

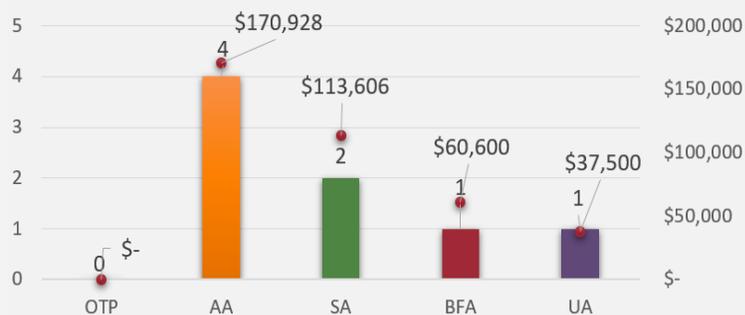
CSU CHANNEL ISLANDS PROCESS IMPROVEMENT ANNUAL REPORT

\$382,634 TOTAL EFFICIENCIES FY 2023-2024

The Organizational Effectiveness Program serves the University by leading, coordinating, and supporting process improvement projects throughout the campus. Currently, CSUCI has 37 trained Green Belt facilitators, making up about 7% of the current staff. In FY 2023-24 the Organizational Effectiveness (OE) Team completed one Kaizen and documented seven processes for AA and BFA. Since FY 2018, the University has saved over \$2.8 million due to the application of the Lean Six Sigma methodology for continuous improvement.

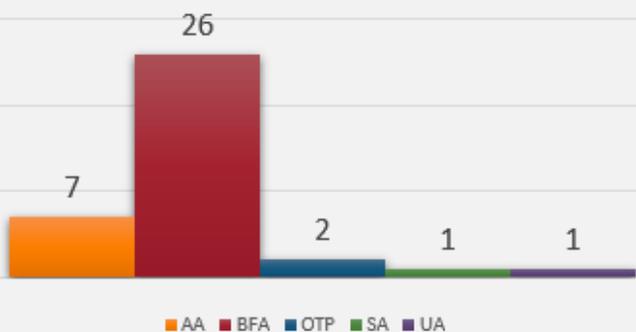
Improvements by Division

Total Savings: \$382,634



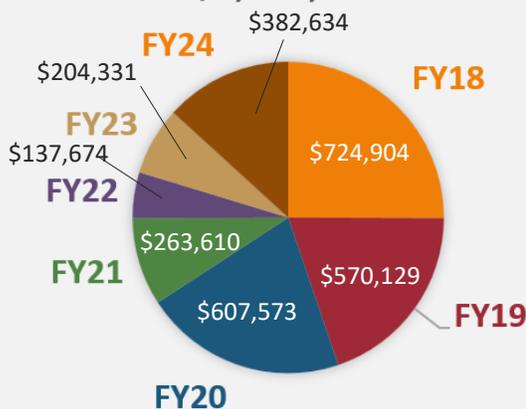
Green Belts by Division

Total: 37



Annual Savings FY18-FY24

\$2,890,855



NOTABLE PROJECTS

The following projects provide a sample of improvements the campus engaged in during the 2023-24 fiscal year.

Automated the Denial Appeal Process (AA)

The Student Appeal process was a heavily manual process including lengthy meetings for each appeal, causing each appeal (100 per semester) to take a week to process, the automation removed unnecessary meetings and sped up the turn around time to less than two days. *\$70,008 cost savings*

Centralized Admin Request Form (UA)

Requests for support from across the division were submitted via email to the team causing miscommunication and duplication of efforts. By creating a standardized form and centralizing the requests, the team was able to track requests, delegate duties and drastically speed up the turnaround time on projects. *\$37,500 cost savings*

Class Scheduling Process Converting to AirTable (AA)

Building the Extended University class schedule funneled through one analyst using email to track changes, updates and ultimately to transfer to People Soft. AirTable allowed a centralized location for the information, so that the whole team can access, update and share the information pertaining to the class schedule. *\$42,240 cost savings*

Contracts/Procurement Service Catalog (BFA)

Standardizing and centralizing contracts, streamlines the workflows and increases speed of the review process and accuracy of contracts submitted to Procurement and Contract Services. *\$60,600 cost savings*

Division Key:

AA - Academic Affairs

SA - Student Affairs

BFA - Business & Financial Affairs

UA - University Advancement

OTP - Office of the President

CSU CHANNEL ISLANDS

PROCESS IMPROVEMENT ANNUAL REPORT

\$382,634 TOTAL EFFICIENCIES FY 2023-2024

SUBMITTED PROJECT LIST

The following projects were implemented in FY23-24 and submitted to the Organizational Effectiveness Unit to include in this report.

AirTable Class Scheduling \$42,240 savings (AA) - Extended University

Building the Extended University class schedule funneled through one analyst often times using email to track changes, updates and ultimately to transfer to People Soft. AirTable allowed a centralized location for the information, so that the whole team can access, update and share the information pertaining to the class schedule.

AirTable CMS Workflow Automation \$37,800 savings (AA) - Extended University

EU used AirTable to manage their Marketing workflow that was formerly managed via email communications and not tracked regularly. AirTable allowed EU to track the progress of a project and its various handoffs including creating a dashboard that management can view to assess staff workload and project status.

AirTable Workflow MSFT and IRA Funds \$20,880 savings (AA) - Academic Planning and Budget

Converted manual processing for MSFT and IRA funds into an automated AirTable Workflow.

Automated Denial Appeal Process \$70,008 savings (AA) - Admissions and Recruitment

The Student Appeal process was a heavily manual process including lengthy meetings for each appeal, causing each appeal (100 per semester) to take a week to process, the automation removed unnecessary meetings and sped up the turn around time to less than two days.

Centralized Admin Request Form \$37,500 (UA) - University Advancement

Requests for support from across the division were submitted via email to the team causing miscommunication and duplication of efforts. By creating a standardized form and centralizing the requests, the team was able to track requests, delegate duties and drastically speed up the turnaround time on projects.

Contracts/Procurement Service Catalog \$60,600 (BFA) - Procurement

Standardizing and centralizing contracts, streamlines the workflows and increases speed of the review process and accuracy of contracts submitted to Procurement and Contract Services.

Student Services Utilization Tracking \$103,998 (SA) - Student Affairs

Collecting and entering the student participation in campus services and activities data was a completely manual process. The new process automatically records the students "swipes" and transfers the data directly to the data warehouse.

Threat Management Training \$9,608 (SA) - CAPS

The CAPS Director is a certified Threat Management Trainer, therefore is able to conduct the essential training needed without hiring a contractor to lead the training annually.

CSU CHANNEL ISLANDS

PROCESS IMPROVEMENT ANNUAL REPORT

\$382,634 TOTAL EFFICIENCIES FY 2023-2024

How Savings is Calculated:

The premise of this calculation is to provide a tangible value to time and effort CSUCI Staff/Faculty provide when completing work. The calculation was created in 2018, and is based upon an averaged hourly “loaded” rate (including benefits) of \$50 for Non-MPP, and \$100 for MPP. While salaries fluctuate and have a wide range, we decided to stick to this amount for consistency and to be able to compare it to past years. We see it more as a “value” than an exact cost of service. Data is collected by submitting an “Improvement Calculator” that helps calculate actual cost changes the improvement makes and also asks the submitter to estimate the length of time the improved process was before the change was implemented and estimate how long the new process takes. This provides an overall efficiency savings and the amounts provided above.