

## Notes from the Senior Advisory Group Meeting on March 20<sup>th</sup>, 2007

### **Members who were in attendance:**

Tim Barnett  
Joan Braddock  
Susan Herman  
Bernice Joseph  
Barbara Rusher  
Kathleen Schedler  
Kristi Sherman  
Jan Dalrymple (For Roger Smith)

### **Others present:**

Ro Bailey  
Beth Behner  
John Duhamel  
Carla Browning (via phone)  
Jennifer Schuster (Segal-Sibson)

### **Members who were unable to attend:**

Julie Baecker  
Steve Smith  
Joe Trubacz

### **Roles and Responsibilities of the Senior Advisory Group:**

The Group agreed that members will have a role of communicating a “case for change” regarding the HR Redesign project. Senior Advisory Group members will be responsible and knowledgeable about HR Redesign progress; provide visible and vocal support to the effort; assist in setting redesign priorities; assist in setting priorities for customer needs; provide a valuable means of communication to customers and back to the Redesign Steering Committee; help to establish standards for service level agreements between HR and customers/departments; and provide input on performance measures for the HR Redesign effort.

### **HR Principles and Charter:**

While the Group agreed the HR guiding principles are on target, the Group did not feel that the draft descriptions of UA HR principles were sufficiently clear, descriptive or relevant. However, the Group felt the bulleted descriptions in the draft UA HR Charter were more appropriate for our HR context. Thus, the Group suggested that we simplify our presentation of the UA HR Charter stating each guiding principle (e.g., “Valued Partnership”) with each principle’s accountabilities. In addition, the Group recommended we review the language used in describing our accountabilities for clarity and consistency. John Duhamel agreed to revise the document as suggested, for presentation at the next Senior Advisory Group meeting. The Advisory Group also asked that the term “stakeholder” be defined and standardized. The group discussed that it wasn’t clear

whether the terms “customers,” “stakeholders,” and “community” were intended to be interchangeable or were different constituencies.

#### **HR Process Review and Discussion:**

Jen Schuster from Segal-Sibson gave a quick description of the “SIPOC” process review methodology that will be used for a high level review of HR processes. A more extensive and detailed review of select, prioritized HR processes will then occur. The Group accepted that this approach was appropriate. The Group was then asked to prioritize specific HR processes that they felt needed attention in the redesign review. A list of HR process priorities developed by the Senior Advisory Group is contained in the attachment to these meeting notes. The list also contains the HR process priorities suggested during the all-hands HR Staff meeting held on March 19, 2007.

#### **Communication Strategy Discussion:**

The Senior Advisory Group provided many inputs to be considered by the Communications Committee:

The Group suggested that communications come from many sources; communications should be consistent; communications need to take into consideration the difficulty of Rural Site connectivity. The Group also expressed that communications need to utilize existing University committees and councils, UAF faculty senate, UAF and Statewide governance groups and staff meetings to assist in the flow of information concerning HR Redesign progress and issues. The group suggested that each department have a contact person identified to receive updates from the HR Redesign Transition Manager, so that the flow of information can be consistent and timely. It was also suggested that a creative approach to gauging employee understanding and perceptions be used, such as a crossword puzzle or some type of game with a prize (incentive) to increase the excitement of the communications and enhance “getting the word out.”

In a discussion of customer expectations/needs, the Advisory Group provided a number of specific customer interests:

- HR should provide timely and accurate responses to customer inquiries and requests for assistance.
- HR staff should understand the customers’ business and be able to flexibly address the customers’ needs, providing feedback and explanations as a part of the response.
- HR should be able to accommodate requests for expedited hiring when needed (such as students, short notice research projects or emergency situations).
- HR communications to employees should be prompt and reliable, such as those to explain changes in benefit plans.
- HR should be creative in attempting to meet all customer needs.

#### **Meeting Frequency**

The Senior Advisory Group discussed the ideal frequency for its meetings. The members agreed to be somewhat flexible, as may be needed to fulfill their role in the redesign

project. John Duhamel will make arrangements for the time and place of the next meeting, which will be held mid-day and include a working lunch.

Suggested agenda items for next meeting include a timeline of events and updates on the work of other HR Redesign participants, including HR process mapping teams.