CAR Reporting December 2019 Updates

Project Name: Review of Scheduling Process/Systems

Prepared By: Rifka Mayani   Date Prepared: December 11, 2019

 Status: On Track   Estimated Completion: July 2020

Accomplishments To Date

- Increased Utilization for Students - Opened up additional access in EMS for Student Organizations to directly book space for meetings and information tables.
- Expanded Functionality for Staff
    - Expanded EMS access provided to key leaders for the Kennesaw and Marietta Student Center, along with University Events, after receiving approval from the EMS steering committee.
    - Collaborated with the Catering and Event A/V providers to expand access to allow for direct invoicing of events through EMS.
- Final Exam Bookings – Developed automation between Banner and EMS to accurately reflect and book final exams in EMS.
- Improved Automation and Reporting - Expanded usage of automated reports and notifications from EMS to notify service providers of events that require support as well as changes that occur close to the actual event date.
- Legacy Data Cleanup – Clean-up of categories and resources, messages, comment types, features, notification rules, statuses, and departments.
- Room Audits (Facilities) - Performed audit of room types in collaboration with Facilities and a cleanup is in process to ensure EMS system room data is accurate.
- Academic Scheduling: Met with vendor to review requirements and needs around academic scheduling processes and optimization. Vendor is currently preparing a Statement of Work for KSU.
- Improved Training and Documentation: Meeting scheduled with key stakeholders.
- Catering: Continuing to work through Statement of Work with procurement and vendor.

Plans For Next Month

- Academic Scheduling – Complete procurement for Statement of Work
- Improved Training and Documentation – Meet with key stakeholders to outline documentation needs and to create implementation timeline.
- Catering – Complete procurement for Statement of Work
- Room Audits (Events/Student Life) – Room audits will be conducted by University Events and Student Life to verify accuracy of room information.

Project Name: Intranet/Other Internal Communications Tools

Prepared By: Alice Wheelwright   Date Prepared: January 7, 2020

Status: Planning/ On Track   Estimated Completion: Spring 2020

Accomplishments To Date

- Launched President's Parliament newsletter

Plans For Next Month

- Decommissioning of KSU Today
- Final KSU Today email digest will be sent on Friday, January 31. New internal communications tools will launch on February 3rd to take the place of KSU Today.
- Finalized launch date for new internal communications tools:
- KSU Event Promotion Calendar – Localist – in final stages to launch on Monday, February 3. Transition from EMS Master Calendar to Localist will start on Friday, January 24 which includes moving events from EMS to Localist and transitioning url.
- Best of the Nest – biweekly e-newsletter for faculty/staff covering information not covered in the Event Promotion Calendar. Faculty/staff will subscribe through Mailchimp starting February 3. Finalizing email templates.
- KSU Announcement – a new designated account for important, non-safety related, direct communications to the campus community. Notifications from this account will begin February 3.

Project Name: KSU Budget Review Process

Prepared By: Antrameka Knight   Date Prepared: December 20, 2019

Status: On Track   Estimated Completion:

Accomplishments To Date

- Budget Website:
    - The website has been updated with FY2020 budget data, including charts, trends, and a report showing budget by division/fund. This data provides transparency regarding the institution's overall budget and how it is allocated.
- SAS Training:
    - Since the implementation of SAS training in March 2019, over 215 users have received either beginner training or intermediate training. This group includes business managers, department chairs, and other users who access the SAS system to track budgetary/financial data. Going forward, sessions will be held approximately every 6-8 weeks, with classes alternating between campuses.
- Reporting:
    - Completed needs assessment reporting to identify funded vacant position. This report will provide support for academic business managers' needs. Position Management remains in a continuous improvement process to meet the needs of campus consumers.

Plans For Next Month

- A beginner SAS training will be held on January 24. This class targets users who are brand new to SAS Financials. Participants are taught how to navigate through the Comprehensive Financial Report (CFR) and understand the data in order to help them become more fluent in tracking their departmental budgets.
- Publish additional SAS job aids to the Budget website that users can access prior to training
- Meet with Academic Affairs to finalize requirements on improved/streamlined reporting on position management exceptions and grant reporting.

