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. Lead the CSU System to develop and implement the common applicant tracking system, CHRS Recruitment (PageUp), for all employee groups.
   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. Lead the CSU System to develop and implement the common applicant tracking system, Common Human Resources System Recruitment module, for all employee groups.
      A. Lead conversations in the development, testing and implementation of CHRS Recruitment module
         • HRDI took the lead in coordinating with our campus and CSU partners ongoing conversations leading to the successful implementation of CHRS recruitment platform.
      B. Participated in system-wide training, documentation, development and testing.
         • HRDI CHRS Recruiting Implementation team was a pivotal partner with the CO as a leading campus of the CHRS Recruiting foundational design and implementation for all 23 campuses.
      C. Participated as an expert resource to the next “wave” of campuses within the CSU.
         • Participated in lead, super users, IT and subject matter expert sessions in Q1 hosted by the Chancellor’s Office and led by PageUp consultants to provide in-person and hands-on configuration and workshops. Collaborated with other Wave 1 campuses regarding campus practices and LEAN process exercises. Continue to participate in weekly collaboration meetings to discuss common issues, findings, discoveries and solutions.
   2. Implement technology solutions to streamline processes and seamlessly integrate services.
      A. Implemented ALERT case management system.
      B. Explored possibilities of a content management system for HRDI forms to eliminate the need for print and scan and to create electronic personnel files. Discussions with IT partners are underway and will continue to the next fiscal year. Exploring all options for implementation of a robust content management system in the 2019-2020 that will support HRDI’s paperless goal to have an easy workflow approval and retrieval process.
      C. Assess and implement use of Adobe sign/and other tools on CSU releases of liability.
         • Received approval from CO to move forward with the project. This will carry over to 2019-2020 for implementation in Q3 2020.
   3. Broaden HRDI services to include self-service options.
      A. Continue to develop resources for Manager’s Toolbox. Streamlined the format of reports that are available in the Manager’s Toolbox. This process has increased reporting efficiency.
B. Enhanced study abroad and study away self-service capabilities.
   • Convened a working group to evaluate travel incidents and implement new protocols to manage risks. Also convened a college based working group to identify and address home-study risks related to study abroad programs.
   • Streamlined required written risk assessment for high-hazard travel and broadened review to include high-hazard travel by faculty and staff.
   • Further streamlined administrative review of travel to Mexico to create a more efficient process.

C. Utilized 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). Conversion was completed and new SumTotal software was rolled out systemwide January 2019.
   • Partnered with the FDC to provide on-demand orientation modules for new part-time lecturers that historically have been unable to attend on-campus orientation due to conflict with other employment obligations. Lecturers’ orientation is now online.

D. Streamlined Professional and Organizational Development evaluation process in order to enhance featured learning opportunities.
   • Implemented new evaluation tools for diversity education and inclusivity programs that has resulted in 200 responses that will be analyzed to inform future content, identify services gaps within the workforce, and build sessions for the 2019-2020 academic year.