

**Detailed Assessment Report for
2005 - 2006 Human Resources Management**

MISSION

Human Resources Management (HRM) serves The University of Texas at Dallas by attracting and retaining world class faculty and staff.

OUTCOMES/OBJECTIVES

Outcome/Objective 1:

Provide world-class HR infrastructure

Full Description:

Provide faculty and staff with the level of HR services consistent with UTD's global leadership position

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-3](#): Investment in People
- [II-4](#): Enhancement of Diversity and Inclusion

Institutional Priorities:

- [CMP-1](#): Increase number of faculty and grad students in engineering, physical sciences & technology
- [COM-3](#): Sustain Progress toward Tier One Status in terms of programs, research and faculty quality
- [SP-1](#): Double the Size of the Faculty

Related Measures:

- [M. 1](#): Survey of HR Customer Service

Related Actions:

- [A. 1](#): Provide customer service training to HRM staff
- [A. 2](#): Review contact response time
- [A. 3](#): Revise HRM web site

Outcome/Objective 2:

Equip campus leadership to improve engagement

Full Description:

Equip deans, department heads, managers and supervisors to effectively engage faculty and staff in the UTD mission

A Student Learning Outcome? No

Strategic Plan Initiatives:

- II-3: Investment in People
- II-4: Enhancement of Diversity and Inclusion

Institutional Priorities:

- CMP-1: Increase number of faculty and grad students in engineering, physical sciences & technology
- COM-3: Sustain Progress toward Tier One Status in terms of programs, research and faculty quality
- SP-1: Double the Size of the Faculty

Related Measures:

- M. 2: Annual Employee Satisfaction Survey - Engagement

Related Actions:

- A. 4: Communicate survey results to UTD leadership

Outcome/Objective 3:

Champion work-life culture that fosters excellence

Full Description:

Champion a work-life culture for faculty and staff that fosters excellence in job performance

A Student Learning Outcome? No

Strategic Plan Initiatives:

- II-3: Investment in People
- II-4: Enhancement of Diversity and Inclusion

Institutional Priorities:

- CMP-1: Increase number of faculty and grad students in engineering, physical sciences & technology
- COM-3: Sustain Progress toward Tier One Status in terms of programs, research and faculty quality
- SP-1: Double the Size of the Faculty

Related Measures:

- M. 3: Annual Employee Satisfaction Survey - Work Life

Related Actions:

- [A. 4:](#) Communicate survey results to UTD leadership

MEASURES

Measure 1:

Survey of HR Customer Service

Measure Full Description:

Annual customer service survey

Related Outcome(s)/Objective(s):

- [Obj. 1:](#) Provide world-class HR infrastructure

Target Level:

Satisfactory rating from 70% of respondents

Findings:

HR Customer Service Survey satisfaction ratings ranged from a low of 90.6% to a high of 97.9% on four factors in 2006.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 2:

Annual Employee Satisfaction Survey - Engagement

Measure Full Description:

Annual survey of faculty and staff work satisfaction

Related Outcome(s)/Objective(s):

- [Obj. 2:](#) Equip campus leadership to improve engagement

Target Level:

>50% of employees will indicate they are satisfied with UTD as a place to work

Findings:

The percent of employees indicating that they agreed or strongly agreed with the employee engagement questions on the survey was totaled and the average was calculated, resulting in an "engagement score". The 2006 engagement score was 60%

Target Level Achievement: Met

Further Action Planned? Yes

Measure 3:

Annual Employee Satisfaction Survey - Work Life

Measure Full Description:

Annual survey of faculty and staff work life satisfaction

Related Outcome(s)/Objective(s):

- [Obj. 3:](#) Champion work-life culture that fosters excellence

Target Level:

>50% of employees will indicate they are satisfied with their work-life balance at UTD

Findings:

The percent of employees indicating that they agreed or strongly agreed with the work life culture questions on the survey was totaled and the average was calculated, resulting in a "work life score". The 2006 work life score was 60.58%

Target Level Achievement: Met

Further Action Planned? Yes

ACTIONS

Action 1:

Provide customer service training to HRM staff

Full Description

Based on customer service survey, design and implement customer service training for HRM staff.

Related Objectives:

- [Obj. 1:](#) Provide world-class HR infrastructure

Related Measures:

- [M. 1:](#) Survey of HR Customer Service

Person/group responsible for the action David Gleason

Target date to implement the action July 1, 2007

Priority Med

Action 2:

Review contact response time

Full Description

A committee of HRM service providers will develop a plan to improve HRM customer service responsiveness

Related Objectives:

- [Obj. 1](#): Provide world-class HR infrastructure

Related Measures:

- [M. 1](#): Survey of HR Customer Service

Person/group responsible for the action Martha McMullen, Nancy Bowles, Oscar Sanchez

Target date to implement the action July 1, 2007

Priority Med

Action 3:

Revise HRM web site

Full Description

Revise the HRM web site to improve ease of use

Related Objectives:

- [Obj. 1](#): Provide world-class HR infrastructure

Related Measures:

- [M. 1](#): Survey of HR Customer Service

Person/group responsible for the action David Gleason, Claire Occhipinti, David Maldonado, Vivian Rutledge

Target date to implement the action August 31, 2007

Priority

Med

Action 4:

Communicate survey results to UTD leadership

Full Description

Report survey results to UTD leadership, using report as a basis for budget request

Related Objectives:

- [Obj. 2:](#) Equip campus leadership to improve engagement
- [Obj. 3:](#) Champion work-life culture that fosters excellence

Related Measures:

- [M. 2:](#) Annual Employee Satisfaction Survey - Engagement
- [M. 3:](#) Annual Employee Satisfaction Survey - Work Life

Person/group responsible for the action

Larry Wilson

Target date to implement the action

June 1, 2007

Priority

Med

ANALYSIS

Strength

The customer service assessement initiated in 2005-2006 indicated that a majority of UTD employees perceive the service provided by HRM to be of high quality. The faculty and staff work satisfaction assessment indicated that UTD provides appropriate resouces to faculty and staff to complete their assignments, that employees know what is expected of them, that UTD's benefits are meeting the needs of employees, and that employees have important relationships with others at work.

