

# **Update on *Path Forward*:** Operations Implementation and Impact

Presented to  
Council of Principal Investigators  
September 14, 2022



# The Vision Behind *Path Forward*

*“... a large, ambitious administrative reorganization of the university that will streamline operations to ensure we make the best decisions among competing priorities.”*

*Dr. M. Katherine Banks*



# Guiding Principles

1. Transparency

2. Simplicity

3. Accountability

4. Collaboration



# Our Goals

- Streamlining operating structure
- Expanding TAMU's service offerings
- Fostering an environment with fewer bureaucratic challenges



# Benefits You Can Expect

- Reduction of administrative burdens
- Clearer roles and responsibilities
- Enhanced career growth opportunities
- Quality outcomes
- Continuous improvement



# Follow-up

- One year assessment of the *Path Forward* initiatives to determine successes and challenges
- Committee including faculty and staff to provide feedback on successes and areas needing improvement





# What's Happening with Operations Across Campus





# Human Resources Proposed Actions

- **Action 1:** Align personnel/finalize org structure
- **Action 2:** Department HR Liaisons transition to Generalist/Specialist roles
- **Action 3:** Streamline processes, reduce bureaucracy
- **Action 4:** Centralizing and standardizing employee onboarding
- **Action 5:** Structured method for advancing and retaining employees



# Human Resources Anticipated Outcomes



- Improved employee and candidate experience through customer focused HR professionals
- More efficient hiring and onboarding with enhanced recruitment of higher quality and diverse candidates
- Dedicated employee success programs



## IT Proposed Actions

- **Action 1:** Align personnel/finalize org structure
- **Action 2:** Simplifying Helpdesk Requests
- **Action 3:** Streamline IT Purchasing
- **Action 4:** Improved productivity, predictability and security through the Next Generation *Aggie Network*

# IT Anticipated Outcomes



- Streamlined points of contact – easier to know who to call
- Next Generation *Aggie Network*
- Better response time, security and customer satisfaction
- Easier and faster IT purchasing

# MarComm Proposed Actions



- **Action 1:** Align personnel/finalize org structure
- **Action 2:** Assistance with Strategic messaging
- **Action 3:** Staff Development
- **Action 4:** Editorial Process/Media Relations
- **Action 5:** Website consistency and support

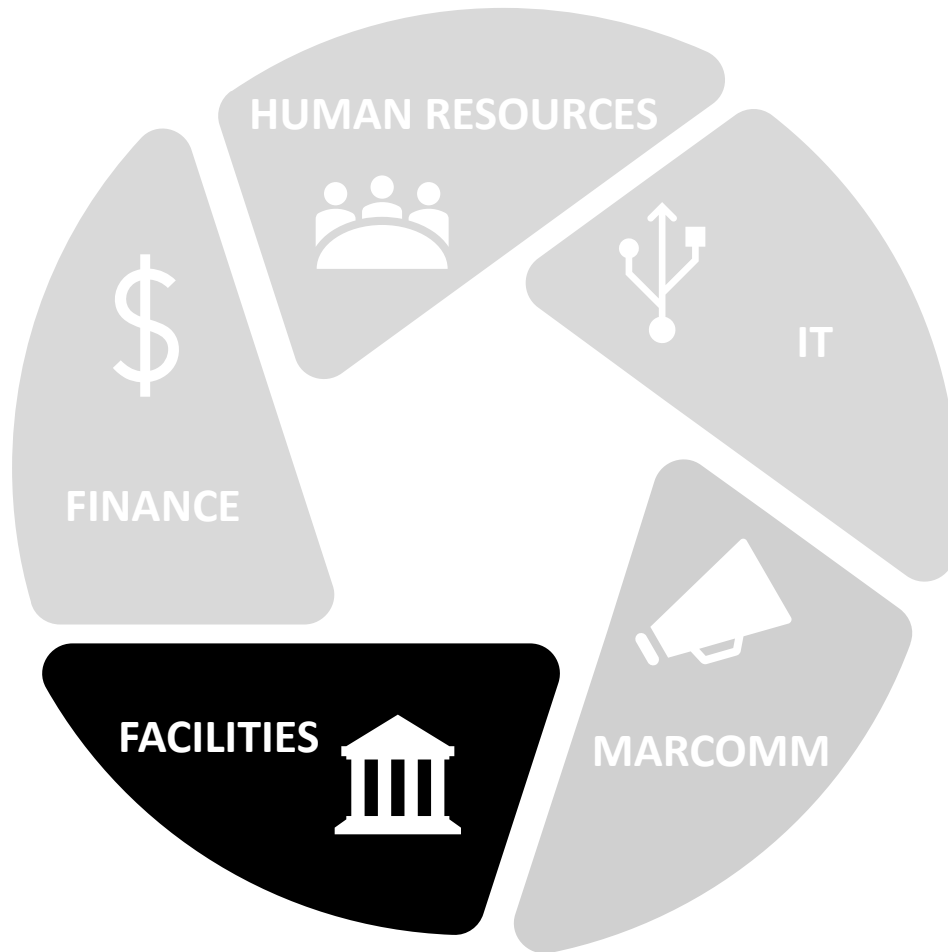


# MarComm Anticipated Outcomes



- One University. One Brand. One Team.
- Assistance with content and outreach
- Stronger, more consistent brand and messaging implementation

