The EWU division of Business and Finance is committed to supporting the mission of the university by providing essential administrative, auxiliary, facilities and financial related services. Staffed by 451 talented and dedicated employees, the division is responsible for the successful stewardship of the university’s human, financial, and physical resources.

On behalf of the entire Business and Finance team I am pleased to present this report highlighting the recent accomplishments of the division. These results have been achieved through the superior efforts of our staff that lead, support and collaborate with university members and the community to provide great service.

Mary Voves, Vice President, Business and Finance
ABOUT BUSINESS AND FINANCE

THE DIVISION OF BUSINESS AND FINANCE PERFORMS A WIDE VARIETY OF EASTERN WASHINGTON UNIVERSITY’S ESSENTIAL BUSINESS FUNCTIONS; ENSURING FINANCIAL VIABILITY, ATTRACTING AND RETAINING QUALIFIED STAFF AND MAINTAINING CAMPUS APPEARANCE AND INFRASTRUCTURE, ALL OF WHICH POSITIVELY CONTRIBUTE TO ACHIEVING THE UNIVERSITY’S MISSION AND STRATEGIC GOALS.
DEPARTMENT OVERVIEWS

FACILITIES AND PLANNING is at the heart of the university’s planning, construction and operations of the physical campus, ensuring an environment that supports a successful experience for students and staff. In addition to operating, maintaining and supporting EWU’s physical plant, building and grounds, transportation services and waste management and recycling activities, Facilities and Planning also leads the university’s master planning.

AUXILIARIES AND BUSINESS SERVICES 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. The department also manages university real estate, insurance and risk assessment. 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.

HUMAN RESOURCES, RIGHTS, AND RISK provides 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 oversight in the areas of employment risk management and compliance.

FINANCIAL SERVICES provides comprehensive fiscal leadership and service to the university community and constituents to ensure a secure and stable financial environment. A principal function is management of the university’s planning and budget processes. 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.

UNIVERSITY POLICE is 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. The department engages in community outreach programs and collaborates with other local law enforcement agencies to provide education and training on safety and security. 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.

RECORDS MANAGEMENT assists all departments with the disposition of any papers, correspondence, forms, bound volume, films, magnetic record, drawings or other documents that have been created or received during the course of public business. The office also provides oversight and management of all public records requests and compliance with the State Public Records Act.
EWU CAMPUS
AN ENVIRONMENT FOR SUCCESS
The Business and Finance division plays a key role in creating and maintaining campus facilities and services to promote a safe, healthy and supportive environment.

From managing the development of Eastern’s Facilities Master Plan to ensure our facilities are ready to support the University’s mission and strategic goals; to overseeing and managing the capital and facilities improvement budget, which totaled $68M for the 2012-13 biennium; to providing venues for dining, recreation and campus events; to ensuring the safety of the campus community, the various Business and Finance units provide leadership and work collaboratively with other campus and community entities to build and foster an "environment for success".

ENHANCING CAMPUS FACILITIES
Facilities and Planning’s Construction Services unit has been instrumental in the planning, project management and delivery of several new or enhanced campus facilities.

NEW CONSTRUCTION
snyamncut - $19M
Supporting Student Affairs’ strategic goal of improving the residential experience, the Facilities department has been at the helm in the construction of the first new residence hall built on campus in over 40 years.

The 104,000 square-foot hall features double and triple rooms, full kitchens, a great room with fireplace, study areas, game rooms and state-of-the-art technology for wireless and other data connectivity.

In keeping with EWU’s commitment to sustainability, the building has been designed to energy conservation and environmental impact standards that will qualify for the Leadership in Energy and Environmental Design (LEED) Gold certification.

The new hall opened at the start of the fall 2013 quarter.
AN ENVIRONMENT OF GROWTH

1999 CONTINUING CAMPUS NETWORK AND CLASSROOM TECHNOLOGY UPGRADES
1999 PRESIDENT’S RESIDENCE JFK LIBRARY REMODEL CAMPUS CENTRAL MALL
2000 LA HALL SUTTON HALL MONROE HALL NETWORK UPGRADES
2002 CHILDREN’S CENTER CHENEY NORMAL HERITAGE CENTER (SCHOOL HOUSE)
2003 ROZELL BOILER PLANT IMPROVEMENTS

