

Dear Campus Community,

As we continue our efforts to increase efficiencies and improve services to align with our strategic initiatives and EPPIIC values, select Student Memorial Center (SMC) operations will be transitioned from Student Services, Inc (SSI) to the University. This change in operations will result in an annual savings to the University due to increased efficiencies of both resources and staffing.

The following areas will transition to the University effective July 1, 2020:

- SMC Operations
- Camps & Conferences
- Ticket Sales
- Call Center
- Campus & SMC Tech/AV Operations
- Fitness Center

SMC Operation, Camps & Conferences, Ticket Sales, Call Center and the Fitness Center will be under Student Affairs and Enrollment Management (SAEM). The move aligns with best practices in student development to manage student unions and allows better integration with student life programming efforts.

Campus & SMC Tech/AV will fall under Information Technology (IT). This move will allow better coordination and leverage University IT resources and technology.

We would like to acknowledge and thank SSI for the 40 years of support in which they started and managed the above services. We will continue to partner with SSI for the Banking Center, University Store, and operation of the Villages, and look forward to future collaborations.

For information on the services under SAEM, please contact Tom Richardson at [tom.richardson@millersville.edu](mailto:tom.richardson@millersville.edu). For information on the services under IT, please contact Josh Hartranft at [josh.hartranft@millersville.edu](mailto:josh.hartranft@millersville.edu).

Warm regards,

Steve diFilipo, Chief Technology Officer

Brian Hazlett, Vice President for Student Affairs & Enrollment Management