Key Achievements 2017-18

Human Resources

Priority One: Students First
Provide an inclusive and engaged living-learning environment where all students thrive and graduate as informed citizens committed to a life of impact

Office of Compliance, Title IX increased visibility through outreach efforts to students, faculty and staff:

- Attended India Fest, Black Squirrel Festival, African Festival, and HR Open Enrollment Wellness Fair. Staffed a table at Destination Kent State, First Year Experience class for students, providing evening trainings to students onsite in Tri Towers Residential Hall, promote and educate students, faculty and staff on how and where to report Title IX concerns, and available resources reaching approximately 932 students, faculty and staff.

- On August 10, 2017, NCAA Board of Governors adopted a policy that all coaches, college athletes and athletics administrators are required to complete education each year in Sexual Violence Prevention. As part of the new policy, leaders on each NCAA campus — the school president, athletics director and Title IX coordinator — must attest on or before May 15, 2018, that coaches, athletics administrators and student-athletes were educated in sexual violence prevention. Kent State University’s Office of Compliance/Title IX, in conjunction with HR Training and Development, the Department of Athletics and the SRVSS office, ensured KSU was fully compliant in meeting this requirement. The office delivered over 20 requested facilitator-led sexual assault and violence prevention trainings and workshops.

- Office of Compliance and Equal Opportunity and Affirmative Action (EOAA) served on the University Diversity Action Council (UDAC) and University Accessibility committee, partnered with Accessibility Committee in the delivery of The State of Accessibility at Kent State University, member of the Sexual Assault Response Team, delivered presentations at various Employee Resource Group meetings.

- Delivered on-site Title IX facilitators’ training at regional campuses to increase presence in the university community and promote awareness in the areas of
diversity and disability. Conducted annual affirmative action facilitator training for all eight campuses.

- Office of Compliance, EOAA presented at all New Hire Orientations for staff and faculty to ensure awareness of services and to educate new employees of the university’s commitment to equal opportunity, affirmative action and diversity.

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**Priority Two: A Distinctive Kent State**

Drive innovation, idea generation and national distinction through top-tier academic and research programs including the recruitment and support of talented faculty and staff

- Office of Compliance, EOAA strives to move the needle toward compliance by annually updating the University’s Affirmative Action Plan and extending the invitation to current employees to voluntarily update or self-identify their race, sex, veteran and disability statuses to ensure the statistical data presented accurately reflects the university’s workforce.

- Office of Compliance, EOAA collaborated with Jason Piatt, Electronic and Information Technology Manager, SAS to ensure all Human Resources webpages were ADA accessible. Additionally, EOAA and Talent Acquisition was added to the university’s accessibility link [www.kent.edu/accessibility](http://www.kent.edu/accessibility) as a contact source for employees and applicants seeking an ADA accommodation in the workplace or during the application/interviewing process.

- *The Chronicle of Higher Education*, a leading trade publication for colleges and universities, has bestowed our institution with the moniker of “Great College to Work For” for the eighth consecutive year. For four years running, Kent State is the only Ohio institution, public or private, to receive this prestigious designation.

- Human Resources.com Leadership Excellence and Development (LEAD) Awards again recognized Kent State University for its Institute for Excellence (I4E) program. The program moved up from its eighth place ranking in 2017 to fourth in the nation in the category of Higher Education Certificate Programs, with emphasis on leadership and organizational development. The LEAD Awards recognizes organizations that invest in the growth of their employees and programs that demonstrate best practices in leadership development across various organizations. Forty employees graduated from the program May 2018.
Consistent with Kent State University’s mission, goals and vision to better our society through meaningful voice, the HR Division formed a strategic partnership with the leadership of each Employee Resource Group. KSU Employee Resource Groups include The Kent Young Professionals (KYP), Latino Networking Caucus (LNC), Pan-African Faculty & Staff Association (PAFSA) and Spectrum, Connecting LGBTQ+ and Ally Faculty and Staff. These groups engage employees from diverse backgrounds, across generations, ethnicities, perspectives, all disciplines, religions and sexual orientation. Their mission promotes a greater sense of belonging, personal development opportunities, social and educational networking, mentoring, and a safe space for employees.

Through the collaborative work of this team the following was recommended and implemented:

- Inclusion of ERGs to HR website
- Dedicated HR leadership member to each ERG and attendance at ERG monthly meeting.
- Development of a policy to provide structure to the process.

