

ATTACHMENT 4 (1 of 3)
Human Capital Services Employee Relations and Engagement
July 1, 2021 through June 30, 2022

August 2022

To: Faculty Senate

From: Employee Relations and Engagement
Charlotte Self – Director
Justin Wild – Senior Specialist
LaVerne Williamson – Senior Specialist

Re: FY2022 Annual Report

This report represents the activities of Human Capital Service, Employee Relations and Engagement team from July 1, 2021 – June 30, 2022. Our unit provide performance guidance, coaching, intervention, mediation for various dispute/conflicts that occur in the workplace. Our activities have been combined to provide an aggregate view of our work, to protect confidentiality, and to maintain the anonymity of those with whom we work. All conversations, actions and outcomes are privileged information. No specific information about any individual(s) or their status is provided.

There was a total of 922 new concerns addressed by the Employee Relations and Engagement team in the FY2022 timeframe. Our office has experienced an increase in the number of issues addressed over the past fiscal year, 10.55% increase from FY20-FY21. A summary of the concerns is provided below.

Employee Relations and Engagement’s Americans with Disabilities Act (ADA) Coordinator and Leave & Accommodations Specialist addressed 198 new Accommodations requests for accommodations during FY22. There is a continual increase in accommodation requests:

19% increase from FY20

46% increase from FY21

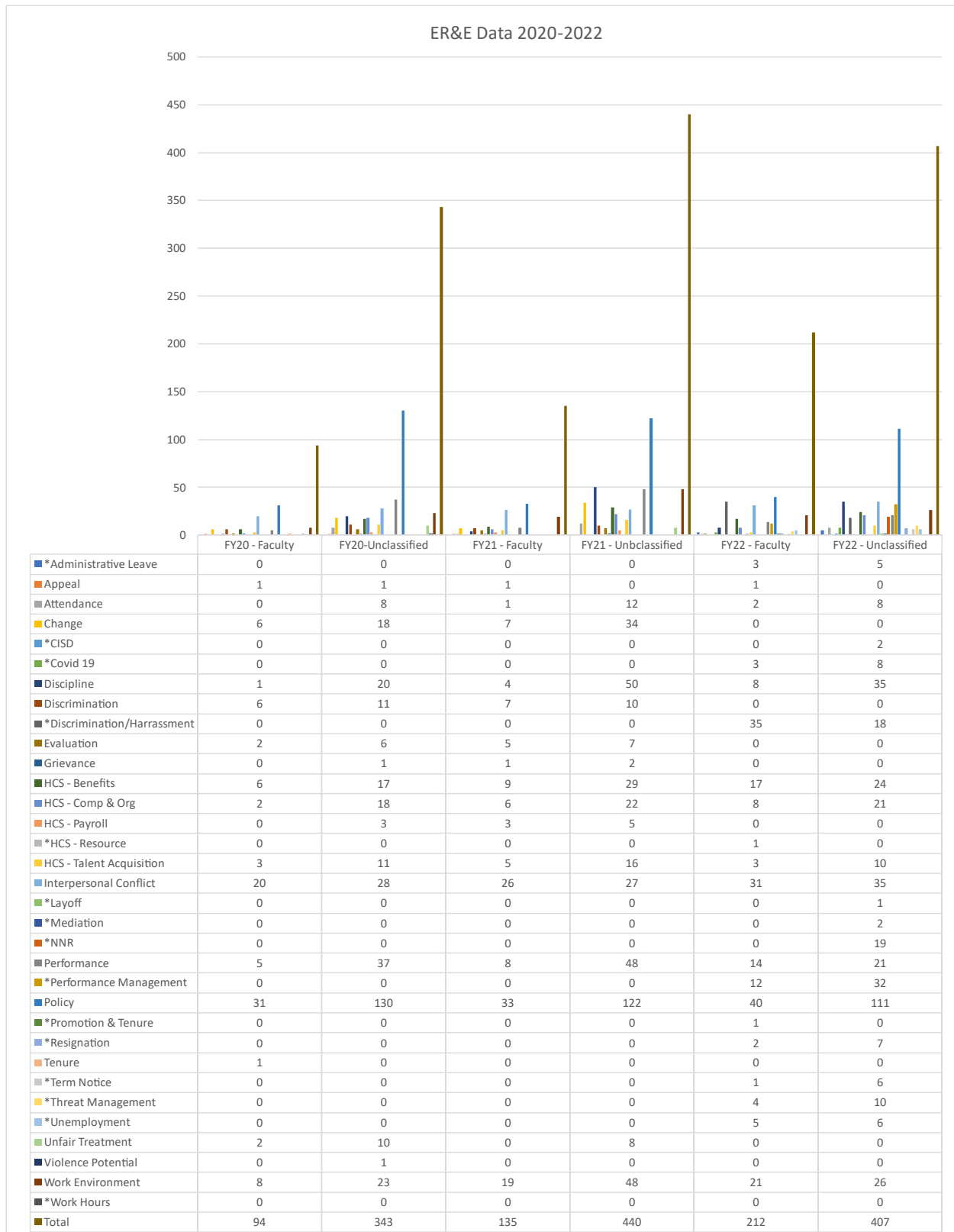
Of those 198 new FY22 requests for accommodations, ninety-one were COVID-19 related and eighty-eight were seeking accommodations for the COVID-19 Vaccine Mandate.

