Organizational Development Plan

Kathy Anderson
Assoc Dean for IT & Project Planning
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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

“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.”

“By Gillings, for Gillings”

(with expert guidance from Bernard Consulting Group)
<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
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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?
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!
Sample issues cited by students:

- Lack of prompt and accurate payments
- Variable experiences with advising
- Printing difficulties
- ...& many more
“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
Sample issues cited by faculty & staff:

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

...& many more
"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

http://sph.unc.edu/resource-pages/org-dev-plan/