

# How do I resolve office conflicts?

- “ If conflicts are serious and sensitive, involve HR, in any case you have to do something.
- “ If it’s a single person, address it with that person. Walk him/her down the positive discipline “sidewalk”.
- “ “If you cant change people, sometimes you have to change people”.
- “ Set clear expectations, hold people accountable and follow through.
- “ Immediate and direct; creating bonding moments/non-work related; multiple interviews before hiring to assess an “office fit”.
- “ Document, document!

# How do I address the runaway costs of toner prices and usage on campus?

- “ Put a mandatory contract in place.
- “ Close that MCC code on the P-Card to reign in spend.
- “ Print management.
- “ Recycle program.
- “ Implement scanning or electronic imaging.
- “ Go to electronic commerce.
- “ Implement no stand alone printer.
- “ Negotiate.
- “ Utilize correctional industries or sheltered work shops (refill).

# How do I address inability to negotiate price and terms on highly specialized scientific equipment?

- “ Use consortium contracts when available.
- “ Negotiate sole source pricing.
- “ Ask vendor what they did with another University – try piggybacking on their price.
- “ Promote sustainability.

# How do you keep up with technology with a limited budget/funds?

- “ Prioritize needs.
- “ Survey other schools of comparable size.
- “ Look for low/no cost solutions.
- “ Software sharing with other institutions.
- “ Look for in house resources.
- “ Fully participate in NAEP collaborative dialogue – communicate with peers.
- “ Simply negotiate with the vendor to get the best value (State contract vendor).
- “ Compare updating existing vs. buying new.
- “ Utilize multi-year contracts.
- “ Use GPO’s, i.e. E&I contracts.

# What are your best practices for managing travel?

- “ Competitive bid for travel agency.
- “ Clear policies and procedures.
- “ Training.
- “ Oversight (if purchases were made with travel guidelines).
- “ Consequences for violation.
- “ Communication after training for updates.
- “ Quick guide with FAQ's.
- “ Brown bag sessions.
- “ Centralized travel for bookings, electronic approval processing.
- “ In addition to above, dedicated website with links to vendors and instructions.
- “ Oklahoma – Collaborated with State central purchasing on competitive solicitation – Awarded to concur/FCM.

# How do you get to buy in from campus on rolling out new software?

- “ Hands on training.
- “ Start with a small pilot group.
- “ Have centralized support in place before go-live.
- “ If it has been screened and approved by IT Dept.
- “ Find champions for the change.
- “ Select a positive and experienced trainer.
- “ Focus on advantages rather than disadvantages.
- “ Contest to name the software.

# Scoring references in RFQ

- “ Predefine a criteria matrix.
- “ Weighting of the criteria matrix.
- “ Develop questions for references and use survey monkey for consistency.
- “ Pass/fail.
- “ 10-Outstanding 5-OK 0-Weak/negative.
- “ Google/other/get list of previous jobs/projects/clients.
- “ Go to NAEP library or list serv for scoring examples/templates.

# How to manage contracts to comply with certifications, postings, risk analysis, and reporting (TX Senate Bill 20)

- “ Draft contract management guide.
- “ Create matrix using points to do risk analysis.
- “ Attend Jennifer’s session at 3:45 today.
- “ Software programs (sci-quest – contracts module).
- “ Self recording by vendor performance.
- “ Vendor performance score cards to send to the end users (feedback).
- “ Develop a contracting division.
- “ Training and certification.
- “ Checklist for contract performance.



# How to determine the fair market value of a contract?

- “ RFP
- “ RFI
- “ Survey of municipalities
- “ Subject matter expert, list serv, historical data
- “ Call one or more suppliers for a budget estimate.
- “ List-serves, forums, associations, google or similar search engine.

# How do you get faculty staff to attend non-mandatory trainings?

- “ Food and door prizes.
- “ Make it mandatory, duh! (seriously, try campus outreach or working through the faculty senate).
- “ Tie it to professional development or some other event they will attend.
- “ Get support from the faculty/staff dept. leadership.
- “ Implement consequences.
- “ Bait and switch tactics – make them feel that their input is necessary and invaluable.