UAF Process Improvement and Training (PIT) Crew
February 2019 Results Update

Background

Since 2012, the PIT Crew, managed by the Office of Management and Budget (OMB), has conducted campus-wide and small scale projects focused on reducing administrative barriers/inefficiencies, increasing automation, and encouraging shared services development in many UAF areas including but not limited to: finance, procurement, research administration, travel, student services/admissions, campus communications, campus safety/risk management, financial aid/scholarship processing, online learning, facilities services, campus events, human resources, and Veteran's support services.

PIT Crew facilitators are often solicited to lead unit/department strategic planning sessions/workshops, workflow (flowchart) mapping sessions to identify and reduce inefficiencies, and provide guidance for motivated teams to achieve results. Promoting a culture of continuous improvement, facilitators provide support to process owners and serve as a resource for UAF. Where it is possible to partner with sister-institutions or UA the PIT Crew strives to do so, for system-wide benefit.

Results

While some results are more qualitative, the PIT Crew has identified over $750,000/year in savings or cost avoidance actions, from projects during the period 2012-2018. Value derived from projects currently underway have not yet been added to this total. As the institution continues to change, the PIT Crew expects this number to grow where process owners further implement new tools or enhancements as technology and process evolve.

Active Facilitators

Mike Cox, Facilities Services

Faye Gallant, EPSCoR

Margo Griffith, Equity & Compliance

Jennifer Harris, College of Fisheries & Ocean Sciences

Kris Racina, School of Management

Ashley Munro, Financial Aid

Julie Queen, Financial Services

Dave Read, Geophysical Institute

Gabrielle Russell, Rural Student Services

Briana Walters, Management & Budget

Methods

The facilitators utilized a Process Advantage® framework developed by Professional Growth Systems (PGS) for many of the projects, and have adapted the University of Washington's Strategy Map approach for strategic planning sessions. As of 2018, several facilitators are also LEAN White and Green Belt certified.

Naturally Inspiring.

January 2019 Status Report (FY19)

In FY18, UA Statewide invested $1.1 million annually for a three year period to integrate and automate back office systems to improve service, reduce long-term costs and provide system-wide benefits. UAF projects underway include: Docusign/OnBase integration and exception reporting improvements, HR automation, Procurement workflows, research administration/grant module improvements in Banner, and an improved student needs sheet for Financial Aid.

Major Initiatives in Progress

Scholarships/Aid Packaging: Scholarships Transformation and Revitalization (STAR) Team
Started May 2018
To increase enrollment, UAF is seeking to enhance the student experience via the scholarship process, streamline awarding, and increase UAF's ability to strategically leverage scholarship funds. Currently, there is no single repository for UAF scholarships. Scholarship applications can be difficult for students to access, and announcements of awards are communicated on different timelines and from different offices. The goal is to improve awareness of a student's net cost of attendance which can impact a decision to attend UAF. This effort is part of a larger Strategic Enrollment Planning (SEP) initiative currently underway. Outcomes are expected by late March 2019.

Graduating Graduate Students
Started December 2018
The Graduate School has engaged the PIT Crew to examine how graduate students apply for graduation. Goals include identifying areas to improve customer service for students and reducing duplication of effort among various offices. This project will become a series of small work teams with a long-term goal to increase our graduation rates for graduate students and thereby work toward Tier 1 status as a research university.

College of Fisheries and Ocean Sciences Faculty Retreat
January 2019
The College of Fisheries and Ocean Sciences (CFOS) hosted a faculty retreat to provide an opportunity for all CFOS faculty to engage in setting near-term goals and priorities in areas of enrollment management, teaching, advising, research initiatives, service and diversity.

Military and Veteran Tuition Assistance
February 2019
As part of Strategic Enrollment Planning (SEP), a Tuition Assistance task force was formed. The Department of Military and Veteran Services will identify current procedures and requirements regarding tuition assistance for military and veteran students. By understanding the processes in place, the department looks to identify areas to improve customer service for students and reduce duplication of effort among various offices. UAF is currently on the 2017 list of MilitaryFriendly®Schools and strives to maintain a military friendly approach to services/resources in a higher education context.

For a list of past projects and results achieved, please visit: www.uaf.edu/omb/