

Personnel Connections

Personnel Representative
Role/Challenges Discussion

Highlights



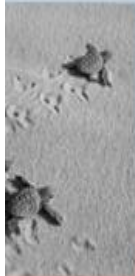
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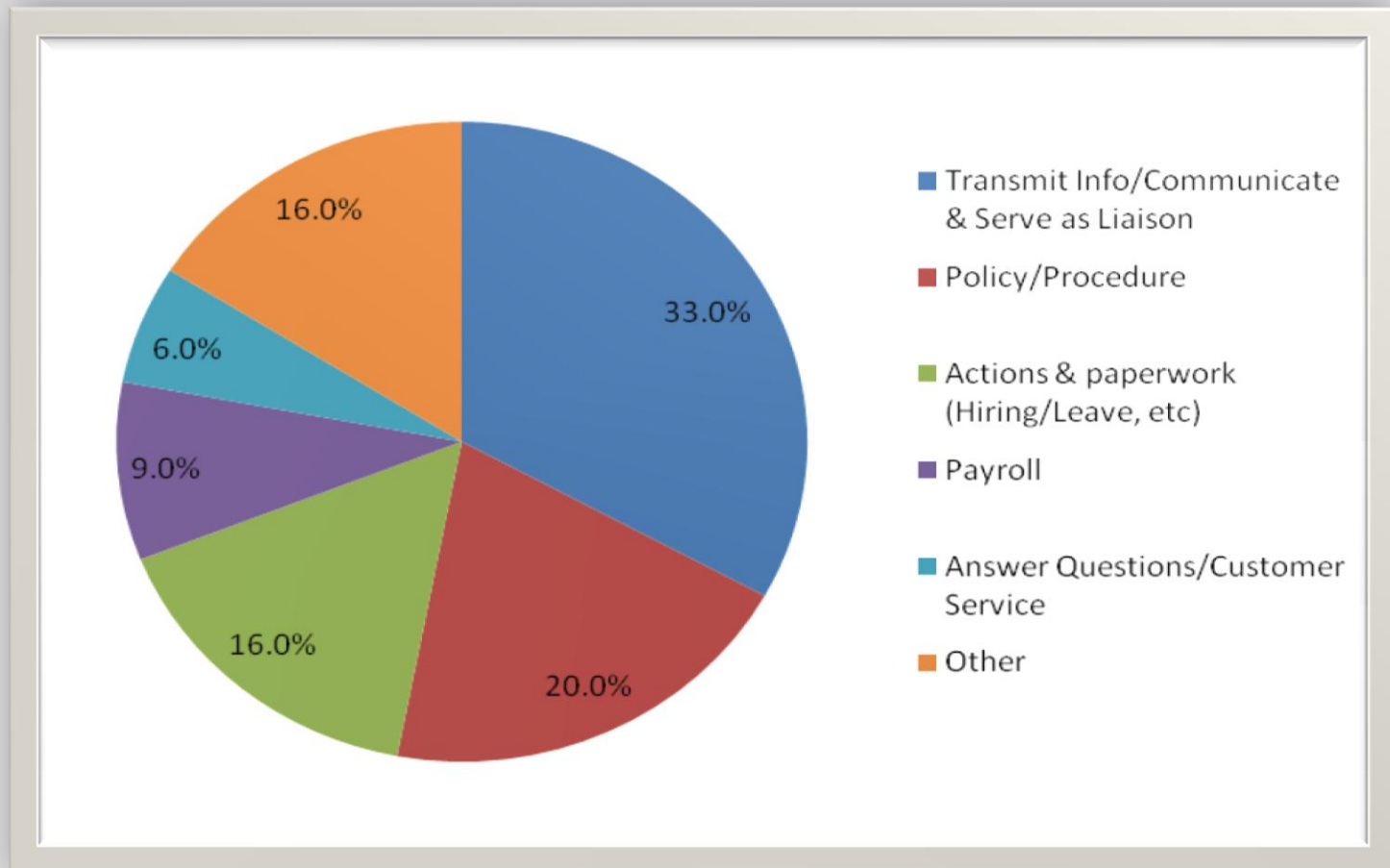
- I. With your partner, **brainstorm the top 3 responsibilities of a Personnel Representative** .
- II. With your same partner, **answer at least 3 of the questions below and leave your answers on your table following the Personnel Connections meeting.**

1. Relative to being a Personnel Representative:
What do you find most challenging in your department?
2. Relative to the HR processes:
What do you find most challenging?
3. Relative to the Personnel Connections meetings:
What do you like?
What do you dislike?
4. Relative to how HR communicates with you (i.e. list-serve announcements, newsletters, website, etc.):
What do you find most helpful?
What do you find least helpful?
How do you share this information with your constituents?
5. What other topics/speakers would you like to hear about this year ?
6. When you have an HR related issue, are you able to contact the correct unit/individual that has the answer you need?

