



# The Faces of A&F

**ADMINISTRATION AND FINANCE**  
ANNUAL REPORT FY 2010





**W**hen Towson University first published its 2010 vision in fall 2004, the plan's numerous goals and distant timeline made it seem like little more than a dream. Six years and countless work hours later, that dream is a reality. The Towson University of today is not only larger in size, but in spirit. We are increasingly competitive academically and more focused administratively. We have established a great reputation, gained recognition from publications like the *Princeton Review* and *Forbes Magazine*, and expanded our influence across the region and the state.

I have no doubt that the fulfillment of our 2010 vision is largely a result of the hardworking staff within the Division of Administration and Finance, many of whom dedicate their lives to building Towson University's legacy. Working day after day, they are the driving force behind much of our progress, so this year I wanted to show you our division through their eyes. The pages that follow contain their thoughts on and contributions to important initiatives that will shape the university in the years to come. After all, it's the people that make any institution great. What better way to share our story than through their eyes?

As we open the next chapter for Towson University, A&F will undoubtedly face new challenges and achieve new goals. Our staff will be at the forefront of both. Here's to them and the great work they do.

Best,

**JAMES P. SHEEHAN**  
CFO AND VICE PRESIDENT  
FOR ADMINISTRATION AND FINANCE



## BY THE NUMBERS

IN FY10:

**3,500** plants sowed

**125** trees planted

**100** acres mowed each week

**491** tons of single stream recycling collected

**4,000** light bulbs recycled

**1,380** batteries recycled

**Nearly 6,000** pieces of equipment and/or furniture recycled

**48** campus electric smart meters installed, helping to decrease energy usage

**2050:** year that Towson will be carbon neutral

**308** attendees at the Second Annual Environmental Conference

**3,810:** times that TU's reusable bottles were filled in campus dining halls

**LEIF KARLSEN**  
GROUNDS SUPERVISOR,  
LANDSCAPE SERVICES

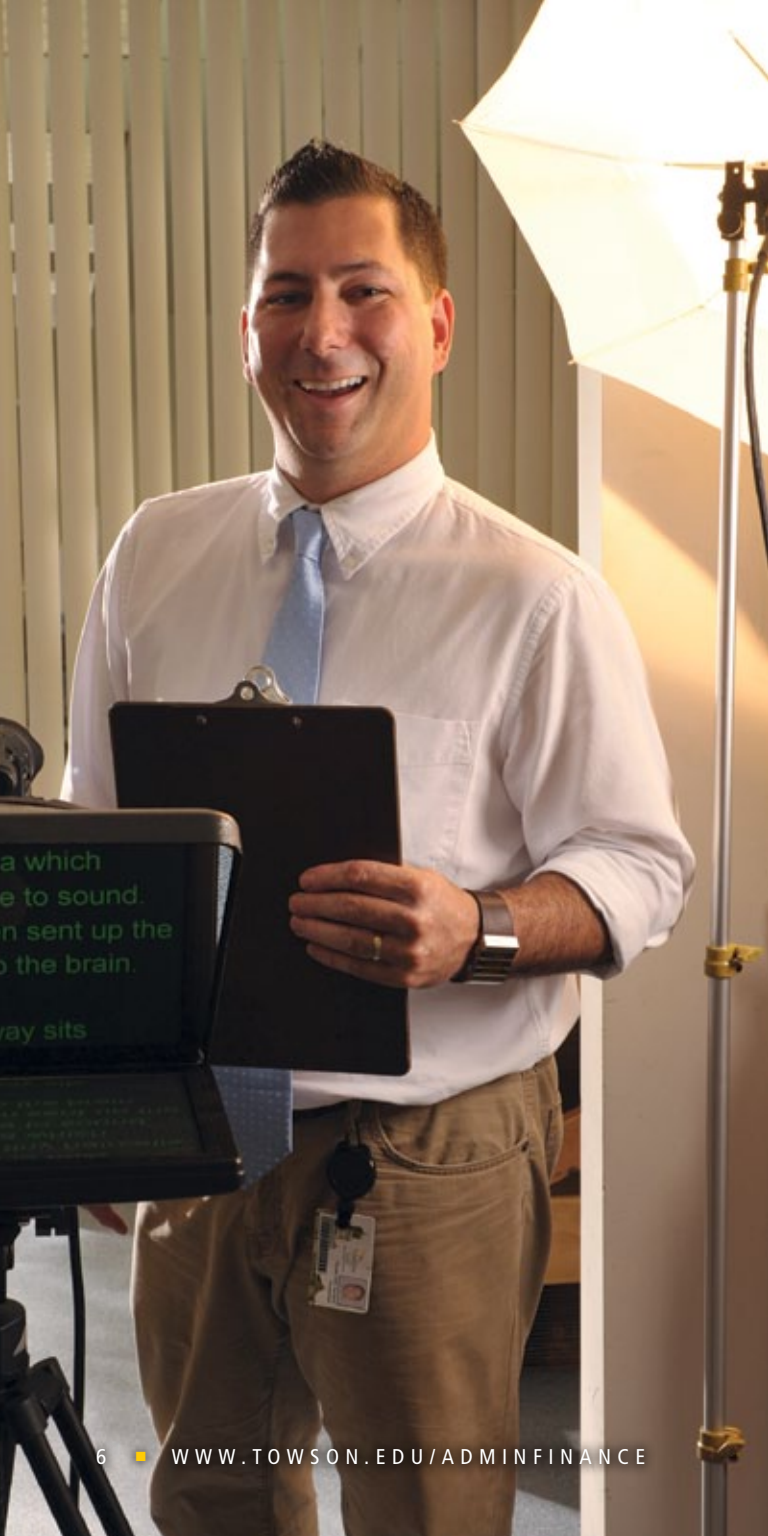
**W**hether focusing on our financial, human, or environmental resources, the Division of Administration and Finance is always striving to achieve greater efficiency. That's why last fall we developed a climate action plan (CAP) to neutralize carbon emissions on TU's campus by 2050 in accordance with the American College and University Presidents' Climate Commitment, signed by President Caret in August 2007. The plan lays out specific strategies and milestones for reducing carbon emissions, and the achievement of each milestone is monitored closely by the American Association for Sustainability in Higher Education (AASHE). The CAP is Towson's roadmap for achieving sustainability, and AASHE is our tour guide making sure we stay on the right track.

Campus sustainability is being tackled from two sides: long-term carbon neutralization plans and short-term, ongoing educational and behavioral initiatives. The university continues to increase recycling tonnage through marketing and events like the Earth Day recycling drop-off, during which more than 2,500 pounds of recyclables ranging from televisions to cell phones were collected. The Second Annual Environmental Conference sponsored by A&F and the Division of Student Affairs gained record attendance and a keynote speech from USM Vice Chancellor for Sustainability Donald Boesch. These ongoing outreach efforts—combined with continued progress toward achieving the Climate Action Plan—are making the campus more sustainable and allowing the university to achieve recognition for environmental stewardship, such as our inclusion in the Princeton Review's *Guide to 286 Green Colleges*.

*“We strive continuously to improve facilities technology to make our campus more efficient, more reliable, and more environmentally-friendly.”*

**LEROY MCKEE**  
ENERGY COORDINATOR,  
OPERATIONS AND MAINTENANCE





## BY THE NUMBERS

IN FY10:

**117,564** walk-ins to the Student Computing Services (SCS) Desk

**More than 13,000** calls received by SCS

**18:** average seconds it takes to answer each call

**18,743** calls to the Faculty/Staff Help Center

**213** unique users at the CIAT lab

**527** new computers distributed, including faculty/staff and lab computers

**4,683** TU computers managed by OTS

**70,000** feet of cable installed for campus data ports

**53,901** web pages on TU's site

**48,544,716** visits to those pages

**1,254,600:** increase in web visits from FY09 to FY10

*“Instructional technology is constantly evolving. As technology improves and as access to that technology increases, CIAT has adjusted its mission to keep offerings relevant to campus.”*

### RON SANTANA

HEAD OF MULTIMEDIA SERVICES,  
CENTER FOR INSTRUCTIONAL ADVANCEMENT  
AND TECHNOLOGY (CIAT)

Campus technology continues to evolve and become more customized, more intuitive, and more accessible. The Division of Administration and Finance is pushing the envelope toward implementing new technologies that enhance our living, working and learning environment. One such technology is the faculty/staff portal, a customizable homepage that gives TU employees a single location for accessing a myriad of university applications. Launched this spring in collaboration with University Relations, the portal makes timesheets, PeopleSoft, the forms repository, TU e-mail and a variety of other applications and information portable and more convenient than ever.

