



THE UNIVERSITY OF SOUTHERN MISSISSIPPI

Office of the Provost and Senior Vice President for Academic Affairs

TO: Rodney D. Bennett, President

FROM: Steven R. Moser, Provost and Senior Vice President for Academic Affairs

DATE: June 1, 2018

SUBJECT: Proposal regarding Communication Plan for Implementation

The Communication Plan for Implementation, known as Academic Implementation Committee Initiative #12 is attached for your review. The subcommittee that developed the proposal, Academic Staff and Structure Committee (ASSC) was chaired by Kelly James-Penot. Martha Resavy served as staff liaison between the staff council and the ASSC.

As reported and verified by Academic Reorganization Implementation Committee (ARIC) chair, Jeffrey Wiggins, this initiative has been revised through broad engagement, communication, and feedback from stakeholders, administrators and governing bodies since your initial approval of the proposal framework in February of 2018. ASSC and ARIC have collated, discussed, reviewed and modified the document to achieve compromise between stakeholder responses while preserving the aspirational merits of the original proposal.

As Provost, I have engaged Deans and Academic Leaders in a final review process.

I recommend that the proposal on the **Communication Plan for Implementation**, and particularly the "punch list" associated with the communication plan be approved and administered under appropriate Vice Presidents (or their designees).

A handwritten signature in blue ink, appearing to read "Steven R. Moser", is written over a horizontal line.

Steven R. Moser, Provost
Senior Vice President for Academic Affairs

Approval:

A handwritten signature in blue ink, appearing to read "Rodney D. Bennett", is written over a horizontal line.

Rodney D. Bennett, President
The University of Southern Mississippi

6/5/18
Date

Initiative #12: Communication Plan for Implementation
INITIATIVE IMPLEMENTATION PLAN
Academic Staff Structure Committee

Academic Staff Structure Committee

Chair – Kelly James-Penot

Anna Barrett, Darcie Conrad, Elizabeth Cranford, Sally Downey, Darcie Graham, Heather Miller, Quentisha Jones, April Jordan, Sharon King, Gina McCarty, Martha Resavy, Michelle Shows, David Sliman, Carlos Sterling, Debbie Stoulig, Tameka Sullivan, Danielle Sypher-Haley, Terry Whittington

I. Identify the aspirational aims of the initiative.

This initiative recommends consideration of the list of University entities that will be directly affected by reorganization; support for the suggested timeline provided by this committee; and the provision of resources needed for a smooth transition of academic and support staff during the reorganization.

The academic reorganization will provide the university with an opportunity to open lines of communication and to take into consideration staff recommendations that can help eliminate the “Southern Miss Shuffle.” Opening lines of communication that have been cut off in previous years and creating new and more effective lines of communication will increase staff efficiency, build trust, and boost morale among staff, allowing them more time to focus on student recruitment and retention. A smooth transition will be vital for the success of the reorganization and communication is key to its success.

II. Discuss how feedback and recommendations were integrated into initiative.

- a. The Academic Reorganization Steering Committee recommended that this proposal be adopted for implementation in full.
- b. The additional feedback that was gathered from the campus listening session raised concerns for specific Gulf Park issues. Gulf Park perspectives were taken into consideration by making sure there was a Gulf Park staff member on the committee. This staff member also serves on the Gulf Park reorganization committee. While there were not many changes necessary to adapt to the coast structure, vetting was provided and collaboration was encouraged where applicable.
- c. The committee reached out to non-academic units for further feedback and contributions to the “punch list.” This interdisciplinary coordination should ease the transition for staff, but also benefit students by allowing staff to tackle as much as possible before they return in the fall.

III. Summarize the goal(s) & projected outcome(s) of initiative.

There are several goals for this initiative. The primary goal is to open lines of communication that have been cut off in previous years, and to create new, more effective lines of communication in order to increase staff efficiency, build trust, and boost morale among staff. The desired result of opening these lines of communication will be that staff have more time to focus on student recruitment and retention.

- a. In phase one of this initiative, the goal is to ensure a smooth transition into the new academic reorganization model. This requires the development of open lines of communication from the academic side of the campus to the non-academic side of the campus. The “punch list” has been created to ensure that the campus at large has the information needed to function in the transitional phase.
- b. In the second phase of the initiative, the goal is to keep these newly developed lines of communication open.