1999
1999
2001
2002
2004
2006
2010
2004 TAWANKA RENOVATION
2006 SENIOR HALL
COMPUTER AND ENGINEERING BUILDING
VISITOR CENTER
2008 URC CHENEY HALL
2009 HARGREAVES HALL
2010 START PATTERTSON
(COMP. JAN’14)
2013 VETERANS CENTER | LEARNING COMMONS
SNYAMNCUT HALL | WAYFINDING SIGNAGE

2006
2008
2009
2013
Campus Directional Wayfinding/Signage Project - $180K
EWU students, faculty, staff and visitors are now being greeted by new directional signage to help them navigate our changing and expanding campus. New signage has also been installed in the interiors of many campus buildings. Completion of this project improves the quality of the campus experience by providing attractive, consistent signage that presents a clear identification of the campus and also ensures accessibility for customer support and safety and security issues.

EWU Concession Building - $600K
In collaboration with the Athletics department and University Recreation Facilities, Construction Services completed improvements to concessions facilities at Roos Field in September 2013. Aimed at enhancing the Game Day experience for EWU sports fans, a new upper concessions stand and a permanent location for the EWU Bookstore Inferno Team Shop was built at the upper Lot 12.

RENOVATIONS
Sports and Recreation/Phase Upgrades - $1.3M
Responding to NCAA recommendations to improve the facilities serving women's athletics programs and comply with Title IX goals, the Facilities’ Construction Services unit collaborated with the Athletics department and University Recreation Facilities on improvements to both the women’s and men’s locker facilities.

The project renovated 6,525 square feet of existing space in the Pavilion and PE Activities buildings. Programs affected by the project include women’s basketball, volleyball, soccer, tennis and golf as well as men’s tennis.

Featured in the upgrades are separate team rooms for women’s basketball, volleyball, and soccer, a shared team room for women’s tennis and golf, and a separate team room for men’s tennis. The team rooms are equipped with data networking for television, computer, and wireless internet access, along with custom locker areas, sinks, showers and dressing areas.

Veteran’s Resource Center – $100K A space renovation project located in Showalter Hall to house the Student Affairs program to improve services for veterans. The 2,000 square-foot center includes a lounge, kitchen area, computer lab, conference and workshop space as well as office space for support staff.

Learning Commons at the JFK Library - $1.1M A space remodel in the JFK Library for a collaborative-learning area aimed to provide academic support and enable student success.
ALEKS (Assessment and Learning in Knowledge Spaces) Math Lab Space in Monroe Hall - $188K. Renovation to accommodate a developmental mathematics computer lab for incoming freshmen.

Patterson Hall Renovation - $56M
The renovation of Patterson Hall will enhance the university’s ability to provide greater educational efficiency and increase the availability of its courses by creating flexible classroom, seminar and lecture space and increasing department-specific classrooms.

The project, underway since Fall 2010, will substantially increase the lifecycle of the building through improvements to the building exterior, mechanical, electrical, access and security systems, and also address critical life safety issues such as fire detection and suppression, indoor air quality and ADA upgrades.

Major components of the project include the addition of 30,000 square feet to the existing structure, comprised primarily of three new office wings. In addition, approximately 105,000 square feet of existing general academic space is being modernized and will feature “smart classroom” space, complete with the latest electronic teaching media, and lecture hall space. The building is designed and constructed to meet the standards for LEED Gold certification.

The Patterson Hall renovation project will create an identity and presence for the College of Arts, Letters & Education and the College of Social & Behavioral Sciences and Social Work. Associated program departments located in Patterson Hall include Modern Languages, English Language Institute, Philosophy, English, English Composition Criminal Justice, Economics, Government and History.

Project completion and occupancy of the building is scheduled for the start of winter quarter, January 2014.
University Recreation Facilities
Recreation facilities and opportunities on a college campus can be a deciding factor when students are making the decision of where to attend college, and also play a role in student satisfaction and success when living on campus. The University Recreation Facilities at Eastern include the Sports and Recreation Center (SRC) and the University Recreation Center (URC). The department has focused on improving and expanding its facilities with recent upgrades and enhancements such as:
» An average of $250,000 of replacement and new equipment added to the Fitness Center annually.
» Electronic locks added to the day-use lockers for added security.
» Nine filtered water bottle refill stations, resulting in nearly 155,000 plastic bottles diverted from the landfill to-date.

FOCUS ON SAFETY
Facilities and Planning
» Complete Pearce/Dressler fire alarm upgrade and wireless installation.
» $1.1M upgrade of the Art, Music, RTV, Communication and Theater fire alarm and reporting systems, plus replacement of exterior doors and installation of electronic access controls.

