As I look back over FY20, I must take this time to reflect on what we have faced, and express the pride I have for you, our employees.

We started the academic year off with community heartbreak and devastation caused by flooding. Our campus community rose together to help one another and work to put our lives back together. Many are still dealing with the damages and emotional toll of this devastation. When it was safe to travel in and around the Madison community, we were able to bring the hustle and bustle back to campus. Little did we know, this challenge was only preparing us for what lay ahead of us in the spring semester.

March 2020 brought us into the uncharted waters of working through a pandemic from a novel coronavirus, and the disease it causes, COVID-19. Many task force meetings were held early in the year to help prepare our campus community for the possible transition to remote learning and working. I’m so proud of each of you! This was something that didn’t happen overnight, but when we needed to move, it needed to happen quickly, and it did! I would like to take this time to really express my appreciation for everything you have done to make the transition as seamless as possible for DSU students, faculty, staff, potential students, and visitors. I have watched the work you have done to transition our processes, activities, events, recruiting, and engagement to remote delivery. It has not been easy. You have been exhausted, you have been concerned, you have been creative, you have been innovative, you have been compassionate, you have been flexible, you have been patient, but most importantly, you have done all of this with Trojan Pride. Please accept my heartfelt appreciation for each and every one of you and the countless hours spent to roll with the changes. Your individual task, when combined with your colleagues’ efforts, have created a college task, a department task, and ultimately a university task, with all of us stepping up as one team. It has taken dedication, determination, drive, and discipline to differentiate us from everyone else.
I’ve seen your dedication to maintain contact with our students.
I’ve seen your dedication to build engagement activities with one another.
I’ve seen your determination to do what you love to do, but in a different way.
I’ve seen your determination to try a new virtual environment and embrace the change.
I’ve seen your drive to continue to recruit new students and retain our current students.
I’ve seen your drive to continue to push forward with a positive attitude.
I’ve seen your discipline to be fiscally responsible.
I’ve seen your discipline to work on all the plans to be as prepared as possible to return to campus this fall.

You are exactly the kind of employees we need to continue to move forward and face whatever challenges life brings. Thank you for adding and bringing value to DSU. Thank you for being YOU!

Even though much of our time this year has been spent working through challenges, we in the Human Resources Department have continued our efforts to make a difference for you. We have continued our efforts working through HR strategic plans. We realized we will need to continue the momentum on some items; we continue to enhance other items to make them the best they can be for our employees.

As we continue to move forward, know that I appreciate the hard work you continue to dedicate to DSU. I’m excited to see where we are going. We are DSU. We are Trojan Strong. We are Rising!

Thank you!

Angi Kappenman
Vice President for Human Resources
by the numbers

DAKOTA STATE EMPLOYEE BREAKDOWNS

AVERAGE YEARS OF SERVICE
10.7 YRS

TOTAL YEARS OF SERVICE
3605.99 YRS

NUMBER OF FIRST REPORT OF INJURIES
15 INJURIES

NUMBER OF FACULTY AND STAFF
(FULL-TIME AND PART-TIME)
336 EMPLOYEES

NUMBER OF W-2S ISSUED
863 W-2’S

AVERAGE EMPLOYEE AGE:
46 YRS OLD

NUMBER OF FMLA REPORTS
19 REPORTS
BREAKDOWN OF FACULTY & STAFF YEARS OF SERVICE

- Less than 5 years: 152
- 6-10 years: 49
- 11-15 years: 46
- 16-20 years: 41
- 21-25 years: 15
- Greater than 25 years: 33

BREAKDOWN OF FACULTY & STAFF BY GENERATION

- Mature/Silent - age 74+: 1
- Baby Boomers - age 55-73: 95
- Generation X - age 39-54: 120
- Millennials - age 19-38: 120
- Boomlets - age 0-18: 0
Faculty at a glance

