



## Central Support Unit (CSU) Allocation Committee Meeting

### Minutes

<b>Date:</b>	1/26/2021
<b>Time:</b>	1 p.m. – 2 p.m.
<b>Location:</b>	Virtual Meeting
<b>Co-Chairs:</b>	Interim Provost Michael Johnson and Senior VP for Administration and Finance Gerald Hector
<b>Voting Members:</b>	Theodorea Berry, Paul Jarley, Sissi Carroll, Fernando Rivera, Chris Ingersoll, Misty Shepherd, David Pavlonnis, Michael Georgiopoulos, Mike Kilbride
<b>Absent:</b>	None
<b>Huron Consultants</b>	Kevin Lintner, Michael Razis, Jaime Ontiveros, Michael Lee, Greg Bedell
<b>Staff (non-voting members)</b>	Kristie Harris, Kathy Mitchell, Rebeca Richards
<b>Minutes:</b>	Tracy Slavik

## Meeting Agenda

1. Review KPI survey results
2. Continue discussions around KPIs and agree on preliminary metrics
3. Meeting adjourned

### *Review KPI survey results*

Kevin Lintner provided the recommended KPIs for Human Resources, Facilities Operations, Facilities Planning and Construction, and the Office of Research and indicated the tally stemming from the request at the last meeting to have committee members vote for their chosen KPIs.

### *Continue discussions around KPIs and agree on preliminary metrics*

#### Human Resources

The recommended KPIs for the CSUAC are (with tally marks in red for each):

- Number of requests processed per compensation analyst FTE **III**
- Assistance in supporting diversity and inclusion initiatives in hiring/retention (performance relative to success criteria/goals) **II**
- Employee headcount per HR staff FTE **II**

- Customer satisfaction scores (successful first-time request rate, enabling technology/self-service satisfaction, etc.) **II** *(Note this KPI was identified by CSUAC members following the last committee meeting.)*

Robust discussion occurred on how to determine if KPIs in general are effective, and whether these are appropriate KPIs for HR.

A motion was made and seconded to consider approval for these KPIs for Human Resources.

Further discussion ensued. Because of the continued debate, the original motion to consider approval for these KPIs for Human Resources was tabled. A motion was made and seconded, and then approved by the committee, to table the KPIs for HR and consider these at a future meeting when more information is known. Huron will circle back with HR to provide more concrete KPIs.

### Facilities Operations

The recommended KPIs for the CSUAC are (with tally marks in red for each):

- Maintenance cost per gross square foot (GSF) **III**
- Grounds cost per acre of land **III**
- Housekeeping cost per GSF (by research/teaching/public gathering space) **III**
- Average work order cycle time (by type) and % deviation from advertised completion timeframe **III**

A motion was made and seconded to consider approval of these KPIs. Discussion ensued.

Misty Shepherd alerted the group that two of the KPIs on the Facilities Planning and Construction list actually are managed by Facilities Operations:

- Annual work order production by daily service and planned/preventive maintenance **II**
- Total energy consumption (per metered building) **II**

As such, the committee approved an amendment to the original motion adding those two KPIs to the Facilities Operations list.

The committee approved the six KPIs for Facilities Operations.

### Facilities Planning and Construction

Johnson recommended skipping this area until new KPIs can be added to their list.

The two that remain are:

- Renovation completion time and % deviation from advertised completion time **III**
- Total renovation cost per college **II**

*(Note both KPIs were identified by CSUAC members following the last committee meeting.)*

### Office of Research

The recommended KPIs for the CSUAC are (with tally marks in red for each):

- Number of proposal submissions per pre-award support FTE III
- Sponsored revenues by: (1) Granting Agency (2) Department (3) Research focus area II
- Non-sponsored, UCF research investment (\$ and %) II

A motion was made and seconded to consider approval of these KPIs.

Discussion ensued.

Michael Georgiopoulos recommended that not only pre-award support be included in a KPI. Contract negotiations and post-award information also are needed.

The original motion for KPI approval was amended to request that the Office of Research add contract negotiations and post-award information to their KPIs. The committee approved the amended request.

Johnson encouraged the committee to read the supplemental materials in the presentation and provide feedback and suggestions to Huron before the next meeting (scheduled for February 9 at 11 a.m.).

The meeting adjourned at 2:05 p.m.