An initiative to assess and, where appropriate, recommend structural improvements in four key areas across the School: finance, student services, information technology, and communications.
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
Synergies, context & merging of ideas

- New budget model
- Improved campus reports
- Student Services
- Self study & site visit report
- New CEPH criteria
- One Gillings MPH
- Best practices & training
- Finance
- Carolina Service
- Com- munications
- Carolina Value (School of Med)
- MPH@UNC
- IT
- New service mgt system
- Self study & site visit report
- Best practices & training
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- New CEPH criteria
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- MPH@UNC
- IT
- New service mgt system
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!