



# HUMAN RESOURCES ANNUAL REPORT 2019-20

## A MESSAGE FROM THE ASSOCIATE VICE CHANCELLOR, HUMAN RESOURCES



Welcome to the 2019–20 UT Knoxville Human Resources annual report!

It is challenging to summarize the 2019-2020 academic year, given the complications of COVID-19. Yet it is so important to step back and celebrate our accomplishments because important work took place which will inform our future.

In the coming pages, you'll learn about activities from all of our functional areas. Employee Relations, Records, Compensation, Recruitment, and Learning and Organizational Development provided unique contributions to our campus life, and I am appreciative of all they do. You'll also learn what a strong community partner HR can be when it works as a team to act for the good of those in the Knoxville area.

To all of our partners, on campus and off, we thank you and look forward to another great year together!

A handwritten signature in blue ink that reads "Mary Lucal". The script is fluid and cursive.

Mary Lucal, Ph.D.  
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!**

# Fall 2019

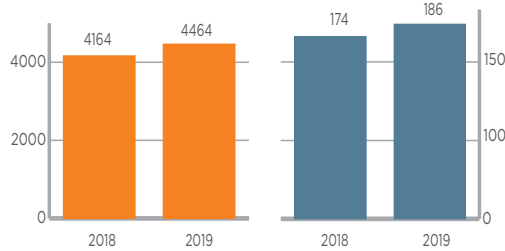
JULY - DECEMBER



Number  
of Hours  
Donated



Number of  
Employees  
Contributing



Sick Leave Bank Participation Rate



UTILA Completion Awards

## Inaugural University of Tennessee Inclusive Leadership Academy (UTILA) Cohort

In August the University of Tennessee Inclusive Leadership Academy (UTILA) was launched. This leadership development program centered on the concepts of Commitment, Curiosity, Courage, Cultural Competence, Collaboration, Caring and Civility and consisted of 5 in-class sessions, outside assignments and a capstone project. An application process created a cohort of 18 leaders representing staff and faculty from 17 different departments.

This cohort was brought together and actively engaged in a semester-long learning experience designed to intentionally create open and deeper conversation around the inclusion chal-



lenges faced by each cohort member in their daily role at UT.

The learning was also strategically extended beyond the in-person meetings through the use of online readings, videos and discussion board reflection assignments. UTILA culminated in a celebration and cohort capstone presentation. The cohort presented work on a Diversity Action Plan model developed in partnership with the Office of Diversity and Engagement.

### **Radical Candor**

One of the new philosophies that our Chancellor, Donde Plowman, introduced to our campus came from the book *Radical Candor* by Kim Scott. The book has gained lots of attention, and Mary Lucal facilitated a leadership session with Marketing and Communication focused on a new management philosophy based on the text.

### **Facilities Services Leadership Academy (FSLA)**

Learning and Organizational Development held a 5-session academy for Facilities Services leadership focusing on positive, best practice leadership behaviors. Over 60 supervisors, foremen, managers and directors participated in sessions that covered topics such as Leadership Awareness, Relationship Management, Positive Work Environment, Influence and Change, and Strategic Decision Making.

### **Intergenerational LGBTQ+ Dialogue Event**

UT Knoxville held its first intergenerational LGBTQ+ dialogue event.

Several departments, including the Pride Center, Human Resources, and the Commission for LGBTQ People, partnered to make this event come to fruition.

### **CUPA HR National Conference**

Mary Lucal and Izetta Slade presented on the topic of HR Needs Assessments at the CUPA HR National Conference in Golden, Colorado with Mark Coldren, VP of Human Resources for SUNY Buffalo.

### **Volunteer Values Launched**

Human Resources invited new employees to a connection luncheon. This new program, part of our onboarding transition, is a chance to connect new staff with some of the key offices on campus and to have dialogue around living our campus values. This luncheon received such positive response that it will be repeated two times per year going forward. Thank you to Tyvi Small, Vice Chancellor for Diversity and Engagement, for helping support this event!



CUPA HR National Conference

# Fall 2019

JULY - DECEMBER



SEC Human Resources Officers

## Inaugural SEC CHRO Event

The first ever SEC Chief Human Resources Officers (CHRO) meeting was held at UT Knoxville. This critical peer group discussed and shared best practices on wellness, enterprise resource planning systems, conflict of interest, and other important topics. It was very special to be able to host this group in our lovely Student Union. The group decided to meet annually and will next meet at the University of Arkansas.