With your partner, brainstorm the top 3 responsibilities of a Personnel Representative.

Of the 100 entries, the most common responses included:

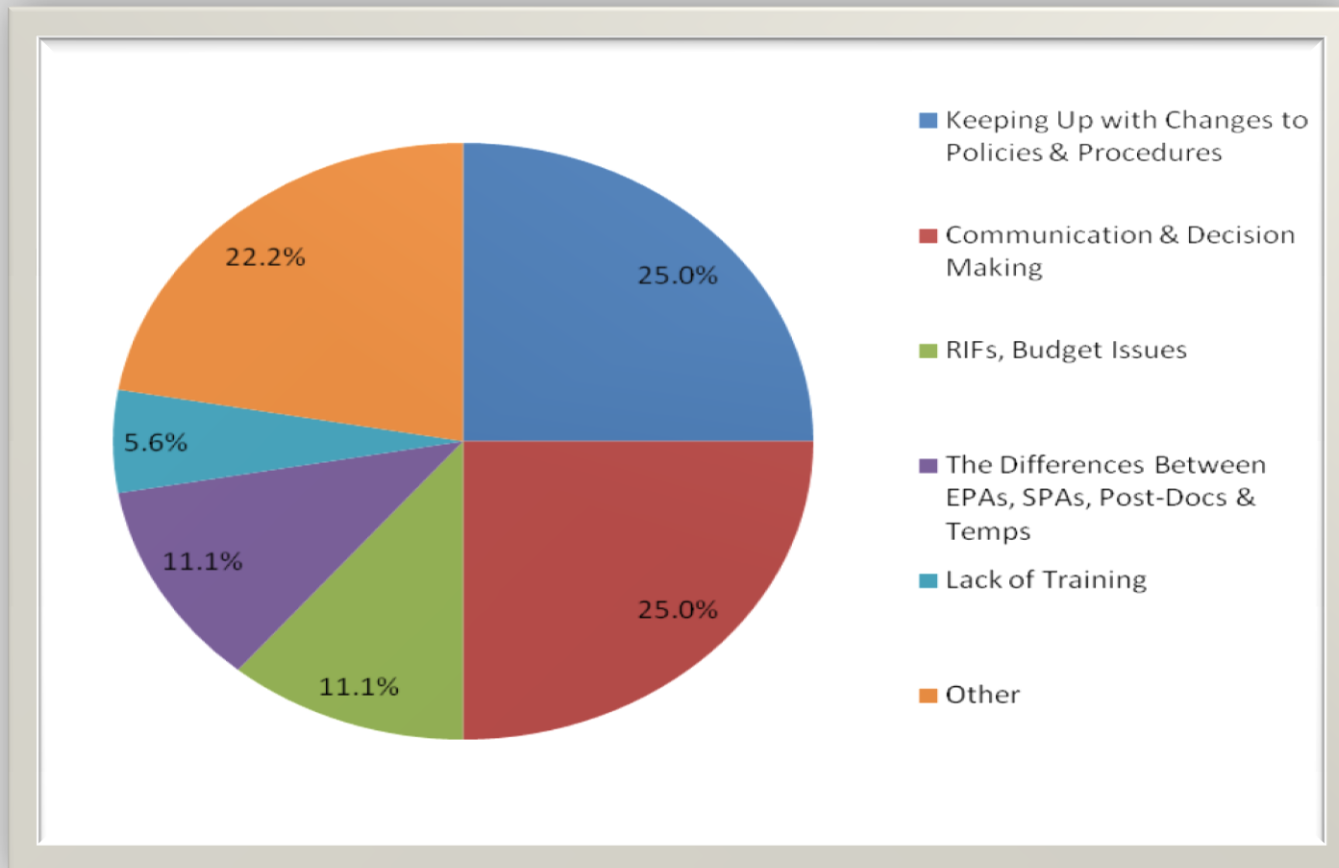
- Serve as a liaison between HR and my department/college- **33%**
- Interpret , keep abreast of and communicate changes in policies/procedures- **20%**



What do you find most challenging in your department?

Of the 36 entries, the most common responses included:

- Communication & Decision Making- 25%
- Keeping Up With Changes to Policies & Procedures- 25%



