



UNC
GILLINGS SCHOOL OF
GLOBAL PUBLIC HEALTH

Organizational Development Plan

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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”

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.**



Timeline recap

- ✓ **Data collection (Spring/Summer 2016)**
 - ✓ Faculty/students/staff satisfaction surveys
 - ✓ Individuals who provide services - surveys
 - ✓ Peer school interviews
- ✓ **Data analysis (Summer/Fall 2016)**
 - ✓ Top 12 opportunities – 3 in each area
 - ✓ Developed by steering committee & 4 area work groups
- ✓ **Recommendations (Late 2016- Early 2017)**
 - ✓ Continuing work to develop top recommendations
 - ✓ Select a realistic subset for feasibility analysis & implementation

What we learned:



Cross-cutting themes

- ❖ Customer service is a priority
- ❖ Not always clear what services are available, and who should provide them
- ❖ Many of our staff are great; perception that some areas are short-staffed
- ❖ Evidence of lack of best practices, variable quality
- ❖ Need for stronger connections, coordination across departments and central School

In parallel:
another major
data gathering
exercise



Council *on* Education *for* Public Health

UNC Gillings School of Global Public Health
Self-Study Report



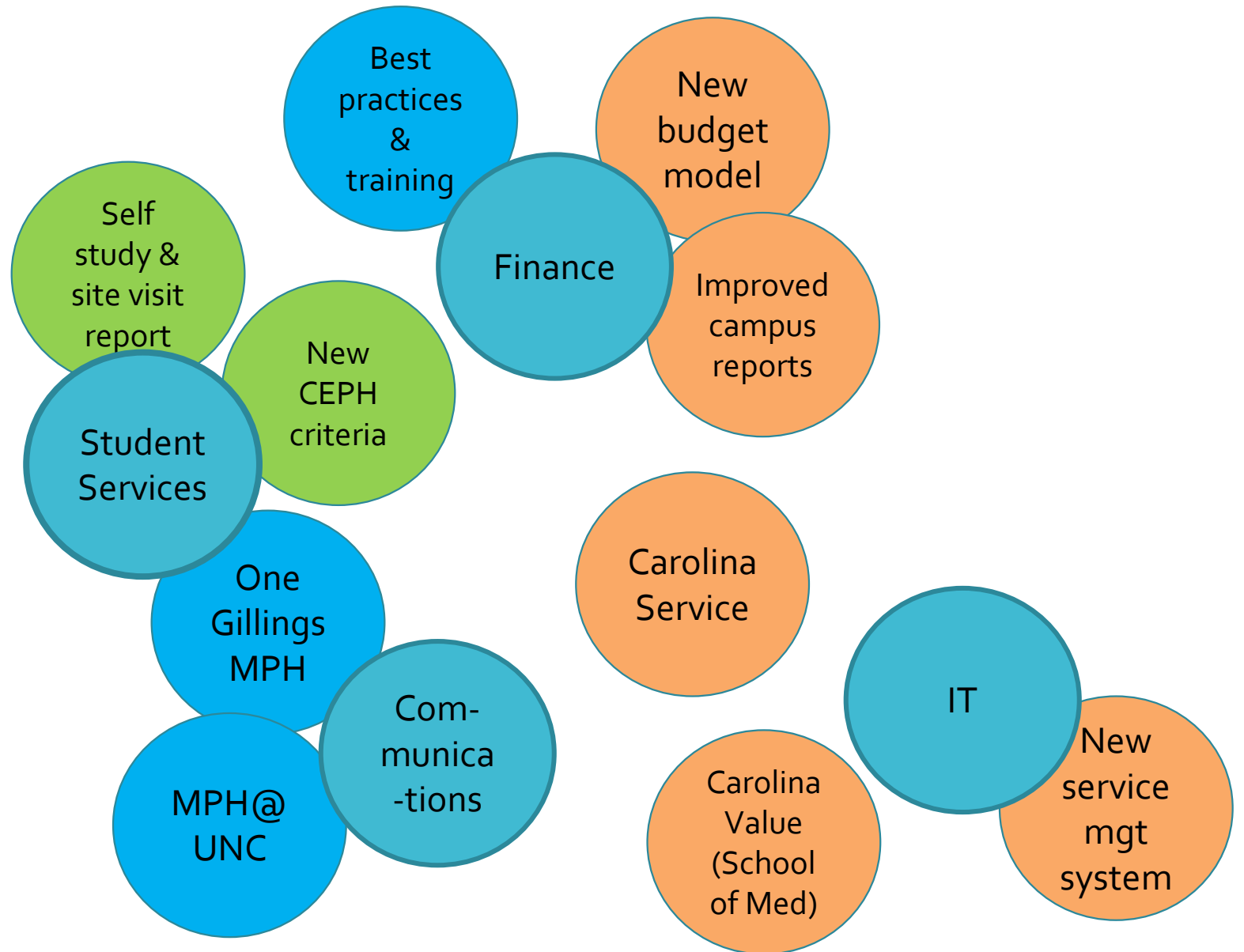
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Synergies, context & merging of ideas



Conclusion

- The Organizational Development Plan *as an umbrella initiative* is complete
 - Fixed some things
 - Other (especially big) things still need to be tackled
- Work will continue opportunistically at the area level
- Data & analyses will:
 - Continue to inform and drive progress
 - Serve as foundational piece for continuous quality improvement (CQI)
- > 50 individuals stepped up to lead – THANK YOU!

