



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

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# SCHOOL OF MEDICINE

INDIANA UNIVERSITY



# HERRON SCHOOL OF ART AND DESIGN

IUPUI

INDIANA UNIVERSITY–PURDUE UNIVERSITY

Indianapolis



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)

ACE/Sloan Career Flexibility IUSM Institutional Survey. p 40. Fall 2011.

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

**48.0% Don't know**  
(n=771)

ACE/Sloan Career Flexibility IUSM Institutional Survey. p 45. Fall 2011.

“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

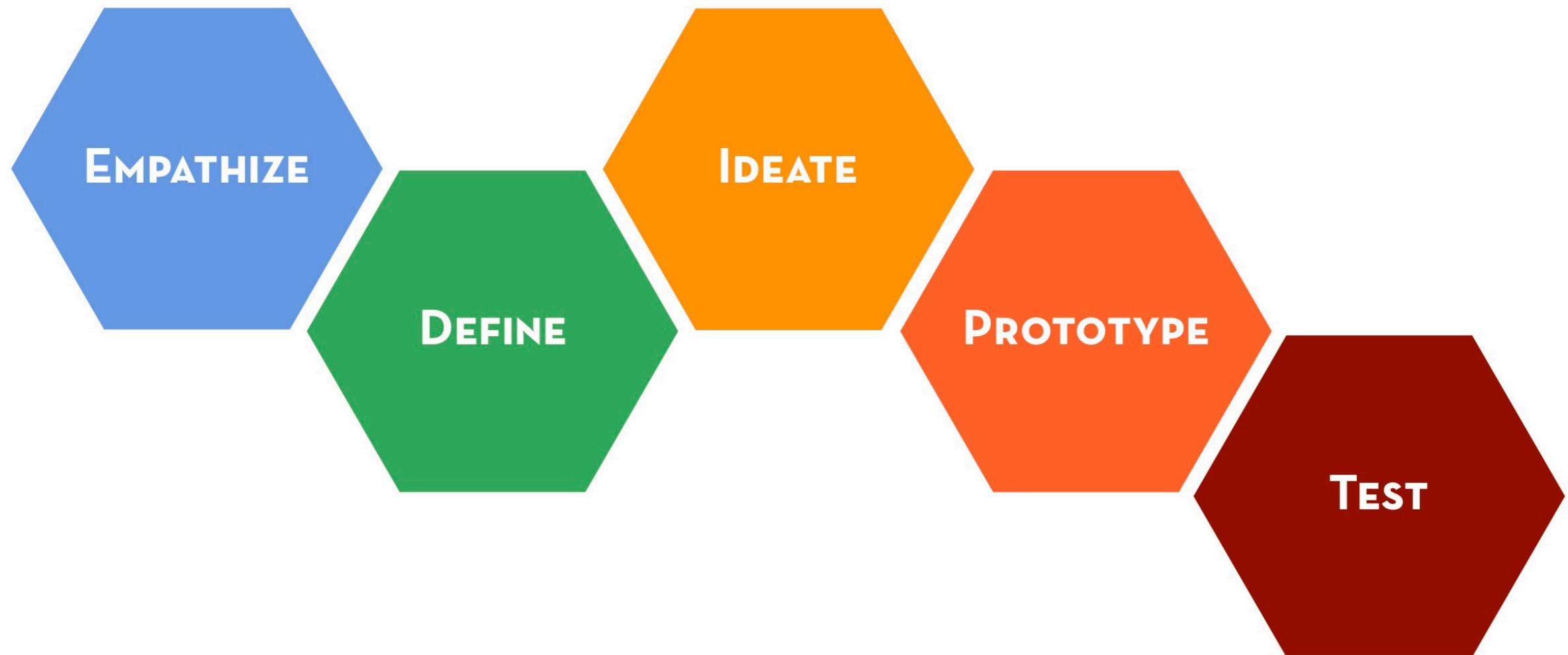


Image source: d.school (Stanford University Institute of Design)

