

# YEAR IN REVIEW 2020

Supporting the university's people is job #1 for campus human resources professionals. Confronting a pandemic, HR pros embraced their mission with agility, flexibility, and creativity, helping colleagues, addressing budget challenges, and planning for a brighter future.

## Help for Colleagues in Need

- Launched Temporary Alternative Work Arrangements and the Temporary Redeployment Program to **help employees keep working** after campus closures
- Established **UI Child Care Assist** to support employees with child care needs
- Created a **child care concierge service**—administered by five reassigned staff—to help parents in critical health care roles
- Administered Jacobson Foundation funds to reimburse patient-facing health care employees for **child care expenses**
- Expanded **catastrophic leave** options for COVID-related caregiving needs
- Delivered **remote forums on mental health** and resilience
- Provided **ergonomics** training, assessments, and a new remote-work toolkit
- Increased **SPOT awards** for exceptional performance to \$300

## 585

temporary work arrangements



## 653

child care reimbursements to health care employees



## 800+

reached through remote forums on emotional health



## 1,789

COVID-related leave requests



## 67

child care concierge service matches



## 450%

increase in SPOT awards during 2020



## Emergency Operations

- Adopted federal, state, and regents **emergency leave programs**
- Implemented leave, unemployment, retirement, and other provisions of the federal **CARES Act**
- Created **time-tracking codes** to chart COVID-related leave and guided departments and employees through leave reporting
- Facilitated new processes for **completing I-9s** remotely, following federal emergency guidelines
- Developed a **temporary furlough extension policy** to support P&S staff furloughed in 2020

## Cost-Saving Initiatives

- Developed a **suite of options** for units challenged to cut budgets
- Established an HR Employment Committee to ensure **consistent practices**

## Future of Work

Looking forward, University Human Resources and the Office of the Provost established a cross-campus project to apply lessons from the COVID-19 pandemic, reimagine the employee experience at the University of Iowa, and address emerging talent needs and trends:

- How has the disruptive challenge of COVID-19 affected the university and our strategic goal of remaining a **destination university**?
- How do we **reimagine work** post COVID-19?
- How do we re-envision high-impact practices to create a highly **engaged and inclusive workforce**?
- What does the evolution of **HR policies, services, and strategies** look like?

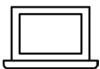
Even while responding to COVID-related needs, the HR community pursued strategic priorities, introduced innovations, and enhanced established programs.

## Employee Well-Being

- Created **Virtual Weeks of Wellness** for units looking to offer wellness programs for remote teams
- Introduced new **chronic-condition programs** targeting diabetes prevention and weight management
- Collaborated on **mentalhealth.uiowa.edu**, a new web hub with info on campus services and mental health topics
- Developed **video tutorials** on grief, loneliness, and emotional aspects for people working remotely
- Surveyed faculty and staff to **evaluate remote work** experiences and guide future initiatives to enhance work-life balance
- Surveyed employees who submitted **threat assessment reports**, finding that 91% would refer colleagues to the program

### 2,500+

mentalhealth.uiowa.edu  
visitors since September



### 1,981

participants in 1,613 EAP  
sessions



### 36%

of weight program partici-  
pants cut diabetes risks



### 950

flexible work agreements  
implemented since July



## Benefits

- Developed online, on-demand video resources for **benefits orientation**, eliminating enrollment wait times
- Conducted **virtual open enrollment** with 24/7 online resources and daily Zoom question sessions
- Implemented **UISelect**, giving employees a second health-insurance option

## Supervisor Training

- Provided new **Supervisor Training@iowa** sequence to more than 1,700 UI supervisors
- Added courses and resources on **leading remote/hybrid teams**

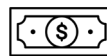
“I feel so fortunate to have been able to participate. I have already been applying some skills to my everyday work and interactions with my team.”

## Efficiency and Service

- Opened new walk-in **Welcome Center** at USB
- Partnered with ENGIE HR to ensure successful transfer of operations to the new company in support of the **Utility System Public-Private Partnership**
- Introduced five new **batch processes** to facilitate lump sum payments to employees
- Created **specialized reports** to help Faculty and Staff Disability Services track FMLA and other leave types
- Continued support for **hub service designs**, focusing on web resources, training, and standard operating procedures

### \$2.2B

total UI payroll and fringe  
for calendar year 2020



### 37,324

W2 forms processed for  
2020



### 99.2%

of UI employees received  
performance reviews



### 78,700

HR transactions processed  
in 2020

