

BEST PRACTICES, Business Services

Title: Long-Term Contract Finances Major Capitol Improvements to Dining Facilities # 10

Source: University of South Carolina

Co Area:

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2004.html

Abstract: The problem facing The University of South Carolina was the following question: What do you do when you have \$12 million in deferred maintenance in your dining facilities, antiquated cooking and servery capabilities, outdated décor and ambiance, a pressing need to add more dining space to accommodate student demands, a continuing need to provide substantial scholarship contributions from food service revenues and very limited funds to address any of the above?

The RFP that was created structured the relationship between the University and its future food service vendor like that of a landlord/tenant. Essentially, the University owns the facilities in which the dining areas are housed, and therefore needed to be in control of any projects that affected building infrastructure. The University's obligation under the new contract is to deliver the raw space appropriately wired, plumbed, ventilated, heated and cooled so the vendor can come in and upfit this space, with prior approval of the University, to reflect current food service trends, methods and looks.

BEST PRACTICES, Business Services

Title: Print Rightsizing **#** 21

Source: University of Texas at Austin

Co Area:

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2004.html

Abstract: The CFO Organization at The University of Texas at Austin conducted a "rightsizing" analysis to determine if savings could be obtained. Rightsizing means putting the right functions on the right sized multi-function device to meet the business requirements of the people that are using the equipment. Instead of having several printers, a copier, a fax machine and a scanner to support an office group, one multi-function device that handles print, copy, scan and fax would be used. This device would be based on the required output. Rightsizing consolidates several pieces of equipment into one networked device that can be accessed to multiple users to handle multiple functions. This approach ensures that users are not over-purchasing equipment that was designed for higher utilization.

The rightsizing pilot project involved five different vendors and lasted approximately four months. The outcome of this effort was the selection of a single vendor who provided a solution to consolidate 100+ pieces of office equipment down to 24 multi-function devices for the CFO Organization. This consolidation resulted in a 40% reduction in print output costs in terms of equipment purchases, leases, maintenance and supplies. Additional soft costs were realized in terms of reduced support by technical personnel of the equipment fleet.

The CFO Organization structured an agreement with a single vendor that allows all departments on campus to participate and to pool volume on an annual basis. This will reduce costs because many of the University's copier agreements are based on a set amount of monthly copy minimums, even if actual usage is significantly less. Additionally, any month in which the minimum volume is exceeded results in monthly overage charges. By participating in the rightsizing program, all volume is pooled on an annual basis. If a department is over its volume target at the end of the year and another department is under, then volume can be pooled to offset one another, resulting in no overage charges.

This agreement also includes annual rebates for increased program participation. As more departments join the program and total volume increases, annual rebates will be returned to departmental program participants. This ensures that everyone benefits from leveraging the University's collective buying power, which provides incentives that cannot be duplicated by the individual contracts purchased under state negotiated pricing.

BEST PRACTICES, Business Services

Title: Registration and Online Bookstore Integration # 24

Source: Dallas County Community College District **Co Area:** Registrar's Office

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2004.html

Abstract: With enrollments steadily increasing, the Dallas County Community College District (DCCCD) is constantly striving to streamline the delivery of services. In April 2001, the DCCCD entered into a contract with Follett Higher Education Group for delivery of bookstore services. This partnership includes providing an Internet based ordering system allowing students to purchase textbooks through eFollett.com, and providing integration between DCCCD's web-based registration process (eConnect) and eFollett.com.

In November 2001, the DCCCD implemented an online bookstore for each of the DCCCD's seven colleges enabling purchases from any DCCCD eFollett.com bookstore for classes held at any of the colleges. Students may choose to pick up their textbooks at one of the bookstores or have them shipped.

In July 2002, the DCCCD implemented seamless integration between eConnect and the online bookstores. Students' shopping carts are automatically populated with textbooks for all credit courses (at all colleges) for which they are registered. This greatly simplifies the online purchase process and eliminates errors in students purchasing textbooks for courses in which they are not enrolled. Students no longer have to drive to one of our colleges and stand in line to purchase textbooks, and they have more information available online as they consider course options.

Title: Local Business Partnerships # 47

Source: George Mason University **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2003.html

Abstract: The bookstore at George Mason University has instituted the practice of establishing partnerships with local area businesses. These partnerships are mutually beneficial by exposing students to the services of local vendors and by creating interest in bookstore events. It has also cut down on the cost of expenses such as advertising. For example we have partnered with a pizza shop to provide free slices of pizza to students during the busiest days of buyback. This creates more interest in our buyback and students get free food and coupons for pizza.

(If you read further, this program included student organizations and university departments - and various local merchants)

BEST PRACTICES, Business Services

Title: Establishing a Self-Supporting Outreach Program: It's harder than you think, but better than you could ever imagine # 79

Source: University of Arkansas

Co Area:

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2005.html

Abstract: In the fall of 2002 the University Bookstore proposed to the Executive Committee of the University of Arkansas the opening and operation of a self-supporting outreach facility for the campus. The proposed concept of this program was to provide awareness of the University's academic offerings and accomplishments to the targeted consumers that do not usually visit the campus. The idea was presented to the Committee along with a five-year business and financial plan. The program was accepted and approved in the Spring of 2003. A site was selected and leased within the Northwest Arkansas Mall (about 5 miles from campus). We opened our doors for service to the targeted consumers in late November of 2003. The service and business model has proven positive and we are projecting to surpass our FY 2008 sales goal within the first twelve months of operation, which will end in November 2004. The excess income is to be invested in building and operating visitor centers for the university.

Title: Pay Per Meal: A Results-based Approach to Residential Dining # 98

Source: Virginia Commonwealth University

Co Area:

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2004.html

Abstract: Virginia Commonwealth University's (VCU) Department of Business Services manages auxiliary operations including Dining Services and has implemented a new results-based residential dining agreement with the principle objective to enhance campus life by providing diverse selection of quality food products and services.

Historically, residential dining agreements and contract fee schedules were based solely on the number of meals contracted. Like many other universities, the fee VCU paid to the contractor was based on the number of contracts sold. Paying the food service provider per meal plan contract resulted in the chief objective of the contractor to offer the most attractive dining contract pricing in order to sell more dining agreements. However, it can be argued that this process could encourage the contractor to reduce quality and limit services to decrease its costs and compensate for aggressive contract pricing. After students purchased a meal plan, the service contractor had little incentive to encourage its customers to use it. In fact, if customers did not use the dining plan they purchased, the contractor's expenses were reduced and its profits increased.

VCU Business Services sought a solution that would create an environment where the chief objective of the contractor and the university are one in the same. Consequently, VCU Dining Services developed a pay-for-performance agreement structure that rewards the contractor based on the number of meals actually served. In this free enterprise structure, the contractor is compensated each time a customer uses the contractor's services, as opposed to being paid solely on the number of contracts sold. The contractor is no longer tempted to reduce quality to decrease costs and increase profits. In order to be successful, the contractor's focus becomes growing meal sales to generate additional revenues. Logically, better food quality, friendlier service and professional marketing will result in more meals consumed leading to increased profits for the food service provider and improved customer satisfaction.

