

Monetary Savings Efficiencies

UNIVERSITY EFFICIENCIES Report

	Projected Savings	Reporting Date
Florida International University	\$3,226,995	7/1/2021

Project	Project Status	Fiscal Year	Narrative Description of Efficiency (Please include detail sufficient to validate savings)	Projected Savings (FY)
Division of Information Technology: Oracle Business Intelligence Cloud Migration	Underway/Ongoing	FY 2021/2022	The project seeks to transition the Oracle Business Intelligence application to Oracle Cloud Infrastructure (OCI) and Oracle Cloud Analytics (OAC). This transition will provide our business intelligence and analytics application to greater flexibility for expansion and upgrade. It also transitions part of the operational work current support by FIU database administrators to a software as a service (SaaS) application, OAC, where FIU will save money in reduction of hardware and resource allocation, as well as time to upgrade and patch.	75,000
Division of Information Technology: Reduced Costs at the NAP of the Americas in downtown Miami	Underway/Ongoing	FY 2021-2022	Reduction to monthly colocation costs at NAP of the Americas ~\$7,000/month. Cost reduction is estimated to take affect in September 2021	63,000
Division of Information Technology: Media Operations	Underway/Ongoing	FY 2021-2022	Media Operations is a centralized command support center for FIU faculty that are teaching in classrooms. The team is equipped with remote troubleshooting software that allows them to resolve technical problems without having to visit the classrooms. During the COVID crisis, this team has been busier than ever by transitioning to supporting the pandemic conditions via Zoom and is now an invaluable asset to the FIU community.	75,000
Division of Information Technology: MTS Media Engineering - AV Integrations	Underway/Ongoing	FY 2021-2022	MTS Media Engineering is a group that designs and integrates AV and classroom technologies for the FIU Community. This in-house team saved FIU an estimated 2 million dollars in FY 2017/18 and was awarded the Prudential Productivity Award in June of 2018 for these efforts. Media Engineering provides FIU with an economical alternative to retail AV vendors that often charge between 50%-100% higher prices.	1,000,000
Division of Information Technology: Zoom Support and Events Team	Underway/Ongoing	FY 2021-2022	The MTS Zoom support team and Events team supported nearly 1000 events in the 2020. more than 700 of those were virtual webinars. Retail value of this support would be in excess of \$200,000.	200,000
Division of Information Technology: PeopleSoft (ERP) Cloud Migration	Underway/Ongoing	FY 2021/2022	The project seeks to transition of PeopleSoft application to Oracle Cloud Infrastructure (OCI). This will provide the enterprise applications with increased scalability and security given the limited space, increased need for a more scalable disaster recovery site, as well as the need for continued procurement of servers. Cloud infrastructure offers on-demand provisioning of infrastructure at a fraction of the price, as well as quicker turnaround, support and updates/patching. DoIT has already achieved moving development, testing and staging server environments into OCI. We are now starting on production.	150,000
Division of Information Technology: Engineering Virtualization (Cloud) and Infrastructure Consolidation	Underway/Ongoing	FY 2019-2021	The College of Engineering has redundant services that can be provided by DoIT at no cost or less cost than they have today. Additionally this will save labor as less systems will now have to be managed. Web sites have been transferred to DoIT's free web hosting. Mailing lists have been transferred to DoIT free listserv. Complete date expected FY 2021-2022	TBD
Division of Information Technology: Evaluation of Data Center / Service Monitoring (possible outsource)	Underway/Ongoing	FY 2021-2022	We are evaluating the possibility of outsourcing nights & weekend data center / service monitoring. This will improve our monitoring capabilities and possible create dollar savings. Determining if their is a cost savings is part of the evaluation	TBD
Environmental Health& Safety: Expand online training capabilities – improve technology and appearance – interactive – (partner with FIU Division of Information Technology)	Underway/Ongoing	FY 2021-2022	Successfully transitioned all online safety courses to FIU Develop platform. Currently updating course database to reflect changes in regulatory requirements/procedures/ university needs and using in-house programs to create FIU-specific scorm courses.	10,000
Environmental Health& Safety: Implement FIU Hazardous Chemical Tracking System	Underway/Ongoing	FY 2021-2022	Currently piloting the in-house system chemical tracking system with academic and research lab users and customizing features; program is expected to officially launch late Fall 2021.	20,000
Environmental Health & Safety: Complete Implementation of Standardized Hazard Emergency Signage Program	Underway/Ongoing	FY 2021-2022	Continue implement comprehensive in-house system that captures hazardous materials/equipment, locations, users, personal protective equipment, emergency contact information, and hazard signage for display in areas that use or store these materials. This is a revamp of the previous system created by EH&S. This initiative also replaces the use of an outside vendor to design and maintain the program.	15,000
Environmental Health & Safety: Streamlined process for indoor air quality (IAQ)/mold assessment services in collaboration with Facilities Management	Completed	FY 2021-2022	Implemented more efficient workflow structure using Maximo which allows EH&S and Facilities to assess which IAQ projects require more extensive consultation services, prioritize projects, track project activities, and accurately identify and document trends.	41,000
Parking: Insourcing GPE	Completed	FY 2020-2021	Repurposed staff during pandemic to reduce outsourced transportation cost while maintaining service schedules	1,200,000
Parking: Restriping of MMC lots 2a, 2b, 4 & 9 & BBC lot 4	Completed	FY 2020-2021	Completed project with training and developing internal staffing utilizing FTE labor, rented equipment and materials as needed.	50,000

