

HUMAN RESOURCES SERVICE LEVEL AGREEMENT



BUTLER
UNIVERSITY

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General Information

Purpose

The purpose of this Service Level Agreement (SLA) is to streamline and continue the strategic and supportive partnership between the Human Resources Department and the faculty and staff of Butler University. Our faculty and staff are our customers and we strive to exceed their expectations. This SLA will:

- Formalize support and working assumptions between HR and the faculty and staff of Butler University.
- Define mutual requirements and expectations for processes and help improve customer service and the overall performance of the HR Department.

Service Performance

Mission

Human Resources champions organizational excellence by creating a positive and inclusive employee experience.

“Trust us to lead you along the Butler way with humility, unity, passion and thankfulness.”

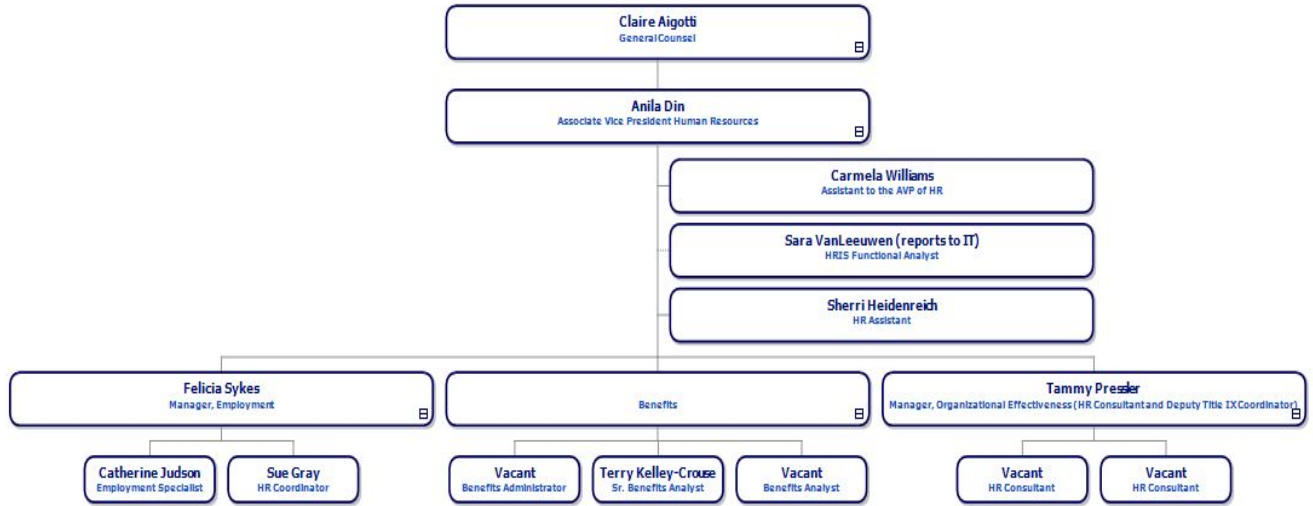
Vision

We aspire to be a trusted resource for the Butler community by providing strategic and innovative practices, high quality service, and fostering employee development and well-being.

Values

- | | | |
|-------------|--------------|------------------|
| ❖ Integrity | ❖ Innovation | ❖ Inclusion |
| ❖ Humility | ❖ Equity | ❖ Accountability |
| ❖ Respect | ❖ Trust | ❖ Service |

HR Organization Chart



Hours of Operation

Daily hours of operation for the HR Department are 8:30 AM to 5:00 PM Monday-Friday, with the exception of University approved holidays. During the summer break, working hours may be adjusted to 8:00 AM – 4:30 PM Monday-Friday. Working hours may be adjusted due to team outings, emergency situations, or disaster.

Service Expectations

The information below provides customer service expectations for the various transactions performed by our HR Department. These measurements of service are required by every team member. Our customers can expect to receive timely responses, notifications and results based on the levels listed below. It is our mission to be available, accessible and responsive. The HR Department strives to be a trusted partner with the Butler community.

*These service expectations are meant to monitor the more critical elements of the services provided and are not meant to reflect the comprehensive services offered by the HR Department. The processes reflected below are not listed in any order of priority.

