

2019 Human Resources Year in Review

Turning feedback into innovation

University Human Resources (UHR) is committed to advancing UI strategic plan goals for student success, research, engagement, and diversity, equity, and inclusion. Throughout 2019, UHR utilized feedback to enhance efficiency; advance diversity, equity, and inclusion; improve the employee experience; and support talent and engagement.

Talent Acquisition and Development

HR TALENT PIPELINE

Needs assessments and workforce planning led to the expansion of a pilot program that rotates HR professionals among units and encourages HR partners to develop similar local initiatives.

EXPERT RECRUITERS

With support from UHR's Talent Acquisition team, dedicated recruiters are managing processes,

3,801

hires completed using the new Jobs@UIowa system, with 35% fewer individuals initiating hiring requisitions

building expertise, ensuring consistent practices, and improving the experience for candidates and hiring managers alike.

LEADERSHIP PROGRAM HONORS

UHR's Organizational Effectiveness team earned a national LEAD Award for leadership programming, including the Executive Leadership Academy (21 grads from 20 departments in 2019) and the DEO and Academic Leadership Program sponsored with the Office of the Provost (nine 2019 grads).

233

faculty and staff participated in leadership programming during fiscal 2019

NEW SUPERVISOR DEVELOPMENT WITH DEI FOCUS

Feedback from shared governance, the Working@Iowa survey, and the employment practices review led UHR to launch Supervisor Training@Iowa. In fall 2019, shared governance, UI Health Care, and campus experts helped develop a curriculum that emphasizes diversity, equity, and inclusion.

200+

faculty and staff across campus helped develop and pilot the new training

RECRUITMENT EFFICIENCIES

Centralized job-board postings, integrated background checks, and automated candidate offer-and-hire paperwork has streamlined staff searches.

70,222

applications processed for 3,731 postings in the new Jobs@UIowa system

Diversity, Equity, and Inclusion

MORE DIVERSE UHR WORKFORCE

15.5%

of UHR staff identify as minorities

UHR recognizes the value of a diverse team. UHR staff who identify as minorities have increased by about 9 percent since fall 2016.

DEI RECRUITER TRAINING

Co-sponsored by UHR's Talent Acquisition team, a new program on diversity, equity, and inclusion in recruitment aims for stronger candidate pools and greater opportunity.

95%

of active recruiters serving 10 of the 11 UI colleges completed the new DEI recruiter training

DEI COMPETENCIES

99%
of staff performance evaluations completed for 2019

New universal competencies included in annual performance evaluations emphasized DEI expectations for all UI staff.

RECRUITMENT PARTNERSHIPS

Responding to DEI action plan goals, Talent Acquisition is teaming up with campus and community partners to engage and attract diverse talent.

28

programs and organizations engaged in recruitment partnerships



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Employee Experience

AWARD-WINNING WELLNESS

The National Consortium for Building Healthy Academic Communities presented top honors to the UI in its 2019 National Wellness Challenge.

1st
place award for
liveWELL's
My Healthy
LIFE Challenge

NEW LOCAL WELLNESS PROGRAMS

Eighteen campus departments applied for wellness grants to support local well-being programs tailored to work-group needs and interests.

“Focusing on well-being helps us take care of patients, each other, and ourselves. This grant lifted spirits and supported our goals.”

—Ellen Eulberg, Center for Disabilities and Development

NEW ELDER CAREGIVING SERVICES

After 25 percent of UI employees reported trouble doing their best work due to caregiving responsibilities, Family Services launched an enhanced elder caregiving program with local organization LivWell Seniors.

68
UI families have
been assisted since
enhanced elder
caregiving launched
in July 2019

REDUCED BURNOUT

The Employee Assistance Program piloted well-being consultations in UI Health Care's Department of Emergency Medicine and completed year two of a resilience curriculum for Intensive Care Unit fellows.

“Our partnership with EAP and UI Wellness arms our trainees with resilience skills, including when to look outside themselves for support.”

—Lois Geist, UI Carver College of Medicine

THREAT ASSESSMENT FEEDBACK

Community feedback is helping the Threat Assessment Team (TAT) enhance support and improve safety for people who report concerns.

93%
of 2019 survey
respondents said
they'd contact TAT
for help with future
concerns

Efficiency and Service

STREAMLINED PAY AND OPERATIONS

After internal and external review feedback, UHR established distinct Payroll Services and Workforce Operations teams to boost efficiency and encourage innovation.

STUDENT EMPLOYMENT TRANSITION

Following committee review, UHR assumed administrative responsibility for student employment (with the exception of Work Study) from the Office of Student Financial Aid.

FIRST STEPS TOWARD TRANSACTION HUBS

Input from campus representatives established local tasks, responsibilities, and information flow required for HR transactions, setting the stage for a new service model designed to reduce transaction errors.

TRACKING REQUESTS FOR HELP

Responding to calls for one-stop support, HR units tracked questions from UI employees and documented common needs. Findings will inform training and resources for staff in a new help center.

29,000
calls, emails, and other
contacts tracked in the
first six months of 2019

MORE HEALTH COVERAGE OPTIONS

1,300
employees chose
UISelect for their
2020 health
coverage

After a yearlong review of health benefits, UHR created UISelect, a new health plan designed for employees who want high-quality coverage and more say over costs.

REVIEWS OF UHR UNITS

Reviewers recommended steps that liveWELL and Employee and Labor Relations can take to enhance services and efficiency—implementation will begin during 2020.

