

BEST PRACTICES, Business Services

Title: Best Practices **#** 245

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

Addl Info: <http://www.nacufs.org/index.php/resources-best-practices/>

Abstract: Successful foodservice programs often share tried-and-true management practices, and NACUFS' resources help you leverage that expertise to evaluate and improve your foodservice program. Click on Common Cents - <http://www.nacufs.org/resources-best-practices/common-cents/> for submissions. Also see <http://www.nacufs.org/resources-benchmarking> for Benchmarking information.

Title: Best Practices for Mail Center Security - Incoming and Outgoing Operations **#** 274

Source: U.S. Postal Service **Co Area:**

Addl Info: <http://about.usps.com/securing-the-mail/best-practices.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.

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.

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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

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.

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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

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.

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

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

Addl Info: <http://sustainability.universityofcalifornia.edu/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>

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.

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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/awards/bestpractices/archive/2009bp/>

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.

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

Source: Georgia State University **Co Area:**

Addl Info: <http://www.sacubo.org/awards/bestpractices/archive/2008bp/>

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.

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Title: Combining Electronic Class Registration and Textbook Ordering # 900

Source: University of Georgia **Co Area:** Registrar's Office

Addl Info: <http://www.sacubo.org/awards/bestpractices/archive/2009bp/>

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.

Title: 24-Hour Meal Plan Service # 901

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

Addl Info: <http://www.sacubo.org/awards/bestpractices/archive/2009bp/>

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.

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Title: Cafeteria Inventory Control and Purchase Order System # 912

Source: Waycross College **Co Area:**

Addl Info: <http://www.sacubo.org/awards/bestpractices/archive/2009bp/>

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.

Title: One Card ID System # 959

Source: Austin Peay State University **Co Area:**

Addl Info: <http://www.sacubo.org/awards/bestpractices/archive/2009bp/>

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.

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Title: Auxiliary Services - Dashboard and Incentive Program # 972

Source: College of William and Mary **Co Area:**

Addl Info: <http://www.sacubo.org/awards/bestpractices/archive/2009bp/>

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/awards/bestpractices/archive/2009bp/>

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.

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Title: Bookstore to the Rescue # 985

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

Addl Info: <http://www.sacubo.org/awards/bestpractices/archive/2009bp/>

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/awards/bestpractices/archive/2009bp/>

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.

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Title: Higher Education Presidential Thought Leadership Series # 1001

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

Addl Info: <http://www.presidentialperspectives.org/>

Abstract: Presidential Perspectives is a higher education leadership series written by college presidents for college presidents. The 2012/2013 season represents the 7th year of this popular series. This year's theme is "Responding to the Commoditization of Higher Education" and focuses on the innovations, best practices, and strategies that colleges and universities are embracing to differentiate themselves and remain relevant in an increasingly competitive environment.

Chapters are authored by notable presidents whose institutions are in the forefront of innovative practices in these areas. One chapter will be released each month, distributed electronically, and posted on this website. At the end of the series, the foreword and chapters will be bound into a keepsake book.

Title: National Association of College Stores # 1014

Source: National Association of College Stores **Co Area:**

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

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

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Title: One Card ID System - Update **#** 1046

Source: Austin Peay State University **Co Area:**

Addl Info: <http://www.sacubo.org/docs/bestpractices/2010/CardID.pdf>

Abstract: The University desired to consolidate and enhance the services offered to students, faculty and staff through a multipurpose identification (I.D.) card system. The contract for the existing I.D. card system was set to expire. The hardware and peripherals used for producing I.D. cards were nearing end of life, and updates and changes would improve the efficiency of the system and the delivery of services to the campus community. In addition, the University was going through a system-wide implementation of new Enterprise Resource Planning (ERP) system software. As a state institution, service contracts are regularly bid every five years. It was an opportune time for the University to provide additional convenience and security to the campus community by consolidating and enhancing services with a multipurpose identification card.

