



# HUMAN RESOURCES ANNUAL REPORT 2020-2021



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



*A Welcome Message From The Associate Vice Chancellor,*

*Though 2020 was a year like no other, our team still has much to share with you about our activities! While I don't wish to sugarcoat the challenges our team and campus faced, looking back I recall much more prominently the many ways in which individuals rose up and leaned in. Individually and in teams, our staff and faculty figured out answers to problems for which they had received little to no formal training, and certainly little practice. They improvised, modified, and in some cases made do, helping each other all along the way. The way we work changed in some ways, in some ways stayed the same, but we collectively realized what we could do when we put our minds to it.*

*In the following pages, you'll see some examples of the activities Human Resources accomplished in 2020-2021. I am proud of each member of this team, and on their behalf thank you for allowing us to serve this great campus.*

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

*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!**



# COVID-19 Response

## True Volunteer Spirit

The UT Knoxville Human Resources Department stepped up as a part of campus adaptation to the COVID-19 Pandemic.

## Contact Tracing

The team communicated with employees who were in isolation or quarantine to determine their time frame to return to work and follow up on their condition. They went the extra mile to ensure employees had the support they needed until the official contact tracing team was established in August 2020.

## Unscheduled Administrative Closure (UAC)

The Compensation team also supported the cam-



pus community in the use of UAC leave. The team provided support for questions about when using UAC was appropriate and how much UAC an employee could use. The team was also responsible for analyzing usage reports.

## Expanded Family Medical Leave (FML)

The Compensation team is typically responsible for FML administration, but the Families First Coronavirus Relief Act expanded FML benefits. The team administered this new benefit for employees through December 31, 2020.





### **Telecommuting Agreements**

With the full return to in-person work in June 2021, the HR team supported the campus community by advising departments on setting up formal telecommuting agreements.

### **Virtual Formats**

Many HR services moved to an online format (orientation, HR Roadshow, and service awards), increased virtual meetings for HR and fiscal officers were held, and an online performance review process was implemented.

### **Campus Communication**

The HR team created electronic HR related COVID support online. This involved providing resources, tips, university policy updates, community resources, protocol, and more. Specifically, HR added FAQs and return to work guidance to their website as employees returned to their places of work on campus.

### **Supplemental Work Board**

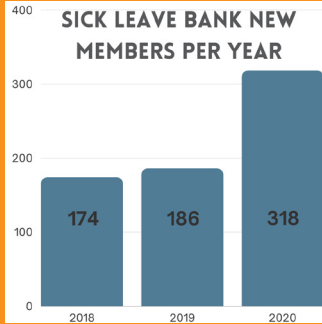
The campus community implemented a supplemental work board. This application allowed for quick workplace assistance as needed for both those seeking work and those who need workers at the university. The work board promoted additional resources for job-seekers through virtual events and resources such as TalkSpace and Sanvello.



# Fall 2020

JULY - DECEMBER

## SICK LEAVE BANK NEW MEMBERS PER YEAR



### Sick Leave Bank

Open enrollment was extended system-wide for two additional months in 2020. A newly created electronic application, coupled with the extended enrollment period, yielded record enrollment numbers for 2020. The Knoxville-Area Sick Leave Bank welcomed 228 new members, while the Institute of Agriculture Bank welcomed 90.

### Vol Values

This event provides a chance for new staff to discuss their first months as UT employees and ways to become part of our Volunteer mission, as well as ways to build relationships with other Vols. In 2020, HR hosted Vol Values virtually on two separate occasions in December, re-welcoming over 100 staff hired over the previous year.



*Chancellor Plowman and President Randy Boyd with 50 years of service employee, Frankie Gorman*

### Administrative Leadership Retreat

The inaugural Administrative Leadership Retreat took place on December 10, 2020. This event brought together close to 100 administrative leaders from across UT to continue the work of the University Leadership Council which convened earlier in the year. This retreat focused on actively developing anti-racist practices where students, faculty, and staff of color can thrive. Groups focused on systemic issues that can have a big impact on the UT community.



*Ayres Hall in the Snow*



### Leadership Cohorts

In August 2020, application-based cohorts of the UConnect, and the University of Tennessee Inclusive Leadership Academy

UTILA started in a virtual format. UConnect is an immersive, year-long inclusive development program, available to a selected group of non-exempt employees who meet specified criteria to increase leadership skills. UTILA is an inclusive leadership academy, offered to increase leadership competence through the lens of diversity and inclusion.



