



Mixed Silos

The Challenges and Benefits of Merging
Offices



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Overview



Overview

The Problem of Silos



Overview

The Problem of Silos

History of My Office



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The Problem of Silos

History of My Office

Challenges & Benefits of Merging



Problem of Silos

What do we mean by Silos in an organization?



Problem of Silos

What do we mean by Silos in an organization?

- Areas that are so focused on the tasks within their purview that they risk losing touch with and hampering the mission of the organization



Problem of Silos

What are the problems with Silos?



Problem of Silos

What are the problems with Silos?

- Communication Barriers



Problem of Silos

What are the problems with Silos?

- Communication Barriers
- Productivity Problems

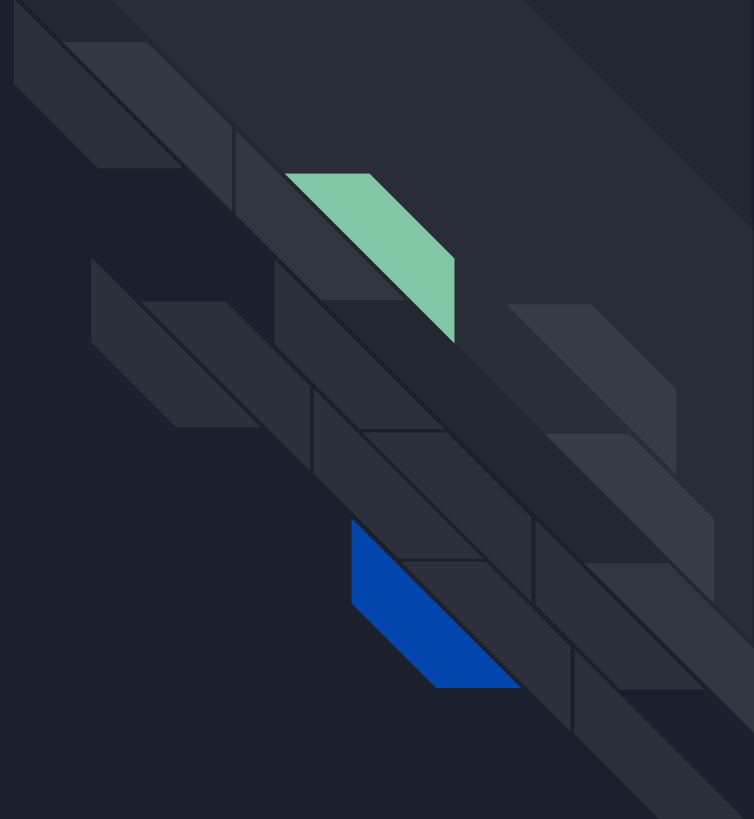



Problem of Silos

What are the problems with Silos?

- Communication Barriers
- Productivity Problems
- Low Morale

Where It All Began...





Where It All Began...

(For Those About to Rock (We Salute You))

Office of Articulation

- Review incoming transfer credit
- Input Course Equivalency Project courses
- Evaluate and input new courses from each Oklahoma school



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Felt the Silo Effect



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Office of Articulation

- Review incoming transfer credit
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Felt the Silo Effect

- How does the degree audit software work?



Where It All Began...


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Office of Articulation

- Review incoming transfer credit
- Input Course Equivalency Project courses
- Evaluate and input new courses from each Oklahoma school

Felt the Silo Effect

- How does the degree audit software work?
- How do substitution forms differ from articulation decisions?



Where It All Began...

