IOWA STATE UNIVERSITY

Professional and Scientific Council

General Council Meeting

August 12, 2021, 2:10 – 4:00 p.m.

Pioneer Room, Memorial Union

Welcome, and thank you for joining our meeting!

- Call to Order & Seating of Substitutes
- Establish Quorum
- Approval of the Agenda
- Approval of the Minutes

  July 1, 2021 general council meeting minutes

Administrative Reports

Jonathan Wickert

Senior Vice President and Provost, Iowa State University

Administrative Reports

Pam Cain

Vice President for Operations and Finance, Iowa State University

Administrative Reports

Dwaine Heppler & Heather Parris
Service Delivery Team, Iowa State University

IOWA STATE UNIVERSITY

Service Delivery Update: FY21 Results and FY22 Priorities

Dwaine Heppler and Heather Paris

P&S Council Meeting

August 12, 2021

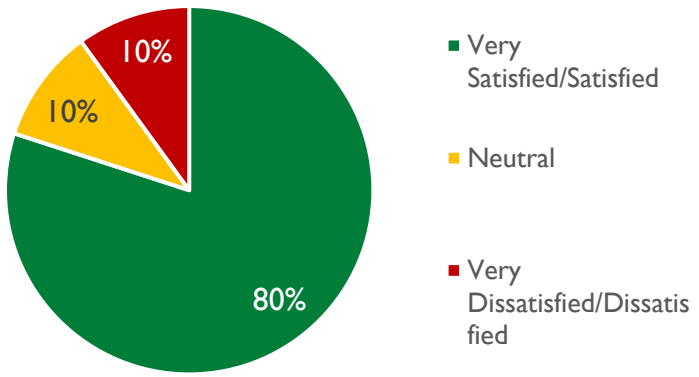
Agenda

- FY21 Annual Report
  - Key Performance Indicator Results (KPIs)
  - Key accomplishments
  - FY22 Priorities
- Feedback and Questions

