

TO: **President's Council**
FROM: **CCRI Little "big audit" Committee**
DATE: **September 16, 2003**
SUBJ: **Second report**

The President's Council established the Little "big audit" Committee in the spring of 2003. The committee was charged with the duty to perform a self assessment of the College's operations and to make recommendations that would increase revenues, decrease costs or improve operating effectiveness.

In its first phase the committee asked the College Community to submit suggestions that would meet the above noted criteria. To date we have received a total of 103 ideas from numerous staff and faculty.

In this report the Committee is recommending the actions noted below be considered by the President's Council.

The ideas have been listed by type of recommendation. A brief description of each type of recommendation precedes the ideas.

The Committee is in favor of the following ideas and requests the President's Council consider adopting the recommended actions noted below:

Idea # 59:

The results of research indicate that the color of the environment that people work in has an influence on productivity. As a result the concrete walls at the Knight campus should be painted to improve employee productivity.

Recommended Action:

The President's Council should consider providing the funding over the next several years to implement this recommendation.

Rationale:

The committee believes that a change in the color from the cement gray will not only improve productivity but it may also bolster employee moral.

Idea # 63:

Open a reception desk at the second floor Knight Campus to be manned by student help.

Recommended Action:

The committee believes that an information/help desk should be established at all campuses. Such an information desk should be manned by College staff.

Rationale:

Such an information desk would help our students and other customers obtain information about CCRI and its programs in a central location.

Idea # 70:

Eliminate paper grade sheets.

Recommended Action:

No action is recommended.

Rationale:

The Committee was informed that all grades will be submitted via the Web starting with the fall 2003 semester.

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Idea # 73

Install automatic doors.

Recommended Action:

Recommend that consideration be given to installing automatic doors when the Flanagan and Knight Campuses are renovated.

Rationale:

Most customer friendly companies have automatic doors at their main entrances. This would be of assistance to those carrying large amounts of items and would be more handicapped friendly.

Idea # 79:

Give students one catalog and then charge them \$1 for each additional copy.

Recommended Action:

Students should be given catalogs upon request; however the first mailing to applicants should be a copy of the College's View Book.

Rationale:

Students are the life blood of the College and therefore the students should be given a catalog upon request. However, students who are inquiring about the College for the first time should be given the CCRI View Book. The View Book is a less expensive document.

Idea # 80:

Change to digital photocopying equipment to save on maintenance expense.

Recommended Action:

There is no recommendation, because new photocopying equipment is in the process of being ordered.

Rationale:

The staff in the Purchasing Office is currently researching various types of photocopying equipment prior to going out to bid for a new photocopying contract.

Idea # 81:

Develop an internal quality assessment program for non-academic departments.

Recommended Action:

The Committee is in favor of establishing an assessment process for non-academic departments that would be compared to measurable goals.

Rationale:

The Committee believes that such an evaluation process would work to support the College's Strategic Plan that is being developed.

Idea # 83:

Acquire a credit card that can be used to cover the cost of air fare, hotels when the Athletic teams need to travel.

Recommended Action:

The Committee has been informed that the process to obtain a credit card to cover the cost of Athletic team travel has been started.

Rationale:

The coaches should not be required to use their personal credit card to make payments for air fare or lodging for team events.

The Committee has performed some preliminary reviews and is in favor of the following ideas and requests that the President's Council establish committees to perform an in-depth study of the merits of each idea noted below:

Rationale:

Idea # 76:

Charge all Athletic Camps that are run on a campus a facility use fee.

Recommended Action:

The Committee believes that this idea requires more study to ensure that the integrity of the athletic camps are not jeopardized by the facility use fee charge.

Idea # 77:

Change the cut off for the full time tuition rate from 19 credits to 16 credits. This change would generate additional revenues.

Comment: A preliminary review indicated that this policy change would generate approximately \$60,000 in additional revenues on an annual basis.

Recommended Action:

This idea warrants further study.

The Committee is in favor of the following suggestions but believe they should be put on hold while the Banner System is being implemented.

Idea # 82:

Implement automated payment process for Student Government and Athletic Agency fund operations.

Recommended Action:

The Committee is in favor of the idea, but this would require programming. This feature is available in the Banner system and should be considered for future implementation.

These issues will require substantial effort to perform a complete study, hold for possible review in the future.

Idea # 52:

Reduce tuition fees by 50% for summer courses; this would open doors to many potential customers.

Recommended Action:

The Committee believes that this idea should be studied along with ideas # 8, 9 and 16 that were included in the first report.

Idea # 65:

More classes should be taught as mass lectures.

Recommended Action:

Committee recommends that this idea needs an in-depth study.

These related topics should be addressed as part of a comprehensive phase two review.

Idea # 75:

Cross training of academic clerical staff to assist in answering routine student services questions and serve as intermediary advisors.

Recommended Action:

Committee recommends that this idea become part of a phase two study.

Idea # 84:

Centralize the Grounds Keeping crew at the Knight Campus.

Recommended Action:

This item should be added to the planed phase two review of the Physical Plant area.

The Committee does not recommend that the following ideas be adopted for the reasons noted in the "rationale" sections.

Idea # 51:

Send post card reminder for registration, instead of paying for mailing of catalogs, to alert students of important dates.

Rationale:

This would cost more because the students still call asking for a catalog to be mailed to their residence.

Idea # 55:

Create a curriculum for a Teacher's Aid Certificate credit program.

Rationale:

The Human Services department awards credit to any student who has successfully completed this non-credit certificate program towards an Associates degree program.

Idea # 57:

Post student book loan fund directly on student account just as we do for the bookstore charges.

Rationale:

This would require some system programming and the Book Loan program is an activity of the CCRI Foundation, which is a separate entity.

Idea # 58:

Give money generated through Hygiene Clinic to the program and not to the general fund.

Rationale:

When the Dental Hygiene program budget was initially developed it was increased to reflect the revenues generated by the clinic. Over the years the total clinic revenues have not changed significantly.

Idea # 61:

Charge a parking fee to all administrators, faculty and staff. College must guarantee that a parking spot would be available.

Rationale:

The Committee was not in favor of implementing such a policy.

Idea # 62:

Turn off lights in parking lots after normal working hours.

Rationale:

The lights in the parking lights are on timers and are shut off automatically each night.

Idea # 64:

Give directors bonus if they save at least five percent of their department's budget.

Rationale:

Such a policy may foster unethical practices in order to obtain a bonus.

Idea # 67:

Consolidate the 5 day workweek to a 4 day work week during the summer.

Rationale:

Some private Colleges do have a 4 day work week in effect during the summer, however our student population is different from many 4-year institutions and we are a State Agency. Any change of this type would require approval from the RIBOGHE and possibly State approvals. There may be some savings in utility bills if such a plan were adopted.

Idea # 68:

Close day after Thanksgiving and the week after Christmas.

Rationale:

Such a change in policy would require existing union contracts to be modified and it may also require approval from the RIBGHE.

Idea # 69:

Have state increase medical waiver payment to employee to employees who waive double coverage to \$4,000.

Rationale:

The Committee has been apprised that the State's medical coverage contract is on a modified self-insured basis; therefore this increase in the waiver payment would not save CCRI or the State any money.

Idea # 74:

Don't build the smoking stations and save money.

Rationale:

It is too late the smoking stations have already been built.