

University Process Improvement Project Updates March 2022– January 2023

SUMMARY:

Completed – 12
New Projects – 2
Active projects – 6
Future projects – 5

COMPLETED PROJECTS:

- 1. Academic Business Officers Org access**
 - Business officers presented a business need to have access to all Provost orgs to improve work performance when faculty are teaching outside their home org.
 - Argos dashboard report was created that allows the business officers to search for an employee position information as it can relate to eContracts.
 - Approval was received from the Provost and CFO to grant security access.
 - Staff time savings not having to contact other departments for information.
- 2. Access Control – Annual Audit & Non-Compliance Reporting**
 - Coordinate 2022 annual access inventory audit for faculty/staff with Business & Finance and IT staff.
 - Lambuth campus is included in the 2022 audit.
 - Continue to add new features that will improve the process and reporting.
 - Maintain compliance with policy GE2009.
- 3. Banner Effort Certification**
 - Eliminate the in-house system.
 - Easy to use the system.
 - Created Effort Certification user guides.
 - Created systematic email notifications and reminders.
 - E&G positions were updated to be included in Fall 2022 certification.
 - Increase in research dollars.
- 4. Chrome River Travel & Expense system**
 - Facilitating and engaging with the production roll-out.
 - Encumbrances, Liquidations, and Final Liquidations were finalized.
 - Employee Travel Cards program was initiated.
 - Eliminate paper requests and manual data entry.
 - Eliminate advance travel check requests.
 - Staff savings with the new electronic process and electronic approvals.
- 5. Dual Service Employee Agreements**
 - Was not a formal documented process.
 - Documented procedures for campus users.
 - Designing a new website with FAQs.
 - Created a new Softdocs Dual Service Proposal form.
 - Workflow routing for approvals.

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6. Graduate Assistant eContract Redesign

- GA eContract system redesign was rolled out for Fall 2022 eContracts.
- Enhancements included the ability to create multiple work assignments, for multiple departments and route for appropriate approvals.
- Tuition is no longer linked to the assignment so can be charged to the appropriate grant or department.
- Automated transactions are processed and updated to Banner nightly, eliminating manual processing.

7. Graduate Transcript Procedures w/Slate

- Graduate School's contract with Watertown transcript processing is ending in Spring 2023.
- Dean Tollefsen requested PIP departmental assistance in documenting procedures for Graduate staff members processing graduate student transcripts with the Slate application process.
- Create a process map, identifying the flow and responsibilities of staff members.
- Team recommended a new position be created to assist with the increased workload and to be the front-line contact for assisting students with Slate.

8. Labor/Salary Redistribution

- Implemented Banner Self-Service base-line Labor redistribution module.
- Allow designated departmental staff to manage salary re-distributions with appropriate electronic approvals, eliminating creating paper forms.
- Eliminate manual data entry and reduces data entry errors.
- Created system user guides.
- Staff savings by eliminating paper requests and manual data entry.
- Reduction in data entry errors.

9. Softdocs Projects

All Softdocs projects include approval workflows and automated notifications.

- Beneficiary Unpaid Compensation.
- Cares Conditional Enrollment for Student use.
 - Process review of current forms and reduced them to a single form.
 - Eliminated unnecessary fields.
 - Integrate Banner data to reduce errors and provide time-sensitive data for decision-making.
 - Eliminate an estimated 1000 DocuSign submissions.
- Board Certified Behavioral Analyst Supervisor Contract.
- Faculty/Staff Travel Advance Request form.
- Cell phone Wireless Communication.

10. Student eContract Updates

- Pooled positions were created for student and temp employees.
- Eliminates the need for departmental-specific positions.
- Incorporated specific work categories for ease of reporting the type of work being performed.
- Staff savings by reducing time spent requesting and creating positions.

11. Temp eContract Updates

- Pooled positions were created for student and temp employees.
- Eliminates the need for departmental-specific positions.
- Incorporated specific work categories for ease of reporting the type of work being performed.
- Staff savings by reducing time spent requesting and creating positions.

