



Operations Financial Plan for Action

Human Resources Services

What are the main objectives of your unit and how do you measure success in achieving them? How do you review and evaluate your department's yearly performance?

The purpose of the ASU Human Resources Office is to provide quality programs, exceptional customer service and expertise in all areas of human resources to the University Employees and customers. HR supplies campus wide knowledge, necessary tools, training, administrative services and management advise that the organizations needs to operate.

Human Resources provides campus wide services such as: Employee relations, employment management, compensation evaluation, administration of State of Colorado Classified Personnel System, performance management, employment policies & procedure, risk management, benefit plan management and leave management. Human Recourses also works closely with the Payroll department and Office of Equal Opportunity to support their core functions.

Human Resources works to provide an attractive benefits package for our employees to aid in recruitment and retention of high quality employees.

Human Resources measures success with on-going process in which processes/procedures are continually evaluated moving forward to ensure yearly performance measures are being met. Some examples of this are:

- Conduct quarterly workers compensation claims review.

- Participate in CHEIBA bi-monthly claims review and benefit management review.

- Review of Classified applicant pools to determine and adjust recruitment strategies.

- Monitor Personnel Contract Recommendations circulation flow to ensure appropriate rate of time to process and manage customer concerns.

- Monitor return-to-work rates in relationship to workers compensation claims which continue to improve which in-turn reduces overall plan costs and improved employee morale.

Monitor and evaluate CHEIBA benefit premium rates and plans in conjunction with national benefit rate and plan design trends. Ensuring our benefit plans and rates are competitive.

Conduct monthly benefit audits and reconciliations to ensure that employees are enrolled in benefit plans correctly and that payroll deducts premiums accurately.

Monitor participation rates and feedback from open enrollment meetings and educational sessions to make changes to the program as necessary to ensure campus coverage.

Monitor participation rates in the annual Health Fair.

Human Resources uses the above mentioned measurements to evaluate regularly and then quarterly and annually to gauge progress and make necessary adjustments where needed.

Human Resources also conducts yearly performance evaluations of office staff.

In what ways does your unit relate to other units of the university, academic and non-academic?

Human Resources provides support to the operational functions of the University as a whole as well as individual departments, and individual employees. Providing management support to departments and individual benefit support to employees.

Human Resources is dedicated to providing support and service to all employee classifications including: Faculty, Administrative Professional Staff, and State Classified Staff.

What resources do you need to improve your services to a superior level? How could the university help your unit do its job better?

We could increase efficiencies within Human Resources with the with University investing support in Computing Services and provide the HR staff Banner training and a temporary relief (floating administrative assistant) allowing proper implementation of Banner HR creating streamlined processes in HR that would support our services to departments. For example with proper support from Computing Services, training and time allocation we could automate PCR generation and approval through Banner.

With additional resources we could increase our ability to collect and evaluate benchmarking data resulting in better assessment.

We would like to be able to increase training and individualized support that campus would have access to.

With additional computing resources, we could develop appropriate and consistent reporting tools and data collection processes that would minimize the time and effort currently invested in manual processes for ongoing data requests and needs, thereby increasing our efficiencies.

Do you see needs and demands for services that your unit cannot currently meet? If so, what are they, and how do they relate to the university's mission?

The HR staff currently cannot provide our customers with comprehensive, high quality, compliance and professional development trainings for the campus as a whole. Would be meeting the institutional mission if we could develop an institutional training program that provided both professional development and compliance training for all levels of employees. Specifically, ideally we would be able to put an entire supervisory training series in place to provide development opportunities to current supervisors as well as aspiring supervisors.

We would also like to be part of a campus wide comprehensive onboarding processes, that collaborated across departments, providing a complete onboarding process that provided all new employees the information they need throughout their first year at ASU.