



Central Support Unit (CSU) Allocation Committee Meeting

Minutes

Date:	4/6/2021
Time:	9 a.m. – 10:30 a.m.
Location:	Virtual Meeting
Co-Chairs:	Interim Provost Michael Johnson and Senior VP for Administration and Finance Gerald Hector
Voting Members:	Theodorea Berry, Sissi Carroll, Chris Ingersoll, Paul Jarley, Mike Kilbride, David Pavlonnis, Fernando Rivera, Misty Shepherd
Absent:	Michael Georgiopoulos
Huron Consultants	Kevin Lintner, Greg Bedell, Jaime Ontiveros
Staff (non-voting members)	Kristie Harris, Kathy Mitchell, Rebeca Richards
Minutes:	Tracy Slavik

Meeting Agenda

1. Approval of the minutes from February 9, 2021 – Provost Michael Johnson
2. Updates/Remarks - Provost Johnson and SVP Gerald Hector
3. Presentation: Brief Overview of UCF Foundation Services and Initiatives
4. Presentation: Brief Overview of Human Resources Services and Initiatives
5. Meeting Adjourned

Approve minutes from February 9, 2021 meeting

The minutes from the February 9, 2021 meeting were approved as submitted.

Updates/Remarks - Provost Johnson and SVP Gerald Hector

Interim Provost Michael Johnson informed the committee that central support units have been invited to present before the committee about their core services. Conversations between committee members and the units are a critical part of this learning process.

Presentation: Brief Overview of UCF Foundation Services and Initiatives

Karen Cochran, Senior Associate Vice President of Advancement, provided an overview of the UCF Foundation that discussed:

- Core Campus Support Services
- Performance Metrics: Total Attainment, Alumni Participation, and Cash Available to the University
- Foundation Major Initiatives: service level agreement (SLA) development, data and technology, virtual events, process efficiency and transparency, focused fundraising, scalable alumni engagement, and increased productivity.

Glen Dawes, Associate Vice President and Chief Financial Officer of the UCF Foundation, provided an overview of Foundation Operations for FY2018 through FY2021.

The Foundation sent college and unit fundraising performance data to the committee after the meeting following requests during the presentation.

Presentation: Brief Overview of Human Resources Services and Initiatives

Maureen Binder, Associate Vice President for Human Resources and Chief HR Officer, provided an overview of the current state of the UCF Human Resources Department and distributed HR activity across the institution:

- UCF HR Budget and Service Overview
 - Expense breakdown, revenue breakdown, and HR’s service offerings
- UCF HR Operational Impact
 - Distributed Human Resources Context
 - Transactional Volume Snapshot
 - HR Capacity Prioritization Initiative
 - HR Capacity – Overview of Effort by Function
 - Impact of Knight Vision Program
 - Impact of Presidential Goals for 2020-2021
 - Recent Accomplishments in Central HR
 - Ongoing Initiatives in Central HR
- KPI Proposal
 - The HR team has aligned to the following top KPIs: ePAFs per HRIS staff, time to post job, and compensation analysis turnaround.

Binder explained that in addition to capacity constraints, central HR faces challenges with accessibility of requisite data needed to report and track metrics identified as KPIs and those KPIs that demonstrate accountability to the proposed SLA.

Central HR proposed that:

1. The draft SLA provided by the Huron team should be leveraged as a starting point for future efforts and should be developed iteratively over an extended timeline.
2. Central HR should incorporate any relevant metrics and best practices into current operations to improve operational efficiency.
3. SLA/KPI implementation for HR should occur following Workday go live (when available data will be more robust and easier to access) and potentially following the implementation of a

redesigned operating model (should UCF move forward with a particular option following the conclusion of the Service Enhancement Transformation).

Johnson said KPI and SLA development will occur gradually. CSUs will be asked next year to provide budget needs and some degree of performance measurement, such as KPIs. However, this is a step-by-step process, and how well the unit can provide a KPI or SLA will not be known until that time.

The meeting adjourned at 10:35 a.m.