

# Welcome

Welcome to Penn State Human Resources. I am so thrilled to have you as part of our team!

Our vision is to cultivate an environment where the most engaged and diverse workforce in higher education thrives. You play a critical part in achieving this vision. Everything we do in HR touches the lives of our fellow Penn State community members. We are proud to support employees in all walks of life throughout their careers, and your dedication makes all the difference!

Customer service is at the heart of everything we do. No matter your role, customer service comes into play when you interact with colleagues, employees, students, and other community members. Everyone who seeks our assistance is our customer, and we are committed to treating all with respect, compassion, and care. We must all work to be trustworthy, act with integrity, provide timely responses, and continuously refine our processes and services.

Finally, I encourage you to look at our strategic plan which guides every aspect of our organization and maps out a course for our collective journey of becoming a world-class HR function. Our strategic plan focuses on five key principles:

- Organizational Effectiveness
- Engage and Reward
- Develop and Retain
- Recruit and Acquire
- Diversity, Inclusion and Belonging

Again, welcome to Penn State Human Resources! I look forward to working with you. My door is open, so please stop by.

Warm regards,  
Jennifer Wilkes, VP for Human Resources

