

ACCENTURE UPDATE
Progress Report through March 31, 2015

Board of Trustees
May 8, 2015

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 January 1, 2014 vs. April 1, 2015 improved to 4.14 from 3.75

1B. Improve Sustainability of Tuition Fee Waiver

- » Tuition Fee Waiver policy in place for staff May 18, 2015
- » Issue to be addressed in bargaining
- » Process automation underway

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

- » Attended inaugural conference: *Ohio One-Stops* in December
- » Identify appropriate model that attracts traditional and non-traditional students, as well as taking into consideration space/facility needs and availability

2B. Promote Collaboration in Internship/Job Placement

- » Identified a list of five categories of Methods of Instructions for courses
- » Created common definitions of the following experiential learning methods: Cooperative Education, Internships, Practicum, and Field Experience, and COOP 050
- » In process of clarifying contact hours for experiential learning interactions for faculty and students
- » Currently testing functionality of a portal created to capture experiential learning course data

Student Services (cont.)

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

- » Better define BGSU's non-traditional populations
- » Provide recommendations for improved services
- » Data analysis of the two student surveys (international and non-traditional) continues, as well as drafting final recommendations

Core Administration

3A. Redesign Key Spending/Collection Policies and Systems

- » T&E paperless automation (Chrome River) – campus-wide rollout April 1, 2015
- » All other deliverables in progress

3B. Redesign Key Administrative Data and Processes

- » Wireless Guest Access completed in March 2015
- » Progress underway moving the following paper processes to electronic using Business Process Re-engineering with estimated go live date of July 2015:
 - » Employee Fee Waiver
 - » Dependent Fee Waiver
 - » Personnel Action Form
 - » Consultant EMPLID
 - » Security Requests and Approval Process

Core Administration (continued)

3C. Implement BGSU-Wide SaaS CRM and ERP systems

- » Software as a Service Customer Relationship Management (SaaS CRM).
 - » In progress. Selection of finalist underway
- » Infrastructure as a Service or Software as a Service Enterprise Resource Planning (IaaS or SaaS ERP)
 - » In progress. Selection of finalist underway

3D. Effective Use of Computer Labs

- » 20 percent reduction of computers since May 2014 with a cost savings of \$190k. Met specific AROC budget reduction to ITS permanent budget
- » Computer lab upgrades in East Hall, Library, Education and Technology Buildings in summer 2015
- » Labs used by only two departments transferred to University-wide use by all departments effective Fall 2015

Centralize University Advancement Administration

4A. Centralize Advancement IT and Accounting/Finance functions

- » In progress

4B. Improve Alumni Data Management and Analytics

- » Improvements to online giving functionality and website redesign underway
- » Accounting software and server update in progress
- » Agilon upgrade to software/hardware completed

4C. Streamline Grants Management (submission) Process

- » Implementation/phase-in by department in progress
- » Creating online training modules in progress

Auxiliary Operations & Facilities

5A. Conference and Event Services

- » Revenue totaling \$225k in first full year as a department
- » Estimated \$750k in new client revenue in FY 2015

5B. Fleet Management

- » Work is ongoing

5C. Customer-Centric Facilities Management

- » Technical Assurance and Heavy Assessment reviewed and building priorities were established
- » Water treatment contract awarded to US Water; estimated \$30k in annual savings

Auxiliary Operations & Facilities (continued)

5D. BGSU Bookstore of the Future

- » In progress. Responses to RFP to evaluate outsource options being reviewed by committee.

5E. Energy Management

- » Climate Action Plan filed with ACUPCC January 14, 2015.
- » “Sustainability Training” for BGSU departments. Will educate and inform staff on regular practices, procedures and policies that can save BGSU money and assist in reaching sustainability goals.
- » Ice Arena lighting upgrade
 - » Student Green Fund collaboration
 - » Estimated ROI of two years
- » McFall Gallery lighting upgrade to LED
 - » Estimated ROI of four years

Auxiliary Operations & Facilities (continued)

5F. Energy Rates

- » Ongoing

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

- » Complete an internal Master Plan of the Bowen-Thompson Student Union (BTSU) as the premier location for student services on the BGSU campus.
- » RFQ to engage an architecture/engineering team issued in April 2015.
- » Concept design completed for relocating the Multi-Cultural Student Lounge and Student Services to the fourth floor of BTSU.

Education Platform

6A. Strengthen and Strategically Focus Academic Programs

- » Various new delivery models have been identified
- » eCampus has been created – fall enrollment expected
- » Program Review is being implemented

6B. Leverage Online and Other Education Delivery Methods to Serve a Broad Student Mix

- » Work has been completed

6C. Rationalize and Review General Education Offerings

- » Work has been completed
- » Implementation will be monitored

To review the complete Opportunity Tracking document:

<http://www.bgsu.edu/content/dam/BGSU/finance-and-administration/opportunity-assessment/Opportunity-Tracking-Template.pdf>