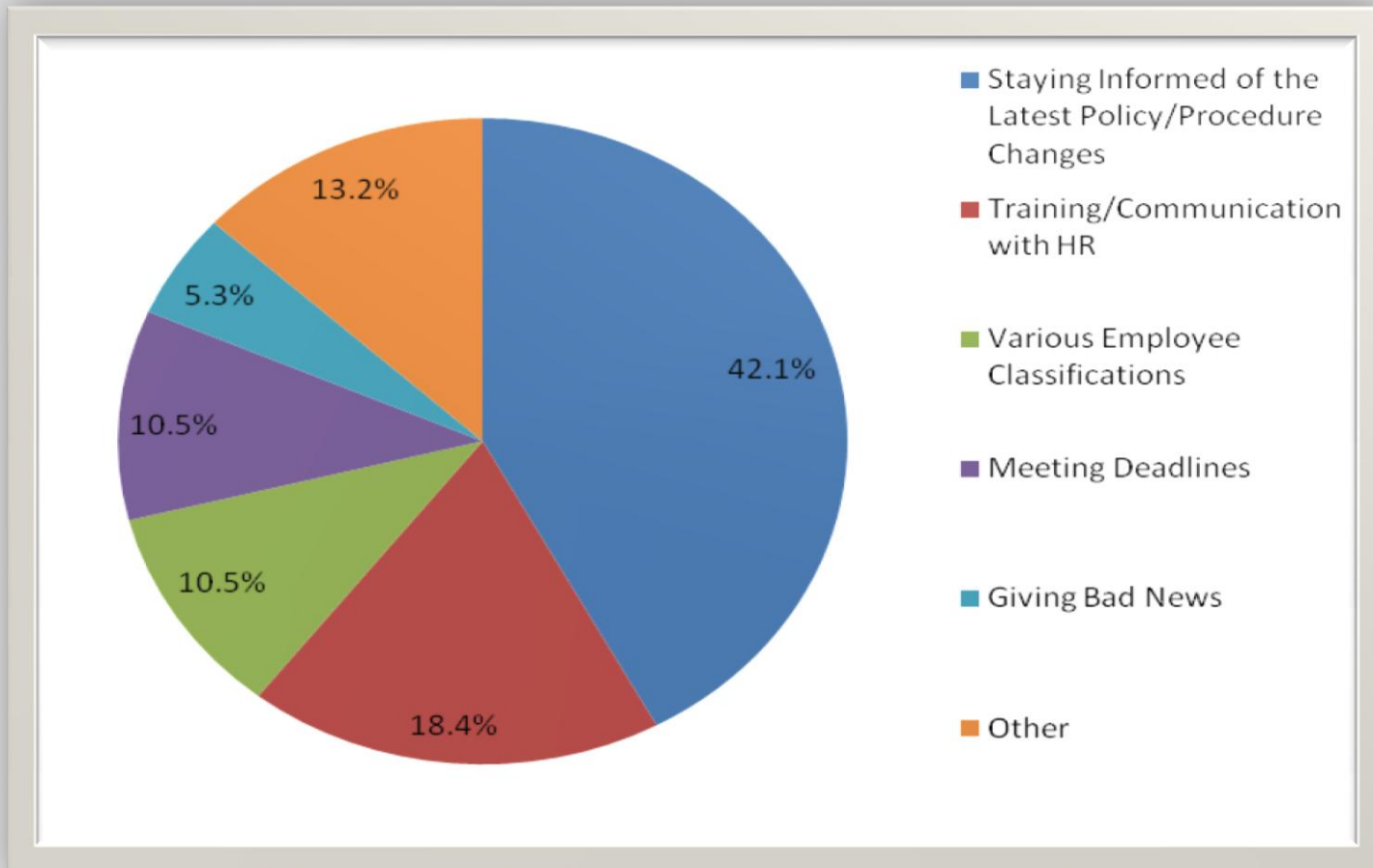
Comments:

- "Lack of training as far as my responsibilities as a rep. go- Expect me to be knowledgeable of processes/policies that I have never been introduced to or trained on."
- "Changing policies without communication."

Relative to the HR Process: What do you find most challenging?

Of the 38 entries, the most common responses included:

- Staying Informed of the Latest Policy & Procedure Changes- **42.1%**
- Training/Communication with HR- **18.4%**



