UTAH VALLEY UNIVERSITY

OFFICE OF PEOPLE & CULTURE

Stewardship Report

November 30, 2023

AWARDS & RECOGNITIONS

- 100 Utah Companies Championing Women
- Rasha Qudisat - 2023 Living Color Honoree from Utah Business Magazine
- 2023 CUPA-HR Western Region HR Excellence Award
- AASCU Award for UVU Lead and UVU Develop
- Platinum Healthy Worksite Award - 2016-2023

Living Color Gala – September 25, 2023

ORGANIZATION & EMPLOYEES

Marilyn Meyer

Vice President
People & Culture

Christine Peterson

Executive Program Manager
People & Culture

Emily Burr

Administrative Assistant
People & Culture

<u>Full-Time Staff</u>
Executive - 2
Exempt – 22
Non-Exempt – 9
Vacancies – 0

<u>Part-Time Staff</u>
Hourly – 8
Student Employees – 3
Temporary - 4

Total - 48

Rasha Qudisat

Chief Inclusion & Diversity Officer
Office of Inclusion & Diversity

Colby Callahan

Senior Director
HRIS Records

Drew Burke

Senior Director
Employee Relations & Policies

Marni Fisher

Senior Director
Benefits & Compensation

Daniel Delgadillo

Director
Culture & Talent

Ashley Wilson

Title IX Coordinator
Office of Equity & Title IX

OPERATIONAL INFORMATION

Appropriated Budgets	Salaries & Benefits	Current
People & Culture	$2,706,131	$582,537
Office of Inclusion & Diversity	$415,712	$23,800
Office of Equity & Title IX	$442,829	$114,800
University Programs (UVSELF, Summer U, UWHEN)		$78,265
PACE	$3,036	$195,263
TOTAL:	**$3,567,708**	**$994,665**

IMPACT

Area	Program	Employees Serviced	Cost 2022/2023	Cost per Employee	Notes
Organizational Development	LinkedIn Learning	1,397	$32,000	$22.91	Increasing by 20% in FY25
	UVULEARN / Bridge	6,800	$57,564	$8.47	Cost increasing to $71,000
	UVUDEVELOP	220	$2,276	$10.35	Cost to pay facilitators, mugs, and badges.
	UVULEAD	114	$3,200	$28.07	Facilitators, certificates, and banquet.
	Additional Trainings (GTD, Crucial Conversations, Crucial Influence, Birkman)	278	$24,560	$88.35	P&C's cost after the department covers part of the cost. If taken externally would cost $1,533 on average per person.
	Summer University	1,200 avg participants	$45,265	$37.72	Staff development (food, speakers, workshops, activities, prizes)
	UVSELF	20 Cohort Members 14 Cabinet & Support	$27,178	$800	Retention: 5 years, 75%; 22-23 Cohort, 95%
Employee Recognition	Food Truck Fridays (3x per year)	3,420	$27,360	$8.00	Vouchers to food trucks. Increasing to $10 in FY25, costing an additional $6,840.
	Employee Appreciation Events (Volleyball, Basketball, Noorda, Movie)	2,922	$17,846	$6.11	Cost per attendee, not employee. Food, tickets to games, pom poms, half-time prizes. Events subsidized by employees.
	Retirement	19	$3,000	$157.89	Dinner, gift (clock), photography, programs
	Years of Service lunch & dinner	298	$25,040	$84.03	Pin, certificates, dinner, lunch, gifts, photography

IMPACT

Area	Program	Employees Serviced	Cost 2022/2023	Cost per Employee	Notes
Compensation Support	Market data and software	5,174	$37,570	$7.26	Compliance, Equity, Market and compensation structures
	Outside Compensation Consultant	3,336	$183,335	$54.96	Periodically, it is best practice to have an outside consultant look at compensation practices. This includes compliance, leveling, grades and structure
Recruitment & Onboarding	Job Posting (NeoEd)	3,333 Hires	$62,330	$18.70	This included additional first-time set-up fees
	Job Advertising	27,530 Applications	$66,614	$2.42	LinkedIn Recruiter, Academic Keys, Higher Ed Jobs, Diverse Education, Chronicle
	Reference Checking	404	$10,120	$25.05	SkillSurvey cost per candidate processed
	Background Checks & I-9 processed	5,435	$71,967	$13.24	Compliance Requirement 3,065 Background checks, 2,370 I-9s processed
Americans with Disabilities Act	Employee Accommodations		$11,658		Compliance Requirement Equipment (stand-up desks, scooter repairs), Scooter Conference Rentals
Office of Equity & Title IX	External Investigators		$67,500		Compliance Requirement
	External Training Vendors		$38,230		Compliance Requirement

P & C SERVICE DESK

- Total average number of calls per month: 783
- Average calls requiring follow-up per month: 241

*Based on data from July – November 2023

Implemented JIRA in People & Culture to help track calls and workload in the individual P&C areas.

HRIS RECORDS

Converted 53 reports out of 63 from Argos to Power BI.

- Ending Argos will save the institution $30K per year.

Released Supervisor Review data to supervisors through Power BI.

- Supervisors can see comments and average ratings for each competency.
- They can also see past review information.

Implemented VisualVault to replace BMI as our electronic employee file application and PeopleAdmin Records onboarding paperwork.

- Saves the file room employees 2 hours a day by not exporting and importing paperwork into digital records.

HIRING

Position	Number of Hires
Full-Time Staff	371
Part-Time Staff	511
Executives	3
Full-Time Faculty	125
Adjuncts	444
Students	1,780
Temps	9
Work Study	90
Total Hires	**3,333**

Position Type	UVU Average Days to Hire	USHE Average Days to Hire
Staff	50	58
Faculty	102	111
Student/Work Study	64	