## Veteran Appreciation Week

This year Human Resources, in conjunction with the Veterans Resources Center (VRC), the Office of Diversity and Engagement, Air Force & Army ROTC, and Haslam College of Business planned a series of learning and appreciation events for our veteran community. There were two “Green



Veteran's Dinner Planning Committee

Zone” trainings held in Hodges Library for the greater campus community to participate in and enjoy.

The first Green Zone training was a student veteran-focused training to educate the campus community on student veteran benefits, transition from active duty, and celebrating cultural awareness of today’s student veteran. The second Green Zone training was geared toward the benefits and challenges our veteran staff and faculty might bring to the workplace. On their respective days, both trainings hosted an interactive panel of student and employee veterans from the campus to help facilitate and answer any questions.

A Veterans Appreciation Dinner was hosted in the Student Union Pilot/Flying J Ballroom at no cost to our veteran employees and friends of our veteran community. This was a first-class event to honor more than 200 guests of the university and celebrate the sacrifices of those that

Regular Staff & Faculty Headcounts	
Knoxville Area	5155
University of Tennessee Knoxville	2168

\*As of 6/30/2020



Human Resources sponsored a gift for all employee and student veterans. The small gift of appreciation was given along with a free breakfast provided by HR at the VRC.

The screenshot displays a web application interface for a 'Human Resources Dashboard'. The dashboard features a header with navigation links: Home, Reports, Analytics, and Settings. The main content area is titled 'Human Resources Dashboard' and includes a subtitle: 'Leading, empowering, and supporting a journey of growth and success.' Below this, there are tabs for 'Overview', 'Recruitment', 'Compensation', 'Benefits', and 'Performance'. The 'Key Performance Indicators' section is currently active, showing a table with two columns: 'Temporary' and 'Permanent'. The table has two rows of data: 'Q1 2024' and 'Q2 2024'. The 'Permanent' count for 'Q2 2024' is highlighted in a yellow box with the value 3,337. To the right of the table, there is a text box stating: 'The Human Resources Dashboard provides critical insights into the company's workforce, enabling data-driven decisions for strategic growth and innovation. This dashboard is crucial for understanding the diverse composition of the organization's workforce and optimizing resource allocation.' Below this text box, there is a paragraph: 'Regular updates ensure that leadership and staff can monitor workforce trends and make strategic decisions based on the most recent data.' At the bottom of the dashboard, there is a link: 'Explore Detailed Overview'.

Category	Q1 2024	Q2 2024
Temporary	1,590	3,592
Permanent	2,778	7,562

Permanent: 3,337

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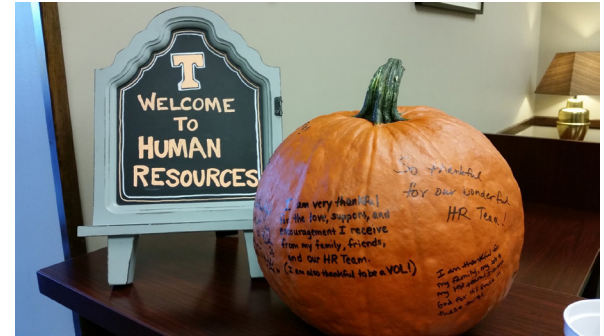
[Explore Detailed Overview](#)

## Bullying Task Force Kick-off

ulty and staff. This group has been charged with recommending policy and outreach efforts for the campus.

Each fall the Human Resources department adds a pumpkin to the front office decor, and University staff and visitors add statements of gratitude to the pumpkin when they visit the HR department.

Recruiting Business Partner Casey Bain assisted in coordinating the effort for the veterans' holiday food drive on campus with Second Harvest Food Bank and the Combat Veterans Motorcycle Association. The university donated more than a pallet of crucial food items totaling more than 500 pounds – and was the largest single contributor for this initiative. The food helped feed veteran families around Knox and Blount counties as well as others across East Tennessee during the holiday season.



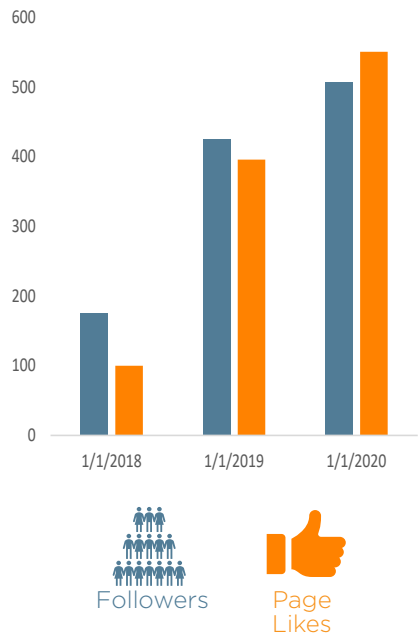
## Human Resources Gratefulness Pumpkin

**“I am very thankful for the love, support and encouragement I receive from my family, friends and our HR Team. (I am also thankful to be a VOL!)**

