



Office of Human Resources and Student Employment

#8 Plan cycle - 8
Plan cycle 2022/2023
7/1/22 - 6/30/23

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

2018-2019:

- Human Resources Director has completed writing the additional Workflows for the following personnel actions: Salary Adjustment (promotions, demotions, pay raise, educational increment, etc.), Title Change, and Transfer (transfer covers all personnel actions where the employee changes departments) and they are in production. These Workflows begin with a Self Service EPAF that triggers a workflow. At this time, there are no notices to the employee created with any of the new EPAF's but this project will continue until notices can be automatically generated through the data entered into the EPAF, thereby relieving me of typing notices to employees of the status change in their employment. We are still testing and working out the bugs but will move forward with all very soon.
- Other Human Resources staff have been assigned to create a duplicate of a Workflow that was already written for New Hire processing for Classified Employment. Currently, the EPAF information entered for new classified employees triggers a New Hire Workflow which automatically generates the Letter of Offer for Classified Employees and then emails the letter to the candidate and the hiring manager. A response to the offer is requested from the candidate and they send their acceptance to me and the hiring manager in a return email. Work has started with my staff mapping out my request to develop a replica of this Workflow which will be used for Administrative and Faculty hiring. At the inception of this new Workflow, a Letter of Offer will not be produced but all other steps will be activated. Senior Management must approve the electronic Letter of Offer for Administrative and Faculty Hiring to move forward.

2019-2020:

2020-2021:

- We have completed the new hire workflow for processing new administrative staff and faculty hiring. With the workflow method, set up in Banner is automated and email and access is set up earlier than before the workflow. We can notify various campus personnel regarding new hires with this process as well.
- All new hires, including student workers, are onboarded through NEOGOV which simplifies the task of new hire paperwork and also provides a means of paperwork completion prior to hire which lessens the amount of time spent in Human Resources on the 1st day of employment.
- We will begin looking into a workflow for new and returning Visiting Lecturer's in the near future.
- Working on electronic forms to create a more paperless environment for Human Resources saving dollars and time spent in processing forms. Allows for a dashboard to see where a form is in stages of approval. Will use this process for hiring plan paperwork once forms can be established.

2021-2022:

- Added an additional step in the administrative and faculty new hire workflow which flows to University Computing Services to create a new hire email address or to change a student email address to a non-student email address if the new employee is not registered in any classes at McNeese.

- Added an additional step in the administrative and faculty new hire workflow to email the new hire a link to the Conflict of Interest form to complete. A timer is set on this step to flow back to me to check if the form has been completed. The workflow has a Yes or No answer and if No is checked, the email flows again to the new hire to complete the form. This continues until the form is completed. This has been successful to gain completion of this required form.

2022-2023:

- 100% of hires and rehires are going through Workflow.
- Added an additional step in all new hire workflows to email the new hire a link to the Voluntary Self Identification of Disability form to complete. This ensures we meet the required legislation La. R.S. 46: 2597, which refers to the SAME (State As a Model Employer) program. This process has been successful in receiving completed forms from new hires and supporting our SAME Agency Plan initiative.

1.1.1 Analysis of Data and Plan for Continuous Improvement

2018-2019:

- Continuing to update and modify as needed and requested Separation Workflow and New Hire Workflow for Classified employment.
- Working in production on other personnel action EPAF processing, working out bugs.
- Intent to move into production the New Hire Unclassified Workflow before the end of 2019.

2019-2020:

2020-2021:

- New hire workflow for processing administrative and faculty hiring is live and in production and we began processing fall 2021 new hires through this method cutting the time needed to get a new hire into Banner with email and other access.
- All new hires are officially onboarded through NEOGOV beginning fall 2021.
- We will continue to monitor and modify new hire workflow for AD and FC hiring and adjust as needed.

2021-2022:

We will begin examining workflows and dynamic forms for Visiting Lecturer and Graduate Assistant hiring plans to streamline current processes and move from a paper-driven process to an electronic process. We will also continue to monitor existing workflows for effectiveness.

2022-2023:

We will refine the workflow process and start using dynamic forms in 2023-2024 for Visiting Lecturers and Graduate Assistants. The hiring plans will be updated as well to reflect the changes.

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

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.

2018-2019:

- EPAFs for New Hire Classified, Overload, Mass Raises, and Visiting Lecturer payroll have been completed and have been operational for 2 years. These projects are central in Human Resources and have not been outsourced to hiring managers or other University personnel. The EPAF for Overload, Visiting Lecturer, and Mass Raises allow the HR Analyst who enters data to drop the Job data into the Banner system with a few actions in Banner rather than having to enter each Job or Raise individually. This method of processing has saved work hours and has brought greater efficiency to the actual data entered into the system through checks and balances that are available with this type of processing.
- New Argos reports are continuously written and produced to check data that is auto-entered into the Banner System.

