MANAGING PROJECTS & FUNCTIONS OF A RESEARCH OFFICE

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WHAT IS THE ESSENTIAL ROLE OF THE IR PROFESSIONAL?
INFORMATION CAPACITY

- Retention
- Completion
- Equity
- Launchboard
- Program Review
- Distance Learning
- Employee Feedback
- CTE
- Accreditation
- Objectives
- Decisions
- Budget
- Transfer
- Student Success Initiative
- Education Master Planning
- Student Satisfaction
- SISP
- Leadership SLOs
- Assessment
- Enrollment Management
- Strategic Planning
- Benchmarking
INFORMATION CAPACITY DEFINED

- The **ability** of an organization to achieve its intended goals (Institutional Effectiveness).

- The **competency** an organization has to process and analyze **useful** amounts of information.

- The **facility** with which an organization shares and uses evidence-based information.

- The **power** of an organization to implement systemic processes that improve efficiencies and effectiveness.

What are some ways you, as an IR professional, contribute to building and sustaining Information Capacity at your college?
KEY CONCEPT – CONTINUOUS QUALITY IMPROVEMENT

• Includes on-going review and improvement of processes

• Incorporates the Shewhart cycle: Plan, Do, Check, Act (PDCA)

• Applies problem-solving techniques:
  • Seven CQI tools
  • Root cause analysis (5 Whys)

Eliminate the need for massive inspection by building quality into the product in the first place.

W.E. Deming (1942)
Scientific investigation is rapidly putting at our disposal vast amounts of knowledge concerning materials and forces, which it is the business of the engineer to utilize for the benefit of the community.

H.L. Gantt, 1910
THE LIFE OF A PROJECT

- Success (the measure)
- Summary (the what)
- Deliverables (the stuff)
- Goals (the big ideas)
- Timeframe (the when)
- Motivations (the why)
- Activities (the how)
- The Team (the who)
FIVE PHASES OF PROJECT MANAGEMENT

Initiation ➔ Planning ➔ Execution ➔ Control ➔ Closing
YOUR TURN!
Which phases of project management do you usually employ, and which might you want to add to future projects?
TIPS & TOOLS

Almost everything you need to know about IR project and office management.

Project & Resource Planning
Standards & Protocols
PROJECT & RESOURCE PLANNING

- Project Plans
- Request Forms
- Research Agendas
- Project Logs
- CQI Logs
- Communication Matrix
STANDARDS & PROTOCOLS

• Syntax Library
• Query Templates
• Read Me Procedure Docs
• Validation Procedures
• Quality Review Process & Checklists
• File Naming Conventions
• Style Guides
• Reporting Templates
• Operational Definitions
YOUR TURN!
Which project/resource tools, and standards/protocols do you usually employ, and which might you want to adopt or modify?