

Industry/University Cooperative Research Centers

Metrics from the IUCRC Evaluation Project: A Review and New Directions for Evaluating Benefits for Center Stakeholders

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NSF Industry/University Cooperative Research Centers Program

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Goals



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Centers

- Cooperative Research Provide an overview of metrics for the evaluation of the NSF IUCRC Program
 - Formative, improvement-oriented evaluation metrics
 - Center health metrics
 - Economic impact metrics
- Stimulate some discussion about new metrics and measurement approaches being developed for the IUCRC program
 - Metrics for multi-stakeholder decision-making
- Note: Focus on metrics of industry impact

Very Big Picture Overview

IUCRC Program

- Partnership-Based Center Program
 - Conceptual-level: team science, triple helix, open innovation
 - Structural:
 - NSF: catalyst, seed funding, technical assistance & evaluation
 - University: research performers
 - Industry: shared funder; research guidance
- University-based R&D consortium
 - Shared influence and research
- Pre-competitive research
- Multi-university preference
- Unique multi-faceted, improvementfocused evaluation









Evaluation Challenge

- IUCRCs are administratively challenging
 - Team-based; multi-disciplinary; cross-sector; consortial; cross-university; seed funding investment
- Multiple stakeholders (Triple Helix): win-win-win
 - University: faculty and students
 - Members: firms; industry; labs
 - Government: national; state; local
- Multiple paths for impacting innovation: scientific & technical human capital impacts, R&D impacts, commercialization impacts
- Few existing cooperative center models when program was established
- Faculty, universities, industry members may not have experience starting, managing, engaging in consortial-based partnering



Cooperative Research

Centers

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IUCRC Logic Model: Data Big Picture



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IUCRCs: BUILDING AN ENHANCED RESEARCH AND INNOVATION ECOSYSTEM



- Ability to capitalize on university research
- New / improved products, processes, know-how and/or services
- Broader scientific network (social capital)

- targeted support creates a self-

reinforcing network of relationships.



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Metrics from IUCRC Evaluation

Formative Metrics for Consortial Project Selection Methodology



- Industry/University Cooperative Research
- <u>Question</u>: What's the best way to select projects in a lean consortia?
- <u>Motivation</u>: Project selection can be a very controversial and conflictridden process in a consortia if not handled correctly
- <u>Methodology</u>:
 - Participant observation by evaluators
 - What approaches were working well?
 - Level of Interest and Feedback Evaluation (LIFE) + weighted voting process
 - Dissemination and technical assistance by NSF

Formative Evaluation Metrics

LIFE Feedback and Project Selection Process





Example Feedback



Member Turnover & Retention



Industry/University Cooperative Research Centers

- <u>Question</u>: How much turnover is there in Center membership? Do members intend to remain a member over multiple years? How long do they actually continue their membership?
- <u>Motivation</u>: Member continuing commitment to center is a key to the stability and survival of center; Proxy for effectiveness

• <u>Methodology</u>:

- Question on the annual Process/Outcome survey
- Collected from program records
- Subject of targeted analysis using existing metrics

Industry Member Turnover

- Intention to renew hovers around 80%
- Actual turnover has varied with the economy
 - Lower in consortial center
- Predicting intention to renew:
 - Research relevance
 - Satisfaction with Center administration
 - Social capital



Centers

Industry Member Retention



Multiple indicator strategy for dwell dustry/University Cooperative Research Centers

- Percentage maintaining membership steadily declines over time
- Average Dwell Time = 3.8 years
- Average member stays 32% of Center life
- Large businesses and government members tend to have higher average dwell time than other types of members
- Centers with higher membership fees tend to have members with lower dwell rate

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Metrics for Relevance of Center Research for Industry

- <u>Question</u>: How relevant is Center research to the current and future Cooperative Research needs of industry members?
- <u>Motivation</u>: Project relevance is critical for recruiting and retaining members, and achieving tangible benefits for members
- <u>Methodology</u>:
 - Measure % of relevant projects, high priority projects on industry survey
 - Use complementary datasets to calculate various levels of relevance

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Metrics for Relevance of Center Research for Industry: FY 2015-2016

What % of the Center's Currently funded projects do you consider relevant to your organizations current or future needs?