EWU Police Department
The EWU Police Department contributes a fundamental component to student success by establishing and maintaining a safe, secure, and welcoming environment. Beyond the day-to-day presence of patrol officers and cadets, highlights of key activities include:
EWUPD provided safety and informational classes to 4,644 students, faculty and staff for the year of 2012. These activities included the following:
» Alcohol awareness classes
» Free self-defense classes
» Auto safety checks
» General safety and awareness class (staff, faculty and students)
» Life skills class presentation
» Community Advisor/Residence Advisor safety training classes
» Operation ID engraving

StateUniversity.com, a service that helps students evaluate schools, ranked EWU the safest school in the state.
ENHANCING THE CAMPUS EXPERIENCE

BY PROVIDING EXCELLENT FACILITIES AND SERVICES, THE OPERATIONS OF BUSINESS AND FINANCE SEEK TO CONTINUALLY IMPROVE AND ENHANCE THE CAMPUS EXPERIENCE FOR STUDENTS, STAFF, AND COMMUNITY MEMBERS. FOLLOWING ARE HIGHLIGHTS OF RECENT ACTIVITIES THAT HAVE IMPROVED SERVICE DELIVERY AND CUSTOMER SATISFACTION.
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</table>
Dining and Catering Services plays a large role in students’ satisfaction when living, and studying, on campus. The unit has undertaken a number of initiatives aimed at supporting and enhancing the campus experience.

In November 2012, Dining Services conducted a survey to measure, evaluate and benchmark the characteristics, needs and opinions of students with regard to the food services they receive. In response to the survey results, actions in five key areas were taken:

- A new inventory system, Food Trak, was implemented in July 2013. The system includes a nutritional module that is tied directly to the USDA database. This enhanced system will provide customers with up-to-date nutritional information and labeling.

- In addition to the enhanced nutritional content provided by the Food Trak system, menus, marketing and information has been designed to assist students with making healthy dining choices. Activities have included conducting “Special Diet” forums with students at the start of the school year to address special dietary needs and answer questions on nutrition and offering menus emphasizing healthy choices.

- Dining Services introduced the Fresh Market concept at the Eagle Express Market in the spring 2013 quarter. The Market features fresh fruits, vegetables, and EWU bakery-produced bread every Thursday. Fresh Market sales have increased weekly from $500 to $2,200 and are averaging 300 customers per week.

- Existing recipes have been reviewed and evaluated, and new ones added, based on current sales for items, nutritional/allergen content, chefs’ reviews and recommendations, student sampling and trendiness of items.

- Dining Services continually monitors and works to control prices and costs. In this effort EWU joined with their counterparts at WSU in 2011 to leverage their buying power with the contracted food provider used by both schools. The combined volumes allowed for the negotiation of reduced pricing. The first full year of the EWU/WSU combined purchasing project was a strong success and resulted in EWU Dining Service being able to save more than $80,000 in product costs compared to purchasing prior to the project.

Dining and Catering Services also hosts several special events for students as part of their efforts to enhance the campus dining experience and foster a sense of community:

- Halloween and Mardi Gras progressive dinners provided entertainment, activities and holiday-themed menus to students at three dining locations.

- Special culinary events brought an international flair to campus dining options with the Sushi Roadshow that featured food preparation demonstrations and Asian food, and a Mediterranean night event, highlighting healthy recipes.

- Participating in the campus Earth Day celebration, Dining provided students with sliders from the Lazy R Ranch, an environmentally responsible beef producer, and offerings from the Fresh Market.

- Dining Services collaborates each quarter with Housing and Residential Life for the Moonlight Breakfast. An average of 700 students attend the event.
Rent to Save

Affordability is a key to student success, and the EWU Bookstore is helping in this area through its textbook rental program. Begun in the fall of 2010 with an offering of 34 titles, the program has grown to over 2000 titles in the Spring 2013 quarter. Textbook rentals resulted in over $600,000 in course materials savings to EWU students in FY13. Savings exceeded $1,000,000 by the end of the summer 2013 quarter.

Best Practices in Student Financial Services

Student Financial Services (SFS) has implemented a number of “best practices” that improve the quality and efficiency of its services. For example, SFS developed an electronic direct-deposit feature to work with existing Banner software. This not only eliminates the manual processing of nearly 4,000 checks each quarter, but it also facilitates and expedites the disbursement of student financial aid and other funds on a daily, rather than weekly basis. This makes EWU unique among other colleges in the state.