BEST PRACTICES, Business Services

Title: Harnessing the Power of a "OneCard" System to Lower Cost and Improve Customer Service # 99

Source: West Texas A&M University

Co Area:

Add Info: http://www.sacubo.org/sacubo_resources/best_practices/2004.html

Abstract: In the fall of 1998, West Texas A&M University implemented a OneCard ID Card Transaction System. This system was implemented in a effort to enhance the students educational and campus life experience by combining various University cards, functions and services into a single ID card the Buffalo Gold Card. Prior to the OneCard system, a student had an ID card, copy card, meal card and a activities punch card. Each semester they were required to obtain validation stickers at various departments on campus. Currently, the Buffalo Gold Card is used as an ID card, a meal card, a library card, a privilege access card, a door access card and a debit card.

The OneCard transaction system provides 19 academic and non-academic departments with a complete point-of-sale system, privilege and account management for meals, and activity and debit functions along with door access authorization. Many campus departments wanted to improve customer service and the services they offered, while saving time and money for the University and its students. This has been accomplished utilizing the OneCard system. Over the last four years, the Buffalo Gold Card has become the key to campus life at West Texas A&M University for students, faculty and staff. During this same time frame, deposits on cardholder accounts has increased more than five fold, the University has become ticketless for all sporting and extracurricular activities, and the business community of Canyon has bought into the slogan of the Buffalo Gold Card The Way to Pay.

Also see page 12 of http://www.caubo.ca/awards/documents/QP_Rich_UM_Summer_06_E.pdf

Title: Collaborative Effort with U.S. Post Office - New Address Scheme Facilitates Mail Delivery Service # 101

Source: University of Virginia

Co Area:

Add Info: http://www.sacubo.org/sacubo_resources/best_practices/2005.html

Abstract: The University of Virginia's Mail Services (UVA Mail Services) is a department under the Office of Business Operations reporting directly to the Associate Vice President for Business Operations. The Mail Services staff recently implemented a new delivery address system that improved the timeliness and accuracy of U.S. Postal Service (USPS) and interoffice (messenger mail) departmental mail handling at the University. This system has been beneficial to the University departments because they have been assigned a new permanent department address recognized by the USPS. In addition, a new address scheme was implemented for the students living in University housing, to expedite the handling of their mail and segregate their mail from the rest of the University.

Benefit to the U.S. Post Office:

The USPS also benefited from the new address scheme because the University mail is now machine sortable, resulting in less manual sorting of the mail.

BEST PRACTICES, Business Services

Title: BearkatOne Card - It's NOT a Credit Card # 112

Source: Sam Houston State University **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2005.html

Abstract: For many years Sam Houston State University has had an identification card which fulfilled the function of student and employee identification for the purpose of receiving services and entry into events on campus. It has been a magnetic stripe photo card with the one additional function of serving as a declining balance card for on-campus dining.

In the new century and with a new President, the desire was to have an ID card that far surpassed what we had. Indeed, we wanted something that surpassed most of what we had seen at other universities.

We envisioned a card that would be the official card for the University and would continue to serve as a declining balance card for on-campus dining. But we also wanted the card to be capable of serving as a "key" for card access door entry and as an internationally recognized non-pin-based debit card. Also we wanted the new card to be our delivery system for student financial aid residual refunds and other student refunds.

This card is not the end; it is the beginning. We are currently exploring more capability with our ID card partner, Higher One.

Title: Automating The OneCard Office via Web Applications # 121

Source: University of North Carolina at Wilmington **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2005.html

Abstract: The OneCard has surpassed the limits of identification and become a vital component for the Universities business operations. It now provides and enhances services on campus, benefiting both the cardholders and operations. In times when cost reduction has become imperative, the opportunity for amplified technology is fundamental in areas such as the OneCard Office.

Typical office procedures, in the OneCard Office as well as point-of-sale and patron client offices, are very capable of having web interfaces, automating manual processes. By creating an electronic forms and signature application, along with an online reporting application for card system clients, the now popular OneCard Office at UNCW has gone 'paperless' and is virtually automated.

Also see page 12 - http://www.caubo.ca/awards/documents/QP_Rich_UM_Summer_06_E.pdf

BEST PRACTICES, Business Services

Title: Voice Activated Mail Sorting # 159

Source: Oklahoma State University **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2003.html

Abstract: We chose Voice Activated Mail Sorting Software to automate the labor intensive process of sorting mail (6 million pieces annually) for campus delivery. Research confirmed that neither Optical Character Reading sorting equipment nor mechanical mail sorting equipment was practical for us.

Our research indicates that Voice Activated Mail Sorting Software will:

- * Allow us to reduce the number of times we handle a letter by 25%,
- * Allow us to sort with 100% student help when necessary,
- * Allow us to train students to sort the most complicated route in one day, and
- * Allow us to increase sort accuracy and speed.

We can reduce staffing by one full time employee. The savings will pay for two sort systems and contribute \$4,000 to other expenses. The \$18,000 annual savings will repeat in future years.

Title: Aggie Bucks – More than “Mad Money” # 165

Source: Texas A&M University **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2003.html

Abstract: The Aggie Bucks Program at Texas A&M provides users with the option of turning their ID card into a declining balance card. While more and more universities throughout the country have adopted this basic idea, Texas A&M has been considering how it could be expanded.

August of 1998 witnessed the development of a partnership between Texas A&M (Student Financial Services) and Wells Fargo Banks. This partnership, one of the first of its kind, was sparked by the ever-increasing financial workload produced by the program. The resulting arrangement appointed Wells Fargo the official financial administrator of the program while allowing Texas A&M to retain actual ownership. This arrangement was instrumental in the expansion of the program, which now incorporates over 150 on and off campus business, generated over \$12,500,000 in Aggie Bucks sales in 2001 and continues to grow.

Recently, Student Financial Services has taken steps to introduce and promote the possibility of a "cashless" campus. Several Aggie Bucks pilot programs have been initiated that provide academic departments with the ability to utilize Aggie Bucks. These programs allow departments to experience the ease and security of Aggie Bucks use while eliminating the necessity to store and handle cash.

The Aggie Bucks Program originally began as a way for students to use stored funds to pay for meals at one of the food service facilities on campus but has expanded to off campus vendors.

BEST PRACTICES, Business Services

Title: Cutting Waste Seamlessly (Print on Demand) # 171

Source: University of Arkansas **Co Area:** Institutional Effectiveness

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2003.html

Abstract: Situation: The University of Arkansas Cooperative Extension Service traditionally has written, designed, printed and warehoused hundreds of fact sheets.

Problems: Fact sheets had been printed on offset presses for decades. This required authors to order a given quantity at the time of printing. Several titles continued to be warehoused beyond relevancy, contained outdated information and reflected previous design standards. The process wasted paper, employee time and warehouse space.

Objectives:

- To reduce waste.
- To assure the timeliness of fact sheet content.
- To bring about change in a way that appeared seamless for users.

Strategies:

Information Technology (IT) rewrote the on-line ordering program:

- Orders for fact sheets that were warehoused would continue to be directed to the warehouse.
- Orders for fact sheets that were prepared for print-on-demand would be directed to the Print Media Center.

