East Tennessee State University

Administrative Review Committee Meeting

August 20, 2014 – Meeting Summary – Revised

Background

ETSU held a meeting of the Administrative Review Committee on August 20, 2014. The goals for this meeting were as follows:

1. Meeting Summary from last meeting (August 6)
2. Review summary of work to date, identify areas of duplication, and resolve which group should address the areas of duplication
3. Identify items on list being addressed by other committees; determine if these items should be eliminated
4. Pain points – eliminate items that do not address efficiency of Administrative Services
5. Campus skepticism – Determine how to address this issue
6. Campus-wide participation – how do we give all colleagues a chance to provide input in a timely fashion
7. How do we move some of the topics to proposed recommendations or action items
8. Next steps

Attendees

Bert Bach, Leslie Adebonojo, Scott Beck, Marsh Grube, Scott Jeffress, B.J. King, Karen King, Hal Knight, Sally Lee, Stefanie Murphy, Margaret Pate, William Rasnick, Don Samples, Vincent Thompson, Patricia Van Zandt, Teresa Williams, Kathy Kelley, Greg Wilgocki, Barbi Ly-Worley, Michael Hoff, Mary Ellen Musick, Dora Wyett

Rick Staisloff and Lisa Clarke, (rpkGROUP), via telephone

Discussion

The members present confirmed that the August 6th Meeting Summary was an accurate description of the meeting.

Duplications were addressed by the members present and assigned to the subgroups reflected in red font.

Scholarships
- Administrative Structures
- Academic Support Structures

- Net Revenue Generators

Camps and Conferences
- Public Service
- Facilities
- Net Revenue Generators
- Vendors and Contracts

Discipline specific software – Adobe products
- Leveraging Technology
- Vendors and Contracts

Customer Service Issues
- Administrative Structures
- Net Revenue Generators
- Student Support Structures

TAFF Funding
- Leveraging Technology
- Facilities

OIT – Technology effectiveness
- Administrative Structures
- Leveraging Technology

(Patricia Van Zandt and Karen King will discuss; resolve; and advise Dora which subgroup it should fall under.)

Centralized Printing
- Vendors and Contracts
- Leveraging Technology

Recruitment of Students
- Academic Support Structures
- Net Revenue Generators
- Administrative Structures
- Student Support Structures

Winter/Summer School Schedules
- Net Revenue Generators
- Academic Support Structures

Research & Sponsored Programs
- Net Revenue Generators
- Leveraging Technology

- Duplication of Effort
- Administrative Structures

Compensation and benefit items will be removed from the Administrative Structures subgroup list.

Increase in Professional Advisors
- The A2S Committee is addressing this matter. This committee will relinquish direct review.
- Scott Jeffress will keep committee advised.

Student Learning Support
- This matter is being addressed by A2S and/or Structures
- This committee will relinquished direct review

Campus-wide Participation – Realizing that only about 10% respond to the typical survey, Scott Beck reminded the group that Kelly Foster could assist the Committee with ways that would garner more participation, i.e., focus groups, digital suggestion box. Scott Jeffress will work with Scott Beck to provide a proposal on how to address skepticism after having had a reasonable opportunity to make suggestions pertaining to administrative services at ETSU.

Moving subgroup deliberation to action items (described in the Tracking Matrix):

1.	Software systems procurement, usage	Scott Jeffress
2.	Printing/graphic design	Barbi Ly-Worley
3.	Centralized promotion of behavioral and emotional health services	B.J. King
4.	Adobe Enterprise	Karen King
5.	Digital Publishing Suite	Karen King
6.	Centralized Printing	Karen King

Next Steps

- Update spreadsheet as discussed
    - o Duplications – Determined which subgroup will address duplications.
    - o Remove compensation and benefit items from the Administrative Structures subgroup list.
    - o Student Learning Support – This committee will relinquish direct review.
- Scott Beck and Scott Jeffress will make a recommendation on how to involve the campus community.
- Six potential action items will be incorporated in the Tracking Matrix as much as possible (Lisa Clarke agreed to assist subgroups with this item.)
    - o Continue to consider other focus points for action item recommendations.
- Combining Sherrod Library and the College of Medicine – Dr. Bach will communicate to the Dean and Vice President that there is a hypothesis that it would be more cost effective to combine the two libraries.

The committee will meet in on September 3rd to address the recommendation from Scott Beck and Scott Jeffress on how to involve the campus community.

The committee will meet on September 17th to address the other items listed under Next Steps.