Project	Project Status	Fiscal Year	Narrative Description of Efficiency (Please include detail sufficient to validate savings)	Projected Savings (FY)
Parking: Insourcing Production of signs for Covid-19 Signage on Campus	Completed	FY 2020-2021	Completed project with internal staffing and materials as oppose to outsourcing to external vendor reducing turn around time.	30,000
Parking: Pressure Cleaning Garage exterior	Completed	FY 2020-2021	Trained staff, and rented high lift equipment to insource pressure cleaning of garage exteriors	30,000
Parking: CCTV cameras efficiencies for repair and repositioning	Completed	FY 2020-2021	staff was trained to clean and reposition cameras saving the cost of hiring outside staffing.	20,000
Parking: Lighting efficiencies & PG5 Garage Rooftop	Completed	FY 2020-2021	Lot 9 - conversion of metal halide to LED	3,000
Public Safety: Reserve Officer Program	Underway/Ongoing	FY 2020-2021	A Reserve Officer Program will benefit the FIUPD by creating a pool of sworn officers to complement its full-time officers. Reserve Officers will provide experienced officers to increase personnel on patrol and for events that require enhanced manpower. Reserve Officers will receive the added bonus of maintaining their Florida law enforcement standards and certifications, as required by the Florida Department of Law Enforcement (FDLE). FIUPD currently has 2 vacancies for Reserve Officers.	217,445
Controller's: Accounting & Reporting: Implementation of no more printed EFT Advices	Completed	FY 2020-2021	In FY21 our Disbursement Team under the leadership of Eva Ramirez was able to implement the ceasing of printing EFT advices for our suppliers. All advices are now sent electronically to our suppliers.	12,000
Academic and Student Affairs - Academic Planning and Accountability (APA): Lunch and Learn Webinar Series	Completed	FY 2020-2021	As part of the strategic international marketing campaign, the series of webinars was in response to Dr. Rosenberg's call, at the start of the COVID-19 Pandemic, to maintain engagement with the community and to provide resources to support lifelong learning and workforce development. Over the year, 35 (1-1.5 hour-long) presentations were delivered via Zoom on topics as varying as cybersecurity, building business plans, soft-skills, the New Economy, and the World Bank's Doing Business Indicators. The following link provides access to the entire portfolio of webinars: https://continuingeducationnews.fiu.edu/ . It was particularly fulfilling to witness the great goodwill always displayed towards FIU – all the presenters offered their expertise at no cost and were very enthusiastic about the series. We must also recognize the great work of the Continuing Education (CE) Team in identifying and cultivating such talent and the impressive outreach that was deployed. The webinars, conducted in English and Spanish, were implemented with the support of CAMACOL, Doral Chamber of Commerce, and Grow with Google – partners established by the CE Team. Over 3,000 people throughout the globe registered for the webinars. The CE Team has built a significant marketing network, an organic growth of 966%, that bodes well for future continuing education programs that translate into six new program offerings internationally. The amount of \$8,750 represents the cost-savings of marketing program in Latin America.	8,750
Academic and Student Affairs - Academic Planning and Accountability (APA): Bi-annual Dual Enrollment (DE) Orientation Session - Online	Completed	FY 2020-2021	Every semester, the academic oversight starts with an orientation session to inform DE Coordinators, Principals, and school administrators of the academic and operational expectations of the DE program. Ensuring that courses are offered at high schools with college level academic rigor. We usually had over 150 persons participating in the program that lasted about six hours. We started implementing a successful online session in January 2020. The amount of \$5,000 represents savings per fiscal year for the catering and room rental for the DE sessions.	5,000
Academic and Student Affairs - Academic Planning and Accountability (APA): Classroom Visitation to Observe the Implementation of the Dual Enrollment (DE) Program	Completed	FY 2020-2021	This visit was performed in person by a member of the APA DE Team. Currently, we have converted it to an online Zoom session during class. There is a resulting cost savings of \$1,800 (for the mileage savings related to school visits), plus a savings of about 120 hours worth of manpower related to traveling time.	1,800
Business Services: Implementing Textbook Affordability Initiative/First Day Program	Underway/Ongoing	FY 2020-2021	Working with Publishers, the University Bookstore, IT, and Student Financials to provide alternative pricing at substantial student savings while making course materials available the first day of class. Rollout planned and achieved in FY 2020-2021. To date over \$250K was saved on preliminary trials. This shift to a fixed rate model dependent on student participation (approximately \$45/credit cost for course material based on national average). Participation is about 20% without this program	TBD

