

**Business Administrator Services**

**Forum Minutes**

**June 14, 2017 9:00 a.m. to 11:00 a.m.**

**Schwartz Center Auditorium**

**One Stop for Student Services**

**Iris Mirelez, Director**

Kent State University’s One Stop for Student Services is a “Student’s First” initiative. The One Stop counselors provide holistic advising for registration and student records, financial aid, billing and payments, and financial wellness. Innovative methods are practiced to ensure high quality student service in a welcoming environment.

In Spring 2015 the overall scope and goal of One Stop was determined. In Summer 2015 research and outreach was done to determine needs. In Spring 2016 the design and construction of the physical space was started. Staff was hired and trained in Fall 2016 and the facility opened on June 5,2017.

One Stop is located on the first floor in the KSU Library. Hours of operation are Monday through Friday from 9:00 a.m. – 5:00 p.m. Anyone wishing to speak with a One Stop counselor can either do so in person or by phone. You can schedule an in person session using FlashQ, via text, phone, website or in person.

Phone services are also available allowing an option for a call back. If using the call back option, you will be provided with information as to the number of calls currently ahead of you. Email correspondence is also available and Twitter is coming soon.

The purpose of One Stop was to stop the “Kent State shuffle” where students were sent from one department to another before returning to their original stop. One Stop created a centralized, streamlined and easy way for students to have all of their questions answered relating to registration, billing, financial aid and financial wellness.

* Provides cross-functional, high quality customer service to increase student satisfaction
* Provides centralized, seamless and easy student service support to enhance the student “customer” experience
* Provides a welcoming and comfortable space for students to talk to a One Stop counselor
* Provides comprehensive debt management/financial wellness counseling to students. (One Stop counselors do not provide financial planning)

**Student Services Provided at One Stop**

Adding or dropping classes via FlashLine (One Stop counselors are not academic-advisors)

Understanding eBill/invoice

Bill due dates

Payment options

Applying for financial aid and scholarships

Understanding financial aid awards

Financial wellness

Grade information

Applying for graduation and registering for commencement

Certification of enrollment (used by parents for insurance purposes)

Ohio residency status

Obtaining academic transcripts

International students will still need to work with the Office of Global Education in regards to Visa’s, I9’s, health insurance etc. Students will be directed if questions cannot be answered by One Stop.

With the opening of One Stop, all home office front-facing windows in the Bursar’s, Registrar’s, and Financial Aid offices closed. Employees who need to contact one of the home offices can still do so. One Stop does not have a payment drop box nor do they accept student payments or department deposits. Students can make payments using the online system <https://payonline.kent.edu>, by mail or by dropping their payment in the drop box located inside the Schwartz Center outside of the Bursar’s office. Department deposits can be dropped off in the drop box located inside the Schwartz Center outside of the Bursar’s office or in the drop box located on the outside of the Schwartz Center.

One Stop contact information:

[www.kent.edu/onestop](http://www.kent.edu/onestop)

Phone: 330-672-6000

Fax: 330-672-6001

Email: [onestop@kent.edu](mailto:onestop@kent.edu)

**University Dining Services Partnership with Aramark and Pepsi**

**Shay Little, Vice President Student Affairs**

An RFP process was initiated for a dining services strategic partner due to the expiration of the current contract. Thirty people system wide participated in the RFP process for University Dining Services. The end result was the reduction of five separate contracts for food services and the signing of a single Kent State University system 8-year contract with Aramark that will take the financial arrangement from a management fee to profit and loss and minimize the risk for Kent State and transfer that risk to our selected strategic partner. Aramark will invest more than $18 million in capital improvements system wide during their 8-year contract period. The presentation facilitated by Shay Little details the RFP process and enhancements to the dining program as a result of this new partnership.

Under the new procurement policy (7-12.1), Aramark and Pepsi are the contracted vendors for on-campus food and beverage purchases. Aramark has the right of first refusal meaning you must contact Aramark first and give them the opportunity to meet your needs. Before an outside vendor can be used, a [Food Refreshment Waiver Request](https://kent.catertrax.com/upload/DiningServiceFormfinal.pdf?intOrderID=&intCustomerID=) Form must be submitted to University Dining Services. The form should be completed and submitted at least 2 weeks in advance of the event.

