

**FERMI NATIONAL ACCELERATOR LABORATORY
WORKFORCE DEVELOPMENT & RESOURCES SECTION**

HUMAN RESOURCES

HR FY 2011



HR Accomplishments in FY11 in Support of Our Line Customers

A message from Kay Van Vreede, WDRS, Section Head ...



Human Resources provides vital services to Laboratory employees and users in support of the research mission of Fermilab. Our goal is to provide you with outstanding customer service and the products and solutions to attract, retain and develop the workforce that Fermilab needs today and for the future.

As a means to continuously improving customer service and efficiency, HR Generalists were assigned across the Laboratory's Sectors and Sections in 2011. They are the front line for HR questions and concerns and the liaisons to the core HR functions. I have received widespread, positive feedback on how well the HR Generalist concept is working. We plan to continue strengthening our relationship with you in 2012 through our HR Generalists and the core HR function.

The HR FY11 Report is an overview of our HR activities and accomplishments. It summarizes our efforts on behalf of you, our customers and partners, in the success of Fermilab.

Thank you to all the HR employees and our business partners for their contributions!

Kay Van Vreede

Human Resources

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I. STRATEGIC HR

In the Fermilab research environment, the management of human capital is critical. Each individual employee contributes to the success of the research mission at Fermilab on a daily basis.

Human Resources assists in this goal by aligning HR strategies and practices with the mission and strategy of the Laboratory. HR strives to fulfill its role to attract and retain people through a portfolio of services that includes recruitment, pay-for-performance, benefits, learning and development.

HR Generalists

In order to ensure alignment with Fermilab's strategic goals, improve efficiency and increase customer satisfaction in all service areas, the HR Generalist position was introduced in 2011. HR Generalists are the liaisons between Laboratory personnel and core HR functions through which customer service is delivered and opportunities for service improvement and enhancement are identified. They are the front line for local HR support.

Three HR Generalists have been relocated to offices across the Laboratory's Sectors and Sections to provide greater accessibility to managers and employees:

Heather Sidman, x3326 AD/APC/TD

Jeff Artel, x3325 CD/Sections

Denise Stephens, x5110 PPD/CMS/FCPA

HR Generalists are the principal contacts for HR questions and concerns on benefits, compensation, employee relations, leave of absences, diversity and training.

Recruitment

The ability to attract high quality talent and select the right person for the right job is critical to the mission of the Laboratory. Employment recruiters work directly with line managers ensuring that needs are met and that consistent HR hiring practices are used across the Laboratory.

The recruitment process begins with the client engagement meeting in which the hiring manager and recruiter:

- determine the appropriate position requirements
- identify knowledge/skills/abilities that are required and those that are preferred
- target specific recruitment strategies
- set mutual expectations for the recruitment process.

All job vacancy announcements include essential job functions and department-specific preferred qualifications to ensure compliance with government regulations. Recruiters collaborate with hiring managers to provide the best possible solutions for hard-to-fill positions and to maintain ongoing rapport with qualified candidates identified during the search process. They also educate managers on the recruiting process and behavioral interviewing skills through the *Fermilab Management Practices (FMP) Seminar*.

Various recruiting strategies including social networking through web sites such as Facebook and LinkedIn job fairs are used to identify a diverse pool of candidates. Our online job announcements also have a “share” feature that allows applicants to post a job announcement on other networking sites.

While social media venues provide a less expensive and more environmentally friendly option than the traditional job fair, recruiters also conducted face-to-face interactions by participating in six local job fairs sponsored by:

- Congresswoman Judy Biggert’s “Road to Employment”
- DuPage Network
- Rasmussen College
- Veterans
- Urban League
- Waubensee Community College.

Over 1400 participants were attracted to these events.

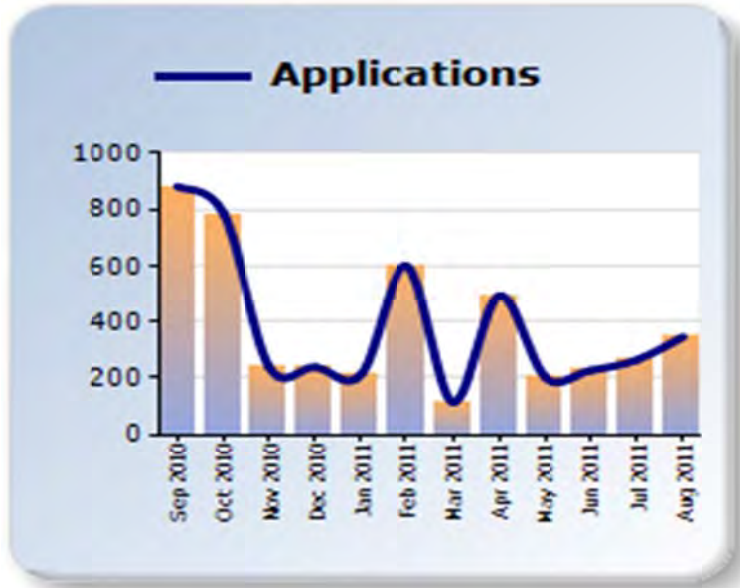
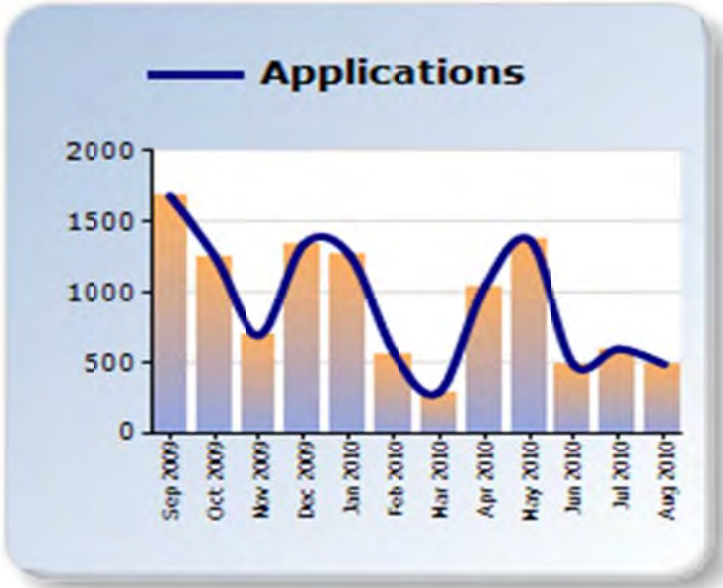
In FY11, 38 managers responded to the “Quality of Hire Satisfaction Survey.” Their average rating for “overall satisfaction with the hiring process” was 4.6 (high to very high) with 5 being very high.

DID YOU KNOW??? Fermilab received 8,958 online resumes in its applicant tracking management system in FY11.

The number of candidates applying for jobs decreased by 5,445 or 62%. This decline in applicant submissions appears to be directly related to adverse media reports regarding pending layoffs, early-out incentive packages and the Tevatron shutdown, all of which were widely reported. A snapshot of applicant activity from our Careerbuilder job performance illustrates this decline in applications. An application is defined as “an expression of interest represented by the number of times the Careerbuilder *Apply Now* button was clicked on by job seekers.”

