

The University of Texas at Austin | Human Resource Services | Strategic Plan Overview

Mission Statement: In partnership with the colleges, schools and administrative units, it is the mission of Human Resource Services to provide leadership and guidance regarding the people strategies that attract, retain, reward, support and develop The University of Texas at Austin workforce in its goal to create a university of the first class.

GOAL ONE

Ensure that programs, policies and services are relevant and valued by campus community.

Fiscal Year 2007

- Create advisory partnership to guide HRS decision making.
- Create HR Advisory Council to ensure projects and programs are relevant.
- Create improved customer service, collaboration and communication.
- Redesign New Employee Orientation and Welcome Program.
- Convene working groups within ECS to create pilot leadership development program.
- Create surveys to understand why employees come to, stay, and leave The University of Texas at Austin.
- Create point-of-service surveys to provide on-going feedback.

Fiscal Year 2008

- Create advisory partnerships to guide HRS decision making.
- Convene a workgroup to create and implement an organization-wide scan of employee and external stakeholder cultural attitudes and needs.
- Convene a working group to explore living wage, domestic partner benefits, housing, transportation, and other possible challenges facing the university workforce.
- Provide organization development consultation and support to university departments.
- Create integrated workforce training and staffing plans and ensure sufficient applicant pools are in place for key positions.

What we value at Human Resource Services:
 Collaboration
 Confidentiality
 Creativity
 Excellence
 Inclusion
 Innovation
 Leadership
 Service

GOAL TWO

Ensure the university has a well-trained and competent workforce.

Fiscal Year 2007

- Create customer service survey.
- Create annual staffing surveys for recruiting priorities.
- Create annual HRS report to advise decision makers on workforce issues and cost drivers.
- Establish certification and training programs/opportunities for HRS personnel.
- Identify professional associations for HRS and HR contact membership.
- Create training/job aids for Performance Management Plus training.
- Provide conflict resolution training to HR contacts.
- Offer supervision training and web-based resources to assist first-time supervisors and department chairs.
- Identify university and outside vendors to deliver training and development programs.

Fiscal Year 2008

- Create training and development programs and opportunities that prepare the university's workforce for current and future challenges with attaining personal or professional goals.
- Convene working groups within other university portfolios to implement the Employee and Campus Services leadership development pilot.

Fiscal Year 2009

- Create training and development programs and opportunities that prepare the university's workforce for current or future challenges with attaining personal or professional goals.
- Create a mentoring program that assists students and employees with goal setting, career counseling, and getting oriented to the university.
- Implement Performance Management Plus program in colleges, schools, and administrative units.

GOAL THREE

Ensure Human Resource Services makes efficient and maximum use of resources.

Fiscal Year 2007

- Allocate resources to reduce costs or improve services.
- Reorganize Human Resource Services in order to align resources with priorities.
- Create a one-stop customer service center.
- Redesign the HRS 2nd and 3rd floor reception areas to improve service.
- Analyze workers compensation injuries to evaluate/recommend accident/injury reduction strategies.
- Analyze university workforce cost drivers to recommend cost containment strategies.
- Analyze occupational group's leave use in order to recommend leave management initiatives.
- Create a project plan for evaluating the dispute resolution officer, WorkSource, and other EOE initiatives.
- Review personnel policies and create a multi-year project plan to update, sunset, or create policies.
- Create and implement business and marketing plan for Temporary Services.
- Improve the integrity of personal data by providing the campus community an opportunity to review and update their information.
- Create program by which recruiting, classification, and compensation business processes can be delegated by MOU to EOE-certified individuals.
- Create procedures, plans, and draft communications for HRS response to pandemic flu and other emergency situations.

Fiscal Year 2008

- Allocate resources to reduce costs or improve customer service.
- Hire a health promotion professional to begin a Wellness/Health Promotion program.
- Document, review, redesign key HRS business processes.
- Create a broadband, occupation-based classification and compensation system.
- Create an administrative system aiding departments and EOE with matching competencies and career plans with university training, development, and staffing plans.
- Create a university marketing plan for attracting talent and enhancing employee morale.
- Review state statutes relevant to personal practices and draft legislation to provide for increased flexibility or efficiency.
- Create planning reports to identify areas of possible future turnover for proactive sourcing strategies.

Fiscal Year 2009

- Allocate resources to reduce costs or improve customer service.
- Create a volunteer program in order to assist units and strengthen relationships between volunteers and the university.

