

University Process Improvement Project Updates April-July 2020

SUMMARY:

Completed 3 projects since April 2020
Student hours saved (625)
Faculty/Staff hours saved (2150)
Active projects 3
Future Planned 7 projects

COMPLETED PROJECTS:

1. Faculty Admin Services & HR Faculty & Staff Recruitment/Appointment (P091)

- Scope – Review processes as it relates to the recruitment and appointment processes for Faculty and Staff. Identify how they are different, where are they similar and where processes can be streamlined, restructured to minimize manual workloads.
- Outcomes –
 - Collected data from departmental staff members and documented processes.
 - Prepared final report for AVP Human Resources.

2. International Student Admissions – (P092)

- Scope – Design a process to reduce staff time, incorporate best practices for admitting student with an emphasis on automating manual processes, response time to students and integrating data between Banner, UniCAS and Terra Dotta software systems.
- Outcomes –
 - Eliminate unnecessary roles during the process
 - Updated verbiage and automated email communications
 - Updated letter communications, combining the welcome and admit letter to single page document
 - Automated delivery of admission letters to the International Student department
 - Recommended software updates to UniCAS, Terra Dotta and Banner to improve tracking and reporting
 - **Estimated time savings for staff 1770 hours annually**

3. Honor Course Contract Process – (P093)

- Scope – Review Honors Course Contract process with student requesting a standard class for honors credit. Goal to eliminate more than 500 paper forms, excel tracking document and create a new online eContract with approval workflow.
- Outcomes –
 - Implemented a new online electronic Honors Contract system that eliminates current paper forms. Online submission process includes approval workflows that captures the student, instructor of record and Chair electronic approvals.
 - Eliminated students walking forms across campus for signatures.
 - **Estimated time savings for students 625 hours and 380 faculty/staff hours**

PROCESS IMPROVEMENT RESOURCES DEDICATED TO THE FOLLOWING PROJECTS:

1. DocuSign Forms Created:

- Accounts Payable and Payroll Direct Deposit forms.
- Service License Agreement.

2. Academic Fall Preparedness Teams

- Served as resource and provided administrative support for the following teams:
 - Remote Instruction
 - Risk Mitigation in On-Ground Instruction & Research Group
 - Student Success / Student Life

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ACTIVE PROJECTS:

- 1. Temporary Employment Appointment Process – April 2020**
 - Scope: Design a new online eContract that will eliminate paper, reduce errors, include approval workflow and improve process efficiencies.
- 2. Chrome River Travel and Expense Software Implementation – August**
 - Streamline process for faculty & staff for requesting and submitting travel request. Eliminates emails, paper forms, travel POs, excel worksheets and expense forms.
 - Systematically validates our travel policy and compliance rules.
 - Approval workflow and electronic signatures.
- 3. Student Stipend Payment (FY21) – August 2020**
 - Scope: Review current process for requesting student stipend payments. Create an electronic form that will allow Financial Aid to review and approve before payments are processed.

FUTURE PLANNED PROJECTS FY21:

- 1. Fixed Assets Banner Workflow Review – Summer 2020**
 - Review current Banner workflow process, identify issues, map process flow, documentation and training available. Review policy and signature requirements.
 - Determine best practice and the possibility developing a new user-friendly system. Review policy and signature requirements.
- 2. Faculty Summer Comp eContract – Fall 2020**
 - Scope: Redesign Faculty Summer Comp eContracts for streamlining process, incorporate departmental signatures in the eContract and eliminate EPAF department signatures.
- 3. Salary Redistribution – Fall 2020**
 - Scope: Review Banner baseline module that will allow departments to create salary re-distributions with appropriate approvals electronically, eliminating current paper process.
- 4. Revenue Budget Process – Fall 2020**
 - Scope: Evaluate current paper intensive process with initiate to create an electronic process. Expected outcome is to eliminate paper forms, filing forms in notebook binders and manual processes.
- 5. Access Control – Annual Audit & Non-Compliance Report – Spring 2021**
 - Scope –Process Improvement and Business Integration Analyst will coordinate annual key inventory and develop a report for Financial Managers with a list of employees who did not complete the annual key access audit.
- 6. Access Control – Lambuth Campus – Spring 2021**
 - Scope: Enhance the Access Control System to collect and manage key inventory for the Lambuth faculty and staff. Include departmental billing, approval workflow and signatures, provide Lambuth Physical Plant ability to create unique key coding.
- 7. Faculty 9-Month Reappointment – Spring 2021**
 - Scope: Develop an electronic eContract with approval workflow and eliminating unnecessary processes and paper forms.