Other Efficiencies

UNIVERSITY EFFICIENCIES Report

Reporting Date

Florida International University

7/1/2021

Project	Project Status	Fiscal Year	Narrative Description of Efficiency (Please include sufficient detail to explain and validate the value that is added)	Value Added
Division of Information Technology: Business Intelligence for Professional Development	Completed	FY 2020-2021	This initiative seeks to provide data and other insights into institutional professional development courses and certifications.	This is part of the broader initiative to continually improve employee knowledge and competencies about data, analytics, human and technology.
Division of Information Technology: Panthers Protecting Panthers (P3) App	Underway/Ongoing	FY 2020-2021	The P3 app will be implemented as part of the return to work and campus strategy. The app will include the ability to check symptoms and questions based on CDC guidelines, as well as the ability to check-in for employees when they are coming to one of our campuses. Additionally, the app provide FIU and local information and resources during the COVID-19 pandemic and other emergency management initiatives.	This initiative will provide FIU with a way to track the relative health of students and employees in order to effective and efficiently return to campus.
Division of Information Technology: Boomi Flow Implementation	Planned	FY 2021-2022	Implementation of a low-code development platform with direct integration to APIs from other applications. This platform allows for rapid development and integrations for the creation of any web-based form or process.	This initiative will provide FIU with a low-code development platform for rapid app development and integration. Saving time and effort on the part of developers and integrators to perform the same task.
Division of Information Technology: Boom API Management	Planned	FY 2021-2022	Implementation of an application that allows for the integration of internal and external API management.	This initiative will provide FIU with a rapid and low-cost way to create and manage web services from all necessary applications.
Division of Information Technology: Boomi Master Data Hub	Planned	FY 2022-2023	Implementation of a master data strategy through a master data hub for data that needs to be synced across applications.	This initiative will provide FIU with a way to implement a master data strategy for applications that require and update the same data (personal data, enrollment data, etc.). It will save FIU time and money by creating master data records and, by permission only, allow other applications to access and update (if required).
Division of Information Technology: Enterprise Chatbot Implementation	Planned	FY 2022-2023	Implementation of a new chatbot to support Enrollment Services, HR and other operations.	This initiative will provide FIU with a dedicated platform to manage customer service through an AI powered chatbot. The intent is to reduce the time and effort that physical customer services are available and increased speed to answer customer questions or requests.
Division of Information Technology: Online Change of Major Processing	Underway/Ongoing	FY 2021-2022	Implementation of a fully online and workflow-based online change of major process for all programs.	This initiative will provide FIU with the ability to request change of majors online and initiate the process of getting advisor and Registrar approval for that change through approval workflow in the system. Therefore, reducing time used in the current paper-based process and makes the process more efficient and trackable.
Division of Information Technology: Student Travel Authorization Process	Completed	FY 2020-2021	Implementation of a student based travel authorization process for student that are requesting to travel abroad for educational or research purposes.	This initiative allows FIU to better serve the students and provide the correct level of guidance and reporting for those traveling abroad for educational and/or research purposes.
Division of Information Technology: First Day Project	Underway/Ongoing	FY 2021-2022	Implementation of a process in PantherSoft that will allow students with the option to use fully online books instead of having to go to the bookstore and rent/purchase books for classes. This process would be fully integrated into PantherSoft Campus Solutions.	The initiative aims to reduce the need for physical books and the improve the access for students to books by giving them the option to use digital based books.
Emergency Management: 3 Year Infrastructure Plan	Completed	FY 2022-2023	Investments in critical infrastructure will enable the university to return to normal operations quicker resulting in a faster recoup of lost revenue.	Initial costs are mitigated by the long term savings and quicker recovery time. Research has shown that every \$1 spent on mitigation saves \$4 post disaster.