IV. Timeline:

- a. The deadlines outlined in the “punch list” should be prioritized through the summer 2018 transition period.
- b. The remaining items should be prioritized immediately following the transition.

V. Implementation Methods & Communication:

- a. The “punch list” should be distributed to each school at the college level, and should be posted to the Provost’s Academic Reorganization website.
- b. As tasks are completed at the school level, this should be communicated to the college-level budget manager. Once a task is fully completed by all schools within a college, the college-level budget manager should inform the project manager, April Jordan, and the Budget Director for Academic Affairs, Lashonda Thompson.
- c. The committee appreciates the Provost and his staff who have provided one-on-one feedback about the punch list and other initiatives goals.
- d. In the proposal phase, the committee recommended to the Office of the President and Provost face-to-face interaction with faculty and staff to ensure opportunities for two-way communication. In the initiative phase, the Provost provided several opportunities for staff and faculty feedback. The committee feels that these communication opportunities have been productive and recommends that this level of engagement continue through the reorganization process.
- e. Through conversations with Vice Provost for Academic Affairs, Dr. Amy Miller, the committee identified the need for a document listing points of contacts for schools during summer orientation. The committee recommends that this document be broadly circulated in this transitional phase.

VI. Metrics & Milestones:

- a. Quantifiable and qualitative metrics as a means to assess initiative implementation effectiveness and progress are not applicable to this initiative.
- b. Key milestones and associated target dates are included on the punch list.

VII. Personnel Resources:

- a. **Identify the academic personnel/units with whom partnership is necessary to implement initiative.**
 - i. **Describe the plan to build and maintain this/these partnership(s).**
 - a. The necessary partnerships have been established in the creation of the “punch list”.
 - b. One or two staff members in each college should be identified as liaisons for implementation concerns about personnel issues. Process based concerns should be addressed in the monthly staff meetings held by each college.

ii. **Identify non-academic personnel/units with whom partnership is necessary to implement initiative.**

Buy-in from nearly every office on campus is key to success. We have already witnessed this occurring with meetings involving the Academic Staff Structure Communications Sub Committee, iTech, Controller's Office, Office of Research Administration, Registrar's Office, Admissions, Institutional Research, Human Resources, Payroll, Procurement Office, Physical Plant, Office of Fiscal Planning & Analysis, and other offices, as we work together to add items to the punch list. Several areas have begun making necessary changes in applications as information about the transition into the new academic reorganization model has been made available. Much is left to do, but the teams are working diligently to make the transition as smooth as possible for the university. Continuing participation will expand as needed.

iii. **Describe the plan to build and maintain this/these partnership(s).**
As previously stated above.

VIII. Financial Resources:

a. **Identify the financial requirements necessary to implement initiative.**

Resources will be necessary to update signage and consumables.

b. **Describe the plan to secure these resources.**

Resource allocation will need to be determined by colleges and schools.

c. **Specify the short- and long-term financial impacts of this initiative (if applicable).**

The short and long term financial impacts of this initiative are necessary to ensure the success of academic reorganization.

IX. Potential Constraints:

a. **Highlight general team concerns and potential constraints.**

Time and manpower will prove to be the greatest constraint. Managing these transitional tasks alongside daily duties and recruitment efforts will be a challenge, but entirely necessary.

b. **Identify strategies to resolve issues highlighted in 9a.**

In some areas, additional compensation (in the form of overtime and comp time) may be needed in order for staff to meet necessary deadlines. Awareness of the increase in activity surrounding the academic reorganization transition period should influence the timing of other desired institutional changes.

X. Institutionalization:

a. Identify the personnel/units who will be ultimately responsible to maintain the goals of the initiative.

- i. Each School should identify a point person to work with the college budget manager to ensure completion of school-specific tasks. This person may not be responsible for executing the items on the punch list, but should be the lead for communicating with the college and with non-academic units when questions arise. Contact information for these leads should be shared with every office who has an initiative on the punch list.
- ii. A special email address should be set-up in the Provost's Office for faculty and staff to submit concerns/issues they are facing during implementation so these issues can be addressed.

b. Discuss the team's handoff/exit strategy from the team to the personnel/units identified in 10a.

