

# HR Horizons

James Madison University

July 2007

## Human Resources Responds

Yohna Cone

This past spring, Human Resources conducted interviews and focus groups that included representation from all JMU divisions. During these sessions, we asked for feedback about the quality, level, and content of HR programs and services. We received valuable input and are grateful for the honesty, candor, and encouragement we received.

As a result of this customer service study, we have implemented several service improvements. I'd like to present some of these improvements here. The organizational chart at [www.jmu.edu/humanresources/orgchart.shtml](http://www.jmu.edu/humanresources/orgchart.shtml) will assist by providing a visual of the changes.

First, we are launching our new website during the week of July 16. We believe you'll find it even more helpful and easier to navigate.

Next, an HR Service Center has been designed that includes Recruitment, Employee Relations (for both supervisors and employees) and the JMU Mediation Center. The Service Center is led by Assistant Director for HR, Jennifer Campfield. Jennifer, along with Melinda Hardwick and Christina Eaton, will be supervisors' contacts for employee relations issues. They have been visiting departments over the past week and will continue until they have had a chance to meet with all of their new customers. We have also established an Employee Ombudsperson, Cathy Thomas. Cathy will be responsible for serving employees who have employee relations issues or concerns. It was clear in our research that employees want and need a single contact person, dedicated to their needs. That's Cathy's assignment.

Dedicated to Recruitment Services are Justin Smith and Jorge Matallana, both of whom report to Jennifer Campfield. Justin

works primarily with the JobLink system and advising departments and applicants about policies and procedures related to recruitment. Jorge is primarily dedicated to the university's diversity recruitment and retention initiatives. Kristen Gregory is the HR Communications Specialist. She coordinates the publication of the Campus Directory, the HR website, HR newsletter, and special HR events such as the Staff Service Awards. Cyndi Smith works as administrative support for the HR Service Center.

Third, we have created a Workforce Management team. Sandra Anderson and Steve Hedrick lead this initiative and are supported by Andrea Rexrode. They are responsible for compensation, classification, and position control. Sandra and Steve will work with departments on facilitating the IBA process, establishing new positions, and developing EWP's using the PositionLink system.

Next, the Benefits group has re-deployed its staff and created a group of three coordinators who will continue to assist employees with their insurance questions while having primary responsibility for other benefits. Wanda Layman is the Manager of this group and Julie Byers serves as Assistant Manager. Krystal Smith will serve as Leave Coordinator. In this role, she is responsible for all leave types, managing FMLA and special leave requests. Angie Lambert is the Workers Compensation Coordinator. Diane Ricketson will serve as Disability Benefits Coordinator. Her role includes facilitating the Virginia Sickness and Disability Program, short-term and long-term disability claims, along with ADA requests for accommodation.

Fifth, we are in the final stages of selecting an HR Business Applications Analyst who will coordinate the information systems,

PeopleSoft functionality, data storage, and personnel action activity. Serving as HR Data Specialist and reporting to the Business Applications Analyst is Amber Lam. She processes all PAR forms, coordinates the receipt and recording of transcripts, and maintains the records related to processing personnel actions for new and existing employees.

Finally, the Administrative team consists of my Administrative Assistant, Michelle Chase, and two part-time employees, Kristi Moon and Colleen Moynihan. Kristi is responsible for employment verifications, data collection and assists with the PAR process. Colleen primarily supports the Benefits group.

We believe that these changes better align us to support the university community. As always, we welcome your feedback to help us ensure that we are, whenever possible, anticipating and meeting your expectations. When you need us, you don't have to find "the right person," just call anyone in HR. We'll make sure you get the help you need.



### Inside This Issue:

Classified Employee Annual Performance Evaluation Process	2
Benefits Fair 2007	2
HR Welcomes Five New Employees	3
Dates to Remember	4
HR At-A-Glance	4

## Classified Employee Annual Performance Evaluation Process

Cathy Thomas

Melinda Hardwick

With the classified employee annual performance evaluation process for 2006-2007 nearing completion in September and ending in October, we would like to take this opportunity to mention a few noteworthy changes regarding this year's process. Please refer to JMU Policy 1305, *Performance Evaluation for Classified Staff*, at [www.jmu.edu/JMUpolicy/1305.shtml](http://www.jmu.edu/JMUpolicy/1305.shtml) for more detailed information.

