Title:
Improving Research Administration Performance Using the Influencer Organizational Change Model

Abstract:
Problematic research administration practices including late grant submissions and financial transactions processed beyond the 90-day threshold, increase audit risk and administrative burden to university personnel. To spotlight these administrative stumbling blocks, FSM-Administration provides departments with quarterly comparative data measurements regarding administrative performance in these areas. This Research Administration Dashboard provides side-by-side performance evaluations across FSM departments. Using the Dashboard’s 5 point scale (5 = perfect score) as a foundation for measurement, this project aims to implement actions encouraging behavior likely to reduce problematic administrative practices across the spectrum of department personnel. Success will be measured by achieving and maintaining a minimum department dashboard score of 4.6 or higher by Q4FY18. Data collection sought to identify vital behaviors that, if changed, will positively impact outcomes. Resulting analysis then informed the creation of instruments designed to affect positive organizational behavioral change, using the “six areas of influence” methodology. These instruments include a suite of onboarding and ongoing learning tools, resources, and processes, developed to instill more productive partnerships among faculty and staff. These tools and processes are easily adaptable and may support positive organizational change within your unit.

Learning Outcomes:
1. Develop a system to collect and analyze Research Administration Metrics and other department/unit data, to identify the vital behaviors that will lead to the greatest amount of change.
2. Identify the six areas of influence that will motivate and enable change.
3. Develop and implement a comprehensive onboarding system specifically designed for your unit, based on the vital behaviors that you seek to change.