

# UNIVERSITY WORKLOAD PRIORITIES 2022-2023

## SPRING 2023 UPDATES AND HIGHLIGHTS

### ADDED LAYERS OF ADMINISTRATIVE BUREAUCRACY/PAPERWORK

- **Academic Affairs** – A review of the library subscription vetting process resulted in a streamlined system, which significantly reduced the staff time needed to vet the several hundred library subscription renewals.
- **Business Affairs** – Human Resources has been consolidating processes, streamlining forms and reviewing the recruitment process to increase efficiency. Additionally, the new employee orientation process provides an overview of the university and an introduction to the employment structure.
- **Business Affairs** – Offering various workshops to help provide people with a better understanding of Shop UW+ and purchasing.
- **Business Affairs** – Advising, Admissions, IT collaborated on a LEAN exercise to ensure a streamlined customer experience.
- **Student Affairs** established Conference and Event Services to create a more efficient and effective reservation system to allow greater flexibility for resource management.
- **University Advancement** has shifted administrative assignments within the division to improve efficiency and balance the staffing workload.

### HEAVY WORKLOAD

- **Academic Affairs** – CPS, IT and University Communication and Marketing are sponsoring SLATE training for graduate program directors and support staff to help them manage growing graduate enrollment. Beyond recruitment, SLATE has many functions that will help our program directors track academic progress, advise and communicate with graduate students.

- **Academic Affairs** – CNR reorganized their Central Administrative Office to include a stand-alone dedicated HR specialist. The added support will enable quicker response and more direct support for the faculty and staff performing these operations.
- **Academic Affairs** – University College is eliminating manual processes for employer and job approvals in Handshake by utilizing automated, AI-based settings within the system.
- **Business Affairs** – Continuing to reorganize and restructure internally to reevaluate workload and eliminate duplicative processes.
- **Student Affairs** – Directors have developed strategies to assist their staff with flexible scheduling due to long work hours, especially with evening programming.
- **University Advancement** is filling open staff positions and rewriting position descriptions and the organizational chart. The division also introduced new key performance indicators to allow staff to plan accordingly to meet agreed upon work productivity metrics.

### LACK OF COMMUNICATION

- **Academic Affairs** – Information Technology, Human Resources and Marketing and Enrollment are collaborating to develop an internal communications website (intranet) for employees to serve as a communications hub to increase employee engagement and awareness of happenings in the life of the university.
- **Academic Affairs** – COLS implemented regular processes for monthly good news, biannual newsletters, regular social media posts like Shout Out Saturday, fall/spring college meetings, and other venues as appropriate to recognize faculty/staff contributions and accomplishments.
- **Student Affairs** – Vice Chancellor has attended staff meetings once a semester with one of the



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topics being workload burnout and meeting the increasing needs of students. These conversations were productive and worthwhile hearing from the staff about their perspectives on the workplace.

## INCREASING NEEDS OF CURRENT STUDENTS

- **Academic Affairs** – COFAC - Identified and implemented strategies to create a greater sense of belonging and community among students. They created three events to fully engage new students and enhance a sense of community: Welcome Week afternoon, Mid-semester (pre-advising) info and Q&A, and COFAC Open House tours and performances on Homecoming/Family Day.
- **Student Affairs** – Dean of Students Office is launching a pilot program to add mental health primary prevention/health promotion programming to the Center for Prevention.
- **Business Affairs** – Provided students the ability to provide delegated access to parents, guardians, grandparents, or anyone of their choice to have access to their tuition accounts.
- **Business Affairs** – Office of Sustainability is expanding the Closet to assist more students.

## LACK OF APPRECIATION AND UNDERSTANDING

- **Academic Affairs** has increased the number of emails, and articles that acknowledge accomplishments, provide recognition and share appreciation. College newsletters highlight accomplishments.
- **Academic Affairs** – In honor of Women’s History Month, the MBA program newsletter dedicates their newsletter to recognizes women (employees and students) who move people and organizations forward.
- **Business Affairs** is holding more in-person meetings/events for which individuals are appreciative of these events to bring the division together more.
- **Student Affairs** will have an employee recognition ceremony or program during the spring semester to formally thank our staff for their efforts.
- **University Advancement** provided regular updates on closed gifts by each major gift officer to Chancellor Gibson; provided coffee and snacks for Employee Appreciation Day; committed Vice Chancellor’s Foundation fund to professional development/training for staff.

