

**CSU CHANNEL ISLANDS ADMINISTRATIVE
EFFICIENCIES COMMITTEE MINUTES
Tuesday, December 5, 2017**

Members Present: Sary Nguyen, Annie White, Dusty Russell, Taylan Yalcin, Dottie Ayer, Courtney Ellis, Pamela Abbott-Mouchou, Brian Lindgren, Wendy Olson, Missy Jarnagin, Deanne Ellison, Sonja Howe, Diane Mandrafina.

Note: This meeting took place while fires were threatening homes in Ventura, which may have impacted Committee member attendance.

1. **Welcome** (*Lindgren*)
Brian Lindgren welcomed the Committee members and quickly reviewed the Committee's charge.

2. **Efficiency Reporting** (*Lindgren*)
Brian Lindgren shared updates to the draft Efficiency Reporting form, including improvements to description and column titles for user clarity. Updates also incorporate detailed suggestions provided by Dottie Ayer and Courtney Ellis to the Organizational Effectiveness (OE) team. A hard copy of the draft document was provided to the Committee members in attendance. Brian asked members for any additional feedback on the updated form.

Dusty Russell suggested that the strategic goal column be directly connected to the University's strategic goals rather than departmental strategic goals. Dottie Ayer suggested inserting a drop-down in the Excel template reflecting only the University's strategic goals.

3. **Metrics Discussion** (*Abbott-Mouchou*)
Pamela Abbott-Mouchou emphasized that OE staff, which includes Brian Lindgren and Wendy Olson, are here to support the efforts of the Committee, process improvement projects, and efficiency reporting.

Pamela stressed the importance of identifying and reporting each department's efficiency projects, not only because it's good business, but also because the CSU Board of Trustees are pushing campuses to be more accountable for their resources.

Pamela provided an overview of metrics development.. The first step is to identify the "current state" of the process, and then determining the amount of time spent on each step. The total time can be translated into staff capacity and dollars. One full-time equivalent (FTE) is 2,080 hours per year; salary can be conservatively assumed to be \$50 per hour, including benefits. When a process involves executive staff, a conservative dollar amount would be closer to \$100, including benefits.

4. **Project Charter Starter** (*Wendy Olson*)
Wendy Olson introduced the "Project Charter Starter." This document is designed to provide employees with an avenue to submit their ideas for a process improvement project. Upon review of the Charter, a manager determines if the project should move forward. Wendy concluded by reminding Committee members to review the Lean Six Sigma and Administrative Efficiencies Committee webpages for other useful tools.

Annie White brought a number of suggestions for process improvements, most notably:

- a. To use Zoom sessions instead of in-person faculty hours. In her experience, students prefer meeting via Zoom conferencing.
- b. The international travel expense reimbursement process. The current state involves out-of-pocket expenses paid up-front, and the long reimbursement process takes too long, thus discouraging international projects.

- i. **Action Item:** Brian Lindgren will follow up with Annie to support her in submitting Project Charter Starters.

After a brief discussion, the Committee suggested that their departments would benefit from a presentation about Lean Six Sigma and organizational effectiveness.

- a. **Action Item:** Provide an organizational effectiveness and Lean Six Sigma presentation to requesting departments.

5. **Project Flow Chart** (*Wendy Olson*)

Wendy Olson displayed a flow chart describing how improvement projects will be managed through the OE program.

6. **Customer Satisfaction** (*Abbott-Mouchou*)

Pamela Abbott-Mouchou presented an overview of shared services, explaining how customers' issues are resolved through self-service first, with more complicated requests rising to subject matter experts, thus ensuring timely resolution and improved service.

Next Meeting Scheduled - February 22, 2018

Submitted by: Brian Lindgren, OE Specialist/Trainer

December 13, 2017