Addressing Priorities

On February 21, 2019, the Knox Area Human Resource team met to kick off our 2019 Strategic Plan. Tomi Rogers, HR/Operations Manager of Institute for Public Service facilitated our work. At this session, the HR group identified eight priorities. We will continue to work on these eight priorities and update our plan as UTK begins its strategic visioning process early in 2020.
HR Values, Mission, and Vision

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

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

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!
**2019-2021 Goals and Objectives**

**Goal 1: Demonstrating Expertise**
Offer our knowledge to our customers.

*Objectives:*
1. Increased presence and relationships throughout the campus community
2. Reinforce the business partner model
3. Increased attendance at customer departmental meetings
4. Support faculty during new employee orientation
5. Establish a leadership onboarding program for all new leaders
6. Market coaching services
7. Launch Learning & Organizational Development Unit
8. Establish HR Coaching Referral System
9. Establish new leader cohort group

**Goal 2: Intentional Marketing**
Increased presence on campus.

*Objectives:*
1. Actively recruit top talent using social media, advertising and presence on search committees
2. Increase UT HR Brand externally

**Goal 3: Metrics**
Create metrics to assist UTK departments

*Objectives:*
1. HR Dashboard
2. HR Annual Report
3. Internal HR Reporting for improved processes
4. Enhance Exit Interview survey tool
5. FAQs on HR Website

**Goal 4: Process Improvement**
Demonstrate commitment to continuous improvement

*Objectives:*
1. Implement process improvements in all HR areas
   - Background Checks
   - Referrals
2. Retool HR Roadshow

Goal 5: Enhanced Community Outreach
Build partnerships through interaction with campus and community

Objectives:
1. Create new HR content classes/workshops
2. Continue engagement with veteran’s organization in addition to other groups
3. Opportunities for volunteer-based activities

Goal 6: Employee Engagement
Create a positive employee experience

Objectives:
1. Implement innovative rewards/recognition program
2. Develop & implement work life practices and programs
3. Develop sounding boards
4. Innovation in Professional Development

Goal 7: Internal Development
To increase the knowledge of HR staff

Objectives:
1. HR Speaker at staff meetings to utilize faculty expertise for development
2. Enhance internal communications
3. Increase conference participation and presentation to share our work and connect with other higher ed HR experts

Goal 8: Diversity
Support diversity as a campus and HR value through such activities as hiring, professional development and engagement.

Objectives:
1. Dual Career hiring program
2. UT Inclusive Leadership Academy
3. Training in the Intercultural Development Inventory
4. Intergenerational Dialogue Panel for LGBTQ+ Community
2019 Goals Accomplished

Demonstrating Expertise:

• Launched Learning & Organizational Development Unit
• Inaugural Community Day of Practice
• Established Coaching Practices and Referral System on HR Website
• Increased presence in campus community
• Established Business Partner Model in Recruitment
• Continued Faculty Only Orientation
• UConneCt a non-exempt leadership program

Intentional Marketing:

• Increased community participation
  1. HR Staff are invited to other units staff meetings for cross training
  2. Increased departmental group activities i.e. tailgate social

Metrics:

• Delivered HR Annual Report - 2018/2019
• Added FAQ's to HR website

Process Improvement:

• Retooled HR Roadshow
• Created a background check process improvement team

Enhanced Community Outreach:

• Created HR based classes & workshops
  1. The Change Center: Mock Interviews, Resume Writing and Employer Expectations
• Established partnership with Career Services
• Recruitment Team engaged with East Tennessee Military Affairs Council (includes over 100 veteran organizations)
• Participated in the Urban League's Shoes for School Event
• Austin East High School Food Drive
• Visit to Morgan County prison
• Tennessee Veterans Business Association Job Fair & Breakfast
2019 Goals Accomplished - continued