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Environmental Health & Safety: Micro-credential project in collaboration with the College of Arts, Science, and Education (CASE) and FIU Micro-Credentialing Office	Underway/Ongoing	FY 2021-2022	CASE is creating a program that will offer a micro-credential badge for students who complete a series of EH&S online courses related to working with hazardous substances and regulatory compliance.	Provides additional regulatory knowledge and resources for students looking to pursue careers in environmental compliance and consulting.
Parking: ALPR/Digital Signage	Completed	FY 2020-2021	License plate recognition system to maximize utilization and provide availability and security.	Improve space utilization. Reduced congestion. Improve ease of parking and enhance security.
Parking: Tire Inflation stations for all garages, EC and BBC	Completed	FY 2020-2021	8 stations installed in all 3 campuses to provide a service to the FIU community free of charge. This is also a sustainable item as it helps reduce the miles travelled in a vehicle due to the tires being correctly inflated.	Improves fuel efficiencies and wear and tear on tires.
Parking: Panther Mover route improvements/ enhancements	Completed	FY 2020-2021	Enhanced transportation route to include tracking and full perimeter of campus.	Ease of access, inter-campus traffic reduction.
Parking: Digital Bus Passes (with 50% discounts).	Completed	FY 2020-2021	Established a live integration with Miami Dade's Transportation Division on a digital bus pass sales process.	Process efficiency
Parking: Waste minimization - Composting	Underway/Ongoing	FY 2020-2021	Working with university departments and Chartwells to implement a composting station at the Nature Preserve to provide compost to the Organic Garden and Food Forest	Repurposing of organic waste, compost for the organic garden and food forest.
Parking: Micro-transit Implementation	Underway/Ongoing	FY 2020-2021	Net zero cost to FIU to provide on-demand transportation to students within a 2-3 miles radius of MMC and EC.	Reduction of on campus vehicles and carbon footprint.
Parking: Predictive Analytics	Planned	FY 2021-2022	The ALPR system integrated with PantherSoft will ultimately afford us the opportunity to direct students to the most convenient available spaces based upon their class schedules.	Ease of parking, reduction in congestion around campus.
Parking: Sustainability nursing for islands	Planned	FY 2021-2022	Florida natives and programmed future islands on parking lots.	Ease of plant access for replacement and improvement on campus.
Parking: Arboretum	Planned	FY 2021-2022	Implementation of Exhibits around campus to provide teaching opportunities.	Additional tree canopy on campus and teaching opportunities.
Parking: STARS - Gold implementation	Planned	FY 2021-2022	Gathering information from all different areas in the university to submit STARS report in 2022 to obtain Gold Status by 2025	Review improvement opportunities and implement new processes for a more sustainable university.
Parking: Waste minimization - Plastic Reduction	Planned	FY 2021-2022	Working for vendors on campus to help the reduction of plastic and find eco friendly materials to replace the existing containers.	Reduction of on campus vehicles and carbon footprint.
Parking: Purchasing Policy	Planned	FY 2021-2022	Reviewing and proposing ideas to implement for a new university policy to help minimize the impact on the environment	Provide guidelines for sustainable products.
Parking: Sustainable Events Guidelines	Planned	FY 2021-2022	Reviewing and proposing ideas to implement a new guidelines for events on campus to be more sustainable and eco friendly	Make events more sustainable around campus.
Public Safety: Opioid Antagonist Program (Narcan)	Underway/Ongoing	FY 2021-2022	FIUPD has taken the initiative to implement an Opioid Antagonist program to combat the epidemic of opioid overdoses. This program will provide additional safety measures for persons suffering with opioid addictions.	This program will provide additional safety measures for persons suffering with opioid addictions.
Public Safety: FIBRS	Underway/Ongoing	FY 2021-2022	FIBRS is a FBI data reporting system capturing specific details about crimes and offenders through incident based reporting. This will be replacing the UCR submissions that FIUPD currently reports twice a year.	The FIBRS will identify specific details of when and where a crime occurred, what form it took, and the characteristics of the victims and offenders.
Public Safety: Accreditation	Underway/Ongoing	FY 2021-2022	FIUPD will officially begin the Commission for Florida Law Enforcement Accreditation process. Certified accreditation has long been recognized as a means of maintaining the highest standards of professionalism in law enforcement. The CFA is an independent reviewing authority that assesses law enforcement agencies and ensures they meet specific requirements and prescribed standards.	Accreditation increases community support through transparency of operations and ensures Department personnel are properly trained and functioning with the utmost professionalism according to agency policies and procedures.
Public Safety: Self-Defense Awareness and Familiarization Exchange (S.A.F.E.)	Underway/Ongoing	FY 2021-2022	This course is designed to provide attendees with information, tactics and options, to implement in the event they are a victim in such situations. Only female FIU students, faculty and staff are allowed to participate. There is no cost to the attendees for this class.	This program is useful for various types of crimes perpetrated against women and can be a life saving tool.
Regional Academic Locations: Regional and World Locations: Compass process	Underway/Ongoing	FY 2019-2020	Continue to implement a regular series of Communication Protocol for Accountability and Strategic Support (Compass) meetings focused on using data to make informed decisions around outcomes and student success. Objective is to meet the goals as set out in our FIUBeyondPossible2020 strategic plan.	Improved graduation and retention rates, facilitate discussion on increasing research and addressing bottlenecks.
Regional Academic Locations: Regional and World Locations: Communication protocols	Underway/Ongoing	FY 2010-2020	Continue to develop communication protocols that helped streamline the response time from regional locations to the main campus. This year's focus is on interaction event reporting and after event communication.	Faster response time and delivery of information to affected parties.

