



EASTERN
WASHINGTON UNIVERSITY

start something **big**



DIVISION OF BUSINESS and FINANCE

A Message from

Vice-President Mary Voves

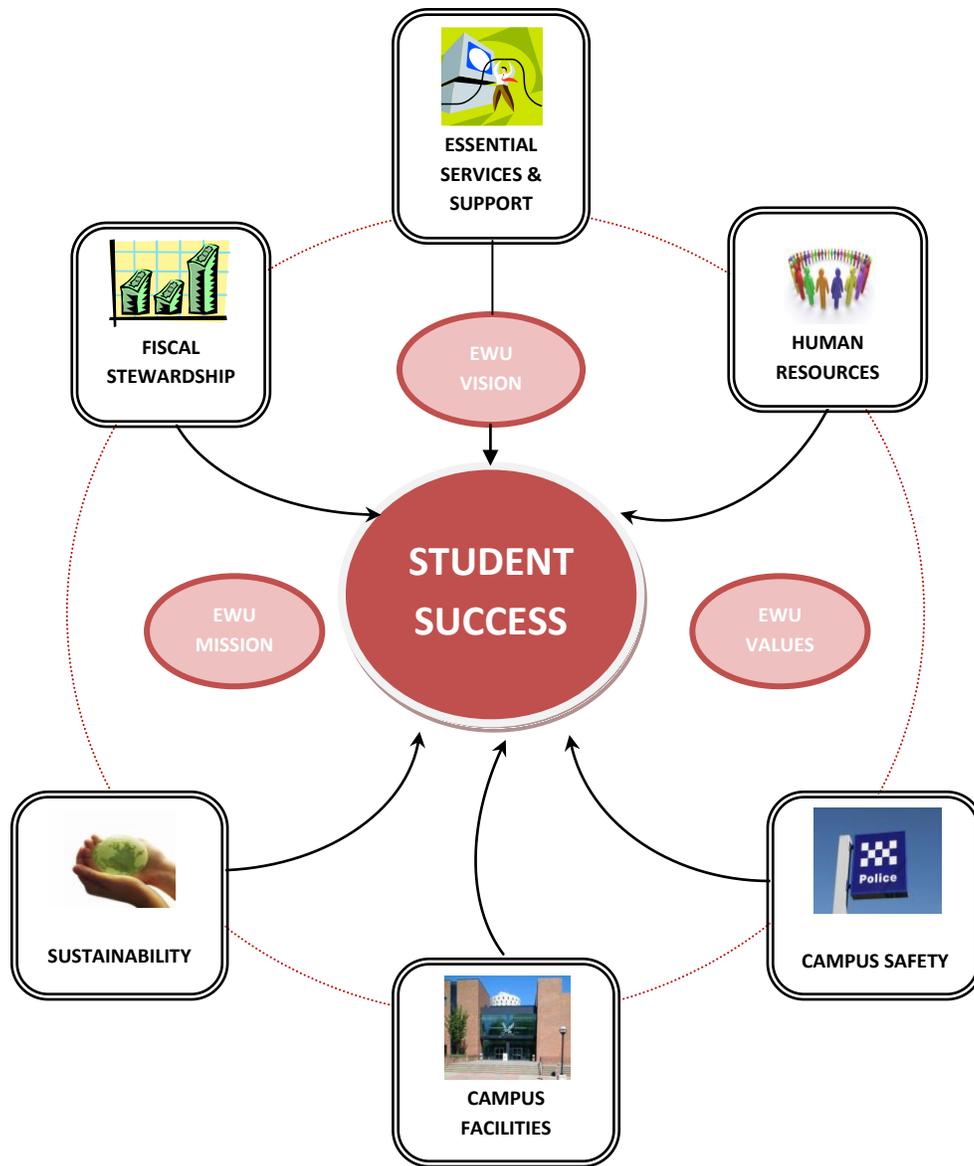


I am honored to serve in my fourteenth year as the Vice President for Business and Finance and Treasurer at Eastern Washington University. The Business and Finance division proudly serves Eastern's 12,000 students and 1260 staff and faculty by providing excellent facilities, fiscal stewardship and the management of physical and human resources to benefit generations of future students. Our goal as a division is to meet or exceed the expectations of our university community in all the services we deliver. On behalf of the 422 employees in Business and Finance I am pleased to share this guidebook which provides an overview of the services, responsibilities and dedicated support provided by our team.

OUR VISION

We are a valuable partner in the teaching, research and outreach endeavors of the University. We reflect in our daily operations the University's commitment to a high quality, student centered learning environment. By ensuring financial viability of the institution, we help Eastern grow and prosper. Campus appearance and infrastructure contribute positively to the overall learning experience. By participating fully in the campus community, the Business and Finance staff enhances the quality of campus life.





DIVISION OVERVIEW

The **Division of Business and Finance** provides stewardship of the university's human, financial, and physical resources, all of which enhance the university's ability to achieve its mission. Successful stewardship is accomplished by providing fiscal leadership, safeguarding University assets (both financial and physical), and providing a safe, attractive, and comfortable physical environment.

EWU is the fastest-growing institution in Washington State, with over \$300M in net assets, an annual budget of \$225M, enrollment of over 12,500 students (Fall 2012), and 1260 administrative, classified, and faculty employees.

