

Survey Results Are In!

Thank you to the 7,100 faculty and staff statewide who shared feedback last year on topics ranging from pay to performance evaluations through our new employee engagement survey.

This is, by far, the greatest statewide participation ever in a UT employee survey.

Among key findings, 81 percent of respondents statewide are proud to work at UT, and 77 percent feel their department is a good place to work.

Other areas where results show the University is doing a good job of meeting employees' expectations include: outreach, work/life balance, diversity, professional development and benefit offerings.

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**YOUR VOICE
WAS HEARD.**

New Jobs Database Improves Hiring Process

Applying for and filling jobs are easier and more efficient than ever with UT Jobs — a single online database integrating all staff openings across the University.

The new system, launched in January 2012, streamlines and automates many job search, application and hiring processes, allowing UT to better recruit and retain talented employees.

UT JOBS

“Implementing the new system has been such a rewarding experience because I’ve been able to see, firsthand, the benefits it’s providing to both candidates and hiring managers,” said Ashlie Czyz, a recruiter at UT Knoxville. “We’re seeing an increased volume of talented candidates and our departments are finding it quicker and easier to fill positions with well-qualified individuals.”

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Welcome

Welcome to the fourth issue of *For Your Benefit*, a newsletter addressing the benefits offered to you as a UT employee.



This issue brings information about our 2011 employee survey, new electronic jobs database and performance reviews, in addition to many other important updates. I hope you find the newsletter helpful and encourage you to share feedback and suggestions on ways we can improve the publication by emailing me at: systemhr@tennessee.edu.

Thank you for all you do every day to make UT a better place to work and learn.

Linda Hendricks
Chief Human Resources Officer

1-888-444-UTHR

From 865 area code, call 946-8847

Available 8 a.m. - 6 p.m. ET

**Human Resources Call Center.
Because Google™ can't
answer it all.**

Reporters Needed - Share Your Story

Do you have an idea for the next newsletter? Email it to: systemhr@tennessee.edu.

Survey Results Are In! *(continued from page 1)*

Here are some specific examples:

Question	Strongly Agree/ Agree
This institution actively contributes to the community	81%
My supervisor/department chair supports my efforts to balance my work and personal life.	77%
My job makes good use of my skills and abilities.	77%
This institution places sufficient emphasis on having diverse faculty, administration and staff.	76%
I am given the opportunity to develop my skills at this institution.	72%
This institution's benefits meet my needs.	68%

Results also highlighted some areas where improvements are needed, including compensation, staffing, performance management and communication. Some specific examples include:

Question	Strongly Agree/ Agree
Senior leadership communicates openly about important matters.	52%
Our review process accurately measures my job performance.	51%
Changes that affect me are discussed prior to being implemented.	44%
My department has adequate faculty/staff to achieve our goals.	40%
I am paid fairly for my work.	35%

A detailed report of statewide responses will be posted soon on the survey website at: <http://yourvoice.tennessee.edu>.

81 percent of respondents statewide are proud to work at UT, and 77 percent feel their department is a good place to work.

Campus- and institute-specific results are being shared through open forums at each location. Event details are available on the above-referenced website.

Work on a statewide strategic plan began in fall 2011, and though many of the initiatives identified thus far target challenge areas identified by the survey — such as compensation, performance management and communication — other survey findings are likely to be incorporated in the strategic plan, as well.

UT's Compensation Advisory Board has formed a statewide team to analyze results, establish goals for improvement and monitor outcomes.

The unprecedented response in the 2011 survey allows for a better understanding of employee opinions and will help make UT an even better place to work.

The statewide survey will be re-administered every three years.

The Pay that's Not in Your Paycheck

While the value of University-provided benefits doesn't appear in your paycheck or on your W-2 form, it's important to consider when thinking about total compensation.

The University's annual contribution toward benefits like health and life insurance, retirement plans and educational assistance is often greater than realized.

Personalized benefits statements are updated each month and available through the payroll website or the administrative portal at: <https://utap.tennessee.edu>.

The statement shows employee income and a summary of University-provided benefits such as insurance, retirement, annual and sick leave and optional benefits such as life and long-term care and disability insurances.

New Jobs Database Improves Hiring Process *(cont. from page 1)*

Since UT Jobs launched in January, more than 7,000 applicants have created accounts and more than 450 jobs have been posted.