Personal Learning Goals (formerly Part III of the EWP) will be replaced with the Individual Professional Development Plan (IPDP). IPDP will replace personal learning goals for the 2007-2008 classified employee performance evaluation. Supervisors and employees collaborate to create the plan. The following dates and times are available for employees to learn about the IPDP timelines and preparation: July 13, 2007, 10:30-Noon; August 2, 2007, 2:00-3:30 p.m. Sessions will be held in Room 102 of the University Services Building. Please register through J-Ess.

Supervisors should note results of the Personal Learning Goals established for 2006-2007 on the overall Performance Evaluation Form (formerly Part V of the EWP) as part of this year's evaluation process.

Performance evaluation time is an ideal time for supervisors to make any necessary adjustments to the job description through PositionLink. Items that may need updating include: working titles, supervisor information, core responsibilities, measures and special assignments. To update the position description, please log into PositionLink on the HR website. Under Job Descriptions, go to Create/Update; Update or Reclassify Position; search using the eight digit position number; click on Start Action; click Edit at the top and begin filling in each tab beginning with Position Details. After updates have been made, submit for appropriate approvals.

For PositionLink assistance, please contact one of the following HR Workforce Center Representatives:

Andrea Rexrode, x83597

Sandra Anderson, x83973

Steve Hedrick, x82997

If you are interested in learning more about the performance evaluation process, please register through J-Ess for one of the following training sessions:

### Performance Evaluation Information Sessions for Supervisors

Presented by Melinda Hardwick

July 23, 1:30 p.m. – 3:00 p.m., nTelos Room or August 7, 10:00 a.m. – 11:30 a.m., USB 102

Supervisors may seek further assistance with the evaluation process by contacting Melinda Hardwick at x83968 or [hardwimm@jmu.edu](mailto:hardwimm@jmu.edu).

### Performance Evaluation Information Sessions for Employees

Presented by Cathy Thomas

July 12, 1:30 p.m. – 3:00 p.m., USB 102 or August 8, 10:00 a.m. – 11:30 a.m., nTelos Room

Employees may seek further assistance with the evaluation process by contacting Cathy Thomas at x83967 or [thomasce@jmu.edu](mailto:thomasce@jmu.edu).

Please note: Copies of notification forms for Extraordinary Contributions or Improvement Needed must be given to employees and the originals received in HR by September 3, 2007 for employees to receive an overall rating of Extraordinary Contributor or Below Contributor\* on their annual performance evaluation.

\* Effective July 10, 2007, a written notice issued in the current performance cycle may be used in place of the Notification of Improvement Needed Form to support an overall rating of Below Contributor.

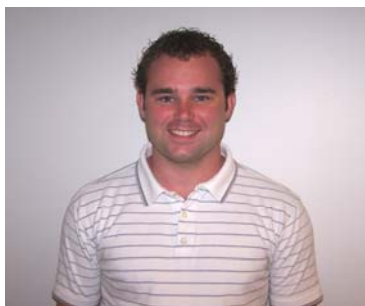
## Benefits Fair 2007

The HR Benefits Team will host the next Benefits Fair on Wednesday, October 24, 2007.

Details about the event will follow in the October edition of HR Horizons.



## Human Resources Welcomes Five New Employees



Human Resources is happy to welcome **Justin Smith** as our new Recruitment Specialist. Justin comes to us with three and a half years of work experience as a Personnel Specialist with the United States Army. Justin is a December 2006 graduate of JMU, so he already has a connection with the JMU community.

Justin is quickly getting up to speed on the JobLink system and all of the intricacies of recruiting at JMU. We are very pleased to have him on our team. If you haven't had a chance to meet him, please swing by USB 204 to introduce yourself. You can also e-mail Justin at [smith2jb@jmu.edu](mailto:smith2jb@jmu.edu) or give him a call at x86728.

