

Looking Back / To the Future: A Summary

Context

On February 4, 2025, a group of approximately 30 professionals from various departments across campus gathered for a breakout session at the Business Excellence Symposium titled, “Looking Back / To the Future.” The purpose of the session was threefold:

- 1. Celebrate accomplishments from 2024 made in areas related to Operational Excellence
- 2. Generate potential accomplishments to pursue in 2025
- 3. Provide opportunities for collaboration across departments for 2025 accomplishments

In the span of just 45 minutes, the group created and celebrated a wall of reflections on the past year as well as a wall of hopes and excitements for the upcoming year. Curiosity abounded as participants inquired about the past accomplishments of others and what they might learn or bring back to their own departments, while energy for the future filled the room as small groups clustered around potential collaboration opportunities and new ventures.

The following pages are a summary of both the 2024 Accomplishments and 2025 Aspirations.



What 2024 Accomplishments Are We Celebrating?

Budget	Data	
<ul style="list-style-type: none"> Improved collaboration of Annual Budget Report (ACES) Intentional budgeting (Beckman Institute) Developing permanent budget (IQUIST) 	<ul style="list-style-type: none"> Data cleanup & related process improvement to retain data quality (Education) Successful key audit of internal key assignment (F&S ITS) Data research proposal intake (IGB) Data import instead of manual entry (Illini Union) 	<ul style="list-style-type: none"> Launched accessibility service offering (System Office Shared Services) Collecting / analyzing data of fidelity markers for evidenced-based interventions (SOSW) Leadership buy-in on importance of data (LAS MarCom)
HR		IT
<ul style="list-style-type: none"> Hourly appointment software Expansion of services /offerings (IHR ELOE) Implemented VSL, appointments app COA + TT (KH) Cross-unity collaboration and process improvement HR team meetings (SMCB) Improved morale (IGPA) 	<ul style="list-style-type: none"> Standardized project management artifact templates (OMI) Filling critical vacancies (KCPA) Additional staffing (Grainger HR) Standard operating procedures (Education) Fully staffed and improved customer service (Education) Streamlined triage process (Threat Assessment) 	<ul style="list-style-type: none"> New custom workstations for our labs (Library Preservation) Integrated Illinois Experts w/ college directory (Education) K10 Workflow software (OUA) Switched PMO dashboard to automated POWER BI dashboard (OCIO)
Marketing / Communications	Procurement	Space
<ul style="list-style-type: none"> Developed a quarterly newsletter for the department (SPMO) Created a new brochure highlighting our services (IHR ELOE) Successfully transitioned our annual report to a web-only format (Bioengineering) 	<ul style="list-style-type: none"> Reduced invoices on hold (Vet Med) 	<ul style="list-style-type: none"> New space – all together (Grainger HR)

Note: Text in parenthesis () denotes the department, unit, or team that made the accomplishment.

What Are We Aspiring to Accomplish in 2025?

Budget	Data	
<ul style="list-style-type: none"> • Develop a strategic plan (sgraddy) • Tool to implement for data transfer for Eddie Reports to shadow system (hammnd, jrussian) • Improved visibility into IT budget + spending (ghundgen) 	<ul style="list-style-type: none"> • IT programming system feeders (Illini Union) • Compiling / auditing what is available / missing, esp. for student recruitment (msteine3, jonker) • ECCT implementation in Winnebago County (keviny) • Streamline workflows & reduced process bottlenecks (jsharrs, keviny, lindsayd) 	<ul style="list-style-type: none"> • Documenting processes & procedures (nicku, keviny) • Documenting all our core procedures (kmayberr) • Connecting internal data w/ campus data (jrussian, msteine3)
HR		IT
<ul style="list-style-type: none"> • Documenting dept. processes (lewis6, jbyrd) • New hire onboarding for recruitment / new hires (shaas, lewis6) • Streamlining submission of info for hiring appt changes (adhager) • Capital delivery improvements (mbwhite) • Hire more staff – PM, PC, etc. (jarojas2) 	<ul style="list-style-type: none"> • Talent attraction, efficient navigation of hiring process (OUA) • Develop supervisor resources (kbuss) • HR career pathing / title alignment (slozier2, jnhunter, msteine3) • Increase staff (OUA) • Grow the team (jnhunter) 	<ul style="list-style-type: none"> • Updating course content to be digitally accessible for 25-50% of courses (leslies) • Content management system improvement / switch (jonker)
Marketing / Communications	Procurement	Space
<ul style="list-style-type: none"> • Raising awareness of Threat Assessment on campus (scspaide, lindsayd) • Create short videos showcasing our amazing facilities (agoodrum) 	<ul style="list-style-type: none"> • Reduce time requisitions submitted (jbyrd) • Reduce admin work - ordering supplies, vendor invoicing, etc. (crschum2) 	<ul style="list-style-type: none"> • 2025 Illinois Climate Action Plan – iCAP (mbwhite, lindsayd) • Implementing new Facilities Services module in our work mgmt. software (nduda, lindsayd) • On-site training room in new space (rh32) • Building renovations – making plans, identifying \$ (kingdon, mbwhite) • Action plan for deferred maintenance (lindsayd, mbwhite)

Note: University NetIDs in parentheses () indicate the person who is working on a specific improvement; multiple NetIDs indicate potential opportunities for collaboration between or across departments, units, or teams. Feel free to use this document as a way to reach out and work with others!