

**Information & Communication**

*Technology Tools*

Campus Calendar of Events (on and off-campus)  
Unified Communication (chat, web-meetings, choice)  
Document workflow and electronic signatures  
Document digitizing, storage, archiving

*Improved Access*

Level of detail in communications  
(*Student bills and maintenance work orders*)

*Knowledge Transfer*

On-line training opportunities  
Enhanced networking/collaboration opportunities

**Asset Utilization**

*Use of Dollars*

Preferred vendors (evaluate current and expand to new)  
Utility usage (closed period, better controls)  
Printing costs (duplicate publications and purchasing)

*Use of Time/People*

Utilize media and resources content in multiple places  
Performance review process (CSC)

**Organization**

Create effective partnerships (reduced duplication)  
Centralize support functions and/or  
co-locate support functions with operations

	Already Doing	Looking to Do / Could Do
<b>Info &amp; Communication</b>	Funded smart phones for development officers to allow 24/7 access to email and donor database.	Develop a centralized University calendar of events - on-campus and off-campus events. <b>X2</b>
<i>Tech tools</i>	Provided laptops to all development officers to enhance mobility.	Roll-out unified communication with technologically-mediated meeting options (skype, gotomeeting, etc.) = unnecessary travel. <b>X2</b>
<i>Better access</i>	Expanded use of Outlook to schedule group meetings.	Improve communication by utilizing "live chat" functionality and allowing students to select preferred method of communication.
<i>Knowledge transfer</i>	Implemented Resource 25 to schedule space ("shadow system" still in place outside of grid.)	Implement opportunities for electronic signature, e.g. HR processes (delays and paper waste) <b>X3</b>
	Implemented digital assets program to streamline access to art and documents.	Implement electronic workflow for hiring/contracts, promotion and tenure, travel reimbursement, fee waiver, "blue sheet"/"green sheet". <b>X2</b>
	Implemented electronic health record, to improve access to charts and reduce filing time and resources.	Streamline forms and/or take forms to online submission (including FMLA, Leave Bank).
	Use technology to communicate better ("Live Chat" in lieu of labs for open enrollment; expanded use of web streaming with Firelands.) <b>X2</b>	Enhance document digitizing, storage and archiving.
	Shifted key processes online, including new staff employee orientation, benefits open enrollment, new staff forms, staff awards.	Add appropriate level of detail to student bills to reduce unnecessary phone calls, office visits, etc.
	Redesigned student advising at Firelands to expand capacity and provide "just in time" drop in capacity.	Improve level and timeliness of communication as it relates to maintenance and repair projects (before, during and after project.)
	Redesigned new student orientation at Firelands to limit content and reorganize for "just right" content.	Implement online training for HCM (Budget Officers and Applicant Data Entry).
	Transitioned communication pieces from print/mail to electronic/email.	Enhance networking/collaboration opportunities to continue to pass knowledge and develop best practices.
	Enhanced training for CSC members through online forms and training programs.	
	Consolidated communication channels.	

BGSU - Office of the Provost  
**EFFICIENCY TASK FORCE - INITIAL FEEDBACK**

<b>Asset Utilization</b>	Eliminated fleet of automobiles and shifted to rentals as needed. Better image and lower cost.	Investigate lower cost / locally sourced options for versus preferred vendors in Falcon Purch.
	Increased strategic sourcing of goods both at the Institutional level and in collaboration with the IUC-PG.	Close the University between Christmas and New Year's to reduce utility usage.
<i>Dollars</i>	Took annual media purchase through a competitive RFP process (\$25,000k / 6% savings.)	Migrate department and data center servers off-site to reduce utility consumption and investment needs.
<i>Time/People</i>	Implemented Print Responsibly program has reduced the amount and cost of printing by the University by 60%. <b>X2</b>	Discontinue practice of sending BGSU staff who are also alumni two copies of BGSU Annual Report and BGSU Magazine.
	Consolidated dining service facilities (smaller footprint, lower cost, greater output) -- better service.	Consolidate travel and entertainment purchasing through a single provider and automation of experience reimbursement workflow.
	Revised carry forward process; 5% maximum retained, rest returned to central pool.	Standardize University letterhead and centralize purchasing for consistency and cost savings.
	Implemented intentional reductions in professional travel.	Enhance control of HVAC systems campus wide. Some too hot, some too cold.
	Utilized Lean principles to streamline student conduct process.	Utilize new media content in at least 3 different places across various audiences.
	Improved technical support experience (time to system access, push software updates, remote help desk assistant, greater email quotas)	Work more closely with academic departments to utilize WBGU resources.
	Reduced monthly CSC meeting from 3 to 2 hours.	Implement new CSC evaluation form and process; reduce time to administer.
	Automated outbound payments and banking transaction reconciliation.	
	Improved infrastructure: new PeopleSoft test environment reduces time to from testing to production and elimination of duplicate network domains.	
	Enhanced on-line services (Time and Labor reporting, W-2 process, guest access for parents, self-serve drop, single sign-on, and new portal.)	
	Enhanced classroom resources (QizBox for discussions, automatic technology wake-up/sleep, 192 classroom upgrades.)	
	Implemented blended or pooled benefit rates (replaces actual calculation for each employee.)	
	Technology is used and/or introduced wherever feasible to make better use of human resources.	

	Already Doing	Looking to Do / Could Do
<b>Organization</b>	Utilized on campus resources and businesses such as Stampers and Unigraphics.	Identify back-ups for key processes (cross-training), example given bill paying.
	Utilized a third-party vendor to verify employment/income; frees up staff time reducing total cost of background checks.	Co-locate communication officers within Colleges or Division they support.
<i>Partnerships</i>	Co-located development officers within the College or Division they support.	Develop a "Central Events Office" for event planning and support for campus events, reduce flyers. <b>X3</b>
<i>Co-location</i>	Implemented electronic project mgmt., moving people from support to client service positions.	Centralize operational services -- maintenance and custodial -- a number of departments have begun building decentralized units increasing costs.
<i>Centralization</i>	Reorganized functions as attrition occurred.	Consolidate decentralized IT staff (50% or more IT duties) within IT function.
		Identify areas for sub-contract (e.g. Athletics parking and security.)
		Increase operational efficiencies by conducting a University wide evaluation of administrative and support services.
		Reduce the number of departments and programs through consolidation and reorganization.