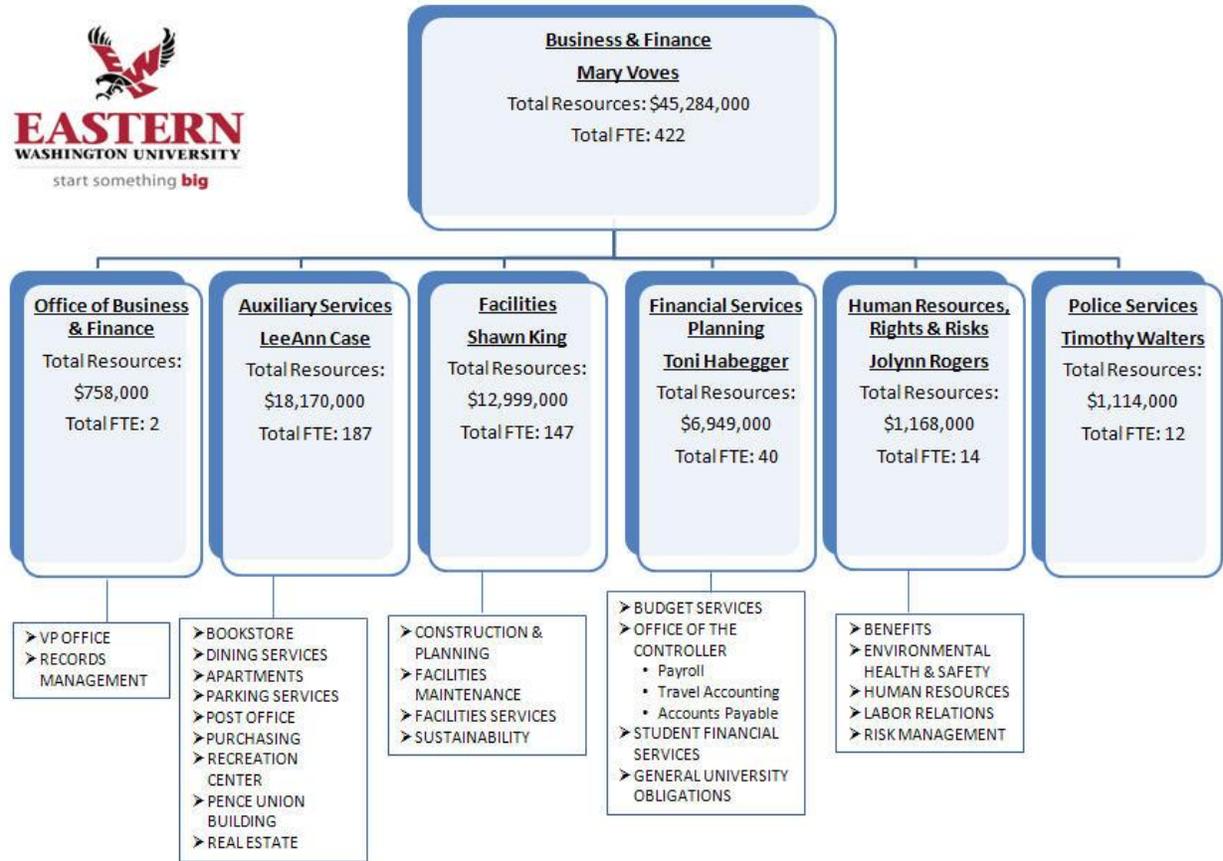
Ensuring financial viability of the institution enables it to grow and prosper. Attracting and retaining a qualified and diverse staff promotes excellence in the fulfillment of the institution's academic mission and delivery of services. Campus appearance and infrastructure contribute positively to the overall learning experience.

Core Services

The core services performed by the Business and Finance division encompass a broad range of essential business functions:

- A principal function of the Business and Finance division is to manage the university's biennial and supplemental operating and capital planning and budgeting processes. This responsibility is complemented by campus-wide participation in a biennial and annual budgeting process.
- Financial, Compliance, and Operational enterprise Risk analysis, assessment and management.
- A major component of an effective management of the university's finances includes an appropriate system of accounting and financial reporting. Since 2007, the university has utilized the Banner Finance system, a leading accounting software in the higher education industry.
- Other areas of responsibility under the finance organization include, payroll, accounts payable, treasury management, student accounts management and collection of receivables, debt issuance, and all internal and external reporting of financial information.
- The division manages the long-term planning and development of the institution's Facilities Master Plan. The Facilities Master Plan supports the 10-year Capital plan. With these as a base, the Facilities and Planning team manages the capital projects as approved in the biennial capital budget.
- The Facilities team supervises the operation and maintenance of the physical plant, which includes all buildings and grounds on campus.
- Another key area is the procurement of supplies and equipment for the campus which ensures competitive pricing and efficient use of university resources. This team also oversees the administration of contracts, including compliance with state laws and regulations.
- A key function of the division is to provide management over all aspects of employment services, including recruiting, retaining, and development of faculty and staff, management of benefits and employee relations.
- The auxiliary services in the division provide daily services to students, staff, and faculty through its campus Dining and Catering operations, event, camp, and conference planning, management of campus recreational facilities, campus Bookstore, student union (PUB) operations, and the University apartments.
- Emergency management.
- The division also includes the Campus Police and public safety operations, which is comprised of fully commissioned police officers.
- Environmental Health and Safety oversee vital programs and compliance to ensure employees and students are safe in the campus and classroom environments.

BUSINESS & FINANCE ORGANIZATION



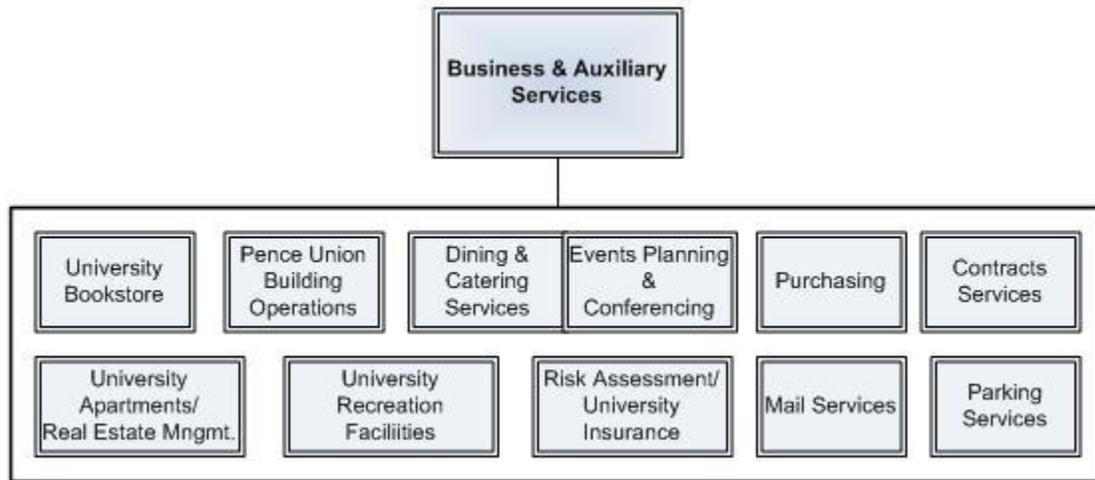
FY2013 Original Budget Base, Ledgers 1, 2, & 3, as of 6/4/12.



