

Campus Operations Improvement Status Report 2005
7/28/05

A.	* Academic Affairs Program and Support Services	STATUS (select one) Implemented Will be implemented & being implemented Pending consideration Not being pursued	BUDGET IMPACT/COMMENTS - add a brief explanation regarding the item's implementation, and impact on budget, expected implementation, pending consideration, or status as a closed topic (not to pursue).
1	<p>* Ellender Memorial Library:</p> <p>1a. provide additional funds to increase book collection, periodicals and multimedia items (DVD player, VHS collection outdated)</p> <p>1b. upgrade and increase number of computers for Library - needed for SIRSI (LOUIS) System and provide subscription for database larger than LOUIS (digital format)</p> <p>1c. improve layout of Library (reorganization of space) - conduct space needs analysis</p> <p>1d. provide a computer classroom (to teach students how to use various data bases, etc.) - utilization of existing rooms (WAC)</p> <p>1e. increase number of faculty personnel in Library (accreditation)</p> <p>1f. increase interaction of Library personnel with university faculty in order to acquaint them with all services available to them and their students</p> <p>1g. improve overall morale of staff</p> <p>1h. address the need for an assistant director</p> <p>1i. hire a permanent archivist</p> <p>1j. investigate policies concerning the use of the Multi-Purpose Room as it applies to outsiders and consistency that must be followed (i.e. use of cell phones, etc.)</p> <p>1k. provide timely updates to faculty and library staff about library available resources</p> <p>1l. provide tours of Library facility to faculty in order to know of available library services, etc.</p>	<p>Implemented</p> <p>Implemented</p> <p>Pending consideration</p> <p>Pending consideration</p> <p>Pending consideration</p> <p>Implemented</p> <p>Will be implemented</p> <p>Pending consideration</p> <p>Will be implemented</p> <p>Implemented</p> <p>Implemented</p> <p>Implemented</p>	<p>a. additional funds are being added to library acquisition budget. Five new dvd/vhs players available. Many new dvd/vhs resources available.</p> <p>b. all library computers were updated, or replaced with new, in 2004.</p> <p>d. grant for laptop computers to create portable classroom not funded by student technology committee. we are looking at alternative funding source.</p> <p>e. directly tied to university budget.</p> <p>f. library newsletter now published each semester. collection development librarian hired and contacting departments.</p> <p>g. will be implemented--ongoing improvements</p> <p>h. pending consideration--directly tied to university budget</p> <p>i. tied to budget</p> <p>j. cell phone policy in place.</p> <p>k. library faculty/staff technology "boot camp" held in may focused on training and review of new resources (yearly).</p> <p>l. library tours and drop-in classes are available each semester.</p>
2	* institute a faculty club (faculty can visit, share ideas, dine, etc.)	Pending consideration	Some departments/academic units currently have informal gatherings. It may be desirable to have Faculty Senate discuss this <u>idea further.</u>
3	* re-visit calendar - extend time for submission of graduating senior grades for night classes	Pending consideration	Suggestion will be shared with University Calendar Committee for consideration.
4	* evaluate time line for process on promotion/tenure	Pending consideration	Deans' Council will review.
5	* reorganization proposal - establish academic budget priorities prior to considering a reorganization proposal	Implemented	Good planning process should consider academic budget priorities for any proposed reorganization in an educational institution.
6	* evaluate the need for a Ph.D. Program	Pending consideration	Department of Psychology has a program that is pending for possible proposal submission. The need for additional faculty and other resources is a limiting factor at this time.
7	* examine the possibility of instituting a Master's Thesis Program (optional or required). Thesis published and available for further research.	Pending consideration	Areas such as Education argue that performance assessments/portfolios may be more favored in that discipline. The thesis is required for the M.S. in Marine/Environmental Biology and is an option for the MBA and the MA in Psychological Counseling.
8	* investigate open advising (students section shopping)	Pending consideration	This needs more study at this time. It should be noted that advising and course selection are separate issues, and quality advising is important in retention. Students engaging with advisors should be encouraged.
9	* provide necessary travel funding to support faculty research requirements (accreditation)	Pending consideration	Although budget constraints have limited the funds that are available in the past for this purpose, the University does attempt to accommodate critical/priority needs.
10	* investigate the logistics of Allied Health building (Houma) and course offerings at Houma site; provide physical mail delivery system improvement to Houma site	Implemented	Gen ed courses are being offered at the site. Physical mail delivery system to site has improved and no longer considered to be a problem at this time.
11	* provide a fiber link from main campus to Houma site	Pending consideration	To be considered in the future as resources permit and justification warrants.
12	* improve attendance at Jubilee functions (during class/class credit)	Implemented	Faculty members are encouraged to participate to the extent feasible and appropriate, especially if the activity provides a valuable learning experience to supplement the instructor's presentation. Hopefully, as Jubilee evolves, this is happening/will happen.
13	* provide additional resources to the Learning Resource Center (College of Education)	Pending consideration	A study must be made by the College of Education to determine the budget impact of such resources.
14	* examine course offerings for education majors (open CORE classes)		Not considered to be feasible at this time. Re-design of education programs in recent years as well as those that are on-going appear to have accomplished this purpose.

15	* study summer school – ad hoc offerings cannot continue; summer school should be a variable cost item	Pending consideration	Summer session (configuration, offerings, method of faculty compensation, etc.) will continue to be studied. It is important that the summer session pay for itself otherwise it is a cost to the next fiscal year.
16	* consider offering multiple summer sessions	Pending consideration	See above. Alternate plans are to be reviewed and considered with priority consideration being given to how it most benefits students.
17	* address the need for a Foreign Language Department	Will not pursue	Unfortunately, the enrollment in foreign languages courses does not support this consideration at present.
18	* address the need for a University Conference Center	Will not pursue at this time	This would be desirable. Unfortunately, the University has more pressing capital outlay needs that must be addressed.
19	* revisit outreach programs (non-credit and credit)	Implemented	Recent reorganization of this area with revised mission and goals is expected to result in significant improvements.
20	* explore offering baccalaureate degree at night through Distance Education	Pending consideration	Although not apparently feasible at this time, the administration remains open to consideration if future needs justify this.
21	* evaluation of administrators (performance based) and viewing of results		Administrators, as are others at the University, are evaluated by their supervisors with possible input from various constituents. Evaluation results are confidential, as is typical for personnel records.
22	* increase use of technology	Implemented	This is an ever evolving process and is being implemented across campus in several colleges/ departments/programs.
23	* investigate the integrity of student evaluations (closer scrutiny of process)	Pending consideration	Although it is believed that improvements have been made, there is always a need to make further revisions to improve the integrity of the process. Input for improvements will be solicited.
24	* administer math placement test on first day of class and inform students of placement	Will be implemented	University will be utilizing standardized exam (ACT Compass) that hopefully will provide rapid response.
25	* open deans and departmental offices at 7:30 a.m. or begin classes at 8:00 a.m.	Pending consideration	Although deemed important at first glance, this may not be critical for all departments. A further study may be warranted by the deans.
26	* revisit sabbatical leave policy		The policy is dictated by the governing board.
27	* address the need for University-wide technology plan (required funding)	Implemented	A 5-year plan has been developed.
28	* provide a timely manner for rendering decisions on hiring personnel	Pending consideration	University is attempting to render decisions in as timely manner as feasible. Unfortunately, budget constraints have been a reason for hesitation and delay in final approvals. Improvements in the state's fiscal situation could help to accelerate the process.
29	* additional support personnel needed for Research and Sponsored Programs; consider hiring a full-time grant writer; insure that a percentage of grant funds "overrides" return to the program initiating the proposal	Implemented	Additional support personnel recently added to the office. As more resources become available, other functions of the office could improve in effectiveness for support of sponsored research at the University.
30	* PROPOSED GRANTWRITER: Overhead from our grants should not be used to hire a grant writer for broad-scale university-wide projects. Find another source of money to hire this person. Faculty grant writers will see very little benefit (if any at all) from university-wide grants. 50% of grant overhead should go to the competitive grants offered by the NSU Research Council. The other 50% should go directly to the department that wrote the grant to get the money!	Pending consideration	Use of overhead (method of distribution) is under review.
31	* provide merit based on productivity (A true merit system)	Implemented	The reward system has been improved. Use of "merit" is the goal of the administration.
32	* proposed Ecological Research Sites (N.S.U. Chackbay and La. 1 Farm properties) - explore a possible partnership with Aquarium of the Americas	1. Will not pursue 2. Will be implemented 3. Pending consideration by dept.	1. Chackbay farm has been sold. 2. Plans have been developed to use part of La. 1 farm as proposed. 3. Partnership with aquarium may have potential that Dept. of Biological Sciences may wish to pursue.
33	* create a Wetlands Restoration Institute	Pending consideration	Considering the location of the University, this suggestion is worthy of consideration by appropriate departments.
34	* explore the possibility of providing to the Department of Biological Sciences: 34 a. two working trucks (tow RV "Miss Dee" and a 4-wheel drive Suburban for beach, swamp access with towing package) 34b. construction of a Gouaux Hall Vehicle Bay (to house two aluminum boats, two trucks, two motorcycles) 34c. creation of Wetlands Restoration Institute 34d. construct a vehicle bay at Gouaux Hall	a. Pending consideration b. Will not pursue c. Pending consideration (see above). d. Will not pursue	a. As funds become available, this request from the Department may be considered. b. The construction of an annex to an academic building for the housing of vehicles is not considered desirable for security or aesthetics. c. See above. d. See item b.
35	* appoint someone from Purchasing to serve as a member of the Research Council	Pending consideration	No budget impact. This should be desirable.
36	* evaluate current graduate assistantship recruitment, hiring procedures, competency, tardiness, failure to report to work, and assignments (address needs of research and service faculty).	Will be implemented	As part of assessment/evaluation process for all staff, departments will be requested to provide this information.
37	* schedule more than 10 minutes between classes	Will not pursue	Not considered sufficiently critical at this time, given the relatively small size of this campus.