# WELCOME

Also joining us is **Kristi Moon**. Kristi is our new HR Assistant, responsible for a wide array of HR administrative functions. Kristi is a recent graduate of Blue Ridge Community College, and we are happy to have her joining the Administrative Team. Please come by 204P, call x82808, or e-mail [moonkd@jmu.edu](mailto:moonkd@jmu.edu) to introduce yourself and to welcome Kristi to the JMU community.



**Christina Eaton** joined the HR office as an HR Service Center Representative. She left a position as the Director of Organizational Development at the Harrisonburg First Church of the Nazarene, but Christina is no stranger to the JMU community as she received a bachelor's degree from JMU in Human Communication.



Christina's office is located in room 204K. You can reach her by phone at x88056 or e-mail [eatoncl@jmu.edu](mailto:eatoncl@jmu.edu).

Human Resources would also like to welcome **Andrea Rexrode** to our HR team. Andrea previously worked as an Administrative Office Specialist in the Registrar's Office from 2004 through 2005. Prior to coming back to JMU, Andrea was an Account Service Specialist for R.R. Donnelly and a Systems Operator for Wal-Mart Distribution Center. Andrea graduated from Massanutten Technical Center in 2002 with a diploma from the Office Computer Skills Program.

Andrea will be an HR Assistant with the Workforce Management Team helping with compensation, classification, position management and other related projects. Andrea can be reached at x83597 or [rexrodab@jmu.edu](mailto:rexrodab@jmu.edu). Please join us in welcoming Andrea back to JMU!



There will also be a new addition to the Benefits Team. **Diane Ricketson** will be joining HR as our Disability Benefits Coordinator on July 25. Diane comes to us from the Central Shenandoah Health District in Staunton where she has eleven years of HR experience.

Diane's office is located in room 204D. She can be reached by phone at x85533 or e-mail [ricketdl@jmu.edu](mailto:ricketdl@jmu.edu).



## 2007 DATES TO REMEMBER

- **September 28:** Performance Evaluations due for Classified Employees
- **October 19:** JMU Job Shadow Day
- **October 24:** JMU Benefits Fair

## Your HR Teams



### Administration

L to R: Kristi Moon, Michelle Chase, Yohna Cone



### Benefits

Front - Wanda Layman, Krystal Smith  
Back - Colleen Moynihan, Julie Byers, Angie Lambert



### Workforce Management

Steve Hedrick, Sandra Anderson, Andrea Rexrode



### HR Service Center

Front - Christina Eaton, Cyndi Smith, Kristen Gregory  
Back - Justin Smith, Jorge Matallana, Melinda Hardwick, Amber Lam, Cathy Thomas, Jennifer Campfield

### HR Horizons Team:

**Kristen Gregory** - Coordinator

**Jennifer Campfield, Michelle Chase, Krystal Smith, Cathy Thomas**

### Human Resources At-A-Glance

JMU's Human Resources is dedicated to customer service, positive change and the pursuit of excellence that promotes employee success.

#### Administration

Michelle Chase	8.3825	chasepm
Yohna Cone	8.3825	coneyc
Kristi Moon	8.2808	moonkd
Fax	8.7916	

#### Benefits

Julie Byers	8.3976	byersje
Angie Lambert	8.2358	lamberar
Wanda Layman	8.3728	laymanwb
Colleen Moynihan	8.6165	moynihcm
Diane Ricketson	8.5533	ricketdl
Krystal Smith	8.3974	smithkf
Fax	8.7105	

#### HR Service Center

Jennifer Campfield	8.3982	campfjf
Christina Eaton	8.8056	eatoncl
Kristen Gregory	8.7305	gregorks
Melinda Hardwick	8.3968	hardwimm
Amber Lam	8.2296	lamar
Jorge Matallana	8.4115	matallji
Cyndi Smith	8.3970	smith2cl
Justin Smith	8.6728	smith2jb
Cathy Thomas	8.3967	thomasce
Fax	8.7916	

#### Workforce Management

Sandra Anderson	8.3973	anderssk
Steve Hedrick	8.2997	hedricsm
Andrea Rexrode	8.3597	rexrodab
Fax	8.7916	

The success of an organization depends on its people. People are the heart and soul of this university. Taking care of people is the objective of HR. This newsletter was prepared with this in mind and Human Resources, like you, is committed to providing a high level of customer service.