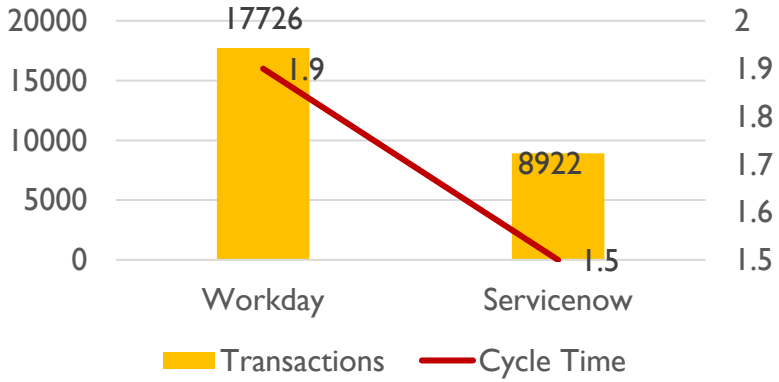
Year Over Year Comparison: HR Delivery

FY 2020

Satisfaction

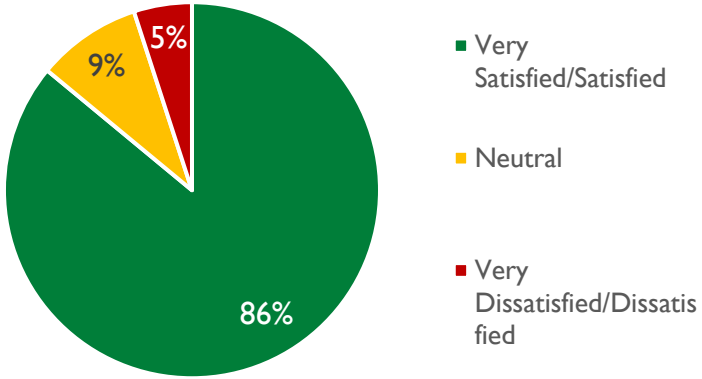


Transactions



FY 2021

Satisfaction



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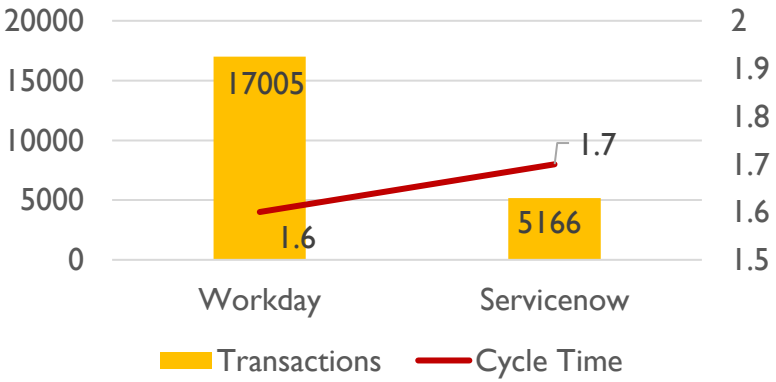
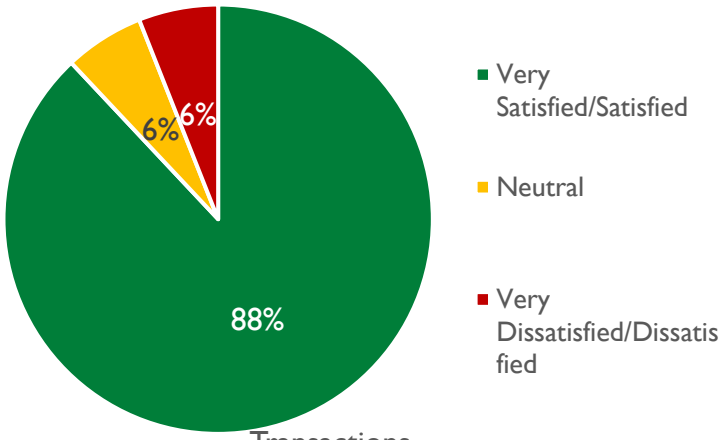


Year Over Year Comparison: Fin Delivery

FY 2020

Satisfaction



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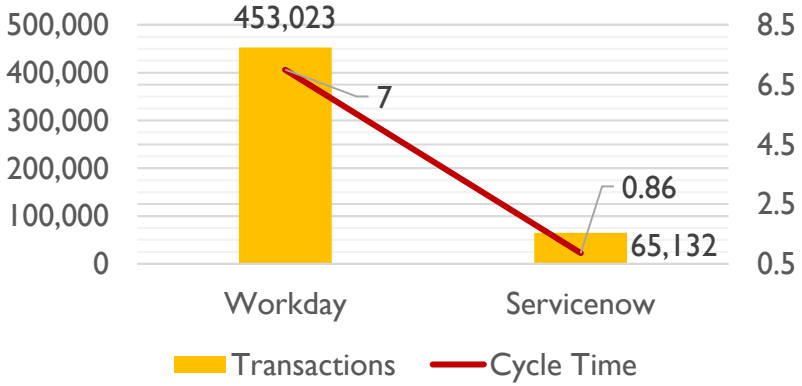
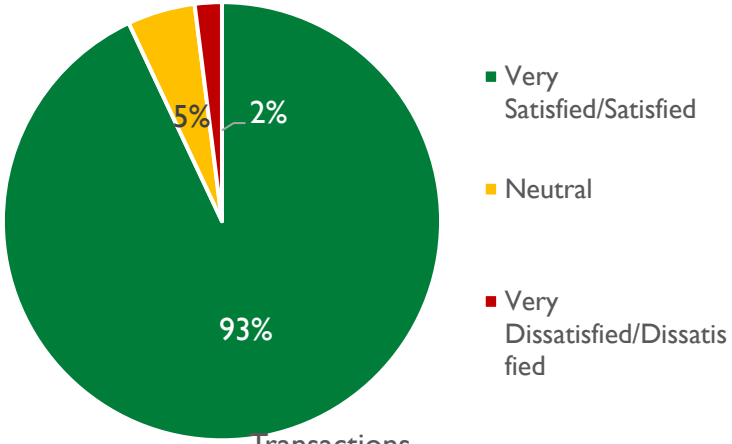


