Call to Order   Shelley Clifton

Meeting called to order at 1:31pm
➢ No previous meeting minutes to approve (previous meeting was a working meeting)

New Business

➢ Financial/Transaction Approval Policy   Ken Doherty
Ken discussed the financial documents approval policy update.

Changes are:
1. A hierarchy of policies was entered.
2. The original policy allowed for no sub-delegation- the update allows for sub-delegation by one level only.
3. Increased DPR level (no maximums).
4. Your department can add more restrictions but cannot ignore or remove any restrictions. Ken recommend everyone review their approval ques and update as needed.
5. Approvals are set by function not title

Ken recommend that we review our approval ques and update as necessary. Suggested thresholds are provided by the document. Warren recommended that definitions be added to describe department/unit/division nomenclature. Ken stated that he will have Aleyvia Coles send out instructions on how to adjust your approval ques.

➢ Campus Master Plan   Ashley Flintoff

Ashley Flintoff presented a brief overview on the status of a campus master planning effort. A consultant will be retained to do a space analysis. The last master plan was in 2001 and a brief update was performed in 2008. We need a comprehensive analysis of how we use space within the University. The plan is meet with every department to discuss how their space is used, what are their needs, what are their projections for space. The consultant is expected to be on board by mid-May.

➢ Talent Management System-   Lila Asante-Appiah

For the past three years a new Talent Management System has been a continuing effort of Human Resources. The goal is to shore up practices and technologies that are in place to support all aspects of HR (recruitment, onboarding, performance, development, succession and transition).

Lila discussed the different tentacles coming into the HR process which makes it difficult- the plan is to make things more integrated.

HR engaged Berry Dunn in 2015 to evaluate the WSU HRIS environment to identify current state and opportunities for improvement. Gaps identified were: gaps in data flow, lack of system integration, high volume of manual and duplicate transactions and impeding paper processes.

The current plan is to contract with Cornerstone (Ellucian's partner) by December 2018. This will be a two year implementation whereby a Talent Management System is delivered. Lila then discussed the technological benefits and process improvement impacts that we would obtain from a talent management system update.

Lila shared a list of names of those on the Talent Management System project team and invited any interested BAO's to notify her of their interest. The timeline for this project is 2018- latter half of 2019.

➢ Overpayment Dashboard   Anna Robinson

Around the 10th of each month for the prior month Anna will send out updates regrading overpayments. Late processing is the main cause of the overpayments.

Anna was asked questions about how repayments are received- she replied that various methods are utilized dependent upon the situation. Dr. Yancey asked for clarification on who does the actual collection of these overpayment refunds. Anna shared that payroll does the actual collection. The purpose of the report is to share where we have problems in this area and to relay why the overpayment happened.

Lila shared that their ultimate goal is to determine where the problem generates and determine how we can eliminate the overpayments. It was mentioned that due to the effort of the payroll team and the sharing of this report - overpayments are dramatically reduced from prior years.

➢ Business Process Re-engineering (BPR)   Bill Ging

The BPR team is part of Planning, Innovation and Assessments and report to the VP of Business Operations and Finance. BPR is "fundamental rethinking and radical redesign of processes to achieve dramatic improvements". The BPR team's goal is to assist teams in the redesign of processes by facilitating the team's efforts they don't lead the process nor generate the ideas. The BPR team utilizes Six Sigma (a defined and disciplined business methodology to increase customer satisfaction and profitability by streamlining operations, improving quality and eliminating defects. The BPR team have developed a short BPR 101 session.

The overall objective of the BPR team is to ensure that those involved understand the BPR process, the need for continuous improvement and the need for constant monitoring.
Current projects – ePAF process, MADS (medical and dental systems benefits), position control, HR Cornerstone project, and the Design and Construction process. The BPR team consist of Bill and three others.

➤ Facilities Fast Forward   Harry Wyatt

Harry Wyatt discussed the various entities of Facilities. Harry stated that two new entities were added, Real Estate and Parking Services. Harry stated that he is looking for ways for the BAO group to provide input. If there is an area you're interested in participating in- send Harry Wyatt an email.

"Facilities Forward" is sponsored by Bill Decatur- the steering committee includes members from the following groups- Deans, AVP's, Athletics and School of Medicine members. There was an outside third party report that provided input in relation to an internal audit finding and a survey and focus group that many employees participated in (50% participation). Main issues were employee morale, retention and communication were issues. Key feedback from the customer survey shared that communication and follow-through were the areas where concerns were shared- results were very inconsistent. Changes made thus-far are, adjustments to the space management process, the fee structure for design and construction and implementation of walkie-talkies for facilities staff.

The emphasis of this program is a bottom up implementation. Current work streams are:
1) Small capital projects (lead: Ekta Kamalia)
2) Maintenance Communication and Delivery (lead: Steve Pecic)
3) Custodial Services Improvement (lead: David Poole)
4) Ground Services Improvement (no lead as yet)
5) Design Standards Refresh (Fran Ahern)
6) Ambassador Ownership and Communication
7) Instilling a sense of ownership (lead: David Strauss)

➤ Wrap-Up   All
Lisa Shrader gave a shout out to employees celebrating miles stone anniversaries; Angela Strickland, Antonio Yancey, Donna Mills, Joan Ferguson and Beth King. The years of service ranged from 10 to 45 years.

Meeting adjourned at 3:10 pm