

**Question: The following activities are being considered for inclusion in SSCs by focus groups of KU staff, the SSC Steering Committee and the SSC Design Review Committee. In addition to these, are there any other activities that should be considered to move into the SSC?**

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**Responses**

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none

Communications and Marketing

I am in financials so I can't speak for the other departments listed below, but I think travel, candidate support and tuition/sponsorship would be fine to move to a service center. I think moving the other things; analytics, payroll, billing/receivables, and ordering would only lessen the efficiency for the department.

No.

Technology should be done more uniformly across campus as well.

PR/Marketing/Recruitment (as in website maintenance, brochure development, etc.) Course Scheduling Departmental Student database mgmt. The above not necessarily appropriate for moving to SSC, but should be part of the larger discussion in terms of finding efficient and standardized solutions for departments.

I can't think of any but I do think the account setup should go to the post-award and not the pre-award.

How will someone follow up on whether a bill has been paid. When everyone is responsible for an action, no one irresponsible. One individual who is made responsible will insure that the items are handled correctly and promptly. Teams are good for asking each other for advice, direction on whom to contact, etc. It does not work for insuring a bill is paid promptly.

I would think all invoice processing would move to the SSC, including contractors - is this part of P2P? What about participant payments (research subjects)? Are these staying in the department?

These look great!

Post Award budget summary and award number information could be provided on a more efficient manner, possibly through a SSC. Budget review and budget financial support should stay within the department as well as research administrative budgeting for research units and programs.

Whether or not billing and receivables are moved to a SSC, all international payments should definitely be moved to the SSC. Anything GLACIER related I don't think Financial Analytics/Budget support should move to the centers. I process a lot of split payments with another unit that shares our office suite and between grant and state funds. These transactions do not post to DEMIS in a timely manner. They are often 3-4 months behind and I often have to follow up (sometimes several times) to get them posted correctly. They seem to vanish into the ether. I think this would be problematic if someone is responsible for reporting fund balances for a large number of units or accounts. I think it will be too easy for this type of information to get lost and for incorrect balances provided to the chairs and directors.

Financial activities affecting grant administration budgeting, reporting, and projections should remain in the department. Financial Analytics/Budget Support is a category I would like to see remain in the department, as well as proposal review and departmental invoicing capabilities. I fully support human resource and payroll processing functions in a shared service center environment separate from the department.

Those all sound great!

IT services can be centralized. Currently some departments have their own IT tech but if that person is gone, it's difficult to get help. It would be nice to be able to share IT techs.

general bi-weekly payroll processing - can the payroll system manage what "cat herders" are supposed to do (sorry, it's not implemented yet so I don't know what common systematic issues will need to be managed). Don't just change the way a process is done, are the right processes being done.

I do not feel qualified to make any recommendations at this time.

this is a good list for a start

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not that I can think of.

HR: Learning and Development/Professional Education/Training

Public Relations?

There is much being moved now, I'm not sure there needs to be much else added before the current issues are worked on.

I personally think all research administration belongs in the Research SSCs. Since that doesn't seem to be in the cards, I believe that any of the financial tasks pertaining to sponsored research should be housed within either a research SSC or a University-recognized Research center residing in an academic center. There are too many rules surrounding sponsored funding to leave those processes (especially payroll, tuition and sponsorship support, and participant payments) to be left with the general financial activities.

No, you are already pulling too many things away.

These are processes but who is the person that gets the ball rolling? Who supports the department chairs on the daily ins and outs of processes? Who tracks complex budget issues? Who puts up the red flag at the department level when they are needed? I think you are not considering how much department leaders depend on their key staff to get things started and track details. I understand all work is a process, but do not lose sight of the human component in making all processes work!

Refining recruitment efforts of minority and underrepresented students

Scholarships should not be included in the SSC - this is information that is critical and should be kept in the departments.

Looks good

All these would be wonderful!

Locks and Key administration should be standardized across the University.

It's not SSC, but the shift to centralized I.T. makes lots of sense to me.

Study real solution for units on a case by case basis rather than have the study group comprised of people who have stilted perspectives.

The "Financial Activities" section describes my job exactly. If this will be moved to the SSC, what will I be doing? Are they going to move ME to the SSC? Why do I feel as if I am being eliminated and replaced? Is this really necessary?

The SSC should not be abbreviated in these surveys.

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Tuition Assistance program Graduate Assistant contracts and awards (GTA/GRA/GA)

The list is plenty for now!

Should be explored for graduate secretary type activities.

Energy use by unit and related measures of campus sustainability should evolve into a Shared Service Center Research Productivity as a function of capital costs and use of space and equipment; linked to Energy Costs above Shared Sustainability Service Center model for Utility Expenses as a component of operational costs (research functions initially ,all major campus activities eventually); expanded to purchasing of consumables emphasizing more suitable "green" contracts

It is difficult for our department because we are an off-site facility in a different city. Many of these functions will be quite difficult to do at a distance, i.e. very difficult to only do over the phone, email or video conference.

no

No.

Cannot think of any at this time.

Phones, keys and other infrastructure activities. Service requests for out of order bathrooms, etc.

Facilities and operations (or whatever they are called now). IT Tech support

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I don't know.

Financial analytics/Budget support needs to stay at the department

I don't care.

None at this time.

Our financial person spent 3.5 hours trying to complete a travel form for a GTA. That's not timesaving!

I do not think that BOOKING travel should be included. If SSCs book travel, they essentially become the travel agent and then have to spend their time to deal with travel delays or lost luggage or other difficulties that the people for whom they book flights may encounter. Faculty and staff should book their own flights, and interview candidates and others for whom the University is paying for their travel also should book their own flights and then be reimbursed. The service center would then handle the reimbursement. Pre-award research administration activities require specialized staff who can provide the agency- and discipline-specific level of service these activities require. Post-award is more in line with the shared service centers' missions, at least as has been presented to us thus far.

not sure

Establish an experienced research coordinator assigned to each PI so the investigator does the research and the SSC would provide all the administrative support. Would include such services as: monthly review of awards, financial planning for not just the current grant period but the entire project period, act as a resource person for PI inquiries, advise and assist with regards to compliance issues and provide expertise in major program projects which require additional administrative processes to administer the award. A personal aspect to grant administration--not daily routine processes as outlined in the current activities.(very necessary and essential) Rules and regulations associated with accepting research funds can be viewed as a determinant, but providing this personalized collaboration results in a supportive approach and not as a road block to the research mission of the PI.

Inventory?

Scheduling room usage at Lawrence, Edwards.