2010 Careerbuilder Job Performance*

2011 Careerbuilder Job Performance*



*Note difference in scales

Despite this challenging recruitment climate, the Employment Department filled 164 jobs (defined as starts) with an offer acceptance rate of 95% and an average time to fill of 86 days. The “time to fill” is defined as an average of acceptances, job offers and actual starts and is within our performance matrix of 120 days to fill. Fermilab’s outstanding acceptance rate demonstrates that our recruiting, compensation and related strategies are effectively identifying and attracting the right candidates.

Finding the right person for the right job is a significant factor in overall retention at Fermilab. A “right fit” for the Lab’s mission and culture leads to a low attrition rate. In FY11 the overall resignation rate was 2.9% and the resignation rate for scientists and engineers was 0.4%. In FY11 the overall retirement rate was 2.2% and the retirement rate for scientists and engineers was 0.3%.

Student Pipeline Programs

The Pipeline Programs are intricately tied to promoting diversity nationwide and providing scientifically and technically trained talent for the national workforce. Four pipeline programs are designed for historically under-represented minority students: TARGET, SIST, GEM and the Graduate Fellowship Program. The Co-operative Education Program targets all students. In FY11, 31 students participated in these pipeline programs.

TARGET is designed for local high school students who have strong science interests and are aspiring to careers in science and engineering. In FY11 TARGET students came from Oswego East HS, Chicago Virtual Charter HS, Phoenix Military Academy, Metea Valley HS, and Jones College Prep HS, to name a

few. Students had real work experiences working alongside Laboratory professionals. They were also involved in projects (e.g., constructing and launching hot air balloons, model rocketry, building radios) designed by the team of TARGET teachers, and activities such as the Math Challenge and presentations by special speakers in the technical disciplines. In FY11, 15 students participated.



2011 TARGET Students

Summer Internships in Science and Technology (SIST) is geared for undergraduate minority students majoring in physics, electrical/mechanical engineering and computer science. This is a twelve-week program, enhanced with an undergraduate lecture series, specialized tours and formal presentations of research results given by the students at the conclusion of their summer experience. SIST is one of the longest running summer education programs in the DOE/National Laboratory system.

In FY11 Fermilab hosted 13 students from colleges and universities including Morehouse College, Virginia Polytechnic Institute, Mount Holyoke, University of Rochester, University of Illinois Urbana/Champaign, and Stony Brook University.

GEM is geared to minority students earning Masters Degrees in engineering and computer science. Students spend two summers at Fermilab in internships with the sponsoring Division in preparation for professional placement at Fermilab when the Master's Degree is awarded. In FY11, there were three GEM interns at the Lab.

The **Graduate Fellowship Program** is aimed at minority students earning PhDs in Physics at URA member universities. Mentoring, stipends and summer employment are provided. One PhD fellow is continuing his research with Fermilab support.



2011 SIST and GEM Students

Cooperative Education Program

The Cooperative Education Program is designed for undergraduate students who have completed the equivalent of their sophomore year in college. Students typically spend three to four semesters working at the Laboratory. The Co-op Program gives students the opportunity to become integrally involved in the operation of the Lab while exploring different career options through project work and earning academic credit for their work.

In FY11, Cooperative Education (Co-op) students represented a variety of disciplines including:

- Chemistry/chemical engineering
- Computer engineering/science
- Electrical/electronic engineering
- Environment/safety/health
- Mechanical engineering.

Students alternate full-time academic terms with full-time work terms at Fermilab, ideally experiencing a project from inception to completion.

In FY11, the Co-op Program had six engineering students from:

- Kettering University (Flint, MI)
- LeTourneau University (Longview, TX)
- Marquette University (Milwaukee, WI)

The table below is a demographic description of the students in each pipeline program.

Demographic Profile of Students in Pipeline Programs in FY11

Program	Number	Male	Female	Black	Hispanic	Asian	White
TARGET	15	10	5	6	6	2	1
SIST	12	6	6	7	2		3
GEM	3	2	1	1	2		
PhD Minority Fellows in Physics	1	1			1		
Cooperative Education	7	7					7
Total	38	26	12	14	11	2	11

Diversity Council

Maintaining a highly productive and engaged workforce at Fermilab requires an inclusive environment for all employees where a diversity of perspectives is both invited and considered. The Diversity Council provides a means to this end. Reporting to the Laboratory Director, the Diversity Council seeks to use the potential of diversity to enhance opportunities, interactions and communications to benefit Fermilab through:

- Mentoring for continued professional development
- Workforce recruitment, retention and development
- Educational outreach
- Community involvement and outreach.

DID YOU KNOW??? During FY11, 18 mentors provided professional development support to employees and users through FermiLINK.

Nine Committees, each with a specialized objective, were formed to increase the diversity of the Laboratory and to increase employee participation in diversity. Each committee is staffed and operated by teams of volunteers.

Workforce Recruitment, Retention and Development:

1. **The Committee for the Recruitment and Retention of Scientific Staff** is charged with increasing the diversity of the scientific staff. Its initial focus is on increasing the number of under-represented minorities in Research Associate positions.

2. **The Committee for the Recruitment and Retention of Technical Staff** addresses the needs of the Laboratory in its diversity profile of engineering, computing and safety personnel.

This committee also developed FermiLINK, a formal mentoring network.

The Committee for the Recruitment and Retention of Non-Technical, Non-Scientific Staff

develops initiatives to address diversity concerns of employees in these positions. In FY11, in an effort to enhance the physics knowledge of the non-technical staff, it launched the lunch time series entitled *Physics for Everyone*. Eight lectures were scheduled and were very well attended.

Educational Outreach:

3. The **FaST (Faculty/Student) Committee** identifies Fermilab research opportunities for faculty and student teams from minority-serving colleges and universities. In FY11, Fermilab hosted one FaST team from Southern University.
4. **The Local and Community College Partnerships Committee** is responsible for developing a pool of candidates for engineering technician positions through partnership opportunities with local colleges. The focus is on community college students whose career goals are in engineering, technology and computing support. In FY11, the Equal Opportunity Office secured DOE funding to host three community college students through the DOE Community College Institute. Two of these students were also returning military personnel.
5. The **Educational Programs and Internships Committee** is charged with developing a recruitment schedule for summer internships, cooperative education opportunities and other recruiting at institutions with strong diversity profiles.

Community Involvement and Outreach:

6. **Employee Resource Groups** champion the professional development of their members through awareness and networking events. Currently, there are four Resource Groups:
 - **Unity Coat** addresses the needs of disabled employees. In FY11, Unity Coat conducted a series of workshops during National Disability Awareness Month in October.
 - **GLOBE** addresses the concerns of Gay, Lesbian and Bi-Sexual Employees.
 - **Chinese Society**
 - **Drishti** is the Indian Association at Fermilab.
7. **The Planning Group for Multi-Cultural Events** organizes groups that plan celebrations for the diverse heritage of Fermilab. In FY11, budgetary restrictions prohibited the implementation of heritage month celebrations.

In FY11 the Planning Group sponsored the first Lab-wide warm winter clothing drive to benefit a local elementary school.

8. **The Committee for Experiment and Collaboration Liaisons** addresses the needs and concerns of international post-docs and university faculty who are working or studying at Fermilab.