The committee's charge is complete once the punch list is disseminated to the colleges.

c. Identify the date at which full implementation will be realized and work of the implementation team concludes.

As outlined on the punch list.

Initiative #12: Communication Plan for Implementation

INITIATIVE

Academic Staff Structure Committee

Committee Charge Being Addressed by Proposal

- List potential new configurations/ideas to maximize efficiencies, service, productivity and engagement.

Academic Staff Structure Committee

Chair – Kelly James-Penot

Anna Barrett, Darcie Conrad, Elizabeth Cranford, Sally Downey, Darcie Graham, Heather Miller, Quentisha Jones, April Jordan, Sharon King, Gina McCarty, Martha Resavy, Michelle Shows, David Sliman, Carlos Sterling, Debbie Stoulig, Tameka Sullivan, Danielle Sypher-Haley, Terry Whittington

The Academic Reorganization Staff Structure Committee identified communication as key to a successful reorganization. Institutionally, communication has been lacking or inefficient in areas, often leading to the “Southern Miss Shuffle.” One measure of a successful reorganization would be leaving that term in the past. The Committee believes that addressing communication broadly at the university level and then more narrowly at the college and school levels should be a part of the implementation of reorganization. The committee also believes that effective communication is a vital part of student success and will enhance staff and faculty productivity. In the upcoming College-wide meetings, staff members need to be reminded and encouraged to avoid the “Southern Miss Shuffle” when possible by using email/phone communication with other departments to eliminate the need for students to have to walk across campus. Staff-to-staff communication is most effective, so staff will need a new staff directory and listserv.

All employees (staff/faculty/administration) play a part in recruitment, retention, and the overall experience of our students. Throughout the reorganization process, employees need to be reminded of the power they have to help students have positive experience at Southern Miss. Equally important is respecting the time it takes to be trained and to become accustomed to new university structures—and the time it takes to convey that information to students. All units must be kept informed, including support units that may not interact directly with students. With the continued delay of communication and with new upgrades and new systems it will be difficult for staff to receive adequate training and to adjust and engage in the reorganization. Our aspirational goal was to make things easier for students, help staff to be more efficient, and eliminate the “Southern Miss Shuffle,” but during this process we discovered a multitude of tasks that need to be accomplished just to keep the university running. Once these items have been addressed, we can begin work on the cultural change necessary to eliminate the “Southern Miss Shuffle.” The punch list has been a result of a strong collaborative effort among academic/nonacademic units.

Recognizing that we have a truncated timeline for implementation, it is critical that Administration, faculty, and staff embrace this plan and work together efficiently. Time needs to be allocated for staff to develop and learn new processes and systems, particularly for those directly affected by the new structures. Relationships with new Deans, Directors, Chairs, faculty, and staff will take time to develop. New roles and responsibilities will take time to learn and adapt to. Additionally, it will take time to physically make changes to signage, printed materials, and webpages. This plan will be initiated at the University level and communicated to Colleges and Schools. Implementation for each College and School may be different due to size and number of changes. Full support from Administration and university-wide participation will be crucial to this plan’s success. We have made recommendations in our punch list for all constituencies to be responsible for signage, printed materials, and webpages. We believe it is vital that all stakeholders and members of each community be given the proper communication of the reorganization to allow them to maintain the image of the university.

Implementation Strategy

University Communication Plan:

The initial proposal recommended that the University communicate all changes to Colleges and Schools by initiating signage changes and website updates. Full university communication and support is necessary to the success of the communication initiative. Efficient and concise distribution should increase staff and faculty productivity.

The committee feels the “punch list” developed in the initiative phase is a comprehensive list of tasks that must be performed during the reorganization transition. This list, in conjunction with moving targets including a new university website and other branding issues, requires that other portions of the reorganization strategy take a lesser priority until the transition period is complete.

Through conversations in this second phase, new methods have developed that will aid efficiency in the transition period. Of note, a document has been created containing the required elements for physical moves that will assist iTech, the Physical Plant, and the Post Office during this transition.

