



UNIVERSITY OF  
CENTRAL  
ARKANSAS™

# **UCA Human Resources 2024 Annual Report**

## **Mission & Vision**

Mission: UCA Human Resources and Risk Management advances the overall mission of the university through recruitment, hiring, and support of a diverse, qualified workforce while cultivating an atmosphere where employees feel strengthened and valued.

Vision: UCA Human Resources and Risk Management will be strategic partners who support the overall mission of the university by serving all prospective, current, and past employees. We will promote a collaborative, safe, and healthy workplace environment where our employees can flourish personally and professionally. We will value and respect our employees, the people who serve UCA students, while encouraging collegiality and worksite wellness in the pursuit of institutional goals.

## **Core Values**

Collaboration: We value teamwork, creative problem solving, and relationships

Diversity: We value diversity in the workplace

Integrity: We promote ethical and legal conduct

Service: Serve employees, so they can serve students

Wellness: We will promote a collaborative, safe, and healthy workplace

## **Message from the Associate Vice President**

The Human Resources and Risk Management team experienced a transformative year. We reorganized and focused on enhancing employee engagement, optimizing recruitment processes, and driving initiatives that align with the university's strategic objectives. This report highlights the department's accomplishments, challenges, and the foundation laid for future growth.

### **Key Achievements in 2024:**

- Recruitment and Operations: Successfully recruited 1,269 new employees across all departments
- Employee Engagement and Enrichment: Delivered 124 hours of on-campus training, with a 75.69% campus participation rate. In addition, we have delivered 95 Vector courses, with a 82.75% completion rate for overall Vector training
- Total Rewards: Effectively managed the processing of 503 newly hired benefits eligible employees
- Payroll: Processed 5,381 payroll personnel actions to successfully compensate 3,446 employees while working diligently to foster collaboration and trust with campus partners
- Employee Relations and Risk Management: Successfully onboarded 1,269 new employees and achieved an average monthly turnover rate of 1.117%, UCA's lowest turnover rate in at least four years

These accomplishments demonstrate HR's commitment to attracting, retaining and developing talent while creating a workplace that supports employees' growth and well-being. As we look ahead, we remain focused on aligning HR's initiatives with university priorities to drive sustainable success.

## **2024 Workforce Demographic Overview**

Over the past year, UCA has experienced steady growth. Understanding our workforce composition is essential for shaping policies, promoting our culture, and addressing employee needs. Below is an overview of our workforce demographics for the year:

1. Total Workforce
  - Headcount: 2,614 employees
    - Full-Time: 1,319
    - Part-Time and Adjunct: 213
    - Graduate Assistants: 217
    - Student Workers: 822
    - Volunteers: 37
2. Gender Distribution
  - Male: 1,074
  - Female: 1,691
3. Age Groups
  - Under 25: 1,124
  - 25-34: 399
  - 35-44: 407
  - 45-54: 403
  - 55 and older: 427
4. Ethnic Diversity
  - White: 1,991
  - Hispanic/Latino: 113
  - Black/African American: 352
  - Asian: 78
  - American Indian/Alaska Native: 9
  - Native Hawaiian/Pacific Islander: 6
  - Two or more races: 92
  - Unknown: 6