II. TOTAL REWARDS: The total value of direct pay and benefits provided to employees.

Compensation

The Compensation function in the HR Services Department supports the Fermilab reward strategy through the management of compensation and employee recognition programs. These programs provide tools for managers to recognize and reward the performance of their employees by direct and indirect methods.

At the end of FY11, the Fermilab payroll (excluding overtime and benefits costs) was approximately \$158 million dollars. During FY11 the Compensation Group administered approximately \$4.9 million in pay increases to eligible employees. Of this amount, \$3.6 million was for performance-based merit increases, \$0.65 million for promotional increases and \$0.65 million for pay adjustments.

FY12 began the two-year pay freeze period for Fermilab. On October 1, 2011, 1,827 employees received a \$1,000 special adjustment to their base pay to offset anticipated increases to their medical insurance premium in 2012.

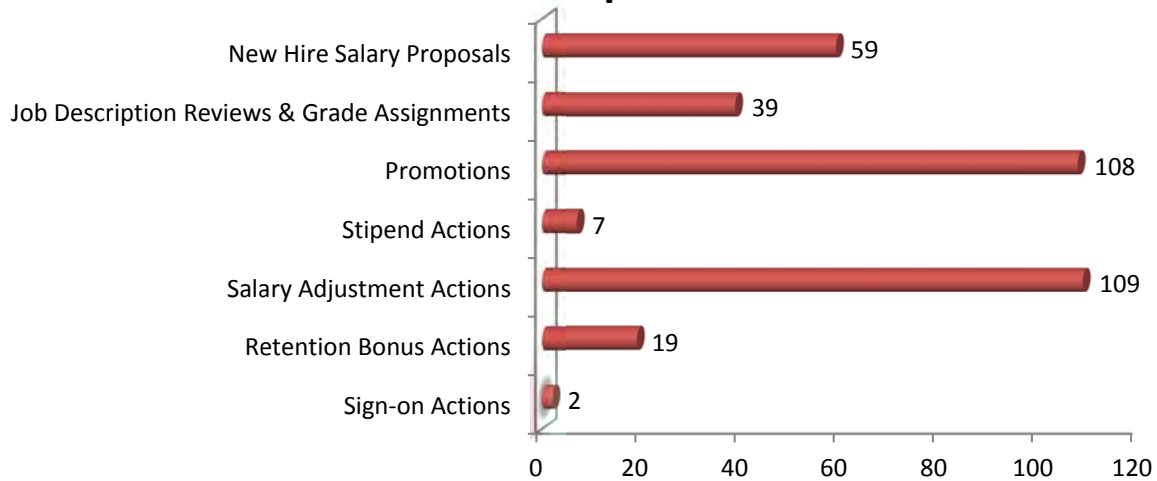
Employees were also eligible for recognition of their achievements through two non-base rewards programs: the *Reward and Recognition (R&R)* program and the *Exceptional Performance Recognition Award (EPRA)*. In FY11, 286 employees received approximately \$223,000 in non-base awards.

The Compensation Department is responsible for ensuring that Fermilab's pay ranges are competitive through a periodic review of job descriptions and salaries for similar jobs in the labor market as reflected in salary surveys. The imposition of a two-year pay freeze (effective 10/1/2011) by DOE means that no merit-based pay increases and no pay range increases can be implemented. However, the Compensation Department will continue to track salary and pay structure movement in the labor market during the *freeze* period.

Compensation received special salary-related requests throughout the year resulting in a variety of analyses, reviews and proposals.

DID YOU KNOW??? Compensation completed 343 report requests in FY11.

FY11 Compensation Requests for Analyses and Proposals



Benefits

Your benefits are a key component of the total rewards package which is designed to motivate and retain current employees and attract new employees.

DID YOU KNOW??? Your benefits accounted for 34% of your total rewards package in FY11.

The Benefits function consists of: Benefits Planning, Benefits Administration and Wellness/Recreation.

Benefits Planning is responsible for the research, design and implementation of all employee health and welfare benefit plans and retirement programs including:

- Medical and dental insurance plans
- Basic, supplemental and dependent life insurance plans
- Accidental death and dismemberment
- Long Term Disability
- Long Term Care
- Flexible Spending Accounts
- Travel Insurance
- Retirement Plan 401(a)
- Group Supplemental Retirement Plan 403(b)
- 457(b) Deferred Compensation Plan.

The Benefits Office continually evaluates our benefits programs to ensure that Fermilab maintains a competitive benefit position that is cost effective and consistent with Laboratory policies and DOE Orders and is compliant with State and Federal Laws.

Like most employers, the cost for Fermilab to provide employee and retiree health insurance has increased at three to four times the rate of general inflation over the last several years. Much of the increase in medical costs can be attributed to factors beyond our control, such as the aging of our workforce, new medical technologies, and federal and state mandated plan coverage and benefits.

The Benefits Office closely manages the factors that are within our control, including plan design and coverage. The result is an overall plan design integrated with the strategies of the Laboratory. This includes addressing the needs of our employees, retirees and their families while maintaining our competitive position in the marketplace.

We also actively manage our plan vendors and service providers to ensure that our employees receive the best possible value and service for the significant investment the Laboratory makes in our benefits plans.

Some of the key accomplishments of the Benefits Planning function in FY11 are listed below:

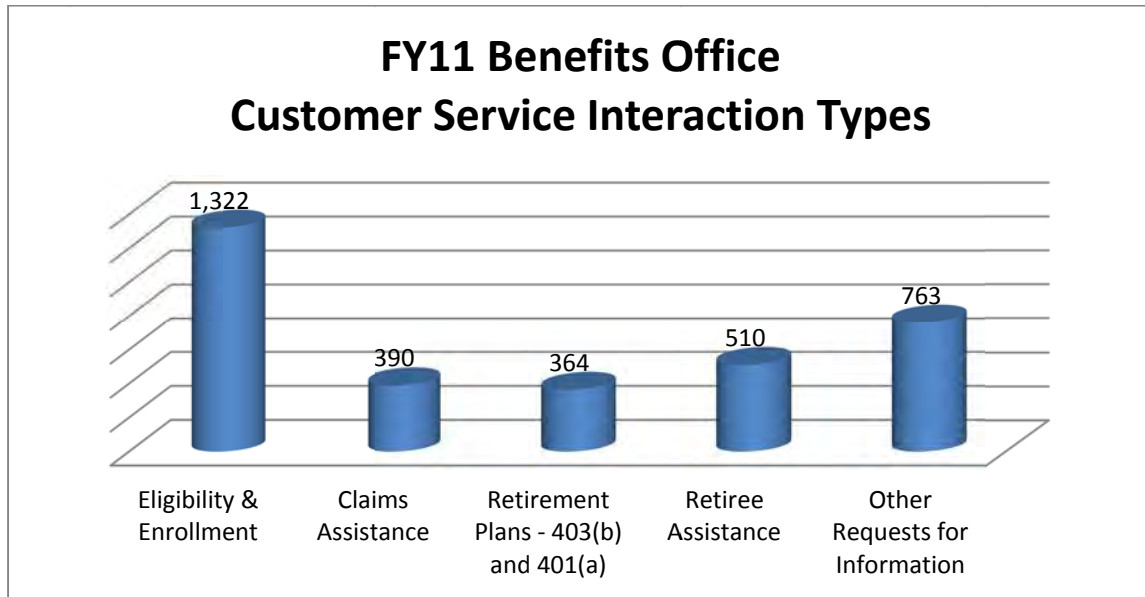
- Implemented Payflex, a new Flexible Spending Account service provider, which greatly improved service for employees enrolled in a Flexible Spending Account. At the end of FY11, 411 employees were enrolled in the Health Care FSA and 63 in the Dependent Care FSA.
- Implemented several federal and state legislative mandates which took effect in 2011:
 - ✚ The Patient Protection and Affordable Care Act (widely known as “Health Care Reform”)
 - ✚ The Mental Health Parity and Addiction Equity Act
 - ✚ The Illinois Civil Union Law.
- Solicited quotations for the Business Travel Accident insurance program. The existing carrier, CHUBB, offered the most favorable rates and coverage for our employees, and so was retained.
- Completed a key benefit plan benchmarking survey, which confirmed that Fermilab’s total benefit program remains competitive while adhering to the parameters set for the Laboratory by the Department of Energy.
- Conducted a *Pre-Retirement Planning Seminar* which included an overview of the retirement benefits offered by Fermilab, retirement income options, estate planning, long term care, Medicare and Social Security, as well as other topics of interest to employees contemplating retirement. A total of 67 retirees and 18 spouses attended and rated the seminar 4.3 on a 5.0 scale.

