



## HROE Shared Email Accounts

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



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