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Regional Academic Locations: Regional and World Locations: International Agreement Process	Underway/Ongoing	FY 2010-2021	In collaboration with DoIT, develop an online trackable system to streamline the process of executing international agreements. This new approach will greatly reduce the time to completion of the existing hard-copy paper process and add a searchable database of agreements.	Faster response time and delivery of information to affected parties.
Controller's: Accounting & Reporting: Implementation of PeopleSoft Book to Bank Reconciliation functionality	Underway/Ongoing	FY 2020-2021	This has been a project with continuous progress since FY 2017-18 through the present. Starting in FY 2017-18, the current bank reconciliation process was improved with the partial implementation of the Book to Bank PeopleSoft functionality which enabled an automated matching process of disbursement transactions between the general ledger and the bank for disbursement bank accounts. Prior to implementing this functionality, the reconciliation process entailed a manually intensive process of matching disbursement transactions. The use of staff time to match these transactions has been considerably reduced. During FY 2020-21, we transition to JP Morgan Chase and are working with the Chase to get the files to commence our Book to Bank PeopleSoft reconciliation process once again for all the disbursement type accounts.	This functionality has helped streamline and improve efficiency in the bank reconciliation process for university disbursement bank accounts. The complete implementation of the Book to Bank People Soft functionality, to include automated deposits matching, will make the full reconciliation process even more automated and will considerably free up staff time to do other more value added tasks and support other accounting functions.
Controller's: Accounting & Reporting: Implementation of AR Billing (BI) functionality in PeopleSoft	Underway/Ongoing	FY 2020-2021	While the university had an existing Accounts Receivable billing functionality for student tuition and fees and for Sponsored Research projects, the Accounts Receivable billing (A/R BI) functionality for all other non-student/non-sponsored research AR had not been deployed. The initial development of the AR/BI project began in FY 2018-19 with the implementation of a pilot program that included five university departments. One of the main goals of the project was to continue to expand the use of the AR/BI module by as many university departments as possible. During FY 2019-20, the expansion of the AR BI program continued with the addition of three new departments (FIU Online, Office of Business Services, and Facilities) with varying billing needs. In FY20-21 we have completed the AR Procedures documents as well as expanding the unearned revenue billing functionality for Office of Business services and have troubleshooted issues with the Web Pay credit card payment portal.	Implementation of the AR BI functionality improves internal controls and accountability of revenue/accounts receivable transactions that currently may not be accounted for completely and in the proper accounting period. Additionally, this project improves the safeguarding of monetary assets, timeliness in recording and reporting of revenue and controls over collection of non-student/non-sponsored receivables.
Controller's: Controller's Office Financials Systems	Underway/Ongoing	FY 2020-2021	Test, Implement and Support the FIU International Travel enhancements. These enhancements include the ability for the Traveler to complete the Export Control questions directly on the TA and the Export Control Reviewers to review and approve online. We are developing training videos to support this enhancement.	Faculty and staff members who travel internationally can now complete the Export Control questions directly into the Travel Authorization as opposed to sending paper forms or emails.
Controller's: Implementation of Card Integrity Services	Completed	FY 2020-2021	After recognizing a need to improve internal controls for our quickly growing Pcard program, we implemented Card Integrity Services into our card program. Their service analyzes University Card spend on a monthly basis, incorporating both algorithmic diagnostics and human review with experience in audit and review practices. Card Integrity sets the gold standard in card spend analytics, improving compliance, oversight, and internal controls in university card programs nationwide. The data analysis provided by Card Integrity consists of three primary components: Audit, Procurement Tools, and Department Tools. It is important to note that Card Integrity does not base their analysis on Merchant Category Code (MCC), but the true business purpose of the merchant, which substantially improves the overall accuracy of their data review and reduces false positives. Card integrity provides an extensive analysis based on the monthly transactional data provided to them from both our banking institution, www.paymentnet.jpmorgan.com, and from our ERP system, PeopleSoft. We also provide Card Integrity with travel data containing information for all out of pocket reimbursements. Transactions are then analyzed against university policy and procedure for compliance and any profile anomalies.	Improved card program oversight and reduce compliance risk
Controller's: Implementation of Supplier Change Request (SCR)	Underway/Ongoing	FY 2020-2021	The implementation of the Peoplesoft Financial Supplier Change Request (SCR) solution will allow suppliers to update their own information such as banking, email, mailing addresses, and contact persons. This initiative will increase the efficiency in updating supplier information thus speeding up payments to our suppliers. Additional benefits include: <ul style="list-style-type: none"> •Secured Supplier portal that will contain pertinent information in one convenient location •Improved visibility of invoices and payment status and amount •Access to FAQs and user guides •Easily accessible system generated communication to suppliers 	Reduced processing time of supplier updates and reduced risk
Controller's: Implementation of Procure to Pay (P2P) Best In Class Solution	Underway/Ongoing	FY 2020-2021	Total Contract Manager (TCM) Phase III, which includes new features such as a communication center, obligations, contract total value, new contract template, and re-evaluation of all questions.	Improved contract compliance, increase competition with SBE/MBE and reduce cost.

