

2025 P&S Constituent Communication Campaign Report:

25-26 Executive Committee Action Items

2025-26 P&S Council Executive Committee Response:

During the 2025-26 P&S Council Executive Committee planning retreat, the recommendations from the 3-3-3 Constituent Communication Campaign were individually reviewed. The Executive Committee determined that the university is already addressing or providing resources for some of the recommendations and Council should work to promote those to constituents instead of trying to create something new. The Executive Committee also determined that some recommendations do warrant being addressed.

The Executive Committee formulated the Council's 2025-26 Goals based on feedback from this campaign and other executive committee members' recommendations. The Executive Committee has created three primary goals for the 25-26 year that we believe encompass all the recommendations that require action. Our goals are:

- Advocate for communication that is consistent, and equitable while highlighting the work of P&S Employees.
- Collaborate with UHR to enhance Council's New Employee experience and events.
- Focus on Council's engagement and advocacy by continuing the 3-3-3 Constituent Feedback Campaign.

Below, you will find the Executive Committee's response to each recommendation in red.

Item 1: Onboarding

Prior to the COVID-19 pandemic in 2020, Iowa State University's P&S Council hosted in-person onboarding for all new P&S employees. New P&S employees today are provided online orientation via Workday. Several groups noted that a return to in-person onboarding would be a positive proactive attempt to foster a positive work environment that could boost employee morale, retention and foster a sense of belonging within the ISU community. ISU offers in-person faculty onboarding with the Provost and the Center for Excellence in Learning and Teaching (CELT), and students are provided with programs like Destination Iowa State and Cyclone 101.

Recommendation

P&S Council should request the reinstatement of full-day, in-person onboarding for all new P&S employees. This should be offered 2-4 times each year to capture new hires within the first few months of their onboarding. Managers should include onboarding training dates in their hiring communication. We also recommend that managers hired in new positions within ISU be provided with some type of evaluator training with their on-boarding.

Available Resource and/or Action Items

- P&S Council's Community Relations and Advocacy (CRA) Committee began holding New Employee Welcome open houses during the 24-25 year.
 - During the year 2025-26, the CRA committee will work to schedule these events for one academic year at a time to allow for increased and earlier promotion of events, and communication of these events with supervisors.
- P&S Council leadership will discuss this concern with university leadership to investigate possible collaborative initiatives to meet this recommendation.

Item 2: UHR Transparency

Several groups identified inconsistencies across campus with respect to ISU's hiring and compensation model. Each year the P&S Council's Compensation and Benefits Committee compiles a report on this issue. The Professional Development Committee has hosted UHR workshops on the classification structure for the past two years. Nevertheless, there is still widespread dissatisfaction and confusion over UHR's classification and compensation structure. Feedback includes:

Recommendation

We recommend that P&S Council advocate for:

- A workshop for supervisory (hiring decision makers) staff;
- Written reclassification and promotion guidance available via the website for all employees.
- Communicate timelines and expectations for decisions from UHR regarding reorganizations.

Available Resources and/or Action Items:

- During the 2024-25 year, the Professional Development (PD) committee partnered with UHR to hold two, in person seminar series regarding classification structures. Both were highly attended.
 - The PD committee will continue to work with UHR to provide multiple UHR topic seminar series throughout the year.
- The CRA committee will work to ensure UHR information regarding benefits, reclassification and promotion are easily accessible online.
 - CRA will create and maintain a robust and easily accessible "Employee Resources" page within the P&S Council website.
- Council leadership will communicate with UHR regarding the searchability and accessibility of information that employees find useful. An example is finding WorkFlex information. Searching the ISU website results in deadlinks, this will be addressed with UHR.

