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SPARTANS WILL.

Rethinking Your HR

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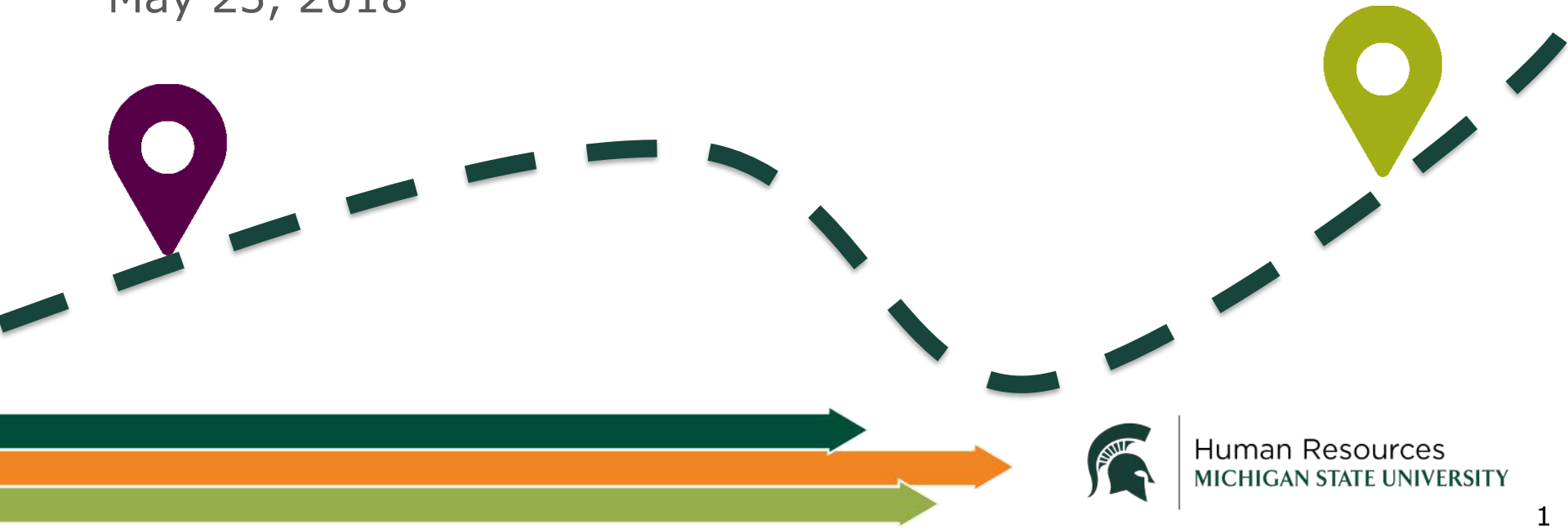
Associate Vice President Human Resources
May 23, 2018



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Navigating Rough Seas

IT'S NOT JUST WHAT
WE DO, BUT WHY
AND HOW WE DO IT
THAT DISTINGUISHES
US AS SPARTANS.
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- ✓ Purpose
- ✓ Implementation
- ✓ Measurable Results
- ✓ Continuous Change
- ✓ Diversity of Thinking
- ✓ People
- ✓ Accountability
- ✓ Recognition
- ✓ Inclusion/Input
- ✓ Service
- ✓ Effective Communication

Preparation Checklist

- ✓ Acknowledge the need for change
- ✓ Manage stakeholder expectations
- ✓ Identify areas for improvement
- ✓ Increase the speed of change
- ✓ Modify and revise business processes
- ✓ Increase collaboration and promotion of communications to employees
- ✓ Develop future leaders

Stakeholders

Who do I call?

