

**AUXILIARY SERVICES CORPORATION**  
**Annual Report**  
**2007-08**



**Prepared and Submitted by**  
**Dana C. Wavle**  
**Executive Director**  
**June 30, 2008**

### **2007-08 Board of Directors**

President	Joanne Barry	Director	Jamie Riddoch
Vice President	Aaron Marsh	Director	Raymond Franco
Secretary	David Ritchie	Director	Henry Steck
Treasurer	William Shaut	Director	Mike Urtz
Director	Casey Hahl		

### **2007-08 Management Team**

Executive Director	Dana Wavle
Asst. Executive Director	Michelle Brackin
Executive Administrative Assistant	Annette O'Hara
Controller	Jeffrey Johnson
Director of Dining Services	William McNamara
Director of College Stores	Terence Cahill
Director of Facilities, Equipment & Planning	Dan Davis
Book Department Manager	David Brower
Operations Manager	Jody Fisher
Maintenance Manager	Jim Owens
Unit Manager, Campus Corner	Georgian DeForest
Unit Manager, Commissary & Lower Campus	Linda Murphy
Unit Manager, Corey Union	Georgian DeForest
Unit Manager, Corey Union	Stephen McAfee
Unit Manager, Hilltop	Jennifer Kozlowski
Unit Manager, Neubig Dining	Tom Kiernan
Unit Manager, Old Main & Bookmark	Carole Lathrop
Unit Manager, Campus Catering	Megan Munson
Unit Manager, Campus Catering	Marty Haugh
Systems/Network Administrator	Samuel Coffey

### **2007-08 Supervisors**

Ashley Esposito	David Martin	Leatha Mikitiuk
Brenda Tario	Deborah Foreman	Leslie Zogg
Bryan Booth	Florence Elliott	Mary Beth Coats
Catherine Doe	Jacqueline Conger	Michelle Van Auken
Cheryl Marsh	Kathleen Homan	Robbin Hegedus
Darleen Schmidt	Kelley DeForrest	Susan Hubbard
Ryan St. Dennis	Kelly Austin-Allen	Thomas Klempka
	Jacob Totman	Aubree Lancaster

### Selected Highlights

- Total revenue is projected to increase from \$15.2 million in FY07 to \$16.6 million in FY08 (up 9%). ASC's financial condition remains positive. Excluding unrealized gains and losses and the pledge to the Cortland College Foundation, we are projecting a surplus of \$1,236,100 in FY08, following a surplus of \$857,900 in FY07.
- In the Dining Services division, the number of on-campus meal plans on file at the midpoint of the fall and spring semesters was 2,962 and 2,685, respectively. In total, the number of on-campus meal plans in FY08 exceeded the prior year and budget by 4.6% and 7.0%, respectively.<sup>1</sup>
- In the College Stores division, total textbook sales were up 2.1% through 5/31/08. This is a favorable trend, given the increased competition from online sellers (Amazon, eBay, Half.com, etc.). Total prepacks were up 17% in FY08 (up 14% for fall semester and up 22% for spring semester).<sup>2</sup>
- Connections debit account deposits increased 17.6% in FY08. The increase is attributed to the continued promotion and expansion of online services. As of 5/31/08, total deposits were \$2,664,100, compared to \$2,266,000 in the prior year.
- In 2006-07, the College Store updated several apparel lines. This initiative was based upon two objectives: (1) replacing the unofficial "Malone" dragon with the official "athletic" logo, and (2) updating styles and brands with millennial students in mind. In 2007-08, the College Store supported the institution's branding initiative by introducing select lines with the new logo. As a result of these initiatives, apparel sales continued to grow in FY08, with a 15% year-over-year increase through 5/31/08. This double-digit increase confirms customer acceptance of the changes.
- FY08 Milestone: College Store revenue exceeded \$4 million; Off-Campus Partnership transactions exceeded \$300,000.

