
Human Resource Services Action Project

Institution: Upper Iowa University
Submitted: 2005-12-21 **Contact:** Ed Ogle
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Timeline:

Planned project kickoff date: 12-19-2005

Target completion date: 06-01-2006

Actual completion date: --

A. Give this Action Project a short title in 10 words or fewer:

Improve Human Resource Services to Employees Through Improved Communication and Training

B. Describe this Action Project's goal in 100 words or fewer:

Improve communication and consistency of message to new hires by developing a checklist to assist hiring supervisors with the search, hire and orientation process. (Part 1, Feb 2006) Improve opportunity for staff input by establishing and implementing a Staff Welfare Committee (Part 2, April 2006) Improve communication to employees about HR services and resources by developing a series of communication pieces to distribute on a regular basis to employees. (Part 3, June 2006)

C. Identify the single AQIP Category which the Action Project will most affect or impact:

Primary Category: Valuing People

D. Describe briefly your institution's reasons for taking on this Action Project now -- why the project and its goals are high among your current priorities:

The need for improvement in human resources emerged from the Conversation Day that was held as part of a Vital Focus self-assessment. It was further supported by an employee survey specifically focused on evaluating HR services in February 2005.

E. List the organizational areas - -institutional departments, programs, divisions, or units -- most affected by or involved in this Action Project:

All organizational areas across the University will be involved at some level.

F. Name and describe briefly the key organizational process(es) that you expect this Action Project to change or improve:

Areas include: Hiring, Employee Orientation, Employee Training, Employee Relations Informed and satisfied employees will be able to more adequately meet students' needs, be responsive to the public, and contribute more effectively to the organization. Employees will be better informed about HR services available to them and would be better able to avail themselves of those services. Internal communications and services to employees will improve, resulting in more collaborative relationships and a culture that more effectively values people.

G. Explain the rationale for the length of time planned for this Action Project (from kickoff to target completion):

We plan to implement three fairly succinct projects in the 05-06 academic year addressing three key areas identified by our research. This will allow us to move on to these three areas quickly, showing results and allowing for visibility to assure employees that we heard their concerns. These are all specific and short-term improvements which have long-term impact on HR services and our demonstration of valuing people.

H. Describe how you plan to monitor how successfully your efforts on this Action Project are progressing:

In our research we noted that UIU has had a very decentralized structure for many years to handle HR-related issues. A cross-functional team has been established consisting of all personnel who have HR functions as part of their position. This allows them to communicate regularly and share information. This team has now met for six months and has been very successful in aligning services and eliminating rework between positions. This Human

Resource Services Team (HRST) will oversee this project and the three parts. They meet monthly and will review progress at each meeting. Meeting summaries are prepared for the President and distributed to the UIU community.

I. Describe the overall "outcome" measures or indicators that will tell you whether this Action Project has been a success or failure in achieving its goals:

In addition to monthly review of progress towards goal deadlines, there are several specific indicators that can measure our progress: The HRST will solicit feedback from hiring supervisors on the new checklists and training materials to assist with position searches, hiring and orientation. Feedback will be utilized to adjust the checklists and training. The implementation of the Staff Welfare Committee with subsequent regular meetings and reports sent out to the University community will help show progress in this initiative and engraft it in the system. The all-employee survey initiated in 2005 will be repeated in the spring of 2006. Results will be compared and analyzed. Specific indicators of progress will be how informed employees feel they are and what opportunity for input they believe they can give.

J. Other information (e.g., publicity, sponsor or champion, etc.):

None

K. Project Leader and contact person:

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