



HROE Shared Email Accounts

HROE recently migrated their email boxes to a ticketing system. This ticketing system will help us better manage inquiries as well as improve communication and services with our customers.

Please keep in mind that HR Contacts are the first point of contact in your unit for all HR or Payroll-related inquiries. Before sending inquiries to one of the below email addresses, it is recommended to first reach out to your departmental HR Contact as they may have procedures specific to your unit and/or may be able to assist you in a more timely manner.

To further enable timely service, please address your email to only one department and enter the ***Inquiry Type*** in the subject line. Adding multiple departments (cc) to your email may cause unnecessary delays.

| Inquiry Type | Department/Email | Inquiry Type | Department/Email |
|--|--|--|--|
| Employee Recognition President's Meritorious Service Awards Years of Service Awards | EXECUTIVE SUPPORT emplrecognition@tamu.edu | General HR Reports Workday Reports | TALENT MANAGEMENT – ANALYTICAL SERVICES HRDataAnalytics@tamu.edu |
| All HR-related inquiries for HSC employees | HEALTH SCIENCE CENTER HR SERVICES hschr@exchange.tamu.edu | Applicant Testing Criminal Background Checks Degree Verifications Hiring / On-boarding Interviewing Job Requisitions Recruiting | TALENT MANAGEMENT - RECRUITMENT & WORKFORCE PLANNING jobs@tamu.edu |
| Alternate Work Location Americans with Disabilities Act (ADA) Grievance Resolution Equal Employment Opportunity (EEO) Facilitated Dialogue Personnel Issues Progressive Discipline Reduction in Force Terminations Title IX | ORGANIZATIONAL CONSULTING & RESOLUTION MANAGEMENT ocrm@tamu.edu | Benefits (medical, dental, life, vision, COBRA, etc.) Drug/Alcohol Testing Employee Assistance Program Fellows Family Medical Leave Act (FMLA) I-9s Insurance Billing Paid/unpaid leave (vacation, sick, emergency, etc.) Sick Leave Pool UINs Workers' Compensation | TOTAL REWARDS – BENEFIT SERVICES benefits@tamu.edu |
| Performance Evaluations Performance Management | PROFESSIONAL DEVELOPMENT hreevaluations@tamu.edu | Retiree Benefits Retirement | TOTAL REWARDS – BENEFIT SERVICES retirees@tamu.edu |
| Professional, Leadership, Team, and Organizational Development TrainTraQ | PROFESSIONAL DEVELOPMENT pdinfo@tamu.edu | Merit Process Inquiries | TOTAL REWARDS – CLASSIFICATION & COMPENSATION meritor@tamu.edu |
| General HROE feedback HROE communications HROE website | STRATEGIC PROGRAMS hr-feedback@tamu.edu | Additional Job (Dual Employment) Compensation changes Compensation errors Compensatory time Creating a new position Fair Labor Standards (FLSA) Overtime Compensation Pay Plan Administration Position Descriptions Promotions/Reclassifications | TOTAL REWARDS – CLASSIFICATION & COMPENSATION hrcomp@tamu.edu |
| HR Liaison Network Workday Delegations Workday Security Roles | STRATEGIC PROGRAMS - HR LIAISON/WORKDAY hrnetwork@tamu.edu | | |
| Employee Fitness Sessions Tuition Assistance Program Living WELL Aware PerksConnect Program Wellness Release Time WELL Leader Program | STRATEGIC PROGRAMS – WELLNESSWORKS! wellness@tamu.edu | | |



Other Email Addresses

HROE regularly receives inquiries for other campus offices on topics such as faculty hiring, accounting/financial issues, graduate student employment, payroll, and/or student employment. To assist you in directing your inquiry to the appropriate office, we recommend that you use the email addresses below to expedite a response.

| Inquiry Type | Email address |
|---|--|
| DOF Portal Faculty appointments in excess of 100% Faculty hiring Faculty title changes Summer faculty appointments | DEAN OF FACULTIES Facultyhiring@tamu.edu |
| Accounting Accounting for Projects Costing Allocations FAMIS Payroll Encumbrances Payroll Cost Transfers | FAMIS SERVICES famishelp@tamus.edu |
| Graduate Assistantships (GA) Requests for GA Assistant >50% effort Add additional job request in Workday for GA | OGAPS ogaps@tamu.edu |
| Employment Verification One Time Payments (questions & rescind requests) Pay, Payroll, Paycheck Issues Payment Elections (direct deposit) Payroll Reports State Service Dates (including edits) Supervisory Organization Changes Withholding Elections | PAYROLL SERVICES payrollprocessing@tamu.edu |
| Job postings for student employees Student employment training & workshops Federal or State Work Study Funds | STUDENT EMPLOYMENT OFFICE jobsforaggies@tamu.edu |