

# Creating Efficiencies through

# INNOVATION

# INGENUITY *and*

# CONSERVATION



## 10 Strategic Areas of Efficiency in Financial and Human Resources

*Contracting with outside agencies cuts costs, decreases duplications of efforts, and improves services and products.*

# 1

By outsourcing collection costs such as salaries, fringe benefits and operating costs, the **IHL Executive Office** increased net collections by almost

200 percent while reducing collection costs by 40 percent. **The University of Southern Mississippi**, by outsourcing its University bookstore and food service operations, saved a total of \$1.17 million in paid employee benefits and administrative costs. **Jackson State University** deployed a private communication exchange switch to provide telephone services, saving \$600,000. Jackson State also outsourced

### Outsourcing



the call center for the Financial Aid and Bursar's offices, a savings of \$150,000 per year. **Mississippi University for Women** outsources facilities maintenance, saving \$18,000 in contractor leased vehicles alone; and it contracts with a firm to review phone charges and tariffs, for \$30,000 in annual savings. **The University of Mississippi Medical Center** obtains data through an outside source, with a net benefit of approximately \$34,564. **Delta State University** outsources collection of credit card payments for tuition and fees. Users now pay a fee for services, leaving all funds with **Delta State**, a savings of \$51,000. **The University of Mississippi's** outsourcing of campus bookstore, food services, vending, laundry, call center, and bus services created net positive cash flows, improved customer service and increased efficiencies.

*Moving procedures to electronic systems eliminates printing and postage costs, saves staff time, and improves response time.*

# 2

**Alcorn State University** and **Delta State University** streamlined their financial aid systems by going online, with

**Delta State** estimating savings at \$350,000 annually. **Jackson State University's** online transcript ordering

### Online Services

process has saved approximately \$35,000 per year. **The University of Mississippi's** switch to online budget preparation has cut review time by approximately 40 percent. **The University of Mississippi** has instituted an online Policy Directory and online system for review and support for all campus policies. **The University of Mississippi** now uses an online faculty review process, and it also developed an

electronic application for sponsored travel visas, saving \$8,550 per year. **Mississippi University for Women** now uses direct deposit for more efficient delivery of student financial aid disbursements. **The University of Mississippi** now utilizes online processes for student financial aid, registration, account access, payment options for students and parents, applications and admissions, grades, faculty evaluations, and internal telephone bills.

*More efficient operations as well as cost savings in equipment and payroll result from consolidation.*

3

**Mississippi Valley State University** streamlined and combined features of its administrative structure, saving

\$400,000. **Delta State University** consolidated landscape and ground

*Reducing energy costs and consumption is essential to save dollars and resources.*

4

**Jackson State University's** renovations, including replacing and reducing light fixtures, updating controls and

exhaust systems, and installing meters netted estimated savings of \$287,720. **Delta State University's** standardized

*Efficiencies related to academics are designed to save money and enhance educational opportunities and outcomes.*

5

**IHL** is implementing a System-wide initiative to redesign large-enrollment, introductory multi-section courses through technology-

supported active learning strategies to improve learning outcomes and reduce instructional costs. **Delta State University's** merger of academic units, using coordinated advertising and combined resources, has improved cooperation between disciplines, enhanced curriculum development, and resulted in better prepared graduates. A total of \$1,000,000 has been saved over five years. **Mississippi State University** used an existing residence hall to create a living/learning community for the Honors College, eliminating the need for \$1 million to build an honors-specific facility.

**Mississippi State University's** Learning Skills Support Program offers students on academic probation an alternative to staying out of school for one semester, leading to an increase in GPAs and retention rates for these at-risk students. **Mississippi State** also uses a web-based schedule builder.

**Mississippi Valley State University** offers live courses through compressed video, allowing one instructor to teach

## Consolidating Services

services, allowing maximum bulk purchases, shared use of equipment, cross-training, and deployment of personnel. A 20 percent savings is expected. **Jackson State** reorganized its maintenance system and now uses managers for each building and software to submit maintenance requests, improving the response time from one to two days to 30-45 minutes, and upping

productivity by 47 percent. **The University of Mississippi** reengineered their administrative processes, consolidating their Procurement Services into one department under one manager, increasing the volume of disbursements by 20 percent; decreasing personnel by 23 percent and changing the turnaround time from days to minutes, despite an increase in volume.

