

Indiana State University

2006 - 2007 Administrative Annual Report

Human Resources

Vision Statement

[View/Modify Vision](#)

The following is your vision statement loaded from previous submissions. Some administrative units, but not all, may wish to revise their vision statements based on the direction of the University toward pre-eminence. If this pertains to you, then please make changes in the box below:

ISU HR Vision Statement The Human Resources Team will support Indiana State University's mission by providing quality services and support in employment, training, employee relations, employee assistance, immigration, benefits and compensation with integrity, responsiveness and sensitivity to those we serve enabling them to better serve our students.

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.)

Policy Development and Updates: • Winter Recess and Holiday policy– brought policies in line with other holidays, created consistent payment for time worked while the University was closed and ensured consistent time off each year. • Call Back Pay – brought consistency of payment for work performed on a call back basis. • Background Checks for New Hires – implemented for Visa credit card compliance and near completion for the implementation for campus effective January 1, 2008. • Confidential Data and Computer User Agreement – Amended and distributed to campus. • Class Release policy for Support Staff – Change of procedures and forms to provide vice presidential consideration for support staff who have been denied class release time. • Grievance Policy for Support Staff – Policy changed in coordination with Legal Affairs and the Support Staff Council; training ongoing. • Assisted with the Early Academic Pay (10 pay option) for 2007-08 – coordinated benefits associated with an early (Sept 1) pay for faculty. • Added a Voluntary Personal Accident Policy for campus which added an extra year of the same costs/policy guidelines for the University sponsored life insurance and disability insurance potentially saving the university increases in these insurance policies. • Service Awards – although done in HR for many years, changes in format and timing allow more individuals to attend. Benefits: • Instituted no increase in health coverage rates while continuing to enhance benefits. • Continued medical and dependent care flexible spending accounts saving nearly \$40,000 in reduced FICA taxes paid by the University, • Identified children of employees eligible for the Dependent Child Fee Waiver and developed material explaining costs and benefits to have their children enroll in a degree seeking program at ISU. Employee Assistance Program: • Negotiated Cigna Employee Assistance program at no charge to the University or employee. • Developed a walking program including pedometers, trainer to educate the importance of proper stretching, and provided handouts on the steps to increase your health. • Monthly educational sessions; guest speakers, and web information, self-help information. (Breast, colon cancer awareness, cutest pet contest for donations to humane shelter, Toys for Tots

donations, food drive for Bethany House) • Vision health fair with free vision screening for employees. • Sponsored internships for Family and Consumer Sciences Dietician majors. Compensation: • Completed scanning of PAQ and PQ information for upcoming Compensation study, • Reports and Records – creating and verifying data; i.e., staffing report, turnover, etc. • Developed a FAQ web site for a one-time-pay and early winter recess day. • Developed label data requests that monitor the use of and limit information only to what is needed, web forms that collect and track data, interactive PDF forms, and assisting employees with My ISU Login issues. Employment and Training: • Developed an Orientation web site including information from various aspects of campus, • Updated and delivered training for the Support Staff Grievance policy and mentoring training, • Added open faculty positions to the Applicant Tracking System (ATS) • Trained Deans and department chairs on the use of the ATS. • Developed and delivered new training; Positive Employee Relations, Employment Law, Interviewing & Hiring, Civility & Respect in the Workplace. Also training has been developed for Performance Management and will be delivered once a new form has been approved. Employee Relations: • Assisted targeted departments with severe attendance issues; provided guidance, documentation assistance and personal attention to employees/supervisors to curb absenteeism. • Assisted with new training developed to aid supervisors in employment issues—grievance, positive employee relations, etc. • Streamlined responses to employee relations issues and concerns – almost immediate attention within 24 hours. • Developed a performance improvement plan for supervisors to use in cases of performance or behavioral issues. Immigration: • In order to bring a more diverse applicant pool of quality candidates, a proactive approach has been taken with Department Chairs and Assistants for a better understanding of the hiring process of foreign nationals. • Staying current with laws and monitoring upcoming laws on how changes will affect employees as well as the University. • Providing superior customer services to individuals, departments, search committees and the outside counsel on pertinent immigration issues.

Enrollment

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

- Continued to provide information about ISU at job fairs, admissions, etc. • Sponsored internships for students who are seeking degrees in Human Resources Development and Public Administration.
- Worked with POPS (Parents of Prospective Students) in the planning of the POPS preview day, sent mailings and information to ISU employees about the opportunities and benefits available to their college bound dependents. • Getting more involved in the community to increase opportunities to talk about higher education, and specifically, ISU. Currently, we are working on a presentation to family members at Ryves Hall on employment and educational opportunities at ISU

Action Steps

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

ISU has hired an Assistant Vice President for Human Resources who will begin work early June 2007. The new AVP will review needs, determine direction and hire additional staff as necessary to achieve new goals and objectives. This is the first step to realigning the various functions of Human Resources for the future.

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?

1. Although the Program Review for Business Affairs has not been fully completed, the HR staff have continued to look for best practices, trends and creative methods to align HR with the

University's mission and core values. 2. Benefits staff have been comparing individual benefits (health) with those of our peer institutions and identifying issues to be reviewed in the upcoming Benefits Review, Phase II and Post Retirement Health coverage (GASB) issues.

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?

There is no one item that can be done to significantly assist with budget issues. HR did not fill positions for two years. More than \$300,000 in salary and benefits per year was saved and transferred to the good of the cause. We are also frugal in our purchases. We can do a bit more in savings on printing and copying costs, but this will not produce significant savings. Overtime was kept at a minimum even though we are short staffed.

Quality

Quality

Please provide 1-2 suggestions to increase the ability of your department or the University to meet the criteria above.

ISU has more than 800 retirees who enjoy post retirement benefits. There is a considerable amount of expertise in this large group who are grateful for the experiences had at the University. This group provides an opportunity to capture intellectual capital to assist students, recruitment, mentor, train, tutor – whatever we need to help propel ISU to be the best University in the Midwest. Being an institution of higher education, it is important to the University to promote education to all staff, spouses and children. An education is quite an accomplishment that many may feel helpless in achieving. ISU promotes staff, spouses and dependent children to accomplish such a life changing goal of education, potential higher earnings and higher self esteem. ISU has an opportunity to “pay it forward” which will not only allow, but promote education to staff and the community. In times of severe budget constraint, an educational opportunity, release time, discounts and encouragement would lift morale and possibly create opportunities for ISU to be on the receiving end of “paying it forward.”

Feedback

This section is to allow you to share your ideas for enhancing enrollment, dealing with budget and other challenges facing the university community.

Do a climate survey that includes work/life issues. Then, use that data to make necessary adjustments to improve life at ISU. Build integrity—share ideas with staff/faculty and listen to their feedback. Also, complete the Compensation Study, complete the Benefits Review, do what we say we are doing. Things take way too long which costs upper administration credibility. We do not need any more broken promises—we need tangible deliverables.