

ACCENTURE UPDATE
Progress Report through December 31, 2014

Board of Trustees
February 20, 2015

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Vice President for Finance and Administration

Organization, Employees and Benefits

1A. Improve Span of Control

- » Work is ongoing.
- » Span of control ratio at January 1, 2014 vs. January 1, 2015 rose to 4.05 from 3.75.

1B. Improve Sustainability of Tuition Fee Waiver

- » Tuition Fee Waiver policy approved by Cabinet.
- » Will go into effect May 2015 for first summer session. (FY 2016)
- » Communication regarding changes to be sent out beginning in mid-January 2015. New policy posted online.

Organization, Employees and Benefits (continued)

1C. Redesign Non-Core Business Processes

- » 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

- » Identified 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).
- » Mapped experiential learning process for University systems

2C. Tailor Programs to Non-Traditional Students' Needs

- » In progress. Survey administered and results are being compiled and analyzed.

Core Administration

3A. Redesign Key Spending/Collection Policies and Systems

- » Underway

3B. Redesign Key Administrative Data and Processes

- » Progress underway 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

Core Administration (continued)

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

- » Summer 2015 upgrades to the computer labs in East Hall 115 & 116, Library 125, Education 222, and Tech 238.
- » Laptop Loan Program for PELL Grant recipients has 47 Mac and DELL laptops on loan to students this year.

Centralize University Advancement Administration

4A. Centralize Advancement IT and Accounting/Finance functions

- » In progress.

4B. Improve Alumni Data Management and Analytics

- » Data conversion completed. New report creation in progress.
- » Other work in progress.

4C. Streamline Grants Management (submission) Process

- » Design for electronic proposal review/approval system completed.
- » Beta testing to began in November.
- » Implementation/phase-in by department began in December/January.
 - » In progress.

Auxiliary Operations & Facilities

5A. Conference and Event Services

- » Work ongoing.

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 Heavy 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

- » Preparing RFP to evaluate outsource options. To be issued in early February 2015.

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.
- » Other project efforts in progress spring semester.

Auxiliary Operations & Facilities (continued)

5F. Energy Rates

- » Ongoing.

5G. Create Co-located Student Services - physical location

- » Identified probable location - Bowen-Thompson Student Union.
- » Board approved renovation of second floor space for Career Services/Student Employment.
- » Building-wide space assessment to be performed to determine other options for accommodating other student service needs.

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>