

Austin Peay State University



Finance and Administration

Major Innovations and Initiatives

**Actual 2008-2009
&
Planned 2009-2010**

Finance

Actual 2008-2009:

- **Innovations to Student Access to Financial Aid:** A Process improvement has allowed students to acquire books and supplies from the APSU bookstore using their financial aid award. This initiative allows students to obtain books and supplies prior to the first day of classes, and aids in students having the ability to be better prepared. This has also reduced student requests for emergency loans at the beginning of each semester.
- **Innovations to Student Refund Processes:** The Business Office has been responsive to student's request to not "stand in line" to receive financial aid refunds. The Business Office encourages students to use Direct Deposit for faster and safer refunds (approximately 60 percent of refunds are now via direct deposit). However, for those student's that choose not participate in the direct deposit program the Business Office mails those checks to the student. This allows students to use their time more wisely than "standing in line."
- **Innovations to the Student Billing Process:** The Business Office has implemented e-Billing. The billing statements are now sent via email to the student's email address in lieu of sending bills by mail, and payment is allowed and encouraged to be made on-line. This allows the student faster response time, and allows students more time for other important details than paying in person at the Business Office.

Planned 2009-2010:

- **Deferred Payment Plan Enhancements:** In understanding students do not want to spend time in lines at the Business Office, we will continue our on-line movement by allowing students to enroll in the deferred payment plan, and make on-line payments through the payment plan.
- **Bookstore Innovations:** We will continue working with the university Bookstore on ideas that help students be better prepared with an on-line book reservation system. This system will allow students, if they choose, to reserve the books based on their schedule and have them packed in a bundle. The student will not be required to reserve books, and will not be charged for them until they pick them up. We are looking at possibly shipping or delivering books to the student; however, that option will take more time to consider.

Physical Plant (including facilities planning and projects)

Actual 2008-2009:

- **Sustainability Enhancements:** Installed new Flushometers (dual handle) on all public toilets to conserve water usage and save money.
- **Facilities Planning:** Implemented Facilities Planning and Projects Department to coordinate and manage major projects on the campus.

Completed Projects:

- Fort Campbell Education Center
- Memorial Health Renovation
- Archwood Repairs (exterior)
- Emerald Hills Bldg 8 Roof Replacement
- Music/Mass Com Emergency Lighting Upgrade
- Construction of Smoking Huts
- Security of Dunn Center Display Screens
- Campus Hazard Mitigation Plan

Major Started Projects

- McReynolds Building Upgrade
 - Chemical Engineering Technology Building
 - White House Renovation
 - New Parking Lot Construction
 - Undergraduate Residential Construction (Castle Heights)
 - Campus Steam Line Replacement
 - Initiate Performance Contracting Project – AMERESCO (\$10M initiative)
 - Morgan UC Basement Upgrade
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- **Innovations to the Work Order System:** Implemented TMA Work Order system that greatly helped Students and Staff to place work orders and track the progress of the work orders. The Physical Plant has processed 8,970 work orders for this year to date. This represents 23,918.75 labor hours for a labor cost of \$312,095. The average time to complete a work order is 2.67 days.
 - **Other Campus Enhancements:** The Landscaping Department continues to make improvements to the campus by creating entranceways on Marion St. and at other locations. There were over 350 participants in Plant the Campus Red Event. Various parking lots have been created, (8th St.), and others enhanced by paving, (8th and Ferris). Some gravel lots are being developed as a result of expanded parking demand and the elimination of the Eighth and College Street faculty/staff parking lot. The Physical Plant carries on a tradition as the Peay-Ons supporting Football, Softball, Soccer, and Basketball games by tailgating for fans and athletes. The basketball game tailgate was televised nationally by ESPN.

Planned 2009-2010:

- **Enhanced Project Management:** Collaborate with the GIS department to accurately plot all underground utilities and prepare drawings to help manage future projects..
- **Enhanced Building Security:** Develop and implement enhanced building security with replacement of all outdated locks. This will improve building security and provide enhanced tracking of building keys issued.
- **Innovations to Materials Tracking:** Implement TMA components to incorporate materials bought and warehouse items. This will allow the physical plant to effectively monitor supply usage and shop inventories in order to reduce costs.

Human Resources

Actual 2008-2009:

- **Innovation to the Hiring Process:** Completed implementation of PeopleAdmin, an online application system, to replace all paper-based job applications. This system is faster, uses little or no paper, and allows hiring authorities to hire faculty and staff from any computer with an internet connection..
- **Campus Training:** Conducted a training needs assessment survey for APSU staff and based on those results delivered Microsoft training for 50 APSU employees at no cost to them and provided performance management training to 97 APSU supervisors.
- **Enhanced Payroll Processes:** Implemented the WebTime Entry program to eliminate student time sheets and the related problems with student and/or supervisor signatures. This is a paperless process and reduced departmental preparation and processing time .
- **Green Paychecks:** Payroll eliminated the paper direct deposit paycheck advice, replacing it with an electronic e-mail version.

