

## Key Achievements FY' 2018-19

### Human Resources

#### *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

#### 1. Employee Engagement and Outreach – Communications Faculty/Staff News Now:

The HR Communications introduced a new email and web portal to distribute relevant news and events to Kent State employees and their families. The bi-weekly communication consolidated Management Update and HR eNews Flash with announcements on critical matters such as benefits, compensation, training and development, wellness, compliance, engagement and outreach, and employee relations. The streamlined communication to 10,600 employees is a one-stop for employee recognition and achievements, faculty and staff publications, new and familiar faces, message board, and employee milestones and anniversaries.

The “Faculty/Staff News” link is also located on the Kent State Today email, which is distributed semi-weekly by University Communications and Marketing to an even broader audience.

Lastly, [facultystaffnews@kent.edu](mailto:facultystaffnews@kent.edu) is a new email address created so employees can submit relevant news and information from their respective areas. This enhanced and engaged communication model provides a seamless and transparent communication stream.

- Faculty/Staff News Now – Launched February 4. Corresponding web page ranks third (behind job ops and holiday listings) among all HR web pages from Feb. 4 to present with 5,500 views.
- Great Colleges to Work For survey participation up year-over-year from 26.8% in 2018 to 34% in 2019. Largest increases in survey participation for administrative and exempt employees.
- Retirement in a Flash web site (<https://www.kent.edu/retirement>). HR collaborated with the Provost’s Office in developing the Retirement in a Flash for faculty and staff, and those planning for retirement. This development was based on feedback from recent retirees who identified a need for a smoother transition into retirement. Five quick steps are identified within a printable checklist that includes how to maintain a connection with Kent State.

### **Annual New Hire Diversity Luncheon (collaboration of HR and DEI).**

- 100% of the new hire respondents answered that they “Strongly agree” that the luncheon made them feel valued as a new hire.
- 98% of new hire responded positively that the event provided an opportunity to meet other new hires.
- 100% of the new hire respondents answered that they were satisfied with the luncheon and “Strongly agree” that the guest speakers provided useful information.
- Other highlights of the event were representation from Twinsburg, Salem and Trumbull campuses, opportunities to network and the introduction of Employee Resource Groups.

### ***Priority Five: Organizational Stewardship***

**Ensure a culture of continuous improvement and the efficient stewardship of university resources and infrastructure**

#### **2. HR Training and Development – Change Management (Organizational Stewardship)**

The Training and Development department created a Change Management Plan for the shared services initiative. The departments that are using the plan includes; University Facilities Management, Student Center, Residence Services, Recreation Services, and KSU Airport.

- VP’s and Shared Services chairs from representative areas participated in seven employee informational meetings across all three shifts. Over 500 employees have attended informational meetings and training sessions. Approximately 500 Change Management booklets and assessments have been distributed.
- UFM Shared Services Task Force is in the early planning stages with anticipated full implementation FY20. The purpose of the task force is to continue creating buy-in by giving employees the opportunity to assist with decisions that will impact the way they approach their work. It will provide viable considerations to upper management regarding questions collected from the employee VP employee informational meetings and shared services trainings. Suggestions will be documented and brought back to the large UFM shared services committee for review. The Task Force is designed to be temporary and used as deemed necessary throughout the transition process.

#### **3. Facilities Planning and Design, Supplier Diversity and HR Training and Development Collaboration**

Training and Development facilitated an Inclusive Partnering session for construction companies engaged in the \$1.2 billion Gateway Master Plan. The event provided an opportunity to:

- Identify the university's strategic initiative tied to supplier diversity
- Understand the vision for supplier diversity in the master plan, and to discuss a high-level Gateway Master Plan for inclusion.

#### **4. Talent Acquisition**

- UESP – The University Employee and Faculty Separation Plan resulted in 230 **employees** taking the voluntary plan at an estimated gross annual savings of \$16.5 million.
- Since February 2019, HR's job opportunities site ranks first for web page visits with 90,600 page views.

#### **5. HR Records**

For the past academic year, Records' focus was on upgrading our HR data to Banner 9, upgrading Banner 9 Document Management (AppXtender), upgrading our Employee Transaction Workflow, and automating the indexing of new hire DocuSign documents into AppXtender. These projects have greatly improved processes and efficiency for Human Resources, Academic Personnel, Career Exploration & Development, and Payroll.

##### Banner Document Management (AppXtender)

- Electronic signatures and document imaging are core functions of the University's ecosystem. With the collaboration of IT, we were able to bridge the gap between AppXtender and DocuSign by developing an integration that auto indexes completed documents.
- Takes 2.5 minutes to manually move a new hire file from DocuSign to AppXtender
- 4905 DocuSign envelopes x 2.5 minutes = 12,262 minutes (204 hours)
- 204 working hours saved annually between three HR offices.

##### Preferred Name Project

- Preferred name refers to the practice of allowing faculty and staff to indicate a preferred name that is utilized rather than a legal or official name in various places and contexts (e.g. class rosters, online directory, grade rosters, etc.).
- Strategic Priority developed from the 'Great Place Initiative 2.3' to prioritize attention to the diverse human element of the university.
- 345 Preferred name change requests have been processed in 2019

#### **6. Employee Benefits**

Human Resources (HR) continues to implement a comprehensive, multiyear healthcare benefits strategy that resulted in a savings of \$2.4 million in 2018 and additional savings of more than \$1 million expected with a successful RFP for a health care provider starting in FY 2019. The new health care plan resulted in a significant increase in the number of benefits-

eligible employees who opted for the high deductible plan (531 enrolled for 2019 vs. 399 the previous year). This also aligns with Priority 2.

