

## 2007-08 HUMAN RESOURCES ANNUAL REPORT

The 2007-08 fiscal year was an extremely challenging one for the entire office. We had several unanticipated issues occur throughout the year that not only affected our ability to accomplish all of our outlined goals and objectives but also at times made it difficult to believe we would be able to accomplish our daily tasks of paying people and completing other work.

In addition to our stated goal of hiring a new Assistant Director and front office individual, we had our unclassified payroll and the student payroll/worker's compensation positions become vacant during the same time frame. These two positions took immediate precedent over the other two vacancies and we worked as quickly as possible to fill the positions (quickly being an oxymoron when dealing with Wisconsin Civil Service). While this recruitment process took place the entire office stepped forward to assist with the additional work, but the majority of the burden fell on two people.

Jo Johnson took on the task of doing not only her normal job of the classified payroll and LTE coordination along with her other duties, but also performed the student payroll work. Mary Kay Sankey performed the work of the unclassified payroll along with the continuing majority of her normal work. We increased Pam Moen temporarily to 100% to assist with benefits and others in the office helped as much as possible to assist with the transition from vacant to new people in the positions. The work load continued even after the hires were made and a new additional burden was added to the two individuals---that of training the new people. While now Barb Hoen and Monica Winter are in the positions, the training will take a full year as they need to experience all of the actions that occur during the year.

Thanks to the dedication and skill of everyone we were able to meet deadlines and get everyone paid on time and accurately. To me this was an amazing feat that involved a lot of late nights and early mornings.

### 2007-08 Goals and Objectives

#### 1. Recruit and fill Assistant Director and Secretary Positions.

##### a. Review both positions for job duties and titling

The position descriptions were reviewed and changed to update the new duties and responsibilities of the positions. Both positions are being asked to perform more duties and responsibilities. The recruitments were successful and both positions were filled with very good people. Unfortunately, at the beginning of the new fiscal year

the new HR Assistant position became vacant again as the individual that had accepted the position exercised her option to return to her old position on the campus.

2. Conduct two (2) sessions on union contracts for supervisors.

We had Jason Beier, from System Administration, come to Stout to do one session on contracts for supervisors. The plan then was to have him come back once the contracts had been settled to go over all of the changes for the supervisors and to also refer them to any regional training that OSER provides for contract changes. Unfortunately the contracts were settled so late that the time was not available for this to occur. This session on the contract changes will be provided when the new contracts become available for distribution.

3. Finish set up and begin using Post Offer Essential Job Functions program.

This has developed into a much more complicated program to implement and construct than we had anticipated when the project began. At this point we are ready to begin the testing for custodial positions when we have to recruit from the outside. As an illustration of how complicated this became, just for custodian positions the original suggestion from supervisors and consultant was to devise 8 separate job functional tests. After a lot of reviewing and reconsideration the final number of exams for custodial positions was settled at 4. One test each for academic, residence, auxiliary buildings and rover custodial positions. The next series of tests to be developed will be for dining service employees.

4. Implement Criminal Background Check Policy, including:
  - a. sending out notification to supervisors
  - b. open session for individuals to attend
  - c. placement of policy on website

The policy was implemented and is now occurring. Experiences have been positive in the use of the policy with minimal issues/problems. As expected some issues have had to be checked with system legal, but time delays have not been significant. Supervisors were notified and we are working with them in small groups or in one on one sessions to clarify what happens and why it has to occur.

5. Conduct two (2) retirement sessions for the year. One for classified and one for unclassified.

These were conducted early in the year and were very well attended. We continue to experience a very strong interest in retirement from all levels of employees.

6. Continue work on PeopleSoft HR/Payroll/Benefits implementation
  - a. Establish campus committee

A campus Implementation Committee consisting of Kay Schnur, Ed Nieskes, Grady Richatz, Pat Cramer, Larry Graves, Bonni Falkner and the HR/Payroll/Benefits staff was formed for the campus.

