



CAR Reporting April 2019 Updates

Updated April 19, 2019

Ongoing Projects

CAR Lead: Ron Matson & Gloria Laureano

Project Name: Momentum Year – Graduation Coaches

Prepared By: Julie Page

Status: On Hold - Exploring Advising strategy

Accomplishments This Month

Plans For Next Month

Project Name: Intentional Pathways for Students

Prepared By: Pam Cole

Status: On Hold – Pending Provost discussion with Jonathon Hull

Accomplishments This Month

Plans For Next Month

CAR Lead: Ron Matson & Jeff Delaney

Project Name: Review of Scheduling Process/Systems

Prepared by: Rifka Mayani, Jim Herbert

Date Prepared: April 4, 2019

Status: In Progress

Accomplishments This Month

- Submitted outcomes of high-level screening of alternative scheduling solutions.
- Provided recommendations of the EMS “health check” to business units for review.
- Scheduled initial meetings for discussions and planning.

Plans for Next Month

- Prioritize, create projects plans, determine time-lines and resource availability to develop, test and implement recommendations outlined in the EMS Health Check review.
- Complete scheduling of vendor demos and decide whether to pursue a solicitation for one or more products.

Project Name: Intranet/Other Internal Communications Tools

Prepared By: Alice Wheelwright

Date Prepared: April 2, 2019

Status: Planning / On Track

Accomplishments This Month

- Evaluating different internal communications tools across audiences.
- Working to improve campus-wide notify send guidelines to help minimize the number of mass emails. For example, we haveworked with UITS to establish a new mailing list to limit approval reminders for biweekly employees and managers.

Plans For Next Month

- Implement a new content approval system for OwlTV, the campus digital signage network.
- Finalize and present university internal communications plan.

Project Name: Year-Long Calendar of Interaction

Prepared By: Alice Wheelwright

Date Prepared: April 2, 2019

Status: Planning / On Track

Accomplishments This Month

- Internal Communications plan development is underway. Full plan is being built.
- Met with UITS and software vendor to review current calendar implementation and possibilities for short-term improvements.

Plans For Next Month

- Finalize Internal Communications plan and continue implementation.
- With UITS, begin process of reviewing potential replacements for the University's event scheduling system. Many potential solutions include calendar modules, and we will review if those features are sufficient to meet the University's needs or if a supplemental solution is needed.

CAR Lead: Lesley Netter-Snowden

Project Name: Marietta Parking Lot Addition

Prepared By: Lee White

Date Prepared: April 10, 2019

Status: On Track

Accomplishments This Month

- Construction began on March 27, 2019.
- Communicated to lot users that area will be closed.
- Site testing conducted.

Plans For Next Month

- Ground disturbance is scheduled to begin on April 15, 2019.

Project Name: Marietta Student Center Renovation

Prepared By: Gloria Laureano

Date Prepared:

Status: In Progress

Accomplishments This Month

- None to report.

Plans For Next Month

- 10-Year Report still in progress

CAR Lead: Lesley Netter-Snowden

Project Name: KSU Budget Review Process

Prepared By: Jamie Fernandes

Date Prepared: April 12, 2019

Status: On Track

Accomplishments This Month

- Released updated merit process using percent of merit based on employee performance evaluation.
- Began budget prep process.

Plans For Next Month

- Budget Prep through April and early May.

Project Name: Class and Comp Equity Study

Prepared By: Karen McDonnell

Date Prepared: April 15, 2019

Status: On Hold - Pending completion of CAR Action Planning

Accomplishments This Month

Plans For Next Month

Project Name: Department-Specific Onboarding

Prepared By: Karen McDonnell

Date Prepared: April 15, 2019

Status: In Process

Accomplishments This Month

- Kickoff meeting completed on 3/29. Received significant feedback on needed changes to new hire processing, New Employee Orientation, New Manager Orientation, and “day two and beyond.”
- Focus group members volunteered to participate on the four different work streams.

Plans For Next Month

- Sub groups working on the 4 identified work streams will begin meeting.
- Charters, timeline and scope will be addressed and posted.

