DATE: June 16, 2010

TO: Charles W. Sorensen c: Ed Nieskes
    Chancellor

FROM: Diane Moen
      Vice Chancellor

SUBJECT: Follow-up Report on Review of Business and Financial Services

Attached is the follow-up report from Business and Financial Services on actions used to address the recommendations from their ESURC review.

The Business and Financial Services unit has made significant progress on the opportunities for improvement identified including participating in a lean review of surplus property and engaging in team-building activities to improve internal relations.

If you have any questions, please let me know.

Attachment
April 16, 2010

TO: Diane Moen
FROM: Ed Nieskes
SUBJECT: ESURC response

I have listed the Opportunities for Improvement from the ESURC report below and included my response to each of them.

1. Unit Review
   • Participate in team-building efforts to improve internal relations and communications and to increase efficiency of the unit. (surveys)
   • Provide opportunities for staff development and cross-training of job duties. (self-study, presentation, and surveys)
   • Develop tools and collect data for continuous improvement within the unit. (self-study and presentation)

RESPONSE
   • All of the units have had activities to improve internal relations within the areas, as well as holding open houses to allow the campus to come and see how things are done.
   • Directors in each area are working on cross training staff in different areas and also working with individual staff and the BFS director to improve staff development.
   • Two areas, travel and surplus have gone through lean process to look for improvements.

2. Accounting Services
   • Continue to increase efficiency through the use of technology. (self-study and presentation)

RESPONSE
   • Accounting Services continues to look for efficiencies through the use of the technology that is available. We are currently trying to begin using the Travel & Expense model in SFS, but have met resistance from System Admin.

3. Procurement & Materials Management
   • Provide opportunities for team-building activities. (presentation and surveys)
   • Look for ways to improve efficiency and timeliness. (self-study and surveys)
• Participate in cross-training training activities and look for ways to redistribute workload. (self-study and surveys)

RESPONSE
• PMM has had team building activities during the past year to foster a better working environment
• PMM has had two lean process reviews one in surplus and another smaller one that looked at the purchase order process.
• Staff has been working on cross training.

4. Student Business Services
• Explore opportunities to increase accessibility of services. (surveys)
• Strengthen communication and provide team-building opportunities. (self-study and surveys)
• Analyze front office security risks and, if necessary, explore options to mitigate the risks identified. (surveys)

RESPONSE
• SBS has expanded services during move in week and is trying to push more things online. They currently have a Facebook page that they use to send out information.
• As mentioned above – they use Facebook as a means to communicate information out to students along with other communication means.
• SBS meet with the Police to review the security measures within the department. New cameras were installed to improve the security.