The Work/Life Portal: An Innovative Navigation Tool for Faculty Benefits & Policies

2014 AAMC Group on Faculty Affairs Professional Development Conference
17-20 July 2014 • Boston, MA
Aaron Ganci
Assistant Professor of Visual Communication Design
Herron School of Art and Design
Indiana University–Purdue University Indianapolis
aganci@iupui.edu

Krista Hoffmann-Longtin
Director of Programs and Evaluation
Office of Faculty Affairs and Professional Development
IU School of Medicine
klongtin@iu.edu
Does your school offer temporary relief from your duties for family care or disability without loss of pay?

49.9% Don’t know
(n=771)

Does your institution allow full-time faculty to stop the tenure clock under certain circumstances?

48.0% Don’t know (n=771)

“Most AMCs are relatively decentralized organizations, sometimes consisting of a swarm of related institutions—a medical college, several hospitals, faculty practice organization(s), and research centers—each with separate leaders and competing goals.”

PricewaterhouseCoopers Health Research Institute. The future of the academic medical center: Strategies to avoid margin meltdown. p 15. February 2012.
Design isn’t just about aesthetics.

Designers identify contextual problems and develop solutions that alleviate the root cause.
People own problems. To find solutions, we must observe and collaborate with real problem owners.
Design Thinking process

Empathize
Define
Ideate
Prototype
Test

Image source: d.school (Stanford University Institute of Design)
Opportunity Statement

How might we empower faculty to understand and utilize their work/life benefits?
Opportunity Statement

How might we **create a web portal** that empowers faculty to understand and utilize their work/life benefits?
What we need to know

• How do people search for benefits info?
• How do people browse for benefits info?
• What mental models do they when grouping types of information?
• What information is important to them?
An important distinction

Browse vs. Search
Empathizing with our users

Interview and collaborative design activity with stakeholders

• New faculty
• Existing faculty
• HR admins
## Sample of card sorting results

<table>
<thead>
<tr>
<th>Participant #1</th>
<th>Participant #2</th>
<th>Participant #3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointment Process</td>
<td>Health and Fitness</td>
<td>Visitors guide</td>
</tr>
<tr>
<td>Faculty Policies</td>
<td>Health Clinic (On/Off Campus)</td>
<td>Transportation/Parking Services</td>
</tr>
<tr>
<td>Dual Career</td>
<td>Transportation/Parking Services</td>
<td>Rentals (Condos, Apts, Real Estate)</td>
</tr>
<tr>
<td>Sabbaticals</td>
<td>Cultural Activities/Entertainment</td>
<td>Local utilities to contact</td>
</tr>
<tr>
<td>Phased Retirement</td>
<td>Geomap</td>
<td>Restaurants</td>
</tr>
<tr>
<td>Tenure Clock Extension</td>
<td>Schools</td>
<td>Cultural Activities/Entertainment</td>
</tr>
<tr>
<td>Promotion and Tenure</td>
<td>Local utilities to contact</td>
<td>Child Care</td>
</tr>
<tr>
<td>Supervisor Policy and Practice Info</td>
<td>Rentals (Condos, Apts, Real Estate)</td>
<td>Health/Fitness</td>
</tr>
<tr>
<td>Positions/Hiring Paperwork</td>
<td>Support Services</td>
<td>Health Clinic (On/Off Campus)</td>
</tr>
<tr>
<td>Other area colleges HR offices</td>
<td>Employee Assistance Program</td>
<td>Babysitting Resources</td>
</tr>
<tr>
<td>Support Services</td>
<td>Child Care</td>
<td>Schools</td>
</tr>
<tr>
<td>Employee Assistance Program</td>
<td>Babysitting Resources</td>
<td>Sabbaticals</td>
</tr>
<tr>
<td>Benefits</td>
<td>Family Leave</td>
<td>Tenure Clock Extension</td>
</tr>
<tr>
<td>Tuition</td>
<td>Jag Tag</td>
<td>Support Services</td>
</tr>
<tr>
<td>Family Leave</td>
<td>Discounts</td>
<td>Dual Career</td>
</tr>
<tr>
<td></td>
<td>Restaurants</td>
<td>Faculty and Staff Giving</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Appointment Process</td>
</tr>
</tbody>
</table>
Findings about browsing

No significant patterns found in terms of what type of items people are looking for.

