

Business Affairs Officers Committee
Minutes
April 2, 2014

Members present:

Rachel Beatty, Kathleen Blumberg, Mary Beth Buchan, Linda Carter, Daniel Cooper, Warren Doucet, Elizabeth Elder, Joan Ferguson, Elizabeth Godwin, Rita Gordon, Robert Harris, Andrew Kaufman, Joe Kieleszewski (Kimberly Mason), Celeste Lezuch, Stuart May, Sharon Progar, Kimberly Rize, Lisa Shrader, Catherine Siladi, Lara Trocchio, Arthurine Turner, Karen Vest, Donna Wells

Guests: Tim Michael, Lila Asante-Appiah, Kimberly Sayles, Jim Barbret, Mike Gleason, Deb Brazen, Steve Pecic, Julie Denomme, Anna Yelenich, Carolyn Hafner

I. Call to Order – L. Carter (Meeting called to order at 1:33 p.m.)

- Minutes from the previous meeting were approved without modification
- There was one change to the Agenda for the day: Celeste was unable to attend, and did not present.

II. NEW Business

A. Student Center Building Renovation– Tim Michael

- Phase 1a of the renovation process began in December 2013 with the construction of Panda Express, and is scheduled to be completed on April 14, 2014.
- Phases 1 and 2 of renovations will be completed in two halves – North and South.
- Phase 1 will begin on 5/1/14 and continue throughout 11/30/14.
- Phase 1 will consist of construction to the entire North end from the ground floor to the 3rd floor.
- Phase 2 will begin 12/1/14 and will consist of renovations to the South end.
- The “punch card” style windows will be replaced with larger glass that will allow more light and visibility in/out.
- A new elevator will be added in the main entrance that will go from ground – 3rd floors.
- On the 2nd floor Universe IT will be consolidated, the new offices will have more of an Apple Store style entrance and the help desk will be there as well.
- Down the corridor, there will be two new meeting rooms, two new dance studios, (which can also be meeting rooms), with frosted glass for privacy.
- In the lower level, there will be a new gaming area, food court in which the Burger and Pizza food stations will be relocated from the main floor.
- There will also be a performance area in the lower level with a stage for open mic nights, poetry slams etc.

- A stair case will be added that will cut right through the food court.
- Panda Express will have its own entrance during construction and will remain open during construction.
- During the phase 1 renovations of the North end, (5/1-11/30), only Panda Express and the elevators will be accessible.
- Barnes & Nibble will be expanded to a 3000 sq ft store and will also have a spirit shop where WSU apparel will be sold.
- The Michigan First Bank will be re-located across the hall.
- During phase 2 renovations of the South end, (12/14 – 7/15), the Bank, Barnes & Nibble and the Hilberrys will be closed.
- Taco Bell will be brought back in expanded form.
- Popeye’s Chicken will also join the food court.
- There will be a full service Starbucks (Re-locating from Anthony Wayne Dr).
- The airplane ceiling in the main level food court will be removed, but 3 or 4 of the tiles with airplanes will be preserved and permanently displayed with an explanation of its history and importance.
- The solid areas of the upper levels will become glass so that you can see out/be seen.
- More general seating will be created.
- The Ballroom will have a raised ceiling and another third will be added onto it so that it will seat 500 people.
- The auditorium will have stadium style seating that will be retractable.
- 2 new meeting rooms the size of the Hilberrys will be added.
- The Hilberrys are also being renovated
- A catering kitchen will also be added to help servers create a better dining experience.
- Rental policies/rates are not expected to change/raise.
- On the 3rd floor, the Dean of Student’s Office is will be in one suite.
- There will be a Student Leadership & Collaboration space.
- The Student Senate and the Campus Activities Team will have offices.
- Two additional offices will be assigned to student groups (by process of prioritization).
- More group study spaces will be added as well.
- The entire project is scheduled to be completed by July 15, 2015.
- Entire cost is \$26.5 million dollars.
- \$20 million is fund money that WSU borrowed as part of the \$90 million bond.
- \$6.5 million is being sought out through philanthropy/donor in which the student center can be named after.
- Info will be going out soon regarding how the SCB will operate during the construction periods.

