

Cohort Schedule

Service Excellence: One Interaction at a Time

Pilot

Summer 2023

Finance and Auxiliary Services - Strategic Sourcing and Acquisition Services (SSAS):

- Procurement
- Mail Services
- Warehouse

Cohort 1

Sept 2023 – March 2024

All-Staff Orientation: 9/7/23

- Finance and Auxiliary Services
- Budget and Financial Analysis
- Change Management and Advisory Services (CMAS)
- Business Applications (formerly Financial Systems)

Cohort 2

Oct 2023 – April 2024

All-Staff Orientation: 10/12/23

- Facilities and Operations
- Construction and Facilities Strategic Acquisitions
- Design & Construction
- Capital Projects

Cohort 3

Nov 2023 – May 2024

All-Staff Orientation: 11/16/23

- Finance and Auxiliary Services - Office of the Controller
- Disbursements
- Payroll Services
- Student Financial Services
- General Accounting
- Travel

Cohort 4

Dec 2023 – June 2024

All-Staff Orientation: 12/7/23

- Public Safety
- Office of the Fire Marshal
- Administrative Staff
- Police Communications Operators
- Police Officers
- Security Officers

Cohort 5

Jan 2024 – July 2024

All-Staff Orientation: 1/25/24

- International Operations
- Finance and Auxiliary Services
 - Central Administrative Support Services (CASS)

Cohort 6

Feb 2024 – Aug 2024

All-Staff Orientation: 2/22/24

- Finance and Auxiliary Services
- Sponsored Projects Accounting and Compliance (SPAC)

Cohort 7

March 2024 – Sept 2024

All-Staff Orientation: 3/21/24

- Office of the Senior Vice President
- Real Estate, Planning, and Space Management
- Facilities and Operations:
 - Operations and Maintenance
 - Sustainability

Cohort 8

May 2024 – Nov 2024

All-Staff Orientation: 5/16/24

- Facilities and Operations
 - Environmental Services (EVS)

Cohort 9

June 2024 – Dec 2024

All-Staff Orientation: 6/13/24

- Finance and Auxiliary Services
- Donaldson Brown
- Parking and Transportation Services

Cohort 10

July 2024 – Jan 2025

All-Staff Orientation: 7/25/24

- Human Resources
 - Benefits and Wellness
 - Compensation
 - Employee and Labor Relations (ELR)
 - Organizational and Employee Development (OED)
 - Service Center
 - Staffing

Cohort 11

Aug 2024 – Feb 2025

All-Staff Orientation: 8/15/24

- Enterprise Resilience
- Emergency Management - OEM
- Occupational and Public Health
- Environmental Health Services (EHS)