- East Tennessee Military Affairs Council UTH HR Engagement
- UTK HR Veteran Employment Visit with Oak Ridge & ORNL
- UTK HR Veteran LGBTQ Jobs Fair with the Veterans Resource Center
- UTK HR and VRC Cultural Competency and UT Job Opportunity Discussion
- UTK HR Veteran Employee Panel & Discussion with the Veterans Resource Center
- UTK HR and Army ROTC Open House & Employment Discussion
- Diversity Champions Veteran Employment Opportunities – Chamber of Commerce
- Tennessee Veterans Leadership Summit (UTK & UTC) East Tennessee HR Focused Initiatives for Veteran Employment
- East Tennessee Military Affairs Council UTK Employment Opportunities Discussion
- Transition Assistance Program Engagement with Eglin Air Force Base, Florida
- Veteran’s Resource Fair – UTK HR (National Guard Armory) & Radio Spot
- U.S. Army Soldier for Life Employment Engagement with Fort Knox, Kentucky
- UTK Veteran Employment Engagement & Defense Strategy with the Office of Research Engagement
- Veterans-focused Job Fair with the American Jobs Center
- Veterans UTK HR Employment Opportunities Meeting & Discussion
- TN State Veterans Employment Workshop – Chattanooga, TN
- UTK HR and VRC Green Zone Training – UT Employee-Veteran focused
- UTK HR and VRC hosted Employee-Veteran Breakfast (Veterans Day)
- UTK HR and VRC first-annual Veteran Appreciation Dinner
- UTK HR, VRC, & Army ROTC Veteran Remembrance Ceremony
- East Tennessee Mobile Veteran Food Pantry (Second Harvest) – Veteran Employment Focused Event
- UTK HR Wreaths Across America Awareness Drive & Volunteer Opportunity
- Veteran Employment & Defense Strategy Workshop with the Office of Research Engagement

Employee Engagement:
- Partnered with UT Veteran’s Resource Center
2019 Goals Accomplished - continued

**Internal Development:**
- Internal gatherings periodically to strengthen bonding of HR staff
- Invited faculty speaker to HR meeting-Nancy Scott, Haslam College of Business
- Increased conference participation and presentation opportunities:
  1. 15 HR staff attended CUPA Annual Join TN/KY HR Conference
  2. Endeavor Summit
  3. Partnership for Impact: Outreach Conference
  4. Presented at Inaugural Threat Assessment Summit for SEC

**Diversity & Inclusion:**
- UT Inclusive Leadership Academy (UTILA)
- Training in the Intercultural Development Inventory
- Intergenerational Dialogue Panel for LGBTQ + Community
2020 Goals Accomplished

Demonstrating Expertise:
- The university mobilized its Emergency Operations Center which included several members of the HR team.

Intentional Marketing:
- Job Fairs:
  1. 1/7/2020 - TVBA (Tennessee Veteran's Business Association)
  2. 1/16/2020 - American Job Center - Job Fair
  3. 2/4/2020 - 2020 University of Tennessee-Knoxville Spring Job & Internship Fair
  4. 2/4/2020 - Veteran Networking Night
  5. 2/20/2020 - American job Center - Monthly Multi-Employer Fair
  6. 3/10/2020 - KnoxWorx Job Fair
  7. 3/12/2020 - Alcoa American Job Center/Blount County Library Multi-Employer Job Fair
- Virtual Fairs:
  1. 3/14/2020 - UT Facilities Services Virtual Job Fair
  2. 3/28/2020 - UT Facilities Services Virtual Job Fair
  3. 4/5/2020 - UT Facilities Services Virtual Job Fair
  4. 5/5/2020 - UT Facilities Services Virtual Job Fair
  5. 5/19/2020 - UT Facilities Services Virtual Job Fair
  6. 5/22/2020 - American Job Center WebEx - Virtual Resource Fair
  7. Community Action Committee Virtual job fair May 2020
  8. 6/1/2020 - Knoxville Area Urban League Re-Entry & Supportive Resources Event
  9. 6/2/2020 - Knoxville Area Urban League Re-Entry & Supportive Resources Event
  10. 6/3/2020 - Knoxville Area Urban League Re-Entry & Supportive Resources Event
  11. 10/21/2020 - American Job Center Single Employer Fair
  12. 12/18/2020 - Holidays East Virtual Hiring Event 12.18.20

Metrics:
- Enhanced Exit Interview Survey tool

Process Improvement:
- New Employee Welcome/Orientation moved to virtual setting
2020 Goals Accomplished

Enhanced Community Outreach:

