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Business Efficiency Programs Update

March 2022 - Volume 12, Issue 3

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Latest from AICUP

Add AICUP to Email Safe Sender List

AICUP asks that you make sure AICUP is on your college or university's email safe sender list. This will ensure that important AICUP communications arrive in your email inbox.

Save the Date: Campus Leaders Forum - Hybrid Format

This will be a hybrid event with the in-person event scheduled for **June 14-15, 2022** at the Central Hotel & Conference Center in Harrisburg. Because of the increased participation at the all virtual event in June of 2021, there will also be sessions offered in the first two weeks of June. Corporate affiliates will receive registration/sponsorship information in March. Registration for those from our member schools will begin in April.

Save the Date: Good Citizen Scholarship Golf Outing

The annual scholarship golf outing will be held on **Tuesday, October 18th** at the Dauphin Highlands Golf Course in Harrisburg. Sponsorship Information will be available in May.

2021-2022 Business Efficiency Program Manual

AICUP publishes a virtual manual on our many business efficiency/collaboration

programs each year. Over the past year, our AICUP team has collected information on AICUP member participation in specific AICUP Programs; and calculated savings data from all business efficiency and shared services programs.

[Access the Business Efficiency Manual 2021-2022](#)

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Lunch & Learn Webinar Series

AICUP has launched a [Lunch & Learn](#) webinar series on a variety of topics from *AICUP Endorsed and Member Preferred program (AMP) providers*. This will be an ongoing series throughout the year with additional webinars being added as they are scheduled. These webinars will be an hour in length allowing for 15 minutes of Q&A. Below are links to more information about the upcoming webinars:

[Importance of Healthcare Navigation & the Claims Cost Curve](#) 4/6

[University & College Insurance Consortium – Why it’s a Success](#) 4/12

[Modern Payment Platforms & Strategic Insight](#) 4/13

[Using Payment Data to Improve Retention & Student Success](#) 4/26

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Lunch & Learn Webinar Series:

Healthcare Navigation & the Claims Cost Curve

Wednesday, April 6, 2022

12:30 - 1:30 PM

[Register](#)

HealthAdvocate

This session will look at data analytics and how that is impacting the ability to reach people and get healthcare gaps in care closed that in turn bends the claims cost curve. The importance of healthcare navigation to further the value of any benefits package will also be explored.

[HealthAdvocate](#) is the provider of the **Personal Health Advocacy Program**. Health Advocate makes it easier to take control of your health by personalizing and simplifying the experience. Using a combination of hands-on help, a powerful technology platform and data analytics, they can help people get the care they need, when they need it. Our health care experts are trained to listen and ask hidden questions. Picking up the phone or using their personalized app, members can reach them for help 24/7. The result? Greater engagement, improved health outcomes, reduced absenteeism, lower healthcare costs, and most importantly: an easier healthcare experience that works for everyone.

Contact: Suzanne Starker, sstarker@healthadvocate.com or 215-880-6364

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Lunch & Learn Webinar Series: Modern Payment Platforms & Strategic Insight

Wednesday, April 13, 2022

12:30 - 1:30 PM

[Register](#)

PNC Bank

Real Time Payments, Zelle and Direct to Debit Card solutions continue to evolve as innovative payment platforms that are safe, ubiquitous, efficient and becoming broadly accessible. We would further explore how higher education treasury organizations are grappling with transitioning from a batch world to a real-time

world to meet ever-changing faculty and student expectations – while remaining true to their business strategy.

[PNC Bank](#) is the endorsed provider of the ***Electronic Payables & Purchasing Cards Program***.

Contact: Judith Gainer, judith.gainer@pnc.com or 412-768-1044

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Lunch & Learn Webinar Series: *Using Payment Data to Improve Retention & Student Success*

Tuesday, April 26, 2022

12:30 - 1:30 PM

[Register](#)

How can examining payment data identify at risk students and improve retention and completion? Nelnet Campus Commerce, in partnership with Applied Performance Analytics, worked with some of our partners on a number of key data points to how payment plans and delinquent accounts impacted overall retention, credit hours and student success. Join Nelnet Campus commerce and Applied Performance Analytics to learn how to leverage this data to identify at risk students, increase retention and credit hours and overall student success.

