



**Division of Human Resources
Annual Report
2009–2010**



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INTRODUCTION

Highlights from the Division of Human Resources



A. Tracy Hassett
Vice President

Welcome to the Office of Human Resources and our first Annual Report; a snapshot of the Human Resources' activities from Fiscal Year 2010.

Each area of Human Resources is represented on the following pages: Employment, Recruiting, Compensation Administration, Benefits, Wellness, Payroll, Training and Development, and Employee Relations.

The staff in Human Resources and Payroll invested in two major projects this year. The first, the reengineering of Student Payroll, was designed to make the student payroll process more efficient for hiring supervisors, increase efficiency, improve customer service for students, reduce paperwork, and improve accuracy. A major benefit of the Electronic Personnel Action Form (EPAF) is user tracking of transaction status. Phases 2 and 3 of EPAFs will automate faculty and staff payroll and will be complete during Fiscal Year 2011.

A second major project was the implementation of Electronic Paystubs which provide convenient on-demand access to all pay information (current and historical) – any day, any time, improve efficiencies, reduce costs, and capitalize on Banner Self-Service. Paperless paystubs promise secure access to personal pay information while also making more information available than on printed paystubs such as details on employer contributions to benefits and historical earnings and deductions information.

This year, WPI participated for the first time in the Chronicle of Higher Education's "Great Colleges to Work For" survey and we were honored as one of the recognized institutions!

Additionally, The Offices of Human Resources and Payroll joined forces. As human resources and payroll are integrally aligned, having the functions reporting together provides more seamless customer service.

As you review the annual report, please feel free to call us at (508) 831-5470, email us at human-resources@wpi.edu, or visit us on the 2nd floor of Boynton Hall.



Cynthia Pellegrino
Associate Director



Eric Chojnowski
Benefits Administrator



Gina Ferraro
Executive Assistant



Beth Mulvey, HR
Generalist/HRIS Analyst



Dave Croke
Information Analyst



Jessica Szymczak
HR Data Entry/Benefits
Assistant

Our Mission:

The Office of Human Resources (HR) provides services and support to the faculty and staff of WPI in ways that embrace the university's mission of innovation and tradition of excellence. Committed to cultivating a superior service-oriented culture, the staff seeks to provide benefits to employees that promote health, wellness, and a sound work/life balance. Through employee orientation and professional development, we foster the values of inclusiveness, camaraderie, long-term employee engagement, and life-long learning. In all areas of work, the Office of Human Resources firmly upholds the tenets of confidentiality, accountability, and trust.

EMPLOYMENT

Staffing

The staff in Human Resources assists applicants and employees with all phases of the employment process. We oversee recruitment, interviewing, testing, background checks, selection and evaluation of administrative, hourly and union employees while also assisting the Office of the Provost with faculty hiring.

Total Number of Employees by Gender:

	Male		Female	
	FT	PT	FT	PT
Administrative	156	0	174	9
Staff	84	0	142	11
Faculty	174	0	46	0
TOTAL	414	0	362	20

Employees by Years of Service

	Total 796
40+	7
35-39	15
30-34	26
25-29	56
20-24	73
15-19	67
10-14	122
5-9	152
<5	278

Total Turnover*:

	Per Year %	Total 34
Administrative	2.10%	17
Staff	1.90%	15
Faculty	0.25%	2
TOTAL	4.20%	34

* Industry average for 2009 is 4.5%
(<http://data.bls.gov/cgi-bin/surveymost>)