## **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

## **Participant #1**

---

Appointment Process  
Faculty Policies  
Dual Career  
Sabbaticals  
Phased Retirement  
Tenure Clock Extension  
Promotion and Tenure

Supervisor Policy and Practice Info  
Positions/Hiring Paperwork  
Other area colleges HR offices  
Support Services  
Employee Assistance Program

Benefits  
Tuition  
Family Leave

Jag Tag

## **Participant #2**

---

Health and Fitness  
Health Clinic (On/Off Campus)  
Transportation/Parking Services

Cultural Activities/Entertainment  
Geomap  
Schools  
Local utilities to contact  
Rentals (Condos, Apts, Real Estate)

Support Services  
Employee Assistance Program  
Child Care  
Babysitting Resources  
Family Leave

Jag Tag  
Discounts  
Restaurants

## **Participant #3**

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Visitors guide  
Transportation/Parking Services  
Rentals (Condos, Apts, Real Estate)  
Local utilities to contact  
Restaurants

Cultural Activities/Entertainment  
Child Care  
Health/Fitness  
Health Clinic (On/Off Campus)  
Babysitting Resources  
Schools

Sabbaticals  
Tenure Clock Extension  
Support Services  
Dual Career  
Faculty and Staff Giving  
Appointment Process



BEFORE  
BEING  
HIRED

P+T

TEACHING

RETIRE

CALENDAR

IFE  
OFF  
AMPUS



INDIANA UNIVERSITY | MAPS & DIRECTIONS | FIND PEOPLE | Search...

**SCHOOL OF MEDICINE**

Dr. Sara Jo Grethlein (New Faculty)

**Affinity Groups**  
(diversity)

**Get More Involved**  
(ie: be a faculty sponsor for student group)

**Benefits**  
(ex: page that has a table with the different info for IUSM, IU Health & Dual instead of visiting 3 sites)

**Policies**

**HAVE FUN NOW**

box that shows current/upcoming events, speeches/seminars, hot discounts. not static offerings like the museum or a faculty group

funny quote of the day/  
interesting fac of the day

**Career Advancement**

Opportunities (inside scoop on new hiring positions, etc.)

Events, Seminars, Policies

Progress (STEP Programs/Reviews)

**Health & Wellness**

gym, support, events

**Personal Time**

Services-  
Childcare, Eldercare

Relaxation/Fun

("don't use family, b/c it is not inclusive of people who are single"  
"Don't use spouse b/c it is not inclusive of lgbt couples who cannot marry")

INDIANA UNIVERSITY | MAPS & DIRECTIONS | FIND PEOPLE | Search...

**SCHOOL OF MEDICINE**

Dr. Brownsyne Tucker Edmonds

Outlook  
E-mail

Outlook  
Calendar

**Work**

Research	Clinical	Admin/Service
IUSM Library	Link to Eskenazi Health	OFAPD
PubMed	Cerner	ACOG
Link to Fairbanks	UpToDate	Link to Fairbanks
	ABDG <small>(Maintenance &amp; Certification)</small>	

**Life**

Family & Finances	Me
OneStart	NIFS/ Fairbanks Fitness
PULSE	Entertainment <small>(Restaurants, Plays, Concerts)</small>
Nyhart	Alerts/Updates
Prism	

INDIANA UNIVERSITY | MAPS & DIRECTIONS | FIND PEOPLE | Search...

**SCHOOL OF MEDICINE**

Andrew Bloemke (HR/Admin)

**IUIE**  
(finance resource)

**KFS**  
(kuali)

Employee  
Center

Notifications

Recruitment Documents  
P&T Documents

HR Documents  
HRMS  
ePTO

**Life**

activities  
schools  
daycare  
jagtag

INDIANA UNIVERSITY | MAPS & DIRECTIONS | FIND PEOPLE | Search...