- Continued engagement with veteran’s organizations
  1. Tennessee Veterans Business Association Job Fair & Breakfast
  2. Tennessee Veterans Summit Veterans Employment Seminar
  3. UT Veterans Student Services Network Employment Workshop
  4. UTK Open Doors Campus & Community Job Fair - Veteran Table
  5. U.S. Air Force Employment Seminar - McGhee Tyson Air Base
  6. Veteran Networking Night w/ Center for Career Development
  7. DoD Customer Engagement or UTK Employment w/ ORE
  8. Transition Assistance Program Engagement w/ Maxwell Air Force Base
  9. Tennessee State Veterans Steering Committee Employment Workshop
  10. Veteran Webex Meeting for Employment Opportunities in Defense Research
  11. UTK Employment Teleconference for U.S. Air Force Veterans
  12. U.S. Army Soldier for Life Employment Engagement w/ Fort Knox, Kentucky
  13. Veteran UTK Employment Teleconference – U.S. Army focused
  14. Tennessee Veteran Employment Connect Pre-Workshop
  15. Transition Assistance Program Engagement w/ Eglin Air Force Base
  16. East Tennessee Veteran Employment Teleconference
  17. TN State Veterans Recruitment Workshop via Zoom
  18. East Tennessee Mobile Veteran Food Pantry (Second Harvest)
  19. U.S. Army Soldier for Life Employer Engagement w/ Fort Campbell, Kentucky
  20. Army Corps of Engineers Veteran Zoom Meeting
  21. East Tennessee Mobile Veteran Food Pantry (Second Harvest)
  22. East Tennessee Veteran Employment Opportunities During COVID-19

- HR part of team publishing Covid 19 guides and training

Employee Engagement:

- Sounding Boards sponsored by UTK HR aim to connect, support and engage staff members who have shared interests. Topics in 2020 included:
  1. Work Life
  2. Employees as Students
  3. Early Career Professionals
  4. Non-Exempt Professionals
2020 Goals Accomplished

- Learning and Organizational Development support items during Covid:
  1. Mindset Mondays
  2. Telecommuting with Children
  3. Professional Development
  4. Short Video review from the Professional Development Session
  5. Friday Newsletter
- Joint Finance/HR meetings

Internal Development:
- Clifton Strengths Certification

Diversity & Inclusion:
- STRIDE for Staff
- UT Inclusive Leadership Academy (UTILA)
- Intercultural Development Inventory (IDI)
2021 Goals Accomplished

Demonstrating Expertise:

- Faculty Volunteer Retirement Incentive Plan
- Vaccine Mandate
- Paid Parental Leave and Organ Donation policy implementation
- Transition to Market Pay
- Voluntary Retirement Incentive Plan information sessions
- Minimum raised to $13 per hour with compression adjustment
- Employee compensation project information sessions

Intentional Marketing:

- Job Fairs:
  1. 3/16/2021- Community Action Committee Youth Wins Job Fair
  2. 5/6/2021- Community Action Committee Senior Job Fair
  3. 7/1/2021 - Summer Multi-Employer Job Fair

Metrics:

- Launched HR Dashboard
- Exit Interview “stats at a glance” established

Process Improvement:

- Online Performance Review Tool established
- Background Check Process Improvement launched
- Outsourced employee verification
- Employee Relations Committee Reorganization
- Participated in the development of the electronic student hire eform

Enhanced Community Outreach:

- Volunteers from HR at UT Covid 19 Vaccine Clinics
- Continued engagement with veteran’s organization:
  1. East Tennessee Mobile Veteran Food Pantry (Second Harvest)
  2. National Veterans Convening Conference
  3. U.S. Army Soldier for Life Employer Engagement w/ Fort Knox, Kentucky
  4. Solutions for Training, Recruiting, & Investing in Veteran Engagement Workshop
2021 Goals Accomplished

5. Transition Assistance Program Engagement w/ Tyndall Air Force Base
6. UTK Veteran Employment Discussion w/ Army National Guard
7. East Tennessee Veteran Employment Opportunities via ETMAC
   • Knox Area Urban League Shoes for School

Employee Engagement:
• Veterans at UTK Survey
• Learning and Organizational Development Assessment
• Vol Values Luncheon
• Return to Rocky Top Series:
  1. Leading Hybrid Teams Podcast Series
• Supported McLean engagement survey launch
• Supported UTSA strategic plan development

Internal Development:
• HR Team member attended CUPA-HR Spring Conference
• 3 HR Team members participated in CUPA-HR's creating the Next Higher Ed Workforce
• HR Team member attended CUPA-HR for Leaders Oneness Lab, Deeper than Diversity
• HR Team member attended CUPA-HR's Research Skills Lab: Data Visualization
• 2 HR Team members attended CUPA-HR's Association Leadership Program
• Entire HR Team took Clifton Strengths Professional Development
• HR Team member obtained Certified Administrative Professional certification
• HR Team member became a Certified Compensation Professional
• Mary Lucal and Tarah Keeler present at CUPA National Conference

Diversity & Inclusion:
• UT Inclusive Leadership Academy (UTILA)
• UConneCt - Leadership and Professional Development Program
• Staff Diversity Fellow