THE MONTANA STATE UNIVERSITY INTEGRATION STORY

“The One MSU is a big house with many doors to welcome our students and serve our communities.”
—President Cruzado, Inauguration Speech, Sept 2010

MSU, as many institutions, must conserve limited resources while still meeting the needs of its constituents. Integrating and streamlining administrative functions across the four campuses is essential to controlling costs. The MSU Integration Initiative championed by President Cruzado has met those challenges with outstanding results. Learn more at www.montana.edu/msuii.

GOALS

- Increase operational efficiency
- Improve student and community experience
- Institute OneMSU as the culture of the university

ENGAGEMENT

- 4-campus teams and oversight committee
- 70+ administrators, faculty, and students
- Spontaneous ad hoc teams joining in

26 EARLY WIN ACCOMPLISHMENTS

- Shared advisor dashboard
- Ease of transfer transmittal
- Common course numbering
- Matching fund codes
- NCAA athletics reporting

- Parent PLUS automated disbursements
- Streamlined transaction processing
- Common IPEDS reporting
- VA wire transfer
- ... more at www.montana.edu/msuii/projects.php

19 PROJECTS IN THE PIPELINE

- Degree audit and advising
- Payroll process
- Document management
- Student relationship management

- Automated workflow
- Identity management
- Student athlete academic management
- ... more at www.montana.edu/msuii/status/pipeline.php

EVIDENCE OF INTEGRATED CULTURE

- Identity theft prevention program
- Harassment prevention training
- Volume discount purchasing
- MUS marketing and recruitment

- Multi-campus capital IT financing
- Information Security operations
- Institutional research collaboration group
- ... more at www.montana.edu/onemspu

BEST-PRACTICE METHODOLOGIES DEVELOPED TO ENSURE AND SUSTAIN ONGOING IMPROVEMENTS

- Process Management systematically catalogs and analyzes institutional processes to identify areas for improvement or integration.

- Portfolio Management prioritizes administrative projects based on structured business cases and consistent evaluation criteria.

- A Program Management Office (PMO) provides central coordination and a single point of contact to facilitate portfolio and process management, support initiatives and projects, and communicate with stakeholders. The PMO is a virtual office of staff members assigned to work together similar to a permanent task force.

Methodologies are based on researched standards utilized in leading business organizations and higher education institutions.