

## Organizational Excellence Leadership Council Meeting Summary Friday, May 13, 2016

**Attendees:** Council: Chair, Bob Pianta, Peter Brunjes, Virginia Evans, Rob Hoover, Arlene Keeling, Rob Kelly, Christina Morell, Kathy Peck, Nancy Rivers, Len Schoppa; Ex Officio: Sarah Collie; Lee Baszczewski, Mary Brackett **Absent:** Milton Adams, Chris Holstege, Jim Matteo; Presenters: Tracy Pettit, Teresa Wimmer, Melody Bianchetto; Guest: Pat Hogan

### I. Graduate Admissions Administrative Services Pilot & Next Steps

In FY2016 pilot program, graduate admissions transactions, and administrative work have been consolidated across three graduate programs (Arts and Sciences, Education, Engineering).

Before the pilot, **eight** FTES in these schools managed transactional activities. Today, the work is being completed by **two** central admissions coordinators. Benefits include:

- higher quality support by specialists
- streamlined and standardized workflows
- reduction in duplicated work and administrative burden
- higher quality applicant experience

The council supported advancing a conversation with the OE Exec Sponsors, which includes the Provost, to determine how best to institutionalize the pilot and roll out to other schools with graduate programs. Applicant evaluation will remain the responsibility of the schools.

### II. Project Updates

#### Travel and Expense

*Travel* is focused on additional improvements to usability and functionality, driving adoption, and developing performance metrics. *Expense* has additional work to complete in process, including workflow and approvals, before being launched.

#### Ufirst

*Ufirst* 2016 activities and accomplishments were reviewed in the areas of process, service delivery, technology, governance, business services, and change. This summer's priorities include:

- selection of a technology vendor
- planning for phase 2 – implementation
- continued refinement of detail design

### III. OE Project Alliance Portfolio – Timeline, Status, Risks

A shared timeline, status, and risks of OE projects was shared. The OELC will receive portfolio summaries on a regular basis.

#### **IV. OE Leadership Council**

The OE team's hard work and the program's growth over a relatively short period were noted. The work of the OELC is affecting a paradigm and culture shift at the University.

Suggestions from council members on OE's effectiveness and opportunities for improvement:

- Understand the budget impact and timelines of initiatives
- Council would like to receive the materials in advance of meetings
- Engage the group in advance of communications
- Facilitate prioritization of the work and balance "operational" vs. "strategic"
- Review the OELC role and guiding principles for aligned actions
- Standardize the way project material is presented with clarity around expectations of the OELC
- On select projects (ex: Ufirst, MRP), devote time for in-depth sessions and feedback loops
- Increase the level of engagement between the OELC and Executive Sponsors
- ResearchUVA was highlighted as some of the best work this year
- OE staff shouldn't hesitate to bring things forward that are not currently in our portfolio