B. Off-Boarding Employees – Lila Asante-Appiah, Kimberly Sayles

- October 2013 a Talent Management Consultant was hired, (Kimberly Sayles.), to look into developing programs for talent acquisitions, “on-boarding,” orientation, performance management and “off-boarding” employees.
- Since Kimberly has come aboard, she’s started working on revamping the orientation Day 1 Program and the on-boarding program.
- Currently the development of off-boarding program is in the works.
- The objective of the program is to minimize risk and potential liabilities to the University, to retract the WSU employee identity, to close critical off-boarding processing gaps and to clarify levels of involvement for all units involved in the process.
- Another objective is to tighten communication with other critical units relative to off-boarding and to gather data during the process for organizational and processing improvements.
- The aim is to ensure that our practices are consistent and ultimately implement a standardized process for off-boarding.
- The current process consists of the EPAF “Termination” process, a transfer and separation checklist and some exit interviewing processes that some units use independently (there’s no formalized process).
- Timeline for developing this program consists of developing a survey using the gathered info that’s relative to BAO involvement so that standardization of the process will be concise.
- Collecting results and forming a focus group from these results.
- A smaller group within the BAO unit, (3-5 volunteers), will help to formalize the process and make sure that the process is in line with the University’s practices.
- The transfer and separation checklist will be updated.
- An automated exit interview questionnaire has been developed (pilot) to complete some of the processes in a more timely fashion.

C. Update on P-Card–Mike Gleason

- P-Card is transitioning to Bank of America from PNC.
- The Bank of America cards are being logged into the Pipeline interface (used to process all the expenses, after this they go to central receiving and they’ll start doing desktop delivery).
- Central receiving is also going to track all of the signatures to help keep tabs on where the cards have been dropped off.
- As we transition from PNC to Bank of America another card account will be created for the cardholder and when the cardholder stops using the PNC card and switches to Bank of America it will create the new expenses.
- The transition should be seamless.
- The interface is not changing, nor is expectations or posting dates.

- After 2 weeks of the delivery of the Bank of America cards, the PNC cards will be shut down and that gradual shift will become permanent (activity importing in the pipeline interface).
- Part of the transition to bank of America was to take advantage of more competitive rebates.
- AP Director will help with our focus of trying to improve our invoice & receiver processes.
- Fire portal is a portal that allows vendors to submit invoices electronically and check the status of payments without having to call the department (or AP).
- The Digital Mail Room will allow users to have a scanned invoice at their disposal, (when prompted to approve an invoice or complete a receiver), and allows us to become less of a tactical transaction based AP team to just review the exceptions.
- Advanced Dynamic Matching is a way of configuring some of the receiver tolerances, and lets us get more sophisticated with what the requirements are.
- Advanced Dynamic Matching also provides administrative functionality to create more logical requirements for those receiving of invoice matching and P.O. matching.
- AP Discount Manager allows us to actively negotiate some of the discount terms with our known suppliers and take advantage of those discounts and promote some visibility when it comes to managing when those discounts may be expiring.
- AP Director is slated to be completed by the end of April.
- Total Supplier Manager addresses the complaint that it takes too long to get vendors into the system, and puts maintenance and the vendor on-boarding process into the suppliers' hands.
- TSM also gives us the ability to build policies to be enforced and creates an opportunity for us to collect stronger, more relevant data (socio-economic data).
- The TSM process should begin on April 14, 2014 and should wrap up in mid-May.

D. R-FaST - Deb Brazen, Steve Pecic

- R-FaST – Research Faculty Set-up Team
- R-FaST has worked heavily with 5 out of the 13 schools/colleges on campus over the past 5 years – Engineering, Pharmacy, Liberal Arts & Sciences, Nursing and Medicine.
- Problem that R-FaST is trying to solve: After a research candidate has accepted the offer to work at WSU, they arrive and get a temporary facility to work in and Jim Sears is contacted and told to fix the situation and he in turn talks to the researcher, tries to determine what their space needs and if a space is available and has to do this before their grant reaches a threshold and more problems ensue.
- R-FaST wants to change this process
- R-FaST is trying to change the perception that FP&M is always taking too long to get the employees setup.