Engagement and Outreach:

The department provided programs and services to more than 5,500 faculty and staff for fiscal year 2017-18. The breakdown is as follows:

- **Employee Appreciation Day:** In connection with the institution's strategic priority of advancing Kent State’s “Great Place Initiative,” the Division presented an employee appreciation day event for all shifts that brought some 1,500 employees to the ballroom. The Division partnered with a committee of cross-divisional volunteers in creating an all-inclusive, all-campus event on March 20. This event continues to serve as a catalyst for all to join together in a celebratory environment that cuts across all job groups and categories of employees. The fun-filled day included resource tables, photo booths, games, random drawings for gift baskets, Zumba, and line dancing. Employees were also treated to a complimentary lunch. In addition to the daytime event, an evening appreciation event was held to recognize some 50 second- and third-shift employees.
KSU Appreciates You returned to all regional campuses throughout 2018, bringing campus resources to 450 faculty and staff to date and with more visits planned in the fall. Representatives from Human Resources, the Office of General Counsel, Student Affairs, Information Services, Diversity, Equity, and Inclusion, Academic Affairs, Finance and Administration, and Institutional Advancement visited regional campuses to enhance connections with employees and better facilitate institutional knowledge-sharing.

Employee BOGO Offers: HR and the College of the Arts collaborated on production of “Newsies.” The Division of Human Resources teamed with the College of the Arts to provide special ticket offers for 90 faculty and staff. Employees and friends were provided with discounted tickets, or a buy one, get one free ticket offer.

H.R. VP Loge Reception: The Division of Human resources hosted a family reception for 100 employees, members of Kent State Affinity groups and their families who received a special invite to a women’s and men’s basketball double-header.

The division of HR and IMG marketing joined forces and created a comprehensive marketing plan for employees to facilitate increased awareness of family-friendly days in support of students at various Kent State University sporting events (men's and women's basketball), and football games for employees’ families and friends. Employees were able to reserve up to four complimentary tickets for these special events. To date, the Division of Human Resources has sponsored 10 of these special event dates with over 2,100 tickets dispensed. The Employee drawings and participation in halftime activities resulted in a staffer winning an iPad, and a regional campus employee won a big screen HDTV. All awards were courtesy of local companies and businesses.

KSU Night at the Q 2018 – Human Resources collaborated with a Sports Marketing class to organize discount tickets and a complimentary scarf for more than 400 faculty and staff who attended a Cleveland Cavaliers game at Quicken Loans Arena on March 19. Festivities includes discounted beverages and a fan experience for children and adults.

Open Practices for Football and Basketball: Employee Outreach has expanded its efforts to enhance employee and workplace pride under the university’s “Undeniably Kent State” brand. One hundred and eighty-six (186) employees were in attendance at HR-sponsored Family and Friends Appreciation Days. Employees in attendance at basketball and open practice received a variety of gifts at each contest.
Office Support Staff Recognition: The Division hosted the annual OSSR Luncheon on April 24, 2018. The Division worked with a committee of cross-divisional volunteers in creating a relaxing “Enchanted Garden” atmosphere complete with fairy box centerpieces and entertainment by flute and harp players. Three hundred and fifty-two (352) employees were in attendance and were treated to a complimentary lunch and random prize drawings.

Annual Veterans Day Ceremony – Held at the Kiva, this event brought some 300 employees to recognize KSU and community veterans during an hour-long ceremony.

Hurricane Relief Supply Drive - Kent State University united with Kent area community partners recently to initiate a much-needed hurricane relief supply drive to benefit people in Florida affected by Hurricane Irma and its subsequent floodwaters. To promote the drive a large banner, designed pro bono by Glyphix Studio - a student run design studio - was draped across a tractor trailer parked at Willow Street and Main Street. Last month, local citizens made contributions of more than 350 pounds of adult and children’s wipes, diapers, incontinence products, paper towels, facial tissues, paper plates, plastic cutlery, and women’s and men’s underwear. The partners included the Kent Chamber of Commerce, Family and Community Services, Fab Express, PARTA, City of Kent Community Development and Health Departments, International Paper and the Kent Interfaith Alliance.

Employee Resource Groups – Some 50 faculty and staff were addressed at various ERG meetings. ERGs include Kent Young Professionals, International Faculty and Staff Network, Latino Networking Caucus, Pan African Faculty and Staff Association, Spectrum: Connecting LGBTQ+ and Faculty and Staff, and The Women’s Center.

Priority Five: Organizational Stewardship
Ensure a culture of continuous improvement and the efficient stewardship of university resources and infrastructure

In collaboration with the Division of Information Services, the HR Compensation team made enhancements to the university’s job description website based on users’ feedback. The enhancements included new features to help users navigate the site and to assist when submitting draft job descriptions.

