

# #HELLOPFW

Purdue Fort Wayne's HR-OIE Newsletter



From the desk of  
**Cynthia Springer, M. M.**  
 Associate Vice Chancellor for HR-OIE

*"I commit to empower our talent to explore uninhibited excellence in their work, for their well-self, and for one another."*  
 - Cynthia Springer, M.M.

## New Roles, Same Faces in HR|OIE

**Effective March 1, 2020** there are role changes in Human Resources and Office of Institutional Equity. I am confident that the new roles will continue to leverage the unique talents and skills of the HR|OIE staff and will achieve our commitment to customer service excellence.

### Priority #1 - Healthier Workplace

Benefits Administrator - Amy Jagger, who will report directly to me, is taking on primary responsibility for the PFW Employee Benefits Program, including coordinating annual Open Enrollment. Amy will have direct responsibilities of PFW Leaves of Absences (FMLA, ADA, Worker's Compensation, Military, Jury Duty and other leaves) as well as the Employee Assistance Program (EAP) through The Bowen Center. Amy will continue to lead our New Employee Orientation.

### Priority #2 - Hire to Retire Human Resources

Associate Director of Human Resources - Melissa Helmsing. Although Melissa is already the primary contact for Administration departments, (Financial and Administrative Affairs, Marketing and Communications, Development, and the Chancellor's Office), Melissa is now taking on all university departments including Academic Affairs and Student Affairs. Melissa will continue to oversee Talent Acquisition, and Recognition. She is also the HR liaison for CSSAC, APSAC and now Faculty Senate. With Academic Affairs and Student Affairs transferring to Melissa, I have moved Andia Walker to join Melissa's team as Employee Relations Administrator.

### Priority #3 - Talent Development Strategy

Learning and Development Director - Dimples Smith. With Dimples no longer working with hire to retire Academic and Student Affairs, she will continue to be dedicated to

designing and implementing Training Strategies to support staff performance development goals across the university. Dimples will continue to manage the University staff performance and manager development systems, and Engagement Tools (360 Assessments, Engagement Surveys, True Colors etc.).

### Priority #4 – Payroll Efficiencies

Payroll Director - Vanessa Mettler. With Vanessa no longer working with Benefits, Leaves and EAP, she will continue to provide leadership for Payroll and I-9 U.S. Citizenship and Immigration.

## OUR VALUES

- P** People-centered Exceptional Foundation
- E** Excellence Standard
- O** Operational Business Partners
- P** Purposeful, Flexible Services
- L** Leading with Respect
- E** Effective Learning & Development Culture

## Recruitment

### Hiring Talented Individuals

Behavioral Based Interviewing is the preferred interviewing technique because it helps us to solicit examples from candidates on how they have behaved in similar situations in the past. This is a good predictor of how they will behave in the future. This technique helps hiring managers select talented individuals that are both highly qualified and a good fit for the position. Some examples of behavioral based interview questions are:

- Tell me about the type of equipment you currently use in your job.
- Give me an example of a time when you felt you were delivering exceptional customer service.
- Describe how you have used different software applications in the past.

Once we have asked our interview questions in this way, we want to ensure that we seek to secure a complete response to our questions. A good response should give you a **STAR**:

**Situation:** What was the situation?

**Task:** If not a situation, what was task involved?

**Action:** What was the action they took regarding the situation or task?

**Result:** What was the result or outcome?

Beware of False Stars and Incomplete Stars! False Stars are answers that appear to be good but do not give us concrete examples. Incomplete Stars are answers given that miss a step such as the action taken or the result.

For more information on behavioral based interviewing, or for any recruitment questions, please contact Melissa Helmsing, [helmsinm@pfw.edu](mailto:helmsinm@pfw.edu), or Teresa Goodwin, [goodwint@pfw.edu](mailto:goodwint@pfw.edu).

## Learning and Development

### Fearless: We are One Community

Learning & Organizational Development is pleased to announce **Fearless: We Are One Community**, a series of sessions with a focus on raising diversity awareness. Session will focus on raising awareness of how employees can better address situations when they arise; approaches for addressing bias comment and micro-aggressions. The series will launch in April. Learning will focus on distinguishing bias and micro-aggressions; a Diversity Self-Assessment to gain insight on where you stand in valuing diversity.

## Learning and Development

### Annual Review Process

As the evaluation process begins, it is important that managers and employees are aware of several key dates. Below is a timeline of how the Annual Review will flow.



