

33 MSHR students served as consultants for 13 organizations



Inside WCU
Feb 5, 2024



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This past fall semester, 33 students in the master in human resource's HR Consulting Initiative, housed in the College of Education and Allied Professions, served as consultants for organizations in North Carolina, Tennessee and Maryland.

Their work included the creation of employee policy manuals, a performance management system, employee exit interviews, a non-monetary benefits package, the development of a leadership development program, and much more.

Client organizations included Piedmont Farm Animal Refuge (NC), Arts for Life (NC), Soundcheck Prevention Network (NC), MAHEC (NC), Riverlink (NC), Inter-Faith Food Shuttle (NC), Hostelling International USA (MD), Fayetteville Animal Protection Society (NC), United Way of Lincoln County (NC), KARE (NC), and Barbershop Harmony Society (TN). Cristina Santiago Garshong, a senior in the master in HR program, served as project manager.

At the conclusion of the consulting relationship, the clients were eager to speak about their positive experience:

“Dr. Germain and both teams of students were responsive and accommodating throughout the entire process, learning our needs and asking for feedback at each step. Their knowledge and guidance has equipped us with essential tools that allow us to continue serving our mission.” - Lee Bergeron - director of program development, Soundcheck Prevention Network.

“The Consulting Initiative partnered with Soundcheck and assisted us through a process full of discovery, collaboration and real-time support to help us realize our goals as an organization. I would highly recommend Dr. Germain and her team as a trusted resource.” - Ian Groves - prevention specialist, Soundcheck Prevention Network.

“Our experience with The HR Consulting Initiative has been extremely positive - they are open and eager to help with the HR questions that directly impact our small nonprofit and our employees, but that often do not appear in webinars or web searches. When the common "templates" we've worked from no longer really work for us, the students, project manager and professor have been extremely helpful in helping us make adjustments to make things work well for our needs. As a small team without a dedicated HR staff member, we are exceptionally grateful for the support that lets us be the best employers we can possibly be for our staff.” - Katharine Phlegar Broughton, executive director, Arts for Life.

“The HR Consulting Initiative at WCU is a professional working group with extensive experience. Their composure, demeanor and comprehensive approach to supporting a wide array of human resources projects is unmatched. If you are seeking a trusted partner that delivers the highest results, we strongly recommend collaborating with Dr. Marie-Line Germain and her student teams at WCU.” - Lorenza Wilkins, DBA, chief officer of people and culture, Inter-Faith Shuttle.

“RiverLink greatly appreciated the opportunity to work with WCU's team on our organization's equity initiatives. In addition, they identified and outlined several key areas we could focus on to increase our growth and impact in our community ensuring an inclusive and thriving watershed for all.” - Lisa Raleigh, executive director, RiverLink.

Since 2011, more than 1,100 MSHR students have been involved in pro bono HR consulting work. Thus far, they have helped 384 organizations and completed 569 HR consulting projects for organizations in 22 states and abroad (Sierra Leone, Haiti, and Equador) entirely online and at no cost to the clients. For more information on how we can help a nonprofit or small business strengthen its HR foundation, contact Marie-Line Germain at mgermain@wcu.edu.