UT Jobs is accessible from each campus and institute HR website and from the System HR website at: <http://humanresources.tennessee.edu/recruitment/>.

The new system offers many benefits to both job seekers and staff tasked with filling positions.

“Not only was it easy to search for jobs and add the ones I was interested in to my job cart, but it also was encouraging to be able to check the status of submitted applications and paperwork throughout the hiring process,” said Cari O’Neal, a recently hired administrative assistant at UT Chattanooga.

Carol Houser, an HR coordinator with the UT Foundation, attended training in January and has posted more than 10 positions in the system thus far.

“The system allows us to move at a much faster pace and to fill positions more quickly.”

Carol Houser
HR Coordinator
UT Foundation



“The electronic submission and approval processes replace the old method of passing hard copy documents from one department to another,” Houser said. “The system allows us to move at a much faster pace and to fill positions more quickly.”

Reviewing the Review Process

Performance reviews are among the most important responsibilities of a supervisor.

Annual reviews allow for discussions about expectations, accomplishments, goals, professional development and job-related issues. When raises or bonuses are considered and funded, reviews also are used in merit determinations.

Therefore, the review process must be as effective as possible.

“Applicants can easily apply for multiple opportunities and their information can be shared more efficiently with the hiring managers or supervisors,” she said.

A video tutorial for hiring managers will be available soon, and applicants have access to quick references and tips within the system. Campus and institute HR representatives also are available to answer questions and help arrange additional training.

Benefits for Applicants:

- Customized search functions
- Applicant-managed job profiles
- Automatic notifications of new openings matching job profiles
- Electronic uploading and submission of resumes
- Automatic removal of positions once filled

Benefits for Staff Tasked with Filling Positions:

- Posting jobs, searching applicant materials and requesting and receiving necessary approvals
- Reviewing important hiring trends
- Analyzing why applicants decline job offers

As part of HR’s five-year strategic plan, a statewide Performance Management Redesign team was appointed in 2011. The team currently is evaluating the staff review process and making recommendations for improvements on all aspects from job descriptions and forms to training and communication. More information about the group’s work and recommendations will be shared in coming months.

Enroll in a Sick Leave Bank Today

Kevin Gallimore signed up for UT Martin’s sick leave bank at the recommendation of a coworker, but he never thought he’d need to use it.

However, complications from a previous surgery kept him home from work off and on, and before long he had used all of his accrued annual and sick leave time. When Gallimore needed another surgery in 2010, he was able to call on the sick leave bank for help.

Sick leave banks offer employee members experiencing illness or injury the opportunity to request additional paid leave after exhausting accrued annual and sick leave.

“After using the bank, I now look at it like keeping insurance on your car,” Gallimore said. “Hopefully, you won’t ever need it, but if you do, you’ll be glad you have it.”

HR offices are accepting applications now for enrollment in campus and institute sick leave banks.

Requests for withdrawals from banks require medical verification and are reviewed by a chancellor-appointed

board. Members granted time from banks receive their usual pay and continue to accrue sick and annual leave.

Bank members who have exhausted all personal accrued leave and who have received approval from campus or institute sick leave bank boards also are eligible to receive donations of sick leave from other employees. Employees may donate sick leave whether they are bank members or not. However, the recipient must be a bank member and meet the above criteria.

To join, employees must have a minimum balance of 48 hours of sick leave by July 1 and are required to donate 24 of those hours to the bank upon enrollment. UT Knoxville’s bank includes employees from the Institute for Public Service, the Space Institute and University-wide administration.

More information about sick leave banks and terms of use is at: <http://bit.ly/ut-sickleavebank>. Instructions for joining also are online, and each campus and institute will offer information sessions during the enrollment period running now through June 30.

Compensation Remains a Top Priority

Work continues by UT’s Compensation Advisory Board (CAB) to create strategic compensation plans at each campus and institute and to review and update policies, procedures and practices relating to compensation.

Please remain engaged in this important initiative and visit CAB’s website to learn more:
<http://humanresources.tennessee.edu/cab>.

