

BEST PRACTICES, University Wide

Title: Early Defibrillation Program # 55
Source: George Mason University **Co Area:**
Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2004.html
Abstract: The Safety Office at George Mason University in conjunction with the Human Resources Department developed an automatic external defibrillator program. Salary savings from the Safety Office combined with money collected from a consortium composed of several other departments was used to purchase the equipment. Extensive guidance was developed and published in accordance with state regulations and the training of operators was done in house. The joint effort will result in the fielding of twelve defibrillators during the initial phase of the program.

Title: Employing On-Line Academic Unit Profiles for Planning, Budget Support and Instructional Cost Analyses # 95
Source: George Mason University **Co Area:**
Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2005.html
Abstract: Compiling academic unit profiles or a budget support notebook is not new to many institutions. However, presenting and distributing those profiles in the form of multi-year trends on the Web has yet to become common due to the complexity of the scope in data management and Web technology. On this aspect, George Mason University is one of the few that has conquered the challenges and leveraged the Web technology in building a versatile on-line academic unit profile to aid planning, budget support and program review processes.

George Mason University embarked on this effort to in order to leverage Web technology to build an on-line multi-year academic unit profile and trend analyses in order to provide the University community and Board of Visitors current information regarding institutional effectiveness and academic program review. The project grew out of a request from the President and the Board of Visitors to provide snapshots of each academic unit that would give a summary describing each unit. In addition to the need for transparent and summarized profiles, academic units also find themselves needing historical and comparative trend analysis regarding student enrollment, credit hours production, faculty hiring, revenue generation, instructional cost and research initiatives. The deployment of this Web-based unit profile application has not only given the Board of Visitors a readily available way to examining the university's academic and administrative status, but also provided the campus decision-makers and unit-level budget planners an instrument to assess the strength and weakness of its academic programs and budget decisions.

BEST PRACTICES, University Wide

Title: Becoming a Lean University™ # 115

Source: University of Central Oklahoma

Co Area:

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

Abstract: Under the direction of the VP of Administration, the University of Central Oklahoma has embraced the concept of Lean Thinking as it faced significant financial issues. During the last three years, the University has experienced funding challenges including a 15% budget reduction in FY 2002. All indications suggest that there is not expected to be any significant revenue increase from state appropriations in the foreseeable future.

Old and tired administrative processes were contributing to employee job dissatisfaction and low productivity levels. Because of recent budget cuts and insufficient funding to cover mandatory cost increases, the University needed to find ways to dramatically improve productivity and improve deteriorating employee morale. Lean Thinking methodology was introduced in the Administration area through a comprehensive employee training program with the intent of fostering program acceptance, creating more efficient job processes, and generating greater job satisfaction through job improvements.

Lean Thinking projects during the last year have migrated into other University areas as part of the University's overall continuous improvement program. Lean Thinking is very well received because of its relatively quick rate of implementation.

NOTE: This abstract is vague and is hard to put into a few words - interesting proposal and one worth reading - appears it started with Work Orders, but will cover all areas of the University.

See update at <http://www.sacubo.org/2007BestPractices/PDFs/UnivofCentralOkla-LeanUniversity.pdf>

BEST PRACTICES, University Wide

Title: Hurricane Preparedness and Response # 128

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

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

Abstract: The University of North Carolina at Wilmington (UNCW) is the only public teaching and research institution located in southeastern North Carolina. Because of its role and location, it is ideally suited to meet the needs of the region and be a global contributor in coastal research. However, its location also places over \$15 million in research and the services to nearly 12,000 students at risk to the natural hazards of hurricanes and other coastal storms. It is therefore necessary that UNCW develop and maintain an emergency management program that focuses especially on hurricanes and other severe storms. UNCW is anxious to share its experiences and techniques in hurricane response with other colleges and universities.

In June 2003, the Environmental Health & Safety Department acquired an Emergency Management Coordinator to organize and develop the plans and procedures more fully as well as create an emergency management program on campus. The Emergency Management Coordinator was hired using funding from the FEMA Disaster Resistant University Initiative. The Emergency Management Coordinator completed a major revision of the Hurricane Operations Plan and has developed a training and exercise program to increase readiness for hurricane response. Along with the Emergency Management Coordinator, key groups of emergency personnel provide the knowledge and skills to prepare for and respond to hurricanes.

UNCW worked with the National Weather Service in Wilmington to enhance the university's preparedness capabilities to encompass all types of severe storms by training storm spotters, providing weather radios to critical buildings on campus, increasing communication capabilities, and promoting an increase of general knowledge of severe storms throughout the campus community. UNCW's StormReady classification and capabilities is now being used as a model for other universities in the southeast region of the United States to become StormReady.

Title: Partnerships with Industry # 193

Source: York Technical College **Co Area:**

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

Abstract: Providing effective training in the manufacturing industry requires large capital expenditures for machinery. The productivity of manufacturing equipment has significantly improved with the integration of computers. Computer Numerical Control (CNC) designers continue to implement the latest microprocessors to improve processing time and features of metalworking machinery. Expensive CNC manufacturing machinery soon becomes outdated and unproductive in as little as three years. The challenge to provide training with the latest high technology manufacturing and metalworking machinery, with limited capital, prompted York Technical College to create the Institute for Manufacturing Productivity (IMP) and industry partnerships.

BEST PRACTICES, University Wide

Title: Making Campus Meetings More Effective

235

Source: University of Wisconsin

Co Area: Human Resources

Addl Info: [Redirect - http://www.oqi.wisc.edu/showcase/CampusBestPractices/tabid/109/Default.aspx](http://www.oqi.wisc.edu/showcase/CampusBestPractices/tabid/109/Default.aspx)

Abstract: Most of us have learned our own meeting management techniques by attending meetings and often what we have experienced on campus are not the best exemplars. More collective time is being spent in meetings without a corresponding increase in learning opportunities for making meeting time as productive as possible. The Office of Quality Improvement continued to receive requests for workshops and training on effective meetings and was seeking a way to get the information to anyone who might need it, whenever they might need it, including weekends and evenings.

OQI and OHRD jointly developed a web site <http://www.oqrd.wisc.edu/academicleadershipsupport/howto1.htm>. The site is not just a repository of information, but was designed as an electronic performance support site. In contrast to traditional training systems, a performance support system (PSS) provides information about the tasks to be done at the time the task needs to be done. An EPSS is an electronic system that provides integrated, on-demand access to information, advice, learning experiences, and tools to enable a high level of job performance with a minimum of support from other people (Gery, 1991;Raybould, 1990)

One department chair referred to the site as, "An outstanding resource that I have recommended frequently for new chairs of committees and others who want to understand what makes an efficient meeting and what can interfere with getting business done." A supervisor from a state agency outside of the university said, "In checking a number of website and resources for information, one of the best I found was the "How to Lead Effective Meetings" on the UW-Madison...web site."

BEST PRACTICES, University Wide

Title: Baldrige National Quality Program **#** 243

Source: National Institute of Standards and Technology

Co Area:

Addl Info: <http://www.quality.nist.gov/>

Abstract: The mission of the program is to enhance the competitiveness, quality and productivity of U.S. organizations for the benefit of all residents. Awards are given for Business, Health Care, and Education. It is a large, informative website, but the education submissions were more academic related. However, there were two questionnaires that may be useful to FAU.

Are We Making Progress - http://www.quality.nist.gov/PDF_files/Progress.pdf

Deploying your organization's strategy can be much more difficult than developing it. This easy-to-use questionnaire can help you assess how your organization is performing and learn what can be improved. Based on the Baldrige Criteria for Performance Excellence, the questionnaire will help you focus your improvement and communication efforts on areas needing the most attention from the perspective of your employees.

Are We Making Progress As Leaders? - http://www.quality.nist.gov/PDF_files/ProgressAL.pdf

In today's environment, if you are standing still, you are falling behind. Making the right decisions at the right time is critical. Following through on those decisions is challenging. In a survey of a broad cross section of CEOs, the Malcolm Baldrige Foundation learned that CEOs believe deploying strategy is three times more difficult than developing strategy. If deployment is so challenging, the questions are, Are you making progress? Would your employees agree? How do you know?

The questionnaires could be used University wide or just in particular areas such as Financial Affairs.

