Welcome to ODU! I’m September Sanderlin, and I’m the Vice President for Human Resources. We are very glad to have you join us.

Here’s how you can reach me, should you need me for anything.

The mission of the Department of Human Resources is to support the University’s mission by providing exceptional human resource programs and services that will attract, develop, and retain an effective and productive workforce.

This means that we are here to partner with you throughout your tenure at Old Dominion University. We always want you to feel welcome to contact us regarding your Human Resource needs. Our functional areas include Benefits, Compensation, Employee Relations, Training, Organization Development, Transactions, Records Management and Human Resources Information Systems. Some of your Human Resource needs such as faculty recruitment and employee relations for teaching and research faculty are addressed by the Office of Academic Affairs and the Office of Institutional Equity and Diversity.

Let me tell you a little about our four guiding values.

Respect for Individuals – We treat each other with respect and dignity, valuing individual and cultural differences; we practice fairness and are impartial and ethical in all our business dealings.

Customer Service – We consistently provide positive and responsive customer service by understanding and anticipating customers’ needs, and take the initiative to ensure impeccable customer service that exceeds expectations.

Quality – We provide exceptional quality in the delivery of human resource products and services, and continually strive to improve, become more efficient, cost-effective and knowledgeable.

Team work – We support all Human Resources staff members through honest communication and we listen to each other regardless of level of position; we foster effective work relationships through courteous, cooperative and
professional interactions, and we encourage and reward both individual and team achievements.

The University has adopted campus-wide service standards. They tell us that we will be:

**Professional**

We demonstrate professionalism when we exhibit a high level of competency and respect when interacting with our students, colleagues, and community members. We are friendly, focused, and recognize that we are accountable for consistently meeting the needs of those we serve.

**Ethical**

We adhere to the University’s Code of Ethics and demonstrate the spirit of the Code when we treat others impartially. We demonstrate integrity to our students, colleagues, and the community by adhering to University policies, procedures, and standards of service, and we apply them in an equitable and just manner.

**Respectful**

We recognize that everyone has the right to be treated with kindness, dignity, and consideration. We strive to demonstrate patience, compassion, and concern towards all with whom we come in contact.

**Knowledgeable**

We are responsible for ensuring that we possess the expertise necessary to provide complete and accurate information to those requiring assistance. We will actively collaborate with those that have the knowledge and/or information needed to facilitate resolution.

**Responsive**
We are committed to providing accurate, timely, and solution-oriented service. We look for ways to improve efficiency and to foster an environment of open communication so that we may ultimately provide the highest standard of service.

**Collaborative**

Geographic and institutional boundaries do not define the ODU community. We recognize that our customers are any internal or external parties that we may encounter, whenever we represent the University in an official or unofficial capacity. We foster a sense of community, inclusion, and collaboration when we avoid silos and partner with various members of the ODU community to promote teamwork while providing a high standard of service.

If you are new to the university, then no doubt one of your most immediate reasons for contacting our department will be to discuss your benefits. Our recommendation is that you contact our office when you come to town to look for a place to live. It is in your best interest not to wait until you are ready for the academic year to begin. Your time becomes very busy getting ready for classes, so the sooner you contact us, the better it will be for you.

Please bring appropriate dependent eligibility supporting documentation: such as birth certificate, marriage certificate; and first page of most recent tax return.

Additionally, you will be invited to participate in a comprehensive new employee orientation upon your arrival.

As you can see from this extensive list, there are many benefits available to faculty, including administrative and professional faculty. Some benefits are a “condition of employment” such as life insurance and enrollment in a retirement plan. Many others are optional. Most of your benefits require enrollment within 30 days of your hire date, so please review the benefits information that you received very carefully.
Some benefits have an annual Open Enrollment period which is always well publicized through emails, newsletters, and University Announcements.

This slide and the next one are offered simply to show what types of benefits are available. For further information, please visit the Department of Human Resources Benefits web page, attend a new employee orientation, or contact Brenda Johnson, Benefits Manager, at 683-3051. I will, however, use this opportunity to offer you a broad overview of the health care and life insurance benefits.

Here are some additional benefits:

Our health care providers are Anthem Blue Cross/Blue Shield and Aetna. You will have several options to choose from including out-of-network coverage, expanded dental, and vision/hearing options. The University pays a large portion of your health insurance.

There are three types of membership that you can enroll in – employee single, employee plus one, and family coverage.

You can make changes to your health care during the annual open enrollment period. This is usually during the month of May. The changes will be effective July 1. You may also make changes should you have qualifying events throughout the year. Qualifying events include: change in employment of spouse; change in marital status; birth or adoption of a child. Qualifying mid-year events result in membership changes only and must be made within 60 calendar days of the qualifying event. Again the options are Single, Employee Plus One, and Family Coverage.

Life insurance is provided by the University as a condition of employment. The value of your life insurance is two times your salary for natural death and four times your salary for accidental death. The cost of this insurance is paid by the University.
As an employee with Old Dominion University, you need to ensure that your personal information is accurate -- such as your name being spelled correctly and your Social Security number being accurate. The Department of Human Resources needs to be contacted whenever you have a change to your address or to any of your personal information.

Throughout the year, you will receive benefits information in emails, newsletters, and University Announcements. Please read this information and call our benefits office if you have any questions about it. Your benefits are important, so please make certain that you understand them.

You may have other Human Resources needs that we can assist with.

Employee relations is the aspect of human resources that involves maintaining employer-employee relationships that contribute to satisfactory productivity, motivation, and morale. If you are an administrative or professional faculty member and you need employee relations assistance for yourself or for one of your employees, then please give us a call. If you are teaching and research faculty, then your employee relations concerns are addressed through your chain of command in Academic Affairs and when appropriate by the Office of Institutional Equity and Diversity.

If you are supervising classified employees for the first time, then we strongly urge you to participate in the Supervisor Essentials training series. Some University policies vary depending on employment type. If you have never been a classified employee, then you may not be familiar with the policies and regulations that apply to classified employees. Your Human Resources partners want to make certain that you are equipped with the knowledge needed to be a successful supervisor of classified employees. This training series is considered critical for anyone who has less than two years’ experience supervising classified employees.

Please contact our department if you need to recruit for an hourly or classified positions. Faculty recruitments including administrative and professional faculty are handled by Academic Affairs and the Office of Institutional Equity and Diversity.
Should you have any questions regarding your benefits, please contact one of our Benefits staff members.

For assistance with employee relations, please contact Kathy Williamson, Employee Relations Manager.

For inquiries about training or organization development, please contact Cheryl Foreman, Training Manager.

For assistance with recruitments or any other human resources related concerns, please contact our department at 757-683-3042.

Again, welcome to the University. I look forward to working with you.