

# Human Resources Annual Report



**Division of Administration & Finance**

**2013–14**



## Human Resources Mission Statement

HR supports and upholds UCF's goals by fostering a positive and engaging work environment while identifying and responding to the changing needs of our diverse community.

## Vision Statement

UCF Human Resources will serve as a steward for excellence and leadership through:

- Organizational effectiveness
- Innovative HR solutions
- Recruitment, retention, and enrichment
- Exceptional quality of services
- Building collaborative partnerships

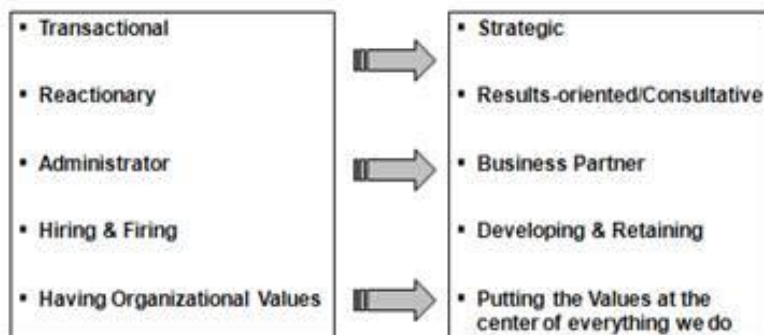


## Executive Summary

The goals of the Human Resources Department is to help UCF achieve its strategic mission, while ensuring employees are engaged and motivated to help the university succeed. HR's success will be measured by our ability to align and integrate processes with the strategic mission. We can do this by identifying issues and executing corrective measures effectively.

In moving forward, HR has targeted its operational initiatives to align to the UCF Strategic Plan by initially identifying ways to leverage and develop technology as a means to cut costs and improve internal efficiencies. In the coming year, HR will use its resources and staff to become a more active, consulting partner for the university.

## HR Transformation



## Offer the Best

- Human Resources transitioned to a new background check vendor and processed **2,824 (an 86% increase)** background checks resulting in quicker turnaround times, expedited hire packets, reduced data entry errors, and better customer technical support.
- Human Resources put into action a new process: making contingent hires pending the results of a background check, which enabled management to fill critical positions faster to meet business needs, gives new employees the option to start sooner, and to be competitive with the private sector on hiring offers.
- The College of Medicine Human Resources office formed a Wellness Committee and established a “walk with the Doc” each Thursday at noon to engage employees and provide opportunities to educate employees on health and wellness topics.
- Human Resources’ Leave Administration section transitioned to the new third-party administrator, AmeriSys, for Workers’ Compensation medical case management to improve case management for the **242** Workers’ Compensation actions filed during the year.
- Human Resources offered over **4,000** UCF employees, at all levels, a wide range of training opportunities throughout the year in order to build on their professional competencies, increase their knowledge, and improve their skill set so as to contribute to UCF’s mission and enhance their individual opportunities for future growth.
  - The OD&Training Section delivered training to **3,830** employees.
  - The Benefits Section hosted the 2014 Retirement Series providing eight different workshops for **242 employees (a 60% increase)**, highest in our history.
  - The Benefits Section joined with Aetna Health to coordinate 12 Employee Assistance Program workshops, which increased employee engagement and provided education on various subjects, all with easy access to our HR off-campus location.
  - The Health Care Compliance Section of HR held 13 Affordable Care Act (ACA) information sessions for colleges/departments, providing training and oversight to ensure a smoother transition when implementing business process changes necessary to comply with federal and state health-care reform.

## Inclusive and Diverse

- HR’s Recruitment Section achieved their assessment goal of a **10% decrease** in the numbers of errors in the A&P hiring packets returned to the colleges/departments with errors. Recruitment processed **64,435** employee applications; identified and corrected issues (including Veterans’ Preference) on the online employee application resulting in expedited hires; reduced incorrect/incomplete applicant information, making it easier for applicants; decreased the number of telephone calls and emails; and enabled the voluntary collection of information for EEOC purposes, as mandated by the federal government.
- Human Resources helped our community during the 2013 United Way campaign by collecting **88.7 pounds** of food, toiletries and school supplies for the Knights Helping Knights Pantry, and we raised **\$1,816.97** through seven internal fund-raising events in the department during October and November (almost triple the amount we raised in 2012 and second place in the Administration and Finance division).
- The Human Resources Department met their University Assessment goal by conducting three workshops focused on diversity training for all HR Staff members. Participants practiced skill building and developing ways to respect and appreciate differences in the ways people function, which translates into better working relationships, improved teamwork and better communication.