BEST PRACTICES, University Wide

Title: Whistle-Blowers on Campuses Must Have Protection # 252

Source: Chronicle of Higher Education

Co Area:

Addl Info: <http://chronicle.com/weekly/v48/i45/45b01301.htm> (Contact Dianne Parkerson for access)

Abstract: For many institutions, the question of whether it is a good idea to have a formal written policy to protect whistle-blowers does not get asked, because a number of states already mandate it by statute. Often, however, those institutions developed their whistle-blower policies long ago, and the policies have become outdated. And whether required by law or not, every college or university should have an up-to-date and comprehensive policy for its own benefit and protection.

Ideally, a well-written whistle-blower policy can encourage better behavior in the work force because employees realize that they are being supervised not only by management, but also by their peers. It can send a clear message to faculty and staff members that the administration is committed to a law-abiding workplace. It can help identify problems early and ensure compliance with the law. And even if a whistle-blower policy is never used, it can demonstrate the institution's willingness to be held accountable to policy makers, lawmakers, and others with influence on public budgets.

Article outlines what a Whistle Blower Policy should contain.

Contact Dianne Parkerson if User ID/Password is needed to access article

BEST PRACTICES, University Wide

Title: I Caught You Caring Program # 305

Source: Georgia College & State Univ Sys

Co Area:

Addl Info: [Taken Off Line - Contact Institution](#)

Abstract: The program is designed to carry out the premise, "What gets rewarded gets repeated." As part of the ongoing university quality service initiative, it provides a way for each member of the campus community to reward exceptional customer service whenever they observe or experience it. How the program works:

1. You "catch" and employee or student giving you or someone else outstanding customer service, above and beyond the call of duty.
2. You complete the "I Caught You Caring" card and submit it to the VP for Business and Finance, or complete the online form, accessed from our Intranet.
3. The submission is authenticated and forwarded to the recipient's supervisor, or directly to a student. If this is the person's first award, they receive an I Caught You Caring lapel pin.
4. The supervisor presents the card and the pin to the employee. The employee's award is announced on the front page of our Intranet web site.
5. At the end of each school year, the "I Caught You Caring Hall of Fame" is published, listing all winners during the fiscal year.

Over 2000 awards have been made since implementation. Participation started in Business & Finance, but was quickly embraced by the entire university, including faculty, who have received their fair share of proudly displayed awards.

Old URL - <http://www.usg.edu/bestpractices/current/?inst=gcsu&time=2003.05.15.100901&area=fbo&year=2003>

Title: I'm Going to College! # 308

Source: Gordon College

Co Area:

Addl Info: [Taken Off Line - Contact Institution](#)

Abstract: The entire sixth grade of the Lamar County Middle School spent a day on campus to experience a "taste of college". They interacted with faculty and students, saw a fine arts production, toured residence halls, ate in the cafeteria, and ended the day with a pep rally in the gym where each child promised the president that he or she would go to college. The president presented each student with a pocket mirror that had the following printed on the back "Turn over to see a future Gordon College student."

Benefits: Planning and implementation of this event involved college faculty and staff, middle school faculty and administration, the Rotary Club, and the regional Georgia Youth Science & Technology Center. This event seeks to instill college attendance as a goal prior to entering high school. The relationship-building between the K-12 community, the business partners, and the college enhances Gordon College's ability to better serve its constituents and improves the quality of life for area residents.

Old URL - <http://www.usg.edu/bestpractices/current/index.phtml?inst=goc&time=2004.05.19.151430&area=advancemt&year=2004>

BEST PRACTICES, University Wide

Title: Best Practices in Higher Education Consortia: How Institutions Can Work Together # 344

Source: Book Edited by Lawrence Dotolo & Jean Strandness

Co Area:

Add Info: [Book available from FAU Library LB 325.N39no106](#)

Abstract: This book outlines how colleges and universities can benefit from sharing resources - such as library cooperation, cross-registration, use of technology, joint purchasing, admissions, faculty development, joint fundraising, etc. BP #345 covers Purchasing cooperation. Cooperation is a proven way to increase cost-effectiveness in institutional operations.

See Suggestion #345, Cooperation for Cost-Effectiveness in Purchasing - Chapter 8

Title: Innovative Ideas - School Business Officials # 346

Source: Best Practices from ASBO's Pinnacle Awards

Co Area:

Add Info: [Book available from FAU Library LB 2825.5.I56 2004, Innovative Ideas - School Business Officials](#)

Abstract: The ideas are presented for school districts, but 4 are marked with an * and are BP #348, 349, 351, and 352.

Contents -

- 1 School Bus Tracking and Safety
- 2 Electronic Solution for Print Shop
- 3 Implementing Change in Facilities Management
- 4 Creating a District-Wide Energy Management Program
- 5 Human Resources Department Web Access
- 6 Purchasing Department Website (see #348)*
- 7 Emergency Preparedness/Response CD ROM (see #349) *
- 8 School Construction Institute
- 9 District-Wide Networked Connected digital Copier Solution Integrated with a School-to-Career Program
- 10 Design and Construction Database Linked to Photographic Documentation (see #351)*
- 11 Redesign of Secondary School Reimbursable Meals Program: "Maxi-Meals"
- 12 Meeting Pupil Transportation Challenges through Cooperation and Innovation
- 13 Primary Vendor Contract for Maintenance Supplies (see #352)*
- 14 District Energy Program Reaps Multiple Rewards

BEST PRACTICES, University Wide

Title: Best Practices in Higher Education Consortia: How Institutions Can Work Together # 368

Source: Association for Consortium Leadership (ACL)

Co Area:

Addl Info: <http://www.acl.odu.edu/>

Abstract: Book - FAU Library LB2325.N39 no.106
The Association for Consortium Leadership (ACL), is a national association that provides a forum for higher education professionals involved in cooperative programs. This is about how higher education can benefit in many ways from sharing resources. Motivations for forming a consortium can range from academic enhancement, to achieving economies of scale to bring economic resources together.

The book covers -

1. Starting and Sustaining a Consortium
2. The Role of the Consortium Director
3. Library Cooperation
4. Cross-Registration and Joint Academic Program
5. Collaborative Admissions and Recruitment Practices
6. Faculty Development: Working Together to Improve Teaching and Learning
7. Consortial Fundraising
8. Cooperation for Cost-Effectiveness in Purchasing
9. Statewide Consortia for the Use of Technology
10. Technology, Consortia, and the Relationship Revolution in Education
11. Economic Development and Consortia
12. Cooperating Internationally
13. What Small Colleges Can Do Together

Title: Best Practices in Negotiations AND Guide to Reviewing Business Agreements and Contracts # 392

Source: Texas Tech University

Co Area:

Addl Info: <http://jblair.ba.ttu.edu/5374/Week13/Best%20Practices%20in%20Negotiations.ppt>

Abstract: Negotiation & Conflict Management PowerPoint Presentation

The Guide to Reviewing Business Agreements and Contracts is from Yale University and can be found at <http://www.yale.edu/ppdev/GuideBusinessAgreementContracts.pdf>.

BEST PRACTICES, University Wide

Title: Yale University Standards of Business Conduct

393

Source: Yale University

Co Area:

Addl Info: <http://www.yale.edu/provost/html/standards.html>

Abstract: The University's mission of advancing knowledge and educating citizens requires all members of the Yale community to share a commitment to excellence. The excellence we prize in our work can be sustained, however, only if our actions as members of the Yale community are beyond ethical reproach. The success and reputation of the University in fulfilling its core mission depend on the integrity with which each community member -- whether dean or faculty member, business manager or other staff -- participates in our joint endeavor. Accordingly, each member of Yale University is expected to adhere to the following Standards of Business Conduct in dealings inside and outside of the University.