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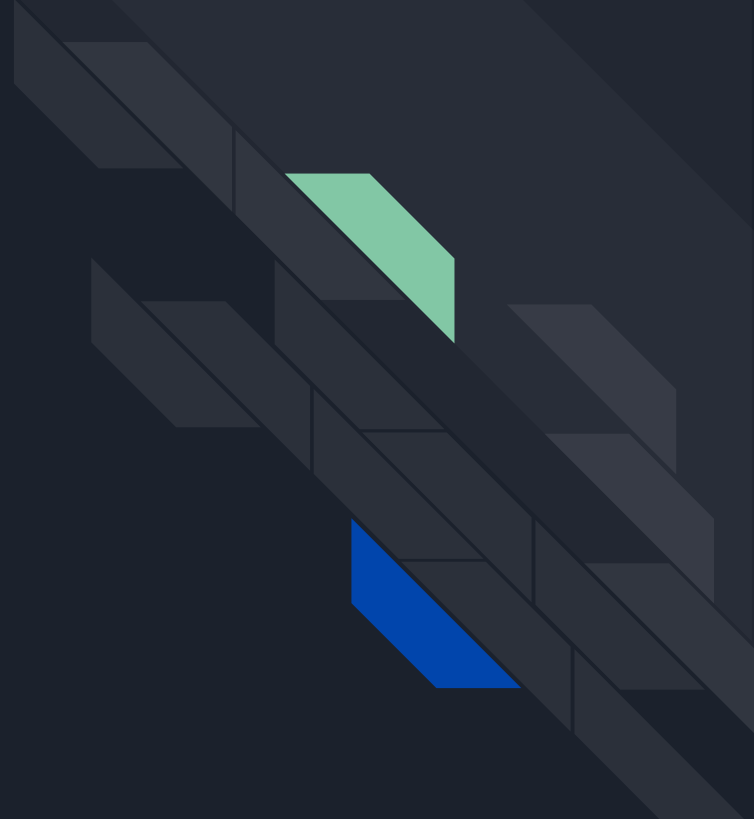
Office of Degree Certification


- Process graduation applications
- Review degree audits
- Process course substitutions
- Award degrees

Where It All Began...



The Salary Problem (Dirty Deeds Done Dirt Cheap)





The Salary Problem (Dirty Deeds Done Dirt Cheap)

- Low salaries
- No budget for raises



Dramatis Personae

Articulation
Specialist

Articulation
Specialist

Articulation
Coordinator

Degree
Certification
Specialist

Degree
Certification
Specialist

Degree
Certification
Coordinator



The Germ of an Idea (Thunderstruck)

Articulation
Specialist


Vacant

Articulation
Coordinator

Degree
Certification
Specialist

Degree
Certification
Specialist

Degree
Certification
Coordinator



The Germ of an Idea (Thunderstruck)

Articulation
Specialist

New
Articulation
Specialist

Articulation
Coordinator

Degree
Certification
Specialist

Degree
Certification
Specialist

Vacant



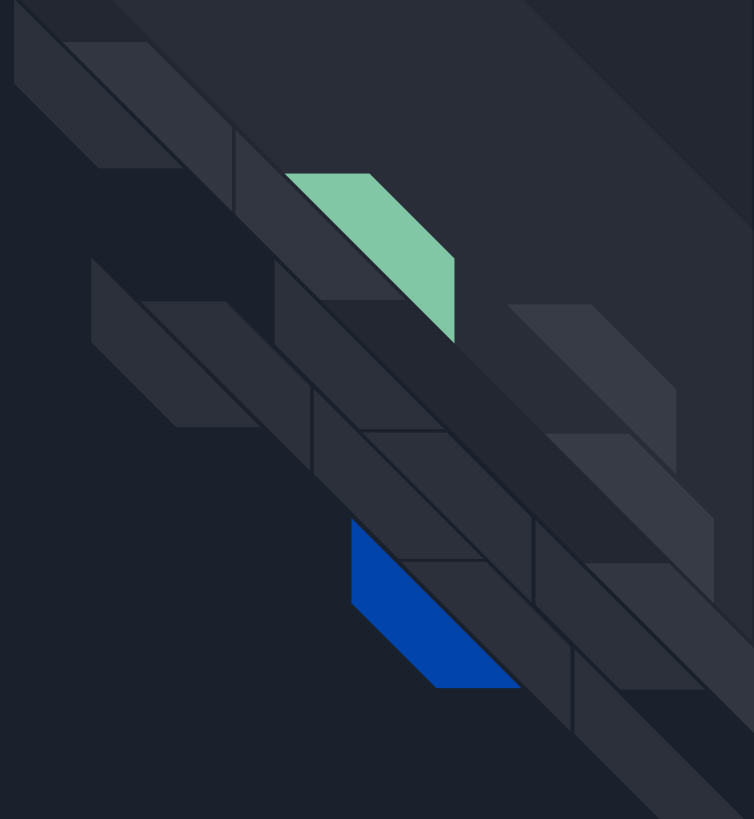
The Germ of an Idea (Thunderstruck)


Could fill in for her old position during the transition

Able to train the new person

Could pitch in when Degree Certification had an illness

Opportunity Comes from
Change
(T.N.T.)





Opportunity Comes from Change (T.N.T.)

Articulation
Specialist

Articulation
Specialist

Articulation
Coordinator

Degree
Certification
Specialist

Vacant

Vacant



Opportunity Comes from Change (T.N.T.)