In order to avoid confusion, it is essential that a communication plan is developed and distributed to all constituents beyond the transitional phase. The committee recommends that the following communication strategies are continued after the completion of the punch list:

- Multiple avenues of communication will be necessary, as no one method will reach all constituents. Methods will include, but not be limited to: USMTalk, USM Mailout, Student Printz, email, SOAR Mobile, and classroom announcements. Investigate functionality of other programs we already own but are not fully implementing, e.g., SOAR Mobile, and the possibility of implementing push notifications which automatically pop up on a students’ phones.
- Where possible, easels, Smart TV’s, and signboards should be used to communicate changes (school/department office locations, advisor locations, etc.).
- Signage and marquis will be updated to reflect new college and school structure, departmental locations, etc. by mid-summer 2018, including removing all outdated signage to avoid confusion.
- Update web pages and investigate creating a student quick links page as a one stop shop for new and returning students.
- Continued communication from the Office of the President and Provost about “buy in” to the process and ways of thinking of themselves in the new College and School structures. Continued personal, face-to-face communication from Administration will enhance participation by faculty and staff and boost morale.
- Web pages will be updated with the new configurations that focus on questions both students and staff may have about the University reorganization.
- University employees will need to be fully committed to communicating information to stakeholders, especially students. Administration, staff, and faculty will be encouraged and reminded to go the extra step (phone calls, etc. when possible) to avoid the “Southern Miss Shuffle” of sending students all over campus. All employees ultimately assist in the retention and recruitment of students.

- The committee recommends annual university-wide and semiannual college-wide convocations for staff be implemented to encourage ownership, cohesiveness, awareness, and understanding of the University vision, mission, and values.
- The committee recommends that colleges begin to hold monthly meetings to keep administrative staff informed. This will increase and encourage collaboration and teamwork as we begin the transitional phase and continue into the future.
- Changes in structure should be communicated to support offices. For example, auxiliary and support offices should be notified of college- and school-level personnel changes that will impact their work. New contact information should be disseminated to key units such as Human Resources, Office of the Controller, Office of Research Administration. A special email address should be set up in the Provost's Office for faculty and staff to submit concerns/issues they are facing during implementation so these issues can be addressed as they arise throughout the first year.

College/School level Communication Plan:

Staff:

- Directors will convey the new school structure and responsibilities at the start of the Fall 2018 term.
- Deans and Directors will be mindful to create adequate time and space for staff to make the identified changes.
- Faculty members should highlight key changes in school structure via their course syllabi. The reorganization should be placed at the beginning of each course syllabus for the Fall 2018 semester, and via Canvas notifications where appropriate.

Students:

- Students will be encouraged to reference their USM email accounts for updated information (which may include advisor location changes, advisor changes, etc.)
- Students will be encouraged to opt in to SOAR Mobile if it is determined that function can be mobilized.

Personnel involved:

- All university employees have to "buy in" to the importance of communicating to stakeholders, especially students. Administration, staff, and faculty all will be encouraged and reminded to go the extra step (phone calls, etc. when possible) to avoid the "Southern Miss Shuffle" of sending students all over campus as all employees assist in the retention and recruitment of students.
- One or two staff members should be identified as liaisons in each college to handle concerns about personnel issues. Process-based concerns will be addressed in the monthly staff meetings held by each college.

Fiscal Analysis:

- Costs will be incurred to update signs, marquis, business cards, letterhead, and similar branded materials. Thought should be taken when possible to begin these purchases in fiscal year 2018 in order to mitigate the cost to fiscal year 2019. Cost will also be incurred in moving School offices, phones, etc. to new locations. This cost could be considerable for large schools and the university as a whole.