Learning objectives:

- Discover key indicators for at risk students
- Learn how delinquent accounts impact student retention and success
- How can offering different payment plans for different student cohorts improve retention and course load?

[Nelnet Campus Commerce](#) is the endorsed provider of the ***Campus Commerce Solutions Program***.

Contact: Damon Magiera, damon.magiera@nelnet.net or 856-979-4768

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Clery Center Membership Program

~Experts in Your Corner

Approachable Clery Act subject matter expertise? Practical solutions for complicated tasks? Collaboration with peers? Free, current resources? Look no further than membership with Clery Center. Learn more about the full value of Clery Center membership through this presentation highlighting key benefits, networking opportunities, and costs.

[View the Recording](#)

[Download the Slide Deck](#)

[Download the Clery Center Brochure](#)

[Clery Center](#) is the longtime endorsed program provider of the **AICUP Clery Center Membership Program**. Clery Center Membership connects campus safety professionals with ready-to-use materials, resources, and strategies to help guide them through understanding and implementing the provisions of the Clery Act. We not only guide institutions in implementation, but to exemplify the spirit of the law with a proactive commitment to campus safety. With Clery Center Membership colleges and universities receive unparalleled expertise in the form of annual security report reviews, unlimited technical assistance and support, free tools and resources, free and discounted trainings, workshops, and webinars, and access to the Clery Center Member directory and private discussion board.

Contact: Cheryl Levy, clevy@clerycenter.org or 484-584-4217

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AICUP's Energy & Procurement Program *~Constellation*

AICUP members can manage energy costs in new and powerful ways to achieve budget certainty, cost savings, and financial protection with Constellation's full range of integrated energy solutions. Constellation also provides AICUP with educational materials and a dedicated focus serving colleges and universities.

[Learn More](#)

Contact: Blaire Miller at blaire.miller@constellation.com

Find additional info, on the [Constellation microsite](#) especially for AICUP Members.

[View the Weekly Energy Industry Summary](#)

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Combined Sexual Misconduct & Dating/Domestic Violence & Stalking Training *~D.Stafford & Associates*

April 25-29, 2022

11:00 AM - 5:00 PM

Standard Rate: \$970 AICUP Rate: \$690 (-\$280)

[Register](#)

In this comprehensive course, participants will learn how to investigate reports of sexual misconduct in higher education, including sexual harassment, sexual assault, dating violence, domestic violence, and stalking. The course will break down the elements of each offense and through practical application, participants will receive tools for conducting complete, fair, and impartial investigations from start to finish

that protects the safety of all parties and promotes accountability. This class meets the requirements of training as required by Title IX and the Clery Act, as amended by the Reauthorization of the Violence Against Women Act of 2013 and will include discussion around state laws.

Some of the key topics that will be covered are:

- Review of relevant laws, regulations, and guidance that impact investigations
- The elements of sexual harassment, sexual assault, dating violence, domestic violence, and stalking
- Considerations when investigating dating and domestic violence
- Conducting concurrent criminal and civil rights investigations
- Understanding consent and incapacitation
- Interviewing techniques, including credibility and relevancy determinations
- Issues of relevance to create an investigative report that fairly summarizes relevant evidence
- Understanding the campus adjudication process
- Serving impartially and avoiding conflicts of interest and bias in the Title IX grievance processes

Who Should Attend

This class is appropriate for Title IX investigators and other administrators/staff conducting administrative investigations into claims of sexual misconduct, sexual assault, dating violence, domestic violence, and stalking, including personnel in campus police/public safety who are involved in conducting criminal or civil rights investigations into these claims.

