

Diversity, Inclusiveness, Stewardship...



Mission

Our staff embraces the development of a vibrant culture through the recruitment, selection, and retention of a highly qualified, talented, diverse, collaborative and ethical workforce that is responsive to change and supports Boise State University's mission as a metropolitan research university of distinction.

Human Resource Services provides leadership, guidance and support to the University with management of its employees. This is accomplished through promoting and maintaining a positive work environment that recognizes and values the diversity of people and thought.

Vision

The goal of HRS is to support the creation of an organization that is responsive to change; and to attract, select, reward and retain a high-quality workforce to meet the educational mission of the University; and to develop and administer effective and efficient HR programs that focus on open communication, quality customer service and the fair and equitable treatment of all employees.

Values

In support of Boise State's vision and strategic plan, HRS is committed to providing services based on the values of timely and efficient responses to the needs of our customers; friendly, helpful, professional service that is consistent, fair and principled; proactive planning and innovative problem-solving for practical solutions. Through these services, we seek to prepare our customers for change; foster a safe and respectful work environment that enhances positive work relationships which promote a vibrant culture; and recruit, select, develop and retain outstanding faculty and staff who are committed to quality and academic excellence.

Integrity

Because we value integrity, we:

- Keep confidences
- Do what we say we will do
- Do the right thing
- Reveal our decision making process
- Use consistent and objective standards

Responsiveness

Because we value responsiveness, we:

- Respond to inquiries and requests in a timely manner
- Use data and feedback to improve service delivery and program design

Collaboration

Because we value collaboration, we:

- Work in partnership toward shared goals

HRS Strategic Plan (Con't.)



- Share information
- Do our part by participating fully
- Align mutual interests

Intellectual Rigor

Because we value intellectual rigor, we:

- Think critically
- Identify the unknown
- Challenge assumptions
- Validate Facts

Diversity of Thought and Perspective

Because we value diversity of thought and perspective, we:

- Challenge the status quo
- Solicit and respectfully consider different perspectives
- Include individuals with different backgrounds, ideas and viewpoints

Exceptional Quality

We are committed to exceeding client and colleague expectations, we:

- Seek first to understand
- Strive for perfection
- Deliver products and services that reflect the HR "brand"
- Endeavor to exceed client and colleague expectations

Key Performance Indicators

- Benefit Program participation rates
- Satisfaction Survey measures
- Exit Survey results
- Turnover and Stability Rates
- Successful complaint resolution rates
- External Agency Complaint Activity (EEOC, DOL, etc)
- Job Offer declination rates
- % on-time Performance Appraisal rates
- Female/Minority hiring and turnover rates

Guiding Principles

- Academic Excellence
- Public Engagement
- Vibrant Culture
- Exceptional Research

HRS Goals



Goal 1

Create a Comprehensive Marketing Program and Tools to Enhance Recruitment and Retention of Faculty and Staff to Support the University's Vision.

- Develop, market, and integrate a comprehensive “people-plan” to include improving recruitment & retention
- Identify recruiting solutions systems and implement campus wide. Build interviewing and selection skills of staff involved in the hiring process
- Create a more enticing employment website that “sells” the university to candidates and facilitates the application process
- Identify recruitment partners throughout the campus to implement a comprehensive program
- Create a personalized “orientation” program to welcome Boise State University employees and provide opportunities to participate within a “vibrant culture”
- Develop online exit interview process to allow for confidential feedback, tracking, and identify patterns, issues, recruiting needs or concerns, and implement solutions
- Develop a total compensation package that is comparable with most metropolitan universities (of distinction)
- Develop other compensation initiatives and programs to reward productivity & creativity and enhance retention
- Develop and implement a comprehensive Professional Staff Salary Administration Program
- Understand department business operations to ensure the efficient recruitment and selection of a highly qualified workforce
- Advance web-based communication of HR services, resources and announcements

Goal 2

Create an organization ready for change

- Develop strategic partnerships with other business units to develop and enhance understanding of University and department operations, cohesive partnerships, outreach and core values to achieve the University Strategic plan
- Provide Change consultation, coaching, mediation and facilitation services
- Provide strategic organizational change sessions
- Develop HRS branding/messaging
- Streamline HRS business processes that are responsive to customer needs and change and to document delegated duties/responsibilities from DHR.
- Utilize technology to streamline our processes, simplify and reduce documentation needed by the organization for maintenance of our information system.
- Develop people strategies and solutions to transition the Sella College workforce to the College of Western Idaho

Goal 3

Create a vibrant culture that fosters innovation, responsiveness and inclusiveness, accessibility, diversity and effective stewardship.

- Actively utilize the Affirmative Action Planning Process to increase faculty and staff racial, ethnic, and gender diversity
- Design, promote and utilize effective processes for use in the resolution of staff and student problems/complaints including the development of a strategic partnership with the new University Faculty Ombuds Office
- Develop, review and revise policies to support the University's strategic vision and goals
- Provide training in legal employment practices, inclusion/diversity/culture, respectful and collaborative workplace expectations