Articulation
Specialist

Articulation
Specialist

Articulation
Coordinator

Degree
Certification
Specialist

Degree
Certification
Coordinator



Opportunity Comes from Change (T.N.T.)


Articulation
Specialist

Coordinator I

Generalist

Degree
Certification
Specialist

Coordinator
II



The Plan (Highway to Hell)

New Job Descriptions

New Workflows

Market Value Analyses

Hyping Up the Plan to My Team



The Plan Faces the Enemy (Highway to Hell)



The Plan Faces the Enemy (Highway to Hell)

Leadership says no...



The Plan Faces the Enemy (Highway to Hell)

Scrap the Plan

Or

Modify the Plan with an Extra Position



The New Plan (You Shook Me All Night Long)

Articulation
Specialist

Degree
Certification
Specialist

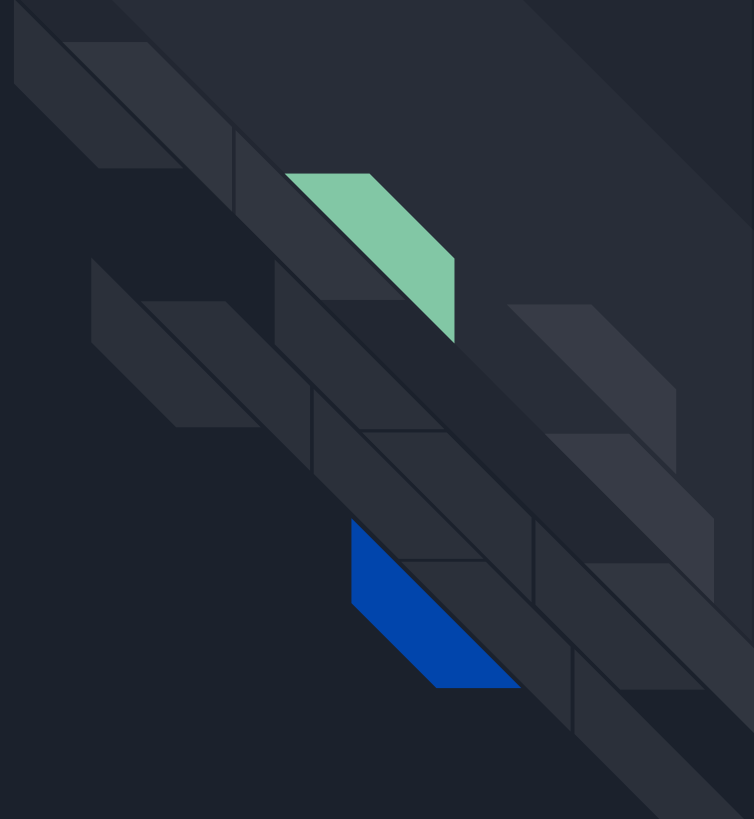
Generalist

Coordinator I

Coordinator
II

Technical
Specialist

Challenges





Challenges (Stiff Upper Lip)

Training



Challenges (Stiff Upper Lip)

Training

- Cross-training was fine
- New Employee Training is time-consuming



Challenges (Stiff Upper Lip)

Training

Rebalancing Duties and Workflows



Challenges (Stiff Upper Lip)

Training

Rebalancing Duties and Workflows

- Things the Plan Didn't Account For



Challenges (Stiff Upper Lip)

Training

Rebalancing Duties and Workflows

Merging of Cultures



Challenges (Stiff Upper Lip)

Training

Rebalancing Duties and Workflows

Merging of Cultures

- Articulation folks are classic introverts
- Degree Certification folks are largely extroverts



Challenges (Stiff Upper Lip)

Training

Rebalancing Duties and Workflows

Merging of Cultures

Increased Workload



Challenges (Stiff Upper Lip)