It covers:

1. Ethical conduct
2. Respect for Others
3. Conflicts of interest
4. Compliance with applicable laws and regulations
5. Compliance with applicable University policies and procedures
6. Compliance with contractual, grant, and other private obligations
7. Individual responsibility and accountability
8. Stewardship of property and funds
9. Appropriate treatment of confidential information
10. Recording, allocating, and charging costs and effort
11. Internal control
12. Gifts, gratuities, and "kickback"
13. Antitrust
14. Obligation to report suspected material violations
15. Consequences of violation

BEST PRACTICES, University Wide

Title: Performance Standards and Best Practices

397

Source: University of Alaska

Co Area:

Addl Info: <http://www.uaf.edu/fs/performstandards.html>

Abstract: University of Alaska Fairbanks
These documents are on the Facilities Services site, but they do not seem limited to that department. (I would like to see are a site with PM's and links to various policies and procedures) This site links to:

- Respectful Workplace
- Chain of Command
- Leave Usage
- Leave With Out Pay Guidelines
- Compensatory (Comp) Time
- Radio Communications Protocol
- Smoke Free Environment
- Visitor Parking Spaces
- Bringing Dogs to Work
- FS Radio Communication Protocol
- Workplace Safety
- Computer Use
- Safety Shoes
- Parking of FS Vehicles on Campus
- Jury Duty
- Campus Closures
- Clothing Allowance

BEST PRACTICES, University Wide

Title: College Best Practices # 400

Source: University of California Davis **Co Area:** Controller's Office

Addl Info: <http://caes.ucdavis.edu/facstaff/rmap/bestprac/best-practices/?searchterm=best%20practices>

Abstract: The College of Agricultural & Environmental Sciences has it's own site of Best Practices covering Accounts Payable - Request for Payment (Microsoft Word)

Administration
Payroll - Without Salary Volunteer Appointment (Microsoft Word)
Purchasing
Student Matters
Travel

This can be adopted through out the University.

Title: Policy Development with Best Practices # 415

Source: University of Maryland **Co Area:**

Addl Info: http://www.oit.umd.edu/units/aea/internal/policy_development_process.pdf

Abstract: University of Maryland at College Park

Before you Start: Get Authorization and Support for the Process

Without authorization and support at senior levels it is unlikely that the process of policy development will be workable or that the resulting policy and procedure information will be viewed as official. This does not mean that every policy issued needs presidential approval. A process is needed to elevate critical policy decisions to the executive level as necessary. Moreover, senior management can create the climate for serious and effective policy work. Consider a "Policy on Policies", to document and execute the policy process.

Site lists 14 steps to follow in developing and implementing a new policy.

Also see http://www.ccv.edu/policypolicy_on_policy/index.html from Community College of Vermont

BEST PRACTICES, University Wide

Title: Policies, Guidelines, Procedures & Best Practices

416

Source: University of Maryland

Co Area:

Addl Info: http://www.umes.edu/cms300uploadedFiles/Academic_Affairs/Middle_States/MSCHE%20Policybk.pdf

Abstract: University of Maryland Eastern Shore

This portfolio is a compendium of Commission policies and procedures that address the responsibilities of the Commission and its member institutions. It includes general accreditation policies, as well as those that refer specifically to the peer review process, the programs and services offered by member institutions, and administrative procedures of the Commission.

Taken together, Characteristics of Excellence, the Commission's basic handbooks, manuals, and other publications, and this portfolio provide a comprehensive set of documents describing all aspects of the Commission's accreditation protocol and related activities.

All of the policies and procedures are either elaborations of the standards for accreditation set forth in Characteristics of Excellence in Higher Education (2002), or they describe procedural requirements for institutions and for the Commission. Guidelines are based on best practices and provide advice to members for implementing the accreditation standards.

The Commission invites member institutions to comment on its policies and procedures even when a formal review is not in process. This type of feedback will help to improve Commission practices and keep the Commission in touch with constituent views on important issues that affect policy development.

BEST PRACTICES, University Wide

Title: Employee Standards of Conduct Guide - Do the Right Thing # 435

Source: University of Texas at San Antonio **Co Area:**

Addl Info: <http://www.utsa.edu/acrs/Compliance/eguide/home.html>

Abstract: (Also see http://www.utsouthwestern.edu/vgn/images/portal/cit_56417/63/3/263424sog2005.pdf, University of Texas Southwestern Medical Center at Dallas)

Guide covers the following:

Purpose

Ethics Policy

Managers' and Supervisors' Responsibilities

Institutional Compliance Program.

Reporting Suspected Non-compliance.

Contacts with the Media

Contacts with Government and Outside Investigators

Records and Information

Confidential Information

Family Educational Rights and Privacy Act (FERPA)

Accuracy of Records

Retention & Disposal of Records

Workplace Conduct and Employment Requirements

Fraud

Equal Employment Opportunities

Sexual Harassment and Sexual Misconduct

Family and Medical Leave Act (FMLA)

Overtime Compensation

Exempt and Non-Exempt Time Keeping

Conflict of Interest

Outside Employment

Financial Interests

Use of UTSA and State of Texas Resources

Use of State-Owned Property

Computer Software

Information Security and Confidentiality

Computer System Access and Passwords

Purchasing

Entering Into Contracts and Agreements

Environmental Health and Safety.

Workplace Health and Safety.

Environmental Protection

BEST PRACTICES, University Wide

Drug and Weapon Free Workplace
Copyright and Intellectual Property
Photocopying of Copyrighted Material
Intellectual Property
Gifts and Gratuities
Gifts Made to Influence Decisions
Gifts from Persons Doing Business with UTSA and/or UT System
Gifts to UTSA
Honoraria
Political Activities and Contributions
Political Activities
Political Contributions
Training
CONTACT LIST

Title: Business Conduct Principles **#** 441

Source: University of California Irvine

Co Area:

Addl Info: <http://www.accounting.uci.edu/bizbook.pdf>

Abstract: This guide is intended to help members of the UCI community apply the principles that underpin ethical business practices at the University of California. The University is a public trust that receives its support from taxpayers, contributors, corporations, public and private funding agencies, patients, and students and their families. These supporters rightfully expect our stewardship and accountability.

Accordingly, ethical behavior and integrity are expected of every member of the faculty and staff, and anyone who acts on behalf of the University. In addition, administrators, principal investigators, department heads, and others in supervisory positions assume responsibility for ensuring that the conduct of those they supervise complies with University policies and ethical business practices.

This guide's emphasis on policy is not intended to promote excessively bureaucratic behavior. Our supporters and the public expect accountability that extends well beyond compliance. Fundamentally, they expect resourcefulness and efficiency in meeting our teaching, research, and public service obligations.

BEST PRACTICES, University Wide

Title: SUNY Best Practices Search Facility # 469

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. These "Best Practices" have been cataloged by campus and by category of campus activity.

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. To date, 121 initiatives have been received totaling over \$ 8.7 million.

They have committed themselves to a Best Practices Program. Selected initiatives will be included in this database.

Title: Fraternity Looks at Smoking on Campus - No Butts About It # 492

Source: Kent State University **Co Area:**

Addl Info: <http://einside.kent.edu/?type=art&id=3085>

Abstract: Kent State University has a problem with butts - cigarette butts, that is, littering the campus. Beta Alpha Psi, the honorary fraternity for accounting, finance and information systems majors, recognized the problem and did something about it.

A smoker stands in front of a "smoker's outpost," or cigarette butt receptacle, on the Kent Campus. Photo by Jeff Glidden
The organization started the "Butt Awareness" project to draw attention to the litter problem caused by smoking on campus. In particular, the students determined how much time and money Kent State spends each year on cigarette butt removal. From the beginning, the student members recognized the different views on smoking and decided to focus on awareness rather than getting people to quit.

After sweeping away the butts, the members calculated the results. According to their estimates, Kent State spends approximately 5,200 hours and \$70,200 picking up an estimated 4,000,000 cigarette butts each year.

BEST PRACTICES, University Wide

Title: Guidelines for Reporting and Investigating Fraudulent or Dishonest Acts # 498

Source: South Texas College **Co Area:** Inspector General

Addl Info: http://www.southtexascollege.edu/businessoffice/alerts/Alert_2005_21.pdf

Abstract: One of the best practices in the area of mitigating fraud risks is to establish a process for employees and others to detect, report and investigate fraud. As a result, the College has established the following Guidelines for Reporting and Investigating Fraudulent and Dishonest Acts. These Guidelines should be followed by all College's employees and others to report fraudulent and dishonest acts.

South Texas College (STC) is committed to creating an environment where fraudulent and other dishonest acts are not tolerated. All STC employees are responsible for complying with the board policies that govern their conduct and ensuring that all resources entrusted to them are used ethically, prudently, and for their designated purpose.

In addition, to ensure that STC resources are used appropriately, managers and supervisors are responsible for educating employees about proper conduct, creating an environment that deters dishonesty and maintaining internal controls that provide reasonable assurance of achieving management objectives and detecting dishonest acts. Furthermore, managers and supervisors must be cognizant of the risks and exposures inherent in their area of responsibility and be aware of symptoms of fraudulent or dishonest acts, should they occur. This procedure establishes a uniform method for reporting fraudulent or dishonest acts against the College.

The above URL is a DRAFT Copy.