**SCHOOL OF MEDICINE**

Dr. Laura Torbeck (Existing Faculty)

**WORK**

Links that are applicable to work

- Hiring
- P&T Information
- Benefits
- Parking
- Tuition Reimbursement

*bridging graphic to show the connection between work and life*

**LIFE**

Links that are applicable to life

- family leave policies
- childcare
- an Angie's list type of thing
- navigating scenarios for thinking through how to balance work + life in terms of part-time/full time

## **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

Search Results for

**Most Relevant**

**Tenure Track Timeline**

Year 1	July Appointment
Year 2	
Year 3	3 Year Review
Year 4	
Year 5	5 Year Review
Year 6	
Year 7	Tenure and Promotion Submission Year
Year 8	Tenure and Promotion Review Year
Year 9	Promotion Effective
Year 10	Tenure Effective

**Forms & Documents**

Search Results for: Promotion & Tenure

**Promotion & Tenure Policy Information**

Recommendations for advancement to tenured 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.

[View Full Policy](#)

**Web Links**

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

**Annual Review**  
Any faculty member fully salaried 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/pt/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.**

	1	2	3	4	5
Ease of Use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Amount of Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Variety of Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Impression	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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.<sup>1</sup>

Information overload is a problem.<sup>2</sup>

Smarter information filtering is desired.<sup>2</sup>

1. Purcell, et. al. "Search Engine Use 2012." Pew Research. website.

2. Rieger, O. "Search engine user behavior of students and faculty: User perceptions and implications for future research." First Monday, 14:12. 2009



## Design criteria

- Let users filter topics by 'role'.
- Smarter search results via tagging.
- Responsive layout.





# Office of Faculty Affairs and Professional Development

- PORTAL HOME
- ABOUT
- FACULTY DEVELOPMENT
- GENDER, DIVERSITY & INCLUSION
- RESEARCH & POLICIES
- AWARDS & SERVICE
- APPOINTMENTS, PROMOTION & TENURE

## Welcome

Select a role that identifies you.