Benefits Administration handles the day-to-day operation of all of our benefits programs, including:

- Communicating with employees and retirees about how the plans work using printed, online and in-person meeting formats
- Conducting the Employee Benefits portion of its *New Employee Orientation*
- Processing benefits plan changes, such as new enrollments, status changes and terminations
- Administering our COBRA and retiree benefits programs
- Providing customer service to our employees, retirees and their dependents.

In FY11 the Benefits team conducted informational sessions on retirement planning, annual enrollment and other benefit programs. Feedback from employees who attended these sessions rated them as “Very Good.”

We also support our employees and retirees by responding to their questions and plan coverage issues via phone, email and personal meetings. Some of the topics for which employees received assistance are described in the chart below:



An important aspect to our service is communication designed to increase awareness of Fermilab’s benefit programs. In FY11 this involved:

- Annual Employee Benefit Statements
- Benefit Bulletins
- Annual Enrollment Meetings including sessions with CIGNA and BLUE CROSS
- *New Hire Orientation* and *Fermilab Management Practices Seminar* presentations
- Notification of legislative changes including Health Care Reform and Civil Unions
- Retirement Planning seminars and counseling conducted by TIAA-CREF and Fidelity
- *Fermilab Today* articles and announcements.

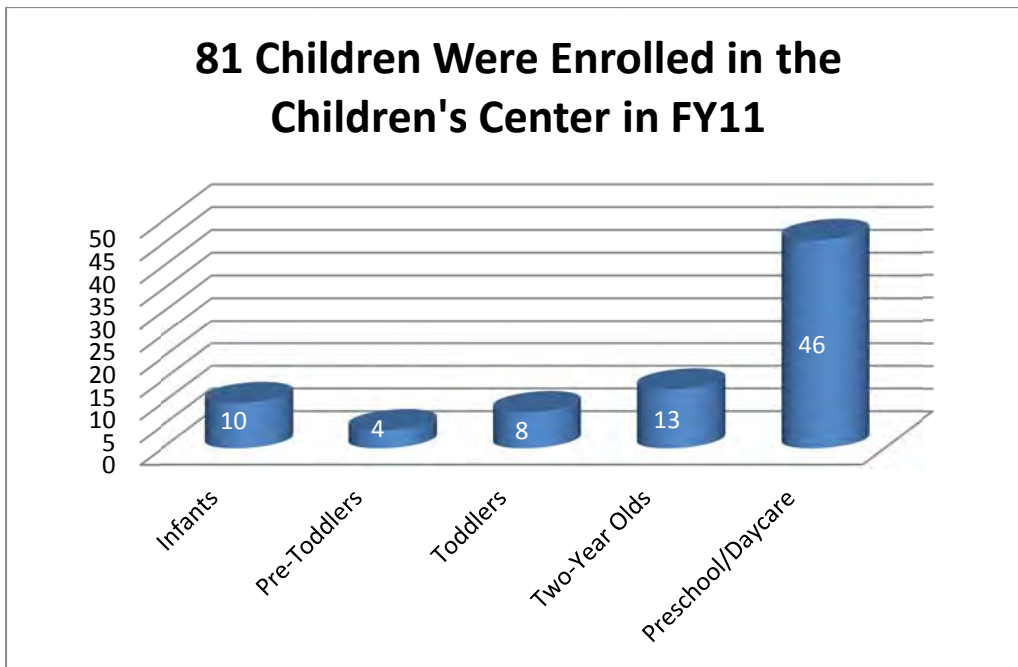
DID YOU KNOW??? The Benefits Administration team responded to more than **3,300** customer service requests in FY11.

Looking for Summary Plan Descriptions, updated forms, or the latest Benefits Bulletin? Visit the Benefits Office website at: <http://wdrs.fnal.gov/benefits/index.html>

Children's Center

The Children's Center provides care for the children of FRA and DOE employees, Users, and long-term, on-site subcontractors. The philosophy of the Children's Center is to promote the social, academic, emotional, and physical development of each child while taking into account his/her level of interest and ability.

DID YOU KNOW??? 81 children were enrolled in the Children's Center at the end of FY11.



Children have their picture taken with Santa at the Children's Center.

In addition to providing care for younger children, the Children's Center provides a Day Camp for older children and sponsors fun events and activities for children and their families. In FY11 the Children's Center:

- Conducted 11 week-long summer day camp sessions for 73 campers in 63 families. Day camp activities included daily swimming, crafts, games and a weekly field trip.
- Implemented a successful Counselor in Training (CIT) pilot program at camp for 13-year olds. The CITs helped the counselors organize games and activities and assisted with routines.
- Held 18 *Schools Day Out* day camps for employees' elementary school-aged children.
- Held five date nights which give parents a break in the evening while their children enjoy a supervised pajama party. This service is very much appreciated by busy parents who do not have families in the area to help with babysitting.
- Coordinated several events for children and their families, including:
 - ✚ Multi-Cultural Make and Taste
 - ✚ Mother's Day Lunch
 - ✚ Father's Day Picnic
 - ✚ Halloween Fun Fair and Trick or Treating
 - ✚ Thanksgiving Feast
 - ✚ Breakfast with Santa.

