Non-Academic Function Planning committee 1996

Bowling Green State University. Administrative Staff Council

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Pre-Microfilm Inventory

Collection: Bowling Green State University
            Administrative Staff Council, UA-022

Location: Bowling Green, Ohio

Title of Series: Non-Academic Function Planning committee

Inclusive Dates: 1996

Format: ___ Bound  X  Loose

Order: ___ Alpha  X  Chronological  ___ Numerical

Index: ___ Included  ___ Separate  X  None

1. Poor Photocopies

Notes
NON-ACADEMIC FUNCTION PLANNING COMMITTEE
FINAL RECOMMENDATIONS

The major areas of recommendations include a focus on service, human resources function, process reengineering and benchmarking, and budget and planning.

1. Need to rally all employees with a focus on providing quality service to improve the teaching, research, and public service missions of the University.

2. A stronger commitment must be made to recruiting, training, developing, supervising and evaluating the University's employees. Further, the human resource functions must be strengthened in order to give the function more authority and ability to make decisions with a University-wide impact.

3. Three major types of training are needed: job-related skills, supervisor/management skills training, and professional development.

4. There is an on-going need to review the processes used by the non-academic units with an eye toward administrative realignment and/or redesign of the processes.

5. There is a general lack of knowledge about the budgets.

Specific recommendations:

no action 1. Using the existing mission statement as a base, BGSU should develop a concise mission statement which should be disseminated to all employees.

no action 2. Based on the concise mission statement, BGSU should establish a limited number of major goals to be accomplished to fulfill its mission.

no action 3. BGSU should expand its long-range planning and evaluation system to include active involvement of all units on campus.

✓ done 4. BGSU should establish and support an internal team of experts to facilitate and coordinate Process Reengineering efforts.

no action 5. BGSU should establish an incentive program whereby units which save budget dollars through process reengineering will share in the savings.

✓ done 6. Benchmarking should become an integral part of planning and process reengineering at BGSU.

discussed 7. Data collection and analyses functions should be centralized in a strengthened Institutional Planning and Research Office.

no action 8. A process to realign budgets should be designed and implemented.

no action 9. The overhead formula and space charge formula should be reviewed and revised as necessary to ensure credible and equitable charges.

discussed 10. A pervasive SERVICE BG initiative should be established. Current faculty and staff should be guided to assess their attitudes, behaviors and performance toward achieving this goal. Employees should be trained and evaluated on their ability to provide excellent service.
11. The Executive Director of Personnel position should be broadened to encompass Human Resources and should report directly to the president, ideally at the vice presidential level.

12. BGSU should establish a comprehensive job-related training and development unit which will determine training needs, design training programs, coordinate delivery of training and evaluate training efforts.

13. Job-related skills training should be made available to classified and administrative staff. Employees should be allotted time during the work day to attend the training sessions. Where appropriate, cross-training should be provided to assure that functions/units operate efficiently if employees are on vacation, are ill, or are retiring, and to provide an opportunity for employees to learn additional skills which may prepare them for other positions on campus.

14. The University must institute a plan for mandatory supervisor training. Every employee (faculty or staff) who supervises another person should be required to participate in a management training program that includes, at a minimum, sessions on performance evaluation, diversity, conflict resolution, communication, interpersonal skills, and budget management.

15. Every supervisor should be held accountable and be evaluated on his or her effectiveness as a manager.

16. Effective and timely performance evaluations of every employee must be a primary annual goal of the University.

17. The Personnel Office should be supported in its efforts to develop career paths and development opportunities for staff and to make it easier for staff members to apply for internal positions. Opportunities such as Higher Education Institute, currently being planned, should become institutionalized. Skills required for a position should be the determining factor in hiring and recruitment. This would place emphasis on transference of skills to different applications within the University rather than searching for people within the University rather than searching for people with specific task experience.

18. More personnel functions and record keeping should be centralized in the Personnel Services Office. For example, a packet of marketing materials about employment at BGSU should be developed and sent to all candidates prior to their interviews. The packet should allow for inclusion of department-specific information.

19. Interviews and orientation to campus and town need to be consistent and planned to persuade potential employees that BGSU and Bowling Green are great places to work and live.

20. An ombudsperson should be appointed to act on behalf of University staff.

21. Administratively merge the responsibilities of Financial Aid, Registration, and Admissions under one office, preferably the office of Academic Affairs. Retain the Bursar’s Office as a financial function.

