IRM Governance ~

Operational Review Committee Kick-Off Meeting

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Topics to be Covered ~

1. Committee Membership

2. Role of the Operational Review Committee

3. Operational Review Process

4. Process Flowchart

5. Formal vs. Informal Reviews

6. Timeline

7. Base Year Pilot Group – Formal Reviews

8. List of Auxiliary & Support Units, excluding the Pilot Group

9. Questions

Operational Review Committee Membership

Member	Name	Unit	Term
Academic College Dean	JoAnn Browning	COE and CACP	8/31/2022
Academic College Department Chair	Juan Gutierrez	College of Sciences – Mathematics	8/31/2022
Academic Support Unit Leadership	Lynn Barnes	Strategic Enrollment	8/31/2022
Member at Large	Arturo Montoya	College of Engineering – Civil Engineering	8/31/2022
Space Committee Representative	Patrick Grant	Athletics	8/31/2022
Academic College Dean	Lloyd Potter	College for Health, Community and Policy	8/31/2023
Academic College Department Chair	Jon Taylor	COLFA - Political Science and Geography	8/31/2023
Member at Large	Marie Tillyer	COPP – Criminal Justice	8/31/2023
Staff Senate Representative	Courtney Balderas-Jacob	Intercultural Programs and Student Engagement	8/31/2023
Administrative Support Unit Leadership	Sheri Hardison	Financial Affairs	8/31/2023
Academic College Business Officer	Linyi Zhou	College of Education and Human Development	8/31/2024
Academic Support Unit Financial Officer	Catarina Rodriguez	Student Success	8/31/2024
Auxiliary Unit Leadership	Laura Munroe	Campus Recreation	8/31/2024
Faculty Senate Budget Committee Chair	John Wald	College of Business	Coincides with Faculty Senate Term

Subsequent members will serve a 3-year term, except for the Faculty Senate Budget Committee Chair which will coincide with the Faculty Senate term.

Role of the Operational Review Committee

❖ Participate in operational reviews of Auxiliary, Academic Support, and Administrative Support units

❖ Collaborate with revenue generating units and support units to make informed recommendations concerning expected service levels and associated costs

❖ Review prior year performance, current year operations, and long range plans

❖ Encourage support units to assess internal policies, processes, and priorities to identify opportunities to improve outcomes and recognize efficiencies

Role of the Operational Review Committee (cont.)

❖ Provide a forum for support units to lead an evidence-based conversation with central leadership on issues that are important to the unit

❖ Promote accountability for support service levels relative to investment

❖ Encourage the use of benchmarking and performance evaluation tools

❖ Participate in a governance process that will result in accountability for efficiency and operational effectiveness
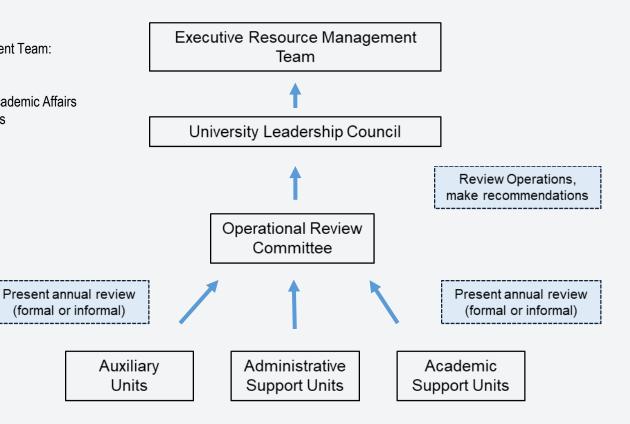
Operational Review Process

❖ Auxiliary and support units will participate in either a **formal** or **informal** review process

❖ Units route packets through their respective Dean or Vice President prior to being submitted to the Operational Review Committee

❖ Operational Review Committee reviews each packet, documenting questions, concerns, and requests for additional information

❖ Feedback will be routed to the University Leadership Council and subsequently the Executive IRM Team for further discussion and consideration

❖ After the review process is complete, feedback will be shared with the auxiliary and support units, as well as posted to the IRM website as part of the overall communication plan.

Operational Review Process

Executive Resource Management Team:

- President
- Provost and SVP Academic Affairs
- SVP Business Affairs
- VP Research

Formal vs Informal Reviews

FORMAL Reviews –

- With the exception of the Pilot Year, approximately 8 auxiliary and support units will have a formal review each year *(note: the pilot year will consist of 3 units)*

- On a rotating schedule, each unit will have a formal review every 4th year

- Required documents include items such as benchmark and comparison data, long range financial plans, operational and efficiency metrics, and other key information to tell their story along with financial data

- In addition to submitting packets, units will be required to present their information to the Review Committee, as well as respond to questions on their submittals.

Formal vs Informal Reviews

INFORMAL Reviews –

- Annually, approximately 25 auxiliary and support units will participate in an informal review

- During the years where a unit does not undergo a formal review, an informal review process will occur

- Informal reviews will focus mainly on budget to actual reporting and other key service information or efficiency updates regarding the operations of each unit

- Units will submit packets only; presentations to the review committee will not be required

Timeline – Formal Reviews of Pilot Group

March 5, 2020
- - - -
Committee
Kick-off
Meeting

March / April
- - - -
Pilot Unit
Presentations

May 2020
- - - -
Finalize
Reviews

May / June
- - - -
ULC and
IRM
Executive Team

Base Year Pilot Group – Formal Review

Administrative Support Unit	• Facilities
Academic Support Unit	• Student Success
Auxiliary Unit	• Campus Recreation

Auxiliary and Support Units *(excluding Pilot Group)*

Academic Innovations	Campus Services – Business	Child Development Center	Housing Services	Library	Strategic Enrollment
Academic Success	Campus Services – Food	Development & Alumni Relations	Human Resources	President's Division	Student Affairs
Athletics	Campus Services – Parking	Global Initiatives	Inclusive Excellence	Provost	Student Health Services
Business Affairs	Campus Services - Transportation	Graduate School	Information Management & Technology	Public Safety	Student Union
Campus Services – Bookstore	Campus Services – UTSA Card	Honors College	Institutional Intelligence	Research	University Communications

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