BEST PRACTICES, University Wide

Title:	TSTC Harlingen Policies and Procedures	# 499
Source:	Texas State Technical College - Harlingen	Co Area:
Addl Info:	http://www.harlingen.tstc.edu/services/policy.asp	
Abstract:	Good resource listing Educational Services, Fiscal Affairs, General Administration and Human Resource policies and procedures Fiscal Affairs listing Acceptance of Gifts and Bequests Accountability and Responsibility for State Property Administration of and Accounting for Emergency Loan Funds Annual Operating Budget College Mail Services Control of Cash, Cash Receipts and Cash Refunds Disposal of Surplus Property Emergency Tuition and Fees Loan Program Emolument for Car Allowance and Related Travel Regulations Establishment and Control of Petty Cash Funds Fiscal Administration of Agency Funds Master Equipment Lease Purchase Program Official Travel of Employees Operation of Designated Fund Activities Payment of Tuition, Fees, Room and Board by Installment Policy for Investments Preparation and Processing Budget Changes Purchase of Surplus Property Purchasing Authority Refund of Tuition and Fees Student Service Fee and Student Union Fee for Courses Taught Less Than 9 Weeks Taking of Consumable Inventories Texas Public Educational Grants Tuition and Fee Schedule Tuition Reciprocity with Bordering States or Counties Use of State Resources/Vehicles Utilization of a Contracted Workforce Utilization of Historically Underutilized Business (HUB) Firms	

BEST PRACTICES, University Wide

Title: Imaging 'Best Practices' at Towson University # 514

Source: Towson University **Co Area:**

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

Abstract: In 2005, Towson University embarked on a university-wide effort to incorporate electronic imaging of documents in our workflow processes. Using electronic images of documents, Towson University wanted to improve process flow, enhance service to our student customers and maintain security and sensitivity of important documents. Furthermore, the transcripts of over 200,000 former students were located on different systems in susceptible and deteriorating media. We used classic and novel imaging techniques to capture and store these transcripts in a central repository.

Working with Perceptive Software, we identified key personnel training, developed a pilot project list and established an implementation schedule. The pilot consisted of archival scanning of HR personnel records, moving graduate admissions to a paperless process, and a major conversion of 300,000 transcript pages from the legacy SIS® system into the image repository.

Benefits

Currently, Towson University has eight scanning stations, is using workflows to group index documents and route images to their proper departments, is utilizing bar-coding to automatically index batches of documents, established special e-mail accounts that go directly into images, set up dedicated incoming fax lines that are directly imaged, and is working on importing 3.1 million images from an eight-year-old legacy imaging system stored on optical platters.

This covered records in Registrar's Office, Admissions, Human Resources and Accounts Payable

Title: Measuring Customer Input # 523

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

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

Abstract: One of the secondary benefits of the BPR effort led by the Business and Finance Division of the University of West Georgia was the development and implementation of customer satisfaction surveys for each department within the division.

Questions were devised by an independent committee and the surveys were electronically administered at separate intervals during Fall 2004 and Spring 2005. The intent of the questionnaire was twofold:

- (1) To obtain the information that was desired without burdening the customer; and
- (2) To develop a formal method to obtain feedback that is necessary for us to measure our performance and improve our support services.

BEST PRACTICES, University Wide

Title: U of A Policies & Procedures Online **#** 532

Source: University of Alberta **Co Area:**

Addl Info: https://www.conman.ualberta.ca/stellent/groups/public/@ppoladmin/documents/infodoc/pp_cmp_059062.hcsp

Abstract: UAPPOL Alphabetic Listing of Policies - above link

UAPPOL is a document server and central publication location for University of Alberta policies and procedures, except for those found in the University Calendar and Staff Agreements

Please be aware that UAPPOL is the official repository for these documents (there is no “official hard copy”).

The work of populating UAPPOL is ongoing. There is a significant volume of material in transition to UAPPOL from other locations. Visit the Policy Gateway for a guide to those other locations.

Policies exist to protect both you and the University. Please be aware that you have an obligation to comply with University policy and procedure.

Policy Development Toolkit -
https://www.conman.ualberta.ca/stellent/groups/public/@ppoladmin/documents/infodoc/pp_cmp_020451.hcsp#TopOfPage

BEST PRACTICES, University Wide

Title: Code of Ethics - Governing Bodies, Faculty, Administrative, Staff, Students # 537
Source: Kings University College **Co Area:**
Add Info: <http://www.kingsu.net/page.aspx?id=96794>
Abstract: This is divided into 4 sections -
Governing Bodies
Faculty
Administrative Staff
Students

INTRODUCTION

The drafting of this code of ethics has been governed by the following guidelines which were articulated at the beginning of the process:

1. Our code of ethics should reflect our understanding of what it is to live in community.
2. Our code of ethics should define the nature of our responsibilities in relationships in the College.
3. Our code of ethics is not intended to be primarily a code of personal conduct.
4. We believe that the process of arriving at our expectations of each other is at least as important as the resulting document. The document should be seen as dynamic, to be reviewed and revised, albeit at infrequent intervals.
5. A code of ethics will not solve all our problems of living in relationships; it is not a how-to or how-not-to document. There is no substitute for the difficulties of dealing with each other in an ethical crisis.

Title: Working Alone Safely - A Guide for Employers and Employees # 538
Source: Alberta Human Resources and Employment **Co Area:**
Add Info: http://www.uleth.ca/pln-ohs/Working%20Alone/Working_Alone_Complete_Policy.pdf
Abstract: Employees who work alone can be grouped into five broad categories:
(1) Employees who handle cash. This includes convenience store clerks, retail and food outlet employees, and taxi drivers.
(2) Employees who travel away from base office to meet clients. This includes home care employees, social service employees and bylaw officers.
(3) Employees who do hazardous work but have no routine interaction with customers or the public. This includes employees in the logging, oil and gas industries.
(4) Employees who travel alone but have no routine interaction with customers or the public. This includes truck drivers and business people in transit.
(5) Employees who are at risk of a violent attack because their work site is isolated from public view. This includes security guards and custodians.

BEST PRACTICES, University Wide

Title: University of Windsor Daily News # 566

Source: University of Windsor **Co Area:**

Addl Info: http://www.caubo.ca/awards/awards_pq1998_e.cfm

Abstract: It is self-evident that a university needs to promote an understanding and support for its policies and developments among its faculty and staff. Campus newspapers traditionally have been the management tool to achieve that. A newspaper, however, requires that a range of content be carried. In effect, activity to include tertiary matters can take up more time and resources than activity to achieve the primary function of promoting the university's policy and developments.

The University of Windsor eliminated the costs of the newspaper except for one writer/editor and dramatically increased the effectiveness and timeliness of the delivery of news and information to faculty and staff. Everybody working at the University of Windsor gets the news as soon as they turn on their computer in the morning.

The Daily News is a brief, broadcast-style report sent to all faculty and staff with e-mail addresses five times a week. In addition, the news is posted on a university web page so those who do not want daily reports collecting on their e-mail can access it easily on the web. Every Monday, the news contains a formatted calendar of public lectures and other events for the week or two ahead.

3rd Prize Winner of 1998 Canadian Association of University Business Officers Quality & Productivity Awards.

Title: Quality & Productivity Awards # 568

Source: Canadian Association of University Business Officers **Co Area:**

Addl Info: http://www.caubo.ca/awards/awards_pq_e.cfm

Abstract: Canadian Association of University Business Officers (CAUBO) is similar to SACUBO or NACUBO. Their website contains a lot of useful information (http://www.caubo.ca/index_e.cfm). Their Quality & Productivity Awards program is similar to SACUBO's Best Practices program. They have on line the submissions from 1993 - 2008. Records 560-567 of this database are some of the best. See http://www.caubo.ca/awards/documents/QP_Rich_UM_Summer_07_E.pdf for 2007

BEST PRACTICES, University Wide

Title: Code of Ethics # 591

Source: Charles Darwin University

Co Area:

Addl Info: http://www.cdu.edu.au/governance/documents/CodeofEthics_000.pdf

Abstract: Charles Darwin University has an important role in the provision of services to the community. This places staff members of the University in a unique position of trust and responsibility, requiring standards of ethical behaviour that reflect community expectations.

This Code of Ethics sets out the standards of behaviour expected of Charles Darwin University staff. It is intended that the Code of Ethics guide staff in solving ethical dilemmas they face at work, in their dealings with colleagues, students, the University, local employers and other stakeholders, and the broader local, national and international community. For the purposes of this Code of Ethics, "staff" includes all employees, Council members, contractors, secondees and visitors engaged in any University-related activity.