BUSINESS AND FINANCE

DEPARTMENT PROFILES

BUSINESS & AUXILIARY SERVICES



Total Resources: \$18.2M

Total FTE: 187 FTE

Core Services:

- Retail Bookstore services
- Pence Union Building (PUB) Operations
- Campus Dining & Catering Operations
- Event, Camp, and Conference Planning
- University Recreation Facilities
- Purchasing, Procurement, and Contract Administration
- Eagle ID Card Management
- Mail Services – Cheney, Riverpoint campuses
- Parking & Transportation Services/Commute Trip Reduction (CTR) program
- Real Estate Management
- Risk Assessment/ University Insurance

Business and Auxiliary Services addresses the “out-of-classroom” needs of EWU students, faculty, staff and the extended campus community.

The Auxiliary units are business entities generating net revenue that is reinvested in their facilities and operations of the self-support budgeting process.

The staff of Business and Auxiliary Services possesses a broad knowledge of, and is invested in, the campus community. With its central focus on students and the campus at-large, they are committed to their role in enhancing the campus experience to support recruitment, retention, and overall student success.

University Bookstore

Total Resources: \$5.2M

Total FTE: 20 FTE

Physical Space: 18,947 GSF

Core Services:

- New and used textbook sales
- Textbook rentals
- Course materials, supplies, study aids, and computer software
- Special Programs and Events , e.g. Grad Finales, Children's Book Program, Mother's Day Photos, Holiday Sale, Book Signings



The **University Bookstore** works to provide diverse options for course materials to student and faculty, including new and used textbook sales, classroom and office supplies, on-line course study aids and access to free e-books.

The EWU Bookstore has recently added a rental program for course materials and enhanced the textbook website to include cost comparisons with Amazon. The EWU Bookstore is in compliance with the Higher Education Opportunity Act, RCW 28B.10.590, and WAC 172-132, which provide for transparent pricing and textbook requirement information, unbundled textbook purchasing, and a book buy-back program to improve affordability.

Through the Computer Sales Program students are offered special academic pricing on computer software and peripherals for PC and Macintosh systems, as well as discounts on Apple, HP, and Dell products.

The University Bookstore provides EWU students, staff, faculty, alumni and campus visitors with retail offerings of general book titles, magazines, apparel and gifts.

In support of the university's commitment to sustainability, environmentally friendly products are available within the merchandise mix, especially in the supply or paper products categories.

Dining and Catering Services

Total Resources: \$ 8.1 M

Total FTE: 93 FTE

Core Services:

- Food and Beverage Services
- Catering
- Athletic Event Concessions

The **Dining and Catering** teams provide valuable services that enhance the campus experience for the entire EWU community and guests. It features nutritious and affordable food, dining options, and convenient service.

Dining Services offers nine campus locations for food and beverage services, including three coffee stands, two convenience markets, a restaurant and a traditional dining hall. They offer a variety of meal plans designed to give residential students optimum flexibility in dining options. In addition, Dining Services operates concessions at EWU Athletic events.

Dining Services collaborates with Residential Life/Housing to provide a comprehensive and successful on-campus residential living program and summer camp program.

Each year Dining Services processes over one million transactions. They are the largest on campus employer of students, currently employing over 300 students per week.

Dining Services focuses its sustainability efforts on recycling, use of earth friendly disposables, increased use of organic and all natural products in the menu options, reducing food waste and eliminating products that contain trans fats.

Catering Services offers a wide range of food service options for meetings, camps, conferences, and other events. Services are available 7 days a week for student, university, and private events.



Event Planning and Scheduling

Total FTE: 2 FTE

Core Services:

- Event Scheduling and Planning Services
- Event Venue and Space management
- Coordination of Catering services
- Camp and Conference coordination

The **Event Planning and Scheduling** unit provides professional, full-service event planning expertise to support the numerous camps, conferences, university, community, and private events taking place on the EWU campus. They handle all of the details for scheduling, set-up, tear down, and equipment requests. Food and beverage services for events are coordinated with Dining and Catering.

This area provides support for 3,600 summer camp attendees, as well as a variety of campus and community events.

Pence Union Building (PUB) Operations

Core (Supported) Services:

- University Bookstore
- Food and Beverage services
- Meeting and Conference venues
- Lease tenants
- ASEWU
- Campus Computer Lab

Physical Space: 120,069 (GSF)

Building Usage:

- 4,000 daily visitors
- 2,000 meetings/events annually

The **Pence Union Building (PUB)** is the most actively used building on campus and serves as a primary meeting place and transit stop for students and other members of the Eastern Washington University community.



It is the home of ASEWU, the University Bookstore, Dining Services locations, Student Life, Eagle Express market and Campus Computing. The PUB provides a venue for community-building and strengthening of relationships through informal association outside the classroom. The PUB multipurpose room, (the largest meeting space on campus) is used over 320 days per year and also serves as a location for the Associated Press election station.

University Recreation Facilities Operations

Total Resources: \$ 1.9M

Total FTE: 38 FTE

Physical Space:

- Sports and Recreation Center (SRC) –
 - Aquatics – 21,237 (GSF)
 - Fieldhouse – 51,316 (GSF)
- University Recreation Center (URC) – 115,490 (GSF)

The **University Recreation Facilities Operations** unit plays a key role for the institution by providing leadership and professional expertise in recreation facility operations management, planning and development.