SFS was an early adopter of e-commerce services beginning in 2007 with e-bill and e-payment offerings. This facilitates and expedites billing information to students, parents, and third-parties and makes it easy for them to make timely, on-line payments. In addition, in 2012 all of the 1098T tuition statements were generated and distributed electronically. These on-line services have not only improved customer satisfaction and responsiveness, but have also improved staff productivity and efficiency.

SFS also assists other campus entities with innovative e-market services to provide secure payment processing on their web “storefront” sites. For example, SFS helped with the implementation of the University Recreation Facility’s new guest management by providing a payment portal for URC patrons. This will allow members to pay for and renew their memberships online. This service will also be utilized by the mathematics department in conjunction with their ALEKS lab testing program. To-date, SFS has assisted seven departments and programs, such as FirstStep and Housing, to provide on-line payment capabilities for their products and services.
STUDENT FUNDRAISING SUPPORT

EWU Concessions, operated by Dining Services, offers student clubs and organizations opportunities to work concessions operations on football game days and major basketball events as a fund raising project. Working alongside Dining, the group earns an average of $400 for the event. To date, clubs and organizations have earned over $4,000. This program not only helps fund club and organization activities but has strengthened the relationships between Dining Services and these student organizations.

STUDENT OPPORTUNITIES FOR WORK AND LEARNING

Business and Finance provides students with real-world training and work experience through paid student employment positions and internships offered in the Dining Services, EWU Bookstore, University Recreation Facilities, HRRR, and Financial Services units. Currently, Business and Finance employs over 500 students.

The EWU Police Department has expanded the student cadet program, adding two cadets in the fall of 2013. The program offers students the opportunity to learn more about a career in law enforcement with “on-the-job” experiences. Responsibilities of the cadets include providing non-law enforcement service to the public, taking minor police reports, traffic control during special events, assisting the evidence office in the lost and found, assisting officers with training, responding to vehicle battery jumps and unlocks, as well as fleet maintenance.

Student Police Cadet Diana Villanueva

“Being a police cadet for the Eastern Washington University Police Department has brought me closer to the students and the EWU community. I’m happy to be able to help young women learn self-defense tactics to protect themselves from potential threats out in the streets. Cheney looks like a safe environment, but that doesn’t mean that bad things don’t happen here. I feel more confident than I did before and I am proud that I have overcome some of my fears and I have shown myself that I can be a strong person and I know how to defend myself thanks to fighting scenarios that we had during our cadet training. It has been a valuable experience to have the opportunity to work as a police cadet for the EWU Police Department.”
MEMBERS OF THE BUSINESS AND FINANCE STAFF ARE ACTIVELY ENGAGED WITH THE CAMPUS COMMUNITY. THEY PARTICIPATE IN MANY CAMPUS ACTIVITIES AND SERVE ON NUMEROUS COMMITTEES. BUSINESS AND FINANCE PERSONNEL ARE ALSO MEMBERS OF, AND REPRESENT THE UNIVERSITY IN, PROFESSIONAL, GOVERNMENTAL AND COMMUNITY ORGANIZATIONS LOCALLY AND STATEWIDE.
COMMUNITY ENGAGEMENT

Business and Finance personnel are members of the following professional, governmental and community organizations:

Washington State Alternative Fuels & Vehicles Technical Advisory Group
National Association of College and University Business Officers (NACUBO)
National Association of College and University Foodservice (NACUFS)
National Association of College Concessionaires
Cheney Parks and Recreation Board
Pacific Intermountain Parking and Transportation Association
National Association of College and Auxiliary Services (NACAS)
Association of College Unions International (ACUI)
Western Association of College and University Business Officers (WACUBO)
Commuter Trip Reduction Spokane Transit Authority
High Performance Corridor Advisory Committee
DES Procurement Reform Task Force
DES Training Advisory Committee
Correctional Industries Business Development Advisory Committee
PNPPA – Pacific Northwest Public Purchasing
Government-University Partnership Project for Effectiveness and Efficiency (GUPPEE)
National Association of Educational Procurement (NAEP)
Cheney Merchants Association
City of Cheney Steering Committee on Parking
City of Cheney EPA Sustainable Community Building Blocks Grant Steering Committee
West Plains Chamber of Commerce
2nd Harvest Food Bank
Society of Inland Northwest Environmental Scientists
Campus Safety Health and Environmental Management Association
Higher Education Recruiting Consortium for the Northwest
College and University Professional Association for Human Resources

