raised to specifically benefit two area athletes—one male and one female. Ticket prices are still to be determined, pending a final assessment of costs. Fundraising goal: \$20,000.

VIP Reception, 5:30-6:30 pm: For a buy up fee, guests may attend the VIP Reception which begins one hour prior to the main event. The VIP guest package includes a choice beer or wine tasting, a special selection of hors d'oeuvres, a professional photo, and live jazz music.

Main Event, 6:30-10 pm: All guests will receive tickets to sample craft beers and wines from local microbreweries and wineries. Hors d'oeuvres are included, and additional craft beers and wines will be available for purchase. DJ entertainment and dancing, as well as a live auction, silent auction, and small games of chance will take place throughout the evening. A professional photographer will be on site to take photos for purchase.

Alumni Affairs

The 2016 Homecoming festivities has been for scheduled for the week of October 10-15th. The week will include a myriad of celebratory activities and competitions. Some events planned include Midday Matness—the wrestling program's first opportunity for the campus and community to meet the team and watch them practice outdoors. Field House Frenzy is a planned audience participation and introduction of men & women's basketball to celebrate the upcoming season. Other events include the President's Leadership Luncheon, student golf cart parade, and Annual Alumni Golf tournament.

Athletics

LHU Fall Sports are underway, we welcomed new coaches, assistant coaches and playing surfaces. Head Football Coach David Taynor began his second year here at the Haven with two new full-time head coaches Rashad Elby and Kevin Smith. In Men's Soccer new Head Coach Patrick Long kicked-off his tenure on the road with a victory over Daemen University (New York). Kathy Brown, Women's Soccer Head Coach, team played well and was edged out by nationally ranked East Stroudsburg (#9).

In other sports, veteran Men's Head Cross-Country Coach Aaron Russell entered competition national ranked (#17) and ranked 2nd in the regional rankings. Field Hockey welcomed new assistant coach Anna Rogers. The former NCAA Division I standout player brings with her nearly 15 years of field hockey playing and coaching experience at every level.

For the last five seasons, Rogers has been coaching the elite University of California, Santa Barbara club team. Santa Barbara competes regionally in the Western Collegiate Field Hockey Conference. The department also welcomed former wrestling standout, Nate Carr, Jr. as the new assistant wrestling coach. Although the volleyball team dropped their opening match, new head coach, Shannon Gerencir is poised to have a great first year.

Coach Gerencir brings with her 14 years of NCAA Division II head coaching experience having spent the last 14 seasons at West Virginia State University. She was named the head coach at West Virginia State in 2002 and she rebuilt the program from the ground up.

Over the last 14 seasons, Gerencir has led West Virginia State to a pair of conference championships and led the team to two NCAA Division II Tournament appearances. Twice, she was named conference coach of the year.

The Athletic Department held a naming ceremony and unveiled the Stern Family Fields. The complex is home to our new soccer fields, baseball field, and cross-country course. Real Estate developer Mark Stern donated several large parcels of land to the university and the university developed them into high quality playing surfaces.

Lock Haven University Foundation

The planning for the public phase of the Capital Campaign is underway. New Executive Director Joe Batista is re-examining all Case for Support documents, and is in the process of working with University Relations in developing the campaign's marketing plans. Although some case statements will change, the areas of focus will not, they include Student Support (scholarships, books and housing assistance), Faculty Enhancements, Program Funding, and Campus Improvements.

To date, the foundation has raised approximately \$17.8 million in the silent phase of the campaign:

- Student Support: \$3.3 million (2014), \$3.2 (2015), \$1.1 million (thus far in 2016)
- Faculty Enhancements: \$59,000 (2014), \$73,000 (2015), \$1.5 million (thus far in 2016)
- Program Support: \$231,000 (2014), \$1.2 million (2015), \$6.9 million (2016)
- Facility Upgrades: \$350,000 (2014), \$115,000 (2015), \$337,000 (thus far 2016)