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Controller's: Retraining of all university Pcard Holders and their Approvers	Underway/Ongoing	FY 2020-2021	In FY21, The Controllers Office administered a retraining initiative to refresh all program participants (Cardholders, Approvers, and Reconcilers) to the policy and procedures that govern the university credit card programs. The retraining consisted of familiarizing participants with pertinent resources , such as manuals and forms; a self driven, role specific presentation with brief assessment; a subordinate approver review; completing a Cardholder Agreement.	Implementation of the retraining initiative will improve overall participant compliance and understanding of the university credit card programs.
Controller's: Student Financials: Reduce check refunds via direct deposit signup initiatives.	Underway/Ongoing	FY 2020-2021	There has been an ongoing initiative to reduce check printing for student refunds. We have increased direct deposit refunds to ~90% on average but we continue to look for ways to increase that number. This initiative utilizes text and push notification to notify the student they have a pending check refund. We allow the student the opportunity to sign up for direct deposit before the check is printed so they can receive the funds more efficiently. After 3 days, we print the check for any student that did not respond to our notification. We are currently seeing about a 60% response rate which is excellent.	Decrease check production for the university
Academic Affairs: Automated batch graduation process	Underway/Ongoing	FY 2020-2021	Streamlined and automated graduation process was launched which posts degrees within a week after grades post, reduces manual labor and minimizes errors. Previously four full-time employees in the Registrar's Office were assigned manual posting/processing of graduates and it took approximately 4 to 6 weeks after posting of grades. This method also graduates students when all requirements are met, therefore reducing excess credits and improving graduation rates. This is a great service to our students who used to wait over 4 weeks for their degree to be posted and be able to send out transcripts to prospective employers and Graduate Schools.	As of the end of Spring 2021, over 95% (4,517) undergraduate degrees were posted through this new process; leaving less than 4% to be posted manually. Including Graduate students, Certificates, and College of Law, over 4,900 students have their graduation posted within a week of grades posting. Significant cost savings from the reduction in manual labor and time.
Academic Affairs: Electronic workflow for student program/ plan change	Underway/Ongoing	FY 2020-2021	The current process to add/change or modify a student's program/plan is through paper and manual, which is cumbersome, not efficient, and can cause errors. This enhancement, which will be launched in the Fall of 2021 will allow students and advisors to submit the form via their MYFIU portal through a PantherSoft workflow and it will be part of an electronic approval workflow for all academic departments, including the final posting in the Registrar's Office. This will eliminate the paper process and allow a dedicated full-time employee in the Registrar's Office to perform other necessary duties.	Significant cost savings from the reduction in manual labor and time. As an example, during the 2020 calendar year, 11,058 changes were performed manually.
Academic Affairs: Institutional Effectiveness (IE) Dashboards	Underway/Ongoing	FY 2020-2021	<p>The IE team designed and implemented various dashboards that help improve efficiencies and help faculty in sustaining and improving assessment of student learning and program outcomes.</p> <ul style="list-style-type: none"> • Quantitative Report Status Dashboard: allows faculty and staff to view the completion status of assessment reports. • Qualitative Report Status Dashboard: allows faculty and staff to view the status of the Institutional Effectiveness staff review of completed assessment reports. Provides easy access to annotated reviews of each assessment report, scores and feedback generated from the Metric of Assessment Performance, contact information for the Institutional Effectiveness staff member who reviewed a given report and provided feedback and, when necessary, deadlines for revisions. • Competency Achievement and Strategic Alignment (CASA) Dashboard: tracks the mapping of student learning and program outcomes to competency achievement by providing a graphic display of the percentage of outcomes meeting those achievement expectations defined by program faculty. This display enables global and granular views of institutional attainment of program outcomes within a given timeframe. • View of Improvement Strategy Trend Analysis (VISTA) Dashboard: showcases the improvement categories assigned to the Use of Results for each outcome within an area, unit, and/or UCC course. In this dashboard, users are also able to explore improvement categories for their respective areas and/or units at a granular level. Furthermore, users may compare their areas with other units or the overall areas across the most recent reporting years. The aim of this dashboard is to help inform improvement plans and assess recent trends across departments and areas. 	Creates and sustains a culture of assessment and facilitates the documentation of student learning and program outcomes. These dashboards not only help with student success, but also reduce staff time by automating processes that used to be manual, improving feedback and response times, and increasing faculty outreach.

