

BGSU - Efficiency Task Force
OUTREACH RESULTS - INITIAL FEEDBACK

<u>Source</u>	<u># of Ideas</u>		<u>Available On Wiki</u>
Google Doc & Facebook	102		Yes
Faculty / Staff Brown Bag - BG	40	99	Yes
Faculty / Staff Brown Bag - Firelands	59		Yes
Undergraduate Town Hall	18		Yes
Grad Survey - Info & Tech	45	252	No
Grad Survey - Everyday Life	54		No
Grad Survey - Teaching	34		No
Grad Survey - Research	36		No
Grad Survey - Going Green	33		No
Grad Survey - Funding & Fee Process	50		No
Total - All Sources	471		

Areas of Consolidation

- Forms & Signatures
- Access to Resources
- Availability of Information
- Ease of Process

Other, Not Included

- Concerns over mandatory health insurance; need for payment plan.
- Lack of availability of day care.
- Lack of glass recycling.
- Need to manage lighting, landscaping effectively.
- Pros & cons of student health center and counseling.
- Concerns over graduate student stipends and general fees.
- Feedback over facility needs (general) and aesthetic.

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AREA 1 - FORMS SIGNATURES

Suggested Changes

- 1 Re-evaluate approvals: number of people, level of people.
- 2 Use less paper / move on-line.
- 3 Pre-populate forms with known/stored information.
- 4 Set standards for time-to-process and measure.
- 5 Re-evaluate preparers: right person in right place with right knowledge.
- 6 Confirm need/value of process.
- 7 Know which to use when.

Processes Noted

- A Budget administration approvals
- B Room reservations
- C Human Subjects Review Board (HSRB)
- D Tentative Degree Program (TDP)
- E Curriculum changes
- F Tenure and Promotion
- G Annual review and merit (incl. NTT)
- H Recruiting and hiring
- I Grant buy-out contracts
- J Grant pre-proposal
- K Syllabi
- L Re-admission / Admission / Guest admission
- M Scholarship disbursement
- N Grade change and Drop/Add
- O Systems Access
- P Advising
- Q Inventory - Assets review and disposal (Incl IT)
- R Position/ directory information
- S Assistantships (Application and contract)
- T Tuition waiver (Staff/dependent)

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AREA 2 - ACCESS TO RESOURCES

Suggested Changes

- 1 Knowledge that resource is available
- 2 Access to right amount
- 3 Access to right quality
- 4 Access at right time
- 5 Access at right price
- 6 Eliminate redundancy

Processes/Areas Noted

- A Rooms / room reservations
- B Web page designers
- C Student pictures (for faculty)
- D The BGSU domain (IT)
- E Computers / hardware
- F Technology (incl remote access tech)
- G Communication technology
- H Computer labs / specialized software
- I Printing
- J Parking
- K Tools for file back-up
- L BGSU main account / access
- M Subscriptions (library)
- N MyBGSU
- O Email (especially @bgsu.edu versus @falcon.bgsu.edu)
- P Library
- Q Science laboratories
- R Blackboard
- S Online assessment tools (Survey Monkey, Campus Labs, Qualtrics)
- T Individual department couriers vs. consolidated
- U Events, programs and organizations on campus

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AREA 3 - AVAILABILITY OF INFORMATION

Suggested Changes

- 1 Make available
- 2 Website overhaul
- 3 Improve interdepartmental communication (outside of my academic department)
- 4 Fewer, less redundant communications
- 5 Ensure value added
- 6 Consistent communication (timing and content)

Processes/Areas Noted

- A Academic progress + due dates (in MyBGSU)
- B Course information (beyond title)
- C Directory information
- D Building information
- E Graduate college / individual department communication
- F Campus Update / Zoom News / Newsletters
- G Bursar bill
- H Graduate Student Orientation (GSO)
- I Bus schedule
- J Graduate student funding
- K Advising (Graduate & Undergraduate)
- L Financial planning tool
- M Awards, grants, scholarships
- N Promotion (external) of faculty work
- O Blackboard - Clarity of system generated messages
- P Blackboard - Use by faculty for grades
- Q General Inquiry (411 line)
- R Degree audit report
- S On-line versus hard printed communication
- T Parking

Suggested Changes

- 1 Clear and easy
- 2 Greater access
- 3 Quick and on-time
- 4 Consistency

Processes/Areas Noted

- A Registration process (varies by area)
- B Registration process (cumbersome & challenging)
- C OrgSync, SBC Approvals
- D Payments accepted at Union (e.g. Parking & Intramurals)
- E Bursar
- F Advising (Graduate and Undergraduate)
- G Payroll (timing)
- H Library drop box at Union
- I Financial drop box at Mileti
- J Class size / teaching load
- K Automatic student drops