Classification	Faculty	Unclassified	USS
	212	407	303

Nature of Concerns*

Concern	Number	Concern	Number
USS Appeal/PRC	0/2	HCS – Payroll	4
Attendance	31	HCS – Talent Acquisition	17
Change	61	Interpersonal Conflict	77
Discipline	91	Performance Management	113
Discrimination/Harassment	80	Policy	221
Work Environment	78	Violence Potential	36
HCS – Benefits	74		
HCS – Comp & Org	37		

ATTACHMENT 3 (2 of 3) Human Capital Services Employee Relations and Engagement



ATTACHMENT 3 (3 of 3)

Human Capital Services Employee Relations and Engagement

Not included in the above data are training opportunities and Team Engagements. A Team Engagement is different from a team building in that it prepares a fractured team for team building. Team Engagements include a one-on-one deep structured interview with each team employee, followed by synthesis and diagnostic of data follow by engagement activities to strengthen the team. Training is another aspect of Employee Relations and Engagement. In 2022 Employee Relations & Engagement conducted 18 trainings with a total of 362 employees in attendance.

In response to the recommendations from the Ombudspersons; Employee Relations and Engagement respectfully submits the following updates.

1. **Recommendation:** More training on the performance evaluation process.
Update: Human Capital Services provided training to supervisor during Supervisory Foundation training that is offered three times a year. In addition, Employee Relations & Engagement provided training to departments on request. Online performance management training is available to all University supervisors. The HCS website has been updated to include best practices for performance management for USS and Unclassified. <https://www.k-state.edu/hcs/employee-relations/performance-management/index.html>
2. **Recommendation:** Enhanced training for Dept/Unit Heads regarding University Handbook compliance and interpretation.
Update: Human Capital Services provides training during Supervisor Foundation Training. Additionally, the Provost Office provides training to new Dept. Heads.
3. **Recommendation:** Additional informational outreach regarding mental health resources, economic assistance, and other pandemic-related needs.
Update: Human Capital Services collaborated with CompPsych (State provided EAP services) to leverage their expertise to support employees in their mental health needs. HCS continues to recommend employees to resources, such as EAP.

Concern Definitions

Appeal – USS employees requesting a hearing through one of the hearing bodies

Attendance – concerns about employees not attending work as expected (tardiness, excessive absences)

Change – concerns about changes to work hours, job duties, structure (NNR, Layoff, Resignation, Promotion, Term Notice, Unemployment Hearings).

Discipline – concerns about disciplinary actions and either imposing or receiving an action

Discrimination/Harassment – concerns about being treated differently based on PPM 3010 (referred to OIE and if no violation under PPM 3010, OIE refers to ER&E)

Hearing and/or Grievance: Unclassified employees requesting information about an administrative appeal and/or grievance hearing.

HCS – Benefits – concerns about different kinds of leave, tuition assistance, administrative leave or other benefits

HCS – Compensation – concerns about pay

HCS – Organizational Development – concerns about changes in organizational structure, working out of one's classification

HCS – Payroll – concerns about paychecks and/or deductions from paychecks

HCS – Talent Acquisition – concerns about recruitments or applications

Interpersonal Conflict – concerns about getting along with another person or group

Performance Management – concerns about performance coaching, feedback, consequences of poor performance and evaluation.

Policy – questions about policies i.e. is there a policy, where is it located, what is the appropriate interpretation and application

PRC – USS employees appeal disciplinary actions to this body

Promotion & Tenure – concerns about the tenure clock, denial of promotion and/or tenure

Unfair Treatment – concerns about being treated differently or unfairly based on something not covered in PPM 3010

Work Environment – concerns about the work environment being uncomfortable either physically or emotionally, employee death