

HUMAN RESOURCES ANNUAL REPORT 2018–19

A MESSAGE FROM THE ASSOCIATE VICE CHANCELLOR, HUMAN RESOURCES



Welcome to the 2018-19 UT Knoxville Human Resources annual report!

Thank you so much for taking the time to see what your campus HR team has been up to during this fiscal year. This report makes use of a somewhat unorthodox format to convey our activities this past year. While you will see some of the standard metrics you might expect to see (numbers of hires, retirements, etc.) you will also learn about some of our harder-to-quantify work that is no less critical to our mission of serving the campus and recruiting top talent.

One of the highlights of our year was spending time doing strategic planning as a team, facilitated by Tomi Rogers, human resources officer for UT's Institute for Public Service. We clarified our mission, vision, and values and reflected on how we serve each other as colleagues and how we serve our faculty and staff members. From this process, we developed strong goals for the next year, so tune in again this time next year to see what further progress we have made!

Again, from our HR team to you, thank you for the opportunity to serve this wonderful university and all of those working here who make it so special.

Mary Juca

Mary Lucal Associate Vice Chancellor, Human Resources

- MISSION –

We provide professional HR services for our community through leadership and collaborative consultation to enhance personal and professional experiences.



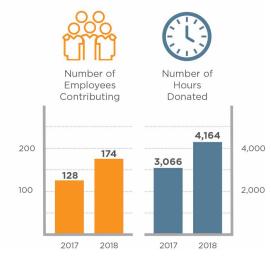
- VALUES

We value excellence and inclusion by building relationships with respect, integrity, accountability, and care.

VISION

We are innovative, collaborative, and caring HR professionals who responsively engage our community and strategic partners. We lead, empower, and support a journey of growth and success. **Go Vols!**





Sick leave bank participation rates

Business Partner Model

The very nature of our work in Human Resources is to assist in attracting, hiring, supporting, and retaining the best faculty and staff. However, we do not rest on past accomplishments. We constantly look for ways to better our services. The business partner model is a result of our self-assessments and attention to customers' expressed needs.

The recruiting business partner, or RBP, model represents the advancement of our recruitment work from transactional to consultative. Each unit within the university has a designated RBP to work with them on recruiting, hiring, and onboarding. RBPs provide training on interviewing, conducting searches, vetting of candidates, and diverse hiring practices, and provide other services including targeted job fairs and membership on search committees.

Similarly, the employee relations business partner model means that each unit is assigned a senior employee relations consultant. This consultant works collaboratively with other HR professionals, if needed, to provide holistic solutions to expressed concerns. Services include supervisory coaching, performance consulting, workshops, policy interpretations, and reorganizations.

Sick Leave Bank

The sick leave bank was established in 1989 to provide members who are experiencing serious illnesses or injuries an opportunity to request additional paid leave from the bank after exhausting all personal accrued leave. With the addition of new members this year, donations to the sick leave bank increased by 36 percent over last year.

Educational Assistance Workshops

Faculty and staff with a desire to continue their education were encouraged to attend educational assistance workshops. Thomas Broadhead, professor and director of undergraduate academic advancement, hosted a session for those interested in pursuing an undergraduate degree. Another session was held by Yvonne Kilpatrick, assistant dean and director of graduate admissions, for those interested in



seeking a graduate degree. In addition to the workshops, booths at various locations on campus encouraged faculty and staff participation in the fee waiver program.

Compensation Process Streamlining

In September, IRIS was modified to allow position record changes submitted by departments to be updated automatically after review. This change reduced the number of hours staff spend on manual data entry

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for position changes for faculty, staff, student, and friend positions for the Knoxville area including the Institute of Agriculture, the Institute for Public Service, and the Knoxville campus. It also allows for faster turn-

around times for position changes.

Be Well Partnership with Flu Shots at the Rock

We partnered at various events this year with two wellness programs—Be Well, an initiative of UT's Center for Health Education and Wellness, and Healthier Tennessee, part of the Governor's Foundation for Health and Wellness. In the fall, HR and Be Well set aside a day at the Rock to provide flu shots for faculty and staff. **66** Thank you to everyone in HR for making everyone feel so special this week and for the great picnic yesterday:) Happy Admin **Professionals** Day:)"







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TENNESSEE

We are Volunteers. Volunteers give back.

CAMPUS

CHEST

CAMPAIGN

SEPT. 10-NOV. 2, 2018





MAKE A DIFFERENCE

Campus Chest Giving

At the beginning of the 2018-19 Campus Chest campaign, the goal for Human Resources was set at \$4,000. The HR team exceeded that goal by 1 percent with a final contribution amount of \$4,032. The campus-wide goal of \$590,000 was also exceeded, with a total of \$590,468.