The Net ID is coupled with the portal to give students, faculty and staff a single login ID for a myriad of campus applications. The unique identifier streamlines the use of campus programs by enabling individuals to log in to a master account which connects them to core campus applications, increasing access and security while cutting out repeat log-ins.

In summer 2010, the Office of Technology Services completed

one of the largest equipment upgrade projects in TU history. The project included the much-needed replacement of data electronics in order to increase the reliability of the campus network and provide the campus with greater speed of access. Nearly half of all campus buildings received upgrades within the project, increasing bandwidth from 100 megabytes per second to a minimum of 1 gigabyte per second, allowing for better processing speeds.

How do you familiarize a group of faculty with a campus culture and resources that they may only experience a few hours each week? This is the problem Academic Affairs faced with its part-time faculty orientation this spring. Working with OTS, they developed a solution that allows part-time faculty to attend an online orientation at their convenience—any time of day, from any computer. The online version features short digital recordings of typical orientation presentations, enabling part-time faculty to receive the same information as their full-time counterparts. Launched this summer, the orientation is a great example of campus departments working together to solve campus problems.



*“As campus technology continues to expand, so must the customer support of those technologies.”*

**GORDEAN SANDERS**  
IT SUPPORT SPECIALIST, HELP CENTER



**KRISTEN MARX**

STOREKEEPER, MATERIÉL MANAGEMENT

## BY THE NUMBERS

*IN FY10:*

**23,568** maintenance requests completed

**Less than 4 hours:** average response time to routine maintenance requests

**4,181** preventative maintenance projects completed

**118** full-time housekeeping employees

**453** bathrooms cleaned on a daily basis

**1,050** move requests completed

**14,053** shipments received and distributed on campus

**10,555** assets tracked

**\$43 million:** value of those assets

**652** beds accommodated by Phase II of West Village Housing

**61** classrooms/instructional spaces in Phase II of College of Liberal Arts

**60** projects in design or construction

**M**onth by month, project by project, a new and striking landscape is taking shape on Towson's campus. In the past year, construction has progressed on four major campus buildings, not to mention numerous renovation and upgrade projects. The College of Liberal Arts building, phase two of which is set to open in August 2011, has taken form as the university's dominant academic building. The nearly 300,000 square-foot structure already serves as an anchor for the campus's academic precinct and will no doubt set a precedent when it opens as the university's first LEED-certified building.

The West Village Commons building broke ground in summer 2009 and has progressed steadily ever since. Between the mixed-use commons building, the new six-story garage and the two residence halls being constructed as phase two of the West Village Housing project, the West Village precinct of campus is on course to be a new hub of residential and student life activity when the projects complete in summer 2011.

Updated in FY 2010, the campus master plan prioritizes university construction projects and provides the specifications that ensure new projects create a cohesive campus landscape. The master plan update involved collaboration with and input from nearly 350 campus and community members. It was unanimously approved by the Board of Regents in October 2009.

Though campus growth is ultimately beneficial to the life, reputation and community of a university, there's no denying that it comes with its fair share of disruption. In order to minimize inconveniences associated with campus growth, the university has launched an interactive campus map which shows up-to-date construction zones, traffic detours, and recommended vehicular and pedestrian routes. By providing 24/7 access to information about construction closures, the map enables students, faculty, staff and visitors to plan hassle-free routes in and around campus. When paired with frequent construction updates detailing progress on each project, the map and the construction website keeps the campus community up to date on the expanding landscape of TU's campus.

