

San Jose State University

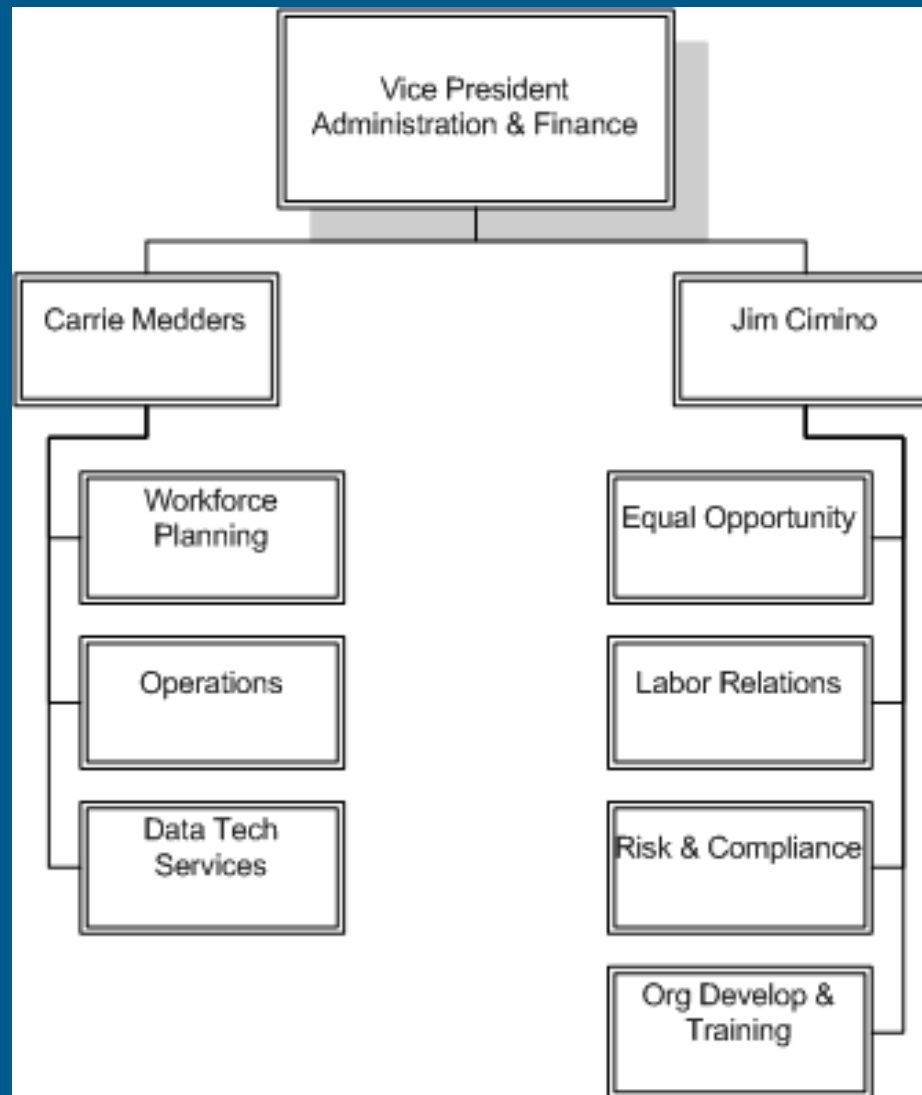
Human Resources User Group In-Person Meeting

September 14, 2012 / Led by Carrie Medders, Sr. Director of HR Operations

Agenda

Organizational Overview
Explanation of HR Groups
Process Review Outcomes
PeopleSoft Support
What's Next?
Announcements
Questions?

Organizational Overview



Organizational Overview

Carrie Medders and Jim Cimino overseeing HR

- Carrie is on a one-year temporary assignment
- Jim is a rehired annuitant/former HR AVP at East Bay
- Anticipate recruitment for AVP position in the Spring

Reviewing organizational structure to determine best placement of units, staff and tasks

Goal is to be a more proactive organization with streamlined, more efficient processes