How many of the currently supported projects are so high priority that your organization would have almost certainly conduced the same or very similar project internally or by contract with in the next couple of years?

N priority proj./ Total N projs. = % High priority

% Relevant - % high priority = research amplification



Metrics for Economic Impact on Members

 <u>Question</u>: Do firms that participate in IUCRCs receive a quantifiable economic impact?





- <u>Motivation</u>: It is an implied program
 objective; NSF wants to know; Congress wants to know; Would-be members want to know
- <u>Methodology</u>:
 - Data collected on annual Process/Outcome questionnaires
 - Too short a time-frame to get complete picture
 - Response rate of ~40%
 - Targeted study of 3 mature, high performing centers (5 members/center)
 - Personal confidential interviews of firm representatives



Defining Research Efficiency Metrics



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Calculation of Economic Impacts (\$)

- Research amplification (Q1 & Q2a)
 - Percent Rel. x N of Center Proj. x Scien. Months x \$/Scien. Month (Gray & Steenhuis, 2003)
- <u>R&D Cost Avoidance</u> (Q2b & 2a)
 - (N of Proj. Avoid x Scien. Months x \$/Scien. Months) Mem. Fee (Gray & Steenhuis, 2003)
- <u>R&D Cost Savings</u>
- Accelerated R&D savings (5a):
 - *\$ saved by accelerated projects*
- Avoided R&D (5b):
 - \$ avoided by not starting projects
- <u>Stimulated R&D (5c)</u>:
 - \$ invested in new or revised R&D directions



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Summary of R&D Efficiency Impacts

	Member Level Mean	Center Level Mean	Program Total
Research Cost Avoidance	\$751,170	\$4,089,610	\$219,902,286
Research Cost Savings	\$127,260	\$916,280	\$45,814,000
Stimulated Research Projects	\$99,670	\$740,690	\$37,775,000

Notes:

- Since Research Cost Avoidance and Research Cost Savings are "savings" and Stimulated Research Projects involves "costs" indices should not be added
- Since these data only involve feedback from about 40% of members they almost certainly underestimate impacts at both the Center and Program level

Commercial Economic Impact: Three Centers

Table 10.4 Summary of impacts for IMS, BSAC and IUCS (in 2010 US\$)

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	IMS	BSAC	IUCS
Total benefits (present value)	\$846.7M	\$410.7M	\$9.6M
Total investments (present value)	\$3.1M	\$13.3M	\$3.2M
Benefit:Cost Ratio (BCR) =	270.2:1	31.0:1	3.0:1
Net Present Value (NPV) =	\$843.6M	\$397.5M	\$6.4M

IMS Example Impact: \$500M annually; This company is deploying IMS-based knowledge and technology throughout its global network of manufacturing facilities. Improvements in predictive maintenance and machine performance have resulted in an estimated several million dollars per plant in savings, or about half a billion dollars annually. BSAC Example Impact: \$48M annually; This company has a long standing relationship with BSAC, and includes multiple student hires and licensed technology. The informant estimates that as much as 50% of the company's MEMS business could be attributable to BSAC research. We conservatively estimate that the company generates nearly \$100M in MEMS revenue.