*"I strive to provide innovative and effective solutions resulting in a productive, efficient, and state-of-the-art built environment."*

**RANCE BURGER**

PROJECT MANAGER,  
ARCHITECTURE, ENGINEERING & CONSTRUCTION



*"Each day I try to give the highest level of construction management to ensure that development proceeds in the best interest of Towson University faculty, staff, students and the surrounding community."*

**JONATHAN LINDHORST**

PROJECT MANAGER,  
ARCHITECTURE, ENGINEERING & CONSTRUCTION



## BY THE NUMBERS

IN FY10:

**21.54:** percentage of new business awarded to Minority Business Enterprises (MBEs)

**\$16,928,190:** total value of that business

**756** contracts awarded by Procurement

**\$77,949,550** obligated by Procurement for new orders for goods, services and construction

**110,681** eBill statements prepared

**1,872** alternative loans processed, **totaling \$11,706,880**

**1,513** private scholarships processed, **totaling \$2,657,136**

**23,621** financial aid rebate checks disbursed, **totaling \$57,674,185**

**453** employees with access to use PeopleSoft Financials

**\$93,677,969:** FY10 allocation from the state

**\$4,749,353:** total FY10 reductions from that allocation


**\$88,928,616:** final FY10 budget

**\$29,923** saved annually by faculty/staff participants in the paperless payroll project

**9** PeopleSoft training presentations hosted

## KAREN TESTUDINE

PAYMENT CENTER ASSOCIATE,  
BURSAR'S OFFICE



*“We always strive to provide faculty and staff with excellent customer service and accuracy.”*

**RACHEL MORGAN**

PAYROLL ASSOCIATE,  
FINANCIAL SERVICES

**F**iscal savings met environmental consciousness in the paperless pay initiative implemented by TU Financial Services this summer. The initiative transitioned all university employees to the Payroll Online Service Center (POSC), a secure online pay stub management system that enables employees to view 12 months of pay stub history and obtain tax records with just the click of the mouse. The initiative eliminated the distribution of more than a 100,000 pieces of mail each year, saving thousands in printing and postage, significantly reducing waste and making access to payroll information more convenient for employees.

The Payroll Authorization Consolidation Site (PACS) project is currently underway and will soon make Towson the consolidation site for personnel transactions within the six former Board of Trustees institutions, allowing these universities to band together for greater efficiency in Human Resources processing. When the project is complete in spring 2012, personnel information from Bowie State University, Coppin State University, Frostburg

State University, Salisbury University, Towson University and the University of Baltimore will be consolidated by Towson before being distributed to the Central Payroll Bureau. This consolidation will eliminate the dual entry of personnel information and save each institution thousands of dollars in Department of Budget and Management (DBM) processing fees each year.

In the face of ongoing budget cuts, the Division continues to refine business processes and programs in order to become a leaner, more efficient operation. This summer, the Bursar's Office transitioned to a third-party vendor for the processing of credit card payments for tuition bills and other monthly statements. The new processing system makes payments more secure and convenient, as bills can now be paid by credit card online rather than being mailed to the Bursar's Office. It also saves the university thousands of dollars in credit card processing fees each year—funds which are vitally needed to support academic programs in this time of economic turmoil.



**CLARISSA CAVANAUGH**  
POLICE COMMUNICATIONS OPERATOR,  
TOWSON UNIVERSITY POLICE DEPARTMENT

## BY THE NUMBERS

*IN FY10:*

- 0** schools in the USM with lower per-capita crime rates than TU
- 25** consecutive years TU has received the Governor's Award for Crime Prevention
- 645** campus safety escorts provided
- 100** persons involved in campus active shooter exercise
- 72** personal safety presentations given
- 12,134:** attendance at the personal safety presentations
- 23** residential security workshops given
- 665:** attendance at the safety programs held in the community
- 1,366** locks repaired or replaced
- 3** tests of campus emergency sirens
- 106** fire drills conducted
- 7** internal fireline systems installed
- 88** individuals trained in EH&S's CPR/AED certification classes
- 160** gallons of hand sanitizer distributed

# Occupational Exposure to Airborne Pathogens

## Training



**W**hether it's emergency preparedness, security surveillance, or policing, one thing is clear: safety on college campuses is a complex issue that necessitates a multi-faceted approach. For this reason, in 2010 the Division of Administration and Finance created an Office of Public Safety (OPS) which unites key departments responsible for campus security. The Office cuts down departmental barriers, allowing the university to combine forces in response to one of the most significant issues facing colleges today. This cross-functional, cooperative approach to campus safety and security is helping the university achieve higher levels of emergency preparedness and maintain the lowest crime numbers in the University System of Maryland.

