

Human Resources&Student Employment

Office of Human Resources and Student Employment

Introduction

The Office of Human Resources and Student Employment is committed to providing excellence in leadership, direction, and assistance to faculty and staff of the University in all employment services from recruitment and selection of new employees through the retirement processing of employees completing their careers. The staff promotes a positive and welcoming work environment for University employees by proactive and creative problem solving and by providing continuous opportunity for growth and development.

Performance Objective 1 To continue to develop processes to automate, simplify, and direct the flow of business processes and information across various personnel and departments resulting in more efficient operations while ensuring consistency and accuracy of data/forms.

1 Assessment and Benchmark

Benchmark:

- Process 100% of separation actions using Workflow.
- 100% of supervisors will be trained to use Workflow.
- Begin using a Workflow for new hire processing central in Human Resources. This workflow will trigger from New Hire EPAF and will flow information paperless.
- 100% of new hires and re-hires will be processed through Workflow thereby eliminating the need to “flow” paper documents and files through Human Resources, through to Payroll, and any other need-to-know personnel.

1.1 Data

2016-2017:

- All separations are processed using Workflow that was developed for the Exit Process.
- All supervisors are trained to use Separation Workflow processes.
- Classified new new hires are currently processed using Workflow. Paper documents and personnel files are no longer created or flowed through Human Resources personnel. All documents are immediately scanned into BDM and the New Hire Workflow flows information through Human Resources, Payroll, and any other need-to-know personnel.
- Working on Visiting Lecturer EPAF and Workflow which will lead to a workflow for Human Resources to process Visiting Lecturer new hire.

2017-2018:

New hire processing through Banner Electronic Personnel Action Form (EPAF) Banner Workflow and BDM has been accomplished for Classified Hiring creating an electronic personnel action notice for Letter of Offer and the ability to flow new hire information through all personnel who are involved in processing new hires. We are able to communicate with the new hire and the supervisor prior to employment begin date and flow MyMcNeese Portal information and other security information seamlessly to new hire. Rubber stamp feature in BDM is being utilized for required approval signatures related to Classified New Hire, rather than flowing paper documents through personnel. We are able to accomplish all tasks within a 24-hour period and have all data input and the employee ready to go prior to the start of the employment. This method is paperless and meets our requirements of streamlining our office through paperless, electronic methods.

Human Resources has started progress on utilizing EPAFs, Banner Workflow, and BDM for all other personnel transactions such as title change, reorganization, promotion, demotion, etc. for classified personnel changes.

Human Resources will start progress on using EPAFs, Banner Workflow, and BDM for new hire processing for administrative and faculty hires before the end of fiscal year 2019.

1.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:

- Will continue to assess and create additional Workflows which may trigger from EPAF or action in BDM to flow information and business processes across campus in an electronic manner.

2017-2018:

- Will begin work on New Hire Workflow for administrative and faculty Hiring.
- Will begin utilizing EPAFs for all personnel actions in fall 2019. Project is in test phase.

2 Assessment and Benchmark

Benchmark:

- Explore and create Electronic Personnel Action forms through Banner Self-Service for all personnel actions.
- Train University personnel to use EPAF and associated Workflows.
- Roll into production the Classified New Hire EPAF with Workflow to process classified hiring. All steps are in place to begin as of July 2017.

2.1 Data

2016-2017:

- The Human Resource department has implemented Electronic Personnel Actions or EPAF through Ellucian Banner Self-Service for processing separations, visiting lecturer payroll, and overload payroll. These actions are central in Human Resources and have not been outsourced to departments. This EPAF central process has saved time in data entry allowing the analyst more time to devote to other projects. This has streamlined work processes in Human Resources and provides for more accuracy with less actual entry into the system.
- New Hire EPAF and associated New Hire Workflow was created and implemented to TEST system for Classified New Hires. This process tested successful and is moved to production. Going live July 20, 2017 for Classified New Hires.
- New Hire EPAF and New Hire Workflow will be created and implemented in the near future for visiting lecturer hiring and employment.
- New Hire EPAF and New Hire Workflow was created and will be moved to TEST system for administrative and faculty hiring before the end of 2017.

2017-2018:

New Hire EPAF and New Hire Workflow project for administrative and faculty hires will be started fall 2019. All other projects were complete.

2.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:

- Human Resource personnel were trained to use EPAF centrally and implemented EPAF centrally for classified employment hiring.
- Supervisors and other University personnel require training for Human Resources to decentralize EPAF. Will begin training fall 2017 for visiting lecturer hiring.
- 100% of personnel actions should be processed using Self-Service EPAF mid-year 2018.

2017-2018:

New Hire EPAF and New Hire Workflow for administrative and faculty hiring will begin fall 2019.

3 Assessment and Benchmark

Benchmark:

- Eliminate creation of paper employee or personnel files.
- Explore BDM access for various campus departments for sharing of necessary documents.
- Eliminate all insurance and retirement personnel files with 100% scanned into BDM.
- Scan all inactive personnel files into BDM.
- Begin back scanning all active personnel files in fall 2017 and should have all personnel files eliminated by December 2017 with all securely stored in BDM.
- Begin redacting social security numbers from all scanned files in BDM starting in fall 2017 for security purposes.