Benefits of the multifunctional I.D. card system were reflected in many areas of the University and were recognized across the campus community. The students benefited from the convenience of the enhanced features, and the University received cost savings and increased security benefits.

Title: PacerPrint Program to reduce Student Printing **#** 1163

Source: University of South Carolina Aiken **Co Area:** Office of Information Technolo

Addl Info: <http://www.sacubo.org/docs/bestpractices/2010/PacerPrint.pdf>

Abstract: The University of South Carolina Aiken was faced with significantly increasing annual costs to provide printing to the university's 3100 students. The "PacerPrint" program was developed to reduce printing costs and to reduce student printing waste. PacerPrint has far exceeded the university's expectations with annual cost savings of \$30,000 and a reduction in pages printed to one-third of the previous year.

"PacerPrint" was developed through software integration of three primary products. The primary software package is Pharos Uniprint. This package integrates with our Microsoft Active Directory implementation for the user/network interface and integrates with Cbord's CS Gold university one-card system to provide debit capabilities via the USC "Carolina Card".

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Title: Expanding “Farm to Fork” to “Hook to Fork” # 1202

Source: Morehead State University **Co Area:**

Addl Info: <http://www.sacubo.org/docs/bestpractices/2012/Farm-to-Fork.pdf>

Abstract: Morehead State and ARAMARK set out to further their partnership to include products from MSU’s Farm. As these processes have been fine tuned and the Morehead State campus farming and dining community have increased production, they now turn to partnering with an orchard recently purchased by the farm.

Over the past several years, fresh water shrimp production in Kentucky has become very popular. In ponds where tobacco seed was started, transitioning to shrimp and tilapia farming has proven successful. With a customer hungry for more tilapia and shrimp, the farm was able to use the pond for “constant” tilapia and shrimp farming. This “constant farming” method has allowed both students and local farmers a new revenue stream to replace a declining tobacco farming industry. The Farm’s partnership with Dining Services also allowed students to realize real-life demand for products and what turnaround/timelines to expect when dealing with food businesses. Rather than simply focusing on abstract farming, the students were able to boast to fellow Eagles about growing the products being eaten in the dining halls.

Title: Enhancing Cross-Divisional Collaboration Using a Project Management Approach - Implementation of Event Management System # 1205

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

Addl Info: <http://www.sacubo.org/docs/bestpractices/2012/EMS.pdf>

Abstract: The University Center Complex (UCEN) at Texas A&M University implemented an electronic reservations and scheduling software program to replace an inefficient and duplicative process that had been used for a number of years. The implementation of the new system resulted in a collaborative effort between UCEN, their Student Affairs Department of Information Technology (DoIT), and Financial Management Operations (FMO) from the Division of Finance. The project team involved in the endeavor took a project management approach to working on the initiative that resulted in a number of benefits for the UCEN as well as its partnering organizations.

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Title: Campus Wide Printer/Copier Contract

1211

Source: University of Central Oklahoma

Co Area:

Addl Info: <http://www.sacubo.org/docs/bestpractices/2012/CampusPrinter.pdf>

Abstract: The University of Central Oklahoma implemented an industry leading initiative in implementing a five-year campus wide printer/copy machine partnership with Standley Systems. The campus campaign was a collaborative effort in behavior adjustment to actively demonstrate a commitment to championing change, sustainability awareness and administering radical measures to reduce costs. This plan further demonstrates to our students that together we uphold good stewardship, fiscal responsibility and concern for our planet. Our Best Practice initiative and forward thinking plan offered the following benefits:

- * Reduction of costly desk top printer fleet to utilize multifunction printers among common areas
- * Realize substantial reduced energy and utility costs
- * Lower our carbon footprint
- * Reduce and manage printer costs
- * Reduce and manage toner costs
- * Reduce and manage copy paper costs
- * Demonstrate green/sustainable initiative
- * Improve printer/copier repair support for continued use
- * Eliminate independent fax lines through use of MFPs (Multifunction Printer)
- * Ease the entire process and relieve workload from staffs