

Administrative Efficiencies Committee

CSU Channel Islands

Administrative Efficiencies Committee Meeting
December 5th, 2017
El Dorado Hall 140

Administrative Efficiencies Committee

Meeting Agenda

- I. Welcome
- II. Previous Business
- III. Recommending Improvement Activities
- IV. Customer Satisfaction

Administrative Efficiencies Committee

Welcome

CI is committed to continuous improvement, and routinely reviews resource allocations to ensure maximum effectiveness and identify new opportunities to improve efficiency

Administrative Efficiencies Committee Charge

“to recommend operational improvement activities for administrative efficiencies in all areas of CI and its auxiliaries in order to facilitate administrative and student services that are cost effective, efficient, and strategically position the University for the future.”

Previous Business

Efficiency Reporting – Brian Lindgren

DSA Area	Strategic Priority	Action Item & Brief Description	Efficiencies Achieved	Timeframe	Data Sources	Measurement of Savings	Dollars/Time Saved
HRE		Online forms for HRE: Continue to identify, review and assess need for paper forms; migrate to online availability, determine applicable location, and electronic processing.	<ul style="list-style-type: none"> • Facility Work Orders: Transitioned from 5-part printed form to online request form through WebWorks. • Request for License Release: available in online. Auto-response message with form set up in online housing application for those who desire to cancel. • Room Inventory/Condition Form: Transitioned from carbon copy paper to online process in StarRez software 	2010 – ongoing			Reduced paper copies by more than 25,000/year (at a minimum of \$0.05 per page, equates to \$1,250)
HRE		Online resources for HRE: Maintain relevant and current information on website and other social media channels	<ul style="list-style-type: none"> • Increased accessibility and ease of use • Printing reduction: printer, paper, toner, sorting, staffing reducing (3 FTE Student employees) 	2014 – ongoing			\$19,500 in staffing + Printing costs
HRE		Email and Online communications for HRE: Communicate to students using electronic channels rather than printing and mailing communications home.	<ul style="list-style-type: none"> • Increased accessibility and ease of use • Increased accountability – critical information sent can be identified and verified. • Printing reduction: printer, paper, toner, sorting, staffing reducing (3 FTE Student employees) 	2010 – ongoing			\$19,500 in staffing + Printing costs
HRE		Energy Efficiencies: Continue to migrate lighting fixtures to LED with smart use (on when dark, off when light is not required).	Comparable lighting provided and significantly reduced cost.	2015 – ongoing			
HRE		<p>Campus partnerships: Partnership with Student Business Services to distribute student ID cards at HRE check-in site.</p> <p>Partner with Transportation & Parking Services to view in room residents (T3) to purchase appropriate type of parking permit online.</p>	Reduction in staff resources and provided streamlined process to have students fully integrated with the ID card and parking system.	2013 – ongoing			Better service to students, less staff time.

Previous Business

Efficiency Reporting – Brian Lindgren

Administrative Efficiencies Quarterly Report



Unit Name:						
Date Submitted:						
Contact and Extension:						
Strategic Goal	Event Name (as listed on Project Charter Starter)	Achievement Type	Description	Reporting Period	Measurement	Dollars/ Capacity (FTE \$ and/or Hours)

Information and Instructions

The Vice President for Business & Financial Affairs' Office is requesting a brief summary of campus Divisional efficiencies. Please Provide information related to what your unit(s) are doing to maximize efficiencies related to optimizing resources. **Updates DUE: Nov. 15; Feb. 15; May 15; Aug. 15**

Definitions:

- Strategic Goal:** The Strategic goal/objective to which the efficiency is aligned.
- Event Name:** Taken from the "Project Charter Starter" document.
- Acheivement Type:** Reallocation of resources, process improvement, technology initiative, energy efficiency, cost avoidance
- Description:** Taken from "Project Charter Starter" document.
- Reporting Period:** July-Sept.; Oct. - Dec.; Jan.-March; April - June
- Measurement:** This is the difference between the current state and the future (proposed) state.
- Dollars/Capacity:** Avg. wage, incl. benefits = \$50; 2,080 FTE hours in one year.
Example: Saved 100 hrs per month = 1,200 hrs per year/2,080 = .58 FTE; 1,200hrs x \$50 = \$60k

