

Indiana State University

2005 - 2006 Administrative Annual Report

Human Resources

Year in Review

Achievements

As you have heard, increasing public awareness of Indiana State University's accomplishments is crucial to building student enrollment, influencing policy makers, and developing a place of pre-eminence in the Midwest. What do you consider to be your department's accomplishments for the 2006-07 year that will contribute to this effort? (Please list in priority order and limit to no more than 8.)

Benefits: *Instituted single-digit increase in health coverage rates (7 per cent) while increasing benefits: *Implimented medical and dependent care flexible spending accounts, *increased the wellness benefit - tripled the maximum, *added a fourth tier of prescription drug coverage so that employees can receive a discount on non-covered prescription drugs, *negotiated higher discounts with network providers, *eliminated the pre-existing condition clause for new employees which will assist in recruitment of faculty and staff, *negotiated an open enrollment with the voluntary life insurance, *increased the dependent child fee waiver for employees. Compensation: *Converting retiree information to BANNER, *scanning of job information in anticipation of the compensation study, and *drastically reduced turnaround time for processing of PAQ's and PQ's for campus departments. Employment: *revised orientation to one day and added a mentoring program for support staff, *developed and delivered training for the Support Staff Grievance Appeals Committee, and *developed new mandatory training modules for supervisory training. Employee Relations: *stepped up reviews of performance reviews in order to identify employee relations issues to assist campus departments and supervisors, *through cross training of HR staff, HR can now provide more assistance to departments and supervisors who are experiencing employee relations issues. Immigration: Developed relationships with the campus community working with immigration related issues including work with faculty search committees. Employee Assistance: *Developed a relationship with the ISU Psychology Clinic for employees and dependents to utilize services at reduced fees, and *arranged speakers on timely issues for the campus community (Meth Awareness and Smoking Cessation).

Enrollment

What steps did you take this year to aid ISU in overcoming enrollment challenges?

HR Staff participated in the following: *I-CARE Task Force *Workforce Reality (involvement with high schools) *Including Admissions material with HR info at job fairs, *Speaking in the community about the value of an ISU education, *sponsoring internships in the HR office, *working with POPS (Parents of Prospective Students) for ISU employees who may want their children to attend ISU, and *sending mailings to ISU employees with dependent children nearing college age.

Action Steps

Do you have any further progress you would like to report?

During 2005-2006, HR lost four administrative staff: Executive Director, Compensation Director, Employment and Training Director and a Recruiter. None of these vacancies were filled. The remaining staff have been striving to maintain programs and improve services. The emphasis has been to improve the image of HR along with improvement of services. For 2006-2007, a search for

the Director should be completed. The remaining vacancies will then be available for the director to review needs, determine direction and hire additional staff to achieve new goals and objectives.

Assessment

What are two ways in which you evaluated the quality or effectiveness in your area last year? What changes did you make based on those assessments?

Time was spent really listening to employees, department heads, deans, supervisors, etc., describe what they felt were weak areas in HR. Using this feedback, changes were made in the Employee Relations area to provide assistance in departments where needed and in the Employment area to become more customer services oriented. During the information gathering steps of the program review, peer institutions were compared to the services offered at ISU. This allowed an opportunity to see where we lacked in services, staff and assistance. Using that data, some minor changes were made in compensation.

Budget

As you know, ISU is facing significant budget challenges. Finding ways to overcome these while increasing efficiency requires innovation. How are you overcoming your budget challenges this year?

With the many vacancies during the year, purchases were kept to a minimum. At year end, leftover money was used for training of HR staff and finding ways in which to provide the same level or better assistance with reduced staff. For one area, HR sought funds for a Graduate Assistantship and hired an individual who can provide assistance in web page design and information technology. Cross training has also been a way to increase efficiency. In HR, when there is a problem in a department, it is not effective for employees/departments to wait if someone is off ill or on vacation. Therefore, cross training has been a way to provide efficiency without additional funding. In Benefits, introducing staff to the values of using 800-numbers of vendors has also provided better efficiency for employees to obtain direct information from the vendors without compromising privacy. Also, employees are learning that direct contact with vendors provides additional information if other questions occur during the conversation--fast and efficient. This leaves more time for HR staff to work on daily tasks.

Strategic Initiatives

Development Activities

What role might your unit play during the silent phase of the comprehensive fundraising campaign?

ISU has 1,250+/- retirees or spouses of deceased retirees. Some of these individuals are very loyal to ISU. The relationship with Staff Benefits is very good with this group along with the group of individuals who are scheduled for retirement within the next few years. The way in which these individuals are appreciated and treated is one way that fund raising efforts could be increased.

Future Goals

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Have you considered any action steps your department could make to enhance Indiana State University's reputation as a University of choice? If so, please indicate what you are planning to do and tell us which area of planning your steps fall under.

OTHER: HR needs to hire a director, develop goals and objectives, align staff to meet those goals

and objectives, train employees, change attitudes and environments, etc. Support staff are normally the first contact with students. HR could effectively train employees in better communication skills, customer service, etc. With little student involvement, HR needs to affect the individuals who have high direct student involvement. CE: HR often attends employment fairs and other community events where we now provide admissions information. For the future, admissions information along with some limited degree information can be provided at functions like the Wabash Valley Educational Alliance, College and University Personnel Indiana Chapter meetings, etc.

Feedback

This box is to allow you to share any ideas you have on enhancing enrollment, dealing with budget, challenges facing the administration, etc.

Train, train, train. HR hears and lives through horror stories about how our students are treated. Although individual stories are not what the administration wants to hear, these things occur too often to ignore. Budget: The number of one-time-only payments that are made to individuals who perform a few tasks outside their normal duties is shameful. We are creating a "money talks" atmosphere where many, but not all, individuals who do anything extra expect to be paid handsomely. There are literally thousands of dollars being paid each month in the form of one-time-only payments that may not all be necessary.