

HR STRATEGIC INITIATIVES AND OPERATIONAL ROADMAP

July 2026 - June 2027 | Updated: Sept 8, 2026

The University Human Resources (UHR) operational roadmap supports the University of Iowa's Strategic Plan (2022-27) and UHR priorities in talent acquisition, leadership development, employee experience, and agility and innovation.

STAFF SUCCESS SPARC (STRATEGIC PLAN ACTION RESOURCE COMMITTEE)

Topic	Description	Responsible	% Complete
Career Pathways	Optimize comprehensive career development framework, equipping employees and supervisors to progress in career goals	Napoli/Hu	
Recognition Programs	Pilot and implement recommendations and utilize data to assess effectiveness of campus programs	Schaver	
CRM - Radancy Implementation	Implement recruitment marketing platform focused on UI Health Care	Becker	
Working at Iowa Vendor (2028)	Explore options that allow for benchmarking; review survey questions, and explore methods for analyzing and reporting results	Martinez-Marrero	
Modernization Learning Approach	Redesign programs in support of leadership capability that strengthen supervisor effectiveness and scale data-driven learning experiences to enhance employee performance and engagement	Moses	

OPERATIONAL EFFICIENCY: HR REDESIGN

Topic	Description	Responsible	% Complete
Hub and Spoke Administrative	Optimize service delivery model that connects HR staff across administrative units, strengthens functional expertise, and builds consistent employee-focused processes while allowing for continuous improvement	Beck	
HR Transaction Hub	Create a centralized, scalable HR Transaction Center model that delivers high-quality, compliant, and efficient HR services through integrated processes, centralized expertise, standardized practices, and clear service delivery roles	Schropp, Glanz	
I-9 Centralization	Centralize I-9s to create a more consistent and efficient processing which ensures compliance and accuracy	French	
Unified Service Center Planning Phases	Leverage technology to create an employee-centric call center that aligns with modern tiered approach that triages calls and provides consistent answers to questions	Tjelmeland, Olson, and Hein	
ELR Service Core	Dedicated team of investigators trained to enhance case management and tracking, address bottlenecks, and clarify roles	Rent	

HOLISTIC WELL-BEING AND SUCCESS SPARC

Topic	Description	Responsible	% Complete
Mental Health	Grow implementation of peer-to-peer support: R U OK?	Threlkeld-Wiegand	
Financial Well-Being	Increase campus awareness and engagement in existing financial services	Kremzar	
Population Health	Expand chronic condition management through employee well-being services and health plan design	Litton/Kaplan	
Benefits	Work with FRIC on health plan design to optimize costs for sustainability	Kaplan/Olson	
Evaluation	Conduct outcome evaluations (quantitative and qualitative) on identified services; collaborate with orgs and departments on local data and opportunities for health improvement	Litton/Cuchna	
Hard to Reach Populations	Improve engagement with select populations through multi-modal communication strategies and collaboration with local leadership	Litton	

HEALTH CARE

Topic	Description	Responsible	% Complete
Identify and implement strategic high priorities	Compensation packages, well-being programs	Reardon/Anson	
Mergers/acquisitions	Continue to effectively manage new mergers and/or acquisitions	Reardon/Anson	