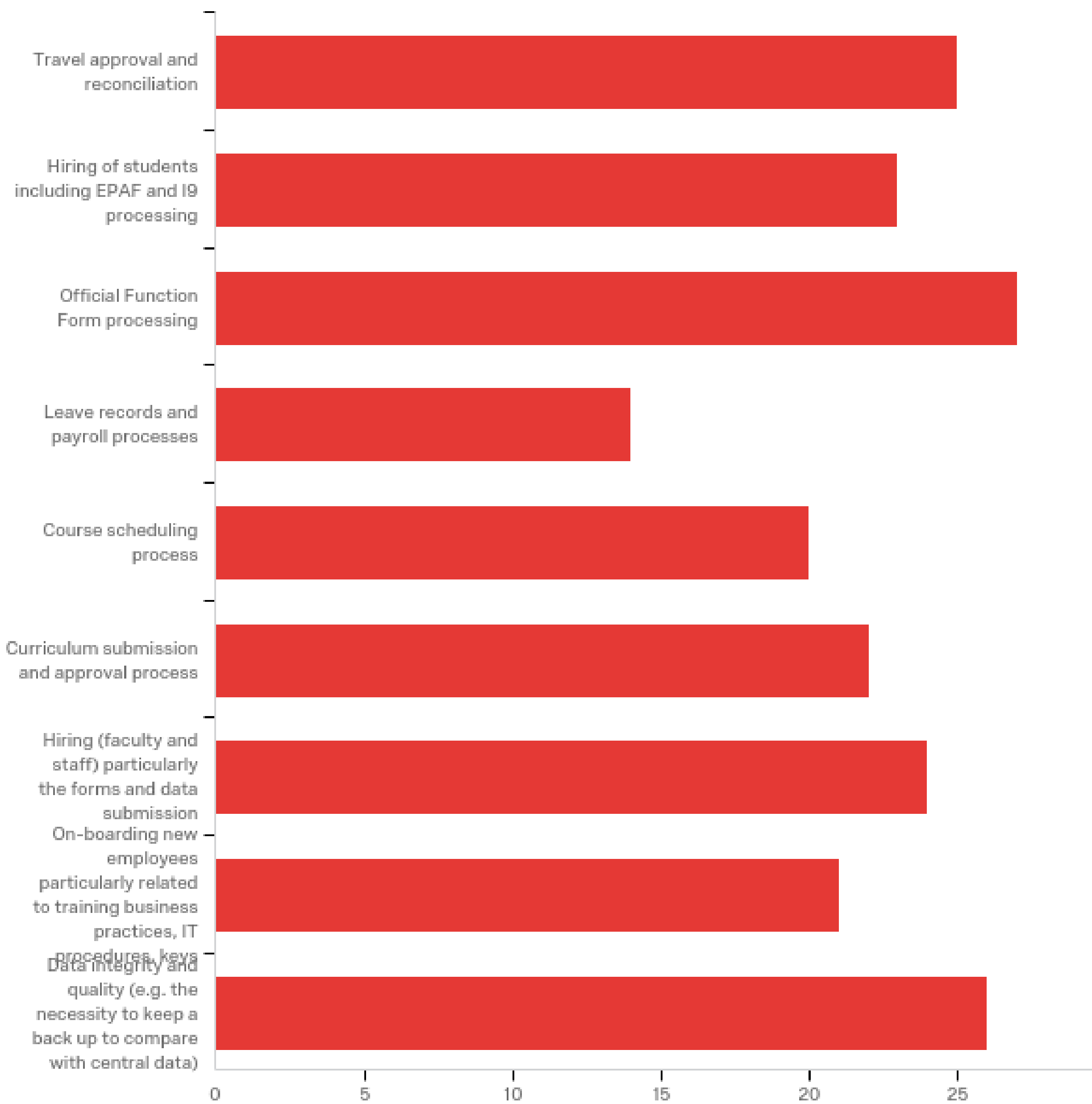
Appendix B:

Qualtrics Survey for Business Practices Inefficiencies

Academic Portfolio Task Force Subgroup H

November 14th 2018, 4:46 pm MST

Q1 - Click on the top 3 areas that if streamlined would have the most positive impact on your workload.



