



Office of Institutional Effectiveness

CAR Reporting February 2019 Updates

Updated February 24, 2019

CAR Lead: Ron Matson & Gloria Laureano

Project Name: Momentum Year – Graduation Coaches

Prepared By: Julie Page

Date Prepared: February 18, 2019

Status: On Hold

Accomplishments This Month

- None to report.

Plans For Next Month

Project Name: Intentional Pathways for Students

Prepared By: Pam Cole

Date Prepared: February 17, 2019

Status: On Hold

Accomplishments This Month

- Received approval to delay implementation until Fall 2020.

Plans For Next Month

CAR Lead: Ron Matson & Jeff Delaney

Project Name: Review of Scheduling Process/Systems

Prepared By: Rifka Mayani

Date Prepared: February 14, 2019

Status: On Hold

Accomplishments This Month

- RFP was previously posted for consultant to review and assess institutional needs for course demand, scheduling practices and tools was posted and reviewed by committee.
- RFP closed with no successful vendor selected. Awaiting executive level feedback for next steps.

Plans For Next Month

- Next steps are pending executive level recommendation.

CAR Lead: Alice Wheelwright

Project Name: One Community Council Meetings

Prepared By: Alice Wheelwright

Date Prepared: February 7, 2019

Status: **Completed**

Accomplishments This Month

- Winter One Community Council (OCC) Meeting held on February 14, 2019 and Spring OCC is scheduled for May.

Plans For Next Month

- Continue with Communities of Interest meetings every six to eight weeks.

CAR Leads: Jeff Delaney, Alice Wheelwright

Project Name: KSU Today (formerly KSU Inform 2.0)

Prepared By: Alice Wheelwright

Date Prepared: February 7, 2019

Status: **Completed**

Accomplishments This Month

- KSU Today launched on January 23, 2019 replacing KSU Inform for faculty and staff with a more user-friendly vehicle with the ability for people to opt-in to receive a daily digest email.

Plans For Next Month

- Strategic Communications and Marketing is partnering with UITS to develop longer-term tools for internal communications vehicles.

CAR Lead: Alice Wheelwright

Project Name: Intranet/Other Internal Communications Tools

Prepared By: Alice Wheelwright

Date Prepared: February 7, 2019

Status: Planning/ On Track

Accomplishments This Month

- Internal Communications plan development is underway.

Plans For Next Month

- Finalize Internal Communications plan and continue implementation.

CAR Lead: Alice Wheelwright

Project Name: Year Long Calendar of Interaction

Prepared By: Alice Wheelwright

Date Prepared: February 7, 2019

Status: Planning/ On Track

Accomplishments This Month

- Internal Communications plan development is underway. Full plan is being built.

Plans For Next Month

- Finalize Internal Communications plan and continue implementation.

CAR Lead: Kasey Helton

Project Name: Marietta Parking Lot Addition

Prepared By: Lee White

Date Prepared: February 7, 2019

Status: On Track

Accomplishments This Month

- Received sealed bids from 4 qualified bidders.

Plans For Next Month

- Meeting with contractor to identify potential ways to reduce cost.
- Submit revised estimate to BOR for approval.

CAR Lead: Gloria Laureano

Project Name: Marietta Campus Life Space

Prepared By: Gloria Laureano

Date Prepared: February 18, 2019

Status: Complete

Accomplishments This Month

- Carpet installation is complete.
- Outdoor seating assembled and installed by Facilities.

Plans For Next Month

- None.

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 Student Center Renovation

Prepared By: Gloria Laureano

Date Prepared: February 18, 2019

Status: In Progress

Accomplishments This Month

- Renovation project approved and has been assigned a project manager (Wayne Wellington)
- First phase of renovations will focus on ADA accessibility, staircases, and entrances.
- At the conclusion of FY18, the architectural firm (Sizemore) was scheduled to submit a proposal to the University for further development of more detailed plans by phase of implementation.

Project Name: Marietta Rec. Opportunities and Facilities

Prepared By: Gloria Laureano

Date Prepared: February 18, 2019

Status: Complete

Accomplishments This Month

- All fields were completed by early October 2018, and the lighting issue was fixed in mid-December 2018.

Plans For Next Month

- None noted.

Measure 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

Date Prepared: February 18, 2019

Status: Complete

Accomplishments This Month

- The report was provided in August 2018 and a meeting with Vice President of Student Affairs was held in early October post the master plan meeting of October 2nd.
 - The report provided four options at different levels of funding to address student needs at the Marietta campus, all of which include a “campus identity” based on Marietta students input on recreational activities of interest and campus recreation innovative ideas for engagement.

