

UCEDD Resource Center

A project of AUCD, in partnership with AIDD, to strengthen and support the network of UCEDDs

AUCD Business Managers Process Improvement Workgroup

Friday, February 28, 2014, 10:00 am – 11:30am ET.

Attendees: Joel Nudi, Kevin Kale, Lori Gordon, Ann Marie White, Michela Spitz, Jana Richardson, Elizabeth Elder, Nancy Tate, Dawn Rudolph and Anna Costalas

1. Welcome / Introductions

2. Topic – Fee for Service

- Setting up fee for service: Some centers are constrained on what the university can charge as fee for service and there is lack of knowledge on how to set up the fee structure. One center is charging for the trainings they provide within the university and community. Another center buys out the staff's FTE and charges it as a separate consulting fee. Another universities clinic buys out time for services outside the clinic. Another center is using a fee for service ESS account but their university is trying to limit it.
- How to set rates: Once center suggests that it should be decided on what the market will take. It should also have clear language in the contract to which funding stream does this staff belong too. This issues of bill rates as billable hours and billable days do not really work with tracking efforts. There is a lack of consistency from office of research and sponsorship. Some centers are looking to consult nationally and internationally by offering trainings remotely. These rates are dependent on the university on how they want to set it up.
- Negotiated rates Guidelines - How are decision being made when it comes to fee rates? How are centers deciding how to use people resources most effectively? Do they market or do they not market these fee for services? Then there are issues regarding what percentage goes back to the university and what goes back to the center including dealing with caps; fee rates are not consistent and fee rates for non-traditional services vary. Once center is using a MOBIS Agreement. This is an indefinite delivery, indefinite quantity contract. Info structure is complicated. Staffing needs to be secure.

3. Current Questions, Ideas and Resources from Workgroup

- Clearinghouse: The idea of creating a Clearinghouse to market services came up in the workgroup. Using AUCD to market individuals to the network. AUCD would identify clusters and coordinate efforts. Salesmanship is needed from Faculty and Directors to market services. AUCD does this but it is not an organized process. It was said that the network is not hitting markets outside of that. How we can better do that? More organized efforts needed by our network.
- [INORMS 2014 Congress](#)
10-13 April 2014, Washington DC, USA
Avenue that has not been explored in our network.

4. Information Dissemination - Workgroup decided that they would like to access to relevant articles and resources through the listserv and drop box.

5. Next steps – It was decided that the workgroup would meet quarterly and they would like to continue the meetings through conference calls. A doodle will be sent out to schedule the next conference call June.