INDIANA UNIVERSITY

SHARED SERVICES UPDATE

January 2015

Indiana University has been working to move student administrative functions into a shared services model for all Indiana University campuses. The Shared Services Project Team released the Phase III report in May, 2013 which summarized the review of 187 business processes in the areas of admissions, financial aid, student records, student financial services (Bursar), security, and other student areas. The Phase III report delivered a project plan on how to standardize business processes, identify improvements through technology, and detailed how to move business processes into a shared services model to reduce duplication, create efficiencies, and provide cost savings. The review of the business processes clearly indicated the campus differences in process and the efficiencies that could be gained in standardizing back office operations through shared services. The report also provided detailed data to determine staffing needs for campus offices as well as the central Shared Services Office.

From the 187 business processes reviewed, 136 back office administrative processes were identified to be moved into a shared model/combination of shared and campus resources, or have savings at the campus level through improved processes. As of January 2015, 89 of the processes have been completed with another 16 scheduled for completion by June 30, 2015. Project leadership made moving admissions, financial aid, and student financials into shared services the highest priority. A majority of the processes in these areas are complete. The remaining 31 processes will be reviewed in 2015-16 (a majority being from student records).

The review of the business processes and the use of technology to improve processes has created a new level of collaboration between USSS, UITS and the campuses as the three entities work to find ways to create efficiencies and provide improved service to students.

Key highlights include:

- Admissions electronic document processing (applications, test scores, documentation) including imaging, and workflow through OnBase software moved into production for all campuses this past summer. This eliminates paper processing, storage of paper files, and creates numerous efficiencies in admission application processing.
- Many new technology initiatives in partnership with UITS have been completed as part of Shared Services. Major projects include OnBase document management system, new functionality for building schedule of classes, batch enrollments, and the use of new tools to better facilitate the input of information into the Student Information System. USSS continues to work closely with UITS on technology projects including working on the new agile development process.
- Indiana University implemented a common calendar starting in fall 2014 which will result in better service to students while providing operational efficiencies.
- Shared services for financial aid is complete with the exception of state grant processing. USSS and campus financial staff continue to work together on creating additional efficiencies while focusing on student issues and compliance.
- The new University Bursar, Brittany Hubbard, was hired last summer. Under her direction, the Student Financials team is performing an additional review of selected processes. The secondary review will ensure maximum efficiencies are gained and student service levels are maintained.
- Student Financials staff were moved to the Bloomington Student Central One Stop to better serve students.
- Federal and state financial aid fiscal operations reporting and the tracking of funds moved from IU Financial Management Services to USSS last summer. This allows these resources to focus on the required reporting responsibilities along with additional financial aid compliance duties.
- Staff have been hired or moved into USSS. Staffing levels at the campuses are being evaluated according to the staffing goals outlined in the Phase III report.
- A shared services security access process, coordinated by USSS with the university data managers, has been implemented for student systems.
- USSS has worked with International Student and Scholar Services on a shared services model for compliance operations.
- Working with the University Transfer Office (under TJ Rivard), articulation rules continue to be developed to improve the evaluation of loading transfer credit based on the

determinations of the campus academic units. Automated transfer articulation rules are being developed for each campus.

- The University Registrar continues to work with Office of Student Success and Completion under Becky Torstrick to develop degree audits (academic advisement reports) which are a major component of providing improved information to students.

- The Bloomington and IUPUI campuses have an integrated student service or one-stop shop model. IUPUI continues to review and enhance their student service model. The IU Regional Campuses are reviewing options to change how student services are delivered to improve service to students.

- Margaret Baechtold, Veterans Services Coordinator in USSS, continues to provide support under the shared services model for all Veteran's legislation, rules implementation, and compliance.

- The Shared Services project team continues to work on business intelligence resources and reporting support to minimize duplication of effort.

- While not part of the initial report, other shared services processes have been implemented. These include Federal Gainful Employment reporting, Indiana Statewide General Education Core (STGEC), Classification of Instructional Programs (CIP) changes and processing in SIS, Indiana State Grant changes and other required business processes not identified in the SSI Phase III report.

The next phase of the Shared Services initiative will begin July 1, 2015. This will include processes still under review. Processes in student records, prioritized by student service considerations, FTE savings, and technology configuration and deployment, will be the focus in 2015-16. In addition, several enhancements to the electronic document process (OnBase), are needed for when admission processing begins next August.

Attached:

- Business Processes completed/to be completed by June 30th
- Business Processes to be reviewed in 2015-16
- SSI Analysis (Financials)*

*For student financials, aggregate reductions reconcile with the Shared Services Phase III report. However, with a new structure being implemented, adjustments by business process may differ from the attached detail.