Title: Outstanding Program Awards # 607

Source: National Association of State Chief Administrators

Co Area:

Addl Info: <http://www.nasca.org/awards/awards.cfm>

Abstract: Each year The National Association of Chief Administrators (NASCA) is proud to recognize innovative state agencies, organizations or individuals and state agency and private partnerships that have demonstrated outstanding leadership skills in innovation, originality, effectiveness and applicability.

Award Winners from Previous Years - <http://www.nasca.org/awards/previous.cfm> (Years 2001, 19991 and 1998 provide the most information.)

Title: Bridging 'Town & Gown' Through Innovative University-Community Partnerships # 611

Source: University of Central Florida

Co Area:

Addl Info: <http://www.innovation.cc/volumes-issues/martin-u-partner4final.pdf>

Abstract: Historically, universities and their surrounding communities have failed to work cooperatively to address common problems. Fortunately, this state of affairs has begun to change, due at least in part to a shift from the old government paradigm to the new governance paradigm. The governance paradigm encourages the creation of innovative partnerships between the government sector, the private sector and the non-profit sector in order to harness the collective energies and strengths of all partners. This article begins by providing some definition clarification as to what is meant by innovative university-community partnerships. A brief history of university-community relations is then provided. The shift from a government to a governance perspective and how this shift is promoting the use of innovative university-community partnerships is then discussed. Next, several case examples of successful innovative university-community partnerships are presented. Finally, seven critical success factors are identified that the authors believe lead to successful innovative university-community partnerships.

Submitted with Center for Community Partnerships

BEST PRACTICES, University Wide

Title: 5 Ways to Cut Costs in 2005 # 630

Source: Business Finance Mag.com **Co Area:**

Addl Info: <http://www.businessfinancemag.com/magazine/archives/article.html?articleID=14296&highlight=best%20practice>

Abstract: Reducing expenditures remains at the top of CFOs' priorities list, even as they turn their attention to revenue enhancement.

Cost-cutting initiatives remain firmly at the top of most CFOs' agenda. In a May 2004 survey of finance executives at more than 150 large companies conducted by New York City-based consulting firm Booz Allen Hamilton, 85 percent of respondents said cost reduction is their highest priority. Nearly 60 percent reported that they are focusing on opportunities to reduce the cost of providing overhead services by trimming nonessential spending, restructuring costs and standardizing service levels. And only 3 percent said they have reduced overhead costs as much as possible.

Ongoing studies by The Hackett Group confirm that cost containment remains most companies' primary objective. "Sixty-one percent of 300 executives who responded to a recent poll said cost cutting was their number one companywide priority," says Richard Roth, Hackett's Atlanta-based chief research officer. "There's still a strong feeling among senior executives that 'if our company does grow, let's make sure our costs don't grow along with it.' "

While the draconian cost-cutting campaigns many organizations implemented during the downturn may already have harvested much of the low-hanging fruit, savvy CFOs can still find opportunities to ferret out efficiencies. Here's a look at five approaches finance executives may want to consider as they plan their cost-cutting strategies for 2005.

May need to scroll down to see document.

Title: Elements to consider when establishing a Best Practices program # 654

Source: University of California Riverside **Co Area:**

Addl Info: http://www.morale.ucr.edu/pdf/best_practices.pdf

Abstract: Best Practices is a dynamic process through which the University ensures that a commitment to excellence, as identified through its mission statement and established goals, is enhanced by all facets of University operations. This process is best achieved within a culture of collaboration and knowledge sharing. Best Practices draws on the talents and knowledge of all personnel to identify current successful practices, evaluate their effectiveness and explore options for improvement, which are then documented, shared and adapted for use by others.

List of elements to consider when establishing a Best Practices program.

BEST PRACTICES, University Wide

Title: Best Practices at the University of Minnesota # 658
Source: University of Minnesota **Co Area:**
Addl Info: <http://www1.umn.edu/ohr/chairing/practices/>
Abstract: The following are comments of presenters at past University of Minnesota orientation seminars for new chairs and heads of academic departments. Each link listed has several sub topics.

- The Roles and Responsibilities of Department Chairs/Heads
- Planning and Budgeting Processes
- Human Resource and Legal Practices
- Diversity and Multicultural Affairs
- Faculty Development and Performance
- Politics and Culture
- Student Programs and Services

Title: Dealing with Confidential & Registered Confidential Data # 667
Source: University of Connecticut **Co Area:**
Addl Info: <http://itpolicy.uconn.edu/uconngsr/bestprac.html>
Abstract: This document is intended to provide guidance to individuals (including faculty, staff, graduate assistants, student employees, and others) and departments dealing with data that the University classifies as "confidential" or "registered confidential". See the Policy on Data Classification for definitions of "confidential" and "registered confidential".

- Covers -
- Computers, Fax Machines and Printers
- Computer Display
- Telephone, Internet (email) and Other Communications
- Paper
- Labeling
- Disposing of Materials containing Confidential Information
- Passwords
- Laptops and PDAs
- Personal (Home) Computers
- Storage of confidential information
- Access
- Security Incidents

BEST PRACTICES, University Wide

Title: Is Outsourcing Part of the Solution to the Higher Education Cost Dilemma?—A Preliminary Examination # 695

Source: Higher Education Washington, Inc. **Co Area:**

Addl Info: <http://www.hewi.net/> (Original URL No longer valid)

Abstract: The national debate over college costs and prices has included extensive analysis and research on the topic of why prices and costs have increased faster than inflation, incomes, and other measures. The factors associated with rising costs and prices are complex, as are the solutions to the dilemma of how to control costs and reduce prices. Some members of Congress, for example, have called for federal intervention to rein in spiraling prices, while many states have worked to reduce costs by eliminating program duplication, increasing faculty teaching loads, and other requirements.

One relatively unexplored method for potentially reducing costs is through what is commonly referred to as the “outsourcing” of various higher education functions and services. Outsourcing is a form of privatization that generally refers to a higher education institution’s decision to contract with an external organization to provide a traditional campus function or service. The contractor either takes over the task of compensating and managing the employees of the university, paying the group according to its standards, or replaces the university employees with its own staff. This strategy has been utilized by the business sector for several years, and there is some evidence that higher education institutions are exploring similar types of outsourcing.* The authors are grateful to Kimberli Keller, Graduate Fellow at the Institute for Higher Education Policy, for research assistance and other support in preparing this paper

Title: Is Outsourcing Right for You? # 696

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

Addl Info: <http://universitybusiness.ccsct.com/page.cfm?p=722>

Abstract: The basic rationale for a college or university to outsource to a vendor could be summed up this way: I can't do this, others can, I think I'll let them.

The reason for outsourcing food services, maintenance, bookstore management, some IT functions, or any other needed campus service is driven by dollars and sense, so to speak. It is common for higher education institutions to decide that it is simply more economical or more productive to bring in an outside vendor to handle nonacademic tasks than it is to hire and train in-house staff.

"I ascribe to Peter Druker's business philosophy," says Gregg Lassen, CFO at the University of Southern Mississippi. Management guru Druker was known for telling businesses to focus on their core strengths. In a higher ed setting those would be research, instruction, and service, says Lassen. Cooking is not on the list.