22. Utilizing process reengineering and benchmarking, BGSU should establish a true student services facility which physically houses Financial Aid, Registration, Admissions, and the Bursar’s Office. Establish a “help desk” in this facility to assist students, families, and other constituents in finding the appropriate services.
23. Management in these areas should promote a "customer service" orientation whereby employees of these units are cross-trained and capable of cross-serving students and others. Their jobs should be modified to help them best serve their customers and their job performance evaluation should be based in part on the level of service that they provide.

24. The central administration should adequately respond to identified instances of ineffective management which seriously undermine the services provided and the satisfactions of service recipients. This recommendation is of the utmost importance because of the work environment established by the managers and is especially evident in the Registrar's Office.

25. The Prevention Center, Health Center, The Well and the Counseling Center should be merged administratively and physically. The working relationship with The Link and the Wood County Hospital should be enhanced.

26. Verify the need to increase the staff of the Counseling Center to meet the National/Professional Standards on counselor/student ratio (1 counselor per 2,000 students) and provide stronger linkage between the existing services on campus and in the community. The Counseling Center should investigate user fees or other methods of obtaining funds to cover costs.

27. To consider additional units/functions for process reengineering: The University Union (food service) and University Food Operations; space utilization and room scheduling; event ticketing and ticket purchasing; minority recruitment, retention, and activities; transfer students; and admissions functions.

28. All fund raising activities on campus should be coordinated through the Office of Development to assure a unified front is presented by BGSU to our alumni, donors, and general public.

29. As part of the long-range planning process, BGSU should reaffirm its public and community service functions and build stronger ties with the non-university community in northwest Ohio.

30. The University should establish as a yearly goal a 4.5 million dollar account funded by a percentage of the fees paid by students for residential services. In addition, it should develop a management plan which addresses the structural repairs which must be made, a timeliness for these repairs, concomitant costs, and the accommodations of students who may be displaced as repairs are made.

31. The administrators from Physical Plant and Student Services should meet on a continuing basis to identify and implement alternative methods and processes for delivering quality weekend custodial services in residence halls.

32. Establish an account controlled by residential services staff to which students' payments are deposited and from which funds may be drawn expressly for the purpose of completing the repairs or replacing damaged furniture or equipment for which the fine was assessed.

33. High priority should be given to strengthening the service capabilities of computing services and to reorganize it with a service orientation. The recently established help desk concept in University Computer Service is a good first step in this direction.

34. A visionary employee outside of University Computer Services whose job would be to keep abreast of new computing technologies and systems to best serve the University community should be appointed as a special assistant to the President.
35. Every employee who needs a computer to perform his or her tasks should have one with the appropriate software, training, and access to electronic mail.

36. Consideration should be given to centralized processing of CUFS-related requisitions, purchase orders, etc, especially for small offices.

37. Local customizations of reports from CUFS should continue as a high priority to make the reports more useful and to cut down on paperwork and manual tabulations.

38. Retrieval of necessary but currently unavailable reports must be made possible both for those who are sophisticated computer users and those who are not. Staff members trained in Focus should be made available to assist offices prepare ad hoc reports.

39. AMS products must continue to receive adequate training support, up-to-date user-friendly documentation, and support on demand even as Project 90 draws to an end.

40. Although no specific recommendations to outsource services are identified, outsourcing should remain an option for consideration pending the completion of more detailed reviews (i.e. process reengineering).

41. Task Force A mechanism for information and training should be established with other universities and colleges to meet the regulatory standards for such bills as HB 308 (Public Employees Risk Reduction Act).

42. Task Force Collaboration in training programs with other postsecondary institutions in the region should be investigated as the employee training recommendations identified earlier in this report are being planned.

43. No action BGSU should explore interinstitutional health care plans with other universities or employee groups in the area.

44. No action Collaboration on shared facilities should be nurtured and as technology develops, the effort should be expanded as appropriate.

45. No action BGSU should explore the development of a second, back-up electronic link to Columbus with the University of Toledo. Both schools would benefit from the alternate line and should share the cost.

46. No action Until a state-wide link is developed, BGSU should provide a computer disc with course equivalencies listed to the advising offices at the schools where the majority of our transfer students originate.

47. Task Force Joint admissions between BGSU and community colleges should be explored.

48. Discussed The new president should establish as a priority a major capital campaign to significantly increase donations to BGSU.