### Shoes for School

The HR team held a backpack drive for the local “Shoes for School,” an event through the Knoxville Area Urban League and its partnerships with

Covenant Health, TVA, and Second Harvest. This event provides new shoes and school supplies for local children in need. This year at the event 1,500 pairs of shoes were distributed and 3,000 backpacks were filled.

### Veterans Family Food Drive

HR partnered with campus ROTC programs, the Combat Veterans Motorcycle Association, the Knoxville Scottish Rite, and Second Harvest Food Bank for a food drive. The Vol Shop donated hundreds of items including towels, bags, and water bottles. All in all, 190 veterans and their families received support with a total of nearly 5,000 pounds of food distributed along with numerous other items.



*Veterans Food Drive*

# Spring 2021

JANUARY - JUNE

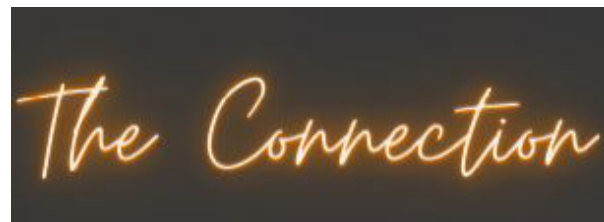
5,200  
Positions  
Assigned to  
New Job Families

## Market Based Pay System Roll Out

The University of Tennessee System rolled out a new job classification structure and market based pay system for regular staff positions in January 2021. The implementation was a result of three and a half years of work by a system wide team. In late 2020, meetings were held with employee and leadership groups to discuss the compensation project implementation. For the area served by the UT Knoxville Compensation team, about 5,200 positions were impacted by the new job classification structure.

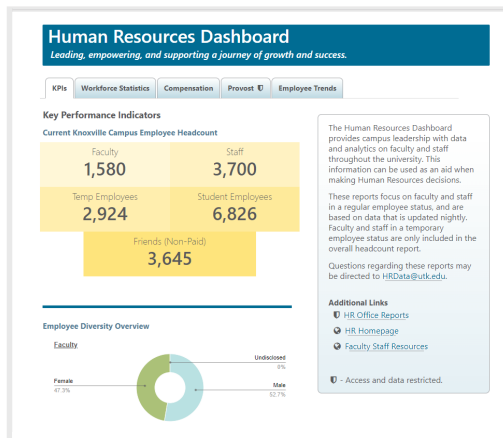
key performance indicators to assist in decision-making.

The HR Dashboard can be found at:  
<https://hr.utk.edu/dashboard/>



## The Connection

The Learning and Organizational Development (L&OD) team created a monthly newsletter titled “The Connection”. The Connection aims to keep our university community informed on Learning and Development opportunities coordinated and facilitated by the L&OD team and provide contact information for possible consultations and specific interventions designed to meet individual team needs.



## Human Resources Dashboard

The HR Dashboard was launched in Spring 2021. The HR Dashboard project is a partnership project between OIT and HR. For the first time, leadership has current and historical HR data on demand. The Dashboard allows users to see complex HR data in meaningful ways and provides leadership with information on



### **i2Verify**

In March 2021, HR and Records partnered with i2Verify to perform employment verifications for all current and former employees (post 2019). This process will reduce turnaround time in the employment or wage verification processes while also allowing the employee the opportunity to control their own personal data.

### **Online Performance Review**

Human Resources and the Office of Information Technology worked together to convert the university's annual performance review process to an online format. In this cycle alone, **3,275** staff reviews were successfully completed in this new format.

### **DEI added to Performance Review**

A change that was made to the evaluation format that will impact evaluations written in 2021 and beyond. The "Adaptability and Flexibility" category was removed and replaced with a "Diversity, Equity, and Inclusion" category. The HR team added suggestions, guidance, and resources to assist employees and supervisors in the evaluation process.

**30,273**  
Employment  
Verifications Processed







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

105 Student Services Building • 1331 Circle Park Drive • Knoxville, TN 37996-0213 • 865-974-6642 • [hr@utk.edu](mailto:hr@utk.edu)

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