

**Department of Human Resources
Western Kentucky University
2008/2009 and 2009/2010 Major Goals**

NOTE: Provided below are *RESPONSES* for each identified goal

The “Main Thing”:

Providing exceptional customer service, caring for people, informing and equipping people, advancing the use of technology to improve service delivery

Note: absolute/“must do” goals are noted in **bold** print

Goal	Responsible Individual(s)	Target Completion Date	Comments
Q 3 Implement use of web based automated registration tracking for HR Training Opportunities, Wellness sessions and other HR-related events. RESPONSE: fully accomplished	Booth/Lewis-Smith/Newton	March 2009	Strategic Goal #3
Q 4 In conjunction with Risk Management and Purchasing, issue RFP for University insurance broker; select provider. RESPONSE: fully accomplished; The President elected to not award a contract for broker.	Aikins/Glisson	April 2009	Strategic Goal #3

Revise the staff performance appraisal system. RESPONSE: not accomplished	Glisson	March 2009	Strategic Goal #3
Review all HR policies, revising as necessary for relevance, compliance and effectiveness. RESPONSE: approximately 75% accomplished	HR Leadership Team	May 2009	Strategic Goal #3
Develop and place on the HR web site a “new employee toolkit” and a “manager’s toolkit” containing relevant/helpful HR information. RESPONSE: approximately 50% accomplished; this item was delayed by Tony’s decision.	Lewis-Smith	May 2009	Strategic Goal #3 May adjust timeframe pending CMS changes
Increase employee (faculty and staff) participation in completing the HRA (Health Risk Assessment) instrument from 35% (in 2008) to 45%; the HRA is one component of the 2009 Employee Health Fair. RESPONSE: accomplished an HRA participation rate of 38%	Newton	June 2009	Strategic Goal #3
Accomplish a Division of Finance and Administration participation level of 70% for HRA completion; participation level of 50% for Fruits and Vegetable Challenge event. RESPONSE: accomplished an 87% participation rate for HRA completion; unable to confirm the exact participation level for Fruits and Vegetable Challenge event—relatively certain that the 50% goal was achieved.	Newton/Glisson	June 2009	Strategic Goal #3
Issued RFP and select TPA for administering the University’s Workers’ Compensation Program. RESPONSE: fully accomplished;	Glisson/Higgins/Aikins	June 2009	Strategic Goal #5

RMS has been retained as the Program TPA.			
Develop and publish a comprehensive brochure describing WKU's various retirement plans. RESPONSE: fully accomplished	Aikins	June 2009	Strategic Goal #3
Q 1 Issue RFP and select TPA for administering the WKU Health Plan. RESPONSE: fully accomplished; Anthem was reselected as TPA.	Aikins/Glisson	August 2009	Strategic Goal #3
Install and implement a document imaging system for more efficient management and retention of official personnel records. RESPONSE: not accomplished; no funding was provided during this period	Booth/Glisson	August 2009	Strategic Goal #5 Will require some funding for equipment; review status in June 2009
Develop and implement a single on-line enrollment document for enrolling employees in basic benefit programs. Will explore comprehensive on-line enrollment system with selected Broker RESPONSE: accomplished; developed an in-house on-line enrollment form option that was utilized by more than 1000 employees.	Aikins	August 2009 TBD	Strategic Goal #3
Revise/update HR web site based on the Content Management System (CMS) format. RESPONSE: not accomplished; no funding was provided during this period.	Booth/Glisson	September 2009	Strategic Goal #3 Will require some funding

