



Streamlining Administrative Functions At Master's Institutions

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Streamlining Administrative Functions at Master's Institutions EKU Case Study

Outline:

Background

Short Term Crisis

Long-Term Programs (Continuous Improvement)

Admission

Graduation

Online



Streamlining Administrative Functions at Master's Institutions EKU Institutional Profile

Combined Graduate School/Research Model

30+ Master's Degree Programs

3 Professional Doctorate Programs

Enrollment 16,000 Total; 2,300 Graduate

Moving to Online



Streamlining Administrative Functions at Master's Institutions

Streamlining Administrative Functions

Question: Streamlining for Whom?

Staff

Faculty

Students



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Short Term Crisis: Feb. 2, 2013:

Board Announces 10% Reduction / Reallocation by July 1, 2013

University-Wide Task Force Established – Non Transparent(?)

Reduction of Administrative Staff

Retirement Incentive Plan & Reductions in Force

Streamlined Reorganization Process



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Protecting Priorities

High Priorities

- Protecting Existing Staff
- Student Support (GA Positions)
- Diversity Support
- Excellence in Student Services
- Maintaining Graduate Admission
- Reducing Administrative Costs

Lower Priorities

- Keeping Current Jobs/Structure
- Travel Support
- Research Support



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Graduate School Reorganization

Before

Dean/AVP Research
Associate Dean
Academic Admin Specialist
Admin Assistant II
Admin Assistant I
Admission Specialist (3)

After

Dean/AVP Research

Academic Admin Specialist (2)
Admin Assistant II

Admission Specialist (3)

Approximate Cost Savings: \$175,000



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Case Study: Eastern Kentucky University

Long-term Programs (Continuous Improvement)

Admission and Application Processes

Graduation Processes

Collaboration with Online Programs



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New Technology - New Processes

e.g. Application & Admission

Standardization of Admin Processes (e.g. Application Fee)

Better utilization of Banner™

Push student information to the web (EKU Direct)

Implemented Sharepoint™ system for admission review

Integrate electronic communication plan

Replace manual processes with automated processes

Result: Faster processing - Better Service

Reduction of postage >\$3,000/year



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New Technology - New Processes

e.g. Graduation & Degree Audit

Implementation of DegreeWorks™

Custom Online Application / Faculty Review Process

Policy Changes (Late Application Fee)

Result: Fewer Errors - Better Service

Reduction of overtime >\$2,000/year

Additional Fee Revenue >\$7,000/year



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New Partners - New Adventures
Meeting Demands of Online Programs

Clarification of Roles & Responsibilities

Customized/integrated application process

Partnership between IT, e-campus & Graduate School

“Rolling” admission vs. term driven



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Keys to Success

Have Great Staff!

Collaborate, collaborate, collaborate

Review processes and communication pieces on regular basis

Avoid the tyranny of “We’ve always done it that way”



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Comments - **Questions**