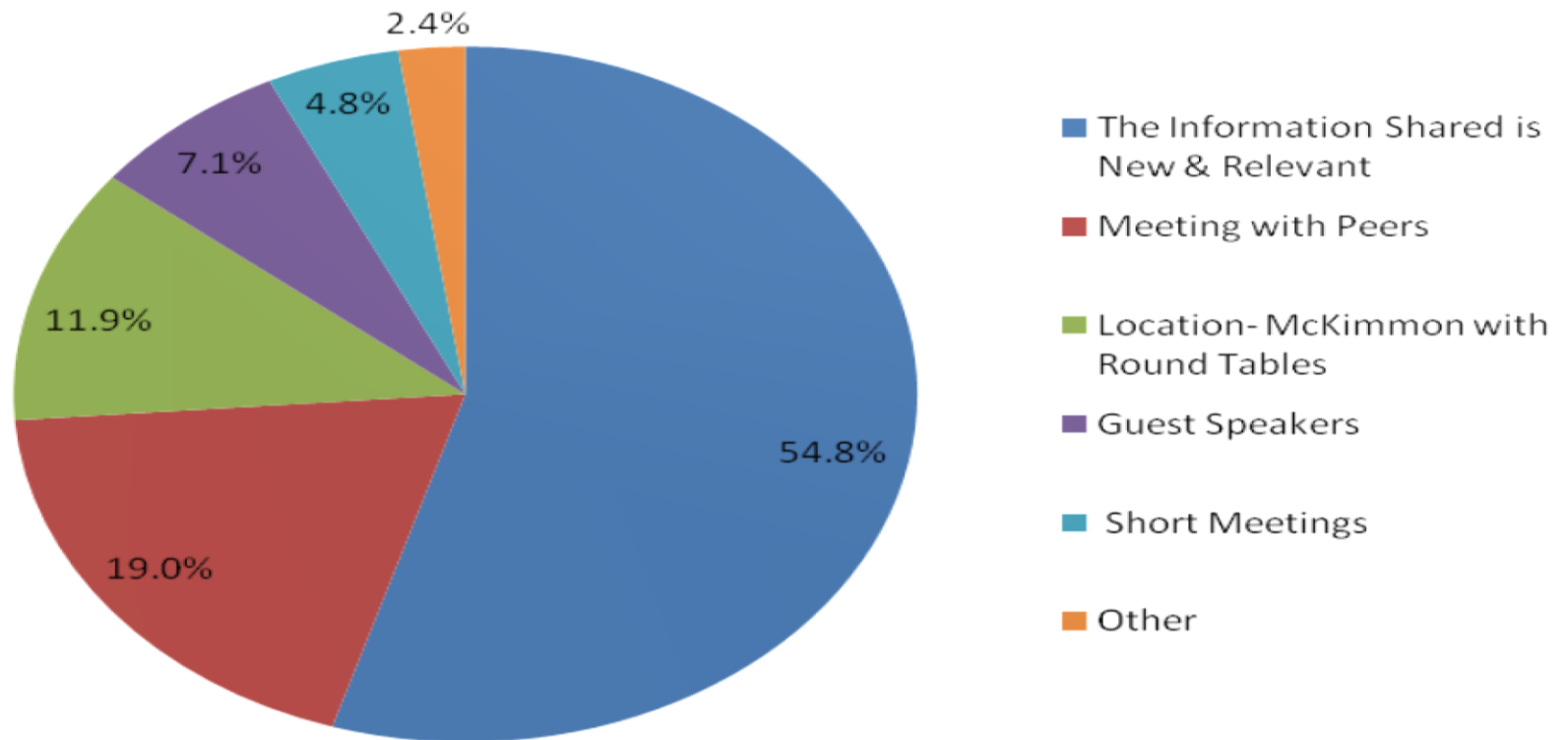
Comments:

- "Even with the hiring checklist available, it would be nice to have a step-by-step checklist to tell you which steps to do and when to do them in the hiring process. I always have to call someone in HR to see what to do next and make sure I haven't left anything out."
- "Time constraints- departments don't coordinate projects and often we get sent several things at the same time at critical times during the year (Ex: I-9 project at start of the academic year)."
- "No training- feel like I don't know any more about benefits than my employees do."
- "Implementation of new processes- seems not complete when we are told we have to do it- cart before the horse."
- "Finding the right contact for my HR questions."

Relative to the Personnel Connections Meetings- What do you like?

Of the 42 entries, the most common responses included:

- The Information Shared is New and Relevant- **54.8%**
- Meeting with Peers- **19.0%**