Project Name: KSU Budget Review Process

Prepared By: Jamie Fernandes

Date Prepared: February 12, 2019

Status: On Track

Accomplishments This Month

- Permanent budget amendments from non-revenue generating departments are due to February 15th.
- Position deficit review and clean-up amendments for FY20 budget development are due by February 20th.
- Budget development workbooks from revenue generating departments for FY20 budget development are due back to the budget office by February 15th.
- Discuss budget deadlines and review position inquiry report with business managers at the Fiscal Services Update Meeting.

Plans For Next Month

- Analyze amendments for non-revenue generating departments and position budgets. Discuss any issues with departments by the end of February.
- Train budget office team members on budget prep and budget development tasks who have not been previously trained.

CAR Lead: Karen McDonnell

Project Name: Class and Comp Structure

Prepared By: Karen McDonnell

Date Prepared: February 17, 2019

Status: Complete and in use.

Accomplishments This Month

- None to report.

Project Name: Class and Comp Equity Study

Prepared By: Karen McDonnell

Date Prepared: February 17, 2019

Status: On Hold

Accomplishments This Month

- None to report.

Project Name: Compensation Policy

Prepared By: Karen McDonnell

Date Prepared: February 17, 2019

Status: Delayed

Accomplishments This Month

- Finalized all changes.
- Submitted to President for signature.

Plans For Next Month

- Publish on KSU Policy website.

Project Name: HR Academy

Prepared By: Karen McDonnell

Date Prepared: February 17, 2019

Status: On Track

Accomplishments This Month

- Monthly training session held.

Plans For Next Month

- SHRM HR Business Partner training for all HR Business Partners and Talent Acquisition Recruiters.

Project Name: Department-Specific Onboarding

Prepared By: Karen McDonnell

Date Prepared: February 17, 2019

Status: Delayed

Accomplishments This Month

- On-boarding team members identified.
- Invite sent for kickoff meeting first week in March.
- Pre-reading sent to participants.

Plans For Next Month

- Hold kickoff meeting.
- Determine scope of overall project.

Project Name: New Manager Training

Prepared By: Karen McDonnell

Date Prepared: February 17, 2019

Status: Complete

Accomplishments This Month

- Second session held with full attendance and wait list.

Plans For Next Month

- Third cohort to be kicked off.

CAR Lead: Jeff Delaney

Project Name: Housing WiFi for Marietta and Kennesaw Campuses

Prepared By: Davide Gaetano, Jim Herbert

Date Prepared: February 14, 2019

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

Accomplishments This Month

- Currently scoring vendor responses.

Plans For Next Month

- Vendor demos of proposed solutions.
- Scoring of vendor demos and cost worksheet.

CAR Lead: Jeff Delaney

Project Name: Transform Electronic Workflow

Prepared By: Rifka Mayani

Date Prepared: February 14, 2019

Status: Cancelled

Accomplishments This Month

- The letter to be sent to the vendor by procurement has been reviewed and approved for termination of the contract related to the Transform module.

Plans For Next Month

- Close out this project as the BPA and Duo projects should be able to provide the functionality that we had wanted from the Transform solution.

Project Name: DocuSign Electronic Signature

Prepared By: Rifka Mayani

Date Prepared: February 14, 2019

Status: Complete

Accomplishments This Month

- Project has been moved into maintenance mode and is considered complete.
- Since the roll-out of DocuSign approximately 1,100 envelopes containing 1 or more document have been approved through multiple signatory stages in less than 1 hour.
- Over the past three months the volume of signed documents has continued to increase with a current total of 3,115 of them having moved through the system.

Project Name: Business Process Automation – BPA Solution

Prepared By: Rifka Mayani and Jim Herbert

Date Prepared: February 14, 2019

Status: On Track

Accomplishments This Month

- Vendor demos with committee members are in progress.
- Special Project for Door Access Control: Working with vendor to begin the implementation of the door access control workflow.
- Financial Services will be providing the name of a representative who will be added to future meetings.

Plans For Next Month

- Solicit feedback from committee regarding vendor demos and determine next steps toward procurement
- Special Project for Door Access Control: Configure Kissflow solution and prepare workflow for door access control pending procurement of solution.

