

ACCENTURE UPDATE
Progress Report through August 31, 2015

Board of Trustees
September 18, 2015

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

Recent Developments

- » Governor created “Blue Ribbon” Task Force as part of FY16-FY17 biennial budget bill
- » Titled “Ohio Task Force on Affordability and Efficiency in Higher Education”
 - » Chaired by Ohio State University CFO
 - » Seven other members from outside Higher Education
 - » Created Advisory Board with university reps
- » Task Force has meeting and gathering information since before June.

Task Force Update

- » June 23” Priority-setting and data review
- » July 21: Procurement and time to degree
- » August 14: Advisory panel
- » August 17: Assets, academic efficiencies and productivity (met at University of Cincinnati)
- » September 2: Technology, share services (met at Bowling Green State University)
- » September 11: Advisory panel
- » TBD: Finalize recommendations
- » October 1: Final report due

Organization, Employees and Benefits

1A. Improve Span of Control

- » Work continues opportunistically
- » Span of control ratio at January 1, 2014 vs. April 1, 2015 improved to 4.14 from 3.75
- » Span of control ratio at July 1, 2015 vs. April 1, 2015 improved to 4.26 from 4.14

1B. Improve Sustainability of Tuition Fee Waiver

- » Completed for non-faculty
- » Issues to be addressed in bargaining regarding faculty
- » Process automation completed

Organization, Employees and Benefits (continued)

1C. Redesign Non-Core Business Processes

- » Recruitment, admissions, transfers, registration, records management, financial aid, scholarship disbursement, and student hiring.
- » On hold temporarily due to retirements

Student Services

2A. Create Co-Located Student Services

- » Faculty analysis of BTSU underway
- » Possible footprint expansion to be considered

2B. Promote Collaboration in Internship/Job Placement

- » Committee progress to resume fall semester

Student Services

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

- » Working committee recommendations for non-traditional, military, distance and international students
 - » Scheduled for Fall 2015: provide faculty/staff training
 - » Scheduled to open Fall 2015: Veteran/Military Center
 - » Increase accessibility via Fast-Efficient-Effective Course Options: fast tracking, online options, evening sessions, weekend options (classes, labs, exams) to address cost/time to degree issues
 - » Increased pre-enrollment outreach and transition support to non-traditional/military students
 - » Increased scholarship opportunities
 - » Explore options for “break” housing and dining options
 - » Provide all business processes in the online environment including ID cards

Core Administration

3A. Redesign Key Spending/Collection Policies and Systems

- » Chrome River in campus-wide use for Travel and Entertainment
- » Next project candidate to be determined

3B. Redesign Key Administrative Data and Processes

- » Wireless Guest Access completed in March 2015
- » Dependent/Employee fee waiver, personnel action form and security access/approval electronic forms completed as of July 2015
- » Next project candidate to be determined

Core Administration (continued)

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

- » Provider selected
- » Three year transition underway – 2018 completion

3D. Effective Use of Computer Labs

- » 20 percent reduction of computers since May 2015 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 functions

- » Completed

4B. Improve Alumni Data Management and Analytics

- » Improvements to online giving functionality and website redesign completed
- » Project underway to meet July 1, 2016 deadline – moving general ledger from Agresso to People Soft FMS
- » Project underway to meet July 1, 2016 – Agilon (“customer management system”) integration with People Soft

4C. Streamline Grants Management (submission) Process

- » Implementation completed
- » Creating online training modules - in progress

Auxiliary Operations & Facilities

5A. Conference and Event Services

- » Significant growth in summer weddings, conferences and camps (example, one week provided approximately \$400k in revenue)

5B. Fleet Management

- » Work is ongoing
- » 242 vehicles in 2009; 155 in 2015

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
- » All decentralized facility management (custodial, grounds, maintenance has been transitioned to campus ops. FY16 will be an opportunity to refine re-charge methodology

Auxiliary Operations & Facilities (continued)

5D. BGSU Bookstore of the Future

- » In progress
- » Current space renovation (following creation of new student career center in Union) will begin late spring semester 2016

5E. Energy Management

- » Update to be developed during fall semester for next steps

Auxiliary Operations & Facilities (continued)

5F. Energy Rates

- » Ongoing

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

- » Prior update as of May 8, 2015:
 - » Complete an internal Master Plan of 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
- » Work is ongoing as of August 31, 2015

Education Platform

6A. Strengthen and Strategically Focus Academic Programs

- » Program Review has been implemented
- » Trustees Innovation Fund resulted in several new programs building on the success of existing academic programs

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

- » eCampus has been created
- » 7 programs have been launched in Fall 2015
- » New community college transfer pathways have been created

6C. Rationalize and Review General Education Offerings

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