Contact: Dolores Stafford at dolores@dstaffordandassociates.com

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IT Device Management Strategies

~First American Education Finance

A recent [AICUP Lunch & Learn Series](#) webinar showed how AICUP institutions are leveraging our team to address long-lead times and enhance IT asset deployment and recovery strategies on campus. Traditional lease-finance models are incrementally focused....while taking a programmatic financing approach unlocks capital more consistently on an annual basis, allowing you to adopt new technology at a quicker pace and thrive as an institution. First American's Device Management Program is designed to deliver sustainable and cost-effective endpoint lifecycle management solutions for university Finance, Procurement, and IT leaders.

[View the Recording](#)

[Download the Slide Deck](#)

[First American Education Finance](#) is the longtime endorsed program provider of the **AICUP Project & Equipment Finance Program**. They are a financial services company dedicated exclusively to education. For more than 25 years, First American has provided more than 800 schools with project financing and equipment leasing services to achieve their vision and deliver the best education possible to their students. Backed by the strength and stability of the Royal Bank of Canada, it helps schools develop funding solutions for complex facilities projects and campus-wide technology initiatives.

Contact: Matt Rankin, matthew.rankin@faef.com or 585-643-3459

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What's New? *~JourneyEd*

Prepare the Next Generation with In-Demand Skills

Equip your students with the industry-leading digital tools they need to create persuasive communications in every class. Adobe Creative Cloud enables students with cutting-edge designs for user experience, AR/VR, digital painting, video effects, and so much more using their own computers and devices.

Creative Cloud gives students the tools and skills to become active content creators who are prepared for success in the modern workforce.

[Get a Quote](#)

Already a Client? Go [here](#) for Deployment Resources

A Seamless Experience with Fewer Disruptions, Wherever You Work

Investing in the right technology is critical to perform your job efficiently. For over 20 years, Dell Precision has delivered innovative, high-performance workstations that keep up with your demanding workload.

[Learn More](#)

Powering Advanced Creative Workloads with Entry-Level Workstations

Workstations are built to handle even the most performance-intensive tasks which require significant processing power and rely on professional grade processors, storage and graphics – think editing, designing and CAD workflows.

[Learn More](#)

Contact: Jason Watson at jwatson@journeyed.com or 800-876-3507, ext.7111

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AICUP Bond Finance Update *~Stifel*

[Municipal Market Update - Week of March 21, 2022](#)

[Stifel](#) oversees the **AICUP Debt Financial Advisory & Bond Program**.

Through this Program, AICUP members have managed all aspects of their debt portfolio. The program's highly experienced team includes the national Higher Education Practice Group of Stifel, Ballard Spahr and The Bank of New York Mellon Trust Company (as Trustee). The same individual team members employed by the program's participating firms have worked with the program since its inception in 1997, saving AICUP members both time and costs of issuance.

Contact: Linda Eremita at eremital@stifel.com or 412-923-5927

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**Lunch & Learn Webinar Series:
*University & College Insurance Consortium-Why Its a Success***

Tuesday, April 12, 2022

12:30 - 1:30 PM

[Register](#)

RCM&D

This session will demonstrate overall success of this program through claims and post injury management practices:

- Provide an overview of claim statistics and trend analysis
- Showcase the 360-claim review process
- Highlight the post injury management practices to include first report of injury (FROI), return to work and root cause analysis
- Bucknell University case study
- Financial overview, which is also a testament of the program's success and stability

[RCM&D](#) is the AMP provider of the ***University & College Insurance Consortium***. This consortium is a Pennsylvania group self-insured workers compensation program specific to the education industry that strives to provide a stable workers compensation financing arrangement and a focus on developing collaborative loss control solutions for education-specific risk exposures. The UCIC program has existed for over 15 years and has maintained a steady membership. Presently, 17 AICUP member schools participate.