Previous Business

Metrics Discussion – Pamela Abbott-Mouchou

- To measure the effectiveness of a project, you'll need metrics
- Different continuous improvement models
 - Our campus has endorsed Lean Six Sigma
- Lean Six Sigma is effective model for collecting metrics
 - Looks at current state vs. future state
 - Measures vary, and include time and money
- Different tools available with Lean Six Sigma
 - Project charter starter
 - Swim lane & flow chart
 - A3 for documentation
- Green Belts available to assist with Kaizen or Just Do It

Previous Business

Metrics Discussion – Pamela Abbott-Mouchou

UPDATED 2/9/2016

$$108.75 \times 4(\# \text{ OF MEETINGS}) = 435$$

.21 FTE

CURRENT STATE FOUNDATION FINANCE COMMITTEE

Annual
Calendar of
Meetings

OOP

CHAIR

VP's

PROPOSE TO
FOUNDATION
BOARD

MEETING
10
HOURS

CHECK VP
CALENDAR
10

EMAIL FOR
QUORUM?
TIME/
DATE
LOCALE
30

REMINDER
F/S
5

CONFIRM
ATTENDEES
- VASIN
- BEACON
RABOBANK 1X
YR
15

REMINDER
F/S
5

REMINDER
F/S
10

PRE-CALL
WITH VP &
CHAIR
BEACON
POINT
CALL
60

REMINDER
BEACON
POINT
MAT.
10

CONFIRM
EMAIL
- PARKING
- LOCALE
- TIME/PL
10

ENSURE
PARKING
SPOTS
WITH UA

ROOM
SET-UP A/
V CONF
CALL
60

ATTEND
MEETING
AND TAKE
NOTES
60

CHAIR
SIGN
MINUTES

SCHEDULE
SA/GREET

RECEIVE PASS
AND ESCORT
GUEST(S) TO
APPROPRIATE
AREA
45

FILE
MINUTES/
PACKET
MAT.
20

PACKETS
80.75
HOURS

EDIT
MINUTES
120

DRAFT
AGENDA
30

10

PROVIDE
AGENDA
TO SB

SEND MINUTES
TO PAMELA
FOR REVIEW
60

REMINDER
BEACON
POINT
MAT
20

EDIT
POLICY

P/L
BALANCE
SHEET
GRAPH
30

MINUTES
30

MEMO
30

ASSEMBLE
PACKETS
120

SEND
PACKETS 1
WEEK
PRIOR TO
MEETING

VET VP
8 HRS

VET UA
8 HRS

VET CHAIR
8 HRS

VP OFFICE
BFA
16 HRS

VET VP'S
UA
16 HRS

VET CHAIR
16 HRS

POLICY
75

UNIV. ADV.
18
HOURS

SEND
AGENDA
ITEMS
30

VET UA
8 HRS

RECEIVE
AGENDA
10

REVIEW
MINUTES
15

REVIEW
MINUTES
SB
15

SET-UP
BEACON
PRE CALL
60

BEACON
POINT
CALL
