
OPENMSU

SERVICE PROVIDER SURVEY REPORT

OVERVIEW

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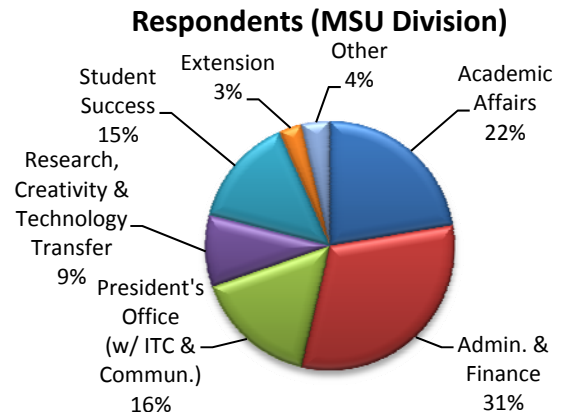
SURVEY OVERVIEW

Purpose

The purpose of OpenMSU is to empower staff and faculty to optimize mission support success through long-term, sustainable changes based on thorough data collection and campus input. As part of this initiative, a survey was administered to mission support service providers to measure job satisfaction and to identify general areas of opportunity for improvement in the mission support functions. This document provides an overview of the results provided in the full survey report.

Respondents

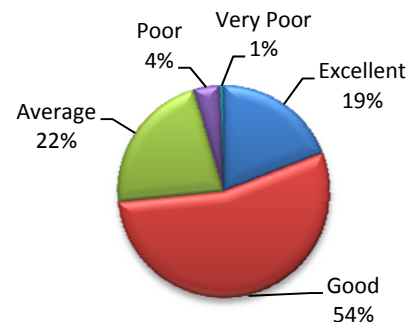
An impressive 71% of surveyed service providers responded to the survey (354/497). Most of the respondents have been at MSU for more than 5 years (65%) but have been in their current position for 5 or fewer years (56%). About one third of the respondents are supervisors. As shown at right, the respondents represent a broad range of MSU Divisions.



Job Satisfaction

Overall, most respondents (73%) rated their experience of work to be above average (see right). Similarly, 75% of the respondents were positive about their decision to join MSU; the most common factor cited was working in a higher education environment. For the remaining 25% that regretted their decision to join MSU, the most common factor cited was related to compensation (low salary).

Job Satisfaction (Overall Experience)



Finally, most respondents reported that they found their work to be interesting (89%) and perceived their colleagues to be competent (84%). There also appears to be a positive culture whereby supervisors are perceived to care for the welfare of those they supervise (84%).

Common Themes

The most common themes cited across most mission-support functions are:

- Customer service overall, especially providing quick and accurate responses, being willing to help/courteous and understanding and focusing on customer needs
- Training, especially availability and targeting the right audiences and topics
- Processes overall take too long, are too difficult to complete/track, and in some cases duplicate effort, especially paper/manual processes (automation and simplification)
- Communication/coordination, especially providing quick responses and adequately and timely involving significant stakeholders during process change design and implementation.

Most respondents (86%) stated that they would prefer to use electronic processes in place of paper-based processes. 84% stated that they had immediate access to a document scanner.

53% agreed and 34% disagreed that changes that affected their jobs are communicated effectively.

FINANCE & ACCOUNTING OVERVIEW

Respondents and Overall Experience

About half of the survey respondents (51%) provide finance and accounting (F&A) services. This is roughly similar to HR services (46%).

Of the F&A service providers, about two thirds spend up to 50% of their time, and about one third spend over 50% of their time, providing F&A services.

Overall, most of the F&A service providers (73%) rated their experience as a provider to be above average (see right).



Process Satisfaction

This survey was designed to identify opportunities for process improvement efforts by asking survey respondents to rate their satisfaction and perceived importance of processes performed within each functional area. F&A service providers rated the following F&A processes as at least somewhat important and somewhat unsatisfactory (in alphabetical order):

- Banner Payment Authorization (BPA)
- Training on F&A processes (e.g., availability of training)

In addition, F&A service providers most often offered negative comments about the following factors related to F&A processes (in alphabetical order):

- Automation of processes
- Banner system (e.g., ease of use)
- Customer service, mainly by central offices (e.g., low staffing level)

Overall, respondents most often reported that the BPA process is the most critical to change and/or streamline in relation to F&A.