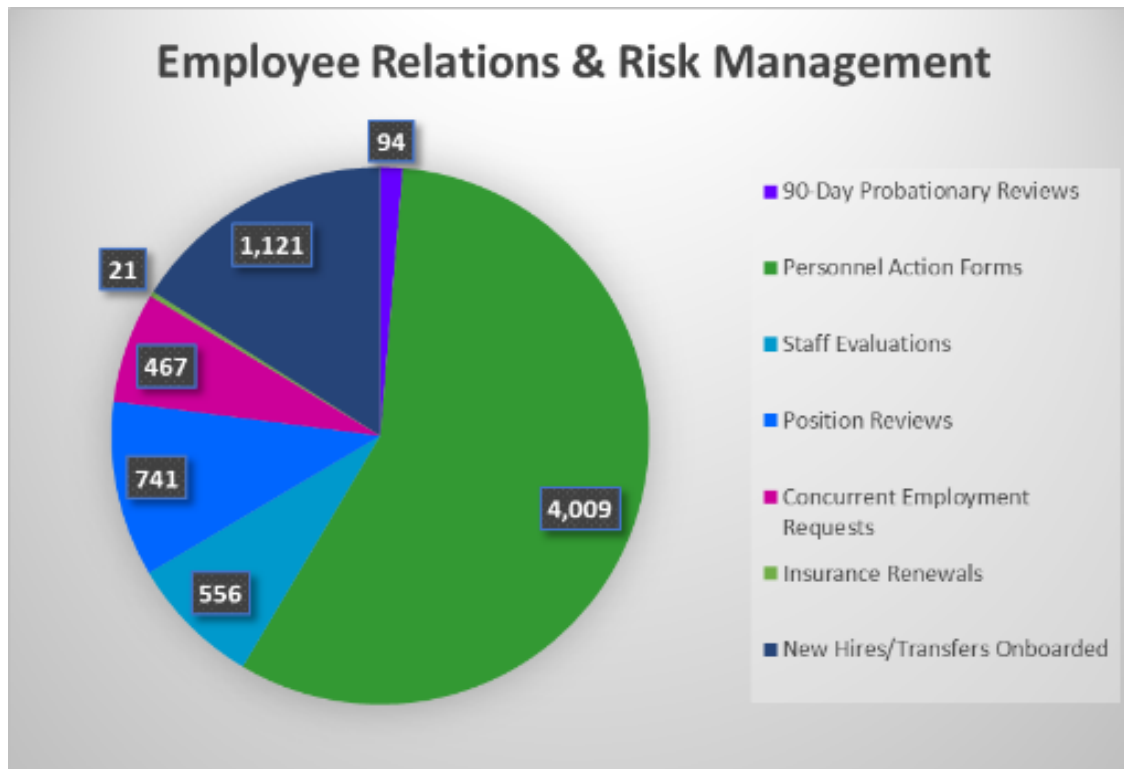
**Next Steps:** In 2024 we developed and expanded our mentorship and leadership programs. We are also rebranding what was our University Service Awards into a more expansive program that will recognize more employees, both faculty and staff, across the university.

## Employee Relations and Risk Management

*The HR Generalists, Risk Management, and Class and Compensation team for UCA faculty and staff. This team is responsible for onboarding, evaluations, classification and compensation, and risk management, among other things.*

This is a rebranded team. UCA has never had a team that focused on current employee relations from hire to retire. Our goal with this team is to do just that. We have three generalists and a manager on this team who have had an incredibly eventful, engaging year.

### Employee Relations and Risk Management by the numbers



### Projects Completed

- Increased the minimum salary to \$29,120 for 137 full-time employees on July 1, 2024
- Reviewed cases of compression as a result of the new minimum salary.
- Cleaned up HSA account errors made from previous years
- Reviewed the FLSA status of employees and moved 46 employees to non-exempt on July 1, due to the change in law and reevaluated them when the law changed back again in November
- Initiated and completed a Banner clean-up effort for any previously terminated employees
- Designed and implemented a Position Review for all Staff to complete for the salary study project

- Risk management canceled excess liability insurance for three policies after reviewing with general counsel and the president's office that it was no longer needed, saving the university over \$34,000 annually
- Created a 90-Day Probationary Review Form in DocuSign and created a new procedure to ensure completion by departments
- Revised and updated the Annual Employee Evaluation form and procedure.
- Hosted an HR Performance Management Seminar - Healthy Performance Reviews
- Reviewed, updated and developed procedures
- Moved from a semi-annual onboarding event for new staff to a quarterly event
- RFP for retirement consultant
- Reviewed, negotiated and routed five HR contracts through contract routing for renewal and final approval

### **Employee Relations and Risk Management Reporting**

- Vacancy Report (annual)
- Provisional Report (annual)
- COLA & Merit Report (annual)
- Administrator's Compensation Survey (annual)
- Employee Disclosure Report (quarterly)
- Employment Report to BLR (monthly)
- AR New Hire Reporting (bi-weekly)
- Board List Reporting (daily)
- 10 employment verifications per week on average with over 500 email correspondences made in regards to completing employment verifications