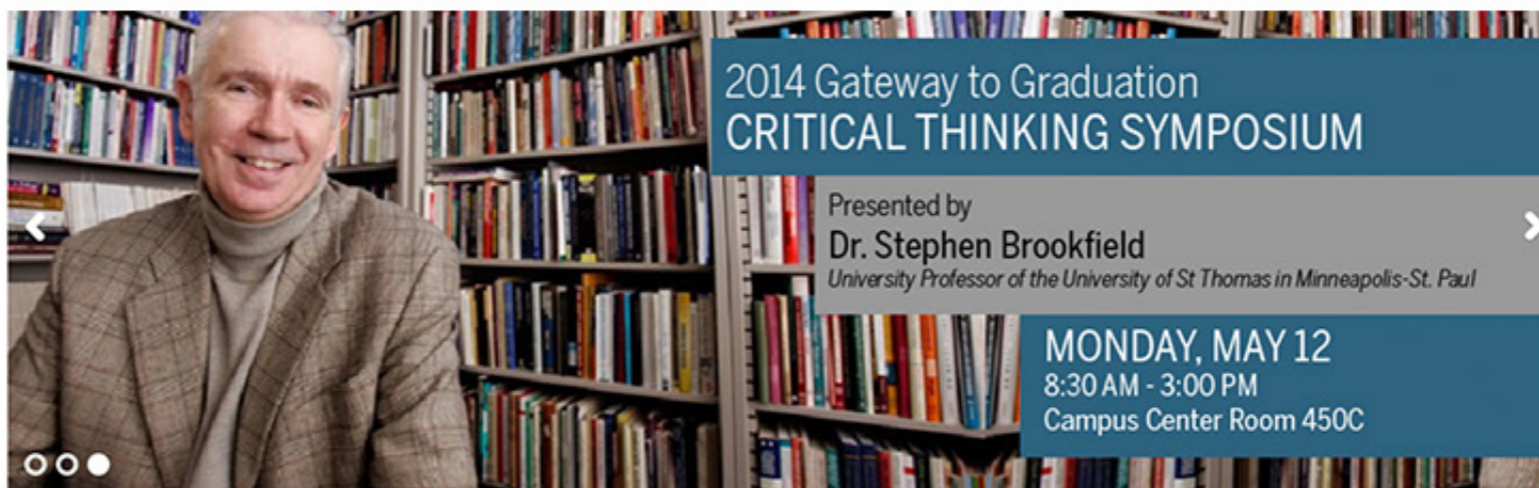
New Faculty

Research Faculty

Clinical Faculty

Mentor

Administrative Faculty



**2014 Gateway to Graduation  
CRITICAL THINKING SYMPOSIUM**

Presented by  
**Dr. Stephen Brookfield**  
*University Professor of the University of St Thomas in Minneapolis-St. Paul*

**MONDAY, MAY 12**  
8:30 AM - 3:00 PM  
Campus Center Room 450C

Search all topics

Indianapolis



Dual Career



Benefits



Policies



Employee Support

Health

Diversity

Technology

## Welcome

Select a role that identifies you.

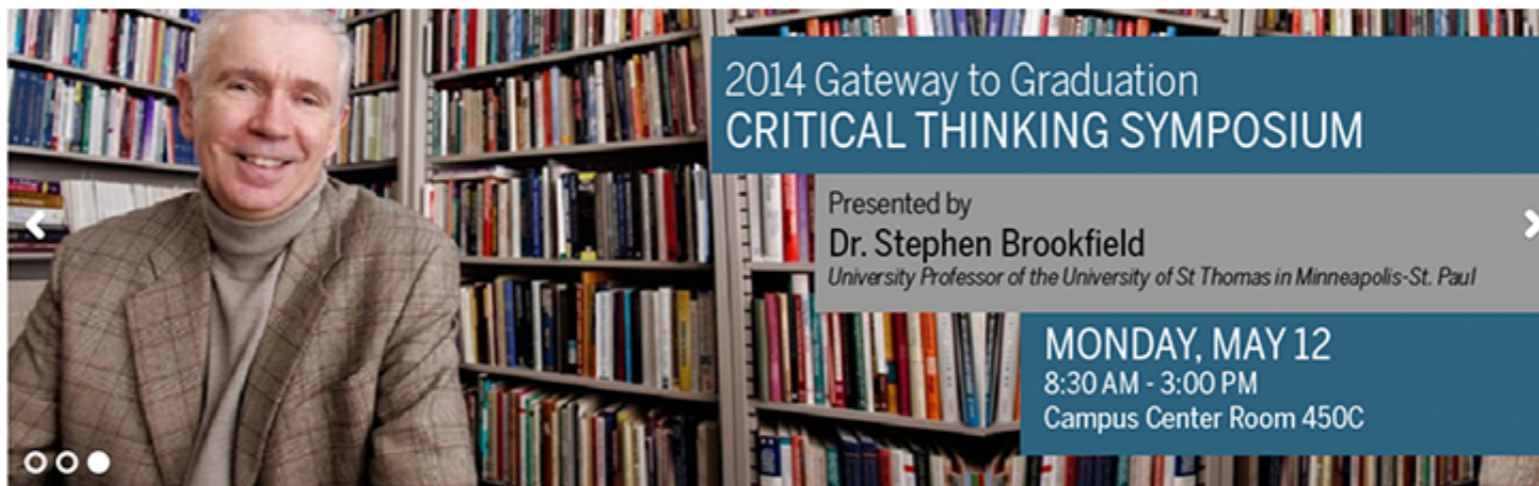
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### Maternity leave

#### 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.*

Policies



Indianapolis



Health



Benefits





## Welcome

**FACULTY ENRICHMENT AND F.E.E.D. EDUCATION DEVELOPMENT**

Turning Clinical Work Into Scholarship

THURSDAY, APRIL 10

Glick Eye Institute (GS) 10  
5:15 PM - 6:45 PM

presented by  
Emily Walvoord, MD  
Assistant Dean

Select a role that identifies you.