### **Three-Year Financial Summary with Supplemental Data (Includes Unrealized Gains/Losses and Foundation Pledge)**

Dollars in thousands (000's)	FY06 Actual	FY07 Actual	FY08 Projected
Revenue	\$14,413.9	\$15,225.6	\$16,613.1
Cost of Goods	(6,319.3)	(6,308.0)	(6,894.7)
Gross Margin	8,094.6	8,917.6	9,718.4
Salaries & Wages	(3,919.1)	(3,954.5)	(4,196.5)
Employee Benefits	(1,760.0)	(1,839.0)	(1,864.5)
Depreciation	(488.9)	(572.4)	(568.6)
Utilities & Rent	(491.4)	(508.7)	(507.5)
Supplies & Materials	(393.3)	(446.0)	(561.8)
Other Expenses	(749.5)	(955.7)	(920.1)
Program Expenses	(142.4)	(150.5)	(163.0)
Interest & Investments	84.1	476.0	283.5
Contributions to C.F.	(9.0)	0.0	(525.0)
<b>Net Surplus / (Deficit)</b>	<b>\$225.1</b>	<b>\$966.8</b>	<b>\$694.9</b>

Supplemental Data	FY06	FY07	FY08
Utilities & Rent Budget	\$475.0	\$485.0	\$505.0
Program Grant Budget	\$147.5	\$155.0	\$163.0
Connections Deposits	\$2,171.9	\$2,274.5	\$2,674.1
Taste of Food Rating	7.98	8.19	8.35
Variety of Food Rating	7.16	7.48	7.66
Satisfaction w/ Meal Plan	6.68	7.72	8.03

### **Staffing<sup>3</sup>**

- Dan Davis became the ASC Director of Facilities, Equipment, and Planning in September 2007. Dan will oversee ASC facility projects, the proper care and maintenance of ASC equipment, and all janitorial services. Previously, Dan was the Associate Facilities Program Coordinator for SUNY Cortland and SUNY Binghamton. He is a certified N.Y.S. Fire Prevention and Building Code Enforcement Officer, and he earned his A.A.S. degree in Civil Engineering from Broome Community College.
- Other new hires (professional staff):
  - Megan Munson, Manager of Campus catering
  - Steve McAfee, Dining Manager (Corey)
  - Bobbi Jo Coville, Human Resource Specialist (see May 2008 ASC newsletter)

### **Customer Satisfaction Surveys**

During the fall semester, we conducted the ASC dining services survey, which measures customer satisfaction in four main areas: food, service, environment (facilities), and meal plans. The 25-question survey instrument is based upon a rating scale of 1 (very poor) to 10 (excellent). Our aggregate rating increased from 8.11 in 2006 to 8.14 in 2007. This is *the highest* aggregate rating since the survey's inception in 1996. The two most notable increases were "overall satisfaction – meal plan" (7.72 in 2006 to 8.03 in 2007) and "overall value of the meal plan" (7.48 in 2006 to 7.94 in 2007). We attribute the improvement in survey ratings to the continuing development of the all-you-care-to-eat meal plans (implemented in 2005-06) and the supporting dining program.

### **General Reports**

- Our Dining Services division, led by Bill McNamara and his team of creative, dedicated, and hard working managers, earned a prestigious gold medal in the NACUFS Loyal E. Horton Dining Awards competition (medium school category). ASC's medal count now stands at four medals in three years. See Appendix A.
- Bill McNamara was named SGA's staff member of the year at the Student Leadership Banquet in April. This is truly well-earned and well-deserved recognition for Bill and the dining program he has developed since his arrival in 2003.
- We increased the number of off-campus partners from seven to ten in FY08. This program allows campus cardholders to use their Connections and Privileges accounts at authorized foodservice establishments in the Cortland community. As of the date of this report, nine of the ten foodservice establishments are located in the downtown area. Applebee's was added in August 2007 and it has become our #1 partner in terms of total transactions (\$80,500 in FY08). This program has proven to be quite popular among off-campus students, especially at the top three locations. Through May 31, 2008, our off-campus partners processed \$316,300 in debit card transactions, compared to \$187,200 in the prior year (69% increase). We will continue to expand this program in a gradual manner in 2008-09 and beyond.
- During the spring semester, Terry Cahill and David Brower made a concerted effort to increase awareness of the importance of timely textbook requisitions by meeting and communicating with faculty, departments, and the three schools. As a result of

