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Kate Mcloughlin, User Experience Designer	Faisal Raza, Senior Application Developer	Gary Kirrene, Senior Application Developer	Shannon Bryans, Quality Assurance Analyst

SUMMARY:

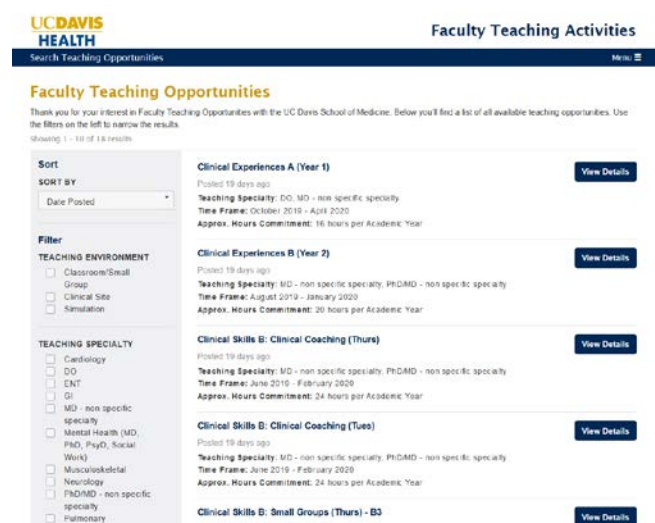
The Faculty Teaching Activities (FTA) application, is a UC Davis Health School of Medicine (Office of Medical Education, OME) recruitment and questionnaire system. This application provides OME with the ability to promote teaching opportunities online and provides interested Faculty with an easy online application process.

OME Staff use the FTA application to:

- Build a question bank that ties to application profiles
- Create an application profile for Faculty to complete
- Create position vacancies
- Review and manage all Faculty Teaching applications
- Search across all Faculty applications

Faculty and Volunteer Clinical Professors, use the FTA application to:

- Browse the ‘Search Teaching Opportunities’ catalog
- Complete an application profile
- Apply for Teaching Opportunities and ‘View’ status



Search Teaching Opportunities Catalog

Project Request / Issues to be Resolved



- **OME:**
 - wanted to expand their Volunteer Faculty recruitment pool, as the existing Volunteer Faculty pool was not always available to teach and/or administer exams
 - wanted a way to publicize available teaching opportunities more broadly and recruit and manage Faculty Volunteers in a more efficient manner
 - desired to move a paper-based recruitment process online
 - hoped to save OME Staff time by having the entire recruitment process online

Solution and Innovation Used to Address the Project Request



- **Our Team:**
 - Identified and created a workflow that can be handled through a web-based application
 - Streamlined a paper-based and time-consuming process by:
 - Developing a flexible and modern 'question bank', where Staff can format questions (e.g. radio buttons, mark questions as Required), and reuse them throughout the application
 - Developing an Application Profile builder, where OME Staff can build the Application that Faculty will complete when applying for Volunteer Teaching opportunities
 - Developing an online position vacancy system where OME Staff can create and post all available teaching positions; positions are searchable on a public facing catalog
 - Allowing Faculty the ability to see their past/current volunteering; this data is used for their annual performance appraisals and individual development plans
 - Saving OME Staff time by allowing Volunteer Clinical Professors the ability to request a Kerberos account (administrative processing only)
 - Saving OME Staff time by allowing Faculty the ability to apply for teaching positions online and view its 'Status'
 - Saving OME Staff time by creating the processing of applications online; OME Staff can review all submitted applications and 'Accept'/'Decline' as needed

COLLABORATION:

The FTA project involved 14 team members across multiple departments; these departments included: Academic Information Systems—Information Technology, Office of Medical Education, and the Department of Internal Medicine. The project was requested by the School of Medicine, Office of Medical Education. The Business Systems Analysts from Academic Information Systems, held weekly meetings with the Customer workgroup; this workgroup included Ryan Traynham (Director, Graduate Medical Education), Amy Mellin (Doctoring Manager, Office of Medical Education) and Karnjit Johl, M.D. (Department of Internal Medicine). These meetings were used to gather requirements for the application, as well as, conducting user acceptance testing (UAT) as we released key pieces of functionality. This high-level of collaboration with the Customer resulted in a final product that is very user-friendly and meets all the Customer's needs and key performance indicators.

