

Human Resources, Diversity and Inclusion (HRDI) Strategic Plan

Strategic Direction (Goal) 2 Highlights

Strategic Direction (Goal) 2: Leveraging Technology: Pilot and adopt technology solutions to improve customer experience and service delivery.

A. Objectives to Achieve the Goal:

1. If selected as an early adaptor to the CHRS Project, complete all implementation strategies.
2. Implement technology solutions to streamline processes and seamlessly integrate services.
3. Broaden HRDI services to include self-service options.

B. Measurements/benchmarks that prove the goal was accomplished:

1. If selected as an early adaptor to the CHRS Project, complete all implementation strategies. (Expected to go live with CHRS in late 2021)
 - A. Create awareness of campus implementation of CHRS
 - Identified CHRS core HRDI and IT members
 - Weekly CHRS Project Management/Change Management Team meetings have been scheduled for HRDI team members and will continue next year.
 - Participating in bi-weekly Change Impact/Analysis for CHRS Core and Recruiting solutions.
 - B. Create campus implementation plan of CHRS
 - Developed CHRS Core Guiding Principles and provided campus resource list to the Chancellor's Office. Project Definition document outlining deliverables was also submitted to the Chancellor's Office.
 - CHRS Core Temporary Academic module has been pulled out of core and is now a stand-alone project. The project is currently on hold.
 - Collaborated with the Chancellor's Office and Accurate Background to be part of Wave 1 to implement Accurate with CHRS Recruiting May 2020.
 - Additional work stabilizing CHRS Recruiting Solutions and fine-tuning reporting system and permissions
 - C. Create business process guides, training materials, and training schedule for internal and external customers.
 - Business process guides and training materials for internal and external customer for CHRS core will be developed next fiscal year, closer to implementation date
 - Created the non-represented student assistant recruitment process; part-time faculty, graduate assistant/teacher assistant, and lecturer recruitment processes are in review.
 - Participation of the next wave of campuses who are to implement CHRS Recruiting Solution.
 - D. Implementation passes and testing
 - CHRS Core campus testers continuously meet via zoom to review scripts.
 - E. Implement campus training plan.
 - CHRS Core campus kick-off meeting was held via zoom April 2020 and will continue into the new year. In-person meeting has been postponed due to COVID-19.
 - F. Go-live of CHRS Recruiting for all employee categories
 - Staff/MPP, tenure and tenure-track faculty, and emergency hire went live
 - Next phase is to go-live with the temporary faculty module
 - Created business process guides, training materials, and training schedule for internal and external customer for CHRS Recruiting Solutions

- G. Participation of the next wave of campuses who are to implement CHRS Recruiting
 - Participated in Wave 1 and 2 CHRS Recruiting Solutions collaboration calls with the Chancellor's Office and other Wave 1 and 2 campuses in January, February and March 2020. These collaboration calls will be ongoing.
 - Participated with Wave 1 campuses on in-depth recruiter permission role in February 2020.
 - Participated in the Wave 1 and 2 calls that discussed permissions and enhancements for PageUp to PeopleSoft. These calls took place in March 2020.
- 2. Implement technology solutions to streamline processes and seamlessly integrate services.
 - A. HRDI to become paperless by implementing a content management system that includes workflow
 - MPP Paperless evaluation was launched using Adobe Experience Manager (AEM) on May 11. Staff evaluation workflow forms are set to be completed in late May. IT has started the process of converting all HRDI e-content forms to AEM. IT and HRDI partners have met to review AEM forms portal and FileNet retrieval. Follow up meetings in May will finalize FileNet set up and review of each HRDI form to set workflow will begin. Due to COVID-19 some Benefits forms including COVID-19 Temporary Paid Administrative Leave (CPAL) and other leave forms that are not currently on e-content will need to be added to the process. This project will continue in the 2020-2021 fiscal year with the goal of all HRDI forms being converted to workflow and plans for future form development will be completed.
 - Talent Acquisition created and implemented HR sign-in documents within the CHRS Recruiting Solutions.
 - Academic Talent Management (ATM) transitioned compensation and position update letters to AdobeSign as of December and also transitioned change in appointments, change in pay and FERP documents to AdobeSign. With the go-live of CHRS Recruiting for part-time employees, counselors, and athletics search processes, all searches conducted under the scope of DIEP are 100% electronic processes.
 - Payroll Services created a new procedure for the student payroll system, allowing students to submit timesheets online.
 - B. Evaluate current HRDI case management and other HRDI homegrown solutions and make any needed enhancements or new implementations
 - Transferred historic unemployment data from hard copy files to an electronic data base.
 - Classification and Compensation Action Request (CCAR) application enhancements to improve the users experience will continue into the next year. Enhancements to the foreign travel database and the Alert system are continuing. IT and HRDI will be meeting on the progress for these updates on June 18. Enhancements to HRDI homegrown systems will continue in new fiscal year.
 - C. Implement updated separation process for faculty and staff
 - IT support for Service Now is working with programmer to integrate with the separation application. This will allow for managers to see IT, parking and campus key assets. Programming on the separation application continues. Meetings with parking and procurement were held in April to discuss how data would be moved to ServiceNow. Anticipated date for application testing is late May with this project moving into the new fiscal year for implementation and training.
- 3. Broaden HRDI services to include self-service options.
 - A. Develop a HR Coordinators and Associate Dean onboarding program that will include an inclusion lens and all aspects of employment from recruitment to retirement
 - Compensation Services team members participated in informational meetings with key management to provide an overview of classification, compensation services and processes. In addition, Human Resource Services and Labor and Employee Relations presented to the

Capital Planning & Facilities Management on February 18 regarding on-boarding, processes and services while providing an opportunity for them to ask questions. Talent Acquisition met with University Police HR team and conducted CHRS Recruiting training. In effort to assist MPPs as they onboard a new manager, a Manager Onboarding Program is in the development phase. It is currently on hold as a result of COVID-19 but further development will commence in the next fiscal year.

- B. Review ways to enhance to current management and staff recruitment process within the divisions
- Human Resource Services team revised all recruitment user guides to align with the new CHRS Recruiting system for management and staff. The guides outlining the initial stages of the processes have been posted to the campus website. Updated recruitment guides for executive level searches that include full-cycle recruitment guides and templates, sample leadership interview questions, selection process, sample rating sheet, and overview of roles for review were also created. The guides were recently modified to reflect the virtual work environment.
 - An equity advocate workgroup was assembled and met twice. The faculty search committee training presentation was revised to incorporate latest high impact practices for equity. Discussing with Colleges of EDD and HSS who are piloting a diversity statement/requirement in their staff searches.
 - Completed the first draft of a search guide, *Best Practices for a Successful Leadership Search*, to support senior leadership (executive) searches. The resource is a tool to assist search committees, particularly the search committee chair and staff support, with streamlining the tasks throughout the search process and allowing the committee to execute the charge of the hiring Administrator successfully.