Explanation of HR Groups

HR Advisory Council

- Advisory to HR leadership; provide input and insight on proposed/existing HR policies, procedures and operations; act as liaisons between HR and Vice Presidents as well as HR and division management teams
- Current Membership:
 - Dorothy Poole/Office of the President
 - Charles Whitcomb/Division of Academic Affairs
 - Elna Green/Office of Faculty Affairs (backup: Natalie King)
 - Astrid Davis/Division of Administration & Finance
 - Marie Tuite/Division of Intercollegiate Athletics (backup: Matt Witty)
 - Sharon Willey/Division of Student Affairs
 - Julie Jimenez/Division of University Advancement

Explanation of HR Groups

College HR Contacts

- Administrative contact in college; ensure processes completed effectively; ensure HR information is communicated; act as liaisons between HR and college deans, associate deans and chairs as well as college staff
- Current Membership
 - Ramon Perez/College of Applied Sciences and Arts
 - Dora Ruiz/College of Business
 - Sami Monsur/College of Education
 - Molly Crowe/College of Engineering
 - Brenda Wilhelm/College of Humanities and the Arts
 - Namrata Shukla/College of International & Extended Studies
 - Steve Geraci/College of Science
 - Peggy Carlson/College of Social Sciences

Explanation of HR Groups

HR User Group

- Facilitate communication between HR and all users of HR services; open to all employees
- This group will meet quarterly in-person and will use the public Google group for other communication

Process Review Outcomes – Fee Waiver

Automation of Process

- Process will be automated via Imaging or another web-based tool
- Combined staff and faculty process
- Workflow and online approvals
- *Planned Implementation: Pending Technical Review & Development*

Process Review Outcome – Volunteers and POIs

Automation of Process

- Process will be automated via Imaging or another web-based tool
- One online process for all types
 - Until automation is complete all Persons of Interest forms should be sent to HR, none to CMS Help Desk
- Combined staff and faculty process for volunteers
- Workflow and online approvals
- *Planned Implementation: Pending Technical Review & Development*

Process Review Outcomes - Recruiting

Request to Recruit Approval

- HR approval will move to end of process so all approvals take place before it gets to HR
- Approving request to recruit for position, NOT the classification
- *Planned Implementation: 10.1.2012*

Process Review Outcomes – Recruiting

Review of Job Announcement before Posting

- This step is eliminated
- Announcement built from position description
 - HR is the expert in recruiting and will ensure postings are consistent and inviting to attract a good pool of talent
- Salary analysis will no longer be provided prior to posting
 - HR will post the anticipated hiring range based on analysis, as well as the full range for staff positions; MPP positions will typically state that salary is commensurate with experience
 - Salary analysis will be provided when applications are routed
- *Planned Implementation: NOW*

Process Review Outcomes – Recruiting

Application Screening

- Departments have option to screen for minimum qualifications
 - Decision to screen your own applications must be made at beginning of recruitment, not when you know how many applications there are
- Training/Guidance from HR on how to evaluate
 - This will be posted on the HR website
- Applicant calls will be forwarded to department
- *Planned Implementation: 10.1.2012*

Process Review Outcomes – Recruiting

Interview Questions

- No longer required to submit to HR
- Information on what can/can't be asked will be posted on the HR website
- Sample questions will be made available
- *Planned Implementation: NOW*

Process Review Outcomes – Recruiting

Application

- Removing items not used
- Changing some items from required to optional
 - Example: Removing the requirement to include a minimum of one reference on the application; field will be optional
- *Planned Implementation: Late Fall 2012 (dependent on technical development and CMS Central due to code freeze)*

Process Review Outcomes – Recruiting

Interviews

- Video interviews may be substituted for in-person
 - Process must be consistent with the same committee interviewing via video as in-person, using the same questions
 - Cannot interview some individuals via phone and some in-person; if one is one phone, they must all be on phone; if one is in-person, they must all be in-person or via video
- A telephone interview should not be considered the final interview

Process Review Outcomes – Recruiting

Online Screening Process

- Replacing paper forms
- For applications and interviews
- Security will be mimic PeopleSoft; no access unless you're part of a hiring team
 - For non-SJSU hiring team members we will grant security in the new system only
- *Planned Implementation: Late Fall 2012 (dependent on technical development)*
 - Until development is complete you may develop a screening spreadsheet to use instead of the individual forms if you desire; just make sure to include all the relevant information from the forms