CAR Lead: Karen McDonnell & Brenda Stopher

Project Name: Employee Engagement

Prepared By: Karen McDonnell

Date Prepared: April 15, 2019

Status: In Process

Accomplishments This Month

- Seven different focus groups held, with approximately 160 employees from each division/college invited and around 90 participating.

Plans For Next Month

- Compile and present an analysis of focus group results.
- Charter subcommittees to address common themes.

CAR Lead: Jeff Delaney

Project Name: Housing WiFi for Marietta and Kennesaw Campuses

Estimated Cost: Phase 1: \$250,000, Phase 2: Estimate could exceed one million per annum

Prepared By: Davide Gaetano, Jim Herbert

Date Prepared: April 2, 2019

Status: Phase 1 – Complete, Phase 2 – On track

Accomplishments This Month

- Vendor demos completed.
- Cost evaluation completed.
- Final vendor selected.

Plans for Next Month

- Complete final vendor reference checks (two of three complete).
- Make final budgetary decision.
- Hold contract and implementation discussions.

Project Name: Business Process Automation – BPA Solution

Prepared By: Rifka Mayani and Jim Herbert

Date Prepared: April 2, 2019

Status: On Track

Accomplishments This Month

- Meeting being scheduled to solicit feedback from committee regarding BPA vendor demos. We are targeting sometime between 4/22 and 5/3.
- Special Project for Door Access Control: Implementation of the door access control workflow with the Kissflow software is underway. This is to address an internal audit finding.

Plans for Next Month

- Based on committee feedback, work through next steps, which include budgeting and procurement of a BPA solution.
- Special Project for Door Access Control: Continue implementation of Kissflow for door access and begin preparation of production rollout planning.

CAR Lead: Jackie Quiroga

Project Name: Updated Procurement Policy Manual

Prepared By: Donna Bertrand

Date Prepared: April 10, 2019

Status: On Track

Accomplishments This Month

- Purchasing Manual update completed and is being reviewed by the Controller.
- Fiscal Services Update meeting was held on April 4, 2019 at Prillaman Hall. Included on the agenda were Procurement and Contract updates.

Plans For Next Month

- Continue to work with Lynn Kirkland, Academic Affairs, regarding any process changes before implementation.

Project Name: Training for Procurement Staff

Prepared By: Donna Bertrand

Date Prepared: April 10, 2019

Status: On Track

Accomplishments This Month

- The Assistant Director of Procurement continues weekly training sessions with the Purchasing team.
 - How to review contracts
 - How to make Sole Source Procurements
 - How to purchase MULTIPLE (MUL) type purchase orders, where several different type of purchase orders for the same supplier are combined into one purchase order
 - What comments and attachments are required to be attached to requisitions and purchase orders
- Purchasing staff are continuing with customer service, writing and project management classes with CUL. Progress has slowed due to staff shortage and CUL class schedule changes.

Plans For Next Month

- The Associate Controller will schedule bi-weekly meetings to review the updated
- Purchasing Manual with the entire procurement unit.
- Continue the weekly training sessions for Procurement staff.
- Monitor purchasing staff registration and attendance at the CUL classes listed below. Many of the classes were cancelled for the Spring. Once they become available again, staff will register, depending on the year-end workload.
 - Writing Emails, Memos, and Letters that Work
 - Introduction to Project Management
 - Building Trust in the Workplace
 - Don't Waste My Time! Making Meetings Work
 - Design Thinking & Creative Problem Solving

