

**Administrative Process Improvement Projects:
Status as of August 15, 2012**

ACTIVE PROJECTS

Intent to Graduate Banner Application PROJECTED SEPTEMBER 2012 GO-LIVE

- Implementation of the Banner application intent to graduate form will allow for standardization
- All student data will reside in Banner, eliminating a stand-alone commencement database
- Existing Banner data can populate the form to eliminate student data entry errors
- Improve Graduate School process by eliminating unnecessary signatures, an updated candidacy form to include pertinent data needed for Banner, allowing a more timely time of entry
- Creation of Hyperion reports to assist Graduate School in eliminating unnecessary printing of paper forms and the need for excel spreadsheets

Paper-Based Budget Revisions – Began July 2012

- Reviewing current policies, practices, and processes related to paper-based Finance budget revisions (excluding grants and regular position-related budget revisions); improve the Finance budget revision process, maximizing existing technology to the extent possible. Expand training and documentation.
- Team formed, training and project kickoff held June 4, 2012
- Process Analysis work began July 10, 2012
- Testing expansion of online budget revisions

Four Year Degree Plan Review – Began July 2012

- Reviewing four year degree plans as listed in the undergraduate catalog to identify possible barriers and/or bottlenecks (in pre-requisites, course sequencing, other factors) that inhibit student progress towards degree completion; will report to Provost's office
- Recommendations by end of August

Hobson's Retain message review for content and clarity – Began July 2012

- Scope: Review Hobson's Retain messages for content and clarity; revise and consolidate messages where applicable; determine appropriate delivery schedules (i.e., should messages only be sent weekly?); establish an ongoing structure for message review
- Message review complete; developing revisions and recommendations for best practice

6-Year Cohort Reports for Improvement of Graduation Rates – To Begin mid-September 2012

- Scope: Identify strategies to effectively use 6-year cohort reports (of first-time full-time freshmen) that have been created by OIR; develop and disseminate a plan to target and intrusively advise students to graduate within a 6 year (or less) timeframe.

COMPLETED PROJECTS

GA Appointment/Reappointments – live December 2010 COMPLETE

- Approximately 500 electronic GA contracts were processed for spring 2011, eliminating more than 1,000 paper documents for that semester alone; students are no longer required to report to an office to sign contracts, saving administrative staff time and improving student satisfaction
- Banner HR Electronic Personnel Action Form (EPAF) implemented
 - Electronic signatures

- Approval levels defined and forms routed appropriately
- Process creates the employee job record, eliminating manual entry
- EPAF knowledge gained through this project will benefit several future projects as the potential for EPAFs is significant

Faculty Summer Compensation Phase I – live April 18 2011 COMPLETE

- Approximately 250 electronic nine-month faculty summer compensation contracts will be processed, eliminating more than 360 paper documents this year alone
- Controls are now in place to ensure compliance with federal requirements and TBR and University Faculty Compensation policies, eliminating the potential for overpayments
- Faculty and staff have access to one source, one form to review contract information in the new e-form database
- Several levels of review and signature have been eliminated from the process
- Data from Banner Student and Finance have been integrated into the e-contract, eliminating the need to look up information and then hand write it on the old paper forms

EPAF Notification Team – Fall 2011 go-live COMPLETE

- Before this process was implemented, individuals were to check status in the portal; this did not always occur.
- Automated email notifications are now in place to notify the appropriate person during the EPAF routing process.
- Email messages provide the transaction number, transaction status, and action needed.
- This utility now is in place for graduate assistant appointments; it will automatically be applicable to other EPAFs as they are created.

Sponsored Internship Team – Fall 2011 go-live COMPLETE

- Online training for Internship Coordinators to understand procedures.
- New Systems were deployed in October 2011 that generate MOU (Maintenance of Understanding) and MIAA (Master Internship Affiliation Agreement) contracts. The MOU system validates data from the GA contract, which eliminates discrepancies between forms.
- Information is available online for MOU and MIAA; this allows departments and Internship coordinators query access to the contracts.

GA EPAF Revisions/Terminations – Spring 2012 go-live COMPLETE

- Final phase of the GA Appointment makes GA processing a totally electronic process
- Two New GA EPAFs were created: Revision and Termination
 - Revision EPAF – allows revisions to an existing GA EPAF whenever changes are made to an e-Contract
 - Termination EPAF – allows capability to terminate an EPAF when e-Contract is terminated
- E-Contract ID field has been added to EPAFs for ease of tracking and comparison reporting between the e-Contract database and Banner

Graduation Certification/Checkout – Spring 2012 go-live COMPLETE

- Communications developed to be delivered through Hobson's eliminates the manual distribution of email notices to students for various event triggers. Banner data are used to generate emails in a timely manner
- Use of Graduation Status codes initiates Hobson's messages:
 - AP – approved for graduation (on track for the semester filed)
 - IE – ineligible due to missing requirements for the current semester
 - DQ – disqualified after the ceremony due to grades, incompletes, transfer work, GPA, etc.
 - Graduation Analysts can quickly create the Commencement Proof document needed by the Commencement Office using a Hyperion report that uses Banner data.