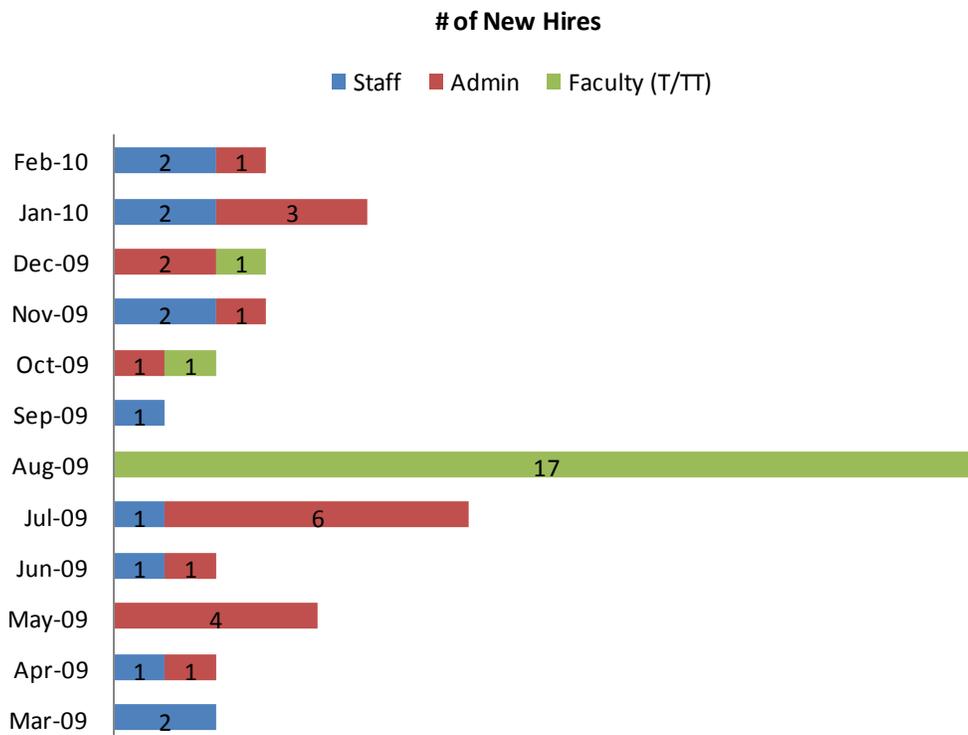
Facts and Figures:

- WPI has 1,023 student employees
- WPI employed 46 temporary employees this year
- 170 CORI checks were conducted

EMPLOYMENT

Recruitment

- Human Resources received and processed 4,298 employment applications
- 242 employment advertisements were posted
- 65 positions were posted
- 51 positions were filled
- Four employees were hired this year as a result of the Employee Referral Program.
- There were nine internal transfers
- The average cost of recruitment for an administrative search was \$754



COMPENSATION ADMINISTRATION

Salary Administration

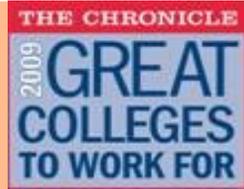
WPI employees and supervisors participated in our annual performance appraisal process last spring to appraise job performance over the year. WPI was fortunate, in light of the economy, to award merit increases equal to 2% up to the first \$50,000 in base salary for all employees meeting job expectations.

Throughout the year:

- 14 promotions were approved
- Five non-faculty employees were placed on formal Performance Improvement Plans
- 428 performance appraisals were received

WPI participated in several salary and benefit benchmark surveys:

- Central Massachusetts Employers Association (CMEA)
- Colleges of Worcester Consortium (COWC)
- College and University Professional Association of Human Resources (CUPA-HR)
- American Association of University Professors (AAUP)
- Association of Independent Technological Universities (AITU)



COMPENSATION ADMINISTRATION

Benefits Administration

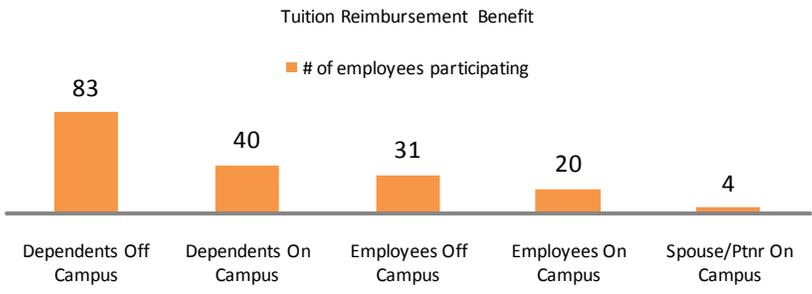
The staff in Human Resources and Payroll attended several seminars, retreats, and training events throughout the year to stay informed and remain current with employee benefits and compliance issues. We received a steady stream of phone calls, emails and walk-in visits from employees requesting assistance with benefits-related issues. Here are some examples of the year's activities:

- Negotiated a 1.9% premium increase on health insurance (FY10)
- 403(b) Plan Documents were updated to meet new compliance regulations
- Hosted 24 one-on-one Retirement/Investment Counseling information sessions
- 26 Worker's Compensation Claims filed
- 36 Family Medical Leave Act applications filed
- 17 Short-Term Disability claims filed
- 1 Long-Term Disability claim filed
- Hosted WPI's first "Financial Help" month which offered 17 informational sessions associated with employees' financial well being. The informational sessions included:
 - * LTC and Life informational sessions
 - * Fidelity presentation on market volatility
 - * BCBS seminar on healthcare options upon retirement
 - * Social Security pre-retirement seminar
 - * 5 Habits of Successful Investors by TIAA
 - * one on one credit and budget counseling including free credit reports,
 - * Understanding Credit seminar
 - * Identity Theft Seminar

Did you know that WPI's retirement plan has an employee participation rate of 92.3%?

