Chairs and Directors Assembly
Top Concerns
August 2018 – October 2018

Task Force

A task force made up of four members of the Chairs and Directors Assembly was formed in August 2018, at the charge of Dr. Whitten. This group was asked to develop a top concerns list (ideally 10) and work to resolve the noted issues. The committee members will change every three months. The members of the inaugural task force included Mark Mitchell, Chair of the Department of Chemistry & Biochemistry, Traci Redish, Chair of the Department of Instructional Technology, Anthony Rizzuto, Chair of the Department of Architecture, and Sheila Smith McKoy, Chair of the Department of English. Brenda Stopher facilitated the committee with the assistance of Julie Page.

Top Concerns

The task force developed an initial list of 53 areas of concern. The group prioritized the list and agreed to focus on 12 areas, within an overarching theme. Each member of the group was assigned as a lead for one or more of the areas and meetings were established with experts on campus to explore resolutions. Overall, the number one solution highlighted centered on improved communication.

The areas of concern and a summary status of the work being done is below. Details are included on page 3 of this document.

- Overreach and Dysfunction of Non-Academics
  1. Foundation Guidelines for Expenditures
     ▪ Guidelines Update – Completed
     ▪ Admin Champion Group Project Brief Developed– Pending Approval
     ▪ Budget Process Redesign Project Brief Developed– Pending Approval
  2. Parking for Faculty
     ▪ Space analysis of parking usage – In Process – December 2018
     ▪ Parking Proposal Development – In Process – March 2019
     ▪ Marietta Visitor Lot Circular Drive – In Process – Fall 2019
  3. Unmet Pre-requisite system support
     ▪ System update – In Process – Delivery December 2018
     ▪ Review of Pre-Requisite requirements by program – TBD once new Provost arrives
  4. Legal processing of contracts
     ▪ Website page showing contract cycle times – In Process – Delivery December 2018
     ▪ Procurement SLA – In Process – January 2019
     ▪ Contract System Redesign – In Process – Delivery Spring 2019

- Understanding and Serving the Academic Mission & Vision

- Transparency
  6. Events chargebacks to departments
- Events Fee Sheet Development – Completed
- Events Funding Request Project Brief Developed – Pending Approval

7. Facilities chargebacks and processing
   - Review Year End Funding Process with Michael Rothlisberger – November 2018
   - Facilities establishing update meetings with each college Dean to be completed by May 2019

8. Policy Implementation
   - Conflict of Interest FAQs – Completed
   - Policy status landing page – Completed

- Trust

9. Regular feedback for internal customer service
   - Project Brief Developed - Pending approval

- Faculty Needs and Support

10. Visa’s for International Faculty
    - Immigration attorney training session – Complete
    - Tip sheet development – In Progress – Delivery October 2018
    - Update to CDA group - November 2018