38	* equip non-nursing classrooms in BCAAH for general classroom use (technology)	Pending consideration	Grants will be sought for securing funds for this purpose.
39	* adjunct instruction concerns: 39a. low pay (not competitive with community colleges, etc.) 39b. office space needs 39c. course additions at the "last minute"	Pending consideration Pending consideration Pending consideration	a. These issues are in the process of ongoing review and discussion. Nicholls, however, is comparable to its peers in pay. b. Office space needs may be addressed in the future as more space is made available for certain disciplines. c. Course additions at the "last minute" may become less frequent as the enrollment stabilizes after selective admissions is implemented and reliance on last minute adjuncts hopefully decreases.
40	* address noise problem in Talbot Hall (when functions are held in Talbot Auditorium)	Pending consideration	It is unfortunate that certain activities (such as school band, choral competitions, etc.) during class time do result in disruptive noise. Future scheduling of classes, other remedies, could mitigate some of this.
41	* reduce the time between when grades are due and when NSU holds commencement	Pending consideration	To be shared with Calendar Committee for consideration.
42	* streamline calendar to avoid returning for one or two days of class after Thanksgiving holidays. Avoid starting class one or two days before a holiday.	Pending consideration	Suggestion will be shared with Calendar Committee for consideration.
43	* explore offering MW, T R classes only	Pending consideration	Individual departments examine merits of special scheduling. Space utilization remains as an important factor for all state facilities.
44	* remove college credit from remedial courses		Remedial courses are all below the level of 100 and do not award college-level or degree credit. The number of remedial credits awarded in the future should decrease as University implements more stringent selective admissions requirements.
45	* provide an e-mail system that has all the features of Pegasus Mail	Will not pursue	GroupWise is web based and has been determined to be more desirable.
46	* orientation needed for old/new adjunct faculty	AA: Implemented HR: Not being pursued	Response from Acad Aff: This is being offered by departments of the University. The overall process needs to be reviewed for further improvements. Response from HR: The majority of the information presented in orientation deals with benefits (retirement, insurance, leave, etc.) which adjuncts are not eligible for. All relevant information and forms are presented to adjuncts in a packet which they receive upon approval of their appointment. (Bus.Aff.) No budget impact.
47	* provide additional training on the availability of on-campus resources to adjuncts	Implemented	Included as part of orientation discussed above.
48	* examine the academic calendar (post-Saints) including the new class times (55 vs. 50 and 75 vs. 80 minutes) and the resulting reduced number of class days. The students also need more time between the last class day and finals, preferably a weekend. Why must midterm grades be due on the Monday after midterm week? This can cause rushed grading. Why is midterm week this term FIVE WEEKS from the last day of class?	Pending consideration	To be shared with Calendar Committee.
49	* Distance Education - university calendar not in sync with other university calendars (i.e. LSU)		Who is out of sync? Us or them?
50	* provide pick up and delivery of computers when there is a need to send them to computer services for repair; maintain web site; provide job responsibilities next to employees names so that the correct person may be contacted when computer problems arise	Will be implemented	Once the pc repair tech position is filled
51	* investigate pass/fail rates of teaching faculty	Implemented	These data are now available to evaluators for consideration as additional input.
52	* investigate the possibility of offering more 7-on/7-off degree options	Will not pursue	At this time, need (based upon student enrollment) does not justify this.
53	* provide first time students with Nicholls e-mail address (generic log in) upon registering/paying fees	Implemented	Implemented fall 2004.
54	* increase enrollment numbers in classes prior to "flush"	Will be implemented	Departments will be encouraged to consider this.
55	* provide list of publications by faculty and staff	Will be implemented	Deans will be asked to assist in this process.
56	* consider combining Academic Computing and Computer Services	Pending consideration	Will be considered after further study of pros and cons.
57	* consider moving the band and dance team from the Music Department to athletics for budgeting purposes and remove college credit	Will not pursue	Neither band nor dance team is an athletic team. They are not recognized by NCAA as "sports." They cannot be budgeted as legitimate Athletic expenses. College credit is awarded because of the expertise/experience earned from this participation

B.	Student Support Services	STATUS (select one)	BUDGET IMPACT/COMMENTS - add a brief explanation regarding the item's implementation, and impact on budget, expected implementation, pending consideration, or status as a closed topic (not to pursue).
		Implemented Will be implemented Pending consideration Not being pursued	
1	* provide relocation of library staff parking from flood area	Pending consideration	Survey completed, results sent to committee, final resolution pending.
2	* evaluate privacy in residential halls; presentation of building	Implemented	Spring 05 survey completed. Results do not indicate privacy is a student personnel concern. Physical structure issues not changeable at this time. 91% indicated as expected, good or excellent.
3	* examine the availability of food to foreign students who live in residential halls during holidays	Implemented	Food service is available during break periods. Schedule indicates that food service is available at one of several campus units.
4	* provide barricade improvement- parking lots 5 & 6	Implemented	Improvements made to metal structures. Portable barricades repainted and replaced where necessary. Budget impact--supplies--minimal.
5	* investigate the possibility of providing a visitors' parking lot	Pending consideration	Matter being reviewed by Parking Policy Committee.
6	* provide additional fencing at Calecas and Babbington Halls	Not being pursued	Site review conducted by Residential Services and University Police. Additional fencing is not recommended at this time.
7	* investigate the need to repave roads and parking lots	Will be implemented	Campus Plan includes resurfacing of campus streets and parking lots. Budget impact--3.2-3.4 million.
8	* provide parking permits free to faculty and staff	Not being pursued	Idea forwarded to Parking Policy Committee. Consensus is that faculty and staff will continue to purchase decals.
9	* provide additional parking near Peltier and Beauregard	Will be implemented	Campus plan includes parking lot near Peltier and Beauregard. Budget impact--\$850,000-900,000.
10	* increase fees for parking violations	Pending consideration	Matter to be considered by Parking Policy Committee
11	* revisit policy on who receives tombstones; pay extra for privilege (\$50 for parking permit with tombstone)	Pending consideration	Matter has not been reviewed by Cabinet.
12	* eliminate ballroom registration	Implemented	Effective summer 05 ballroom registration eliminated.
13	* investigate the possibility of leasing postage meters by department/unit	Pending consideration	Matter being studied.
14	* provide timely delivery of student mail	Implemented	Mail is delivered when it is received from postal service. Mail delivery schedule has been established for Christmas holiday period.
15	* provide envelope sealing service at post office for large mailouts	Will be implemented	Service will be provided when equipment upgrades are implemented.
16	* contact U.S. Post Office to provide later mail pick up time of campus mail	Implemented	Contact made with U.S. Post Office. Pick up schedule is set by overall regional delivery schedule.
17	* investigate the need for motion detector timers for indoor campus lights	Pending consideration	Will be considered during planning for renovation projects.
18	* clarification requested of roles and duties in Enrollment Services (due to recent change in organizational structure)	Implemented	Organization reporting lines are published in University organization chart.
19	* Greek Life: 19a. not effective communication between Greek Life office and organizations 19b. not enough time between notification and dates information is due 19c. unnecessary use of budgetary funds 19d. lack of attendance at regional conferences for Greek organizations 19e. unprofessional behavior 19f. lack of organization during intake/recruitment/rush process	Pending consideration	A CAS self assessment process is being completed for the Greek Life program. Results will be used to improve program.
20	* enforcement of speed limits (more than just Audubon Drive)	Implemented	41 moving violations and 290 warning violations have been issued by University Police during 2004-2005.
21	* removal of parking places next to crosswalks	Implemented	Parking spaces were removed to allow for unobstructed view of traffic areas (pedestrian and vehicle).
22	* streamline advising/registration process...why can't students use their id # as PIN?	Not being pursued	Students have only one pin number. Security measures require an ID number and a PIN number.
23	* provide a means for faculty and staff to register their vehicles on line and pay through payroll deduction in order to obtain parking permits. Retain information from year to year so that faculty and staff can just confirm that their vehicle information is same as previous year.	Implemented	Electronic ordering and payment option was implemented summer 2004. Decals distributed by mail and in person. Budget impact approximately \$2,500.
24	* offer placement tests during orientation; provide a better means of notifying students of when placement tests will be administered	Pending consideration	This matter has not been resolved. Note that new admissions standards will reduce the need for placement tests.
25	* provide cleaner dormitories to residents	Implemented	Housing Operations Department was established to address student concerns about residence halls. Spring 2005 survey results indicate that cleanliness of residence halls not considered a problem by residence hall students.
26	* provide a recreation center to students; provide dormitory residents with recreational activities and transportation to and from activities	Will be implemented	Plans are progressing with design of recreation center. 90% of residents indicated as expected "good or excellent" on Spring 2005 survey.
27	* provide a means to register students at off-campus sites (dial up service, computer equipment, etc.)	Implemented	Effective summer 2004 students can register and pay fees on line and via telephone. Budget impact--\$56,000.

