5 Year Strategic Plan Highlights

Goal 1 – Employee Engagement

*Develop and support programs and activities that foster a diverse and inclusive community and increase employee engagement*

Engage employees by celebrating their accomplishments and building an inclusive community

- FSA Welcome back events
- New employee Orientation Mixer
- Student Employee mixers and recognition events
- Re-introduction of the Titan Excellence Award
- Titan Recognition Week as part of the University Awards Program
- Virtual UAP during COVID with virtual TRW
- Various HRDI division engagement events
- Titan Day of Service
- VP Forgues engagement items – met with every employee – retirement cards

Develop and implement initiatives to support holistic employee physical and financial health and wellness

- As a part of our Healthier Campus Initiative, the campus participated in Healthy Campus Week
- Provided numerous Flu and COVID vaccine clinics
- Jet Dental on-campus services
- A 2-mile walking path was established through a grant received from St. Jude
- Provided various wellness programs focused on employees' work-life balance, physical, emotional, financial and occupational wellness
- Continued to provide wellness programming for employees through the pandemic
- Implemented the 9/80 schedule during the summer months
- Provided benefit orientations for new employees

Create leadership and professional development programs to further recruitment and retention of a high-quality and diverse faculty and staff

- Staff Development Center
- Annual Staff Development Conference
- Staff Wellness Retreat
- MPP Core competencies- used to guide professional development and training
- The MPP Fundamentals - The Leadership Excellence and Development (LEAD) pilot program will launch in June 2023.
- Inclusive Leadership Symposium
Developed new diversity initiatives
- Inclusion Champion Certificate Program (ICCP)
- Diversity and Inclusion Leadership Academy (DILA)
- Conflict Resolution programs
- One Book, One CSUF
- Titan Table Talks
- Critical Conversations
- Inclusive Leadership Symposium
- Monthly Diversity Newsletters
- Equitable and Inclusive Search training
- Faculty of Color (FOC) Learning Community
- Introduction to Racial Equity Module (now self-paced)
- Equity Minded Decision-Making training module

Support GI 2025 and student success
- A student employment website was created to support our student employment program and to assist the student-employee population on campus better
- Hired Student Employment Analyst
- Partnerships with career centers on job fairs
- First-ever student employment mixer
- Student Employee Recognition event

**Goal 2 - Leveraging Technology**

*Pilot and adopt technology solutions to improve customer experience and service delivery*

Led the CSU System to develop and implement the common applicant tracking system, CHRS recruiting, for all employee groups
- Launched CHRS recruiting across all employee types
- Launched the CHRS onboarding process with I-9 tracker integration
- Integrating CHRS Recruiting to LinkedIn Update
- Accurate Integration

As an early adaptor of the CHRS project, complete all implementation strategies
- Lead campus on the design of CHRS
- Lead the design for the temp faculty module
- Testing
- Training
- Ready for go-live in November
Implement technology solutions to streamline processes and seamlessly integrate services
- HRDI becomes paperless
- Worked with OAIE on data dashboards
- Implemented a new separation system utilizing ServiceNow to integrate property clearance and workflow
- Implementation of PayScale
- Implementation of Abscessof

Broaden HRDI services to include self-service options
- Implemented Smartsheet throughout the division
- Enhance study abroad and study away self-service capabilities
- Utilize available and emerging technology to expand learning opportunity modalities
- Collaborated with the Employee Training Center and the Chancellor's Office on transitioning CSUF to the new Learning Management System (SkillPort to SumTotal
- Partnered with the FDC to provide on-demand orientation modules for new part-time lecturers
- Implemented paperless Direct Deposit via CEC portal

**Goal 3 - Data-based decision making**

*Use employment and customer service data to inform operational and strategic decision-making*

Enhance various data reports to empower decentralized decision-making around human resource functions to increase employee recruitment and retention
- Develop baseline reports related to staff and faculty recruitment and retention
- Analyze Discrimination, Harassment and Retaliation (DHR) complaint data to identify trends and needs related to training, professional development, and awareness
- Partner with OAIE on the creation of data dashboards related to staff and faculty employee data

Assess the HRDI customer experience and implement benchmarks for increased satisfaction
- Creation of the HRDI Customer Satisfaction Survey
- Risk Management revised the travel request process in response to feedback from departments and faculty
- Labor and Employee Relations modified internal response practices to enhance customer service and inquiry tracking
- Complete annual division assessments

Develop strategies around divisional resource needs and budget stabilization
- Secured baseline funding mitigating division budget structural deficit
- Continue to assess priority needs annually and advocate for funding at the campus level
Goal 4 - Proactive Communication

*Improve and streamline communication between HRDI and University Stakeholders to model transparency and best practice*

Update and enhance the HRDI website to increase engagement and accessibility as a one-stop shop for HRDI services
- Complete website redesign
- Developed COVID-19 HRDI website
- Created the HRDI Annual Report

Communicate critical guidelines and processes for HRDI functions
- HRDI News and Updates
- MPP Business Continuity calls
- Utilization of digital display and social media

Goal 5 – Collaborative Partnerships

*Pursue strategic collaborations with University partners to strengthen diversity and inclusion and scale University initiatives*

Unite stakeholders around initiatives to positively impact compositional diversity and an inclusive climate in support of the University's Strategic Plan
- Conduct education and outreach about Discrimination, Harassment Retaliation
- Goal 3 of the Campus Strategic Plan
- Campus Climate Survey
- Development of the bias response protocols

Collaborate with University partners to develop or revise key initiatives, policies, and procedures
- Revision to the evaluation timeline was implemented and communicated to the campus community
- Implement the new separation and property clearance process
- Work with campus partners to update the process for faculty additional pay
- Collaborated with campus partners on drone policy and presidential directives
- Worked with the Global Titan Center to review study away and study abroad procedures to implement best practices
- Collaborated on free speech website and content
- Worked with the Academic senate and the DEI committees to draft a new University Policy Statement (UPS) to incorporate additional equity practices throughout the search process
- One Book One CSUF
- Titan Table Talks
- Implementation of Telecommute and 9/80 Summer Schedule
- Collaboration on Social Justice Week
- Collaboration with other campus divisions on Days of Service
• Collaboration with campus partners to launch the Campus Climate Response Team

Develop, promote and deliver training programs that support cross-divisional goal attainment and address employee development and expertise

• MPP Core Competencies developed
• Assessment of training and professional development on campus
• Development of additional ongoing professional development and training programs through engagement and learning

Diversity and Inclusion Initiatives

• All work around goal 3 of the University Strategic Plan, including developing and implementing the campus climate survey
• Critical Conversation sessions to provide resources, tools and proper space for processing events in our city, county and nation
• Established a benchmarking task force to identify key success indicators and metrics for recruiting and retaining a highly qualified and diverse faculty and staff

Pursue opportunities to develop relationships and increase communication with University partners

• HRDI members serve on various Academic Senate committees
• Built strong relationships between union representation and the Labor and Employee Relations (LER) unit

Continue work related to COVID-19, develop re-entry plans for the division and assist in developing a phased approach for campus re-entry. (new in 20-21)

• With People First as our guiding principle for campus re-entry, three post-pandemic initiatives were developed and fulfilled in the 21-22 fiscal year to support a successful return to campus
  o Wellness- support employee wellness to ensure our people can provide excellent student support
  o Evolving Culture- explore how we sustain productivity & identify what is best for our employees- telecommute etc.
  o Information Pipeline- ensure continued communications on re-entry and how our work will look differently post re-entry