

Florida TaxWatch

PRODUCTIVITY AWARDS

2019 Winners of the Florida TaxWatch Awards

Nine nominations from Florida State University have won 2019 Florida TaxWatch Awards: Three Cash Awards, one Agency Initiative Award and five Plaque Awards.

This year, cash and plaque awards will be presented to the winners at the Tallahassee Awards Ceremony at Florida State University's Turnbull Center on September 11th, for their award-winning solutions and productivity improvements for the state government.

The winning individuals and teams from Florida State University are:

CASH WINNERS

Learning Systems Institute/Florida Center for Research in STEM (FCR-STEM)

Award Winner: *Rabieh Razzouk*

Nominator: *Rabieh Razzouk, Senior Research Associate, Learning Systems Institute, and Director, Florida Center for Research in Science, Technology, Engineering and Mathematics*

Annual Cost Savings Estimate: *\$45,000,000*

Florida like all other states, has K-12 curriculum standards that drive classroom instruction. Every teacher has to develop and/or maintain a curriculum plan/pacing guide and demonstrate how and when they are working on a specific standard. The idea was to create a tool to help teachers save time in planning, provide them the ability to maintain an accurate plan throughout the year, allow them to start next year more efficiently, and provide smart tools to support the teachers in finding resources that support them just-in-time based on their plans. This was how the idea for the CMAP tool was born. More than 159,000 teachers in Florida have used the CMAP tool and created over one million CMAPs in the last few years. More than 100,000 student websites have been created and more than 30,000 students access educational resources such as interactive lessons on a daily basis. Recently, new CMAP features were released.

Graduation Planning & Strategies Office

Award Winners: *Jill Flees, Lynn Helton, Joe O'Shea, Alice Wright*

Nominator: *Jill Flees, Director, Graduation Planning & Strategies Office*

Annual Cost Savings Estimate: *\$66,578,233*

The Graduation Planning and Strategies (GPS) Office was developed to identify and support undergraduate students experiencing barriers to degree completion. While there were numerous university initiatives supporting the timely graduation of currently enrolled students, the GPS team identified a gap in FSU operations: there was no systematic outreach being made toward students who discontinued enrollment (i.e., those who left college without completing a degree) even when they were 1 to 2 terms away from degree completion. This initiative improved service delivery by assisting

students (taxpayers) in identifying the reason for discontinued enrollment, developing the first steps to continue pursuing their degree, and supporting their progress through completion. Through the FSU Completion Campaign, within two years 344 students who had left college with no degree have earned their degrees and an additional 774 students are being actively supported in their pursuit of degree completion. In many circumstances, students discontinued enrollment prior to degree completion after experiencing a personal or institutional obstacle. The Completion Campaign worked with the student to find and navigate the path forward, helping them overcome obstacles they were unable to find on their own. Taxpayers also benefited from this initiative because it prompted institutional reforms to optimize several administrative processes of the University. By documenting the reasons for discontinued enrollment, GPS was able to identify workflow processes that contributed to a student not earning their degree. This data served as a catalyst to have conversations about processes and procedures that needed to change.

Autism Navigator and Baby Navigator Development and Implementation Team (Autism Institute, College of Medicine)

Award Winners: Amy Wetherby, Cara North, Marc Nottke, Hector Holguin, Laura Rosenthal

Nominator: Sherrie Hajek, Health & Human Services Specialist, Autism Institute

Annual Cost Savings Estimate: \$1,000,000

Early diagnosis of autism and intervention in toddlers between the ages of 18-24 months is crucial to radically improving lifetime outcomes and reducing the cost of lifetime care to families and the State. To this end, the innovative Baby Navigator web platform was developed, incorporating highly interactive video clips and web-based courses to educate families, healthcare and early intervention providers and educators on how to identify signs of autism at early ages. The Highly Interactive Baby Navigator application with the SoCo CheckUp component incorporates the research consent process, collection of child and family information and screening. If a child screens positive for autism, the family gains access to the Seamless Path for Families which is a multi-faceted tool providing intervention with the child beginning as early as 1 - 2 mos of age to impact family engagement and capacity to change their child's developmental trajectory early during the period when the child's brain is developing most rapidly.