Process Review Outcomes – Recruiting

Transition of Support for Process

- Move functional support from CMS Help Desk to HR
- Move technical support from Admin Programming to HR
- Better support for applicants
 - Applicants will contact HR directly
 - Campus users should still use the CMS Help Desk to report a problem; issues will be forwarded to HR for resolution
- MySJSU and HR websites will be updated
 - Job Applicants page will be removed from MySJSU and migrated to the HR site
- *Planned Implementation: 10.1.2012*

Process Review Outcomes – Recruiting

Equal Opportunity/Confidentiality Signoff

- New checklist that incorporates EO, confidentiality and recruitment responsibilities to be signed by each committee member
 - Signature indicates understanding and agreement to all responsibilities of hiring team
 - Once a signed copy is on file it won't have to be signed again unless major process changes occur
- *Planned Implementation: 10.1.2012*

Final Packet Submission

- Must be emailed all at once, not bit by bit
- Will be eliminated once online screening is implemented
- *Planned Implementation: NOW*

Process Review Outcomes – Recruiting

Offer Accepted Email

- When email sent confirming acceptance of offer, attach Employee Profile; don't send separately; don't follow with hard copy of Employee Profile either
- *Planned Implementation: NOW*

Process Review Outcomes – Recruiting

LiveScan

- Only out-of-state applicants will be LiveScanned during the interview process
 - If applicant is from another part of California (e.g. San Diego, Humboldt), it's okay to have them LiveScanned during the interview process
 - We expect applicants in the area to be able to come back for scanning
- Final candidate will be LiveScanned once selected
 - HR will contact the applicant and arrange the scan
 - If results back within a week, offer can be made
 - If results not back within a week, conditional offer can be made

Process Review Outcomes – Recruiting

LiveScan (continued)

- Update to language in interview email
 - HR will provide updated language to include in the email departments send to candidates when interviews are scheduled
- Reference release form still required
 - Departments should still have candidates sign reference release form during interview
 - HR will review the online application to determine if an online release for references is included or if it can be added
- *Planned Implementation: 10.1.2012*

Process Review Outcomes – On Boarding

Offer Letter

- Letter will be updated to provide more information
 - Link to HR website and online documents to be completed prior to arrival
 - Parking permit for first day
 - Information on first day expectations
- Goal is to make candidate feel like part of the SJSU community before they arrive on campus
- *Planned Implementation: 11.1.2012*

Process Review Outcomes – On Boarding

New Hire Orientation

- Change from 1x1 to small group
 - Gives new employees chance to meet other new employees
- Twice a week for one hour (days/times TBD)
- Provide consistent information about SJSUOne, MySJSU, HR, etc.
- Benefits orientations remain individual
 - Will try to schedule these before or after the group orientation but could be scheduled on another day
- *Planned Implementation: 11.1.2012*

Transition from CMS/Admin Apps to HR

- HR becomes first level troubleshooter
- HR's technical team becomes second level
- Admin Apps/Admin Programming is contacted when something local is broken
- CMS Central is contacted when something delivered is broken
- CMS Help Desk should still be used
- *Planned Implementation: 1.1.2013*
 - More information will be provided about this transition as we get closer to 2013

What's next?

Process Reviews

- Classification/Compensation
 - In progress
 - Anticipated completion: End of September/Early October
- Employee Support Services
 - Includes Employment Transactions, Benefits, Absence Management, Time & Labor, Payroll
 - Planned start: October

Announcements

Open Enrollment

- Started 9.10.2012, Runs through 10.5.2012

Employee Services Fair

- 9.20.2012 / 10am – 2pm / Barrett Ballroom

Staff & Management Service Awards Luncheon (Sold Out!)

- 9.27.2012 / 11am – 1pm / Barrett Ballroom; doors open at 10:45am

New Defensive Driver Online Training Program

- Information posted to HR User Group (Google)

Announcements

Reminder to Review Vacation Balances

- Information posted to HR User Group (Google)

California State Employees Charitable Campaign

- Will take place in October; information sent later this month

Well U Google Group Now Public

Thrive Across America Fitness Program

- Information session 9.19.2012 / 12pm – 1pm / MLK 225/229

Questions?

Answers to questions asked during the in-person session were incorporated into this presentation. If you have additional questions please post them to the HR User Group via Google. We will respond to the group with answers.

Thanks to everyone who attended. We plan to hold the next meeting in early December.



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