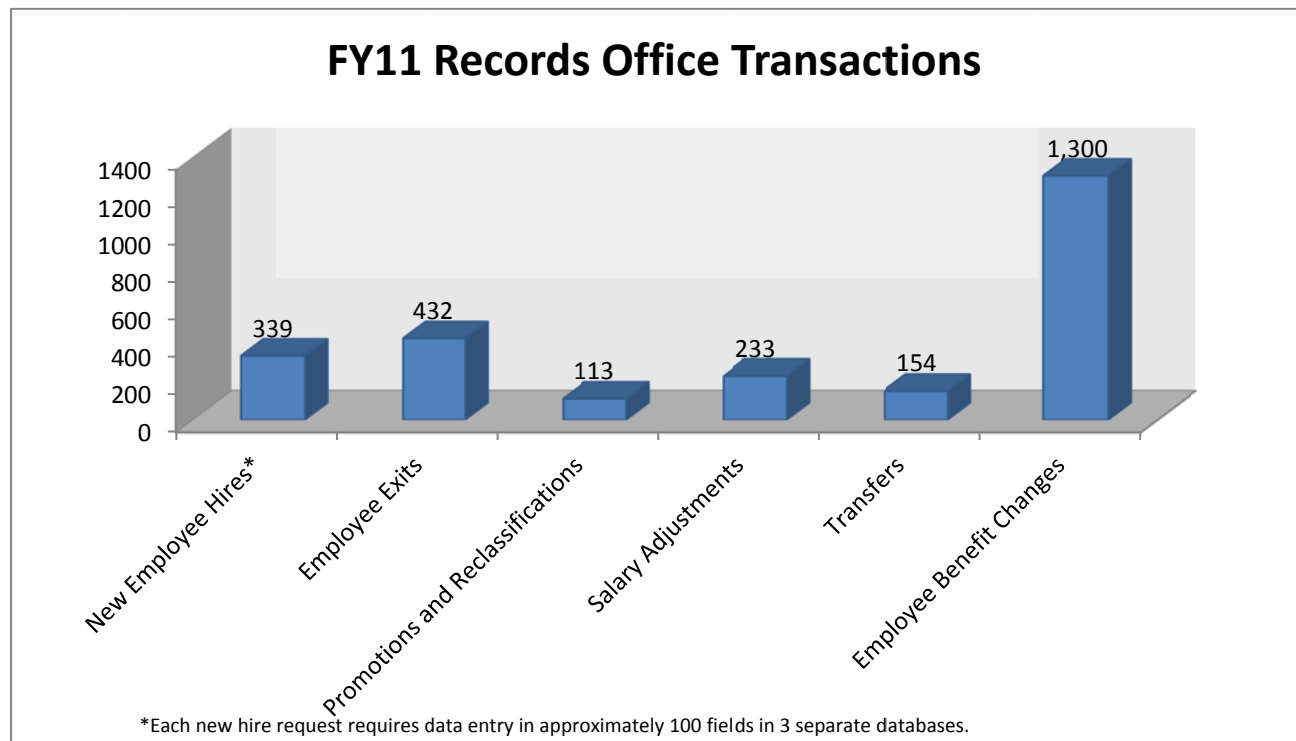


Families participate in the *Multi-Cultural Make and Taste* program at the Children's Center.

Employee Records Office

The Employee Records Office inputs, updates, closes and archives all employment-related files containing information and documents in both paper and electronic form for every employee. It is also the place where an employee's personal, job-related and benefit information is entered into the PeopleSoft HR/Payroll database. In FY11 an estimated 5,500 employee paper records (e.g., promotions and other documents re employment status, awards and recognition, external education and training, disclosure forms, etc.) and approximately 4,000 performance reviews and payroll authorizations were filed by the Records Office.

In addition to paper documents, the chart below describes the number of PeopleSoft on-line entries:



HR Information Systems

The Human Resources Information Systems (HRIS) function safeguards the informational integrity of the HR PeopleSoft database. HRIS implements and maintains all PeopleSoft applications and works closely with Payroll in managing weekly/monthly payroll processes. It also creates all reports relating to employment statistics requested internally, as well as those requested by DOE, the National Science Foundation (NSF) and other external agencies. The number of standard/periodic and customized reports continues to increase and become more complex.

DID YOU KNOW??? HRIS responded to over 1,000 data requests in FY11.

III. TALENT MANAGEMENT

At the end of September 2011, Fermilab had 1,907 full-time employees. Of this group 63% have a bachelor's degree or higher. The following table describes the Laboratory staff composition by highest degree.

Laboratory Staff Composition by Level of Education*

	PhD	MA/MS	BA/BS	Other (1)	Total
<u>Professional Staff</u>					
Engineers	26	114	87	14	241
Scientists	347	7	5	2	361
Other Technical Areas (2)	78	109	143	109	439
Mgrs/Administrators (3)	22	56	74	53	205
<u>Support Staff</u>					
Technicians	0	12	79	272	363
All Others	0	4	43	251	298
Total Lab Staff	473	302	431	701	1907

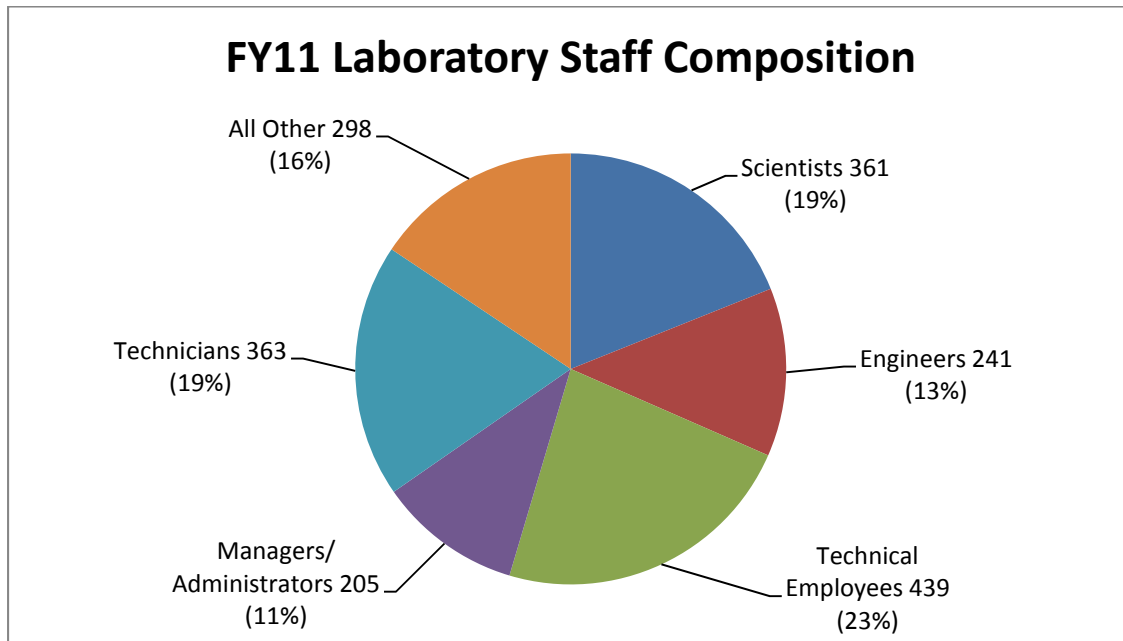
*As of 9.30.11

(1) Associate or Non-degree

(2) All Technical Management and Staff with degrees/study in fields other than Science or Engineering

(3) Mgrs/Administrators

The Laboratory staff composition by job title is described on the next chart.



Workforce Demographics

Overall, minority representation in the workforce has been relatively constant showing a slight increase from 17% in 1991 to 18% in 2011. During this period, minority representation in exempt positions has increased from 7% in 1991 to 12% in 2011.