IUCRC Evaluation Project



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Industry Survey Revisions

Industry Member Survey



- Objectives
 - Inform NSF about health of the membership
 - Monitor member satisfaction with center research and operations
 - Document impact of participation on member Human Capital, Research, and Commercialization outcomes
 - Provide improvement-oriented real-time feedback to CDs

Industry Member Survey



- Issues with the current survey
 - Response rate hovers around 40% program low of 33% this year!
 - Survey is extensive and requires mental work to complete
 - Impact estimates from the sample to the population vary widely
 - Program level means on a number of metrics are flat
 - Primarily useful as a benchmarking tool for comparing local center to national norms

IUCRC Impacts Model





Proposed Solution

- Pulse Survey
 - Goal is to get improvement oriented feedback
 - Very short (5 questions)
 - Administered annually, at first IAB meeting of each year
- Member Benefits Inventory
 - Goal is to assess impact if participation for member firms
 - Designed to be a tool for members in assessing benefits of participation in the Center
 - Administered annually, at second IAB meeting of each year
- Could be used as a trigger for more in depth impact evaluation





Piloted Pulse Survey (Response Rate = 62%)

Center Name:	(drop down menu)				
Organization Name:					
Please rate your level of satisfa	ction with the follow	ving:			
	Not Satisfied (1)	Slightly Satisfied (2)	Somewhat Satisfied (3)	Satisfied (4)	Very Satisfied (5)
Center Research	Ο	Ο	Ο	0	0
Center Administration	Ο	Ο	Ο	0	Ο
Center Meetings	Ο	O	Ο	O	Ο
a. Planning the Research Program (1)b. Project Selection (2)	e. C f. Tr	e. Dissemination of Results via Publications (5) f. Transfer of Technology to Members (6)		i. IAB Meetings (9) i. Communication (10)	
c. Project Development & Manageme	ent (3) g. li	g. Intellectual Property Management (7)		k. Center Personnel (11)	
d. Project Results Reporting (4)	h. F	h. Fundraising and Recruit. of New Members (8)		l. Other (12)	
How can these area(s) be impro	oved? Please identify	y by letter if listed abov	e, and comment.		
Will your organization renew its	s membership next	year?			
Defir	nitely Not (1)	Probably Not (2)	Uncertain (3)	Probably Yes (4)	Definitely yes (5)
(0	Ο	Ο	Ο	Ο

The goal of this survey is to identify and document the Center membership benefits your organization has received during the current membership period. This information is helpful for center evaluation. It may also help your organization characterize the benefit of your investment in the center, and justify continued membership. Upon completion of the survey, you may download a copy of your organization's benefit inventory for internal use.

Center Name:

IAB members provide funding to an IUCRC on a 12-month or annual basis. This brief survey is about the types of benefits your organization has realized during your current 12-month membership year.



Networking Benefits

Please indicate which of the following networking benefits listed below, if any, were realized by your organization, during the current membership year.

In the current membership year, your organization has established new, valuable connections with other Center participants (industry, government, faculty, students, others)

In the current membership year, has your organization started to explore or initiated a *partnership* with any of the following individuals or groups, as a result of your involvement in the center? Check all that apply.

- Developed partnerships with other IAB members (e.g., research partnership, collaboration, joint investment)
- Developed partnerships with university faculty or research scientists (e.g. one-to-one research contract, collaboration on a grant, consulting)
- Hired any students working on center research projects as a full-time employee, contractor, or intern. If so, how many students? ______
- □ Other (please describe below)
- None of these

How have these new connections and partnerships benefited your organization (e.g. new business

opportunities, access to resources or information, enhanced research capability, etc.)?





Please indicate the R&D benefits your organization has received from access to Center research, by estimating what percentage of the projects funded during the current membership year, fall into each of the following categories (Total must sum to 100%):

- __% <u>Not Relevant Research</u>: % of projects that are probably not relevant to your organization's current or future needs
- <u>Adjacent Research</u>: % of projects that are potentially relevant to your organization's current or future needs, but in an area that is outside your organization's current focus
- <u>%</u> Core Research: % of projects so relevant to your organization's current or future needs that your organization would almost certainly have conducted or contracted out a similar project within the next couple years
- <u>___%</u> <u>Transformational Research</u>: % of projects that are potentially relevant to your organization's current or future needs, but too risky/blue sky for internal investment



Research & Development Benefits (continued)

Consider the center's research portfolio and specifically the projects in which your organization is most interested. In which of these ways, if any, have the center's research findings and outputs (including those from this year and any prior years) affected your organization's internal R&D *in the current membership year*? Check all that apply.

