

Meeting Summary for June 3rd included:

1. Administrative Services Review Committee (Success Statement)

June, 2014

East Tennessee State University, having recently completed its 125th year, is ready to begin building on the foundation created by the Committee 125 groups. These groups examined ETSU's legacy and future from multiple perspectives, both academic and administrative. The creation of ETSU's future, however, will occur within a challenging external environment. These changes include the mix and expectations of students coming to the University, and the resources that support the University, which are increasingly shifting from state support to tuition and fees and other revenues generated directly by ETSU. In order to control its financial destiny, and allow for necessary reinvestment in its mission, the University must now consider the return on investment from all current and future resources. This "return on investment" is not only financial, but a primary consideration of the contribution made to student success.

The focus on return on investment is being lead, in part, by an Administrative Services Review Committee, part of the overall University planning structure. The Committee's charge is to identify opportunities for increased quality of service, efficiencies and cost savings. These opportunities will be considered in light of relevance to mission, support of a student-centered growth agenda, and fiscal stewardship.

Success for this Committee has been clearly defined. Specifically, the Committee identified the following criteria for a successful project:

- Improving the quality and efficiency of customer service to students, faculty and staff, with an aim to both reduce cost and increase service levels. This effort will focus initially on addressing "pain points" in the service experience.
- Focusing on enhancing services which support student success, especially progression and graduation rates.
- Educating the campus on service delivery, and increasing the level of accountability and transparency around service offerings.
- Creating consistent policy and procedures, documenting them, and communicating throughout the campus community.
- Engaging the campus broadly and deeply to obtain their ideas and feedback, supporting a breakdown of the "Us vs. Them" mentality.
- Identifying reallocation opportunities to fund the mission.
- Creating a framework that will provide a model for how this work can be done in the future.
- Ensuring a process in which each member of the Committee will have the opportunity to contribute, and serve as more than just a representative of their area.

Ultimately, each member of the Committee believes that they will contribute to a campus culture and level of service that makes ETSU unique and increases student success.

2. To Do List

ETSU Administrative Services Review

To Do List

- Send presentation file to Dora/Dr. Bach- done Lisa June 4th
- Success Statement to Dr. Bach - done Rick/Lisa June 4th
- Approach document update - done Rick/Lisa June 4th
- Communication for campus subgroup invite - done Rick June 4th
- Connect with Joe on communication plan –done Rick June 4th
- Establish draft milestone dates Lisa June 6h
- Subgroup Lead nominations to Dr. Bach Committee June 6th
- Work with IT to establish email address Dora/Lisa June 6th
- Send campus invite for members Dr. Bach June 9th
- Responses due back from volunteers All June 13th
- Update tracking matrix Lisa June 13th
- Schedule Committee meetings thru Nov Lisa/Dora By June 13th
 - Schedule meeting for next week to pick Leads Done
- Schedule Team Leads meeting Lisa/Dora By June 13th
- Set up Dropbox for document sharing Lisa/Dora By June 13th
- Set up committee website Joe TBD- Dr. Noland
- Identify resource leads – IR, Finance, etc. Lisa/Dr. Bach By June 13th
- Schedule Town Hall – Fall 2014 Dora/Dr. Bach July 31?