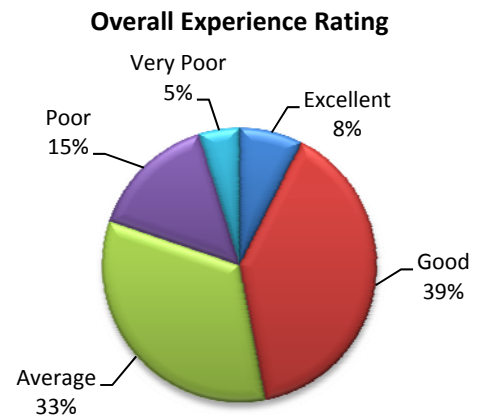
HUMAN RESOURCES OVERVIEW

Respondents and Overall Experience

About half of the survey respondents (46%) provide human resources (HR) services. This is roughly similar to finance and accounting services (51%).

Of the HR service providers, about 4 out of 5 spend up to 50% of their time providing HR services, and about 1 out of 10 spend over 90% of their time providing such services.

Overall, almost half of the HR service providers (47%) rated their experience as a provider to be above average, and about 1 out of 5 (20%) rated it to be poor or very poor (see right).



Process Satisfaction

This survey was designed to identify opportunities for process improvement efforts by asking respondents to rate their satisfaction and perceived importance of processes performed within each functional area. HR service providers rated the following HR processes as at least somewhat important and somewhat unsatisfactory (in alphabetical order):

- Benefits administration
- Classification of classified employees (e.g., assignment of title and compensation range/level)
- Electronic Personnel Action Form (EPAF)
- Employee and/or labor relations counseling
- Personnel Transaction Form (PTF)
- Recruitment of classified employees
- Training on HR processes

In addition, HR service providers most often offered negative comments about the following factors related to HR processes (in alphabetical order):

- Automation of processes
- Communication (e.g., time to respond to requests, design/implementation of changes in processes)
- Customer service, mainly by central offices (e.g., inconsistent guidance, low staffing level, high turnover)
- Governance (e.g., central/distributed responsibility, workload allocation among HR service providers)
- Recruitment of employees

Finally, respondents overall most often commented that the following are most critical to change and/or streamline in relation to HR (in alphabetical order):

- Paper/manual processes (automation)
- Payroll process overall
- Recruitment/hiring of employees

INFORMATION TECHNOLOGY OVERVIEW

Respondents and Overall Experience

About one third of the survey respondents (32%) provide information technology (IT) services. This is roughly similar to purchasing (30%), sponsored programs administration (21%), and Web development and content management (29%) services.

Of the IT service providers, roughly one-third (31%) spend up to 10% of their time and roughly one-third (28%) spend over 90% of their time providing such services.

Overall, most of the IT service providers (68%) rated their experience as a provider to be above average (see right).



Process Satisfaction

This survey was designed to identify opportunities for process improvement efforts by asking survey respondents to rate their satisfaction and perceived importance of processes performed within each functional area. IT service providers rated the following factors related to IT to be at least somewhat important and somewhat unsatisfactory (in alphabetical order):

- IT governance
- IT strategy
- Training on IT practices, processes and principles

Similarly, IT service providers most often offered negative comments about governance in relation to IT.

Finally, respondents overall most often commented that the following are most critical to change and/or streamline in relation to IT (in alphabetical order):

- Governance (i.e., central/distributed responsibility)
- Identity and access management (e.g., number of accounts/passwords, new user setup)

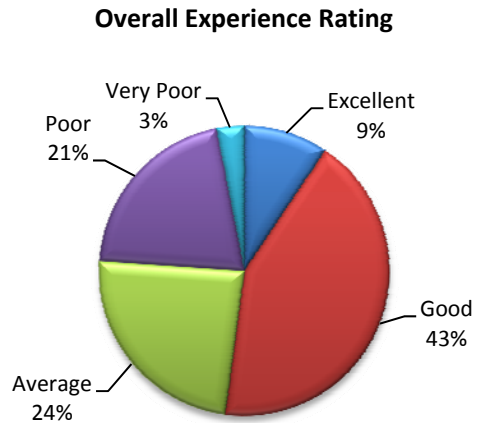
PURCHASING OVERVIEW

Respondents and Overall Experience

About one third of the survey respondents (30%) provide Purchasing services. This is roughly similar to IT (32%), sponsored programs administration (21%), and Web development and content management (29%) services.

