

# Office of Human Resources

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### President's Emerging Leaders Program

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## Administrative Services Task Force: Hours of Operation Study

**Sponsor: Jerry Rinehart**

### Project Business Case

Since the summer of 2004, the University of Minnesota has undergone a wide-ranging and consultative strategic positioning process to plan for the institution's future. Through this process, the University has set a goal to become one of the top three public research universities in the world within a decade. To meet this goal, several Task Forces have been created by President Robert H. Bruininks to identify and implement key strategic projects. One of these Task Forces is the Administrative Task Force, chaired by Vice President Kathleen O'Brien. The Administrative Task Force includes several of its own Sub-Task Forces including the Services Task Force. The Services Task Force is chaired by Vice Provost for Student Affairs Jerry Rinehart.

The Services Task Force goal is to "focus administrative support on serving faculty, students, and academic units." Recommendations for **Optimal Hours of Operations** for units that provide service to faculty, staff, and students have been identified as a key strategic project. By thoroughly assessing current service hours and identifying opportunities for service hour enhancements, the PEL team will be able to develop strategic recommendations that support the Task Force's mandate on service and the University's goal of becoming one of the top three public research universities in the world.

### Project Scope Definition

#### In Scope

- Services that serve faculty, staff, and all degree-seeking students, both at the undergraduate- and graduate-level on the Twin Cities campus
- Specific campus services

#### Out of Scope

- Coordinate campuses
- Services that do not serve faculty, staff, or students
- Services not specifically listed as in scope

#### Uncertain Scope

- Depending on study results, there may implications for departments not specifically listed as in scope.

### Team Members

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