their efforts, over 70% of textbook requisitions were submitted by the due date, compared to 55% last year. This increase translated to over 700 more transactions at buyback -- over 700 more times we were able to buy books back because we knew they would be used in the coming semester. This also translates into a record amount of cash we were able to put back into student's hands, offsetting the cost of their textbooks. It also means we will have a larger inventory of used books that will be sold at lower prices in FY09. The improved response in timely requisitions will have a significant impact on two important areas of concern: textbook affordability and environmental sustainability.

- During the summer of 2007, the Student Health Insurance Task Force implemented the new "hard waiver" system to enroll all full-time undergraduate students who were not adequately covered and/or needed health insurance (approximately 700 students). This was a major undertaking requiring a great deal of effort from several campus departments (Business Office, Student Accounts, Student Health Service, Administrative Computing, and ASC). The first year implementation was successful.
- At its April 2008 meeting, the ASC Board of Directors approved a pledge in the amount of \$525,000 to the Cortland College Foundation endowment for student scholarships.
- Dana Wavle prepared and presented to the Board of Directors a five-year financial plan, with projected revenue and expenses, in order to estimate the impact of the above-referenced pledge, along with other trends and assumptions. This document will provide performance benchmarks for the organization for the next five years.
- Dana Wavle met with the Facilities Master Plan and Oversight Committee on May 9, 2008, to present and discuss ASC's organizational structure, planning process, upcoming projects, and long-term capital plans. See attached PowerPoint.
- Dana Wavle delivered a presentation on ASC's sustainability initiatives at the Institutional Planning Conference in June 2008. See attached PowerPoint.
- We made major progress with the Neubig Dining and College Store capital projects. See ASC Facilities, Equipment, and Planning annual report.
- During the year, we re-negotiated three key contracts: Maines (5-year renewal), Dunkin' Donuts (6-year renewal including FY08), and CSI/MicroFridge (5-year renewal).
- Michelle Brackin launched a new timekeeping system, Enterprise eTime by ADP, which includes many management tools to insure proper payment of wages and provide more managers with access to payroll reports and historical data. With this upgrade, Michelle also implemented a new PCPayroll intranet to increase efficiency and access to data. These projects were completed with the valued assistance of Sue Michales.
- Jeff Johnson issued an RFP for audit services at the beginning of 2008. After interviewing the two finalists, The Bonadio Group was selected and awarded the five-year engagement. This firm has extensive experience in the non-profit and educational sectors. Its client list includes at least three SUNY auxiliary corporations and several SUNY foundations.

**Executive Management Team Annual Reports** – Annual reports from each member of ASC’s executive management team are included in this report as appendices. The reports are presented as submitted to the Executive Director.

<b>Divisional Area</b>	<b>Submitted By</b>	<b>Appendix</b>
Asst. Executive Director (HR)	Michelle Brackin	B
Dining Services	Bill McNamara	C
College Store	Terry Cahill	D
Accounting & Finance	Jeff Johnson	E
Facilities, Equipment, Planning	Dan Davis	F

The ASC executive management team is to be commended for its excellent work and noteworthy achievements in 2007-08.

I would also like to take this opportunity to thank and acknowledge the work of Annette O’Hara. Annette spends a great deal of time during the school year scheduling meetings, preparing minutes, coordinating the program grant application process, and taking good care of the administrative work of the Board of Directors. She is also actively involved with marketing, survey, and web projects throughout the year, and she provides administrative support to our ancillary services division (vending, laundry, etc.). Annette’s nine years of service to ASC, combined with her hospitality background, make her a valued resource to the Board and the executive management team. Kudos and thank you, Annette!

### **Conclusion**

This annual report represents the combined hard work, dedication, and commitment to excellence of every ASC employee in the organization. We extend a sincere and heartfelt "thank you" to each and every member of the ASC family of employees who serve the campus daily. ASC management would also like to express its thanks and appreciation to the Board of Directors and the Bylaws, Finance, Operations, and Personnel committees for continued guidance, support, and organizational leadership.

