



OUTSOURCING WITHIN FINANCE, FINANCIAL AID, AND GRANTS



INTRODUCTION

Lois Tatro, Associate Vice President – Financial Operations, Business Technology, and Sponsored Research Accounting, Wichita State University

Kaleb Lilly, Partner, RubinBrown

Katherine Girgis, Senior, RubinBrown



FIRST A LITTLE HUMOR....



ABOUT WICHITA STATE UNIVERSITY

- 14,000 Students; 3,000 Faculty and Staff
- State of Kansas Agency
- Research Institute – Aviation/Engineering
- Innovation Campus Plans
- Constant Change!



INTRODUCTION

Today's session will...

- Tell WSU's Story on Why We Chose to Outsource
- Provide other Reasons to Consider Outsourcing
- Discuss how WSU selected a Partner for Accounting Functions
- Look into the Evolution of the Relationships
 - The Good and The Bad
- End with Q&A



BACKGROUND AND RFP PROCESS

- Loss of Staff Member
- Why not Hire?
- Realized our Need was Bigger than Financial Statements
- Where to Find a Partner – Was Proximity Important?
- Price was Important, but Experience was too



OTHER REASONS TO OUTSOURCE

- Upcoming Retirements
- Succession Planning
- Policy changes/Organizational changes
- Want a fresh look at Processes
- Personnel/System changes



SELECTING THE RIGHT PARTNER

- Clearly Define the Need – Set Expectations
- Be Specific about Qualifications
- Open Discussion to Establish Goals & Outcomes
- Identify Deliverables, prior to Contract Signing
- Establish Key Dates
- Ask for and Check References



BENEFITS OF OUTSOURCING

- Allows WSU to Focus on Other Projects/Tasks
- Provided much needed Documentation of Existing Processes
- Led to Defining Better Methods to Achieve Same Results
- Gave WSU Access to Skilled Resources – when needed!
- Overall Cost, for WSU, is Less than Full Time Staff



DOWNSIDE OF OUTSOURCING

- Loss of “Complete” Control
- Resources can change without Consent
- Potential Threat to Security and Confidentiality
- Other Internal Areas May Not Agree with Decision

So far, these are not issues for WSU....



WHERE WE ARE NOW

- Year Round Contract
- Tuition Discount Calculation Corrected
- Deferred Revenue Enhancement
- Provided Bond Guidance between Affiliated Corporations
- Assistance, Review, Preparation of Financial Statements
- OMB Changes – Grant Process Review for Compliance
- 501(c)3 Finance/Tax Assistance
- 990 and 1120 preparation



GOALS FOR THE FUTURE

- Other Outcomes of Outsourcing
- Long Term use/Partnership
- Strategy Sessions
- Internal Audit services



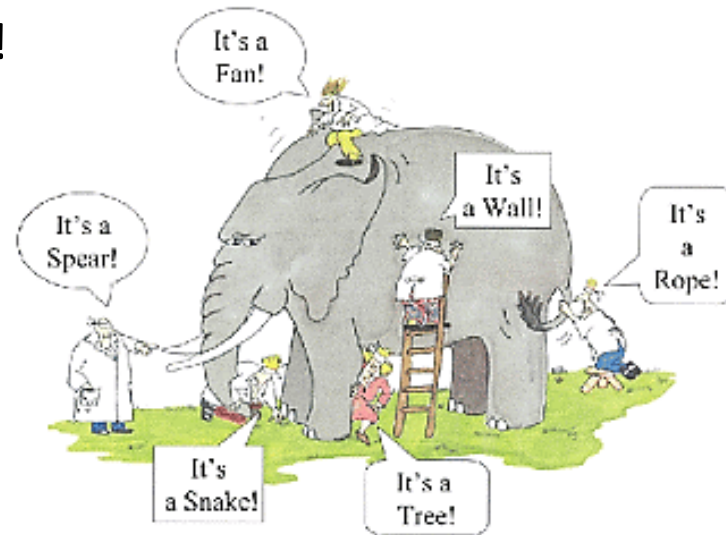
KEYS TO SUCCESS

- Frequent Meetings – especially in the Beginning
- Establish Primary Points of Contacts
- Clearly Define Responsibilities
 - Be Open to Adjust
- Set Expectations
 - Establish Key Dates
 - Hold Each Other Accountable
- Remember to USE them!



WHAT WOULD WE DO DIFFERENTLY

- Think Bigger than the Current Need for RFP
- Ensure Knowledge Transfer on Key Tasks
- Schedule Frequent Meetings, can always cancel
- Look for Improvements SOONER!



QUESTIONS

