

# HireReach Case Studies Series



## DAVENPORT UNIVERSITY

How a growing university became more efficient and effective at connecting people to the right jobs, reducing turnover and advancing its diversity goals.



*The quality of the hires and a desire to improve the diversity of the workforce were on Davenport's minds. ... So, to find a group with the research and the passion and the practical experience was a real boon to us.*

— KATHY NATELBORG, Human Resources executive director (retired), Davenport University



Discover why 93% of HireReach graduates say they have a better understanding of how to mitigate and reduce bias and noise in their organization's selection process:



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Scan this code to learn more. (<https://www.hirereach.org/contact-us>)

### The Employer

Davenport University is the second-largest private, nonprofit university in Michigan, serving about 5,000 students with multiple locations across the state in addition to providing online courses.

### The Challenge: Improving Selection

Davenport sought to improve hiring quality, efficiency and retention while meeting its strategic-plan objective to develop an action plan for improving diversity.

### The Solution

After enrolling in the 2019 cohort of HireReach, Davenport developed an evidence-based selection process in October 2019, starting with faculty and professional positions. By January 2021, the university expanded the approach to nearly all permanent faculty and staff hiring.

### The Results

By the end of 2022, Davenport had used its new skills-based hiring process to:

- Promote 50 employees and hire nearly 150
- Increase diversity of the workforce from 13.5% to 17.5%
- Create a centralized hiring process that is more efficient and effective
- Improve placement of new hires in roles where they thrive, resulting in a nearly 47% decrease in first-year turnover



West Michigan Works!, the region's Workforce Investment Board, was a founding partner of HireReach and served as its initial parent agency. HireReach now operates under the auspices of Strategic Workforce Solutions, a 501(c)3 created by West Michigan Works! to advance workforce innovation. JOFI®, a registered trademark of Metrics Reporting Inc., is the technological partner of HireReach, providing expertise in industrial psychology, assessments, compensatory scoring and legal defensibility.