Training

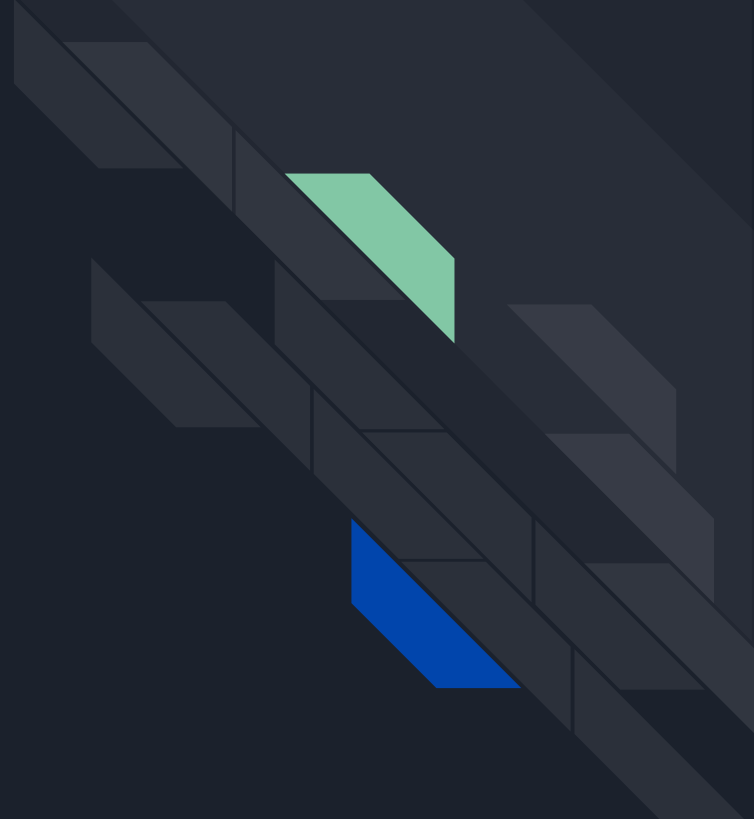
Rebalancing Duties and Workflows

Merging of Cultures

Increased Workload

- Particularly for Articulation

Benefits





Benefits (Let There Be Rock)

Work Processes



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Work Processes

- Better understanding of the whole picture
 - Ex. Optional Cultural Analysis



Benefits (Let There Be Rock)

Work Processes

Workload Balancing



Benefits (Let There Be Rock)

Work Processes

Workload Balancing

- Peak Times



Benefits (Let There Be Rock)

Work Processes

Workload Balancing

- Peak Times
- Vacation/Sick



Benefits (Let There Be Rock)

Work Processes

Workload Balancing

Job Protections



Benefits (Let There Be Rock)

Work Processes

Workload Balancing

Job Protections

- Well-Staffed Articulation Office



Benefits (Let There Be Rock)

Work Processes

Workload Balancing

Job Protections

- Well-Staffed Articulation Office
- Declining Enrollment and Declining Transfer Student Population



Benefits (Let There Be Rock)

Work Processes

Workload Balancing

Job Protections

- Well-Staffed Articulation Office
- Declining Enrollment and Declining Transfer Student Population
- Non-Descriptive Name



Benefits (Let There Be Rock)

Work Processes

Workload Balancing

Job Protections

Turnover Service Gap Mitigation



Benefits (Let There Be Rock)

