

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 believed 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?

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

Source: Chronicle of Higher Education

Co Area:

Addl Info: <http://chronicle.com/article/Whistle-Blowers-on-Campuses/5708/>

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 Often, however, those institutions developed their whistle-blower policies long ago, and the policies have become outdated.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.

BEST PRACTICES, University Wide

Title: Solutions for Higher Education Management # 320

Source: University Business - Mag for College & Univ Admin

Co Area:

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

Abstract: Search for Best Practices.

University Business is the most widely received, most regularly read publication for higher education leaders at two- and four-year colleges and universities nationwide. UB provides cutting-edge coverage of higher education technology, news, finance, policy, profiles and more to this exclusive audience across print, digital and in-person event platforms, including the annual higher ed technology conference, UBTech. Independent surveys have proven that year after year, no other higher education management publication matches the reach, readership and audience engagement of University Business.

Title: President's Directives # 341

Source: California State University - Fullerton

Co Area:

Addl Info: <http://president.fullerton.edu/directives/>

Abstract: Presidential policies

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

Source: Book Edited by Lawrence Dotolo & Jean Strandness

Co Area:

Addl Info: [Check local library for book](#)

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

BEST PRACTICES, University Wide

Title: Innovative Ideas - School Business Officials **#** 346

Source: Best Practices from ASBO's Pinnacle Awards **Co Area:**

Addl Info: [Check local library for book](#)

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

BEST PRACTICES, University Wide

Title: Yale University Standards of Business Conduct

393

Source: Yale University

Co Area:

Addl Info: http://ogc.yale.edu/legal_reference/business_conduct.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/fs-internal/performstandards/>

Abstract: University of Alaska Fairbanks
These documents are on the Facilities Services site, but they do not seem limited to that department. 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

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.

BEST PRACTICES, University Wide

Title: Best Practices # 404
Source: University of California San Francisco **Co Area:**
Addl Info: <http://www.ucsf.edu/>
Abstract: Enter a search for "Best Practices" and find many covering all university areas.

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: 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.

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://utsa.edu/acrs/SOCG/SOCG_2011.pdf

Abstract: 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
Drug and Weapon Free Workplace
Copyright and Intellectual Property

BEST PRACTICES, University Wide

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 Reference Guide # 441

Source: University of California Irvine

Co Area:

Addl Info: <http://apps.adcom.uci.edu/expresso/econtent/Content.do?resource=2809>

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: 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.

Title: Guidelines for Reporting and Investigating Suspected or Known Fraud, Waste, Abuse and Other Improprieties # 498

Source: South Texas College

Co Area: Inspector General

Addl Info: http://hr.southtexascollege.edu/forms/policies/policies_reporting_fraud_procedures.pdf

Abstract: South Texas College (STC) is committed to creating an environment where fraud, waste, abuse and other improprieties 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 fraud, abuse and other improprieties, should they occur. This procedure establishes a uniform method for reporting fraud, abuse and other improprieties against the College.

BEST PRACTICES, University Wide

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

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

Addl Info: <https://policiesonline.ualberta.ca/PoliciesProcedures/Pages/default.aspx>

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.

Title: Code of Ethics - Governing Bodies, Faculty, Administrative, Staff, Students **#** 537

Source: Kings University College (Alberta, Canada) **Co Area:**

Addl Info: <http://old.kingsu.ca/administration/human-resources/code-of-ethics.html>

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.

BEST PRACTICES, University Wide

Title: Working Alone Safely - A Guide for Employers and Employees # 538

Source: Alberta Human Resources and Employment **Co Area:**

Addl Info: http://humanservices.alberta.ca/documents/WHS-PUB_workingalone.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.

Title: Code of Ethics # 591

Source: Charles Darwin University (Australia) **Co Area:**

Addl Info: <http://www.cdu.edu.au/Codes/codeofethics.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.