BEST PRACTICES, University Wide

- Title:** Higher Education Administration; A Guide to Legal, Ethical and Practical Issues # 697
- Source:** Book by Norma Goonen & Rachael Blechman **Co Area:**
- Addl Info:** [Book available from FAU Library LB 2341.G573 1999](#)
- Abstract:** Decision making in higher education is a complex process of balancing conflicting needs and interests while adhering to the law; the institution's mission, values and standards; and the practical considerations necessary for its fiscal and operational health.
- Chapters
1. A Delicate Balance: Legal, Ethical and Practical Issues
 2. Hiring Issues
 3. Compensation and Employment Issues
 4. Promotion and Tenure Issues
 5. Terminations, Nonrenewals, and Reductions in Force
 6. Academic Freedom
 7. Student Disputes on Academic Matters
 8. Transcripts and Degree Issues
- Appendixes
1. Values Audit Process
 2. AAUP "Statements on Professional Ethics"
 3. AAUP "Mission Statement and Professional Standards"
 4. AAUP "Statement on Conflicts of Interest"
 5. AAUP "On Preventing Conflicts on Interests in Government-Sponsored Research in Universities"
 6. AAUP "1940 Statement of Principles on Academic Freedom & Tenure, with 1970 Interpretive Comments"
 7. AAUP "Statement on Procedural Standards in Faculty Dismissal Proceedings"
 8. AAUP "Academic Freedom and Artistic Expression"
-

- Title:** A Best Practice Governance Solution for Higher Education # 700
- Source:** EthicsPoint, Inc. **Co Area:**
- Addl Info:** <http://info.ethicspoint.com/markets/highereducation/>
- Abstract:** As the leading provider of technology-based governance services for the higher education community, EthicsPoint has developed a variety of best practice models that meet the diverse needs of colleges, universities and community colleges. The higher education sector's rapid adoption of enhanced governance practices is being influenced by the call for best practices by external auditors, internal auditors, and board members -- many of whom have been affected by Sarbanes-Oxley.
- EthicsPoint works on an ongoing basis with the Association of College and University Auditors (ACUA), the National Association of College and University Business Officers (NACUBO), and the Association of Community College Trustees (ACCT) to assist their members with understanding, planning and deploying solutions that help them achieve governance best practices.

BEST PRACTICES, University Wide

Title: Higher Education Resources # 701

Source: EthicsPoint, Inc. **Co Area:**

Add Info: <http://info.ethicspoint.com/solutions/resources/>

Abstract: The Association of Certified Fraud Examiner's (ACFE) 2006 Report to the Nation
A comprehensive report that sheds light on occupational fraud and abuse while offering stark lessons and valuable insight about its prevention and detection.

Creating a Sustainable Ethical Culture on Your Campus

Hotline Helps University Employees Do the Right Thing
University of Minnesota - May 2006

The Impact of Sarbanes-Oxley on Private Business
Discusses the standards for governance and reporting mandated in Sarbanes-Oxley that will impact private organizations)

Hotlines: Enhancing a University Reporting System to Improve Information Gathering and Mitigate Risk
Georgia Institute of Technology

Compliance Program Reporting Mechanisms: Hotlines and Whistleblowers
Baylor University, Waco, TX

Title: Computer Security - What to do when traveling # 707

Source: Purdue University **Co Area:** IRM

Add Info: <http://www.purdue.edu/securepurdue/bestPractices/traveling.cfm>

Abstract:

1. When traveling, carry your notebook computer with you at all times. Do not check it with luggage, leave it in a hotel, or in a car. These are not secure locations. If you cannot do this, then do not take your computer.
2. Always use the VPN system when logging in to Purdue networks. [More Information](#)
3. If you log in to your computer in an unsecured place (such as a public area), change your password once you have returned to the safety of a secure location. [More Information](#)

Behaviors

1. Never use free kiosks or Internet café computers to log in to Purdue accounts. [More Information](#)
2. Never log in to Purdue accounts without using VPN.
3. Never leave your computer unattended.

BEST PRACTICES, University Wide

Title: Microsoft Offers Free "Best Practice" Advice # 758

Source: Microsoft **Co Area:** IRM

Add Info: <http://bhandler.spaces.live.com/Blog/cns!70F64BC910C9F7F3!1779.entry>

Abstract: Road to Know Where
PRACTICAL ADVICE:
o Preparing for Vacation Best Practices - Prepare for your vacation so and work continues while you are gone and your return is as smooth as possible.
o Computer Maintenance Best Practices - Keep your computer working at peak performance and protect it with the latest security updates.
o Power Management Best Practices - Reducing your computer's power consumption will prolong battery charge or lower your company's electric bill.
o Printers Best Practices - Learn about and use advanced printing features to save time and money and print securely.

SECURITY:
o Secure Your Computer Best Practices - Take steps to guard against intrusion, protect your data and prevent virus infections.
o Protecting Your Laptop Best Practices - Secure important data and take precautions to prevent theft.
o Secure Your Network Access Best Practices - Prevent unauthorized network access by protecting your smart card and network credentials.
o Create Strong Passwords Best Practices - Create strong passwords to help stop hackers from accessing the corporate network.

Title: Inside Higher Ed # 760

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

Add Info: <http://www.insidehighered.com/>

Abstract: Welcome to Inside Higher Ed, the online source for news, opinion and jobs for all of higher education. Whether you're an adjunct or a vice president, a grad student or an eminence grise, we've got what you need to thrive in your job or find a better one: breaking news and feature stories, provocative daily commentary, areas for comment on every article, practical career columns, and a powerful suite of tools to help higher education professionals get jobs and colleges identify and hire employees.

A search for Best Practices produce 117.

BEST PRACTICES, University Wide

Title: Business Wire **#** 763

Source: Business Wire **Co Area:**

Addl Info: <http://www.businesswire.com/portal/site/home/>

Abstract: Business Wire is the leading source for full-text breaking news releases, multimedia and regulatory filings for companies and groups throughout the world.

By doing a search on terms such as higher education and/or best practices will bring up a list of press releases. If full text is needed, sign on with parkerso@fau.edu and BestPract

Title: Best Practices Initiative at Saint Louis University **#** 770

Source: Saint Louis University **Co Area:**

Addl Info: <http://www.slu.edu/bestpractices/>

Abstract: Example of a Best Practice Program

Our vision is to establish and maintain Saint Louis University as the finest Catholic university in the nation. The University will attain this distinction by focusing its energy, resources and efforts to advance its mission and realize its vision. The University will only attain this goal with the contributions and support of all of us. The faculty, staff and students of Saint Louis University are our greatest asset and our greatest hope for reaching this vision. Through the Best Practices Initiative we call on you once more to share your insight and suggestions on how to move Saint Louis University closer to our shared strategic vision.

Current Best Practices Initiatives - <http://www.slu.edu/bestpractices/initiative.html> - 16 initiatives are listed.

BEST PRACTICES, University Wide

Title: Quality Digest

773

Source: Quality Digest

Co Area:

Addl Info: <http://www.qualitydigest.com/>

Abstract: State Quality Awards - <http://www.qualitydigest.com/pdfs/statedir.pdf>
A state-by-state summary of available awards, contact information and award summaries, including who may apply and deadline dates.

Florida - Award Name: Governor's Sterling Award
Florida Sterling Council, The
P.O. Box 13907
Tallahassee , FL 32317-3907
Contact: Dione Geiger
Web: www.floridasterling.com

Description: Founded in 1992, the Florida Sterling Council is a public/private not-for-profit 501 (c) (3) organization whose mission is to promote Florida's competitive edge and quality of life through promotion, assessment, and recognition of performance excellence. Phone: (850) 922-5316 John A. Pieno, Jr. Chairman or visit www.floridasterling.com

Who Can Apply?: Open to: Florida organizations. There is no limit to the number of awards given each year. All size organizations are eligible in the following categories: private sector (manufacturing and service), public sector (state, local, and federal government), education sector (public and private schools, colleges and universities) and health care sector (public and private organizations).

Deadlines: Deadlines: application of intent due on September 15, 2006; the full Governor's Sterling Award application package is due on June 1, 2007.

By doing a Search for Best Practices, 285 listings were returned.

BEST PRACTICES, University Wide

Title: Becoming a Lean University # 807

Source: University of Central Oklahoma **Co Area:**

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

Abstract: The model used to implement the Lean University™ has been proven effective in other types of organizations. The 4-step model is described below:

Step 1: Identify the Opportunities - Complete an organization-wide diagnostic search for issues, problems and opportunities.

Step 2: Solution Design - Create a blueprint for success that involves all employees: training, mapping, and planning.

Step 3: Implementation – Use kaizen events, core teams, and metrics to implement and illustrate change.

Step 4: Continuous Improvement – Monitor performance after projects are completed.

Implementation of Lean University™ has resulted in numerous benefits and reduced waste. The overall impact is the cultural concept that positive change can and does happen at the University of Central Oklahoma. Employees have realized that they have been empowered to make improvements that help the financial position of the university, make their since of satisfaction higher, reduce their frustration, and increase their productivity.

Title: Online Policy Directory and Administration # 822

Source: University of Mississippi **Co Area:** Financial Affairs

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

Abstract: Most universities have hundreds of policies in place. What are they, who has the authority to update and approve them, and when were they last reviewed? The University of Mississippi (UM) addressed this problem by extending its SAP system to include support for policies. This work included an online Policy Directory accessible to the public (www.olemiss.edu/policies), as well as a policy administration system that allows authorized individuals to upload policies and route them electronically to appropriate offices for further review and approval. The system tracks the changes to policies over time so that one can always know the history of changes that took place, as well as the individuals who made and approved the changes. Also, the system includes a reminder feature that sends e-mail alerts when policies are due for review.

