



CAR Reporting September 2019 Updates

Updated October 8, 2019

Project Name: Review of Scheduling Process/Systems

Prepared By: Rifka Mayani

Date Prepared: September 13, 2019

Status: On Hold

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.

Plans For Next Month

- Academic Scheduling – Review of current processes and configuration for academic scheduling with the Registrar’s office.
- Improved Training and Documentation – Coordination with the training team to create better training documentation for EMS including how to reserve a simple meeting, information tables and requesting event space. We plan to expand access to this kind of documentation for the campus community.
- Catering - Possible upcoming collaboration with KSU Catering to expand system capabilities in support of catering operations.
- Room Audits (Events/Student Life) – Room audits are being 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: September 2019

Status: On Track

Estimated Completion: December 2019

Accomplishments To Date

- Detailed communications plan for high-level communications to faculty and staff has been approved by the President.
- Planning and development of approved tools underway.

Plans For Next Month

- Complete contract review and collaboration with UITS on the master calendar tool.
- Build out the master calendar tool for roll out in November/ early December.

Project Name: Marietta Student Center Renovation

Prepared By: Gloria Laureano

Date Prepared: September 23, 2019

Status: On Hold Pending Updated Master Plan

Accomplishments To Date

- 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.

Plans For Next Month

- None; design phase is concluded. 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: KSU Budget Review Process

Prepared By: Antrameka Knight

Date Prepared: September 23, 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, almost 180 users have received either beginner 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 weeks, with classes alternating between campuses.
- Reporting
 - Original focus group to identify improved position management and dining services reports for Academic Affairs and Auxiliary, respectively, have all been completed.

Plans For Next Month

- An Intermediate SAS Training class is scheduled for October 11. This class targets business managers who wish to delve further into the analytical capabilities of the SAS tool (Comprehensive Financial Report and Position Management).
- Post the remaining position management reports to the SAS portal for Academic Affairs by end of September.

Project Name: Class and Comp Structure

Prepared By: Karen McDonnell

Date Prepared: September 24, 2019

Status: Delayed

Estimated Completion: October 31, 2019

Accomplishments To Date

- Final job descriptions and market review completed for over 650 positions
- Validation meetings held for over ¾ of campus

Plans For Next Month

- Final validation meetings in progress
- Communication planning for publication of new structure

Project Name: Department-Specific Onboarding

Prepared By: Karen McDonnell

Date Prepared: September 24, 2019

Status: On Track

Estimated Completion: December 2019

Accomplishments To Date

- Held work sessions where the cross-functional project team strategized how to improve the employee onboarding process from both an internal business perspective, and an external new employee perspective.
- Met with UITS representatives to identify the process by which new employees are provisioned access into campus systems, and identify opportunities for efficiencies and improvements
- Compared KSU's onboarding process to best practices of peer institutions
- Began work to stand up a webpage on the HR website where hiring managers and new employees can find helpful checklists and resources

Plans For Next Month

- Meet with representatives from CETL to brainstorm ways to improve the orientation session
- Continue to work toward goals for the next phase of the project and realign team members into smaller working groups in order to address those goals

Project Name: Business Process Automation – BPA Solution

Prepared By: Rifka Mayani and Jim Herbert

Date Prepared: September 15, 2019

Status: On Track

Estimated Completion: Phase 1: December 2019, Phase 2: February 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.

Plans For Next Month

- Continued work on Phase 1 (Estimated completion December 2019)

Project Name: Training for Procurement Staff

Prepared By: Donna Bertrand

Date Prepared: September 12, 2019

Status: On Track

Estimated Completion: October 18, 2019

Accomplishments To Date

- At the bi-weekly team meetings, the Associate Controller for Accounting Operations provides training on the KSU Purchasing Manual Training. Under the guidance of the Director of Procurement, Catherine Ice, the team has selected four areas for improvement based on the results from the focus groups – Communication, Training, Technology and Collaboration.
- Asst. Directors of Procurement and Strategic Sourcing, Lisa Mehalko and Zachanta Valoy, respectively hold weekly team meetings to review different areas of procurement and customer service.