The Print Media Center provided 48 hour turn-around on print-on-demand fact sheets to assure a continued quality of service. A system was established by Communications section so that authors could make content changes to update information in fact sheets.

Results:

- County faculty are unaware that the fact sheets they order are printed only as needed.
- Waste has been curtailed.
- Warehouse space has been freed.
- Service has been improved.
- The content of fact sheets is timely.

BEST PRACTICES, Business Services

Title: A Textbook Connection to Better Student Service

175

Source: University of Florida

Co Area:

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2003.html

Abstract: During the mid 1990s, the University of Florida faced two major issues concerning textbooks and course materials. First, our students wanted to defer their purchases of these items until their financial aid was disbursed. This eventually led to the creation of the Textbook Deferred Payment Program. Second, we needed an efficient method of providing textbook adoptions and course materials information to an ever-increasing number of online vendors and a large contingent of local bricks-and-mortar bookstores. The Textbook & Course Materials Requirements Program was developed to solve this demand. Through a cooperative effort between the Business Services Division, University Registrar's Office, Student Financial Affairs, and University Financial Services, these two programs were developed to meet these demands, thereby resulting in improved services to our students, faculty, staff and visitors.

Additional information is available from <http://www.sacubo.org/2003BestPractices/> or the UF's web sites.
<http://www.bsd.ufl.edu/textadoption/studentview/viewbysection/defprog.asp>
<http://www.bsd.ufl.edu/textadoption/studentbooks/default.asp>

BEST PRACTICES, Business Services

Title: Meal Plan Options

201

Source: University of Richmond

Co Area:

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2002.html

Abstract: Prior to the opening of the 2000 school term, Food Services decided to create two new dining plans and to rename the older meal plans. The ideas for these changes came from the Food Services staff and from student feedback. The two new plans, Spider Plus Unlimited and Spider 100, were new plans that had some of the flexibilities and features that the students wanted according to their suggestion box feedback.

The Spider Plus Unlimited plan is the premier plan that provides the students with the following benefits not available in the Spider Plus Plan:

- (1) Unlimited access to the dining center (Student can enter the dining center multiple times during one meal period.),
- (2) Five guest meals per semester (The Spider Plus Plan only provides one guest meal per semester.), and
- (3) Five dollar bonus punch per week for use in Food Service store, pub, and snack shop locations.

The Spider 100 plan provides one hundred meal punches per semester, which is approximately 25 more meals than the Spider 5 plan. The student under the Spider 100 plan gets two guest meal punches per semester versus only one guest meal punch with the Spider 5 plan. Spider 100 allows unlimited access to the main dining center during any meal period and five dollar per week bonus punch at other Food Service locations. Finally, the Spider 100 allows up to three meal punches at the fast food restaurant during one meal period; this feature is available so that students can purchase more food at one time.

To conclude, the creation of two new plans and the renaming of the plans have increased gross revenues and attracted a larger number of students (especially those who are not required to purchase a meal plan) to participate in the meal plan offerings.

BEST PRACTICES, Business Services

Title: Web-based UPS Shipping System # 216

Source: Cal State - San Luis Obispo **Co Area:**

Addl Info: <http://www.calstate.edu/QI/qishowcase/projects/SLO/sloups.shtml>

Abstract: Cal Poly, San Luis Obispo has recently partnered with UPS to launch CampusShip, a web-based system that offers campus users a streamlined, fast, and cost-effective way to send Next Day and Second Day Air packages. All users register with the Cal Poly CampusShip Administrator to use this new paperless, web-based system. Once registered, a user is able to access the UPS CampusShip website. Some of the benefits of this website are the user's ability to print his or her own shipping labels, personal tracking of parcels and the ability to print receipts. Users are able to conveniently drop their parcels in one of the new and conveniently located UPS drop boxes placed throughout the Cal Poly campus. The Cal Poly Campus Administrator creates a monthly feed to PeopleSoft of all user activity and generates a monthly chargeback to the users' department.

<http://www.calstate.edu/QI/qishowcase/projects/SLO/HowToUseCampusShip.swf>

All improvements - <http://www.calstate.edu/QI/qishowcase/qishowcasehome.shtml>

Title: 2002 Food Service Hurricane Contingency Plan # 245

Source: Florida Institute of Technology **Co Area:**

Addl Info: <http://www.nacufs.org/resources/publications/> - (Original URL No longer valid)

Abstract: While no plan can account for all contingencies during a natural disaster, this plan provides a basis for a decision making process. Major areas of concern are for the safety of the students and university employees and the protection of university property while providing appropriate support services to the entire campus community.

During hurricane season (June 1 through November 30) the Director and management staff of Auxiliary Services will keep an independent watch on tropical weather systems that may affect our geographical area. As tropical weather systems develop, they will make decisions pertaining to the department's storm preparations, consideration will be given to storm severity, projected path, watches and warnings issued by the National Weather Service and possible pre and post effects of storm damage.

The document covers pre and post hurricane actions - step by step - example -
The FS Coordinator will, in consultation with the Auxiliary Services Director, determine the number of "survival bags" to prepare for students and staff remaining on campus, keeping in mind the number of students in residence halls, Southgate Apartments, ELS participants, conference groups, and extra campus staff." It goes on to give information about the products going into the survival bags,

BEST PRACTICES, Business Services

Title: RFP Resource Library # 246

Source: National Association of College & University Food Service **Co Area:** Business Services

Addl Info: <http://www.nacufs.org/> (Original Exact URL No longer valid - requires member status to review)

Abstract: NACUFS members looking for sample Requests for Proposals (RFPs) will find this section of the website extremely helpful. The RFPs listed in the Resource Library cover a wide spectrum of foodservice operations and provide a basic template that can be customized to meet the needs of a particular institution.

Samples RFP's for food/beverage service, card systems, consultants, outsourcing, software, POS, laundry and vending.

(Available for members only.)

Title: Students and School Thrive with Online Pizza # 247

Source: State University of New York-Cortland (NACAS) **Co Area:**

Addl Info: <http://www.nacas.org/news/> - (Original URL No longer valid - requires member status to view)

Abstract: At State University of New York-Cortland's Raquette Pizza restaurant, students now order their carryout or delivered pizza via computer rather than over the phone. Most students prefer to use the computer as their medium for communicating with the outside world, so SUNY-Cortland installed Webfood (<http://cortland.webfood.com/>) in conjunction with the reopening of Raquette Pizza - and the increase in sales has been dramatic! Webfood has generated substantially more orders and higher check averages. Online orders have been nearly double those of the average walk-in order - \$6.84 vs. \$3.50 - and the average Webfood delivery order is \$12.84. Impressively, while Raquette Pizza also accepts phone orders, Webfood orders now outnumber phone orders by 20 to 1.

ALSO SEE <http://www.nacas.org/news/membernews02-05.html> - University of Wisconsin - River Falls Launches Online Meals

BEST PRACTICES, Business Services

Title: Colby College Serves Alcohol in Dining Hall # 248

Source: Colby College

Co Area:

Addl Info: <http://www.nacas.org/news/> - (Original URL No longer valid)

Abstract: Colby College has initiated a program that allows students 21 or older to enjoy alcohol served in the residential dining hall on Friday evenings. The Maine students pay for their own drinks, able to drink up to two alcoholic beverages with their meals. This dinner activity also provides a chance to learn more about the varieties of the consumed beers and wines, as representatives from Brewing companies have been present to speak and answer questions.