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Academic Affairs: Centralized Graduation Monitoring System	Underway/Ongoing	FY 2020-2021	Centralized Graduation Monitoring System – Each semester, Academic and Career Success (ACS) provides the colleges with an updated analysis on each of their FTIC cohorts, with a focus on those students approaching or completing their final year. Each students’ progress is tracked through indicators such as credits earned and in progress, GPA, remaining courses needed and their availability, future enrollment, financial concern, etc. Throughout the year, advisors review the students and indicate their “on-track” status for graduation. They work with the students if/ when any actions are needed to keep them on-track for on-time graduation. We are able to use this information to identify and remove barriers to the students’ on-time graduation. Additionally, the information is used for reporting purposes. This project has led to more targeted outreach and intervention and has ultimately contributed to an increase in graduation	
Academic Affairs: Panther Degree Audit to Business Intelligence (BI)	Underway/Ongoing	FY 2020-2021	Through the use of Degree Audit data in the BI, Academic and Career Success and the Office of Financial Aid implemented a process to identify students who may be eligible but not yet awarded aid for their final semester at FIU due to a reduced credit load. This process helps to ensure that all eligible students receive their aid and eliminates the need for individual memos from advisors. Over 2,000 students were identified through this process this year.	
Academic Affairs: Enrollment Reporting	Underway/Ongoing	FY 2020-2021	Academic and Career Success (ACS) established a process/timeline for colleges and departments to review the enrollment in their courses for the upcoming term and make adjustments. Enrollment monitoring reports are now regularly disseminated to alert the departments of courses with low enrollment which should be considered for cancellation, as well as those with high enrollment where additional seats may be needed. A deadline of ten days prior to the start of the term was established for any course cancellations. Previously, each college/department approached this differently, using various data sources and deadlines. The new process helps to support decisions on allocation of instructional resources.	
Academic Affairs: Coordinated Support for Student on the Cancellation for Non-Payment list	Underway/Ongoing	FY 2020-2021	A system was established for identifying and supporting students who need financial assistance to stay enrolled in their courses. Students now receive multiple forms of communication, including text message, to alert them of the approaching deadline to pay. After the last day to pay, targeted populations of students who are on the list to be dropped for non-payment are assigned to the Academic and Career Success (ACS) team for assistance. The team reaches out to those students via email, text message, and phone to identify and resolve any financial barriers the students may be facing (ranging from financial aid issues, to need for additional financial support). The ACS team works with the Office of Financial Aid and Office of Scholarships to assist all students who express their intent to remain enrolled. The offices are also able to address any institutional barriers that surface through the process. This not only reduces the number of students being dropped for non-payment, but provides direct outreach and support to the students who need it.	
Academic Affairs: Centralized Student Progression and Outreach Team	Underway/Ongoing	FY 2020-2021	Academic and Career Success (ACS) hired a central team of Advocates and Specialists to identify and work with students who face barriers to retention, progression, and/or graduation. They work with students to resolve issues related to re-enrollment, payment of tuition and fees, incomplete grades, graduation eligibility, among others. They also work with the colleges to implement success markers to flag students not making satisfactory academic progress and conduct outreach interventions when appropriate. The implementation of this small central team not only supports and improves student success, but streamlines and supports work that was previously done as time permitted by the advisors.	
Business Services: Construction/Renovation of Chili's Patio	Completed	FY 2020-2021	Planned and completed renovation of the patio in FY 2020-2021, delayed opening Fall 2021 due to COVID.	The patio renovation shall provide substantial activation to a formerly underutilized space, thereby enhancing the student experience.
Business Services: Renovation of Graham Center Food Court.	Completed	FY 2020-2021	Brand refreshes planned and the addition/substitution of a very popular local venue (Pincho Factory) over Burger King. and minor Sushi Maki refresh to be finished mid-late summer 2021. COVID delayed venue openings but Subway and Sushi Maki were in operation June 2021. GC Pollo Tropical Refresh completed and opened Spring 2021.	Provided new food choices and enhanced the visual/dining experience.
Business Services: Renovation of Graham Center Atrium Food Venues	Completed	FY 2020-2021	Brand refreshes planned and the addition of a Caribbean food option. GC Atrium remodel project complete with Cabana.	The long requested Caribbean cuisine shall now have an opportunity to serve students desiring this flavorful concept.