FY 2021

Satisfaction



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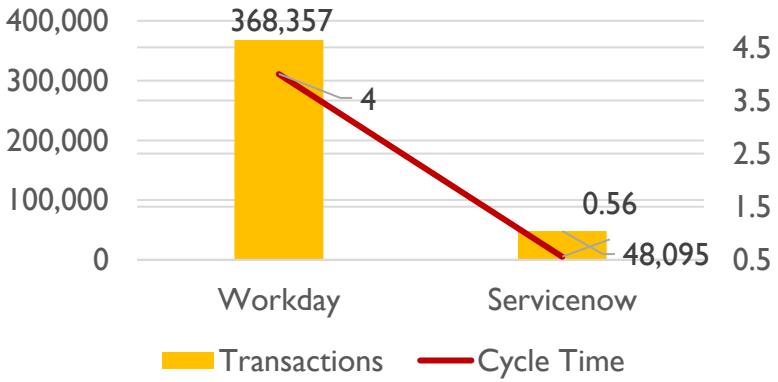

Fiscal Year 2021 Key Accomplishments - HR

- Supported employee return to campus
  - July 1 return
  - Developed and implemented process in Servicenow to review/approve remote work pilots/individual exceptions
- Supported implementation of new P&S classification and compensation structure
- Supported Retirement Incentive Option through facilitation of approvals and workforce planning on vacated positions
- Collaborated across UHR and Graduate College to drive process and proficiency improvements in JM Support (student hiring) and GM Support (graduate assistant hiring) roles

Fiscal Year 2021 Key Accomplishments - HR

- Developed and implemented process to support Provost's office to review and approve faculty pay adjustments
- Participated in listening sessions with campus constituent groups on Workday reporting and provided input on resulting actions
- Developed actions to address campus feedback from Workday/ISD survey
- Implemented internal engagement survey and actions
- Adjusted staff salaries to market
- Reorganized HR Delivery to better align support across campus
- Created Sr HR Coordinator position to support dually administered units

Fiscal Year 2021 Key Accomplishments - Finance

- Developed and delivered over 1,000 faculty/PI financial reporting workbooks
- Developed finance knowledge base within ISU Service Portal
- Developed and launched service request forms within Service Now
- Implemented internal employee engagement survey and actions, including quarterly employee rounding
- Participated in listening sessions with campus constituent groups on Workday reporting and provided input on resulting actions

Fiscal Year 2021 Key Accomplishments - Finance

- Developed actions to address campus feedback from Workday/ISD survey
- Staffed and managed operations of the Covid-19 test site at Hilton Coliseum throughout the Fall 2020 semester
- Reviewed and adjusted staff salaries to market
- Developed team purpose statement and foundational values
- Via the work of a group of specialists, employee standards aligned to team values were developed and rolled out to the team

FY'22 Priorities - Finance

- Implement competency based training via Learn@ISU and align to performance evaluations
- Drive alignment with central finance functions via reorganization and AVP expanded role
- Implement exit interviews for employees leaving Finance Delivery
- Implement Hybrid work pilot proposal utilizing Firemanship Training Building
- Hold professional development seminar for specialists and leadership team in Spring 2022
- Additional customer communication and outreach

FY'22 Priorities - HR

- Huron UHR Project
  - HR Delivery status
  - Activity study
  - Recommendations
- Clarify roles between UHR and HR Delivery to facilitate better communication and process efficiency
- Outreach to client groups to improve Workday HCM utilization and further develop strategic partnership
- Supervisor organization cleanup and renaming
- Training and development for HR Delivery staff
- Focus on continuous process improvement