Academic Reorg Punchlist

Running List	Responsible Contact	Date to Complete By	Date Actually Completed
1 Finalize Organizational Charts	Dean's Office Budget Manager (send to Krystyna Varnado/Michelle)	To be determined	
2 Submit moves to UPD for 911 updates	Dean's Office Budget Mgr/Director and Admin Support at School level	6/30/2018	
3 Notify the Post Office of any box changes	Dean's Office Budget Mgr/Director and Admin Support at School level	6/30/2018	
4 Make decisions on when changes can be made to letterhead, envelopes, business cards, Web pages	Dean's Office Budget Mgr/Director and Admin Support at School level	6/30/2018	
5 Verify/modify prebooked orders to Aramark for Catertrax budget string changes	Dean's Office Budget Mgr/Director and Admin Support at School level	7/1/2018	
6 Verify/modify prebooked orders to the Union for room Registration purposes (budget strings and manager changes)	Dean's Office Budget Mgr/Director and Admin Support at School level	7/1/2018	
7 Verify/modify pre-orders to Science Stores for budget string changes	Dean's Office Budget Mgr/Director and Admin Support at School level	7/1/2018	
8 Submit work order to update network printer settings when printers change location	Dean's Office Budget Mgr/Director and Admin Support at School level	7/1/2018	
9 Verify/modify orders Barnes and Noble of budget string changes	Dean's Office Budget Mgr/Director and Admin Support at School level	7/1/2018	
10 Develop new listservs for students at both the college and school level to communicate the new structure	Dean's Office Budget Mgr/Director and Admin Support at School level	7/1/2018	
11 Appoint a staff member and student in each new school to walk through the building(s) associated with the new school to be sure all old signage, etc. has been removed	Dean's Office Budget Mgr/Director and Admin Support at School level	7/1/2018	
12 Complete check by all faculty and staff of webpages associated with them or their assigned area to be sure all updates have been made (207)	Dean's Office Budget Mgr/Director and Admin Support at School level	7/1/2018	
13 Contact Vendor to physically move any leased printer	Dean's Office Budget Mgr/Director and Admin Support at School level	7/2/2018	
14 Submit work order to change security access in SOAR for job duty changes to include add and removal of access	Dean's Office Budget Mgr/Director and Admin Support at School level	6/20/2018 with effective date 7/1/2018	

Academic Reorg Punchlist

Running List	Responsible Contact	Date to Complete By	Date Actually Completed
15 Submit work order to change security access in SOARHR for job duty changes to include add and removal of access (Supervisor changes)	Dean's Office Budget Mgr/Director and Admin Support at School level	6/20/2018 with effective date 7/1/2018	
16 Submit work order to change security access in SOARFIN for job duty changes to include add and removal of access	Dean's Office Budget Mgr/Director and Admin Support at School level	6/20/2018 with effective date 7/1/2018	
17 Submit to Donnie Robbins changes in Property Control Contacts for change in AssetWorks and SOAR Property Control	Dean's Office Budget Mgr/Director and Admin Support at School level	6/20/2018 with effective date 7/1/2018	
18 Submit to Donnie Robbins a list of all current Department Heads 1)Stepping down 2)Leaving the University, 3)Position being eliminated, so exit audits can be performed	Dean's Office Budget Mgr/Director and Admin Support at School level	6/20/2018 with effective date 7/1/2018	
19 Submit to Property Control Contacts any asset tagged equipment moves	Dean's Office Budget Mgr/Director and Admin Support at School level	6/20/2018 with effective date 7/1/2018	
20 Submit to Property Control Contacts any asset tagged equipment reassignments (Employee Rejects in SOAR, Property Control Contact Reassigns)	Dean's Office Budget Mgr/Director and Admin Support at School level	6/20/2018 with effective date 7/1/2018	
21 Complete In House Audits beginning August 1 - Due Sept 15	Dean's Office Budget Mgr/Director and Admin Support at School level	8/1/18 through 9/15/18	
22 Leadership changes/approvals for faculty status, student forms, and contacts for recruitment. (added 4/30/18)	Graduate School/Carolyn Cawthon/Tracy Barnhill	7/1/2018	
23 Complete PAFs for any individual changes - anyone transferring from 12 month position to 9 month position - anyone transferring from 9 month position to 12 month position - anyone with a department id change - anyone with a change in funding (Budget and ORA) source (i.e. budget string change) - anyone with a change in their pay rate - Any Job title/level change - All summer PAF's should include the current/old budget strings Updates done by faculty of their online directory Information via their Self-Service link in SOAR	HR Partners/Krystyna Varnado	5/4/2018 (updated 5/2/18)	
24	HR Partners/Krystyna Varnado	To be determined	