CAR Lead: Jackie Quiroga

Project Name: Updated Policy Manual

Prepared By: Donna Bertrand

Date Prepared: February 12, 2019

Status: On Track

Accomplishments This Month

- Process flowcharts for Request for Quotes, Request for Proposals, and Sole Sources have been published on the Fiscal Services (OFS) website.
- Updates to the Procurement Matrix for the OFS website and Purchasing Manual are still in process.
- Fiscal Services Update meeting will be held on February 14th at KSU Center. Included on the agenda are Procurement and Contract updates, presented by Madhavi Rajdev.

Plans For Next Month

- Finalize Procurement and Owlpay Matrix and upload them to the OFS website

Project Name: Training for Procurement Staff

Prepared By: Donna Bertrand

Date Prepared: February 12, 2019

Status: On Track

Accomplishments This Month

- The Associate Controller for Accounting Operations continued weekly training sessions with the Purchasing team. The purchasing agents get an opportunity to discuss process concerns and agree on solutions that can be uniformly applied. They also get an opportunity to get clarity and common understanding of rules and expectations for customer service. Topics covered this month:
 - When is eVerify needed? Is an I-9 acceptable?
 - Are the State guideline on insurance mandatory or can exceptions be made, based on dollar amount, by Procurement leadership, Risk Management, and Legal?
 - Reaching out to suppliers directly for procurement-related documents.
 - Requirements for sole source and suppliers' letters.
 - Managing workload and better communications with department partners.
- The Assistant Director of Procurement conducted an all-day procurement staff meeting reviewing policies and procedures and finalizing processes for all various tasks on January 16, 2019. In this meeting, Accounts Payable/Travel, Contract Compliance and management spoke to the procurements staff ant different intervals to convey expectations.
- Purchasing staff are continuing with customer service, writing, and project management classes with Center for University Learning (CUL). Progress has slowed due to staff turnover.

Plans For Next Month

- Continue the weekly training sessions.
- Monitor purchasing staff registration and attendance at the following CUL classes:
 - 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: Process Improvement Plan

Prepared By: Donna Bertrand

Date Prepared: February 12, 2019

Status: On Track

Accomplishments This Month

- Emails have been issued inviting attendance at the following focus groups:
 - Wednesday, February 20th, KH 1302, 9:00-10:30am (Heavy users – Kennesaw campus)
 - Wednesday, February 20th, KH 1302, 10:30am-12:00pm (Light users – Kennesaw campus)
 - Monday, February 25th, Q 204, 12:00-1:30pm (Heavy users – Marietta campus)
 - Monday, February 25th, A 214, 3:30-5:00pm (Light users – Marietta campus)
 - Tuesday, February 26th, KH 1203, 11:00am-12:30pm (CDA – Kennesaw campus)
 - Wednesday, February 27th, TP 2220, 3:00-4:30pm (Approvers – Kennesaw campus)
- Procurement Advisory Council meeting began on January 18th led by the Controller / AVP for Fiscal Services.
 - Meetings will be held on the third Friday of each month. Next meeting is February 15, 2019. The Council meetings have participation from various levels of leadership represented from Academic Affairs, IT, Athletics, Facilities, Auxiliary, and other areas.
- CUL training for new managers was attended by approximately 40 managers on four dates: Tuesday, 1/22; Thursday, 1/24; Tuesday, 1/29; and Thursday, 1/31.
- Publish list of upcoming procurements (RFQs and RFPs) on the Fiscal Services website.

Plans For Next Month

- Publish Procurement and OwlPay Matrix.
- After data is gathered from the focus groups, a survey will be issued to ePro users and approvers to develop a baseline on customer service.
- Next CUL Training for new managers:
 - Tuesday, 3/5/2019
 - Thursday, 3/7/2019
 - Tuesday, 3/12/2019
 - Thursday, 3/14/2019

Project Name: Concur – Live Training

Prepared By: Sandy Cagliani

Date Prepared: February 12, 2019

Status: On Track

Accomplishments This Month

- Drop-In Training Sessions completed in January:
 - Jan 15: 9:30-10:30am, Kennesaw Campus, PS 243
 - Jan 15: 9:30-10:30am, Marietta Campus, J 135

Plans For Next Month

- Drop-In Training Sessions Offered:
 - Feb 19: 9:30-10:30am, Kennesaw Campus, PS 106
 - Feb 19: 9:30-10:30am, Marietta Campus, J 135
- Coles College Department Meeting – Contract Compliance, Accounts Payable/Travel, and Procurement
 - Feb 22: 10:30-11:30am
- Department Travel Training Sessions
 - Enrollment Services
 - iTeach – Bagwell College of Education

Project Name: Concur – Online Training and Assistance

Prepared By: Sandy Cagliani

Date Prepared: February 12, 2019

Status: On Track

Accomplishments This Month

- Travel Request training video published on website.
- Academic Affairs sent notification to Business Managers for scheduling of departmental meetings.
- 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: February 12, 2019

Status: On Hold

Accomplishments This Month

- The State Travel Office has postponed implementation until FY 2020.

