

ACCENTURE UPDATE
Progress Report through September 2014

Board of Trustees
October 3, 2014

Sherideen Stoll, C.P.A.
Vice President for Finance and Administration

Organization, Employees and Benefits

1A. Improve Span of Control

- » Identified top 10-15 departments with greatest opportunities.
- » Developing template outline to be used with each department's leadership.
- » Use template outline with each department leader to develop an individualized, unit-specific strategy with the intent of improving the department's span of control.

1B. Improve Sustainability of Tuition Fee Waiver

- » Revised policy developed; shared with constituent groups; revisions made.
- » Target Summer 2015 semester for implementation.

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.
 - » In progress.
- » Gifts Processing – Improve alumni data management and analytics (moved and combined with 4B).
- » Custodial, grounds/maintenance –Customer-centric facilities management. Benchmarking performed by Sightlines providing guidance on areas for improvement (moved and combined with 5C).

Student Services

2A. Create Co-Located Student Services

- » Student survey conducted; initial results shared with Registrar, Bursar and Financial Aid offices.
 - » In progress.

2B. Promote Collaboration in Internship/Job Placement

- » Task and assignments developed.
 - » In progress.

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

- » In progress.

Core Administration

3A. Redesign Key Spending/Collection Policies and Systems

- » Software selected for electronic Travel & Entertainment reimbursement processing; pilot beginning fall 2014.
- » Deregistration for undergrads continues; graduate and international deregistration on hold.

3B. Redesign Key Administrative Data and Processes

- » Administrative processes selected (fee waiver authorization, wireless access and onboarding for guests/consultants, system security access); application of LEAN review; process redesign in progress.
- » Complete data warehouse reporting system.
 - » In progress.

Core Administration (continued)

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

- » Password self-service.
 - » Completed.
- » Software as a Service Customer Relationship Management (SaaS CRM).
 - » In progress. RFP to be issued spring 2015.
- » Infrastructure as a Service or Software as a Service Enterprise Resource Planning (IaaS or SaaS ERP).
 - » In progress - RFP to be issued spring 2015.

3D. Effective Use of Computer Labs

- » Bring Your Own Laptop/tablet (BYOL).
 - » Began summer 2014.
- » PELL Grant loan program for laptops.
- » Computers reduced by 342.
 - » In progress.

Centralize University Advancement Administration

4A. Centralize Advancement IT functions

- » In progress.
- » Centralize Advancement finance/accounting functions.
 - » On hold.

4B. Improve Alumni Data Management and Analytics

- » Detailed work plan developed; data re-converted, improved database elements, redesigned/create reports for data management and analytics.
 - » In progress.

4C. Streamline Grants Management (submission) Process

- » Software selected; pilot initiated; fall 2014 rollout planned.
 - » In progress.

Auxiliary Operations & Facilities

5A. Conference and Event Services

- » Established office; formalized department organization.
- » Developed sales/marketing plan/ personnel.
- » Operations ongoing – decentralized service units meeting and working cooperatively.

5B. Fleet Management

- » Surplus vehicle action – reduced university-owned vehicles by 34.
- » Efforts continue to identify ride-sharing opportunities.

5C. Customer-Centric Facilities Management

- » Operational services to be included: logistics, repairs and maintenance, grounds, preventative maintenance, custodial
- » Service level agreements developed with Recreation and Wellness, Residence Life, BTSU, Intercollegiate Athletics
- » Developing policies and standards

Auxiliary Operations & Facilities (continued)

5D. BGSU Bookstore of the Future

- » Improve sales/rentals
- » Plan to reduce footprint by 2016 – redirect space to Career Center/Student Employment Services
- » Retain in-house or outsource determination to be made.

5E. Energy Management

- » Developing energy efficiency or energy reduction strategies.
- » Require standardization of class schedule.
- » Initiated energy consumption transparency campaign.
- » Expanded Energy Conservation Measures (ECM).
- » Standardize temperature schedule.

Auxiliary Operations & Facilities (continued)

5F. Energy Rates

- » Completed demand response program in August (reducing peak usage).
- » Exploring co-generation.
- » Engaging city of Bowling Green in discussions.

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

- » Identified probable location - Bowen-Thompson Student Union.
- » Developing space program and conducting test fits.
 - » In progress.

Education Platform

6A. Strengthen and Strategically Focus Academic Programs

- » Received completed report 4/15/2014.
- » Implement Performance Based Funding for Academic Programs.
- » Implement Cluster Program Review.
- » Create Trustees Innovation Fund to support development of programs to serve the needs of non-traditional students.
 - » In progress.
- » Announce programs that have been funded.

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

- » Second Version of Report.
- » Open Forum.
- » Create an Ecampus Support System.
- » Support the marketing of five online programs.
- » In conjunction with Trustees Innovation Fund, develop online, hybrid or evening programs that meet the needs of nontraditional students.

Education Platform (continued)

6C. Rationalize and Review General Education Offerings

- » Review of BGP courses to be completed Dec. 31, 2014; includes course & program assessment and redevelopment of program pathways.
- » Complete review of all degrees that require experiential education.
- » Develop standards for internships/co-ops in consultation with OBR standards
- » Implement a process to document

To review the complete Opportunity Tracking document:

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