11. Level of staffing and support in research
    - Communication Plan – Planning – Meeting scheduled for October 30th

12. Faculty review cycle
    - Project Brief for changes to FPA developed – Pending approval
Project Details

- Overreach and Dysfunction of Non-Academics
  - Foundation Guidelines for Expenditures
    - A draft copy of the Guidelines for Expenditures was sent to the full Chairs and Directors Assembly for comment. The associated comments were used to update the draft document. The final document will be placed on a website, with a notice being sent to the Chairs and Directors Assembly.
    - The foundation also provided an update to the Chairs and Directors Assembly during their monthly meeting on October 10th.
    - Initial conversations lead to the possible future development of an Administrative Assistance Champion Group.
    - Conversation also kicked off a project to redesign the foundation budgeting process to allow more visibility to the budget and expenses by the departments.
  - Parking for Faculty
    - The committee had concerns regarding the ability for departments to purchase reserved spots for faculty; however, after speaking with the Parking Department it was determined that BOR Policy 8.2.18.4 does not allow for parking to be purchased by a department and given to a faculty member.
    - The group also inquired into possibly having “facility spaces” that could be used by a department. The current direction of the Parking department is to move away from reserved parking spots. These spots typically sit empty most of the day and restrict other student and/or faculty use. At this time, restricted spaces will only be given out to Dean level and above.
    - Parking on the Marietta campus was also addressed. Funding has been secured for an additional parking lot on the Marietta campus. This project is with Facilities currently and moving through an environmental scan. The timeline for the project is estimated to be Fall 2019.
    - Specific requests regarding parking around the Architecture building were discussed. The Parking Department agreed to conduct a space analysis review based on specific dates and times provided by the college. This analysis will be conducted by December 2018.
    - The group also discussed adding additional visitor parking around the Architecture building. This project was approved and is estimated to be completed in Fall 2019.
  - Unmet Pre-requisite system support
    - KSU’s current process requires a review and action by the department to drop a student from class for unmet pre-requisites, even though the banner system is capable of dropping the students.
    - KSU has never automatically cancelled registrations; although some academic departments wish to vet the class rosters and request of the registrar to cancel the registrations on a one-on-one request which has become quite a manual burden for the academic departments and the Registrar’s personnel.
    - Current process enhancements are in process to develop an application and report to assist the academic departments with vetting the rosters resulting in a much quicker turnaround.
• Additional research will be done around program requirements of pre-requisite courses. This project will coincide with the Gen Ed review and will begin after the new Provost is in place.
  o Legal processing of contracts
    ▪ The committee reviewed current cycle times showing that 70% of contracts are processed within 3 weeks.
    ▪ Legal supplied a link that gives information about common issues found in contracts to help departments reduce the cycle time.
      http://legal.kennesaw.edu/docs/letter_to_ksu_contractors_and_vendors.pdf
    ▪ The contracts office is purchasing a software, Agiloft, which will allow for a contracts dashboard. The dashboard will give visibility regarding where an individual’s contracts are in the process. Expected launch Spring 2019.
    ▪ The procurement office is developing Service Level Agreements. These will be presented to the Chairs and Directors Assembly in January 2019.
  • Understanding and Serving the Academic Mission & Vision
    o HR Customer Service and Hiring Process
      ▪ During initial meeting, HR communicated that they were restructuring the department to deliver higher customer service. This restructuring was completed September 2018.
      ▪ HR is also in the process of redesigning the hiring process. The design phase of this project was completed in September 2018. Future decisions on system support will determine the final delivery date of the redesign.
      ▪ The new employee/faculty orientation is also under review with the final delivery slated for Fall 2019.
      ▪ HR presented updates to the Chairs and Directors Assembly during their meeting on October 10th.
  • Transparency
    o Events chargebacks to departments
      ▪ The group expressed frustration with the lack of communication regarding the chargeback of expenses related to events.
      ▪ A current project is in place related to streamlining event requests. Through this project a fee sheet has been developed and will be communicated to all departments at KSU. This will ensure departments are aware of any charges related to events on campus.
      ▪ Additionally, a project brief has been created to develop a university level funding request process for large events. This project brief is currently pending approval.
    o Facilities chargebacks and processing
      ▪ Conversations with Facilities indicated the most difficult aspect of this process occurred during One Time Funding requests.
      ▪ A follow up conversation is planned with Michael Rothlisberger to discuss how the departments can prepare in advance for the possibility of one time funding, providing facilities with the appropriate lead time.
      ▪ Additionally, facilities is establishing regular meetings with each Dean to review the colleges prioritized project requests.
    o Policy Implementation
The initial concern around policy implementation was that the Chairs and Directors were not consulted regarding policies. The Director of Policy presented the current process chart and demonstrated that the Chairs and Directors Assembly is given the opportunity to review policies after the Policy Council and before implementation.

Specific concerns were brought up around the Intellectual Property and Conflict of Interest policies.

- Intellectual Property is still operating under the old policy due to the feedback from the Chairs and Deans. The policy revision has gone back to the responsible party for refinement before being resubmitted through the policy review process.
- Legal affairs is currently building FAQs for the Conflict of Interest policy which will be released by October 1st.

The Director of Policy has develop a landing page on the policy website to show the status of policies moving through the review process.

- Trust
  - Regular feedback for internal customer service
    - The request is to develop a tool that would allow internal customers to provide feedback to those they interact within the company.
    - A project brief has been developed and will be delivered to Cabinet for approval to move forward.
- Faculty Needs and Support
  - Visa’s for International Faculty
    - The concern from the CDA group centered on the amount of time and communication around the onboarding of someone who required a Visa.
    - To address this HR will focus on communication and education.
      - The HR office received training from an immigration attorney in October 2018.
      - HR also developed a Tip Sheet, which will give a clear map of the onboarding process.
  - Level of staffing and support in research
    - The Research office has been experiencing high turnover, which has impacted the level of service. All vacancies are currently filled; however, there are concerns over retaining the staff long term given other Universities higher level of pay.
    - Secondly, a concern regarding transparency was discussed.
      - The office has recently hired a Communications Director who will work with the CDA group on a communication plan to increase transparency.
      - The department web-site has undergone needed updates that should better assist our research-active faculty and staff. In addition, research faculty and staff will be invited to join an Office of Research listserv that was created specifically to send out funding announcements, workshops and other grant related announcements.
      - The office has begun a presence on the Marietta campus Norton Hall 310 and 312. The department has a full-time pre-awards person there 5 days a week to help with grant proposals and budgets, and they will rotate others on a published schedule to provide assistance with identifying funding sources,
discuss research ideas and submitting proposals, help with grant and contract-related purchases and hiring and discuss intellectual property protection and development.

- Faculty review cycle
  - The current Faculty Performance Evaluation timeline is not able to be adjusted due to the tie to merit increase system requirements.
  - However, the group did determine that the FPA process can be changed.
  - A proposal is being developed and presented to shared governance to change the timing of the FPA process
    - This will require an FPA to be developed within 2-3 months of hire.
    - The FPA will stay intact until a change in position indicates a need to alter the agreement.
    - Accountability to the agreement will continue to be monitored on a regular basis.