Two students first introduced the concept of the program: Senior Catherine Welch, student body president, and Adelin Cai, vice president. Familiar with the traditions in other countries, they urged college officials to consider an option that could help some students find a middle ground between the extremes of strict sobriety and rebellious inebriation. The campus started the program in November 2004, and it has been going smoothly ever since, according to Varun Avasthi, director of Dining Services at Colby. "The whole focus is to teach moderation in terms of consumption of alcohol, and help people understand the appropriateness of having one or two drinks with dinner," Avasthi said.

Title: Best Practices for Mail Center Security # 274

Source: U.S. Postal Service

Co Area:

Addl Info: <http://www.usps.com/communications/news/security/bestpractices.htm>

Abstract: There are millions of businesses that use the mail. The vast majority of these have only 'one to a few' person(s) responsible for mail center-type operations. Of these millions of businesses, there are thousands of large, complex corporate mail center operations. The best practices listed in the website are well-developed mail center security procedures that can be used by any mail center.

BEST PRACTICES, Business Services

Title: Institute Dining Review Best Practices Research # 277

Source: Massachusetts Institute of Technology **Co Area:**

Addl Info: <http://web.mit.edu/committees/fswg/best-practices.html>

Abstract: The following is information the Food Service Working Group found out about other university's food services over the past few months. Note that the fact that a school's programs are listed does not mean that the Working Group endorses them; it just means that the Group found them interesting and worth consideration. (Indeed, some of the programs on this list are at cross purposes, and the Group probably would oppose some of the programs.)

The programs on this list come from two sources. The first is a study of "peer schools" dining programs (Ivy League, Stanford, CalTech, etc.) to see how they run dining services. At this point, this study has been limited to web searches; we plan to send these schools a brief questionnaire as well. The second is information one of our members received when he went to a July conference of the National Association of College and University Food Services (NACUFS). He found that many schools were able to operate profitable food services within a variety of institutional and locational constraints. He also observed that there were many best practice standards within the industry, many of which did not appear to be in place at MIT. Several schools with innovative programs were identified for further examination in the committee's work.

The above site list information from over 20 universities.

Title: Institute Dining Review Summary of Recommendations # 278

Source: Massachusetts Institute of Technology **Co Area:**

Addl Info: <http://web.mit.edu/committees/fswg/recommendations.html>

Abstract: The Institute Dining Review, based on past studies, public feedback, the Educational Mission of Dining, and the Objectives of Residential Dining, recommends that MIT implement a new, centrally coordinated food system. This system will incorporate all food and beverage providers operating within the campus -- including all catering and vending operations -- under a managed competition model of service delivery.

Covers:
Administrative Structure
Campus Vendors
Residential Dining
Additional Programs

BEST PRACTICES, Business Services

Title: Professional Practices in College & University Food Services (Publication) # 279

Source: National Association of College & University Food Service **Co Area:**

Addl Info: <http://www.nacufs.org/i4a/pages/index.cfm?pageid=4366>

Abstract: Professional Practices in College and University Food Services, Fourth Edition (PPM) is a comprehensive manual of best practices for campus dining departments and a dynamic tool for professional development and self-assessment with effective applications for all levels and types of management, including contract administration.

The PPM is designed to provide a set of objective principles and practices for all possible operational issues from large to small food service departments. Each school can apply those principles and practices that seem appropriate for its operation. The manual is a tool for setting operating goals, organizing staff training, and assessing how any college or university food service operation measures up to a set of ideal operational principles and practices.

NACUFS makes the PPM available to its members as a service, with the understanding that it is a set of voluntary and nonbinding guidelines for food service departments. The Association provides the PPM primarily as an internal development tool. Members should also find it useful in developing food service policies and procedures, conducting internal operational audits, organizing training and development, and planning for continuous quality improvement.

Title: Selling for Fun and Profit (Article) # 320

Source: University Business - Mag for College & Univ Admin **Co Area:**

Addl Info: <http://www.universitybusiness.com/page.cfm?p=228>

Abstract: In tough times, the 'customer-focused' campus bookstore is becoming one heckuva revenue generator.

Historically, the university bookstore has been a basement dweller—necessary but not necessarily profitable, tucked into the campus's cheapest real estate and easily overlooked. But with so many higher ed budgets slashed due to state and local economic woes, the campus bookstore may now be just the revenue generator schools have been searching for.

"It's a customer economy," says Seybold, author of Customers.com (1998, Times Books) and The Customer Revolution (2001, Crown Publishing). She insists that the best practices and core competencies of successful companies can—and must—be transferred to the collegiate retailer.

Best practices - campus administrators need to look to successful mainstream models for Internet best practices before they implement. Another best practice - offering the customer the ability to reserve merchandise online and pick it up at the store—or even have it delivered. But Laura Nakoneczny, a spokesperson for the NACS, notes that textbook reservation can pose several logistical and potential financial challenges for some college bookstores, because adequate storage/warehouse space is needed to accommodate what might amount to several thousand orders.

BEST PRACTICES, Business Services

Title: Bookstore Textbook Ordering # 417

Source: University of Miami **Co Area:**

Addl Info: <http://www6.miami.edu/ci/Bookstore/Bookstoreppt.pdf>

Abstract: Unsatisfactory service levels in the textbook adoption area led to an erosion of customer confidence. This stemmed largely due to poor forecasting methodology, an “adoption” process in need of enhanced automation and integration, a lack of credible performance measures and inadequate ‘outreach’ to stakeholders.

A lack of communication, cooperation and coordination among the interdependent stakeholders led to dissatisfaction. A standardized and systematic process encompassing all stakeholders had to be developed to first understand the causes of dissatisfaction and then correct them. Furthermore, a structured “Outreach” program needed to be developed and implemented whereby Bookstore personnel develop strong relationships with stakeholders.

Process Description After Change (what changed?):

- Online Adoption Request System - developed to streamline the flow of information from each department to the bookstore.
- Forecasting Algorithm - established to forecast the Quantity to Cover (QTC) per section of a course. The QTC is the number of textbooks needed to be readily available in order to meet the demand.
- Outreach - At the core of the CI project, the UM Bookstore was exposed to the need for expanded communication methods to each of the stakeholders to improve the form and function of the Textbook ordering process. This included:
 - * Training seminars for Department Assistants and Department Representatives in the process of timely textbook adoption procedures.
 - * Identifying effective adoption quantities relative to course enrollments through partnership with Stakeholders in the development of ‘Quantity-to-Cover’ (QTC) adoption histories to improve ordering decisions.
 - * Expanded campaign to meet individually with the Stakeholders before each Academic Term.