28	* University Police presence needed at Ellender Memorial Library in the evenings and at late night closing)	Implemented	University Police has Library closure as part of the regular patrol schedule.
29	* provide roommate matching for campus residents (software package) and more privacy to residents	Will be implemented	Dr. Holmes has met with Housing Operations staff to begin development of software program to be used for matching campus residents.
30	* provide University Police with a facility more conducive to handling students with problems (crisis, i.e. rape, assault)	Pending consideration	The facility needs to be renovated. Request will be resubmitted. Budget impact estimated at \$150,000-200,000.
31	* place international students in dormitories (when applying for student housing) that do not close during semester breaks	Implemented	international students are assigned to 9/12 month facilities.
32	* host a "Nicholls Day" at area junior and senior high schools	Implemented	Admissions hosts several activities during the year; however, the overall recruitment plan is geared to recruiting students not blanket recruitment at schools.
33	* provide routine training of police officers to meet the needs of university community	Implemented	University Police has a published training calendar.
34	* investigate travel regulations as they pertain to the requirement of chauffeur's license to drive university vehicles	Pending consideration	Referred to Campus Safety Officer.
35	* investigate street-side parking - blocks the view of traffic exiting the campus	Implemented	Matter has been addressed by University Police and Parking Enforcement.
36	* investigate the need to change the colonel mascot to show the university's open-mindedness.	Implemented	This has been addressed by the University.
37	* investigate the purchase of software for Residential Services which links to the Controller's Office to eliminate the need for paperwork	Implemented	Residential Services has access to SIS.
38	* provide training for emergency situations to RAs to equip them with the capability of evaluating situations before calling Maintenance personnel.	Implemented	Training is provided for all residence hall staff (documentation on file).
39	* provide more bill board advertisements for Nicholls	Pending consideration	Request forwarded to University Relations.
40	* provide police foot patrol in front of the Student Union to curtail behavioral problems, noise and use of foul language	Implemented	University Police personnel area assigned to patrol the Student Union complex area (schedules and logs on file).
41	* investigate the parking lot to the rear of Gouaux Hall - safety hazard. (comment received: There is a large dumpster blocking the entrance, there are often trucks and cars parked there beyond their loading and unloading times, and there are no one-way signs to direct parkers. Clearly, the driving slots are painted to facilitate parking from only one direction. Let's move the dumpster out of the driveway, let's make a time-limit on parking for delivery, and let's put one-way signs to avoid head-on collisions.)	Not being pursued	University Police inspected this parking lot and various entrances. Entrances are clear and unblocked. Dumpster does not block the driveway. University Police will monitor deliveries to prevent blockage of traffic.
42	* examine the current parking stickers - hanging tags preferred (faculty/staff); sticker tags too large; didn't like color	Implemented	Hanging tags have been ordered for faculty/staff for fall 2005.
43	* provide a walking track on campus	Will be implemented	University has a grant for construction of a walking pathway. Project will be implemented as additional funding is secured. Total project costs-\$426,547.
44	* install a chain fence (between SLEC and Student Publications) to stop through traffic	Not being pursued	Information will be forwarded to Parking Policy Committee for consideration.
45	* provide nutritional information on food served in the cafeteria	Pending consideration	This suggestion has been forwarded to the Food Services Advisory Committee. Budget impact approximately \$5,200.
46	* provide more benches and outside sitting areas	Implemented	This suggestion was partially addressed by the Student Union fall 2004. Additional benches and seating being considered.
47	* investigate the possibility of obtaining a postage meter for customer convenience (would eliminate the need to moisten multiple stamps when mailing large packages)	Pending consideration	Matter is being pursued with U.S. Post Office and Pitney Bowes. A proposal has been submitted for the University to consider a mail management system.
48	* provide campus mail box holders with a means of notification that mail, in addition to what is in their post office box, can be retrieved at the counter of the post office.	Implemented	When mail will not fit in the mail box, mail pick up slips are placed in the mail box. Customers are informed that mail can be retrieved with a picture ID.
49	* increase speed limit on LA 1 (at the campus) to 25 mph and provide consistent hours for enforcement	Implemented	Louisiana Department of Public Safety has reviewed this entire area. The speed limits posted are in accordance with the law.
50	* explore the rationale of allowing students to park on LA 1; offer limited parking to a couple of hours so that people can bring a family and enjoy the bayou side park	Implemented	Parking limitation is set by state law. However, visitors to the area can park in the circle area directly across from the bayou side picnic area.
51	* examine the need for additional parking space - expand lot next to Powell Hall and across campus	Implemented	The Office of Physical Plant has developed a plan to address campus wide parking needs.
52	* install manually controlled traffic lights that go to flashing on LA 1 (other than a few times during the day when traffic needs to be regulated by a University Police officer)	Implemented	Traffic light at the intersection of Hwy 1 and Audubon has been changed to help with campus traffic problems.
C.	Financial and Administrative Support Services	STATUS (select one)	BUDGET IMPACT/COMMENTS - add a brief explanation regarding the item's implementation, and impact on budget, expected implementation, pending consideration, or status as a closed topic (not to pursue).

	GENERAL	Implemented Will be implemented Pending consideration Not being pursued	
1	* university business plan needed (match academic and student priorities)	Not being pursued	The business plan for the University is in effect the operating budget. The operating budget is finalized with input coming from all areas of the University, including the Academic Affairs and Student Affairs area. In addition, the operating budget is revised annually taking into consideration university priorities at that time and as resources allow.
2	* improve communication (shared <u>written</u> policies)	Implemented	All written policies are submitted to the President's Cabinet for review. Once they are approved, all employees are notified by e-mail, and the policy is posted on the Human Resources "Handbooks and Policies" page. Policies are also included in the appropriate handbook(s). The University is in the process of combining the three handbooks (Civil Service, Administrative Staff and Faculty) into one. No budget impact.
3	* investigate the feasibility of circle dialing vs. long distance to areas surrounding the campus	Pending consideration	The university telephone services are provided through the Office of Telecommunications (OTM) in Baton Rouge. This matter was reviewed with OTM and at that time it was determined that circle dialing was more expensive than current methods. However, this matter will be reviewed with OTM again. Budget impact unknown.
4	* revisit the practice of taking one-half of the lab fees generated by students and putting these into the general fund. Some lab fees are collected to pay for special services. This also seems to be an underhanded way of collecting additional funds from students.	Implemented	Lab fees are allocated in academic departmental budgets to provide funds for those expenditures associated with those particular classes having lab fees. Budgets in Operating Services, Supplies and/or Professional Services are the primary areas that have been increased. Budget impact would be equal to any additional adjustments made to department budgets.
5	* explore the possibility of micro-powered generation (solar, etc.)	Pending consideration	Will look at probable cost. Funding would likely have to come from outside funds other than University funds. Budget impact unknown.
6	* provide viewing FRS records of all campus units (examine rules/laws concerning access to public documents)	Not being pursued	The current financial records system (FRS) has value-based security that requires a hierarchical approval process whereby each vice president and the President can view FRS records and approve requisitions within their domain. The university does comply with the Public Records Act regarding requests for public documents. No budget impact.