HR Roadshow

We understand the importance of being accessible to faculty and staff. During December and January, in conjunction with Be Well and the UT System Office of Human Resources, we set up booths at 10 locations across campus. Employees had an opportunity to discuss insurance, retirement, and healthy

living options

and complete

benefit forms while enjoying a cup of hot

chocolate.

Image: Second system
Image: Second system

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Midnight Doughnut Delivery

The benefits outreach coordinator, together with a representative of UT System HR, visited and delivered doughnuts to Facilities Services employees working second and third shift at various locations on campus. They discussed benefits and insurance and gave staff an opportunity to ask questions.

Domestic Violence Awareness

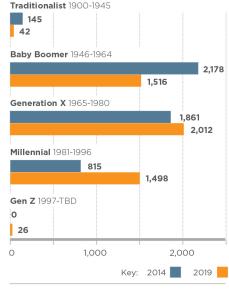
Representatives from Human Resources wore purple and raised awareness for domestic violence on October 18. Faculty and staff were also encouraged to wear purple, and an information booth helped us to share the signs of relationship violence and abuse and to provide helpful resources.







JANUARY-MARCH 2019



Generational shift among faculty and staff

New HR Analyst Position

We welcomed a new human resources analyst who will provide analysis of various HR metrics, programs, and initiatives and provide campus leadership with data to inform decisions. As shown here, for example, we can use this analysis to better understand our workforce and the generational shifts we have experienced.

Vetting Candidates Workshop

In FY2018-19, we made a concentrated effort to coach our campus clients about the importance of vetting job candidates. We designed a new workshop, Vetting Candidates, and facilitated it for many campus units. The workshop emphasizes the importance of due diligence as we welcome faculty and staff into our campus community. It also explains the resources that HR can provide to hiring managers and search committees during the search process. We established new guidelines for regular staff positions, which now require attestation from the department that references have been contacted. We look forward to

soon providing a basic level of social media review for final candidates for staff positions.



100 percent. HR achieved its goal

rate of 61.6 percent. HR received

of full participation, contributing to

the final campus-wide participation

two certificates of appreciation and

percent participation and one for best

recognition: one for achieving 100

participation by a small division.

Family Campaign The 2019 Big Orange Family campaign launched with a campus-wide participation goal of 60 percent, and the Human Resources team set its own goal of

Giving Back

through the

Big Orange

Creation of the Learning and Organizational Development Department

The Learning and Organizational Development Department was established within HR in February. The department consists of Will Ploskonka. manager; Jeannie Tennant, consultant; and Audrey Robinson, training coordinator. They serve students, leadership, faculty, and staff on campus with individual and team support along with professional development workshops and learning opportunities.

Customized training sessions for departmental needs and individual and team development opportunities are tailored to specific needs. Sessions can be centered on a wide range of topics, including leadership development, relationship management, pro-



tion and interpersonal skills. Services provided include team assimilations, coaching, and consulting.

Strategic Planning 2.0

In the spring, we spent time as a team learning about ourselves as individuals and the value we collectively bring to Human Resources and the university. We were guided in team building by Nancy Scott, Haslam College of Business director of leadership development. With the facilitation of Tomi Rogers, human resources and operations manager at

UT's Institute for Public Service. we articulated HR's mission. vision. and values and developed a strategic plan to guide our mission of responsively engaging our community and strategic partners



by empowering and support-

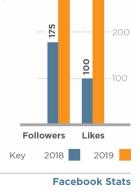
ing a journey of growth and success. Our strategic plan will guide our activities and will be revisited as campus strategies change and evolve.

Service Award Recognition Luncheon



Each year the president and chancellor host a service award luncheon recognizing regular faculty and staff who have given 25 years or more of dedicated service to the university. This year two of our own were honored at the luncheon: Connie Walden for 40 years of service and Michelle Whited for 30 years of service. We are grateful for their continued contributions to Human Resources and the university!





HR Facebook Page

Since the HR Facebook page launched in February, 2018, we have seen an increase in page followers and views.

UT Knoxville Campus Job Fair We hosted a campus job fair April 24 at the former Visitors Center. The

event was open to the public and offered the community an opportunity to meet with several departments from the university. Attendees were able to learn about departments across campus and how

their talents might be used. Approximately 65 members of the local community attended. This is an event we plan to host annually, encouraging departments to participate.

Change Center

The Change Center is a safe space for area youth to congregate, make connections, empower themselves, and

grow. We were honored to participate in an inaugural Boot Camp hosted by the center. The six-week evening program was an opportunity for area employers to work alongside the Change Center staff to provide guid-

ance on employment matters to participants—around 50 youth and young adults between the ages of 14 and 25and prepare them for a job fair. Nightly sessions focused on a wide range of topics: resume creation, online application submission, mock in-

terviews, handling stress in the workplace, punctuality, and resigning in an appropriate manner.

Diversity and Engagement

UT Knoxville was challenged this year by our chancellor "to help create a welcoming campus for all."