Title: Bookstore RFPs # 425

Source: Multiple Sources **Co Area:**

Addl Info: -

Abstract: <http://www.polk.edu/purchasing/WebSite/Forms/ITB/0304Bookstore/RFP03-04BookstoreOperation.pdf>
<http://www.umaine.edu/purchasing/Bids/04specs/45-04.htm>
<http://nacasportal.meissoft.com/outsidelibrary/documents.cfm?categoryid=17>

BEST PRACTICES, Business Services

Title: SUNY Best Practices Search Facility

477

Source: State University of New York

Co Area:

Addl Info: <http://www.suny.edu/BestPractices/Best.Practices.2004.01.27.pdf>

Abstract: As part of the Task Force on Efficiency and Effectiveness, campus presidents were asked to provide initiative they believe they carry out better than any other campus, along with those innovative ideas that have saved or avoided spending resources. The "Best Practices" reported in this document have resulted in significant savings throughout SUNY and, when shared with other campuses, have the potential to realize even greater savings within the system.

Page 35 of the above PDF Document

Produce from Local Farmers - In the fall of 2002 we began purchasing some of our produce from local farmers. As more groups became interested we were able to partner with the Cornell Cooperative Extension, Garden Share, the Burt Symposium and Seedcorn to begin a distribution link between producers and purchasers. We expect that at least one other local institution will be purchasing locally next year.

Savings: Minimal
Postdam, George Arnold
(315) 267-3198

BEST PRACTICES, Business Services

Title: Technology in the Mail Room

518

Source: University of Virginia

Co Area:

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2006.html

Abstract: With the implementation of the Finance module of the ERP system, the chart of accounts was redesigned and a project-based accounting system was implemented. With the redesign of the chart of accounts, the University changed their eleven-digit departmental account code to a 26 alphanumeric project centric account code. This major change forced Mail Services to reevaluate their method of charging back user departments for the postage cost of their outgoing mail. In order to accommodate the new account code as well as keeping efficiency as a top priority, Mail Services implemented a state-of-the-art Mail Management System. This system would utilize bar code and scanning technology to capture essential data to bill departments for their postage costs. The Mail Management System used a software interface that would create a billing file that would be automatically uploaded to the ERP system. The Mail Management System also enables end users to view the detail of their postal charges via a web-based tool.

Benefits

The implementation of the new Mail Management System has resulted in a more efficient and effective mail services operation. With the use of the bar codes and scanning technology, Mail Services keying errors have been basically eliminated and mail-processing efficiency has been significantly improved. Also, the previous dual keying process has been eliminated with the software interface that automatically uploads the departmental billing from the Mail Management System to the ERP financial application. This has resulted in Mail Services recovering their costs in a more timely manner and departments being able to view their postage charges on a daily basis. Overall, the time to process the mail has decreased dramatically. The creation of the web-based billing reports eliminated the need to print and deliver hundreds of paper statements to the user departments each month. Also, with the more extensive and elaborate web-based report, departmental inquiries about charges decreased significantly.

BEST PRACTICES, Business Services

Title: Delivering the Best: How Cavalier Computers Enhances Computing for U. Va. Students # 519

Source: University of Virginia

Co Area:

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2006.html

Abstract: A division of the University of Virginia Bookstore owned and operated by the University, Cavalier Computers is dedicated to supporting information technology at the University by providing students, faculty, departments and staff with high quality, educationally priced computer hardware and software and excellent customer support and service. Recognizing the needs associated with increased usage of and dependency on computers, Cavalier Computers worked cooperatively with the University's Information Technology and Communication department on the design and implementation of a self-supporting, cost effective computer purchase program for students that would help standardize software and hardware, and provide a level of support and service that is unavailable from manufacturers and other computer re-sellers.

The benefits of the program including enhanced service, support and delivery of computers, the streamlining of numerous internal processes that have controlled program and support costs, and the competitive pricing of systems have been discussed above in detail. We believe that a program of this kind can work at schools of all sizes that own and operate a computer store. (FAU does not have a computer store.)

Title: "Books on Beds" Initiative # 561

Source: Mount Allison University

Co Area:

Addl Info: <http://bookstore.mta.ca/SiteText.aspx?id=467>

Abstract: Just the request Books on Beds service as a shipping option and we will deliver your books to your locked room before you arrive. Simply order your books on line and prepay by credit card through our secure website (and don't forget to include your residence and room # as your ship to address). Your order will be packed in a keepsake box with a cash register receipt/packing slip. All you need to do is put your books on your bookshelf!

Books on Beds orders must be prepaid. Please note that only students who have paid their registration and residence deposits are eligible for this program.

We will confirm all of the details of the order by email before charging your credit card. Our software automatically updates your order with late textbook adoptions from faculty so check your order online periodically.

Some books or course materials may not be available at packing time. We will make note of any late items on your packing slip. Remember to keep your cash register receipt in case you change a course during the add drop period.

Winner of 2004 Canadian Association of University Business Officers Quality & Productivity Awards - <http://www.caubo.ca/awards/documents/FinalCAUBO2004QPBookletEF.pdf>

BEST PRACTICES, Business Services

Title: Alcohol and Licensed Premises: Best Practice in Policing # 584

Source: National Drug Law Enforcement Research Fund **Co Area:** Student Affairs

Addl Info: <http://www.nceta.flinders.edu.au/pdf/licensed-premises/licenced-premises.pdf>

Abstract: Much drinking in Australia is excessive and risky. Age, gender, culture and drinking location all impact on patterns and harms. Alcohol-related problems place considerable strain on services responsible for managing them. Groups at elevated risk of harm include young people, predominantly males but increasingly females, young adult women, members of Indigenous communities and those living in rural and remote locations.

Patterns and locations of drinking exacerbate vulnerability to alcohol-related harms. Although most licensed drinking environments are associated with few problems, a significant proportion of alcohol-related harm occurs in and around licensed premises. Licensed drinking environments require diligent attention from law enforcement agencies. There is substantial untapped potential to improve the role of police in reducing harms associated with licensed premises, in particular those associated with risky Indigenous drinking.

This does cover licensed premises in universities - see publication page 35.

Title: Business Best Practice Guidelines for CSU Auxiliary Organizations # 656

Source: San Francisco State University **Co Area:** Auxiliaries

Addl Info: <http://www.sfsu.edu/~ppg/BusBestPrac.htm>

Abstract: In response to concerns expressed by the Trustees regarding internal control deficiencies noted at several campuses of the California State University, the Chief Administrators/Business Officers (CABO) were asked to study and recommend guidelines that would articulate sound business practices for auxiliary operations. With the assistance of an external consultant, and conferring with the Auxiliary Organization Association (AOA), the CABO task force identified critical business transaction areas, objectives for each area and finally standards for each category.

In addition to this effort specifically focused on auxiliary operations, CABO also has asked the Financial Officers Association (FOA) to undertake a long-range effort to develop model guidelines/procedures for business operations generally. This work is on-going and mirrors some of the critical areas defined in the auxiliary guidelines.

The attached guidelines are designed to protect and enhance an auxiliary organization's assets; ensure the existence of accurate accounting records; and document authorization and regulatory compliance.