”Hot Potato” Approach

Inconsistent Information

Accuracy Issues

Long Response Times

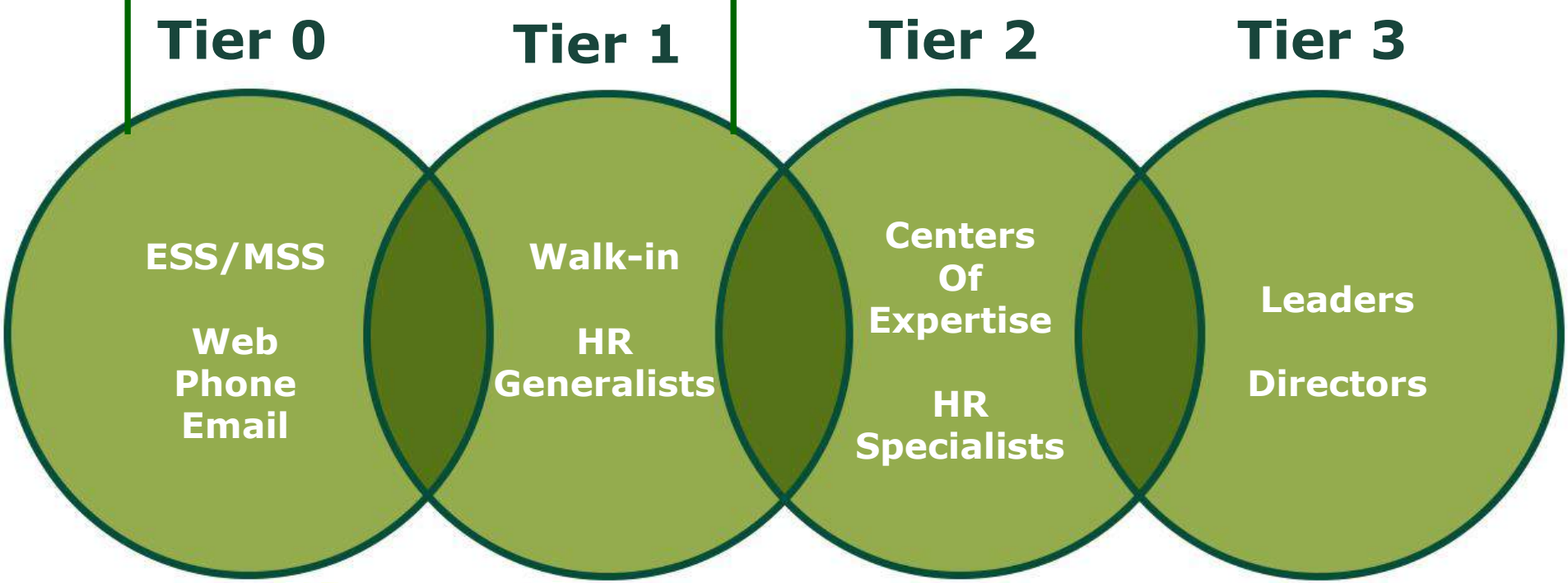
Unpleasant Experiences

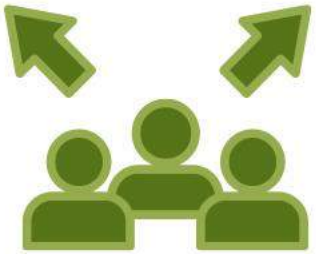
Human Capital Management System

New Service Delivery Model