Since its formation in March 2010, CAB has:

- Recommended and received approval to increase UT’s minimum starting pay rate
- Rewritten UT’s Compensation Philosophy
- Hired a nationally recognized firm to conduct a market assessment of pay and benefits
- Formed six workgroups focusing on different areas of compensation
- Developed Employer of Choice models for each campus and institute with an emphasis on recognizing and rewarding significant workplace contribution
- Reviewed and recommended faculty incentive plans at several campuses and institutes

Educational Assistance Helps Students Focus on School Instead of Finances

Robert Jenkins has worked at UT Knoxville for more than 12 years and has only positive things to say about UT's benefits – especially the educational assistance his daughter received to help pay for college.

“We’re all about college in my family,” said Jenkins, a senior maintenance specialist. “A degree makes such a big difference in your future, and I want to thank the person who created our tuition discount benefit.”

“I want to thank the person who created our tuition discount benefit.”

Robert Jenkins
Senior Maintenance Specialist
UT Knoxville



Courtney Jenkins Woods

Spouses and children 26 years old or younger of regular UT employees working full-time receive 50 percent off tuition to undergraduate programs at UT's three campuses in Knoxville, Chattanooga and Martin as well as at the Tennessee Board of Regents' four-year, community and technical institutes.

Spouses and children of regular, part-time employees working 50 percent time with at least one year of regular, continuous service at UT are eligible to receive a prorated discount.

Jenkins' daughter attended UT Knoxville for one semester before transferring to East Tennessee State University to play softball.

“The discount helped us tremendously,” Jenkins said. “Anytime I know someone at work with a son or daughter getting ready to start college, I tell them to call HR.”

Cesar Penalba, an electrical engineer at UT Knoxville, says the discount also has helped his family immensely.

Penalba has a daughter graduating from UT Knoxville in May 2012 with a degree in microbiology with plans to study dentistry. He also has two sons interested in engineering – one is currently at Walters State Community College and the other has been accepted at UT Knoxville for fall 2012.



Cesar Penalba with family

“The program's main goal is to save the student and family money, while at the same time encouraging students to earn a college degree,” Penalba said.

After Jenkins' daughter earned a bachelor's degree in park and recreation, he suggested that she apply for a job at UT. And she did.

Courtney Jenkins Woods now works in academic records at UT's Veterinary School and says the discount helped her graduate by removing the financial burden of college and allowing her to focus on school.

To learn more about this benefit and about the fee waiver for employees, visit:

<http://humanresources.tennessee.edu/benefits/assistance>.

Have a similar story to share?

Do you have a similar story or know someone who does? If so, please email: systemhr@tennessee.edu.

Using Health Insurance While Traveling

Are you enrolled in a health insurance plan through UT? If so, some helpful instructions for maximizing coverage in the event of an emergency while traveling out of the state

or out of the country are available at:

<http://insurance.tennessee.edu/travel.htm>. Questions can also be directed to UT's Payroll Office at: (865) 974-5251.

Military Leave Aided Employee While Serving Overseas

David Stansberry retired from the U.S. Army in 2010 after more than 24 years of service, including four years of active duty with deployments to Bosnia, Afghanistan and Iraq.

When not called to active duty, Stansberry was working at UT Knoxville. He has been with the University for 21 years and currently works as a financial specialist in the College of Engineering's Electrical Engineering and Computer Science Department.

"On a 10-point scale, UT's military leave benefits rank at an eight or nine," Stansberry said.

Regular employees who receive orders to report for training or active duty receive their regular rate of pay for up to four weeks per year and can use accrued annual leave during deployments or training. Sick leave also can be used during military leaves of absence, with appropriate documentation, and continuation in some University benefits is permitted. Returning employees are entitled to the same seniority and other rights and benefits they would have received had they not been on military leave.

"My accrued annual leave helped with the transition to military pay when I was deployed, and having a great job to return to really helped smooth the transition back to civilian life," Stansberry said.



Stansberry in Kuwait in 2008

"My supervisors throughout the years were always supportive, and Connie Walden in HR did a superb job managing UT's side of the mobilization and demobilization processes," he said.

Stansberry's work during deployments with the 489th Civil Affairs unit involved setting up infrastructure, schools and other basic services as well as providing clean drinking water.

"We would often see children gathering water from puddles on the ground to drink if it rained because many wells had been intentionally contaminated during the fighting," Stansberry said. "For a couple hundred dollars, we could hire an Afghan well digger and provide enough safe drinking water for a whole village."



Stansberry in Afghanistan in 2005

"Thank you to everyone at UT who encouraged and supported me during my deployments," he added.