## Energy/Resource Conservation

temperatures and energy management reduced gas consumption 26 percent and kilowatt hours 15 percent, for a savings of \$151,573 for the months of November, December, and January. **Mississippi Valley State University** treats its potable water and wastewater systems, saving \$60,000. **Alcorn State University** has established guidelines for using student appliances and set

policies to control electricity/water usage in residence halls. **Mississippi State University** developed and implemented a comprehensive energy reduction plan that saved 15 percent in its first year, and 24 percent in the first quarter of the current fiscal year. **The University of Mississippi** estimates an annual savings of \$500,000 from temperature setbacks.

## Academics



simultaneous classes in multiple locations. **Jackson State University, Mississippi University for Women and the University of Southern Mississippi** made improvements in student health services and academics programs, to provide quicker

medical assistance and to promote healthy lifestyles. **The University of Southern Mississippi's** Gulf Coast Campus used post-Katrina FEMA assistance to design their library, expand services, and affect more cost-efficient staffing.



*Eliminating paper forms saves staff time as well as costs of printing, paper, and postage.*

6

**Mississippi University for Women** automated

*Reduced cost and improved delivery of numerous services is accomplished through efficient use of technology.*

7

The Mississippi Center for Supercomputing Research at the **University of Mississippi** provides maintenance for three

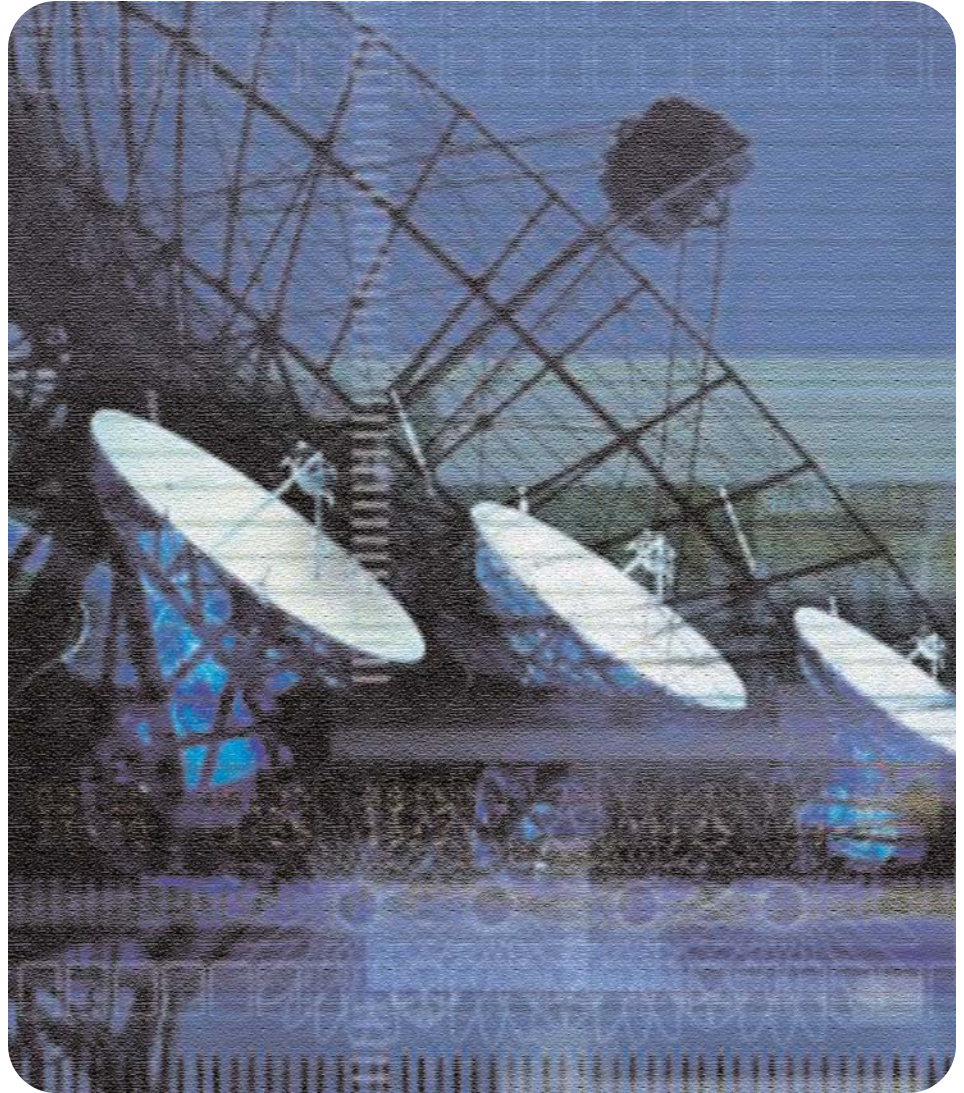
supercomputers, saving an estimated \$500,000. Other technology-based efficiencies at Ole Miss include e-blasts to alumni, saving \$8,000-\$10,000 per year. **Mississippi State University's** remote desktop support system saves 750 manpower hours per year; MSU's imaging system for transcript processing saves \$4,500. **Jackson State University** and others established a new connection for Internet access, improving connection speeds and saving \$88,901. JSU also implemented a remote login system for computer maintenance, saving \$20,000. **Mississippi University for Women's** public network switch to an open source program netted \$60,000 in savings. **Delta State University** deployed wireless mesh technology to replace an antiquated system serving the campus family housing areas, at a cost 75% less than a traditional system. Coverage in adjacent areas indicates a potential savings over \$100,000. Server virtualization at the **University of Southern Mississippi**, which allows more server applications to run without the need for additional hardware, has saved \$150,000.

