

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

YEAR IN REVIEW 2023

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