			Status
Admissions	AD-02	Applicants: Application Processing	Complete
	AD-03	Applicants: Application Processing Readiness Planning	Complete by 06/30/15
	AD-05	Applicants: Cancel Applications	Complete by 06/30/15
	AD-06	Applicants: Collect/Process Application Fees & Waivers	Complete
	AD-08	PostAdmit Recruiting PostDecisionActivities: Decision Letter Process	Complete
	AD-10	PostAdmit Recruiting PostDecisionActivities: Matriculate Admits	Complete
	AD-13	Applicants: Receive/Process College Transcripts	Complete
	AD-14	Applicants: Receive/Process High School Transcripts	Complete
	AD-15	Applicants: Receive/Process Other/Miscellaneous materials	Complete
	AD-17	Applicants: Scholarship processing	Complete
	AD-19	Applicants: Test Credit Processing	Complete
	AD-20	Applicants: Transfer Credit Processing	Complete
	AD-23	External Org Management: Maintain External Course Catalogs	Complete
	AD-25	Global Functions: Load Test Score	Complete
	AD-27	Global Functions: Suspense File Management	Complete
	AD-30	Global Functions: Duplicate Record Resolution	Complete
	AD-31	Maintain and Update Control Tables	Complete
	AD-33	Applicants: Campaign Development & Management	Complete
	AD-34	Prospects: Manage Prospects	Complete
	AD-38	Event Management: Recruiting Events	Complete
Financial Aid	FA-01	Alternative/Private Loans	Complete
	FA-02	Cancellation of Aid	Complete
	FA-05	CVO - defer, hold for CHE SFA changes	Complete by 06/30/15
	FA-06	Departmental Award Mgmt (TPC reconciliation only)	Complete by 06/30/15
	FA-08	Disbursement Override Management	Complete
	FA-10	Establish Cost of Attendance for Academic Year	Complete
	FA-11	Establish Cost of Attendance for Summer	Complete by 06/30/15
	FA-15	Non-Paper Financial Aid Notification Generation	Complete
	FA-16	FISAP	Complete
	FA-19	ISIR Processing	Complete by 06/30/15
	FA-21	Item Type Management	Complete
	FA-22	Loan Entrance and Exit Counseling	Complete
	FA-23	Loan Proration	Complete
	FA-24	Mass Packaging	Complete by 06/30/15
	FA-25	Non-Paper Missing information Letters (MIL)	Complete
	FA-26	New Scholarships Management (Compass rollout)	Complete
	FA-29	Overawards	Complete by 06/30/15
	FA-31	Packaging Audits (MYT, Multi-campus, Perkins, etc)	Complete
	FA-32	Pell Grant Processing	Complete
	FA-33	PLUS Loan Processing	Complete
	FA-37	R2T4 and Unofficial Withdrawals	Complete
	FA-38	Repeat Coursework Monitoring	Complete
	FA-39	Reporting (ad hoc)	Complete
	FA-42	Satisfactory Academic Progress (SAP) Setup and Evaluation	Complete
	FA-45	Stafford Loan Processing	Complete
	FA-52	Work Study Management	Complete
Student Financials	SF-01.01	Calculate Tuition and fees	Complete
	SF-02.01	Student Billing	Complete
	SF-02.04	Bankruptcy/Deceased	Complete by 06/30/15
	SF-03.01	Cashiering	Complete
	SF-03.02	Post Charges and Payments	Complete
	SF-03.03	Write-Off	Complete
	SF-03.04	Returned Items	Complete
	SF-03.05	Late Fees	Complete by 06/30/15
	SF-03.07	Short-Term Loans	Complete
	SF-03.08	Guaranteed Tuition Certificates (GTC)	Complete
	SF-04.02	Authorizations - Title IV	Complete
	SF-04.03	Misc Scholarships	Complete
	SF-04.04	Repayments (aka R2T4)	Complete
	SF-04.05	Private Loan Processing	Complete by 06/30/15
	SF-06.02	External Third Party Sponsors	Complete
	SF-07.03	Stale Dated checks	Complete
	SF-08.01	Collections	Complete
	SF-08b IN	Documentation and Training	Complete

