

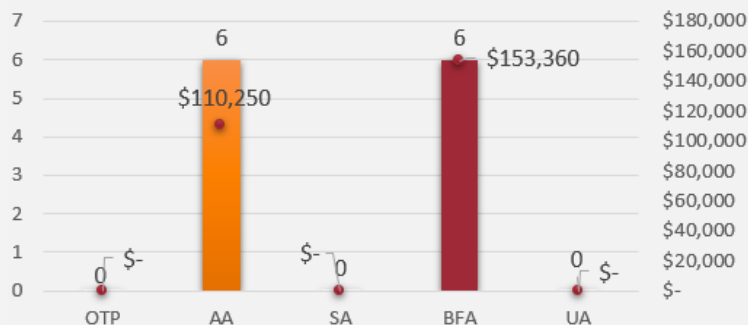
CSU CHANNEL ISLANDS PROCESS IMPROVEMENT ANNUAL REPORT

\$263,610 TOTAL EFFICIENCIES FY 2020-2021

The Organizational Effectiveness Program serves the University by leading, coordinating, and supporting process improvement projects throughout the campus. Currently, CSUCI has 59 trained Green Belt facilitators, making up 15% of the current staff. In FY 2020-21 the Organizational Effectiveness (OE) Team focused on responding to the COVID-19 pandemic and the various transitions and efficiencies related to many staff working in a fully virtual environment. 18 of the staff Green Belts participated in the four part "Green Belt Refresh Series." Since FY 2018, the University has saved over \$2.1 million due to the application of the Lean Six Sigma methodology for continuous improvement.

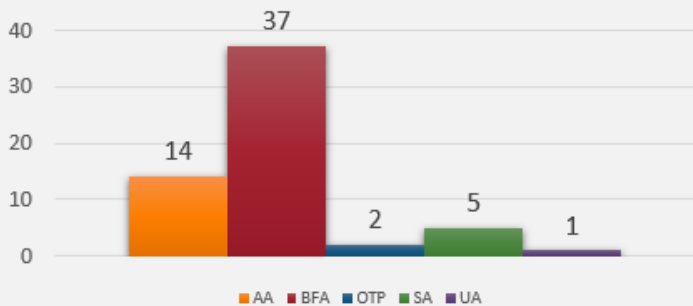
Improvements by Division

Total Savings: \$263,610



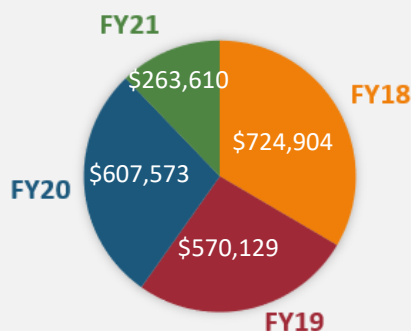
Green Belts by Division

Total: 59



Annual Savings FY18-FY21

\$2,166,216



NOTABLE PROJECTS

The following projects provide a sample of improvements the campus engaged in during the 2020-21 fiscal year.

Paperless Authorize To Release Conversion (AA)

Student Systems implemented the Authorize to release functionality within PeopleSoft and the process is now paperless. The product allows the Registrar's Office, Student Housing, Financial Aid and SBS to track student initiated FERPA release requests online. *\$12,000 cost savings*

HR Service Catalog Automation (BFA)

Human Resources with help from ITS centralized and created a self-service online catalog allowing employees to find answers to their questions quickly. Team Dynamix ticketing system allows for more complex questions to be routed to the right person the first time. *\$68,100 cost savings*

Service Learning Agreements Signature Process (AA)

The creation of Service Learning Agreements with Community Partners converted a manual paper signature process to a digital one. The process time, which could take up to 12 months previously due to wait times related to signing and processing the agreement, has now been reduced to days. *\$10,800 cost savings*

MPP Outside Employment Disclosure Form (BFA)

The MPP Outside Employment Disclosure Form was converted from a paper process to an Automated Adobe Sign Workflow. *\$35,700 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.