Contact: Clint Wevodau, cwevodau@rcmd.com or 717-231-3058

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A/P Automation for the Modern Office

~Paymerang

A recent [AICUP Lunch & Learn Series](#) webinar showed how, through a few simple process changes, you can cut your AP process time in half, pay vendors faster and turn Accounts Payable into a revenue stream. Accounts payable staff are now leaner than ever and spend upwards of 84% of their time on non-value added clerical functions, according to the Institute of Financial Management (IOFM). AP leaders are eager to improve operational efficiency, reduce fraud and cyber risk and protect Institutional funds. Embracing automation empowers your staff to obliterate obstacles and focus on more strategic initiatives.

[Recording](#)

[Slide Deck](#)

[Paymerang](#) is an AMP provider of **A/P Automation Program** which frees higher education from repetitive manual tasks, reduces fraud, and eliminates compliance risks.

Contact: Brian Cook, bcook@paymerang.com or 804-317-9229

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Alera Group

Health4Edu: A Unique Healthcare Solution for Higher Education

April 20

12:00 PM

[Register](#)

Health4Edu was founded 8 years ago and is a medical insurance program designed specifically for higher education and has a history of success with a diverse assortment of colleges and universities. This member-driven program for higher education is designed to lower cost and reduce future healthcare trends.

The program is benefiting members by:

1. Reducing healthcare budgets, in some cases saving 20%, while increasing reserves
2. Reducing future trends, providing sustainability and mitigating claims risk
3. Protecting campus autonomy (i.e. you do NOT need to change plan designs, carriers, eligibility, employee contributions, etc.)

Health4Edu invites you to an informative webinar on April 20th at 12pm EST as an introduction to our program. [Register](#)

Contact: Don Balla, don.balla@aleraqroup.com or 412-430-3070

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Aspect Consulting

Bring Your Own Device - Solid Policies to Mitigate Risk

While the Bring Your Own Device (BYOD) concept is not new, in recent years it has become increasingly more popular. BYOD is more than just a good idea; it's necessary in these current times. It enables the use of technology both online and in the classroom, worldwide. Paired with the use of AI and simulation, students from a

wide variety of majors are able to complete their required courses. It's such an innovative way to learn new skills. Of course with all the benefits, there comes pitfalls.

BYOD, if not properly managed, can be an IT department's greatest challenge. By now, most colleges and universities have BYOD policies in place to help students and staff. However, poorly constructed BYOD policies, or not having one in place at all, can negatively impact both the institution itself and student experiences.

Here is a short list of how to mitigate risks.

- Create a thorough BYOD policy for students AND staff, and update it often
- Clearly set expectations and responsible use policies
- During the development phase of such policy, collaborate with various departments and leaders to ensure the goals of each person affected will be met
- Be sure to include operating system requirements and tech support boundaries
- Network monitoring and logging is a vital step to ensure compliance and responsible use
- Require or provide anti-virus and anti malware protection
- Spread the word. Flood all channels with training information to make staff and students aware of the changes, the benefits, the risks, and how working together has a positive effect on students, staff and the institution as a whole

Contact: Chris Bressi, cbressi@aspect-consulting.com

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Baker Tilly

***Lehigh University: How CyberSecurity
& Compliance Enable Revenue Generation in Higher Ed***

Lehigh University Chief Information Security Officer, Eric Zematis, joins us on Higher Ed Advisor to share why it's important to invest in secure research computing infrastructure, its critical role in cybersecurity, and how this infrastructure directly influences generating revenue in higher education. Hear how Baker Tilly partnered with Lehigh University to prepare for regulatory obligations, including auditing and other conditions that come with the infrastructure.

Plus, Eric gives advice to higher education institutions about viewing research computing infrastructure through a different, more profitable lens.

[Listen to the Podcast](#)

Contact: Dave Capitano, dave.capitano@bakertilly.com or 610-927-4512

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The Benecon Group

Shared Services Health Plan: The Safest, Long-Term Solution for Funding Employee Health Benefits

What if there was a solution that gave you more control of your health insurance spending and was seamless to implement and administer?