	Human Resources	STATUS (select one) Implemented Will be implemented Pending consideration Not being pursued	BUDGET IMPACT/COMMENTS - add a brief explanation regarding the item's implementation, and impact on budget, expected implementation, pending consideration, or status as a closed topic (not being pursued).
7	* implement a faster turn around time for processing paper work for hiring personnel by Human Resources	Pending consideration	Human Resources is compiling a list of all credentials, forms and documents that must accompany the R-2 for all unclassified hires. this list would then be distributed to supervisors on campus and posted on the Human Resources web pages. With this list as a reference, supervisors will know exactly what is required for an R-2 to clear. This will reduce the time required for processing Human Resources is also evaluating the number of signatures needed for R-2 approval. No budget impact.
8	* provide for timely processing of paperwork so as not to delay payment to salaried employees on leave, etc.	Not being pursued	Once all necessary documents are received in Human Resources these requests are processed as expeditiously as possible. No budget impact.
9	* study laws governing an employees' rights as they pertain to contacting their physicians, etc. for information	Not being pursued	Privacy laws are abided by. Information requested of physicians and all other cases are always obtained within Federal and State law. No budget impact.
10	* provide employees with accurate information regarding retirement	Implemented	A Benefits Coordinator has been added to the Human Resources staff to handle all employee benefits. Budget impact to FY 04/05 budget = \$30,000 plus related benefits.
11	* provide employees with a means of notifying them privately when a situation arises concerning any aspect of their employment	Implemented	Employees are notified in writing sent in an envelope marked "Confidential", or in a private person-to-person meeting with the employee. No budget impact.
12	* investigate the need for classified leaveform and SF-6 (need for both?)	Pending consideration	We will check with Civil Service and Legislative Auditors to determine the necessity of using both forms. No budget impact.
13	* investigate the possibility of submitting CI-1 forms (requesting compensatory and recording compensatory hours)- to request compensatory leave for entire semester	Not being pursued	Forecasting of compensatory leave for an entire semester will be difficult to monitor, and to ensure that all hours worked are approved prior to actually working compensatory leave hours. No budget impact.

14	* non-credit courses offered by NSU (for professional development) – University pays tuition cost for faculty/staff	Not being pursued Pending Consideration	Currently Department Heads have the discretion to pay for non-credit courses for their employees as long as their budget situation allows and as long as course is applicable to their job assignment. No budget impact. A request for review has been submitted. (Per Student Affairs)
15	* evaluate the need for currently required approval signatures on R-2s for graduate assistants	Pending Consideration	At present, Graduate Assistant R-2s are received in Human Resources completely approved. Approval signatures are required because this is a hiring action Human Resources is evaluating the number of signatures needed for R-2 approval. No budget impact.
16	* examine necessity of criminal background check on International Graduate Assistants	Will not pursue	Criminal background checks are required on all new employees. Our immigration attorney, Mr. David Ware, agrees that we should continue to screen ALL employees, regardless of citizenship status. No budget impact.
17	* examine the need for employment of students for grants (8-10 hours per week)	Will not pursue Will be implemented	Will be referred to Student Employment. (Bus.Aff.) Grants can hire students as allowed by the specific grant budget. (Per Student Affairs)
18	* revisit the campus smoking policy as it pertains to smoking outside of buildings	Pending Consideration	University Social and Community Concerns Committee and SGA conducting reviews of this matter. Recommendations expected by early fall.
19	* shorten process for approvals for hiring personnel	Pending Consideration	Human Resources is compiling a list of all credentials, forms and documents that must accompany the R-2 for all unclassified hires. This list would then be distributed to supervisors on campus and posted on the Human Resources web page. With this list as a reference, supervisors will know exactly what is required for a R-2 to clear. This will reduce the time required for processing. Human Resources is also evaluating the number of signatures needed for R-2 approval. No budget impact.
20	* investigate the possibility of grounds/maintenance personnel wearing of shorts during summer months (uniforms)	Pending Consideration	The University does not have a dress code. This issue is being referred to the Grounds/Maintenance Departments for further consideration No budget impact.
21	* investigate the possibility of providing unclassified employees' request to include time worked as a student employee/graduate assistant count toward years of service for purposes of earning annual and/or sick leave (see classified employee policy)	Pending Consideration	Human Resources will review the classified policy to determine if and how it would apply to unclassified employees. No budget impact.
22	* improve time line for hiring personnel on grants	Pending Consideration	Hiring personnel on grants requires that funding be approved prior to the actual hiring of an individual. Timely submission of information for grants approval should help improve the time line for hiring grant personnel. No budget impact.
23	* address the promotion policy as it pertains to the level of communication with employees who have been recommended for promotion by their supervisor. Procedure requested to notify the employee that he/she has been recommended for promotion. Follow-up with notification of decision, and reasons (if denied).	Pending Consideration	Will review the promotion policy. No budget impact.
24	* improve the time between the submission of an R-2 and the issuance of the employee contract. This seems to be a problem in both academic and grant arenas. Several months have elapsed on several occasions before employees have signed official contracts with the university. This same casual attitude does not seem to exist when a grant director needs a couple of days of leeway with a contract that has already been approved but is in transition from the state.	Not being pursued	The time line for the submission of an R-2 and the issuance of a grant contract is dependant upon documentation of approved grant funding. Time delay for issuing employment appointment forms often results from a delay in the receipt of necessary approval documents. No budget impact.
25	* explore the option to get paid for earned compensatory time or taking compensatory leave instead of annual leave if you are going to retire or are in drop.	Not being pursued	Unclassified exempt employees cannot be paid for compensatory time. In the case of non-exempt employees, the University has the discretion to pay the employee (budget allowing), or to give the employee compensatory time. Employees are made aware of this in orientation, and sign an acknowledgment. The type of leave taken is at the discretion of the employee. No budget impact.

26	* provide employees with the option of being paid for overtime performed or earning compensatory leave	Not being pursued	Unclassified exempt employees cannot be paid for compensatory time. In the case of non-exempt employees, the University has the discretion to pay the employee (budget allowing), or to give the employee compensatory time. Employees are made aware of this in orientation, and sign an acknowledgement. No budget impact.
27	* change the process for hiring individuals to implement grants. Investigate the need to wait for BoR approval of R-2s since no university funds will be encumbered	Not being pursued	This is a duplicate of the question of previous page.
28	* investigate using educational leave for compressed video classes	Not being pursued	Under current policy employees may be granted educational leave, with pay, during their regular work hours to take one class per semester (fall, spring and summer); thus, with a supervisor's prior approval, an employee is allowed to take a compressed video class. However, this class must be taken/viewed on the NSU campus like any other class eligible for educational leave No budget impact.
29	* provide unclassified staff with a packet of information concerning services of the university upon hiring	Implemented	Benefits information is available to employees in two forms: 1) On the Human Resources web pages. 2) Through new employee orientation. No budget impact.
30	* investigate the current application form used to hire graduate assistants (different from University application for employment)	Pending Consideration	Human Resources will have to coordinate with Graduate Studies regarding this. No budget impact.
31	* provide employees with workers' compensation rules and how sick leave is affected	Implemented	A handout was recently developed that is sent out to effected employees. This handout explains issues regarding workers' compensation. No budget impact.
32	* provide a means whereby employees can complain without fear of retribution or retaliation; work for the benefit of the employees	No change necessary	Appropriate grievance/appeal procedures are currently in place. Retaliation and retribution by supervisors will not be tolerated by management. Through meetings with the Unclassified Advisory Committee and the Civil Service Advisory Committee reassurance will be given for fair treatment of all staff. No budget impact.
33	* submit SF-3 forms to Baton Rouge in a more timely manner	No change necessary	SF-3s are submitted to Civil Service on a timely basis. The only exception to this is those SF-3s that are incomplete or incorrect which must be sent back to the department prior to submission to Baton Rouge. This can delay processing significantly. No budget impact.