	Process	Service Expectation
Human Resources	Phone Calls Voicemail Messages Emails	Phone calls, voicemail messages and emails received on a standard business day will be returned within two business days upon receipt. This response will either be an acknowledgment of receipt with an anticipated time-frame to address the subject or the response to the initial inquiry.
	Walk-Ins	Employees who need immediate assistance will be attended to on a first-come, first-serve basis as they arrive. It is our mission to be available, accessible and responsive and to consistently follow-up.
Employment	Job Postings	After receiving a PRC request, positions that meet all the criteria and are approved, will, at a minimum, be posted on the Butler Careers Site the day of approval. Postings to external websites for approved positions will vary depending on the processing time of the external site. However, HR will submit these as soon as possible upon approval.
	Resume Reviews	Submitted resumes are reviewed upon the request of the hiring manager. Potential candidates are sent to the hiring manager as discussed and agreed upon.
	HR Pre-Screen Phone Interviews	Upon request of the hiring manager, HR may assist with initial phone screen interviews. Candidates selected for a phone screen interview are contacted within two business days of receiving notification. The candidate will be contacted by a phone call and/or email to schedule the interview.
	Evaluations of Pre-Screen Interviews	Evaluations are submitted to the hiring manager immediately following the pre-screen interview or as agreed upon by the hiring manager.

Onsite or Phone Interviews	Upon request from the hiring manager, potential candidates selected for onsite or phone interviews are contacted within two business days of receiving notification. The candidate will be contacted by a phone call and email to schedule the interview.
Job Offer Letters	Offer letters are created within two business days upon notification from the hiring manager (assuming all required information has been provided by the hiring manager). Once completed, HR will send to the hiring manager for review and approval. Once approved, HR will send the offer letter within two business days.
Background Checks	Background check links are included in the offer letter for the candidate to initiate.
Reference Checks	Requests are completed within two business days upon notification from hiring manager.
Employment Verifications	Voicemails and requests are responded to within two business days of receipt.
New Hire Orientation	Notification of orientation is sent via email every Thursday by noon to participating parties.
New Hire Welcome Emails	All new hires are sent a welcome email with details of their start within two business days of signing their offer letter.
I-9 Forms	I-9s must be completed within three business days of hire date.
New Hire Employee Packets	New hire forms are processed as soon as possible upon receipt.
New Hire Onboarding	New hires are notified of their New Hire Orientation date via their offer letter and welcome email. Within two business days of receipt of the signed offer letter, hiring managers are immediately notified via email with a copy of the signed offer letter along with instructions on next steps for onboarding their new employee.
Position Review Process (PRC)	Employees can expect the PRC process to take up to two weeks to receive a final decision on a position request.

Organizational Effectiveness	HR Consultation	Your HR Consultants are your main point of contact in the HR Department. HR Consultants provide direction on HR policies, processes and procedures and are your strategic partners for effectiveness in your areas related to all employment matters. Your HR Consultants will respond to inquiries via phone or email within two business days and will assist with referrals within the HR department. In addition, your HR Consultant will provide guidance on performance management, corrective action and professional development.
Benefits	Review of Tuition Remission	Forms received on a standard business day will be reviewed within one business day upon receipt. Forms can be dropped off and picked up from office JH052. Employees will be notified via email or phone when their form is complete and available for pick-up.
	Benefit Enrollment Elections Confirmation Forms	Completed form and submission of paperwork received on a standard business day will be reviewed within two business days upon receipt. Employees can expect to receive a benefits confirmation email upon completion of processing.
	FMLA Processing (Family and Medical Leave Act)	Please see specific FMLA policy/procedure for details at https://www.butler.edu/hr/benefits/health-and-wellness/fmla . A response will be received within one business day of receipt.
	ADA Processing (Americans with Disabilities Act)	Please see specific ADA policy/procedure for details at https://www.butler.edu/hr/policies . A response will be received within one business day of receipt.
	Workers' Compensation Processing	Please see specific Workers' Compensation policy/procedure for details at https://www.butler.edu/hr/workplace-injury . A response will be received within one business day of receipt.
	Processing of Salary Reduction Agreement (SRA) Form	Forms received on a standard business day will be reviewed within two business days upon receipt. The SRA election will be entered into PeopleSoft within two business days of submission of completed form. The new election will be reflected in the employee's paycheck as long as the form is received by the 20 th of the month for

		monthly paid employees, and by the Thursday of the week preceding pay date for bi-weekly paid employees.
	COBRA Documentation	Employees can expect to receive COBRA Documentation within 45 days of the last date of eligibility via standard mail to their home address documented in PeopleSoft.
	Benefits Exit Interview	Employees can expect the Benefits Exit Interview to be scheduled during the same time in which the Employment Exit Interview is scheduled. It is ideal that the exit interview with the HR Consultant and the Benefits Department occur on the same day.

