



Memorandum

To: All Faculty and Staff

From: Karen McDonnell, AVP and Chief Human Resources Officer
Julie Peterson, VP and Chief Business Officer

Date: September 7, 2018

RE: ***HR PERFORMANCE PROMISE***

Over the last several months, HR Leadership has met with a number of campus leaders, faculty and staff to better understand the customer experience provided by HR. We acknowledge that there are some pain points with turnaround times and responsiveness from HR and we are committed to improving the customer service experience for campus, as well as providing transparency surrounding our actual service levels. As such, we are excited to announce a new program:

The HR Performance Promise

To show you how committed we are, the HR Department will be **posting Service Level Agreements (SLAs)** for the most widely used HR transactions, AND we will be **posting our progress against the SLAs**. We will launch this new program on October 1 and we will share our results each month, beginning the first week in November. The results will be posted on the HR website at hr.kennesaw.edu, sent out via Inform and will be distributed via email to all hiring managers.

SLAs will include:

- Time to approve a standard backfilled position – 5 business days
- Time to approve a new position – 10 business days
- Time to evaluate a new position for compensation placement – 10 business days
- Time to evaluate an additional/interim pay request – 5 business days
- Background check processing times for In state – 3 business days
- Background check processing times for out of state – 7 business days
- Background checks for international – 10 business days
- Hiring proposal approval times – 2 business days

The above SLAs will be in effect for all requests that come to HR **complete and with all necessary pre-approvals**.

In addition, we are committed to responding to your daily requests. All phone messages will be returned by the end of next business day and emails will be acknowledged and/or responded to within two business days. If you feel you are not receiving this level of service, please escalate your concern to Karen McDonnell with specific details.

If you are not sure whom in HR you need to speak with, please contact your HR Business Partner. A list of all departments and the associated HR Business Partner team can be found on the HR Website (<http://hr.kennesaw.edu/hrteams.php>). They will be glad to assist you.

It is our goal to earn your trust and we promise to continually improve the customer service experience with HR.