Human Resources, Information Services, Academic Personnel and Payroll collaborated to streamline the hiring process by creating the Dynamic New Hire
Employee Checklist. A product of Finance and Administration’s LEAN training program, the list is a tool to help our talent have a pleasurable first experience by creating a central place where new employees can familiarize themselves with necessary onboarding processes. The checklist also provides better communication, transparency and drives employees to complete certain tasks in a timely manner.

- The number of employee engagements in wellness programs and activities continue to increase year over year. Total engagement for calendar year 2016 totaled 21,857; total engagement for calendar year 2017 were 27,519. This averages to nearly 2,300 employee engagements per month for an annual increase of 26% from 2016 to 2017.

Employee Wellness

- As part of the strategic planning to raise awareness of the depth and breadth of the Employee Assistance Program, IMPACT Solutions, we have seen a significant growth in total utilization. The overall use of the Employee Assistance Program increased from 4,025 activities in 2015 to 9,249 in 2017, a 130% increase.

- 2017 Silver Achievement Award for Workplace Wellness – American Heart Association (AHA)
The Kent State Employee Wellness program continues to be recognized nationally. During FY 2017-18, KSU’s Employee Wellness program was awarded the 2017 Silver Achievement Award for Workplace Wellness and was featured in the 100th Edition of Forbes Magazine in Sept., 2017. We have just learned that we have been awarded this same award for 2018. News of our 2018 award must remain under embargo until the AHA makes its national announcement in August, 2018. Since 2016, this is our fourth award by the AHA.

- First Place – Most Active University – Wellness Council of America (WELCOA)
In Sept., 2017, Kent State along with Plymouth State and the Wellness Council of America (WELCOA) launched a national On the Move University Challenge to engage other institutions of higher education in a 12-week gamified move challenge. Kent State University placed 1st overall in this national challenge garnering national attention. Along with first place bragging rights and awards, KSU also received a certificate of congratulations from The State of Ohio, House of Representatives.

- Top 10 Most Active Employers in the Nation 2018 – Wellness Council of America (WELCOA)
Kent State employees just completed their third consecutive year in the National
Move Challenge sponsored by the Wellness Council of America (WELCOA). This national challenge seeks to engage employers, each as their own team, across the country in a 12-week national fitness challenge. Kent State just placed 8th overall in the nation and will now be recognized as one of the most active employers in the country! In KSU’s first year in this same competition, they placed 29th overall, barely missing recognition as a Top 25. In 2017, KSU faculty/staff buckled down finishing 17th overall and being awarded one of the Top 25 Most Active Employers in the nation. Today, 2018, TEAM KENT STATE is in the Top 10! This holistic, gamified, team-inspired platform has proven to be one of Kent State’s favorite national competitions that many employees find “life changing.”

- **2018 Healthy Campus Award – Active Minds**
  Active Minds, a nonprofit organization dedicated to raising mental health awareness among colleges. Active Minds worked with the nation’s leading experts in student and campus health and conducted an extensive assessment to select the winners. Kent State emerged as a leader for its creativity, teamwork, innovation and excellence. A review panel for the Healthy Campus Award highlighted three innovative practices at Kent State:

1. **A STRATEGIC ROADMAP TO A DISTINCTIVE KENT STATE (INCLUDING KENT STATE OF WELLNESS)**  
   A system wide initiative to improve health and wellness on all campuses.

2. **POLICY AND SYSTEMS CHANGE**  
   Kent State expanded psychological services; implemented a smoke-free, tobacco-free policy; implemented comprehensive employee wellness; and modified the leave of absence policy to be more supportive of mental health.

3. **STEP UP & SPEAK OUT**  
   The university’s collaborative program provides greater awareness of mental health concerns, including risk factors for suicide through printed materials, website, an app, in-person education, and is further enhanced by a campus specific 24-hour hotline and a state-wide text line.

- Employee Wellness is positively affecting culture. For the third consecutive year, the Employee Wellness Culture Audit has demonstrated a positive upward trend, based on employee responses, regarding perceptions of KSU’s commitment, value, and care for their employee health. This audit seeks to measure perceptions of wellbeing and how employees perceive KSU’s commitment to their health. In nearly all categories, employees agree, or strongly agree, KSU cares and values their personal health.
Human Resources, in collaboration with a third-party administration, Educator’s Preferred Corporation (EPC), offered the University Employee Separation Plan (UESP) – Faculty to eligible full-time faculty members. This voluntary separation plan resulted in 94 participants, which exceeded the predicted number of 75 participants by 25 percent.

