Human Resources, Diversity and Inclusion (HRDI) Strategic Plan

Strategic Direction (Goal) 3 Highlights

**Strategic Direction (Goal) 3: Data-based Decision Making:** Use employment and customer service data to inform operational and strategic decision making.

**A. Objectives to Achieve the Goal:**
1. Enhance various data reports to empower decentralized decision-making around human resource functions to increase employee recruitment and retention.
2. Employ workflow analysis methods to assess HRDI productivity and implement operating standards.
3. Assess the HRDI customer experience and implement benchmarks for increased satisfaction.
4. Develop strategies around divisional resource needs and budget stabilization.

**B. Measurements/benchmarks that prove the goal was accomplished:**
- Enhance various data reports to empower decentralized decision-making around human resource functions to increase employee recruitment and retention.
  A. Define data reporting elements and develop baseline data reports and dashboards that enhance campus-wide data-driven recruitment process
    - Data Analytics manager will work closely with recruitment team to implement the local logical design of BrassRing database backup in the next fiscal year so that data reporting for recruiting can be created using this historical data.
    - Provided data to OAIE so that workforce dashboards can be created and available on the OEIA website as well as the Tableau data site. Will continue to work with OAIE on development of faculty terminal degree dashboards and other data elements and reporting for campus users. HRDI has completed the implementation of recruitments for staff, management and full-time faculty in CHRS Recruiting. HRDI continues to work with key stakeholders to implement the next phase on other employee categories, such as part-time faculty and student employment. Once all recruitment processes are standardized, work to develop guidance and best practices for reporting on recruitment will begin.
    - Developed retention data to HRDI teams using data from existing recruitment systems and CHRS recruiting.
  B. Provide OEIA Fall and Spring IPED’s data so that OEIA can create a dashboard for demographic information on Faculty and Staff for campus use. Both dashboards are completed and available on the OEIA website.
  C. HRDI and OEIA will continue to meet to plan, develop and implement additional workforce dashboards for campus use. In Q4 HRDI is assisting OEIA with a dashboard related to faculty terminal degrees.
  - Employ workflow analysis methods to assess HRDI productivity and implement operating standards.
    A. Create an HRDI assessment taskforce and define annual assessment and reporting best practices
      - HRDI had three areas of assessment that were reported at a campus level in July, 1) new employee onboarding, 2) diversity education and training and 3) campus-wide engagement programming.
      - PLT met with Jyenny Babcock from the campus assessment office in August 2019. Jyenny reviewed with the group the six-step assessment process and provided examples of
possible assessments for HRDI that the division may want to submit for 2020. To prepare for the assessment, six members of the HRDI team attended the OEIA Assessment Training in October. Upon further review of what HRDI assessment needs, HRDI identified the HRDI Satisfaction Survey to be the division’s on-going assessment report. Surveys and assessments that are common practice in DIEP could also be identified for campus reporting. Assessment reporting will commence in July.

B. Explore areas where statistical analysis and predictability modeling is needed
   - The Data Analytics Manager has also begun the design scope for HRDI data that will link data from CHRS and other HRDI solutions to create custom queries and dashboards. This project cannot be developed until all HRDI solutions have been transferred to the IT server. Will continue to meet with IT partners on the timeframe to move HRDI solutions over and begin to identify common requests to build the queries.
   - Data Analytics Manager has begun the planning process to develop predictability modeling including retirement forecast, retention predictability, and workforce predictability. Data extracted from the BrassRing and CHRS Recruiting systems.
   - Created HRDI dashboards for classification and compensation, new employee recruitment, retirement/termination and retention rate. Work to add to the HRDI portal will be completed by June 30.

   • Assess the HRDI customer experience and implement benchmarks for increased satisfaction
     A. Explore implementation of annual campus-wide HRDI customer service survey
        • Established Qualtrics survey questions to determine overall satisfaction of the division, departments and special projects (i.e. CHRS). The HRDI Satisfaction Survey was developed and launched to campus in late April. The survey was completed on May 13. Survey review and analysis has begun. Reporting will be completed and released to the division by end of fiscal and to campus in July.

     • Develop strategies for divisional resource needs and budget stabilization
       A. Develop and implement HRDI annual fundraising plan
          • Total Fundraising for the year for the division of HRDI was $32,239. This included donations for the annual Wellness Expo, Kaiser Sponsorship of the 10K A Day Walking Challenge, St. Jude donation to establish a walking path as part of the Healthy Campus Initiative, a micro grant from Interfaith Youth Core for Allyship Training, SchoolsFirst donation to New Employee Orientation and employee payroll deduction donations.
          • The Titan Faculty and Staff Emergency Fund was created this year and HRDI created the process for awarding the funds and will also be responsible for reconciling. As of May 25, the total gifts received to the fund were $9,092.

       B. Provide monthly reporting on HRDI funding and needs for additional resources
          • New 2019-2020 fiscal reports have been developed for each department and the Vice President. The reports include monthly expenditures, travel expenditure log and budget vs actuals. The budget report has also been updated to include expenditure tracking towards division goals. (refer to attachment)