



## State University System Efficiencies

Universities were asked to describe three monetary or non-monetary operational efficiency efforts made, currently underway, or planned at their university within the past year that seeks to enhance the quality, effectiveness, and efficiency of processes that affect the students on campus.

The following are a few examples of the efficiencies administered throughout the system:

- Florida A&M University recently completed its implementation of an energy performance contract through Honeywell. This contract provides \$9.4 million in energy efficiency and capital improvements at 62 University facilities. This project will provide approximately \$640,000 in annual utility savings and \$100,000 in operational expenditure cost avoidance. It will also eliminate approximately \$12 million of campus-wide deferred maintenance needs and address safety concerns while improving the ventilation systems of existing research laboratories. The equipment associated with these improvements replaced inefficient equipment and components and will reduce the University's overall carbon footprint by implementing these energy conservation measures. This effort has improved facility learning and working environments, reduced overall energy consumption and improved safety for our campus population. Additionally, this project advances FAMU Strategic Priorities (No. 2 and No. 5) by investing in critical research facilities and leveraging technology to make our operations more effective and efficient.
- FAU - EAB Navigate Student Success Platform will replace multiple separate technological solutions that were only minimally integrated. Currently, academic advisors at FAU use Starfish Solutions as its seamless advising system, so that student advising notes carry with them throughout their entire four-year academic journey despite any changes in assigned advisor or major. Additionally, FAU relies on Civitas Learning predictive analytics tools to inform student success efforts, both at the university-wide and student-specific level. Advisors currently can view Civitas-produced predictive scoring within Starfish, but any further insights would need to be accessed through a separate module and an additional single sign-on process. Additionally, student-athletes are currently tracked academically through a separate system; and tutoring for all students occurs in yet another system. EAB Navigate will combine the current solutions for advising, predictive analytics, student-athletes, and tutoring – and has additional benefits such as a student mobile app with historically high adoption rates at other schools. As a result of this transition, FAU staff will reduce the number of panes of glass that they will see in order to accomplish their duties. The reduction of the number of tools comes with cost savings in Year 3 (FY25), as well as operational efficiency in Year 1.
- FGCU - The University continues to further enhance our building mechanical systems post-pandemic. We have engineered and installed phase I of completely retrofitting all phase one buildings with new fresh air dampers, air flow monitoring devices, and building automation

programming that can increase and decrease the amount of air delivered throughout our buildings during any variety of working conditions.

- FIU - Due to many vacant positions within the health & wellness department, the average wait time for students to obtain a follow-up appointment with a licensed Psychologist increased to almost 4 weeks. FIU implemented a timely and innovative way to meet demands by contracting with BetterMynd. Since BetterMynd is a national network, students usually meet via a telehealth session with a therapist within 48 hours of the need arising. Additionally, when comparing the cost of BetterMynd to a full-time psychologist, the approximate cost declined from \$483.35 to \$349.90 per student each semester, a 28 percent savings.
- FL Poly - Using the integration-platform-as-a-service (iPaaS) system from Team Dynamix, Florida Poly is implementing a process integration platform that will enable us to automate workflows and integrate processes that must be coordinated among multiple information systems. The iPaaS system will reduce manual and paper-based handoffs between departments; improve consistency in process execution; improve speed of Cost and Use-Efficiencies in Technology Services and Equipment completion for processes integrated through the platform; and provide for better management of process flow and progress monitoring. As an example, using iPaaS, on-boarding processes for new employees can be constructed that orchestrate activities in several systems: Hiring a new instructor might (a) initiate a key and computer request for the instructor, (b) establish payroll, (c) place the instructor in the online web directory, (d) define the instructor as a faculty member in the student information system, (e) automatically provision needed software licenses, and (f) generate messages to affected departments to initiate welcome and onboarding activities.
- FSU - All International Programs fees were moved to the central online FSU Accounts Receivable System, which allowed payments to be made by students and their families at any time of day or night. Previously payments were received in the International Programs physical offices by mail, in-person in the International Programs Offices, or by calling the International Programs Office with credit card information provided over the phone. Estimated Savings: \$336,287.00.
- The NCF Data/Technology Task Force was established to identify data and technology needs, primarily related to retention, and to make recommendations that support NCF's strategic initiatives regarding student retention and recruitment. The task force met several times since January 2022, discussing and conducting an analysis of current systems and processes. The task force developed several solutions to create a more modern campus community using the latest technology and integrate technology platforms together, so the data is more readily available for our students, faculty, and staff. The recommendations proposed include determining if there are opportunities to consolidate software and ensure units are receiving their full value, optimize the features and functionality of the ERP system by creating a more modern platform for students, faculty, and staff and evaluate how we can enable comprehensive student data analysis and data sharing for student success planning,