82% of our employees receive health insurance benefits and 58% receive dental insurance benefits.

215 employees attended our Benefits Fair along with 36 vendors!



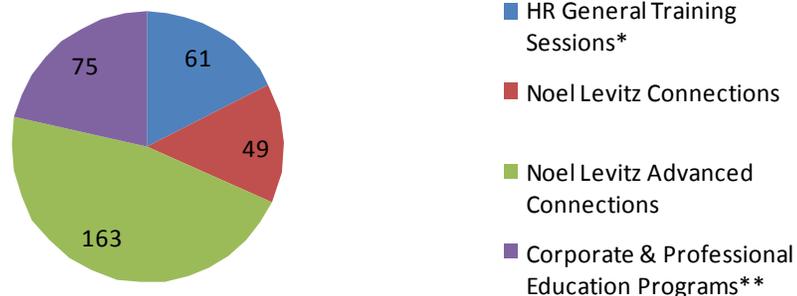
TRAINING and DEVELOPMENT

Project Synergy

The Office of Human Resources offered a variety of training and development opportunities this year including the second year of Noel Levitz Customer Service training. A total of 348 employees attended training programs this year.

- 31 employees attended quarterly NEO's
- 42 employees attended weekly NEO's
- 27 employees took online sexual harassment training
- 29 employees attended COWC training programs
- 35 training programs were offered and 348 employees attended the programs

Performance and Development Programs - On Campus



**Corporate & Professional Education Programs

- Email & Written Communication Skills
- Managing Conflicts
- Process Mapping
- Time Mastery
- Negotiating Skills
- Time Mastery for Managers
- Fundamentals of Project Management

*HR General Training Sessions

- Banner Finance 101 - Reporting
- Banner Finance 101 - Transactions
- Writing Email People Will Read
- EPAF Training
- Hiring Student Workers

PAYROLL

Did you know...?

- 93,903 hours of holiday pay was paid to WPI employees
- 2,124 hours of sick time buy back was reimbursed as personal time
- Payroll processed 235 manual checks
- 65 payrolls were run
- 19,268 timesheets were processed
- We went electronic! No more paper paystubs!
- 2,584 W2's were distributed
- 2,099 Electronic Payroll Authorization Forms (EPAF's) processed

The Payroll team is available to answer any questions you may have. Please feel free to call us at (508) 831-5877, email us at payroll@wpi.edu, or visit us on the 2nd floor of Boynton Hall.



Lori Costello
Payroll Manager



Jane Lapierre
Lead Payroll Specialist



Melissa Kozerski
Accounting—Payroll Clerk

Payroll saved 950 lbs of paper
by going electronic!



EMPLOYEE RELATIONS

Long Service Recognition Dinner 2009

The 2009 Long Service Awards dinner took place on May 7th. A wonderful time was had by all of the honorees!

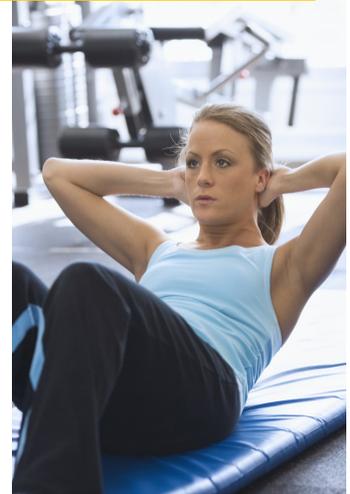


YRS of Service	Employees Recognized
10	31
15	17
20	14
25	13
30	9
35	1
45	1
Total:	86

