

Colleagues Who Make A Difference

Police Services Officer Awarded at Graduation Ceremony

Police Services Officer Benjamin G. Hess was among the June 2001 graduates of the Pennsylvania State Police Academy's Fifty-Seventh Municipal Police Class. Officer Hess distinguished himself and Penn State by winning the American Legion award as the Outstanding Graduate in the class. He also was chosen to represent the class as Class Speaker for the June graduation ceremonies held in Hershey, PA. Officer Hess was joined at the podium by speakers Colonel Paul J. Evanko and Amy Corl, Executive Director of the Pennsylvania Chiefs of Police Association. Congratulations, Officer Hess!



Police Services Officer Benjamin G. Hess (center) with his father David R. Hess of Tyrone and Colonel Paul J. Evanko.

Finance and Business

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Story Ideas? Comments? Contact Nancy Mahon, Communications Specialist, Finance and Business at (814) 865-6574 or njr5@psu.edu.



FINANCE & BUSINESS

JULY/AUGUST 2001

F&B Sends Graduates Off In Style

You might not have seen them, but they were there: F&B colleagues who made graduation a success. Staff from our units contributed to the May event.

Before graduation weekend, Physical Plant spruced up buildings and grounds for visiting families. Once families arrived, Housing and Food Services lodged them in Simmons Hall. Graduating seniors also were housed for the week between the end of Spring semester and graduation. As part of the on-campus experience, families who stayed in Simmons enjoyed breakfast at the residence hall.

Nittany Lion Inn and Penn Stater staffs also worked long hours to house and feed those who came for graduation. Throughout the weekend, buffets were offered in dining rooms, ballrooms and meeting rooms, all decorated in true Penn State fashion.

In Document Services, over 8,000 Spring diplomas passed Donna von Gunden's watchful eyes (pictured at right). She ensured that all the i's were dotted, t's were crossed, and accent

marks were in place. Donna is in charge of diploma production at Document Services. This F&B area produces all diplomas for University Park colleges and Commonwealth Campus graduates.

Donna works with Roberta Hardin, Registrar's Office graduation coordinator, to ensure that all graduates receive an accurate diploma. "You'd be amazed," Roberta commented, describing how some students go through their entire Penn State careers with misspelled names on official records and documents. For students, though, their diploma is another story, and misspellings or inaccuracies are unacceptable. Donna and Roberta agree: students should have a perfect diploma.

In addition to reviewing diplomas, Hardin receives information from the Bursar's Office to make sure that student accounts are up to date before graduation. Then, in a system she described as "pass the baton," Physical Plant drivers shuttled diplomas from Shields Building to staff waiting at



Photo by Greg Greco

Eisenhower Auditorium and the Bryce Jordan Center.

Finally, Police Services provided security and traffic control at all graduation locations. The result was a weekend stamped with the F&B mark: quality service from quality people.

Workplace/Climate Survey Coming

F&B will conduct an anonymous survey of all full-time staff and tech service employees. It will be mailed in late August, and results will be available in October. Results will be shared with unit heads and F&B employees. This survey is a follow-up to the 1998 Diversity Climate Survey and the 1996 Faculty/Staff Survey.

This survey is part of an ongoing effort to better understand the work environment and experiences of F&B

staff and technical-service employees. It will help drive improvement efforts throughout F&B units. Diagnostics Plus, a private research organization not affiliated with the University, will receive and analyze the survey responses. Diagnostics Plus will compare this survey's results with findings from the earlier surveys to help ensure that F&B and the University provide an excellent work environment for all employees.



As I See It . . .

Gary C. Schultz
Senior Vice President for Finance and Business/Treasurer

Most people take time in January to reflect on the past year and set goals for the next one. The July 1st start of the fiscal year encouraged everyone in F&B to do the same thing: review professional

accomplishments and set goals for the future. Our strategic plan is an important part of this process.

The F&B family shares a common vision: to offer the highest quality services with good value, maximize resource potential, and ensure the fiscal and physical integrity of the institution. Our strategic plan guides performance as we make this vision a reality. As we begin the new fiscal year and recall that our five-year plan comes to an end in 2001-2002, all of us can celebrate the success of our strategic plan even as we look to see where new initiatives can take us in F&B.

The seven strategies that have guided our efforts are listed below. As you know, two of these strategies, income and organizational restructuring, have been operationalized and no longer require special emphasis. In addition, our diversity strategy has new leadership from Tom Gibson and the expenditures strategy from Jim Dunlop.

As the new fiscal year begins, I am excited that F&B will turn its attention to two new initiatives, e-business and

environmental stewardship. As more people expect increasingly sophisticated online products and services, our e-business team is ready to guide the development of e-business strategies that will meet and exceed customer demands. Likewise, as environmental challenges face all of us, F&B's environmental stewardship team will recommend sound practices that conserve and protect our environment while remaining fiscally viable.