NEOED

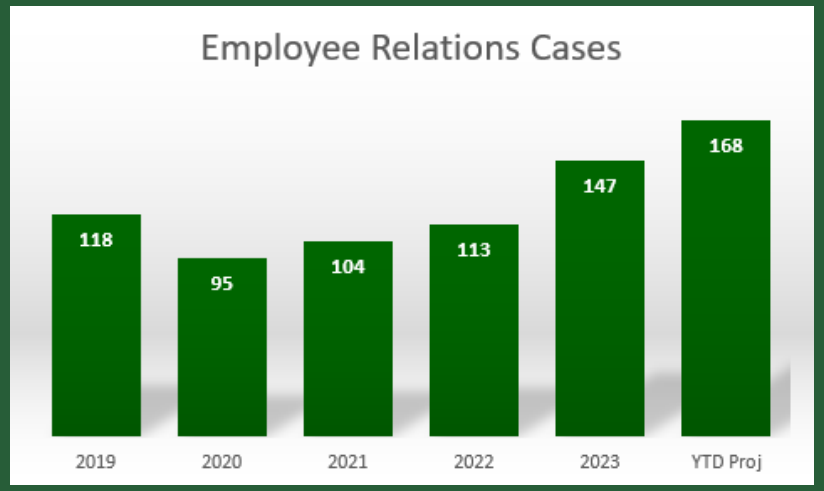
*Implemented NeoEd in Sep. 2022

*Data from the last 12 months

UVU

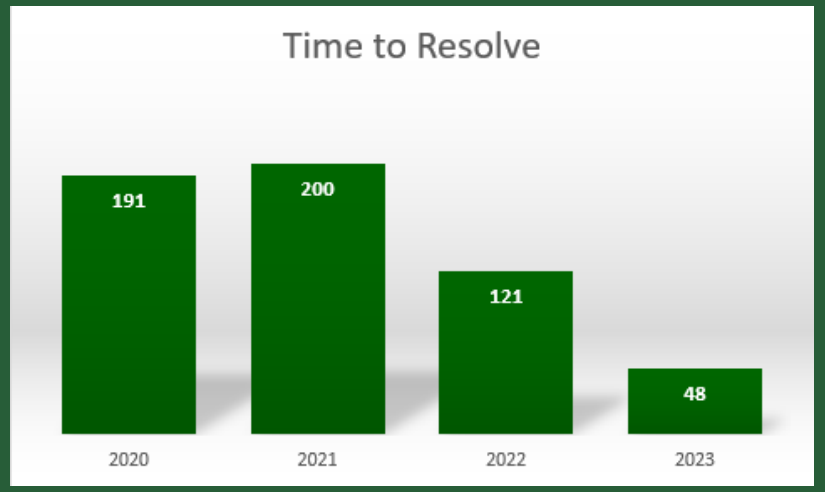
EMPLOYEE RELATIONS & POLICIES

TOTAL CASES



Current YTD Total Cases for 2023 is 147 cases, with a projection of 168.

TIME TO CLOSE (TTC)



Current YTD TTC cases is 48 Days. This is a 60% reduction in TTC cases over last year and a 72% reduction in TTC cases over the current three (3) year average of 171 days.

UPDATED POLICIES

1. POLICY 332 – REMOTE WORK
2. POLICY 155 – ALCOHOL AND DRUG-FREE WORKPLACE
3. POLICY 162 – TITLE IX SEXUAL HARASSMENT

BENEFITS

88% of benefits-eligible employees are enrolled in our health plans

Approx. 51% of employees completed the volunteer Open Enrollment

99.8% In-Network Utilization

83.5% of members are utilizing services

72.1% of members are attributed to a primary care provider (1 wellness or preventive care in 24 mos.)

CHRONIC CONDITIONS

What are the most prevalent conditions in our population?

Behavioral health increased 2%

Adult sleep disorders increased 1%

Cancer prevalence continues to be above benchmark and consistent

Cardiovascular conditions remain consistent

Diabetic prevalence increased half a point

BENEFITS

Member Engagement - *How are members connecting beyond claims?*

regence.com

43% of members are registered on regence.com

84% of subscribers are registered on regence.com

Provider engagement

72% of members are attributed to a primary care provider based on having at least 1 wellness or preventive visit in the past 24 months.