Human Resources has been meeting that challenge in a number of ways:

Training in the Intercultural Development Inventory, or IDI, prepares leaders to be qualified administrators of the IDI in their professional and educational settings. The first IDI training was held June 12-14; 18 faculty and staff members were certified as IDI administrators.

Two more new programs were developed this year and the cohorts will launch during the 2020 fiscal year. The UT Inclusive Leadership Academy, or UTILA, equips leaders to support and lead our diverse workforce by creating a culture of inclusion.

> **UConnectT** provides nonexempt staff with professional development experiences, preparing them for progressively responsible roles.

These three programs help address diversitv and inclusion awareness needs across all



spectrums of the campus for staff. faculty, and students.

Efforts to develop and sustain a welcoming culture of respect and success for all Volunteers is a shared responsibility, and HR is proud to work collaboratively with the Office of Diversity and Engagement and others in advancing these efforts.

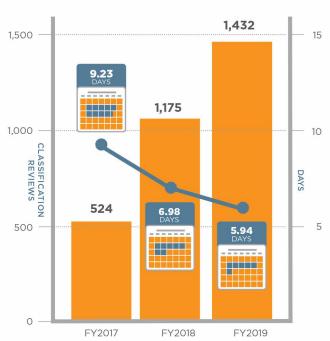
Staff Appreciation Week

During the week of April 22, we celebrated the first Staff Appreciation Week on campus. UT staff members enjoyed special perks like free beverages from Aramark din-

ing locations, discounts free headshots by the Office of Communications and Marketing. and giveaways including Clarence Brown Theatre tickets and athletics wearables. Additionally we shared stories on our exemplary staff members in Tennessee Todav each day that week.

66 This is awesome. Thanks for showing so much appreciation this week and always! It's great to be a Vol!"





Number of position classifications and time to review

Community of Practice Day

Campus HR professionals joined together for the first annual HR Community of Practice Day. Participants were informed of updates to policies, procedures, and employment law. They heard an engaging panel discussion on courageous leadership and presentations including "FLSA: What You Don't Know CAN Hurt You," "Develop and Train: Coaching Employees for Success During Their Probationary Period," "From Posting to Hiring," and "FMLA for HR Folks."

Job Classifications by Compensation

We perform classification reviews for regular and temporary staff positions for Knoxville-area UT units, including the Institute of Agriculture, the Institute for Public Service, and the



Knoxville campus. Over the past three fiscal years, the volume of classification reviews has tripled, while the time required to complete a review has decreased.

CUPA HR Conference

In April the Tennessee chapter of the College and University Professional Association for Human Resources (CUPA-HR) hosted its annual joint conference with the Kentucky chapter. This year the conference took place in our own backyard in Knoxville. A total of 16 institutions were represented by 60 attendees, 15 of which were from UT Knoxville Human Resources. Presentations during the day-and-ahalf conference included "Creating an Engaged Higher Ed Workforce," "Using Salary Surveys for Benchmarking and Budget Planning," "Strategies and Benefits of Multigenerational Communication," "Diversity, Equity, and Inclusion from Talk to Action," and "Onboarding for a Multi-Cultural,



Regional, and Generational Workforce." In addition, the group toured the CUPA-HR national office, which is located in Knoxville. The event encouraged networking with peers from other colleges and universities across Tennessee and Kentucky.



Throughout The Year

Records Department

HR's Records Department serves the Knoxville area daily by processing all of the staff and faculty transactions in the IRIS system. The department processed 20,713 transactions in IRIS during 2018 for staff and faculty.



In addition, Human Resources held 19 **job fairs** on campus and throughout the community, with more than 2,131 people participating. A total of 1,059 staff positions

Knoxville Area
Regular Positions
Filledwere filled in
the Knoxville
area during the
course of the
fiscal year, an
increase over
last year.

HR Staff Members: True Volunteers

Our staff members are proud Volunteers and take that name to heart. In the past year, HR staff members have donated time to the following events and agencies:

5K for Appalachian Bear Rescue	Knox Area Rescue Ministries
5K for Asian Festival	Knoxville Area Urban League
Amachi Knoxville (Knoxville	MLK Walk and Parade
Leadership Foundation)	Morgan County Correctional Facility
Angel Tree Ministries	Phyllis Wheatley Community Center
Angelic Homeless Ministries	Restoration House
Blount County Humane Society	Samaritan's Purse
Blount County Special Olympics	Second Harvest Food Bank
East Tennessee Children's Hospital	St. John's Cathedral Flower
Great Smoky Mountain Habitat	Delivery Guild
for Humanity	Susan G. Komen Knoxville
Gresham Middle School Foundation	UT Pride Center—Knoxville Pride Fest
Habitat for Humanity	YMCA Knoxville





The University of Tennessee, Knoxville Human Resources

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ALL STREET

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