## Survey Demographics

<table>
<thead>
<tr>
<th>Role</th>
<th># Responding</th>
<th>Total Population</th>
<th>% of Population Responding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central HR staff member</td>
<td>38</td>
<td>72</td>
<td>52.7%</td>
</tr>
<tr>
<td>HR Manager supporting a school or business unit (Not SOM)</td>
<td>25</td>
<td>34</td>
<td>73.5%</td>
</tr>
<tr>
<td>HR Associate supporting a school or business unit (Not SOM)</td>
<td>11</td>
<td>26</td>
<td>42.3%</td>
</tr>
<tr>
<td>HR staff at SLAC</td>
<td>12</td>
<td>22</td>
<td>54.5%</td>
</tr>
<tr>
<td>HR staff at School of Medicine* (Team Data)</td>
<td>20</td>
<td>20</td>
<td>100%</td>
</tr>
<tr>
<td></td>
<td><strong>106</strong></td>
<td><strong>174</strong></td>
<td><strong>60.9%</strong></td>
</tr>
</tbody>
</table>
1. What are we doing well?

2. What services/programs should we be offering?

3. What should HR stop doing?

4. What suggestions do you have to reduce duplication?

5. What suggestions do you have to reduce duplication?

6. What would allow you to be more effective or efficient?

7. Comments, ideas and observations
• **Strategic Intention and Communication**

  – Continue the HR@Stanford culture change process

  – Elevation of local HRM role from tactical to business partner

  – Share best practice across the HR community

  – Establish standards for consistency in the administration of policies and procedures

  – Upgrade the HR website
Themes

• HR Program Efficiency and Effectiveness

  – Benefits
    • Enhanced value provided by a centralized Benefits Office and useful Website
    • Value of the Benefits service center
      – Need to clarify the role of the HRM to the CSRs
    • Remedy benefits helps process (Efficient but impersonal)
    • Benefits lobby (Cost saving, but inefficient and cold)
    • Provide reminders of the benefits available
Themes

• HR Program Efficiency and Effectiveness

  – Compensation

  • Developing/delivering excellent materials & training
  • Classification of jobs - need for consistency in decisions & process (Centralize ?)
  • Call to change salary planning tools

http://salaryplanning.stanford.edu
Themes

• HR Program Efficiency and Effectiveness
  
  – Employee/Labor Relations
    
    • Kudos for contract negotiations
    
    • HRM meetings increase service provider effectiveness
    
    • Strong central employee relations staff
Themes

• HR Program Efficiency and Effectiveness
  – HRIS
    • Kudos for centralizing the disability process
    • Call to centralize PeopleSoft transactions
    • Call to centralize long-term disability
    • More “self-service” availability
    • Remedy SU Helps ticket process (efficient and impersonal)
• HR Program Efficiency and Effectiveness

  – Organization Effectiveness

  • Recognition of new programs
    - Leadership@Stanford (SSLDP)
    - Managing People@Stanford: The first six months
    - New Hire Website

  • Need for consistent, sustained and mandatory management development at supervisory and managerial levels
• **HR Program Efficiency and Effectiveness**

  – **Staffing**

    • High quality service not used by many

    • Need for central recruitment services that are fee free
HR Community Survey