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-quantity 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 Lucal
Associate Vice Chancellor, Human Resources
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 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.
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.

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.
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.

Giving Back through the Big Orange 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 100 percent. HR achieved its goal of full participation, contributing to the final campus-wide participation rate of 61.6 percent. HR received two certificates of appreciation and recognition: one for achieving 100 percent participation and one for best participation by a small division.

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, professional skills, resiliency, diversity and inclusion, and communication 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-

Q3
QUARTER THREE
JANUARY-MARCH 2019

Generational shift among faculty and staff
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 held at the center. The six-week evening program was an opportunity for area employers to work alongside the Change Center staff to provide guidance on employment matters to participants—around 50 youth and young adults between the ages of 14 and 25—and prepare them for a job fair. Nightly sessions focused on a wide range of topics: resume creation, online application submission, mock interviews, 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 (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 (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 diversity and inclusion awareness needs across all spectrums of the campus for staff, faculty, and students.

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 dining 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 Today each day that week.
Community of Practice Day
C 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-a-half 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.
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:

- Knox Area Rescue Ministries
- Knoxville Area Urban League
- MLK Walk and Parade
- Morgan County Correctional Facility
- Phyllis Wheatley Community Center
- Restoration House
- Samaritan’s Purse
- Second Harvest Food Bank
- St. John’s Cathedral Flower Delivery Guild
- Susan G. Komen Knoxville
- UT Pride Center—Knoxville Pride Fest
- YMCA Knoxville

### 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.

### Throughout The Year

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 were filled in the Knoxville area during the course of the fiscal year, an increase over last year.

20,713
TRANSACTIONS IN 2018

Knoxville Area Regular Positions Filled

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