The facilities are available to students, staff, faculty and the community, and support the programs and activities sponsored by Athletics, Student Affairs, and other university entities.

Facilities and services managed by this unit include:

- The Sports and Recreation Center (SRC) which primarily serves as an athletic venue and academic program facility. The SRC is home of Eagles Basketball, Tennis and Volleyball and Roos Field hosts the 2010 National Champion Football team. There is an aquatics center as well as various gyms and activities spaces.
- The University Recreation Center (URC) features a multipurpose sports surface that

can be transitioned into an ice rink, a 200-meter running track, an indoor climbing wall, a gymnasium, outdoor recreation services, and 17,000 sq. ft. of fitness space. There are over 1,500 visitors in the facility each day of the academic year.

Purchasing, Procurement and Contracts

Total Resources: \$ 340.6K

Total FTE: 5 FTE

Core Services:

- Professional management of product and services procurement and contracts processes
- Vendor management
- Procurement Card (P-Card) process management

Annual Transaction volume:

- 2,600 departmental requisitions
- 4,800 purchase orders
- 4,000 Office Depot orders
- 9,300 P-Card transactions

EWU **Purchasing and Contracts** manages the requisitions, purchase orders, and contracts for the university in order to efficiently obtain the best quality, value and services for our students and campus departments. The unit is responsible for providing training and process oversight to the campus community to ensure compliance with all university and state procurement processes, procedures, and guidelines.

In support of EWU's commitment to diversity and inclusivity, Purchasing is responsible for managing the Supplier Diversity Strategic Initiative to maximize opportunities for certified minority and women-owned businesses.

University Apartments/Real Estate Management

Properties:

- Anna Maria Apts – (12) One-bedroom units; (8) Two-bedroom units, (Total GSF - 18,169)
- Holter House - (8) One-bedroom units; (4) Two-bedroom units (Total GSF - 9,831)
- Townhouse Apts. – (50) Two-bedroom units;(21) Three-bedroom units; Disabled units: (2) One-bedroom units; (2) Two-bedroom units, (Total GSF - 72,629)

Total Resources: \$532K

Total FTE: 2 FTE

Core Services:

- Property Management
- Lease Management

The University Apartments/Real Estate Management

manages the Family and Graduate apartment community of Eastern Washington University. There are three apartment complexes conveniently located on campus. They offer housing options for students with families or for graduate students who want to live on campus, but not in a residential hall. The units are available at affordable rates and have easy access to campus recreation and student services facilities, downtown Cheney, and Spokane Transit Authority bus routes into Spokane.

The University Apartments/Real Estate Management function also manages leased space in Washington and Idaho for various programs and the long term lease on the Brewster Residence Hall.

Parking Services

Total Resources: \$880K

Total FTE: 10 FTE

Core Services:

- Campus Parking Services
- Commute Trip Reduction Program

Parking Capacity:

- 16 lots – 2,105 permit spaces; 455 meter spaces

EWU Parking Services is committed to seeking long term alternative methods that meet the changing global mobility needs of the campus community and utilizing methods of transportation that are environmentally sensitive. Recognizing that the initial experience at Eastern begins with parking and access to campus, Parking Services focuses on providing excellent customer service when providing services to students, staff, faculty and the community to create a positive experience at EWU. The department provides services to the campus five days a week and during weekend special events.

Revenues are generated through the sale of annual and quarterly parking permits, parking meter fees, special events fees, and parking citations. Parking Services, along with the university and ASEWU, provides Spokane Transit Authority bus services and the Commuter Trip Reduction Program.

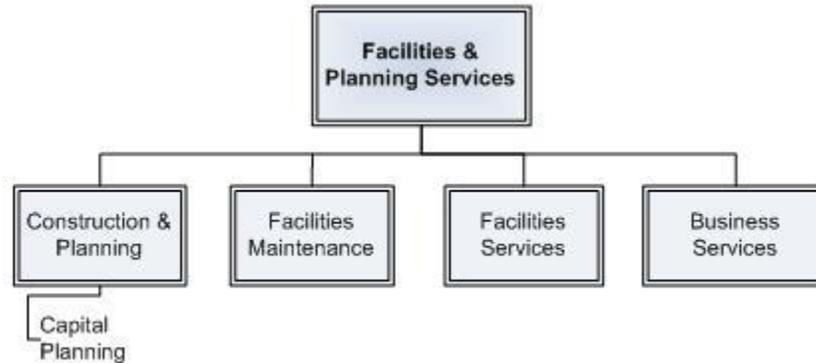
Mail Services

Total Resources: \$423K

Total FTE: 4 FTE

The **University Mail Services** department processes and distributes incoming and outgoing mail and packages for USPS Mail, Fed Ex and UPS. In 2010-11, the department processed 1.7 Million pieces of US Mail.

FACILITIES AND PLANNING SERVICES



Total Resources: \$ 13M

Total FTE: 147 FTE

Core Services:

- Leadership in the development of the Facilities Master Plan.
- Development, presentation, application and implementation of the university's biennial capital budget.
- Leadership for the development and submittal to OFM of the university's 10-year capital plan.
- Leadership and consultative expertise in support of efficient and sustainable campus systems and processes.
- Operations, maintenance, and support of EWU's physical plant, building and grounds maintenance, transportation services, and waste management and recycling activities.

Physical Campus: >320 acres

Total Building Gross Sq. Ft. Maintained: 2.9M

University Facilities Current Replacement Value: \$1.3B

Average Annual Number of Workorders: 13,000

AVERAGE ANNUAL WORKORDER TYPE DISTRIBUTION	
Workorder Type	% of Total
OPERATIONS & MAINTENANCE	80%
WORK FOR OTHERS (Chargeable)	16%
INDIRECT (Non-Chargeable)	2%
REPAIR	1%
IMPROVEMENT	1%

Capital Projects Budget (2011-13 Biennium):
\$94M

Facilities and Planning is at the heart of the university's planning, construction and operations of the physical campus. The organization provides stewardship and management of the university's investments and resources in the area of Architectural, Engineering and Construction Services, Facilities Maintenance and Facilities Services to support and enable EWU's academic mission and reputation as a safe, healthy, attractive place to learn, work, live, play and visit.