<p>Q 2</p> <p>Select and implement a new applicant tracking system for accepting and managing employment applications (faculty and staff).</p> <p>RESPONSE: accomplished; a new applicant tracking vendor was selected (PeopleAdmin); initial implementation steps began in Fall 2009 with full implementation by July 1, 2010.</p>	<p>Lewis-Smith/ Booth/ Glisson</p>	<p>October 2009</p>	<p>Strategic Goal #3</p> <p>Goal dependent on funding being provided</p>
<p>Explore and evaluate the Position Control feature in Banner HR.</p> <p>RESPONSE: made decision to not pursue this goal until change in leadership within Academic Affairs</p>	<p>Booth</p>	<p>October 2009</p>	<p>Strategic Goal #5</p> <p>Goal dependent on cooperation with Academic Affairs</p>
<p>Involve all HR Team members in at least one professional development opportunity.</p> <p>RESPONSE: fully accomplished</p>	<p>HR Staff</p>	<p>December 2009</p>	<p>Strategic Goal #3</p>
<p>Implement incentives for increasing employee participation in smoking cessation and weight watcher wellness sessions.</p> <p>RESPONSE: not accomplished due to resignation of Wellness Manager and conscious decision to postpone specific wellness activities</p>	<p>Newton</p>	<p>December 2009</p>	<p>Strategic Goal #3</p>
<p>Q 3</p> <p>Partner with Health Plan TPA to implement an expanded wellness program that includes: 1) web-based/electronic software for management and promotion 2) participation incentives</p> <p>RESPONSE: infrastructure has been established with Anthem;</p>	<p>Newton/Aikins</p>	<p>January 2010</p>	<p>Strategic Goal #3</p>

staged implementation will occur during 2010.			
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Department of Human Resources
February 5, 2009; revised 2/20/2009
RESPONSE DATE: 1/6/2010

**Department of Human Resources
Western Kentucky University
FY 2009/2010 and FY 2010/2011 Major Goals
Period 1/1/2010 – 12/31/2010**

The “Main Thing”:

Providing exceptional customer service, caring for people, informing and equipping people, advancing the use of technology to improve service delivery to faculty and staff.

Goal	Responsible Individual(s)	Target Completion Date	Comments
Complete transition to Banner HR version 8. Provide required training and other transition steps.	Booth	January 2010	
Revise the performance appraisal system for staff employees (to be used in evaluating 2010 performance).	Glisson	March 2010	The long lead time is required so that IT can construct system.
In conjunction with IT staff, develop webcasts for communicating key HR information to faculty and staff.	Aikins/Booth	April 2010	To be accomplished in partnership with IT.
Research and evaluate a PTO policy as an alternative to the vacation and sick leave accrual system.	Glisson/Booth	April 2010	
Finalize HR policy review, revising as necessary for relevance, compliance and effectiveness.	HR Leadership Team	April 2010	
Develop computer based workers' compensation accident prevention training program.	Higgins	April 2010	
Develop and administer an employee benefits satisfaction survey to all full-time	Aikins	May 2010	

employees.			
Develop tool so that Staff Excellence Award nominations are submitted on the web.	Booth	June 2010	
Implement new employment/applicant tracking system (PeopleAdmin) for faculty and staff positions.	Lewis-Smith/Booth	July 2010	To be accomplished with designated Implementation Committee
Implement new comprehensive employee wellness program which includes incentives, individual learning and competitive campus-wide activities.	Manager, Employee Wellness(Vacant)/Glisson	July 2010	
Evaluate modifications to WKU's employee recognition program for greater impact and cost efficiency	Lewis-Smith/Glisson	July 2010	
Working with a campus-wide project committee, implement revised Race/Ethnicity codes as required by federal regulations (applicable to students and employees).	Booth	July 2010	To be accomplished with designated Implementation Committee
Develop a computer-based training program for slip, trip, fall and injury prevention.	Higgins	July 2010	
Develop and implement an on-boarding training program for new hire clerical employees.	Lewis-Smith/Glisson	July 2010	
Revise/update HR web site based on the Content Management System (CMS) format.	Booth/Glisson	August 2010	To be accomplished with external
Develop enhancements to investigation procedures and corrective measures associated	Higgins	August 2010	To be accomplished in conjunction with

with job-related occupational accidents and injuries			Department of EH&S
In conjunction with other KY Institutions, develop a health savings account option for ORP retirees.	Aikins/Glisson	September 2010	This item may be put on hold or suspended entirely.
Install and implement a document imaging system for more efficient management and retention of official personnel records.	Booth/Glisson	October 2010	
Achieve an overall participation rate of 50% for the Health Risk Assessment (HRA) wellness instrument.	Manager of Employee Wellness (vacant)/Glisson	November 2010	
Explore and evaluate the Position Control feature in Banner HR.	Booth	December 2010	Goal dependent on cooperation with Academic Affairs and Office of Budget
Involve all HR Team members in at least one professional development opportunity.	HR Staff	December 2010	
In conjunction with VP F&A, begin steps for building a web page for displaying all university policies.	Glisson/Booth	December 2010	

Department of Human Resources
1/5/2010