# Spring 2020

JANUARY - JUNE

## Human Resources Facebook Page Statistics

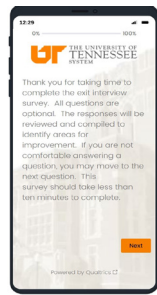


**Valentine's Day Salute to Service**  
The Human Resources department collected and packaged give-away items for the City of Henagar Veterans



Celebration. This event honored World War II and Korean War veterans. Head Football Coach Jeremy Pruitt also recognized the veterans by sending a letter of support.

**Updated Checkout Process and Exit Survey Tool**  
Human Resources partnered with OIT to update and streamline the automated checkout process which includes a revised exit interview survey. The change has resulted in a 160% increase in



staff exit interview responses and a 27% increase in faculty responses. This provides campus leadership with valuable insight into the experiences of departing staff and faculty.

**Inaugural UConnect Cohort Concludes**  
UConnect was a yearlong learning program that targeted highly motivated non-exempt staff with three years of continuous service at UT. An application process created a cohort of 25 individuals representing 23 different departments. UConnect provided a set of carefully constructed professional development experiences, introducing the cohort to senior leadership and the complexity of higher education structures. The cohort's experiences will immediately benefit their current departments, and develop and strengthen a pipeline of talent for the campus area community. Each UConnect cohort member organized and undertook a leadership role in a project to positively impact their area's work. The first ever UConnect concluded in May.



## Open Doors Community Connection

In January, Recruitment hosted

a campus and community connection event. This event brought about 50 members of the community onto campus to engage in casual conversations with campus organizations that represent diversity and inclusion.

**OPEN DOORS:**  
A Campus & Community Connection

UTK Human Resources  
Office of Diversity and Engagement  
UTK Pride Center  
Council for Diversity & Interculturalism

Commission for Blacks  
Commission for Lesbian, Gay, Bisexual, & Transgender People  
Commission for Women

**THURSDAY - JANUARY 30, 2020**  
**5:00PM - 7:00PM**  
UT Culinary Institute & Creamery - 2712 Neyland Drive

Join us for this opportunity to connect with the University of Tennessee Knoxville through casual conversations with the organizations that represent diversity and inclusion throughout campus and the Knoxville community.

\*\*\*Spanish & Sign Language Interpreters will be in attendance.\*\*\*

## Case Management System Purchased

Employee Relations (ER) purchased HR Acuity, an employee relations case management software solution. This software stores ER case information in one location, provides better tools for tracking, investigating, and analyzing ER issues, and also provides aggregate reporting on employee relations issues.

## Dual Career Program Launched

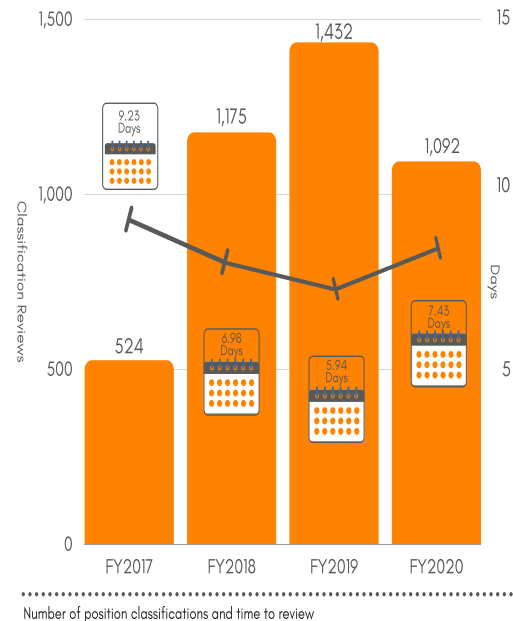
The Dual Career Program, or DCP, provides spouses and partners of prospective and recently hired UT

Knoxville employees with tools and resources for finding employment in the Knoxville area and assistance with identifying potential employment opportunities.

This program is a partnership between Human Resources, the Office of the Provost, and the Office of Diversity and Engagement, and reflects the university's commitment to recruiting and retaining a highly qualified, diverse, and inclusive workforce.

## Recruitment Highlights

- Faculty New Employee Orientation
- HR Roadshows
- Job Fairs in partnership with community organizations
- Shoes for School
- Dual Career Program
- Department of Defense Strategic Partnership
- Open Doors community event
- Austin East Food Drive
- Endeavor Summit
- Valentine's Day dinner for Veterans



# Spring 2020

JANUARY - JUNE

“Just knowing that you are interested in how I'm doing means a lot. Thank you.”