### **Total Rewards**

***The Benefits Specialists, Leave Specialist, and Wellness team for UCA faculty and staff. This team is responsible for all benefits, including but not limited to vacation, sick, catastrophic leave, FMLA, workers compensation, health insurance, dental insurance, life insurance, and wellness, among other things.***

**The Benefits Team** had an extremely active year. Jerri Worthington started with the team as the Total Rewards Director in April. The team would like to give special acknowledgement to Stephens Insurance, for always providing support and answering questions as we worked through various projects throughout the year. Some of the accomplishments of the Total Rewards Team over the past year were creating and improving procedures, implementing a pharmacy savings program with Payer Matrix, and providing great customer service to the UCA employees.

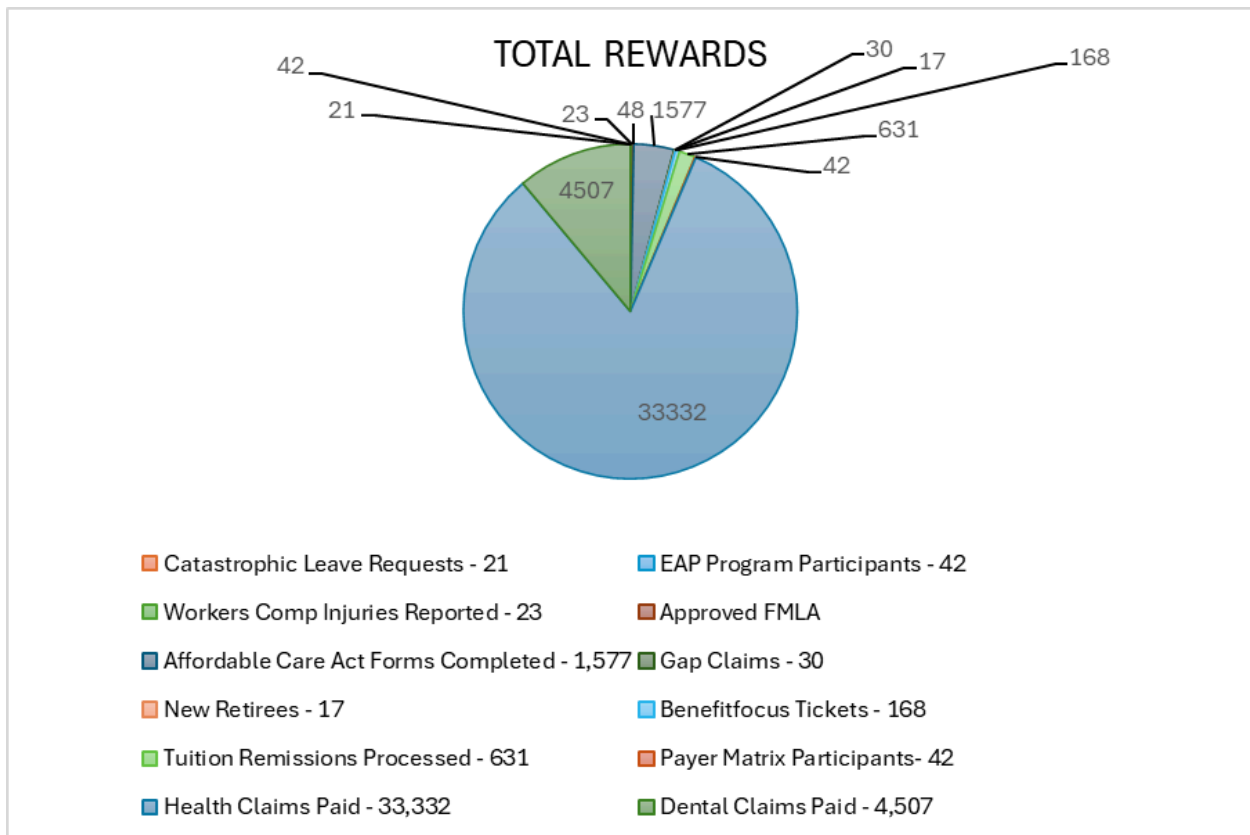
### **Projects Completed**

- Processed 1,577 1095-Cs
- Annual Other Post Employment Benefits report for Controller
- Sent out Total Compensation letters to all full time employees
- Reviewed, updated and developed procedures

