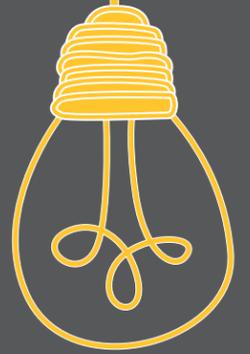# ATTENTION EMPLOYEES OF ADMINISTRATION & FINANCE

Do you have an idea that would improve customer service?

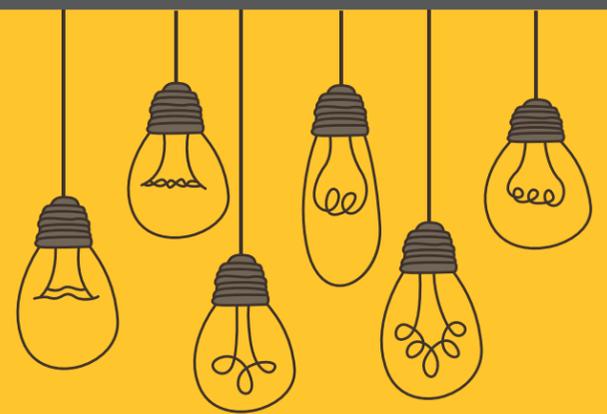Tap into your creativity by submitting a grant proposal and if funded you can take home

$250

Ideas should improve customer service or productivity and could be funded with up to $5000.

All Admin & Finance regular full or part time employees are eligible to submit proposals.

For more information go to:
ferris.edu/adminandfinance/grant-program.pdf

DEADLINES

NOV 30, 2017

JAN 31, 2018

MAR 31, 2018

MAY 31, 2018

Submitted proposals will be reviewed at each deadline and considered as long as funds remain.

FERRIS STATE UNIVERSITY

**A Grant Program of One Time Funds to Implement Customer Service
and Productivity Enhancement Initiatives**

As our division continues to look for ways to provide the best possible customer service to students, faculty and staff, and to be as efficient as possible with our limited resources, this new Grant Program of one-time funds is being put in place to encourage our employees to tap into their creative thinking on how we can best identify and consider some innovative ways to improve customer service or productivity. Following are some additional thoughts to help define the program and how much is available for any one grant.

1. **How large are the grants?** It is anticipated that a typical grant could be up to $5,000, however in unusual circumstances that could yield significant savings beyond the size of the grant, individual grants could go up to as high as $10,000.

   While grants beyond this would not fit this program, if there are requests for grants that exceed the normal cap on a grant feel free to submit the idea for consideration. If the idea has significant merit, the Vice President for Administration and Finance will find one-time funding.

2. **Will these grant dollars have to come from my department?** No. These one-time funds will come from the Vice President's Office.

3. **Who is eligible to apply?** Any regular full or part-time continuing employee in Administration and Finance, with the exception of those reporting directly to the Vice President, is eligible to apply.

4. **Why should I come up with ideas to improve customer service or productivity**? Our division is a service division, and all of us should be striving for these kinds of improvements on a daily basis. That said, this initiative is being put in place as a way to encourage additional creativity in the coming months. Ideas that are accepted and funded will result in a $250 one-time stipend to the person that submitted the idea. If two or more individuals submit the same idea as part of a joint submittal, the dollar amount will be shared equally among the submitters. If the same idea is submitted more than once at different times by different individuals the individual that submitted it first would receive the stipend.

5. **How do I submit a proposal for one of these grants**? The purpose of this initiative is to stimulate creativity without adding bureaucracy. To that end, requests can be in any format deemed appropriate by the presenter or submitter, as long as the proposal is one page or less. If it is helpful you may use the attached form. Regardless of the format the proposal needs to have a proposal name, description of the proposal, a summary of the benefits that would be realized by the University, including estimated dollar savings if and when applicable, a breakdown of the estimated one time costs related to the proposal, the estimated hours to implement the idea, the name of the submitter, and the date of the submission.

6. **Where do I submit my grant proposal**? Initially grant requests should be submitted to the Vice President for Administration and Finance in PRK 157 or via email at scobyj@ferris.edu.

7. **Does that mean that I don't have to submit it to my supervisor for their approval**? That is correct. You are certainly welcome to do so and that might accelerate the timing of consideration. Employees are encouraged to at least give a copy of their proposal to their supervisor.

8. **Who is going to make the decisions on which grants are approved and which ones are not approved**? Initially the decisions are going to be made by an ad hoc group developed for this purpose. The group is going to include the following individuals: Mike Grandy, Gheretta Harris, Mike Hughes, Jerry Scoby, and 3-4 additional employees that work in Administration and Finance.

9. **How will decisions be made or what will be the basis for decisions**? Again, in the spirit of keeping this simple, the criteria will be the likelihood of achieving real customer service or productivity improvements, the ease of implementation within the next few months, and dollars remaining for this program.

10. **So what is the grant application deadline**? There will be one approximately every 60 days including November 30, 2017; January 31, March 31, and May 31, 2018. A request for grant funds can be submitted once during any of these application windows and will be considered as long as funds remain for the program.

11. **How long will I have to wait to hear if my proposal has been approved?** There is not a rigid fixed schedule for this program. Given the spirit of the program, the goal will be to make decisions within a month of the proposal deadline. This will vary based on the complexity of the proposal, schedules of the group, etc.

12. **How long will the funds last**? The plan is to make sure there are one-time grant funds available for all four submittal dates noted above.

13. **If my proposal is funded, how long do I/we have to implement the idea and spend the funds?** Approved grant funds can be used as soon as practical once the proposal is approved, and will have to be used by December 31, 2018.

14. **What if I have another question that is not answered in this document**? While we have tried to anticipate most questions, it is logical that we could not have anticipated all questions. Please direct any additional questions your AVP or Director that reports to the Vice President for Administration and Finance (VPA&F), or feel free to contact the VPA&F at scobyj@ferris.edu or by calling 591-2164.

Administration and Finance Grant Proposal
Customer Service and Productivity Enhancement Initiatives

Name of proposal:

Department:

Description of proposal:

Summary of enhanced customer service or productivity to be realized:

Estimated one-time costs:

Estimated savings, if applicable:

Estimated hours to implement:

Other comments if applicable:

Name of submitter: **Date:**

Date received in VPA&F office:

Application deadlines are: November 30, 2017; January 31, 2018; March 31, 2018; May 31, 2018