



Faculty Support Staff Workload Audit

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Collaborating for MIT's Future
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Overview

Goals

- Develop a data-driven approach to balancing workload among faculty support staff (FSS)
- Align FSS efforts with areas of high value to faculty while meeting institute requirements
- Build a common understanding of the FSS role and the time and factors required to complete tasks
- Inform future FSS planning, training and evaluation of performance

Objectives

- Determine to what extent FSS workloads can be estimated via a data driven approach
- Define a process which can be repeated annually

Process

Timeframe	Actions
July 2023	Kick-off with all FSS, creation of detailed list of tasks
Aug 2023	Extensive survey of staff on time required for each task and contributing factors
Fall 2023	Work to gather/process data where it exists in MIT/MechE system
Spring 2024	Analysis of data from staff survey, creating visualization of data, and calculating time estimates
Summer 2024	Review of time estimates and gathering info from FSS on tasks not covered by institute data
Fall 2024	First official audit of FSS workloads based on FY24 data
Ongoing...	

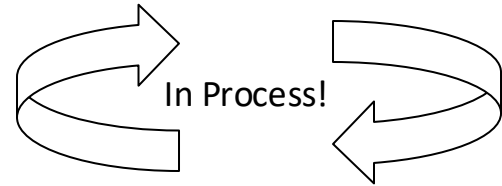
Data collection – available in systems

- # of lab group members
- Charges on group members' pro-card
- Charges on FSS's own pro-card
- Purchase orders submitted
 - Over \$10,000/New Vendor
- Items received in B2P
- RFPs submitted
- Travel reports submitted
 - Domestic/International
- Journal vouchers submitted
 - JV Line items
- Number of RA/TA appointments
- HR Appointments/extensions
 - Postdocs, research staff, visitors
- Student office seats administered
- Faculty research volume
- Accounts reviewed for FRC
 - FRC line items
- Faculty in administrative roles
- Qualifying exams proctored

Accounts for ~41% of support staff hours...

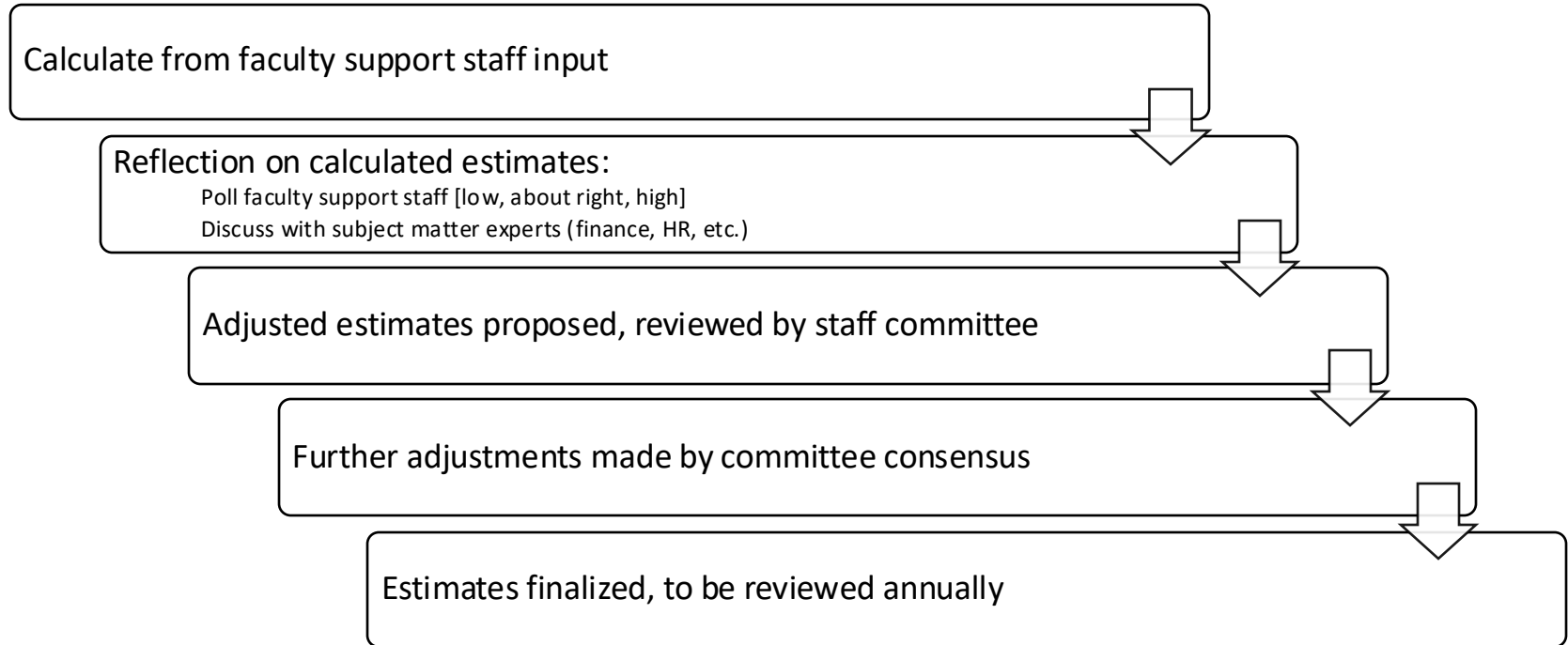
Data collection – NOT available in systems

- Arranging catering
- Room reservations
- Drafting/editing documents
- Outgoing shipments
- Calendar, email management
- EHS/Lab management
- Submitting/investigating invoices
- Proposal, NDA, patent support
- Creating/maintaining course and lab group websites
- Print materials
- Event support ex. final presentation
- Making travel arrangements
- Grad Open House & HR search support
- eFPR updates
- Others?!?!



Bringing amount of FSS time accounted for to 85+%

Time Estimates – consensus building process



Preliminary Insights

- Less than half of a FSS's time is taken up with the “most common tasks”
- FSS are doing many other things that take a lot of their time
- Significant variation exists in the types and frequency of tasks between FSS
- There was a difference in expected times to complete some tasks by subject matter experts (ME-RAS) vs. actual times reported by FSS
 - led to a helpful conversation and understanding of bottle necks and need for training