Facilities Master Planning

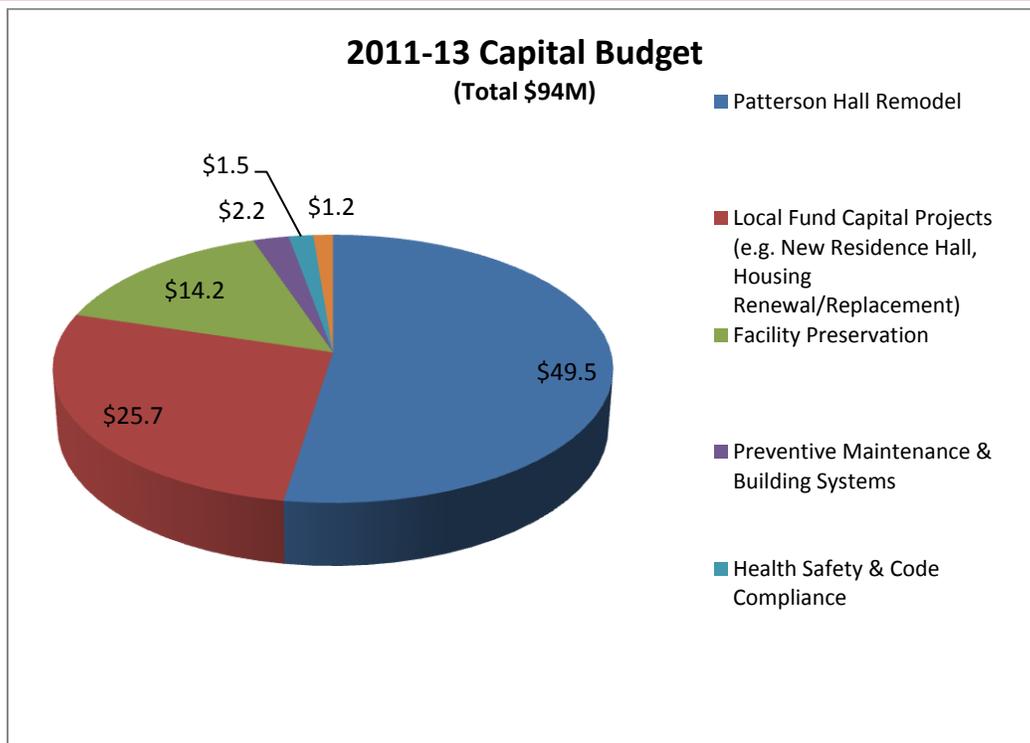
Planning of the physical campus is critical for Eastern to meet its strategic goals. This process is accomplished by a systematic planning process that focuses on the university facilities and infrastructure and how they support the academic mission. The University Facilities Master Plan is a road map for future improvement and additions to university campus. As projects are completed and new strategic goals are formulated the plan is updated and reaffirmed. While the Facilities Master Plan defines the course for university facilities it also is a flexible document that allows the university to respond to market changes in the academic needs of students and faculty. For this reason the university updates the Facilities Master Plan on a regular basis.

Capital Planning and Budgeting

At the start of each biennium, the Facilities and Planning department manages the process to develop long-term capital plans that are presented to the state in a ten-year capital planning document. This document outlines priority projects as they sequence through the funding requests for pre-planning, design and construction. Each biennium, the university requests capital funds to meet the next step in the ten-year plan and the Capital Master Plan. This process allow for making changes that that meet short term needs and the rapidly changing education market while not losing sight of the long term overriding goals and direction of the university.

The 2011-2013 Capital Plan and Capital Budget Request may be viewed at

<http://access.ewu.edu/Documents/Budget/2011-13%20Capital%20Budget%20Request.pdf>



Sustainability

Facilities and Planning is committed to the effective use of our natural resources as well as adopting sustainable design and construction processes within all of our capital projects. Major capital projects follow LEED (Leadership in Engineering and Environmental Design) criteria.

The Facilities team champions the university's efforts and initiatives for environmental sustainability and natural resource management by providing leadership and expertise.

In consultation with energy efficiency design/build firm McKinstry, Facilities' has led the development of a comprehensive campus-wide Energy Efficiency and Sustainability Plan. In addition, the AVP for Facilities and Planning co-chairs (with the Vice Provost for Academic Affairs) the university's Campus Sustainability Committee. The committee's mission is to support university leadership in its goal of promoting environmental sustainability and reducing the impact of university operations on the environment.

These activities ensure the university's compliance with the American College and University Presidents' Climate Commitment and legislative requirements of the State of Washington

Construction and Planning Services

Core Services:

- Capital Budget development
- Public Works Contract implementation
- Major Capital Project Programming and Execution
- Minor Works Project Planning and Execution
- Infrastructure Preservation Planning and Development
- University space classification and inventory

Construction and Planning Services is responsible for the development, presentation, application and implementation of the university's biennial capital budget. The unit also performs facilities project design, public works contract administration, and construction management.

In addition, Construction and Planning serves as the data manager for all information related to campus facilities, infrastructure and grounds, and is responsible for cataloging space, system, and facilities conditions to assist in short- and long-term planning to extend the lifecycles of campus real properties. They also provide engineering support for operations and maintenance activities.

Facilities Services

Total Resources: \$ 8.1M

Total FTE: 84 FTE

Core Services:

- Custodial Services for 2.8M gross square feet of facilities space
- Grounds Maintenance for 320 acre campus
- Solid Waste Management and Recycling
- Transportation Services
- Vehicle Maintenance
- Motor Pool and Fuel Farm

Facilities Services delivers exterior and interior spaces that are clean, comfortable, safe, and aesthetically pleasant for University community and visitors. With a clean, comfortable and safe campus environment, the educational mission can be accomplished without interruption or distraction.