30

REVIEW
POLICY
240

P/L
BALANCE
SHEET
GRAPH
30

RESPONSE
TO
INQUIRIES
AND
RESEARCH
8 HRS

ADDRESS
TO DO'S
FROM
MINUTES
10

ATTEND
FULL
BOARD
MEETING
120

VET VP
16 HRS

Previous Business

Metrics Discussion – Pamela Abbott-Mouchou

UPDATED 2/9/2016

$$47.74 \times 4(\# \text{ OF MEETINGS}) = 190.96$$

.092 FTE

FUTURE STATE FOUNDATION FINANCE COMMITTEE

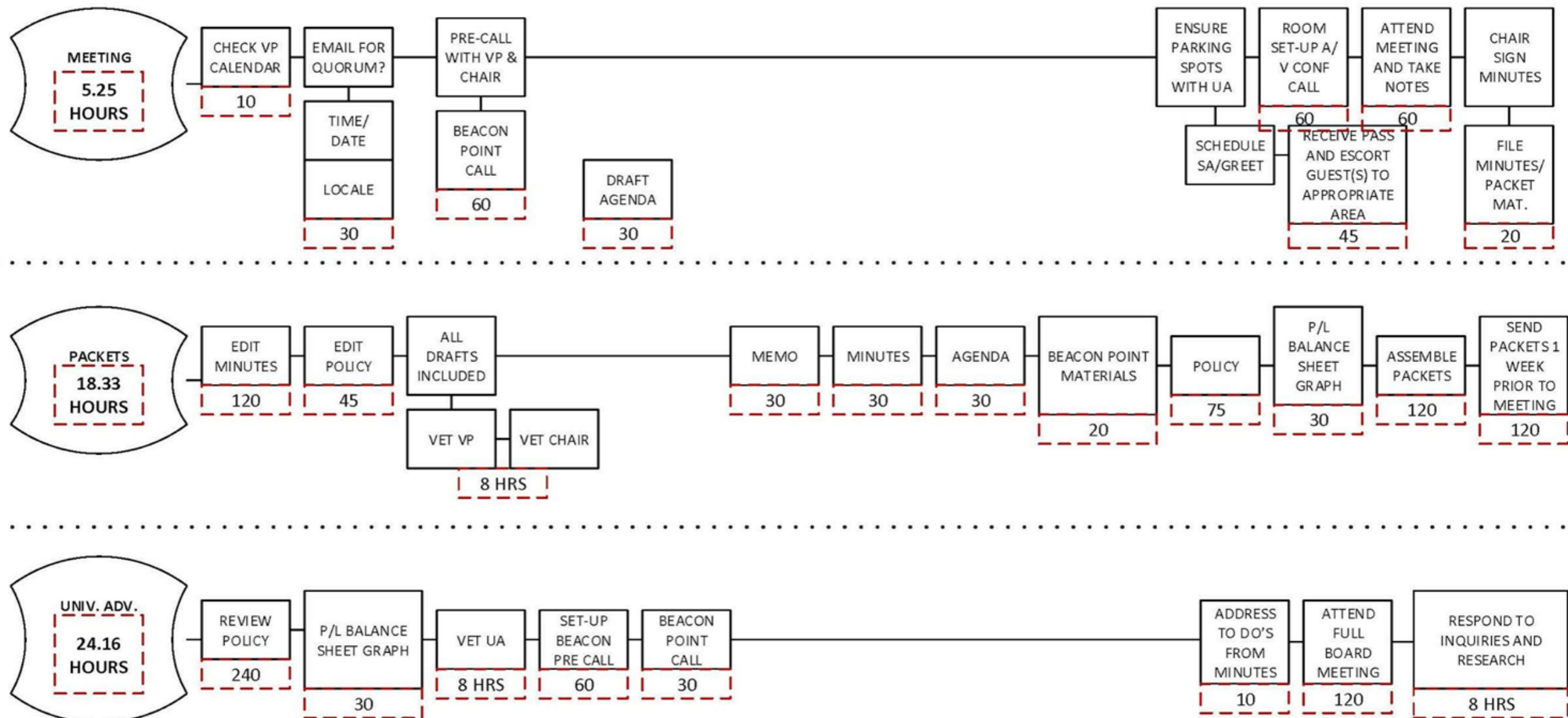
Annual
Calendar of
Meetings

OOP

CHAIR

VP's

PROPOSE TO
FOUNDATION
BOARD



Previous Business

Metrics Discussion - Pamela Abbott-Mouchou

Administrative Efficiencies Quarterly Report



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Realizing our future, Cultivating Resources, Implementing Collaborative Planning and Accountability Processes	Finance Committee Meeting Preparation Process	Process Improvement	As the Committee grew, and became more engaged with the University's portfolio, meeting prep had become cumbersome, with wasted time and redundancy of tasks. There needed to be clarity about who was doing what, and timelines needed to be established	April - June 2016	Current state: 108.75 x 4 meetings per yr = 435 hrs. = .21 FTE Future State: 47.74 x 4 mtgs. per yr = 190.96 hrs. = .092 FTE	244 hours x \$50 = \$12,200 annually or .12 FTE capacity

Recommending Improvement Activities

Project Charter Template *Wendy Olson*



Project Charter Starter *Turn into Supervisor/Manager*

Lean/ Continuous Improvement Ideas

Prepared by:
Expected Start Date:
Expected Savings/Avoidance:

Revision Date:

Project Information

Project Name: <i>(Short name for easy reference)</i>	
First and Last Name:	Email:
Role in Project: <i>(Ex: Lead/Manager/Sponsor)</i>	Department & Division:
Key Contact Info <i>(if different)</i> :	

Opportunity or Problem Statement/ Impact

(What, where, when) In a short statement, describe the problem or opportunity prompting this activity.