BEST PRACTICES, University Wide

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

Source: University of Central Florida

Co Area:

Add 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

Title: 5 Ways to Cut Costs in 2005 # 630

Source: Business Finance Mag.com

Co Area:

Add Info: <http://businessfinancemag.com/article/5-ways-cut-costs-2005-1001>

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.

BEST PRACTICES, University Wide

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.

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

BEST PRACTICES, University Wide

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: Higher Education Administration; A Guide to Legal, Ethical and Practical Issues # 697

Source: Book by Norma Goonen & Rachael Blechman **Co Area:**

Addl Info: [Check local library for book](#)

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"

BEST PRACTICES, University Wide

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

Source: Purdue University **Co Area:** Office of Information Technolo

Addl 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.

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

Source: Microsoft **Co Area:** Office of Information Technolo

Addl Info: <http://blakehandler.wordpress.com/2007/01/19/microsoft-offers-free-best-practice-advice/>

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.

BEST PRACTICES, University Wide

Title: Inside Higher Ed # 760
Source: Inside Higher Ed **Co Area:**
Add Info: <http://www.insidehighered.com/>
Abstract: Search for Best Practices
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.

Title: Business Wire # 763
Source: Business Wire **Co Area:**
Add 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.

Title: Understanding Best Practices in Higher Education Administration: Challenges, Constraints and Successes # 857
Source: ACHEA Conference **Co Area:**
Add 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:

Add Info: http://www.nacubo.org/Business_Officer_Magazine/Magazine_Archives/April_2006/Resize_the_Right_Way.html

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: Mobile Device Security in the Academic Research Field # 870

Source: University of Michigan **Co Area:**

Addl Info: http://safecomputing.umich.edu/MDS/docs/MobileDeviceSecurity_WhitePaper.pdf

Abstract: Researchers at The University of Michigan utilize mobile electronic devices such as laptops, thumb drives, PDAs, tablet notebooks, cell phones and digital cameras in their field work. The data that is collected and stored represents hours of work and hard-won grant dollars, and are often sensitive in nature.

While mobile devices offer convenience to traveling researchers, the value and sensitivity of the data stored on them necessitate a plan for securing the device and therefore the data. As the central IT security organization at the University, IT Security Services is well-positioned to offer security guidance to units; this paper will discuss use scenarios, threats to the data, and possible solutions.

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

Source: Florida State University **Co Area:**

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

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/awards/bestpractices/archive/2008bp/>

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/awards/bestpractices/archive/2008bp/>

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, storm water, 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.

Title: Great Colleges to Work For # 920

Source: Chronicle of Higher Education

Co Area:

Addl Info: <http://chronicle.com/section/Home/5/>

Abstract: Go to <http://chronicle.com/section/Home/5/> and search Great Colleges to Work For and it will list the results of the past years.

Title: Prudential-Davis Productivity Awards # 925

Source: Florida Tax Watch

Co Area:

Addl Info: <http://www.floridataxwatch.org/prudpa.aspx>

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.

BEST PRACTICES, University Wide

Title: Who Do You Trust? # 987

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

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

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.

Title: Ten Business Imperatives # 988

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

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

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

BEST PRACTICES, University Wide

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, "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.

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.

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.

BEST PRACTICES, University Wide

Title: Showcase: Sharing Our Best Practices - (Excellent Site) # 1019

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

Addl Info: <http://quality.wisc.edu/index.htm>

Abstract: Our Mission - To be a catalyst for continuously improving our great university.

OQI fulfills this mission through process improvement, strategic planning, project management; and connecting people and initiatives for the purpose of maximizing resources, stimulating innovation and sharing best practices.

