Problem

An assessment of the Instructor Workload process was initiated in response to the following problems:

– <u>Data quality</u> – Inaccurately entered and incomplete data is common in the Instructor Workload File (IWF) leading to cascading problems in the Instructor Workload and Effort Reporting processes

– <u>Duplicative data entry</u> – Assorted departmental staff are required to enter supporting data multiple times in multiple systems; results in wasted staff

– <u>Access to information</u> – Departmental IWF Coordinators do not always have access to the information needed to complete the IWF readily available

– <u>Instructor Workload File (IWF) system</u> – NERC based system is difficult to use and requires advanced user knowledge to operate effectively

– <u>Lack of process documentation</u> – There is minimal documentation and training available for the IWF Coordinator role leading to a wide variety in Departments' levels of knowledge regarding the instructor workload process

– <u>Limited training</u> – Little training exists and what training is available is limited and focused on system navigation rather than process control

– <u>Error correction</u> – Errors in the IWF are mostly caught by faculty during the effort certification process after the IWF is closed; corrections are difficult and consume a significant amount of department administrators' time

– <u>Process ownership</u> – The IWF process ownership was unclearly defined; IWF Coordinators have little understanding of who to seek for answers to problems/questions

Consequences

– Reduced grant funding opportunities due to inaccurate effort certifications

– Underreported cost of instruction leading to reduced University state funding

– Increased departmental staff workload

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Proposed Solutions

- The Project Team considered the findings of the process assessment and agreed on the following actions:
  - Replace the existing IWF system with new functionality in the Effort Reporting System (myUFL)
  - Redesign Instructor Workload system and business processes
  - Develop Instructor Workload user guides and training materials
  - Enhance existing training

Problem	Solution
■ The Instructor Workload File (IWF) system	■ Replace the existing IWF system with new functionality in the Effort Reporting System (myUFL)
■ Data quality ■ Duplicative date entry ■ Access to information	■ Enable the flow through of data from the Course Schedule to Instructor Workload ■ Automate feeds from supporting systems and processes (GIMS, Effort, etc.)
■ Error correction	■ Minimize errors through process and system redesign ■ Allow departments to make corrections within timeline
■ Lack of process documentation ■ Limited training	■ Develop Instructor Workload user guides and process documentation ■ Enhance existing training / training materials ■ Transition training ownership to Human Resources
■ Lack of process ownership	■ Process ownership given to the Office of Institutional Planning & Research (OIPR)

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Proposed New System Features

Instructor Workload

– Course information including instructor will pre-populate Instructor Workload eliminating the need for the IW Coordinator to identify instructor for most sections

– Committee assignments will feed into Instructor Workload from the GIMS system for calculation of head count hours and committee assignment validation

– When adding instructors, IWF Coordinators will choose from drop down menus ensuring only instructors with active EMPL Records are selected

  • IW Coordinators will be able to view instructors from other departments and who entered them

– Calculation of contact hours will be automated where possible based on meeting times/enrollment

– Other improvements based on user feedback will be included in the PeopleSoft module such as including all meeting times on one page and being able to see what other departments/IW Coordinators added instructors, etc. – these will be detailed in the functional requirements

Instructor Notification

– Four weeks (proposed) prior to the end of the term, each instructor for whom contact hours have been assigned will receive a notification with each course listed for reconciliation and instructions for contacting his/her IW Coordinator in case of error

Error Correction

– When Effort Certification is opened to Campus, Instructor Workload will be reopened allowing Departments to make corrections within Instructor Workload (proposed)

– Errors will be categorized by severity and impact on system. Departments will have ability to correct minor errors.

  • Wrong instructor = no change in contact hours or fundable credit hours = minor error, department can fix

– Logics built into the system will create errors if changes alter fundable credit hours reported on the SIF

– OIPR will receive automated "change log" of all corrections made to Instructor Workload post-term

  • Will include date time stamp, person making the change, and reason code for the change

Impact on Campus

Faculty

- Accuracy of effort certification reports will be improved requiring less time to track down errors and certify

Departments

- The Instructor Workload File interface will be redesigned making distribution of contact hours among faculty easier and more intuitive. The processes will be automated where possible, requiring less calculation and data entry

- Departmental staff will no longer be required to perform duplicative data entry; data entered in the Course Schedule and Graduate Information Management System (GIMS) will flow through pre-populating Instructor Workload

- Departments will have the ability to make corrections to Instructor Workload after the term and during the Effort Certification process

University

- Improved accuracy and timeliness of Instructor Workload data will improve the University's ability to measure its cost of instruction and petition the State of Florida for funding

- Improved Effort Certification report accuracy reduces a regulatory risk from the federal government and ensures continued growth of grant funding across the University

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