Feedback & Questions

Administrative Reports

Brenda Allen
Professional Development Manager, Iowa State University Extension and Outreach

ISU Extension and Outreach Professional Development Opportunities

Extension PD Team

Brenda Allen
Gayle Coon
Alison DePenning
Robin Ertz
Ron Nelson
John Robnett
Linda Young

https://www.extension.iastate.edu/professionaldevelopment/

Services and Resources

- Individual Professional Development Plan
- Cultural Competency Training & Resources
- Instructional Design & Adult Learning Training and Support
- Leadership, Personal, and Team Development
- Supervision Learning Modules
- E-Accessibility
- DYK: “Did You Know” Videos and Webinars
- Collaboration and Promotion of Program Area opportunities
  - Monthly Newsletter

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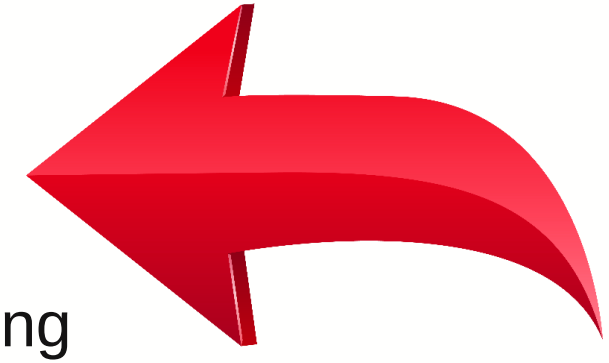
Signature Programs Available to ISU Staff



- Crucial Conversations
- Navigating Difference
- Coming Together for Racial Understanding
- Everything DiSC Workplace
  - Productive Conflict
  - Management
- Emotional Intelligence
- Creating Accessible Digital Documents
- Mental Health First Aid & Question. Persuade. Refer.

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Additional Learning Opportunities

- Story County Extension and Outreach: https://www.extension.iastate.edu/story/ or 515-337-1601

- Program Area Outreach
  - 4-H Youth Development
  - Agriculture & Natural Resources
  - Community and Economic Development
  - Human Sciences Extension

- Service Area Units
  - Conference Planning & Management, Registration Services, Extension IT, Extension Store, Advancement, Creative Services, Program Planning & Evaluation, Grants

https://www.extension.iastate.edu/

Thank you

Brenda Allen, Ph.D.
ISU Extension and Outreach
Professional Development Manager
bsallen@iastate.edu
515-294-1567

https://www.extension.iastate.edu/
https://www.extension.iastate.edu/professionaldevelopment/

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Professional and Scientific Council Executive Committee Reports

- President – Chris Johnsen
- Secretary/Treasurer – Sarah Larkin
- Vice President for Equity and Inclusion – Jahmai Fisher
- Vice President for University Community Relations – John Burnett-Larkins
- Vice President for University Planning and Budget – John Hascall

Professional and Scientific Council Committee Reports

- Awards – Suzy Ankerstjerne
- Communications – Deanna Sargent
- Compensation and Benefits – Patrick Wall
- Peer Advocacy – Jacob Larsen
- Policies and Procedures – Paul Easker
- Professional Development – Matthew Femrite
- Representation – Jason Follett

Unfinished Business and General Orders

New Business

- **Motion to endorse the 2021-2022 Strategic Initiatives of Professional and Scientific Council.**

Open Discussion for the Betterment of Council

Announcements

- **Announcements from Councilors**

- **Seminar Series Event- Taking Care: *Mindfulness in Your Day***
  September 7, 2:00 p.m. – 3:00 p.m., Pioneer Room, Memorial Union

- **Executive Committee Meeting**
  August 19, 10:00 a.m. – 12:00 p.m., WebEx

- **General Council Meeting**
  September 9, 2:10 – 4:00 p.m., Gallery Room, Memorial Union

Adjournment