



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 is currently implementing Oracle's Student Financial Planning (SFP) service, the next generation Financial Aid solution. SFP is a cloud-based financial aid system that manages each student's financial plan individually, automatically, and in real-time; providing visibility into their entire program, supporting better informed financial decisions, and optimizing student outcomes. The Vocado Oracle solution is the first step towards a full cloud solution for an Enterprise Resource Planning module. Vocado improves efficiency by reducing the turn-around time currently needed for processing financial aid. Improvements in efficiency are accomplished by real-time synchronization of government systems required for processing financial assistance by matching qualification criteria in real-time. Matching qualification criteria reduces documentation required for submission by students and parents. The real-time verification of eligibility improves annual audits by reducing the need for manual review of eligibility. - FAMU;
- Ivy Chatbot was implemented at FAU in FY2020. Ivy is an artificially intelligent agent that improves its online presence, triage customer service requests, extend the hours of operations, and enhance the overall quality of services and experience. Ivy creates a unique communications platform with seamless bot and human engagement to provide exemplary service to students, including online and study abroad. With a highly configurable set of modules, Ivy helps FAU students answer questions, locate resources, provided instantly an appropriate solution, and find university web pages - 24 hours a day. - FAU;
- FGCU implemented a new Workday Financials and HCM system, which eliminate many paper-based processes and increase efficiency across multiple business processes on campus. - FGCU;

- COIL provides students at FIU with hands-on international working opportunities that build data and technology literacies, critical thinking and creativity skills, and intercultural communication and collaboration capacities valued by employers. Since COIL is embedded within the curriculum, participating students gain access to global diversity without incurring any additional cost. Students and faculty utilize technology and the internet to connect with their peers across national borders. This enables intercultural and interdisciplinary teams to develop meaningful collaborative projects while increasing knowledge and helping to better understand and empathize with different perspectives. - FIU;
- Cloud-based technology creates flexibility, improved security, compound cost savings, and efficiencies required to maintain and promote operational effectiveness with the Division of Information Technology. FIU migrated virtual Bomgar Remote appliance from the on-premise VMware virtual service to a cloud based Azure service. Bomgar is a remote support software that allows support technicians to remotely connect to end-user systems through firewalls from their computer or mobile device. Bomgar enables multiple support teams at FIU with quick and secure access to troubleshoot and fix issues with computers, mobile devices, hardware, and peripherals with one secure tool. In general, the remote capabilities of this software provide multiple benefits to FIU, such as: increased response time, minimized cost (as compared to an onsite visit, particularly to satellite locations), increased productivity, sustainable growth and scalability, and increased security and redundancy. Additionally, FIU's CrashPlan authorization server will be promoted to a cloud infrastructure hosted by Code42. This will reduce the on-premise footprint, improve stability and performance, and reduce support personnel required to manage physical devices. - FIU;
- Florida Polytechnic implemented NuPark, a fully automated online parking management software solution. This software streamlines the process which enhances cost savings and user experience. - Florida Polytechnic;
- Currently Florida Polytechnic is planning and mapping the implementation of online student payment plans with CashNet. This will be an online platform that automates and streamlines the WorkDay integration and, in turn, produces cost savings for parents and students. - Florida Polytechnic;
- FSU's Office of Procurement Services recently implemented a centralized Contract Administration Program ("Program") that is estimated to achieve \$15 million in annual cost savings and/or cost avoidance. The Program has updated University policies and procedures, launched an automated contract routing system ("Contract Module"), and initiated campus-wide training on contracting best practices. The Program mitigates risk, ensures compliance, and creates a consistent and efficient workflow for the routing, approval, signature, and management of contracts university-wide. This allows greater transparency and efficiency, in addition to the opportunity for cost savings and cooperative purchasing. - FSU;

