IHR Vision Statement
Illinois Human Resources provides leadership in shaping a community of world class opportunities, inclusion, excellence, and innovation. We will be a strategic partner to enrich the Illinois experience and contribute to the University’s vision to be a pre-eminent public research university with a land grant mission and a global impact.

IHR Mission Statement
The Human Resources team is dedicated to enhancing the university community by attracting, retaining, and supporting a quality workforce.
Priorities
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1. Value and Invest in IHR Employees (Unify)
2. Encourage Continuous Improvement
3. Leverage Technology to Maximize HR Effectiveness
4. Strengthen Internal and External Communication
5. Promote IHR Brand
Priority 1

Value and Invest in IHR Employees
(Unify)
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1. Unify IHR Culture
   - Adopt flexible work scheduling options
   - Conduct all staff celebrations/food days
   - Host events outside of campus
   - Establish calendar of group activities for IHR to help build team dynamics
   - Identify possible group volunteer opportunities

2. Integrate Employee Recognition and Engagement Into IHR Culture
   - Create an IHR Spotlight employee/group
   - Celebrate employee milestones, years of service and other significant accomplishments
   - Provide timely recognition
   - Celebrate personal milestones
Value and Invest in IHR Employees (Unify)

3. Make Professional Development a Core Value of IHR
   - Host monthly wellness sessions
   - Provide regular, specific professional development opportunities for IHR
   - Designate funding for each IHR employee to participate in professional development on a rotational basis

4. Fix Compensation Inequity in IHR
   - Conduct a comprehensive compensation study to resolve the inequities within IHR and between IHR and Unit HR
   - Establish and share a plan to review and adjust title realignment needs
Priority 2

Encourage Continuous Improvement
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1. Increase Involvement and Interaction Within and Across IHR Functional Areas
   – Conduct IHR functional area review meetings on a monthly or quarterly basis

2. Create and Promote Consistent Training Opportunities for Employee Growth
   – Encourage and fund employee conference attendance, certification exams and any other opportunity that will allow growth in IHR
   – Provide process and continuous improvement training and support for staff
     • Utilize internal expertise on business process mapping and process improvement
     • Provide specific technical training on process mapping
     • Standardize the steps that we take when we start a new process or program
     • Post process and software trainings offered by campus units in the IHR newsletter
3. Develop a Feedback Rich Culture
   - Develop and communicate Key HR metrics for evaluation and turnover
   - Do more to determine why employees are leaving IHR and/or why they are staying
   - There is a disconnect and reactive element to our current business practices that is a disservice to our operation and current employees
   - Create an ongoing feedback loop where campus units rate IHR’s performance
   - Improve consistency of completing employee performance evaluations
   - Consider 360 evaluations for select positions
   - Consider an employee-driven element to performance
   - Share data from past and future IHR evaluations
   - Identify and address employee concerns
Encourage Continuous Improvement

   – Need to address employee concerns about career advancement in IHR
Priority 3

Leverage Technology to Maximize HR Effectiveness
1. Create an Ongoing IT Budget
   - Create an IT specific budget for computer hardware and software
   - Implement a 3- or 5-year replacement plan for all computer equipment

2. Create a Software Maintenance, Training, and Communication Plan
   - Establish regular meetings for sections with IT staff
   - Maintain software and hardware knowledge throughout IHR
   - Develop an IT training program for functional areas
   - Share in-house software and hardware knowledge with each other
   - Maintain software throughout IHR to same versions
   - Provide work time for employees to participate in technology training
Priority 4

Strengthen Internal and External Communication
1. Enhance and Implement Existing Internal Communication Plan
   – Continue to Utilize and Enhance the IHR FOCUS Employee Newsletter
     • Create a system where we get information from each functional area
     • Get feedback from IHR employees on what they would like to see in the employee newsletter
   – Create a Process for Staffing Updates
     • Provide notification from each functional area
     • Explore automatic email trigger for notification to Renee and Mark when a HRF transaction for any of our units is completed to Banner
   – Establish guidelines in using the IHR All Staff distribution list
   – Adjust structure of the Quarterly All Staff Meeting
2. Improve External Communication
   – Create an IHR Electronic Communications Plan
   – All electronic communications sent out on behalf of IHR should be in the same format, look and feel
     • Use webtools to send emails and newsletters with IHR Skin
     • Formalize IHR Functional Area communications
     • Use the IHR email signature in the BOX folder sent to all employees
   – Organize and Coordinate all Mailing Lists IHR Uses
     • Determine all mailing lists that IHR sends information to and put in one location
     • Keep one list of each in webtools and be sure to update frequently
     • Establish a working HR contacts list and maintain across division
Strengthen Internal and External Communication

- Consolidate all IHR email accounts and create one working list
  - Identify existing official email accounts
  - Delete any reference to AHR or SHR
  - Create one list of email accounts and coordinate messages across IHR

- Utilize IHR Branded Items in the BOX folder
  - All official communications must use IHR Digital Letterhead
  - Use word documents, PPT templates and other branded items
  - Establish a working HR contacts list and maintain across division

- Always use the IHR Wordmark on all paper communications
  - All official communications must use IHR letterhead
  - Use the IHR word template and PPT templates
Strengthen Internal and External Communication

- Establish an internal HR Communications Group with the goal of improving internal and external communication
  - Establish a practice of external communications focused on process changes and other updates to better inform HR core contacts
  - Hold regular update meetings to enhance communication within and across IHR functional areas
- Obtain Unit/College HR input for IHR Strategic Plan
Priority 5
Promote IHR Brand
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1. In Order to Have a Brand to Promote We Need to Establish Buy-in With Our Employees First
   - IHR Apparel for all IHR staff
   - Develop and distribute a welcome Kit for new IHR employees
   - Resurrect the Social Committee
   - Create an IHR Employee Spotlight

2. Continue to Create and Distribute IHR Collateral
   - Already created items include: IHR Rack Card, Notecards (in process), Folder
   - Create other items when needed or requested which should include a rack card for each functional area (if applicable)
   - Create an IHR Packet to have on hand when we need to showcase IHR to campus
3. Continue to Establish IHR as a Unit at the University of Illinois at Urbana-Champaign
   - IHR Strategic Plan
     • In process of creating this plan now
     • Once completed we showcase it on the website (electronically) as well as a printed version to hand out to Deans/Administrators and above
   - Establish IHR as an integral and important organization on campus
     • Use forthcoming IHR annual report to showcase what we do
     • Highlight IHR Staff (like Illinois Professional Campaign)
4. Promote IHR as One Branded Unit
   – Hold a quarterly or monthly training on tools in the BOX folder
   – Encourage staff to Utilize the items in the BOX folder sent out previously
   – Set up an internal system for all flyers, PowerPoints, documents that are officially sent from IHR
   – Add Illinois Human Resources Branding for all IHR buildings (especially PSO)
5. Create an Employment Brand Strategy for the University of Illinois at Urbana-Champaign to Help Attract Top Talent from Across the State and Beyond
   - Collaborate with University marketing to hold employee focus groups to identify important attributes of working at the University of Illinois
   - Develop employment brand in collaboration with University marketing
   - Integrate employment brand with new University marketing campaign
   - Launch branding campaign
   - Establish a budget for IHR brand promotion