As of September 1, 2006, there were approximately 600 policies in the Policy Directory (see www.olemiss.edu/policies). The Policy Directory serves as a consolidated repository for all University policies, making them easily accessible to all campus constituents. The new workflow and approval process assures the regular review of policies. It is now possible to capture suggestions and ideas about particular policies and route them to the appropriate individuals for follow-up. Finally, by moving to an electronic format rather than paper, it is possible to search policies, track revisions, and route them throughout the organization more effectively than ever before. The new system has brought much needed order and clarity to the area of policy management with great benefit to all campus constituents.

BEST PRACTICES, University Wide

Title: Understanding Best Practices in Higher Education Administration: Challenges, Constraints and Successes # 857

Source: ACHEA Conference

Co Area:

Addl Info: <http://sta.uwi.edu/achea/downloads/ACHEA%202007/LeisaHamilton.pdf>

Abstract: Best practices are realized from strategic alliances which have brought on simple advantages such as library cooperation, cross registration, shared technology, the joint purchasing or sharing of goods and services, and faculty development. There are less problems, and easier access with mobility on each campus than ever before when it all comes down to an identification card to be shown to gain entry at the various campuses security gates and libraries.

There are many challenges and constraints that meet administrators of higher education. However, two of the most challenging are outlined, one there are a great number of administrators, experienced faculty, and staff that retire/resign and our colleges and universities are unprepared for this and are left with a void that have to be filled quickly by finding qualified replacements as the organization need to continue it's operation. Two, leadership and succession planning does not seem to be a widespread practice among tertiary institution in this region, as it becomes difficult to find new leaders or sometimes one may be hard to replace.

BEST PRACTICES, University Wide

Title: Resize the Right Way

864

Source: NACUBO

Co Area:

Addl Info: <http://www.nacubo.org/x7974.xml>

Abstract: Downsizing Do's
Reflecting on Ohio University's workforce reduction and medical clinic privatization initiatives, university leaders offer these realignment lessons.

* Adopt guiding principles. Shared values are important in times of great change. When difficulty looms, senior executives must adopt a clear set of guiding principles by which all decisions and institutional standards of behavior are assessed. Otherwise, many long-term practices may be discarded due to stress, fear, and the perceived or real magnitude of the problems at hand.

* Involve key constituent groups in decision steps. Doing so can increase trust in the process, the institution, and its leaders and will aid in managing future issues.

* Collaborate. Collaboration among senior officers is vital to show unity and directly acknowledge that all faculty and staff are working toward the same goals.

* Communicate. Especially during difficult times, communicating too little fosters rumors, erodes trust, and can cause other residual effects such as dissension. Communicate the same messages at all levels. This eliminates any turmoil surrounding what to communicate, when, and to whom.

* Include employees from day one. Good decisions can't be made without input from all employee and faculty levels. Tap employee input at every stage and on every aspect of plan design. For instance, hourly positions are often cut first in downsizing efforts, assuming that mid- and upper-level management positions are harder to replace. In such situations, morale can quickly deteriorate due to burnout when incumbents have to perform lower-level duties in addition to their own.

* Debrief. Debriefing sessions held during and after a staff reduction are necessary for institutional learning and employee assurance. These sessions must be honest and productive and help alleviate fear among the "survivors," who may be waiting for the other shoe to drop.

* Prepare. Since campuses are seldom faced with large reductions in staff, an institution's leaders may quickly find that state employment codes are not clear and are open to interpretation by various campuses and state offices. Take time now to develop a formal plan that also addresses potential legal pitfalls, including discrimination claims, breach of contract, and if applicable, Worker Adjustment and Retraining Notification Act violations. Other steps to ensure that you are legally defensible include hiring a legal specialist or securing the services of a nationally recognized career transitions firm, and training and educating supervisors—from senior officers down—to act appropriately and consistently communicate correct information.

BEST PRACTICES, University Wide

Title: Cost Cutting Ideas # 865
Source: Florida Atlantic University **Co Area:**
Addl Info: <http://www.fau.edu/financial/best-practices/>
Abstract: Information gathered from many institutions related to actions taken to dealing with budget reductions. Presented to Financial Affairs, January 2008. In addition to the Word file, also gave cost cutting suggestions from this data base and suggestions on energy savings.

How other universities deal with budget reduction - www.fau.edu/financial/best-practices/budget-cuts.doc
Summary of Best Practices from this database - www.fau.edu/financial/best-practices/cost-reduction.pdf
Energy Savings from this database - www.fau.edu/admin/fiscal/best-practices/Utilities.pdf

Title: PDA Security Best Practices # 870
Source: University of Michigan **Co Area:**
Addl Info: <http://www.umich.edu/~uaudits/internalcontrol/pda.best.practices.html>
Abstract: This could also pertain to Blackberries. Site covers -
General Provisions
General Security Policy
Management of PDAs
Tools Usage Risk Analysis

BEST PRACTICES, University Wide

Title: Joint Services and Programs: Florida State University Panama City and Gulf Coast Community College Working Together to Accom # 880

Source: Florida State University

Co Area:

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

Abstract: Florida State University Panama City (FSU PC) is home to approximately 1,000 upper division and graduate level students. As a branch campus, we have been faced with many challenges due to limited financial resources. The administration has had to seek creative ways to offer desired programs and services. One creative and very successful approach is our partnership with Gulf Coast Community College (GCCC). Together we have implemented an articulation agreement in which GCCC offers courses for an associate's degree and FSU PC offers upper-division and graduate level courses required for the bachelor's, master's and specialist degrees with students matriculating easy between the institutions. As a result of this partnership, students, faculty, and staff have benefited.

Through this partnership, we are able to provide enhanced programs and services in:

Law Enforcement

Library Facility Use

Articulation Agreement

Fitness Facility

Employee Scholarship Program

Technology

BEST PRACTICES, University Wide

Title: Holistic Integration of Sustainability Principles and Practices at the University of Florida # 906

Source: University of Florida **Co Area:** Financial Affairs

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

Abstract: The sustainability committee has developed four task forces to address goals within the university. Following are the missions of those task forces.

Energy and Buildings - In 2001, UF adopted the Leadership in Energy and Environmental Design (LEED) standards for all major new construction and renovation projects.

Carbon Neutrality - Committed UF to creating an action plan for becoming carbon neutral and to adding the impacts of air travel and commuting to its original greenhouse gas inventory.

Food and Dining - Worked with its dining services provider, ARAMARK/Gator Dining Services, to develop an action plan for implementing principles of sustainability into food service operations, including regional sourcing of food, green catering, waste management and diversion, energy conservation, transportation impacts, and sustainable procurement.

Parking and Transportation - The university has committed to purchasing only hybrid or alternative fuel vehicles, whenever possible. UF helps campus commuters find carpool partners, offers free bus fares, provides bicycle lanes.

Land Use - The Campus Master Plan outlines policies for responsible stewardship of land resources and sustainable development.

Purchasing - The university has instituted a sustainable purchasing policy to support the purchase of products that will minimize any negative environmental or societal impacts of university operations.

Waste - UF, through waste reduction and recycling initiatives, achieves a waste recovery rate of nearly 40%.

Water- Over 90% of the university's irrigation needs are met by the reclaimed water system.

Social Equity - The University of Florida has set aggressive hiring and retention goals to ensure the university reflects society's racial, ethnic and gender diversity.

Curriculum & Research - The University Provost has signaled her support of an academic focus on sustainability.

Community Service and Outreach

BEST PRACTICES, University Wide

Title: Campus Master Planning: By the University, For the University # 909

Source: University of Florida

Co Area:

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

Abstract: The university administration desired a campus master plan that looked beyond the required ten-year horizon and was supported by a consensus of faculty, students, neighborhood residents and other stakeholders.

At the time this proposal is being written, the campus master plan is eighteen months post-adoption and has not had any amendments or controversy. Many plan recommendations have been implemented with regard to parking management, conservation lands, stormwater, sidewalks and project development processes. Several significant new policies have been tested, including one requiring evaluations and mitigations for impacts to conservation lands. On the horizon, new construction projects may be evolving that will test additional policies particularly related to the sequencing of development, infrastructure and parking. Still, the plan appears to contain policies and procedures that will allow for orderly consideration of new ideas and projects in an on-going planning process that is open and inclusive.