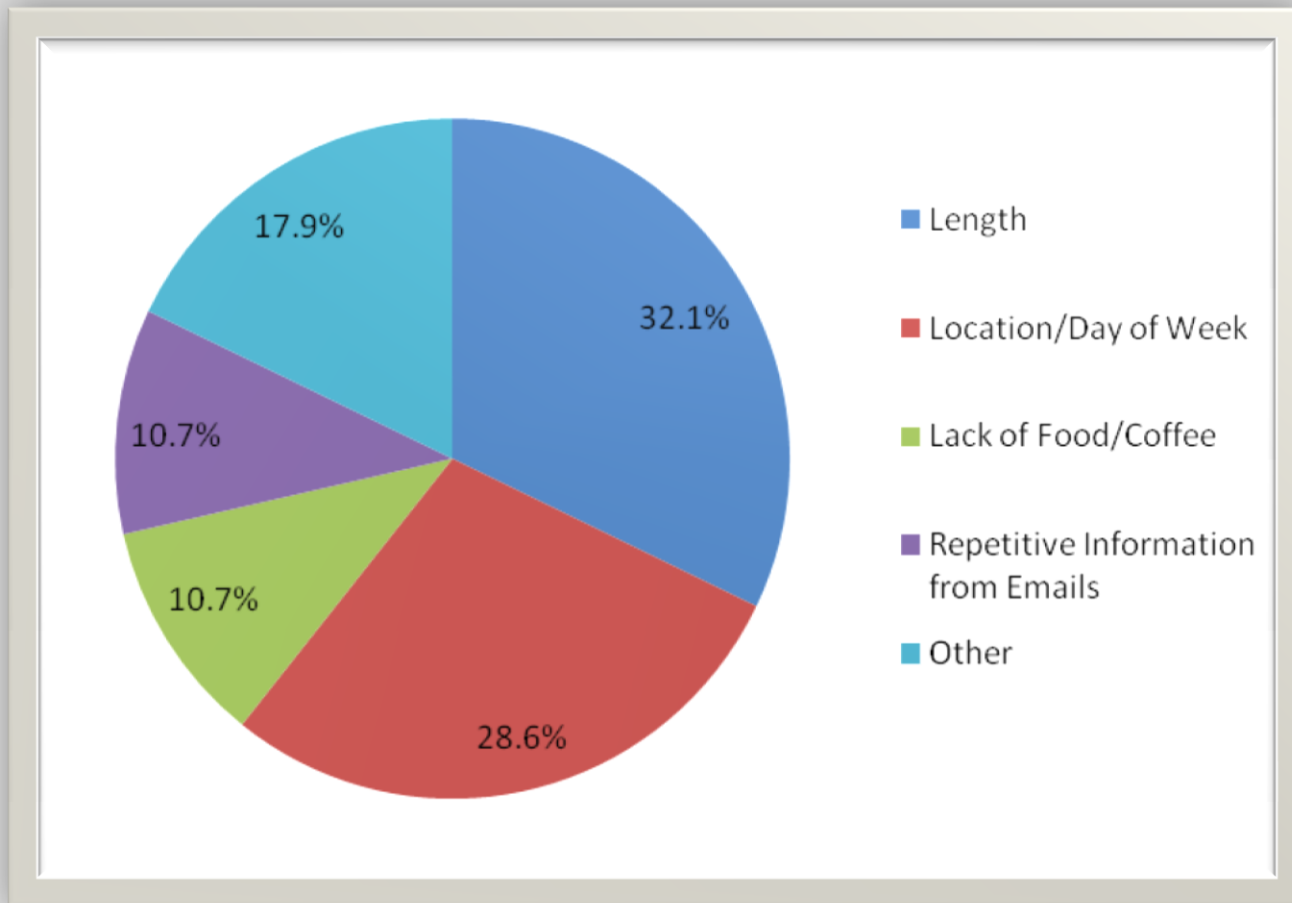
Comments:

- “Love the round table- easy to meet people and share ideas with others.”
- “Learning about the changes in HR and the University as a whole.”
- “Fun topics like healthy eating we had a few months ago.”

Relative to the Personnel Connections Meetings: What do you dislike?

Of the 28 entries, the most common responses included:

- Length of Meetings- **32.1%**
- Location/Day of Week- **28.6%**



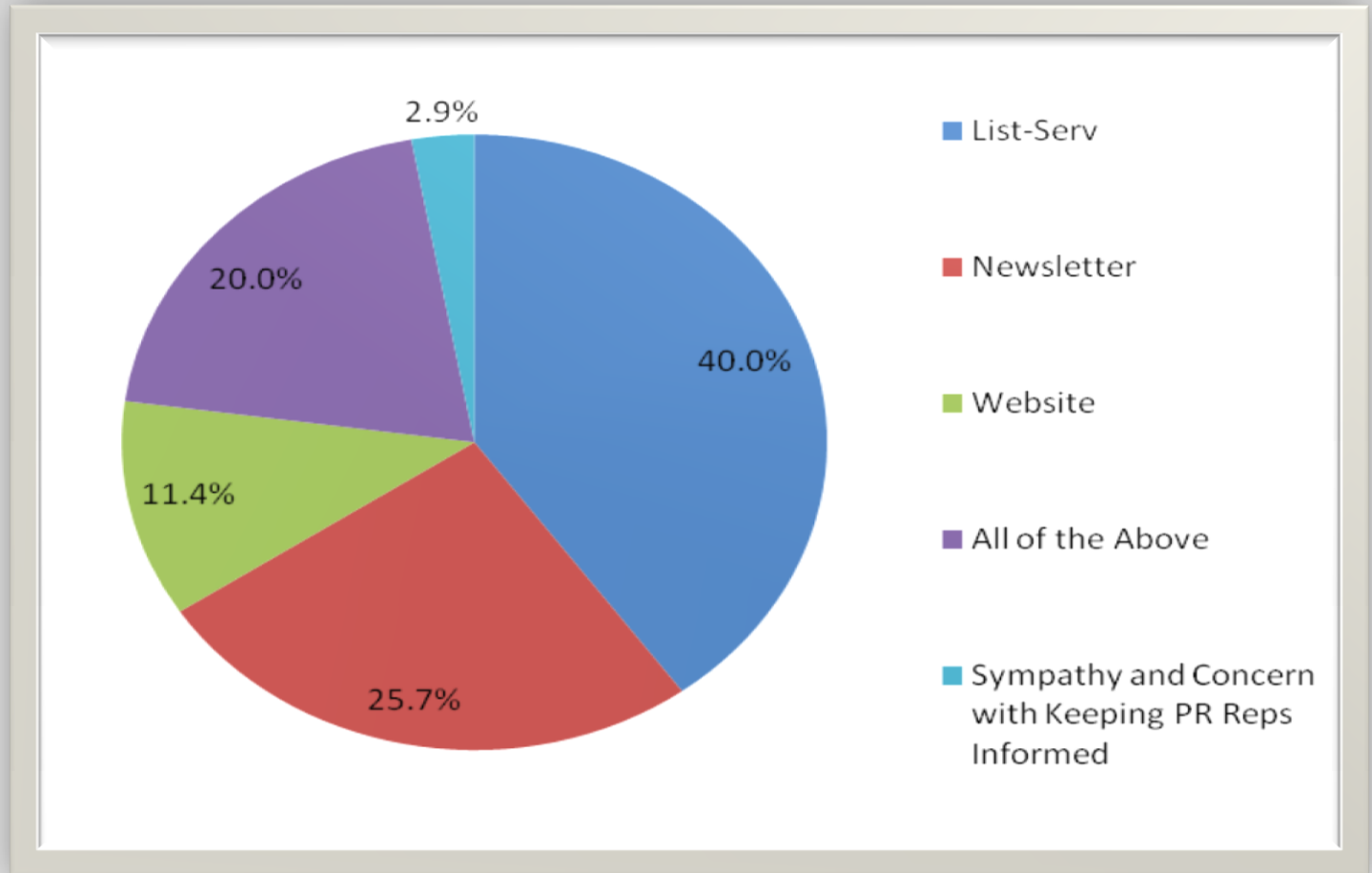
Comments:

- "Repetitive information- for seasoned reps, this is not needed."
- "Timing of meetings- need to be aware of other things going on campus (this is only the 3rd day of class)."
- "Rotating locations."
- "Meetings running over into lunch hour."

Relative to how HR communicates with you: What do you find most helpful?

Of the 35 entries, the most common responses included:

- List-Serv- 40.0%
- Newsletter- 25.7%
- Website- 11.4%



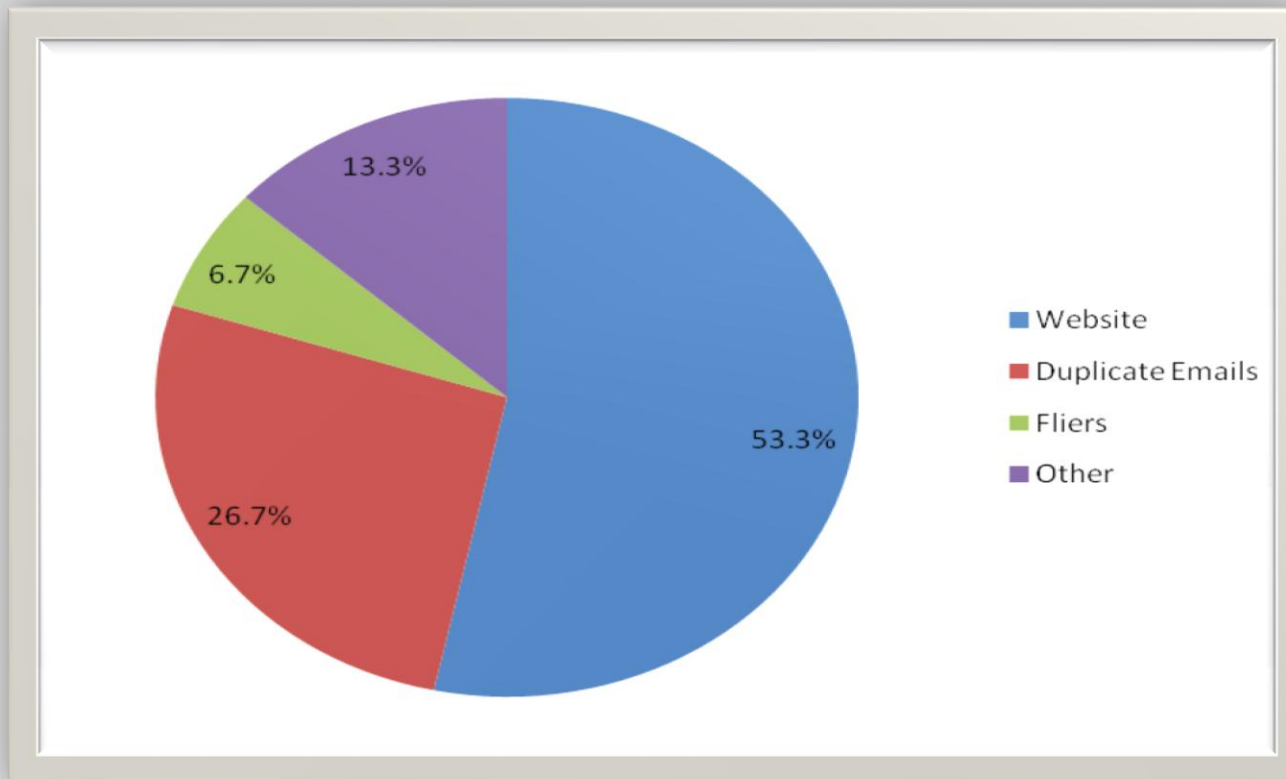
Comments:

- “All the information that is helpful in my everyday job.”
- “Information on website- updated forms are excellent.”