CAMPUS ENGAGEMENT

Members of the Business and Finance staff actively participate in the following campus activities and committees:

FirstStep Orientation
New Employee Workshops
Gateway Steering Committee
Digital Media Advisory Committee
University Budget Committee
Data Management Committee
University Safety Committee
Sustainability Committee
S&A Fee Committee
Risk Assessment Committee
ASEWU Mentor Recycling Committee
ASEWU Food Service Committee
Commencement Student Disciplinary Council (co-chair)
EWU Homecoming Committee
EWU Homecoming parade (recycling)
EWU Neighbor Day festival
Riverpoint Parking Committee
University Parking Appeals Committee
Student Union Board of Control PUB Marketing
LGBTQ Advisory Committee
Strategic Planning Conference Committee
President’s Diversity Committee
EWU Community Food Drive
University Senate
BUSINESS AND FINANCE’S ROLE AS STEWARDS OF THE UNIVERSITY’S SUSTAINABLE RESOURCES INCLUDES PROVIDING LEADERSHIP, AND COLLABORATING WITH OTHER CAMPUS AND COMMUNITY ENTITIES. IN ADDITION, ADOPTION OF BEST PRACTICES TO IMPROVE SUSTAINABILITY EFFORTS CAMPUS-WIDE ENHANCES EFFECTIVE UTILIZATION OF ALL UNIVERSITY RESOURCES.
REDUCING THE CARBON FOOTPRINT
The Facilities and Planning department leads and provides consultative expertise for many of EWU’s sustainability programs and initiatives. One major accomplishment was the development of the university’s Energy Efficiency and Sustainability Plan, which was presented to the Board of Trustees in April 2012. Partnering with energy efficiency design/build firm McKinstry, they developed a comprehensive campus-wide plan that identifies opportunities to reduce energy consumption and carbon emissions while improving campus operations. This plan charts a course towards helping the University achieve its vision for a carbon neutral campus.

IMPROVING EFFICIENCY/REDUCING COSTS
EWU participates in the Washington State Energy Service Performance Contracting (ESPC) program which aims to improve energy efficiency and reduce utility costs, while also helping to control project costs. Facilities and Planning manages this program for the university and has completed a number of ESPC projects over the last several years. Recent examples include:

- **Tawanka Refrigeration System Upgrade**
  This $1.7M project replaced ageing and inefficient refrigeration equipment in the Tawanka food production facility. EWU contracted with McKinstry, an ESCO (Energy Service Company)-qualified contractor to design and install a high-efficiency refrigeration system. All equipment was selected and installed to conserve energy and provide high level productivity for food service storage and production. Estimated energy savings are **$38,000** annually, estimated operational savings are **$15,000** annually.

- **Rozell Boiler Plant Pump Replacements**
  This project replaced old and deteriorating feed water pumps in the Rozell Power plant with state-of-the-art energy efficient pumps and motors, reducing operating costs and improving reliability. Annual energy savings are **$12,000**, annual operating savings are **$6,000**.

- **Lighting Efficiency Upgrades**
  Lighting represents one of the most significant uses of energy on campus. Seven major lighting upgrade projects have been completed recently that not only improve energy and cost efficiency, but also provide code compliance and campus safety. Utilizing newer and more efficient technologies such as LED, HID, and T5 HO, new walkway and building perimeter lighting has been installed in many areas on campus. In addition to improving lighting aesthetics and security, savings from the various projects range from 20% to as much as 75% in energy costs.
A Hot Idea - Snow Melt System
Facilities personnel working on the Patterson Hall remodel came up with an innovative idea that will utilize a “wasted” resource (heat), and also provide safety and maintenance cost benefits.

Like most buildings on our campus, Patterson Hall’s heating system takes high-pressure steam created at the Rozell Heating Plant and converts it to high-temperature water to deliver heat throughout the building. This process condenses the steam which is pumped back to the heating plant for re-use. However, the condensate needs to be allowed to cool first before it can be re-sent back through the system, thus wasting its heat.

The hot idea is to first route the condensate through a snow melt system beneath the sidewalks leading to the five entry points of the building. This otherwise wasted heat will be used to melt snow and ice from the sidewalks during the winter, saving the labor of hand-shoveling and providing safer pedestrian access to the building. It also will eliminate the need for de-icing chemicals and traction sands keeping the floors inside the building cleaner, dryer, and lasting longer with less maintenance.