49. No action Linkages with corporations for sponsorship of selected activities should be pursued.
50. As a major component of its service orientation, BGSU should make a greater effort to attract non-traditional students who also promise to become a major source of new revenue. These efforts should include marketing both on-campus and off-campus courses and programs, expanding our evening services and classes, and exploring the options of more weekend classes. Off-campus partnerships with companies and/or communities in northwest Ohio to provide degree programs to site-bound adult students should be investigated.

51. BGSU should review its policy on competition with local businesses. In light of any policy changes, BGSU should analyze potential sources for increased revenue, identify the infrastructure investments that would be required and select areas to test the possibility for increasing revenues.

52. The University Union is in desperate need of resources to undertake a major renovation. The University administration should consider allocating more student fee money for University Union renovation or creatively financing the renovation to make BGSU’s student union one of the top five facilities of its kind in the state.

53. BGSU should consider the retail floor space for the University Bookstore to expand its product line and increase its profitability. Specific consideration should be given to adding computer hardware sales to the bookstore.
MEMORANDUM

TO: Dr. Thomas Erekson, Chair
Non-Academic Functions Committee

FROM: Dr. Sidney A. Ribeau
President

RE: Final Report - Non-Academic Functions Committee

I appreciate the tremendous effort that you and the Non-Academic Functions Committee made in carrying out your charge. We all recognize the careful thought and extensive time commitment from all who were involved in this effort. The recommendations are well documented and clearly describe many issues that the University must evaluate for decision in both the near term and long run.

I greatly appreciate the time you spent in briefing me on the final recommendations. Many factors were considered in our evaluation of those recommendations. The resources available to implement, as well as the staffing necessary to develop more detailed proposals and budgetary implications, were critical issues. We considered timeliness regarding other new initiatives which are now underway.

In our analysis of the report, we attempted to distinguish between those recommendations which can and should be implemented immediately (or in the very near future) and those which have merit but require further analysis. A third category includes those recommendations which cannot be implemented at this time. These might warrant further evaluation at some time in the future, but are best set aside for now.

Our intention is to bring closure to your Committee's work and, in tum, close your report with proposed action. If you have any questions about the enclosed action agenda, please feel free to contact me.

enclosure

xc. Non-Academic Functions Committee
Vice Presidents
Deans and Directors
Executive Summary

In August 1995, President Ribeau asked that actions be initiated to respond to numerous studies and task force reports that had accumulated in the Office of the President. The recommendations from the Non-Academic Functions Committee (NAF) was one such report. A review of those recommendations was conducted by the Vice Presidents under the coordination of Robert L. Martin, Vice President for Operations.

In order to provide the readers an overview of the responses of the Vice Presidents, a summary sheet was prepared indicating, in brief, the numerous findings and recommendations of the NAF Committee in the sequence they appear in the original report, as well as a graphic tabulation of the actions proposed. That tabulation is included as a part of this executive summary on the following pages.

The remainder of this report is designed to provide more details concerning the responses, the agencies/offices which will initiate the next actions and a brief description of the proposed outcomes of these efforts. It is also arranged in the same order and utilizes the same headings as the original report.

This report will be the final document prepared in response to the Recommendations from the NAF Committee. All follow-up action, their recommendations, and any subsequent needs identified, will be treated as separate and individual processes.
### Executive Summary

**Focus on Service**
Focus on providing quality service to improve teaching, research, and public service.

**Human Resource Functions**
- Stronger commitment to recruiting, training, developing, supervising, and evaluating employees.
- Change to Vice President, Human Resources reporting to President.
- Develop comprehensive Training and Development Unit.
- Mandatory training for all supervisors.

**Process Reengineering and Benchmarking**
- Establish and support internal Reengineering Team.
- Establish strengthened Institutional Planning and Research Office.

**Budget and Planning Issues (not recommendations)**
- General lack of knowledge, confusion, and misinformation about budgets, sources of revenue, and areas authorized for expenditures.

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**General Report**

**University missions and goals**
- Develop and disseminate a concise mission statement.
- Establish limited number of goals (8-10) to fulfill mission.

**Campus-Wide Long-range Planning and Evaluation**
- Expand long-range planning/evaluation system to involve all campus units.

**Redesign of Non-Academic Functions**
- Establish and support internal team for Process Reengineering efforts.
- Establish shared budget savings program for reengineered functions.
- Integrate benchmarking in reengineering efforts.
- Devolve a strengthened centralized Planning and Research Office.
- Devolve and implement realigned budgets.
- Review and revise General Service Charge and space charge allocations.
- Develop a persuasive "Service BG" initiative.
- Develop "Customer Service Orientation".