- New College has implemented Cardinal Parking Software called “Cardinal Tracking”. This software is an electronic, web-based system for parking operations and allows for ordering and payment of parking permits. This system was launched in Fall 2019 and has saved the College a considerable amount of time for the students and employees of the College, minimizes paper and duplication of efforts, and integrates with the College’s Banner ERP system. This system also provides for the payment of parking fines on-line and allows for on-line appeals of parking fines which also minimizes paper. – NCF;
- As a result of the coronavirus, the University of Central Florida transitioned to remote instruction in March 2020. UCF also made operational decisions to ensure the short and long-term success of the university by implementing a hiring freeze, as well as a spending freeze on purchases in excess of \$10,000. These actions remain important as the university prepares for unpredictable financial impacts as a result of COVID-19. – UCF;
- The Enterprise Resource Planning Project (ERP) will replace the existing PeopleSoft ERP system at UCF and will offer critical improvements to support greater efficiencies. Analytics and reporting, research, student records, and finance are projects underway that are currently being implemented to decrease costs university-wide and increase overall efficiencies. – UCF;
- USF has consolidated dining services for the Tampa and St. Petersburg campuses in order to provide a more seamless dining experience for students and campus communities. This has eliminated some duplicative efforts between the two campuses, improving operational efficiency and resulting in significant cost savings to students on the St. Petersburg Campus with meal plan prices reduced by 15-20%. – USF;
- An exam room was created at USF Sarasota/Manatee, including two wellness offices in building SMD, as well as renovations to a new nursing skills lab. This will provide students with an on-campus location to receive wellness services and to begin a new nursing skills program. – USF Sarasota/Manatee;
- USF Health is also undergoing a transformation in the way business is carried out as a result of the COVID-19 pandemic. Using the Microsoft TEAMS platform, employees successfully transitioned to working remotely. A cost savings will be realized from this transition by terminating off-campus leases for office space. In addition, vacated administrative space on-campus is being evaluated and plans are being developed to possibly convert the space to expand current academic offerings and research labs. Efficiencies have already been realized associated with the transition to working remotely through reduced commute times and travel for meetings. – USF Health;

- UF Human Resources created the Strategic Talent Group, an internal executive search firm, to source strategic positions for the university. Many external executive search firms charge a professional fee of 30% on the first year of salary, plus a 7% - 12% administrative fee on all expenses. UF recently realigned resources to strengthen this strategic function, enabling the group to conduct additional recruitments, which will translate into further cost savings. As the adoption of its services increases, the Strategic Talent Group will be in a position to deliver an estimated \$2 million annually in cost savings for the institution- UF;
- UF has actively pursued energy conservation projects through Energy Service Companies (ESCOs) across campus, resulting in \$35.1 million in savings to date. In order to further benefit from energy conservation practices, future ESCO opportunities will be explored, including within chemistry facilities, the Cancer and Genetics Complex and the Dental Tower. The estimated savings of these future ESCO projects is \$2.2 million annually in energy savings. The ESCOs would also address an additional \$27 million in the reduction of deferred maintenance through building improvements. - UF;
- During its recent contract extension with Duke Energy, UF negotiated significant cost savings, including an electric utility savings of approximately 9%, or \$3 million annually, as well as a more favorable rate based on steam use, which translates into approximately \$1 million in cost savings annually. UF is sequestering these savings in order to plan for future utility needs of campus. - UF;
- In an effort to continually improve student services, UNF has either implemented or is implementing applications to assist students in their academic progression. These include Degree Works, Ad Astra, and Q-Less. Degree Works will allow students to better map their academic progression toward degree. Ad Astra will assist not only the students with their scheduling options but also allow UNF to monitor and predict room and course section needs. Q-Less is an application that allows students to reserve a spot "in-line" from their mobile device or computer and have it notify them when their time is approaching. Not only will this improve customer service but also assist in the social distancing efforts by not necessitating individuals to stand around in line or in a waiting area. - UNF;
- UWF migrated manual workflow processes to dynamic forms/online processing. The continued use of dynamic forms and Banner algorithmic rules improve and streamline individual processes for personnel action forms routed electronically versus manual from office to office (DocuSign approvals); contracts, purchase orders, leases, financial aid documents, and correspondence routed using DocuSign; financial aid form processing and award letters generated using online tool (Campus Logic); and pre-employment paperwork processed through PageUp. - UWF.

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