	Maintenance	STATUS (select one)	BUDGET IMPACT/COMMENTS - add a brief explanation regarding the item's implementation, and impact on budget, expected implementation, pending consideration, or status as a closed topic (not to pursue).
		Implemented Will be implemented Pending consideration Not being pursued No change necessary	
34	* implement routine vent cleaning (all campus buildings)	Implemented	Implemented schedule in place. Regular vent cleaning does occur for some campus buildings. Suggestion will be forwarded to Physical Plant and Housing Operations. No budget impact.
35	* address the mildew problem (Archives & Serials/Library)	Pending consideration	Maintenance will install humidity monitors for study. financial implication - cost unknown or to be determined -- cost unknown.
36	* investigate the possibility of installing an elevator to the interior of Talbot Hall	Pending consideration	Outside elevator location has been identified. Funds not available at this time. financial implication - cost unknown or to be determined -- cost unknown.
37	* examine curb cuts at all crosswalks	Implemented	Numerous curb cuts have been completed. Committee continues to evaluate on regular basis. No impact on budget.
38	* maintain restrooms (paint floor in women's bathroom in Peltier Hall)	Implemented	Bathrooms are maintained by custodial services and quality of service is being monitored. Women's bathroom has tile floors, painting not appropriate. No budget impact.
39	* provide cleaner buildings university-wide	Implemented	Management has increased awareness with custodial staff. Building checklist has been implemented and service is being monitored. No budget impact.
40	* improve communication between University Police and Maintenance to insure upkeep of motor pool (gas, etc.)	Pending consideration	Suggestion forwarded to Physical Plant and Auxiliary Services. No budget impact.

41	* explore energy management – control over heating/air in campus buildings (sub-metering to determine costs); explore energy management funding from Dept. of Energy	Pending consideration	The University currently has a Johnson Controls computerized energy management system. Complaints of over heating/air are addressed on a case by case basis when phone calls are placed to the Maintenance Department which result in adjustments made in the Johnson Controls system Funds not available for sub metering. The University has completed several projects to reduce energy cost and will continue to explore cost saving avenues. The issue of obtaining funding from the Dept of Energy will be re-visited. financial implication - cost unknown or to be determined -
42	* re-evaluate receiving process of purchases received by Maintenance (Receiving)	Will be implemented	Involved administrative personnel will review and recommend improvements. No budget impact.
43	* provide a means for recycling	Not being pursued	Previous efforts have proved unsuccessful. financial implication - cost unknown or to be determined -
44	* explore providing automatic flushers on toilets and urinals	Not being pursued	Expensive to implement. Payback long term. financial implication - cost unknown or to be determined -
45	* examine sink faucets and door handles in bathrooms. Comment received: Current restroom exit design fosters spreading of influenza-architects should be [] Bad design on bathroom exits. Solution 1: Fix all doorknobs so they don't have to be rotated as this requires opportunity for more contamination of clean washed hands. Solution 2: Install doors (like McDonald's) that enable you to push your shoulder against the door to open it and avoid getting your washed hands contaminated. Solution 3: Install waste basket in hall beyond exit door so one may open contaminated door knob with towel then dispose of same once through infected area.	Pending consideration	Matter being referred to Physical Plant and Auxiliary Services for consideration during renovation design phase. (Per Stud. Aff.) financial implication - cost unknown or to be determined -
46	* provide necessary repairs needed on Biology Greenhouse (electrical hazard from standing water, damaged roof) - needs include, installation of concrete floor, new paneling all around, banks of electrical outlets on every wall, including phone and internet wiring for computer monitoring equipment	Pending consideration	Maintenance will investigate to determine cost. Note: roof has been repaired. financial implication - cost unknown or to be determined -
47	* repair all sidewalks and provide routine inspection of sidewalks (safety hazard)	Implemented	Routine inspections are conducted. Repairs made as identified. financial implication - cost unknown or to be determined -
48	* address issues in Maintenance Department as follows: 48a. morale of department 48b. perception of favoritism; supervisor's heavy handed 48c. old equipment (fork lifts and bucket truck) 48d. lack of safety related programming activity 48e. evaluate time spent doing construction vs. building maintenance 48f. follow up needed on contractors and the quality of work provided 48g. supervision of civil service employees by civil service employees 48h. improved coordination of jobs 48i. need for additional employees in all trades 48j. too many bosses 48k. harassment, retaliation and retribution by supervisors 48L. poor time management	Pending consideration	(a.) Need specifics - management aware of the importance of morale to the overall department. (b.) Need specifics - unable to determine where favoritism originates and what supervisors are involved. (c.) Addressed as funds are made available (forklift repaired & bucket truck being repaired). (d.) Job duties will be reviewed with Safety Officer. (e.) Issue has previously been addressed, the number of construction projects have greatly reduced. (f.) Maintenance presently inspects and requires quality work. (g.) Need explanation on what is meant. (h.) Management does a good job in coordinating work. However, high priority work must be responded to in a timely manner. (i.) Management continues to monitor. (j.) Need specifics. (k.) Will not be tolerated by management, disciplinary action under constant review. (L.) Maintenance strives to manage time as wisely as possible . Duties are subject to change as high priorities arise.
49	* provide a uniform time keeping system installed across campus (synchronize clocks in all buildings)	Pending consideration	Awaiting proposal from outside vendor to determine feasibility. Funding will play important factor. financial implication - cost unknown or to be determined -

50	* provide improvements in structure and appearance of Ellender Memorial Library (comment received: Why is the library building yellow? Was this the paint that was on sale or something? Why don't we paint the library to be consistent with the red-brick pattern of the other buildings. This is the largest and perhaps most visible building on campus and yet it bears "LSU" colors).	Will be implemented	Plans are in progress to repair and improve front entrance to building. The building needs to be pressure washed; however, painting is not scheduled to be done. When the building is scheduled for painting, color selection will be re-visited. The building presently has a concrete surface and therefore, a red brick pattern would be inappropriate. financial implication - cost unknown or to be determined -
51	* charge Residential Services for overtime that has to be performed by Maintenance personnel after hours and on weekends rather than the Maintenance budget	Pending consideration	This has been explored by Maintenance and will be looked into. financial implication - cost unknown or to be determined.
52	* provide routine building inspections for repairs	Implemented	Maintenance maintains regular building inspections. No budget impact.
53	* implement electronic work orders	Pending consideration	In early stages of discussion. No budget impact.
54	* provide renovations to Gouaux Hall - 20 years old; 2 major classrooms; no acoustic ceilings	Implemented and on-going	At least six major renovations in the past four years. Renovation projects continue. financial implication - cost unknown or to be determined-
Grounds			
		STATUS (select one)	BUDGET IMPACT/COMMENTS - add a brief explanation regarding the item's implementation, and impact on budget, expected implementation, pending consideration, or status as a closed topic (not to pursue).
		Implemented	
		Will be implemented	
		Pending consideration Not being pursued	
55	* improve landscaping campus wide	Implemented	Maintenance plan is in place for the upkeep of landscaping on campus. The grounds are checked and prioritized. Landscaping beds are put on a schedule to be maintained. Budget constraints may prevent development of new landscaping areas on campus. financial implication - cost unknown or to be determined -
56	* spray for ants on sidewalks around campus	Implemented	Ant poison is applied around campus as needed. Ant populations are hard to control in south Louisiana. Efforts will continue. No budget impact.
Purchasing			
		STATUS (select one)	BUDGET IMPACT/COMMENTS - add a brief explanation regarding the item's implementation, and impact on budget, expected implementation, pending consideration, or status as a closed topic (not to pursue).
		Implemented	
		Will be implemented	
		Pending consideration Not being pursued	
57	* investigate the number of approvals required for purchases	Implemented	Controller's Office response: Effective July 1, 2004, Vice President's approval for requisitions (excluding travel) was discontinued for requisitions less than \$1,000. In March 2005, required requisition approval levels for restricted fund and agency accounts decreased expediting the remission process No budget impact.
58	* investigate the need for additional personnel in Purchasing to facilitate process of ordering, dealing with vendors, answering budget code questions	Implemented	A position was created and filled in 2003 to handle procurement for grants.
59	* implement a means to facilitate last minute requests for purchases/travel	Not being pursued	Purchasing has always accommodated departments when needing last minute purchases. Time constraints due to funding will pose a problem at times if orders are placed too late. Present system can handle approvals quickly for orders that require expediting. No budget impact.
60	expenses (credit card within depts. Available for graduate student use). Emergency procurement procedure needed	Pending consideration	P-Card currently being worked on and will consider use by Graduate Students. Procedures in place to handle emergency purchases -- see purchasing manual for procedures. No budget impact.
61	* provide timely notification of cancellation of purchase orders	Implemented	Purchasing staff have been reminded to communicate with departments when problems arise with orders. No budget impact.
62	* investigate poor management of surplus/scrapped state property; host a Univ. auction of scrapped items locally	Pending consideration	Scrap/surplus are picked up on a monthly basis. Due to State regulations, equipment must be sent to Baton Rouge or scrapped. Fuller review of this matter will occur financial implication - cost unknown or to be determined-