**Redesign of Non-Academic Functions**
- Change to Vice President for Human Resources.
- Establish a comprehensive job-related training and development unit.
- Institute mandatory supervisory training.
- Implement Staff and Managerial Training.
- Ensure effective and timely evaluation of every employee.

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**Recommended Actions**

<table>
<thead>
<tr>
<th>Action Agency</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Areas</td>
<td>See specific recommendations in &quot;General Report&quot;</td>
</tr>
<tr>
<td>VPO, VPAA</td>
<td>See specific recommendations in &quot;General Report&quot;</td>
</tr>
<tr>
<td>Pres</td>
<td>See specific recommendations in &quot;General Report&quot;</td>
</tr>
<tr>
<td>VPPB</td>
<td>See specific recommendations in &quot;General Report&quot;</td>
</tr>
<tr>
<td>VPPB, FSBC</td>
<td>See specific recommendations in &quot;General Report&quot;</td>
</tr>
<tr>
<td>VPO, All VP's</td>
<td>Develop &quot;Core Values&quot;, review Mission Statement</td>
</tr>
<tr>
<td>VPO, All VP's</td>
<td>Develop proposal and budget estimates</td>
</tr>
<tr>
<td>VPPB</td>
<td>Develop proposal and budget estimates</td>
</tr>
<tr>
<td>VPPB, VPO</td>
<td>Develop proposal and budget estimates</td>
</tr>
<tr>
<td>VPO, All VP's</td>
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</tr>
<tr>
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<td>Develop proposal and budget estimates</td>
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<tr>
<td>Pres</td>
<td>Develop proposal and budget estimates</td>
</tr>
<tr>
<td>All VP's</td>
<td>Develop proposal and budget estimates</td>
</tr>
<tr>
<td>VP's, VPO</td>
<td>Develop proposal and budget estimates</td>
</tr>
<tr>
<td>VP's, CSC, ASC</td>
<td>Develop revised policy enforcement guidelines</td>
</tr>
<tr>
<td>VP's, VPO</td>
<td>Solicit joint proposal/budget estimates</td>
</tr>
<tr>
<td>VP's, VP's</td>
<td>Solicit joint proposal/budget estimates</td>
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<td>VP's</td>
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<tr>
<td>VP's</td>
<td>Solicit joint proposal/budget estimates</td>
</tr>
</tbody>
</table>

