Human Resources, Diversity and Inclusion (HRDI) Strategic Plan

Strategic Direction (Goal) 4 Highlights

**Strategic Direction (Goal) 4:** Proactive Communication: Improve and streamline communication between HRDI and University stakeholders to model transparency and best practice.

A. **Objectives to Achieve the Goal:**
   1. Update and enhance the HRDI website to increase engagement and accessibility as a one-stop shop for HRDI services.
   2. Communicate critical guidelines and processes for HRDI functions.

B. **Measurements/benchmarks that prove the goal was accomplished:**
   1. Update and enhance the HRDI website to increase engagement and accessibility as a one-stop shop for HRDI services.
      A. Updating website pages. Mapping and review of existing content is complete and website design has been completed and departments are well on their way to developing updated content. The goal is to have the HRDI website live to the campus by December 2019.
      B. Develop and implement the CHRS recruiting solutions on-boarding portal page to attract highly qualified candidates to enrich and diversify our applicant pools.
         • CHRS Recruiting web portal framework completed in Q1.
         • In collaboration with IT, enhancements were made to the Jobs@CSUF landing page to prepare for CHRS recruitment as well as to attract highly qualified candidates to enrich and diversify our applicant pools.
      C. Explored self-service options for customer questions. (Chatbot implementation)
         • Development of a Chatbot for HRDI customer service is in progress.

   2. Communicate critical guidelines and processes for HRDI functions.
      A. Establish and communicate guidelines for (a) international travel, (b) high hazard international travel, (c) faculty-led study away and study abroad programs and (d) faculty/staff visas and permanent residency.
         • Initiated process to evaluate travel incidents and implement new protocols to manage risks.
         • Further streamlined administrative review of travel to Mexico to create a more efficient process.
         • Risk Management (RM) obtained approval and secured funding to purchase Concur Locate and import student data from Terra Dotta. This will allow RM the opportunity to electronically track and communicate with faculty, staff and students engaging in domestic or international travel as well as track field trip and internship locations.
      B. Develop guidelines concerning minors on campus.
         • Ensured the adoption of recommended risk management measures aimed to reduce risks of minors participating in events on campus.
      C. Create and implement plans for communications using a variety of modalities.
         • Established a DIEP activity report shared monthly with campus leadership.
         • Faculty Recruitment Report is updated weekly and shared with leadership.
         • Manager’s toolbox is frequently updated.