

**CSU CHANNEL ISLANDS  
ADMINISTRATIVE EFFICIENCIES COMMITTEE  
MINUTES  
Thursday, February 22, 2018**

**Members Present:** Sary Nguyen, Dusty Russell, Dottie Ayer, Courtney Ellis, Pamela Abbott-Mouchou, Brian Lindgren, Wendy Olson, Laurie Nichols, Mary McDonnell, Tara Hughes, Nikki Chairez, and Michael Morris.

**Guest Speaker:** Katharine Hullinger

1. **Welcome** (*Abbott- Mouchou*)  
Pamela Abbott-Mouchou welcomed the Committee members and announced the Assistant Vice President (AVP) Administration will be convening the Administrative Efficiencies (AE) Committee's future meetings. Pamela, acting interim AVP Administration, announced that Elaine Crandall recently accepted the permanent AVP position and will be starting at CSUCI on February 28.
2. **AE Divisional Quarterly Reporting Form** (*Lindgren*)  
Brian Lindgren shared updates to the draft Efficiency Reporting form, including the addition of a "Risk Management" column as well as drop-down selections for the "Strategic Priorities," "Achievement Type," and "Risk Management" sections to simplify the reporting.
  - a. **Strategic Risk Management Presentation** (*Hullinger*)  
Katharine Hullinger led a presentation explaining how strategic risk management can support organizational efficiency objectives by helping to minimize risk exposures that could cause service interruptions or delays..
3. **CSUCI's Lean Six Sigma Journey** (*Olson and Lindgren*)  
Wendy Olson and Brian Lindgren spoke about the recent Lean Six Sigma Green Belt training for CSUCI staff. All of the graduates' supervisors had been invited to the ceremony and a record number of them attended. To date CSUCI has 61 Green Belts and has achieved over \$2 million in operational efficiencies. The next Green Belt training session begins March 1.  
  
Wendy and Brian also spoke about the development of a communication plan to promote and educate management, staff and faculty about the Organizational Effectiveness program. The plan will include training for all staff levels in all areas of the campus community, beginning with executive management. The estimated start date is summer, 2018.  
  
Pamela Abbott-Mouchou stressed the importance of identifying each department's efficiency projects and capturing outcomes, not only because it's good business, but also because of the growing interest among the CSU Board of Trustees and the state legislature in the documentation of efforts by campuses to seek operational efficiencies.
4. **Shared Services Update** (*Abbott-Mouchou*)  
Pamela gave an update on the Shared Services program and progress with respect to infrastructure, such as phones computers, and a case management system. The first transaction task to be implemented is the new travel reimbursement program "Certify." The Finance and Procurement Department teams have been conducting staff training for the divisions of Business & Financial Affairs and Technology & Innovation to pilot the program beginning March 1. Training will continue for all divisions through April, with

full rollout May 1.

Pamela gave an update on the Shared Services program and how it is gaining momentum with infrastructure, such as phones, computers, and a case management system.

5. **Divisional Updates**

Brian Lindgren, Mary McDonnell, Courtney Ellis, Nikki Chairez and Tara Hughes reported on their divisions' organizational efficiency projects, which collectively total over \$43k this fiscal year, so far. Wendy Olson and Brian re-emphasized the need to report efficiency projects so they can be communicated to and celebrated by the entire campus.

**Next Meeting** Scheduled - May 3, 2018

Submitted by: Brian Lindgren, OE Specialist/Trainer

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