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**Comments**

- To be considered on individual program need basis
- Integrated within program revision. Areas need identification. "Measurable Output Standards"
- Develop proposal and budget estimates.
- Develop proposal and budget estimates.
- Develop proposal and budget estimates.
- Evaluate and make recommendation.
- Develop proposal and budget estimates.
- Solicit joint proposal/budget estimates.
<table>
<thead>
<tr>
<th>Function Site and Organization</th>
<th>Pres, VP's</th>
<th>VPSA</th>
<th>Account Study Group to develop proposal/budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Merges functions of Financial Aid, Registration, and Admissions.</td>
<td>Pres, VP's</td>
<td>VPSA</td>
<td>Account Study Group to develop proposal/budget</td>
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<td>Establish &quot;Student Services Center&quot; promoting customer service orientation.</td>
<td>VP's</td>
<td>VPSA</td>
<td>Account Study Group to develop proposal/budget</td>
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<tr>
<td>Merge Functions of Prevention Center, The Well, and Counseling Center.</td>
<td>VP's, AA, PA, SA, UR</td>
<td>VPAA, VPB, SA, UR</td>
<td>Account Study Group to develop proposal/budget</td>
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<td>Review the following:</td>
<td>VP's, AA, PA, SA, UR</td>
<td>VPAA, VPB, SA, UR</td>
<td>Account Study Group to develop proposal/budget</td>
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<td>Adequacy of Counseling Center.</td>
<td>VP's, AA, PA, SA, UR</td>
<td>VPAA, VPB, SA, UR</td>
<td>Account Study Group to develop proposal/budget</td>
</tr>
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<td>Merging Union Food Service and University Food Operations</td>
<td>VP's, AA, PA, SA, UR</td>
<td>VPAA, VPB, SA, UR</td>
<td>Account Study Group to develop proposal/budget</td>
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<td>Centralization of space management functions.</td>
<td>VP's, AA, PA, SA, UR</td>
<td>VPAA, VPB, SA, UR</td>
<td>Account Study Group to develop proposal/budget</td>
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<tr>
<td>Centralization of event scheduling functions.</td>
<td>VP's, AA, PA, SA, UR</td>
<td>VPAA, VPB, SA, UR</td>
<td>Account Study Group to develop proposal/budget</td>
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<td>Centralization of campus recreation and retention efforts.</td>
<td>VP's, AA, PA, SA, UR</td>
<td>VPAA, VPB, SA, UR</td>
<td>Account Study Group to develop proposal/budget</td>
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<td>Increase campus efforts to ensure center for students.</td>
<td>VP's, AA, PA, SA, UR</td>
<td>VPAA, VPB, SA, UR</td>
<td>Account Study Group to develop proposal/budget</td>
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<td>Centralize campus library operations.</td>
<td>VP's, AA, PA, SA, UR</td>
<td>VPAA, VPB, SA, UR</td>
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<td>Strengthen University communications.</td>
<td>VP's, AA, PA, SA, UR</td>
<td>VPAA, VPB, SA, UR</td>
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<td>Bolster special campus extension.</td>
<td>VP's, AA, PA, SA, UR</td>
<td>VPAA, VPB, SA, UR</td>
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<td>Implement quality weekend restorative care.</td>
<td>VP's, AA, PA, SA, UR</td>
<td>VPAA, VPB, SA, UR</td>
<td>Account Study Group to develop proposal/budget</td>
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<td>Establish accountability and effectiveness in residence hall design and assessment.</td>
<td>VP's, AA, PA, SA, UR</td>
<td>VPAA, VPB, SA, UR</td>
<td>Account Study Group to develop proposal/budget</td>
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<td>Fund raising</td>
<td>VPUR, VPPA</td>
<td>Evaluation of fund raising efforts through the Office of Development.</td>
<td>Account Study Group to develop proposal/budget</td>
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<td>Public and Community Functions</td>
<td>Pres, VP's</td>
<td>Evaluation with Mission Statement review</td>
<td>Account Study Group to develop proposal/budget</td>
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<td>Residential Services</td>
<td>VPO, SA, PB</td>
<td>Evaluation and develop proposal if appropriate</td>
<td>Account Study Group to develop proposal/budget</td>
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<tr>
<td>Establish annual AIP Fund of $1.5 million for residence halls.</td>
<td>VPO, VPSA</td>
<td>Development proposal and budget estimates</td>
<td>Account Study Group to develop proposal/budget</td>
</tr>
<tr>
<td>Implement quality weekend custodial services in residence halls.</td>
<td>VPSA</td>
<td>Development proposal and budget estimates</td>
<td>Account Study Group to develop proposal/budget</td>
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<tr>
<td>Establish accountability and effectiveness in residence hall design and assessment.</td>
<td>VPO, SA, PB</td>
<td>Evaluation and develop proposal if appropriate</td>
<td>Account Study Group to develop proposal/budget</td>
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<td>Computerization</td>
<td>VPPB, VPPA</td>
<td>Evaluation and develop proposal if appropriate</td>
<td>Account Study Group to develop proposal/budget</td>
</tr>
<tr>
<td>Strengthen University Computing Services to include service orientation.</td>
<td>VPPB, Pres</td>
<td>Evaluation and develop proposal if appropriate</td>
<td>Account Study Group to develop proposal/budget</td>
</tr>
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<td>Establish special assistance to President for new computer technology</td>
<td>VPPB, Pres</td>
<td>Evaluation and develop proposal if appropriate</td>
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<tr>
<td>&quot;Staff for Computer Technology Services&quot;</td>
<td>VPPB</td>
<td>Evaluation and develop proposal if appropriate</td>
<td>Account Study Group to develop proposal/budget</td>
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<td>Make available to all employees who need it, a computer-assisted training</td>
<td>VPPB</td>
<td>Evaluation and develop proposal if appropriate</td>
<td>Account Study Group to develop proposal/budget</td>
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<td>Centralize processing of CUPS requisitions, purchase orders, etc.</td>
<td>VPPB</td>
<td>Evaluation and develop proposal if appropriate</td>
<td>Account Study Group to develop proposal/budget</td>
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<tr>
<td>Continue local customization of CUPS reports and FOUCIS training.</td>
<td>VPPB</td>
<td>Evaluation and develop proposal if appropriate</td>
<td>Account Study Group to develop proposal/budget</td>
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<td>Continue support to AMS products as Project 80 ends.</td>
<td>VPPB</td>
<td>Evaluation and develop proposal if appropriate</td>
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<td>Outsourcing</td>
<td>VPPB</td>
<td>Evaluation and develop proposal if appropriate</td>
<td>Account Study Group to develop proposal/budget</td>
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<td>Continue to consider &quot;outsourcing&quot; as a service option.</td>
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<td>Evaluation and develop proposal if appropriate</td>
<td>Account Study Group to develop proposal/budget</td>
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<td>Collaboration</td>
<td>VPO, VP's</td>
<td>Continue to seek additional/alternative resources</td>
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<td>Investigate collaboration in training with other institutions.</td>
<td>VPO, VPPB</td>
<td>Continue to seek additional/alternative resources</td>
<td>Account Study Group to develop proposal/budget</td>
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<td>Explore inter-institutional health information.</td>
<td>VPO, VPPB</td>
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<td>Explore collaboration with other institutions or shared facilities and functions.</td>
<td>VPPB</td>
<td>Continue to seek additional/alternative resources</td>
<td>Account Study Group to develop proposal/budget</td>
</tr>
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<td>Investigate feasibility of back-up electronic link to University of Toledo.</td>
<td>VPPB</td>
<td>Continue to seek additional/alternative resources</td>
<td>Account Study Group to develop proposal/budget</td>
</tr>
<tr>
<td>Make available to advising offices a computer disc of course equivalencies.</td>
<td>VPPB, VPAA</td>
<td>Continue to seek additional/alternative resources</td>
<td>Account Study Group to develop proposal/budget</td>
</tr>
<tr>
<td>Explore joint admissions between BGSU and Community Colleges.</td>
<td>VPPB, VPAA</td>
<td>Continue to seek additional/alternative resources</td>
<td>Account Study Group to develop proposal/budget</td>
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<td>Self Support</td>
<td>VPPB, VPAA</td>
<td>Continue to seek additional/alternative resources</td>
<td>Account Study Group to develop proposal/budget</td>
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<td>New President establish a capital campaign as priority.</td>
<td>VPPB, VPAA</td>
<td>Continue to seek additional/alternative resources</td>
<td>Account Study Group to develop proposal/budget</td>
</tr>
<tr>
<td>Establish corporate sponsor linkages for selected activities.</td>
<td>VPPB, VPAA</td>
<td>Continue to seek additional/alternative resources</td>
<td>Account Study Group to develop proposal/budget</td>
</tr>
<tr>
<td>Increase efforts to attract non-traditional students.</td>
<td>VPPB, VPAA</td>
<td>Continue to seek additional/alternative resources</td>
<td>Account Study Group to develop proposal/budget</td>
</tr>
<tr>
<td>Review University policy of auxiliary enterprises competing with local business.</td>
<td>VPPB, VPAA</td>
<td>Continue to seek additional/alternative resources</td>
<td>Account Study Group to develop proposal/budget</td>
</tr>
<tr>
<td>Consider investing more general fee funds in University Union.</td>
<td>VPPB, VPAA</td>
<td>Continue to seek additional/alternative resources</td>
<td>Account Study Group to develop proposal/budget</td>
</tr>
<tr>
<td>Consider expanding available space for University Bookstores.</td>
<td>VPPB, VPAA</td>
<td>Continue to seek additional/alternative resources</td>
<td>Account Study Group to develop proposal/budget</td>
</tr>
<tr>
<td>* Additional actions proposed by President Ribbens</td>
<td>VPPB, VPAA</td>
<td>Continue to seek additional/alternative resources</td>
<td>Account Study Group to develop proposal/budget</td>
</tr>
</tbody>
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Response to