Have a similar story to share?

Do you have a similar story or know someone who does? If so, please email: systemhr@tennessee.edu.

Mark Your Calendars

Knoxville:

Managing Across Generations

May 22, 8:30-11:30 a.m.

Morgan Hall, Room 226

Register: (865) 974-6657

Administrative Professionals Retreat

Nov. 7-9 (Registration begins July 12)

Register: (865) 974-6657

To be eligible to attend, you must hold a position of level 34 or higher

Seven Habits of Highly Effective People

Sept. 11-13, 8:30 a.m.-4:30 p.m.

Conference Center Building, Room 238

Cost: \$259 (Space is limited)

Register: (865) 974-6657

Chattanooga:

Myers-Briggs

May 10, 1-4 p.m.

University Center, Signal Mountain Room

Register: (423) 425-4221

Making Meetings Work

June 20, 1-4 p.m.

University Center, Signal Mountain Room

Register: (423) 425-4221

Martin:

Writing Effectively

May 22-24, 8:30-11:30 a.m.

Gooch Hall, Room 206

Register: (731) 881-7845

Time Management

June 19, 8:30-11:30 a.m.

Register: (731) 881-7845

Every Customer is an Opportunity:

Approaching Difficult Customers

June 19, 1-4 p.m.

Register: (731) 881-7845

Longevity Pay Supplements Income

One UT benefit that always receives rave reviews is longevity pay.

After 36 months of service, all regular employees working 82.05 percent time or more receive an annual check of \$100 for each year of service up to \$3,000 for a maximum of 30 years. Though the extra income is taxed, it can come in pretty handy.

Members of UT's Employee Relations Advisory Board shared some of the ways they use the additional pay.



More about longevity pay at: <http://bit.ly/longevitypay>.

Minutes from the statewide advisory board's meetings are available at: <http://bit.ly/ut-erab>.

How do you use your longevity pay?

Email your story for inclusion in a web series to: systemhr@tennessee.edu.

10 Ways to Use Longevity Pay

1. *"The best way I've used my check was on an airline ticket to see my new granddaughter in Thailand."*
– Carla McMillan, UT Foundation
2. *"I'm taking my grandchildren to see Kenny Chesney and Tim McGraw!"*
– Jane Moser, UT Knoxville
3. *"My check is going toward a rehearsal dinner."*
– Dennis Jones, UT Foundation
4. *"I use it to pay for my daughter's summer camp every year. However, I do hope to have some left over this year to spend on myself!"*
– Kelly Griffin, UT Chattanooga
5. *"I receive my check in December and always spend it on Christmas gifts. I tell my girls we can't go shopping until Dec. 19!"*
– Debbie Hunter, UT Chattanooga
6. *"My check comes in August, and I usually put it toward bills and repairs."*
– Tom Anderson, UT Knoxville
7. *"This year we're spending my check on a vacation to South Carolina. We're going back to Beaufort, where we got married."*
– Judy Wilhite, UT Institute for Public Service
8. *"For two years, my check was spent on new tires. Not very exciting, I know!"*
– Karen Weatherly, UT Health Science Center
9. *"I like to spend some of mine on shoes!"*
– Courtney Maricle, UT Space Institute
10. *"My check is usually put toward credit cards or Christmas presents."*
– Dianne Trent, UT Institute of Agriculture

Memphis:

Star Achievement, Level 2

July 13, Aug. 10 and Sept. 14,
8:30 a.m.-4:30 p.m.

Student Alumni Center, Suite 305

Cost: \$50 per module

Register:

<http://www.uthsc.edu/hrtraining/star.php>

Nashville:

Every Customer is an Opportunity:

Approaching Difficult Customers

June 20, 8:30-11:30 a.m.

Center for Industrial Services,
Large Training Room

Register: (865) 974-6657

Your Forgotten Customers:

Internal Customer Service

June 21, 8:30-11:30 a.m.

Center for Industrial Services,
Large Training Room

Register: (865) 974-6657

Tullahoma:

Nonverbal Communications

June 13, 1-4 p.m.

Lower A Conference Room

Register: (931) 393-7226

Business Communications

June 14, 9 a.m.-Noon

Lower A Conference Room

Register: (931) 393-7226

Identity Theft

July 19, Noon-1 p.m.

Dining Hall Under Balcony

Register: (931) 393-7226

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