#	Answer	%	Count
1	Travel approval and reconciliation	12.38%	25
2	Hiring of students including EPAF and I9 processing	11.39%	23
3	Official Function Form processing	13.37%	27
4	Leave records and payroll processes	6.93%	14
5	Course scheduling process	9.90%	20
6	Curriculum submission and approval process	10.89%	22
7	Hiring (faculty and staff) particularly the forms and data submission	11.88%	24
8	On-boarding new employees particularly related to training business practices, IT procedures, keys	10.40%	21
9	Data integrity and quality (e.g. the necessity to keep a back up to compare with central data)	12.87%	26
	Total	100%	202

Q2 - From the selections you made in Question 1, identify one inefficiency and suggest a way to correct the problems you see.

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DATA INTEGRITY

- Data is really imperative to making sound educated decisions. Unfortunately, on this campus dada is A) not available to everyone B) inconsistently collected C) not leveraged at the staff level to influence decisions. A common CRM for both external and internal constituencies (students, arts patrons, etc) would greatly help reduce redundancies, inefficient expenditures, and help with decision making.

- Regarding data integrity and quality, there is also an issue of data accessibility and redundancy in data collection here at UNC. If there was a robust digital system or database (maybe through Banner?) that could be used both in collecting data and in using that data to link multiple processes together, it would significantly reduce the amount of redundancy, the amount of workload/time being put towards those processes, and the amount of training that is needed to complete processes. It would also improve our data consistency, quality, reporting, and compliance. This would enable us to have more accurate data in better time, and it could allow us the ability to have less delays in processing everything from hiring paperwork, accounting/travel paperwork, student forms, etc. This would also give UNC the ability to simplify processes, which improves productivity, efficiency, employee relations, and student relations. This could all have a major impact financially as it could lead to a great amount of cost savings and would affect both revenue gains/losses and improvements to staff workloads!!!

- For Data Integrity and Quality: not all of the tools and systems we use for marketing purposes "speak" to each other. One example is that our campus-wide email platform, Emma, doesn't have an integration with our ticketing platform, AudienceView. If I want to create robust email campaigns to our ticket-buying audience based on their purchase history, I have to manually export that data to Emma before sending, taking more time and energy to keep multiple lists clean.   I understand that as a marketing trying to reach non-student and non-faculty/staff populations, my situation is somewhat unique on our campus; however, having access to robust data on our ticket purchasing audiences will become even more critical once we open the Campus Commons performance hall.

- reports anymore need descriptives. information is sourced from ____, definitions of terminology, purpose statements to go with reports would be helpful. Could major codes be audited, are they still viable or historic? Could tiny drop down boxes in insight have shorter lists, or bigger boxes? When updates are made that affect other departments, could the affected departments have an opportunity for input before change goes into effect? Even the curriculum form asks "what other programs will be affected by this change". And more meetings of support staff so we can meet and greet and learn new updates, softwares, procedures, changes to campus, new services, best practices. Trickle down information sharing is only semi successful. Announcements to deans and directors may not be recognized as an issue; support staff may be more alert to the impact the changes would bring.

- access to data. We have access but not in a large report that can easily be run. Instead, we spend hours of our day pulling students' data by individual record and compiling our own internal database to track retention and performance.

- The data integrity and quality processes at UNC should be improved. We collect a lot of data and should allow our faculty and staff access to the data to make informed decisions. We need more training on how to effectively use the data.

ONBOARDING

- The use of a program like Docusign for hiring independent contractors.

- It would be more efficient if the hiring of students was done in the way it was in the past where financial aid filled out the epaf. Now we do them so infrequently that it takes a while to relearn the very complicated and un-user friendly form.