In the coming months, we will develop a new strategic plan. We also will provide an update of our progress in implementing *A Framework to Foster Diversity at Penn State: 1998-2003*. Input from everyone in F&B is crucial if we are to meet the needs and goals of all F&B units. As we review our progress in fostering diversity and as we begin working on a new plan, consider how you envision F&B's growth and development. What areas do you think F&B should concentrate on? Which paths do you think we should pursue? How can we continue to ensure that our vision statement becomes a reality? I encourage you to share your thoughts about F&B's development with me, Dan Sieminski, your supervisor, or your unit head. Together we can make sure that F&B continues to successfully support students, faculty, staff, and the Penn State community.

1997-2002 Strategies

1. Determine how to maintain or increase current income sources as well as identify possible new sources for the University.
2. Evaluate the efficiency of expenditures to support the mission of the University and make recommendations with regard to implementation.
3. Improve the utilization of the University's physical assets.
4. Create, encourage, and maintain an environment within Finance and Business that supports, develops, and motivates the work force.
5. Develop and implement a recruitment and retention plan that ensures a diverse work force within Finance and Business.
6. Improve efficiency, eliminate duplication of services and low priority activities through organizational restructuring and process improvements.
7. Improve the exchange of information within Finance and Business, as well as with external customers.

New Initiatives

1. Identify specific actions and objectives aimed at conducting the University's business in a manner that demonstrates a commitment to environmental stewardship.
2. Identify and prioritize E-Business opportunities to be compatible with University-wide e-commerce efforts.

Share Your Views

The success of our new strategic plan will depend on gaining input from as many people as possible through F&B. Share your thoughts about the current plan and what needs to be done to improve F&B. Send comments to:

- Your supervisor
- Your unit head
- Gary Schultz, Senior VP, Finance & Business
208 Old Main
gcs2@psu.edu
- Dan Sieminski, Assistant VP, Finance & Business
208 Old Main
dws8@psu.edu

Envisioning F&B In The Future

This Fall, F&B joins the University in framing a vision of Penn State through the year 2005. As our 1997-2002

Strategic Plan enters its final months, F&B will begin the process of drafting a new three-year plan. We will join the University in identifying goals and strategies, or paths, leading to the achievement of these goals. It is an important endeavor.

F&B developed a clear and solid strategic framework in the current 1997-2002 Strategic Plan that has served us well over the past four years. It defined our mission and verbalized our shared vision, values, beliefs, and goals (see box at right). The plan also outlined seven strategies (see previous page) that have guided the work in each of F&B's units. All of us can be proud of the accomplishments demonstrated by commitment to these strategies. However, work remains in some of them.

New opportunities and trends encouraged us to reevaluate our strategies before the end of the 1997-2002 plan. As a result, we added Environmental Stewardship and E-Business to our list of initiatives. We identified the Income and Organizational strategies as being operationalized, and we brought new leadership to the Expenditures Strategy and the Diversity Strategy. (See the May/June 2001 issue of this newsletter for details.)

As we draft a strategic plan to guide our work through 2005, we give shape to a vision of F&B in the future. You are invited to help define this vision. Take time to tell us what initiatives are truly important to the organization and to you. As you think about F&B in the future, revisit our mission, vision, values, and beliefs. Do they reflect your vision of F&B in 2005? What changes, if any, do you suggest? Which goals should we keep to move successfully into the future? Will our current strategies help us reach these goals? Should we maintain these strategies, change some, and delete others? What is missing from our plan?

1997-2002 Strategic Framework

Mission:

Finance and Business is a service organization that provides support to students, faculty, staff, and the public and is responsible for the planning, management, and accountability of the University's financial, physical, and human resources.

Vision:

To offer the highest quality services with good value, maximize human resource potential, and ensure the fiscal and physical integrity of the institution.

Values:

1. An environment that promotes teamwork, diversity, customer service, communication, continuous quality improvement, and performance.
2. Leadership, innovation, and the pursuit of excellence.
3. Technologies that improve performance and the delivery of services and products.
4. Personal integrity, accountability, and professional ethics.

Beliefs:

1. Finance and Business exists to support the education, research, and service mission of the University.
2. A diverse work force capable of meeting current demands and future challenges and responsibilities is our most valuable resource.
3. Services provided must be cost effective, meet or exceed customer quality expectations, and be delivered in a timely manner.
4. Education and development, experience, motivation, and an appropriate reward system are the foundation of a productive work force.
5. Limited resources require prioritizing and innovation.

Goals:

1. Promote institution-wide efforts to increase revenues and improve the efficient use of resources.
2. Develop a diverse work force within Finance and Business to fulfill current and future responsibilities, satisfy service requirements, and maintain a high level of morale.
3. Enhance services and improve efficiencies within Finance and Business, while meeting budget expectations.

Be a part of shaping F&B's future. Share your comments about our strategic plan. As a member of F&B, you share the responsibility of shaping a vibrant and successful organization.