

HUMAN RESOURCES SERVICE LEVEL AGREEMENT



BUTLER
UNIVERSITY

TABLE OF CONTENTS

GENERAL INFORMATION	3
PURPOSE.....	3
SERVICE PERFORMANCE	3
<i>Mission</i>	3
<i>Vision</i>	3
<i>Values</i>	3
<i>Organization Chart</i>	4
<i>Hours of Operation</i>	4
SERVICE EXPECTATIONS	5
SERVICE LEVEL AGREEMENT	5
CUSTOMER SERVICE GUIDE	8
AGREEMENT ADMINISTRATION	12

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.”

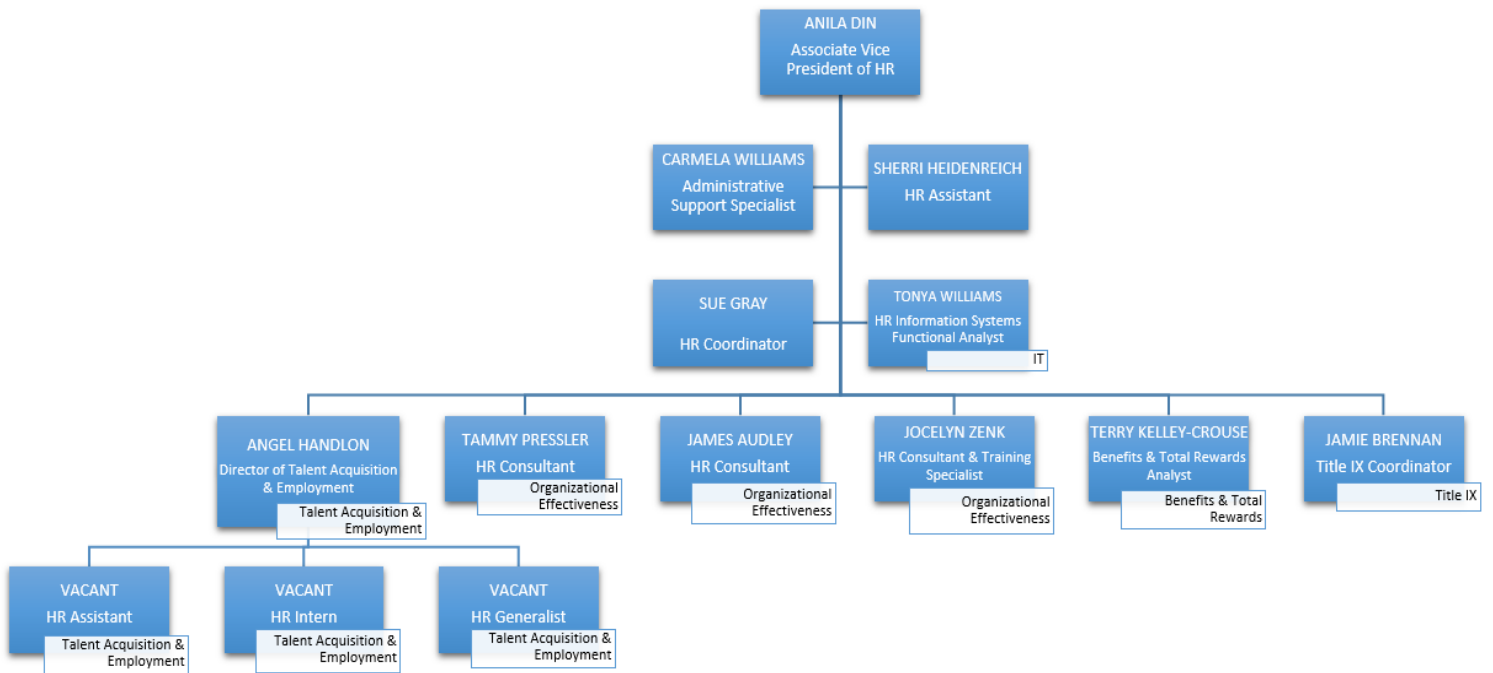
Vision

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 one business day upon receipt. This response will either be an acknowledgment of receipt with an anticipate 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.
Talent Acquisition	Job Postings	After receiving a request to post a position, the draft of the job posting will be sent to the hiring manager within one business day upon receipt. Once approved by the hiring manager, jobs will be posted within one business day upon notification of 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 day 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 one business day 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 in PDF format via email to the candidate within one business day.
	Background Checks	Requests are submitted as soon as possible upon notification from hiring manager.
	Reference Checks	Requests are completed within two business days upon notification from hiring manager.
	Employee Referrals	Current employees who send HR a referral for a position are responded to within two business days of receipt.
	Employment Verifications	Voicemails and requests are responded to within one to two business day 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 one business day of signing their offer letter.
	I-9 Forms	I-9s must be completed within three business day of hire date.
	New Hire Employee Packets	New hire forms are completed and submitted as soon as possible upon receipt to the office administrators.
	New Hire Onboarding	New hires are notified of their New Hire Orientation date via their offer letter and welcome email. Within one business day 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.
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 one business day 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.

Total Rewards	Review of Tuition Remission/Exchange Forms	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 submission.
	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.
	ADA Processing (American's 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.
	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.
	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 30 days of the last date of eligibility via standard mail to their home address documented in PeopleSoft. (Ex: Employee's term date is March 15. Employee has benefits until March 30. Employee can expect to receive COBRA documentation by April 30.)
	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 Organizational Effectiveness and the Benefits Department occur on the same day.
	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.

Customer Service Guide

Point of Contact	Responsibility	