Total Faculty: 107
Adjunct Faculty: 41
Total Faculty Turnover: 8.41%
  Voluntary: 7.48%
  Involuntary: 0.93%
Average Days to Fill for Faculty Positions: 79.3
Average Number of Applicants for Faculty Positions: 20.3
**Staff Turnover**

**Total:** 14.41%

**Voluntary:** 10.92%

**Involuntary:** 3.49%

**Part-Time Employees**

27

**Full-Time Employees**

202

**Average Days to Fill for Staff Position:** 72.16

**Average Number of Applicants for Staff Positions:** 15.07
FLOOD
In September 2019 when Madison experienced terrible flooding, many of our employees received extensive damage at their homes. It was just amazing to see other employees and students jump right in and help. The sense of community here is one of my favorite things about DSU!

ONBOARDING PROGRAM
This year we implemented an Onboarding program. Employees now start on certain days of the month and on their first day attend Onboarding. Through this program new employees can get an overview of campus. HR created a video and finalized plans for our new structured Onboarding Program to use when teleworking. The feedback we have received has been positive and I look forward to the program being even better in FY21.

ONLINE CLASSES AND REMOTE TELEWORK
In March 2020, the unprecedented Coronavirus pandemic hit and turned everyone’s normal upside down. The DSU campus made a seamless transition to all online classes and remote telework. This couldn’t have been done without great leadership and an amazing IT department. HR stepped up and ensured that everyone was safe and able to work from home and keeping them engaged while doing so.
**GOODBYES**
HR said goodbye to their amazing work study of several years, and a great coworker.

**TOOLKIT**
The Trojan Tool Kit was born and implemented for supervisors to use to show recognition and appreciation for their employees.

**CERTIFICATIONS**
Jess Dold and Alicia Entringer earned their SHRM-CP, 3 of our HR professionals are now SHRM certified.

**RECOGNITION PROGRAM**
The True Trojan Recognition program was created, committee put together, committee reviewed, and winners selected. Award program was delayed due to COVID until Welcome Week 2020 to hand out each of the awards.
PEOPLE WANT TO WORK AT DSU:

» Colleagues
» Students
» Flexibility
» Communication
» Every Day is Different
» Everyone so Helpful

PEOPLE HAVE LEFT DSU:

» Retiring
» Promotional Opportunities
» Supervisor / Management
» Personal (childcare, relocation, going back to school, military, etc.)
» Pay
Get to know your HR TEAM AT DAKOTA STATE

DEDICATED
ANGI KAPPENMAN  
Vice President for Human Resources

RESPONSIBILITIES

1. Strategic Efforts – It is my responsibility to look ahead and plan for the needs of our employees. What can we do better, what programs and initiatives would help our employees, how do we engage more with our employees, how do we become a great place to work? These are all questions that continue to circulate through me in all of our efforts to make sure we can answer one of these with each thing we do.

2. Idea Generator – My mind never shuts off. I continue to look for ways to make improvements to what we are currently doing but also look for ways to be more effective and efficient. I enjoy trying new things to see if they are better than what we’ve been doing or are they new and we should give them a try.

3. Employee Relations – Human resources centers around our employees. The interactions with our employees are my favorite part to this career! Any opportunity I have to visit and learn from you, I will take the opportunity. I want for each employee to be successful and this is part of our work with employee relations. Strategizing and working together for employees to achieve improvement and success is what HR is all about.

4. HR Policies – It is important that we have the appropriate policies established for our employees.

5. Leadership and Engagement – It takes leadership to make the necessary changes to make DSU a great place to work. To understand what makes DSU a great place to work, I must engage with our employees and listen to them. Our employees drive where the work in HR and where we need to go in our efforts.

FUN FACTS

1. Many would consider me an extrovert but truly I’m an introvert.

2. My sister and I share a birthday but are not twins. We were born on the seventh day of the seventh month and we’re seven years apart!

3. My nickname in high school was breezy. I received this nickname because my Dad’s nickname is Windy as he loves to talk. I guess you could say the same about me.