## 7. Employee Wellness

Employee Wellness continues to make strides in positively affecting the health and productivity of the workplace culture at Kent State.

- Social Media launched – Wellness your Way Facebook Page
- Multiple awards: Forbes, AMA, WELCOA
- Employee Wellness Director nominated as Top Health Promotion Professional for 2019
- Expanded Employee Wellness Ambassador throughout all KSU campuses
- Championed Flexible Work Arrangement Policy to go into effect July 1, 2019
- Employee wellness engagement up 15 percent from previous year; avg. encounters per month
- Employee Wellness is leveraging PNC partnership
- Partnered with IdeaBase to create simplified messaging

Employee Wellness partnered with Employee Engagement and Outreach by offering biometric screenings to second- and third-shift employees. This accommodation provided targeted employees special consideration to arrive early to the scheduled Employee Appreciation Event for the Biometric Screening. The event was offered as a pilot with hopes to expand next year. This offering provided an increase in the participation rates of second- and third-shift employees for Biometric Screenings. Employees were able to attend both events with minimum disruption of employee work schedule. Both events were held in Kent Student Ballroom from approximately 9 – 10:30 p.m. (Biometric Screenings), Employee Appreciation Event 10:00-12:00 p.m. This aligns with Priorities 2.

## 8. Engagement & Outreach

President's Award of Distinction (\$1,500 reward) The President's Award of Distinction recognizes full-time, classified and unclassified employees. Staffers must demonstrate exceptional performance in advancing one or more of the following criteria aligned with the university's strategic goals during the previous fiscal year. The selection criteria is based on the five university-level initiatives.

- November 2018 – 300 nominations, 11 selected
- May 2019 – 126 nominations, seven selected

**Employee Resource Groups:** Identified employee groups that partner with the Division of Human Resources Employee Engagement, and are officially listed on the Human Resources website. The university ERG's support employees across multiple generations, backgrounds, ethnicities, and identities, to engage Kent State's entire community in supporting the university's mission, vision, and values.

The employee resource groups (ERGs) continue to grow and expand in the area of inclusion and support for targeted employees. In 2018 the ERGs' individual logos were added to the HR website.

- This year each group focused on programming around health and wellness. Revised ERG brochure
- Women of Color Collective (created in 2018) is a result of the cultural self-study audit.
- Created templates for constitutions and membership recruitment
- Created a policy for institutionalization of ERGs

## **9. Employee and Labor Relations**

- Transitional Work Program: (Employee and Labor Relations in collaboration with Benefits - Worker's Compensation Claims) to make every reasonable effort to provide suitable alternative work options within an environment that supports a gradual return to full duty, or reasonable accommodations for a worker unable to perform his or her regular job duties as a result of a work-related injury or illness.
  - Fiscal year 2018-2019 the transitional team implemented opportunities for ten employees injured on the job to return to work with suitable alternative work options. The employees received 100% of their regular wages, thus reducing the cost of workers' compensation payments.
- According to EHS, there was a notable decrease of 24.4% in the university's Worker's Compensation premium rate for 2018, and another 10% decrease in 2019. The premium in the 2019 policy year will be approximately \$347,000 less than it was two years ago.
- Job Enrichment Program (Article 54 of the AFSCME collective bargaining agreement, first since 2008) provides opportunities for bargaining unit employees to enhance knowledge and skills to improve their abilities to perform their jobs in a more effective and efficient manner. This program as a mechanism to meet employee career developmental needs and to improve the delivery of services to the university community.
- In April 2019, in collaboration with HR Training and Development, Labor Relations began a Dining Services, Food Service Worker I Job Enrichment Program for four employees. This 20-week, job enrichment program provides training communication skills, teamwork, computer literacy, mathematics and job specific content in their industry. The cost is approximately \$2000. Upon completion of the program employees will receive a \$.35 per hour increase.
- The Commercial Drivers' License Qualifications and Alcohol/Controlled Substance Testing programs continue to be implemented on a quarterly basis as required by the Federal DOT and Federal FHA. Employee Relations has added pre-employment testing for the following:
  - Emergency Services dispatcher controlled substance testing
  - Controlled substance and random alcohol testing for CDL drivers

- This is a cost-savings by accessing services on-site

#### **10. Office of Compliance and EOAA**

- Office of Compliance, EOAA conducted the annual Affirmative Action Facilitators training that included facilitators from the Kent and regional campuses. This training is designed to educate selected members of the campus community on maintaining familiarity with Affirmative Action policies and procedures, and having a general understanding of their local unit Affirmative Action Plan. The training assist the facilitators in responding to EOAA complaints within their respective areas, as well as informing their departments on how and where to report incidents of unlawful gender discrimination, gender/sexual harassment, sexual misconduct, stalking and intimate partner violence.
- The Office of Compliance, EOAA conducted monthly Title IX facilitator-led trainings to promote and encourage the reporting of incidents of unlawful discrimination and harassment, sexual misconduct, stalking and intimate partner violence. This resulted in reaching over 2500 students, faculty and staff.
- The Office of Compliance, EOAA provide guidance regarding the hiring and selection process. The Hiring Certification course is readily available in Blackboard for search committee participants.