Project	Project Status	Fiscal Year	Narrative Description of Efficiency (Please include sufficient detail to explain and validate the value that is added)	Value Added
Human Resources: iSight Case Tracking System for Employee Labor Relations, Office of University Compliance and Integrity, and, Office of Civil Right, Compliance and Accessibility	Completed	FY 2020-2021	Implemented an integrated case tracking system that allows the three listed areas that serve our University community with reports issues to collaborate, track and transfer ownership of cases seamlessly without losing continuity or case details that would normally happen when each area is using their own case tracking system.	Ability to provide University Senior Management with comprehensive reporting of case volume, case trends and resolution from one source.
Human Resources: Implementation of electronic I-9 and eVerify	Completed	FY 2020-2021	The Division of Human Resources implemented Guardian Software that enables FIU to onboard new employee electronically with I-9 while at the same time have the integration to automatically, as part of the onboarding, to eVerify all new employees.	It eliminated the need to receive physical paper for onboarding and having to manually initiate the eVerify. By doing the I-9 electronically, we don't have to make copies and having to upload them to our Imaging solution. We can easily onboard 3,000 - 4,000 new employee during peak time.
Human Resource: FIU Develop and Organizational Learning Tracking Dashboard	Completed	FY 2020-2021	FIU Develop is a learning management platform based on Canvas that allows the university the ability to enroll, as well as take synchronous and asynchronous courses on-line in addition to registering for in-Person trainings. With this new platform we have been able to integrate internal and external content reducing our hosting costs of on-line training. We have also deployed the Organizational Learning Tracking Dashboard that sources information from FIU Develop to provide an easy mechanism to track and report compliance. We currently have over 20 courses implemented.	The added value of this solution is to have a central location for training for not only the university community as a whole but also the ability to target specific groups that need to take courses for compliance purposes. This integration and automation allows for HR and Office of Compliance to more easily report and track professional development goals for the university. With out this platform and integration, the compliance and completion reporting was done manually.