		SSI Implementation Status by Module, by Business Process 12/31/2014	
		Completed/To be completed by 06/30/15	**Status**
	SF-08C IN	Security	**Complete**
	SF-09.01	Reconcile GL Accounts	**Complete**
	SF-98.01	Bio/Demo Data Maintenance	**Complete**
	SF-99.01	Batch File Processing	**Complete**
Student Records	SR-01a	Curriculum Management Processes: Maintain Academic Structure/Support Academic Policies	**Complete**
	SR-01c	Curriculum Management Processes: Maintain Course Catalog	**Complete**
	SR-01d	Curriculum Management Processes: Schedule of Classes Build	**Complete by 06/30/15**
	SR-01f	Curriculum Management Processes: Class Enrollment Access Controls	**Complete**
	SR-02a	Manage Enrollment Processes: Establish Academic and Operational Calendars	**Complete**
	SR-02c	Pre-Registration (daily Term Activations)	**Complete**
		Registration Operations (Waitlist Processing) - Real-time notifications.	**Complete**
	SR-03b	Records Management Processes: Review and Determine Residence Classifications	**Complete**
	SR-03c	Records Management Processes: Transcript Production	**Complete by 06/30/15**
		Records Management Processes: Transcript Text	**Complete**
	SR-03e	Grades Processing: I to F Grade Lapse	**Complete**
	SR-03f	Enrollment and Degree Certification	**Complete**
	SR-04a	Academic Standing Processes (probation/dismissal)	**Complete**
		Degree Processing (Diploma Processing)	**Complete by 06/30/15**
	SR-04c	Determine Honors	**Complete**
	SR-05a	Audit SIS and IUIE data	**Complete by 06/30/15**
	SR-05b	Compliance Management: Policy Interpetation	**Complete**
	SR-05c	Athletic Certification	**Complete**
	SR-05F	Compliance Management Processes: Veterans	**Complete**
	SR-05g	Compliance Management Processes: Citizenship Verification	**Complete**
	SR-07a	Batch Processing (replace iOpus scripts): First Priority	**Complete by 06/30/15**
		Add/Remove Class Notes and Attributes	**Complete**
	SR-07b	Run and Maintain data feeds	**Complete**
	SR-07c	Maintain and update SIS Control Tables	**Complete**
	SR-07e	Inventory Management and Processing	**Complete**
Advising	AA-01A	Build and Maintain Advisement reports (AAR Programming)	**Complete**
	AA-02C	Advising Contacts	**Complete**
	AA-03A	Provide Service to faculty curriculum/policy committees	**Complete**
	AA-04A	Academic Advising Functionality Training	**Complete**
	AA-05a	Data Uploads	**Complete**
	AA-05c	Audit SIS and IUIE data	**Complete**
	AA-05d	Manage and Maintain SIS Control Tables (CTM)	**Complete**
	AA-05e	Professional Development	**Complete**
Systems	IN-08a	Systems Management	**Complete**
	IN-08b	End User Training and documentation	**Complete**
	IN-08c	Access Administration and Security	**Complete**
	IN-08d	Production Support	**Complete**

		SSI Implementation Status by Module, by Business Process 12/31/2014	
		Processes for Review 2015-16	**Status**
Admissions	Ad-01	Applicants: Admissions counseling	In Review 2015-16
	AD-08b IN	End User Training and Documentation	In Review 2015-16
	AD-09	Applicants: Maintain Test Credit Articulations	In Progress 2015-16
	AD-12	Applicants: Post Decision Updates	In Progress 2015-16
	AD-16	PostAdmit Recruiting PostDecisionActivities: Record Intent to Enroll	In Progress 2015-16
	AD-22	External Org Management: High School Counselors (ext org contacts)	In Review 2015-16
	AD-24	External Org Management: Maintain Transfer Credit Articulations	In Progress 2015-16
	AD-29	Global Functions: Reporting	In Progress 2015-16
	AD-35	Audience Recruiting Management: Manage Recruiters	In Review 2015-16
Financial Aid	FA-46:49	Placeholder for state aid	In Review 2015-16
	FA-52	Work Study Management	In Review 2015-16
Student Financials	SF-02.02	Customer Service	In Review 2015-16
	SF-02.03	Account Integrity	In Review 2015-16
	SF-03.06	Deferral Contracts	In Review 2015-16
	SF-07.02	Refunding	In Review 2015-16
Student Records	SR-01b	Develop, Publish and Maintain School Bulletin	In Review 2015-16
	SR-01e	Curriculum Management Processes: Room Scheduling and Schedule of Classes Maintenance	In Review 2015-16
	SR-02b	Develop, Publish and Maintain Enrollment Bulletin	In Review 2015-16
	SR-02d	Manage Enrollment Processes: Registration Operations (Pre-Registration (Non-ACP, DCP, etc)	In Progress 2015-16
		Waitlist: Monitor for students who will not move off of waitlist	In Review 2015-16

