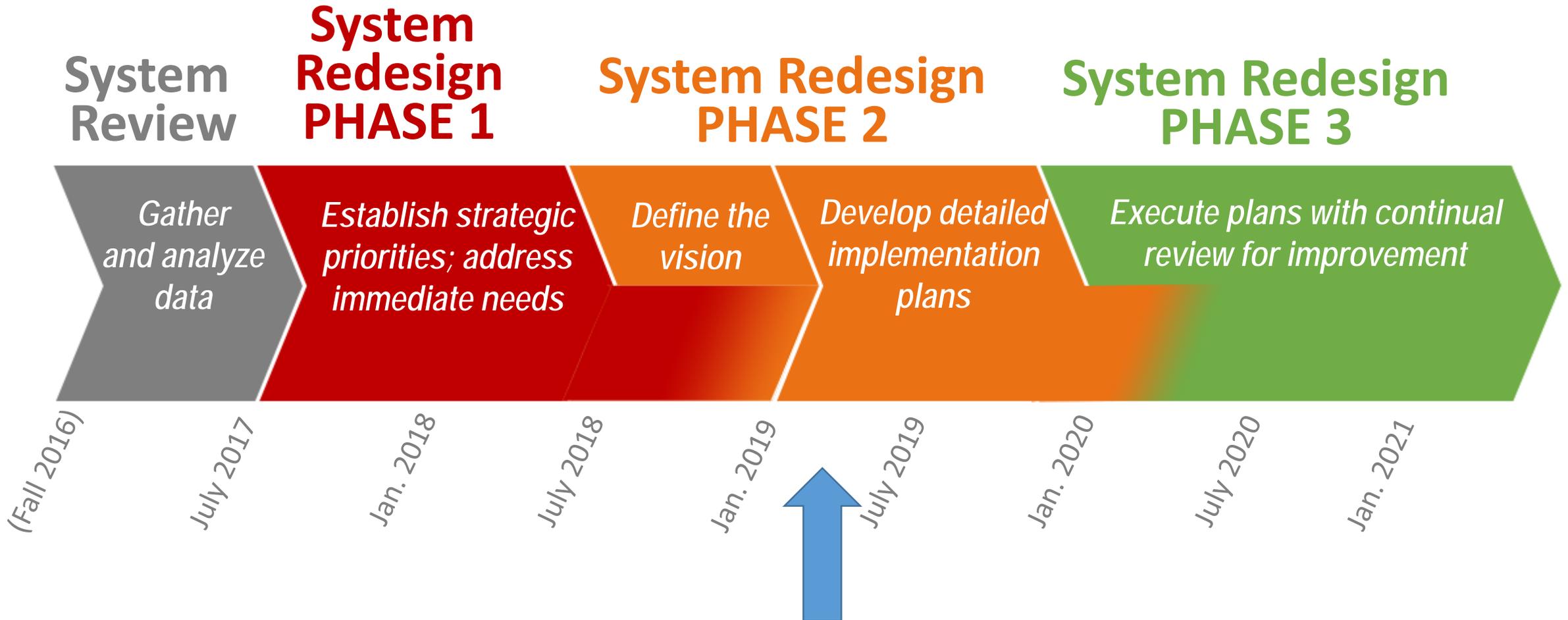


System Redesign Progress Report

Presented to PACT

4.12.19

System Redesign. Projected Timeline



Expand opportunity, improve quality, drive efficiency by leveraging scale (1 of 2)

Academic program sharing.

COP (through CAOs) advised on charge and composition of project teams to explore

- Collaborative PASSHE. Develop and implement a cross-institutional delivery of academic programs with capacity at individual institutions to ensure students timely completion. Proposed initial focus on languages, physics and philosophy (team duration to May 2020)
- PASSHE Online. Assess need, readiness, and potential return on investment for PASSHE Online Pathways, an online system-wide consortium for recruitment, student-support services, and single and multi-university online pathways ,to advance online degree completion and workforce development especially for post-traditional students who have attained some college credits but not a desired degree (team duration to May 2020)
- Developmental Education. Review current approaches to meeting developmental education needs via adaptive learning platforms and other methods for potential broader system-wide implementation through shared services (team duration May 2020)

Refreshed academic program review / approval process optimizing for collaboration, for Board report July 2019

Expand opportunity, improve quality, drive efficiency by leveraging scale (2 of 2)

Shared services.

Drafted/released RFQ for consultant to build business case for and advise on prioritization, sequencing, and delivery options for shared services portfolio (expect consultant selection end April 2019 for work running to November 2019)

Student Success and Retention

Through COP, invited senior campus leaders working in this area to advise on charge and composition of project teams (draft charges expected May/June 2019)

Strategically, transparently, accountably, allocating resources to achieve concrete goals

1. **Goal setting.** With input from COP (through university IR and strategy planning staff)

- drafted a template for articulating university goals, strategies for achieving those goals, and budgets as aligned with strategies (template to be fielded 4/19)
- Currently outlining goal setting process for “negotiating” university and system goals (initial goals expected Q4 2019)

2. **Budget and investment process.** Through COP, invited CFOs to advise on charge and composition of project teams (being established now)

- Investment team. Establish a strategic investment strategy to improve System performance towards its goals for a sharing system whose hallmarks are student and university success (recommendations Nov 2019).
- Budget team. Ensure System’s budget process results in reliable, consistent, and realistic projections based on audited financial data and used to predict changes in financial position over the budget year(s). Realign the System’s allocation of state general fund and capital appropriations to the new budget planning and investment process (team duration to July 2020)

Investing in employees to ensure student and university success

Establish foundational agreements about **purpose** and **core values** of a sharing system, and the organizational **cultures** needed to advance and sustain it (through July 2019)

