

Service Excellence Action Plan for: Human Resources

Dimension	Action Step	Timeframe
Process Improvement	<p>A. Clearly define and clarify processes, roles and responsibilities by developing and providing training to customers, stakeholders, and employees:</p> <ul style="list-style-type: none"> -ELR: Workplace Investigations, Documentation, Policies, and Coaching; Conflict Management/BETA Mitigation; Layoff Training for Senior Leadership; Hearing Officer training program and process -CB: Open Enrollment, Tuition Remission -ELD & ELR: Supervisor Training -TR: CrossChq Reference Checking <p>B. Redesign, automate and streamline processes:</p> <ul style="list-style-type: none"> -HRS: HR website -HRSC: Onboarding and Intake -TR: Hiring Process Manual; Criminal Background Check Process -CB: Supplemental Pay Form; Supplemental Retirement Account Automation -ELR: PERC, Performance Management, Leave Management <p>C. Document Standard Operating Procedures:</p> <ul style="list-style-type: none"> -ELR: Leave, Grievance, Layoff, Separations, Case Management, Unemployment, Employment Verification -HRSC: Hires, Rehires, Terminations, Job Changes, Contract Renewals, SSN Updates, Visa Renewals, Employment Verifications -TR: Background Checks, Offer, Job Postings <p>D. Develop metrics, dashboards and reports to identify gaps, areas of improvement, and guide decision making:</p> <ul style="list-style-type: none"> DAR: Contact Lists, UMBrella, Average Time to Fill, Sourcing Per Hire, Recruitment Sourcing, Layoff, FMLA 	January 2025 - July 2026

<p>Ownership and Accountability</p>	<p>Continue to promote HRS resources and programs, including participating in tabling events and townhalls.</p> <p>Increase transparency in communications and when issues arise, include the rationale behind decision making.</p> <p>Cultivate a greater understanding across the team of ownership of HRS processes.</p> <p>Establish the means to collect feedback relative to what we do and how to share back.</p> <p>Continue executing the goals outlined in the HRS strategic plan and more specifically, those that may address any gaps in processes.</p> <p>Equip HR Partners with the training and resources needed to strengthen their ability to independently manage and execute responsibilities within their schools and units.</p> <p>Strengthen partnerships with key stakeholders and customers by fostering open communication, aligning goals, and collaborating on strategic initiatives.</p>	<p>January 2025 - July 2026</p>
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