Planned 2009-2010:

- **Finish WebTime Entry implementation:** WebTime Entry has been completed for the student employee population. The remaining implementation that will lead to a paperless way of reporting of leave taken by staff which will be completed by August 15, 2009.

- **Conduct advanced Microsoft Training:** There continues to be a strong demand for advanced Microsoft Office and Excel training. In collaboration with the Office of Extended Education, human resources will deliver this training during the fall 2009 semester.
- **Conceive and conduct supervisory training for first-time and experienced managers:** Using a well devised text and perhaps a trainer from the Centre Group, conduct a set of training sessions that cover most supervisory topics such as documentation, developing rapport and delivering service. These sessions will be conducted in fall 2009.

University Facilities

Actual 2008-2009:

- **Enhanced Building Security:** Increased the number of campus buildings that have electronic locks on all outside doors. This feature has allowed more flexibility in the scheduling of events, securing of doors in a timely manner, reduced unauthorized after-hours access. Therefore our campus safer for our community.
- **Enhanced Scheduling Software:** Implemented additional software modules to show descriptions of booked events. This allowed viewers of information to see a description of the event and where they need to go or the department they need to contact in order to get additional information.
- **After Hour Student Access to Academic Buildings:** Collaboratively worked with two academic departments/building coordinators to allow students access to buildings after hours. This created more community among department majors, did not lessen security and provided a safe environment for students to gather. Since implementation, there have not been any security issues.

Planned 2009-2010:

- **Campus-Wide Event Training:** Develop and provide a workshop to faculty, staff, students on how to successfully plan programs and events. This will help all groups to enhance active student involvement and participation in campus events.
- **Enhance Campus Communication:** Implement a campus wide events calendar so that planned activities can be displayed anywhere on or off campus and be downloadable to mobile communication devices. The calendar will include dates from local sources to avoid conflicts with major events.

Public Safety

Actual 2008-2009:

- **Implementation of BOSSCARS parking management system.** This software program will come online this summer and greatly reduce the waiting in line our student, faculty and staff have endured to comply with parking regulations. This product will also greatly refine the process used in the appeal and processing of parking citations.
- **Enhanced Security Management Systems.** The addition of entrance and egress monitoring and CCTV systems assists in the deterrence of crime and the apprehension of criminals providing greater safety for the university community.

Planned 2009-2010:

- **Innovations to Office Processes:** Acquisition and implementation of BOSSCOPS computer aided dispatch, incident tracking and reporting software. The acquisition of this product will provide easy access to crime statistics and improve the paper process currently in use for reporting. The current process is labor and paper intensive which delays providing reports to the university community. This system includes automated crime data and statistics reporting and provides enhanced service delivery to the university community.
- **Enhanced Staff Development:** Develop and implement staff training to emphasize community oriented policing in a “high touch” and personal environment. This training will equip staff with the requisite skills to engage the university community and develop partnerships to address concerns.

Information Technology

Actual 2008-2009:

- **Upgraded Network Perimeter and Internet access:** Dorm and Campus networks are split, each have 200 Mbps capacity to and from the Internet. This impacts all university constituents by giving significantly greater access to and from university information resources.
- **Enhanced Wireless Coverage:** Three dorms were added to the coverage (Harvill, Blount, Servier), all campus green spaces were covered; more density coverage was provided in high use areas of buildings, and the new Fort Campbell building was covered with wireless access. This impacts all students, faculty and staff by providing access to university resources nearly anywhere on university property.

- **Student Communication Enhancement:** Implemented auto-dialer system for delivery of voice messages via telephone. Several groups have made numerous calls. Following a recent message regarding enrollment, 82 more students enrolled during the 24 hour period following delivery of the message. The student is directed to call the academic support center, if they need help. The ASC says they've only had about 3 or 4 calls so far. It appears many students already know what they need to do; they just needed to be reminded to do it.

Planned 2009-2010:

- **Technology Enhancements:** Plans are to replace 10 university servers at end-of-life with virtualization technology. Other currently existing servers may be virtualized as well. This technology will provide a more cost efficient and resource efficient means of supporting the various university applications, many of which require a dedicated server to run. This technology will also provide high availability and survivability with redundant server capability. This will affect all students, faculty and staff by ensuring mission critical server applications are functioning efficiently and are always available.
- **Wireless Upgrades:** Plans are to begin the upgrade of the university wireless infrastructure to the newer N radio technology. This will replace one third of the oldest wireless network components and will begin the move towards the newest and fastest wireless technology. This will affect all students, faculty and staff by providing the fastest access to university resources while using wireless technology.