4. I’ve always wanted to live in a big city. I’ll keep visiting them for now.

5. A good stress reliever for me is baking and cooking. I also love traveling to new places and cross-country camping trips.
ALICIA ENTRINGER  
Human Resources Manager

RESPONSIBILITIES
1. Recruitment – I manage the recruitment process for DSU. Anything from updating the position description, advertising, meeting with search committees, and issuing new employee contracts.
2. Contracts – I create and issue all employees annual contracts
3. ACES – I manage the CSA annual evaluations known as ACES. I ensure the evaluations are completed each year and train new employees and supervisors on the process.
4. Collect and Provide Data – I complete a number of surveys for the HR department each year, including IPEDS. I also provide data related to employee counts, turnover, etc. as requested.
5. Employee Relations – I meet with employees throughout the year conducting supervisor check-in, stay interviews, department check-ins, etc.

FUN FACTS
1. I have never lived anywhere that didn’t start with an “M”. Milbank, Marshall, Madison, Mitchell, and back to Madison.
2. My husband and I met as students at DSU
3. I enjoy gardening.
4. I hate to cook and am terrible at it. When my kids are asked, what’s your favorite food that your mom makes? Their answer is: “she is really good at ordering pizza.”
5. My favorite summer pastime is camping.

JESS DOLD  
HR Generalist II

RESPONSIBILITIES
1. Payroll-I make any and all changes to employee’s payroll in the system and assist the Shared Payroll Center in running payroll processes monthly.
2. Benefits Administration-If you are new to DSU or needing to make changes to your health insurance, you will visit with me about the states health coverage and flexible benefits. I handle family status changes, benefit trainings and open enrollment sessions.
3. FMLA and Workers Compensation Administration-Needing time off for the birth of a child or injured while on campus, you would reach out to me and I would assist with the paperwork and getting everything handled along the way.
4. DSU Onboarding-I meet with all new hires on their first day of employment as they are immersed in a 2 day onboarding program designed to introduce them to all that they may encounter and experience at DSU.
5. New hire paperwork for faculty/staff and students. I send welcome emails to all new faculty/staff and students and set up a time for them fill out the required payroll and new hire documents. This is how I end up knowing everyone at DSU!!!
FUN FACTS
1. Public speaking = biggest fear.
2. Could eat an avocado with every single meal and in the summer, I usually do.
3. I love romantic comedies, the ones that make you laugh and cry all at the same time.
4. Favorite workouts are Kickboxing and Core de Force that are taught at the Madison Community Center.
5. My most embarrassing moment ever - when I was waving at someone across the track during an auction…luckily I didn’t have to buy the wooden eagle!

KANDY LURZ
Human Resources Generalist I

RESPONSIBILITIES
1. Audit and Payroll Backup – I audit payroll documents each month and scan all documents into our Xtender system. Assist with payroll when needed.
2. Candidate Benefit Sessions – I meet with potential candidates in person or on zoom calls to enlighten them to the wonderful town of Madison, our beautiful campus, and top-notch state benefits.
3. COVID 19 Tracking – This new job duty has begun to consume a good majority of my days. I track employees who have returned to campus, deliver them their PPE kits, and track / follow-up with those that have been exposed or tested positive.
4. HR Newsletter – I reach out and gather information campus wide to include in the newsletter. Information is given to Marketing, proofreading is completed, and the newsletter is shared monthly.
5. Household Moving Expenses – I complete the household moving allowances document for those new hires that are allotted funds to relocate. I submit this application to the State Board of Finance for approval and then assist the employee with their reimbursements.

FUN FACTS
1. I have been married to my high school sweetheart for 25 years.
2. If you can’t find me check the softball diamonds. Both daughters play and I spend most of my free time coaching and cheering them on.
3. I love the heat. The hotter the better!
4. My son will be a sophomore at USD (gulp) this fall.
5. If I have “me time” I’ll be riding my quarter horse, Calvin, or weeding my flower beds.
### Department Goals

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***Creation and Development of a Strategic Staffing Needs Plan based on the projected Strategic Enrollment Plan***