Human Resources Records partnered with the Office of Sustainability to host Shred-Mania, which allowed faculty, staff, students and the local community to recycle unwanted documents using Shred Rite, a secure, onsite paper destruction service. The event reminded the community about the importance of identity protection, best practices in business and personnel records retention and provided the community the opportunity to securely destroy unwanted documents. The event shredded 10,640 pounds of paper, a record amount since the event was first held in 2015. Total participation rose to 163 compared to 75 in 2017. Moreover, the 5.3 tons of paper collected this year is more than twice the amount (4,961 pounds) collected in 2017.

Human Resources Records, in collaboration with Payroll, Academic Personnel, Talent Acquisition, Career Exploration and Development and Information Services, selected DocuSign as the new electronic signature platform. With the implementation of DocuSign, the process of routing new hire documents for signature, approval and tracking timeline progress is simpler, more efficient and more secure. New hire documentation is now signed and forwarded instantly on any device, reducing time, effort, errors and has eliminated over 18,000 pages of printed documents.

PageUp was implemented on December 1, 2017, as the new Applicant Tracking System for faculty and staff job postings. The new software has improved the way we recruit people and increased cost savings through improved efficiency. Some of the advantages of the new system include:

- Enhanced Reports – automated reports and ability to create ad hoc reports
- Electronic creation and delivery of offer letters
- Hiring of multiple people from one posting
- Uploading of rating sheets to the system which allows quicker internal approval and processing
- Bulk compiling and send applications to hiring managers
- Applicant Lists can be exported very easily to Excel
- Enhanced application process
Employee and Labor Relations completed an upgrade of viDesktop to better facilitate performance evaluations. This included a single sign-on through Flashline. The group also hired three interns since July 1, 2017.

**Human Resources Points of Pride:**

- Dina Dusek
  - Graduate of Institute for Excellence, Individual contributor

- Wendy Gold
  - Strengthsfinder Certification
  - Member of the Cleveland Chapter International Coaching Federation

- Kim Hauge
  - Received Certified Wellness Practitioner (CWP) Certification from National Wellness Institute
  - Expert panelist by SAMHSA (U.S. Department of Health and Human Services) (Rockville, MD May, 2017)
  - Serve as Steering Committee Member with SAMHSA. Contributor for the expansion and adoption of workplace mental health approaches for employers. Target release fall, 2018.
  - Presenter – HR Executive Health & Benefits Leadership Conference, Las Vegas, NV (April, 2018)
  - Presenter – American Psychological Association, Center for Mental Health in the Workplace, *Strategies to Improve Mental Health in the Workplace*, (April, 2018)
  - Presenter – Society for College and University Planning: *Living and Learning – Health and Wellness on Campus*, Xavier University, Cincinnati, OH (June, 2018)

- Geraldine Hayes-Nelson
  - Portage County Community Action Council Board Member
  - President of Portage County NAACP
  - Executive Board Member, Boys and Girls Club of Summit County

- Elizabeth Lee
  - Graduate of Institute for Excellence, Individual contributor

- Renee Romine
  - Received master’s degree in Instructional Technology, December 2017.
Presented twice on leadership skills to the Business and Professional Communication class, School of Communication Studies, spring 2018

President, Pan-African Faculty and Staff Association, 2017-2018

Secretary, Portage County’s National Association for the Advancement of Colored People, 2017-2018

Interfaith Alliance (Faith Lutheran, New Hope Baptist Church, St. Hilary and Temple Israel) Collaboration Committee Chair. Responsible for organizing the four faith communities first MLK celebration in Akron, Ohio, January 2018. The program included a combined choir, African drummers, student recitals represented from each faith group, a combined presentation from the faith leaders and dinner.

Designed the course content for the Interfaith Alliance’s Social Justice series. The series included four sessions designed to discuss and examine inherent biases. Over 300 were in attendance the entire series and about 200 completed the pre- and post-surveys.

- Joe Richardson
  - Graduate of Institute for Excellence, Individual contributor

- Ron Smith
  - 2018 Northern Ohio Human Resources Conference committee member
  - Strengthsfinder Certification

- Maria Terleckyj
  - Maria Terleckyj received master’s degree in higher education in May 2017

- Steven Zoller
  - Strengthsfinder Certification

- Karen Watson
  - Treasurer, Latino Networking Caucus, 2018