Kennesaw State University

Office of Institutional Effectiveness

CAR Reporting
January 2019
Updates

CAR Lead: Ron Matson & Gloria Laureano

Project Name: Momentum Year – Graduation Coaches

Prepared By: Julie Page   Date Prepared: January 18, 2019

Status: On Hold

Accomplishments This Month

- Interim Provost requested that the project be placed on hold until new provost arrived.

Plans For Next Month

- Present to new provost

Project Name: Intentional Pathways for Students

Prepared By: Pam Cole   Date Prepared: January 17, 2018

Status: On Hold

Accomplishments This Month

- Currently on pause for the focus area curriculum review pending the internal study to examine why KSU students have accumulated 140 credit hours at graduation.
- Career maps work is in progress as it is in tandem with the work related to academic program maps.

Plans For Next Month

- Determine next steps once findings are released regarding the 140 credit hour study.

CAR Lead: Ron Matson & Jeff Delaney

Project Name: Review of Scheduling Process/Systems

Prepared By: Elizabeth Starnes and Rifka Mayani   Date Prepared: January 17, 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: January 22, 2019

Status: Complete

*Note: If complete, please provide measures of success

Accomplishments This Month

- No new update on activity – Winter One Community Council Meeting scheduled for February 14, 2019and agenda is booked.

Plans For Next Month

- Continue with Communities of Interest meetings every six to eight weeks.
- Winter One Community Council meeting is scheduled for February 14, 2019.

CAR Leads: Jeff Delaney, Alice Wheelwright

Project Name: KSU Today (formerly KSU Inform 2.0)

Prepared By: Alice Wheelwright   Date Prepared: January 22, 2019

Status: On Track

*Note: If complete, please provide measures of success

Accomplishments This Month

- UITS and Strategic Communications and Marketing have been working on a plan to replace KSU Inform.
- KSU Today launches 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 digest email.

Plans For Next Month

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

Project Name: Intranet/Other Internal Communications Tools

Prepared By: Alice Wheelwright   Date Prepared: January 22, 2019

Status: Planning/ On Track

*Note: If complete, please provide measures of success

Accomplishments This Month

- Internal Communications plan development is underway. Launching KSU Today on January 23, 2019 to enhance internal faculty and staff communications. Full plan is being built.

Plans For Next Month

- Finalize Internal Communications plan and continue implementation.

Project Name: Year Long Calendar of Interaction

Prepared By: Alice Wheelwright   Date Prepared: January 22, 2019

Status: Planning/ On Track

*Note: If complete, please provide measures of success

Accomplishments This Month

- Internal Communications plan development is underway. Launching KSU Today on January 23, 2019 to enhance internal faculty and staff communications. 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: January 9, 2019

Status: On Track

Accomplishments This Month

- Design was returned by City and State with no comments.
- RFQ process completed. Received 4 qualified bidders.
- Environmental review and subsurface investigation was completed and returned with no issues.

Plans For Next Month

- Submitting the State's final approval to the City of Marietta. Expected to have final approval from the City by mid-January.
- Pre-bid conference scheduled for January 10, 2019. Completed bids are due at the end of January.

CAR Lead: Gloria Laureano

Project Name: Marietta Campus Life Space

Prepared By: Gloria Laureano   Date Prepared: January 18, 2019

Status: In progress and complete

Accomplishments This Month

- Carpet installation tentative schedule:

  - Hall by 160/187 (no reservable rooms) - 1/31 to 2/3
  - 1st floor Atrium and Dogwood Lobby Area - 2/3 to 2/8 *they are only replacing the carpet not the tile. Access to Dogwood will remain for Campus tours.
  - 2nd Floor Lobby - 2/8 to 2/11
  - Hall by 213-216 - 2/12-2/15
  - Hall by Game Room and Talon One - 2/12 until complete
- Outdoor seating was assembled and installed by Facilities. (Complete)

Plans For Next Month

- None at this time, unless there is a change to the carpet installation.

Measures of Success for Outdoor seating: Additional informal gathering space available for students near the Wilson Student Center.

Project Name: Marietta Student Center Renovation

Prepared By: Gloria Laureano   Date Prepared: January 18, 2019

Status: In Progress

Accomplishments This Month

- Renovation project approved and have assigned a project manager (Wayne Wellington)
- Focus first phase of renovations 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.

Plans For Next Month

- Updates anticipated for next month.