AGENCY INITIATIVE WINNER

Award Winner: Rabieh Razzouk and the Learning Systems Institute/CPALM Team

Nominator: Rabieh Razzouk, Senior Research Associate, Learning Systems Institute, and Director, Florida Center for Research in Science, Technology, Engineering and Mathematics

Annual Cost Savings Estimate: \$42,000,000

Education is constantly evolving and in Florida we are always striving to have the best K-12 education opportunities for our students. Learning is mostly restricted to formal classrooms and there is a little done to differentiate instruction by student. There are many websites and tools that provide supplemental information and resources, but almost none that is created specifically for our curriculum standards. Interactive online tutorials were developed for K-12 students to support their learning in mathematics, science, English language arts, and social studies. This will impact every teacher and every K-12 student in Florida for many years to come. There are now more than 800 published tutorials and each tutorial takes between 200-400 hours to create from start to finish. All content is freely available to all Florida teachers and students. The initial goal is to have full coverage for all K-12 courses in the

targeted subjects. tutorials were launched three years ago but most of the content was added in 2018. In the last three years, there have been more than 10 million users of these resources.

PLAQUE WINNERS

CSL Lab Air Reduction Team (Facilities - Utilities, Maintenance & Engineering)

Award Winners: James Stephens, Tim Logan, Keith Collins, David Tharp, Jaqueline Bucheck,

Nominator: James Stephens, Executive Director, Utilities/Maintenance

Annual Cost Savings Estimate: \$76,900

In order to facilitate proper documentation of lab settings in the Chemical Sciences Laboratory Building, a Research Lab Data Sheet was prepared for each lab. With the support of Tom Jacobson in EH&S, the appropriate air change rate for each space was determined. The operational settings of each lab was verified and adjustments were made to bring the performance within the specified range. We were able to reconfigure all the existing system components, rather than purchasing a new system. The Chemical Sciences Laboratory building has achieved over \$76,900 per year in energy savings. The building maintains the appropriate ventilation rates allowing its performance to be in line with other top 25 public research university lab facilities. The program has now been formalized into the FSU Lab Research Standards program. This cross functional team has the added benefit of aligning goals and resources of Facilities, Academics, and Research.

Information Technology Services / University Technology Administration/ Microsoft Enterprise Applications and Systems

Award Winner: Stephen Tyson, System Administrator

Nominator: Lori Gormin, Associate Director, Microsoft Systems & Applications

Annual Cost Savings Estimate: \$56,000

Microsoft Office 365 notifies the O365 systems administrators that there was a compromised account. This generated a Service Desk request to do a password reset on the compromised account. This process took approximately 3 hours to complete. In response, Stephen Tyson developed a compromised account password reset solution for the Service Desk that automated the manual process. Prior to implementing the password reset solution it took the service desk on average 3 hours to document, reset user password, contact user, and resolve/close the issue. Since the implementation of the password reset solution this time has been reduced to 30 minutes per compromised account.

12,354 password resets on FSU compromised accounts between 8-14-2015 and 8-27-2018 equaled 37,062 total work hours without SP solution. With solution, total work hours equaled 6,177, saving a total of 30,885 work hours.

The Student Resilience Project Team

Award Winners: Dean Jim Clark, Sally McRorie, John Thrasher, Ann Perko, Lyndi Bradley,

Nominator: Karen Oehme, Director, Institute for Family Violence Studies

Annual Cost Savings Estimate: Difficult to quantify. Value is in increased wellness, students who experience a sense of self-efficacy, belonging on campus, better coping skills, and students who have learned new skills for their wellness. This makes our community healthier, and provides tools for students to build skills they can use now, later in the workforce and throughout their lives.