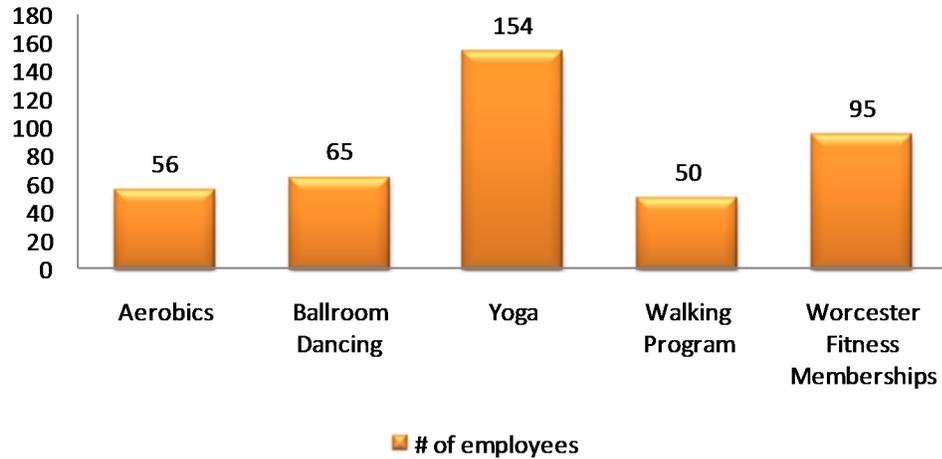
Wellness

There were 5 wellness programs offered with 420 participants taking part this year:

- Ballroom Dancing
- Yoga classes
- Aerobics Class
- The newly formed Walking Program
- Reduced cost memberships at Worcester Fitness



Wellness Program Participation



EMPLOYEE RELATIONS

United Way Campaign



Give. Advocate. Volunteer.

The 2009 –2010 United Way Campaign was a great success and a true tribute to the generosity of the WPI community. Our goal was achieved! Thank you to the many employees who contributed their time and money to a very worthy cause.

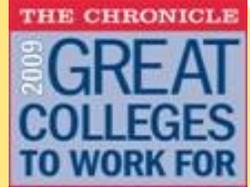
- 114 Employees pledged a combined total of \$29,051
- 21 Employees volunteered for the Day of Caring which included painting, gardening, fixing up, data entry, crafts, reading
- There were 3 Fundraisers organized: A silent auction, Change for Change and a Pin Sale for casual dress day
- A Women’s Initiative Brown Bag Luncheon where our very own Helen Vassallo presented *Queen of the Seven C’s* and the annual Day of Caring

United Way \$ Amount Raised

Electronic Pledges	\$18,867.00
Paper Pledges	\$6,771.00
Checks	\$1,350.00
Silent Auction	\$1,788.00
Change for change	\$15.00
United Way Pins	\$260.00
	\$29,051.00

The 2009—2010 United Way Campaign Committee Members were:

Tammy Houle—Paulette Tatro—Stephanie Pasha—Elizabeth Tomaszewski—Margaret Caisse—Debra Dexter—Audra Gaul—James McLaughlin—Jeanine Skorinko—Jonathan Sparling—Donna Stock—Tracy Hassett—Helen Vassallo—Beth Mulvey



EMPLOYEE RELATIONS

Human Resources Advisory Group

The HR Advisory Group was formed in 2007 as a direct result of the most recent Employee Opinion Survey, which took place that same year. The survey identified a number of areas where the university could be doing a better job at making WPI a great place to work. The HR Advisory Group initially worked on prioritizing areas of need, and then on initiating projects that would help to make improvements in these areas.

When the group was originally formed, members of the WPI community were asked to volunteer to take part in the group. Once the group was established, it was decided that membership in the group would be for a limited amount of time, a term of approximately 2-3 years. New members would roll into the group as acting members' terms expired and they rolled out. Periodically an announcement from Human Resources will be sent to the community soliciting new volunteers for the HR Advisory Group.

The HR Advisory Group has worked on several projects, most recently four focus areas: Higher Ed 101, WPI Wiki, Mentoring, Collaboration

A special thanks goes out to the members of the HR Advisory Group for their dedicated work all year!

Members: Gary Antinarella, Jon Bartelson, Barbara Furhman, Terrence Pellerin, Yvette Rutledge, Pamela Shelley, Tracy Hassett, Cynthia Pellegrino, Audra Gaul, Susan Hicks, Kristin Marengo, Tammy Houle, Susan Wenc, Maggie Becker, Charna Westervelt, Monica Blondin, Thomas Collins, Tracey Leger-Hornby, Beth Mulvey.