**Appendix A**  
**SUNY Cortland Press Release**  
**Auxiliary Services Corporation Dining Services Wins National Award**

CORTLAND, NY (05/20/2008) -- The SUNY Cortland Auxiliary Services Corporation (ASC) Dining Services received a national award for food served at a special gala dinner dance held on campus this spring.

The National Association of College and University Food Services (NACUFS), as part of its Loyal E. Horton Dining Awards competition, will present ASC with a gold medal in the residence hall dining theme category among medium-sized schools during this year's conference from July 9-12 in Washington, D.C.

"It's an honor to be nationally recognized for our achievement," said William McNamara, director of ASC Dining Services. "I am proud of each and every member of the dining team who began planning the February event in September. It was a team effort from dishwashers to managers to executives and is just one way dining and ASC give back to the campus."

The winners were judged on menu selection, merchandising and promotion, marketing and overall impression.

ASC is still in competition against Washington and Lee University and Miami University for the overall National Gold Medal, to be judged during the conference.

A non-profit organization that provides food services to the College, ASC received the gold medal for "It's Showtime Where Everyone's a Star," which attracted more than 1,300 students and their guests on Feb. 19.

SUNY Cortland hosted the third annual Neubig Awards from Neubig Hall, which was transformed into a center of cinematic magic with a dinner menu and serving stations based on popular movie themes. Staff members also were decked out in costumes to support the various subjects.

Upon arriving at the star-studded event, guests visited a series of buffet-style food stations decorated on Hollywood themes. They started at a box office concession before making their way to view the movie sets. Receiving awards for the evening were "City Slickers," "The Blues Brothers," "The Godfather" and "Pirates of the Caribbean."

"City Slickers" won an award for its open pit barbeque; "The Blues Brothers" for its Chicago-style grille; "The Godfather" for its authentic sidewalk marketplace; and "Pirates of the Caribbean" for its Seafood Fest featuring lobster tails, crab claws, shrimp and calamari. Finally, the Disney-themed movie set won an award for the "Finding Nemo" cake, created in ASC's full-service bakery.

Following the ceremony, visitors danced the night away at the "After Party Gala." When not on the dance floor, partygoers had an opportunity to visit the sets of "Grease," "Animal House" and "Star Wars." These stations featured desserts that included a Hershey's creation station, bananas Foster, cotton candy, root beer floats and a chocolate fountain.

ASC has now won four Horton Awards. In July 2007, ASC earned a gold medal in the catering special event category for its "Escape to the Cape" gala held in February 2007 and a silver medal in the residence hall dining theme dinner category for "It's Vegas, Baby!" also held in February 2007. In 2006, ASC received a silver medal in the residence hall dining theme category for its "Caribbean Cruise Night."

"The award means a lot to ASC and the campus," said McNamara. "Having won silver medals in this category in 2006 and 2007, I think this year's gold medal shows that our team is dedicated to quality and service and always looking to improve even when we are doing something well."

"For this event, we were able to take feedback from previous years and turn it into an extremely elaborate and detailed event for the entire campus to enjoy," McNamara said.

Founded in 1958, NACUFS has more than 1,000 institutional and industry members combined. The organization, based in Okemos, Mich., is dedicated to promoting the highest quality of food service on school, college and university campuses by providing members with educational and training opportunities, technical assistance, scholarships, industry information and research.

For more information contact: Jean Palmer, 607-753-2232.

**Appendix B**  
**2007-08 Annual Report**  
**Assistant Executive Director**  
**Michelle Brackin**

**Employee Benefits**

- \*Implemented correction to the Pension Discrimination Testing Failure
- \*Converted to an employee pre-tax pension contribution
- \*Completed an IRS audit of the 401(a) pension plan with corrections
- \*Filed with the IRS the necessary forms and payment to disband the 401(a) pension plan with proper notification to all participants
- \*Replaced the Blue Cross HMO 15 with the HMO 25
- \*Switched Long Term Disability Carrier for a 40% savings in premiums and increase in benefits

