

Minutes of November 5, 1997 meeting

2:30 p.m., Union Room 405 A/B



PRESENT:

Julie Andrews, Charlene Baker, Cynthia Baskett, Woodson Boyden, Brenda Brannan, Onice Carter, Buster Clark, Sondra Davis, David Elmore, Mary Harrington, Ellawee Ivy, Virginia Keeler, Floyd Klepzig, Jonnie Manning, Traci Mitchell, Conny Parham, Donna Patton, Lucienne Savell, Calvin Sellers, Doug Stuart, Lesley Werner

EXCUSED:

Mary Chrestman, Martha Deal, Gene Hartley, Joe Maples, Whitman Smith, Michael Vanderlip

UNEXCUSED:

David Blackmarr, Debbie Chinault, Thelma Curry, Ben Flemmons, Willie Hilliard, Eldrid Hodge, Norman Sneed, Steve Stricker

1. Jonnie Manning called the meeting to order and introduced Kathy Behrens and David Maddox from KPMG Pete Marwick, who were present to talk about their role in the re-engineering process. Larry Sparks (University Project Manager) was present also to answer questions.
 - A. Ms. Behrens stated that the Council had already heard from Rex Deloach and Chancellor Khayat about the overall goals of the re-engineering initiative. Pete Marwick's role is focused on the administrative processes and structure of the University. She listed the team members as follows:
 - Kathy Behrens (Project Manager)
 - David Hemingson, Eileen McGinn (Partners Assisting)
 - Phillip Encinio (Communications)
 - Roger Hardy (Facilities Management)
 - David Maddox (Human Resources, Financial Management)
 - Pama Miller (Student Services)
 - Darren Rose (Development)
 - Lee Thompson (Information Technology)
 - John Walker (Grants Administration)
 - David Wesse (Procurement, Travel, Auxiliary Services, Athletics)
 - B. Their firm responded to the University's Request for Proposal (RFP) and contracted with the University to deliver the following:
 - A list of processes currently performed at the University.
 - The estimated cost of these processes.
 - A list of processes recommended that the University reengineer and their rationale for the recommendation.
 - Costs involved in designing and implementing reengineered processes.
 - Estimate of cost savings associated with those processes.
 - C. The firm's recommendations will be provided to the Operating Group comprised of vice chancellors and managers. This committee will articulate the pros and cons of the recommendations and prepare their comments for the Strategy Group which consists of Chancellor Khayat, Dr. Walton, and Mr. Deloach. This group will determine which recommendations to implement and in what sequence.
 - D. The objectives for Phase I are:
 - To gain a comprehensive understanding of the University, its goals, environment, culture, and opportunities.
 - To develop recommendations for those processes and areas which demonstrate the greatest need for redesign and offer the best promise of improvements in service, operations and cost.
 - E. Their focus is not on "departments" per se. Their work plan views the University Administration from a process perspective:

Example: Student "stream of services" includes

- First identification as a prospect
- Application processing
- Admissions activity
- Student financial affairs (financial aid, billing, collections)
- Registration
- Student Life (housing and activities)
- Records Advising and degree audit
- Graduation

They assume that most persons work on many processes:

- buy things
- hire people
- manage a facility
- manage a budget
- assist with University communications
- work with students
- support faculty directly

F. Phase I will consist of several steps:

- i. They will gather information about University processes from a variety of sources:
 - Interviews with service providers
 - Interviews and focus groups with service recipients
 - Work groups (to walk through the way things work)
 - Review of University materials (organizational charts, financial information, procedure guides, etc.)
 - Cost data from the effort survey
- ii. The second step will involve an effort survey to be completed by staff members in December. The survey will ascertain information such as how much of an employee's time is allocated in support of the defined processes (example: steps involved in utilizing the purchasing system). The confidential responses will be entered into their database and merged with salary cost data. This will provide an estimate of the cost of the process across the University. The survey usually takes about 45 minutes to complete; everyone will be asked to attend one of several sessions to get instructions and complete the form.
- iii. Step three will take place in January when consultants will work with the data and return to campus to do focus groups. Work groups will be reconvened to think about different ways to improve the processes and make suggestions.
- iv. In February, the final step will occur when the consultant report which will identify the main opportunities available to be re-engineered will be delivered by Peat Marwick.

Any staff member who would like to take part in one of the focus groups should send their name and area of interest to Jonnie Manning at dpjms@olemiss.edu or call her at 5021.

G. Other institutions which have utilized Peat Marwick's services for this type project include:

- University of Chicago
- Virginia Commonwealth University
- University of Washington
- Creighton University
- Lane Community College
- University of the Redlands
- the American Management Association

H. A question and answer period followed Ms. Behren's talk:

Question: Will every department be contacted?

Answer: Not as a matter of course. Departments with any link to the specific processes will be contacted.

Question: Will academic departments be involved/affected?

Answer: Academic departments may be included as pertaining to the processes--from the perspective of a consumer.

Question: Who will participate in the survey?

Answer: Sometimes a specific EEO category (i.e., faculty, custodial services, food services) might not be included if the decision is made that that group's job descriptions can be completely represented.