Covers cash, investments, donations, program service fees, other income, receivables/pledges, procurement, payroll, property and equipment, debt and other liabilities, reserves and net assets and computer controls

BEST PRACTICES, Business Services

Title: Best Practices: Current Technology for Ensuring 'SafeFreight' and 'SafeMail' # 693

Source: Supply & Demand Chain Executive Magazine **Co Area:**

Addl Info: <http://www.sdexec.com/publication/article.jsp?pubId=1&id=8682>

Abstract: The safe handling of hazardous materials continues to be a widely publicized challenge facing manufacturers, government agencies and commercial organizations across our nation. Even the smallest contamination leak can spell the most drastic consequences, such as hefty clean-up costs, stringent fines, legal fees and significant long-term implications on operational efficiency.

The Pentagon is leading the way in mail sanitation best practices. It currently employs unique, rigorous operations and technology aimed at constructing a robust fortress around all forms of chemical and biological agents. These steps are needed to ensure that the safety of facilities — and the way of life within those facilities — isn't compromised in any shape or form. This article addresses current best practices and the underlying technologies for handling hazardous materials.

Title: UC Sustainability Policies and Best Practices - Food Systems # 702

Source: University of California **Co Area:** Environmental Health & Safety

Addl Info: <http://www.ucop.edu/facil/sustain/food.html>

Abstract: UC campuses are exploring ways to reduce the environmental impact of their food systems while offering more healthy dining choices to the campus community and supporting the local economy. Sustainable campus food system projects range from introducing local, organic, and socially just food into dining halls and campus cafes, to composting food waste, to donating un-used food, to growing organic food on or near campus and using that as an educational and research opportunity for students.

The two campus case studies below offer a glimpse at some of best practice case studies found on UC campuses.

Best Practice Case Studies:

UC Santa Cruz Brings Sustainable Food to Campus Dining Halls

UC Davis Sustainable Food System Projects

Also see -

<http://www.nwf.org/campusEcology/dspGreening.cfm?iid=6>

<http://www.bates.edu/prebuilt/diningfacts.pdf>

BEST PRACTICES, Business Services

Title: Copy/Print Management Program

797

Source: Kennesaw State University

Co Area:

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2007.html

Abstract: Kennesaw State University (“KSU”) had an unwieldy semi-centralized copy/print program for both the administrative and student users that was established in 2000 and was to expire in June 2005. The contract called for guaranteed minimum usage, had built in annual price increases, required use of vendor manufactured paper at their prices, did not have clean audit trails or adequate reporting, and did not provide for consequences to the vendor for under or non-performance.

A cross functional team of faculty and administrators formed a task force in the summer of 2004 with the express purpose of devising a new business model that would address these issues as well as the over \$700,000 in annual cost for the existing program that was borne by the entire University not just copy/print service users.

Steps in the process included: 1) obtaining state technology authority approval, 2) engaging a consultant, 3) site visits and telephone interviews of references, 4) doing our homework, and 5) providing adequate testing and training before final implementation. The results have been worth the effort as a true cost-per-copy business model was developed with the cost of the program assigned to the users.

The NPM solution is online which enables clear audit trails, reconciliation between use and vendor charges, detailed reports for administrative departments that reflect by person, by device use, and total “portability”, the ability to use any networked device from a desktop for printing or in person copying without individual machine programming. Functionality (faxing, color, and scanning) has been increased across campus while reducing costs significantly.

Paper costs were reduced from approximately \$0.04 per page to the state contracted rate of less than \$0.01 per page (a significant savings when usage is over 20 million images per annum). On-site technicians trained to industry guidelines were added to campus (as part of the cost-per-copy) and clear, measurable vendor expectations (like strict 98% uptime performance and 2 hour problem response times) were identified with penalties for non-performance.

BEST PRACTICES, Business Services

Title: Mail Services Address Hygiene Is the Key to Obtaining the Highest Level of Sustainability # 831

Source: National Association of College Auxiliary Services **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2007.html

Abstract: Walk into a typical campus mailroom and one is likely to see a sight like the one below - postal bins brimming over with catalogs, magazines, newspapers, and letters. Most of the mail pieces are unsolicited with standard-class postage, commonly called commercial/junk mail. Dealing with unsorted, poorly addressed mail imposes significant costs on the college sector and on the environment, hampering the efforts of colleges and universities to become more sustainable.

Here are some recommendations as to how colleges and universities can become more sustainable as well as save money.

1. Establish a Best Practices Mail Policy
2. Raise Mailer Awareness
3. Stress Importance of Using Appropriate Campus Address
4. Encourage Those Leaving Campus to Inform Mailers
5. Participate in a Centralized Address Hygiene Database

College and university mail centers that have adopted measures described above have reduced volume, become more productive and efficient, and have contributed to global sustainability.

Title: Improving Contracted Food Services # 842

Source: University of Prince Edward Island **Co Area:**

Addl Info: http://www.caubo.ca/awards/documents/QP_Rich_UM_Summer_07_E.pdf

Abstract: Page 8 - In 2004, UPEI decided to redefine its approach to contracted food services. The completion of a seven-year contract presented the opportunity for a new RFP based on a new strategic model.

Stakeholder feedback helped determine food services areas requiring improvement. Chief among these was the need to offer students improved service through unlimited dining hall access. Under the new contract, students are not limited to set meal times, and may come and go as often as they would like. The dining hall is open morning to evening, and the board program is not based on a declining balance. This allows students to frequent the dining hall anytime, for as little or as much as they would like. Students no longer worry about how much money remains on their account as the semester passes, or how to fit meal times into their schedules.

Another change was UPEI's approach to the contractor's financial commitments. The new approach established the university's maximum amount of possible return by way of commissions, removing most other financial obligations for the contractor. Rather than build it into the contract, UPEI sought to establish a rate of return that allowed it to cover its own costs for such things as utilities, maintenance and improvement of facilities, and equipment depreciation, replacement and maintenance. The strategy was to keep cash flows in the hands of the university. If money is needed, UPEI is better able to self-fund such projects through internal cash flow and/or better financing rates. It also allows flexibility for decision-making.

BEST PRACTICES, Business Services

Title: Eating Off the Table # 867

Source: Inside Higher Ed **Co Area:**

Addl Info: <http://www.insidehighered.com/news/2008/01/30/trays>

Abstract: In an effort to cut down on waste in the form of uneaten food, several dining halls have experimented with trayless policies. The thinking: Diners will think twice about loading up on food they don't plan to eat if they can't carry it all easily. Reducing the amount of unnecessary waste not only is an environmentally-friendly policy, college officials say, but it helps an institution's bottom line.

Starting this semester, Alfred University, in New York, has gone to trayless in dining halls across campus, with the exception being for students with disabilities or those who need extra assistance. Students ran a test last semester showing that on two days when trays weren't offered, food and beverage waste dropped between 30 and 50 percent, according to Kathy Woughter, vice president for student affairs at Alfred. That amounts to about 1,000 pounds of solid waste and 112 gallons of liquid waste saved on a weekly basis, according to the college.

Title: Re-engineering Bookstore Service in a Multi-Campus Environment # 874

Source: Florida Community College at Jacksonville **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2008.html

Abstract: In 2004, Florida Community College at Jacksonville made a commitment to its students to provide world class customer service in our campus bookstores. To achieve this commitment, the College President identified process weaknesses, student government concerns, and a vision that included specific technological advancements. The College was concerned that the current bookstore processes were not positioned to allow maximize access of books to students timely or to provide students the lowest affordable option when purchasing books. There was no formal communication and measurement reporting process. Stock outs, slow response time to stock outs, and inconsistent pricing and service were questions that could not be quantified and addressed.