**Training**

- \*Conducted five Enterprise training sessions for managers and supervisors
- \*Conducted a meeting for managers and supervisors to discuss the pretax pension and review the performance evaluation process
- \*Arranged Forklift Certification Training
- \*Arranged two Serv Safe Training Sessions
- \* Arranged Microsoft Publisher training for Managers and Supervisors
- \*Developed and conducted an pre-season orientation session for Raquette Lake employees
- \*Conducted a comprehensive safety and accident investigation training for managers and supervisors

**Administration**

- \*Member of the SUNY Cortland Marketing Committee
- \*Member of the SUNY Cortland Marketing Launch Committee
- \*Guest of the SUNY Cortland LM Health and Safety Committee
- \*Member of the SUNY Cortland Student Health and Accident Insurance Committee
- \*Converted to a networked version of the FileMaker Human Resource Information System
- \* Tracked meals served and room and board revenue at Raquette Lake Operations for the May –October 2007 season
- \*Created various web pages including Text 2U, Sustainability Efforts, ASC Family Fund, Terms and Conditions page
- \*Upgraded the functionality of the Prepack Page and the Maintenance Work Order Page
- \*Presented a break out session on Web Site Tools for Dining Professionals at the northeast conference of NACUFS

**Payroll**

- \*Launched a new Enterprise Timekeeping system which included many management tools to insure proper payment of wages and provided more managers with access to payroll reports and historical data.
- \*Upgraded three time clocks to more powerful models that provide more information to employees

### Payroll Continued

\*Implemented a new PCPayroll intranet to increase efficiency and access to data.

### Labor relations

\*Met to discuss one grievance with the Union President

\*Met to discuss Pretax Pension Change and Timothy Law Health Insurance Adjustment with the Labor Management Committee

\*Met to discuss HMO 15 replacement with the Union President

\*Met to discuss the offering of Overtime/Extra Time with the Union President

### Recruitment

\*Catering Supervisor (2)

\*Dining Supervisor

\*Dining Manager

\*Catering Manager

\*Executive Chef

\*Janitors (2)

\*Director of Facilities, Equipment, and Planning (chaired committee)

\*Human Resources Specialist (chaired committee)

\*Dining Employees (14)

\*Used new radio advertisement and Craig's list for regular positions

\*Used Face Book as a new source to recruit Cortland Student Employees

**Appendix C**  
**2007-08 Annual Report**  
**Director of Dining Services**  
**Bill McNamara**

**Operations:**

- Successfully opened Hilltop Dining
- Successfully corrected off campus partnership software (currently 9 partnerships)
- Created weekly menu cycle for Raquette Lake
- Hired additional staff member for Raquette Lake
- Worked with SGA, RHA, and Athletics to reduce hours of operation.
- Maintained high level of satisfaction on Student Survey, October 2007
- Increased ASC concession presence at athletic events on campus
- Renewed contract with Maines
- Renewed contract with Dunkin
- Renewed contract with Gene Kellogg

**Capital Projects:**

- Completed development phase for Neubig Dining Hall.
- Bookmark redesign, summer 2007
- Dragons Den redesign, summer 2007

**Key Hires:**

- Stephen McAfee – Dining Manager
- Megan Munson – Catering Manager
- Aubree Lancaster – Catering Supervisor
- Ryan St. Denis – Catering Supervisor

**Retirements:**

- Darrel Devoe – Catering Chef

**Resignations:**

- Tom Kiernan – Executive Chef
- Martin Haugh – Catering Manager
- Michelle VanAuken – Catering Supervisor

**Special Events:**

- Alumni Weekend 7/2007
- I live NY Summit – Gov. Spitzer
- Freshman Convocation 8/2007
- Donor Dinner 9/2008
- Open House 4/2008
- Alumni Donor Dinner 6/2008
- Senior Games 6/2008
- It's Showtime – Loyal E. Horton **Gold Medal 2/2008**
- Graduation 5/2008