Project Name: Procurement Process Improvement Plan

Prepared By: Donna Bertrand

Date Prepared: April 10, 2019

Status: On Track

Accomplishments This Month

- CUL Training for new managers:
 - Tuesday, 4/9/2019
 - Thursday, 4/11/2019
 - Tuesday, 4/16/2019
 - Thursday, 4/18/2019
- Published Service Level Agreements (SLA) for March 2019. All SLAs were within approved timeframes, with the exception of 2 of 115 purchasing emails.
- On March 19, Procurement, Contracts and Accounts Payable/Travel met with the College of Science and Math to explain our processes to assist with better customer service.
- Procurement met with Housing to better understand their needs with the upcoming "TURNS".
- Procurement Advisory Council (PAC) Executive Committee quarterly meeting was held on March 22, 2019. In attendance was: Mike Dishman, Mark Anderson, Milton Overton, Jeff Delaney, Michael Gebeke, Donna Bertrand, Catherine Ice, and Madhavi Rajdev. The PAC Executive Committee was brief on the outcomes of the monthly Procurement Advisory Council meetings, Procurement SLA results, CAR projects, the ongoing Focus Groups project led by Jen Wells. Feedback from the Executive Committee was follows:
 - Questions were asked about how the initial set of SLA timeframes were set and if we compared it to other universities. It was explained that we analyzed historical data and then established average processing times. In the future as Procurement becomes fully staffed, we will look at decreasing the number of days for each SLA. Other institutions may not be doing the same tracking however we agreed to look into it.
 - Attendees acknowledged the value of tracking the number of high priority requisitions as it may negatively impact other departments and staff processing times.
 - Procurement Team training continues in order to present consistent information to the campus and better customer service.
 - Mention was made of improvements in Procurement in comparison to six years ago.
 - A draft contracts exclusion policy is in process to reduce the number of contracts that must be reviewed by Contracts, Legal and Procurement.
 - Working to develop an SLA for closing POs, looking at a 2-day turn around

- OFS website has been updated with Procurement Decision Matrix, Strategic Sourcing Pipeline, Process flow charts and Buyer Assignments Listing.

Plans For Next Month

- Work with CUL to address the feedback from the Training for new managers:
 - Attendees would like to have the PowerPoint presentations in advance of the class
 - Schedule Contracts and Procurement presentations before Accounts Payable.
 - Presentations should be more basic so that it is clear to individuals new to KSU and the University System of Georgia.
- Monthly meeting with high volume departments such as Facilities, Campus Services, Student Affairs, Athletics will continue.
- Fiscal Year End processing and closing of purchase orders and contracts.

Project Name: Concur – Live Training

Prepared By: Sandy Cagliani

Date Prepared: April 10, 2019

Status: On Track

Accomplishments This Month

- CAR Department meeting College of Science & Math on March 19, 2019. Topics covered: Accounts Payable/Travel, Contract Compliance and Procurement
- Drop-In Trainings Sessions Offered – Kennesaw and Marietta
 - March 19, 2019
 - April 16, 2019
- Department Travel Training Sessions
 - Education Abroad on March 20 and 21, 2019
 - Department of Information Security and Assurance on March 28, 2019 UITS on March 28, 2019
- CUL Training for New Managers: Tuesday, April 9, Thursday, April 11, Tuesday, April 16 and Thursday, April 18

Plans for Next Month

- Drop-In Training Sessions offered on May 21, 2019 in Kennesaw and Marietta
- Departmental meeting with Coles College April 23, 2019
- CAR Departmental meeting with Bagwell College of Education due in early May. Confirmation of 2 dates in progress

Project Name: Concur – Online Training and Assistance

Prepared By: Sandy Cagliani

Date Prepared: April 10, 2019

Status: On Track

Accomplishments This Month

- Infrequent travelers continue to receive notifications and tips before and after travel. Feedback has been very positive.

Plans for Next Month

- The following processes continue:
 - Reorganization and consolidation of How-To Guides on the Travel website based on local, domestic or international travel. (In progress.)
 - Addition to the website of section for non-employee travel to include students, interview candidates and guest lecturers. (Content creation in progress.)
 - Publish short training videos specific to Kennesaw State University travelers by topic to answer questions on the top five (5) challenges, such as creating the travel request, air travel booking, or car rental cost comparisons with online views of Concur navigation.
 - Additional outreach will continue to schedule departmental meetings.

Project Name: Concur – Next Gen

Prepared By: Sandy Cagliani

Date Prepared: March 20, 2019

Status: On Hold

Accomplishments This Month

- The State Travel Office has postponed implementation until sometime in FY 2020. Met with CAR Advisory Committee on 02/20 to respond to committee questions on the use of Concur. Currently working on Cost Benefit analysis.