Sustainability Center
EWU is designing and programming a new Sustainability Center. This facility is being developed to support academic programs and degrees in the areas of sustainability and energy conservation, and will offer opportunities for student research, collaborative research with local energy and sustainable companies. It will also serve as a community center for Eastern’s commitment to reducing the impact on the environment.

The university’s goal is to achieve green building certification by the International Living Future Institute’s Living Building Challenge. To obtain this certification the project must meet rigorous standards and performance requirements, including net zero energy, waste and water, over a minimum of 12 months of continuous occupancy.

ACUPCC
Since March 2009 EWU has been a signatory to the American College and University Presidents’ Climate Commitment (ACUPCC). The ACUPCC is a commitment of presidents and chancellors of colleges and universities to make proactive changes to their university operations to reduce greenhouse gas emission and individually set a date for climate neutrality for their respective campuses.

In May of 2012 EWU formed a Sustainability Committee that has begun developing a forum for the discussion of sustainability and natural resource management. Since that time all EWU new major building projects (4) have been certified LEED silver or higher. In June of 2012 EWU completed and adopted a Climate Action Plan (CAP) that reflects the following goals for the university:

- 15% reduction in Total Scope 1, 2, 3 emissions by 2020 (relative to baseline emission in 2005)
- 36% reduction in Total Scope 1, 2, 3 emissions by 2035 (relative to baseline emission in 2005)
- 100% reduction in Total Scope 1, 2, 3 emissions by 2050 (relative to baseline emission in 2005)

EWU’s greenhouse gas mitigation strategies include:
- Integrating sustainability/conservation into EWU Strategic Plan and Campus Master Plan.
- Green development of facilities and grounds at Eastern’s Campus
- Building audit and conservation upgrades
- Analysis of alternate energy opportunities
- Water conservation projects
- Energy conservation projects
- Enhancing/expanding alternate transportation options

Food Recovery Challenge
Dining Services is actively working to reduce food waste as part of EWU’s participation in the U.S. Environmental Protection Agency “Food Recovery Challenge”. The goal of this challenge is to raise awareness about the amount of food unnecessarily thrown away. The Food Recovery Challenge asks participants to reduce as much of their food waste as possible – saving money, helping communities, and protecting the environment. Dining Services has incorporated the goals of “Challenge” into their overall sustainability plan. Some examples of the many actions they have taken include:

- Dining kitchens currently compost 80% of the preparation food waste.
- In the fall of 2013 Dining introduced 3 waste sorting stations in the PUB for composting, recycling and waste.
- Cooking items to order – eliminates over production, over 60% of all items prepared on campus are prepared to order.
- Small batch production for buffet lines – reduces potential of over production.
- Implemented “tray-less” dining practices to reduce waste.
- Fryer and cooking oils are recycled for use as bio diesel fuel

Reducing the amount of food waste generated is an important part of EWU Dining Services commitment to ethical business and social responsibility.
Commute Trip Reduction
Parking Services informs every student commuter that inquires about a parking permit about the advantages of the bus as alternative transportation. Faculty, staff and students are encouraged to use alternate sustainable modes of transportation. EWU participates in the statewide Commute Trip Reduction (CTR) program, aimed at improving air quality by reducing single-vehicle-occupancy commuting. In FY2012-13 an average of nearly 300 employees per month used the bus, and the average student monthly ridership was 4,000.

EWU Recycling Center
EWU’s recycling effort over the past 10 years has increased steadily, to a point where the temporary facilities used for sorting and recycling are at capacity and will limit continued growth. This project, to be executed in two phases, will construct a new recycling facility for the university, consolidating the location of the recycling, surplus disposition and refuse management operations.

The Pence Union Building (PUB) encourages recycling through an innovative incentive program offered by EWU’s beverage contractor. The Dream Machine is a recycling kiosk that utilizes a computerized system to reward users with points for every bottle or can they recycle. Users can redeem their points for local discounts on entertainment, dining, and travel through the PepsiCo Recycling program.

For the past 5 years, EWU has participated in RECYCLE MANIA, a friendly competition and benchmarking tool for college and university recycling programs to promote waste reduction activities to their campus communities. Over an 8-week period each spring, colleges across the United States and Canada report the amount of recycling and trash collected each week and are in turn ranked in various categories based on who recycles the most on a per capita basis, as well as which schools have the best recycling rate as a percentage of total waste and which schools generate the least amount of combined trash and recycling.