Project Name: Department-Specific Onboarding

Prepared By: Karen McDonnell   Date Prepared:

Status: On Track   Estimated Completion: December 2019

Accomplishments To Date
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Plans For Next Month
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Key Issues, Risks, & Concerns

Project Name: Business Process Automation – BPA Solution

Prepared By: Rifka Mayani and Jim Herbert   Date Prepared: December 11, 2019

Status: On Track   Estimated Completion: Phase 1: January 2020, Phase 2: April 2020

Accomplishments To Date

- Business process automation solution identified (provides for workflows, forms, Banner compatibility, and the ability to create integrations with external systems)
- Solution purchased
- Phase 1 (Banner data connectivity "Ethos Data Integration") in progress - Also allows for connectivity to other enterprise systems and locally developed applications.
- Phase 2 (Ellucian Workflow Implementation) Initial meetings held to document requirements for initial workflows

Plans For Next Month

- Continued work on Phase 1 (Estimated completion January 2020)
- Finalize workflows for initial implementation

Project Name: Training for Procurement Staff

Prepared By: Donna Bertrand   Date Prepared:

Status: On Track   Estimated Completion: Ongoing

Accomplishments To Date

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Plans For Next Month

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Key Issues, Risks, & Concerns

Project Name: Concur – Next Gen

Prepared By: Sandy Cagliani   Date Prepared: October 2109

Status: On Hold   Estimated Completion: Date Unknown

Accomplishments To Date

- Cost/benefit analysis of Concur and PeopleSoft Travel and Expense presented in CAR meeting on June 20, 2019.
- Travel Manager attended the SAP Concur Fusion Exchange August 27, 2019. No changes to 2020 date for potential implementation.

Plans For Next Month

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Key Issues, Risks, & Concerns

- NextGen upgrade on hold until State of Georgia transitions.

Project Name: Policy – Training and Communication

Prepared By: Kevin Gwaltney   Date Prepared:

Status: On Track   Estimated Completion: Spring 2020

Accomplishments To Date

- Meeting held with President, who has taken the proposal under advisement.

Plans For Next Month

Key Issues, Risks, & Concerns

Project Name: Employee Engagement

Prepared By: Karen McDonnell   Date Prepared:

Status: Delayed   Estimated Completion:

Accomplishments To Date
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Plans For Next Month
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Key Issues, Risks, & Concerns

Completed Projects

Project Name: Intentional Pathways for Students

Prepared By: Lynn Disbrow

Status: **Complete**

Final Result:

Fall 2019 new students were educated on focus areas and moved into the appropriate focus area or into an existing major.

Number of students choosing each focus area for Fall 2019

- Undeclared-Arts: 9
- Undeclared-Business & Mgmt: 54
- Undeclared-Education: 4
- Undeclared-Engr & Math: 34
- Undeclared-Health Professional: 5
- Undeclared-Humanities: 4
- Undeclared-Science, Comp & Tech: 40
- Undeclared-Social Sciences: 36

Project Name: Momentum Year – Graduation Coaches

Prepared By: Lynn Disbrow

Status: **Cancelled**

Final Result:

A proposal for the development of a graduation coach department; however, the decision was made to not move forward with this option.

Project Name: Marietta Parking Lot Addition

Prepared By: Lee White

Status: **Complete**

Final Result:

Project Name: KSU Brand Refresh

Prepared By: Alice Wheelwright

Status: **Complete**

Final Result:

- Refreshed brand including all elements of the brand (logo, messaging, mission, vision, values, brand pillars, new brand guidebook outlining more expansive branding elements, new advertising campaign) all launched as of 8/19/19.
- New brand well received in the marketplace with new media coverage of the First Day of School Cake and the Brand Launch events exceeding previous year's coverage.
- Continuing to monitor and measure metrics on advertising campaign.
- Will continue to work across the University on new branding adoption and understanding.

Project Name: One Community Council Meetings

Prepared By: Alice Wheelwright

Status**: Complete**

Final Result:

- One Community Council meetings fully established. We hold three sessions a year (Fall, Winter, Spring) bringing the entire University marketing and communications community together to share best practices, provide skill building sessions, update on key University initiatives.
- Hold Community of Interest sessions every six to eight weeks to get smaller groups together that share areas of interest (Marketing, Graphic Design, Web Content Development and Management, Communications and Social Media and Photography and Videography).