- TIAA distributions for accounts under \$7,000
- Fiduciary training for retirement committee members
- Scanned all Life Insurance paper forms into Benefit Focus
- Paid out all compensatory time for employees that have accrued over 240 hours of comp time
- Successful open enrollment
- New Faculty Orientation Instructional Fair – assisted new faculty with onboarding and benefits questions

### Total Rewards by the Numbers

- 21 Catastrophic Leave requests
- 23 Workers Comp injuries reported
- 48 approved Family Medical Leave Act requests
- 1,577 Affordable Care Act forms completed
- \$642,588 Plan Savings through Payer Matrix - 42 participants
- \$8,739,251 in health claims paid - 33,332
- \$654,542 in dental claims paid - 4,507 claims
- \$3,761,164 in pharmacy claims paid
- 30 GAP claims reimbursed totaling \$15,898.30
- 17 new retirees
- 169 Benefitfocus Tickets
- 631 tuition remission requests processed



**BeWell** went through many changes within the year and still had an amazing impact on their participants. Madeline Kimbrell started as the Coordinator in March. Here are some data points to recap how the year went:

### **BeWell by the Numbers**

- 623 participants earned the \$20/month insurance discount
- 370 participants earn BearBucks
  - 30 participants earned \$50
  - 37 participants earned \$75
  - 303 participants earned \$100
- 381 participants completed their biometric screening at the Student Health Clinic
- 42 participants used Employee Assistance Program
- 15 BeWell Wellness Champions
- 4 HealthCheck360 Challenges
  - Step Forward Challenge - 189 participants
  - Resiliency Challenge - 95 participants
  - Eat Colorful Challenge - 67 participants
  - Beat the Leader Challenge - 58 participants

### **Payroll and Data Management**

***The Payroll Specialist, Payroll Analyst, and Data Manager/Payroll Director for UCA faculty and staff. This team is responsible for all faculty, staff, student, and extra help payrolls.***

Payroll has had a busy and successful year. Rachel Hall was hired as a payroll analyst in March and was subsequently promoted to Payroll Director in October. Despite significant turnover in this department, the team was still able to meet all deadlines and complete timely payrolls. Through increased efforts to streamline processes, and by collaborating internally and externally to help achieve our goals, significant improvements have been achieved in this area.

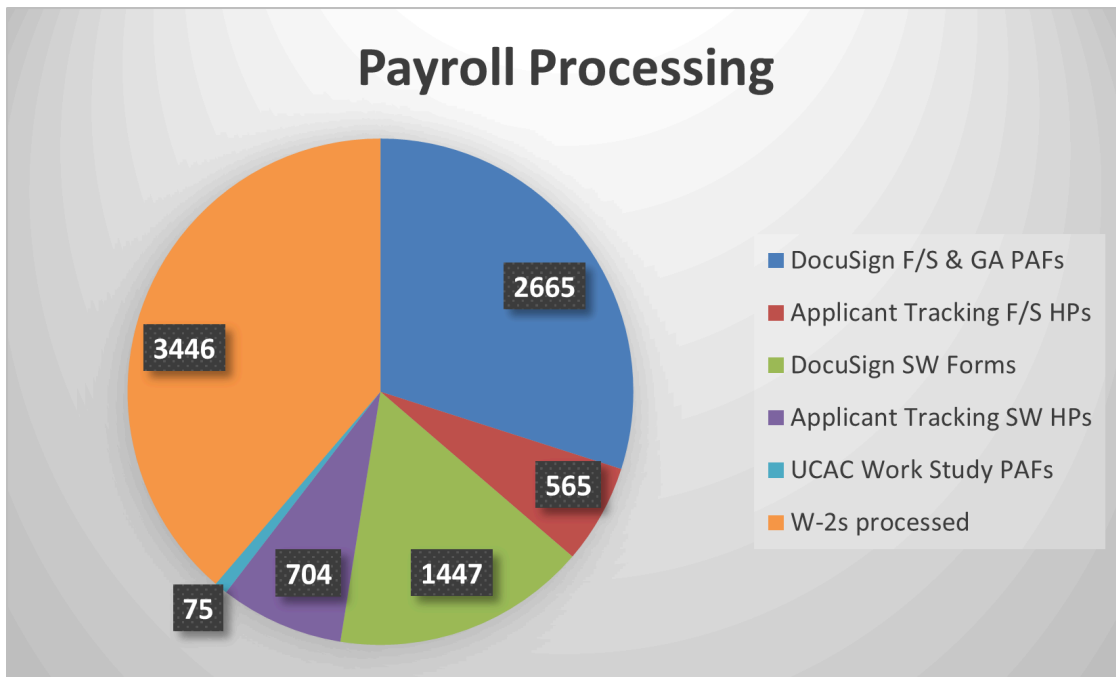
Payroll also has many checks and balances put into place to help ensure we stay as accurate as possible when running payrolls.