The Committee for the Study of Non-Academic Functions

"THE FINAL REPORT"

Executive Summary

Findings and Recommendations

Each of the Committee's findings and recommendations in this section are also reported in the body of the report. The administration's responses are, therefore, given under Section 1 and Section 2 below.

Section 1

Introduction
No response required.

Section 2

Findings and Recommendations
General Findings and Recommendations

University Missions and Goals
The President, with the assistance of the Vice Presidents and campus constituent groups, will work with the Board of Trustees to discuss and develop "Core Values" for the institution. From this start, a concise "Mission Statement" and annual goals will be developed at the institution level, with supporting goals established by each Vice Presidential area and major University unit. Several specific initiatives are already underway to help us achieve our intent, including the Building Community Project and an Environmental Scan.

Campus Wide Long Range Planning and Evaluation
The response to this recommendation is included in the mission and goal setting process described above. (Note that certain specific long-range planning processes are under way as well, notably the collaboratively designed Campus Technology Plan Steering Committee.)
Redesign of Non-Academic Functions

Process Reengineering

As potential reengineering needs are identified, internal teams of experts will be established on an ad hoc basis to facilitate and coordinate "Reengineering" efforts. All vice presidential areas will participate in recommending prospective candidates for these teams. Note: This process is most likely to work if units specifically request reengineering studies.