Relative to how HR communicates with you: What do you find least helpful?

Of the 15 entries, the most common responses included:

- Website- 53.3%
- Duplicate Emails- 26.7%



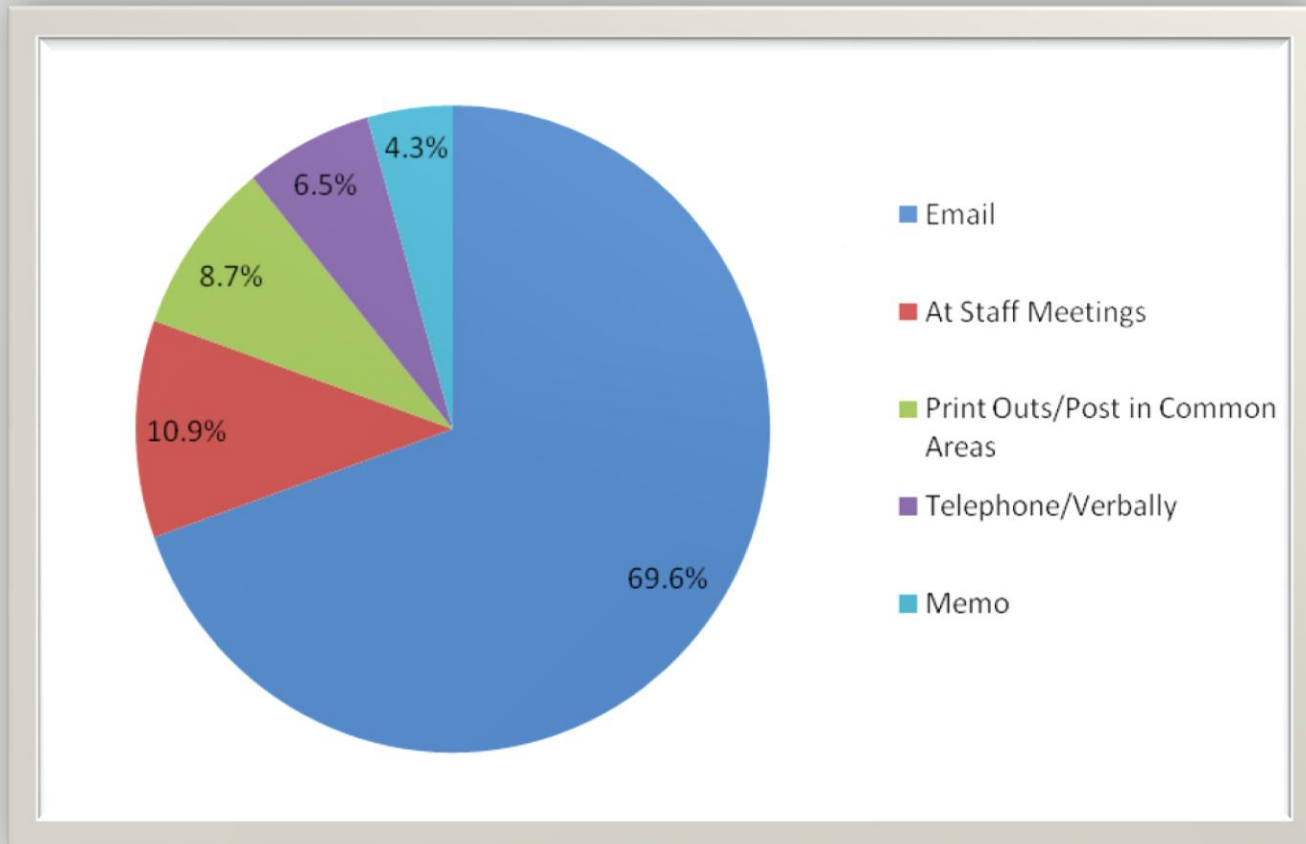
Comments:

- "Receiving duplicate emails from so many in department. No consistency in the various HR areas to get one answer."
- "I am often sent the same email 4-5 times. Wish they were written in format for us to email out to employees, often have to redo Ex: HR newsletter has info that just reps need. Format won't let us delete or modify to send out to employees."
- "It is often difficult to find the form I need on the website. Three out of 4 times, I have to call HR for help and sometimes, they have difficulty locating the form."

How do you share this information with your constituents?