BEST PRACTICES, University Wide

Title: 2008 Great Colleges to Work For # 920

Source: Chronicle of Higher Education **Co Area:**

Add Info: http://chronicle.com/weekly/v54/i45/great_colleges_tables.htm (Contact Dianne Parkerson for access)

Abstract: The results of The Chronicle of Higher Education's survey of Great Colleges to Work For are based on responses from more than 15,000 administrators, faculty members, and staff members at 89 colleges and universities.

Each was asked to submit a list of employees randomly selected across three categories: administration, faculty, and professional support staff. The sample size, either 400 or 600, was based on the number of employees in those categories. Of the more than 15,000 respondents, 4,003 identified themselves as administrators, 5,840 as faculty members, and 4,262 as professional support-staff members. All were asked to respond to 70 statements using a five-point scale. The questionnaire also asked respondents to rate their satisfaction with 15 different benefits; respond to two open-ended questions; and answer 14 demographic questions relating to gender, age, ethnicity, marital status, salary, tenure status, and other job issues.

Healthy Faculty-Administration Relations - Senior leadership communicates with and respects faculty members
Collaborative Governance - Faculty members are appropriately involved in decisions related to academic programs
Professional/Career Development Program
Teaching Environment - Faculty members say the institution recognizes innovative and high-quality teaching
Compensation and Benefits
Facilities and Security
Job Satisfaction
Work-Life Balance - Policies give employees the flexibility to manage their personal lives
Confidence in Senior Leadership
Internal Communications- Ideas are fully considered and issues debated for better results
Connection to Institution and Pride
Tenure Clarity and Process
Physical Workspace Conditions - Facilities adequately meet needs, and the appearance of the campus is pleasing
Health Insurance
Tuition Reimbursement
Housing Assistance Programs
Supervisor or Department Chair Relationship - Supervisor makes expectations clear and solicits ideas
Perception and Confidence in Fair Treatment
Respect and Appreciation
Policies, Resources, and Efficiency - Institution is well run and prepares employees to be effective
Career Development, Research and Scholarship - Adequate time is given for scholarly pursuits
Engagement Index - The emotional connection employees have to an organization
403b or 401k
Vacation or Paid Time Off
Disability Insurance
Life Insurance

BEST PRACTICES, University Wide

Post-retirement Benefits

Title: Prudential-Davis Productivity Awards # 925
Source: Florida Tax Watch **Co Area:**
Addl Info: <http://www.floridataxwatch.org/dpa/>
Abstract: The Davis Productivity Award program has publicly recognized and rewarded state employees and work units whose work significantly and measurably increases productivity and promotes innovation to improve the delivery of state services and save money for Florida taxpayers and businesses.

Info on top 20 2008 Winners - <http://www.floridataxwatch.org/resources/pdf/06052008To20.pdf>
All 2008 Winners - <http://www.floridataxwatch.org/resources/pdf/06052008DPA.pdf>

Title: Who Do You Trust? # 987
Source: University of West Georgia **Co Area:**
Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2009.html
Abstract: Campus Planning and Facilities developed questionnaires which were administered to measure Organizational Trust in such areas as empowerment, commitment, contentment, caring, expectation, communication, and training needs. The benefits of this organizational assessment are as follows:

1. An accurate measurement or “pulse” of the organization’s perception in the areas of Department Respect, Empowerment, Commitment, Contentment, Caring, Expectations, Communications, and Training Needs.
2. The opportunity to develop annual goals and objectives for developmental purposes based on data rather than assumptions.
3. The opportunities to track the results of those goals through the data collected and make adjustments in a timelier manner.
4. The importance of an organizational profile and how it can illustrate the developmental needs of an organization along with future challenges. (e.g. 44% of the workforce is over age 50).
5. More organized two-way communication methods such as individual meetings (1-on-1’s), monthly meetings, staff meetings, and organizational assessments.
6. A closer relationship between senior leaders by working as a team to “work through” the goal and develop the reasoning that led to the administration of a questionnaire.
7. The book, The Trusted Leader, was purchased for \$25.00. There was no additional dollar investment in developing the measurement.

BEST PRACTICES, University Wide

Title: Ten Business Imperatives # 988

Source: Valencia Community College **Co Area:**

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

Abstract: At Valencia Community College, President Sandy Shugart led the senior leadership team in developing Ten Business Imperatives in June of 2004 to help prepare for the future. These imperatives helped focus our attention on key business processes, which could potentially generate additional resources and enhance how students experience the college. As a result of our efforts, we were able to both enhance services to students and free up approximately \$3 million in annual savings, and this will grow as we are able to fully implement other aspects of our plans.

Includes a brief summary of the Ten Business Imperatives and the benefits in either enhanced processes, reduced expenses or expanded revenue. Covers all areas of operations

Title: Best Practice Institute # 1003

Source: Best Practice Institute (BPI) **Co Area:**

Addl Info: <https://bestpracticeinstitute.org/>

Abstract: Best Practice Institute (BPI) is a community of leaders dedicated to pioneering and sharing best practices. BPI produces online learning sessions, Webinars, BPI work-groups™, on-site "by invitation-only" thought leader and executive case driven conferences, research publications and a knowledge and certification portal for its subscribers.

BPI's subscriber base includes over 42,000 managers, coaches, directors, VP's, SVP's, and C-level's of branded, "household-name" Fortune 500/Global 1000 organizations worldwide. BPI's faculty includes over 200 experts and world-renown thought leaders. Typically, BPI faculty members teach as professors or Chairs of Departments at Ivy League Schools and/or have contributed a wide-body of original research, innovative publications and practice to the field of management and leadership.

Calendar of upcoming events -
https://bestpracticeinstitute.org/cgi-bin/search?cmd=search&resource_webinar=1&date_order=desc

Title: Higher Education Resources # 1009

Source: National Association of Independent Colleges and Universities **Co Area:**

Addl Info: <http://www.naicu.edu/about/higher-education-resources>

Abstract: Extensive listing of higher ed resources, issues and organizations.

Member listings/links are found at http://www.naicu.edu/member_center/members.asp

BEST PRACTICES, University Wide

Title: A Gateway to Good Practice in Higher Education # 1018

Source: AUQA - Australian Universities Quality Agency **Co Area:**

Addl Info: <http://www.auqa.edu.au/gp/search/index.php>

Abstract: Benchmarking in higher education is now a little bit easier thanks to the AUQA Good Practice Database. If you are involved in improving practices within your institution or agency, the AUQA Good Practice Database is a resource for you. As at the end of August 2006, good practices in this database have been accessed over 34,000 times!

A 'good practice' is a discrete system or activity that has been verified through the audit process of the Australian Universities Quality Agency (AUQA), or other validating body, as adding commendable value for the institution/agency and its stakeholders, and that may be beneficially transferable to other organizational settings. With the kind permission of the institutions and agencies audited, many of these good practices are made publicly available, at no charge, via the AUQA Good Practice Database.

Title: Showcase: Sharing Our Best Practices, 2007-09 # 1019

Source: University of Wisconsin **Co Area:**

Addl Info: <http://www.oqi.wisc.edu/Showcase/Portals/0/Showcases%2009.08.07.pdf>

Abstract: The annual UW-Madison Showcase is for those on campus who have a desire to SHARE best practices and LEARN from each other in order to IMPROVE work processes, learning environments, and the campus climate in both academic and administrative areas. A new Showcase logo (Share, Learn, Improve) was created in 2005 to illustrate the connectivity that serves as the foundation for Showcase. The first Showcase was in 2000 and the event has become an annual campus tradition.

Title: University Policy Office Glossary and Style Book For Writing Policy Documents # 1025

Source: Cornell University **Co Area:**

Addl Info: <http://www.dfa.cornell.edu/dfa/cms/treasurer/policyoffice/development/upload/UPOStyleBook.pdf>

Abstract: The document describes the background, justification, and the likely impact of the new or revised policy.

Glossary of Terms Used in Policy Development
Writing Policies
Using the University Policy Template

Title: CAUBO's Best Practices # 1036

Source: CAUBO **Co Area:**

Addl Info: <http://www.cacubo.org/committees/BestPractice/BestPracticePapers.html>

Abstract: Central Association of College and University Business Officers Best Practices 2007-2008 & 2009