Check out this [video](#) to learn how Shared Services can become your budget-solving solution (recorded during a *Corporate Affiliate Corner* during the 2021 **AICUP Campus Leaders Forum**)

The Shared Services Health Plan Provides:

- Total Transparency - Know Where Every Dollar Is Spent
- Freedom to Select the Network & Administrator for your Benefits (or keep the same!)
- Complete Autonomy in Benefit Design for the Employees
- Limited Sharing of Risk Among Members (< 25%)

- Protection from Volatile Claims
- Annual Rate Caps
- Surplus Retention - Each member controls and retains 100%
- Proven Funding Model for 30+ Years
- Compliance Resources & Complimentary Monthly Webinars

[Register for the April 20th Webinar](#) - Why, When, and How to Address Health Benefit Continuation in Leave of Absence Policies

Please visit the [SSHP Interactive Resource Page](#) for additional benefits and details:

**To schedule a personalized webinar or learn more about the benefits of SSHP and how it is different than other consortium models, please contact marketing@benecon.com.*

Contact: David P. Wuenschel, dwuenschel@benecon.com or 888-400-4647

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C&W Services

Addressing Staffing & Labor Challenges for Higher Ed

It's no secret that skilled staffing shortages and other labor issues are among the top challenges that higher education facilities leaders face right now. During an open-format session led by John Cal of Florida International University and Brian Reyes of C&W Services, the discussion centered around these challenges as well as some possible solutions, and some of the strategies being implemented by institutions across the country to address them.

[Listen to the Panel Discussion](#)

Contact: Frank Holister, frank.hollister@cwservices.com or 717-303-7324

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Cintas

Eyewash & Safety Shower Webinars

Friday, April 1

10:00 - 10:30 AM

[Register](#)

Friday, April 1

2:00 - 2:30 PM

[Register](#)

Please join us for a brief introduction around a new service to assist with your Eyewash and Safety Shower program. There will be an informative 20 minute presentation followed by Q&A. Additional appointments can be scheduled as you see fit, based on your interest and unique situation.

Contact: Tom Best, BestT@Cintas.com or 570-687-7766

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Pathify

Keeping Up with the Student Experience & Expectations

Students may be returning to higher ed campuses, but their expectations aren't resetting. After a tumultuous 18 months, they're placing even more emphasis on

student experience and keeping a careful eye on the value of their education. To combat dropping enrolling numbers and a looming enrollment cliff, standout higher ed institutions are paying special attention to shifting expectations and providing a more well-rounded student experience.

Higher ed was already changing before the pandemic. There's a lot of competition out there," said Dr. Gerald Jones, Associate Vice President for Student Affairs at Tallahassee Community College. "We're in a very competitive market. How do we meet the needs of our students during these critical times?"

[Read More](#)

Contact: Melanie Watson, melanie.watson@pathify.com or 860-559-9074

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RLPS Architects & RLPS Interiors

Student Housing Updates: Three Reasons to Renovate

Campus housing is a valuable marketing tool to attract students and keep them living on campus. In a survey of more than 25,000 students by American Campus Communities, more than 78 percent of respondents said that the availability of high-quality housing affected their college selection.

The reality is that the majority of existing on-campus student housing stock in the U.S. has become mediocre at best. Campus housing updates must go beyond the annual paint refresh a few days before students move in for the fall semester. Meaningful improvements can turn these older housing models into a positive differentiator for your campus.

Learn more facts that can support your next housing renovation project by reading the entire blog.

To learn more about the benefits and opportunities available through on-campus housing renovations, download [What is Old is New Again: Resetting the Clock on Residence Halls](#).

Contact: Sarah Bennett, sbennett@rlps.com or 717-560-9501

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Sallie Mae

New Research Uncovers Gaps in Knowledge & Preparedness for Planning & Paying for College

Eight in ten college-bound juniors and seniors (81%) view higher education as a path to better opportunities, yet fewer than half (42%) of families feel confident about financing that education, according to “College Confidence: What America Knows About Paying for College,” the latest national study from Sallie Mae® and Ipsos. In addition, 42% of college-bound families agree they need help planning to pay for college, and 43% believe there are too few resources to help pay for higher education.