3.1 Data

2016-2017:

- All documents contained in a new employee personnel file and all hiring documents associated with a new hire are immediately input into Banner Document Management for storage thereby eliminating the need for any paper storage as of January 2017. This eliminates the need for file clerks, file cabinets, file folders, file binders, file labels, etc. which will reduce the money necessary in supplies and equipment and reduce Human Resources budget.
- Human Resources has included Payroll personnel in workflows using BDM and has opened access to certain documents to Payroll as allowed.
- Safety Office can view and approve Official Driving Records in BDM through access created and workflow process.
- Human Resources is sharing the Key Agreement document type with Maintenance to ensure that exiting personnel are turning in correct keys upon exit. This has brought much improvement to the key system and to the exit process in general.
- Graduate assistants will begin back scanning and redaction of social security numbers during fall 2017 semester.

2017-2018:

All projects were implemented and are complete.

3.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:

- Create a retention schedule for electronic storage of documents in BDM.
- Explore granting access to documents in BDM for need-to-know personnel.
- Continue creating document types and batch grouping types for BDM.
- Ensure student workers stay on track with scanning and indexing of documents.

2017-2018:

All projects were implemented and are complete.

4 Assessment and Benchmark

Benchmark: Implement NEOGOV electronic hiring system.

4.1 Data

2017-2018:

Currently working to update and maintain the Unclassified Hiring Plan and move Unclassified Hiring into an electronic applicant tracking and hiring system, NEOGOV. Expect to begin using NEOGOV for Unclassified Hiring by September 1, 2018. The launch will be in stages with Human Resources oversight and management initially until all personnel can be trained and system can be operated effectively by search chairs and committee members.

Implementation will include:

- Begin using NEOGOV for online applicant tracking;
- Revise Unclassified Hiring Plan for electronic method;
- Streamline/manage Unclassified Hiring Plan and eliminate paper forms;
- Create an "E-Recruitment" tab on the MyMcNeese Portal to incorporate all hiring plan information into one easy-to-find area for managers.

4.1.1 Analysis of Data and Plan for Continuous Improvement

2017-2018:

This is a new benchmark and should be initially started in September 2018 in a basic implementation. Human Resources will provide oversight and will train in stages to a full implementation within one year.

Performance Objective 2 To provide excellent employee benefits services.

1 Assessment and Benchmark

Benchmark: Implement online benefits enrollment.

1.1 Data

2017-2018:

Developed a partnership with USI for brokerage services and secured a full time insurance broker, at no cost to the University.

- The broker will resolve and work directly with any employee complaints or issues regarding supplemental coverage thereby relieving the Director of Human Resources or the Benefits Coordinator of this duty.
- The broker will provide training and/or resources necessary for effective Benefits Management.
- The broker will submit a request for proposal to at least six major supplemental insurance carriers at the beginning of each three year period or will retain current carrier in order to ensure employees have the most comprehensive, affordable plan possible for the group size.
- The broker will research and/or examine all supplemental insurance plans to ensure that the company and/or plan is at least A+ or A1 rating and assist Director of Human Resources in making decisions concerning vendors and products.
- The broker will ensure that the billing and enrollment systems are electronic and are the most effective products that are affordable to the University thereby reducing the amount of Human Resources and Payroll manpower used to enroll employees and to remit payment to vendors making departments more effective with less employee manpower.

Human Resources will begin work on Self-Service Benefit Enrollment through Banner Self-Service. Implementation will be prior to October 2019. Banner Self-Service enrollment will automatically populate Banner system screens with deductions thereby lessening and decentralizing some of the current Human Resources data entry.

1.1.1 Analysis of Data and Plan for Continuous Improvement

2017-2018:

New goal, will assess next year.

Performance Objective 3 To provide students with employment opportunities that will contribute to their success.

1 Assessment and Benchmark

Benchmark: Publish student employment information online and on the portal.

1.1 Data

2017-2018:

Many McNeese State University students have their very first career and professional development growth opportunities in on-campus student employee roles. Student employment can be the first step into the professional work life and can lend to the development of critical job skills such as effective communication, organization, technical, team play, business operations, etc. which that they will take into their professional career upon graduation.

Student employment is a cost-effective method of hiring which can:

- Provide student labor through work study funds/program not charged to the department;
- Student employees can perform a wide variety of tasks, if properly trained, which can free full time staff for other duties;
- Student work hours can be very flexible and they can possibly work non-routine office hours;
- Student employees can bring energy, enthusiasm, and new perspectives to campus offices; and,
- Student employees work well with other student customers and can see issues from the student perspective.

In consideration of above, McNeese Human Resources and Student Employment Office will:

- Design and/or implement MyMcNeese Portal information that can be accessed by student employees, prospective student employees, and supervisors to strengthen the student employment experience for both the student and the hiring department.
- Create a more engaging/appealing design for MyMcNeese Student Employee tab.
- Create/publish position descriptions that will allow a student to see job responsibilities/skills required for a position and will enable hiring departments to hire more effectively.
- Create electronic guides:
 - "Student Employment Experience" which gives positive reasons to work on campus and provides overall tips and guidance to student employees with sections on "Attendance", "Demonstrating Responsibility and Initiative", "Effective Communication", "Engagement and Interest in Department/Tasks" etc., which may lend to more effective student employee performance.
 - "Hiring Student Employees" which gives positive reasons to hire student employees and provides overall tips and guidance to hiring supervisors/departments with sections on importance of establishing "Department Rules", "Department Mission/Goals", "Student Employee Training and Mentoring", "Student Employee Feedback" etc., which may lend to more effective roles for student employees in the hiring department.

1.1.1 Analysis of Data and Plan for Continuous Improvement

2017-2018:

New goal, will assess next year.