

BGSU – Office of the Provost
EFFICIENCY TASK FORCE – BROWN BAG
5/2/2012

Campus Connectivity

- Inconsistent policies between Bowling Green and Firelands campuses.
- BGSU Firelands students who transfer to Bowling Green campus are not considered Bowling Green students by faculty at Bowling Green campus.
- Fee differentials - courses taught by Firelands faculty – either at Firelands or online) pay Bowling Green campus fees and revenue stays at Bowling Green campus, however the expenses are incurred at Firelands.
- Students on Bowling Green campus have extra services not available at Firelands campus (e.g. Health services, special events, food service, bookstore.)
- BGSU Domain is not available at Firelands, causes administrative problems. But, BGSU Domain has limitations that won't work at Firelands.
- Shuttle between campuses, people not books.

People Processes

- Employee/faculty searches, including creating new positions and defining JAQs, take too long and are too complicated.
- Evaluation process for review, merit, promotion of faculty and administrative staff.
- Creating a new administrative position.
- Faculty members have an annual review and then separate retention review (within 2 month period)
- Getting access to critical systems – anything to do with BGSU Domain-permission in identity management system.
- Identity management in PeopleSoft doesn't work for new faculty, adjuncts, third party relationships (e.g. SAGE / Elder College)
- Need more and more efficient computers for part-time faculty.
- Takes too long to fill position vacancies.
- Better orientation for new people and opportunities for part-timers to meet full-timers.
- Mentoring for new employees, streamlining new employee on-boarding. Right now, we drop them in and its sink or swim; "good luck". There is a lack of awareness about tools and technology.
- Orientation for adjunct faculty to Firelands, big numbers, no training.
- Make sure there are mentors for all new people – staff, faculty and admins. Where to go, who to talk to, etc. Not just referral to staff, faculty, and administrative manuals.
- Department secretaries per department to help department chairs (Firelands) would help efficiency on a lot of other issues.
- Technology not in place to enable people to work from home (e.g. Citrix)

Schedules, Rooms & Events

- Final exam schedule is very confusing.
- Class scheduling – long process, many steps, not user-friendly, information is not displayed in a distinct manner (info is available in segments.) Also includes room, online and exam scheduling.
- Problems with room scheduling.
- One comprehensive calendar and keep it updated, or Firelands "Campus Update"
- More efficient room and class scheduling.

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Information & Communication

- On-line catalogue: finding course, check sheets.
- Unclear why students have to take certain classes (e.g. math, humanities)
- Communication technology (e.g. Universal Skype) is not being utilized.
- Phone / text message alerts to students – not just emergencies, info, messages.
- Duplication in email messages.
- How to identify when an email is academic rather than just an event announcement.
- Better signage and assistance for students during 1st week of class.
- Digital signage could be used to reach students, faculty and staff regarding important registration dates, campus events, etc.
- Apps should be used more effectively – news App (like BGSU News) for Firelands, Email App, classroom polling, etc.
- Use technology for virtual meetings.
- Communication is constrained by a silo-mentality.
- Communicate and promote student self-service using technology (email, orientation, on-line forms, etc.)
- Tools for finding people (staff picture directory, easier on-line directory.)
- We're not promoting BG social media use as well as we should. Send weekly emails for items to post – let everyone know that we can do it.
- Add "Polycom" in every (more) classrooms and meeting rooms so that individuals on Firelands campus aren't always commuting. More distance classroom reason (same reason as above.)
- Switchboard presence at night and weekends. Right now, no one to help students and adjunct faculty.
- Would like an on-line suggestion box.
- Acclimation of students, including: better ways to communicate, where student center is, how to register, look at schedule, etc.

Administrative / Back-End Processes

- Curriculum changes – internal.
- Better understanding of Blackboard and MyBGSU – can it be consolidated?
- Purchasing – pre-approvals, purchase orders, new vendors; office supplies & other items are more expensive.
- Use e-signatures (e.g. contracts)
- Academic and Admin file digitizing. We still take a paper folder around for advising.
- Streamline inventory / fixed asset processes and controls. Disposal process for computer equipment is separate from BGSU campus and forms and processes are circular and don't add value.
- Re-assess preferred / strategic sourcing → consider cost at unit level versus cost at university level.
- Forms in PDF are not digitally available. Have to print all forms to fax, send or deliver.
- Too many forms (hoops) to request travel. "Oops, that's the wrong form."

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Facilities / Classrooms

- Replace old fluorescent ballasts in classrooms.
- Solar panels for parking lot light (or wind driven).
- Clocks needed in classrooms and meeting rooms.
- Air conditioning too high. Heat issues in winter.
- Wind turbine – return.

Other / General

- BG reinvents processes every time there is a change in administration, (e.g. CUE, review of employees, Blackboard.)
- Close both campuses between Christmas and New Year's (energy, time, etc.)

*Information collected at four tables of approximately 8-10 individuals. Items reported out are included in totality, although the theming was done after the fact. **Highlighted** items are those that were the highest priority among each group.*