“As we have seen in our extensive research portfolio with Sallie Mae, students and families continue to agree college is a worthwhile investment. However, with this research we learned that just 11% of college-bound families feel very knowledgeable about the different ways to pay for college, and many aren’t aware of the different funding sources available to them,” said Jennifer Berg, Research Director, Ipsos. “The lack of understanding is even greater for first-generation families – just 35% feel confident about paying for college. This all speaks to a broader recommendation that college financing topics should be introduced in high school or earlier to provide families with tools, knowledge, and confidence to meet the cost of higher education.”

Some of the key findings from the research include:

- While nearly three-quarters of families (74%) have started thinking about how they will cover the cost of higher education by the time their child is a high school junior, fewer than half of college-bound families (44%) are very or somewhat familiar with the FAFSA – the gateway to billions of dollars in scholarships, grants, and federal financial aid. In fact, just 62% of families plan to complete the FAFSA, with 29% feeling it’s a waste of time if the family makes too much money.
- Nearly half of families (45%) believe scholarships are only available for students with exceptional grades or abilities.
- While about half of families (54%) are familiar with financial aid offers from colleges and universities, 37% of them don’t know what information is included in these offers.
- Nearly half (47%) of college-bound families are planning to borrow to pay for college, but many are unclear on what types of aid needs to be paid back. Less than half of college-bound families correctly identified direct subsidized loans (47%), direct unsubsidized loans (46%), and the Parent PLUS loans (41%) as money that needs to be repaid.

“College Confidence: What America Knows About Paying for College” reports the results of online interviews conducted from Aug. 19, 2021, through September 20, 2021, with 550 parents of high school juniors and seniors planning to continue their education and 585 high school juniors and seniors with plans to continue their education beyond high school.

[View Complete Report & Related Infographics](#)

Contact: Keri Neidig, Keri.Neidig@salliemae.com or 610-216-2807

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TimelyMD

TimelyMD

Can Teletherapy Ease the Campus Mental Health Crisis

In a recent The Chronicle of Higher Education article, campus leaders from a diverse set of institutions share how the addition of virtual counseling services has enabled them to better care for their students. From helping meet increased demand to expanding access to care, see how virtual care is impacting student health and well-being.

[Read More](#)

Contact: Nara Smart, nara.smart@timely.md or 817-689-8669

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Fair Use Policy of AICUP Name & Trademarks for Corporate Affiliates

Since the creation of the [Corporate Affiliate](#) program in 2005, AICUP corporate affiliates have been an important link between Pennsylvania's business sector and the independent non-profit higher education sector. AICUP enlists Corporate Affiliates as a means of providing resources to the AICUP membership. An invitation to become a Corporate Affiliate is extended only after a meeting with AICUP staff and having at least one AICUP member as a client.

There are three levels of corporate affiliate engagements with AICUP:

- AICUP Corporate Affiliate - a company designations
- AICUP Member Preferred (AMP) Provider - a program designation
- AICUP Endorsed Program - a program designation

AICUP appreciates the continued support of AICUP corporate affiliates at AICUP events such as the [AICUP Campus Leaders Forum](#) and the [AICUP Good Citizens Scholarship Golf Outing](#) as well as within various publications like [The Spotlight](#) and the [Business Efficiency Program Manual](#).

Last year an unfortunate misunderstanding occurred prompting the AICUP Staff and the Member Services Committee to develop written guidelines for the proper use of AICUP's Membership Directory and various tradenames/logos by AICUP corporate affiliates. ***A newly adopted Fair Use policy now sets forth the proper use of AICUP's tradename and trademarks in any communications by AICUP Corporate Affiliates.***

Any who would like to view these guidelines may do so by going [here](#).

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**AICUP
Business Efficiency
Programs**

www.aicup.org/Collaboration/BEP

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AICUP Leadership:

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