

Organizational Excellence Leadership Council Meeting Summary Monday, May 12, 2014

Attendees Council: Chair, Bob Pianta; Virginia Evans, Thomas Gorski, Hossein Haj-Hariri, Chris Holstege, Erika James, Rich Kovach, Jim Matteo, Christina Morell, Tamara Sole, Ex Officio: Milton Adams, Sarah Collie, Lee Baszczewski

Absent: Council: Rick Myers, David Leblang (sabbatical), Liz Lyons; Ex Officio: Nancy Rivers **Guests:** Stash Stanley, Tina Kirkaldy, Steve Kimata, Sarah Doran, Greg Roberts, Ryan Hargraves, Alice Howard, Kevin Duvall

I. **Report out from the discussion of Benchmarking Findings and Potential New Initiatives**

Information Technology

Virginia Evans provided an overview of current projects and possible projects. These projects focused on the emergence of core technology and enabling technology. OELC requested that IT consider which initiatives might be included in the OE portfolio.

Student Services (Admissions, Student Financial Services, and University Registrar)

There was discussion of current admissions issues around student experience and communication with students. Particular concern centered on the experience of underrepresented student groups at the University.

There was discussion of the potential to streamline some financial services between the central unit and the graduate schools. Ongoing tracking and monitoring could be done at the central level only.

II. **Review of Proposed Cross-Functional Initiatives**

Improve Transaction Processing for Efficiency and Effectiveness

A key finding from the Benchmark Study of Administrative Services was that across all functions UVA has a much higher percentage of FTEs involved in transactional, rather than analytical, tasks. A proposed transaction processing improvement project would seek to streamline and standardize transactional tasks and focus in the areas of Finance, HR, and Procurement.

Improve Administrative Internal Communications

The internal communication initiative seeks to design and develop a communication network or structure for providing administrative communications across grounds.

III. **Update on the Executive Sponsors Meeting**

The Executive Sponsors reviewed the evolving OE portfolio of current and new initiatives and the integration of benchmarking data and recommendations. They proposed specific actions and recommendations for OE staff roles in connection with portfolio initiatives.