

Human Resource Services (HRS) Strategic Accomplishments 2023

Compensation & Benefits

- Awarded 86 Childcare Program Grants for employees.
- Developed a Compensation Guidance Handbook for HR Partners.
- Modified the Exempt Pay Administration Policy.
- Developed an Out of State Work Request Process and Form.
- Partnered with the communications team to develop a retirement planning video, now housed on the HR website.

ELR

- Launched the Positive Employee Relations Program designed to strengthen employee engagement.
- Launched UMB's mid-year electronic evaluation tool, achieving an 89.4% participation rate.
- Created seven (7) Standard Operating Procedures (FMLA, Parental Leave, Supplemental Leave).
- Managed over 200 ELR cases in the Ethics Point system.
- Processed approximately 100 ADA requests.
- Established a Leave Management function to streamline leave management processes.

Service Center

- Verified and processed 1424 I-9s.
- Achieved closing rate 86% for I-9s.
- Created Hiring Manager Frequently Asked Questions document.

Talent Recruitment

- Initiated and completed the first major phase of the Hiring Optimization Project, including hosting six UMB community sessions.
- Attended five major recruitment events to promote UMB as an employer of choice.
- Established a community source database for upcoming branding and outreach opportunities.

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OED

- Launched, the Service Excellence, One Interaction at a Time Initiative for A&F, yielding 237 self-assessments and 838 stakeholder surveys.
- Executed a campus-wide training needs survey, completed by 1,307 employees.
- Managed onboarding for 1,138 new hires.
- Delivered professional development sessions to nearly 300 attendees.
- Awarded digital badges to 2,403 employees via the Percipio online course platform.

HRS Team Collaborations

- Staff Experience Survey. Achieved a 36% participation rate, with 75% expressing satisfaction with working at UMB. All schools and units completed action plans to address survey results.
- Future of Work Taskforce. The Future of Work Taskforce completed and presented a report of delivered a report of 14 key recommendations and 58 sub recommendations to the Dean and Vice President group. Three (3) townhalls were held to share results with the UMB community.
- Fraternal Order of Police. Developed and launched a comprehensive retention plan for Officers.
- Lunch and Learn Series. Launched a monthly employee development series, attracting 161 attendees.
- Employee Assistance Program (EAP). A contract was launched with a new EAP provider, ComPsych Guidance Resources.