



FINANCE & BUSINESS

QUALITY SERVICE. QUALITY PEOPLE.

January/February 2006

McKinnon, Gibson honored for lifelong work

Two leaders with rich histories in Housing & Food Services were honored at a 2005 ceremony with awards newly named in recognition of their many contributions to Penn State.

The Awards Steering Committee renamed the Quality Customer Service



Award in appreciation for the many years that William H. McKinnon led H&FS.

Bill McKinnon During McKinnon's tenure, the department continued to elevate the focus on the customer, both internally and externally. McKinnon's commitment to quality and service is evident in

the positive culture of the department. The re-naming of this award will remind future generations of this leader's legacy. McKinnon came to Penn State in 1978 as Assistant Vice President for H&FS. After 10 years in the position, he was named Associate Vice President for Business and Operations, and then in 1996 was named Senior Associate Vice President for Finance & Business. He retired in 1999.

The Thomas V. Gibson Award for Creativity and Innovation was named in honor of McKinnon's predecessor who came to Penn State in 1985 to direct University Park Food Services. Gibson, now the Associate Vice President for Finance & Business, embodies a creative, innovate soul and is known for challenging those

to imagine the unimaginable and to make happen the



Tom Gibson

inconceivable. While directing all of H&FS, Gibson made it a practice to empower and support his staff. The Gibson Award will recognize those who demonstrate visionary leadership and champion change that leads to quality improvement. ■

For a complete list of H&FS award recipients, visit <http://www.hfs.psu.edu/recognition/awards/>



OHR updates attendance system

The Office of Human Resources is starting the new year with a new, more convenient method of tracking vacation, sick leave and other time off. Penn State's online attendance system officially launched in January for staff employees at all University locations.

The new system gives staff employees the ability to enter time off and view vacation and sick leave balances online. In addition, non-exempt staff employees will use the system to enter hours worked. Staff employees will need to enter the ending balances from their 2005 attendance cards

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Finance & Business approves Statement on Acts of Intolerance

As part of its Key Initiative to Foster Diversity, Finance & Business has adopted a Statement on Acts of Intolerance, outlining behavior and actions that are deemed inappropriate and

harmful in the workplace.

University employees are prohibited by University policy and by state and federal law from engaging in behaviors which create an offensive, hostile or intimidating working

environment. These behaviors interfere with and undermine the respect and trust that must exist between co-workers in order to maintain a positive and productive work environment. As a University employee, each

person is responsible for establishing and maintaining a professional relationship with others in full compliance with University policies and applicable laws.

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As I See It . . .

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

I would like to wish everyone a Happy New Year. If 2006 continues as it began for Penn State, we can expect a tremendous year.

The Nittany Lions reclaimed its place among the top in college football with a win at the Orange Bowl against Florida State, ending the season ranked No. 3 in the nation. Congratulations are in order for the entire team and coaching staff.

The fans who traveled to Miami also deserve recognition for their dedication and representation of the University. I attended the game and the excitement shown by our fans was contagious. We have lots to be proud of at Penn State.

Another point of pride is your commitment to the United Way campaign. Finance & Business continues to support this great cause – this year raising more than \$157,000.

I would like to personally thank everyone who contributed and especially our campaign chairperson Mary Jane Fisher. The United Way campaign reminds me of what I've known all along: Penn State, and especially Finance & Business, is full of caring, generous people.

I would also like to acknowledge the staff at Environmental Health and Safety. In December, the department was awarded the Environmental Protection Agency Partnership Award on behalf of the University in recognition of their outstanding work on pollution prevention and environmental stewardship. Maureen Claver and her entire staff deserve recognition for their hard work and dedication.

Finance & Business is full of people who take pride in their work and go the extra mile to ensure that this University is being managed to its fullest potential.

Again, Happy New Year. I look forward to what lies ahead in 2006.

Attendance

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for an initial setup of the online system. New paper cards will not be distributed to staff employees.

The new attendance system is accessible via the Employee Self Service Information Center (ESSIC) at <http://www.ohr.psu.edu/essic> online. This is the same site employees use to choose health-care benefits, update personal data and access payroll information.

“The new online system completes all calculations and allows employees easier access to their attendance records and vacation bal-

ances,” said Billie S. Willits, Associate Vice President for Human Resources. “By incorporating the system into the Employee Self-Service Information Center, the Office of Human Resources is working toward its goal of creating one convenient online destination for all human resources-related activities.”

The Office of Human Resources launched a pilot version of the online system in June. Since then many enhancements have been added at the request of Penn State staff, supervisors and

human resources representatives. Additional features are planned for this year.

Those employees who serve as supervisors also will use the online system in its supervisor mode. Some Penn State departments have opened the online system to technical service employees.

Employees in technical service positions should check with their human resources representatives to determine if their unit has adopted the online system. (article courtesy of Mark Parfitt) ■

F&B exceeds goal in United Way Campaign

Finance & Business exceeded its goal in the 2005 United Way Campaign by more than \$20,000, raising \$157,562 through contributions and various events.

