

# YEAR IN REVIEW 2023

In addition to supporting the University of Iowa's Strategic Plan 2022-2027, University Human Resources is committed to; attracting and retaining talented faculty and staff; promoting leadership excellence and development; enhancing workforce operations through agility and innovation; and fostering overall health and well-being for faculty and staff. Our work helps to affirm Iowa as a first-choice destination.

## UI Strategic Plan: Holistic Well-Being and Success

### Staff Success SPARC (Strategic Plan Action and Resource Committee)

- Developed an **Employee Value Proposition** for staff
- Developed pathways and a sourcing strategy to attract qualified **applicant pools**
- Established a **talent acquisition model** for staff positions
- Mapped the Merit employee lifecycle and determined key touch points to **drive retention**
- Identified and defined attributes contributing to **leadership excellence** and aligned to UI core values
- **Refreshed supervisor training** courses to include mental health support, change management, and supervision of hybrid and remote teams
- Partnered with Staff Council to explore and propose **expanded tuition assistance** opportunities
- Implemented employee-centric **Flexible Spending Reimbursement Process** with third-party vendor
- Implemented pilot program to **reimburse partial cost of adoption**
- Implemented and evaluated **Future of Work strategies**, including flexible work practices to support staff recruitment/retention



**700+**

NUMBER OF PARTICIPANTS WHO  
EXPLORED CAMPUS THROUGH DISCOVER  
YOUR UNIVERSITY EVENTS



**270**

EMPLOYEES FURTHERED THEIR  
EDUCATION WITH UI TUITION  
ASSISTANCE PROGRAM



**11,864**

INDIVIDUALS SOUGHT WELLBEING  
SERVICES THROUGH LIVEWELL, EAP,  
AND FAMILY SERVICES

### Well-Being SPARC

- Inventoried existing well-being and mental health programs, resources, trainings, and initiatives across campus; **500+ opportunities identified** for students, faculty, and staff
- Engaged campus partners in dialogue and solicited feedback about the work of the **Well-Being and Mental Health Campus Collaborative**
- Developed a stand-alone training for supervisors to support **well-being and mental health** in the workplace
- Created a "**Guide to Promoting Well-Being in the Classroom**" and a corresponding pressbook
- Began work on a **campus well-being website**, identified funding, and established an advisory group
- Created a **well-being evaluation** framework

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## Development

**99%**

PERCENTAGE OF EMPLOYEES WHO COMPLETED THEIR PERFORMANCE REVIEWS

**29**

RECORD NUMBER OF PARTICIPANTS GAINED LEADERSHIP SKILLS THROUGH UI LEAD

**25%**

INCREASE IN PRACTICAL APPLICATION OF SUPERVISORY SKILLS (PASS) SUPERVISOR TRAINING PARTICIPATION

- Trained staff in team coaching; piloted team coaching; and launched campuswide service
- Supported organizational development needs through Organizational Effectiveness (OE) partner model with HR seniors in each org; provided consultation on change management strategy, org structure, and business processes
- Prioritized and implemented recommendations from OE external review, including enhancements to My Training
- 120 employees recognized with Improving Our Workplace (IOWA) awards

## Well-Being

- 97% of participants in the Child Care Subsidy Program reported feeling a greater commitment to the UI because of the program

**36%**

INCREASE IN INDIVIDUALS PRIORITIZING MENTAL HEALTH THROUGH EMPLOYEE ASSISTANCE PROGRAM (EAP) COUNSELING SERVICES

**200**

WORKSTATION EVALUATIONS PERFORMED TO SUPPORT A COMFORTABLE WORK ENVIRONMENT

**50%**

PERCENTAGE OF EMPLOYEES USING RECHARGE+ WHO REPORTED INCREASED RESILIENCE THANKS TO PROGRAM

**125**

STUDENT FAMILIES SUPPORTED THROUGH THE CHILD CARE SUBSIDY PROGRAM

## Recruitment and Retention

- Developed compensation strategies to increase pay for Merit staff, e.g., higher starting rates, market adjustments, and performance-driven increases
- Expanded exceptional performance awards to include faculty; standardized awards at \$200 net maximum, 6 times per year
- Awarded public-private partnership (P3) grant for Merit staff retention initiatives
- Deployed a campuswide staff exit survey to improve retention efforts
- Created documents for job seekers in French, Spanish, and Chinese
- Partnered with Division of Student Life to host in-person hiring events focused on Merit staff recruitment

**69%**

PARTICIPATION IN 2022 WORKING AT IOWA SURVEY; COORDINATED RESULTS ROLLOUT WITH CAMPUS CLIMATE SURVEY

## Operations

- Implemented HR transaction hub and I-9 cohort projects to train employees, realize efficiencies, improve accuracy, and streamline processes
- 58% reduction in the number of employees initiating HR transactions; 65% reduction in employees initiating I-9s
- Revised P&S policy to simplify procedures, e.g., probationary periods and layoff resources
- 1,000 public service loan forgiveness forms processed in support of financial well-being
- Workforce Operations processed 95,000 HR transactions, including leaves of absence, changes to employment statuses, special compensation, and more

**1,300**

WORKERS' COMPENSATION CLAIMS REVIEWED AND PROCESSED

**12,000**

OPEN ENROLLMENT BENEFIT ELECTIONS PROVIDED FAMILIES WITH AN EXCEPTIONAL BENEFITS PACKAGE

**227**

STAFF, POSTDOCS, AND FACULTY ASSISTED BY FACULTY AND STAFF IMMIGRATION SERVICES