SOLUTIONS CENTER TIER O and TIER 1

Multiple Access Channels





Stakeholders

One Stop Solutions

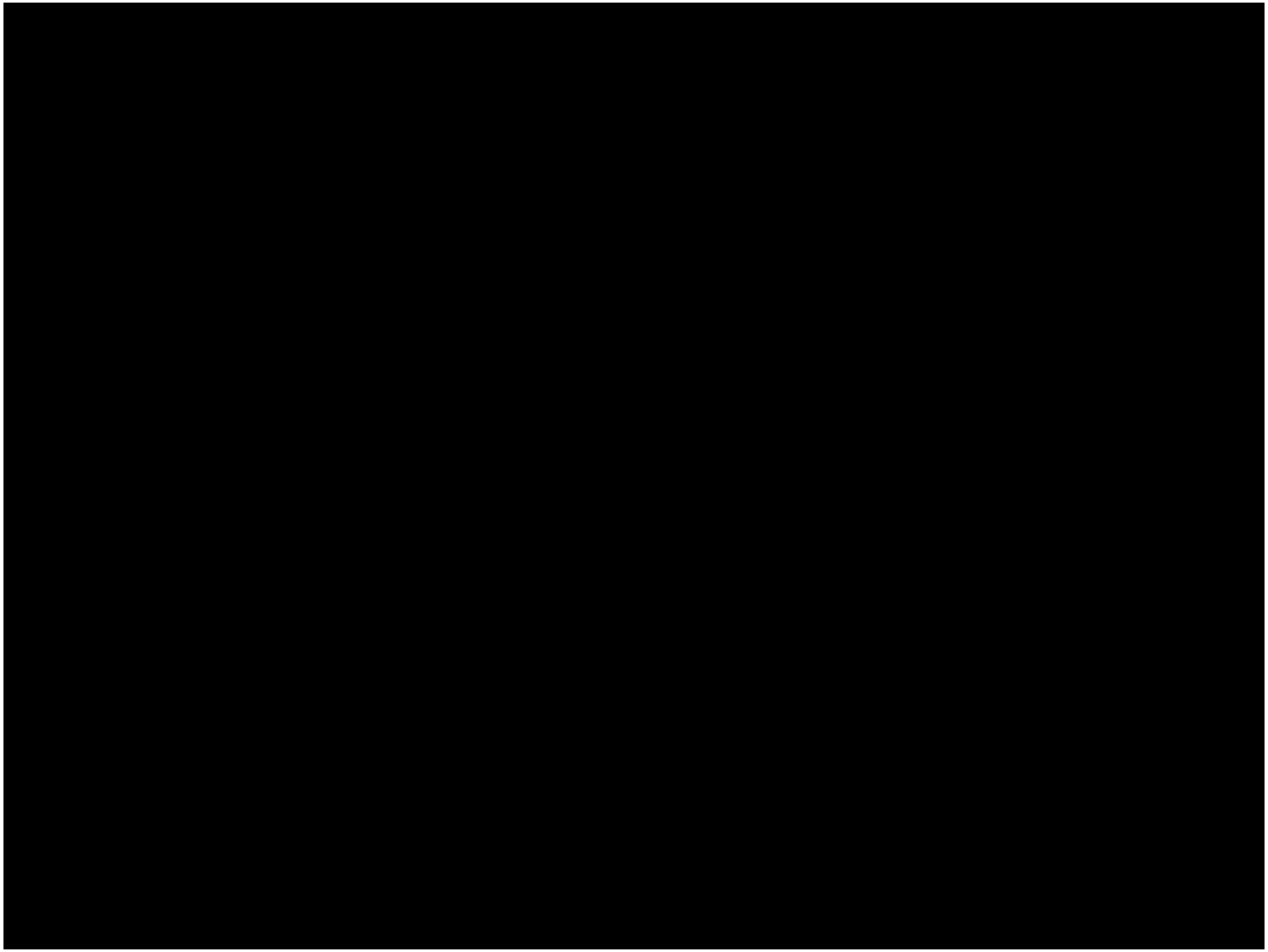
The Concept of One

The MSU HR Solutions Center

ONE Phone Number.
517-353-4434

ONE Email.
SolutionsCenter@hr.msu.edu

ONE Goal.
Supporting YOU!



