Process Improvement Taskforce

Inventory of Processes for Review

May-25

Process	Description	Recommendations	Contact/s
Approval processes: forms	The methods used to approve forms lack standardization. Various formats of forms include paper, digital, Word, and PDF, among other options. The approval signature requires a "wet" or handwritten signature, a typed signature, or an e-signature, which can cause bottlenecks and delays.	Standardize forms and automate them. Explore using Microsoft Power Autiomate and other tools for all workflows requiring signatures and keep a digital depository requiring log-in access for access to these records.	IT, Us, HR
Approval processes: who approves what, in what order	Places where specific offices or people are required to approve certain actions to determine whether those are the right people to be approving those actions or whether	A more efficient approval process can be implemented that does not involve all of the people currently involved in the approval process and have a workflow process to know exactly where approval signature is needed	Deans, IT, HR
DOPS, Directory of Policy Statements (DOPS itself)	DOPS itself is challenging to use: difficult to search across all policies to find needed materials. There are some inconsistencies in formatting and some are specific, others vague. Some are out-of-date and/or contain info specific to by-gone eras. Overall issues around what belongs in DOPS.	Create a new DOPS that is consistent, searchable, and clearly defined, including a template for the required content in the policy.	Senate
DOPS, Directory of Policy Statements (policies themselves)	Many policies are out of date, duplicated, and will need updating	Review DOPS policies for language and policy update; Should be updated every 5 years.	Senate
DOPS vs Policy Library vs catalog vs nowhere	Clarify the differences, identify duplication, who has authority for each	Combine them all into a searchable, user friendly document	Senate
Graduation Ceremonies	There are currently three graduation ceremonies.	Consolidate ceremonies to two	Kim Jackson
Buffalo State Senate Representation	Review how the merger impacts the number of senators each school will have.		Ken Fujiuchi, Senate, Deans, PSC
Charging for use of campus spaces	There is emphasis on campus to start charging for the use of spaces in order to generate revenue. Some units already do this, others do not. There are no common policies across all buildings / units.	Create campuswide policy for charging for spaces	Facilities, finance, events management
Course/ Program revisions	Course revisions and Programs occur throughout the year. There should be a central database to review older courses, and programs changes should be effective the next academic year.	Database of course revisions so people can look up when they were done last and "attached" the proposals. If a program requires revision, its effective date should occur the next academic year. This will allow time for update of the college catalog, Degree works, roadmap and financial aid to apply any needed exceptions.	Senate CSCC
Orientation	Students often show up without important documents (Health forms), paid deposit, or registration for orientation. Then they often have offices, that they need to visit (Financial aid, Accessibility office, Residence Life, etc.) there should be time built into orienation for students to take care of these pressing matters.	During move-in, orientation should allocate time from 1 to 4 to handle these arrangements. Commuters can also take advantage of this time block.	Student Affairs, Enrollment Management, Equity and Campus Diversity
Blue Light Phone	Decreased usage: The widespread use of cell phones and the ability to call 2222 directly from personal devices has led to a significant decline in the usage of dedicated phone booths.	**Cost considerations:** Maintaining a network of emergency phones can be costly, especially when they are not used or are broken. **Alternative safety measures:** Many campuses are focusing on developing mobile apps and other digital tools to allow for faster emergency reporting and location tracking.	Finance & Management

College catalog vs roadmaps vs degree works vs Navigate 360	Advisers must guide students using degree works, roadmaps, Navigate 360, and the college catalog. This can be quite frustrating when they all provide conflicting information or lack prerequisite information.	There should be a single system, with the catalog serving as the guide. As the catalog is updated, so are Degree Works, roadmaps, and so on.	Deans, IT, Registrar
Develop communication Plan	This communication plan ensures clear, consistent, and effective communication among all faculty, staff, and campus stakeholders. The objectives include: (1) Enhancing transparency and collaboration across departments. (2) Reducing misunderstandings and conflicts among faculty, staff, and students. (3) Improving efficiency and productivity in academic and administrative operations. (4) Promoting an inclusive and supportive campus environment.	Quick Weekly Departmental Meetings: For Faculty and administrative updates. Quarterly Student Forums: To address student concerns and foster engagement. Use Email for official communication and documentation. Surveys and Feedback Forms: To gather input from faculty, staff, and students.	Faculty and Academic Staff, Administrative and Support Staff, Students, Department Chairs and Deans, Human Resources, Executive Leadership (President, Provost, etc.)
University Central Advising Plan	Buffalo State University has an opportunity to enhance its advising efforts by developing a unified advising plan. This cohesive approach will streamline coordination, create clear support pathways, and establish measurable outcomes for assessing effectiveness. By fostering a more integrated strategy, we can improve student recruitment and reduce melt by providing early engagement and ongoing targeted support for our students.	Establish a taskforce cross-departmental task force to design the unified advising plan. This group should include faculty, academic advisors, and representatives from student support services to ensure diverse input and perspectives. The task force should be tasked with (defining student learning outcomes, assessment metrics, training and development, academic intervention, regular feedback loops, etc.)	Faculty and Professional Advisers; support programs