Attention Needed

The customer service assessment indicated that HRM response times could be improved. The faculty and staff work satisfaction assessment indicated that compensation issues, the communication culture, and recognition for accomplishments are areas for continued improvement.

ANNUAL REPORT

Executive Summary

UTD's commitment to students is matched only by our determination to make UTD a great place to work. This continuous pursuit includes attracting and retaining world-class faculty and staff, providing an effective and efficient HR infrastructure, fully engaging employees in UTD's mission, and cultivating a unique culture of excellence.

We made progress this year by consolidating the Human Resources and Payroll departments into a new office: Human Resources Management. This change quickly resulted in improved communication and effectiveness. We also achieved a long-awaited goal of initiating a series of faculty and staff surveys. The survey results will provide insight into the needs of faculty and staff and allow us to compare our progress to university and national benchmarks.

Evidence of progress can be seen on many levels, from the high level of satisfaction reported on our 2006 work-life survey to a record year of contributions by the faculty and staff to the State Employee's Charitable Campaign. But much remains to be addressed as we continue to build and develop a faculty and staff that is diverse in background, skill, thought and potential, as we cultivate a culture that encourages and rewards leadership, and as we fully engage our most valuable resource – our people – in our mission.

Contributions to the Institution

In February 2006, the Office of Human Resources and the Payroll and Tax Compliance Office were combined into a new entity, Human Resources Management. The consolidation allowed an associate vice president to focus on strategic issues delegated by the vice president for business affairs and fostered more timely internal communication between the formerly separate units. The improved communication proved to be the foundation for several collaborative efforts. An early example was the participation of the newly combined staff with the Office of Audit and Institutional Compliance in a pilot project to improve annual risk assessment planning. A second example is the adoption of a participative planning process, which resulted in reduced time to clear a backlog of reports resulting from end of fiscal year business.

Highlights

HRM relocated in 2005-2006 to the multipurpose building. By being close to other business affairs units, HRM customers could conduct a wider variety of university business in one building. HRM was created by the merger of the Payroll and Tax Compliance Office and the Office of Human Resources. This consolidation will continue to pay dividends to the UTD community as the role of HR and Payroll becomes more strategic over time. HRM partnered with several university departments in planning and conducting special training programs to assist staff in adapting to change. HRM conducted two university-wide surveys in 2005-2006. The first sought to measure how well HRM serves the university community; while

the second sought to measure faculty and staff satisfaction with UTD as an employer.

Teaching Activities

Summary for FY 2006	# of sessions	# attending	# of new sessions
(9/1/05-8/31/06)			
Training Classes:			
Regular classes	18	249	6
Special Requests	12	597	2
EAP sessions	4	77	3
NEO:	34	315	
HR Liaisons:			
Feb Mtg	1	73	
June Mtg . (estimated)	1	64	
Classes by other HRM staff:			
June I-9 Class - Martha	1	18	
FLSA presentation - Nancy	1	17	
Totals	72	1410	11

Public/Community Service

Statewide Employee Charitable Campaign activities: (37 hours)

Charlie 31 hours (2006)

David 36 hours (2005 & 2006)

Alisha 60 hours (2005)

Presentations to Local, Regional or National Organizations by David (10 hours)

9/19/05 2 hours - Association of College & University Auditors – Annual meeting

11/8/05 2 hours – Southern Association of College & University Business Officers – Annual meeting

2/16/06 1 hour - American Business Women's Association - Richardson chapter meeting

6/27/06 1 hour - American Business Women's Association - McKinney chapter meeting

7/31/06 4 hours – College Business Management Institute

Claire Occhipinti

[I'm on the System-Wide Retirement Program Advisory Committee and the System-Wide Insurance Advisory Committee](#)

Vivian:

01/29/06 THEHRA Conference for Higher Ed HR professionals

02/15/06 Job Fair at the Bill J Priest campus

02/26/06 PeopleAdmin conference in Austin

03/07/06 UNT survey on Fitness Programs at State institutions

03/22/06 North Texas Industry Liaison Group meeting

03/29/06 Annual Higher Education Symposium

04/11/06 Employment/Housing Discrimination Housing

Summit

05/24/06	Tour of downtown Callier facilities
06/28/06	North Texas Industry Liaison Group meeting
09/05/06	Job Fair at Bill J Priest campus
09/28/06	Navigating FLSA complexities Webinar
10/18/06	Job Fair at Richland College

Carolyn:

02/15/06	Job Fair at Bill J Priest campus
02/26/06	PeopleAdmin conference in Austin
05/24/06	Tour of downtown Callier facilities
06/11/06	THEHRA Conference for Higher Ed HR professionals
10/18/06	Job Fair at Richland College
12/06/06	Immigration Webinar
12/12/06	FMLA Workshop

Nancy:

06/28/06	Presented Comp time training with 14
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attendees

09/28/06 Total Reward conference by N.Texas
Compensation Assoc

Various Meetings w/Budget office to standardize hiring
flow charts

Challenges

A challenge common to university HR departments in the early 21st century is the challenge to find less expensive ways to complete the traditional HR tasks such as data entry, employee benefit enrollment, production of payrolls, etc. while focusing on more strategic tasks, such as faculty recruitment and retention. UTD HRM must find more effective and efficient methods of providing HR infrastructure, so that more resources can be focused on the strategic mission of attracting and retaining world-class employees.