The PeopleSoft project has been going through many fit/gap sessions that began in March and continued through July of 08. These sessions covered payroll, benefits, budget, commit accounting, human resources, and shadow systems. They varied in length from 4 full days to one day and were held all over the state at various campus sites. Also involved was a lot of data gathering for the sessions. The Implementation Committee participated in the sessions and data gathering where appropriate and we are now awaiting the next step in the implementation process.

7. Implementation of Imaging

We have continued our imaging process through out the year with the use of a 50% LTE. What we have found is that once you have files imaged to maintain the new materials coming in on those files and to image new employee files as they begin employment with the university is taking more time than we had imagined. Progress is being made in the imaging of the files but slower than I had anticipated. Once again I called the companies that Kristi had provided to me about contracting out the imaging of the existing files, but I have not heard back.

8. Conduct 2-3 Executive EDGE sessions for Dept Chairs.

We were going to provide support to the Provost's Office in the offering of the programs directed at the Academic Department Chairs, but at this time nothing has occurred that I am aware of. We are working with Donna Weber, AA Officer, on a session for the fall start up for Department Chairs and Directors. Half of the session will be aimed at only department chairs but they should plan on attending the entire session.

9. Work on Jeff Russell and EDGE programs.

We are offering the Jeff Russell program for the upcoming year of 2008-09. It will be primarily aimed at new supervisors and the individuals that participate in the Business Managers group that have not had the opportunity to attend these programs in the past. Potential participants have been forwarded to the division administrators for their review. More individuals may be added or some may be taken off.

The EDGE program will also be offered for the upcoming fiscal year. Cally Henderson and I were working on the programs that would be considered annual vs. those that would

be offered on an every other year schedule before she went on maternity leave. What are considered the core courses would be those offered on an annual basis, i.e. the BFS and HR courses. For the programs offered every other year we will have the opportunity to develop and present new ones, i.e. archiving of documents, union contract changes, etc.

10. Work with Classified Advisory Committee on website.

Due to the amount of turnover that occurred in our office and the realignment that occurred within the Division of Academic Affairs nothing was accomplished on this other than Cally and I talking about how we need to get the committee active in other endeavors, i.e. the website, membership, a form of input from the classified community.

11. Implementation of Jeff Russell committee new employee orientation recommendations.

Cally and I talked about how and what we may be able to do to follow through on these recommendations before her maternity leave. She will return to work on July 15, 2008 and we will continue to work on these and implement them.

12. Review Tuition reimbursement procedures for classified/unclassified.

I did a complete review of all of the contracts, state sources for classified non-represented and unclassified staff for information on what is required to go through tuition reimbursement. This information was presented to the Chancellor's issue group and reviewed.

For tuition reimbursement we have one form that is used for everyone, classified and unclassified. The procedures are essentially the same for everyone in that it has to be approved before starting classes, there are limits to the number of courses that can be taken but this can be exceeded by approval from the supervisor. The amount to be reimbursed is controlled by the contract for contractual employees and either by the state or the division administrator in the other cases. The only thing left to do is to assure that we communicate this information to division administrators, directors and supervisors so that the procedures are interpreted and enforced the same for everyone.

13. Have two (2) diversity events.

We did not schedule any diversity events for the 2007-08 as we will be participating in events scheduled by the division.

In addition to the above goals and objectives the HR Office also volunteered to undertake a lean review project on the classified recruitment process. During the later part of the fiscal year we began planning on how to undertake this process and worked with Kristi to set up a date, time and place to accomplish this. To be continued in next year's annual report.

As everyone did in the administration building, over the past year we went through the moving out of the building and back in. We were re-located to the library which was a great location on the campus but not very good office space for our office. It was one big open space which was very noisy and made it very easy to hear conversations that were going on. It was extremely difficult for the payroll people to concentrate on their jobs, especially when Jo and Mary Kay were doing the equivalent of two jobs at the same time. While we had set aside the only private office we had for meetings with people it was very difficult to find areas to have private conversations. It was very nice when we were able to move back into the Administration Building.