	Completed/To be completed by 06/30/15	Status
	Manage Enrollment Processes: Registration Operations (Pre-Registration --> Drop Retain:ACP, DCP. ICN)	In Progress 2015-16
	Mass Enrollment Requests and Updates	In Progress 2015-16
	Administrative Registrations	In Progress 2015-16
SR-02e	Manage Enrollment Processes: Maintain Academic Enrollment (Drop w/ Penalty --> Fully Graded, Appro	In Review 2015-16
	Maintain Academic Enrollment: Drop with Penalty - Fully Graded (enhance/extend eDrop/eAdd)	In Progress 2015-16
	Enhance non-standard eDrops	In Review 2015-16
SR-02f	Manage Enrollment Processes: Collect and Distribute Class Attendance Data (attendance rosters commu	In Progress 2015-16
SR-02g	Manage Enrollment Processes: Collect and Respond to Student Performance Indicators	In Progress 2015-16
SR-02h	Manage Enrollment Processes: Block Enrollment Processing	In Progress 2015-16
SR-03a	Records Management Processes: Bio-Demographic Updating (e.g., Names, etc)	In Review 2015-16
SR-03d	Records Management Processes: Evaluate and Record Transfer, Test, & Other Credit	In Progress 2015-16
	Records Management Processes: Program/Plan Updating	In Review 2015-16
	Returning Students - Online forms	In Review 2015-16
SR-03h	Records Management Processes: Document Management Imaging, Filing, and Archiving	In Progress 2015-16
	Historical Records Management / Imaging	In Review 2015-16
	Workflows to eliminate paper forms (Extended X a priority)	In Review 2015-16
	Administrative Requests for schedule adjustments (drop/add)	In Review 2015-16
	Academic Bankruptch/Grade Forgiveness	In Review 2015-16
	Degree Completion Processes: (Application for Graduation)	In Review 2015-16
SR-05d	Compliance Management Processes: Immunization	In Review 2015-16
SR-05e	Annual Notifications	In Review 2015-16
SR-07a	Batch Processing (replace iOpus scripts): Next Priority	In Review 2015-16
	Update Expected Graduation Term	In Review 2015-16
SR-08f	Systems and Cross Module Processes: Reporting	In Progress 2015-16