MDLIVE®

112 members have activated MDLIVE since inception

27 visits were made through MDLIVE from Jan – Jun 2023

2 behavioral health engagements from Jan – Jun 2023

Condition Manager

563 identified members

536 enrolled members

Care Management Core

115 members were outreached for care management

31% of cases are for a behavioral health diagnosis

68 members were engaged with a care manager

92% of members successfully contacted were engaged with a care manager

Utilization Management

636 procedures were reviewed through prior authorization

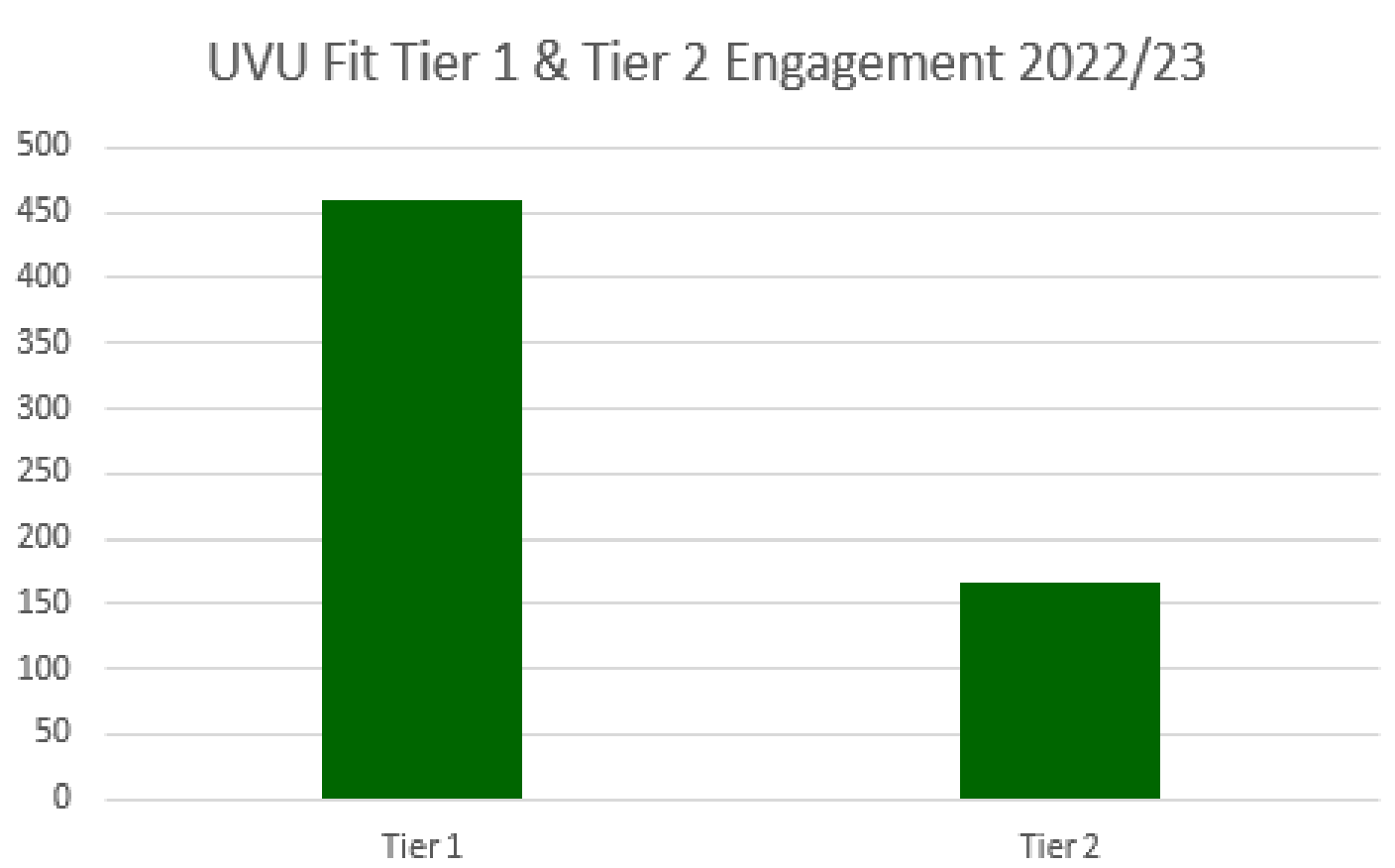
83% of UM reviews were approved

3,764 radiology procedures were reviewed

Regence Pregnancy Program

123 members participated in the Pregnancy program

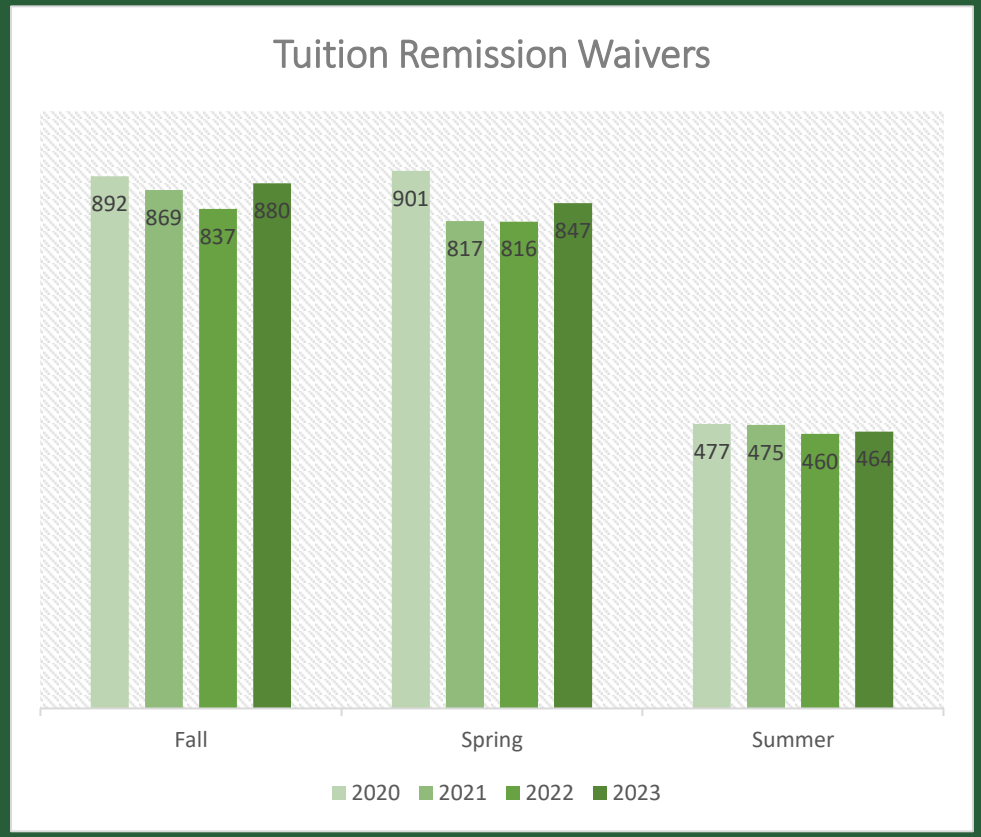
96% of members who delivered a baby participated in the pregnancy program



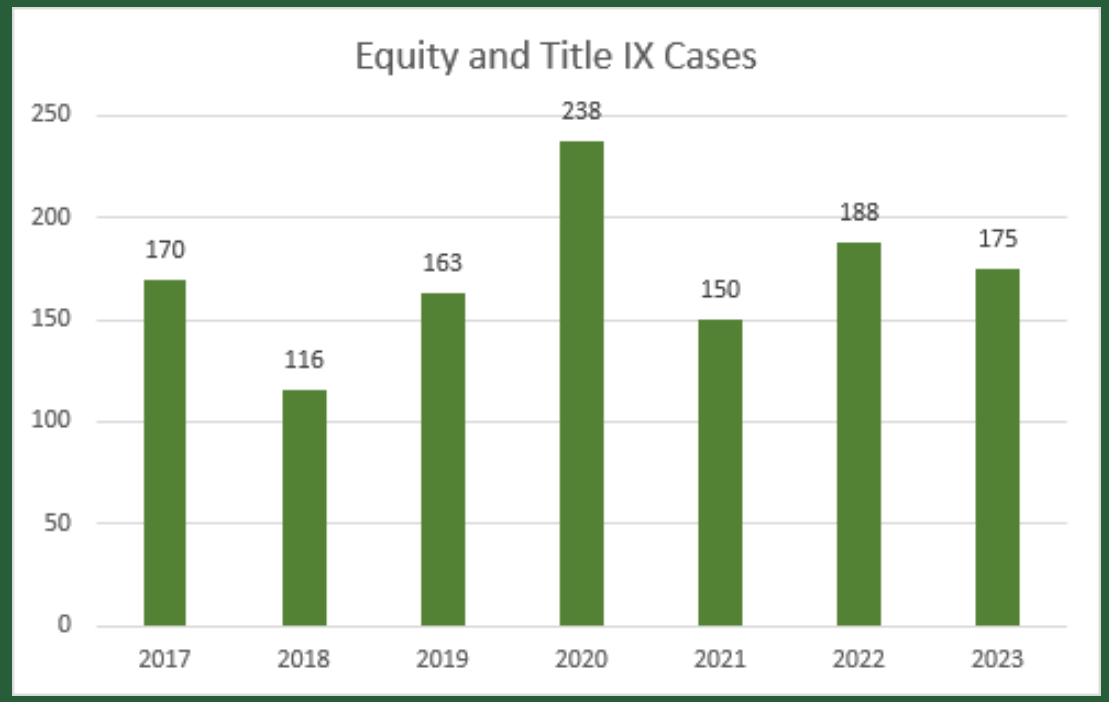
*90-day prescriptions are now available at local pharmacies

COMPENSATION

Compensation Actions 2022/2023	
Reclassifications, job descriptions, title changes, evaluations, etc.	321
New hire staff salary recommendations	501
Re-organizations	17



EQUITY & TITLE IX



- Reports received in 2023: 175
- Average report resolution: 52 days (up from 41.2 in 2022).
- Average time between incident occurrence and Title IX receiving report: 51 days (down from 76 days in 2022).
- Population served: Students – 59%, Employees – 39%, Other – 2%

2022-23 PBA ACCOUNTABILITY

DEPUTY TITLE IX COORDINATOR → ROBERT JARAMILLO

TITLE IX INVESTIGATOR

- Hired September 2023
- Priorities for this position:
  - Develop branded internal training for employees and students that is legally compliant and specific to our unique UVU community.
  - Develop targeted training, education, and awareness programs that are responsive to real-time needs and trends.
  - Additional support for caseload management

STRATEGIC PLANNING GOALS

VISION 2030
UTAH VALLEY UNIVERSITY

ACHIEVE

Invest in the Recruitment, Onboarding, and Professional Development of Staff to Increase Quality and Effectiveness

- Support departments across campus to attract qualified candidates through standardized, yet compelling, job posting language across the university. Increase recruiting efforts through social media. Implement a recruitment referral bonus program.
- Create a healthy workplace culture through better onboarding for new employees.
- Grow tomorrow's leaders today by increasing internal professional development offerings for staff through UVU Lead, UVU Develop, and UVSELF.