### **Projects Completed**

- Electronic payments for child support
- Updated processes and policies for payroll
- Improved the insurance premium refund process by running it through payroll
- Increased Salary Planner efficiency
- Compensated absences report
- Monthly, quarterly and yearly taxes

- Monthly, quarterly and yearly payroll balancing

### Payroll and Data Management by the Numbers



- 2,665 Personnel Action Forms processed in DocuSign
- 565 Personnel Action Forms processed in Applicant Tracking
- 1,447 Student Worker DocuSign forms processed
- 704 Student Worker hiring proposals processed in Applicant Tracking
- 75 UCA Commitment Work Study PAFs
- 20 states' regulations managed by payroll (includes all withholding & unemployment taxes)
- 25 new Banner security set-ups
- Approximately 50 hours building UCA Commitment Work Study process, includes meetings, building PAF document/workflows, Banner configuration (required creation of new earn code, employee class, position class, position numbers), onboarding process
- 3,446 W-2's processed

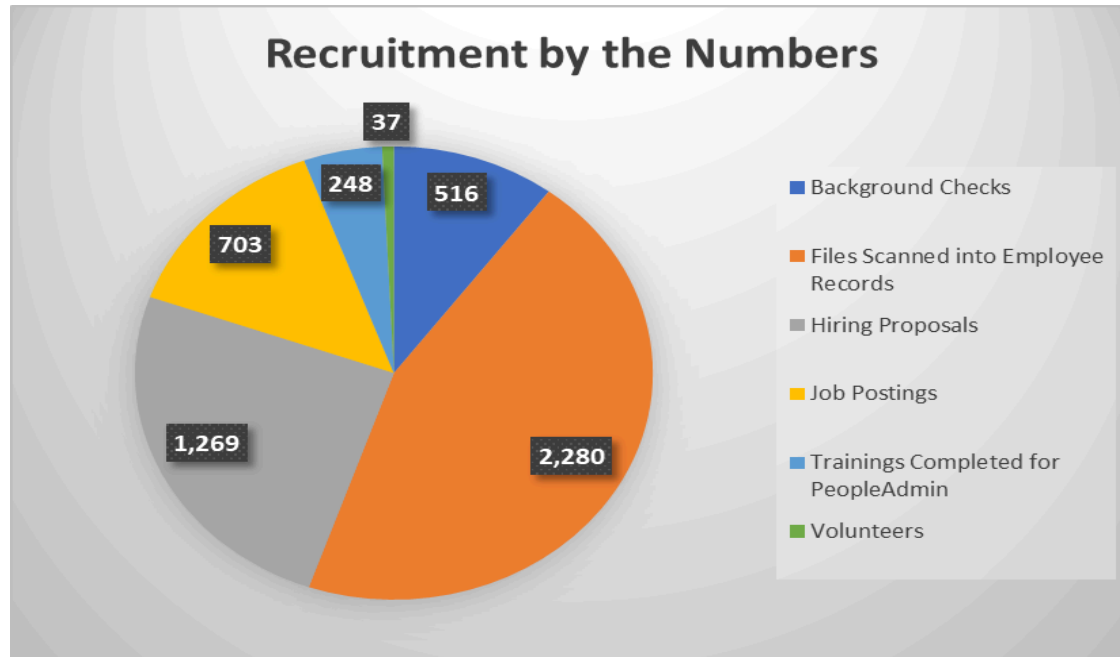
### Recruitment and HR Operations

*The Fiscal Support Specialist, Applicant Tracking Systems Administrator, and Director of Recruitment and HR Operations for UCA faculty, staff, and student workers. This team is responsible for all employment recruiting for the university, background checks, recruiting software (People Admin), and HR office management.*



Recruitment and HR Operations, formerly Employment Services, had a transition year. Risk Management and Onboarding were moved to a different team, enabling a stronger focus on attracting and retaining top talent to support the organization's growth and goals.

### Recruitment and HR Operations by the numbers



### Projects Completed

- Trained the Division of Outreach and Community Engagement on the background check process for camps
- Collaborated on employee and retiree recognition awards programs
- Conducted an I-9 self-audit
- Participated in two student employment job fairs on campus
- Enhanced the university's online HR presence through social media
- Audited and updated required legal posters on campus
- Created a six month check-in survey for new hires
- Helped create a process to onboard Commitment student workers

### Recruitment by the Numbers

- Processed 703 job postings
- Completed 516 Background Checks
- Worked with IT to run biweekly new hire reports
- Worked with IT to set up a report for Volunteer employees in Argos
- Focused on record retention and file clean out (ongoing)
- 2,280 Scanned and filed documents into Applicant Tracking
- 248 trainings completed for PeopleAdmin