Plans for Next Month

- Continue to work on the Cost/Benefit Analysis

CAR Lead: Jackie Quiroga

Project Name: Policy – Electronic Document Control

Prepared By: Jacqueline Quiroga

Date Prepared: April 4, 2019

Status: On Track

Accomplishments This Month

- Website navigation and content of the landing page that will contain the link to KSU’s instance of PolicyTech in development

Plans For Next Month

- Web Team and Director of Policy will continue work on building web pages and migrating content from old policy page
- Launch target date is now Summer 2019 for soft launch and August 2019 for campus-wide launch

Project Name: Policy – Training Materials

Prepared By: Jacqueline Quiroga

Date Prepared: April 4, 2019

Status: Delayed

Plans For Next Month

- Pending launch of PolicyTech

CAR Lead: Jackie Quiroga & Alice Wheelwright

Project Name: Policy – Communication Plans

Prepared By: Jacqueline Quiroga

Date Prepared: April 4, 2019

Status: Delayed – Pending PolicyTech Implementation

Accomplishments This Month

Plans For Next Month

Project Name: KSU Brand Refresh

Prepared By: Alice Wheelwright

Date Prepared: April 2, 2019

Status: On Track

Accomplishments This Month

- New master brand logo with all department / college logos and stationary / business cards available as of 3/15. Sub-brand department logos that have been requested on line available as of 4/26.
- Awaiting feedback from President on KSU Story and new Mission, Vision and Values statements.
- Work on color pallet exploration completed.
- Beginning creative concept work.
- Media planning for internal and external brand rollout underway.

Plans For Next Month

- Finalize plan for new brand rollout from now through August.
- Continue build out of brand positioning and architecture.
- Continue creative elements development.

Project Name: Launching PeopleGrove Mentorship Platform

Prepared By: Jyll Kafer

Date Prepared: April 2, 2019

Status: On Track

Accomplishments This Month

- Post Launch registered Alumni Users to-date is 548 users.
- Completed post launch promo and follow up.

Plans For Next Month

- Debrief user Feedback with Tech Team at Peoplegrove.
- Continue post-launch promos.
- Track Analytic and Trends Reports.
- Prepare for April Full Launch to Students/mentees.

Completed Projects

CAR Lead: Alice Wheelwright

Project Name: One Community Council Meetings

Prepared By: Alice Wheelwright

Status: **Complete**

CAR Leads: Jeff Delaney, Alice Wheelwright

Project Name: KSU Today (formerly KSU Inform 2.0)

Prepared By: Alice Wheelwright

Status: **Complete**

CAR Lead: Gloria Laureano

Project Name: Marietta Campus Life Space

Prepared By: Gloria Laureano

Status: **Complete**

Measures of Success for Outdoor seating: Additional informal gathering space available for students near the Wilson Student Center, and with carpet project completed, the “living room” of the campus in the Wilson Center makes it more of a welcoming space where students can gather and engage in conversation or just study.

Project Name: Marietta Rec. Opportunities and Facilities

Prepared By: Gloria Laureano

Status: **Complete**

Measures of success for open field: Programming has been planned for and will be in full use during spring 2019.

Project Name: Marietta Rec. Opportunities/Facilities – Feasibility

Prepared By: Gloria Laureano

Status: **Complete**

CAR Lead: Karen McDonnell

Project Name: Class and Comp Structure

Prepared By: Karen McDonnell

Status: **Complete**

Project Name: Compensation Policy

Prepared By: Karen McDonnell

Status: **Complete**

Project Name: HR Academy

Prepared By: Karen McDonnell

Status: **Complete**

Project Name: New Manager Training

Prepared By: Karen McDonnell

Status: **Complete**

Project Name: Strategic/Prioritized Hiring

Prepared By: Karen McDonnell

Status: **Complete**

CAR Lead: Jeff Delaney

Project Name: Transform Electronic Workflow

Prepared By: Rifka Mayani

Status: **Cancelled**

Project Name: DocuSign Electronic Signature

Prepared By: Rifka Mayani

Status: **Complete**

CAR Lead: Bob Mattox

Project Name: Adult and Commuter Tracking System

Prepared By: Bob Mattox

Status: **Complete**

CAR Lead: Bob Mattox

Project Name: Co-Curricular Credentialing Model

Prepared By: Bob Mattox

Status: **Complete**

Project Name: Assessment of Career Planning Offerings for Grad Students

Prepared By: Ana Baida

Status: **Complete**