Gather baseline data about organizational health / cultural issues (fall 2019) using survey instrument(s) aligned to above

With inputs from shared services review, revise where necessary **employee recruitment and development** practices, policies, and supports

Strengthening governance and decision making processes

Council of Trustees (PACT)

- Develop processes for improving Trustee selection, onboarding, and evaluation
- Developed recommendations for improving communications between COT and OOC
- Developed standing committees to improve COT advocacy efforts

Enhancing communications and advocacy

Putting building blocks in place

- **Communications**

- Improved engagement with System stakeholder groups through routine, targeted communications (ongoing)
- Platforms established to support roll out of, information sharing about, and community engagement around System Redesign (April 2019)
- Drafting System strategic communications plan with clear objectives and measurable goals (for review June 2019)

- **Advocacy** (focused mostly on General Assembly)

- Core messaging established emphasizing accountability, transparency, management effectiveness, and system/state partnership (Feb 2019)
- Establishing relationship baseline with members of the General Assembly (ongoing)
- CRM-like system deployed to inform/align System and university efforts (spring 2019)
- Piloting social media campaign with large employers around the value of State System degrees #PreparedforPA

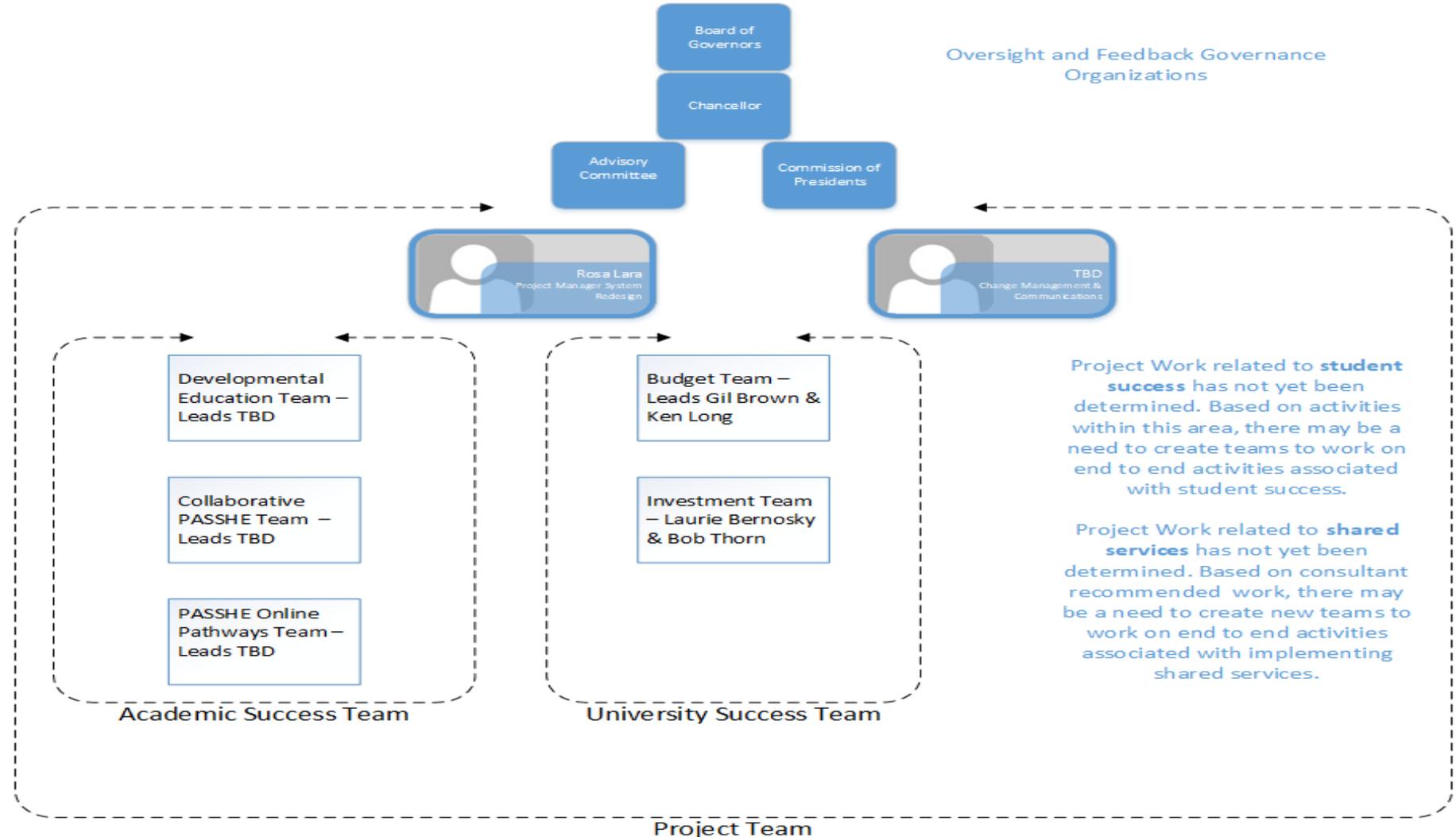
Restructuring the Chancellor's office to support system redesign

- **Phase 1.** Restructured/re-staffed leadership team to better align with support System Redesign efforts and the needs of a Sharing System (largely completed)
- **Phase 2.** Review all levels of the organization to ensure that same high degree of alignment (ongoing through 2019) with key inputs growing out of work on shared services opportunities

System Redesign Project Management and Structure

OOC appointed project manager to support System Redesign

Integrated project management best practice in project oversight structure



System Redesign. Projected Timeline

