Transforming HR to Advance a Culture of High Performance

May 26, 2016
HR Mission Statement

"Our mission is to support the university’s strategic imperatives by anticipating and meeting the needs of a changing community through high-quality, innovative services designed to advance our culture of high performance."
HR Core Values

Accountability.

Recognition.

Inclusion/Input.

Service.

Effective Communication.
Purpose of the MSU HR Strategic Plan

This plan provides a framework for our future. It supports a common understanding of the HR strategic direction and establishes the metrics to which we hold ourselves accountable.

The plan was first developed in 2012 and is reviewed quarterly.
MSU HR Strategic Goals

Goal 1: Anticipate and meet the needs of a changing workforce

Goal 2: Provide seamless, high quality services

Goal 3: Improve and enhance service delivery through continual process improvement

Goal 4: Improve individual and organizational effectiveness to advance a culture of high performance
MSU HR 2016-2017
Key Objectives

Objective 1: Launch and administer the Performance Excellence program

Objective 2: Agile Recruitment and Onboarding Initiative

Objective 3: Launch and administer the new SAP portal initiative
Additional important objectives during this planning period include the following:

- Priority projects in addition to the three key objectives
- Data gathering and analytics initiatives
- T-Shaped employee learning opportunities
- EBS skills training programs
The Concept of One:

1. The MSU HR Solutions Center
   ONE Phone Number.
   517-353-4434

   ONE Email Address.
   SolutionsCenter@hr.msu.edu

   ONE Goal.
   Supporting YOU!
Stakeholders

- One phone number
- One email address
- One physical location to contact a person
- Easy self-service access to information at any time; multiple access channels
- First responder owns the interaction and tracks complex issues through system for the customer
MHICHIGAN STATE UNIVERSITY
SPARTANS WILL.

Solutions Center
- EBS/Email/Phone/Web
- Customer-Facing Team
- Operations Team

Centers of Expertise:
- Employee Relations
- Talent Management
- Total Compensation & Wellness

Projects

HR Administrative Services/Business Apps Support
HR Customer Experience Survey

In 2015, 2,012 faculty and staff responded to the survey.

- **Website**: Most frequently used channel to access HR
- **72.0%**: had direct contact with HR in the past year
- More employees in 2015 went to their supervisor or HR representative when they needed HR assistance

**Perception of HR:**

- **HR provides accurate information**: 4.05 out of 5
- **HR provides consistent information**: 3.85 out of 5
- **HR effectively communicates information**: 3.89 out of 5

- **Email**: most effective way for HR to communicate with faculty and staff
- **78.5%**: read emails from HR all or most of the time
## Customer Experience Survey Metrics

<table>
<thead>
<tr>
<th>Service Quality *</th>
<th>2013</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledgeable Staff</td>
<td>3.95</td>
<td>3.99</td>
</tr>
<tr>
<td>Well Trained Staff</td>
<td>3.93</td>
<td>3.96</td>
</tr>
<tr>
<td>Maintains Confidentiality</td>
<td>4.07</td>
<td>4.19</td>
</tr>
<tr>
<td>Provides Timely Information</td>
<td>3.95</td>
<td>4.03</td>
</tr>
<tr>
<td>Provides Accurate Information</td>
<td>3.99</td>
<td>4.05</td>
</tr>
<tr>
<td>Provides Consistent Information</td>
<td>3.80</td>
<td>3.85</td>
</tr>
<tr>
<td>Easily Accessible</td>
<td>3.74</td>
<td>3.89</td>
</tr>
<tr>
<td>Strives to Provide High Quality Service</td>
<td>3.97</td>
<td>4.07</td>
</tr>
<tr>
<td>Friendly Collaborative Staff</td>
<td>4.13</td>
<td>4.22</td>
</tr>
<tr>
<td>Effectively Communicates</td>
<td>3.79</td>
<td>3.89</td>
</tr>
<tr>
<td>Average Response</td>
<td>3.93</td>
<td>4.01</td>
</tr>
</tbody>
</table>

* Based on a 5 point scale
Solutions Center Call Performance

Number of Calls Answered

- 3,893

Jan-16 Feb-16 Mar-16 Apr-16 May-16 Jun-16 Jul-16 Aug-16 Sep-16 Oct-16 Nov-16 Dec-16

2015 2016
Solutions Center Call Performance

Average Delay to Answer - in seconds
Solutions Center Call Performance

Call Abandonment Rate

- 6.39%

January 2016 to December 2016
It's not just what we do, but why and how we do it that distinguishes us as Spartans.

Spartans Will.