- Published Hyperion reports and granted graduate analyst access to run upon demand. The old process was to request the Registrar office to run ad-hoc upon request and the have the departments go pick them up.
- Graduation Analysts now generate their own “Preliminary Graduation List” based on SHADEGR codes and “Final Graduation list.”
- PRAXIS Scores are loaded into Banner/SOATEST form, eliminating College of Education’s in-house database
- Registrar’s Office runs a Banner process to roll students based on text files Graduation Analysts provide, eliminating need to update each student individually.

Recruitment Part-Time Faculty – Pilot underway

- Currently eleven departments are using WorkForum to post part-time positions, therefore creating a pool of applicants. (Art, Communication, English, Architecture, Journalism, Music, Theatre and Dance, Instruction and Curriculum Leadership, History, Management and Foreign Languages)
- Training was held in February for the relevant staff for the new pilot groups
- Latest release of WorkForum is now being implemented. At the completion of the upgrade all Academic departments will use WorkForum for collecting applications of possible part-time faculty

Faculty Summer Compensation – EPAF rollout to Campus Phase II April 2012 go-live COMPLETE

- Improved e-Contract to Disable Grant payments if the current request will exceed 90% of the maximum Summer Compensation allowed; reducing overpayments on a Grant
- Created an EPAF friendly page that can be used in the creation of an EPAF, reducing data entry errors
- E-Contract has been enhanced to highlight revised fields between the Original contract and Revisions to make it easier to identify changes
- Two New Summer Compensation EPAFs were created: Revision and Termination
 - Revision EPAF – allows revisions to an existing Summer Compensation EPAF whenever changes are made to an e-Contract
 - Termination EPAF – allows capability to terminate an EPAF when e-Contract is terminated
- Queries run automatically to generate email notifications when differences are identified between the e-contract and the EPAF before final approvals; eliminating manual comparison of the two documents and reduction in errors
- Department training took place in March on the Summer Compensation Process Flow and how to create an EPAF for Summer Session
- Training materials for e-Contract and Training guides have been updated and posted online

Institutional Review Board Submission Process PILOT BEGAN MAY 2012

- Application Forms were redesigned with the combination of seven forms into two
- Created new, easier guidelines for researchers to use when preparing their protocols
- Eliminated unnecessary signatures
- Created a new University of Memphis policy on Human Subjects Protection; reinforces need for researchers to complete available online training
- Created UofM e-mail sponsor accounts for non-affiliated board members, allowing ease of communication
- Eliminated several hand-offs between two staff members, increasing efficiency and reducing email exchanges; reduced data entry
- Incomplete forms are now immediately returned to researcher, reducing time spent in IRB office tracking down information
- A need to address electronic data storage issues was identified; recommendations presented to Research Support Services

Degree Completion RECOMMENDATIONS SUBMITTED JUNE 2012

- Scope was to gather best practices from other institutions and solicit ideas on how to improve student graduation rates, and evaluate technologies currently used at the University and determine how those could be better utilized for student success. The following improvements have been recommended for implementation in a Phase I and Phase II approach.
- Phase I:
 - Four Year Degree Plan Review – Team formed July 2012
 - 6-Year Cohort Reports for Improvement of Graduation Rates – Team formed July 2012
 - Hobson’s Retain message review for content and clarity – Team formed July 2012
 - MyDegree Marketing
 - Advisor Load and Effectiveness
- Phase II:
 - Academic Alert Process
 - Student Input/Survey
 - UMDegree Phase 2
 - Student Academic Benchmarks
 - Rewards & Recognition for Good Academic Standing

FUTURE PROJECTS

- I9 Process for Shared Service Center
- Travel Purchase Order to Reimbursement for Shared Services Center
- GA Appointment (EPAFs) Phase II
- Advisor Load and Effectiveness
- Employee Separation and Clearance for Shared Services Center
- For-Credit Campus wide Internship Database/Reports
- Access to University Data and Reports
- Scholarship Award Process
- Student Worker Appointments for Shared Services Center
- Temporary Staff Appointments for Shared Services Center