Project Name: Marietta Rec. Opportunities and Facilities

Prepared By: Gloria Laureano   Date Prepared: January 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: January 18, 2019

Status: Complete

Accomplishments This Month
- The report was provided in August 2018 and a meeting with Vice President of Student Affairs early October post the master plan meeting of October 2nd.
  - The report provided four options at different levels of funding to address students' 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.

Plans For Next Month
- Currently on hold pending master plan decision as it has implications on the work at the Marietta campus and the location of the Recreation and Wellness facility.

CAR Lead: Julie Page

Project Name: Budget Transparency Process

Prepared By: Jamie Fernandes   Date Prepared: January 16, 2019

Status: Complete

Accomplishments This Month

- Website updated with Student Fee presentation.
- Continue to join CBO team meetings with each Dean to review FY19 budget.

Plans For Next Month

- Participate in Business Manager meeting and provide FY20 budget development instructions

Project Name: KSU Budget Review Process

Prepared By: Jamie Fernandes   Date Prepared: January 16, 2019

Status: On Track

Accomplishments This Month

- Request sent to non-revenue generating departments to submit permanent budget amendments adjusting their FY20 budget per FY18 and FY19 year-to-date analysis by February 15th.
- Request sent to business managers to review position budgets and clean-up all position deficits prior to the start of FY20 budget development by February 20.
- Distributed workbooks to revenue generating departments to begin the FY20 budget development including revenue projections and position budget updates. Workbooks are due back to the budget office by February 15.

Plans For Next Month

- If merit is included in the Governor's budget recommendation, develop and send FY20 merit worksheets to departments by the end of February.
- 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: January 9, 2019

Status: Delayed

Accomplishments This Month

- Final validation meetings being held.
- Final review and approval by Cabinet.

Plans For Next Month

- Publish hiring structure to hiring managers.

Project Name: Class and Comp Equity Study

Prepared By: Karen McDonnell   Date Prepared: January 9, 2019

Status: On Hold

Accomplishments This Month

Plans For Next Month

Project Name: Compensation Policy

Prepared By: Karen McDonnell   Date Prepared: January 19, 2019

Status: Delayed

Accomplishments This Month

- Final Review by Cabinet

Plans For Next Month

- Publish and communicate to campus

Project Name: HR Academy

Prepared By: Karen McDonnell   Date Prepared: January 19, 2019

Status: On Track

Accomplishments This Month

- HR Training on Performance Differentiation.
- Negotiation with SHRM (Society for Human Resources Management) to come in and do HRBP Training with HR team.

Plans For Next Month

- Training for HR team on HR Analytics.

Project Name: Department-Specific Onboarding

Prepared By: Karen McDonnell   Date Prepared: January 19, 2019

Status: Delayed

Accomplishments This Month

- Working on identifying team members – limited response.

Plans For Next Month

- Finalize team members.
- Hold kickoff meeting.

Project Name: New Manager Training

Prepared By: Karen McDonnell   Date Prepared: January 19, 2019

Status: Complete

Accomplishments This Month

- First "non-pilot" session held 1/22 – 1/31 with classes full and a wait list of 20 people for New Manager Orientation (for sessions for experienced managers new to KSU – allowing experienced KSU leaders to attend as well).

Plans For Next Month

- Determine appropriate audience to ensure that all who need to attend are able to register.

CAR Lead: Jeff Delaney

Project Name: Housing WiFi for Marietta and Kennesaw Campuses

Prepared By: Elizabeth Starnes, Davide Gaetano, Jim Herbert   **Date Prepared:** January 17, 2019

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

Accomplishments This Month

- On-site meeting and site survey with interested suppliers.
- Responses to questions from potential suppliers and provided additional requested information.

Plans For Next Month

- Start review of supplier submissions.

CAR Lead: Jeff Delaney

Project Name: Transform Electronic Workflow

Prepared By: Elizabeth Starnes and Rifka Mayani   Date Prepared: January 17, 2019

Status: On Hold

Accomplishments This Month

- Due to unresolved vendor related technical issues, the contract is under review.

Plans For Next Month

- Pending review.

Project Name: DocuSign Electronic Signature

Prepared By: Elizabeth Starnes and Rifka Mayani   Date Prepared: January 17, 2019

Status: On Track

Accomplishments This Month

- Continue to monitor and provide support for campus roll-out.
- Finalizing Power User 201 Course material and training in OwlTrain for campus .
- Continue working with HR, Procurement, Contracts, Legal and Fiscal Services and additional departments upon request for template/PowerForm training and initial form roll-outs.

