

Notes from the Senior Advisory Group Meeting on October 16th, 2007

Meeting Start Time: 11:00 AM, Runcorn Room, Reichardt Building

Members who were in attendance:

Julie Baecker
Tim Barnett
Bernice Joseph
Kristi Sherman
Joe Trubacz
Jan Dalrymple (Proxy for Roger Smith)
Susan Herman
Fred Smits (Proxy for Steve Smith)
Buck Sharpton
Juella Sparks

Others present:

Beth Behner
John Duhamel
Ro Bailey
Carla Browning
Jim Johnsen
Julie Benson

Members who were unable to attend:

Joan Braddock
Roger Smith
Steve Smith
Kathleen Schedler
Barbara Rusher

Process Redesign Methodology Discussion:

The Group was in agreement to put Segal Sibson in training mode at the same time they are here to Redesign the Student Recruitment process. There were several suggested changes that were expressed on the composition of the recommended Redesign Team. It was suggested that the makeup of the Team should be built by function/roles of each member. The following list of functions/roles was recommended:

1. One team member needed to represent the Student Point of view
2. One team member needed to represent the PPA Point of View
3. One team member needed to represent the Rural Campus Point of View
4. One team member needed to represent the HR Expert Point of View
5. One team member needed to represent the IT Point of View
6. One team member needed to represent the Faculty Point of View
7. One team member needed to represent the Payroll Point of view

8. One team member needed to be an expert on UAKJobs
9. One team member needed to represent the Budget Point of View
10. One team member needed to have been on the SIPOC and Mapping Team
11. One team member needed to be a Co-Lead to the Process Redesign
12. One team member needed to be the Process Owner

In addition to the Redesign Team, there would be a training benefit for others to listed but not necessarily participate. This list would consist of: other process owners, other HR personnel, University Leaders/Managers and Organizational Developers.

Assumptions:

Members from the group concurred with the basic assumptions of the Redesign effort to centralize transactional services, decentralize customer service, utilization of a Consultant Delivery Model, unite HR into a single unit and build a structure that fosters career growth. It was recommended that we also add to the assumptions: build an HR that fosters the ability to recruit good people.

Organizational Structure Discussion:

A draft possible organizational design was present to the Group to generate discussion. The Group agreed that the “relationship” with the customer was one of the most important aspects of the new organization. The new organization needed to ensure personalized service and a distinct understanding of the department’s mission and intricacies involved in HR issues. For example, an HR technician assigned to a Research unit should have specific knowledge on Research HR needs. This would include an understanding of grants, special research assignments, special payroll needs involved in research, and many other HR issues that have a unique difference caused by a Research mission.

Other comments made concerned the future role of the PPA. Some members are reluctant to reduce the role of the PPA to transactional type duties only. A recommendation was made to build a certification program in which PPAs could certify for specific HR tasks. This would allow PPAs to grow their HR skills yet it would ensure that decisions are being made by appropriately skilled personnel.

Next Meeting

Next meeting will cover topics that time did not allow for this meeting.

Meeting Adjourned: 1 PM.