The Custodial Services unit is responsible for cleaning, trash and recycle collection, and stocking of paper products for all campus facilities.

Landscape Maintenance provides complete grounds maintenance services including parking lot and sidewalk maintenance and snow removal.

Repair and maintenance of University-owned fleet vehicles, heavy equipment and stationary backup electrical generators is performed by the Vehicle Maintenance unit.

Transportation Services is responsible for moving, relocations, hauling, event set ups and tear downs, solid waste disposal, and material recycling. . In 2011, the total recycle volume amounted to 662,246 pounds.

The Motor Pool and Fuel Farm unit is responsible for rental and fueling of university-owned fleet vehicles.

Facilities Maintenance

Total Resources: \$ 2.9M

Total FTE: 38 FTE

Core Services:

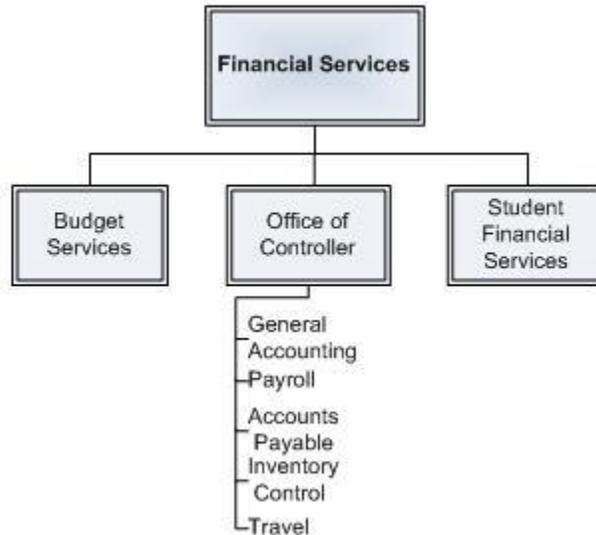
- Work Order Administration
- Boiler Plant Operations
- Access Control
- Plumbing Maintenance
- Heating, Ventilation, Air Conditioning, and Refrigeration (HVACR)
- Painting and Signage
- Insulation and Hazardous Material Abatement
- Metals Fabrication
- Energy Management Systems (EMCS)
- Electricity and Lighting
- Building Maintenance
- Housing Maintenance
- Workforce Construction

Facilities Maintenance performs all repairs and maintenance to the university's buildings and infrastructure. This unit is the central terminal for all work order requests from the campus community, providing dispatch, control and accounting.

The Plant/Boiler Operations unit operates the 24/7/365 plant that provides steam and chilled water for the university, and they are responsible for the maintenance, testing and day to day operation of the university water system.

Minor construction projects, both single and multiple Shop, are also performed by Facilities Maintenance. They range from sidewalk replacement to office renovations to systems furniture assembly.

FINANCIAL SERVICES



Total Resources: \$6.9M

Total FTE: 40 FTE

Core Services:

- Oversight of the university's operational planning and budgeting processes.
- Management of the university treasury function.
- Administration and delivery of accounting and financial services.
- Fulfilling the requirements for external and internal financial reporting.
- Management of external audit.
- Management of the tuition and fees process.

The **Financial Services** department, led by the Chief Financial Officer, provides comprehensive fiscal leadership and service to the university community and constituents to ensure a secure and stable financial environment. This team supports the institution's mission and goals by leading activities in planning, financial accounting and reporting, managing, and maximizing the value of its financial resources. These services provide valuable support to the university strategic plan and Facilities Master plan while ensuring long term sustainability of the university for the benefit of current and future generations of students.

Financial Services provides thoughtful and expert advice, consultation, and assistance to the university community regarding business and operational planning and budgeting, funds management, financial accounting and reporting, management analysis, and cash flow forecasting. This team is also develops and maintains university fiscal administrative procedures. The office is comprised of several financial operations that together work to create a strong fiscal environment for the university.

Budget Services

Budget Services plans and oversees the activities of the biennial and interim budget cycles for internal, external, and capital planning. It facilitates the process of translating the university's academic and administrative plans into budgets utilized for state funding requests, internal allocations and utilization, and execution of the university's strategic goals and objectives.

Working with the university community, Budget Services assesses and monitors fiscal performance in accordance with approved budget plans for all campus units. In addition, Budget Services plays a key role in performing accurate, comprehensive and timely revenue and expense analysis used for informed executive decision-making, and internal and external reporting.

Budget Services is also responsible for position management, support and training of unit budget managers, and the maintenance of budget schedules and process tools.

Student Financial Services

The **Student Financial Services** Office provides an integral link between timely and efficient management of the billing of student tuition and fees and the principle point of collection of university revenues. In managing this close relationship between customer service to our students and financial accounting, the department is responsible for student accounts billing, accounts receivable management and collections, and revenue recording for the university. Student Financial Services is also responsible for student financial aid disbursement. A key part of the service provided by this team is assisting students and families with tuition payment plan services, guaranteed tuition plan payments, as well as billing other third parties.

Annually, the Student Financial Services office manages an average of 13,000 active student accounts, with a billing volume of \$81 million in student tuition and fees.