63	<p>* improve property control system (State and Univ. tagging system)</p> <p>63a. tag upon receipt of items</p> <p>63b. include in database, last known location of items</p> <p>63c. conduct routine audits - address concerns concerning property (computers) purchased with grant funds and the inventory thereof</p> <p>63d. improve pick up time of items for surplus/scrap</p> <p>63e. improve posting transfers of items from one department to another's inventory</p>	Implemented	<p>a. As per University procedures, equipment is tagged upon receipt by the University's receiving department.</p> <p>b. Protege and Fixed asset programs provide a history screen to view last known location.</p> <p>c. Monthly audits are conducted along with the annual certification done by department heads. Equipment is marked only if purchased with federal grant funds. Grant account numbers are now on Protégé system only. We can determine if item is purchased with grant funds by verifying asset number against the purchase order the item was purchased on. We are able to track through history screen on Protege and FRS systems.</p> <p>d. Items are picked up monthly or as needed.</p> <p>e. Items are transferred within two (2) weeks of forms being approved by both departments and received by the property control office.</p>
64	<p>* institute a process to notify departments when errors occur in processing requisitions for purchases to eliminate delays in receiving merchandise</p>	Implemented	<p>Purchasing staff has been reminded to communicate with departments when order problems arise.</p> <p>No budget impact.</p>
65	<p>* address - telephone calls placed to Purchasing Office not returned or not returned in a timely manner</p>	Implemented	<p>The staff have been notified and directed to return calls as soon as time permits.</p> <p>No budget impact.</p>
66	<p>* allow immediate expenditures on grant awards (after issuance of contract by state/federal government and all necessary signatures are obtained)</p>	Not being pursued	<p>Purchasing can issue orders once an account is established. There are certain procedures in place to establish accounts and expenditures are allowed once account is established.</p> <p>No budget impact.</p>
67	<p>* change procedure of writing purchase requisitions. Currently, purchase requisitions are translated into purchase orders; this procedure results in the need to re-type the order by the Purchasing Department. The procedure results in mistakes in volume and description for large orders. Multiple errors have materialized in several instances both costly and preventing effective implementation of grant and programs.</p>	Not being pursued	<p>Purchasing does not re-type data in purchase orders unless the information for the order is incorrect, such as the state contract item description. At times, the bid process may dictate that data be changed on the purchase order.</p> <p>No budget impact.</p>
68	<p>* establish a more effective way to track Corporate Express orders. When items are not included in original order or when Corporate Express decides to substitute an item, it is almost impossible to track. Rarely are the originators of the RO contacted to see if changes are possible or appropriate.</p>	Implemented	<p>Procedures for returns and assistance with orders was implemented with Corporate Express. We now have a third party carrier employed by Corporate Express to deliver orders and pick up orders with incorrect items or damaged items. Purchasing will respond to any requests for assistance with returns, substituted items, or damaged items as per our return policy.</p> <p>No budget impact.</p>
69	<p>* clarify bid process when similar items are ordered but used for different purposes by one program - should a bid be issued if items total over \$1000.</p>	Not being pursued	<p>Item types that are similar usually are provided by the same vendor -- must combine to solicit prices.</p> <p>Bid law requires bids be solicited when cost is estimated to be \$500 or more.</p> <p>No budget impact.</p>

70	<p>* address the need to appoint someone in Purchasing Office to work with grants; especially at the end of a grant year. Difficulty is encountered with orders, deliveries and vendor receiving purchase orders; time is of essence--responsibility is passed to someone else and the university [indirect costs are based upon spending the funds] and the program loses funds and orders because time runs out. Everyone should be working together so the university receives as much of the indirect costs as allowed under the grant and the funded program gets all of the services and supplies needed. There seems to be an attitude among some in the business offices that grants are extra "work" and that orders, etc. are "above and beyond" everyone's responsibility. Whereas it should be a "win-win" attitude considering the amount of money collected through indirect costs.</p>	Implemented	A new position was established and filled in 2003 to have one person in Purchasing deal with grant purchasing and AP matters. Providing this position reflects the importance that Purchasing places on grants.
71	<p>* investigate: purchasing process is dreadfully slow. Faculty and graduate students should be able to purchase equipment using university credit cards. This would greatly speed-up the purchasing process. Research efforts are negatively impacted by the extreme slowness of the NSU purchasing process.</p> <p>71a. Purchasing office does not notify faculty if orders or parts of orders are cancelled. This negatively impacts research efforts and slows our productivity. If we could order our own equipment using university credit cards, we would be notified by the company we ordered from if there are problems with our order.</p> <p>71b. Graduate students should be allowed to use Wal-Mart cards, (and university credit cards if we ever get such cards) etc. Graduate students need to use credit cards when they are in the field or on off-campus trips. Additionally, graduate students could assist with the ordering process, registration for meetings, etc. if we had university credit cards.</p> <p>71c. We (faculty and graduate students) should be able to checkout Wal-Mart cards, credit cards, etc. overnight. We presently cannot take Wal-Mart cards on overnight trips, thus forcing us to buy materials using our money, which is taxed.</p> <p>71d. Lumping orders from multiple faculty members for the purpose of sending one large bid negatively impacts research. I have had to wait months for equipment because of this process.</p>	<p>Pending consideration</p> <p>Pending consideration</p> <p>Pending consideration</p> <p>Pending consideration</p> <p>Pending consideration</p>	<p>Equipment should be purchased on a purchase order due to the need to include those items on our property inventories in the FRS and Protege system. Will consider Graduate students use of charge cards and allowable purchases on charge card when P-Card is implemented.</p> <p>a. Implemented - Purchasing staff have been reminded of needs to communicate with departments regarding orders as we have done in the past.</p> <p>b. Reviewing procedures regarding the use of charge cards by Graduate students.</p> <p>c. Reviewing procedures regarding the use of charge cards by Graduate students.</p> <p>d. Without knowing the specifics of the problem where someone had to wait months for equipment due to the "lumping of different orders" it is difficult to address that specific situation. The practice of combining requisitions entered into FRS from the same department in a very close time is done to ensure that split billing does not occur, and to provide the ability to obtain the best pricing and expend State funds in the best manner possible. Several requisitions entered for similar items may be able to be procured from the same vendor, or several vendors. Funding source does not dictate whether a bid must be taken. Executive order issued by Gov. re. small purchases, allows for purchases of Scientific and Lab supplies and equip. when procured by Colleges & Univ. for lab scientific research purchases up to \$10,000 per transaction. This does not apply to every dept. on campus, only those who have research projects that involve lab scientific research such as Biology and Phy. Sci. Those dept. are aware of policy and have made purchases under this rule.</p>

		The form for requesting the exemption under the new rule for purchases of lab scientific research supplies and equipment is available from Purchasing Dept. The new policy was established by the Gov. after purchasing directors from universities in LA requested assistance for researchers to procure lab research supplies and equipment in a more expedient manner.
71e. When the rest of the state has a \$1000-bid limit, why must Nicholls suffer with a \$500 bid limit?	Pending consideration	e. All State of Louisiana Agencies have a \$500.00 bid limit. Bid limit of \$500 is by-passed to \$1,000 only when purchasing with P-Card. P-Card is currently being worked on.
71f. Why must items requisitioned from individual agency accounts be combined with others from the same department to initiate a bid process and further delay the arrival of supplies and inherently faculty productivity? Why can't each agency account, or each faculty be considered separate "units" allowed by state law, such that they can receive supplies in a much more timely basis? (3) Sometimes bids or requisitions are cancelled without warning to account holders. <i>Purchasing needs to alert about cancellations</i>	Not being pursued	f. See answer item d and see answer item a.
72 * examine end of fiscal year ordering of books, etc. and quick time required for receipt of items	Not being pursued	End of year deadline to enter orders is established every fiscal year to receive orders in a timely manner. No budget impact.
73 * improve delivery time of received items. Provide a means for immediate delivery or pick up of items sent special delivery.	Pending consideration	Purchasing and receiving will work on speeding up the process. No budget impact.