- Provide campus specific training on all job duties listed in job description. Help new employees get acclimated to the university.

- On-boarding new employees #1 complaint - One form for account access (extender, banner production, 25 live, PDID, and key card access for new employees-the current process is time consuming and very confusing. One person at the University who's job is to assist all new hires access, phone setup, computer set up, access, insight and banner training.. New employee training currently is left up to the college/school admins to train in their spare time..

- Two of my selections are related - hiring of students and faculty/staff. It would be helpful if new hire paperwork was done in HR. I am on the other side of campus and do not feel comfortable sending the info via campus mail, so need to take time to go over to hand deliver the items. Data integrity - having the reports accurate. I do not know how to correct it as that is not my field.

- To address the on-boarding of new employees, the university needs to provide comprehensive training in all domain areas of the employee's position as well as a system of support to address common needs (e.g. It took about 9 months for me to receive a telephone in my office).

- I feel the submission of new hire forms should be taken away from the admins. HR should play a bigger role in collecting the information from the new hire, especially because of how sensitive much of the information is. No training is given as to what forms are needed, what is acceptable information on the forms, how to protect the sensitive information given on the forms. Having all the various admin offices handle all this is a big liability for the university. HR should at least create a checklist(s) to help clarify some of this if they are not going to take responsibility for this.

- New employee account requests are confusing with the help.unco.edu portal. Especially problematic when the employee will not start until the week before classes, but it is a challenge to get them access into their Canvas shells so they can prepare.

- When on-boarding a new employee there is not a central place where new employees can go to get training on the multiple programs that they need to know, ie Banner, Insight, DM, 25Live, OnBase, Xtender, Canvas, SharePoint, etc. Nor is there a central place to go for training on ever growing procedures, forms, processes and practices of the university, college, and departments/programs. There is no manual, reference guide etc with the exception of 'home grown' training, manuals, etc. Solutions: Create online training modules for the different programs used at the university and have them centrally located so they are easily accessed. Develop a mentoring program with staff that have been identified as 'expert' to mentor new hires.

- Hiring employment forms, ie, I-9, W-4, direct deposit, etc. are currently done at the department level. This makes absolutely no sense. These are highly sensitive forms that contain sensitive information and should be handled by one office- Human Resources. I cringe at the thought of some of these items getting lost in intercampus mail vs. having the new hire show up directly to Human Resources to complete and turn in the forms. This includes hiring for staff, faculty and student workers.

- For hiring I feel that HR and Payroll should be the ones dealing directly with I9s, W4s, etc, since those are HR and Payroll forms and they are supposed to be trained in government regulations relating to them, while we aren't.

- It seems like there is not one area to On-Board new employees or one area, to access all hiring IT procedures for new hires.

- On new employees. It takes a lot of time getting them IT access. The new system won't allow you to request it till they are in the HR system. HR don't put them into the system till they have a contract and a lot of time the contract isn't submitted till right before the semester begins making it extremely difficult for a new faculty to get into Canvas and prep their classes. If a bear number has been issued I believe there should be a procedure to allow IT at that time. A background check has been completed and it is a certainty that they will be teaching. It takes a lot of time checking various times each day to see if you can go ahead and request access.

- On-boarding informs the other two. I received no formal training on OFFs and TAs at my time of hire. Given the bureaucratic complexity, nuanced requirements, and inconsistent approval standards of these processes, this should be priority for all new hires who deal with these processes. Of particular concern is protectionism from business managers and admins around budget and FOAP codes. It is not possible to stick to a budget when no budget (for travel, events, etc.) is shared with the staff member who does the planning. This further complicates the entire process on the front- and back- end of the approval process and is extremely inefficient. Additionally, efforts to digitize this process have not been an improvement. Rather than simply walking around my building (or emailing directly) to obtain signatures, the approval process now takes constant supervision to ensure approvals through Xtender (which I cannot access) are made in a timely manner.

