

PROGRESS REPORT

Working Group Name: One Stop Human Resources Service Center

Working Group #: 31

Chair: Damon Slaydon

Date: March 23, 2022

Update on Actions Taken Since Last Report:

3/8/22 Working Group met and discussed:

- Staffing methodology: Cooperative effort between WG31 and WG33, along with Finance's WG26, to convene a small focus group to develop a survey intended to go to HR liaisons and their leaders. Draft is expected the week of 3/21 and will be shared with WG31 & WG33 prior to sharing it with focus group.
- HROE communication campaign
- Transitional strategies
- HROE and TAMU brand building

Members were provided a Qualtrics link to collect feedback for the previously assigned homework, to be held open until 3/17/22:

- Socialize and gather input from constituents about what is the optimal balance of employees self-servicing, and face to face customer support by an HR professional?
- What avenues do customers currently utilize to engage with their HR Liaison that we need to continue to foster/support?
- Are there any suggestions for technology or communication avenues that should be explored/paved to enhance our delivery of services?

Members were provided a Qualtrics link to collect feedback for the currently assigned homework, to be completed by 3/20/22.

- What metrics need to be established to help us gauge success?
- What tools are available to assist us with monitoring efficacy, efficiencies, and areas that need attention?
- What is our responsibility to publish our reports for public disclosure and accountability? Where? When?

Next Major Issue to be Addressed:

Working group members have provided comments, input, and feedback on the following items, which are now with HROE to consider and use in developing strategy, approach, and final response.

- Finalize the catalog of anticipated services to be delivered
- Finalize the proposed organizational structure
- Begin to gather information (from the HR/Fin combo survey) to solidify the staffing methodology & transitional strategies
 - Convening a cooperative focus group with Finance WG#26 to issue a combined survey to employees and leaders to gauge business and HR

duties/responsibilities for proper sorting and work assignments. This will allow us to get more detail, as well as ask the employees what they think and want.

- Customer access/ Service delivery model
- Accountability measures

Problems or Barriers Encountered and Solutions Identified:

Continued need for clarifying perceptions of centralized deployed workforce as opposed to centralized one-stop location. Solutions accomplished through communication and establishing common theme.

HROE's communication plan includes a multi-stop tour for HR's executive leadership to meet with deans, vice presidents, and others to better understand their unique needs and current structure for services. Individual conversations and considerate building of relationships will be key to developing a model that will meet the needs of the organization on many levels.

Deliverables Completed:

- 2/28/22 Finalized high level organizational structure for HROE
3/8/22 Working group agreed that the field service centers shall be called "hubs," and that for the time being, naming of them will be HR-Hub#. Members also agreed that the 1:150 ratio of HR generalists/specialists to employees was most appropriate for our institution and is a reasonable target for building the new organization.

Timeline for Completion of Remaining Deliverables:

- 3/31/22 Finalize the draft of anticipated services to be delivered
3/31/22 Finalize the proposed organizational structure with specific service units
4/1/22 Finalize the staffing methodology & transitional strategies
4/30/22 Identify individuals to transition from various units to HROE structure
5/31/22 Customer access/ Service delivery model
6/30/22 Accountability measures