**Community Relations:**

- Participated in "Sweet Sensations" – Girl scout fundraiser

**Greening:**

- Maintained vegetable oil recycling program with Lime Hollow Nature Center
- Implemented “sustainable” option for catering
- Eliminated Styrofoam coffee cups from all area (except Dunkin)
- Replaced commissary boiler
- Introduced Coffee Mania as house brand coffee

**Department Training and Development:**

- Attended NACUFS National Conference, July 2007
- Back to work training for all employees 2x per year
- Attended NACUFS Regional – SUNY Cobleskill
- Co-hosted NACUFS Regional 2007 – SUNY Cobleskill
- Attended NRA show, May 2008

**Appendix D**  
**2007-08 Annual Report**  
**Director of College Store**  
**Terry Cahill**

The 2007-08 academic year was one of significant growth for the College Store. Progress was made in such areas as textbook pricing, timely submissions of textbook requisitions, ratio of used to new textbooks offered, better buyback prices offered, and better selection of clothing and other general merchandise items. Progress made this year has allowed the College Store to better fulfill its mission of providing excellent value and service to our clients; the students, faculty and staff of the SUNY Cortland community. A summary of the College Store's progress towards achieving our mission is as follows:

- **Textbook Pricing:** Beginning in the Fall Semester of 2007, the College Store instituted a new textbook pricing policy by significantly lowering our margins on both new and used textbooks. This action has resulted in an increase in sales, particularly of used textbooks, and has also positioned the College Store as among the lowest priced in the country.
- **Rush:** For Fall Semester '07 there was a 13% increase in prepacks sold over Fall Semester '06 and for Spring Semester '08 there was an 18% increase in prepacks sold over Spring of 07.
- **Requisitions:** This year, due to efforts on the part of store staff to engage faculty in discussions of the textbook crisis, the College Store saw an increase of 11% in timely textbook requisitions. This had an important impact on buyback, and our ordering ability and will result in an increased quantity of value priced used books on the shelves for students.
- **Buyback** The buyback in May of '08 was greatly impacted by the increase in on-time requisitions and resulted in a 17% increase in buyback transactions over May of '07 and 21% more used books on the shelves for students to purchase at the beginning of Fall Semester of '08.
- **Used/New Ratio** This ratio is one of the benchmarks of the college store industry, and one in which we are now a leader. Thanks to timely requisitions, a successful buyback, and judicious buying, the College Store has achieved a ratio of 55/45 used to new textbooks as opposed to an industry average of 40/60.
- **Insignia Clothing** In the '07-'08 academic year, the College Store experienced a 15.7% increase in sales of insignia clothing. This can be attributed to increase sales of Cortaca merchandise, introduction of clothing in styles and material that students are looking for and fair pricing with monthly sales.
- **Electronics** '07-'08 also saw an increase of 17.8% in sales of electronics over the '06-'07 year, reversing a 2 year downturn. .

**Appendix E**  
**2007-08 Annual Report**  
**Controller**  
**Jeff Johnson**

Tasks completed by ASC admin office in the past 12 months:

- Parking Lot functioned more smoothly for its second year. Installed new remote control software and am exploring Card access equipment to replace tickets.
- It looks like we finally successfully completed the SUNY Agency audit.
- Successfully completed the RFP process for a new audit firm.
- Successfully completed the RFP process for administrators for the quasi-endowment Investment Program approved by the board.
- Continued the review and update of internal control procedures.
- Updated the key policy and conducted a Key Inventory by employee to help bring this part of security under control.
- Took over the control of ASC cell phone purchasing, revised some plans saving money on monthly service charges.
- Designed a new Information Release form.
- Participated in the Parking Committee writing of recommendations to the president to ease campus parking problems.
- Continued implementing the Admin office ongoing cost control measures.
- Continued the upgrade and automation of ASC's computer systems and reporting.
- Continued to improve the response and reporting efficiency of vending/printing problem resolution since taking it on.
- Timely completed the annual FY07 audit and subsequent reporting to Albany
- Timely completed the FY09 budget and submitted to Albany