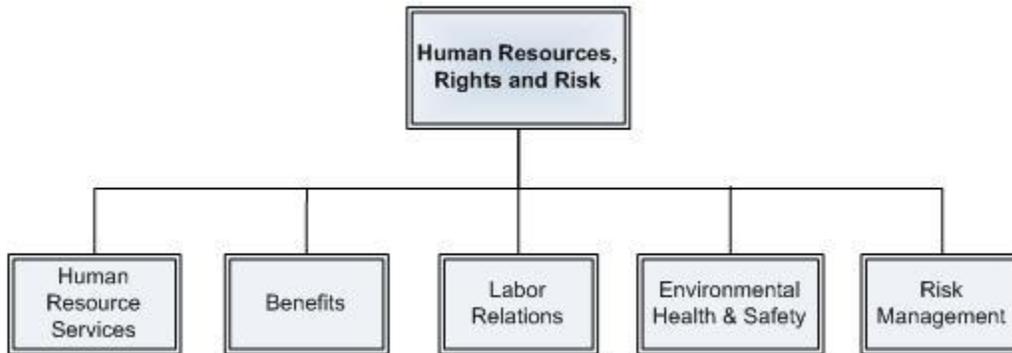
Office of Controller

The mission of the **Office of Controller** is to support the university by providing financial accounting and reporting, treasury and cash management, financial systems development, institutional fiscal policy and internal controls, and guidance on state and federal regulations. In addition to the conduct of daily business, this team of professional accounting and fiscal staff prepares the university-wide financial statements and supporting documents, ongoing disclosure requirements for bond issues, as well as reporting to the state of Washington. Within the office of Controller, there are a number of distinct units:

- The **Treasury** function manages the university's banking relationships, daily management of cash balances and investment of public funds, and debt service on borrowings.
- **General Accounting** is primarily responsible for all financial transactions for external reporting requirements in compliance with university, state and federal policies, procedures and regulations.
- **Accounts Payable** is responsible for processing payment documents for vendor invoices, contracts, travel, utilities, refunds and reimbursements using, while complying with university, state and federal policies, procedures and regulations.
- The **Payroll** office supports the university by providing accurate and timely payment to employees for work performed, and reports and pays employer and employee taxes, deductions, and benefits to appropriate agencies.

- **Inventory Control** is responsible for tracking and reporting equipment and other fixed assets of the university.
 - **Travel** services deliver timely travel advances and reimbursements to employees that conduct the official business of the university. Travel is primarily responsible for the audits of travel documents, while complying with university, state and federal policies, procedures and regulations.
-

HUMAN RESOURCES, RIGHTS, AND RISKS



Total Resources: \$1.2M

Total FTE: 14 FTE

Core Services:

Administration and delivery of professional service, support, and expertise in:

- Faculty and Staff Recruitment and Retention
- Faculty and Staff Relations

- Collective Bargaining
- Employee Benefits
- Position Management & Compensation
- Professional and Organizational Development
- Environmental Health and Safety information, training, monitoring, and compliance
- Employment Risk Assessment and Management

Human Resources Rights and Risks (HRRR) works in support of the university's mission and vision by providing strategic and operational management of functions related to recruiting, retaining, and developing a diverse and quality workforce.

In addition, HRRR works to protect the health and safety of students, faculty, staff, and visitors, and the environmental integrity of the campus and surroundings.

The department is also responsible for providing strategic and operational oversight in the areas of employment risk management and compliance.

Employment Services

The focus of the Employment operations provided by the HRRR organization is on recruiting, hiring and retaining qualified faculty and staff.

Services include management of the hiring processes and policies for faculty and staff positions, immigration processing, position classification, and compensation analysis and administration. Oversight and administration of the employee performance management process, including evaluations, discipline, separations and layoffs is also provided.

Benefits

The **Benefits** function is responsible for the management and administration of all employee benefits activities, procedures, and policies. This area is a resource to faculty and staff employees for Information and training related to employee benefit programs such as health insurance, retirement, deferred compensation, long term disability, leave, workers compensation and unemployment.

A key responsibility of this function is monitoring and ensuring compliance with University, State, and Federal benefits rules, regulations, and policies.

Professional and Organizational Development

The professional development services include conducting new faculty and staff employment, safety, and benefit orientations, as well as supervisor employment and safety orientations.

Collective Bargaining

The **Collective Bargaining** services include the oversight and coordination of the negotiation of union contracts with the Washington Federation of State Employees representing the classified staff and United Faculty of Eastern representing the faculty and the administration of the Grievance and Arbitration processes.

Risk Management

The **risk management** services include assessment of employment actions and compliance employment laws and policies. Within these include employment background and nepotism checks, incident and employment investigations (Policy and Law violations and performance), compliance audits, inspections (Radiation Safety, Hazardous Waste, Air Quality, Building Safety, and Ergonomics), accident incident reporting and investigations, Whistleblower and Ethics Law violation complaints processing, Tort and Workers Compensation claims and Lawsuit management.

These services ensure that the university and its faculty and staff are in compliance with laws and policies and create a safe and healthy environment for our faculty, staff and students.

PUBLIC SAFETY/UNIVERSITY POLICE

Total Resources: \$1.1M

Total FTE: 12 FTE

Core Services and Programs:

- Ensuring a safe and secure environment for all who work, study or visit the EWU campus.
- Management and execution of the EWU Comprehensive Emergency Management Plan (CEMP).
- Responsible for the preparation and submission of the EWU Annual Safety and Fire Report/Clery Report as mandated by the federal “Right to Know: Student Campus Security Act” (Clery Act).
- E2Campus (EWU Alerts) EWU Emergency Notification System.
- S.C.O.P.E. – Sheriff Community Oriented Policing Effort. EWU/Cheney S.C.O.P.E. station is located on campus.
- Training programs for students and staff on personal safety methods and techniques.
- Student Cadet Program.



The university has a fully commissioned police force with a broad range of expertise and training that is aligned with best practices in law enforcement and public safety.

Officers are assigned to each residence hall in Cheney, and, collectively, the **University Police** offer dozens of on-campus training programs, including self-defense, live shooter drills in conjunction with area agencies, and guidance on how to protect personal property.

A key responsibility of the University Police department is the management and execution of the EWU Comprehensive Emergency Management Plan (CEMP). The plan serves as a framework for mitigation, preparedness, response, and recovery activities. It addresses a wide spectrum of possible emergencies, ranging from medical events to natural disasters. The

plan includes evacuation procedures for the university depending on the type of emergency.

The EWU Police Department conducts an annual training exercise that simulates a real event. This exercise tests and evaluates most functions of the emergency management plan which includes the mass notification system, E2Campus (EWU Alerts) EWU Emergency Notification System, which sends emergency text messages to cell phones and emails to students, parents or staff.