UVU

Recruit & Acquire the Most Talented & Diverse Workforce

Objectives	*KPI Measures*
#1 Develop a recruitment plan and training for talent acquisition	Diversity Index (Gender ratio; race and ethnicity ratio)
#2 Build UVU's brand to attract a high-potential, high-performing, diverse pool of candidates	UVU's brand growth (awards and recognition)
#3 Develop structured and efficient search and hiring procedures that minimize time to fill a position	Average time to fill a position

UVU

Provide an Exceptional Employee Experience

Objectives	*KPI Measures*
#1 Foster a culture of appreciation and a strong sense of belonging	Employees' turn over rate
#2 Develop and maintain systematic tools to enable managers to recognize and reward employees	Competitive, flexible total rewards package
#3 Embed equity, inclusion, & diversity at all levels of UVU through continuing education, training, & professional development	Sense of belonging
	Employee satisfaction
	Participation in professional development

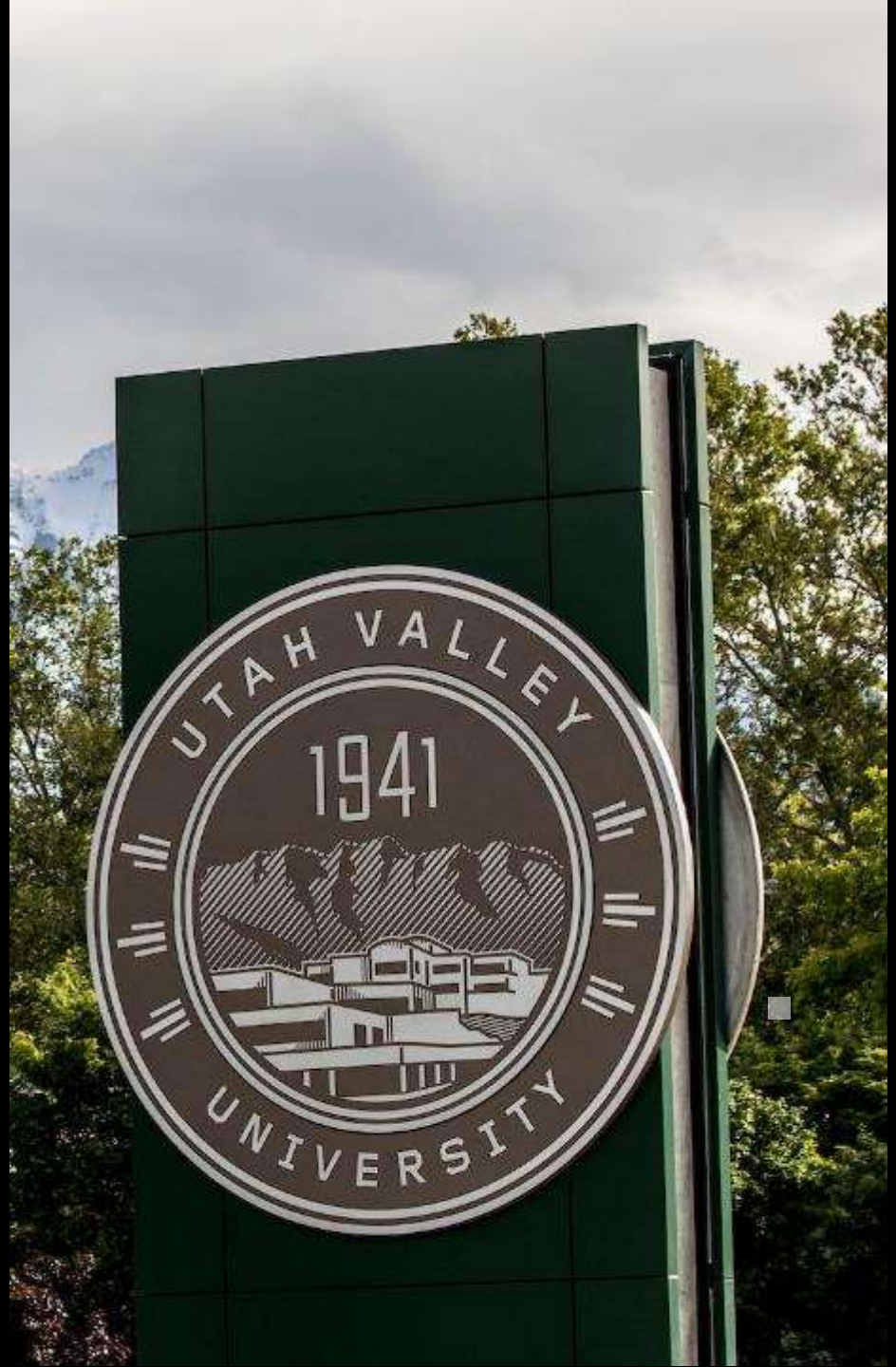
UVU

Promote and Develop Leadership Excellence

Objectives	*KPI Measures*
#1 Provide training, tools, & resources to strengthen leadership skills	Employees participating in professional development opportunities
#2 Develop a leadership & executive coaching program	Percent of leadership internal hiring
#3 Train managers & deliver assessment & feedback tools & programs that support individual & organizational development	Employee satisfaction

QUESTIONS?

THANK YOU



Office of Inclusion and Diversity – FY 23

An overview of planning, implementation, budgeting, and assessment of Equity, Inclusion, and Diversity Efforts through the Office of Inclusion and Diversity.

