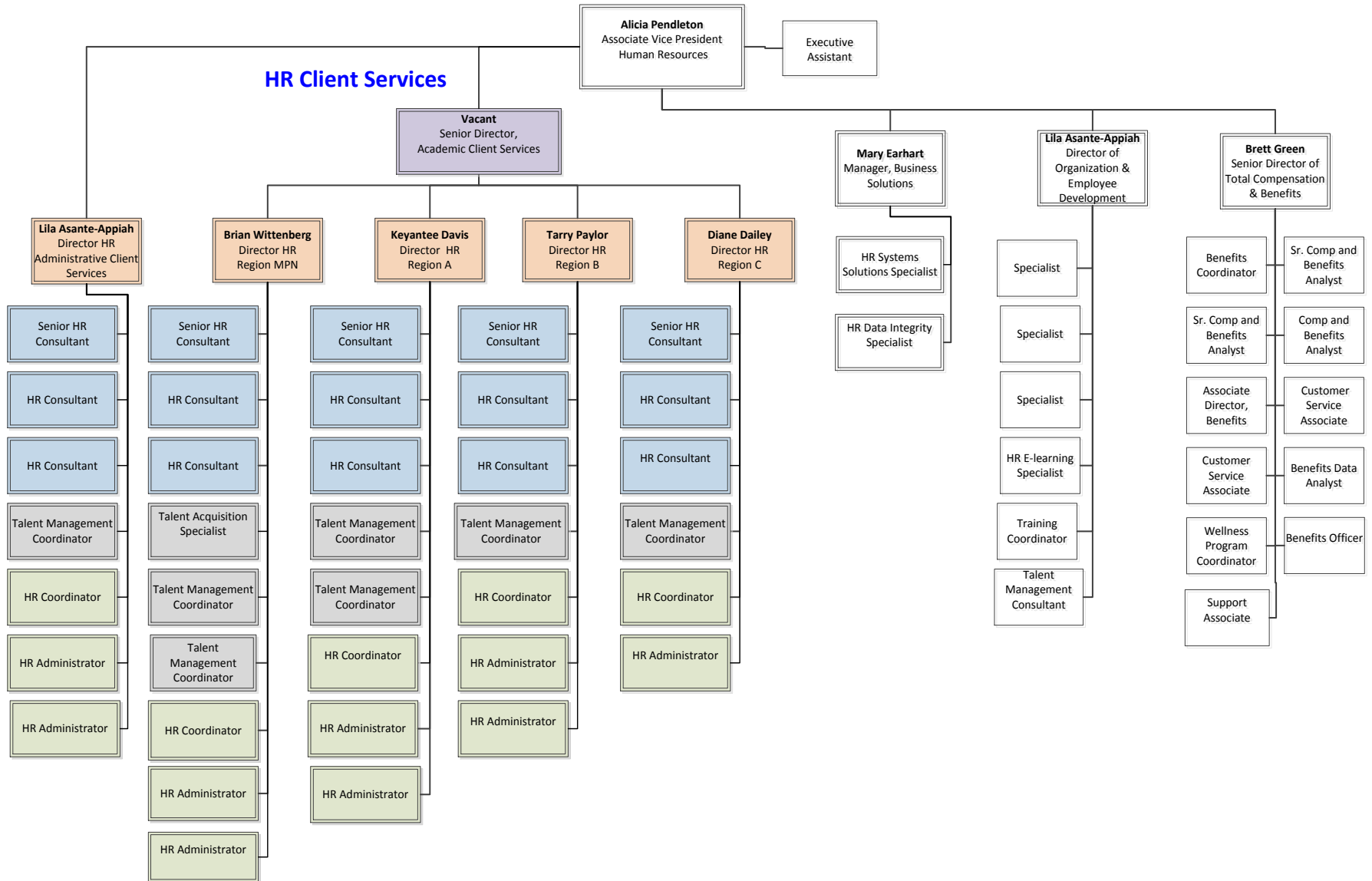




HR Transformation Update

March 26, 2014

Alicia Pendleton
Division of Human Resources



- The new Client Services HR organization went live July 22, 2013
- Internal HR professionals have been aligned to new roles in the organization.
- Internal talent has been leveraged and strengthened with the hiring of external HR expertise.
- All S/C/Ds now have access to a HR Client Services team who provides strategic, tactical and transactional support to address their human resources needs.
- All teams are located in proximity to their clients; Each team has a core transaction team located in one office, HR Consultants have offices within the S/C/Ds