Mary Jane Fisher in the University Budget Office was the chairperson for the F&B campaign.

This year, 659 door prizes were handed out to employees who participated in the campaign. Examples of the door prizes ranged from free food items at local establishments to overnight stays at a hotel and bed and breakfast. ■

Statement

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Examples of intimidating and offensive behaviors include, but are not limited to, verbal or written personal attacks on any individual or group of individuals based on age, ancestry, color, disability or handicap, national origin, race, religious creed, sex, sexual orientation, or veteran's status.

Denying someone a job promotion based solely on gender, race, or sexual orientation is another example of inappropriate behavior. These are just a few of the actions that are outlined in the new statement. The entire statement can be viewed at F&B's Web site, <http://www.psu.edu/old-main/fab/>.

Anyone who suspects that he or she has been subjected to such actions or behaviors is urged to report the incident. The Finance & Business Statement outlines the procedure to report the incident, including a full list of contact names and numbers of the members of the Finance & Business Diversity Committee.

Any employee who for any reason does not want to discuss situations of intolerance or harassment with anyone in Finance & Business is encouraged to contact their HR Representative, the Affirmative Action Office located in 328 Boucke (863-0471), or Employee Relations at 865-1412. ■

LionCash+ payment system continues to grow

In July 2004 the Penn State id+ program transitioned the aging LionCash smart chip payment program to a new online account system. The new program has been growing ever since. During the first year of operation, sales processed via the system increased 37%. With half of the current fiscal year over, the program is on track to process over \$10 million in sales this year—an increase in sales of 36% over the last year.

Prior to the conversion in 2004, the id+ program managed two separate debit card programs. The LionCash smart chip program was used for residential laundries, vending, copiers, and off-campus merchants. The Diners Club program was available for off-campus students, faculty, and staff to use in on-campus food service locations. The decision was made to retire the smart chip and merge the two programs—opening up the previously food-only Diners Club account for new uses. The new program was named LionCash+.



“Now in our second year there

are more than 25,000 active LionCash+ accounts and the system processes more than 65,000 transactions on an average day,” says Joel Weidner, associate director for Information Systems for Auxiliary & Business Services. Cardholders can use their LionCash+ funds at 472 locations on campus and 90 off-campus locations.

New locations are being added each month. Most recently, the Penn State Bookstores began accepting LionCash+ at all their Penn State campus stores—making the program truly statewide and available at every campus. Another new addition in January 2006 was the Penn State Computer Store in Willard Building. (A complete list of LionCash+ locations can be viewed online at www.idcard.psu.edu/students/locations.shtml.)

Each merchant is charged a 3% commission when a payment is processed on the LionCash+ system—much like a credit card. The merchant commissions are helping to support the id+ program that is responsible for issuing photo identification cards to all Penn State students, faculty, and staff.

“Significant efforts were taken to minimize the cost of the implementation and the administrative overhead required to manage the program,” says Weidner. “We leveraged some of the same hardware and software we already had in place to process transactions for Food Services meal plans.”

The Information Systems application group also programmed several custom applications to help support the program. The id+ Online Web site delivers online services to customers, allowing cardholders to check balances, make deposits, report a card lost, and review transaction history from a secure Web page. The application interfaces with the Administrative Information Services (AIS) eCommerce server for credit card authorization.

During 2005 the application processed 98,419 deposit transactions valued at \$5,358,080 into LionCash+ accounts—without anyone having to set foot in an office or handle cash. The Information Systems group also developed the automated vendor settlement system that processes daily payments to non-University merchants who accept LionCash+.

Overall, the program has been an overwhelming success, providing a service that students, faculty, and staff have embraced and a revenue stream to help offset the costs of issuing ID cards to the University population. ■

Offices work together to raise money for United Way Campaign

Employees at the Environmental Health and Safety Office, the Parking Office and University Police worked together this year to raise more than \$700 for local daycare children and a needy family. The collaboration among the offices is an annual event to raise money during the United Way Campaign.

More than \$400 was used to buy games and other supplies for the Park Forest Day nursery—a local

daycare for low-income families. The Penn State group also purchased a shipment of coal and a \$100 gift certificate to Weis Markets for a needy family who lost their father to cancer this year.

“I’m impressed every year with how hard the people who organize this work and what a great job they do,” says Kate Lumley-Sapanski, manager of EHS’s Environmental Protection & Health office. ■



Maurine Claver, Director of Environmental Health and Safety, receives the EPA Partnership Award on behalf of the University in recognition of Penn State’s outstanding work on pollution prevention and environmental stewardship. The award was presented at the opening session of the 2005 EPA Emergency Preparedness and Prevention Conference at the Baltimore Inner Harbor Sheraton in December. (photo by Paul Ruskin)

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