– Office of Inclusion and Diversity

David Parker

Student Employee

Angela Alcala

Presidential Intern

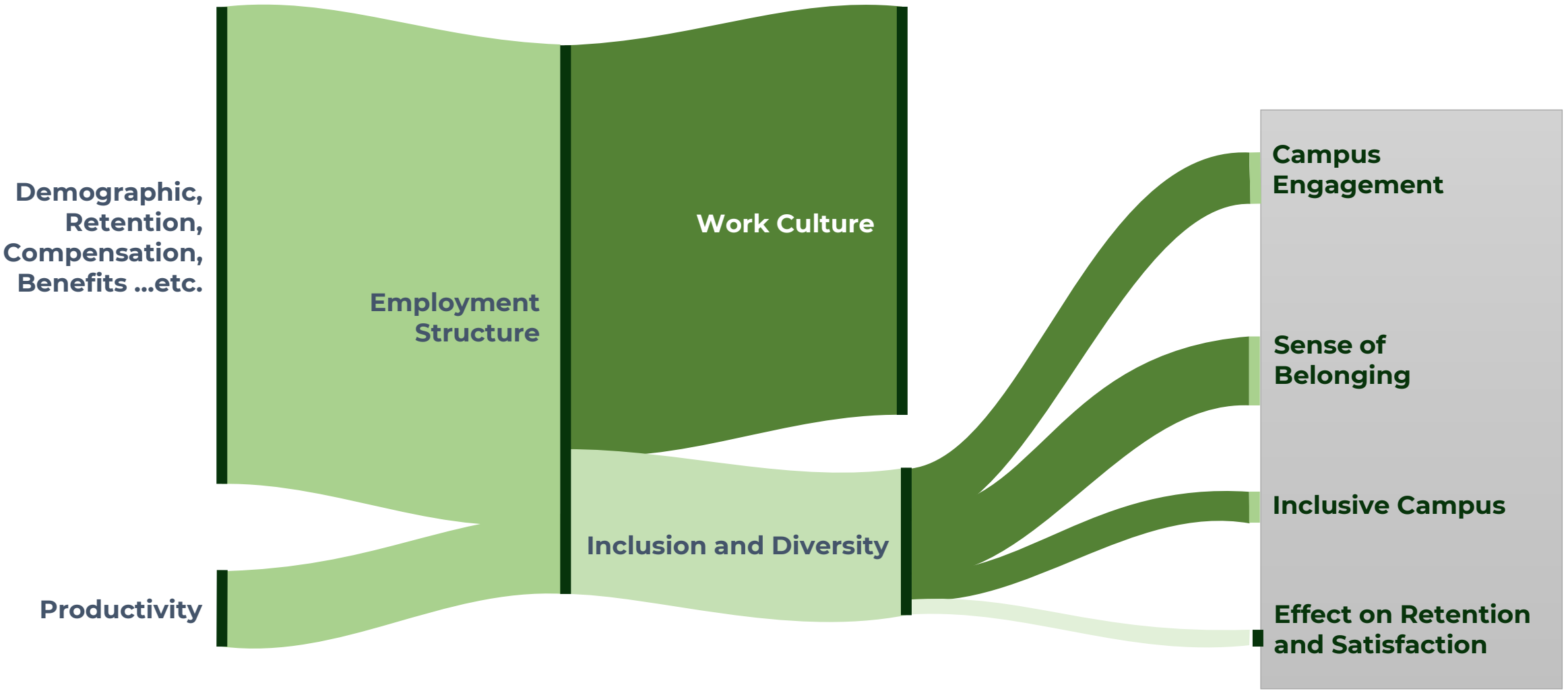
Elisa Huhem

Program Coordinator

Julia Escobar

Administrative Assistant IV

Macro Metrics of People and Culture



TIMELINE & METHODOLOGY

OFFICE OF INCLUSION AND DIVERSITY

Based on desk review, and identifying strengths and opportunities for improvements, the Office of Inclusion and Diversity planned EID projects, co-sponsored events, and created a bottom-up planning approach.

2021-2022

2022-2023

2023-2024

Inclusion Plan 2024-2028

5-yrs Inclusion Report

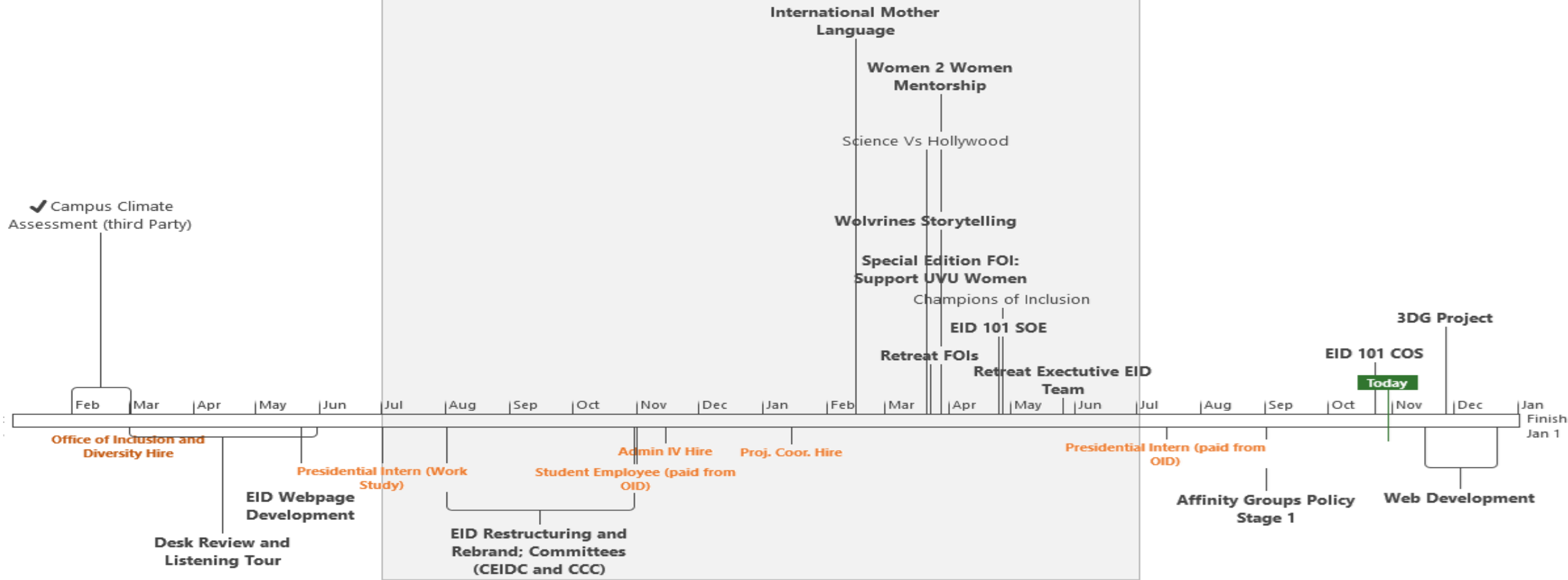
Campus Climate Assessment Development

Foundations of Inclusion Spring 22

Foundations of Inclusion Fall 22

Foundations of Inclusion Spring 23

Foundations of Inclusion Fall 23



Foundations of Inclusion

Champions of Inclusion

Campus Climate Assessment

- Sense of Belonging
- Satisfaction
- Impact Assessment

EID 101

- SoE
- COS
- CHPS

FOIs Special Editions:

- Support UVU Women
- Inclusive Language & Accessibility for Disability Awareness