Center research findings and outputs have:

- Helped accelerate the pace and/or completion of some R&D projects now underway at (or contracted by) your organization
- Helped your organization decide against starting one or more new R&D projects that otherwise would have been initiated
- □ Triggered development of new R&D projects, or significantly redirected pending projects within your organization?
- Helped advanced the Technology Readiness Level of technology being developed within your organization
- □ None of the above

Thinking about the R&D benefits experienced by your organization, what has been the most important or significant impact? Please describe. If possible, provide a quantifiable measure of the economic value of that benefit (e.g., time saved, \$ saved, \$ invested, etc.).



During the current membership year, has your organization realized any technology or knowledge transfer benefits related to your participation in the Center? Check all that apply.

- Accessed capabilities and insights (center facilities, equipment, faculty or student capabilities, or insights from other members) to which your firm would not otherwise have access
- □ Licensed center's IP
- Produced your own IP related to research at the center
- Helped your organization identify new applications for technology you are trying to develop
- Helped your organization anticipate or address some regulatory issues in your industry
- □ None of these

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Technology Translation Benefits (continued)

During the current membership year, has your organization realized any commercial or financial benefit that involved the translation of the center's current or prior years' research findings and outputs? Check all that apply.

- Launch new products or services based on what you learned from the center
- Improve existing products or services based on what you learned from the center
- Improve operational or manufacturing processes based on what you learned from the center
- □ None of these

[If Yes to any] Would these commercial or financial benefits have been realized in the absence of the center?

- No, the center played a critical role in realizing these benefits
- Yes, but the benefits would have been delayed without the center's involvement
- Yes, the center had only limited influence on our ability to realize these benefits





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Technology Translation Benefits (continued)

Have any of these technology translation-related benefits contributed to the addition of new jobs at your organization?

□ Yes □ No

Thinking about the technology translation benefits experienced by your organization, what has been the most important or significant impact? Please describe. If possible, provide a quantifiable measure of the economic value of that benefit (e.g., \$s saved, time saved, waste/scrap reduced, etc.).

Member Information

Organization Name:

How many years has your organization been a member in this center?

What is your organization type?

Large (> 500	Small (11-500	For Profit-Micro	Government	Other
employees)	employees)	(<10 Employees)	(Fed/state/local)	
0	0	0	0	0

1 Year Pilot



- Use the Pulse Survey and Member Benefits Inventory at upcoming center meetings
 - Considering experimental analysis of impact of economic indicators on response rate
- Inform respondents of new value-added approach
- Encourage and monitor responses to maximize response rate
- Evaluate new survey performance data quality, response rate
- Refine and finalize for FY2018

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Process matters

Summary

- Centers that ignore member retention suffer
- Centers that use ad hoc or ill conceived project selection processes suffer
- Logic Model
 - Helps us target where the holes are
- IUCRC Evaluation is not for every I-U program
 - IUCRC stakeholders have "bought into" improvement evaluation
 - Nuisance, time consuming but a net positive

Summary



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- Improvement evaluation can lead to quicker recognition of problems Center and help identify best practices
- Embedded evaluation can enable studies that could not be done by an outsider
- Need to tailor evaluation approach to expected outcomes
 - 80% of big impacts accrue to 10% of stakeholders
- Need to consider cost/benefit of metrics
 - Economic impact data is hard to get
- Evaluation as value-added decision tool for UI stakeholders



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Questions?

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Any opinions, findings, and conclusions or recommendations expressed in this material are those of the author and do not necessarily reflect the views of the National Science Foundation.