- EPAF processing is very time consuming, especially if EPAF's are returned for correction. It would help if it was centralized where one person/department created the EPAF's.

- Hiring (Faculty and Staff) We hire numerous new adjuncts and GA/TAs every semester, who must submit HR paperwork. I am responsible for getting all the paperwork to and from each of them and sending it all to HR, which is extremely difficult and very time consuming. Many times, it takes literally months to receive everything from just one individual, because, frequently and multiple times, they do not submit the forms properly or are missing items. This inefficiency is multiplied by each of the people we are hiring. It is not an isolated event but happens every semester with many new hires. There are negative implications associated with this process. I will address several, but this is not an exhaustive list. First, UNC is risking having to pay substantial federal penalties for non-compliance. If we do not submit the I-9s within 3 days of the employee's start date, UNC could be fined $10,000 per incident. Because it often takes months to receive the forms and a lot of time tracking all the forms for each person, it is common for some units to be in non-compliance simply because there are a lot of competing emergencies that staff need to handle. Second, if the rule is enforced that new hires cannot have system access or start work until their HR paperwork is submitted, then, many times, new adjunct faculty cannot access Canvas to prepare their courses for students to have on the first day of classes. This hurts students. Third, staff in various areas across campus are handling copies of new employee social security cards, other important identification documents, and voided checks. In many cases, staff must keep some of these copies at their desks until they have the full HR packets completed. Some of these staff do not have offices and have these materials out on their desks. This is not adequate safe-guarding of new hires' sensitive documents.   Also, many of the GA/TAs are international, so it is difficult to counsel them on obtaining Social Security cards, to know what identification documents they need, and to scrutinize these identification documents to determine if they are fraudulent. Additionally, for every new hire, staff must scrutinize the documents to determine if they are legitimate. In most cases, if not all, staff do not have the expertise to determine which documents are fake.   Adjunct faculty frequently have questions especially about the retirement forms and benefits. Since some staff are not exempt, they have no knowledge about these areas. So they must refer the new hires to HR or try to answer the questions as best as they can. For example, when new adjuncts have retirement questions, I call HR and have new hires talk to HR at my desk on the speaker phone, so the individuals can get answers, so I can have them finish completing their forms that I have to submit. If I let these new hires leave to go get their answers at a different time, then I have to track them down again to try to get the missing forms, which causes further delays and even more of my time, which in turn could cause delays in having Canvas shells ready for students.   The solution is to centralize HR hiring forms in HR, even if that department needs to hire some more people. Most companies do not decentralize the completion of hiring forms, since it is unwise for all the sensitive documents to be in various places across the organization, for various individuals to determine if documents are fraudulent, and for various staff to field questions about benefits or retirement. Also, UNC's risk of federal non-compliance is high, which could result in substantial penalties. The responsibility of managing this risk should not be spread across the institution. HR should keep this in its office. HR staff have or should have expertise in recognizing fraudulent identification documents. This is another area of risk that HR should manage directly. Finally, it would improve "customer service" for the new hires, if they could deal directly with HR to get all their questions answered and submit their forms in one place. Then, if there are any problems with the forms, HR could tell them directly at the time of submission instead of contacting various units to contact the new hires to obtain more materials.   One potential disadvantage for centralization could be that having one department (HR) handling hiring paperwork could cause delays in the hiring for some units. For adjuncts, this could negatively impact adjuncts getting access to Canvas, which could result in disadvantages for students. HR would need to have enough staff to help them manage the workload. Maybe there could be a pool of staff, who, when needed, float across departments. For example, a pool of staff could float across HR, payroll, and accounting when needed.   If it is decided that hiring forms absolutely cannot be centralized to HR, for whatever reasons, then perhaps they could at least be centralized to the main offices at the VP or Dean level.

- The onboarding process is also very cumbersome. I think it could clearly be made more efficient by putting more of the security accessed on one form, and not having to do a different form for each security access.

