

Organizational Excellence Leadership Council Meeting Summary November 11, 2013

Attendees Council: Chair, Bob Pianta; Virginia Evans, Hossein Haj-Hariri, Chris Holstege, Rich Kovatch, David Leblang, Jim Matteo, Christina Morell, and Rick Myers; Ex Officio: Sarah Collie, and Lee Baszczewski

Absent: Sponsors: Pat Hogan, John Simon, Harry Harding, Colette Sheehy; Council: Thomas Gorski, Erika James, Liz Lyons, and Tamara Sole; Ex Officio: Milton Adams, and Nancy Rivers.

I. Communications

The Organizational Excellence (OE) website has now incorporated the new Benchmarking webpages into the site and includes the project team, scope, timeline and Benchmarking FAQs

The Engagement and Communication subgroup continues to engage Employee Councils and interest groups in discussions on OE and the Benchmarking study. Recently, an email explaining the importance of the OE Benchmarking study was sent from John Simon and Pat Hogan and targeted Vice Presidents, their direct reports, Deans/Associate Deans, Department Chairs, function leads and 150 data collectors.

Perspectives that the Leadership Council should be mindful of for messaging include:

1. End User Experience – concern about jobs/role; What’s in it for me?
2. How to gain faculty buy-in? How is this benchmarking effort different than what has been tried in the past?
3. Preparing for the ‘results’ – What will the results look like? How will the results be used to make improvements at the University?
4. What are the next steps for OE and the Leadership Council?
5. How will OE prioritize and align with other improvement efforts at the University (i.e. Strategic Plan, HR initiative, Research Administration initiatives)?
6. OE LC will need to make “GO, NO GO” decisions with the authority to make them happen

II. Update on Benchmarking Study of Administrative Services - Sarah Collie, Mary Brackett

Sarah provided an overview of the study structure and status, while Mary (Project Manager) reviewed the data collection methodology and tools. There are currently approximately 150 school/unit contacts involved in data collection.

The Leadership Council discussed several important elements of communication that we should be prepared to address:

1. Who are the comparable peer institutions?
2. How useful will the results be to schools and units?
3. The importance of positioning the report and findings. How do we package this information for realistic expectations about the data and the analysis?
4. We should determine what granularity of information is shared and how shared to ensure appropriate interpretation.
5. Can we provide any case examples or illustrations of what the results/report will look like and any examples of how the results have been used at other institutions?

III. Research Administration Process Mapping – Lee Baszczewski

Lee presented an overview of the progress on the “Inception to Close-out” process in Research Administration. Interviews were held with key stakeholders in research administration from throughout the University to collect suggestions for improvements throughout the process. She is currently working with team members from schools, OSP, VPR and the Provost office to map the process. During January – February 2014, the OELC will have the information required to prioritize and align research improvement efforts and provide the direction for design and implementation.