We Make Doing Your Job Easier

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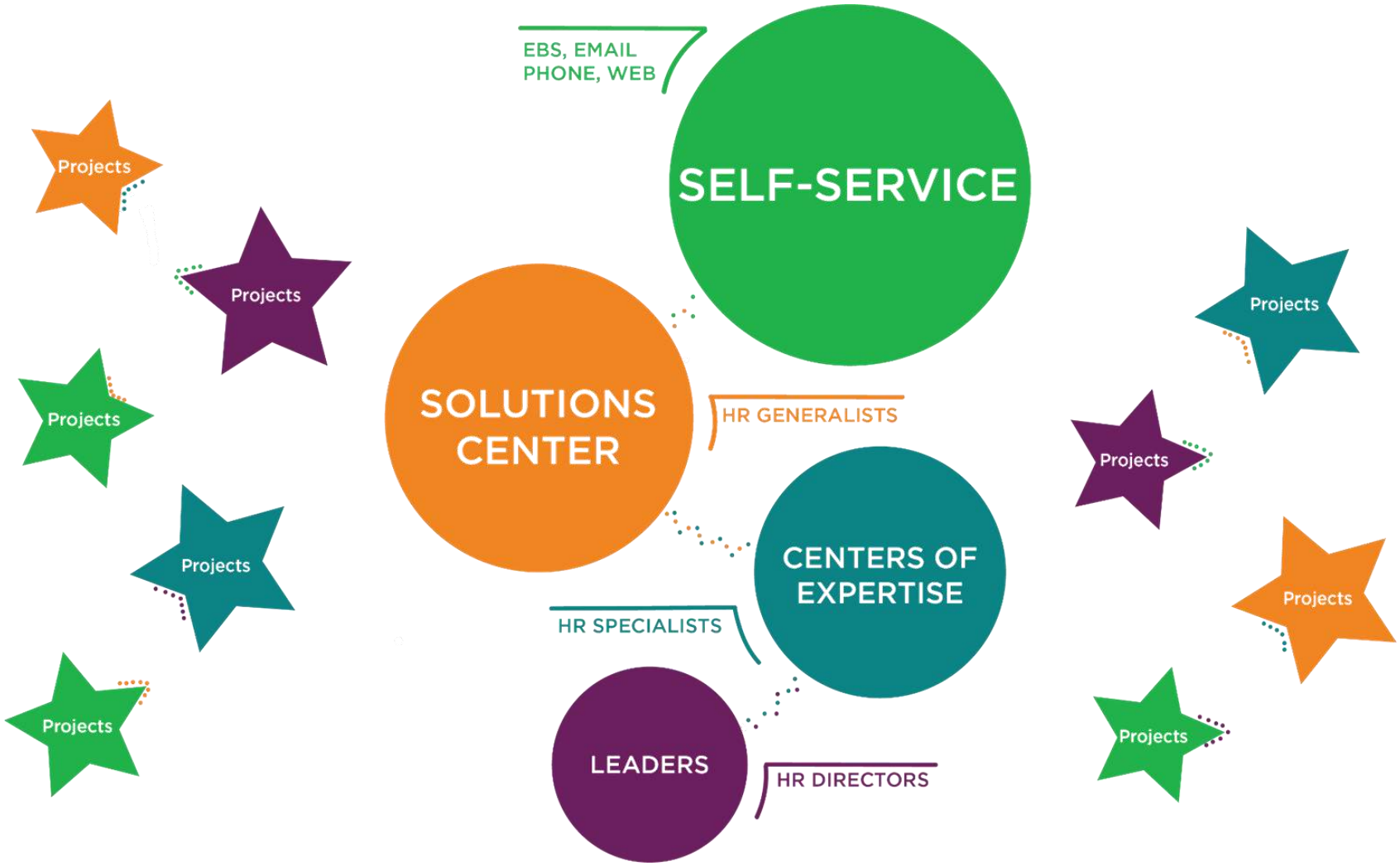
Our Model


EBS, EMAIL
PHONE, WEB
SELF-SERVICE
SOLUTIONS CENTER
HR GENERALISTS
CENTERS OF EXPERTISE
HR SPECIALISTS
LEADERS
HR DIRECTORS
Projects
Projects
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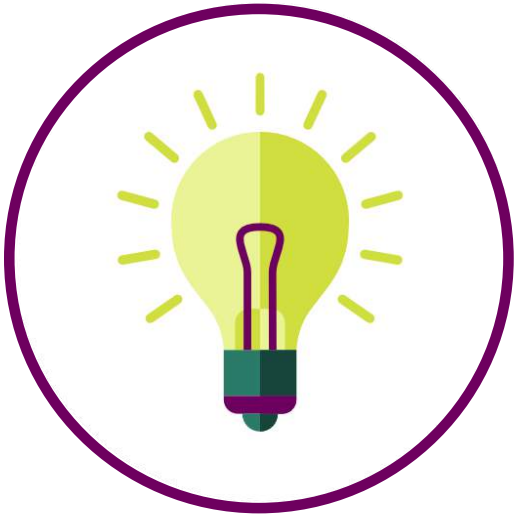
Projects