An exception to this policy will be made for regional campuses that do not currently have on-campus food service. Individuals at regional campuses should contact their business officer or Chris Hill for general questions.

Under this policy if university or Foundation funds are used to purchase food or beverages, the purchase must be made through Aramark or a signed waiver to use another vendor must accompany payment requests. This includes purchases for student organizations and agency accounts that begin with 88xxxx.

University Dining Services representatives were on hand to greet the BAS members and serve a variety of delicious breakfast danishes, fruit and beverages. After the forum the staff was available to answer questions and also provided an array of sandwiches, fruit, snacks and beverages that showcased some of the many food options available to students and departments. Thank you to all involved for the wonderful display and delicious food.

Aramark will offer student/budget menus as well as every day and seasonal menus. Items include a variety of convenient, high quality catering solutions, bagged lunches, pizzas for group meetings and a comprehensive selection of a la carte items that can be ordered and picked up at the catering office. Everyday menus offer a variety of choices including continental breakfasts, snacks, buffets, boxed lunches, receptions and more. Seasonal menus will highlight seasonal ingredients. Catering options will range from budget conscious to mid-range to custom premium catering.

Ordering can be done online, by phone or by visiting the catering office (formerly Banquet Sales). All ordering history is saved and duplicating previously ordered items is quick and easy. Order online at [www.kent.catertrax.com](http://www.kent.catertrax.com) or call the catering office to set up a consultation 330-672-3305.

If you don’t see what you are looking for be sure to call the catering office. The staff of culinary experts will consult with you creating a menu that will make your event perfect from start to finish.

**Pepsi Contract**

Kent State has renewed their contract with Pepsi giving them exclusive cold beverage pouring rights for all eight campuses and the College of Podiatric Medicine. Tuscarawas campus will be added to this system-wide contract beginning June 1, 2018.

Through a significant student engagement process Pepsi will focus on student needs offering new products as well as offering support and engagement focused on each campus, Center for Student Involvement, Athletics, Kent State of Wellness and other Kent State groups. Recent studies have shown that students are choosing beverages that are non-carbonated and Pepsi offers a variety of non-carbonated beverages that will be available in markets and vending machines on all campuses.

Pepsi will be collaborating with the Center for Student Involvement to develop programs focused on engaging students and enhancing existing campus events. Examples would be engaging students through FLASHperks giving them the opportunity to earn points by purchasing healthier beverage options. The Center for Student Involvement will work with student services staff on the regional campuses and the College of Podiatric Medicine to support student engagement on all campuses. More details about the proposed Pepsi student engagement strategies are included in the Power Point shared by Shay Little which can be found on the BAS website www.kent.edu/bas under the June 14, 2017 minutes.

**Kent State of Wellness**

**Kim Hauge, Director Employee Wellness**

**Division of Human Resources**

Kent State of Wellness is part of the healthy campus initiative combining employee, student and community wellness.

Employee wellness partners include the following:

* Be Well Solutions, which provides
  + Onsite biometric health screenings
  + Oversight of wellness point tracking for incentives related to the Employee Wellness Incentive program (Wellness Your Way)
  + Onsite or telephonic health coaching
  + Secure employee web portal
* Impact Solutions
  + Employee Assistance Program, provided to all full and part-time employees and their dependents
* Wellness Council of America (WELCOA)
  + Platform for 12-week “On the Move Challenges”
  + Platform for “On the Move Monthly” participants
    - More than 1,100 employee join the challenge each year
    - Employees are all one “team” within the platform
    - Keeps all employees on all campuses “connected” to each other
    - Each week employees boost, learn, assess barriers, move, and share
    - As of June 14 KSU in 17th place (last year KSU ended in 29th place)
* Kent State University Collaborations
  + Student Recreation and Wellness Center (some programs offered at no cost to employees)
  + University Health Services
  + College of Health and Human Services
  + University Dining Services
  + Women’s Center
  + Many others
* HealthSpective Engage (moved to Garmin as preferred wearable – available through HR)
  + Previously “Movable”
  + Platform for walking challenges (more competitive in nature)
* Medical Mutual or Anthem
  + KSU sponsored health plan vendors
  + Can also provide additional resources for maintaining a healthy lifestyle

The Wellness Your Way employee incentive program seeks to promote healthy lifestyle choices that align with the Kent State of Wellness priorities, employee feedback, and that one’s wellness journey is individualized. It includes higher point values for preventive care choices such as Know Your Numbers biometric screenings, routine eye and dental exams, completion of a personal HRA (healthcare risk assessment) and well visits. In addition, wellness points are provided for participation in group and individual challenges, wellness coaching, weight management programs, etc.