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Running List	Responsible Contact	Date to Complete By	Date Actually Completed
25 Finalize Job descriptions 10 weeks before	HR Partners/Krystyna Varnado	To be determined	
26 Finalize job selection process (the plan for how we are going to go about job selections)- 8 weeks before, completed no later than 4 weeks before	HR Partners/Krystyna Varnado	To be determined	
27 Send notifications to affected employees – no later than 30 days before	HR Partners/Krystyna Varnado	To be determined	
28 Complete updates to F&A Distribution	Jennifer Wilson/ORA	6/30/2018	
29 Modify Grants Workflow in SOARFIN	Jennifer Wilson/ORA	6/30/2018	
30 Change Cayuse	Jennifer Wilson/ORA	7/1/2018	
31 Update requisition entry roles	Jessica Turner	6/30/2018	
32 Change payroll supervisors in SOARHR	Kameron Dale/Krystyna Varnado	7/1/2018	
33 Complete system configuration on dept ID label change	Katie Walker	After 1st close	
34 Update signature authorities for disp/dept E&G, 14%10s, 14%20s budgets	Katie Walker/Melissa Bastine/Andrea Phillips	6/30/2018	
35 Update default budgets for PCards	Katie Walker/Melissa Bastine/Andrea Phillips	7/3/2018	
36 Complete PO Rollover modifications	Katie Walker/Michael Moss /Cyndi Wyles	7/11/2018	
37 Complete Standing Orders and copy rental POs	Katie Walker/Michael Moss /Cyndi Wyles	7/19/2018	
38 Complete full Financials System Test	Katie Walker/Michael Moss/ Bridget Maskew/Melissa Bastine	ASAP	
39 MDRs need to be rewritten to pull from trees (move to production between second close and July close)	Katie Walker/Michael Moss/ Bridget Maskew/Melissa Bastine	To be determined	
40 Confirm nothing needs to be modified for the Library systems	Lisa Jones/Valerie Craig	6/30/2018	
41 Update default budgets in DBT (Effects bud 006)	Lynn Smith/ Brenda McPhail	6/15/2018	
42 Communicate chartfield structure for schools, departments, and disciplines campus-wide	Lynn Smith/Cheri Waldrup (approved by Dr. Moser)	In process	
43 Enter new and changed chartfields in SOARFIN	Melissa Bastine	3/31/2018	
44 Update all nVision reports	Melissa Bastine/Michael Moss	7/31/2018	
45 Change contacts in AdAstra that are tied to colleges	Nichol Green/Lemuel Boyer	6/30/2018	

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Academic Reorg Punchlist

Running List	Responsible Contact	Date to Complete By	Date Actually Completed
	Nichol Green/Lemuel Boyer	7/1/2018	
46 Advisor information is updated in SOAR			
47 Confirm nothing needs to be modified in Canvas	Office of Online Learning/Chad Seals	6/30/2018	
48 Confirm long name and short name within PeopleSoft and communication needed to campus for dept ID label change	Office of the Controller/Cheri Waldrip	4/4/2018	
49 Review final payroll journal for new budget strings	Payroll/Andrea Phillips/Bridget Maskew	7/5/2018	
50 Identify and Modify all Campus Reports	PeopleSoft Business Analysts and Report Owners	Ongoing	
51 Submit Physical Plant work order to move card swipe readers and controllers related to online access for building doors	Physical Plant work order/Chris Crenshaw	6/30/2018	
52 Update Building Signs (22) to reflect new College Name	Physical Plant/Chris Crenshaw	7/1/2018	
53 Review and update Internal Signage (auditoriums, dean's office, etc.)	Physical Plant/Chris Crenshaw	7/1/2018	
54 Submit a list to Physical Plant for vehicle reassignments (golf cart, car, van) (insurance, letter changes)	Physical Plant/Shana Riles	6/30/2018	
55 Modify Workflow for Purchasing in SOARFIN	Procurement/Cyndi/Jessica T	After requisitions are turned off	
56 Update reconciler proxies for PCards	Procurement/Saundra Garnand	7/1/2018	
57 Modify all courses in the course catalog to reflect the new academic org changes	Registrar's Office/Nichol Green/Lemuel Boyer	7/1/2018	
58 Modify all classes in the schedule of classes for the upcoming Fall to reflect the new academic org changes	Registrar's Office/Nichol Green/Lemuel Boyer	7/1/2018	
59 Identify College and School level approvers for new workflow processes	Registrar's Office/Nichol Green/Lemuel Boyer	7/1/2018	
60 Create new workflow for Cancellation/Withdrawal requests (getting a consultant to help) using the delivered AWE framework	Registrar's Office/Nichol Green/Lemuel Boyer	7/1/2018	
61 Create new workflow for Grade Change requests (getting a consultant to help) using the delivered AWE framework	Registrar's Office/Nichol Green/Lemuel Boyer	7/1/2018	