OFFICIAL FUNCTIONS

- I would like to see the Official Function process streamlined for areas that rely heavily on programming and hosting events. The timeline for completing these forms often interferes with the timeline of event planning and ensuring proper channels have signed off weeks in advance.

- To be honest I haven't yet used the new system for Official Forms (mostly because we're not able to purchase food anymore) however, it always seemed like a lot a back and forthing-I always had to go back and forth to check if the form had been processed or not.

- The OFF approval should come back to admins as well. The EPAF process affects me only occasionally, at the beginning of semester usually. This semester was confusing, the Insight Report for authorizations was not available in a timely manner. The Handshake portal was not helpful. Data must be kept to compare, still so many variances and places to get data.

- Official Function Forms - the new process requires far too many approvals in addition to the new step of "loading" P cards so that events can be paid for with P Cards. For all types of approvals, including travel, authority should be given to the unit lead, in my case the dean. There should be reports that summarize expenditures for supervisors to review in an "audit" capacity. If there are unnecessary and/or unauthorized expenditures, the employee in question lose their authority and/or job. Bureaucracy does not save money, it costs the university money in human resources. Make all employees accountable.

- Have the OFF go through Deans only for final approval.

TRAVEL

- I only process travel once a year. The process seems to change annually, meaning I have to relearn everything every year to submit one authorization. It would really help if this could be streamlined.

- Fund travel in a different way, i.e. give a lump sum to each faculty member and don't use UNC P-Cards for travel. Manage expenditures differently-faculty would submit total travel expenditures to show how the money was used to meet State requirements. Add additional fields on the TA form.

- Travel using foundation dollars does not need approval past the Dean. If it is foundation dollars, the approvals should not go any farther for signature.

- The travel signatures process is inefficient. Most procedures have switch to digital, but some upper administrators and staff refuse to do electronic signatures. Therefore, in order to get travel and other documents fully-executed, I have to get it electronically signed by some people, print it, wait for it to go through campus mail, get it back, scan it, upload it, and then it can be processed. This is time consuming and since we have to scan it back in anyway, going to the trouble of obtaining the ink signatures is a waste of time and resources. I think we should have a program in place for any and all internal signatures that could be used by the entire university

- Travel approval - System is too manual and does not provide a streamlined way to submit and track requests or a convenient way to submit requests for approval of a large amount of travel (as an individual in recruitment might need).   Suggestions for correction to this issue: digitize the request form and provide a way to track where the form is in the approval process; create a way to submit a travel "season" that does not require a completely separate form to be filled out from scratch for each individual trip.

- Personally, none of these affect me too much but these are the items I hear people disgruntled over most frequently. Most often I hear that the process to have travel approved takes way too long. One suggestion might be that all travel be submitted at least 1-2 months in advance and that a response must be given to the submitter within two weeks.

- Travel approval and reimbursement process is cumbersome. Instead of using multiple systems (e.g., Wells Fargo and Xtender) to approve, fund, and reconcile travel-related costs, integrate them. Also, consider reducing the amount of lead time to approve a TA... A lot can happen in a month and plans frequently change.

- Travel Approval - Too many signatures required and it takes a long time to get them back. Go back to the way it used to be. Official Function - to much paperwork and signatures for a blanket OFF. Again, go back to the way it used to be.

- I didn't specifically choose this as my top 3 areas related to my job above, but I recognize that we have many systems in place related to HR, hiring, travel, and leave that still rely on paper forms and physical processes, which seems inefficient to me. I'd love to see many processes currently requiring paper forms to be replaced by digital processes. For example, a portal where we can log in and enter our own leave, rather than circulating a single sheet of paper; a system of secure electronic signatures rather than forms we have to physically sign; and travel authorizations that are completely digital rather than based on paper forms.

- The travel reimbursement form. It took almost the entire month of October to be reimbursed for September. Also found it hard to attend a necessary conference.