GOAL FOUR

Ensure the use of state of the art technology to communicate and administer programs.

Fiscal Year 2007

- Implement technology to improve customer service and communication with the campus community.
- Update the HRS Web site to provide ease of navigation and one-stop access to HRS services.
- Implement customer issue tracking software.
- Implement a knowledge database that is part of a customer-issue tracking software.
- Reconfigure HRS phone system to allow for easy access to HRS information services.
- Review HRS use of e-mail service accounts. Use of e-mail accounts should be maximized to improve customer service and efficiency.
- Upgrade salary planning and analysis tool.
- Audit department communication strategies and products in order to create communication and marketing plan.

Fiscal Year 2008

- Implement technology to improve customer service and communication with campus community.
- Create an administrative system and business processes to manage and reward performance.
- Upgrade recruiting administrative system to provide for easier navigation and generally accepted functionality from 21st century systems of its type.
- Implement Position Management System in order to streamline appointment and management of employee data and funding.
- Create an administrative system for the manager's tool kit section of the HRS Web site.

Fiscal Year 2009

- Implement technology to improve customer service and communication with campus community.
- Upgrade timesheet system to provide options to update sheet in addition to more direct interface with Payroll System.
- Identify and implement an electronic calendaring system that will assist units with managing unit personnel schedules, absences, and work locations and which may interface with Outlook and the university timesheet.
- Create an administrative system that keeps track of employees and applicant competencies in order to query the database for potential candidates for vacant university positions and/or temporary assignments

GOAL FIVE

Ensure a competitive and meaningful total-compensation package.

Fiscal Year 2007

- Attract and retain faculty and staff.
- Evaluate and redesign Staff Recognition and Outstanding Supervisor/Employee Awards and Programs.
- Implement employee discount program.
- Conduct salary analysis of ITS, Facility Services personnel and other units upon request.
- Evaluate and make recommendations of benefits and leave programs that reflect needs of a 21st century workforce.
- Implement relocation service in order to assist high potential new faculty and staff with transition to the Austin area.

Fiscal Year 2008

- Attract and retain faculty and staff.
- Offer educational programs regarding the university's total-compensation program.
- Create new leave category(ies) to allow employees to take a sabbatical or a short leave for personal development and/or training.
- Explore the PTO in lieu of other leave types to provide greater flexibility for employees.
- Offer educational benefits for continuing distance education courses for university faculty and staff.
- Create total-compensation reports for new faculty/staff to facilitate awareness of benefits eligibility.
- Explore feasibility of offering voluntary benefits to provide greater safety net for faculty and staff and to be competitive with other employees.
- Create compensation-related strategies to assist management with rewarding high performance and productivity.
- Evaluate wages, benefits, parking and other aspects of total-compensation for staff, faculty and graduate students.
- Create and market targeted-compensation strategies that reward performance close to the event being recognized, reward those who assist university in filling hard-to-fill shortage occupations, or which achieve other university goals.
- Enter local, state, and national competition for "Best Places to Work" in order to objectively assess competitiveness.

Fiscal Year 2009

- Attract and retain faculty and staff.
- Assess tuition remission benefits offered by peer institutions and competitors to evaluate adding similar benefits as part of enhancing the university's total-compensation package.
- Explore feasibility of offering financial and estate planning services in order to provide greater safety net for faculty and staff.

GOAL SIX

Ensure the advantages and opportunities created by a diverse staff.

Fiscal Year 2007

- Provide training and support tools to assist the university in attaining diversity goals and objectives.
- Create flexible workplace and telecommuting strategies and incentives to make best use of facilities, parking resources, and equipment.
- Establish procedures for providing lactation rooms in support of women and their newborns.
- Create informational programs and communication materials to assist those with limited English proficiency with understanding their benefits.
- Provide training for faculty and staff regarding strategies to achieve work-life balance.

Fiscal Year 2008

- Provide training and support tools to assist the university in attaining diversity goals and objectives.
- Provide diversity support tools and diversity recruiting best practices on the manager's section of the HRS Web site.
- Prepare an annual report for the campus community on the university's efforts to recruit and support a diverse workforce.
- Offer foundational courses such as English as a Second Language, Spanish as a Second Language, adult education, and Working@UT at Austin courses to ensure workforce has the tools for success.
- Create childcare/eldercare resource and referral services.
- Offer parent education, life skills, and other course to prepare employees for life and work challenges.
- Identify "family friendly" personnel policies.

Committed to Employee and Organization Effectiveness