



**THE OHIO STATE UNIVERSITY**

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HUMAN RESOURCES

# Town Hall

October 15, 2020



# Agenda



**COMMUNITY UPDATES**



**PANEL DISCUSSION**



# HR Connection

## HR CONNECTION

**4,233**

**Total Calls**

**11**

**Average Call  
Handle Time  
(Minutes)**

**14,320**

**Total  
Cases**

**77%**

**Percent  
Resolved**



# Customer Satisfaction Surveys

## AVERAGE SURVEY SCORE

# 3.75/5

*“The team is **very helpful and attentive**. This was a difficult request.”*

*“I didn’t know that anything had been done until I received a survey request to evaluate the ticket. I **would have appreciated clearer communication**.”*

*“It **took me a bit to get used to the new system**, but after realizing where everything was, I found the **process to be very streamlined and much easier** than trying to converse through email.”*

*“All displayed **exceptional customer service** and went over and above to take care of my needs! I never mind calling because they are always **kind, courteous and knowledgeable!**”*

*“It was very **difficult to find where the comments were located**. Not an easy process.”*

*“Very **grateful** for the assistance and **proactive approach** taken.”*



# Leadership Updates

***Welcome, Katie Hall  
and  
Thank You, Deb Miller!***



# Readiness Survey Results

The second Readiness Survey was completed by 320 individuals (73%) across HR and Payroll.

**63.19%** Adoption Across HR and Payroll



**5.56%** Increase in Total Adoption from Survey 1

## Survey 1 Results

**57.63%** Adoption Across HR and Payroll

*Third and Final Readiness Survey: November 3 – November 10*



# Return to Campus

- Gateway office should **continue to telework** until further notice
- HR Staff working in a college or unit outside of Gateway or in the medical center should follow the **expectations set by the unit.**
- If you are returning to campus
  - Complete a **daily health check** using the Ohio State mobile app or Compass
  - Wear a mask in all **indoor and shared outdoor** spaces
- Complete the **mandatory training** and Together as Buckeyes Pledge



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# Panel Discussion





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# Closing