	STATUS (select one)	BUDGET IMPACT/COMMENTS - add a brief explanation regarding the item's implementation, and impact on budget, expected implementation, pending consideration, or status as a closed topic (not to pursue).
	Implemented Will be implemented Pending consideration Not being pursued	
74 * cross train upper level Controller's Office personnel to avoid delay in processing paper work when lower-level personnel are absent	Will be implemented	The Controller's Office is undergoing some changes within the office and making sure employees are cross trained is a priority. No budget impact.
75 * investigate overhead costs taken out of grants	Implemented	Overhead costs are charged to grants in accordance with either federal or university policy. No budget impact.
76 * equitable (timely) treatment of all grant proposals processed (some are processed quicker than others depending on person submitting)	Implemented	Each grant proposal submitted is unique. Processing of proposals is based on a first come first served basis and has never been determined by the person submitting them. Time deadlines may cause a proposal to move ahead of another proposal. All grant proposals are given the same priority treatment No budget impact.
77 * improve manner in which instructions are given by Controller's Office regarding procedures to be followed for hiring personnel on grants (i.e. salaries, etc.)	Implemented	Controller's Office personnel attempt to be as informative as possible when providing information regarding hiring personnel for grants. Sometimes there is a limit to the information we are able to provide as some hiring information must be provided by the Office of Human Resources No budget impact.
78 * consider changing paycheck stubs for faculty employed under 9 or 12 month to check stubs that reflect salary [9/12 month], adjunct work, and grant R-2s [# of currently producing payment]. At present, the check stub provides information on the salary and adjunct work but does not define which grant or adjunct contract is producing the payment for the month. This becomes difficult for employees to check disbursements over the year and results in having to contact personnel in the business office to see if all salary has been paid.	Pending consideration	Current payroll system is not able to define which grant adjunct contract produced the payment. HRS contains a set of codes that are related to specific earnings, not specific accounts. We will get together with Computer Services to discuss if any options are available to make the check stub more detailed. financial implication - cost unknown or to be determined-
79 * re-negotiate the indirect costs for federally appropriated funds. The current rate is 51% of salary, which seems excessive	Will be implemented	The university submits an indirect cost proposal to the federal government every 3 or 4 years. Computed rate actually higher than the negotiated rate of 51%. No budget impact.

80	* consider giving some of the indirect cost currently being placed in the general fund back to the department receiving the grant	Pending consideration	The amount of indirect cost reimbursement that might be available to increase department budgets is contingent upon overall funding for the operating budget. financial implication - cost unknown or to be determined-
81	* address the need to justify items being purchased for grant implementation. Currently grant personnel are asked to document purchases by submitting a copy of the planned program or project in order to justify expenditures. It would seem that the Principal Investigator would have to answer to the funding source not to the Controller's Office. Grant personnel have been asked to defend boxes of tissues as well as craft items on numerous occasions.	Not being pursued	The Controller's Office has the fiscal responsibility to ensure that all university funds are properly spent in accordance with their specific intent and purpose. It is the records within the Controller's Office that will be audited by the Legislative Auditors. Regardless of the source of funds, all funds within the control of the university are considered university funds and are subject to audit. No budget impact.
82	* address the need to clarify if interns can use vehicles leased by a grant program and do not grant employees need to have blanket travel requests when using leased vehicles--answers to both questions have been pending for several months. Program coordinator contacted Safety Officer but no answer in writing was ever received.	Implemented	All employees, whether faculty, staff, or students may drive University owned or leased vehicles on official University business. Travel requisitions must be approved and be on file prior to travel. Blanket travel requisitions may be entered for all employees who travel on a routine basis. No budget impact.
83	* provide mailing of international student tax forms to their local address	Not being pursued	Tax forms for all students are mailed to the student's permanent address. No budget impact.
84	* provide reimbursement of travel expenses in a more timely manner	Implemented	Controller's Office has an employee whose main duty is to process travel claims. Claims are processed as they come into the office. Provided that required information and documentation is attached to the claim and the travel requisition has been converted into a travel purchase order, travel reimbursement claims are usually processed and a check is issued for reimbursement in about one week. No budget impact.
85	* provide tuition reduction to employees and their dependents who are pursuing graduate degrees	Not being pursued	Tuition reductions are granted in accordance with ULS Board policy. No budget impact.
86	* renegotiate Federal indirect costs (grants)	Will be implemented	The university submits an indirect cost rate proposal to the federal government every 3 or 4 years. No budget impact.
87	* include in budget, by course, lab fees collected (separate line items)	Not being pursued	Lab fees collected are budgeted as a separate revenue line item within the operating budget. FRS does not allow for lab fees by course to be included as a separate line item in the expenditure budgets of departments. No budget impact.
88	* Provide for the payment of fees online.	Implemented	NEW -- Payment of fees online by credit card was implemented March 2004. Payment of fees online using web checking was implemented Spring 2005. Budget impact: Online payments resulted in additional credit card and bank charges of \$50,000.
89	* Review the number of forms that students must fill out and where these forms are located.	Implemented	NEW -- A review of the forms that students fill out and their location was done in Spring 2004. This resulted in a reduction of the number of places students had to visit to complete forms. No budget impact.
90	* Revise the fee Payment information in the Class Schedule to make it easier to follow.	Implemented	NEW -- Fee payment information was revised for Fall 2004 to make it more user friendly. No budget impact.
91	* Allow students the ability to apply all or part of their credit balance refund amount onto their Colonel Card account	Implemented	NEW -- Effective Spring 2004, students have the ability to apply part or all of their credit balance refund amount onto their Colonel Card account. No budget impact.
92	* Allow students the ability to apply part or all of their student employment check onto their Colonel Card account.	Implemented	NEW -- Effective Summer 2004, students have the ability to apply part or all of their student employment earnings onto their Colonel Card account. No budget impact.
93	* Allow students the option of receiving their credit balance refund amounts either by check or by direct deposit through ACH	Will be implemented	NEW -- Procedure to allow students the option of receiving credit balance refund amounts either by check or direct deposit has successfully completed the test phase and is ready for implementation. The intent is to implement by Summer 2005. No budget impact.
94	* Receive student loan funds through ACH transactions instead of paper checks.	Implemented	NEW -- Receipt of student loan funds through ACH transactions began January 2004. No budget impact.

95	* Allow students to ability to activate schedules online or by telephone.	Implemented	NEW -- Activation of student schedules by telephone began Spring 2005. Online activation of student schedules began Fall 2004. No budget impact.
96	* Allow students the option of being paid for student employment either by check or by direct deposit.	Implemented	NEW -- The option of students being paid for student employment either by check or by direct deposit began Summer 2004. No budget impact.
	INSTITUTIONAL ADVANCEMENT	STATUS (select one) Implemented Will be implemented Pending consideration Not being pursued	BUDGET IMPACT/COMMENTS - add a brief explanation regarding the item's implementation, and impact on budget, expected implementation, pending consideration, or status as a closed topic (not to pursue).
1	* provide campus-wide news releases on a timely basis	Implemented	Currently NSU produces Inside NSU, and other news media; the NSU home page also has every news release issued by Nicholls.
2	* add staff member from Admissions to web page committee or move Web Master position to Admissions to improve the effectiveness of the site for recruiting efforts	Implemented	James Irwin & Courtney Cassard are both members of the Web Advisory Committee.
3	* WEB page - provide service performed link with faculty/staff listings	Implemented	This is done at an individual/departmental level.
4	* evaluate the selection process for inclusion in the Athletic Hall of Fame(athletic ability criteria)	Not being pursued	The selection process was recently revised.
5	* provide a university press packet polished for entities (other than prospective students) to sell N.S.U. (suggestions include: facts about Nicholls, highlight successful alumni)	Pending consideration	The Branding and Marketing Committee will consider this as it pursues ways to market NSU.
6	* provide a data base of international student alumni (all former international students)	Not being pursued	Data base already exists for ALL alumni.
7	* study the new logo (comment received: The current "new" logo is not representative of our university or of a university in general. The mechanism by which logo was selected is unknown to most faculty, staff and students. The reasons for replacing the previous logo is unknown to most faculty, staff and students. The ambiguity and meaninglessness of the new logo is a source of internal and extramural ridicule. Why don't we revert to the old logo, which was attractive and representative of a university? Or why don't we adopt something more of us can agree on?)	Implemented	Lapham/Miller, an external consultant group, worked with a University ad-hoc committee which included faculty, staff, students alumni and friends of the University, the result is a new set of logos effective May 2005.