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Extra Support Slides

Brief History of IUCRC

- 1930: Institute of Optics University of Rochester
 - University Research Center (URC) Invented
- 1950s & 60s: MIT refines and perfects the industrial affiliates URC
- 1973: NSF ERDIP Evaluates 3 forms of IU Cooperation
 - Dr. Suh MIT Polymer Processing IUCRC
- 1980: NSF IUCRC Program Created
 - First three IUCRCs funded
 - Evaluation begins
- 1980s:
 - NSF ERC Program Started
 - States begin funding Centers of Excellence
 - NSF STC Program Started
- 1994: Cohen, Florida Sloan Foundation Report
 - 1200 IUCs in the U.S.
- 9/26/2017 2009: 125th IUCRC funded IUCRC Evaluation Project
 - CISE Becomes full partner

Pre-IUCRC

IUCRC Pilot & Launch

IUCRC Diffusion





Cooperative Research Centers

Background

- Evaluation system initiated in 1980s
 - Lou Tornatzky, NSF IPR
 - Evolved and refined over the years; has been emergent!
- Key features:
 - Standardized evaluation protocol across centers
 - Process/Outcome Questionnaire: industry and faculty
 - Managed by NC State Evaluation Team
 - Targeted studies
 - Multi-method (qualitative and quantitative)
 - Processes, Outcomes and Impacts
 - Implemented by on-site evaluators (embedded evaluator)
 - Dual role:
 - Objective data collection
 - Organizational capacity building

www.ncsu.edu/iucrc

• Strong emphasis on "improvement-focused" evaluation local and national-level (Patton, 1997)





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Recent Evaluation Work Products

I/UCRC Evaluation Project www.ncsu.edu/iucrc





Supplemental study: Social and Human Capital Impacts of the I/UCRC Program on Faculty Directors

- Focus: Career paths of faculty directors and the role of the I/UCRC program
- · Explored human and social capital benefits of the program, as well as contextual factors influencing career outcomes
- · Full report available at: www.ncsu.edu/iucrc





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2 Springer

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Sustainability Study

IUCRC Evaluation Project

Directors & Human Capital Report

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Industry/University Cooperative Research Centers Program Evaluation Project

Leadership

Publications



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Bryant, J.L. (2008). Effects of leader relationship quality (LMX), supervisor support, and upward influence in National Science Foundation Industry/University Cooperative Research Centers. Dissertation submitted to Old dominion University.

Craig, B., Hess, C. McGinnis, J.L., & Gray, D.O. (2009). Leadership in university-based cooperative research centers: A qualitative investigation of performance dimensions. *Industry and Higher Education*, 23, 367-377.

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Sundstrom, E. & Gray, D.O. (2010). Fostering Team Science: Innovative leadership practices in NSF Industry/University Cooperative Research Centers. Paper presented at the International Triple Helix Conference, Madrid, Spain.

Tornatzky, L.G., Lovelace, K., Gray, D.O., Geisler, E. (1999). Promoting the success of industry/university research centers: The role of leadership. *Industry & Higher Education*, 13, 101-111.

Reports

Process Outcome Reports: See Table 3, Questions 7 and 8 of the annual Industry Process Outcome Report, and Table 4, Question 6 of The Faculty Process Outcome Report for data on satisfaction with center administration. Older versions of the survey may use different question numbers.

Social and Human Capital Impacts of the I/UCRC Program on Faculty Directors: Final Report

Presentations

Presentation at the January 2012 Directors Meeting: I/UCRC Director's Career & Human Capital - Rivers & Gray

Presentation at the June 2012 Evaluators Meeting: I/UCRC Leadership, Career Impacts & Social Capital: Rivers

Presentation at the January 2011 Diresctor's Meeting: Career & Economic Impacts Projects - Rivers & Gray

IUCRC Evaluation Project Presentation at the January 2010 Director's Meeting: Impact of I/UCRC Directorship on Career Paths & Achievement - Rivers & Gray

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Best Practice Manual



Contents

- 1 Creating Win-Win Partnerships
- 2 Starting New Centers
- 3 Organizational Structure
- 4 Membership
- 5 Planning the Research Program
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- 7 Communications
- 8 Control, Budgeting & Evaluation
- 9 Knowledge & Technology Transfer
- 10 Center Leadership
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