The representation of women in the workforce has increased from 21% in 1991 to 22% in 2011. In the FLSA exempt job categories for the same period, the representation of women increased from 8% to 13%.

On-Call Employees

The On-Call Program is a pool of temporary workers. On-Calls fill unexpected spikes in work volume, temporary leaves of absence, or other unplanned assignments. Typically, they are community residents, seasonal college-level employees and Fermilab retirees. Employment recruiters assist managers in identifying candidates to fill immediate needs quickly through the On-Call Program. As of September 2011, there were 53 On-Call employees. In addition to filling temporary needs, On-Call employees have also proven to be a valuable source of potential full-time employees and are encouraged to apply for open positions.

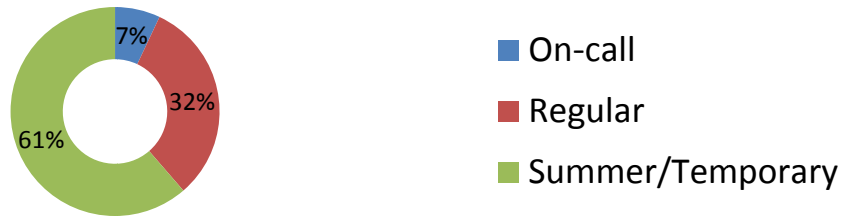
New Hire Orientation

The New Hire Orientation is key to retaining new employees as they acclimate to the Fermilab culture and focus on their new positions. Orientation is scheduled on the first Monday of employment for new employees. Topics include:

- Welcome to Fermilab video
- Anti-harassment awareness and training
- Computer security training
- Online timecard system training
- Health and welfare benefits overview and Q&A
- Laboratory Policy overview.

DID YOU KNOW??? A total of 316 new hires attended the New Hire Orientation in FY11.

FY11 New Hire Orientation Attendance



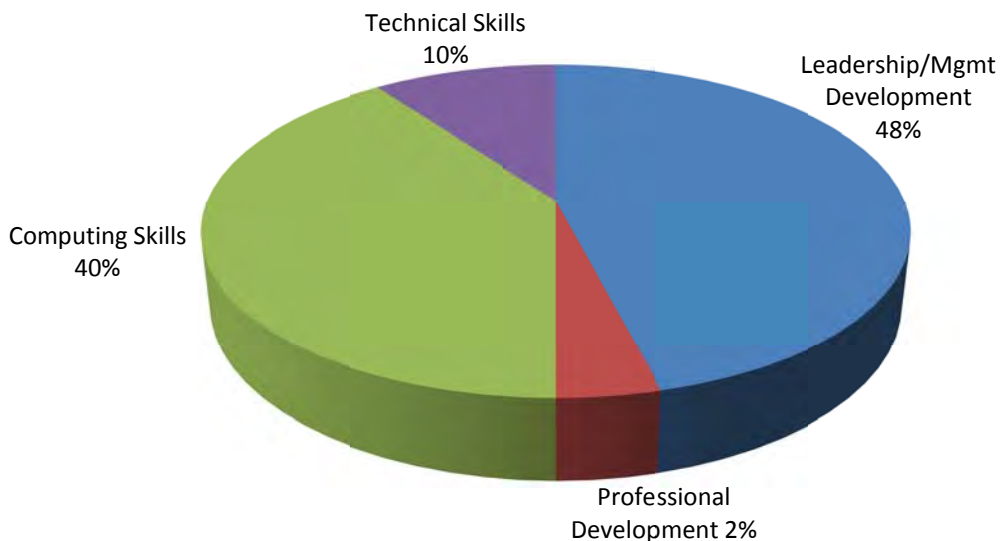
In FY11, 300 employees rated the overall quality of the Orientation presentation at 4.5 and the effectiveness of the instructor at 4.5 on a 5-point scale where “5” is excellent.

IV. PROFESSIONAL DEVELOPMENT

The Office for Professional and Organization Development is a resource of ongoing learning for all Fermilab employees. There are numerous learning opportunities available for employees to expand their knowledge and skill base. Employees can strengthen existing skills or learn new skills through a varied curriculum of internal courses, or enroll in a university degree program through the Tuition Assistance Program (TAP).

In FY11, there were 795 course completions through a curriculum that includes: Leadership/Management Development, Computing Skills, Professional Development and Technical Skills. The chart below illustrates the percentage of courses completed in each category.

FY11 Course Completions by Type of Course



The average course evaluation was 4.3, and the average instructor rating was 4.5 on a 5-point scale - both *Very Good to Excellent* ratings.

DID YOU KNOW??? There were 795 course completions for a total of 985 training days in FY11. Employees rated these courses and the instructors as *Very Good to Excellent*.

The Strategic Laboratory Leadership Program (SLLP) is designed to develop the leadership potential of research and scientific personnel. SLLP was designed for Fermilab and Argonne Laboratory in conjunction with the University of Chicago. Later, Jefferson Lab was included. The program continued in FY11 with the fifth group of ten Fermilab participants.

FY11 Tuition Assistance Program

The Tuition Assistance Program allows employees to enroll in accredited degree programs or individual courses at universities and colleges. Employees receive financial assistance for tuition, required fees and books.

DID YOU KNOW??? 58 employees participated in the Tuition Assistance Program and completed 169 courses in FY11. Six employees earned degrees.

Employees attended colleges and universities such as the Illinois Institute of Technology, Northern Illinois University, DePaul, DeVry, College of DuPage and Waubonsee Community College.



FY11 Tuition Assistance Degree recipients: Martha Garcia - FE, Stephen Cozzens - AD, Linda Bashaw – AD (Not pictured: Herman Cease - PD, Matthew Domeier - AD, Alex Hernandez – BS).

Types of Degrees Completed in FY11 by Division/Section

PhD	Materials Science and Engineering (PPD)
Bachelors	Business Administration (AD) Network and Communications (BS) Information Technology (AD)
Associates	AA in Science (FESS) Applied Science (AD)

The University of Chicago Tuition Remission Program is another tuition benefit available to full-time employees who have dependent children enrolled at the University of Chicago. Employees may receive a 50% remission of the stated tuition fee for their child's undergraduate studies. In FY11, ten employees received this tuition assistance.

The FRA Scholarship Program also awards a four-year scholarship to children of full-time employees. In FY11, 49 college students received the \$4,600 FRA Scholarship.

V. EMPLOYEE RELATIONS

The ability to resolve employee relations issues quickly, effectively, and lawfully allows managers to create a positive and productive work environment for employees and helps prevent future occurrences. Employee Relations issues are given great consideration and attention at Fermilab.

The Employee Relations Department consults with managers, supervisors and employees on a day-to-day basis providing technical advice and guidance regarding rules, regulations, and applicable employment laws. Managers and supervisors also attend training designed to increase their ability to maintain a work environment that enhances productivity, improves performance and describes the Laboratory's approach to corrective action and performance management.

Balancing Work and Family

Employee Relations supports programs for working parents to help balance professional and family life. In FY11, the newly launched Maternity Closet (relocated to the Children's Center) provided expectant mothers with a resource for maternity clothing. The Maternity Closet is open to Fermilab employees, users, spouses and significant others. In FY11, three expectant mothers used this resource.