College students report increased rates of stress and mental health problems that can interfere with their adjustment to college, academic success, retention, and transition into adulthood. Florida State

University has grappled with how best to help students meet these challenges. The provost and president requested the development of a universal prevention program available to all enrolled students (over 40,000), resulting in the launch of the unique online website (Strong.FSU.edu). The project is a dynamic and interactive, online activity toolkit, designed with a Generation Z look and feel to the project, that teaches students how to build resilience. It uses peer to peer "Restorative Narrative" videos on homesickness, rejection, alcohol use, breakups, culture shock, and many other common developmental issues students face. Ted-Talk style audios are a part of the toolkit, on issues such as grief and loss, frustration tolerance, depression, and support for students of color and LGBTQ+ students. Exercises are provided to help students identify their own strengths, values, and many skill developmental components like learning from failure, stress management, mindfulness, and coping skills. It acknowledges some students have experienced trauma, especially adverse childhood experiences, and offers hope for healing. Since its launch in 2018, 7,000 students who have used the toolkit, indicate higher confidence levels in their ability to seek help, practice self-help activities and likelihood of using more campus resources (e.g. counseling/health services) than the control group who did not participate. Research is ongoing, and will include longitudinal studies. The Team is seeking to license the Project to other universities in a customizable format. FSU also funded the development of a toolkit that can be modified by other universities so that the program has the same branding as licensees (other school colors, school seal, important landmarks that students will recognize, etc.). This is part of our sustainability plan for the FSU project.

Sponsored Research Administration

Award Winners: *Laura Schaecher, Rose Driber, Elizabeth Slack, Catherine Stresing,*

Nominator: *Julie Wammack, Assistant Director Sponsored Research*

Annual Cost Savings Estimate: *\$8,900*

For decades, our office (Sponsored Research Administration) utilized three separate forms to facilitate four institutional approvals for discrete award management actions. These actions are 1) Pre-Award Spending, 2) Advance Spending, 3) No-Cost Time Extensions, and 4) Cost Accounting Standards (CAS) Exemptions. Each form required three sets of signatures, and getting the signatures was time-consuming and sometimes challenging for the staff. Filling out and completing the forms with the correct information was also burdensome. The "Forms Team" consolidated three forms into one form, the "Institutional Prior Approval Form," so that there would only be one form to fill out. This was useful because many of the form fields on the three older forms were identical and the Institutional Prior Approval Form only requires one set of signatures. The Institutional Prior Approval Form is now used for the same actions: 1) Pre-Award Spending, 2) Advance Spending, 3) No-Cost Time Extensions, and 4) Cost Accounting Standards (CAS) Exemptions. The form is more intuitive and user-friendly which helps new departmental staff as well as those who don't work on grants on a regular basis.

Smart Onboarding - Office of Human Resources and ERP

Award Winners: *Phaedra Harris, Amy Espinosa, Abigail Lejeune, Lorrie Harvey, Angela McCausland,*

Nominator: *Brian P. Fairhurst, Director Continuous Improvement*

Annual Cost Savings Estimate: *Difficult to quantify. The value is in a more efficient, user-friendly process, candidates being able to self-monitor the progress of onboarding tasks, and a clear delineation of responsibility for outstanding actions. This tool contributes to a positive first impression of FSU.*

Smart Onboarding is an HR customer service initiative to bring clarity and efficiency to the FSU onboarding process. The previous process of onboarding new employees required manual, labor-intensive tasks with some hard copy paper documents. Similar to other manual processes, there are frequent opportunities for errors, omissions, rework and miscommunication. The FSU onboarding portal has replaced the New Employee Forms Wizard. The portal combines pre-employment requirements in

one streamlined process, including integrating background checks into the electronic workflow. Other improvements include: Ability for departments and HR to track a candidate's progress online with a candidate console; clearer guidance to candidates and departments on what is required of the candidate and where they are in the process; integration of pre-employment requirements from job offer through new employee orientation; the ability for the candidate and the department to electronically upload additional required documents like transcripts, licenses, loyalty oath, certifications, etc.; electronic flow of department steps and approvals (including VP/high-level approval); reduction of paper forms when offline processes are integrated into the system; and electronic flow of candidate documentation direct to personnel file after hire.