# Facilities Proposed Actions

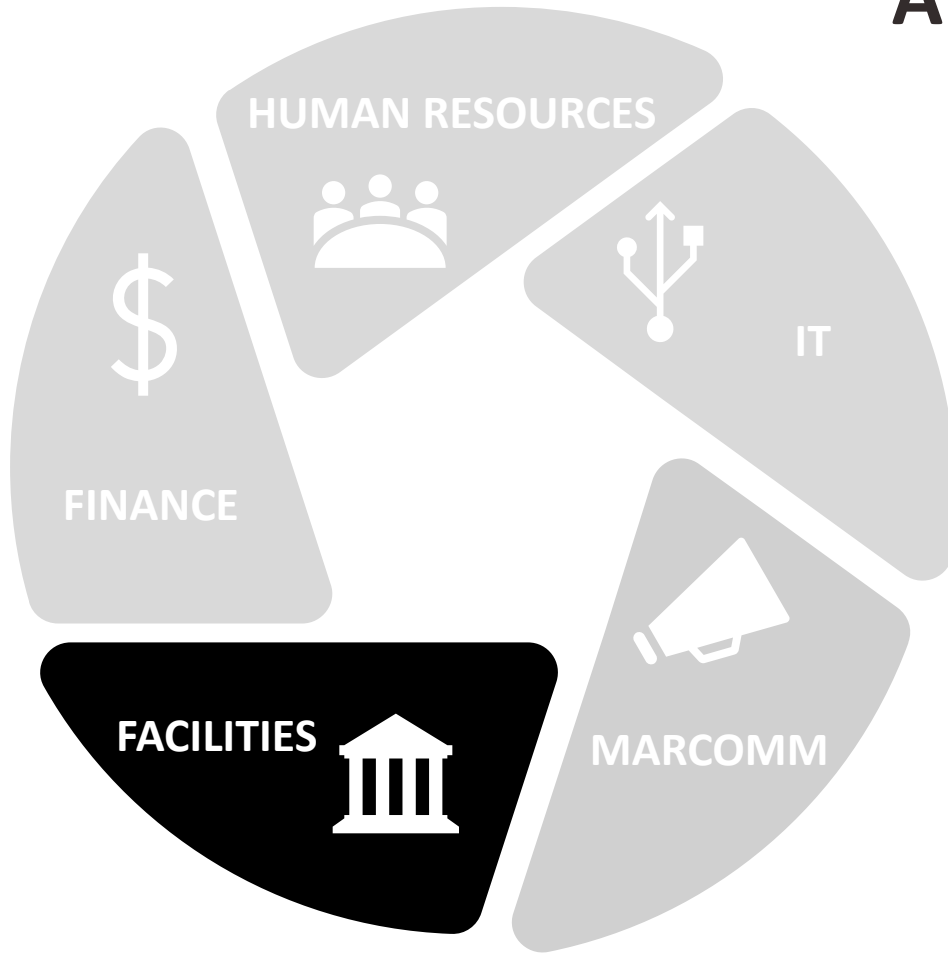


- **Action 1:** Align personnel/finalize org structure (more to come soon)
- **Action 2:** Facility Management Structure
- **Action 3:** Improved Maintenance Requests Response
- **Action 4:** Campus Planning, Design & Construction
- **Action 5:** Analytics & Mapping



# Facilities

## Anticipated Outcomes



- Increased quality of facility repairs, housekeeping and operational coordination.
- Professional support with planning, design and construction of all projects
- Robust space data and mapping services.

# Finance Proposed Actions



- **Action 1**: Align personnel/finalize org structure
- **Action 2**: Assess current delegated purchasing authority
- **Action 3**: Review contract workflow to decrease processing time
- **Action 4**: Create continuous improvement process and quality metrics monitoring



# Finance

## Anticipated Outcomes



- Improved toolkit for finance staff
- Customer-focused financial process improvements, beginning with the contracting process
- Standardization of financial processes across campus

# Additional Areas of Focus

- Focus on Remote Campuses
- College of Arts & Sciences
- School of Performance, Visualization & Fine Arts
- Journalism
- Bush School
- Student Health/mental health services

*Note: Additional details available at <https://pathforward.tamu.edu/working-groups/>*



## What's Next:

- Ongoing communications
- Implementation and measurement
- Continued posting on *Path Forward* website
- President Banks' *State of the University* address on September 28, 2022
- One year assessment of the *Path Forward* initiatives

*Note: Additional details available at [pathforward.tamu.edu](http://pathforward.tamu.edu)*