In FY11, Employee Relations supported five employees in the transition back to work after maternity leave through the Mothers Lactation Room in Wilson Hall. The facility is open during the work day and has also been used by tour group visitors and conference attendees.

Employees who have exhausted all paid leave when experiencing personal or family medical emergencies may be assisted through the Vacation Donation Program. In FY11, nine employees submitted donation requests for 180 vacation days. This resulted in 92 confidential donations totaling

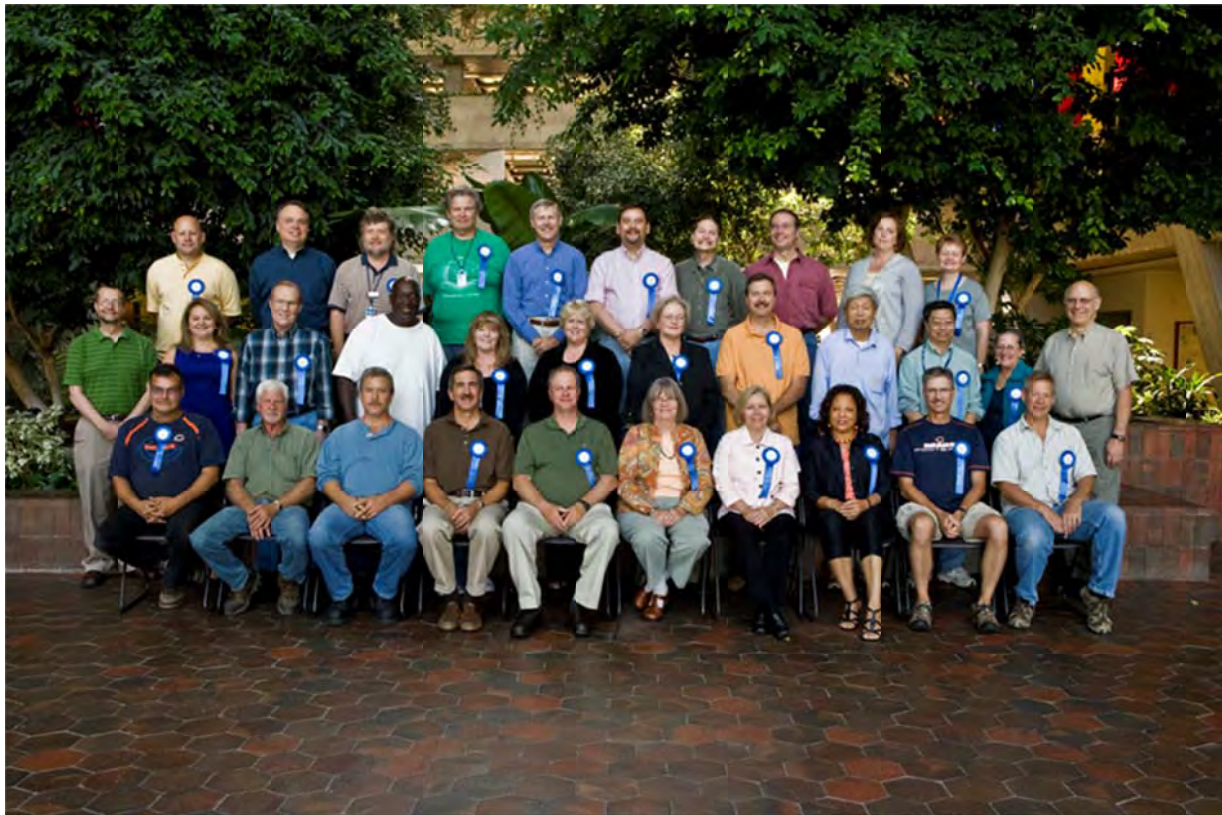
237 vacation days. This surplus of donations, while greatly appreciated, is not processed or placed in a leave bank.

DID YOU KNOW??? In FY11, 92 employees submitted vacation donations for co-workers totaling 237 vacation days.

Service Recognition

The Service Award Program recognizes the dedication and years of service of Fermilab employees. The program recognizes significant service thresholds by hosting a quarterly luncheon with senior managers serving as masters of ceremonies. Employees who have achieved these important service milestones are also invited to select an anniversary gift from a wide range of options.

DID YOU KNOW??? 362 employees attended Service Recognition Luncheons in FY11.



20 Year Service Award Group

Equal Employment Opportunity

Case management of complaints is essential to the operation of the Laboratory. It reinforces our policies and ensures that all employees are treated equitably. It also provides “lessons learned” and opportunities for more effective educational initiatives.

The EEO Office resolved 20 internally filed complaints and requests for accommodations in FY11. No new external complaints were filed.

Union Relations

Resolving bargaining issues quickly, effectively, and in accord with the terms of the collective bargaining agreement ensures that the Laboratory can continue its efficient operations and provide a positive work environment for all employees. The Employee Relations function facilitates the resolution of union grievances, investigates and responds to unfair labor practice charges, and negotiates and administers collective bargaining agreements with management and labor representatives to determine wages and other terms of employment.

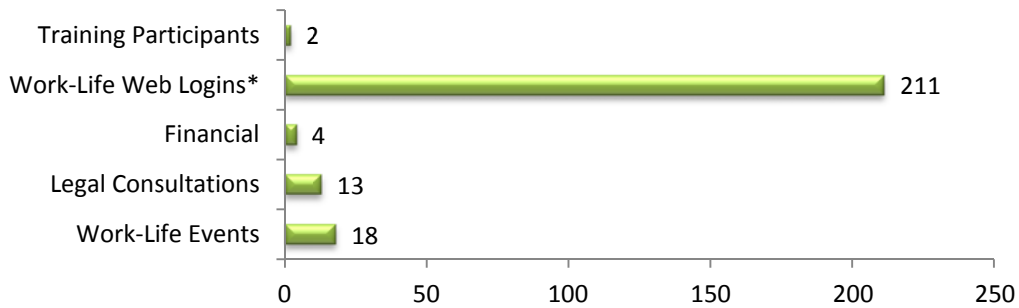
VI. EMPLOYEE AND USER SERVICES

Employee Assistance Program (EAP)

In FY11 a request for proposal was opened for a new EAP contract. As a result, Employee Resource Systems, Inc., (ERS) is providing services at a lower monthly cost with no reduction in employee services.