## **Employee Engagement and Enrichment**

***The Employee Engagement and Enrichment Specialist and Director for UCA faculty and staff. This team is responsible for training all faculty and staff and helping foster a positive workplace culture.***

Employee Engagement and Enrichment, formerly under Student Affairs, moved to join the HR team in January 2024. The transition has been one of success and growth.

### **Projects Completed:**

- Moved new hire orientation from two times a year to four times a year. Added IT, BeWell, and Aramark to the program
- Developed and expanded our mentorship and leadership programs. Created the university's first campus-wide leadership development program, known as LEAD
- Took on the challenge of moving *specific employee population coaching circles* from Student Affairs to already existing coaching circles in Employee Engagement and Enrichment
- The Administrative Support coaching circle resumed meeting and is running smoothly.
- Leadership podcasts were launched in the fall of 2024
- Partnered with the UCA Foundation to provide gifts to employees with one year of service
- Pre-retiree semi-annual meetings kicked off, in partnership with the UCA Office of Legacy Giving
- Initiated partnership with UCA Bookstore for retiree gifts
- Transitioned Camp training requirements to the UCA Division of Outreach and Community Engagement
- Vector contract updated, with cost savings realized
- Successful employee book clubs offered both semesters
- Monthly newsletter created and includes a highlighted employee
- Director completed DISC (personality style) Certification, and will offer to employees for professional development
- Conducted early career sessions with College of Education faculty for new professionals.
- Traveled to University of Louisville Employee Engagement Center for ideas and professional development
- Represented UCA at the SPARK Leadership Conway Area Chamber of Commerce program
- Represented UCA on Riggs Inc. Foundation Scholarship selection committee

### **Engagement by the Numbers:**

- 106 total training hours (on-site hours, does not include Vector)
- Introduced a leadership development program LEAD Fellows, with 25 employees in the first cohort

- Introduced a new pre-retiree event co-hosted with the UCA Division of Advancement. 50 employees participated, with the session seats completely filled within 40 hours of opening registration

## **HR Looking Ahead**

When looking ahead, Human Resources will focus on strategies that align with evolving workplace trends, employee expectations, and organizational goals. Below are few key areas we prioritizing:

1. Embracing technology
2. Training and cross training
3. Documentation and efficiency of procedures and processes
4. Employee well being
5. Employee experience and retention