No matter if it's large or small, when an emergency strikes, you must have a plan. OPS is assisting all university departments in the development of continuity of operations

*“Through training and consultative services we ensure the university stays within compliance with occupational, environmental and life safety regulations and standards.”*

### **RICK SETZER**

ENVIRONMENTAL SAFETY MANAGER,  
ENVIRONMENTAL HEALTH & SAFETY

(COOP) plans, an essential piece of emergency response. COOP plans arrange for the continuation of essential university functions for 14 days following an emergency, and chart the process for returning to normal operations once those 14 days are complete. Though our hope is that the plans will never need to be used, there's no doubt that the questions and conversations elicited during their development allow for more thorough planning and result in an increased level of preparedness across the university (not to mention a greater piece of mind).

## BY THE NUMBERS

IN FY10:

**55** instructor-led training workshops offered through HR

**460** faculty and staff who attended the workshops

**2,500** online professional development workshops offered through Towson's eLearning Center (TEC)

**346** faculty and staff completed TEC workshops

**95:** percentage of attendees who rated HR's New Employee Orientation as "good" or "excellent"

**15** individuals who earned professional development certificates

**\$0:** cost increase for health care plans from FY09 to FY10

**1,815** employees enrolled in TU benefits plans

**\$80.48:** average biweekly cost to the employee for a TU family healthcare plan

**\$389.80:** average biweekly cost to the university for a TU family healthcare plan


**183** positions recruited for employment by HR

**10,997** applicants for those positions

**252** attendees at the Faculty/Staff Benefits Festival and Health Fair

**RANDY PEAKER**  
RECEPTION ASSOCIATE,  
OFFICE OF HUMAN RESOURCES (OHR)





## Customer Service in Higher Education

*“We have been committed to providing and enhancing staff development programs and increasing support for staff participation. Development is not only encouraged, but is seen as imperative to the future success of this institution.”*

**MIKE NOLL**

MANAGER, TRAINING AND DEVELOPMENT

**A**s an institute of higher education, we believe that everyone is in a constant state of learning and growth. It's our responsibility to provide valuable and applicable professional development opportunities that allow the university's faculty and staff to cultivate specific work skills and engage in opportunities where they can grow not only as employees, but also as individuals. Human Resources' professional development certificate programs were created to give employees the necessary skills to achieve their professional goals. This year, the first class of graduates from these programs—15 in all—received their certificates, and we are proud that the first recipient was an employee of Administration and Finance. In the coming year, we will continue to provide opportunities for employees to harness their energy toward professional growth and development.

The Building Bridges program is a unique partnership that brings together employees from five local institutions of higher education for a series of networking and professional development workshops over the span of six months. The program, created by TU's Office of Human Resources, began in fall 2008 with support staff from Towson University, Goucher College, University of Baltimore, Loyola College, and the Maryland Institute College of Art. Building Bridges met with so much success that it was expanded this year to include supervisors as well. The employees will attend skills workshops at each participating institution, allowing them the opportunity to visit area schools and learn best practices from their counterparts at other institutions. The program not only earned the university a SunGard Higher Education Innovation Award, but it serves as an example of institutes of higher education working together to educate their own.