International Mother Language Celebration

Wolverines Storytelling 1:1

Foundations of Inclusion

Champions of Inclusion

Wolverines Storytelling

EID 101

Mother Language Events

Women 2 Women Mentorship

Hidden Figures

EID Committees

INCLUSION PLAN 2024-2028

Campus EID Committee

Student Success
Dianne McAdams-Jones

UWLE (Academic Affairs and Women's Success
Jessi Hill

Faculty Promotion & Development
Ezgi Sertler

Academic Administration
Kat Brown

Innovation Academy
Maddy Pioli

College of Science
Steve Chamberland

College of Engineering & Technology
Sayeed Sajal
Amanda Bordelon

School of Education
CC Franklin

School of the Arts
Jim Godfrey

Woodbury School of Business
LynnAnn Erickson

College of Humanities & Social Sciences
Meghana Rawat

College of Health & Public Service
Jennyfer Gaede

Institutional Advancement
Billy Clouse

People & Culture
Justine Gamble

ASR
Gail Schwanitz
Richard Bogdan

Finance and Auxiliary Services
Chris Farr

PACE
Jose Santiago

Faculty Senate
Wioleta Fedeczko

UVUSA Inclusion Officer
Tayler Fearn

Marketing & Communications
Bryant Larsen

Student Affairs
Tara Ivie

Office of General Council
Cathy Jordan

Digital Transform-ation
Todd Harper
Brett McKeachnie

Presidential Interns
Angela Alcala

Presidential Interns
Lexi Soto
Addie Hansen

EQUITY · INCLUSION · DIVERSITY
UVU

INCLUSION PLAN 2024-2028

Cross Cutting Themes

1. Data-Informed Planning and Collaboration
2. Cultural Competency
3. Campus Composition

Shared Goals

1. Access and Academic Experience
2. Communication
3. Partnerships
4. Equity Practices

Implementation & Assessment

1. Inclusion Plans per area.
2. Develop Implementation Plans in the first six months.
3. Develop meso and macro metrics of success

COMMUNICATION

Tagging EID Intranet Stories

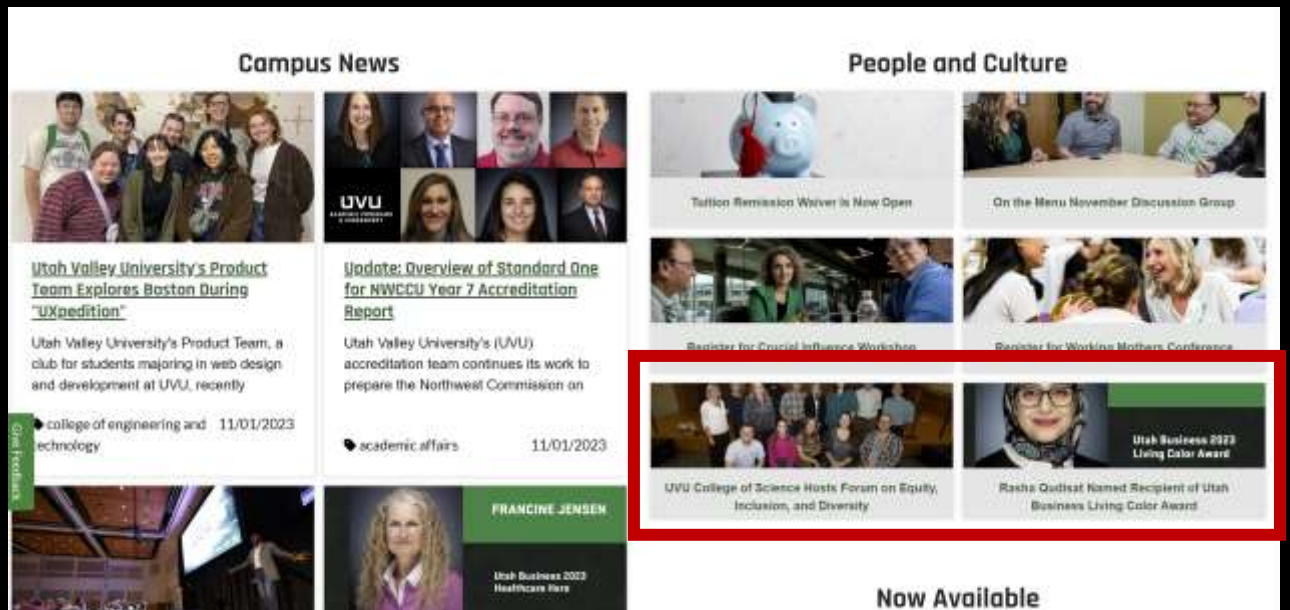
EID Presence in myUVU Workplace

Crafting Key EID Messages

Editorial and Events Calendar

Feature Events in 25live

EID Graphic Element



EQUITY · INCLUSION · DIVERSITY

UVU

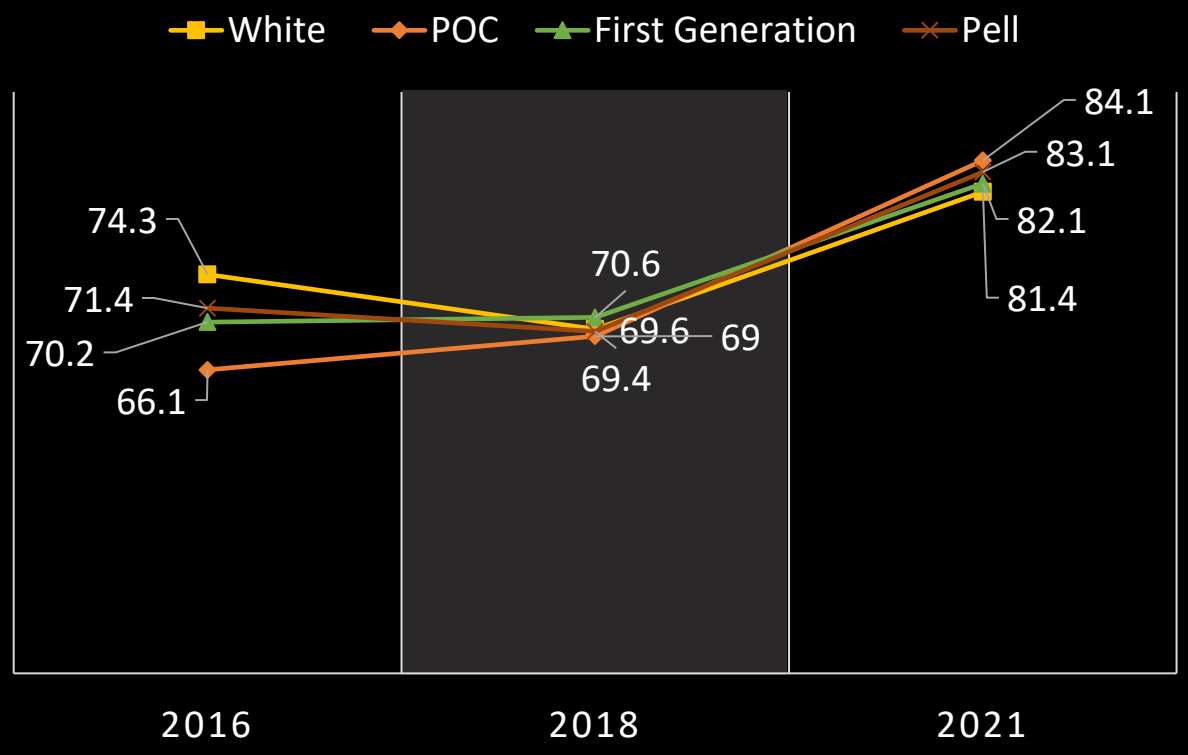
MEASUREMENT & EVALUATION

Campus Climate Assessment	Campus Engagement	On-Demand • SRI Instrument • Capital Reef Field station Sense of Belonging	Effect on Retention and Satisfaction