- Many of our travelers do not want to wait for their P-card to be opened for purchasing flights, hotels, conference registrations, etc, so they use their own funds. Using their own funds means that after we office staff first do all the necessary signature securing, travel document uploading, double checking the traveler's per diem rates, etc to get the traveler's TA into Xtender in the first place, when the traveler returns we have to input all the same information into Xtender again (upload the TA, Award Letter(s), etc), plus fill out the Reimbursement form with all the same information that is on the TA: Bear #, Destination, Dates of Travel, and so on. Basically we do the travel paperwork twice for many travelers. If travelers could be discouraged from using their own funds (do not allow them to use their own credit card when they have a university P-card) this would save doing double travel paperwork (first TA, then Reimbursement) and this would also save Accounts Payable from processing so many reimbursements which were unnecessary in the first place-- [Note: very few of our travelers ask for mileage reimbursement] --- --or at least have IT create a system in Xtender where all the information uploaded originally for the travel stays there or has a dual purpose so that filling out the Reimbursement form is auto-populated. It is not a good use of time to re-submit everything for the Reimbursement form when all the info has already been submitted on the TA in Xtender.

- Travel authorizations are another area that require too many approvals. In general, when someone is given too many documents to review, they ignore details and rely on support staff more heavily than they should, in other words, people are paying less attention to detail because there is too much paperwork.

- The new travel forms are difficult if you use the wrong browser. I hate when you spend your time to log into a program to find out that you have to use IE instead of Chrome or the other way around. It takes a while to relog into a different browser.

SCHEDULING

- Course scheduling process: some control could be given to the departments to change themselves such as caps
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- Only scheduler can make minor changes such as caps or instructors. If department scheduler could make those 2 changes, it would make the updates easier and faster.

- I am required to give my schedules to the college scheduler, which means I have to wait for that person to put in the schedule, and then check to see that it has been done, then submit corrections, then check to see that the changes have been done. It takes far longer than it should. It would help if I could put in the changes for our department.

- Course scheduling, for our college, would be much better served if it were centralized or if we had a more competent scheduler.

- Course scheduling takes a lot of time and could likely be more easily and efficiently accomplished if done centrally.

- It is difficult to schedule occasional seminars and events because of the delay in how classrooms and course schedules are done.

- Course scheduling needs to be centralized. There is nothing specific/special to a college that requires one in each.

LEAVE RECORDS

- The above selections don't hugely pertain to my position, however, I always thought it kind of odd and very dated to use paper leave and payroll records. I think a digital process would be more practical from an efficiency as well as an environmental standpoint.

- leave records-entered on line and review by supervisor

- Leave Records - Be able to enter these online rather than a paper sheet to keep track of. Curriculum - Have a workflow process to get signatures and for curriculum committee to view. Data Integrity - Give access to GPA's on reports so we can sort the data rather than asking for information all the time.

CURRIUCULUM

- The current curriculum submission process requires an overwhelming amount of work that could be streamlined with software or smart technology. Much of it is based in paper or digital pdf - which must then be re-typed between multiple offices. The university purchased a curriculum process with another company to redesign the curriculum submission model, but never enacted the software.

- The curriculum process is overly complex. Fewer steps in the process would get needed programs up and running quicker, which equals enrollment.

- There is no workflow for curriculum submission. It is often done though email, but some files are too big to attach, making it necessary to break them down into smaller pieces. Adobe pdfs are the usual method, but PDFs are difficult to edit, often the signatures don't work, and they slow down the entire process by how cumbersome they are. A system needs to be implemented which allows forms to be secure, passed through a workflow process and not waste a lot of time messing with forms, especially after updates.

- The curriculum process is ridiculously labor intensive and inefficient, especially if there is a number of courses that are being added changed or deactivated. There needs to be a separate form filled out for everything and a catalog mock-up. A possible solution could be streamlining the forms that need to be filled out, and possibly doing away with the catalog mock-ups unless there is a need for one to help explain the changes.

