

IOWA STATE UNIVERSITY

SERVICE DELIVERY

In July 2019, Improved Service Delivery officially launched to enhance Iowa State University's Finance and Human Resources operations by building upon our culture of service, fostering increased collaboration, and ultimately advancing ISU's mission.

Dedicated specialists transitioned to Service Delivery teams. Expert supervisors manage these teams and ensure access to regular, consistent training and updated technology and systems (e.g., Workday), and cultivate a collaborative team-based approach to providing consistent, high-quality, customer-focused Finance and Human Resources services.

SPRUCE

Serving the dually administered academic departments

FINANCE

For your **Finance Service Delivery** questions or comments, please use the Finance email address:

finance_delivery@iastate.edu

Finance Manager

Jenni Winter jwinter@iastate.edu

Assistant Finance Managers

Dave Baker (Proc./Exp.) dmbaker@iastate.edu
Rachael Gross (Finance) rlgross@iastate.edu
Jeff Klein (Grants) jklein@iastate.edu

Financial Specialists

Tenann Everly teverly@iastate.edu
Katie Wiegand kwiegand@iastate.edu

Grant Specialists

Barbara Brown barbarab@iastate.edu
Susana Bucklin susanab@iastate.edu
Megan Eisenmann mdeisen@iastate.edu
Janell Meyer jrcmeyer@iastate.edu

Procurement & Expense Specialists

Robin Gogerty rgogerty@iastate.edu
Karen Hunt krhunt@iastate.edu
Diane Jepsen djepsen@iastate.edu
Kay Williams kayw@iastate.edu

HUMAN RESOURCES

For your **Human Resources Service Delivery** questions or comments, please use the HR email address:

hr_delivery@iastate.edu

Sr. HR Partner

Jessica Stolee stolee@iastate.edu

Staff Recruiter

Betsy Happe betsykh@iastate.edu

HR Partner

Stacy Kilstofte stacyk@iastate.edu

HR Coordinators

Jennifer Grundmeier jmgrund@iastate.edu
Mallory Hamilton mhamil@iastate.edu



Jennifer Grundmeier: Biochemistry, Biophysics and Molecular Biology; Center for Survey Statistics and Methodology; Ecology, Evolution and Organismal Biology; Genetics, Development, and Cell Biology; Statistics

Mallory Hamilton: Ag and Biosystems Engineering; Economics; Food Science and Human Nutrition; Sociology

Note: Once all office locations and phone numbers are assigned and finalized, complete contact information, as well as team assignments and responsibilities, will be posted on the Finance and University Human Resources web pages as a permanent resource.