

BUSINESS AND FINANCIAL AFFAIRS DIVISION
ASSISTANT VICE PRESIDENT FOR BFA

Departmental Response to Key Listening Session “Challenges”

Banner Initiatives:

BFA is assessing numerous business lines to ensure purposeful customer service improvements while focusing on providing best practice solutions to the university community. Our guiding principles begin with a systematic approach leveraging technology and processes to help an organization optimize and achieve more efficient results. Currently in the Six-Year Plan, there are several initiatives taken from the department’s SCOT Assessment in various planning stages to address these issues. Solutions, in part, are being implemented through Banner Initiatives and the Banner Initiatives Steering Committee which has university-wide membership. When reviewing new system implementations, the Banner Initiatives Steering Committee reviews the current policies and internal controls to ensure compliance with State and university regulations.

Information about Banner Initiatives is always available for review from several venues, including seeking and receiving information from our cross-divisional representatives, and reviewing the policy impact statements during the 30-day comment period. All phases are posted in Western Today and all information can be found on the Banner Initiatives webpage at <http://www.wvu.edu/bfa/BannerInitiatives/projectdocs.shtml>.

TEM:

Business Services and Financial Services, after one year of being live in the Travel and Expense system, have engaged in a process analysis study with three different colleges to optimize the travel system. The study has engaged an independent process flow analyst, Banner Travel Expense Management (TEM) professional and a BFA team to review all results and recommend enhancements. Business Services has hired a two-year project position to assist with TEM in order to heighten our training efforts, document efforts, improve customer service, and just recently installed the newest version of TEM.

Procurement and Contract Administration:

Over the last year, Business Services has seen several changes. A new Director/Procurement Officer Pete Heilgeist was hired a year ago. Reorganization of the group took place with careful planning geared towards advancing procurement practices. After a yearlong study, we released an RFP and selected ESM as our vendor for e-procurement solutions (e.g. an Amazon-like market place that is customized for Western shopping).

Departmental Response to Key Listening Session “Challenges”

Communication and Service:

- The current, relatively new Budget Office team has a strong customer service attitude with a drive to improve the department’s processes and systems in collaboration with university stakeholders. The department’s customers experienced some transition challenges in the past, but they have been acknowledged by the team and have been or will be resolved through its initiatives or daily operations.
- The Budget Office is proposing an initiative to *Implement More Effective and Efficient Budget Tools*. The goal of this initiative is to clarify processes, evaluate existing tools, research options, and recommend alternatives. The desired outcomes include maximizing efficiency by alleviating manual processing; eliminating duplicate effort, inconsistencies, and data entry errors; and minimizing delays in the position control and budget load processes toward the goal of a more timely publication of the annual budget (i.e. Green Book).
- The Budget Office will continue to work closely with the university’s Budget Management Advisory Council (BMAC). This collaborative body consists of budget professionals from key areas of the university who advise the President, Provost and Vice Presidents on university budget matters.
- Other Budget Office objectives include:
 - Support the implementation of a more effective and efficient chart of accounts.
 - Review fees and rates policy and processes to evaluate the possible implementation of One Western Task Force recommendations for mandatory fees.
 - Develop an infrastructure (e.g. improved training, communication and tools) to aid budget and financial managers in fiscal management of Western.
 - Continue to improve its communication to and from its end-users and customers during strategic planning, biennial budget building, and legislative processes.

BUSINESS AND FINANCIAL AFFAIRS DIVISION
ENVIRONMENTAL HEALTH AND SAFETY (EHS)

Departmental Response to Key Listening Session “Challenges”

Communication:

A review of the EHS communications plan will be incorporated into the department’s normal operations. As part of that process, EHS anticipates:

- A website overhaul;
- Revising its content in HR’s New Employee Orientation; and
- A collaboration with Public Safety on communication outreach and messages with overlapping subjects, such as improving personal safety by using of Green Coats, using lighted pathways, and educating bicyclists and skateboarders about walk-zone compliance.

Safety:

As part of its 6-Year Plan and Initiatives, the division is:

- Reviewing the current process for requesting funding to address unanticipated safety concerns;
- Exploring the possibility of a lab safety study to identify opportunities for improvement and collaboration among internal and external partners to help guide the University in its efforts to improve lab safety; and
- Exterior lighting concerns have been discussed by the Central Health and Safety Committee (CHSC). It is currently exploring options for a possible solution.

Emergency Management:

EHS is focusing its attention on the need to complete Western’s Comprehensive Emergency Management Plan, review current chapters, and build on training and exercise efforts. This has been identified as a “Challenge” under the division’s SCOT Assessment, and resources in support of these goals are being explored under the division’s 6-Year Plan and Initiatives.

BUSINESS AND FINANCIAL AFFAIRS DIVISION
FACILITIES MANAGEMENT (FM)

Departmental Response to Key Listening Session “Challenges”

Communication and Service:

- FM acknowledges that project management improvements are needed, which would include improved coordination between Space Administration, Purchasing, Telecom, FM, FDCB, etc. FDCB has an initiative to *Enhance Customer Service by Improved Project Management* which will involve FM. FM is hiring a construction shops manager who is expected to perform project management duties as well.
- *A Guide to FM Services* is available on our web site. A pamphlet has also been published to hand out as needed.
- Our customer surveys and one-on-one visits are a continuing source of feedback and information about our level of service.

Technology:

- With respect to concerns about FAMIS, the capabilities of the new enterprise facility management system will include better reporting (including canned reports) and billing details. Introduction of the new system will include customer communication and education strategies.
- FM recognizes its website has shortcomings and will include improvement in its objectives. FM also has an on-going objective to ensure guidelines, policy and process documents posted on the website are current and up-to-date.

Sustainability:

- At this time, there is no centralized sustainability information for each university building. However, the buildings and energy section of the *Sustainability Action Plan* will include some of this information. There is some building information in the *Western Sustainability Report* as well.
- With respect to interior lights remaining on after-hours, this type of action is on our energy conservation list as a part of potential PSE rebates.

BUSINESS AND FINANCIAL AFFAIRS DIVISION FACILITIES MANAGEMENT (FM)

Safety:

- Concerns about the level of exterior lighting surface periodically. The physical nature of the campus, light pollution, conservation efforts, and routine maintenance impact the amount of light available. FM is requesting a campus lighting survey in the next biennium. It may also include a possible energy savings initiative.
- Electronic access control (e.g. swipe cards) is being addressed in a 2017-19 capital budget request. This request deals primarily with external entrances and selected critical interior spaces. FM and Public Safety are also working on a budget request to create a pool of funds to correct and improve current lock deficiencies.

Funding:

- With respect to concerns about the high costs of FM services, continuous education is needed to inform the campus community of FM's cost model, which would include a clear explanation of its rates.
- With respect to funding to address unanticipated projects, FM is suggesting a University project fund with an advisory committee to fund such projects. FM has an initiative to identify a project funding pool from university resources.

Specific Concerns (not included above):

- Way-finding signs with old logo - There is a capital request in the queue for replacements.
- High room temperatures in Fine Arts - Some mechanical equipment is original vintage from the 1940s, and in great need of replacement. Some balancing has occurred to mitigate the condition, but full correction is not possible without capital funding for renovation.
- First floor windows in MH - This is a design flaw. With the warranty expired, a full replacement through the minor capital program may be the only solution.
- Removing "Do not feed the animals" signs - We have rodent issues in and around Old Main that often go back to the presence of a food source. The signs are merely a part of a strategy to discourage the rodents from living around the area.