



**East Tennessee State University
Office of the President**

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August 22, 2018

Dear ETSU community,

At East Tennessee State University, one of our principal values is the idea that people come first. We pride ourselves on being an institution where people are treated with dignity and respect, and are encouraged to achieve their full potential. Central to those efforts is our Office of Human Resources and the people who work within it. Every employee and every unit on this campus regularly interacts with members of the Human Resources team.

Over the course of the past several months, Chief Operating Officer Jeremy Ross has led a reorganization of the Human Resources department that will allow our university to continue on our path of excellence while streamlining and improving processes and structures to ensure we stay true to our mission and values. Some of these changes have already occurred while others are on the horizon. The work being conducted and subsequent changes are the direct result of campus feedback as well as invaluable advice from consultants and other professionals who helped to guide this process.

Highlights of this reorganization and other major changes include:

- **Lori Erickson** has been named Executive Director of Human Resources. Lori has worked in human resources for 14 years, including the past 10 years with ETSU. She holds B.B.A. and M.B.A. degrees from ETSU.
- A new **Benefits Center** has opened on the east side of the ETSU/MSHA Athletic Center (Mini-Dome) where employees can manage details related to their benefits and retirement plans. New employee orientation will also be held in the Benefits Center. The third floor office in Burgin Dossett Hall will remain the location where faculty and staff will sign their employee contracts and where all other aspects of the hiring process will be handled.
- The ETSU Office of Human Resources is also launching a new **Business Partner** program. Under this new model, an administrative staff member from Human Resources is assigned to work with each college, office and department on campus and will serve as the first point of contact on all HR matters, including hiring, compensation, employee relations, workforce planning, recruitment, staffing, counseling and the Employee Assistance Program. You can read more about the new Business Partner model and learn who the business partner is for your area by visiting www.etsu.edu/hr.
- As part of an initiative to **improve processes in Human Resources**, a review of the time required to complete a hire in eJobs and the Adjunct Contract System has occurred, and a number of changes designed to reduce the time in the signature workflow and in processing have been made. In addition, modifications of the applicant review procedures in eJobs is taking place and will allow for more flexibility and efficiency. A further review of other HR transactions will take place in the weeks and months ahead.

In closing, I want to thank you for your patience during this period of review and transition as we have made staffing adjustments and have implemented new processes. This work will continue into the fall semester, and we appreciate your continued support, patience and feedback. Thank you.

Sincerely,

Brian Noland
President