We continue to experience more time spent in teleconferencing with System and I don't believe this will abate in the next year or two. Part of it is the PeopleSoft implementation and part is also the continuing down flow of information and responsibilities. There has also been an increase in the amount of time spent off campus due to the fit/gap sessions. While necessary, this does detract from the work that has to be accomplished on a daily basis.

During the past year we had:

Classified Staff:

New LTE positions that were filled	123
Total # of vacancies	66
Transfers/reinstates	35
Filled by special recruitment	19
Filled using state register	12
Failed recruitments	03
Recruitments started in 08 (ongoing)	11
Employees terminated	13
Positions analyzed for reclass	11
Reclasses processed due to change	08
Reallocations processed	07

Unclassified staff:

New hires	106
Detail salary sheets done/redone	571
Unclassified contracts	596
Continuing Ed contracts	60

Summer session 540 (these have to be manually entered into Wisdom)

Benefits:

Retirements

Classified	17 (includes 3 disability which are extremely time consuming)
Unclassified	27 (includes 2 disability)
Total	44

Benefit Orientations

Classified

Permanent Employees	32
Project	1
LTE	11
Total Classified	44

Unclassified

In retirement system	89
Short Term Academic Staff (STAS)	27
Change from STAS to retirement	07
Graduate Assistants	66
Total Unclassified	189

The number of classified recruitments went up from last year from 58 to 66; total number of transfer/reinstatements went from 22 to 35; special recruitments increased from 13 to 19. We are still in the amazing transition of our work force from experienced to new. Since I will never see this again, it is quite interesting to observe. As I have stated many times before, it does create more work on everyone's part and presents a full range of issues and problems. More hires, retirements, health related issues, disability retirements and issues, more births and leaves, and the list keeps growing.

For our dual choice period this year there was a last minute change in providers that were available to employees. This was one of the major companies in the area and they essentially stopped providing services for western Wisconsin. This created a lot of confusion and anger for employees who then turned to the benefit area for advice on who was offering what for the year.

The following statement sounds like it is getting to be an old song, but it is very true and I am not sure that it is going to change a lot in the near future. We are definitely an office in the throes of transition. We have had four (4) major recruitments in the office of which we will have to repeat

one of them. The remaining three (3) are on at least a year long learning curve to experience the complete cycle of events their jobs will encompass. This involves the continuation of the training by the experienced staff that performed these jobs during the recruitments which continues to detract from the performance of their regular jobs.

We are also undertaking the review of what I hope will be many processes using the lean process. While it may be very ambitious I would like for us to be able to go through the lean process on another procedure in early 2009. This is turning into a necessity if we are going to continue to be able to meet our obligations to the campus in a timely, efficient and accurate manner. At this point in time it is virtually impossible for us to complete the work to be done in a 40 hour week. There are many reasons for this some of which will be a repeat but some of them are:

1. The learning curve of the new staff and the time required of the existing staff to work with them.
2. The effects of the lateness of the settlement of the union contracts.
3. The effects of the lateness of the settlement of the unclassified raises and process.
4. The complete re-alignment of all of the colleges which affected not only our department but also BFS and all of the college business managers.
5. The increasing number of "different/special" contracts and hiring that has occurred. Each one of these takes a much longer time to put together and assure that they are what the hiring department wants to do and that we can actually do it.
6. The amount of time spent on the PeopleSoft fit/gap sessions and data collections related to this.
7. Working with unclassified contract, evaluations and discipline issues.
8. Increasing numbers of individuals with health/retirement and related issues.

Fiscal year 07-08 was a very challenging year and I think it is safe to say that 08-09 will be a continuation of the same. We are lucky to have the staff we do to meet this challenge and continue to provide service to our customers.