

Nimbleness Minutes 9/1/09

ADMAN Board Members:

- Dee Madderra
- Rosemary Martin-Ocampo
- Janet Brown-Simmons
- Mary Bankston
- Kathy Miner
- Meshell Hays
- Joni Rippee
- Susan Sainz
- Kerry Hasa
- Allison Mitchell
- Robert Pattison
- Linda Potoski

Campus Members:

- Karen Hull
- Bob Loessberg-Zahl
- Leslye Hays

HR Shared Service Centers:

Due to the budget crisis, the Provost charged a sub-committee to review the possibilities of a service center model. Members of the committee include: Chair, Karen Hull, Irene Horgan-Thompson, Kim Rhodes, Linda Rodden, Elizabeth Myer Rita Bunch, Connie Melendy, Michele Platten, Betsey Archer, Susan Kennedy-DuHain, Anne Moyer, Diane Davies-Conley, Marion Randal, and Cherie Felsch. Discussions were made with regards to the emerging initiative "Shared Services Center" (SSC) model that would centralize administrative and business operations functions. Karen spoke about the key initiatives and goals of the initiative to move towards standardization, reduction in error rates in PPS, skilled/knowledgeable staff in particular areas, reduction of duplicating efforts and increased automated systems. She sighted that 1 in 10 PAN notices that are generated have errors. HR provided a workload study showing that hundreds of staff on campus process payroll and personnel transactions alone. Campus currently has over 1000 PPS users.

The Provost is asking for recommendations from the service center sub-committee by January 1, 2010 that will address the budget challenges and leverage the business opportunities by centralizing the business operation functions.

The ADMAN Board will be following up with the sub-committee to review the concept, how it is envisioned to work and the pros-and-cons of a service center. The meeting will be held in October, date to be determined.

Campus Updates:

Bob spoke about how the campus is looking at new organizational structures for IET, International Relations, Office of Research, Sponsored Programs Office, etc.

He announced that the Budget Advisory Committees will soon be unfolding changes based on the recommendations from the various committees. As deployment committees are formed he will ensure there is sufficient faculty/staff representation to appropriately represent all constituents. Focus will continuously be on improving efficiency, productivity and cost containment. He elaborated about the process: Someone will be appointed to lead the change effort and he expects more to come on this topic. Campus assigned committees (see below) have provided recommendations, the reports can be found on the Provost web-site.

1. Administrative Services Committee
2. Student Services Committee (this committee came up with the best results in identifying money saving opportunities)
3. Capital Facilities and Space: Bob spoke about how the campus is reducing leased space which is saving money
4. Instruction and Research
5. Self Supporting Activities

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Bob discussed the recent ORMP and OOA reorganization; there were concerns by some members of ADMAN about the deteriorating service from Facilities and the difficulty in their response time to requests for service.

Questions posed to Bob include:

- Is anyone looking at redundant classes being taught?
- Has the university ever thought about assessing different student fees for science vs. letters/science classes?

Sponsored Programs:

Leslye updated ADMAN on SPOs Customer Satisfaction Survey results and announced that after the first 45 days of the reorganization the surveys that have been coming in have been positive. She concedes there is still room for improvements – particularly in the administrative services area, where incoming proposals, etc first arrive, it is anticipated that SPO will hire an experienced analyst to field questions at the front desk. SPO is trying to get a better idea of how many proposals/awards are processed in their unit and has set up an internal tracking system. The reorganization and change management process has been slower than expected due to a backlog of proposal information still needing to be incorporated in the new system. This has been addressed with scheduling OT and temporary reassignments to get all proposals/awards in the system and hopefully completed soon.

Leslye said her team is wrapping up Phase I of the reorganization. This is leading to identifying needs for Phase II. More information will come about next steps.

Concerns express by attendees include:

- Inconsistent reviews of budget proposals.
- Not having a single point of contact responding to questions.
- 700-U forms can be sent as PDFs to sponsored programs
- It's difficult to figure out who in SPO is your contact until final team leader assignments are made.

Leslye briefly spoke about FEP = Faculty Salary Exchange Program. This involves identifying faculty who has the ability to participate in the program, it will allow academic employees who are subject to the furlough program to devote extra effort to extramurally funded projects in exchange for the furlough time they would be accruing. Essentially this means that those faculty will not actually have to take furlough days. Leslye spoke about the procedures (guidelines are still being refined that will document -accountability, auditability) – look for a new form to be developed. Leslye hopes that operational guidance will be forthcoming within the next couple of weeks.

Furlough Program –

- It will be up to the VC/Dean's office to admin the furloughs.
- CODVC will try to provide more guidance on how to apply the campus closure, furlough days.
- There will be very specific guidelines on how to apply the furloughs.
- Most of SPO will take the 2 weeks off over the holiday. SPO possibly plans on taking the 3rd Friday of each month for those exceeding the mandated furlough dates.
- It is anticipated that each ORU will implement separate furlough plans.

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