**Appendix F**  
**2007-08 Annual Report**  
**Director of Facilities, Equipment, & Planning**  
**Dan Davis**

**Capital Projects:**

- Neubig Dining Hall Renovation Project – The design is 90% complete at this point and is scheduled to be completed by early July 2008. The project will then be advertised, bid, and awarded for a November 2008 start. Phase I of the project (Dining Room – Mongolian Grill) is scheduled to be completed by January 18<sup>th</sup> of 2009. Phase II of the project (Serving Line – International Grill) is scheduled to start May 2009 and be completed by June 2009.
- College Store Renovations - The design is 90% complete at this point and is scheduled to be completed by December 2008. The project will then be advertised, bid, and awarded for a May 2009 start and scheduled for a July 2009 completion.
- Raquette Lake Ice House Apartment - The design is complete and the construction has commenced as of June 2008, and, is scheduled for a July 2008 completion.
- Dunkin Donuts Renovation - The design is in development. The construction is scheduled for a January 2009 completion.

**Facilities/Maintenance:**

- Bookmark Café Remodel - The café was remodeled to provide more working space and to improve air flow. The ice machine was exchanged for a larger capacity water cooled unit to reduce the heat buildup in the area.
- Commissary Steam Boiler Replacement - The electric powered steam boiler in the Commissary was replaced with a gas fired unit to save energy.
- Maintenance Work Order System – The electronic Work Order system was converted to a Web Based System. The advantages of this change enabled auto response features, and, equipment and labor tracking elements.
- Janitorial – The Janitorial Department is fully staffed which has enabled the expansion of the cleaning schedule to include special summer dates and Saturday coverage during the school year in Neubig Hall.

**Equipment:**

- Hilltop – The dated gas fired steamer was replaced and the rotary pizza oven was modified for better exhaust and less heat buildup in the cooking area.
- Miscellaneous Equipment - Many smaller pieces of equipment throughout the dining units to build reliability into the operation. Additionally, all new equipment purchased was “Energy Star” rated and “NYSRDA” researched for compliance.

**Planning:**

- Future Projects – Corey Back Dock Project, Neubig Loading Dock, Neubig Offices, Poolside Reconfiguration, Corey Bulk CO2 System, Raquette Pizza Oven Replacement, Multiple “Antlers” Projects.

**Endnotes:**

<sup>1</sup> In FY07, the number of meal plans on file at the mid-point of the fall and spring semesters was 2,777 and 2,622, respectively. The budgeted number of meal plans in FY08 was 2,730 and 2,550 for the fall and spring semesters, respectively.

<sup>2</sup> FY08 textbook prepacks were 2,064 and 1,207 for the fall and spring semesters, respectively. FY07 prepacks were 1,810 and 987 for the fall and spring semesters, respectively.

<sup>3</sup> ASC’s executive management team is summarized below:

<b>Name</b>	<b>Position</b>	<b>Years of Service</b>	<b>Education</b>
Dana Wavle	Executive Director	12 years	MBA, BS
Michelle Brackin, SPHR	Asst. Executive Director	11 years	BS
Terence Cahill	Director of College Store	1 year	MA, BA
Dan Davis	Director of Facilities	<1 year	AAS
Jeffrey Johnson	Controller	3 years	BS
William McNamara	Director of Dining Services	5 years	BS, AS



# ASC Sustainability Initiatives

Institutional Planning Conference  
June 25, 2008



## Neubig Dining Hall

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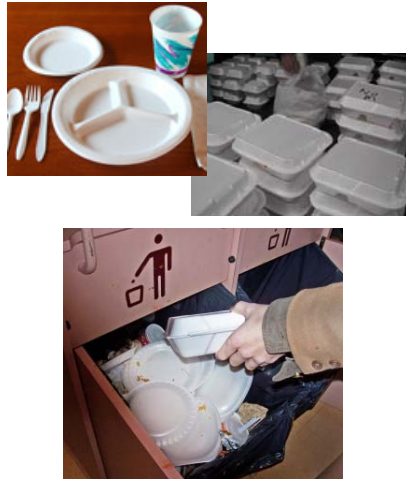
- Neubig was converted to an all-you-care-to-eat dining facility in 2005
- With this change, we started using washable china and silverware
- We have reduced the use and disposal of paper, styrofoam, and plastics in Neubig alone by over 30%



# Neubig Dining Hall



That was then ...