Plans For Next Month

- Wrap-up project and move into maintenance.

Project Name: Business Process Automation – BPA Solution

Prepared By: Elizabeth Starnes, Rifka Mayani and Jim Herbert   Date Prepared: January 17, 2019

Status: On Track

Accomplishments This Month

- Vendor demos with committee members scheduled.
- Continue business automation tool requirements gathering with established review team.
- Special Project for Door Access Control: Finalizing the purchase of Kissflow solution for door access automation for their request process as a solution for an internal audit finding.

Plans For Next Month

- Add Financial Services representative to review team.
- Review vendor demos and determine next steps.
- 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: January 17, 2019

Status: On Track

Accomplishments This Month

- Updates to the Procurement Matrix and Purchasing Manual are in process. Procurement Matrix will be published on Office of Fiscal Services website.

Plans For Next Month

- Process changes are being shared with Academic Affairs – Lynn Kirkland before issuance to Business Managers, ePro users and approvers.

- Process flowcharts for Request for Quotes, Request for Proposals, and Sole Sources will be published on the Fiscal Services website in January 2019.

Project Name: Training for Procurement Staff

Prepared By: Donna Bertrand   Date Prepared: January 17, 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.
- Purchasing staff are taking customer service, writing, and project management classes with the Center for University Learning (CUL).

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

Project Name: Process Improvement Plan

Prepared By: Donna Bertrand   Date Prepared: January 17, 2019

Status: On Track

Accomplishments This Month

- First meeting with Office of Institutional Effectiveness (OIE) to discuss plans for the focus group. OIE will conduct the four focus groups: 1. Requesters, 2. Department and External Approvers, 3. Mixed Group of Staff, and 4. CDAs. Procurement will not attend the focus groups. A report will be issued at the end of the process.
- Procurement Advisory Council meeting begins this month on January 18th led by the Controller/AVP for Fiscal Services. Meetings will be held on the third Friday of Each month. The Council meetings will have participation from various levels of leadership represented from Academic Affairs, IT, Athletics, Facilities, Auxiliary and other areas. Focus will be to receive critical feedback on efficiency of Procurement operations and standards of customer service.
- Conduct CUL training for new managers:
  - Tuesday, 1/22/2019
  - Thursday, 1/24/2019
  - Tuesday, 1/29/2019
  - Thursday, 1/31/2019

Plans For Next Month

- Publish list of upcoming procurements (RFQs and RFPs) on the Fiscal Services website
- Publish Procurement and Owlpay Matrix
- After data is gathered from the focus group, a survey will be issued to ePro users and approvers to develop a baseline on customer service.

Project Name: Concur – Live Training

Prepared By: Sandy Cagliani   Date Prepared: January 17, 2019

Status: On Track

Accomplishments This Month

- January training schedule has been issued by CUL:
    - Tuesday, 1/22/2019
    - Thursday, 1/24/2019
    - Tuesday, 1/29/2019
    - Thursday, 1/31/2019
- Drop-In Trainings Sessions Offered:
    - January 15, 2019 – 9:30 AM – 10:30 AM, Kennesaw – PS243
    - January 15, 2019 – 9:30 AM – 10:30 AM, Marietta – J135

Plans For Next Month

- No live training scheduled for February (CUL)
- Drop-In Training Sessions Offered:
    - February 19, 2019 – 9:30 AM – 10:30 AM, Kennesaw – PS106
    - February 19, 2019 – 9:30 AM – 10:30 AM, Marietta, J135

Project Name: Concur – Online Training and Assistance

Prepared By: Sandy Cagliani   Date Prepared: January 17, 2019

Status: On Track

Accomplishments This Month

- Testing short videos with department business managers and other approvers.
- Meet with Bagwell College to discuss Contract Compliance, Accounts Payable/Travel, and Procurement.
- Reaching out to Academic Affairs to assist with scheduling appointments with each college.
- 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.

Project Name: Concur – Next Gen

Prepared By: Sandy Cagliani   Date Prepared: January 17, 2019

Status: On Hold

Accomplishments This Month

- Implementation of Concur NextGen interface has been postponed until after July 1st. The state implemented NextGen in January and determined that more work had to be done before proceeding further.