## Campus Support During the Pandemic

March 2020 will be the month that defined the 2019-2020 academic year. For the first time in the history of the University students were asked to not return from spring break, dorms were closed, sporting events were canceled, offices were closed, and the majority of staff and faculty began working remotely. The phrases “unprecedented times” and “social-distancing” became the “new normal.”

While some employees continued working on campus everyday, others shifted their workplaces to kitchens, home offices, living rooms, and screened in porches. Co-workers became spouses, children, dogs, and cats. Meetings once in-person moved to



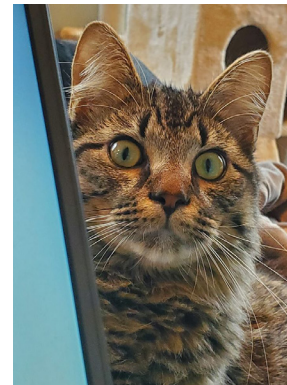
Zoom, Microsoft Teams, and Skype.

Human Resources developed new ways to creatively support the Volunteer community, both on campus and remotely. Mary Lucal, the associate vice

chancellor for Human Resources, emailed a short survey to the university staff.

The purpose was to gauge how staff members still working on campus and those working remotely were doing and determine how Human Resources and university administration could support them. There was a response

rate of 65.2% of those who viewed the survey. The survey influenced the Learning and Organizational Development professional development offerings and prompted phone calls to personally connect with staff to offer various resources.



## Learning & Organizational Development Provided Professional Development Sessions

Human Resources joined together to support faculty and staff during this time of uncertainty. The Learning and Organizational Development department developed a plan to support the telecommuting staff. It began as a Zoom session with 155 participants providing support and guidance for all telecommuting staff, and quickly expanded to an additional Zoom session for telecommuters with children and several lunch and learns. Chancellor Donde Plowman joined one Telecommuting with Children Zoom session. Resources were made available on the Human Resources website, including daily encouragement for telecommuters.

## Self-Isolation Tracking Support

In the early stages of working remotely, the Compensation depart-

ment began tracking staff and faculty self-isolation cases. The role expanded as Compensation staff began contacting faculty and staff that completed the self-isolation form, answering questions, and performing follow-up on outstanding self-isolation cases.



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They also began administering the provisions of the Families First Coronavirus Relief Act (FFCRA).

## Recruitment Goes Virtual

The recruitment team assisted managers and search committees with moving candidate interviews to

Zoom while engaging candidates and stressing flexibility and connection. The normal in-person half-day new employee orientation moved to a hybrid format with a larger online and virtual format.

Recruiting Business Partners continued recruiting candidates and holding job fairs virtually. Between 200 and 300 candidates participated in nine virtual job fairs. LaTangela Underwood partnered with the Knoxville Area Urban League (KAUL) to organize and promote the four-day KAUL virtual job fair in June. UT was one of the profiled employers.

## EOC Participation

Several Human Resources staff members served on the Emergency



Julie Roe, Sr. Employee Relations Consultant, and Jill Zambito, Assistant Vice Chancellor, socially distance in the Emergency Operations Center

# Throughout The Year

## Records Department

HR's Records Department serves the Knoxville area daily by processing all of the staff, faculty, and student transactions in the IRIS system. The department processed 25,368 e-forms and 1,361 fee discounts and waivers during 2019 for staff and faculty.

25,368

TRANSACTIONS IN 2019

In addition, Human Resources held 19 **job fairs** on campus and throughout the community, with more than 718 people participating. A total of 1,074 regular staff positions were filled in the Knoxville

Knoxville Area  
Regular Positions  
Filled

2019	2020
1,059	1,074

area during the course of the fiscal year, a slight increase from the previous year.

## Staff Supports Campus Initiatives

Human Resources staff support various initiatives and organizations across campus. Here are a few examples of HR staff showing support.



HR collaborated with campus partners and the Knoxville Area Urban League to provide school supplies, backpacks, and new athletic shoes to Knoxville area school children. The Volunteer Family helped with this event in which approximately 5,000 students were served.

Associate Vice Chancellor, Mary Lucal raises awareness around sexual assault by virtually participating in Hike the Hill in Heels.



Julie Roe, Sr. Employee Relations Consultant, and her son show their support for Sexual Assault Awareness Month #SAAM by wearing teal.









**The University of Tennessee, Knoxville Human Resources**

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