**ED GIZARA**

OPERATIONS MANAGER,  
PARKING & TRANSPORTATION SERVICES



**BY THE NUMBERS**

*IN FY10:*

**5,245** pounds of food collected during the 2009 Stuff-a-Bus campaign

**4,345:** increase over collections from the 2008 campaign

**2** apprentices in Facilities Management

**2,000:** hours apprentices can clock each year toward the 8,000 mandatory hours for licensure

**24:** A&F employees who volunteered at Calvin Rodwell Elementary School

**19:** Calvin Rodwell classes that received assistance from A&F staff

**83** desks donated to Trinity College in DC

**98** dressers donated to Trinity

**16,751 lbs** of furniture donated for reuse

The Division continues to give back to the community through volunteerism and service. Our partnership with Baltimore City's Calvin Rodwell Elementary School has thrived in its second year with the help of an increasingly passionate group of volunteers. Led by the Office of Human Resources, staff members from across the university visit the tier-one school each month to assist teachers and read to students. TU volunteers also provide vital staffing support for the special events at the school, including spring celebrations and the school's annual Field Day. This type of assistance—in addition to the annual drive in which university staff members donate supplies to the underfunded school—provides the school's teachers and administrators with the resources they need in order to focus on what they do best: educating children.

In times of economic turmoil it's more important than ever to give back to those less fortunate than you. This year, the TU community banded together to donate more than 5,200 pounds of food to the Maryland Food Bank and more than 1,200 toys

and \$1,000 to Toys for Tots during the second annual Stuff-A-Bus campaign. Sponsored by Parking & Transportation Services, the campaign challenges students, faculty and staff to donate food and toys to the needy during the holidays. Donation boxes are placed around campus, and several weeks of collection culminate in volunteers loading all the food and toys into a TU bus. The bus transports the donations to the Maryland Food Bank and the Marine Corps Warehouse, where they are stored awaiting distribution to families across the state. As the campaign grows, we hope to continue stuffing bus after bus with holiday donations for Marylanders in need.

*“One person CAN make a difference in this world...giving from the heart is beneficial for everyone involved and to top it off, it feels good!”*

**PAM MATHIAS**

SENIOR SALES & EVENT MANAGER,  
EVENT & CONFERENCE SERVICES





## BY THE NUMBERS

IN FY10:

- 2,025** posters designed and printed by Art Services
- 18** campus "You Are Here" maps produced by Art Services
- 52** children who attend the Child Care Center
- 18** student employees at the Child Care Center
- 1,025** students who used the Child Care Center as a resource for observation or data collection
- 145,905** slices of pizza served in campus dining halls
- 75,388** cups of coffee sold in campus dining halls
- 121,446** textbooks purchased from the University Store
- 20,562** sweatshirts sold by the University Store
- 200** textbook titles available for rental for fall 2010
- 350** e-book titles available for purchase for fall 2010
- \$0:** cost of gift wrapping at the University Store
- 102** jump starts given by Parking & Transportation Services
- 33,100** meals served to staff members working during the 2010 snowstorms
- 5** off-campus shuttle routes managed by Parking & Transportation Services
- 1** on-campus shuttle route
- 254,291** rides given by shuttles
- 93** enrollees in the Zipcar program
- 80** recipients of smoking cessation assistance on campus
- 328** campus acres that are smoke-free

**ABDUL-HALIM EL-JALLAD**

GRAPHIC DESIGNER, ART SERVICES



*“We are always looking for ways to improve our products and services in order to be a better resource for students, faculty and staff.”*

**TERRI KOTSCHENREUTHER**  
HEAD CASHIER, UNIVERSITY STORE

**E**xcellent customer service is more than friendly face-to-face interaction—it’s about offering customers new initiatives and expanded services that make their lives easier and improve their well being. It’s about introducing offerings like the pilot textbook rental program, which gives students a less expensive alternative for textbook purchases. Instead of buying a new or used book with only a chance of recouping the money during book buyback, the rental program offers students textbook rentals at a flat fee for every course. Students can return the book at the end of the semester or choose to buy the book outright. By turning an often unpredictable expense into a fixed cost, the program allows students and parents to budget for course materials long before the semester begins. More than 200 titles are available for rental this fall, and due to its success, the program will be expanded in the spring.

On August 1, 2010 Towson University made history by

becoming the first four-year institution in the state to have a completely smoke-free campus. The smoke-free policy was developed by a task force comprised of students, faculty and staff from across campus using input from university-wide surveys and focus groups. It was implemented this summer alongside a myriad of cessation assistance programs offered through the Dowell Health Center. Though the policy will be a transition for many, the Division is committed to providing a safe and healthy environment for our students, faculty, staff, and visitors, and we are proud that every person on Towson’s campus now has access to clean air.