UVU's Vision 2030

Strategic Inclusion Plan 2024-2028

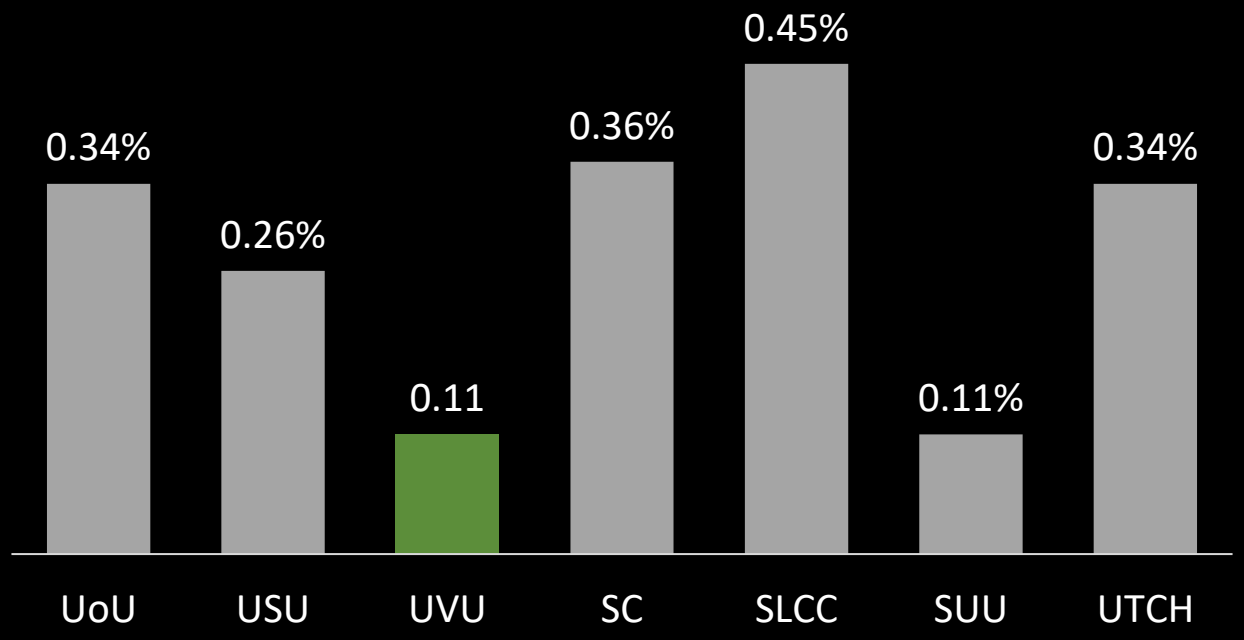
Metrics of Inclusion & Diversity



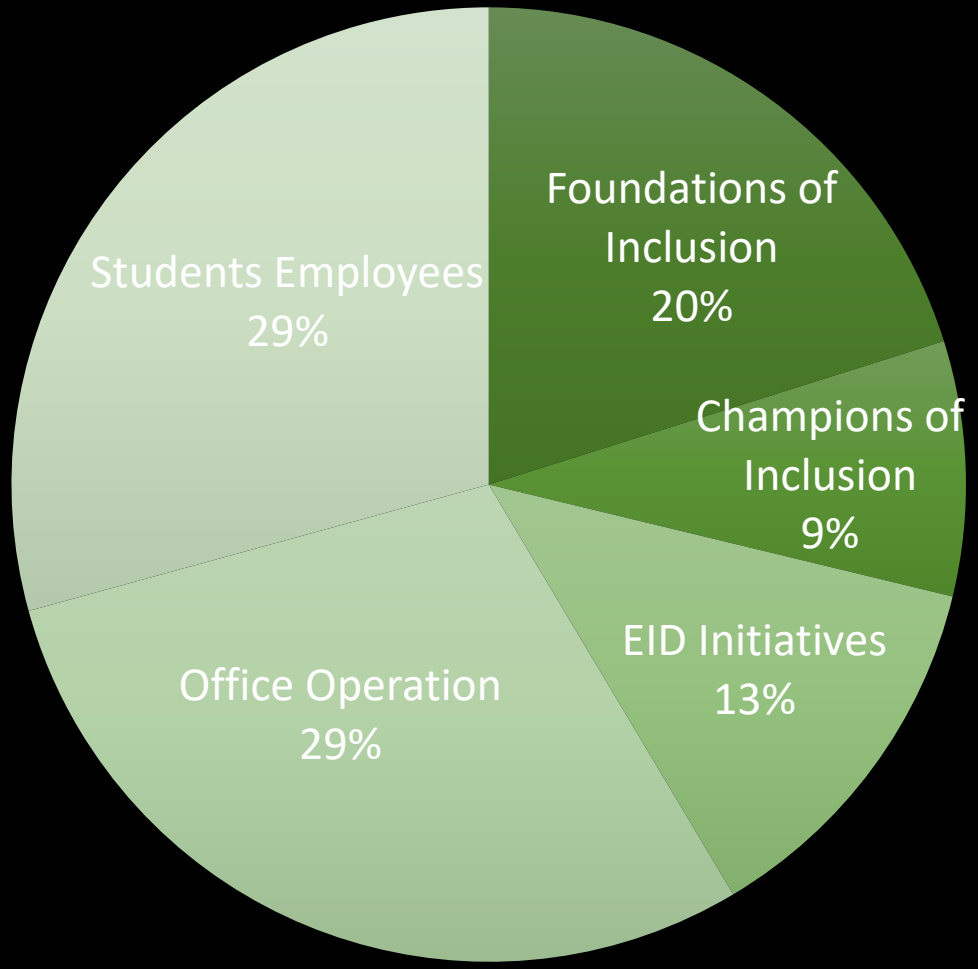
UVU PROVIDES ME WITH A SUPPORTIVE ENVIRONMENT

EMPLOYEE SATISFACTION AND PERCEPTION OF INCLUSIVENESS

EID FUNDING % OF INSTITUTIONAL BUDGET (ACROSS USHE INSTITUTIONS)