Code	Module	Process Number	Process Name	IUB	IUPUI	IUPUC	IUE	IUK	IUN	IUSB	IUS	Total	Shared Svc	Savings
By 6/30/2015	AD	AD-02	Applicants: Application Processing	388,281	322,018	25,936	22,024	22,800	61,583	57,153	68,396	968,191	589,289	378,902
		AD-03	Applicants: Application Processing Readiness Planning	26,309	14,466	-	-	-	-	1,190	4,226	46,191	42,969	3,222
		AD-05	Applicants: Cancel Applications	6,493	4,464	592	1,624	1,765	-	737	735	16,410	17,100	(690)
		AD-06	Applicants: Collect/Process Application Fees & Waivers	21,953	2,092	510	934	1,223	2,682	1,746	2,021	33,161	30,634	2,527
		AD-08	PostAdmit Recruiting PostDecisionActivities: Decision Letter Process	1,351	2,631	249	251	271	309	971	352	6,385	-	6,385
		AD-10	PostAdmit Recruiting PostDecisionActivities: Matriculate Admits	-	(909)	807	284	90	-	-	230	502	926	(424)
		AD-13	Applicants: Receive/Process College Transcripts	156,583	24,372	660	8,527	8,256	8,103	9,538	11,576	227,615	185,221	42,394
		AD-14	Applicants: Receive/Process High School Transcripts	55,596	23,791	906	6,092	5,897	6,222	6,027	13,780	118,311	99,341	18,970
		AD-15	Applicants: Receive/Process Other/Miscellaneous materials	61,559	16,590	-	2,031	8,256	5,858	737	11,576	106,607	87,251	19,356
		AD-17	Applicants: Scholarship processing	-	1,728	-	605	967	708	356	148	4,512	-	4,512
		AD-19	Applicants: Test Credit Processing	86	-	-	40	22	5	16	-	169	-	169
		AD-20	Applicants: Transfer Credit Processing	28,411	21,167	4,000	4,873	3,046	2,476	7,095	2,757	73,825	68,852	4,973
		AD-23	External Org Management: Maintain External Course Catalogs	9	-	-	40	-	-	-	18	67	(53)	120
		AD-25	Global Functions: Load Test Score	130,000	-	-	162	106	248	47	18	130,581	124,184	6,397
		AD-27	Global Functions: Suspense File Management	7,358	51,575	1,071	5,684	2,648	7,077	5,950	2,435	83,798	70,327	13,471
		AD-30	Global Functions: Duplicate Record Resolution	7,534	5,976	-	406	1,368	413	832	368	16,897	20,307	(3,410)
		AD-33	Applicants: Campaign Development & Management	12,193	8,612	1,694	846	269	607	302	528	25,051	(297)	25,348
		AD-34	Prospects: Manage Prospects	115,683	9,944	12,330	8,714	3,412	4,308	558	9,881	164,830	162,394	2,436
		AD-38	Event Management: Recruiting Events	18,906	38,500	5,465	3,709	6,841	3,620	4,418	632	82,091	-	82,091
		FA-26	Scholarships and Fee Remissions: New Scholarships Management (revised from P1, includes awarding all initial scholarships for new and returning by FA, excludes renewals)	133,516	-	-	-	-	1,426	-	-	134,942	-	134,942
		SF-01.01	Calculate Tuition & Fees	1,185	-	-	-	-	-	-	-	1,185	-	1,185
		SF-06.01	TPC's Deptl Fee Remissions	1,185	-	-	-	-	-	-	-	1,185	-	1,185
	AD Total			1,174,191	547,017	54,220	66,846	67,237	105,645	97,673	129,677	2,242,506	1,498,445	744,061
	FA	FA-01	Award Management and Processing: Alternative/Private Loans	14,287	24,572	-	2,395	2,169	-	2,055	2,783	48,261	27,394	20,867
		FA-02	Reconciliation and Clean Up: Cancellation of Aid	3,795	27,489	-	846	3,850	2,536	726	1,873	41,115	1,388	39,727
		FA-03	Ongoing Tasks and Processes: Client Contact (inc IUPUI Call Ctr)	-	16,000	-	-	-	-	-	-	16,000	-	16,000
		FA-05	Award Management and Processing: CVO	6,940	23,947	-	4,061	5,809	6,954	2,642	4,558	54,911	27,394	27,517
