

**Profile of
Jolanda “Jo” Johnson
Assistant Director of Payroll and Benefits
Human Resources, University of Wisconsin–Stout
2022 Regents University Staff Excellence Award Individual Recipient**

Highlights from nomination materials:

- Has worked in the Human Resources office at UW-Stout since 1999; currently holds the position of Assistant Director of Payroll and Benefits, providing leadership to benefits and payroll team, which delivers crucial functions to the university.
- Helped implement the AskHR program to ensure timely responses to requests.
 - Worked closely with the UW-Stout IT department to review, purchase, set up, and implement the well-received program, which enables the HR office to be more responsive to customer needs and provides metrics to track workload.
 - With the new program, employees are confident that their questions will be answered in a timely fashion, and the HR office can review and track issues, targeting communications to employees where they see frequently asked questions.
- Worked with programmers to develop an overload tracker to replace an outdated tracking spreadsheet, which eliminated overload limit issues; shared this program with all departments for their use.
- Helped lead the implementation of the software solutions and the change management process associated with both the AskHR program and the overload tracker.
- Earned January 2018 Stout University Staff Employee of the Month, an award for which she has been nominated more times than any other employee at UW-Stout (award criteria specifies that an employee can only receive the award once every five years).
- “Big picture” thinker.
- Collaborates with UW System Administration and UW-Shared Services to provide feedback and review training materials developed for the entire UW System in the payroll and benefits area.
- Takes time out of vacations, evenings, and weekends to answer questions from employees and to ensure tasks are completed accurately and quickly. Often puts needs of the university and its employees above her own.
- Sees her human resources team as a family; puts departments first and always available to help colleagues.
- Trusted person for employees to go to for help and guidance during the challenges of the COVID-19 pandemic.
- Part of the Administrative Transformation Project advisory committee.

In Jo Johnson’s own words:

- “Our students are the reason why we are all here, and I try every day to do something to enhance their experience.”

In the words of colleagues:

- “I have had the opportunity to interact with Jo on several occasions, and every interaction with her has left me impressed. She is knowledgeable, thorough, professional, and goes above and beyond her responsibilities to ensure that questions are answered and tasks are completed....I know that my experiences are not unique.”
—*Katherine P. Frank, Chancellor, UW-Stout*
- [The Assistant Director of Payroll and Benefits position] requires interaction with...different internal and external stakeholders of different educational, cultural, and social backgrounds. It also requires the ability to liaise between different departments. Success is dependent on strong communication and interpersonal skills. Ms. Johnson approaches every personal interaction consciously and with purpose.”
—*Terrance M. McCann, Chief Human Resources Officer, UW-Stout*