Shared Business Networks (SBN): Status Review Underway

Assistant Directors, Jen Holleran, Sarah Dayton and Paul O’Connor
SBN Overall Goals

• Increase effectiveness, efficiency and levels of service for administrative functions

• Position associations to collectively respond to future challenges and opportunities
SBN 101

• SBN in the Past Year:
  – Sustainability Model in its 3rd year
  – Development of statewide SBN AMG
  – Project Approval Process
  – Roles and Responsibilities
  – 2 SBN Conferences
Evaluation

• Evaluation Planning
  – February 2015 SBN Conference
  – Engaged Monica Hargraves from Cornell Office for Research on Extension
    • Reviewed original goals
    • Encouraged the group to
      - go narrow in short term – how is SBN playing out?
      - go in-depth over 3-5 years – SBN is major organizational change and it is very difficult to evaluate the impact of a relatively new organizational change.
Short Term Evaluation

• Increased effectiveness and increased levels of service for key administrative services
  – Each group developed their own questions from input from the Executive Directors
  – Questions and examples regarding effectiveness and service
HR

The availability of the SBN HR Lead role has strengthened my understanding on regulatory and compliance matters, labor law, and CCE policies and procedures.

55% Strongly Agree
24% Somewhat Agree
21% Somewhat Disagree
HR Lead comments

• Saves an immense amount of valuable time
• Risk reduction/management – FMLA, labor issues, employee complaints, sticky situations
• Trainings have been informative and effective
• Onboarding new staff

- HR Lead is just another layer between Association and Campus, I always end up speaking to campus too.
- One or two true HR specialists should be enough for the entire state
Due to IT SBN, my employees have experienced a reduction in IT problem resolution time.

- 36% Strongly Agree
- 28% Somewhat Agree
- 25% Somewhat Disagree
- 11% Strongly Disagree
SBN IT Comments

- The lead has been hugely helpful in teaching how to do our website
- Local IT staff has experienced increased competency from Lead’s training and support
- Our IT Lead did a very solid job of taking on most association IT issues and relieving staff
- We experience far fewer periods of reduced productivity
- Almost all computers can be accessed remotely by IT staff for problem solving and support

- Not enough time for the IT lead to provide regular and routine training
- Not enough of Lead to go around (many comments about time limits)
The availability of the Finance role has strengthened the financial controls of my Association.

- 35% Strongly Agree
- 27% Somewhat Agree
- 30% Somewhat Disagree
- 8% Strongly Disagree
I finally feel confident when presenting financials to the Board. No surprises.

Good monthly meetings and discussion amongst bookkeeping staff - NUMBER ONE outcome of the regionalization

Helped us standardize our approaches/provide technical assistant and training

Lead’s expertise on ACCPAC essential. I was never going to be the ACCPAC expert, nor should I be.

Of all functional areas, it seems to me that the Finance area has the least impact on the region and there seems to be a lack of standardization.

We’re not really affected by the finance lead

Eds need to assure that Finance staff are taking full advantage of training and expertise available in the Lead.
3rd Party Review

Concept: Conduct a third party review of the SBN as a system and by region

Scope is evolving

Timeline: Fall 2015
New Investments

• Third Party Study – Fall 2015
• SBN Conference February 2015
• SBN Conference August 2015
Questions?
Thank you.