		FA-06	Scholarships and Fee Remissions: Departmental Award Mgmt (redefined, see email)	2,510	-	-	856	-	-	-	55	3,421	1,643	1,778
		FA-08	Award Management and Processing: Disbursement Override Management	2,880	2,363	-	846	1,062	468	537	1,675	9,831	548	9,283
		FA-10	Planning and Setup: Establish Cost of Attendance for Academic Year	4,319	2,636	-	940	277	1,087	797	825	10,881	4,947	5,934
		FA-11	Planning and Setup: Establish Cost of Attendance for Summer	3,359	2,636	-	-	-	-	-	-	5,995	(2,968)	8,963
		FA-15	Award Management and Processing: Financial Aid Notification Generation (this row contains prev reported FTE)	1,651	3,361	-	940	-	627	1,031	1,149	8,759	(2,968)	11,727
		FA-19	Ongoing Tasks and Processes: ISIR Processing	19,869	21,520	-	846	1,244	1,857	-	2,067	47,403	27,394	20,009
		FA-21	Planning and Setup: Item Type Management	-	-	-	-	-	-	-	-	-	-	-
		FA-22	Ongoing Tasks and Processes: Loan Entrance and Exit Counseling	-	673	-	389	2,655	-	-	1,740	5,457	(988)	6,445
		FA-23	Award Management and Processing: Loan Proration	1,919	673	-	2,031	553	-	1,657	1,190	8,023	547	7,476
		FA-24	Award Management and Processing: Mass Packaging	8,794	5,377	-	-	-	-	716	-	14,887	7,421	7,466
		FA-25	Award Management and Processing: Missing information Letters (MIL) (this row contains prev reported FTE)	6,916	3,361	-	4,692	-	104	1,984	1,149	18,206	60	18,146
		FA-29	Award Management and Processing: Overawards	20,157	10,594	-	940	3,978	2,207	1,453	7,280	46,609	27,394	19,215
		FA-31	Award Management and Processing: Packaging Audits (MYT, Multi-campus, Perkins, etc)	15,122	62,615	-	4,699	1,106	13,689	7,169	1,268	105,668	3,728	101,940
		FA-32	Award Management and Processing: Pell Grant Processing	15,019	22,784	-	1,880	2,213	9,562	4,035	7,142	62,635	27,394	35,241
		FA-33	Award Management and Processing: PLUS Loan Processing	39,783	15,517	-	2,031	3,873	228	995	550	62,977	6,468	56,509
		FA-37	Reconciliation and Clean Up: R2T4 and Unofficial Withdrawals	25,960	40,333	-	2,820	11,116	14,130	8,130	13,918	116,407	78,434	37,973
		FA-38	Award Management and Processing: Repeat Coursework Monitoring	2,510	1,963	-	1,880	1,106	83	1,593	550	9,685	1,096	8,589
		FA-39	Other: Reporting (ad hoc)	127,662	15,868	-	940	(896)	(1,033)	3,615	6,691	152,847	99,938	52,909
		FA-42	Satisfactory Academic Progress (SAP): SAP Setup and Evaluation	10,301	7,508	-	1,880	8,300	1,087	4,394	-	33,470	989	32,481
		FA-45	Award Management and Processing: Stafford Loan Processing (working the BIRT dashboard and other audit reports)	6,985	33,617	-	1,218	1,106	1,370	501	4,395	49,192	12,936	36,256
		SR-05f	Compliance Management Processes: Veteran's Services (including in person)	-	-	-	-	(10,665)	-	-	-	(10,665)	-	(10,665)
	FA Total			340,738	345,407	-	37,130	38,856	54,956	44,030	60,858	921,975	350,189	571,786
	SF	SF-01.01	Calculate Tuition & Fees	-	-	-	-	627	-	-	-	627	-	627
		SF-02.01	Student Billing	-	673	-	406	986	1,087	660	989	4,801	-	4,801
		SF-02.02	Customer Service	35,146	42,274	-	(3,298)	2,060	-	9,638	2,260	88,080	-	88,080
		SF-02.04	Bankruptcy/Deceased	-	3,180	-	446	530	1,486	956	180	6,778	-	6,778
		SF-03.01	Cashiering	3,916	5,049	2,460	1,000	3,638	2,063	2,658	1,000	21,784	-	21,784
		SF-03.02	Post Charges and Payments	-	47	-	-	5,014	-	674	-	5,735	-	5,735

