



# University Process Improvement

## EXECUTIVE LEADERSHIP BOARD BRIEFING

<b>Meeting Date:</b>	March 16, 2021	<b>Meeting Time:</b>	1:00 pm – 2:00 pm
<b>Meeting Location:</b>	Join Zoom Meeting <a href="https://memphis.zoom.us/j/88387313947?pwd=UHg4TGRuaVJZUTHWZ3ILbk43UGxtdz09">https://memphis.zoom.us/j/88387313947?pwd=UHg4TGRuaVJZUTHWZ3ILbk43UGxtdz09</a>  <b>Passcode: 766610</b>		
<b>Team Members:</b>	Jasbir Dhaliwal, James Orr, Karen Weddle-West, Raaj Kurapati, Robert Jackson, Tom Nenon Ex-officio: Robin Stewart, Deb Tollefsen		
<b>Resources:</b>	Colette Williams		

## AGENDA/MINUTES

Item #	Discussion Leader	Topic
1	Colette	<b>Project Updates (see attached)</b> <ul style="list-style-type: none"> <li>▪ Completed Projects since November 2020               <ul style="list-style-type: none"> <li>- Five Projects have been completed</li> <li>- Estimated staff hours saved 939 annually</li> <li>- Estimated student hours saved 50</li> </ul> </li> <li>▪ Four Active Projects               <ul style="list-style-type: none"> <li>- Access Control/Annual Audit</li> <li>- Assets/Equipment Inventory</li> <li>- Graduate Scholarship</li> <li>- Labor/Salary Redistribution</li> </ul> </li> <li>▪ Two New Projects were approved               <ul style="list-style-type: none"> <li>- Student Complaints – in order to meet SACS requirement, evaluate and create a standardized form and process for students to file complaints with routing to the appropriate office. Currently students and parents contact the President's office, email faculty or staff members. Investigate if Maxient software can be used for the project.</li> <li>- Performance Evaluations Deans/Assoc &amp; Assist Deans/Chairs – review the separate evaluation processes to streamline and consolidate. Evaluate WorkforUM and SAMS (staff assessment management) systems can be updated to accommodate the evaluation process.</li> </ul> </li> <li>▪ Seven Future Approved Projects-               <ul style="list-style-type: none"> <li>- Access Control Lambuth Campus (Hold)</li> <li>- Banner Effort Certification Summer 2021</li> <li>- Banner Grants Billing – Fall 2021</li> </ul> </li> </ul>



		<ul style="list-style-type: none"> <li>- Faculty Summer Comp eContract Review</li> <li>- Faculty Status Change eContract (9 month)</li> </ul>
2	Colette	<b>Strata Back-to-Basic 2019 Report- updates as of December 2020</b> <ul style="list-style-type: none"> <li>▪ AR = 10 recommendations 0 completed or WIP</li> <li>▪ Finance = 16 recommendations – 3 Resolved with Chrome River – 1 WIP</li> <li>▪ Financial Aid = 16 recommendations – 3 completed – 4 WIP</li> <li>▪ HR = 29 recommendations – 4 completed – 4 WIP</li> <li>▪ Student = 21 recommendations – 0 completed - 4 WIP</li> </ul>
3	Robin	<b>Softdocs software</b> – The evaluation team recommended IT move forward with the contract and a summer start date.
4	Robin	<b>Business Process Analyst position</b> – The vacant position has been posted and interviews will take place March 24 <sup>th</sup> .
5	Group	<b>Other Discussions/Questions/Comments</b> <ul style="list-style-type: none"> <li>▪ Chrome River – Dr. Nenon request the system be available to the campus by the beginning of the fall semester. Discussion revolved around Accounting’s decision to eliminate the direct pay feature. Dr. Nenon requested this decision be re-evaluated. Perhaps a meeting with him, Dr. Jackson, and Raaj Kurapati needs to be scheduled. The risk for employees entering the wrong bank information may only be 1% or less. Dr. Nenon indicated that whenever a department is making a silo decision that may not be in the best interest of the campus or the project, these should be brought to the executive leadership committee for review. Robin was asked to inform Raaj of the executive leadership team’s concerns.</li> <li>▪ Dr. Jackson discussed his concerns that IT is developing more home-grown systems to meet the university campus needs. Are executives willing to support these systems? Can we direct teams to research if there is a turn-key solution for the Asset/Equipment control project or evaluate if a new Banner workflow process could be implemented.</li> <li>▪ Dr. Nenon recommends there be a project to identify and create a centralized area where student jobs can be posted, and students apply. Currently jobs are being posted on Financial Aid, departments, and Career Services websites.</li> </ul>