assessment, and improvement purposes. These efforts will be ongoing throughout this next year.

- UCF deployed Workday Human Capital Management and Finance on July 1st, a modern, cloud-based Enterprise Resource Planning (ERP) system which offers improvements that support greater efficiencies at UCF. The new ERP provides UCF the ability to digitally maintain critical human resources records including timekeeping, leave accrual, and payroll. Further, it reduces the complexity of our chart of accounts, reporting of financial and position information, and enables our responsibility-centered management financial strategy. UCF selected Workday, Inc. as the university's new ERP system. This industry best-in-class tool positions UCF to streamline the efficiency and effectiveness of 441 business processes throughout campus. Workday replaces PeopleSoft's human resources, finance, budgeting, research administration, and reporting functions. The university's prior ERP system, developed in the 1990s, had usability and capability inefficiencies that could not keep up with the university's rapid, organic growth. Those inefficiencies led to increased integration complexity and limited data insights. The new system simplifies business processes and integration through digitization, by using out-of-the-box functionality which will improve efficiency and reduce costs related to maintaining customizations. Elimination of paper processes for time keeping alone (LAPERS) reduces up to 24,000 hours per month of unneeded forms-based approvals via email and wet signatures. –
- UF - In Fall 2022, Student Life will launch the use of the industry standard StarRez platform. This software will create a single location for nearly 10,000 students living in university housing to explore housing options, complete contracts, pay bills and receive communications. With this platform, Student Life will be able to decommission two other software programs while allowing students to have a mobile-friendly, paperless system for critical processes. Additionally, StarRez will streamline UF's roommate matching process, enhance the protection of student data, and reduce staff time in using multiple disconnected processes.
- UNF - Numerous restructuring efforts were undertaken as through a consolidation of Academic Affairs and Student Affairs over the last couple of years. Last year we reported on the combining of the Office of Faculty Enhancement, Office of Undergraduate Studies, and Center for Community-Based Learning. We also described our reorganization in Recreation & Wellness and other examples where former Student Affairs functions are integrated into the Academic side of the house. This past year we have successfully integrated the divisional budget and personnel functions to support the Colleges as well as student support services departments. This has created synergy and efficiency in the various operations supported. The team is well-rounded and diverse in terms of experience and credentials and is poised to meet current and future divisional needs. The team has been cross trained to enable continuous coverage of essential functions, and utilizes technology to increase efficiency, productivity, and collaboration, thereby supporting Colleges and student support units in their fundamental mission to support student success.

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- USF IT leveraged technology solutions and a relationship with Govconnect to create a new program, called Direct2u. The Direct2U process significantly reduces the amount of time clients at the university wait for newly purchased desktops and laptops to be ready to use. Direct2U means that USF employees now have their new computer shipped directly from the vendor to the department, instead of being shipped to IT and waiting for IT to configure and install software. Upon receipt of the new computer, the client can log in and have the machine immediately available for use while the needed software is securely downloaded and installed.
- UWF - Expanded the university's Event Management System workflow to incorporate a process for Student Organizations and Greek life to book spaces and register for off-campus events. This updated process allows campus partners to review, approve, invoice, and schedule staff for student-related events in one system. Previously it was duplicated into two systems.

For detailed reports by institution, please contact the Board of Governors General Office.