Plans For Next Month

- Bi-Weekly trainings on the KSU Purchasing Manual will continue while the assistant directors will focus on their area-specific trainings on customer service.
- Specific actions/themes will be developed to improve the four focus areas mentioned above.

Project Name: Process Improvement Plan

Prepared By: Catherine Ice

Date Prepared: September 12, 2019

Status: On Track

Estimated Completion: October 31, 2019

Accomplishments To Date

- Website updates are ongoing.
- Procurement Advisory Council Meeting was held on 8/18/19.
- Drop-in Sessions with departments are continuing.

Plans For Next Month

- Procurement Advisory Council Meeting is being scheduled.
- Issue highlights on website and via email to ePro users “Did you know”, as recommended by Dr. Wells.

Project Name: Concur – Live Training

Prepared By: Sandy Cagliani

Date Prepared: September 23, 2019

Status: On Track

Estimated Completion: Ongoing

Accomplishments To Date

- Departmental and College Approver Training Sessions.
- Individual training sessions for new Concur users working in supporting role for faculty and staff.
- Ongoing, monthly Travel Drop-In Sessions on the Kennesaw and Marietta Campus.

Plans For Next Month

- 09/24/19 - Travel Training and Approver Training with Business Managers.
- 09/25 and 09/26 - Live Owl Train Training Sessions for Travel Policies and Procedures and Concur Use on the Kennesaw and Marietta Campus.
- 10/3/19 – Rescheduled date for Travel Approver Training for Bagwell College of Education
- 10/15/19 – Travel Drop-In Sessions on Marietta and Kennesaw Campus locations.
- Scheduling meetings for College of Architecture and Construction Management in process.

Project Name: Concur – Online Training and Assistance

Prepared By: Sandy Cagliani

Date Prepared: September 23, 2019

Status: On Track

Estimated Completion: October 31, 2019

Accomplishments To Date

- Addition of short training videos for Kennesaw State University travelers by topic. The videos will address the top 5 challenges for KSU travelers. Completed Travel Authorizations video first.
- 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.

Plans For Next Month

- Completion and upload of revised Check Lists for Travelers and Approvers.
- Completion of two final video uploads to include mileage and hotel entries, and allocation and approval flow updates.

Project Name: Concur – Next Gen

Prepared By: Sandy Cagliani

Date Prepared: September 23, 2019

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.

Plans For Next Month

- N/A

Project Name: Policy – Training Materials

Prepared By: Paula Bechtler

Date Prepared: September 23, 2019

Status: Delayed

Estimated Completion: TBD

Accomplishments To Date

- None

Plans For Next Month

- Meeting with the Policy Council to determine options for evaluating training needs related to new policies

Project Name: Policy – Communication Plans

Prepared By: Paula Bechtler

Date Prepared: September 23, 2019

Status: Delayed

Estimated Completion:

Accomplishments To Date

- Evaluated new Policy portal for delivery of communication regarding new policies. Determination was made to not purchase additional module.

Plans For Next Month

- Meet with Policy Council to determine options for communicating information on new policies.

Project Name: Employee Engagement

Prepared By: Karen McDonnell

Date Prepared: September 24, 2019

Status: Delayed

Estimated Completion: December 31, 2019

Accomplishments To Date

- Kickoff meetings held for 4 of the six engagement teams:
 - Communications
 - Appreciation/Recognition
 - Benefits/Perks
 - Career Paths

Plans For Next Month

- Continued build out of proposals to submit to leadership
- Work with CDO to determine go forward plans for Diversity and Inclusion project team
- Lack of volunteers for Two campuses/one KSU team

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 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: Compensation Policy

Prepared By: Karen McDonnell

Status: **Complete**

Final Result:

Project Name: HR Academy

Prepared By: Karen McDonnell

Status: **Complete**

Final Result:

Project Name: New Manager Training

Prepared By: Karen McDonnell

Status: **Complete**

Final Result:

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: 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: 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

Estimated Cost: \$500

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: 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:

Catherine Ice will lead these meetings.

Project Name: Policy – Electronic Document Control

Prepared By: Paula Bechtler

Status: Complete

Final Result:

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