

Minutes of the Human Resources and University Relations Committee  
University of Kentucky Board of Trustees  
Thursday, June 12, 2025

The Human Resources and University Relations (HRUR) Committee of the University of Kentucky Board of Trustees met on Thursday, June 12, 2025, in the Gatton Student Center, Harris Ballroom.

A. Call to Order

Brenda Gosney, chair of the Human Resources and University Relations Committee, called the meeting to order at 1:00 p.m. and asked Katie Hardwick to report the attendance.

B. Roll Call

The following members of the Human Resources and University Relations Committee were in attendance: Hubie Ballard, Cathy Black, Maddie Duff, David Figg, Brenda Gosney, David Melanson, Hannah Myers and Paula Pope.

C. Approval of Minutes

Chair Gosney reported that the minutes of the April 25, 2025, HRUR Committee meeting had been distributed and called for a motion to approve. Trustee Ballard moved approval of the minutes, and Trustee Melanson seconded the motion. Hearing no discussion, Chair Gosney called for a vote, and the motion passed without dissent.

D. Using Artificial Intelligence and Technology to Support Our Employees

Chair Gosney introduced Vice President for Human Resources (HR) and Chief Human Resources Officer, Melissa Frederick, to provide a report on the University of Kentucky's use of artificial intelligence (AI) and technology to support the University's employees.

Vice President Frederick reported on Human Resources' ongoing efforts to leverage technology to enhance the employee experience, emphasizing the importance of supporting employees both in meeting their personal needs and in performing their work efficiently and effectively. She stated that the recent panel discussion prompted reflection on HR's progress toward implementing modern systems, processes and supports to continually improve operations.

She noted that during the last open enrollment period, HR faced challenges as more than 1,500 employees were required to select new health plans. To assist employees in making informed decisions amid premium and plan design changes, HR utilized Nayya, an AI-powered benefits selection platform provided by Prudential at no

cost. The platform was customized for the University's benefit offerings and designed to help employees identify the health plan best suited to their circumstances.

Vice President Frederick explained that employees could answer questions about family, health and finances, and even import data from their Anthem accounts. Based on the input, the tool recommended plans and supplemental coverages such as dental, vision and disability insurance. She added that the tool contributed to an increase in optional benefit enrollments and underscored that NAYYA was fully compliant with System and Organization Controls 2 (SOC-2), Health Insurance Portability and Accountability Act (HIPAA), and California Consumer Privacy Act (CCPA) standards, as verified by Information Technology Services.

Ms. Frederick stated that 3,769 employees, or 14.1% of eligible participants, used Nayya—exceeding national benchmarks for both passive and active enrollment models. Feedback was largely positive, with employees appreciating the comparison features and ease of use. Some detractors preferred speaking to a person or desired more detailed claims data. Enrollment outcomes reflected increases across all health plan options, with the Saver Plan showing the most significant growth at 47%.

Ms. Frederick reported that employees were fully engaged throughout open enrollment, supported by extended HR availability via phone, email and in-person sessions. The Staff Senate partnered to host virtual open houses and address employee concerns. HR conducted 117 individual consultations, with participation spiking in the final two days before the deadline. She added that informational videos and detailed website resources received more than 12,000 views.

In conclusion, Vice President Frederick shared that HR is pursuing additional technology initiatives to improve both candidate and employee experiences. These include tools to allow candidates to self-schedule meetings with recruiters, a recruiting metrics dashboard to track hiring data and text-based communication options for potential hires. She also noted ongoing work to modernize the leave process, which remains manual and time-consuming. She emphasized that as HR continues to enhance the candidate experience, equal focus will be placed on improving the employee experience.

#### G. Other Business

Chair Gosney asked if there was any other business to discuss. Hearing none, the meeting was adjourned at 1:16 p.m.

Respectfully submitted,  
Katie Hardwick