

Service Excellence Action Plan for: Human Resources		
Dimension	Action Step	Timeframe
Process Improvement	A. Clearly define and clarify processes, roles and responsibilities by developing and providing training to customers, stakeholders, and employees: -ELR: Workplace Investigations, Documentation, Policies, and Coaching; Conflict Management/BETA Mitigation; Layoff Training for Senior Leadership; Hearing Officer training program and process -CB: Open Enrollment, Tuition Remission -ELD & ELR: Supervisor Training -TR: CrossChq Reference Checking B. Redesign, automate and streamline processes: -HRS: HR website -HRSC: Onboarding and Intake -TR: Hiring Process Manual; Criminal Background Check Process -CB: Supplemental Pay Form; Supplemental Retirement Account Automation -ELR: PERC, Performance Management, Leave Management C. Document Standard Operating Procedures: -ELR: Leave, Grievance, Layoff, Separations, Case Management, Unemployment, Employment Verification -HRSC: Hires, Rehires, Terminations, Job Changes, Contract Renewals, SSN Updates, Visa Renewals, Employment Verifications -TR: Background Checks, Offer, Job Postings D. Develop metrics, dashboards and reports to identify gaps, areas of improvement, and guide decision making: - DAR: Contact Lists, UMBrella, Average Time to Fill, Sourcing Per Hire, Recruitment Sourcing, Layoff, FMLA	January 2025 - July 2026

Ownership and Accountability	Continue to promote HRS resources and programs, including participating in tabling events and townhalls. Increase transparency in communications and when issues arise, include the rationale behind decision making. Cultivate a greater understanding across the team of ownership of HRS processes. Establish the means to collect feedback relative to what we do and how to share back. Continue executing the goals outlined in the HRS strategic plan and more specifically, those that may address any gaps in processes. Equip HR Partners with the training and resources needed to strengthen their ability to independently manage and execute responsibilities within their schools and units. Strengthen partnerships with key stakeholders and customers by fostering open communication, aligning goals, and collaborating on strategic initiatives.	January 2025 - July 2026
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