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Running List	Responsible Contact	Date to Complete By	Date Actually Completed
62 Create new workflow for Late Add/Drop requests (getting a consultant to help) using the delivered AWE framework	Registrar's Office/Nichol Green/Lemuel Boyer	7/1/2018	
63 Converting the hardcopy Degree Application to a new electronic workflow (getting a consultant to help) using the delivered AWE framework	Registrar's Office/Nichol Green/Lemuel Boyer	7/1/2018	
64 Modify STR queries that use the Academic Org field (department level queries)	Registrar's Office/Nichol Green/Lemuel Boyer	7/1/2018	
65 Add or remove security roles based on staff position changes	Registrar's Office/Nichol Green/Lemuel Boyer	7/1/2018	
66 Modify every faculty members academic org	Registrar's Office/Nichol Green/Lemuel Boyer	7/1/2018	
67 Complete Bulletin rewrites for UGRD and GRAD	Registrar's Office/Nichol Green/Lemuel Boyer	7/1/2018	
68 Submit work order for help with computer settings when a networked printer changes location Must be done after the printer configuration is complete	Request from anyone needing help to iTech	7/1/2018	
69 Submit work order to change titles or security access in Maxient for job duty changes to include add and removal of access	Request from Department to iTech via Work Order	6/30/2018	
70 Submit work order(s) to move Internet service (Charges for new wire pulls will apply)	Request from Department to iTech via Work Order	6/30/2018	
71 Submit work order(s) to modify ownership of listserv(s)	Request from Department to iTech via Work Order	6/30/2018	
72 Submit work order(s) to create new listserv(s)	Request from Department to iTech via Work Order	6/30/2018	
73 Submit work order(s) with criteria to modify code in dynamic lists	Request from Department to iTech via Work Order	6/30/2018	
74 Modify manual listserv memberships (list owner)	Request from Department to iTech via Work Order	6/30/2018	
75 Submit work order to move iTech-owned security camera(s)	Request from Department to iTech via Work Order	6/30/2018	

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Academic Reorg Punchlist

Running List	Responsible Contact	Date to Complete By	Date Actually Completed
76 Submit work order to move iTech-owned A/V Classroom Equipment, Projectors or Screens	Request from Department to iTech via Work Order	6/30/2018	
77 Submit work order to move iTech-owned Speakers	Request from Department to iTech via Work Order	6/30/2018	
78 Submit work order to move iTech-owned IVN equipment	Request from Department to iTech via Work Order	6/30/2018	
79 Submit work order to move iTech-owned Meeting Room A/V Equipment	Request from Department to iTech via Work Order	6/30/2018	
80 Submit work order to move iTech-owned Meeting Room IVN Equipment (Cisco or Polycom)	Request from Department to iTech via Work Order	6/30/2018	
81 Submit work order to move iTech-owned Hallway Monitors/Digital Signage	Request from Department to iTech via Work Order	6/30/2018	
82 Submit work order to move iTech-owned and installed Microphone/Speaker systems	Request from Department to iTech via Work Order	6/30/2018	
83 Submit work order to move Long-Distance codes that need switched to the new Budget String or deactivated	Request from Department to iTech via Work Order	6/30/2018	
84 Submit request to modify access in Qualtrics if needed	Request from Department to iTech via Work Order	6/30/2018	
85 Submit work order to change security access in ImageNow for job duty changes to include add and removal of access	Request from Department to iTech via Work Order	7/1/2018	
86 Complete and submit form (link below) for bulk PHONE and FURNITURE moves to ITBILLING@usm.edu This includes the following: *Furniture moves by Physical Plant *Phone Service (to include Long Distance code budget updates) <u>COPY URL FOR THE FORM, AND PASTE IN A BROWSER:</u> https://smitt.sharepoint.com/sites/Punchlist_Non_Academic/Shared%20Documents/86_Phone%20to%20Move.mdx	Sally Downy COST Gina McCarty COEP/COH Tameka Sullivan COB Terry Whittington CON Liz Cranford COAL Lashonda Thompson Provost's Office	ASAP to 7/1/18	