National Food Day
National Food Day is a nationwide celebration and a movement for healthy, affordable, and sustainable food. Last October, Dining Services celebrated National Food Day on the EWU campus with an expanded Fresh Market relocated to the PUB MPR. The location not only offered a larger assortment of orchard and garden fresh items, it also included a cooking demo featuring many of the fresh products and easy ways for students to prepare fresh vegetables.

Using “fresh and local” as a theme, Dining’s three main eateries, Baldy’s, Tawanka Main Street and The Roost, all featured seasonal and sustainably sourced products which were prepared in a variety of ways and featured throughout the day.

In addition, the EWU Sustainability Project and EWU Dining Services hosted a Garden Party at the site of the EWU Campus Garden to create awareness around local/sustainable food, local agriculture opportunities, and community engagement. The party featured locally-sourced foods and included a garlic planting event.
### OPERATING AND CAPITAL EXPENDITURE, FY12

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### OPERATING AND CAPITAL EXPENDITURES BY FUNCTION

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### REVENUES

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<td>81,427,807</td>
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<tr>
<td>Federal Grants &amp; Contracts</td>
<td>24,523,435</td>
</tr>
<tr>
<td>State and Local Grants &amp; Contracts</td>
<td>19,534,889</td>
</tr>
<tr>
<td>Private Gifts, Grants, and Contracts</td>
<td>2,718,027</td>
</tr>
<tr>
<td>Sales and Services of Auxiliary Enterprises</td>
<td>19,105,592</td>
</tr>
<tr>
<td>Other Sources</td>
<td>1,758,276</td>
</tr>
</tbody>
</table>
BY THE NUMBERS

**BOOKSTORE**
- **1,000** textbook titles rented daily
- **400** average number of customers daily

**MAIL SERVICES**
- **1.5M pieces** of mail processed annually

**PARKING SERVICES**
- **1,300** annual parking permits
- **2,500** quarterly permits
- **300** monthly STA bus ridership
- **1,300** employees
- **4,000** students

**4,000 PUB VISITORS**
- Every day

**RECREATION FACILITIES**
- **1,750** daily URC usage
- **775** average daily SRC usage
- **346** days/year URC and SRC open
- **13** average hours/day
- **5,000** daily passes sold
- **800** monthly passes sold
- **30** annual passes sold
- **200** swim passes sold annually

**DINING AND CATERING**
- **5,200** meals served daily
- **84** tons of compostable material recycled annually
- **58,000** biodegradable containers used annually

**Event Planning**
- **8,600** internal events
- **157** external events annually
- More than **600,000** attendees

**PURCHASING**
- **4,000** purchase orders processed annually
- **10,000** P-Card transactions
### FACILITIES

- **329** total acres
- **21** acres of parking lots
- **16** acres of playfields
- **654,400** GSF of grounds maintained per grounds employee
- **75** buildings with a total of **2.8M** GSF
- **46,600** GSF cleaned per custodial employee
- **71,795** GSF maintained per maintenance employee
- **11** miles of steam lines
- **8** miles of **13,200-volt** power lines maintained by EWU
- Annual utility budget of **$2.9M**
- Over **13,000** work orders annually

### Financial Services

- **$61.4M** FY13 tuition managed by Financial Services
- **$227.2M** FY13 university budget managed by Financial Services
- **$20K** in aid disbursed each quarter by Student Financial Services
- **3700** checks and **5600** direct deposits for students each quarter
- **$5M** Perkins Loan portfolio managed by Student Financial Services

### Human Resources, Rights & Risk

- **2** labor contract negotiations (faculty, classified)
- **142** new hires • **222** recruitments

### Records Management

<table>
<thead>
<tr>
<th>Records Stored</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>campus and in Olympia</td>
<td>3,700</td>
</tr>
<tr>
<td>destroyed per retention schedules</td>
<td>1,700</td>
</tr>
<tr>
<td>public disclosure/union/subpoena requests annually</td>
<td>150</td>
</tr>
</tbody>
</table>

### Environmental Health and Safety

- **48** ergonomic assessments
- **80** incident investigations
- **63** building inspections
- **206** hazardous waste collected, catalogued and disposed
- **1,360** universal/problem waste collected and processed

**Comprehensive EHS training delivered to employees**

**2,038**