Re-engineering helped to achieve 5 goals.

1. Establish and maintain multiple acquisition options to ensure every student has course material on the first day of class.
2. Minimize the total cost of education providing the lowest prices with the most selection of used books.
3. Maximize use of internet capabilities.
4. Adapt to the new Electronic Media World.
5. Fair returns to both the bookstore company and maximize scholarship resources.

BEST PRACTICES, Business Services

Title: Development and Implementation of On-line Textbook Registration Integration # 883

Source: Georgia State University

Co Area:

Add Info: http://www.sacubo.org/sacubo_resources/best_practices/2008.html

Abstract: Prior to the textbook registration integration project, the purchase of textbooks at Georgia State University required that students first register for classes, then either visit the University Bookstore in person or visit its e-commerce site. With the textbook registration integration in place, a Georgia State University student simply picks his/her classes in University's on-line registration system, GoSolar, clicks on "Buy Textbooks On-line" from a menu within that system and is automatically sent to the University Bookstore's textbook site where the student will find a drop down list of textbooks needed for only his/her classes in which the student registered, select new or used textbooks, and enter a payment method to complete his/her textbook order for delivery or campus pick up.

The implementation of the registration integration process has not affected the manpower needed for the job responsibilities for the University or its University Bookstore Contractor, Follett Higher Education Group. However, for the customer, it has provided for a faster, less stressful, textbook shopping experience. The result of an enjoyable shopping experience for the University Bookstore is the increased opportunity for return business (on-line and in-store), and the "word of mouth" promotion of the university Bookstore as a student-friendly place to purchase books as well as to electronically select used and new textbooks during the end of the student's semester registration process. Almost 1/5 of Georgia State University students took advantage on on-line ordering through the Georgia State University Bookstore in FY 2007.

Title: Combining Electronic Class Registration and Textbook Ordering # 900

Source: University of Georgia

Co Area: Registrar's Office

Add Info: http://www.sacubo.org/sacubo_resources/best_practices/2008.html

Abstract: The University of Georgia determined that the process of electronic registration by its students for each semester's class schedule could be enhanced by connecting the computer data base of the Registrar's Office to the text book data base of the Bookstore. This would enable the student body to choose their required text selections at the same time that they completed the registration process.

Bookstore management provided a software program of inventory availability to the University Registrar's Office; and working with representatives of each organization's software designers, a compatible interface was created. This has allowed the data base of the text book inventory to display to the registering student the exact match for his or her class choice as identified by the teaching instructor, via their adoption orders. The student has the option to order the text book requirement for each class in either new or used edition, and have the books either delivered or made available for pick up at the Bookstore.

BEST PRACTICES, Business Services

Title: 24-Hour Meal Plan Service # 901

Source: University of Georgia **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2008.html

Abstract: The University of Georgia Food Service program strives to broaden its customer base by offering a voluntary meal plan program that attracts both the on-campus and off-campus student. To do so, the program promotes customer satisfaction and offers non-traditional services.

The latest innovation in enhanced service by University of Georgia Food Services is unlimited 24-hour dining, introduced in March 2007. The University had previously offered services from 7:00 a.m. to midnight on Monday–Friday, but decided to expand its options to better serve students.

The benefits of 24-hour service are multifaceted. First, customer satisfaction is increased by a service that responds to student demand. Second, an on-campus alternative has now been provided to accommodate a late-hour, non-alcoholic social environment. Third, the student learning environment is supported. Finally, an important and obvious benefit is to the bottom line of the Food Services operation. The introduction of the 24-hour dining service provides an increased source of revenue for an auxiliary enterprise and thus enhances its ability to be self-supporting.

Title: Cafeteria Inventory Control and Purchase Order System # 912

Source: Waycross College **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2008.html

Abstract: Our Cafeteria had a very real need for its own automated inventory control and purchasing system to better manage inventory levels, cost, and to produce its own purchase orders. We wanted a system that would produce purchase orders for vendors, maintaining vendor and resale item information; add purchased items to our inventory when received; deduct items from inventory through a stock check out system. We wanted all of this to have built in accountability to provide improved internal control of purchasing and inventory. The decision was made to design our own system using Access.

Since this is a simple system to use and is very user friendly it does not take much training of new staff. Items are added to inventory as purchased. Pick list for deductions allow items to be deducted from the inventory as they are moved into production. Current unit prices and vendor information are readily available for user to access for daily orders and pricing. Minimal data input is required after the initial data is entered. Static information can be updated and purchase orders and reports can be printed from the data base rather than having to be typed individually.

BEST PRACTICES, Business Services

Title: Improving Contracted Food Services

950

Source: University of Prince Edward Island

Co Area:

Addl Info: http://www.caubo.ca/awards/documents/QP_Rich_UM_Summer_07_E.pdf

Abstract: Page 8 - In 2004, UPEI decided to redefine its approach to contracted food services. The completion of a seven-year contract presented the opportunity for a new RFP based on a new strategic model.

Stakeholder feedback helped determine food services areas requiring improvement. Chief among these was the need to offer students improved service through unlimited dining hall access. Under the new contract, students are not limited to set meal times, and may come and go as often as they would like. The dining hall is open morning to evening, and the board program is not based on a declining balance. This allows students to frequent the dining hall anytime, for as little or as much as they would like. Students no longer worry about how much money remains on their account as the semester passes, or how to fit meal times into their schedules.

Another change was UPEI's approach to the contractor's financial commitments. The new approach established the university's maximum amount of possible return by way of commissions, removing most other financial obligations for the contractor. Rather than build it into the contract, UPEI sought to establish a rate of return that allowed it to cover its own costs for such things as utilities, maintenance and improvement of facilities, and equipment depreciation, replacement and maintenance. The strategy was to keep cash flows in the hands of the university. If money is needed, UPEI is better able to self-fund such projects through internal cash flow and/or better financing rates. It also allows flexibility for decision-making.

After two years, the project is considered a success by university administrators, results have shown high levels of customer satisfaction from students, and there has been a positive shift in attitude toward the residence dining experience.

BEST PRACTICES, Business Services

Title: Refocusing course material delivery at the University of Alberta bookstore # 951

Source: University of Alberta

Co Area:

Addl Info: http://www.caubo.ca/awards/documents/QP_Rich_UM_Summer_08_E.pdf

Abstract: Page 8 - In the spring of 2006, the University of Alberta bookstore undertook a strategic initiative to ensure unparalleled quality in the delivery of course materials to students and faculty, while meeting financial obligations to the administration. The initiative consisted of three elements: improved purchasing, enhanced communication, and innovation.

This meeting and a follow-up in February 2008 provided students across Canada with a better understanding of the course material industry. For the first time, students have embraced bookstores as allies in the struggle to control pricing and increase involvement in the delivery of course materials.

In November 2007, this became the only college bookstore in the world to offer true print-on-demand service by purchasing the Espresso Book Machine. While still in test mode, to date, Espresso has delivered 12 different textbooks, in quantities ranging from 28 to 160, with price savings of up to \$123 per unit. The bookstore was able to maintain its contribution margin even with these savings. As a direct result of this initiative, McGraw Hill has agreed to make available its Primus catalogue for production for the Spring Term 2008.