Project Name: KSU Today (formerly KSU Inform 2.0)

Prepared By: Alice Wheelwright

Status: **Complete**

Final Result:

- In January 2019, transitioned daily communications digest for faculty and staff from KSU Inform to KSU Today. The new, easier to read and digest format has been well received.
- Some of the new communications tools outlined in Internal Communications Tools update will replace KSU Today yet this year.

Project Name: Marietta Student Center Renovation

Prepared By: Gloria Laureano

Status: **Complete**

Final Result:

In Fiscal Year 2018, funds for the design process for a potential Marietta Student Center Renovation were allocated by the University. This design process has now concluded, and Facilities is in possession of the design recommendations. The design process included meetings of various building and campus stakeholders and resulted in a proposed renovation that could take up to 10 years to implement. Any future movement on this project depends on the addition of the Marietta Student Center renovation construction to the University's Facilities Master Plan, approval by the Board of Regents, and funding by the BOR/the University.

Project Name: Marietta Campus Life Space

Prepared By: Gloria Laureano

Status: **Complete**

Final Result:

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. The meeting rooms also received new carpet and their AV was upgraded, making for an enhanced meeting experience for student organizations as well as faculty and staff meetings.

Usage statistics for the building are available upon request; a semester report will be produced by January 2020. We are also embarking on a customer service satisfaction survey. Results will be included in the semester report for the building.

Project Name: Marietta Rec. Opportunities and Facilities

Prepared By: Gloria Laureano

Status: **Complete**

Final Result:

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**

Final Result:

Proposal is waiting to go for BOR approval pending some other projects that were advanced just before this one. Conversation to follow-up with key university stakeholders.

Project Name: Strategic/Prioritized Hiring

Prepared By: Karen McDonnell

Status: **Complete**

Final Result:

- Contracts with Targeted job sites
- Campus Roadshows on how Talent Acquisition can support campus
- Sourcing candidates for key roles
- Transitioning recruiters to support campus with pre-screening and search committees

Project Name: Compensation Policy

Prepared By: Karen McDonnell

Status: **Complete**

Final Result:

Policy has been through the policy approval process and has been implemented detailing compensation transaction types and the resulting impact on pay. The policy can be found on the Policy Portal at https://kennesaw.policytech.com/?public=true&siteid=1.

Project Name: HR Academy

Prepared By: Karen McDonnell

Status: **Complete**

Final Result:

KSU HR Department members have received training from the Society of Human Resources Management. Training included such topics as Consultative HR, The HRBP Role, Change Management, Communications and Influencing and Coaching Leaders. Refresher courses and additional content is presented monthly to ensure HR Staff competencies can support the needs of KSU.

Project Name: New Manager Training

Prepared By: Karen McDonnell

Status: **Complete**

Final Result:

New Manager Orientation, a program designed for experienced managers who are new to KSU, launched in April of 2019. Sessions are offered every other month in a two day format, providing new managers training on KSU history, Human Resources overview, Talent Acquisition, Performance Management, Compensation, Benefits and Employee Relations. A second course is being developed for employees newly promoted to management so they will receive management essentials.

Project Name: Class and Comp Equity Study

Prepared By: Karen McDonnell

Status: **Complete**

Final Result:

Due to budgetary constraints, class and compensation equity will be evaluated on a case by case basis.

Project Name: Class and Comp Structure

Prepared By: Karen McDonnell

Status: **Complete**

Final Result:

Overall pricing and validation of titles and pay bands complete.

Project Name: Transform Electronic Workflow

Prepared By: Rifka Mayani

Status: **Cancelled**

Final Result:

Elements of this initiative will be covered through both the DocuSign and Business Process Automation projects.

Project Name: DocuSign Electronic Signature

Prepared By: Rifka Mayani

Status: **Complete**

Final Result:

Kennesaw State has significantly reduced our reliance on paper forms and manual routing. There has been a sizable increase in the utilization of DocuSign each month since deployment. August 2019 had 5500 envelopes created, compared to 3200 in July 2019. Significant efficiencies over paper documents have been seen, with 50% of DocuSign workflows completed in less than one hour.