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12. University Student Business Services JV automation

- Department Director requested an automated process be created to eliminate duplication of entries that exist using excel documents, data entry into Banner form, and duplication of approvals.
- Current process:
 - Staff members create an excel document and attach supporting documents.
 - Excel document is taken to the director for review and approval.
 - Excel document is returned to the staff member to manually enter the information into Banner.
 - Director is notified to approve transactions in Banner.
- Improved process:
 - Staff members will use an excel JV template to create entries.
 - Supporting documents will be stored with the excel document in the department's shared drive.
 - Excel file will be placed in a folder for the UC4 process to pick up the file and process and load it to Banner systematically.
 - Director notified there are transactions to approve in Banner.
 - Reports will be created for departmental use to identify if there were any errors during processing.
 - Eliminate duplication of effort.

ACTIVE PROJECTS:

1. Banner to Edison Reconciliation

- Review current HR, Payroll, and accounting processes for reconciling payroll benefit deductions with the Edison bank draft.
- Identify issues and breakdowns in the communication.
- Document processes for making corrections.
- Identify a reconciliation process and responsible parties with defined timelines.

2. Foundation Budget & Reconciliation Process

- Streamline the budget reconciliation process throughout the fiscal year (scholarship office, foundation office & colleges).
- Allocate all scholarship funds during the academic year, as appropriate.
- Document and train stakeholders on the tools available (Argos's dashboard) to assist in making decisions.
- Create a Scholarship Management policy as it relates to the percentage of donor funds spent for the academic year, as appropriate.

3. GA Pool Positions

- Create pooled positions for master and doctoral students.
- Eliminate the need for departmental-specific positions.
- Reduces staff time requesting and creating positions.
- Incorporated specific work categories for ease of reporting the type of work being performed.

4. New Fee Request process

- Review the current process as it relates to the new fee request process.
- Develop a new Softdocs form.
- Include approval workflows.
- Automatic notifications.
- Eliminate unnecessary signatures.

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5. Softdocs Projects in Queue

- Alcohol Service Exception
- Effort Certification Unlock Records
- Interim Pay

6. Travel Encumbrances Year-End

- Review the current process of expiring open travel encumbrances.
- Determine if travel encumbrance balances can be rolled to the new fiscal year.
- Benefits departments if all travel expenses have not been incurred until after June.
- Eliminate manual processes to bypass Chrome River automated processes to deobligate balances.

NEW PROJECTS:

1. **Security Request for Banner & Third-party software.** The group would like to evaluate combining the individual security request forms to simplify the process for managers when hiring new employees or requesting changes to current staff when responsibilities change. Will evaluate Softdocs as a solution.
2. **Hiring of Foreign Nationals in J1, H1B, and/or EB2.** Streamlining faculty hiring; reducing expenditures on expedited processing; streamlining the EB2 process could reduce the number of H1B filings. New Hires could be kept more up-to-date regarding their filings; departments could be reminded about timelines, deadlines, and visa expiration dates.

FUTURE PLANNED PROJECTS FY23 (START DATES TO BE DETERMINED)

1. Assets/Equipment Transfer

- Evaluate Softdocs as a solution for equipment transfers.

2. Banner Research Billing module

- Evaluate Banner baseline Grant's billing module to replace the current paper process.
- Streamline and enhance current procedures, eliminate manual approvals, and manual invoicing, and improve efficiencies.
- After evaluation, the team will determine if the system benefits the university.

3. Faculty Status Change 9-month (On Hold)

- Develop an electronic eContract with approval workflow and eliminate unnecessary processes and paper forms.
- Enhance improved error checking and validations, like the new Temporary eContract system.

4. Leave Reporting tied to Payroll Process

- Process will improve leave overpayments when employees' leave balances are inadequate to cover payment and reduce the current labor-intense indebtedness process.
- Project start depends on HR staff availability.

5. Student Complaints

- Review current process for students to file complaints and develop a single point of entry.
- Determine who will manage complaints.
- Project scheduled to begin in March.