Of the 43 entries, the most common response included:

- Email- 69.6%



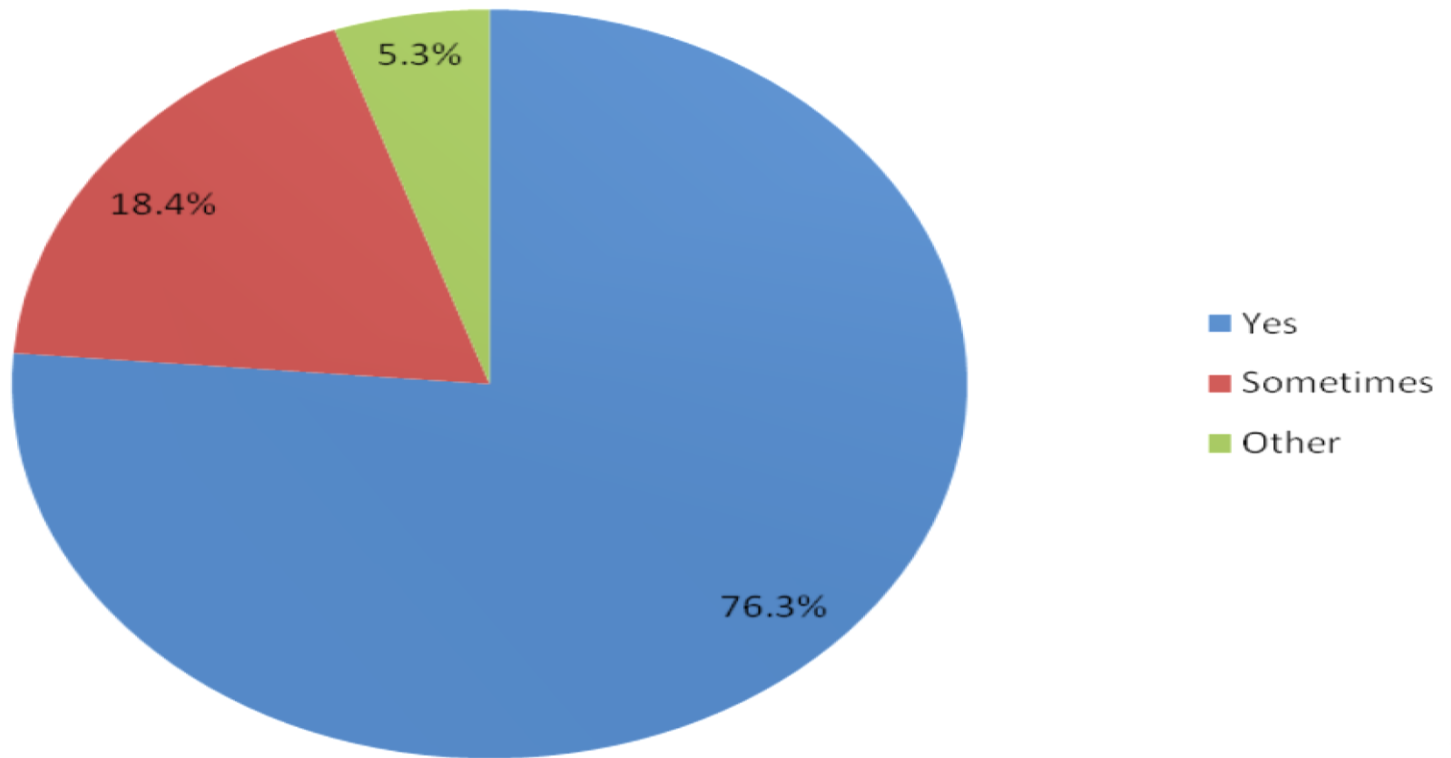
Comments:

- "Forward emails if received, or if no communication is sent from HR and we learn about it, we send out our own emails."
- "Email when not already sent by others."
- "Primarily email, sometimes presentations at staff meetings."

When you have an HR-related issue, are you able to contact the correct unit/individual that has the answer you need?

Of the 37 entries, the most common responses included:

- Yes- **76.3%**
- Sometimes- **18.4%**



What other topics/speakers would you like to hear about this year?

- More information on biweekly rules and regulations.
- How to stay motivated during tough times (like the current economy) with the many job cuts going on.
- Just keep on track with items the reps need to do their jobs.
- More real-life topics that we deal with day to day- for example, job actions in the HR system.
- H1N1 is going to be big, budget updates and healthcare.
- Budget- how the University plans to cope with cuts.
- Handling very emotional employees (high emotional response, low reasoning response).
- Fun topics like healthy eating we had a few months ago

The BIG TAKE-AWAYS for HR-

- Meetings are useful when sharing NEW policy and procedure changes that impact units. No need for redundant/duplicative information.
- Meetings are long. Location could be better. Like the roundtables.
- Website is not the primary source for information nor the preferred.
- Personnel Reps need additional training (or need to be made aware of training).
- Others?....