- Curriculum submission process is cumbersome and the catalog at the graduate level is very confusing. Online links are many and don't match the catalog

- Curriculum submission would be easier if there were an easier process with Adobe Pro. Some forms won't open and a pop up comes on and says I need to load Adobe Reader. WRONG. If we got better forms for curriculum that don't refuse to open and training on how to use Adobe Pro, the process would be a lot easier.

- Curriculum - too many forms. One small change requires at least 3 forms. Travel approval - would like to get notification from Xtender that the TA has been approved.

- The process is very cumbersome and requires knowledge on all the different processes. A lot of forms for a simple change. Faculty seem to make changes at the last minute. Being a new Admin. it takes a lot of time figuring it all out.

- The large amount of paperwork required for Curriculum updates could be streamlined in a number of ways. 1. Deleting a course does not typically require the high level of detail that the course forms require, a separate form with only the data required by the Registrar's office to deactivate a course would be helpful, similar to the Variable TItle forms.   2. Any course or program changes (no matter how small) require thoughtful, perfect filling-out of the forms with existing data and re-submitting of information (syllabi and four year plans, etc.) that has already been reviewed and approved at one point or another. One mistake in existing information such as coding, titles, etc. could result in an unintended change to that information. Re-reviewing an already-approved syllabus (for example) takes labor hours on faculty committees. Can there be a way to indicate ONLY what is changing about the course/program and submit only that information, along with the rationale and associated supplemental data needed? I know that Curriculum is going to be moving into an electronic workflow (hopefully) but these suggestions would still apply. I don't know what the process is going to look like, so it's possible these are moot. However, the sheer amount of detail needed is unnecessary and as the college-level admin that sees upwards of 200 forms per year, not to mention the volume that the curriculum processors in the Registrar's Office must deal with and the time spent creating the forms in each unit, this takes HOURS of combing through forms and existing information to ensure accuracy.   However, I understand that by having this process the way it is, it forces units to review their information more carefully, so we do not get into a loop of consistently outdated information because no one was looking at it. I believe it may be within the workflow's ability (maybe?) to show a course or program information on the screen, and maybe just a checkbox or signature from faculty to acknowledge that they have reviewed the existing information for the course/program and the rest (besides what they are changing) is still accurate. Or something. Or, if the workflow can't do this, some sort of data report or pre-filled out form that can be pulled that gives the information from all the Banner screens about course titles, coding, prerequisites, description, etc. that can be provided and marked up/changed rather than having to fill out forms from scratch.

OTHER

- The Insight report for ASLEI student lists. There are often students on the list that are no longer moving forward with the University or the ASLEI BA program itself.

- security access seems ambiguous and fluid. IMT communications could be better.

- It seems that new admins are not fully trained on the processes they will be responsible for. I got lucky in that my predecessor was still on the clock when I started and was able to go through most every task I would be asked to do in some detail, but I know other incoming admin staff does not have the same luxury and has to learn as they go. There should be a checklist of tasks and someone should be assigned to teach each task throughout the first week of duties.

- Another major problem is the complete lack of communication here at UNC! An incredible amount of my work time goes towards either training people on ever changing policies that I have to seek out on my own or towards correcting problems caused by faculty, staff and students that were uninformed. Thank you for reviewing the inefficiencies here at UNC! There are many and it would be great to get these fixed if possible.

- Considering that I do not do any of the above (really) and only my office manager / Admin III does most/all of the above, perhaps the one inefficiency is offloading some of the stuff from her and giving it to me.

- I understand that UNC is a research and teaching institution. However, given our current financial situation, limiting faculty travel to one conference a year or a semester would help. While research is important, our main goal should be to educate our students and help them graduate. Research should be secondary.