Staff Performance Evaluations will again be completed within SuccessFactors. Managers and staff will have the option of utilizing a short video tutorial (13 minutes), participating in live instructor-led workshops, or joining a live webinar (90 minutes each) to learn more about completing their reviews. The live webinars and workshops will offer the opportunity to ask questions and engage in real-world examples on completing key review activities. Links to access Performance Management resources are provided below.

- Tutorial (13 minutes) : [2019-2020 Annual Performance Review](#)
- [Live webinar](#) (90 minutes): Select “Item Details” for scheduled sessions, and then select “Register Now” to enroll in the webinar or workshop on the date of your choosing.
- [Instructor-led workshops](#) (90 minutes): Select “Item Details” for scheduled sessions, and then select “Register Now” to enroll in the webinar or workshop on the date of your choosing.

Registration for the workshops and webinars can be completed through the SuccessFactors Learning Management System (LMS). Employees can access the LMS by going to the drop-down menu available on their main SuccessFactors page. Additional resources – including video tutorials and quick reference guides for both staff self-assessments and manager assessments - are available on Purdue’s [Performance Process](#) webpage.

Contact Dimples Smith at [smid@pfw.edu](mailto:smid@pfw.edu), for questions regarding Annual Performance Evaluations.

## Wellness

### March Wellness Initiatives

#### March Theme – Breathe Easy



#### Health and Well-being Fair

Plan to attend the 31st Annual Health and Wellbeing Fair, Wednesday, March 25th from 8:30 a.m.-1 p.m. at The Fieldhouse, Gates Sports Center. Join us for free health screenings, wellness assessments, educational tools, community resources, and activities that promote health and wellbeing. Learn more [here](#).

#### Breathe Deep Campaign

Unmanaged stress can cause health problems over time. Activate the body's natural relaxation response by deep breathing! Watch for opportunities in March to learn about, practice, and implement deep breathing into your daily routine.

#### HealthKick

HealthKick is a 6-week virtual education program which addresses physical activity, nutrition, decreasing stress, and creating healthy habits to last a lifetime. Receive daily brief education videos Monday through Friday, and four one-on-one health coaching sessions to provide support and encouragement along the way. Space is limited! Sign up to participate on the Healthy Boiler Portal.

#### Healthy Boiler Challenge

Breathe Deep: The Breathe Deep Challenge invites you to slow down and breathe deeply twice a day, five days a week, for the next four weeks. For more information and to join the challenge, log into the Healthy Boiler Portal [here](#) and click on Engage > Competitions. Scroll down view the Breathe Deep Challenge.

## We're Here For You

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Looking for more information about a specific topic?  
See our [Contacts by Topic Guide](#).

## Benefits

### RX Savings Solutions - Save money on your prescriptions

The partnership and implementation of [Rx Savings Solutions](#) supports multiple pillars of the Healthy Boiler Program. Depending on usage reasons, the partnership benefits behavioral health, financial wellness and/or physical health.

Purdue became the first in higher education to deliver Rx Savings Solutions' combination of prescription drug pricing transparency and personalized, cost-saving clinical recommendations to its faculty and staff members. Via Rx Savings Solutions, benefits-eligible employees can:

- Quickly and easily see the lowest-price option for any prescription via their online portal.
- Search to find pricing, savings suggestions and pharmacy options for any other prescription drugs via their online portal.
- Access certified pharmacy technicians for personal and confidential assistance over the phone or via email.
- Keep their costs low for any prescription they or their family members need now or in the future.
- Receive notifications via email or text whenever new ways to save money on their prescription(s) are found – no effort required. Rx Savings Solutions automatically sends the notifications.

On Jan. 7, Purdue employees began receiving direct email messages from Rx Savings Solutions encouraging them to activate their account and sharing more information about employee money-saving opportunities. All benefits-eligible employees and dependents covered on a Purdue health plan are already Rx Savings Solutions' members; all that employees need to do now is [activate their accounts](#), if they have not already done so. Rx Savings Solutions does the rest of the work.

Rx Savings Solutions provides proactive prescription guidance for the best pharmacy benefit at the lowest cost. Patented algorithms look for all possible clinical therapies and financial options. More than 6.5 million members have access to the online tool.

Questions can be directed to Amy Jagger in Human Resources at 260-481-6096, or via email at [jaggera@pfw.edu](mailto:jaggera@pfw.edu).

\*This article derived in part from *Purdue Today* - February 6, 2020. For full text article, please click [here](#).