Code	Module	Process Number	Process Name	IUB	IUPUI	IUPUC	IUE	IUK	IUN	IUSB	IUS	Total	Shared Svc	Savings
		SF-03.03	Write-Off	-	-	-	-	537	-	1,508	-	2,045	-	2,045
		SF-03.04	Returned Items	-	68	1,082	160	493	496	674	827	3,800	-	3,800
		SF-03.05	Late Fees	-	998	-	406	537	1,350	397	989	4,677	-	4,677
		SF-03.07	Short Term Loans	-	(141)	492	-	-	-	-	-	351	-	351
		SF-03.08	Guaranteed Tuition Certificates (GTC)	-	-	-	-	-	-	239	-	239	-	239
		SF-04.02	Authorizations - Title IV	-	1,134	99	1,028	774	371	476	-	3,882	-	3,882
		SF-04.03	Misc Scholarships	10,895	(6,378)	6,641	-	-	-	-	-	11,158	-	11,158
		SF-04.04	Repayments (aka R2T4)	1,507	2,956	-	-	-	-	2,310	460	7,233	-	7,233
		SF-04.05	Private Loan Processing	-	3,227	590	446	89	743	873	827	6,795	-	6,795
		SF-06.02	External Third Party Sponsors	-	(2,362)	5,559	-	-	-	-	-	3,197	-	3,197
		SF-07.01	Stop-pay/Reissue	-	(94)	99	-	-	-	-	-	5	-	5
		SF-07.03	Stale Dated checks	-	331	-	80	44	124	209	60	848	-	848
		SF-08.01	Collections	-	-	-	-	-	4,127	3,966	8,691	16,784	-	16,784
		SF-08b IN	Documentation and Training	-	-	-	-	1,164	-	-	-	1,164	-	1,164
		SF-08c IN	Security	-	-	-	-	627	-	-	-	627	-	627
		SF-09.01	Reconcile GL Accounts	-	-	-	-	1,343	-	912	-	2,255	-	2,255
		SF-98.01	Bio/Demo Data Maintenance	-	331	-	-	-	-	674	-	1,005	-	1,005
		SF-99.01	Batch File Processing	-	-	-	-	-	-	595	-	595	-	595
		SF-99.02	Veteran's Chap 33	-	5,244	-	-	2,507	-	-	-	7,751	-	7,751
	SF Total			51,464	56,537	17,022	674	20,970	11,847	27,419	16,283	202,216	-	202,216
	SR	SR-01a	Curriculum Management Processes: Maintain Academic Structure and Support Academic Policies	2,131	2,909	47	394	314	239	587	297	6,918	(2,246)	9,164
		SR-01c	Curriculum Management Processes: Maintain Course Catalog	-	-	-	470	-	-	-	1,055	1,525	-	1,525
		SR-01d	Curriculum Management Processes: Schedule of Classes Build	3,707	3,498	857	968	4,149	-	3,583	1,157	17,919	(247)	18,166
		SR-01f	Curriculum Management Processes: Class Enrollment Access Controls	-	-	3,855	-	-	-	-	-	3,855	-	3,855
		SR-02a	Manage Enrollment Processes: Establish Academic and Operational Calendars	4,687	2,491	771	1,053	896	1,087	553	1,098	12,636	(6,729)	19,365
		SR-03b	Records Management Processes: Review and Determine Residence Classifications	7,943	2,979	94	460	358	454	267	385	12,940	(2,852)	15,792
		SR-03c	Records Management Processes: Transcript Production	71,840	54,399	-	1,824	1,117	6,906	6,264	919	143,269	120,149	23,120
		SR-03f	Records Management Processes: Enrollment and Degree Certifications	34,011	16,744	2,098	1,615	1,950	4,141	1,447	3,369	65,375	68,484	(3,109)
		SR-05a	Compliance Management Processes: Audit SIS and IUIE Data	30,570	5,385	-	658	1,279	6,080	5,809	769	50,550	(4,947)	55,497
		SR-05b	Compliance Management Processes: Policy Interpretation/Enforcement	105,805	(66)	-	2,413	3,454	-	2,571	3,846	118,023	138,529	(20,506)
		SR-05g	Compliance Management Processes: Citizenship Verification	12,662	336	470	1,047	1,343	863	-	(550)	16,171	15,338	833
	SR Total			273,356	88,675	8,192	10,902	14,860	19,770	21,081	12,345	449,181	325,479	123,702
By 6/30/2015 Total				1,839,749	1,037,636	79,434	115,552	141,923	192,218	190,203	219,163	3,815,878	2,174,113	1,641,765
			Base adjustment made during 2013-14	(292,714)	(123,316)	(3,719)	(12,710)	(14,523)	(19,272)	(17,858)	(23,094)	(507,206)	(507,206)	-
			Adjustment for 2013-14 budget construction savings achieved					(47,233)	(128,224)	(94,339)	(139,627)	(409,423)	-	(409,423)
			BASE ADJUSTMENT TO BE MADE FEB/MAR 2015 FOR BUDGET CONSTRUCTION	1,547,035	914,320	75,715	102,842	80,167	44,722	78,006	56,442	2,899,249	1,666,907	1,232,342
			For Shared Services	943,854	396,747	37,253	54,532	55,350	44,722	78,006	56,442	1,666,906		
			For Campus Strategic Fund	603,181	517,573	38,462	48,310	24,817	-	-	-	1,232,343		

