IUCRC Operations Survey Summary

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I/UCRC Annual Meeting
January 11, 2013
IUCRC Operations Survey

*Typical Requests for Information*

- Annual Structural Survey
- Data for annual report (difficult to collect outcomes for annual report)
- Data for evaluator: success stories for “research breakthroughs”
- Update description on NSF web site every year.
- Other ad-hoc surveys as needed
- Operations Survey
Operations Functions Defined

The “Bucket List”
Operations Functions Defined

The “Bucket List”

ADMINISTRATIVE
- member agreement/renewals
- managing voting procedures
- IP disclosure management
- document management
- support for proposals
- operations scheduling
- project management
- distributing reports
- task management
- site coordination
- clerical support
- data collection

FINANCIAL
- member fee invoicing
- grants management
- financial planning
- budgeting

REPORTING
- university reporting
- NSF reporting
- IAB reporting

MARKETING
- conference participation
- promotional materials
- market to university
- market to students
- online marketing
- surveying IAB
- awareness
- advocacy
- branding
- liaison

EVENT PLANNING
- short courses/workshops
- research review meetings
- guest lectures/seminars
- IAB meetings

COMMUNICATIONS
- NSF/evaluator coordination
- faculty communications
- website management
- university relations
- student relations
- IAB relations
- press releases
- mediation
- training

STRATEGIC PLANNING
- technology roadmap creation
- supplemental funding
- vision creation
- goal setting

RECRUITING
- IAB meeting guests
- pitch meetings
- prospecting
- site visits

I/UCRC OPERATIONS

Source: 2012 I/UCRC Annual Mtg, Operations Session
60 of 67 Centers Responded (90%)

- 156 Total Responses
- 53 Operations Leads (director or responsible party) Responded
- 15 Center Directors
- 77 Directors or Co-Directors Responded
- 33 Responses from other Operations Professionals
- 17 other (Professors, Researchers, Students)
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Who are the IUCRC Operations Leads?

- Center Director
- Site/Co-Director
- Operations Personnel
- Professor

What University Titles do IUCRC Operations Leads have?

- Professor (12)
- Program Coordinator (2)
- Assistant Professor
- Administrative Assistant
- Administrative Coordinator
- Administrative Staff Associate
- Administrative Support Coordinator
- Assistant Director
- ASSISTANT III
- Associate Director
- Associate Professor
- Asst. Director
- Center Administrator
- Chair Professor
- Consortium Administrator
- Coordinator, SR
- Director of Client Engineering
- Director of Operations, MPI
- Director of Software Systems Division, CEWIT
- Director, CNDE, and Prof. Aerospace Engineering
- Lab Services Coordinator
- Managing Director
- Managing Director NCREPT
- Professor and Department Head
- Program Assistant II
- Program Manager
- Program Operations Manager
- Program Specialist
- Program Support Technician
- project coordinator
- Research Analyst and Coordinator
- Research Program/Services Coordinator 3
- Research Scientist II
- Senior Research Associate
- Senior Secretary
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**What type of University appointment do you have?**

- Lead
  - 100%
  - 90%
  - 80%
  - 70%
  - 60%
  - 50%
  - 40%
  - 30%
  - 20%
  - 10%
  - 0%
  - PT
  - FT academic year
  - FT calendar year

**How is your position funded?**

- Lead
  - 100%
  - 90%
  - 80%
  - 70%
  - 60%
  - 50%
  - 40%
  - 30%
  - 20%
  - 10%
  - 0%
  - Other
  - Univ.
  - IAB fees
  - NSF I/UCRC
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Please estimate the percentage of your time that is spent on activities for your Center:

- Other
- Communication
- Marketing
- Strategic planning
- Admin. Activities
- Reporting
- Financial mgmt.
- Other meeting planning
- IAB meeting planning
- Recruiting

Lead
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Please indicate whether you handle the following activities on your own, or delegate them in part or in whole to others:

**IAB Meeting Planning**
- 100% I do all of this
- 90% NA
- 80% done wholely by others
- 70% done partly by others
- 60% done wholely by others
- 50% done partly by others
- 40% done wholely by others
- 30% done partly by others
- 20% done wholely by others
- 10% done partly by others
- 0% done wholely by others

**Recruiting**
- 100% I do all of this
- 90% NA
- 80% done wholely by others
- 70% done partly by others
- 60% done wholely by others
- 50% done partly by others
- 40% done wholely by others
- 30% done partly by others
- 20% done wholely by others
- 10% done partly by others
- 0% done wholely by others
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Challenges

“recruiting and retaining companies”

“biggest challenge is management of reporting requests to our sites”

“keeping faculty interested who don’t have current projects”

“our institution is turned off by the lack of overhead”

“succession for operational aspects of the center”

“aligning member needs with our capacity and expertise”

“not enough resources and funds to support the IUCRC”
“coordinate requests for information to avoid duplication”

“having all information for both sites to access”

“creating a unified marketing campaign”

“dealing with different policies on different campuses”

“lack of automated tools for communication”
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*What Best Practices would be helpful?*

“recruiting and retaining members”

“how to operate with minimal support”

“email list of peers and networking resources”

“how to add an international component”

“NSF should make it mandatory to have a center management position for centers of a certain size”

“the purple book should have a chapter on Operations”
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Other comments

“multi-site centers vary greatly”

“lots of work to handle and little money overall”

“Need more resources to make it a world class center”

“the overhead in terms of time and effort seem too high”
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Summary of Findings

• The survey yielded excellent response rate and many good comments, with several consistent messages.

• About one-third of lead operations personnel are Center Directors and co-Directors.

• IAB Meeting Planning and Recruiting are two of the most challenging operational areas to manage.

• IUCRC funds pay ~22% of Operations costs, in aggregate
Acknowledgements

• **Dr. Denis O. Gray**  
  Director, NSF IUCRC Evaluation Project  
  North Carolina State University

• **Dr. Lindsey McGowen**  
  Project Manager, NSF IUCRC Evaluation Project  
  North Carolina State University

• **Linda Caudill**  
  Managing Director  
  Wood-Based Composites Center