

## Introduction to the Service Tracking Dashboard

December 19, 2023

The mobilization of the UO Senate Task Force on Service was motivated by the observation that allocation of service is a serious, long-term problem at the UO. One pattern, clear at UO and in the academy more broadly, is that women and faculty of color carry heavier service loads. This, in turn, contributes to the documented trend that women and faculty of color are promoted more slowly. Please see the [Report from the Senate Task Force on Service \(Spring 2023\)](#) for excellent background documentation of service inequity.

The Service Dashboard model in the accompanying spreadsheet is a combination of several models the Senate Task Force (and in 2023-24, the Senate Service Working Group) gleaned from UO departments and other universities.

Benefits of using this model:

- Describes service loads for each faculty member, so that more equitable service loads might be identified.
- Describes “invisible” services performed by faculty members, to be more aware of service burdens that often go unrecognized.
- Documenting service roles this year with this model helps UO accurately build the software that will be implemented in the next year or two (creating a digital dashboard for each faculty member).

Limits of the model:

- Describing membership or even leadership of a service role does not accurately measure actual effort. Some faculty members may put in minimal effort in a service role. Note that the flexibility in points on the grid allows for some calibration reflecting effort level.
- It takes extra work by the department to modify the model to fit the department’s unique situation.
- It takes extra work for faculty members to provide a record of their service roles.

Questions:

Who assigns the points for these categories? This is determined by the department. The faculty may give the department head the autonomy to assign points to the categories, for example.

What about course releases for major service roles such as DGS, directing a degree program, etc.? Faculty are in short supply for these heavy service roles, and quite often the course release does not adequately compensate for the time required to carry out these roles. Therefore, the model has no adjustment for course releases. Departments might modify this as they wish.

How does this affect the department policy process that is underway? As each department creates its own updated Professional Responsibilities policy this year, we hope that this model is useful in describing service responsibilities. Departments are not required to incorporate this model into the policy document, specifically.

Sample Service Grid		Faculty Name:	Freddie Mercury	Department:	Music Icon Studies	
				Academic Year:	2024-25	
Points	Points	Points	These categories are optional and may be scored or unscored			
Department/Unit Service	College/School Service	University Service	Professional Service	Public Service		
<b>Small Commitment = 1-2 points each</b>						
2	Ugrad Program Committee Member	College Curriculum Committee	1	Budget Advisory Group	Editorial board member	Advisory Council member
	Grad Program Committee Member	DEI Committee		Committee on Committees	Conference proposal reviewer	Trustee/Board member
	DEI Committee Member	Event committee		Policy Committee	Conference committee member	Task force member
1	Program admissions review			Grievance Committee	Executive committee member	
	Scholarship Committee			Athletics Committee	P & T external reviewer	
	Travel Award Committee			Executive search comm member		
	Dept. facilities committee			Distinguished Teaching Awards Committee		
1	Peer Evaluation of Teaching			Senate Budget Committee		
	Organized or led a workshop			(etc.)		
	Organized an event					
	Library liaison					
	Speech at an awards event					
	Staff/instructor hiring committee					
2	Graduate Recruitment Committee					
1	Merit Raise Committee					
	Liaison to other unit on campus					
	IRB representative					
2	Honorary society chair/rep					
<b>Medium Commitment = 3-4 points each</b>						
	Organized speakers series	Organized and led multi-dept event	4	UO Senate	Editor for special issue	Provided testimony
	Dept policy revision lead			Executive search comm chair	Task force organizer/leader	
	Committee chair			Committee on Courses		
3	Dept. Personnel Committee			Undergraduate Council		
	Faculty Search Committee			Graduate Council		
4	Curriculum Committee member			Senate Executive Committee		
	Merit Raise Committee chair			SAIL program faculty		
	Service data lead					
	Director of a certificate or specialization					
4	Curricular area director					
	Designated mentor for other faculty					
	Grad recruitment lead					
<b>Maximum Commitment = 5-6 points each</b>						
6	Director of a Masters program	DAC (CAS) or FPC (non-CAS)		Faculty Personnel Committee	President of an organization	
	Director of Undergrad program				Conference committee chair	
	Director of PhD program				Editor of a journal	
	Curriculum Committee chair					
	Department head					
<b>Total Points by Category</b>	<b>26</b>	<b>0</b>	<b>5</b>			
<b>Total Service Points</b>	<b>31</b>					

**Guiding Principles of the Service Grid: transparency, equity, accountability, and support**

Departments/units fill in the relevant sections of the service grid shown in blue.

This is offered as a model. Departments are free to create their own model to track service.

Add or subtract service activities that are relevant to your department and college/school.

List points earned by the faculty member for each service task in the grey shaded columns.

Total service effort for "visible service" is shown at the bottom of the grid.

**Invisible service**

Many faculty are burdened with uncompensated, "invisible" tasks. Invisible service is vital academic work that is not formally recognized, measured, or compensated as part of a faculty member's service requirements. By definition, these activities are non-promotable tasks in that they are outside a faculty member's job description, typically occurring behind the scenes, and thus are insufficiently credited and not directly tied to career advancement. Because invisible service typically occurs outside the university committee or task force structure, it is difficult to identify, quantify, evaluate and reward. Invisible service related to diversity, equity, and inclusion need particular attention, as it disproportionately falls on the shoulder of minoritized groups and women. These hidden tasks are a form of 'cultural taxation', adding to the already recognized formal DEI activities and emotional labor carried out by certain faculty members.

Invisible service ranges from serving as a mentor and advisor to students (even outside your department) because you are an underrepresented faculty member, serving as an unofficial "social organizer" of department events, fixing problems in the computer lab because you are the "techie" of the faculty, mentoring new instructors in syllabus construction and fielding their questions in their first year or two of teaching, taking notes at meetings and writing up minutes, and so on.

**Please provide a short narrative describing any invisible service, with estimates of hours per year spent on each invisible service task.**

Source: UO Senate Service Task Force Working Group, November 2023									
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DRAFT version: December 19, 2023									
<b>We acknowlege the extensive and foundational work of the Senate Service Task Force, 2020-2023</b>									