Code	Module	Process Number	Process Name	IUB	IUPUI	IUPUC	IUE	IUK	IUN	IUSB	IUS	Total	Shared Svc	Savings
During 2015-16	AD	AD-01	Applicants: Admissions Counseling	-	4,000	-	-	-	-	-	-	4,000	-	4,000
		AD-08b IN	End User Training and Documentation	300	-	-	-	-	-	-	-	300	-	300
		AD-09	Applicants: Maintain Test Credit Articulations	35	33	1	21	-	-	-	-	90	(10)	100
		AD-12	Applicants: Post Decision Updates	1,408	555	-	40	-	34	40	9	2,086	-	2,086
		AD-16	PostAdmit Recruiting PostDecisionActivities: Record Intent to Enroll	1,431	3,307	-	-	-	-	3,101	-	7,839	7,822	-
		AD-22	External Org Management: High School Counselors (ext org contacts)	16,414	(604)	2,823	2,455	443	-	315	256	22,102	14,146	22,102
		AD-24	External Org Management: Maintain Transfer Credit Articulations	774	1,439	-	244	-	32	48	83	2,620	(148)	24,188
		AD-29	Global Functions: Reporting	6,994	11,433	-	376	1,654	-	244	492	21,193	(593)	21,786
		AD-32	Applicants: Respond to Admissions Materials Requests	-	(9,818)	-	-	-	-	-	-	(9,818)	-	(9,818)
		AD-35	Audience Recruiting Management: Manage Recruiters	1,058	197	18	187	-	109	-	55	1,624	-	1,624
		AD-99.51	Out Of Scope	(3,331)	38,190	-	-	-	16,915	-	-	51,774	-	51,774
	AD Total			25,083	48,732	2,842	3,323	2,097	17,090	3,748	895	103,810	21,217	82,593
	SF	SF-02.03	Account Integrity	10,042	9,212	-	-	18,625	-	3,173	900	41,952	-	41,952
		SF-03.06	Deferral Contracts	27,644	4,576	689	-	-	-	-	-	32,909	-	32,909
		SF-06.01	TPC's Deptl Fee Remissions	-	(3,092)	2,263	-	-	-	-	-	(829)	-	(829)
		SF-07.02	Refunding	-	8,550	-	1,178	3,118	907	8,575	2,000	24,328	-	24,328
		SF-99.51	Out Of Scope	-	850	-	-	4,656	-	-	4,980	10,486	-	10,486
		SF-99.52	Out Of Office	9,640	4,536	-	-	4,299	-	3,808	960	23,243	-	23,243
	SF Total			47,326	24,632	2,952	1,178	30,698	907	15,556	8,840	132,089	-	132,089
	SR	SR-01b	Curriculum Management Processes: Develop, Publish, and Maintain School Bulletin (Catalog)	480	9,272	470	1,664	(447)	(544)	-	5,772	16,667	-	16,667
		SR-01e	Curriculum Management Processes: Room Scheduling and Schedule of Classes Maintenance	142,769	51,425	5,139	3,870	1,289	6,962	7,809	8,264	227,527	(5,195)	232,722
		SR-02d	Manage Enrollment Processes: Registration Operations (Pre-Registration --> Drop Retain (end of 1st Wk)	102,776	15,066	1,500	2,666	6,437	10,097	11,598	10,453	160,593	59,763	100,830
		SR-02e	Manage Enrollment Processes: Maintain Academic Enrollment (Drop w/ Penalty --> Fully Graded, Approval Required)	34,762	11,867	514	3,057	2,743	7,099	6,224	6,463	72,729	-	72,729
		SR-02f	Manage Enrollment Processes: Collect and Distribute Class Attendance Data	11,343	2,908	470	-	-	-	398	156	15,275	989	14,286
		SR-02g	Manage Enrollment Processes: Collect and Respond to Student Performance Indicators (SPF, Mid-Term)	21,530	2,062	1,881	759	1,000	2,174	1,593	2,198	33,197	989	32,208
		SR-02h	Manage Enrollment Processes: Block Enrollment Processing	5,748	(200)	428	1,155	1,659	2,717	497	825	12,829	-	12,829
		SR-03a	Records Management Processes: Bio-Demographic Updating (e.g., Names, etc)	42,032	4,068	336	2,079	733	3,812	3,216	2,366	58,642	18,856	39,786
		SR-03d	Records Management Processes: Evaluate and Record Transfer, Test, & Other Credit	6,380	4,379	214	577	1,659	722	797	115	14,843	-	14,843
		SR-03g	Records Management Processes: Program/Plan Updating	4,202	3,545	4,079	2,491	971	3,725	1,926	1,179	22,118	-	22,118
		SR-03h	Records Management Processes: Document Management Imaging, Filing, and Archiving	39,442	6,208	188	130	1,127	1,470	1,925	3,163	53,653	-	53,653
		SR-03i	Records Management Processes: Historical Records Management	67,441	7,086	-	462	442	3,491	1,642	90	80,654	2,192	78,462
		SR-04b	Degree Completion Processes: Degree Processing	-	-	-	2,031	1,544	6,263	-	919	10,757	-	10,757
		SR-05d	Compliance Management Processes: Immunization	6,794	377	706	911	420	1,611	223	735	11,777	5,249	6,528
During 2015-16 Total		SR-08f	Systems and Cross Module Processes: Reporting	86,082	62,114	9,195	2,598	16,600	15,021	11,825	21,099	224,534	-	224,534
	SR Total			571,781	180,177	25,120	24,450	36,177	64,620	49,673	63,797	1,015,795	82,843	932,952
During 2015-16				644,190	253,541	30,914	28,951	68,972	82,617	68,977	73,532	1,251,694	104,060	1,147,634
			For Shared Services	710	3,935	389	599	2,297	41,260	626	54,244	104,060		
			For Campus Strategic Fund	643,480	249,606	30,525	28,352	66,675	41,357	68,351	19,288	1,147,634		

			Total Base Adjustments	2,483,939	1,291,177	110,348	144,503	163,662	146,611	164,841	153,068	4,658,149	2,278,173	2,379,976
			For Shared Services	1,237,278	523,998	41,361	67,841	72,170	105,254	96,490	133,780	2,278,172		
			For Campus Strategic Fund	1,246,661	767,179	68,987	76,662	91,492	41,357	68,351	19,288	2,379,977		