Participation is voluntary. Completing Tier One requires earning 200 points to receive $150. Simply complete your Know Your Numbers health screening on campus at a scheduled screening by Be Well Solutions or with your primary care physician and also complete a health risk assessment, which is available on your personal portal with Be Well.

The completion of Tier Two will earn you another $150. Pick and choose from the Tier Two “Wellness Your Way” activities that align with your personal health goals. Points can be earned by completing several tasks which can include annual wellness visits, dental and eye exams, participating in university challenges, exercise programs and more. As an employee completes their objective for each tier, Be Well Solutions sends Employee Wellness a file notifying qualification for that tier’s incentive. Once you accumulate 350 points in Two Tier activities, you are on your way to receiving your wellness reward for an additional $150. All wellness reward dollars will be paid out within two pay cycles after Be Well Solutions certifies to Kent State University that you have earned the required point values. Employee’s pay stub will reflect Wellness Reward incentive payments under the Earnings section, or an employee may designate to deposit their wellness reward into their Health Savings Account, if they have one.

To view the activities and points for each activity for both tier one and tier two, visit the wellness website at [www.kent.edu/hr/benefits/wellness-rewards](http://www.kent.edu/hr/benefits/wellness-rewards). Be Well Solutions will track and verify all employee reward points. Points can be checked anytime at the portal.bewelldata.com link found on the reward plan tier two page of the HR website [www.kent.edu/hr/benefits/reward-plan-tier-two](http://www.kent.edu/hr/benefits/reward-plan-tier-two).

For more information on employee wellness offers for faculty and staff, contact the Employee Wellness Department at 330-672-0392, by email at [wellness@kent.edu](mailto:wellness@kent.edu) or visit their website www.kent.edu/hr/benefits/wellness.

**Salary Redistribution Workflow**

**Mike Farina, Manager Financial Accounting**

**Valerie Henry, Sr. Accountant Grants Accounting**

Over 20 people contributed their expertise, knowledge and suggestions in the development of the new Salary Redistribution Workflow (SRW) that replaced the paper forms formerly required.

The Salary Redistribution Workflow can be found using your FlashLine login and clicking on the Employee link in the left hand menu. Under workflows there is a link to HR & Employee Workflows and the new Salary Redistribution Workflow can be found there. You can also use the search feature by typing Salary Redistribution in the search field.

Quick Guides for Creating and Approving the document as well as a complete User Guide can be found under Help / Search Help Topics within the workflow.

The Salary Redistribution workflow is used to change the existing accounting information on file for past, past with future and near future salaries focusing on prior pay periods.

The Employee Transaction Workflow (ETW) is used to request a variety of actions for current employees which include renewal of term assignments, pay increases, promotions, temporary and permanent assignment changes, funding changes, job class changes, etc. The ETW is an HR workflow.

The SRW was developed to create efficiency providing status updates, improved tracking, recorded approvals and reduces audit risk. Departments can manage their own proxies and a history of records will be maintained online.

The first SRW was used mid-March and as of the forum June 14th, roughly 100 people have utilized the SRW generating over 183 salary redistributions.

The SRW does not feed directly into Banner; either the Controller’s office or Grants Accounting must still manually redistribute the salary as requested in the workflow. The workflow process is a means to eliminate the paper copy and track the request from creation to completion in Banner.

For questions regarding a non-grant index contact Mike Farina at ext. 2-8614 or at [farinami@kent.edu](mailto:farinami@kent.edu). If you have questions regarding a grant index (starts with 4xxxxx) contact Valerie Henry at 2-0985 or at [vhenry@kent.edu](mailto:vhenry@kent.edu).