TECHNOLOGY UTILIZED:

The FTA application is web-based and was one of the first applications designed by our User Experience Designer Kate Mcloughlin; in addition, the FTA application was one of the first applications to start our 'New Generation' application design and standards. Our 'New Generation' Style and Behavior standards standardizes the way our applications behave; it provides our End Users with a consistent, modern, and straightforward user experience. Lastly, the FTA application was entirely designed with the end-users in mind, is responsive down to tablet size, and was developed using Java, HTML, and CSS.

TIMELINE:



- The FTA Project phased through the Software Development Life Cycle (SDLC) in approximately 1 year 2 months. We followed a custom Agile approach
- Customer meetings were held weekly
- Once Development began, production releases occurred generally every 15 days (2-week sprints); in total, we have deployed approximately 34 releases

IMPACT:

By far the biggest impact for the Customer has been the centralization of all Faculty application requests. These application requests were previously managed via email and as a result, things sometimes fell through the cracks. Now that all requests are in a central location, it is much easier to stay on top of all application requests; to date, none of the application requests have been lost. In addition, having interested Faculty create profiles in the FTA application and in turn, directly apply for teaching opportunities, has helped the Customer fill the open teaching opportunities; it has even resulted in a surplus of Faculty for some of the courses.

KEY PERFORMANCE INDICATORS:

- The FTA application successfully met all Key Performance Indicators (KPIs); the Customers consider the FTA application to be a resounding success. In conjunction with the Customers, the following KPIs were used to determine FTA's success rate:

- ***KPI 1: Create a web-based Recruitment application that includes a full workflow for the Recruitment process***

- ✓ **Customers have reported that this KPI has been fully met.**

- OME Staff can build an application questionnaire/profile, create and manage position vacancies, manage all application requests, and search across all available applicants
- Faculty can complete their application questionnaire/profile, search for and view all position vacancies, apply for said vacancies online, and view the status of their submitted applications

- ***KPI 2: Increase the Volunteer Faculty Recruitment Pool for at least one FAC Teaching Course***

- ✓ **Customers have reported that this KPI has been fully met**

- Customers have said that for many Courses, there has been an increase in the number of Volunteer Faculty applications
- Faculty have reported that they are able to easily browse the 'Search Teaching Opportunities' interface and apply for said Teaching Opportunities

- ***KPI 3: Save OME Staff Time***

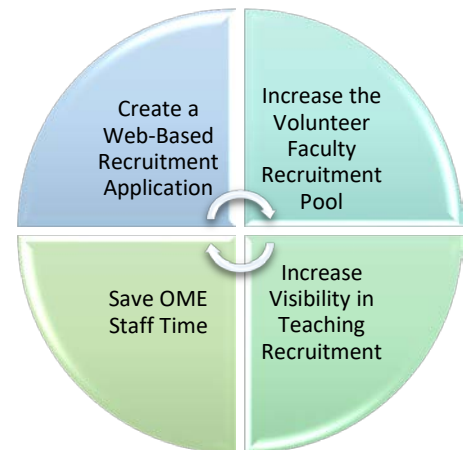
- ✓ **Customers have reported that this KPI has been fully met**

- OME Staff have said that both Faculty and Staff find the FTA application to be easy to navigate and self-explanatory; this lessened the amount of back-and-forth and training needed
- For many courses, Faculty use the FTA application to apply for positions; this lowered the amount of emailed applications

- ***KPI 4: Increase visibility in teaching recruitment***

- ✓ **Customers have reported that this KPI has been fully met**

- Customers have said that many Courses now have more Faculty applications than when the FTA application was not in existence
- Faculty have said that the FTA application has made them more aware of the variety of teaching opportunities available



Key Performance Indicators

LINK TO THE FACULTY TEACHING ACTIVITIES APPLICATION:

<HTTPS://FAC.UCDMC.UCDAVIS.EDU/TEACHING/INDEX.XHTML>