- The HR Consultant, in many instances, is serving as a true business partner, understanding the client's needs and providing solutions-based approaches to address human resources matters.
- Professional development and training have been delivered to ensure that team members have the competencies to perform current and future roles.
- Service-level agreements have to been negotiated and signed for each school/college/division which details service delivery standards
- There are ongoing efforts to streamline operational activities, workflows and procedures. Working with collaborative partners (Labor Relations, Academic Personnel, OISS, Payroll, etc.) as the need arises.

- Since implementation in July, we have gone through two cycles of hiring – Fall and Winter
- Fall and Winter Hiring Successes & Lessons Learned
 - 97+ % (100% of what HR received and could process) of fall part time faculty hires entered in system timely -- this compares to 86% last year.
 - 99% (100% of what HR received and could process) of winter part-time faculty hires were entered into the system by the first pay deadline
 - We have incorporated the new background check processes into our hiring processes. We have been continuously improving the process to ensure efficient processing and effective communication
 - Some isolated issues occurred which we addressed.
 - Teams are able to share resources when necessary and have been able to identify some opportunities for improved processes going forward
 - Have been working with Academic Personnel to improve the onboarding processes to ensure that academic hires have the necessary access (systems, parking, etc.) prior to the start of the semester
- Spring/Summer Hiring
 - Client Services collaborated with Academic Personnel and Educational Outreach to implement process improvements to ensure a smooth process (i.e. sending offer letters by email, workflow improvements, etc.)

Academic Client Services

Director – Region A Keyantee’ Davis	Director – Region B Tarry Paylor	Director – Region C Diane Dailey	Director – Region MPN Brian Wittenberg
<ul style="list-style-type: none"> · CLAS · Fine, Performing Arts · Social Work 	<ul style="list-style-type: none"> · Libraries · Honors College · Research/Research Support · Provost (Enrollment Svcs, Univ. Press, Ed. Outreach, Inst. Research, Budget) 	<ul style="list-style-type: none"> · Law · Business · Education · Graduate School · Engineering 	<ul style="list-style-type: none"> · Medicine · Nursing · Pharmacy
Senior HR Consultant Roy Barnett	Senior HR Consultant Lynn Anglebrandt	Senior HR Consultant David Blanton	Senior HR Consultant Ivonne Allen
HR Consultant Marcia Lovett	HR Consultant Toi McWilliams	HR Consultant Carmen Albert	HR Consultant Kristan Darty
HR Consultant Olivia Thompson	HR Consultant Mildred Fuller	HR Consultant TeAundra McCullough	HR Consultant Dwanja King
Talent Management Coordinator Robin Collins	Talent Management Coordinator Gary Morden	Talent Management Coordinator Lindsay Lince	Talent Management Coordinator Rashan Duckworth
Talent Management Coordinator Kellie Lauder	HR Coordinator Joanne Lewan	HR Coordinator Valecia Chandler	Talent Management Coordinator Sherry Pruitt
HR Coordinator Deborah McCreless	HR Administrator Nakia Robinson	HR Administrator Suzanne Shaw	HR Coordinator Julianne Maruszewski
HR Administrator Marnita Lloyd	HR Administrator Joanne Miyamoto		HR Administrator Dina Hardeman
HR Administrator Amy Hays			HR Administrator Linda McCraw

Administrative Client Services

Director
[Lila Asante-Appiah](#)

- Athletics
- **C&IT**
- Development and Alumni
- General Counsel
- Governmental Affairs
- President's Office
- Public Safety
- Secretary of Board of Governors
- WDET
- Labor Relations
- Marketing and Communications
- Internal Audit
- Business Operations
- Facilities Planning and Management
- Fiscal Operations
- Human Resources
- Investment, Debt & Risk
- Purchasing

Senior HR Consultant
[Sharon Walker](#)

HR Consultant
[Cindy Pellow](#)

HR Consultant
[Vacant](#)

Talent Management
 Coordinator
[Chelsea Henson](#)

HR Coordinator
[TeAundra Moore](#)

HR Administrator
[Dina Curry-Weems](#)

HR Administrator
[Jennifer Bidingmaier](#)