



FY 2021

Annual Report



A Message from the Associate Vice President

Fiscal year 2021 was certainly a challenging one in many regards across the University, state, country, and globe. Circumstances served as a catalyst to put into motion business plans and responses that had been prepared (and even some that were not) in order to continue to keep thriving, adapt to a new work environment, and respond to what seemed like daily change management.

Through that change and those challenges, our office was able to launch new initiatives (New Employee Orientation moving online, go-live of a new Position Description and Application system, leave and absence management of student and historically non-benefit-eligible employee groups) as well as build new partnerships across campus to continue to move us forward (search advocate program, post-doctoral scholar project, executive search services).

Though the following pages are not nearly a comprehensive or exhaustive reporting of the work performed the past fiscal year, I am incredibly proud of our team and how our efforts both proactively and reactively have aligned with *Educate, Connect, Elevate* (the University's strategic plan) and enhanced the University's flexibility and position as a preferred employer both in Illinois and throughout higher education.



Janice Bonneville

Associate VP, Human Resources

Our Mission

As a strategic partner with the University's leadership, Human Resources will develop and deliver innovative, efficient, and cost-effective human resource programs and services designed to support the core values of Illinois State University. Through collaborative efforts, we will succeed by increasing individual and institutional effectiveness and by earning the respect and trust of those who govern us, support us, and do business with us.

Equity, Diversity & Inclusion Statement

Illinois State University is committed to and accountable for advancing equity, diversity, and inclusion in all of its forms. We embrace individual uniqueness, foster a culture of inclusion that supports both broad and specific diversity initiatives, leverage the educational and institutional benefits of diversity, and engage all individuals to help them thrive. We value inclusion as a core strength and an essential element of our mission.

Our Vision

Human Resources collaborates actively with university leadership to maximize organizational performance and engage world-class faculty and staff in advancing the University's core values and mission.

Human Resources Services



Benefits

Assistance in navigating a broad range of benefits for employees and their dependents beyond the Department of Central Management Services administered group health, vision, dental, and life insurance benefits to leaves, time away from work, retirement and savings counseling, education assistance, and general workshops



Employment

Assistance in classification, compensation, recruiting, screening, testing, and onboarding across faculty, staff and student (undergraduate and graduate) employees; hosting and participating in career fairs and administering search committee training and immigration services



Information and Systems

Assistance with usability for online personnel information resources, providing data and reports to support key university initiatives, and maintaining personnel records for compliance and use across multiple university systems



Learning and Development

Coordinating and collaborating with subject matter experts to offer training and workshops to campus from the individual needs (e.g. financial planning) to group and common activities (managing leaves, leadership development, diversity, equity and inclusion)



Employee Relations

Negotiating and administering labor contracts for the University and aiding supervisors in employee improvement

Human Resources coordinated 86 learning and development opportunities for faculty and staff during FY21. Topics included equity, diversity, and inclusion; communication; leadership; financial wellness; personal development; and selected software programs.

New programs are added routinely, so check our website frequently to sign up for upcoming offerings: hr.IllinoisState.edu/programming.

Campus At a Glance During FY21

Applicants for Employment

3,644

Staff

1,183

Extra Help

6,748

Student
Employment
and Graduate
Assistants

1,039

Faculty and
Faculty
Associates

**Total
12,614**

Total Posted Jobs

334

Staff

137

Extra Help

460

Graduate
Assistantships

460

Faculty and
Faculty
Associates

421

Student

Total 1,812

Faculty/Staff Hires

356

Extra Help

282

Faculty and
Faculty Associates

243

Overload

268

Staff

Total 1,149

Executive searches and searches using executive search services: 8

Estimated savings by not engaging a search firm: \$600,000



Illinois State University Human Resources continues to offer a paperless recruiting process for candidates in a mobile-friendly environment from application to interview and selection. At the onset of fiscal year 2021, the University moved all employment postings (faculty, staff, and student) to a new platform.

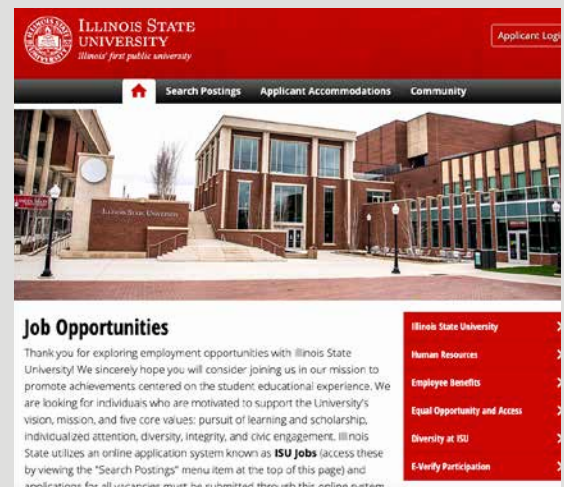
Moving Online and The Employee/Candidate Experience