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Running List	Responsible Contact	Date to Complete By	Date Actually Completed
87 Send communication regarding info needing for update to requisition entry roles	Steve Ballew/Cheri Waldrup	After staffing changes are finalized	
88 Ensure the iSouthernMS App is updated	Valerie Craig/iTech	7/1/2018	
89 Physical Plant replace any missing ceiling tiles resulting from equipment moves. (Added 5/2/18)	Physical Plant/Chris Crenshaw	7/1/2018	

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Appendix A



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- USM Self Service
 - Activate Student Gaming Device
 - CARES
 - Dean's Email to Students
 - Department Email to Students
 - Faculty Staff Activate Wirel
 - Faculty Committee Membership
 - Faculty Textbook Survey
 - Graduate Student Exit Survey
 - Parent/Guardian Acces
 - Print Course Evaluation
 - Request Access for Employee
 - SOAR/SOARFIN Traini
 - Secure Transcript
 - Social Media Tutorial
 - Student Course Evaluations
 - Student Planner
 - Student Textbook Survey
 - Undergrad Student Exit Survey
 - Update Online Director
 - Info
 - Class Attendance Repo
- Faculty Center
- Advisor Center
- Search
- Student Center
 - Advising Notes
- Workforce Administration
- Enterprise Learning
- Campus Community
- Student Recruiting
- Student Admissions
- Records and Enrollment
- Curriculum Management
- Financial Aid
- Student Financials
- Academic Advisement
- Contributor Relations
- Set Up HRMS
- Set Up SACR
- Worklist
- Reporting Tools
- PeopleTools
- USM Home

Directory Information

Your display name is how you will be listed in the online directory and in the global address list. You can change the display name below.

- First Name
- Middle Name
- Nickname

If you would like to use a nickname not available in the nickname search, please contact the iTech Help Desk at 601-266-4357 to have it added.

If you would like your middle initial to appear as part of your display name, enter it here.

Your name is currently displayed as:

C:

Title:
Department:

If your Title is incorrect, please contact the Department of Human Resources at 601-266-4050.

==>MESSAGE NOT FOUND==> (20000,83)

Campus: HBG
Office Building:

Hattiesburg
Room:

Do not show Campus, Building and Room in the www.usm.edu People Directory.

Phone

Please enter 10 digit numbers for each PHONE field, "-" or "." allowed.

Department Phone: 601/266-

Office Phone: 601/266-

Mobile Phone:

Fax Number: 601/266-

- Do not show Office Phone in www.usm.edu People Directory
- Do not show Mobile Phone in www.usm.edu People Directory

Appendix B Support Units/Hattiesburg

Admissions – Hattiesburg Campus	6-5000
Registrar Office	6-5006
Human Resources	6-4050
Payroll	6-4084
Purchasing	6-4131
Travel	6-4131
Accounts Payable	6-4131
Office of Research Administration	6-4119
Vice President for Research Office	6-5116
Business Services	6-4137
University Communications	6-4491
Graduate School	6-4369
General Counsel	6-4466
Athletics	6-5017
Barnes and Nobles Textbook Center	6-4381
Office of the Controller	6-4084
Disability Accommodations	6-5024
Dean of Students	6-6028
Foundation	6-4095
iTech	6-4357
Honors College	6-4533
New Student Retention Programs	6-6405
Office of Online Learning	6-5518
Physical Plant	6-4414
Receiving	6-5431
Student Success Center	6-6405

Appendix C Support Units/Gulf Park/GCRL/Stennis

Admissions – Gulf Park Campus	4-3444
Business Services – Gulf Park	4-4520