Title: One Card ID System # 959

Source: Austin Peay State University

Co Area:

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2009.html

Abstract: One university transformed a limited function ID card into a multi-functional card. The following information highlights the steps taken to bring various campus departments together to enhance the delivery of services through the campus ID card.

The benefits of the changes were seen on many different layers in the campus community. The students are now able to use one ID card when the journey around campus. This card provides access to meal plans, a declining balance, access to residence halls, recreation facilities, after-hours library access, vending machines and copiers. Students now consider the ID card the one item to have with them at all times, a key security benefit. In addition, students are able to put money on their account eliminating the need to carry cash or other cards.

BEST PRACTICES, Business Services

Title: Auxiliary Services - Dashboard and Incentive Program # 972

Source: College of William and Mary

Co Area:

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2009.html

Abstract: Auxiliary Services operated in a fiscally sound and prudent manner, but lacked growth and innovation. By using the saying, "you cannot improve what you don't measure" as the backdrop, a comprehensive performance measurement program was developed that incorporated the complete buy-in of the staff.

The College of William and Mary's Auxiliary Services unit has a wide array of enterprises, including both self-operated and contracted units. All units are required to have a dashboard while only the self-operated units participate in the incentive program. Auxiliary Services includes the Bookstore, Dining Services, Parking Services, ID Office, Conference Services, Copy Services, Elderhostel, Transportation, Vending, Licensing and the Tennis Center. The growth initiatives that fuel the new cash flow for the university bring about new services and products for the students.

As a result of the program there is increased customer satisfaction from the students while the campus enjoys new products and services.

Title: Copier Management Program at The University of Alabama # 974

Source: University of Alabama

Co Area:

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2009.html

Abstract: A campus-wide Copier Management Program, based on a pay per click model, has replaced a disparate, decentralized acquisition process and has saved the University of Alabama (UA) \$658,500 annually. Historically, individual departments specified the equipment and service agreements, often with the influence of the vendors. Prior to the change, the university followed a bid specification process that failed to ensure efficiency or effectiveness. The University bought and leased copiers from multiple vendors, and utilized dozens of brands and models at often dizzying prices.

Better service to the University community, lowered operating costs, improved quality, enhanced capabilities, and preserved capital budgets are the key results of this 'best practice' of the Copier Management Program at the University of Alabama.

BEST PRACTICES, Business Services

Title: Bookstore to the Rescue # 985

Source: University of West Georgia **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2009.html

Abstract: Prior to the Bookstore to the Rescue program, students who were receiving an excess of financial aid were required to wait until the release of that money to the university's debit card provider before having access to their funds. This presented a hardship to students as the financial aid release was after the start of classes and many did not have any alternate funding options for academic material purchases. Further frustration for these students developed as many of the used books were sold out by the time they were able to access their funds. This had the effect of forcing them to purchase more expensive new textbooks.

The bookstore was aware that financial aid students were having difficulty in obtaining their academic supplies in a timely manner and saw an opportunity to work with other departments in finding a way for qualified financial aid recipients to access a portion of their funds earlier. It was determined that data could be culled from Banner and received by the bookstore in a safe and secure manner that would allow students to purchase their academic materials against their residual financial aid surplus.

Students picked-up their supplies, presented their ID, the cards were scanned, and the sale concluded with students signing a credit card style receipt. The store benefited from increased sales, customer satisfaction, and all departments benefited from the positive article in the school paper. Rescue transaction also turned out to be the fastest transactions during the book rush sales period. The account limit was known, the transaction always cleared and no time was spent making change. This efficiency had the added benefit of reducing checkout lines during the busiest part of the sales cycle.

Title: Customer Driven Success - Best Practices # 986

Source: University of West Georgia **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2009.html

Abstract: It extremely difficult for campus auxiliaries to compete with the buying power, variety of offerings, and vast, elaborate marketing efforts of private enterprises such as Wal-Mart. Customer Driven Success is a practice that is founded on understanding, and effectively meeting, customer's EXPLICIT NEEDS.

EXPLICIT NEEDS are identified, compared to the university's mission and capabilities, and opportunities are identified. Business strategies are then developed and implemented that provide sound opportunities for utilizing limited Auxiliary Services resources to provide the right customer solution(s) at the right time and location for the right price. These successful business strategies lead to enhanced customer satisfaction and greater customer loyalty. Six Sigma practices are then used to evaluate the effectiveness of the program, establish benchmarks for the product and service standards, and identify efficiencies and economies of scale; all of which contribute positively to the organization's financial stability.

BEST PRACTICES, Business Services

Title: Sustainability and Campus Dining # 1001

Source: Published by ARAMARK **Co Area:**

Addl Info: <http://www.presidentialperspectives.org/pdf/2006/Chapter%209.pdf>

Abstract: Presidential Perspectives is a higher education leadership series written by college presidents for college presidents.
<http://www.presidentialperspectives.org/>

Many campuses have been quick to recognize that a move to sustainable practices is a critical initiative that can improve food quality and freshness, enhance the nutritional value of foods served, reduce organic waste, help support the local and regional economy, and be an important complement to the curriculum.

Whenever possible, Pacific University's food service provider purchases local produce, dairy products, and meats from either independent producers or from local companies. Because necessary foods may not always be available locally, we have taken a regional approach (foods from the northwest are generally within 150 miles of the campus). Our provider at Pacific has also formed a partnership with the Food Alliance, a Portland-based nonprofit food service network that certifies sustainable practices by the growers used by the Food Alliance, and links regional food producers with food service providers, thus helping to smooth out availability challenges.

By subscribing to sustainable practices in our campus dining and throughout our colleges and universities, we not only demonstrate good stewardship, but we also have the potential to instill in our students an appreciation of the best practices for sustainable eating and living.

Title: Campus Amenities: The Importance of the Nonacademic Environment # 1002

Source: Published by ARAMARK **Co Area:**

Addl Info: <http://www.presidentialperspectives.org/pdf/2007/Chapter%209.pdf>

Abstract: Presidential Perspectives is a higher education leadership series written by college presidents for college presidents.
<http://www.presidentialperspectives.org/>

College and university leadership understand the importance of competitiveness and staying even with or ahead of the competition. So do alumni. Ensuring that the campus has curb appeal and is filled with first-class technology, faculty, and facilities help to guarantee the necessary enrollment to keep the enterprise operational and growing.

Chapter covers improvements at Hampden-Sydney College, University of Houston and Ohio State University.

BEST PRACTICES, Business Services

Title: National Association of College Stores

1014

Source: National Association of College Stores

Co Area:

Addl Info: <http://www.nacs.org/default.asp>

Abstract: The National Association of College Stores (NACS) is the professional trade association representing the \$10 billion collegiate retailing industry. Headquartered in Oberlin, Ohio, NACS serves as the industry's leading resource and advocate. NACS ensures the health and vitality of higher education retailers through education and research, the provision of critical programs and services, and the development of strategic partnerships that enable members to better serve their customers.

Do a search on Best Practices