

2016 Best Practices Proposal Form



CACUBO
Central Association of College
& University Business Officers

Completed proposals are to be submitted to bestpractices@cacubo.org or by contacting Donna Rohlfer, Director, CACUBO Best Practices Awards, rohlfedm@miamioh.edu.
The deadline is April 30, 2016.

Best Practices Program Submission:

Title: Development and Implementation of a Faculty Activities and Initiatives Reporting System Using the Lean Process.

Primary* Contact Information:

The primary contact must be a CACUBO member institution of higher education.

Institution: Miami University

Address1: Graduate School and Research

Address2: Miami University

City: Oxford State/Prov: OH Zip Code: 45056

Salutation: Prof. Dr. Mr. Mrs. Ms.

First Name: James Middle Name/Initial: T

Last Name: Oris Suffix (Jr, III, etc.)

Professional Title: Associate Provost for Research & Dean of the Graduate School

Email : orisjt@miamioh.edu

Phone: 513-529-3600 Fax:

*Additional team contacts may be listed at the bottom of this form.

Institution Information:

Institution: Research Comprehensive/Doctorate Small Institutions Community College

Year Founded: 1809

Geographical Location: SW Ohio (Oxford – near Cincinnati)

Number of Students: approx. 17,000

Website: www.miamioh.edu

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Statement of the Problem:

Provide a brief statement identifying the challenge your institution encountered that benefited from your best practice.

Prior to this project, there was no systematic mechanism for faculty/departments/deans/provost/president to collect and analyze faculty activity-based data, other than manually through paper or pdf based annual activity reports (e.g., publications, grants, teaching, service activities). Based on surveys across the university, it was estimated that nearly 110,000 person-hours per year were spent collecting, collating, and analyzing activity-based data for annual activity reporting, promotion and tenure dossiers, academic program reviews, accreditation reports, and strategic plan metrics reporting. Based on a standard labor cost across the university, this effort cost over \$2.7M per year.

In 2009 Miami University adopted MU-Lean as a business strategy, centered on customer service and continuous improvement, on making collaborative change, on delivering more value at less expense, and on developing every employee's confidence, competence and ability to work with others. Extending MU-Lean beyond Finance and Business Services, the Lean approach was used to fully define the scope and extent of the issue, determine a desired method of collecting data, and identifying a software-based solution.

Identify the Solution (250-words maximum):

Describe how you identified and developed your best practice solution including those involved with the process, impact on the organization, finances and resources.

The Lean approach was used for process improvement in collecting, archiving, and reporting faculty activity-based measures for annual reports, program review, and accreditation purposes. A Lean Committee for an Activity and Initiatives Reporting System (AIRS) was comprised of Associate Deans from each college at the university along with additional subject matter experts. The current state and a desired future state were defined, and it was determined that the scope of the project was sufficient to divide the project into four phases. Phase I was used to develop a university-wide activity-reporting template for all instructional faculty and staff. Phase II was used to define system requirements for a web-based software platform to collect activity-based faculty data that could be 'entered once, but used many times'. Phase III was used to develop a business case for a software system, submit requests for bids from vendors, and evaluate and select a vendor. Phase IV (in progress) entails a phased implementation of the system for the AIRS software system. Conservative estimates of annual cost avoidance are over \$2.3M and a productivity improvement of more than 53% as a result of this implementation were determined. The end result will be a system that will combine faculty input (research and service) and data pulls (teaching and teaching evaluations) to house activity-based data that can be used for everything from faculty CV's and webpages, to departmental program review and accreditation, to college and university outcomes reporting, to university-wide accreditation.

Implementation Timeline:

Provide a bulleted list of the steps and implementation timeline of your best practice solution.

1. AIRS Phase I: 8/2014 – 12/2014
2. AIRS Phase II: 1/2015- 3/2015
3. AIRS Phase III: 7/2015 – 12/2015
4. AIRS Phase IV: 3/2015 – 6/2017

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- 5.
- 6.
- 7.
- 8.

Benefits & Retrospect:

Provide a brief statement of the benefits achieved by implementing the best practice solution.

Conservative estimates of annual cost avoidance are over \$2.3M and a productivity improvement of more than 53% as a result of this implementation were determined. The end result will be a system that will combine faculty input (research and service) and data pulls (teaching and teaching evaluations) to house activity-based data that can be used for everything from faculty CV's and webpages, to departmental program review and accreditation, to college and university outcomes reporting, to university-wide accreditation.

Additional Team Contact Information:

Additional Contact #2:

Institution: Miami University

Address1: Finance and Business Services

Address2: Lean Initiatives Office

City: Oxford State/Prov: OH Zip Code: 45056

Institution: Research Comprehensive/Doctorate Small Institutions Community College

Salutation: Prof. Dr. Mr. Mrs. Ms.

First Name: Alfred Middle Name/Initial:

Last Name: Ryan Suffix (Jr, III, etc.)

Professional Title: Director of Lean Initiatives

Email : ryanaw@miamioh.edu

Phone: 513 529 4225 Fax:

Additional Contact #3:

Institution:

Address1:

Address2:

City: State/Prov: Zip Code:

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Institution: Research Comprehensive/Doctorate Small Institutions Community College

Salutation: Prof. Dr. Mr. Mrs. Ms.

First Name: Middle Name/Initial:

Last Name: Suffix (Jr, III, etc.)

Professional Title:

Email :

Phone: Fax:

Additional Contact #4:

Institution:

Address1:

Address2:

City: State/Prov: Zip Code:

Institution: Research Comprehensive/Doctorate Small Institutions Community College

Salutation: Prof. Dr. Mr. Mrs. Ms.

First Name: Middle Name/Initial:

Last Name: Suffix (Jr, III, etc.)

Professional Title:

Email :

Phone: Fax:

updated Feb 2016