This is now!



SUNY  
Cortland

## Styrofoam

- Overall, we have reduced styrofoam usage by approximately 20% from FY03 to FY07
- Exploring Styrofoam alternatives in Dunkin' Donuts for 2008-09

SUNY  
Cortland

# Hilltop

- Hilltop as a “green” facility in 2008-09
- Currently using more paper-based (biodegradable) products than other units
- Planning to eliminate plastics and Styrofoam
- Increase utilization of alternative service-ware and utensils
- Exploring the possibility of composting
- Dragon’s Den will be phase II



# Fountain Service vs. Bottles

- Increased fountain service in dining units, leading to 35% reduction in sale of bottled beverages (2007-08)



## Vegetable Oil = Biofuel

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- Recycling used vegetable oil, mostly from fryers
- Local farmer picks up and uses as biofuel for farm equipment, home heating, and automobile
- Working with Physical Plant to explore feasibility of campus use



## Vegetable Oil = Biofuel

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## Vegetable Oil = Biofuel

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The logo for SUNY Cortland, featuring the word "Cortland" in a red serif font with "SUNY" in a smaller, black sans-serif font above it.

## Vegetable Oil = Biofuel

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The logo for SUNY Cortland, featuring the word "Cortland" in a red serif font with "SUNY" in a smaller, black sans-serif font above it.

## Vegetable Oil = Biofuel

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 SUNY  
Cortland

## Vegetable Oil = Biofuel

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 SUNY  
Cortland

## Ancillary Services



- Energy Star MicroFridges
- Vending Misers (monitor motion and temperature)
- Removing lowest volume vending machines (McDonald Bldg, Lusk)
- Machine lighting not needed in some locations/areas



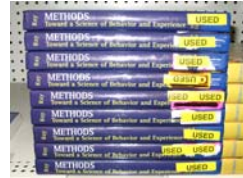
## Ancillary Services

- Energy Star, front-loading, high-efficiency washers in 2008-09
- This upgrade should reduce water usage by at least 1.2 million gallons of (hot) water in 2008-09



## Used Textbooks

- Major focus of ASC's textbook program
- Everyone "wins"
- Less expensive
- Buyback keeps adopted books on campus ("textbook recycling")
- Timely requisitions = \$\$\$\$\$



## Equipment Upgrades

- Commissary: replaced an electric boiler with a gas-fired unit
- \$9,000 project



Electric: **\$1,100** per month



Gas: **\$200** per month



## Equipment Upgrades

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- Raquette Pizza: working on replacing electric pizza oven and fryers with gas-fired units
- \$30,000 project

Electric: **\$7,000** per year

Gas: **\$1,500** per year



The logo for SUNY Cortland, featuring the word "Cortland" in a stylized font with "SUNY" above it.

## Equipment Upgrades

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- Neubig Dining: new dishwasher in 2007 (more energy and water efficient)



\$150,000 project

40% less electricity

30% less water

Much quieter!

The logo for SUNY Cortland, featuring the word "Cortland" in a stylized font with "SUNY" above it.

## Miscellaneous

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- Use of biodegradable and compostable plastic containers in retail dining facilities
- Beverage refill program: will increase visibility and promotion in 2009
- ASC recycles 100% all eligible plastic and metal containers in our production facilities
- Monitoring and managing hours of operation



## Miscellaneous

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- Maintaining 2006-07 energy footprint with Coca-Cola (C-Store and vending)
- Use of environmentally-friendly, green chemicals in janitorial and dining services
- Dramatically reduced the volume of printed marketing materials sent to new and returning students by focusing on key messages and emphasizing ASC's web page



## Opportunity Areas

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## Sustainable State of Mind

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- Equipment procurement
- Food procurement
- Providing data to Dr. Brice Smith
- Hours of operation
- NYSERDA, Energy Star
- Raquette Lake
- Goods stewards of resources

## Sustainable State of Mind

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- Thank you
- Please contact me if you have any ideas/suggestions