Campus Best Practices - <http://quality.wisc.edu/best%20practices-campus.htm>

National Best Practices - <http://quality.wisc.edu/best-practices-national.htm>

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 & 2010

BEST PRACTICES, University Wide

Title: eSTART: Electronic Staff Reference Tool # 1051

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

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

Abstract: The University Business Administrators (UBA) Program at Florida State University realized that through growth and expansion of our organization that maintaining effective training and procedure manuals had not kept up with the demands of our ever-increasing responsibilities. Originally, the program had fewer than ten employees in four locations and management was able to provide hands-on instruction and guidance for all employees on limited tasks. Over the past eight years, the program has increased to 120+ employees in 31 campus locations with responsibilities in financial, budgetary, human resources and administrative areas. The management team determined that to better position ourselves for short-term vacancies, turnover in staff, training new employees and peak workload demands, it would be crucial to develop a plan to identify job functions by position and consistently document the information for every responsible task. We selected the title "eSTART" which is our Electronic Staff Reference Tool to indicate this would be more than an employee procedures manual, but rather a broader and more dynamic tool for employees and their supervisors.

The process began with the creation of a functional (job task) survey that was sent to each employee and their supervisor. The survey covered as many job tasks and functions that were noted on all of the position description and any additional recurring special projects/assignments unique and site specific. The survey provided a mechanism to gather the information and summarize the core functions very quickly. An electronic training and staff reference tool template was designed and given to the employees to complete with their supervisor. Focus groups and "one-on-one help sessions" were provided to pool the information and assist with the writing aspect of the project. The template was designed to link core functions by position to the Finance and Administration Policies and Procedures via Uniform Resource Locators (URL's) on the university website. Connecting the day-today operational functions to university policy was a major component of this project.

Title: Lean /Six Sigma Methodology For A Leaner Operation # 1161

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

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

Abstract: Over the past three years, the School has cultivated a new culture that is process centric, quality focused, and transparent. It redesigned its business processes using technology where needed, redesigned information provision to fit faculty requirements, and restructured its staffing structure to fit the newly designed processes. The School developed personal portals for faculty and staff that provided an easy point-and-click interface to access up-to-date and easy-to understand business information extracted from the UNC's hodgepodge of very old (30 years plus) systems and integrated to provide all the needed information in one spot. With this infrastructure support and streamlined processes, the School "does it right the first time" and eliminated 40 percent of the man-hours previously spent correcting errors, on meetings and telephone conferences on misunderstood or inaccurate accounting or personnel data, duplicative or redundant work or rework, and escalations. The Unit cost of doing business is lowered substantially in meeting the challenge of the difficult budgetary times.

BEST PRACTICES, University Wide

Title: Social Responsibility: It Doesn't Cost That Much # 1175

Source: Philander Smith College **Co Area:**

Addl Info: <http://www.sacubo.org/docs/bestpractices/2011/SocialResponsibility.pdf>

Abstract: Philander Smith College introduced a new mission in 2007. Social Justice became the new tagline. Social Justice in turn also means to be socially responsible. The initiative of the College was to not only educate students about social justice, but to show how being socially responsible can “change the world for the better”.

Changes made -

1. Going trayless in the cafeteria,
2. Issuing Student debit cards instead of refund “checks”,
3. Purchasing a liquor store across street from campus,
4. Going Paperless for payroll process,
5. Restoring a historical building to “Honors Hall”,
6. Retrofitting the entire campus to become more energy efficient,
7. Using green cleaners and green lawn care chemicals,
8. Developing the website for faculty and staff usage, and
9. Building a new LEED Certified housing.

Title: Barry CARES: Civility and Respect for Excellent Service # 1190

Source: Barry University **Co Area:**

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

Abstract: Barry CARES (Civility and Respect for Excellent Service) is a university-wide initiative. A series of customer service training sessions were offered to front-line departments working primarily with students. This began a wider discussion of how university departments could communicate more openly, learn how to identify improved solutions, and work in a collaborative manner. Its purpose is to integrate Barry's mission into our institutional life through training, programming, feedback, evaluation, recognition of students, faculty, and staff, and a continuous process to engage all university stakeholders.