University of Missouri System
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# Activity Analysis

## Overview

## What is the Activity Analysis?

The Activity Analysis is a study of the distribution of work being done by non-faculty staff across the University, systemwide, by function. The survey will gather responses from participants about their work activities, so we can understand our daily workload in a quantifiable way. The results will augment organizational knowledge about how daily workload is managed and help the University strike the right balance of work in functions and academic units.

## Why an Activity Analysis?

The results of the Activity Analysis will help leadership make data-driven decisions to improve efficiency and effectiveness. This effort aims to help realize savings the University can invest in academic, research and engagement programs of excellence. The objective of this project is not to be a model for efficiency, but to ensure that operational efficiency is a means to reinvest resources to support our University mission.

## About the Survey

Nearly 20,000 non-faculty staff members will complete this Activity Analysis, including President Choi, the chancellors and other leadership at all levels systemwide.

### Scope

- **Includes:** Non-faculty staff and students who perform administrative work, across all business units and auxiliary organizations, are expected to complete the survey.
- **Excludes:** Faculty, MU Health employees who only work at the hospital and graduate assistants (GTAs/GRAs) are not required to complete the survey.

### Structure

The survey measures work activity at three levels. These levels are based on categories relating to types of work and do not necessarily directly relate to the department to which you report. They include (from largest to smallest):

- Functions: High-level areas of business
- Processes: Categories of tasks within each Function
- Activities: Individual work tasks housed within each Process

You will allocate your work time across each of these three levels starting with Functions. Consider your workload over the past year and allocate your most frequent activities in percentages, based on your position in its current capacity. See an example below:

| **Function** | **Process** | **Activities** |
|---|---|---|
| Finance (50%) | > Accounts Payable (100%) | > Check Processing (10%) |
| | | > One Card Administration (90%) |
| HR (50%) | > Benefits (25%) | > Benefit Reporting (100%) |
| | > Payroll (75%) | > Payroll Reconciliation (50%) |
| | | > Payroll Customer Service (50%) |

## Projected timeline

The Activity Analysis survey is one part of a larger information-gathering activity. The timeline for the survey phase of the timeline is below:

- **February 12 –** All faculty and staff members receive a communication regarding the survey.
- **February 14** – Supervisors receive support materials and begin to prepare for the survey. Additionally, students who perform administrative work will receive information regarding their participation in the survey.
- **February 15** – In-scope non-faculty staff receive a communication with survey prep tools.
- **February 19** – Survey opens and in-scope non-faculty staff receive an email with instructions/their unique link. Any supervisor with open positions budgeted for FY18 or with in-scope staff on a leave of absence will complete surveys on behalf of those positions during this time period.
- **March 2** – Survey window closes at 5:00 p.m.
- **April 12-13** – A summary report will be shared at the April 2018 Board of Curators meeting. Following that report, the University community will have the opportunity to share their feedback, including recommendations for improving efficiency and effectiveness across the system.

## Leadership and Staff Involvement

### Committees

- **A Governance Team** comprised of systemwide leadership. This team authorized the goal, scope and timeline of the project.
- **An Advisory Committee** comprised of faculty representatives from all four campuses, and staff representatives from all five units. This committee is providing input throughout the completion phase.
- **A Survey Definition Team** comprised of 117 functional subject matter experts, from all campuses and the UM System central office, who were identified by the Governance Team. This team reviewed survey definitions and partnered within their campus and across campuses to finalize definitions.
- **A Survey Completion Team** comprised of individuals, from all campuses and the UM System central office, who were selected by the Governance Team. This team is responsible for monitoring completion on their campus and following up with individuals who have not completed the survey.
- **A Central Project Work Team** composed of finance, project management, HR and communications representatives at the UM System central office is responsible for managing day-to-day project work and communication.