Problem/ Issue and Purpose:

Business Case (1-2 sentence statement from which to make a decision whether to proceed. What is this project about and how does it impact or add value to the strategic objectives of the department/division/university):

How does the current process work?

(Include current process and any measurements in place)

Describe Effort, Project Risks, Constraints

Amount of time and resources needed. Are there resources to implement idea and to mitigate identified risks, if any?

Project Deliverables – What are Predicted Outcomes

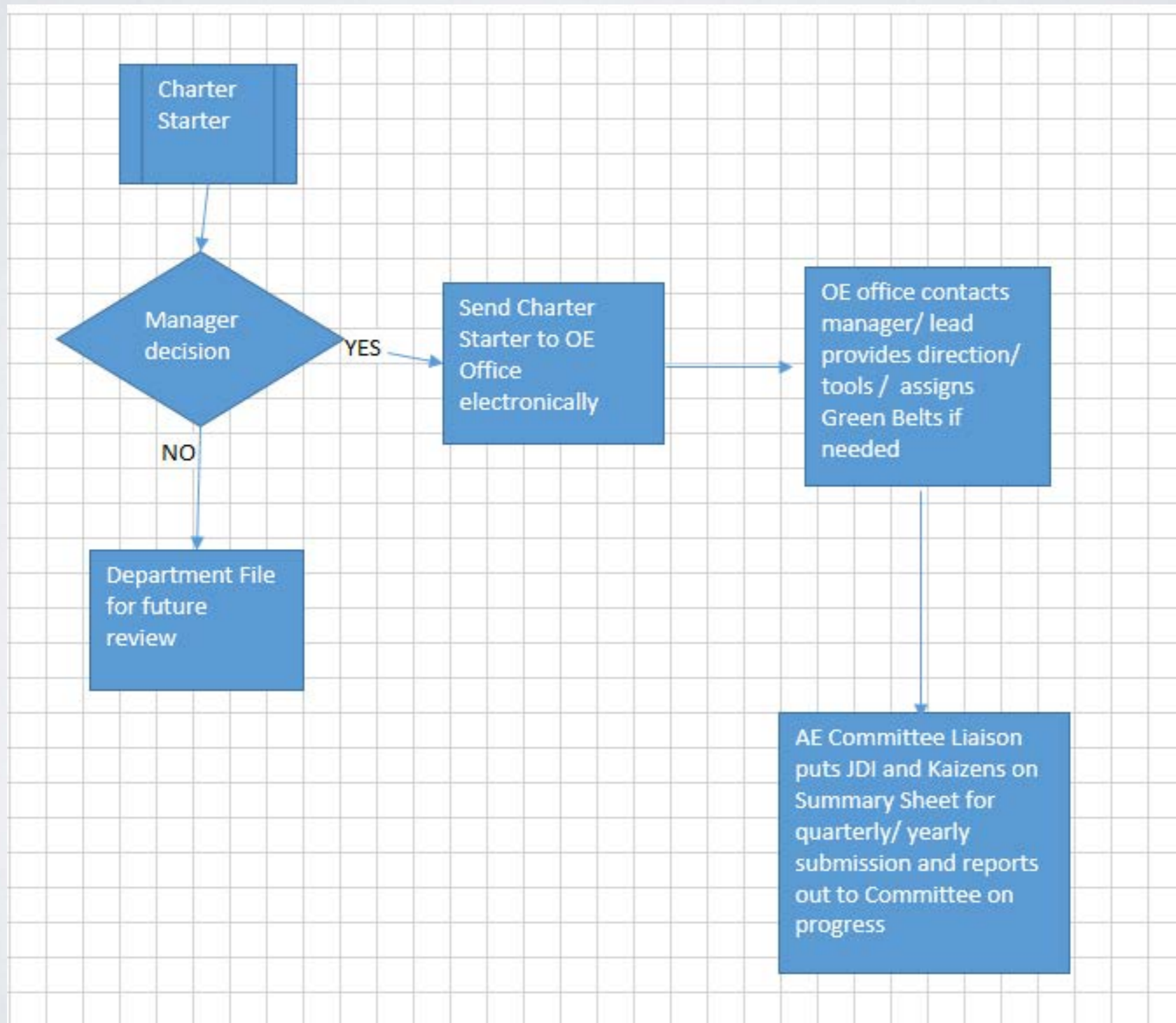
Examples: SOP, Control Plan, Training Plan, Communication Plan, Updated Procedure Manual

