**Office of Organizational Excellence Improvement Project Summary:**
**Board-Approved Academic Personnel Action Notification Process**

# REDUCING PREPARATION TIME BY 50%
# INCREASING ACCURACY TO 100%

By standardizing audiences, aligning formats, and centralizing distribution, the project team cut preparation time in half and eliminated distribution errors in a high-volume Board process.

## CHALLENGE

The Board of Trustees' Academic Excellence and Student Experience Committee (AESEC) approves tenure and promotion, hires with tenure, and honorary academic titles. After approval, the Board Office prepares and distributes more than 240 notification letters annually — with as many as 120 in peak cycles. The process was labor-intensive and time-consuming, compressed and deadline-driven, prone to rework, and inconsistent in distribution due to varying college preferences.

## IMPROVEMENTS

Through process mapping, stakeholder interviews, error analysis, and facilitated work sessions, the project team identified opportunities for improvement and designed targeted actions:

- Confirm content requirements
- Standardize document and file formats
- Streamline and standardize notification audiences
- Develop a centralized shared-folder model
- Strengthen intake and review of honorary academic title information

## RESULTS

The redesigned process preserves the integrity and formality required of Board actions while significantly reducing unnecessary time, rework, and variation.

As a result of the improvements:

- **Hands-on preparation time will be reduced by 50%**
- **Up to 10 staff hours will be saved during peak cycles**
- **Distribution accuracy will increase to 100% from 75%**

The result is a faster, simpler, and more consistent notification process aligned with institutional priorities.

Read the full report at **sc.edu/excellence**.