Project Name: Housing WiFi for Marietta and Kennesaw Campuses

Prepared By**:** Davide Gaetano, Jim Herbert

Status: **Complete**

Final Result:

Wireless services went live this Fall 2019 semester in all Kennesaw State University operated residences, providing students with a significant service improvement of 100Mbps per device Internet connectivity. This turnkey service, which provides on-site technical support and a 24/7 service desk is being provided at a lower cost than would be possible as a self-operated service. Quality of service has been greatly improved, with faster speeds, denser wireless coverage, and support for gaming.

Project Name: Adult and Commuter Tracking System

Prepared By: Bob Mattox

Status: **Complete**

Final Result:

The student check-in/tracking system for Adult Commuter Student Affairs was designed to provide information and reporting tools on the type of services and resources used by current students. This information is then accessible from a reporting suite online using KSU's network. This data can assist leadership in determining what service may be offered or expanded upon for our students. At the end of the present semester, we will have data on which to base next semester.

Project Name: Co-Curricular Credentialing Model

Prepared By: Bob Mattox

Status: **Complete**

Final Result:

Additional modules for OwlLife were purchased and phase 1 pilot was successfully completed. The next phase will be to ensure all student engagement data is captured in OwlLife for us to implement Owl Paths and enhanced tracking for all co-curricular activities. This will support the division's efforts to connect student engagement data with student progression.

Project Name: Assessment of Career Planning Offerings for Grad Students

Prepared By: Ana Baida

Status: **Complete**

Final Result:

Project Name: Launching PeopleGrove Mentorship Platform

Prepared By: Jyll Kafer

Status: **Complete**

Final Result:

- Post Launch registered Alumni Users to-date - 630
- Student users to date- 568

Project Name: Process Improvement Plan

Prepared By: Catherine Ice

Status: **Complete**

Final Result:

Website updates are ongoing. Procurement Advisory Council meets regularly.

Project Name: KSU Purchasing Manual

Prepared By: Catherine Ice

Status: **Complete**

Final Result:

Procurement Team is reviewing sections of the KSU Purchasing Manual at bi-weekly team meetings. It is creating discussions among the team and has led to a couple of updates that will be incorporated into the Manual. These trainings have also led to more consistent answers from the team to the end-users on campus.

https://fiscalservices.kennesaw.edu/procurement/KSU%20Purchasing%20Manual%205-24-19.pdf

Project Name: Procure to Pay Matrix

Status: **Complete**

Final Result:

During Fiscal Update Meetings with campus' Business Mangers, it was mentioned that this tool is very helpful in determining how to proceed with a purchase – which way to do it and to whom to contact if still uncertain.

https://fiscalservices.kennesaw.edu/procurement/docs/Procure_to_Pay_Matrix.pdf

Project Name: Procurement Process Flowcharts

Status: **Complete**

Final Result:

Simplified the procurement process for the campus and shows the interconnectivity of the impact between procurement and the campus.

https://fiscalservices.kennesaw.edu/procurement/business-with-ksu.php

Project Name: University Contract Listing

Status: **Complete**

Final Result:

Assists the campus with obtaining products and services quicker than a new solicitation.

https://fiscalservices.kennesaw.edu/procurement/business-with-ksu.php

Project Name: Service Level Agreement Dashboard

Status: **Complete**

Final Result:

These dashboards are continuing on a monthly basis. They provide a window into procurement that helps procurement maintain its accountability.

https://fiscalservices.kennesaw.edu/procurement/sla/sla_reporting/current_sla.pdf

Project Name: Procurement Advisory Council

Status: **Complete**

Final Result:

Project Name: Concur – Online Training and Assistance

Status: **Complete**

Final Results:

- Completion of short training videos added to Travel Website for Kennesaw State University travelers covering the top 5 challenges for KSU travelers in preparing travel authorizations and expense report submission.
- Addition of non-employee travel, to include students, lecturers and job candidates.
- Ongoing distribution of Infrequent Traveler e-mails, providing timely reminders of policy and expense report submission tips.
- Updates to FAQs for domestic and international travel.

Project Name: Concur – Live Training

Status: **Complete**

Final Results:

Ongoing Departmental and College Approver Training Sessions being held.

Project Name: Policy – Electronic Document Control

Status: **Complete**

Final Result:

Implemented a new software to help house and manage policy documents and updated the KSU policy website.