Role ▼

🔍 Search all topics

Benefits ▶



🔍 Maternity leave ✕

### Pregnancy and Childbearing Leaves ➡

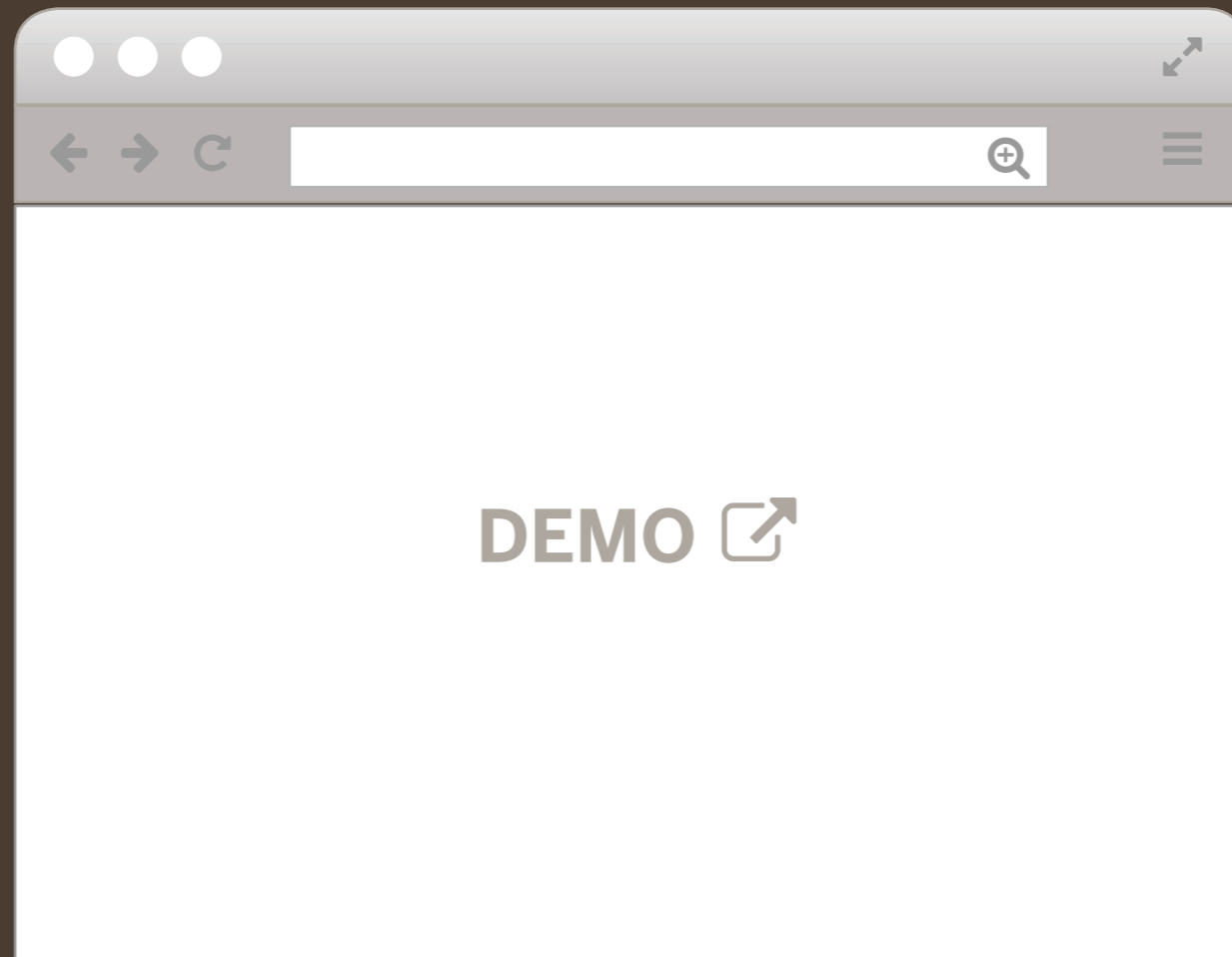
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### Paid Family Leave for Academic Appointees 📄

*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>

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