Theme	Name	Dept.	BOLD Idea	Benefit to Fresno State
Lean Team	Nancy Gomez	Foundation	State-side and Foundation should partner to use the same program (PDF filler or other forms program) to create the forms and within the forms have either an instruction sheet with FAQ or an icon they can click on if they need more information on a specific section.	This would provide the administrative staff with training as they are filling out the forms thus eliminating the number of phone calls they have to make when they have questions about a form. Also, they are often confused about the forms being different so this would make everything more uniformed and would provide answers to their questions on the spot. Also, when they don't call and fill out the forms incorrectly, the forms are sent back thus causing a delay in processing and the extra time spent by both the person filling out the form and the person receiving it.
	Pilar De La Cruz-Reyes	CCCEN	By changing the orientation process to twice a month, on specific days, (i.e. the first and third Mondays of the month) in one specific location the process be improved , efficiencies could be attained and new faculty/staff would be less frustrated before they even start to teach or work. The current system has the new employee running from one office to another to get processed. When you are new to the campus and do not know your way around , this can make for a very frustrating ordeal. As a new faculty member, first I had to go to the library to the faculty Affairs office (after I had been told to go to the HR office) to sign paperwork. Then I was sent to I was sent to the HR office to complete the paperwork of my insurance, and then told that I needed to go the cashiers office to get my parking pass. I have talked with other Fresno State new employees who have experienced the same frustrations and do not have good memories of their first experience on campus.	I feel that this could all be avoided by having a centralized process where the department come to one place, meet and greet the new employees, provide them with the necessary paperwork that needs to be completed, issue the parking passes once they paid for, and have the new employees see any of the required videos on such topics as safety, sexual harassment, driving,etc. This will ensure that all new employees received the required information, sign for it and receive the necessary orientation. It is a much nicer way to welcome new employees versus what is currently taking place.
	Kellie Townsend	Earth & Environmental Sciences	"It's not just having online forms that makes the difference (indeed, there are already some university forms online), but doing it in a way that reduces duplicated effort and manual input for everyone involved. We need to look at the big picture and create a single system that can accommodate the needs of different levels of the university—Administration, Colleges, Departments and other entities. Here's what I think the process could look like: 1) The user goes to the forms webpage 2) They choose their college and department 3) They choose the process they are doing (i.e. Field Trip) 4) The system gives them a list of forms (usually, they will click "Select All") 5) A database will be queried that holds information about the field on each form 6) All of the appropriate fields for ALL of the desired forms will be returned on the next webpage (with no duplicates) 7) The user fills in all of the fields 8) The information then populates all of the appropriate forms 9) The user approves and digitally signs each form 10) Each form is sent to the appropriate next level for approval, or to its end point 11) The user receives confirmation when the form passes each approval level 12) The information from this instance can be saved for future use 13) Everybody's happy.	"1) It saves faculty & staff time and frustration, which in turn improves morale and, ultimately enhances the academic climate. 2) It saves administrative time, freeing up time for other important projects. 3) It ultimately may save money because people (staff in particular) may leave the university due to the difficulty of "getting things done around here". I really cannot overstate the importance of efficient processes in improving morale for EVERYONE, not to mention retention. When we are up to a modern standard, faculty and staff don't feel like they are just wasting their time pushing papers, and we can attend to more forward-thinking tasks that will improve the quality of education for our students! I know that a university is a huge institution, and it's a bit like turning the Titanic…but I know that we can do better! That's why I appreciate this Bold Ideas initiative so much—because it's an opportunity to look at inefficient processes with a system-wide lens and commit to change.