Customer Service Guide

Point of Contact	Responsibility	
<p>Anila Din Associate Vice President Human Resources JH 037 317-940-6683 adin@butler.edu</p>	<ul style="list-style-type: none"> ● Work one-on-one with division/department leads for all inquiries and employee relations issues ● Attend divisional and departmental meetings 	<p>HR consultant for the following departments:</p> <ul style="list-style-type: none"> ● President’s Office ● Provost’s Office ● HR ● Student Affairs
<p>Vacant HR Consultant JH 037</p>	<ul style="list-style-type: none"> ● Work one-on-one with division/department leads for all inquiries and employee relations issues ● Attend divisional and departmental meetings 	<p>HR consultant for the following departments:</p> <ul style="list-style-type: none"> • Athletics • Advancement • Finance and Administration • BUPD • Enrollment Management • Bulter Arts Center • Marketing • ADA reasonable accommodation process
<p>Tammy Pressler Manager, Organizational Effectiveness JH 037 317-940-2056 tpressle@butler.edu</p>	<ul style="list-style-type: none"> ● Work one-on-one with division/department leads for all inquiries and employee relations issues ● Attend divisional and departmental meetings 	<p>HR consultant for the following departments:</p> <ul style="list-style-type: none"> • College of Communication • College of Education • Jordan College of the Arts • College of Pharmacy • Liberal Arts and Sciences • Lacy School of Business • Associate Provost • ADA reasonable accommodation process
<p>Vacant HR Consultant JH 037</p>	<ul style="list-style-type: none"> ● Training and development scheduling, inquiries and information ● New Hire Orientation facilitation and questions ● GPS (Goals and Performance) 	<p>HR consultant for the following departments:</p>

<p>Terry Kelley-Crouse Sr. Benefits Analyst JH 052 317-940-9356 tkcrouse@butler.edu</p>	<ul style="list-style-type: none"> ● Retirement Plan Contribution Changes ● Benefit survey responses ● Tuition Remission & Exchange Program ● Benefits communications ● ACA reporting & compliance ● Benefit claim resolution 	<ul style="list-style-type: none"> ● Benefits Event Planning & Facilitation ● Benefit special projects ● Benefits Website updates ● Service Award Recognition Events ● Retirement Meetings for TIAA Retirement Plan ● Medical card assistance
<p>Vacant Benefits Administrator JH 052</p>	<ul style="list-style-type: none"> ● Retirement Plan Contribution Changes ● Benefit survey responses ● Tuition Remission & Exchange Program ● Benefits communications ● ACA reporting & compliance ● Benefit claim resolution ● Benefits exit interviews 	<ul style="list-style-type: none"> ● Benefits Event Planning & Facilitation ● Benefit special projects ● Benefits Website updates ● Service Award Recognition Events ● Retirement Meetings for TIAA Retirement Plan ● Medical card assistance
<p>Felicia Sykes Manager, Employment JH 052 317-940-8259 fsykes@butler.edu</p>	<ul style="list-style-type: none"> ● Position Review Process ● Annual Merit Process ● Daily Compensation & Classification Questions/Inquiries ● Labor Market Analyses ● Salary Surveys 	<ul style="list-style-type: none"> ● Job Postings ● Offer Letters ● Review of applicants for departments ● New Hire Onboarding ● General Recruitment Questions/Inquiries
<p>Catherine Judson Employment Specialist JH 052 317-940-2014 cbayt@butler.edu</p>	<ul style="list-style-type: none"> ● Processing of student hire paperwork ● I-9 verifications ● OnBase and PeopleSoft data input ● Assisting with special projects 	
<p>Vacant HR Benefits Specialist JH 052</p>	<ul style="list-style-type: none"> ● Enrollments/Changes for health and welfare benefits ● FMLA and other leave of absence data processing ● Absence Management 	<ul style="list-style-type: none"> ● INP, STD, LTD payroll coordination ● Termination of benefits ● COBRA processing reconciliation ● Worker's Compensation Coordination
<p>Carmela Williams Assistant to the AVP of HR JH 037 317-940-9609 cawilli3@butler.edu</p>	<ul style="list-style-type: none"> ● Schedule Management to AVP of HR ● Project Management ● HR Budget ● Audits ● HR projects 	

<p>Sue Gray HR Coordinator JH 037 317-940-9452 ssgray@butler.edu</p>	<ul style="list-style-type: none"> ● Processing faculty and staff status forms ● Researching pay issues ● Name/address and other personal data changes in PeopleSoft 	
<p>Sherri Heidenreich Human Resources Assistant JH 037 317-940-8525 sheidenr@butler.edu</p>	<ul style="list-style-type: none"> ● Office receptionist ● General HR questions ● Verbal employment verifications ● New employee orientation scheduling ● Exit interview scheduling ● Flowers for life events 	

Agreement Administration

Terms of Agreement

This agreement commences on 06/1/2018 with the mutual understanding that modifications may be required over time. A formal review of this agreement and published modifications will occur.

Periodic Quality Reviews

The Human Resources Department will conduct periodic reviews of our service against agreed upon service level expectations and update the agreement as appropriate.