The Laboratory continues to show above average results in total annualized plan utilization for the EAP:

FY11 Employee Assistance Program Services Provided and Number of Participants



*There were 790 Work-Life web page hits

ANNUALIZED UTILIZATION RATE: 4.2%

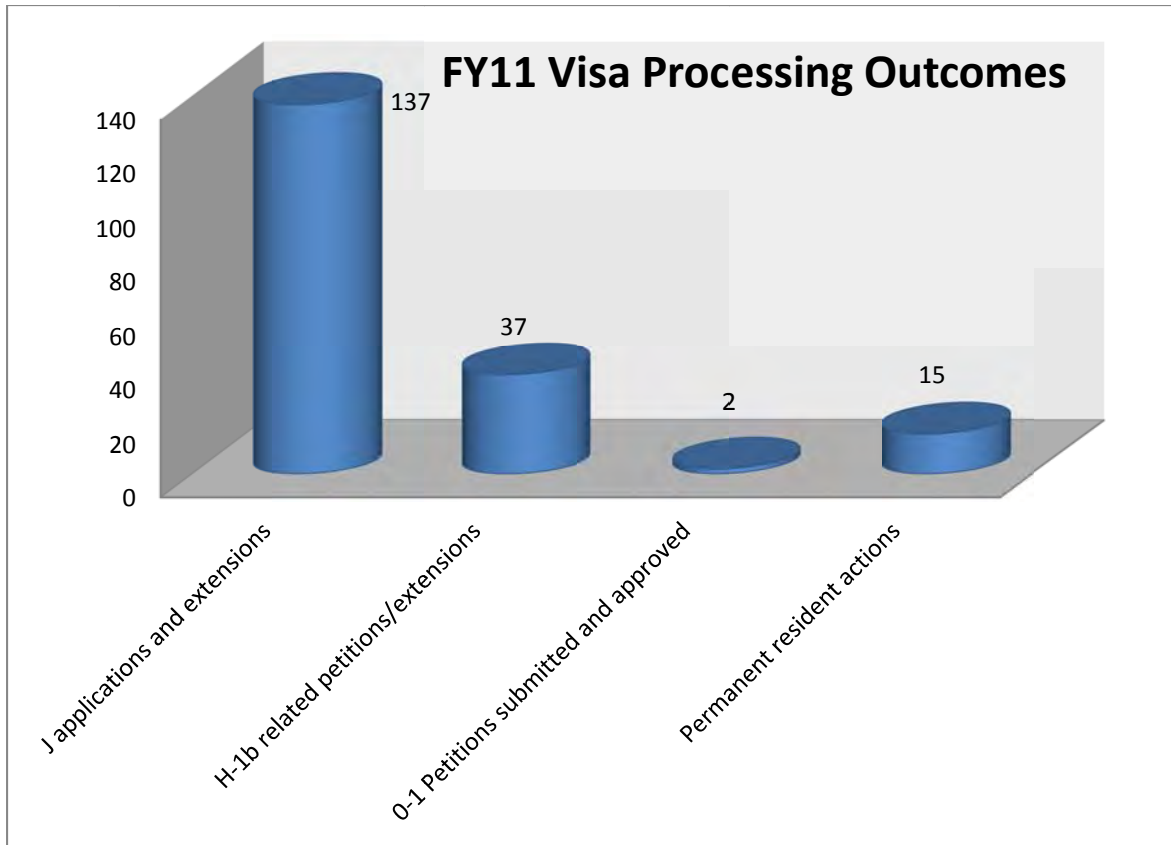
Note: These numbers reflect activity from 4/01/11 through 9/30/11.

DID YOU KNOW??? The EAP provided services to 37 employees in the last two quarters of FY11; 790 employees and family members sought information through the EAP website.

International Services – Visa Office

The Visa Office provides U.S. immigration-related services and assistance to non-U.S. citizen employees and users at Fermilab. It also serves as an expert resource to Laboratory management and administration on matters relating to non-U.S. citizens at the Laboratory.

Specific Visa processing outcomes in FY11 included:



DID YOU KNOW??? The Visa Office provided visa-related guidance to non-U.S. citizens in over 600 in-person meetings in FY11.

Users Office

The Users Office is the point of access to the Laboratory for employees of collaborating institutions. It provides information ranging from Laboratory policies and practices to information on how and where to find accommodations, goods and services, transportation and other necessities of life. The Users Office also supports the Users Executive Committee by arranging meetings and the Annual Users Conference.

The Users Office reviews and processes all non-employee requests for physical access to the Laboratory and controls issuance of ID cards. It also processes requests for remote computer access privileges from collaborators who are not physically at the Laboratory.

DID YOU KNOW??? The Users Office issued 1,822 user badges during FY11. The Tevatron shutdown attracted over 3,000 visitors during the last week of September, 2011.

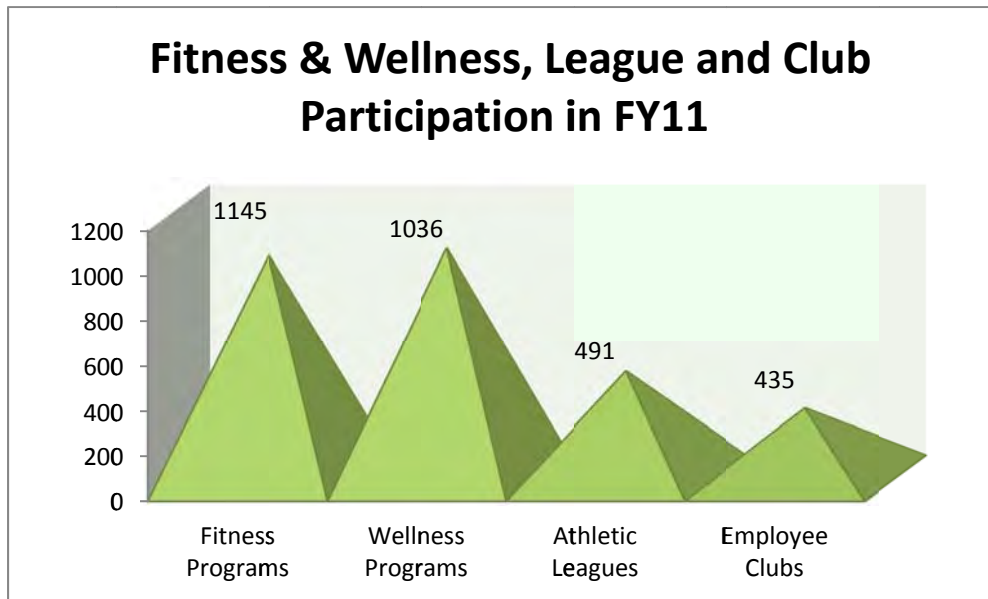
The Arts and Lecture Series Office publicizes and sells tickets to the public performances and events organized at the Laboratory and acts as the local liaison for artists and presenters. This office manages advertising, e-mails and other communication with patrons of the various musical, artistic and presentation events. In FY11 the Arts and Lecture Series Office produced 20 poster mailings, 20 press releases, 500 brochures to *Welcome Wagon*, 10,000 series brochures and 10,000 post cards.

DID YOU KNOW??? The Arts and Lecture Series Office sold 10,233 tickets to 23 events in FY11.

Wellness/Recreation

Our Wellness programs are designed to improve the overall health of the Fermilab workforce and to help individual employees and their families overcome specific health-related hurdles. The Wellness Office encourages employees to better overall health through wellness and recreational programs such as:

- Educational Wellness Seminars
- Gym and Pool Memberships
- Health Screenings
- Athletic Leagues
- Health Fairs and Fitness Classes
- Employee Special Interest Clubs.



DID YOU KNOW??? Employee participation in fitness and wellness programs, athletic leagues and clubs totaled 3,107 in FY11.

The Wellness Office provides the tools required for Fermilab employees to make smart choices for a healthier lifestyle. Both employees and the Laboratory benefit from these programs.

To learn more about wellness and recreational activities available, visit <http://wdrs.fnal.gov/wellness/index.html>