- At times, the construction expectations may be higher than the S/C/D anticipated and this can cause problems between the S/C/D and FP&M.
- Communication was poor and lead to negative consequences on research and an overall loss of productivity.
- A task force was created to identify the fact that researchers were coming to campus and there was a huge disconnect between the researchers and Facilities to get that person on-board and set up.
- The task force noticed that there were 2 important lines on the Financial Responsibility Form – the cost for lab renovation, and the cost for office renovation.
- Facilities aren't often enough involved in determining where the employee will be placed.
- An S/C/D may estimate a construction cost of \$20,000 and in fact that construction may cost \$200,000. Then the questions arise as to who's going to pay, etc.
- Knowing cost estimates in advance and having Facilities' involvement early on will prevent a lot of issues.
- Dedicated staff that remains involved with the Researcher and Facilities throughout the process is a great help and speeds things along.
- R-FaST has been developing tools and resources to help with the process: modified delivery methods for construction, re-bid of the time & materials contracts, sending staff to national conferences, developing preferred vendor contracts with lab designers/architects and engineers.
- R-FaST has put together an extensive survey to be completed early on by the school/college that has an opening and is looking to hire a research candidate to determine what type of space they'll need.
- R-FaST also will teleconference with the candidate to get their expectations and to learn of their current accommodations to transfer them to WSU.
- They are currently looking into developing lab and casework standards with procurement to establish standards to drive some preferential pricing.
- The purpose of the Modified Contract Execution process is to try to streamline the things that cause delays in Facilities' processes.
- The Wagon Wheel Coordination approach identified that there are many units that candidates have to interact with in order to get up and running. So R-FaST wants to act as the "Hub" for them.
- R-FaST has connected with the following groups: Procurement, DLAR, OEHS, C&IT, and Risk Management to work together to on-board new researchers in a more proficient way.
- As of now, the Researcher (candidate) accepts WSU's offer then the steps toward construction begins on their space.
- R-FaST eventually would like to begin the steps toward construction ahead of time so that the researcher will be able to move into their space within days of their arrival.
- The next steps are to continue to create databases of costs for different schools/colleges, finalize the wagon wheel package and the development recruitment package.

- The Wagon Wheel package is basically marketing, so the school/college can have something that illustrates how WSU will accommodate and engage you.
- The Recruitment package is part of the early on survey and is more interactive. It demonstrates how WSU can really advance its people.

E. HR Personnel Service Contracts- Julie Denomme

- At the beginning of January a new personnel service checklist process was issued.
- A series of meetings will be conducted with HR Directors to get feedback, address problems and areas of concern.
- Follow-up training will be conducted with the individuals involved in the process.
- In addition to training, the HR Consultants (HRC) have been combining the contracts with the checklists.
- The contracts should not be completed until the HRC has approved or signed off on their part of the checklist, saying that they agree that this is an independent contractor vs. and employee.
- The purchasing and disbursement websites have both been updated with the new IRS W-8 forms, for vendors, and the W-9 form for foreign vendors
- What was previously one W-8 form has now been broken up into two forms.
- One form is strictly for individuals and it retains the former name of W-8BEN and the new form is for companies and is called the W-8BEN-E.
- The W-8BEN-E is about 8 pgs long and has about 30 sections (20 relate to financial institutions).
- There's going to be a space added to the HR checklist that allows the HRC to print their name (for the sake of legibility).

F. Salary Overpayments - Anna Yelencich, Carolyn Hafner

- The President has asked internal audit to look into salary overpayments.
- Internal audit is working with payroll, accounting and the General Counsel's Office on this matter.
- In many instances it's been discovered that individual employees have not been coded correctly in the system and as a result they're being overpaid.
- Some employees have been placed on an unpaid suspension but due to error, they still receive pay.
- In other cases an employee should've been terminated but end up still receiving pay and fringe benefits for months after they're physically gone.
- Internal audit is trying to get to the root cause as to why Payroll isn't receiving pertinent information.
- Internal audit is looking to do some system data analysis and contact BAOs to do detailed roster reconciliation.
- BAOs and payroll will be contacted when overpayments have been identified.

- The next step will be to get the overpaid employee on a billing system so that WSU can be repaid quickly.
- The billing and collection process will be tightened up and overpaid employees will be referred to collection agencies when they don't pay.
- If you want to report someone/something that you feel needs to be investigated you can report the situation leave an anonymous tip or report directly to Carolyn and remain anonymous

III. Meeting was adjourned at 3:00 p.m.