

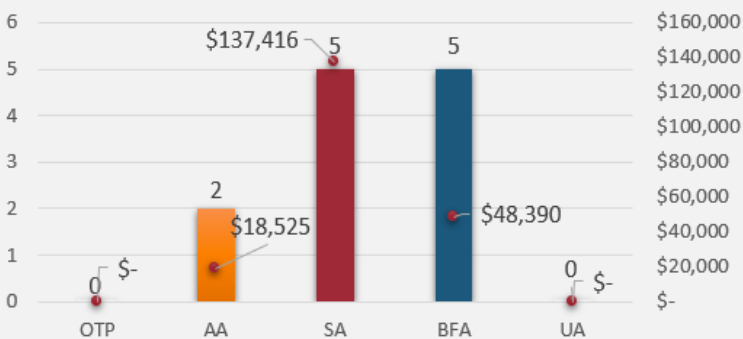
# CSU CHANNEL ISLANDS PROCESS IMPROVEMENT ANNUAL REPORT

**\$204,331 TOTAL EFFICIENCIES FY 2022-2023**

The Organizational Effectiveness Program serves the University by leading, coordinating, and supporting process improvement projects throughout the campus. Currently, CSUCI has 41 trained Green Belt facilitators, making up about 10% of the current staff. In FY 2022-23 the Organizational Effectiveness (OE) Team completed two full Kaizens and documented three processes for AA and BFA. Since FY 2018, the University has saved over \$2.5 million due to the application of the Lean Six Sigma methodology for continuous improvement.

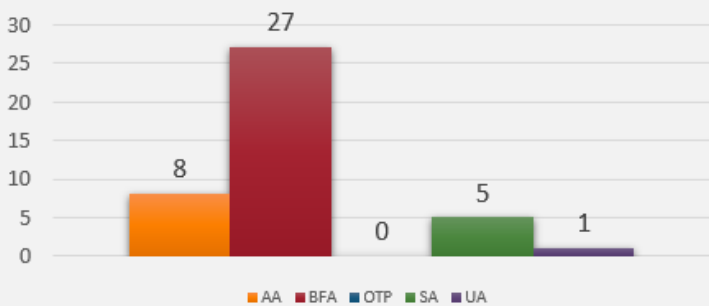
## Improvements by Division

Total Savings: \$204,331



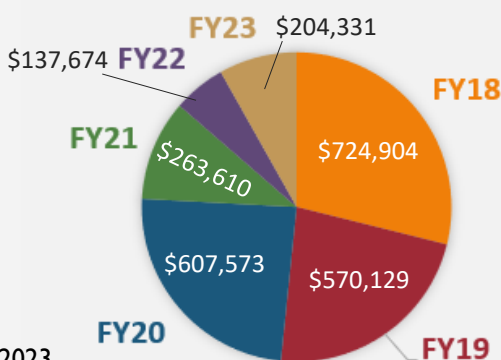
## Green Belts by Division

Total: 41



## Annual Savings FY18-FY22

\$2,508,221



Aug 2023

## NOTABLE PROJECTS

The following projects provide a sample of improvements the campus engaged in during the 2022-23 fiscal year.

### CARE Team Switch to Case Management Model (SA)

The CARE team of 12 MPP's met weekly for a one hour meeting to assess new and on going cases. Switching to a case management style model, the number of MPPs needed to attend regular meetings was reduced to 4, drastically reducing the number of meetings needed for the whole CARE team to attend. **\$39,960 cost savings**

### Faculty Reassign Time Automation (AA)

The automation decreased errors, increased efficiency and amplified consistency and quality of information being disseminated. As a result, we have stronger dashboard reporting to influence financial projections, leading to well informed fiscal decision making. **\$17,400 cost savings**

### Scheduling Student Appointments Using Calendy (BFA)

Scheduling Student Employee appointments with managers was a challenging manual process. Implementing Calendy, drastically simplified scheduling so managers can update the calendar themselves. **\$30,000 cost savings**

### Mental Health Peer Program (SA)

The Mental Health Peer Program now supports student contact points which were previously navigated by professional staff such as: tablings, tours, presentations, school anxiety counseling. This gave students excellent experience and allowed staff more time for other duties. **\$58,800 cost savings**

### Division Key:

AA - Academic Affairs

SA - Student Affairs

BFA - Business & Financial Affairs

UA - University Advancement

OTP - Office of the President

A "**Green Belt**" is a CSUCI employee who has been trained to facilitate process improvement teams using the Lean Six Sigma method.