MSU HR Brand

Engage

Inform



Inspire

Helping you find answers

- The Solutions Center is your one-stop for HR related assistance and answers
- Our customer service team will answer your questions and/or connect you with the proper resources

Service Level Performance

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2017 Statistics & Results

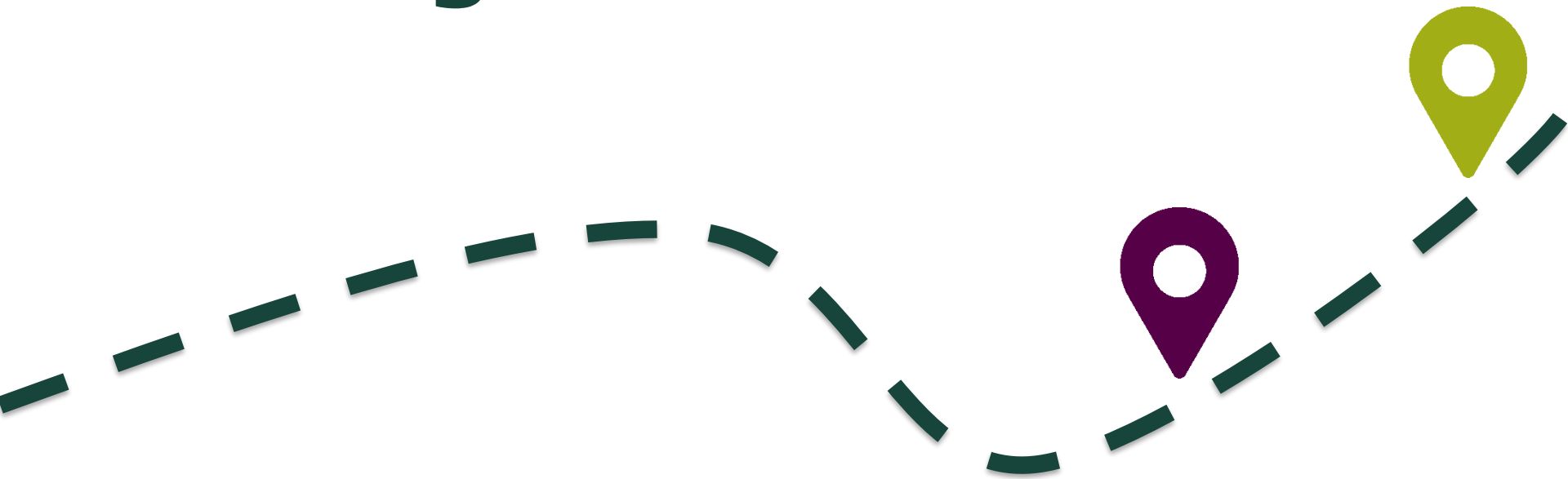
- Received 226 fraudulent unemployment compensation claims in FY 2018
- Saved $1,434,042 as of March 31, 2018
- Redesigned HR website
- Increased traffic to site by 19%
- Created Project Control Unit
- Successfully implemented PageUp applicant tracking software on time and within budget

Solutions Center

- Answered over 51,000 phone calls
- Eliminated phone tree; answered more calls; decreased wait time to 23 seconds (avg.)
- Facilitated over 16,000 I-9s
- Decreased exposure to maximum timeliness fines by $789,500
- Simplified employment verifications
- Decreased time to verify to 10 min. (avg.)
- Improved quality of Face-to-face contacts

Bringing It All Together...

Looking Ahead…



Preparing for the Future

Create MSU HR Consulting Service Delivery Model

MSU HR professionals work with units as consultants

Research Job Rotation Concept

MSU HR professionals rotate work assignments with unit HR professionals

Post Temporary and On-Call positions

Increase quality and diversity of applicant pools

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Thank YOU!

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