Plans For Next Month

- Follow-up with the State Travel Office regarding the status of Next Gen to get a better idea of the schedule and implementation plan.

CAR Lead: Jackie Quiroga

Project Name: Policy – Electronic Document Control

Prepared By: Jacqueline Quiroga   Date Prepared: December 14, 2018

Status: On Track

Accomplishments This Month

- Contract approved.
- Needs assessment scheduled for December 19th

Plans For Next Month

- Kick-off meeting with vendor scheduled for January 9, 2019.

Project Name: Policy – Training Materials

Prepared By: Jacqueline Quiroga   Date Prepared: December 14, 2018

Status: On Track

Accomplishments This Month

Plans For Next Month

- Develop a tracking plan and procedure with the Director of Policy.

CAR Lead: Jackie Quiroga & Alice Wheelwright

Project Name: Policy – Communication Plans

Prepared By: Jacqueline Quiroga   Date Prepared: December 14, 2018

Status: Delayed

Accomplishments This Month

Plans For Next Month

- Determine new communication plan with Alice Wheelwright

CAR Lead: Karen McDonnel & Brenda Stopher

Project Name: Employee Engagement

Prepared By: Karen McDonnell   Date Prepared: January 19, 2019

Status: Delayed

| Accomplishments This Month |
- Presented to HR Advisory Council regarding plans for data gathering.

| Plans For Next Month |
- Reach out to Deans and Cabinet members to request volunteers to participate in focus groups regarding employee engagement and morale issues.

Project Name: KSU Brand Refresh

Prepared By: Alice Wheelwright   Date Prepared: January 22, 2019

Status: On Track

*Note: If complete, please provide measures of success.

| Accomplishments This Month |
- Updated President and Cabinet on research outcomes, competitive positioning review, logo recommendations and next steps in process. New logo was approved for rollout ahead of all other elements of the new branding.
- Began work on KSU positioning and brand architecture.

| Plans For Next Month |
- Finalize plan for new logo rollout.
- Conduct Mission, Vision and Values workshop in January.
- Continue build out of brand positioning and architecture.

Project Name: Strategic/Prioritized Hiring

Prepared By: Karen McDonnell   Date Prepared: January 19, 2019

Status: Delayed

| Accomplishments This Month |
- New Talent Acquisition Manager started January 2, 2019.
- Process review of Hiring process.
- Improvement in HR SLAs from prior month.

| Plans For Next Month |
- Sourcing plans created for niche jobs.
- Continued process improvement and training for Talent Acquisition Management team.
- Final plans on new Careers Applicant Tracking system implementation (March 1)

CAR Lead: Bob Mattox

Project Name: Adult and Commuter Tracking System

Prepared By: Bob Mattox   Date Prepared: January 10, 2019

Status: On Track

| Accomplishments This Month |
- Held monthly meeting (JAN)with Viola's team to continue conversations on design stages/phases
- Ahead of schedule, moving to testing phase soon.
- Project request approved.

| Plans For Next Month |
- Pull ACSA's current version of tracking out of KSU connect and cultural community group.
- Have sign-in kiosk installed for testing phase.

CAR Lead: Bob Mattox

Project Name: Co-Curricular Credentialing Model

Prepared By: Bob Mattox   Date Prepared: January 1, 2019

Status: On Track (ahead of schedule)

Accomplishments This Month
- The contract with Campus Labs to additional branches finally cleared the Contracts Office and has been submitted to DSA Business Office for processing.

Plans For Next Month
- Meet with department heads and units to create buy in for tap-in readers.
- Meet with all key constituents, division staff first, then advisors and student leaders, to ensure everyone understands the new RSO policy and manual, and how it relates to funding processing

Project Name: Assessment of Career Planning Offerings for Grad Students

Prepared By: Ana Baida   Date Prepared: December 17, 2018

Status: On Track

Accomplishments This Month
- Identified questions to ask in Spring focus group

Plans For Next Month
- Schedule focus group

Project Name: Launching PeopleGrove Mentorship Platform

Prepared By: Jyll Kafer   Date Prepared: January 24, 2019

Status: On Track

Accomplishments This Month

- Final customization phase of build out of the platform
- Completed check in meetings with UITS
- Assignment of UTIS staff

Plans For Next Month

- Planned soft launch with small alumni, faculty and student test groups

Key Issues, Risks, & Concerns

- None at this time