## Paperless Forms

processes for reserving campus facilities, receiving and tracking shipments, and issuing traffic violations, saving \$32,000. **Delta State**

**University** uses electronic tax forms, electronic purchasing, and electronic billing. **The University of Mississippi** has switched to paperless forms for Human Resources and employment applications.

## Technology/Communications



*Discovering new solutions enhances efficiency.*

8

**IHL** initiated audits by the American Association of Physical Plants at all institutions, to ensure every university physical plant is being operated at maximum efficiency.

**Jackson State University** saved \$372,000 by implementing a document management system that replaced copiers with multi-functional devices for printing, copying, scanning, faxing and emailing, that also included an online document repository. As

## Innovations

part of the **University of Southern Mississippi's** land acquisition strategy to secure future expansion, the university has purchased several revenue-producing properties that generate funds of approximately \$200,000 per year. **The University of Mississippi** created a new maintenance shift to eliminate after-hour and emergency maintenance, saving \$150,000. **The University of Southern Mississippi's** library system saved nearly \$87,000 by providing original cataloging, exchanging academic journals, and replacing cloth binding with paper binding. **Mississippi University**

**for Women's** development office now scans all contributions made by check for immediate credit, eliminating the need for staff to take the deposit to the bank. **The University of Mississippi** created an on-campus health services department for non-emergency and wellness needs of employees, leading to less time away from the job and better management of workers' compensation costs. UM implemented an Enterprise Resource Planning system, transforming their approach to processes and change, that mapped out and resulted in numerous improvements, ranging from replacing student SSNs with an ID system unique to the university, to creating an electronic procurement card process.



*Student and staff safety is a top priority and an area where efficiency relates to improved services and cost savings.*

## Security Procedures

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### The University of Mississippi Medical Center

campus police share computer servers with the Jackson Police Department. Purchases of mobile data terminals and hardware for UMMC police vehicles were financed by a \$60,000 Homeland Security grant. UMMC has made technological improvements to systems for fire safety inspections, radioactive materials inventory and medical/infectious waste policies, the latter reducing costs by 14 percent. **Delta State University** patrols campuses in alternative vehicles instead of automobiles, and acquired radios at no cost from the local Emergency Operations Center. **Mississippi University for Women** used proceeds from a Department of Justice grant to install weather alert sirens and emergency blue-light phones, and to purchase alternative



vehicles for patrol. Utilizing a module readily available in Banner, **Mississippi University for Women** implemented an

Emergency Text Messaging system to improve communications related to emergency situations.

*Joint ventures with outside agencies bring new resources to universities while reducing existing costs.*

## Partnerships

10

### Mississippi Valley State

**University** partners with the Mississippi Department of Corrections to use inmates who, closely supervised, undertake outdoor maintenance, grounds, and

carpentry duties, for a savings of \$170,000. The **Mississippi University for Women** university library participates in Golden Triangle Regional Library consortium, improving access to resources.



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Under the leadership of the Board of Trustees, IHL governs the public universities in Mississippi, including Alcorn State University; Delta State University; Jackson State University; Mississippi State University including the Mississippi State University Division of Agriculture, Forestry and Veterinary Medicine; Mississippi University for Women; Mississippi Valley State University; the University of Mississippi including the University of Mississippi Medical Center; and the University of Southern Mississippi.