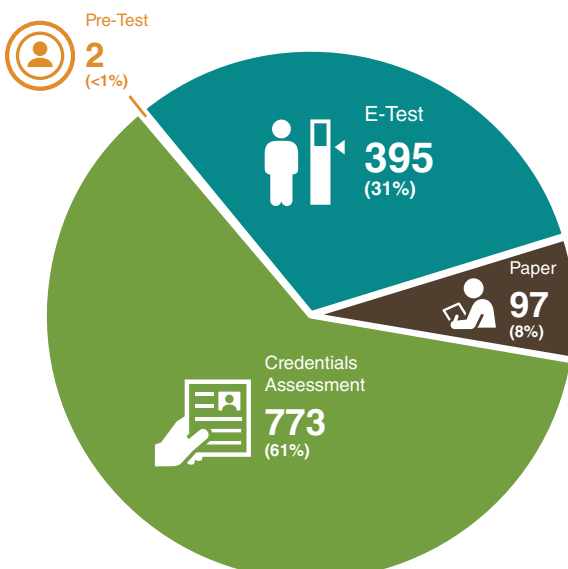
Ahead of the pandemic, two large online efforts were made to enhance the recruitment, retention, onboarding, and education of employees and candidates through the employment process. New Employee Orientation, where employees learn of the state-offered and campus-offered benefits of working for Illinois State University, moved to an online video format. This allowed for new employees to review the material with other household decision-makers, utilize translation and other universal design features like captioning, and stop/pause/restart topics to learn and make choices at their own pace.



Additionally, our PeopleAdmin recruiting and position description system was replaced with an updated online tool called PageUp People. The upgrade allowed Human Resources to integrate other campus systems and sign-on, measure better for underrepresented candidate engagement, and provide a mobile-friendly platform for applicants. Partnering with WEB, Office of Technology Solutions, and key campus departments also brought attention to a better design for accessibility and universal design, as well as allowing for tutorials to be video-captured and captioned for remote training.



Civil Service Testing and Exams



As part of the recruitment process at Illinois State University, the employment team screens applicants using at least one of over 1,050 classifications and examination instruments, ranging across a series of occupational areas including skilled trades, professional, clerical, managerial, custodial, food service, medical, and security. These can also include credentials assessments.

FY 2021 COVID Impact and Response

Likely the largest challenge to our “human resources” on campus this past year was the coronavirus (COVID-19) pandemic and navigating the new landscape that seemingly changed on a daily or weekly basis. Human Resources staff members served on the Steering Team, Incident Management Team, sat in with the Illinois Consortium on Higher Education Human Capital, and met with state and local leaders to both establish and learn of best practices. On the work front, Human Resources worked with our technology partners and policy decision-makers to implement leave offered by the Family First Coronavirus Relief Act to employees across all categories. Finally, the office worked in collaboration with employees and supervisors across campus to establish emergency remote-work agreements and revisit those new anomalies and roadblocks to continuing these throughout the pandemic.

Fraudulent Unemployment Surge

The additional \$600 per week in benefits provided by the Coronavirus Aid, Relief, and Economic Security Act invited an even greater volume than usual of scammers. Illinois State University saw 528 employees through the process of staving off these fraudulent claims.

By the Numbers

Dealing with Fraudulent Unemployment Claims*

Number of Claims for Non-ISU Employees
(response required)

308

Number of Fraudulent Claims Recovered

237

Multiple Touchpoints for Fraudulent Claims
(repeats, change of address, overpayments, UI findings)

72

Dollars Recovered from Fraudulent Claims
(repeats, change of address, overpayments, UI findings)

\$169,692

*Data will reflect some claims just prior to FY21

Leaves

Related to COVID-19

Over 1,270

COVID-19 emergency paid sick leave time

24,517.95 hours

Employee Benefits and Additional Statistics

Student Employment



Average student earnings for fiscal year

\$2,468



Student hires processed

2,928

Student employment offers the opportunity to both offset some expenses while on campus, as well as gain valuable experience aligned with student majors.



“I found that campus jobs offered flexibility, real-life experience, and a great chance to network with professionals who would be references and colleagues for years to come.”— Jasmyn Mahone, College of Business and employed by HR and Student Affairs during her time in Normal, now an HR generalist with the Chicago Bulls.

Tuition Waivers Issued for Faculty/Staff

Dependents attending ISU

158

Employees attending ISU

230



Dependents attending other state school

60

Employees attending other state school

74



Total Vacation Hours
Used for FY21
(not including holidays, administrative
closure, and academic breaks)

133,042

Retirements

90





HUMAN RESOURCES
Illinois State University

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This document is available in alternative formats upon request by contacting Human Resources at (309) 438-8311.

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