

**Administrative Process Improvement Projects:  
Status as of August 20, 2014**

**ACTIVE PROJECTS**

**Travel for Shared Services Center – Improvements – Began July 1, 2014**

- Scope: Review the 2014 TBR travel policy updates; identify the pains and issues with the current process. Identify and implement improvements for the traveler using the Shared Service Center.

**Temporary Staff Appointments – Began May 20, 2014**

- Scope: Review current policies, administrative processes and practices related to the recruitment and appointment of temporary employees. Include detail process mapping to design and implement an improved process, using the eContract/EPAF model. Create reports as needed, to meet the needs of end users departments, HR, and Shared Services. Update existing documentation/training materials and websites.

**Employee Staff Scholarship Process – Began April 29, 2013**

- Scope: Review current policies, practices, and administrative processes relating to Employee Staff Scholarship fee discounts/waivers associated with the following: PC191, Staff Scholarship and Spouse/Dependent. Gather best practices from other institutions; identify quick hits to be implemented and determine the feasibility of implementing an electronic approval process. Update existing websites if needed.

**COMPLETED PROJECTS**

**Part-Time Faculty – eContract to EPAFs – Began January 23, 2014 **Completed:** May 2014**

- Using the work of the 2011 [Part-Time Faculty Appointment Team](#) as a starting point, develop and implement an electronic appointment process for part-time faculty (Banner E-Class = PF) using the eContract/EPAF model. (Note that effective spring/early summer 2013, all EPAFs will be created by the Shared Services Center.) Create or modify existing reports, as needed, to meet the needs of end user departments, HR, and SSC. Create or modify documentation and training.
- New eContract was created eliminating the paper process.
- Shared Services will create all EPAFs for the departmental users, reducing errors.
- ARGOS reports were created for the departmental users.
- User's guide was created for the eContract process and how to process ARGOS reports.
- Updated WorkForum application to add data needed that eliminated the current paper form.
- Eliminated the entire paper packet creation process, saving time and reducing paper cost.
- Training sessions were provided.

**Graduate Assistant – RCM Budget Model – Began March 27, 2013 **Completed:** April 2014**

- Scope: In order to adopt Responsibility Center Management (RCM) Budgeting formula for fall 2015, the team will meet to identify the changes needed for the GA eContract and Banner EPAFs. Update GA eContract in order to track Master from Doctoral students.
- GA eContract was enhanced to separate the Master and Doctoral students.
- ARGOS reports were created for the department users.
- Training sessions were provided.

**Pre-New Student Orientation – Improving Advisor Access to Student Information** – Began September 24, 2013

**Completed:** April 2014

- Scope: Review the current pre-NSO Advising Activity; explore and test alternative methodologies, with a focus on improving advisor access to the information in order to improve the advising experience for the student. In addition, the team will determine whether other information might assist the orientation or student affairs areas as they work to continuously improve service to our students.
- NSO reservation website was updated to include the google doc questions. Information will now be stored in one system and easily accessible by advisors.
- New NSO Dashboard report was created that will provide student information to the advisors in one single source.
- Training materials were created and training sessions provided for Advisors.

**Facilities Minor Renovations** – Began August 20, 2013 **Completed:** March 2014

- Scope: Review current administrative processes and practices related to minor facilities renovations, to completion; Identify and implement 'Quick Hits' to standardize, streamline and improve process, maximizing the use of existing technology to the extent possible and improving coordination across units.
- New Oversight Committee was formed that consist of the Assist. VP Campus Planning Design, Asst. VP Physical Plant and Director of Space Planning to review new projects, current projects and determine next steps.
- New Website was created that centralized information for renovation projects.
- New Policy addressing Facilities and Grounds Alterations and Improvements.
- March 2014 the team decided to end the PIP project and work toward an ERP solution.

**English Department Policy & Procedures** – Began November 22, 2013 **Completed:** January 2014

- Scope: Conduct a systematic review of the Department's policy and procedure handbook; develop recommendations for possible revisions with the goal of increasing effectiveness and advancing the Department's goals.
- Adopted electronic voting, eliminating the paper process and manual tabulation of votes by the admin.
- Agreed to make accessible all voting counts to all department faculty and staff members.
- Committee structure was increased to allow for an odd number of members.
- Eliminated unnecessary committees.
- Updated terminology.

**FUTURE PROJECTS for 2014-2015:**

- I9 Process with Shared Service Center
- 9-month Faculty Appointments (EPAFs)
- GA eContract – enhancements that will allow departments to place a cap on credit hour or tuition
- Access to Financial Data & Reports
- Foundation Information Provided to Departments
- Faculty Summer Comp (EPAFs)
- Extra Compensation (EPAFs)
- Student Worker Appointments
- Full Time Staff Appointments