Anila Din Interim Executive Director of Human Resources and Title IX Coordinator JH 037 317-940-6683 adin@butler.edu	<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 	HR consultant for the following departments: <ul style="list-style-type: none"> • Advancement • President's Office • Provost's Office • HR & Diversity
James Audley JH 037 317-940-8163 jaudley@butler.edu	<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 	HR consultant for the following departments: <ul style="list-style-type: none"> • Athletics • Student Affairs • Finance and Administration • BUPD • Enrollment Management
Tammy Pressler JH 037 317-940-2056 tpressle@butler.edu	<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 	HR consultant for the following departments: <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 • Student Academic Affairs (R&R, LRC, DSS, ICS, CFV) • Associate Provost • Libraries
Jocelyn Zenk JH 037 317-940-9430 jzenk@butler.edu	<ul style="list-style-type: none"> • Training and development scheduling, inquiries and information • New Hire Orientation facilitation and questions 	HR consultant for the following departments: <ul style="list-style-type: none"> • Butler Arts Center • Marketing
Angel Handlon Director of Talent Acquisition & Employment JH 037 317-940-2023 ahandlon@butler.edu	<ul style="list-style-type: none"> • Talent Acquisition • Recruitment • Job postings • Interview assistance • New hire onboarding • Interviewing guidance • International hiring 	<ul style="list-style-type: none"> • Internal referrals • Social media strategies • Staffing analysis • I-9 & E-verify completion • Background check verifications • Reference check verifications • Offer letters

Terry Kelley-Crouse Total Rewards/Benefits Analyst JH 052 317-940-9356 tkcrouse@butler.edu	<ul style="list-style-type: none"> • Retirement Plan Contribution Changes • Benefit survey responses • Tuition Remission & Exchange Program • Benefits communications • ACA reporting & compliance 	<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
TBD HR Generalist JH 052	<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
Tonya Williams HR Information Systems JH 052 317-940-9695	<ul style="list-style-type: none"> • Data/report requests • Vacation/time-off information and corrections • Affiliate requests • Student employment 	
TBD HR Assistant for Talent Acquisition & Employment JH 037	<ul style="list-style-type: none"> • Processing of student hire paperwork • I-9 verifications 	
Total Rewards Office Staff	<ul style="list-style-type: none"> • Daily Customer Service Inquiries • Open Enrollment 	
Total Rewards Student Worker	<ul style="list-style-type: none"> • Clerical Work • Back-up assistance for events 	<ul style="list-style-type: none"> • Greet walk-in providing forms and info for basic inquiries

Agreement Administration

Terms of Agreement

This agreement commences on 08/15/2017 with the mutual understanding that modifications may be required over time. A formal review of this agreement and published modifications will occur on a semi-annual basis.

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.