Sponsor Name (print)	Sponsor Signature	Date
Team Lead (print)	Team Lead Signature	Date
Green Belt Name (print -if applicable)	Green Belt Signature	Date

Sponsor - Forward to OE office if project is chosen to move to next lean process steps

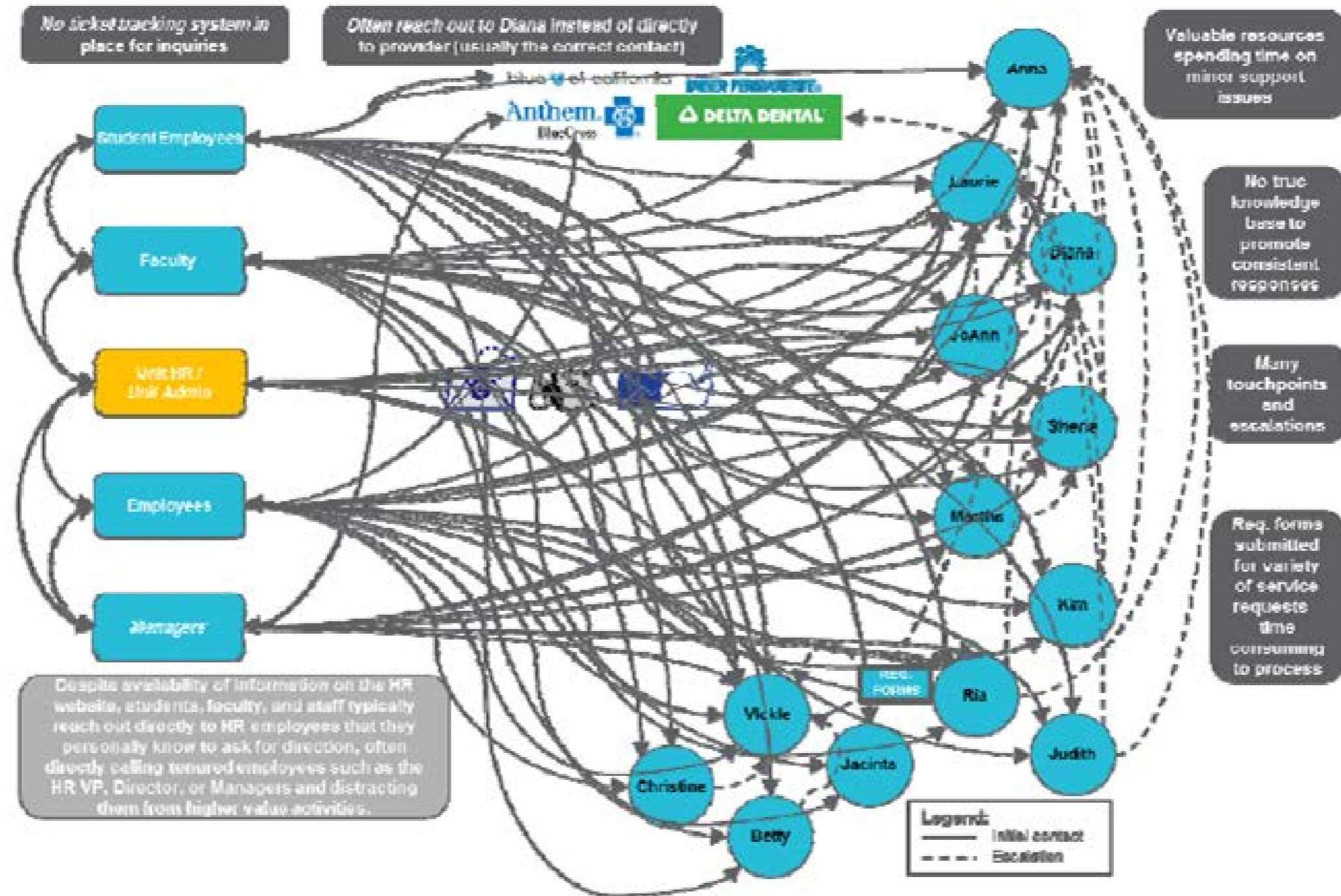
Recommending Improvement Activities

Project Flow Chart – Wendy Olson



Customer Satisfaction

The Case for Change - Pamela Abbott-Mouchou



Customer Satisfaction

HR Example – Pamela Abbott-Mouchou

