



Tuesday, February 18, 2003

## UHR keeping an eye on the customer

A combination of new processes, employees and technology is helping **University Human Resources** achieve its goal to become a more customer-focused department.

"We are working diligently to become a superior organization," says Ron Watson, assistant vice president, UHR. "We are fully staffed, have revamped processes and are using technology to benefit Oakland's employees."

Priorities for 2003 include expanding management development and training, streamlining the hiring process, finding better ways to utilize technology, such as adding Banner fields to include more detailed information, and enhancing the performance development process.

"The creation of the Human Resources Advisory Committee (HRAC), nearly two years ago, is helping our effort," Watson said. "The committee gave us valuable input on many of our initiatives."

The HRAC committee, with employee representatives, acts as an adviser, advocate and ally on behalf of UHR.

Another committee providing valuable input to UHR is the Health Benefits Council.

"Health benefits continue to be one of the largest expenses of the university," Watson said. "The Health Benefits Council is helping us find ways to keep those costs in check."

Created in October 2001, the council includes representatives from all employee groups on campus. The group explores various plan designs, plan options and ways to reduce and/or contain health-related costs for individuals and the university.

Two new employees bring a wealth of experience to the department. Carol Lieving and Charles Hughley Jr. were hired to fill openings created when two employees left the department.

Lieving, benefit and compensation analyst, has 15 years experience and earned a bachelor's degree from Michigan State University and a master's degree in Human Resources from Central Michigan University.

Hughley, labor/employee relations manager, has six years experience, an undergraduate degree from Eastern Michigan University, a master's degree from Central Michigan University and is working on a second master's degree at the University of Michigan.

"Our efforts over the past couple years are paying off," Watson said. "We'll continue to focus on our priorities, and at the same time, make sure we're a user-friendly department."

### UHR Staff At A Glance

#### University Human Resources

138 North Foundation Hall  
(248) 370-3486

- Ron Watson, assistant vice president
- Deborah Martin, human resources assistant
  - Requests regarding human resources-related matters
  - Planning and prioritizing major HR efforts
  - Labor negotiations and arbitrations

#### Employment Services Office 140 North Foundation Hall (248) 370-3480

- Gail Ryckman, manager of employment
- Tracey Zang, human resources specialist
- Kim Crawford, office assistant II
- Hazen Wilcox, secretary II

**Professional Development and Training** 148 North Foundation Hall (248) 370-4951

- Aldona Sonta, manager of professional development and training

**Labor and Employee Relations** 142 North Foundation Hall (248) 370-3476

- Charles Hughley, labor/employee relations manager
- Valerie Schultz, human resources assistant

**Benefit and Compensation Services** 144 North Foundation Hall (248) 370-3476

- Barbara McGuire, benefit and compensation services manager
- Carol Lieving, benefit and compensation analyst

**Benefit Services Office** 142 North Foundation Hall (248) 370-4207

- Pamela Stewart, office assistant III

**Personnel Records Office** 144-A North Foundation Hall (248) 370-3482

- Monica Haines, personnel records coordinator

**Compensation Services Office** 142 North Foundation Hall (248) 370-3476

- Valerie Schultz, human resources assistant

**SUMMARY**

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