ACCENTURE UPDATE
Progress Report through November 2014

Board of Trustees

December 5, 2014

Sherideen Stoll, C.P.A.

Vice President for Finance and Administration

Organization, Employees and Benefits

1A. Improve Span of Control
  » Work is ongoing.
  » Span of control ratio at October 1, 2014 vs. January 1, 2014 continues to improve (campus-wide).

1B. Improve Sustainability of Tuition Fee Waiver
  » Tuition Fee Waiver policy approved by Cabinet.
  » Will go into effect May 2015 for first summer session.
  » Communication regarding changes to be sent out beginning in mid-January 2015.

Organization, Employees and Benefits (continued)

1C. Redesign Non-Core Business Processes (sub-divided into three opportunities)

» Recruitment, admissions, transfers, registration, records management, financial aid, scholarship disbursement, and student hiring.

» No update provided.

» Gifts Processing – Improve alumni data management and analytics (moved and combined with 4B).

» Custodial, grounds/maintenance –Customer-centric facilities management (moved and combined with 5C).

Student Services

2A. Create Co-Located Student Services
  » In progress.

2B. Promote Collaboration in Internship/Job Placement
  » Identify recommendations for consistency in how internship and co-op credit hours are calculated.
  » Collect and report job placement (attainment) by college and institutional data to Ohio Department of Job and Family Services.
  » Use graduating senior questionnaire for 2013-2014 to identify satisfaction data.
  » Identify BGSU's experiential courses.
  » Create internship and co-op advisory board.
  » Meet with campus partners to discuss possible changes at state level for fees associated with non-Ohio experiential opportunities (State Authorization).

2C. Tailor Programs to Non-Traditional Students' Needs
  » Survey defined populations in December 2014.
  » Compare national trends/research.
  » Final recommendations to be delivered in January 2015.

Core Administration

3A. Redesign Key Spending/Collection Policies and Systems
  » Implemented debit card system to eliminate cash advances for travel.
  » Implementation of pilot electronic Travel and Expense reimbursement system in early 2015.

3B. Redesign Key Administrative Data and Processes
  » Moving the following paper process to electronic using Business Process Re-engineering in next six months:
    » Employee Fee Waiver
    » Dependent Fee Waiver
    » Personnel Action Form
    » Wireless Guest Access

3C. Implement BGSU-Wide SaaS CRM and ERP systems
  » Software as a Service Customer Relationship Management (SaaS CRM).
    » In progress. RFP issued and review of bids underway.
  » Infrastructure as a Service or Software as a Service Enterprise Resource Planning (IaaS or SaaS ERP).
    » In progress. RFP issued and review of bids underway.

3D. Effective Use of Computer Labs
  » Computers reduced by 20% equaling a cost savings of $190,000.
  » Reviewing departmental computer classrooms for suitability to add to University-wide GRID classrooms.
    » In progress.

Centralize University Advancement Administration

4A. Centralize Advancement IT functions
  » Hired Mike Hachtel to lead Advancement IT.
  » Centralize Advancement finance/accounting functions.
    » Next steps to be determined.

4B. Improve Alumni Data Management and Analytics
  » Data conversion completed. New report creation in progress.

4C. Streamline Grants Management (submission) Process
  » Design for electronic proposal review/approval system completed.
  » Beta testing to begin in November.
  » Implementation/phase-in by department begins in December.
    » In progress.

Auxiliary Operations & Facilities

5A. Conference and Event Services

- » Revised model implemented.
- » Operations ongoing-decentralized service units meeting and working collaboratively.

5B. Fleet Management

- » University bus routes adjusted to reflect student usage patterns.
- » Ongoing meetings with departments to identify vehicle usage.

5C. Customer-Centric Facilities Management

- » Reviewing financial data for proposed project management/services.
- » Technical Assurance and Heapy Assessment completed, final report being reviewed, and priorities for projects being established.
- » Back-up electrical generators ordered.

Auxiliary Operations & Facilities (continued)

5D. BGSU Bookstore of the Future
 » Plan to reduce footprint by 2016 – redirect space to Career Center/Student Employment Services.
 » In progress.
 » Preparing RFP to evaluate outsource options.

5E. Energy Management
 » Draft Climate Action Plan to be filed with ACUPCC in January 2015.
 » "Green Game Day" at all home games – three tons of recyclables diverted from waste stream.
 » Single stream recycling containers piloted at athletics sites.
 » Reviewing new options for Sustainability Master Plan.

5F. Energy Rates
  » Demand Response notification decreased from two hours to 30 minutes.
  » Developing relationship with Bowling Green City to determine innovative methods and projects to address electrical peaking in summer months.

5G. Create Co-located Student Services - physical location
  » Identified probable location - Bowen-Thompson Student Union.
  » Developed space program and conducting test fits.
    » In progress.
  » Proposed schedule:
    » Begin design spring 2016.
    » Project completion winter 2018.

Education Platform

6A. Strengthen and Strategically Focus Academic Programs
- » No update provided.

6B. Leverage Online and Other Education Delivery Methods to Serve a Broad Student Mix
- » No update provided.

6C. Rationalize and Review General Education Offerings
- » No update provided.

To review the complete Opportunity Tracking document:
http://www.bgsu.edu/content/dam/BGSU/finance-and-administration/opportunity-assessment/Opportunity-Tracking-Template.pdf