



UNC
GILLINGS SCHOOL OF
GLOBAL PUBLIC HEALTH

Organizational Development Plan

Kathy Anderson
Assoc Dean for IT
& Project Planning
May 2016



An initiative to **assess** and, where appropriate, **recommend structural improvements** in four key areas across the School: **finance, student services, information technology** and **communications.**

Our Vision

“By Gillings,
for Gillings”

(with expert guidance from
Bernard Consulting Group)

As one of the **leading public health schools**, we must **lead and drive change** that **benefits our operations--** and our **current and future students--** while ensuring the school remains a **great place to work.**



Steering committee

| | |
|--|---|
| Chris Anderson Finance and Administration Director, Nutrition | Da'Esha McPhaul Student Services Manager, Health Behavior |
| Kathy Anderson, PhD (committee chair) Associate Dean for IT and Project Planning | Vicki Moore Business Manager, Epidemiology |
| Noel Brewer, PhD Associate Professor, Health Behavior | Todd Nicolet, PhD Senior Associate Dean for Administration |
| Angelica Figueroa Executive Assistant, Dean's Office | David Pesci Director of Communications |
| Elizabeth French, MA Assistant Dean for Strategic Initiatives | Steve Regan, MA Assistant Dean for Human Resources |
| Johnston King, MEd Admissions Coordinator | Charletta Sims Evans, MEd Assistant Dean for Student Affairs |
| David Kleckner IT Director, Epidemiology | Katie Thornsvard, MAC, CPA Assistant Dean for Finance and Business |
| Daniel Lee, PhD Chair and Nominated Professor, Health Policy & Mgt | Barbara Turpin, PhD Professor, Environmental Sciences and Engineering |
| Laura Linnan, ScD Associate Dean and Professor, Health Behavior | |
| Beth Mayer-Davis, PhD Chair and Boshamer Distinguished Professor, Nutrition | Initiative Sponsor: Barbara Rimer, DrPH Dean and Alumni Distinguished Professor |

Where are we?

❖ Survey (April/May 2016)

- ❖ Faculty/Staff
- ❖ Students

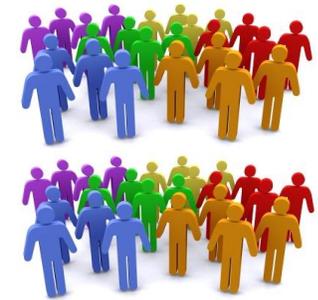
❖ Response rates:

- ❖ Faculty/Staff, 49% (n=314)
- ❖ Students, 18% (n=271)

❖ More on the way...

- ❖ Provider surveys
- ❖ Benchmarking interviews

Do you **rely on** IT, finance, student services or communications?



Do you **do work in** IT, finance, student services or communications?



Survey says...



Cross-cutting themes

- ❖ What services can I access, and who should provide them?
- ❖ Customer service is a priority
- ❖ So many of our staff are great...and we'd appreciate having more staff!

Survey says...



Sample issues cited by students:

- ❖ Lack of prompt and accurate payments
 - ❖ Variable experiences with advising
 - ❖ Printing difficulties
- ...& many more

In their words...



“Formal advising seems to vary greatly based on the individual advisor. It might help to have a school policy on the expectation of advisor/advisee relationships.” – Gillings student

“Loan money is held against tuition until scholarships are disbursed, which is really problematic since those of us getting loans need that money to live off of.” – Gillings student

“Classrooms need better technology that is the same in each classroom.” – Gillings student

“It would be great to have more organized activities – not just socials – to help students meet one another. . . Despite being surrounded by so many people, it’s difficult to make friends when everybody is so focused on work.” – Gillings student

Survey says...



Sample issues cited by faculty & staff:

- ❖ Lack of adequate financial reporting
- ❖ Need for more aligned communications
- ❖ Better equipment/support in classrooms
...& many more

In their words...



"It is never clear where the schoolwide versus departmental support is defined. For example, if our departmental support is away or overscheduled on other projects, my issues often have to linger with no school support." – Gillings Faculty/Staff survey respondent

"There is no good answer regarding secure storage. It is much harder and more complicated to keep sensitive data secure than it should be." – Gillings Faculty/Staff survey respondent

"I'd suggest coordinating more closely with communicators within departments. I get a sense that we could get more done, in a more coordinated way, if all the communicators across the School had a clearer set of goals . . .so we're all pulling our oars in the water together." – Gillings Faculty/Staff survey respondent

"Flying blind" or having to develop "shadow accounting systems" to keep track of what the heck is going on is simply unacceptable. When I have needed data, people have made extraordinary efforts to get me the most ordinary data. It shouldn't be that way." – Gillings Faculty/Staff survey respondent

In their words...



“We just wanted to let you know how pleased we were with the tremendous response rate of faculty and staff who participated in the survey. We know they have a lot going on especially at this time of year.

In addition, we were somewhat taken aback by the number of positive comments received about the people in the school. We've never seen that level of positive feedback in all the schools we've worked with.

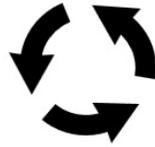
That said, the comments helped the group begin to identify some potential areas where improvements can be made and we look forward to working with you to flesh those out and develop strategies to address them. Thanks for letting us be part of this process.”

– John Deadwyler, Bernard Consulting Group

What's next?

❖ Additional data collection (May-June)

- ❖ Provider surveys
 - ❖ Job in finance, IT, communications or student services
 - ❖ In another role but do some work (order via ePro, manage web content, etc.)
- ❖ Benchmarking interviews



- ❖ Further analysis
- ❖ Sharing & feedback
- ❖ Recommendations
- ❖ Implementations

