Progress on the Recommendations of the HR Working Group Report (September 12, 2011)

Update: 8/22/2012

☑️ **Recommendation 1. Systematic training of Supervisors and Managers.**  
Training for all managers and supervisors in Facilities Management and Residential Facilities began with a kickoff session at Ritchie Coliseum on August 6, 2012, hosted by Vice President for Student Affairs Linda Clement, and Associate VP for Administrative Affairs, Carlo Colella. The 210 supervisory attendees were introduced to the UM Leadership Development Institute’s “Best Practices for Leadership Effectiveness” program, by Michelle Ginnerty, one of LDI’s founding principals. Facilities Management and Residential Facilities supervisors will be required to attend 20 hours of LDI training over 3½ days during the fall 2012 semester. The training will be extended to the rest of the campus thereafter.

☑️ **Recommendation 2. “English for Speakers of Other Languages” (ESOL) training for staff.**  
University Human Resources has been partnering with the Maryland English Institute to provide ESOL training classes for staff. 60 employees attended ESOL training in the Spring 2012, and the pre-testing for the fall session will conclude in early September. 50 employees have been enrolled to attend the 14-week ESOL program during the fall 2012, and with the new self-nomination process introduced over the summer, there is a waiting list.

Providing ESOL to non-English speaking staff is an ongoing commitment of the institution. University Human Resources has created a new position that is dedicated to ESOL and basic Workplace Learning Programs; the search will conclude in early September 2012. In addition, UHR has added a native-Spanish speaker to its training staff to assist non-English speaking employees in their efforts to connect with training and human resource programs.
Recommendation 3. Create a Facilitator position for non-English speakers in FM.
FM management has identified several bi-lingual staff members that will perform this function. Residential Facilities has also identified individuals who are bi-lingual and can provide such assistance to its employees. The identified individuals have been publicized within each unit.

Recommendation 4. Access to promotional opportunities for FM staff.
Notice of job opportunities with FM are now being sent to FM staff weekly by e-mail and are copies and posted in common places throughout FM so that all employees are aware of opportunities available.

Recommendation 5. Fair Treatment Guidelines to be modified or eliminated through collective bargaining.
The University and AFSCME are in negotiations on this issue.

Recommendation 6. Enhancing computer skills training for FM and RF staff.
This training class was developed and subsequently piloted in February 2012, and it became available to the campus in April 2012. The Basic Computer Literacy training is now a regular monthly offering available to the campus. Staff who attend will receive eight hours of training over two days.

In addition, the Basic Computer Literacy curriculum is being integrated into the ESOL program for Level Two students.

Recommendation 7. Residential Facilities will defer the handling of Step 2 grievances to UHR to avoid the appearance of Conflict of Interest.
This was implemented in the Fall of 2011.

Recommendation 8. The Labor Management Problem Solving Committee shall be used more effectively to resolve broad labor issues.
The University and AFSCME conducted an LMPSC meeting in August 2, 2012, and there are two follow-up meetings scheduled in early September 2012.

Recommendation 9. Internal restructuring and reporting of the FM HR Office.
This was implemented in the fall of 2011; the Associate Director for HR within FM now reports directly to the Associate Vice President.