Plans For Next Month

- Not applicable.

CAR Lead: Jackie Quiroga

Project Name: Policy – Electronic Document Control

Prepared By: Jacqueline Quiroga

Date Prepared: February 18, 2019

Status: On Track

Accomplishments This Month

- Kick-Off meeting completed.
- Implementation timeline developed – 12-week implementation.

Plans For Next Month

- Continue implementation with the vendor and UITS.

Project Name: Policy – Training Materials

Prepared By: Jacqueline Quiroga

Date Prepared: February 18, 2019

Status: On Hold

Plans For Next Month

- Director of Policy will be vacating the position. Need to determine who will take over Policy; may have to revise plan.

CAR Lead: Jackie Quiroga & Alice Wheelwright

Project Name: Policy – Communication Plans

Prepared By: Jacqueline Quiroga

Date Prepared: February 18, 2019

Status: Delayed

Accomplishments This Month

- KSU Today is functioning.

Plans For Next Month

- Determine who is going to be responsible for Policy and write up process for communicating policy updates.

CAR Lead: Karen McDonnell & Brenda Stopher

Project Name: Employee Engagement

Prepared By: Karen McDonnell

Date Prepared: February 17, 2019

Status: On Track

Accomplishments This Month

- Requested names from each college and division to participate in focus groups.
- Planning session regarding focus group questions and facilitation.

Plans For Next Month

- Begin focus group meetings.
- Compile responses to begin action planning.

Project Name: KSU Brand Refresh

Prepared By: Alice Wheelwright

Date Prepared: February 7, 2019

Status: On Track

Accomplishments This Month

- New logo launching this month and will be featured in Engineering campaign.
- Presented KSU positioning and brand architecture to President. Will get final drafts to President this month.

Plans For Next Month

- Finalize plan for new brand rollout from February through August.
- Continue build out of brand positioning and architecture.

Project Name: Strategic/Prioritized Hiring

Prepared By: Karen McDonnell

Date Prepared: February 17, 2019

Status: Complete

Accomplishments This Month

- Talent Acquisition Management (TAM) team training.
- Strategic plan for TAM team.
- Budget created and submitted for approval to include cost of posting positions on key external websites, taking this cost away from departments.

Plans For Next Month

- Submit overall TAM plan to HR Advisory Committee for input and feedback.
- Launch talent acquisition on campus.

CAR Lead: Bob Mattox

Project Name: Adult and Commuter Tracking System

Prepared By: Bob Mattox

Date Prepared: February 13, 2019

Status: Complete

Accomplishments This Month

- Tracking system is now live.

Plans For Next Month

- Tracking system is now live.

CAR Lead: Bob Mattox

Project Name: Co-Curricular Credentialing Model

Prepared By: Bob Mattox

Date Prepared: February 13, 2019

Status: Complete

Accomplishments This Month

- The contract with Campus Labs for Owl Path is complete. Student co-curricular activity can be tracked to receive the Engaged Owl recognition.
- More Summer Semester student activities being offered.
- Co-curricular opportunities have increased by 10% over this time last year.

Plans For Next Month

- Completed

Project Name: Assessment of Career Planning Offerings for Grad Students

Prepared By: Ana Baida

Date Prepared: February 11, 2019

Status: On Track

Accomplishments This Month

- Met with the President from GSA, who met with her E-Board to provide feedback.
- Owl Mentoring program entering soft launch phase.
- Decided to begin hosting two workshops each year specifically tailored to graduate students. One will focus on resume writing (in particular, covering work transitions) and the other on interview preparedness (which will be followed by them scheduling a 1:1 mock interview with our office).

Plans For Next Month

- Will be holding spring workshop tailored toward graduate students on March 22.

Project Name: Launching PeopleGrove Mentorship Platform

Prepared By: Jyll Kafer

Date Prepared: February 14, 2019

Status: On Track

Accomplishments This Month

- Completed list of soft launch Test Group users
- Completed admin walkthrough and checklist
- Completed Soft launch – Feb. 13

Plans For Next Month

- Debrief soft launch feedback from Test Groups
- Troubleshoot feedback issues
- Prepare for March Full Launch to Alumni and Students