Stronger indication that people look for different items at different points of their career/life.
Search survey

Promotion & Tenure Policy Information
Recommendations for advancement to tenure status are prepared by chairpersons or other appropriate administrative officers. Such recommendations are prepared early in the academic year which counts as the sixth year for purposes of reckoning years of service towards tenure. (The actual determination of the appropriate year includes credit for service at other institutions which may have been negotiated at the time of the first appointment.)

Recommendations shall be submitted through the academic administration of each campus with the advice of faculty committees and appropriate professional peers. Administrative structure varies somewhat from campus to campus. For specific information on the routing of such recommendations, see campus-specific documents. Campus vice presidents, chancellors/provosts, and academic deans, with the advice of faculty committees, are responsible for submitting tenure recommendations to the President. It shall be the responsibility of the President to submit to the Board of Trustees the names of those recommended for advancement to the tenured status.

Web Links
About P&T
It is important for faculty to understand the academic promotion timeline for the promotion and tenure process. In addition, the preparation of the dossier must be planned carefully to be submitted and reviewed. See http://faculty.medicine.iu.edu/pct/pct.html.

Annual Review
Any faculty member fully sponsored by Indiana University must be formally reviewed each year in accordance with the policy outlined in the IU Academic Handbook. http://faculty.medicine.iu.edu/pct/annual.html

Documents & Forms
Tenure Timeline [PDF]
Tenure/Promotion Dossier [PDF]
Dossier Checklist [PDF]
External Referee Form [PDF]
1. Rate this wireframe in each category on a scale of 1 to 5 with 1 being the least favorable and 5 being the most favorable.

<table>
<thead>
<tr>
<th>Category</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of Use</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amount of Information</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Variety of Information</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall Impression</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please share your thoughts, opinions, and suggestions on this wireframe in the text field below. You may use this space to elaborate on your ratings as well as plainly state what you do and do not like about the design on this page.
Findings about searching

No significant preference of layout.

Gathered metadata for search terms used to find various topics (will help build smarter search results).

E.g. “FMLA” “life changing event” and “dependent insurance” are all expected to deliver maternity info.
What we know from literature about search

People are confident that they build good search queries.¹

Information overload is a problem.²

Smarter information filtering is desired.²

“What are the best neighborhoods in Indianapolis”

Let me think about that...
Design criteria

• Let users filter topics by ‘role’.
• Smarter search results via tagging.
• Responsive layout.
Maternity leave

Pregnancy and Childbearing Leaves

A pregnant academic appointee may take, but is not required to take, a leave, to be known as a pregnancy leave, extending from up to two weeks prior to expected delivery date through up to four weeks following delivery and such additional time as is medically required.

Paid Family Leave for Academic Appointees

Family leave provides eligible academic appointees with up to twelve weeks of fully or partially paid leave.

School of Medicine Academic Paid Family/Medical Leave Policy

The Family and Medical Leave Act of 1993 (FMLA) requires Indiana University to provide up to 12 weeks of unpaid, job-protected leave for certain family and medical reasons to employees who have worked for 1250 hours over the previous 12 months.
Maternity leave

Pregnancy and Childbearing Leaves

A pregnant academic appointee may take, but is not required to take, a leave, to be known as a pregnancy leave, extending from up to two weeks prior to expected delivery date through up to four weeks following delivery and such additional time as is medically required.

Paid Family Leave for Academic Appointees

Family leave provides eligible academic appointees with up to twelve weeks of fully or partially paid leave.

School of Medicine Academic Paid Family/Medical Leave Policy
Next steps

• Tagging!
• Ongoing testing & analytics
• Marketing
Project Challenges

• Student support
• Logistics across multiple university units
• Defining faculty roles
• Working with practice plan to share benefit and policy info
Thank you.

Slide deck: http://ganci.co/GFA14

Aaron Ganci
Assistant Professor of Visual Communication Design
Herron School of Art and Design
Indiana University–Purdue University Indianapolis
aganci@iupui.edu
@amganci