2019-2020:

2020-2021:

EPAF has been created for new hires for Administrative and Faculty hiring and is operating centrally in Human Resources.

2021-2022:

We are using EPAF's centrally in Human Resources and may explore outsourcing EPAF's to departments but would require intensive training for departments.

2022-2023:

Maintained previous years' objectives. Once we evaluate our current EPAF and workflow standing, we will explore piloting EPAF entry to certain departments to test for problems and training opportunities.

2.1.1 Analysis of Data and Plan for Continuous Improvement

2018-2019:

- New Hire processing for Classified employment is 100% live in production and very successful. We are able to move from the applicant phase to the hiring phase, to include Letter of Offer which is electronic, in less than 24 hours to include all data entered into the Banner System and LaGov Database which enables email address to be assigned, employee ID to be established, securities to be granted, new hire paperwork to be processed and all need-to-know personnel with knowledge of new hire prior to first day of employment in an electronic, paperless method.
- New Hire processing for Administrative and Faculty should be in production by mid-fall 2019 and has been assigned to HR employees to complete this task. This will greatly speed up on boarding of employees.

2019-2020:

2020-2021:

New administrative and faculty EPAF is in production and connected to the new hire workflow.

2021-2022:

- Workflow has been completed but workflows require continuous assessment for effectiveness and adjusted when new forms/processes are required.
- Act 103 was enacted in the 2022 regular session of the Legislature which will require that all new hires complete a Voluntary Self Identification of Disability form upon hire effective 9/30/22. An additional step will be created in all new hire workflows. The new hire will receive an email with a link to the web based form to complete this form and this step will have a timer to repeat the email at least once as the form in Voluntary.
- Act 103 also requires that supervisors be trained every three years on the American with Disabilities Act. An additional step will be created in all new hire workflows which will identify the new hire as a supervisor or non-supervisor and will email the new supervisor with instructions to complete the mandatory training. A timer will be added to this step to circle back to Human Resources until training is complete.

2022-2023:

- Review and amend workflow processes for new hires and employee status changes.
- Review mandatory training program and new hire orientation portions of the workflow.

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 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

2018-2019:

- Social Security numbers were not redacted and this project will begin Fall 2019 and will be ongoing until complete. There are thousands of documents to consider in this project so it may take as long as two years to complete.
- Human Resources no longer stores any files in a paper method and all documents generated and received in Human Resources, 100%, are stored in Banner Document Management and paper documents are immediately shredded. This has produced a savings of approximately \$2000-\$3000 annually in supplies. Manpower savings has not been calculated at this time.
- Workflows and BDM documents have been shared with Payroll eliminating the need to forward paper documents to payroll. We will continue to share document types with Payroll as the need arises and continue to explore methods of sharing information with Payroll rather than passing paper documents.
- Defensive Driving process is totally electronic through a Workflow process, which eliminated HR mailing documents or emailing documents to the Safety Officer. We can update and sign records through rubber stamp in BDM. All driving records are stored electronically and our process has passed audit standards. At this time, this benchmark is complete.
- Key control and key inventory has improved greatly with the Separation Workflow process whereby an employee is notified of the keys in Key Control and they are told, ahead of their exit, that keys listed must be returned to Human Resources. HR now has access to view the Key Control agreements in BDM through sharing of documents with Maintenance. This eliminates the need to consult with Maintenance on key disputes and allows HR to manage key return for the University and make proper deductions from pay prior to the last check issued. This Workflow has also greatly assisted in the return of University property and the resolve of debt owed to the University. We will continue to update, monitor, and rearrange the Workflow as needed to ensure we have the best method available for all need-to-know personnel.

2019-2020:

2020-2021:

- Must begin a project to redact social security numbers and this will be ongoing
- Must create a retention schedule for electronic storage of documents in BDM

2021-2022:

We have not created the retention schedule or started the process of redacting social security numbers.

2022-2023:

- We will work on a retention schedule for electronic storage of documents in BDM.
- We will create a plan to start the SSN redaction project.