The department is responsible for the preparation and submission of the EWU Annual Safety and Fire Report/Clery Report as mandated by the federal “Right to Know: Student Campus Security Act” (Clery Act). The report includes:

- Statistical data for prior 3 years on reported crimes on the EWU campus

and other properties owned or controlled by EWU, and on public property within, or immediately adjacent to and accessible from, EWU's campus.

- Information on institutional policies concerning campus security issues, such as policies concerning sexual assault, alcohol use and other matters.
- Campus safety information describing police services, processes, and security resources such as crime reporting procedure, access to safety escorts, and use and locations of the Code Blue public emergency stations.

The University Police have a dedicated website at <http://access.ewu.edu/Police.xml> with comprehensive information on services, programs, policies, and reporting. These practices ensure that disclosures are in full accordance with federal and state regulations.

RECORDS MANAGEMENT

Core Services:

- Oversight and management of all public records requests submitted to the university.
- Oversight and management of records retention policies and processes.
- Interpretation, application, and enforcement of the State Public Records Act.
- Monitor compliance with state public records regulations and university policies.

The **Records Management** unit assists all departments with the disposition of any papers, correspondence, forms, bound volume, films, magnetic record, drawings, or other documents (regardless of media) that have been created or received during the course of public business. The Records Retention Manager works with State Records Management, The State Records Center and the University Archives.

Effective records retention management enables the university to be efficient, more productive, minimize supply and equipment costs, improve storage systems and protect against litigation risks regarding record keeping practices.

BUSINESS AND FINANCE LEADERSHIP TEAM



Mary Voves, Vice-President -
Business and Finance; Treasurer

The Business and Finance division is headed by **Vice President Mary Voves**. As vice president, Voves works within the broad university community to strengthen and further align central administrative services and financial functions with the university's core mission of teaching, research and service. With over 26 years experience in higher education Voves has served in similar administrative roles in Oregon and Arizona before coming to Eastern. She leads a staff of 422 employees and is directly responsible for managing a division budget of \$45million. Voves is responsible for managing the university's budget of \$225million, a treasury portfolio of \$120 million, endowment funds and debt issuance and has recently guided the university through \$56million in budget reductions over a four year period. Over the last 14 years Voves has been responsible for over \$300 million of new capital construction on Eastern's 320 acre campus.

Ms. Voves has an MBA from Virginia Tech and an undergraduate degree in Economics from SUNY Brockport.

Ms. Voves is active at a national level in professional organizations such as the National Association of College and University Business Officers and spends her volunteer time in the Spokane community working with such organizations as the American Heart Association and the Women's and Children's Free Restaurant.



LeeAnn Case, Associate Vice-President - Auxiliary and Business Services;
Executive Director - Pence Union Building Operations

The Business and Auxiliary Services organization is led by **Associate Vice-President (AVP) LeeAnn Case**. She also serves as Executive Director of the Pence Union Building (PUB) operations. With 26 years of experience in higher education business and administration services, her responsibilities include operational and fiscal oversight of the university Auxiliary units comprised of: the University Bookstore, student union building, University Recreational Facilities, Dining and Catering, Event Planning, Purchasing, Contracts, Real Estate, Parking, and Mail Services.

The Business and Auxiliary Services AVP also manages the university's State Property and Liability Insurance Program, and is a member of the University Risk Assessment Committee.



Shawn King, Associate Vice-President – Facilities Services

The Facilities and Planning organization is led by **Associate Vice-President (AVP) Shawn King**. His educational background includes advanced degrees in business, architecture, and construction management and he has over 35 years professional experience working in the areas of commercial and industrial facilities design, construction operations management, and project management. A key responsibility of the Facilities and Planning AVP is leadership in the development of the campus Master Plan to guide improvements and maintenance of the university's physical spaces.

As AVP of Facilities and Planning, he also provides leadership and oversight of capital budget planning, capital budget development, capital budget implementation, facilities maintenance and operations, and minor and Major Works projects.



Toni Habegger, Associate Vice-President – Financial Services
Chief Financial Officer

The Financial Services organization is led by **Toni Habegger, Associate Vice President (AVP) and Chief Financial Officer**. Ms. Habegger has been in this leadership position for 13 years. As CFO, the AVP acts as Co-Treasurer (with the VP for Business and Finance) of the university and the university's contract officer. The major responsibility of the CFO is the integrity of the financial accounting and reporting systems, which includes functions of accounting, reporting, financial planning and budgeting, treasury and debt management, accounts payable, payroll, and student accounts. Ms. Habegger sits on the accreditation committee and provides leadership through other campus committees.



Jolynn Rogers, Director - Human Resources, Rights, and Risks

Director Jolynn Rogers has led the Human Resources, Rights and Risk (HRRR) organization since 1999. With both undergraduate and graduate education in the assigned areas of responsibility, she also has 42 years of experience in higher education, 39 of which are in human resource administration. The HRRR Director provides leadership and direction for all areas of human resource management including employment and benefits, collective bargaining, and environment health and safety. In addition to responsibility for the oversight of these services, the Director of HRRR chairs the University Risk Assessment Committee and performs employment risk management.



Timothy Walters, Chief of Police

Chief of Police, Timothy Walters is responsible for the daily operations and oversight of the EWU Police Department, and is the Director of Public Safety and Emergency Management of EWU. He is also responsible for the development, management and execution of the EWU Comprehensive Emergency Management Plan (CEMP).

Chief Walters has 33 years of law enforcement experience, with seven years as Chief of the EWU Police Department.



Roxann Dempsey, Director –
Records Management

The Records Management department is managed by **Director Roxann Dempsey**. She provides oversight for the university's Records Retention and Public Records Requests processes. Roxann has 25 years experience at EWU, having served in the Offices of Financial Aid, Academic Assessments, and Academic Affairs prior to this position.



DIVISION OF BUSINESS AND FINANCE

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