	UNIVERSITY-WIDE ALL AREAS	STATUS (select one) Implemented Will be implemented Pending consideration Not being pursued	BUDGET IMPACT/COMMENTS - add a brief explanation regarding the item's implementation, and impact on budget, expected implementation, pending consideration, or status as a closed topic (not to pursue).
1	* evaluate all paper flows and requisition approval process to determine which signatures are necessary	Pending consideration	The approval process for requisitions was recently evaluated and changes made to require fewer approval levels in order to speed up the process. Human Resources is compiling a list of all credentials, forms and documents that must accompany the R-2 for all unclassified hires. This list would then be distributed to supervisors on campus and posted on the Human Resources web pages. With this list as a reference, supervisors will know exactly what is required for a R-2 to clear. This will reduce the time required for processing. Human Resources is also evaluating the number of signatures needed for R-2 approval. AA: On-going process

2	* make all forms available electronically and in a form that can be completed prior to printing (no pdf)	Will be implemented	Departments under the Business Affairs Division have made several forms available on the M drive, as well as on the individual departmental websites. However, some may be in PDF format. It is the intent to have as many forms revised as possible so that they can be completed electronically prior to printing. The majority of Human Resources forms are accessible and fillable online. This will be an on-going process. AA: Staff has become more sensitive to concern.
3	* implement changes in routing procedures to prevent loss of R-2s, contracts, paperwork, etc.	Will be implemented	Human Resources is compiling a list of all credentials, forms and documents that must accompany the R-2 for all unclassified hires. This list would then be distributed to supervisors on campus and posted on the Human Resources web pages. With this list as a reference, supervisors will know exactly what is required for a R-2 to clear. This will reduce the time required for processing. Human Resources is also evaluating the number of signatures needed for R-2 approval. No budget impact.
4	* implement a walking club, biking club, dieting club. Possible course development to address weight problems	Pending consideration	Activities are offered by Campus Recreation and Health Services. More will evolve with the new walking path and recreation center.
5	* stagger lunch hours so that offices remain open	Implemented - A number of offices with multiple staff are open. Implemented	The Fee Collection Center remains open during lunch each day. The other areas of the Controller's Office remain open during the beginning of each semester through the end of late registration. Student Affairs offices are open during the noon - 1:00 p.m. lunch period. No budget impact. AA: Practiced in academic offices where more than one staff (receptionist/secretary) person is available.
6	* make a concerted effort to change the culture whereby the personal feelings about individuals do not cloud the professional judgement about them	Being implemented, on-going	The cultur at NSU is changing and will continue to do so under current administration leadership. This will take time and the support of everyone.
7	* increase the communication of "why things are done". Eliminate unnecessary secrecy. Faculty are much more likely to buy-in to changes if they are given reasons that underpin the changes.	Being implemented, on-going	Great communication effort and involvement in decision-making is well underway.
8	* gather input before any campus wide "improvement" is implemented	Implemented	Like the suggestion and answer immediately above, great communication including gathering input is in place. In some instances, however, timely action is needed. There are several opportunities for gathering input. Advisory committees are in place for all areas. AA: This is occurring at an increased rate.
9	* provide evening services (once a week) to students who attend classes only at night - (financial aid office, controller's office, advising center)	Pending consideration	Some units do offer after hour services. All units have been asked to assess service delivery needs.
10	* provide university employee orientation to all areas for new employees	Implemented Implemented Implemented	Human Resources currently performs a new employee orientation in which various aspects of employment including leave, retirement, insurance, policies, procedures, etc. are explained to the employee. This initiative will be monitored for effectiveness. No budget impact. Additionally, the Division of Student Affairs conducts new employee orientation programs. AA: New faculty orientation held yearly.
11	* provide timely updates of all departments to webmaster		
12	* staff Elkins Hall information desk	Not being pursued Pending consideration	Resouce implications and volume of service is in doubt. AA: There no longer exists a desk in the lobby of Elkins. <u>Information kiosk is being considered by University College.</u>
13	* list general Information telephone number first in area telephone books and provide campus operator with necessary information in order to transfer callers to correct departments to provide university services 13a. provide switchboard operator with university-wide calendar of events and places where events are to be held.	Pending consideration	This is a decision to be made by the University. Further discussion is needed at the Cabinet level. See above.
14	* impress upon university faculty/staff the importance of not wearing other university's caps, clothing during working hours and encourage wearing N.S.U. clothing, etc.	On going	This is a shared responsibility of every member of the University-community.

		Pending consideration	AA: The possibility of having a "Red Day" perhaps once/month with all staff/students wearing Nicholls colors and displaying insignia will be encouraged.
15	* improve visibility of Nicholls State University - institute a marketing plan	Implemented	Branding efforts are proceeding
16	* provide training (professional speaker) to university personnel relative to legal and ethical issues (i.e. potential suicide, etc.)		
17	* evaluate all interim appointments university wide		Interim appointments are necessary to perform vital functions, on a temporary basis, while a search for a permanent replacement is completed. No budget impact.
18	* provide handbook of procedures for all areas	Pending consideration Will be implemented	All handbooks are being evaluated during the preparation for the University's SACS review. Budget impact unknown. AA: Combining separate faculty and staff handbooks into one will accomplish this.
19	* provide updated job descriptions	Implemented Implemented Implemented	BA: In accordance with SACS, all job descriptions are updated on a regular basis. BA: Updated job descriptions were submitted to the Human Resources office for all unclassified positions within the Business Affairs Division. No budget impact. Current job descriptions for all unclassified staff are on file in the Office of Human Resources. (Per Student Aff.) AA: Job descriptions have been updated
20	* change current administration tactics--"If I didn't come up with the idea then it won't work." Listen/consider ideas of staff when making decisions (major/minor) that affect their department and staff.	Implemented	Departments within the Business Affairs Division do take opinions of employees into consideration when making decisions that affect an entire area. Sometimes though, when there are multiple opinions, the end result of the decision will leave some employees happy and some employees upset. No budget impact. AA: The current administration is open to suggestions and new ideas for improvements. This Campus Improvement Committee was intended to solicit such ideas.
21	* end micro-management of top administrators (Business/Student Affairs)	Implemented Implemented	Every effort is made to not micro manage top administrators in Business Affairs and this will be re-emphasized. No budget impact. Professional staff are given wide latitude in the administration of programs and services. Top administrators are responsible for verifying that programs and services are administered in accordance with the university's mission and goals. (Per Student Affairs)
22	* investigate the practice of not hiring new employees who are a threat to the egos of administration		This is an opinion and not a recommendation
23	* stop ruling as dictators to increase morale, customer service, and respect for employees opinions		This is an opinion and not a recommendation
24	* include faculty and staff that work closely with students on future committees	Implemented	Careful attention is given to committee assignments and volunteers are always welcome.
25	* address image - people refer to Nicholls as the "thirteenth grade"		This is an opinion and not a recommendation. NSU is moving to selective admissions and has a well documented history of service to the region. Our graduates speak for themselves and the University.
26	* investigate the way that policies are enforced and exceptions made to those policies as they pertain to students; set accountability standards	Will be implemented Implemented	AA: More stringent admissions requirements to be implemented in fall 2005 should change that image. Policies are enforced. Exceptions may be considered only for extenuating circumstance.
27	* routinely review existing policies/procedures and determine a need for change if warranted	Being implemented, on-going Implemented	Policies and Procedures are reviewed and changed according to the needs of the University and it's employees. The process has been constant since FY 2003 and is very much part of the University's self-study for SACS/COC. No budget impact. AA: Administration intends to do this.