- Several people spend many hours each month trying to keep track of prospective students and current majors and minors. We keep separate records and constantly cross reference because most reports through the system (Insight etc) is inaccurate for one reason or another. We are hopeful that Slate will improve this. We need curriculum updates to improve student experiences. It's an incredible challenge to get the work done in and of itself. What is a barrier is trying to follow the schedules for college curriculum committees. If they could review things in some kind of virtual way online and approve basic changes based on written submissions that might streamline the more mundane changes. Complex curriculum changes could include attending the committee meeting and defending the changes. Also - if the committees could meet more often that might help. I think it's a complex barrier. Add PEC for PTEP and everything is doubly complex. We also spend an incredible amount of time managing course scheduling. Minor changes are very time consuming and impossible to avoid. I think it would be helpful to have more administrative assistants with access to making some changes in the system. Finally - if I could I would choose onboarding new employees as an inefficient process. I think it would be helpful if they had a biweekly meeting - or an online "class" to help them learn all the processes and portals at UNC. It's overwhelming for them and takes an enormous amount of time and several folks to support as it is now.

- UNC needs to look at defining what type of university it wants to be. It cannot be all things to everyone. We need to focus on programs that are successful and that draw students to UNC and work to improve those programs. Programs that have little or no participation should be discontinued.

- UNC is terribly siloed which causes a lack of cohesiveness, poor communication, and poor management of resources

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- I also think that figuring out a digital deposit system would benefit the entire university. I think we lose a lot of paper and a lot of time printing deposit sheets, printing statements, and printing proof of ACH payments. The system is outdated and wastes time and resources. Our students are so well-versed in the digital formats, we should follow suit.

- This survey itself is vague and of questionable value. I hope in-person, open-forum follow-up is planned.

- Thanks for asking!

- On the spot here. Would like to take more time at this.

- My observation of UNC compared to other institutions I've worked at is that decisions appear to be reactive instead of forward planning. Programs are implemented before they have been completed and tested, leading to a poor experience for the end user and ultimately to resistance in using programs. Decisions on programs are made without input from the people who will actually be responsible for overseeing the program or from end users. The other area that I found to be extremely lacking is institutional research, I have never worked at a university of this size that did not have a good institutional research area, which I believe is why UNC tends to be reactive instead of forward thinking.

- It would also be nice to have a full day of orientation for new hires such as staff. There are many resources and policies on campus that a new employee could gain value from knowing right off the cuff, such as student campus resources, I.T., budget or payroll functions, etc....

- I don't love Banner-the new look seems a bit easier but it's not exactly easy for non accounting types. I wish there was a better way to check if check requests in particular had been processed.

- I find no inefficiencies in the above areas that pertain to my job.

- It's fun to look for ways to streamline ourselves out of a job.

- I have worked with Ted Cain to identify this issue. Work is still in progress to resolve this area.

- My inefficiency noted for "hiring" (which was the closest one) was actually related to faculty adjunct Hiring Pools. I spend a lot of time keeping track of applicant data since this is not centralized in HR. I would prefer there be a consistent system across the university to keep track of hiring pool members, but I'm not sure how this would be implemented. Something similar to once the applicant is approved, they have a profile in the HR system that they are responsible for keeping up-to-date with their information (with automated email reminders, etc.), that can be deactivated by us (or them) if needed. Currently I have a massive spreadsheet and have to manually email folks on a regular basis, typically only getting a handful of replies. Finally, there needs to be a process to be able to make grocery store purchases NOT related to Official Functions. For example, I prefer to purchase some supplies (like cleaning supplies, etc.) in bulk at Sam's Club because they are less expensive than Office Depot. I also purchase occasionally candy to give out to prospective students during recruitment events. Even if it's just a simple request form in OnBase that the supervisor signs to get a PCard turned on for XY dates -- that just goes straight to AP and doesn't need everybody and their mom's signature -- would be great. While this wasn't a "top 3," I do think there could be a way to submit leave records electronically. If hourly employees can submit their time electronically, I think that salaried staff could submit their vacation/sick time etc. in a similar fashion.