3.1.1 Analysis of Data and Plan for Continuous Improvement

2018-2019:

- We are continuously exploring our retention schedule and will work with the State office to ensure we are retaining electronic documents in the proper method. We may need to attend training with the State office to go forward.
- We have explored redaction within BDM and can now successfully redact information but must train student workers on this task. The students will focus on this task during Fall 2019 and also any other clean up that is required in BDM to include elimination of blank pages that are sometimes scanned as a result of wrong scanner settings. Will also check for duplicate records.
- We have expanded document types in BDM which better segregates documents and are now focusing on ensuring that our filing method in BDM is consistent and logical. We have been using BDM since 2012 and find that changes need to occur with time and larger files.
- We have opened up access to certain document types in BDM for need-to-know personnel such as Payroll for many items and Maintenance for key control and driving records.
- HR will train other University personnel to use BDM in an attempt to stop the flow of paperwork to and from Human Resources. The use of Banner Document Management and Banner Workflow triggers will allow the creation of an electronic bridge between Human Resources and other campus offices, most importantly, that of Academic Affairs, Budget Office, Business Affairs, and the Office of the President.
- HR began using Banner Document Management about six months ago to email documents directly from BDM, eliminating the need to print documents from BDM and then scan documents to send to outside personnel as was done in the past. Again, reduces paper waste and printer use.

2019-2020:

2020-2021:

Will create a document retention schedule by the end of fiscal year 2022 for documents stored in BDM and begin deleting documents if allowed by state office.

2021-2022:

We have not yet created the retention schedule for BDM personnel files.

2022-2023:

- We will create a retention schedule for personnel files.
- We will review the document types and storage system to ensure documents are categorized properly and easily accessible.

4 Assessment and Benchmark

Benchmark: Implement NEOGOV electronic hiring system.

4.1 Data

2018-2019:

- I am 75% complete on the project and hope to be 100% complete before the start of the fall semester. I assumed management of a very dated hiring process effective January 1, 2019, and it has taken longer than expected to move into the electronic method due to the large volume of hiring that occurred in the Spring 2019 semester. Over 100 employees were hired on Faculty and Administrative payroll since January 1, 2019, and I am solely processing current hiring while attempting to transition to electronic. Hiring has slowed effective July 1, 2019, so I should be able to complete by mid-August.
- Transition will be use of NEOGOV electronic applicant tracking and hiring system.
- Updated, streamlined hiring plan requiring less work for managers and less paperwork to manage resulting in greater efficiency in hiring.
- Step-by-step picture guide and training for managers in the use of NEOGOV.
- Dedicated space on the HR tab for new Hiring Plan for Administrative and Faculty Hiring.

2019-2020:

2020-2021:

- Began testing new hire for administrative and faculty hiring in April 2021 in NEOGOV.
- Finished Administrative Hiring Guide
- Working on Faculty Hiring Guide

2021-2022:

- We have fully transitioned Faculty and Administrative hiring into NEOGOV which provides an electronic applicant tracking and hiring system for these employment types.
- We have completed updated Hiring Plans for Administrative and Faculty hiring.
- We have streamlined these hiring processes and created a less paper driven process for HR and hiring committee.
- We will explore E-Offer Letter of Offer.
- We will explore moving the Letter of Intent to Employ into a dynamic form.

2022-2023:

- We have maintained the hiring process in Onboard, updating checklists as needed.
- We added additional items to the checklists in Onboard to require new hires to view benefits guides and I-9 ID document requirements.
- We will explore Dynamic Forms for new hires and implement at least one process in 2023-2024.

4.1.1 Analysis of Data and Plan for Continuous Improvement**2018-2019:**

- We did not meet the benchmark, but the potential to reach is a reality and will be complete this Fall 2019. I have created a new Hiring Plan for Administrative/Faculty Hiring that needs a few more hours of work to be complete and posted on the Portal. I will have the hiring plan for Administrative /Faculty hiring in NEOGOV by the end of August 2019.
- I have created a step by step picture guide intended to guide Manager's through NEOGOV without issue.
- I have decided against a dedicated tab for hiring plans on the Portal which I feel may just confuse Managers. We will enhance the HR tab of the Portal with an enhanced section for all Hiring Plans.
- I will continue to streamline the plan and enhance the manager's abilities within NEOGOV and intend to shorten the time it takes to hire through a more structured hiring plan.
- I plan on enhancing their notification abilities by using NEOGOV's send notice features.
- I plan on micro-managing NEOGOV initially and then training Manager's to take a more active part in the electronic system through training.

2019-2020:**2020-2021:**

We are in the production phase of NEOGOV Insight hiring for Administrative and Faculty hiring. We hope to be live with Administrative hiring October 2021.

2021-2022:

We have met the goal of moving administrative and faculty hiring into NEOGOV but will continue to explore other electronic methods offered through NEOGOV, such as E-offers and E-references.

2022-2023:

We will explore Dynamic Forms in 2023-2024 instead of NEOGOV's E-Offers due to the required President and Board approval of new hires.

5 Assessment and Benchmark

Benchmark: Continuously provide the most effective solution for the on boarding of new employees.