Work Processes

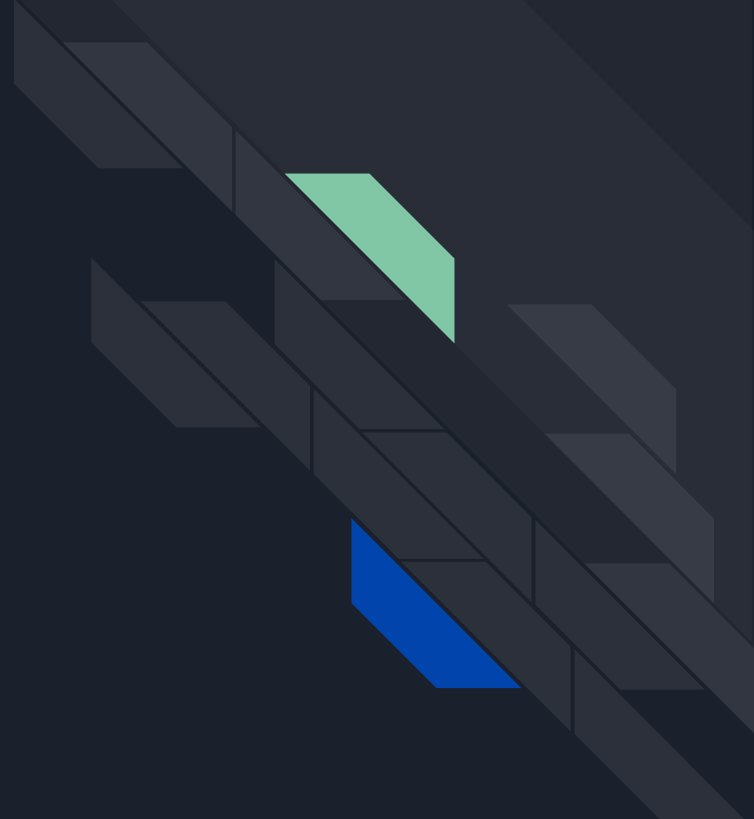
Workload Balancing

Job Protections

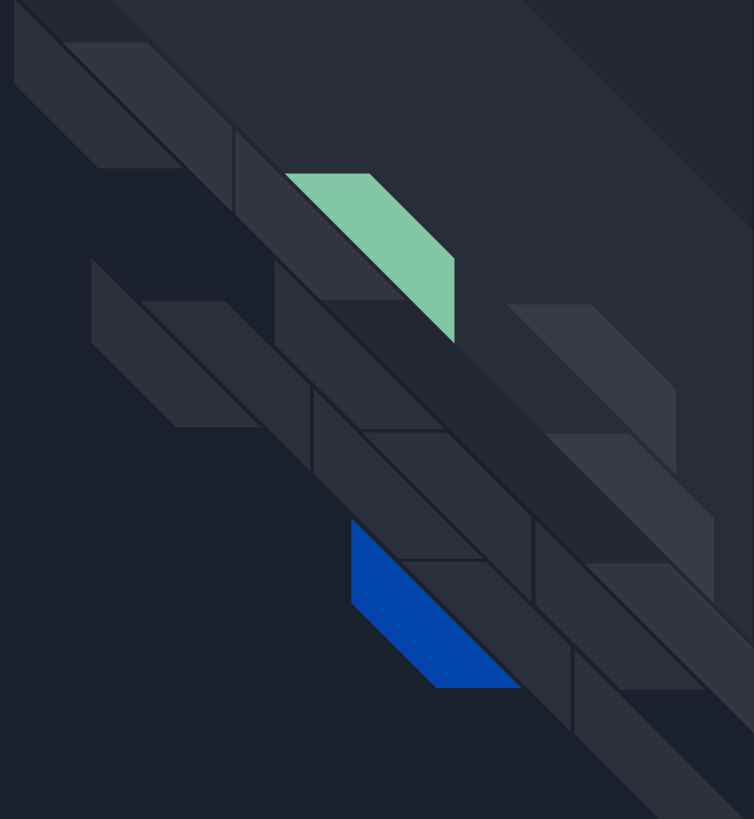
Turnover Service Gap Mitigation

- Like peak times, easier to balance increased job duties among the remaining crew

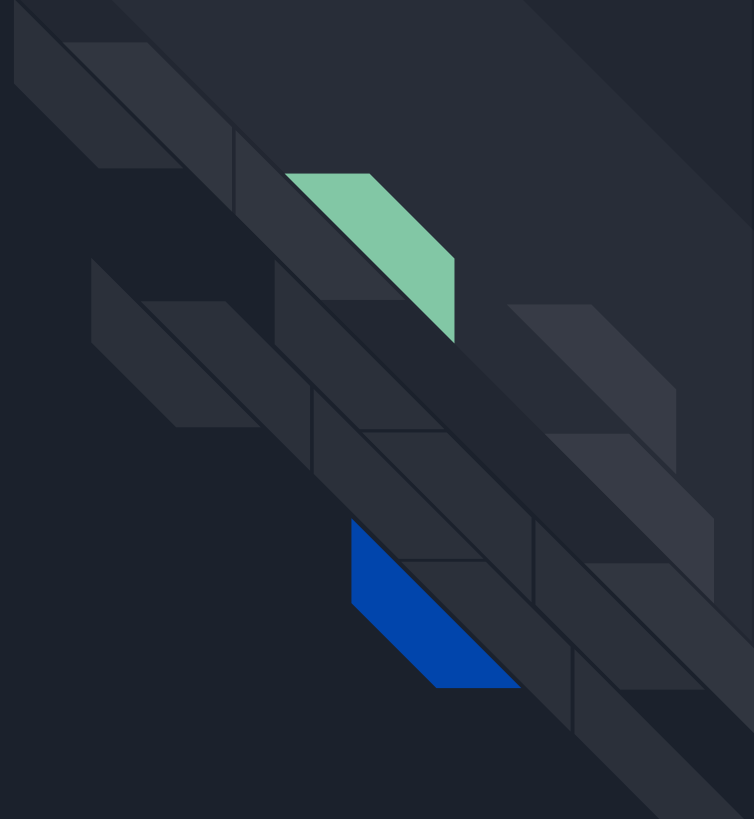
Name of the New
Combined Office?



Articulation of Credit and Degree Certification



Articulation of Credit and Degree Certification (ACDC)



Any Questions?

