ADMIN x CHANGE

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PURPOSE

The purpose of **Admin x Change: Fostering Stronger Bonds** is to cultivate a user-friendly environment, not only for the college's administrative support staff but for all employees withing the college.

The College of Nursing has undergone significant growth, resulting in the creation of three departments in January 2023 and the addition of extra administrative support roles.

INTENDED OUTCOMES

- **Role Clarity:** Administrative Coordinators equipped with necessary tools and resources for success.

- **Process Clarity:** Establishment of clear processes and guidelines for simplicity and succession planning across all USC Nursing Campuses.

- **Consistency:** Faculty and staff receive consistent administrative support throughout the college.

- **Culture:** Foster a cohesive and supportive culture by offering regular training opportunities.

Improved Satisfaction

and

Retention

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PEOPLE INVOLVED

Sponsors	Team Members	Subject Matter Experts	End Users
Dr. Jeannette Andrews, Dean and Helen Gurley Wolford Professor of Nursing **Mr. Jay Davis,** Assistant Dean for Finance and Operations	**Dr. Cheryl Addy**, Interim Department Chair **Dr. Crystal Murillo**, Assistant Professor **Mrs. Erica Neet**, Administrative Assistant **Ms. Kinsey Phillips**, Administrative Coordinator	**Mrs. Becki Dangerfield**, HR Director **Mrs. Nicole Meares**, Director of Communications and Marketing **Mrs. Vanessa Stoquert**, Academic Assessment and Accreditation Manager **Mr. Ryan Webber**, IT Director **Ms. Faith Young**, Business Manager	College of Nursing administrative coordinators and assistants

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PROJECT PATH: DISCOVERY

• Navigated current processes

• Reviewed documents shared with new and current staff

• Reviewed how to find information

• Discussed challenges faced on a recurring basis

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PROJECT PATH: POSSIBILITY

- **Immediate Improvements** – Create one entry point for information sharing (Microsoft Teams) for process guides and user manuals

- **Short Term Improvements** – Introduce training opportunities tailored specifically for the College of Nursing

- **Long Term Improvements** – Promote cohesive engagement and a sense of community among staff members

PROJECT PATH: PLANNING

- Develop an implementation plan in collaboration with project sponsors and subject matter experts, focusing on key improvements identified.

- The project facilitator will maintain project momentum by coordinating the development of process guides, user manuals, and training opportunities.

KEY IMPROVEMENTS

Creation of Process Guides/User Manuals:

- **Business Operations:** One-stop shop for FAQs and procedure documents, linking to university training documents.

- **Information Technology:** Detailed troubleshooting guide for college presentation stations.

- **Events and Meeting Management:** Checklist and guide for processes, meeting types, and contract agreements.

- **Academics:** Define and clarify decision-making process for determining the number of course sections.

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KEY IMPROVEMENTS

USC Nursing Training Opportunities:

Training Topic	Action	Frequency	Target Audience
Meeting and Accreditation Requirements	Develop	Once/year	Council/Committee support staff and chairs
Business Meetings	Continue	Twice/year	Business support staff
EPMS Planning Lunch-n-Learn	Develop	Once/year	All staff and supervisors
EPMS Review Lunch-n-Learn	Develop	Once/year	All staff and supervisors
Communications Lunch-n-Learn	Develop	Once/year	All employees
Information Technology Lunch-n-Learn	Develop	Once/year	All employees

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RESULTS

Our teams spend over 3,775 hours (503 days) annually with guiding staff on where/how to find information/troubleshooting/returning documents. With the creation of process guides, user manuals, and training opportunities, we hope to reduce this to 1,000 hours.

	Estimated Time Spent Annually
Academics and Accreditation	60 hours
Business Operations	2,750 hours
Human Resources • EPMS • Recurring Questions	128 hours 400 hours
Communications	62.5 hours
Information Technology	375 hours

RESULTS

Based on the data collected, the results of this project are likely to include the following:

1) Improved efficiency
2) Enhanced communication
3) Reduced Workload
4) Increased productivity
5) Improved staff satisfaction
6) Cost savings

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NEXT STEPS: DEVELOPMENT OF PROCESS GUIDES AND USER MANUALS

Timeline/Phase 1:

- Milestone 1: Identify key processes and procedures (completed)

- Milestone 2: Draft process guides and user manuals (early/mid April)

- Milestone 3: Review and finalize documentation (late April 2024)

- Milestone 4: Set up communication platform (e.g., Microsoft Teams) (early May)

- Milestone 5: Provide hands-on workshop to review communications platform and training guides (mid May)

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NEXT STEPS: DEVELOPMENT OF TRAINING OPPORTUNITIES

- Timeline/Phase 2:

    - Milestone 6: Identify training needs and topics (completed)

    - Milestone 7: Design training programs and materials (Summer 2024)

    - Milestone 8: Pilot training sessions and gather feedback (Fall 2024, Spring 2025)

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NEXT STEPS: CONTINUOUS IMPROVEMENT

- Timeline/Phase 3:

    - Solicit feedback from staff through surveys and focus groups (August, January, May)

    - Measure the effectiveness of training programs through pre-and-post assessments with subject matter experts.

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REFLECTIONS: MY BIGGEST LEARNING

- Importance of monitoring, evaluating, and reporting on projects

- Success hinges on tracking progress and assessing outcomes

- Shift towards a data-driven mindset

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REFLECTIONS: FUTURE PLANS

- Utilize tools learned to improve:

    - Employee onboarding and training

    - Effective communication

    - Create user-friendly processes

REFLECTIONS: THINK ABOUT IMPROVEMENTS

- Broadened perspective on improvement

- Equipped me with the skills and mindset

THANKS!

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