**Purchasing Card Commodity Codes**

**Emily Hermon, Manager Accounts Payable**

Reconciliation of department purchasing card (pcard) transactions for June and the deadline for all allocations is July 7, 2017. Any transactions not allocated will be assessed to the department of record and the office supplies account code. Failure to meet the deadline will result in the cardholders having their cards suspended and cardholders and approvers will be required to attend another pcard training before the card will be reinstated.

Effective July 1, 2017 the commodity code within the allocation process will be required. Be sure to view the new commodity code listing as the listing has changed. Some commodity code descriptions have changed and some have been combined. Commodity codes can be found on the Procurement website [www.kent.edu/procurement](http://www.kent.edu/procurement); the Accounts Payable website [www.kent.edu/accountspayable](http://www.kent.edu/accountspayable) under Forms and Procedures or the BAS website [www.kent.edu/BAS](http://www.kent.edu/BAS) under Forms, Guidelines, Polices and Procedures then under Payment Requests. If you have questions about which commodity code to use, please contact Procurement at procurement@kent.edu

If you have questions regarding pcards please send the email request to [pcard@kent.edu](mailto:pcard@kent.edu). This email is routed to both Joey Bennett and Emily Hermon.

Effective July 1, 2017 all vendor setup and maintenance to vendor files will be moving from Procurement to Accounts Payable.

Please use the department email, [payments@kent.edu](mailto:payments@kent.edu), when requesting information regarding a payment.

**Fiscal Year End Reminders**

**Vicki Ladd, Accounting Associate Controller’s Office**

Emails and E-inside correspondence regarding fiscal year end deadlines for both Kent State University and the KSU Foundation have been distributed. Deadlines are also available on both the Controller’s website and the BAS websites.

BAS members were reminded that the deadline dates listed are the final dates that the receiving departments can receive items to be processed for FY2017. There is a very small window after the department deadlines for the items to be processed.

Banner reports should be checked on a regular basis and departments should not wait until the June report is available to review June activity.

**Miscellaneous Announcements**

**Jeannie Reifsnyder, Sr. Associate VP Finance and Administration**

Jeannie announced to the group that Anne Brown, AVP Business and Administration Services will be moving to North Carolina and her last day with Kent State University will be June 30, 2017.

June 30 will also be the final day for employees who chose to take the buyout. Members were directed to the HR website to view the employee separation process. If anyone has questions they should contact either Jack Witt or Donna Sansonetti in HR.

ComDoc has been chosen as the new vendor for Kent State University’s copy and print needs. ComDoc will be visiting each area to determine their needs. It is expected to take 18 months for the roll out.

**GBEX/Office Depot**

**Tim Konczal, Director Procurement**

**Sue Cummings, Office Depot Management Director Ohio Valley**

GBEX is the wholesaler for Office Depot and Kent State has a signed contract with GBEX for our office supply needs.

Sue Cummings, Management Director for the Ohio Valley, spoke to the BAS forum regarding contract highlights and focused on the current problems and what was being done to fix the problems.

Pricing of office supplies has been divided into four categories: Core, local core, non-core and non-catalog. The core items are where the savings exist. These items are supplies that are used most frequently and you can usually find Best Value pricing within these products.

Comparison pricing was done comparing the Office Max price and Amazon. Although Amazon may have beaten the price in some instances it must be noted that Amazon does not price hold, they do not customize pricing to local contract needs, they do not offer rebates, they do not offer cost alternatives and next day delivery is usually not available. Using random items found in the core listing, Office Max showed a cumulative, annualized savings of $35,088 over Amazon.

Best Value items are noted with a yellow starburst. In April 2017 the viewing priority was reset and these items should appear first when searching by item.

Transportation and delivery was noted as one of the main complaints by university departments. Office Max does not have a private fleet and the transportation company making deliveries was not under their full control. A new delivery company has been hired and the delivery problems should improve.

Members were encouraged to share their positive and/or negative experiences. Sue did not make excuses for the service that we have received but thanked us for our patience and promised that we will see better service in all aspects of our relationship with Office Max.

Procurement asked that any issues be reported to them also. It is difficult to track what could be a problem if no one says anything or only one person voices a concern.

Other representatives from both Office Max and GBEX were available after the forum to discuss individual department problems and/or concerns.

NEXT BAS FORUM

Wednesday

August 9, 2017

Schwartz Center Auditorium

Rm 177 MSC

9:00 am. – 11:00 a.m.