As savings are identified through individual process engineering efforts, the team established for that purpose will submit a request to the combined budget committees for retaining all or a portion of the savings in the affected units.

Benchmarking and Data Collection

All University vice presidential areas/operating units will begin collecting/evaluating available benchmark information. Available benchmarking standards will be integrated into the process reengineering efforts described above.

Data Collection

Efforts are currently underway to hire a Director for a centralized Planning and Research Office. The Vice President for Planning and Budgeting will develop a proposal for staffing and operating this function and submit an estimate through the University's budget process for funding considerations as needed.

Budgets

The combined budget committees (University Budget Committee and Faculty Senate Budget Committee) will include, as a part of their annual recommendations, suggested realignment of existing budgets.

The Vice Presidents for Planning and Budgeting and Operations will develop a proposal, to be submitted through the University budget process, to review and revise the overhead allocation formulas and space use charge formulas.

Focus on Service

The Office of Human Resources will develop a "SERVICE BG" training (Customer Service Orientation) program and, with the assistance of all vice presidential areas and University unit managers, implement a reorientation effort with all employees to assess and improve attitudes, behaviors, and performance.

The Human Resources Function

The Director of Personnel Services title will be revised to Assistant Vice President, Human Resources. The reporting relationship in Operations will not change at this time, but evaluation of different options will continue.
The Human Resource Function-Job Related Skills Training

Employees will assist unit managers in identifying needed job-related skills training needs. The Office of Human Resources will develop training proposals and budget estimates and will, with the assistance of unit managers and vice presidential areas, submit requirements through the University budget process.

Supervisor/Management Training

The Office of Human Resources, with the assistance of area vice presidents, Faculty Senate, Administrative Staff Council (ASC) and Classified Staff Council (CSC), will establish training needs, develop a proposal and budget estimate and submit through the University budget process a request for funding a mandatory supervisory training program.

Workshops containing information about the accountability of supervisors and about their role in evaluation, both as evaluators and evaluatees, will be included in the mandatory training.

The Office of Human Resources will develop policies, for approval by the University's administration, to insure that effective and timely evaluations are conducted annually.

Professional Development

The Office of Human Resources, with the assistance of ASC, CSC and the area vice presidents, will develop proposals and budget estimates for an expanded Training and Development Program that includes staff and managerial training, as well as identification of staff career paths and the related career development training opportunities.

Recruitment

The Office of Human Resources, with the assistance of the area vice presidents, will develop a proposal and budget estimate for an improved and increasingly centralized employment process which includes an employment marketing packet, employment record keeping, interviewing and orientation guidelines, etc.

University Ombudsperson

The President or his designee will evaluate the need and develop a proposal, if appropriate, for submission through the University budget process.
Section 2
Major Points in the Charge
Reviewing and Redesigning Non-Academic Functions

Admissions, Financial Aid, Registration and Records, Bursar's Office
The area vice presidents will recommend to the President proposed membership of a "Reengineering Group" to evaluate the possibility of combining Admissions, Financial Aid and Registration and Records into a single, point managed organization. The evaluation will include subjects such as "Help Desk" functions, customer service orientation, work environments, processing improvements (to include Bursar activities), etc.

Student Health Services
The Vice President for Student Affairs will develop a reengineering study, along with a recommendation and budget estimate, covering possibilities for combining functions of the Prevention Center, The Well and the Counseling Center. The evaluation should consider issues such as staffing levels, fee structures, etc. Note: Some merging of these functions has already occurred.

Additional Units/Functions to be Considered for Process Reengineering
The designated vice president will develop a reengineering team to conduct a study, culminating in a recommendation and budget estimate covering possibilities for combining functions of the below listed activities/organizations. Each evaluation will consider issues such as staffing levels, fee structures, redesigned services, etc.

- University Union (food service) and University Food Operations-VP, Operations
- Space Utilization and Room Scheduling (non-academic classes)-VP's (all)
- Event Ticketing and Ticket Purchasing-VP's (all)
- Minority Recruitment, Retention, Activities-VP, Student Affairs, Planning and Budgeting, and Academic Affairs
- Transfer Students-VP, Student Affairs, Planning and Budgeting, and Academic Affairs
- Admissions Functions-VP, Student Affairs, Planning and Budgeting, and Academic Affairs

Fund Raising-Coordination of Efforts
The Vice Presidents of Academic Affairs and University Relations, and the Director of Intercollegiate Athletics, will conduct a study, develop a proposal and budget estimate, for consolidating fundraising activities.