## Partnership

- The Human Resources Department created a new section to focus specifically on the implementation of the ACA health-care reform law at the university, providing a central point of contact to communicate between employees, colleges/departments, state agencies, and plan administrators, as well as creating modifications in PeopleSoft for state reporting purposes.
- Human Resources' Benefit Section partnered with Liberty Mutual, the Gabor Agency, Capital Insurance, TIAA-CREF, and VALIC to host the 2014 Retirement Series providing eight different workshops for **242 employees (a 60% increase)**.
- Human Resources partnered with the Gabor Insurance Agency to establish the Gabor Agency Scholarship fund for students of UCF Employees, awarding two **\$2,500** scholarships annually to UCF students who are the children of full-time university employees.
- Human Resources partnered with UCF Athletics, UCF Continuing Education, UCF Foundation, UCF Alumni Association, UCF Recreation & Wellness Center, and the DeVos Sport Business Management Program to offer a full-day **leadership conference** at the FAIRWINDS Alumni Center, with **220** attendees.
- Worked with the PIC (Process Improvement Committee) to update the Salary Supplement Request Form to include the UCF Foundation's requirements, which eliminated additional paperwork and reduced departmental efforts to request funding.

## Cost Effective

- The Benefit Section redesigned reports for the Division of Retirement which ensured proper service credit for employees, reduced the number of errors, and saved the university departments on employee DROP participants' pay outs during this fiscal year due to the delay on the day they begin paying the higher contribution rate required for DROP participants.
- The Human Resources Department reinstated the Special Pay Plan (SPP) for eligible university employees, allowing the maximum tax advantages for leave pay outs, and saving approximately **\$86,440** dollars to the university and affecting **55** employees.
- At no additional cost to the university, the Human Resources Department transitioned from manual to the electronic e-mail notifications for W-4 exempt status which reduced processing time, allowed employees longer time to complete, and used the current system to reset any employee who did not meet the annual February 15<sup>th</sup> deadline, resulting in a university cost savings of work hours.

## Technology

- Human Resources' HRIS Section succeeded in keeping PeopleSoft production operating efficiently while opening **345** requests from customers to implement ACA production issues, security, and report processing.
- Human Resources streamlined processes and encouraged the use of technology by eliminating forms, automating manual processes, implementing online training, providing access to information 24/7 on the website, and reducing times the employee may be away from work:
  - The Payroll Section modified the Direct Deposit Form to align with the Employee Self-Service form which requires less employee information.

- The Health Care Compliance Section created a new online benefit orientation for OPS employees to educate staff on the state’s process of determining eligibility and benefit options available.
- The Records Section created and distributed an online ePAF Originator and I-9 training course allowing department end-users to complete the course on their own schedule and obtain faster security access.

## Other Accomplishments

- The Human Resources Department successfully implemented expanded benefits in compliance with the Federal Affordable Care Act (ACA) legislation and changes to Florida state law, effective January 1, 2014. Approximately, **752** (11%) out of 6,593 active OPS employees were identified as eligible. As of November 2013, 193 OPS employees enrolled for benefits which began January 1, 2014.
- The Human Resources Department spent **1,500 staff hours** conducting audits on **9,402** old paper-based I-9 forms for errors while working with colleges/departments to correct 981 paper forms (as required under federal regulations) to avoid potential penalty fees for I-9 errors and compliance with electronic I-9s.
- The Human Resources Compensation section conducted a university-wide review of UCF lower paid USPS classifications (those classifications with minimum starting salaries of \$26,000 or lower) and implemented resulting market based salary increases. Approximately 695 USPS employees were identified and received a 1.5% salary increase based on market data. HRIS worked to have these new rates programmatically loaded into PeopleSoft, improving efficiency and ensuring accuracy.