Item 3: Supervisor Training

The quality of supervision for P&S employees is wildly inconsistent across campus. Some are supervised by staff and others by faculty. Feedback included that some long-time staff members have never received a performance review despite being required to certify receiving one in Workday. Some units on campus have set expectations that 40 hours per week are the minimum expectation for salaried employees. Expected work hours can be 50 to 60 hours per week with no extra compensation or workflex. There are inconsistencies within units on campus who do allow staff to workflex when responsibilities necessitate the extra time and/or the need to work remotely.

There was some consensus that there are individuals placed in supervisory roles with little to no training. Currently there is no preliminary required training, nor continuing education required for supervisors on campus. Key qualifications for a supervisory role should include:

- Effective people management skills, including remote and hybrid workers
- The ability to set and communicate clear performance expectations
- Experience conducting performance evaluations
- Knowledge of Iowa State workplace policies and procedures
- Proficiency in conflict resolution and management.

Recommendations

We encourage the P&S Council to advocate for the following, albeit not required, but highly recommended.

- Ask UHR to reinstate the 12+ Supervisory Leadership Seminar Series.
- Create a university-sponsored management series for supervisors that must include evaluator training.
- Compile and publish a list of all supervisor trainings available on campus live, via Workday Learn, professional development, etc.; and
- Collaborate with Faculty Senate to encourage faculty participation in supervisor training.

Available Resources and/or Action Items:

- P&S Council Leadership will continue to advocate for a robust and meaningful supervisor training on campus.

Item 4: Workday Support

We are six years into the transition to Workday across campus. While there was a lot of outreach and training at the start of each implementation phase, with staff turnover and frequent updates, many feel that ongoing support is insufficient. There can be confusion about who can help, i.e., Finance, IT, UHR, etc.

Recommendations

- Provide in-person or hybrid training on Workday related to specialized needs (i.e., advising, grants support, finance)
- Advocate for Microsoft Teams workgroups to help new Workday users (i.e. the advisor model)
- Consider an easy reference guide for who to contact with questions.

Available Resources and/or Action Items

- P&S Council will promote the use of WorkCyte which currently houses many items to address this concern.
 - <https://www.workcyte.iastate.edu/>
 - How to Guides are provided for multiple roles and processes
 - Get Help provides multiple different methods to search for your answer or ask the appropriate team.
 - <https://www.workcyte.iastate.edu/phase-ii/help-and-support>
 - This site provides contact information for various Workday support teams based on the subject.
- [Workday Learning](#) has various videos and training available for Workday Student
- [Knowledge Base Articles \(KBA\)](#) are available for many Workday tasks regarding human resources, finance, IT, student and more.
 - Contact information for all service units is also available through the KBA portal if you are unable to find a KBA that specifically addresses your question.

Item 5: Communication

Iowa State primarily uses a “waterfall” approach to internal communication, where important information is meant to flow from the top of the organization to the bottom, often using P&S Council and Inside Iowa State as an amplification tool for their messages. With the release of the new [Segal Group Report](#) as reported in the March 13 edition of [Inside Iowa State](#), this is a great opportunity to make sure the interests of P&S staff are included in this revised approach to communication on campus.

Recommendation

We recommend that P&S Council work with the Office of Strategic Relations and Communications to improve processes as they continue to “strengthen. . . messaging across campus.”

Available Resources and/or Action Items

- P&S Council Leadership will continue to discuss the inefficiencies of the “waterfall” approach to communications with university leadership.

Item 6: Workflex and/or Work from Home

It bears mentioning that almost all the 3-3-3 groups brought concerns about Workflex being inconsistently applied even across the same job titles and functions in different colleges. Each group also had constituent feedback that there were concerns that Workflex could be eliminated entirely.

Recommendation

Advocate with UHR to include Workflex availability clearly prescribed in position descriptions and open employment notices.

Available Resources and/or Action Items

- P&S Council Leadership will continue to advocate for the continued promotion of Workflex with university leadership.
- PD Committee will investigate training opportunities regarding supervising remote workers and how to be a successful remote worker.
- Council will work to develop talking points for those who wish to pursue a Workflex option with their supervisor/leadership.