Public and Community Functions
As a part of the overall evaluation of the University's "Core Values" and revised Mission Statement, The President and the University vice presidents will conduct an
evaluation of the University's commitment to public and community service and its ties with the non-University community in northwest Ohio.

**Residential Services**

The Vice Presidents of Operations, Planning and Budgeting and Student Affairs will conduct a study to establish the appropriate level of funding for residence hall annual capital improvements and develop a multi-year plan for identifying and prioritizing needs.

The Vice Presidents for Operations and Student Affairs will conduct a study to establish the appropriate level of funding for residence hall weekend custodial service and develop a budget estimate for its implementation.

The Vice President for Student Affairs will conduct a study to establish the appropriate process for reporting damages to residence halls and their equipment, assessment of charges to residents and timely repairs of those damages, to include developing a budget estimate for implementation.

**Functions to be Computerized - General**

The Vice President for Planning and Budgeting will develop a proposal to strengthen the service capabilities of Computer Services and submit a budget estimate for its implementation.

A University-wide Campus Technology Plan Steering Committee has been formed by the President to develop a master plan for computerization. The plan will include evaluation of individual computer needs for employees, the possible need for a member of the Presidential staff to oversee campus computerization efforts/needs, and staffing needs for computer/technology expertise. Eventually, the budget committees will also be consulted on any proposals for new positions.

The Vice President for Planning and Budgeting will initiate a study, as well as prepare recommendations for implementations and budget estimates, for the following:

1. Centralized processing of CUFS-related requisitions, purchase orders, etc.
2. Local customization of reports from CUFS
3. Easy retrieval of unavailable reports for untrained users
4. Continued training on AMS products.

**Outsourcing Functions**

All vice presidential areas and University unit managers will be continuously watchful for opportunities to evaluate the potential effectiveness of outsourcing. As
opportunities are identified, reengineering teams will be identified to evaluate the alternatives, present reports and recommendations.

**Increased Collaboration with other Institutions**

**Collaboration on Training Services**
All vice presidential areas with the assistance of the Office of Human Resources will be constantly attentive to opportunities for collaborative training with other universities and post secondary institutions. The Professional Development Institute for Administrative Staff members is underway and is an excellent model for such collaboration.

**Collaboration on Insurance**
The Vice Presidents for Operations and Planning and Budgeting will continue to seek opportunities to collaborate with other institutions on health care, liability and other forms of insurance. Such collaboration in facility risk insurance is currently in existence.

**Collaboration on Facilities**
The Vice Presidents for Operations and Planning and Budgeting will continue to seek opportunities to collaborate with other institutions in facility, equipment and computer (including networking) utilization. Opportunities for shared use of a back-up link to Columbus, with the University of Toledo, will be studied by the University's Campus Technology Plan Steering Committee.

**Collaboration with Community Colleges**
The Vice President for Planning and Budgeting will investigate the feasibility of providing a computer disk containing course equivalencies to advisors at post secondary schools where the enrollment projections for transfer students might warrant such an effort.

**Opportunities for Increased Self-Support**

**Capital Campaign**
The Vice President for University Relations will develop a proposal and budget estimate for evaluating and planning a major Capital Campaign for presentation to the President and Board of Trustees.

**Corporate Support**
The Vice President for University Relations, with the assistance of other vice presidents, will develop a proposal and budget estimate for a major campaign to establish linkages with corporations.
Non-Traditional Students

The Vice President for Academic Affairs, with the assistance of the Vice Presidents for Planning and Budgeting, University Relations, and Student Affairs, will develop a proposal for increasing enrollment in all categories of non-traditional students and prepare a budget estimate for implementation.

Increasing Revenue - Auxiliary Services

The Vice Presidents for Operations and Student Affairs will evaluate the current University policy for auxiliary activities and their competitiveness with off-campus interests. A proposal will be submitted, if appropriate, to University administration for consideration by the Board of Trustees.

The University Union

A task force has been appointed to evaluate the role of the University Union at BGSU. A report will be submitted to the President for consideration by him and the Board of Trustees.

University Bookstore

A consultant has been hired to evaluate the space needs of the Bookstore and make recommendations concerning expansion, business practices, and its marketplace. The final report will be evaluated in relationship to the University Union report to determine possible co-location.