Administrative Process Improvement Projects
Status as of November 2016 - April 2017

COMPLETED PROJECTS (BY COMPLETION DATE):

Disability Resources – Prepare for AIM Software Implementation – Completed December 2016
- **Scope:** Disability Resources has purchased 'Accessible Information Management (AIM) software that will allow tracking and reporting services for students. The AIM team used Process Improvement department to map their current processes "AS IS" and create a future process "TO BE".
- **Outcomes:**
  - ➢ Completed Mapping documents for team.

Student Financial Appeals (Phase I) - Completed December 2016
- **Scope:** Review current policies, practices and administrative processes relating to the student's financial appeals as they relate to registration fees and determine the lifespan of the current Bursar system. Include detail process mapping to design and implement an improved electronic process.
- **Outcomes:**
  - ➢ Developed a new on-line form that authenticates the student, populates student's course information, accepts electronic signatures and has workflow approval process.
  - ➢ Eliminates paper forms, manual data entry and reduces errors.
  - ➢ Eliminated manual tedious refund calculations, registrar office enters refund codes into Banner and system calculates refund.
  - ➢ Banner post refund to student's records, eliminating manual entry.
  - ➢ Updated procedures and web pages.
  - ➢ Developed automated email communications.
  - ➢ Administrator Dashboard easily tracks the status of a request.
- **Metrics:**
  - ➢ Staff hours associated with processing 278 paper forms = 31.5 weeks (1,182 hours).
  - ➢ New process time savings in an academic year = 278 forms * 1 hour = 278 hours, a time savings 24 weeks (904 hours).
  - ➢ Cost savings in reduction of 11 reams paper printing and reduction in file folders.

I-9 Process – Completed February 2017
- **Scope:** The purpose of the team is to review the current I-9 process with a focus on the following:
  - o Identify the roles and responsibilities of departments involved.
  - o Are we doing the right work?
  - o Review documentation procedures from various departments.
  - o Map the current process - "AS IS" (current state).
  - o Map "TO BE" process (future state).
  - o Review existing procedures/guidelines.
  - o Identify the monitoring and recertification process.
- **Outcomes:**
  - ➢ Team recommends all I-9 processing for Faculty/Staff/Part-time Faculty/Graduate Students/Student Workers/Temps and re-certifications be centralized into one location.

- Centralizing the processes will improve compliance, communications, and duplication of forms and eliminate duplication of work.
  - **Metrics:**
    - Staff hours saved researching where to send an employee for I-9 processing based on classification.
    - Eliminate department office staff processing I-9.
    - Eliminates compliance issues.

International Student Appointments – Completed March 2017

- **Scope:** Create better communications for all those involved with the hiring of International students including information on federal requirements and regulations, timelines to meet those requirements and how those relate to university deadlines for the first day worked and payroll.
- **Outcomes:**
  - Created a webpage with information guidelines for departments in the hiring process.
  - Created a Departmental user guide with timelines and federal requirements for hiring a Graduate Assistant.
  - International Student Services is working with Social Security office to attend the Fall and Spring International Student Orientation.
  - Shared Services will attend Fall and Spring International Student Orientation meeting to discuss I-9 process and importance if student is hired.
- **Metrics:**
  - Streamlining the form process eliminates time wasted between emails, phone communications and emailing forms back and forth between University Counsel and the departmental originators.
  - University Counsel time saving estimated = 100 hours annually.

Student Financial Appeals (Phase II) – Completed March 2017

- **Scope:** Incorporate the Vice-President Finance appeal team to review request and documents using the new online system. Build workflow for approval or denial using electronic approval process design.
- **Outcomes**:
  - Eliminates paper form.
  - Automated email notifications.
  - Streamline process and turnaround time.

Judicial Process Review – Completed March 2017

- **Scope:** Review process to notify Information Technology Services to terminate a student's access to all university resources when the Dean of Students or police services has processed 'no trespassing' paper work.
- **Outcomes:**
  - Judicial Affairs and IT have developed a communication plan using the new software 'Maxient'.
  - Students' resources will be immediately discontinued for main campus, Lambuth and satellite campuses.