

2017 Best Practices Proposal Form



CACUBO
Central Association of College
& University Business Officers

Completed proposals are to be submitted to
Donna Rohlfer, Coordinator, CACUBO Best Practices Awards, rohlfedm@miamioh.edu.
The deadline is May 1, 2017.

Best Practices Program Submission:

Title: Institutional Advancement Parking Permit Generator

Primary* Contact Information:

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

Institution: Augsburg College

Address1: 2211 Riverside Avenue N

Address2:

City: Minneapolis State/Prov: MN Zip Code: 55454

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

First Name: Samuel Middle Name/Initial: G

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

Professional Title: Assistant to the Vice President, Institutional Advancement

Email : smiths15@augzburg.edu

Phone: 612-330-1171 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: 1869

Geographical Location: Minneapolis, Minnesota

Number of Students: ~2200

Website: www.augszburg.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.

The Institutional Advancement division's work centers on frequently bringing guests, alumni, donors, and prospects together on campus to discuss possibilities for furthering the college's mission. Because of our urban location and ongoing construction projects on campus, parking is at a premium, and scheduling, creating permits for, and managing our allocated parking spaces and the associated calendar was taking up around 20% of our administrative assistant's working time. The system for scheduling visits and creating permits was centralized and only accessible by a select group, making it an inflexible process with a slow reaction time. We resolved to find a simple and effective solution to this problem.

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.

We first contacted our Liaison for Computing for help understanding current solutions to this type of automation on campus; since no other division had attempted to create an integrated app of this complexity (pulling together information from Google Forms, Sheets, and Calendar), we were free to devise our own methods, and trial this system for the whole campus.

After researching workflow and streamlining apps such as Zapier, Form Publisher, and Yet Another Mail Merge, we found that our existing campus-wide contract with YAMM provided for a simple two-step solution to publish and send permits as PDF files to guests. We first ask staff members to fill in a Google Form that generates a personalized permit from a template, and then YAMM publishes and sends on the finished product to the desired destination. A Zapier plug-in also schedules the parking appointment on a shared Google Calendar, to prevent over-booking and keep the division aware of which guests are on campus at any given time.

Gift officers no longer need to rely on another member of the division to schedule and arrange visits, which means they can happen more frequently, with shorter notice, and with greater flexibility. Administrative assistants are increasingly taking on strategic, rather than repetitive tasks, and working more closely with division members on project-based, long-term assignments. Freeing up time and resources in this way has been a positive development for the division as a whole.

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Implementation Timeline:

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

1. Met with Liaison for Computing to discuss solutions available through Google Apps for Education.
2. Created a trial version using Zapier and Google Forms.
3. Tested the trial with several gift officers, gathered feedback for revision.
4. Adjusted the process, integrated Yet Another Mail Merge functionality, and presented it to division administrators for approval.
5. Formalized the new process by creating a Google Site to 'house' the generator and calendar.
6. Held a brief meeting to present and explain the finished process to division members.

Benefits & Retrospect:

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

The parking permit generator has been very well-received by both gift officers, who appreciate the flexibility and agency it provides, and by administrative assistants, who no longer need to micro-manage the creation and allocation of parking permits. De-centralizing this task has resulted in a more efficient process for the entire division and helps conserve the division's time and resources.

Additional Team Contact Information:

Additional Contact #2:

Institution: Augsburg College

Address1: 2211 Riverside Avenue N

City: Minneapolis State/Prov: MN Zip Code: 55454

Institution: Research Comprehensive/Doctorate Small Institutions
Community College

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

First Name: Hannah Middle Name/Initial:

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

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