UVU OFFICE OF INCLUSION AND DIVERSITY OPERATIONAL BUDGET DISTRIBUTION



EID KPI Dashboard

Intercultural Competency Increase	17%

Total Campus Engagement	3,351

$ per Attendance/ participation	$7

Potential Savings	16K

Task	2021-2022			2022-2023			Schedule
	Expenses	Campus Engagement	$/Employee	Expenses	Campus Engagement	$/Employee	
Foundations of Inclusion	$13,276	1,058	$12.55	$11,700	1,009	$11.6	Fall - Spring
Champions of Inclusion	NA	NA		$5,015	147	$34	April Annual
Campus Climate Assessment	$15,990 (Third-party)	1,668 (campus administration)	$9.59	$0-Third party	335 (pilot 1.0)		February - Even Years
Consultation	$13,850			NA	NA	NA	
EID Initiatives	NA	NA		$7,359	1,860	$4	Fall - Spring
Total	**$43,116**	**2,726**	**$15.82**	**$24,074**	**3,351**	**$7**	

QUESTIONS

UVU PACE STAFF ASSOCIATION

PACE

Advocates for and recognizes staff by providing a unified voice to the campus community, social and service opportunities, and support for professional development

UVU

2022-2023 PACE Executive Board

Executive Board

President – Daniel Delgadillo

Past President – Beka Grulich

Executive Vice President – Nikki Scott

Administrative Vice President – Susan Dunn

Secretary/Treasurer – Christine Peterson

Executive Liaison – Marilyn Meyer

2023-2024 PACE Executive Board

Executive Board

President – Daniel Delgadillo

President Elect – Nikki Scott

Secretary/Treasurer –
Gail Schwanitz

Administrative Vice President –
Susan Dunn

Executive Vice President –
Chris Gonzalez

Executive Liaison – Marilyn Meyer

2023-2024 PACE General Board

- President (4-year term)
  - President-Elect, President, Past President
- Executive Vice President
- Administrative Vice President
- Secretary / Treasurer
- Administrative Liaison
- 11 Committee Chairs
- 16 Senators

STAFF EDUCATION

The PACE Staff Education Fund supports full-time staff pursuing education beyond a bachelor's degree. It funds Master's, Doctorate degrees, or job-related certifications.

Budget 2022-2023
$111,246.27
Expenses
$73,514.27
Balance
$37,732.00

2023-2024 Changes

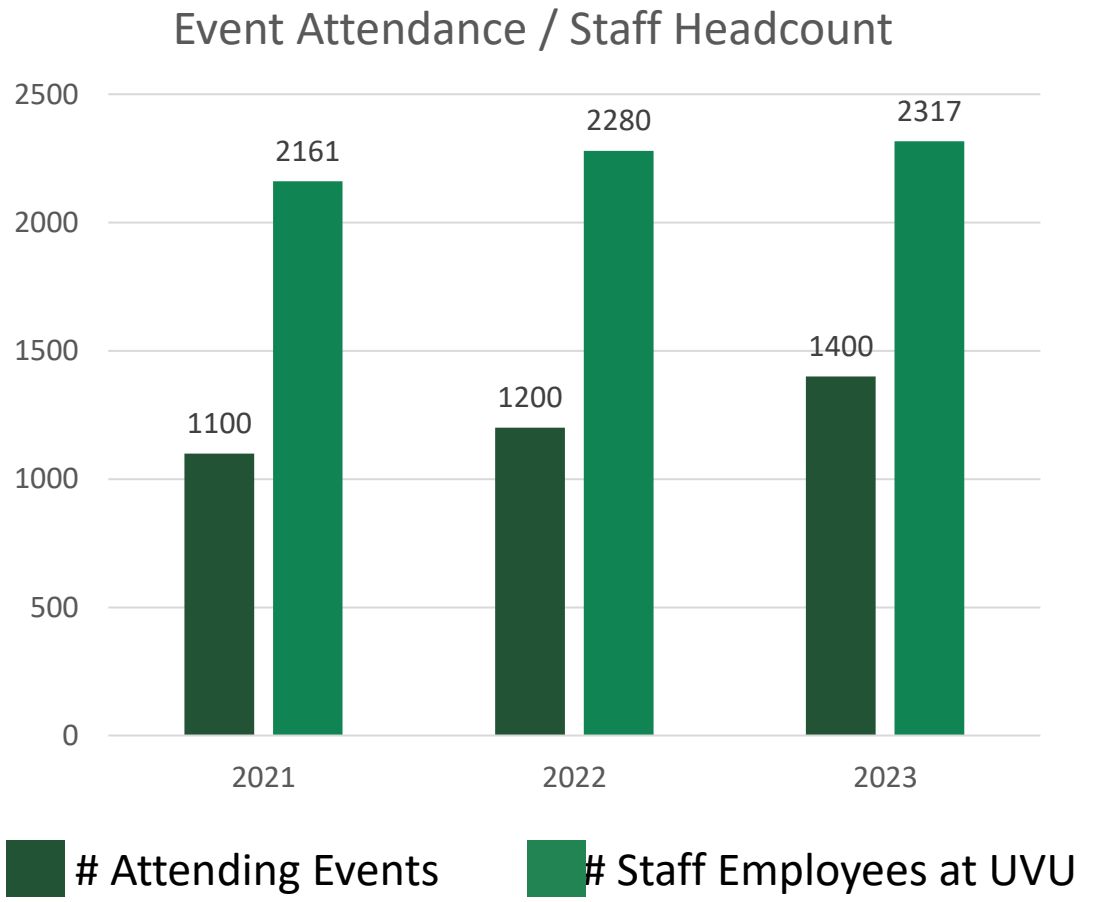
- *Increased yearly limit*
  - *$1,500 up to $2,000**
- *Increased Lifetime Limit*
  - *$4,500 up to $8,000**
- *Added additional options*
  - *Certificates and study materials*

STAFF EVENTS & OPERATIONAL BUDGET

STAFF EVENTS & OPERATIONAL BUDGET

Budget
$81,633.88
Expenses
$82,300.44
Balance
$-667.12

Wolverine Pride
$20,098.00
Expenses
$20,358.54
Balance
$-260.54



2023-2024 Changes

- *Change venue*
  - *UCCU Center to Grand Ballroom*

STAFF EVENTS & OPERATIONAL BUDGET

Wolverine Sightings

- $8.00 meal voucher
  - *$10.00 starting in 2024*

  - *922 | $7,376 | 2020-2021*
  - *1,071 |$8,563 | 2021-2022*
  - *1,762 | $14,096 | 2022-2023*
  - **1,844 | $ 18,440 | 2024-2025*

  It will cost 2.5 times more to run program.

PACE SCHOLARSHIP & GOODWILL

- The PACE Endowed Scholarship raised $12,109, more than double last year ($6,000)
- The application received over 2,000 applicants
- The scholarship was awarded to five students Award recipients

- Goodwill funds were used to send flowers or gift boxes to 275 employees who had a significant life event. Up from 60 employees last year.

QUESTIONS?