

Question: Many Universities are currently implementing SSCs. Is there an implementation that you think is going particularly well, or has aspects that you would like the design teams to consider for KU?

Responses

More communication or training up front to staff that do the work now the old way so they can ensure the employees in the departments that the change will work

Haven't seen one yet.

I heard in a brown bag this week that some universities implementing SSCs are "spinning their wheels", so I would suggest that KU engage in implementation strategies that do not lead to a spinning of wheels. Learn from others mistakes so we don't make the same mistakes as well! Otherwise, you're going to have even less support for this initiative than is already present.

No, but I think the building infrastructure for all future construction should incorporate an SSC component. I would love to have an SSC in my unit, but there is not enough space to house all the areas together, so we are spread out between buildings (which is inconvenient).

Not familiar with what will be involved so no way to comment

Don't know. N/A

We haven't heard of any others implementing this model. Maybe you should advertise who they are and let us talk to them.

I'm a graduate of the University of New Hampshire, so I'm biased (favorably) about their system. They operate effectively and it's very lean. Their employees are also well-supported in their own professional and educational pursuits, I might add: the may enroll in up to 5 credit or non-credit courses per calendar year.

Don't have the time in my current position to devote to outside research on the subject.

Can't answer

Just because another University has a particular SSC doesn't mean it will work for KU.

No.

I'm not aware of the other universities that have implemented these changes. As a result I don't have any idea what Should consider.

no

I used to work at the University of Southern California, and their College had a similar system while I was there. Every department knew who in the College Business Office they could talk to with particular types of problems, and there was a business manager assigned to each department who had some authority. They were supervised by an assistant dean, providing a clear chain of command for getting things done.

I would like to know which universities have implemented SSCs, how long have they been in place, what has been the method of evaluation, what are the evaluation results, and have any universities abandoned SSCs and gone back to original methods? Please be open and provide this information.

I haven't seen other models in action, but I really have hope for finding a better way for departments to create working budgets. Purchasing research takes a lot of time and would be a great function for SSCs; while departments, of course, want to maintain control of what is ultimately purchased, it would be great to have someone to go to with specifications for an item who would have the tools and the time to research the best-priced vendor.

I have no information about other universities implementing SSCs, other than the brief mention of tours of Oregon and three other institution during a June meeting about the SSCs, where we were mostly told things were in development. Please help inform KU employees about these opportunities to learn more about how other institutions are proceeding. Change is more manageable if there is information about others who previously have successfully made changes.

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I think a special sub SSC should be created for a facility management group.

I think the travel & expense being moved should be one of the priorities. This releases a considerable amount of time for accounting staff in departments.

Not familiar with any.

n/a

Not aware of any other universities using the SSC models.

None that include research administration are "going particularly well" as far as I know.

Unknown

not at this time

It all still feels too chaotic to make any sense.

I'm sure that it doesn't make sense in the long run for departments to be treated like mini-businesses, because obviously some departments would handle their budgets and spending better than others. Some cost saving decisions across the board would make some sense as long as it didn't hurt the way that people work and do research.

Univ of Michigan

I know of none

I am not aware of any.

What other universities use SSCs? Sharing this information would be helpful. I know administrators visited Oregon State but we didn't get the feedback on that visit.

I believe some of the concepts for changes are needed and good. I'm not so confident concerning the implementation, performance or willingness to accommodate, modify or change.

I've heard good things about the University of Michigan model at conferences.

Who would know if things are going well? At the bottom of the food-chain, we do not have information. Our questionnaire consistently answered with "we don't know that answer yet" or "that is a good point, we don't how that will be implemented" -- Per the large seminar held in the Pharmacy Building recently.

The Universities I talked to did not like the SSCs.

I really don't know much about SSC. I hope it's not just the latest buzz word to come along and not accomplish anything.

I would like detailed information from all perspectives on the "many" universities implementations--their breadth and depth, the transition issues, and the ongoing successes/failures.

Understand the issues Don't take the feedback at face value

I see nothing going well about the SSC. No new buildings are going up to house the staff together. Being at McCollum is not preferable as the parking is bad, far from rest of campus, and too close to student living quarters to have a productive working environment.

Look to corporate models to guide - corporate has already figured most of this stuff out. Universities as a whole are 10-20 years behind best practices in almost all areas of governance.

I have no idea what you are talking about - I guess I need to explore this more.

The abbreviation SSC is not commonly known by employees.

NA

Hopefully, the peer institutions are truly peer institutions (similar size both in faculty and campus size).

How to best group functional units under SSC's is something that will really take some coordination. Which ones are enough similar to work?; which ones are too different? Modest divisions of CLAS might be the place to start? Some examples and visits to those places would be helpful.

No, problems are just starting.

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Don't know enough about other organizations to comment.