Question: Can you give us specific examples of the type processes your firm has re-engineered?

Answer: Redesign of travel processes-- agreements/tools/reimbursements/policies/procedures; Student Employment; Administrative Services

Question: Will your firm's recommendations be made available to staff?

Answer: We do not know.

Question: What role will information technology play?

Answer: Can't say specifically, but, typically, information technology plays a definite key role.

Question: Will your firm be involved in the implementation phase--Phase 2?

Answer: We certainly hope to be. We will be if our recommendations are satisfactory to the administration and we are asked to be.

- I. With regard to the Variable Compensation Plan, this initiative will not re-evaluate anyone's job, but how that "effort" fits into the overall process being looked at.
 - J. Please contact the KPMG Peat Marwick consultants with any questions or concerns at 232-6700 or e-mail them at reengine@olemiss.edu.
 - K. Jonnie announced that the process re-engineering update web page will be kept up-to-date and encouraged all staff to visit the web page for information.
2. Chancellor Khayat has announced that since Thursday, November 6 is a short day because of the ball game, it will be a casual day and staff are encouraged to wear red/blue.
 3. On November 26, there will be a Thanksgiving lunch for all faculty and staff. Lunch will be served from 11:00-1:30 in Johnson Commons. The lunch is sponsored by the Chancellor's Office, Aramark, and the Bookstore.
 4. The Bookstore has announced that there are problems with staff making personal charges and not paying their bills. If this continues, the Bookstore will have to stop allowing personal charges.
 5. Dr. Carolyn Ellis Staton is working on a "Share A Ride" web page which would provide interaction of persons needing rides to Memphis or Jackson. Ron Shapiro is also providing a shuttle service to Memphis.
 6. A Midnight Exam Breakfast will be provided on December 10 from 9-11 p.m. in Johnson Commons. Volunteers are needed to help serve and clean up. Aramark will furnish the food. If you would like to volunteer, contact Onice Carter or Mary Harrington.
 7. Traci Mitchell reported that the Retention and Recruiting Committee will post banners (paid for by the Sesquicentennial Office) at two locations the Monday before Thanksgiving wishing the students a good break from the Staff.
 8. Mary Harrington announced that even though the health insurance provider has changed, if an error in your favor is found in your bill, you will get a certain percentage back.
 9. The resolution recommended for presentation to the Presidents' Council regarding a certain percentage of the tobacco money being returned to the state's insurance account to help with tobacco-related illnesses was presented at the MASCO meeting in October. Southern was interested in a similar resolution. Mississippi State had left the meeting before the announcement was made.
 10. Buster Clark followed up on an earlier question regarding the MPACT (Mississippi Prepaid Affordable College Tuition Program). Buster received a letter and copy of the MPACT Rules and Regulations from Barry G. Simmons, MPACT Director and distributed these documents to the Council. Anyone wishing to have a copy of these documents, please contact Jonnie Manning or Donna Patton.
 11. The following committee reports were given:
 - A. Employee Concerns (Onice Carter, chair). There was one concern pertaining to salaries which the

committee recommended that the Executive Committee discuss with the Chancellor.

- B. Commencement Committee (Steve Stricker, Staff Council Representative; Jonnie Manning reported in Steve's absence). The following recommendations for 1998 commencements include: one commencement ceremony to be held in May in the Grove (rain or shine); two diplomas will be awarded in 1998--the regular diploma and a replica of the original diploma in Latin in honor of the University's Sesquicentennial; Senator Trent Lott will be the commencement speaker; only Ph.D. candidates will walk up for their diplomas; others will be blanket-graduated (each school will have a separate individual ceremony).
- C. Membership Committee (Conny Parham, chair). The committee recommends that the Executive Committee make appointment to fill latest vacancy. The committee will meet in January to begin work on elections for next year.
- D. Nominations (Floyd Klepzig, chair). Nothing to report at this time
- E. Outstanding Staff Member Elections (Buster Clark, chair). The committee recommended that a thank you be sent from the Council to Chancellor Khayat for increasing the Outstanding Staff awards from \$1,600 to \$4,000 (the same as the Outstanding Faculty Member receives). Since Athletics has announced they will give season football tickets to the overall winner, the committee recommends that the additional money be distributed between the other EEO category winners, making the overall winner receive \$1,000, and each EEO winner receive \$500. The motion carried with no opposition.
- F. Compensation Committee (Mary Chrestman, chair; Buster Clark reported in Mary's absence). The committee is working with Gene Hartley and Human Resources on the Variable Compensation Plan with regard to new hires and small population classes (job descriptions which pertain to only a few people).
- G. Employee Appreciation Committee (Traci Mitchell, chair). The committee will meet soon to begin plans for Employee Appreciation Week 1998.
- H. Legislative Committee. No report at this time
- I. Bylaws Committee (Donna Patton, Interim Chair). The committee will meet when there is a specific item to be clarified with regard to the bylaws.
- J. Staff Council Web Pages Committee (Jonnie Manning, chair).

There being no further business, the meeting was adjourned.

Respectfully submitted,

/s/Donna Patton, Secretary

/s/Onice Carter, President-Elect

/s/Jonnie Manning, President