

College Administrative Services Council
SYSTEMIC CHANGE: Proactive Planning Retreat
Friday, April 20, 2010, 1:00 – 5:00 p.m.
Oakland Community College, Bloomfield Hills Campus
Facilitator: Joscelyn Andrews

PURPOSE STATEMENT

Establish processes designed to increase efficiencies, reduce costs and ensure accountability

AGENDA SUMMARY

The following summarizes Day Four of the Systemic Planning Retreat as outlined in the session agenda:

- ❖ **Re-engagement, Vice Chancellor Clarence Brantley**
- ❖ **Agenda review**
- ❖ **Session Three review**
- ❖ **The “Real Story” in pictures – *an exercise***
- ❖ **Cross-functional team charge – *using Terry’s draft as a baseline, developed team facilitator charge with deliverables***
- ❖ **Cross-functional teams – *confirmed team facilitators (attached) and recruitment methods***
- ❖ **Milestones/Timeline: CASC meeting expectations – *identified CASC objectives re: final recommendation in September***
- ❖ **Next steps –**
 - *C. Brantley will send letter invitations/special assignments to team facilitators on behalf of CASC*
 - *By April 30th, CASC will identify team members for each cross-functional team*
 - *J. Boughner will coordinate the training date for cross-functional team facilitators*
 - *J. Andrews will provide orientation for team facilitators*
 - *J. Boughner will coordinate next CASC meeting for first week in May*
 - *T. Ingram will convene a group to plan communication strategies for launch of the project*

Team Facilitators

Role: Conveners of cross-collaborative teams

Responsibilities:

- Coordinate meetings, communicate with team members regarding schedule and draft agendas
- Keep group on track and guide group conversation (***See team charge below***)
- Serve as liaison to CASC
- Draft/deliver progress reports to CASC

Systemic Planning: Cross-Functional Team Areas & Facilitators			
Functional Area	# Teams	Functions per Team	Team Leaders¹
Information Technology (IT)	2	▪ Tech Application	Beverly Stanbrough
		▪ Client Technical Services ▪ Academic Technology ▪ Networking	Cathey Maze
Human Resources	3	▪ PDTC	Niko Dawson
		▪ Personnel Services/Records ▪ Benefits	Sharon Converse
		▪ Contract Administration and Negotiations ▪ Diversity/EEO Compliance	Gheretta Harris
Maintenance/Facilities	2	▪ Custodial Services ▪ Grounds ▪ Building Maintenance ▪ Energy Management	Janice Brown
		▪ Building Construction	Bob Montgomery
Enrollment Services	3	▪ Recruitment ▪ Communication/switchboard ▪ Admissions	Nancy Showers
		▪ Records/Registrar ▪ International Student Advisement	Laurie Huber
		▪ Financial Aid	Gail Pitts

¹ ***Other possible facilitators: Cindy Tanner, Kayla LeBlanc, Frank Zechmeister, Mary Anne Sheble***

Auxiliary Services	4	▪ Food Services	<i>Review completed</i>
		▪ Bookstores	Ken Reynolds
		▪ Mail Services	Stacey Dyer
		▪ Printing Services ▪ Graphics	
		▪ Duplicating Services	Jessica Jensen
▪ Childcare	Becky Gunther		
Public Safety	1	▪ Public Safety Officers	Tom Boozer
Risk Management	1	▪ Environmental Health & Safety	Deb Bayer
Purchasing	1	▪ Contract Administration	Dave Dunshee
Financial Services	3	▪ Accounts Payables	Carla Matthews
		▪ Accounts Receivables	
		▪ Payroll/Retirement	
		▪ Budgeting	Steve Linden
▪ Campus Business Offices	Terry McCauley		
▪ Fixed Assets			
▪ General Accounting			
Marketing			Henry Tanaka
Foundation			Deb Swanson
Partnerships/Community Relations			Tony Ingram
Resource Development			Sally Hanna
Assessment and Effectiveness*			
Student life*			
Athletics*			
ASC - Testing Centers*			
Institutional Research*			
CREST*			
Workforce Development*			

* Handled by CASSC: These functional areas do not currently have a representative serving on CASC and require further exploration.

COLLEGE ADMINISTRATIVE SERVICES COUNCIL
Cost Efficiency Cross-functional Team Charge
April 2010

OBJECTIVE

Recognizing the significant reduction of financial resources available to the college, review functional area(s) assigned and identify short- and long-term:

- Work efficiencies
- Costs reductions
- Revenue generation

SCOPE OF WORK

Seek out and analyze documents, surveys, and data that can be reviewed to address these issues and report findings.

DELIVERABLES

- **Description of department function (May 2010):**
 - Identify customers (demographics, statistics); services provided (volume, frequency); # staff; budget
- **Workflow diagrams (June 2010):**
 - Identify all major process interfaces with other functional areas, milestones in the output process and process accountability
- **Report on opportunities and challenges related to function (July 2010):**
 - Identify opportunities for cost reductions, improving process efficiencies, revenue generation and potential barriers and/or supports that may affect the process
- **Effectiveness review (August 2010):**
 - Identify cost effective/ process efficiency measures recently implemented
- **Final Report to CASC (September 2010)**

TIMELINE

- Organize and convene the cross-functional teams - May 2010
- Biweekly/monthly planning sessions of cross-functional teams with interim reports to
- Monthly Team Facilitator forum
- Final report to CASC - September 2010

CASC Deliverables Using Team Input April 2010

CASC Objective: Determine Relevancy

Team Input: Function descriptions

- Customers – demographics, statistics
- What services provided
- Volume of services provided
- Cyclical v. consistent
- # staff/budget?

CASC Objective: Understand inputs – processes – outputs (How/where in the workflow do we measure effectiveness? /How do you know it's working right?)

Team Input: Workflow analysis

- Review all major processes and create workflow diagrams
- Identify process interfaces with other functional areas (i.e. LEAD Team)
- Identify accountability at milestones in the process

CASC Objective: Perform SWOT

Team Input: Opportunity Report

- Identify opportunities for cost reductions
- Identify opportunities for improving process efficiencies
- Identify opportunities for revenue generation
- Identify potential barriers and/or supports that may affect the process?

CASC Objective: Measure effectiveness (How/where in the workflow do we measure effectiveness? /How do you know it's working right?)

Team Input: Review of past successes

- Identify cost effective/process efficiency measures recently implemented

CASC Objective: Directors' Analyses

CASC Objective: Recommendations (September 2010)