Of the purchasing service providers, about 9 out of 10 (93%) spend up to 30% of their time providing purchasing services.

Overall, about half of the purchasing service providers (52%) rated their experience as a provider to be above average, and about 1 out of 4 (24%) rated it to be poor or very poor (see right).



Process Satisfaction

This survey was designed to identify opportunities for process improvement efforts by asking survey respondents to rate their satisfaction and perceived importance of processes performed within each functional area. Purchasing service providers rated the following purchasing processes as at least somewhat important and somewhat unsatisfactory (in alphabetical order):

- Brand/sole source justification
- Contracted services agreement (CSA)

In addition, purchasing service providers most often offered negative comments about the following factors related to purchasing processes (in alphabetical order):

- Automation of processes (too little)
- Customer service, mainly by central offices (e.g., inconsistent guidance, low staffing level, understanding users' needs, willingness to help users)
- Processes overall (e.g., ease of use)
- Training (e.g., training on processes users perceive as complex)

Finally, respondents overall most often commented that paper/manual processes are most critical to change and/or streamline in relation to purchasing.

SPONSORED PROGRAMS ADMINISTRATION OVERVIEW

Respondents and Overall Experience

About 1 out of 5 of the survey respondents (21%) provides sponsored programs administration (SPA) services. This is roughly similar to IT (32%), purchasing (30%), and Web development and content management (29%) services.

Of the SPA service providers, about 4 out of 5 (80%) spend up to 50% of their time, and about 1 out of 5 spends over 50% of their time, providing SPA services.

Overall, most of the SPA service providers (81%) rated their experience as a provider to be above average (see right).



Process Satisfaction

This survey was designed to identify opportunities for process improvement efforts by asking survey respondents to rate their satisfaction and perceived importance of processes performed within each functional area. SPA service providers rated the cost sharing management process as less satisfactory than all other SPA processes; however, they did not rate it as unsatisfactory. In other words, they rated it slightly more positive than neutral.

In addition, SPA service providers did not offer negative comments about any particular factor related to SPA more often than any other such factors.

Finally, while respondents overall most often commented that the Banner Payment Authorization (BPA) process (e.g., time to approve) is most critical to change and/or streamline in relation to SPA, only two such comments were offered.

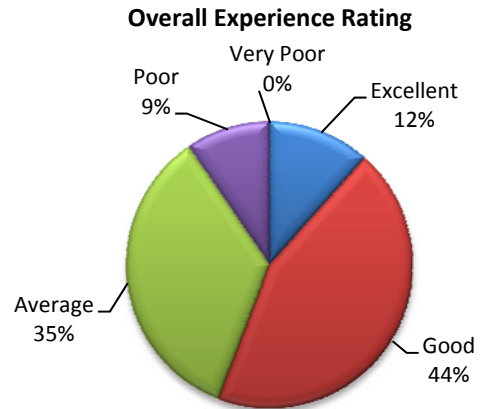
WEB DEVELOPMENT AND CONTENT MANAGEMENT OVERVIEW

Respondents and Overall Experience

About one third of the survey respondents (29%) provide Web development and content management (Web DCM) services. This is roughly similar to IT (32%), purchasing (30%), and sponsored programs administration (21%) services.

Of Web DCM service providers, about 1 out of 5 (82%) spend 30% or less of their time providing Web DCM services. Most of these do not have such services as a core part of their job description.

Overall, about half of the Web DCM service providers (56%) rated their experience as a provider to be above average (see right).



Process Satisfaction

Web DCM service providers rated training as somewhat important and the least satisfactory process related to Web DCM services.

In addition, Web DCM service providers most often offered negative comments about the following factors related to Web DCM processes (in alphabetical order):

- Content management
- Governance (e.g., central/distributed responsibility, low staffing level)
- Tools for Web DCM (e.g., software application cost/consistency among service providers)

Finally, respondents overall did not comment that anything is most critical to change and/or streamline in relation to Web DCM.