5.1 Data

2018-2019:

- Implement NEOGOV On Board platform-paperless process. E-forms can be loaded from the On Board portal directly into BDM. NEOGOV On Board allows the new hire to submit sensitive documents with electronic signature through a secure portal.
- Update and manage content on On Board platform to maintain efficiency.
- Expand the current content on the On Board platform to provide multiple pages dedicated to the Foundation, Athletics, Alumni, Banners, etc., provide the most relevant content, more engaging multimedia, more branding, etc. in an attempt to increase employee engagement and performance, improve new hire retention, provide easy to complete E-Forms, provide training and benefit information, links to training sites, links to self enroll in benefits, and many more items.
- Open the On Board platform to managers so that they can connect to the new hire On Board process and sign and return forms electronically and securely.
- Use the On Board platform to keep the employee engaged throughout the first year of their employment.
- Lessen the time the new hire must be in Human Resources on their first day of employment get them to the job sooner with necessary access to begin working.
- Use On Board to mentor new hires throughout the first year of employment.

2019-2020:**2020-2021:**

- We will begin adding all new hires to NEOGOV OnBoard fall 2021.
- We will enhance the appearance and broaden our use of the platform to include multiple pages to showcase the campus.

2021-2022:

- We are now using Onboard for all employment types.
- We have started work on additional portal pages for benefits and training.

2022-2023:

- We have cleaned up and updated the checklists in Onboard for the different employment types.
- We have developed portal pages for benefits and training but have not yet implemented them

5.1.1 Analysis of Data and Plan for Continuous Improvement**2018-2019:**

NEOGOV On Board Platform was purchased beginning July 1, 2018, and put into production toward the end of that year. We started with the very basic information and forms and have created some media with the assistance of our media personnel. It is working well and providing methods of collecting new hire paperwork well before the start date, thereby lessening the time spent in Human Resources. We will continue to expand and grow with the platform.

2019-2020:**2020-2021:**

- We are now using NEOGOV OnBoard platform for all hiring, to include Visiting Lecturer's and Students. We will continue to add information to this portal and will expand by adding page for benefits and for training.
- We will add orientation to the platform fall 2021.
- We will also add access forms and key control forms this fall so that a new hire can sign all needed paperwork prior to coming to work

2021-2022:

Continue working on using NEOGOV Onboard to full potential.

2022-2023:

- We will review the Onboard portals to create a more robust onboarding experience for new hires. The more we can streamline new hire paperwork, the more time we can spend with new hires on answering questions or guiding them to the appropriate resources on campus.
- We will explore E-Verify rules for ID document submission to see if there is an opportunity to expedite this process.

Performance Objective 2 To provide excellent employee benefits services.

1 Assessment and Benchmark

Benchmark: Implement online benefits enrollment.

1.1 Data

2018-2019:

- Effective October 1, 2018, Human Resources implemented Self Service Enrollment for supplemental benefits through an electronic Platform, Plan Source, which also serves as our third party billing and reconciliation platform for Payroll. Using Plan Source lessened work hours for Payroll, in that Plan Source balances invoices and processes payment to the carrier. Using Self Service Enrollment through Plan Source additionally lessened work hours the Benefits Coordinator spent enrolling employees into the various products and faxing or emailing documents to the company. It is a one-stop shop for enrolling in Supplemental Benefits, and we were able to purchase the Plan Source platform at a fraction of the actual cost due to the relationship we have with our brokerage firm, USI, and our broker, Randy Bailey.
- In mid spring this year, I was contacted by the UL System Board about the change McNeese made to "one carrier" for all supplemental benefit products three years ago. They asked about combining all system university employees into one large group to get better coverages and rates for our supplemental benefits like Dental, Vision, Cancer, etc. and wanted to know how I accomplished what we did to consolidate to one carrier. The board, with the help of the HR directors at the system universities, has now written an RFP for this purpose. If we combine our employees with the other university employees, we should find that we will be able to get better coverage for our employees at solid affordable rates. I will serve on the committee to review the RFP proposals submitted, and if we go forward, we will have one company representing all universities for all supplemental products effective October 1, 2019.
- As part of the RFP that is currently out to carriers, we have asked that the companies state whether or not the company can merge their platform, and the cost of such, with the Banner System and the Workday System. If this can be done for a reasonable cost, this will allow employees to use Banner Self-Service to enroll rather than having an outside platform, like Plan Source.
- The UL System Board has also been in contact with the Office of Group Benefits to allow agencies a better Self Service enrollment feature with the Office of Group Benefits, after discussion with HR directors about our issues. Currently, self service enrollment, through the Office of Group Benefits, is only allowed during each annual enrollment and new hires cannot self service enroll. If this change is made, it will streamline even more the work and work hours of the benefits coordinator, freeing her to do other tasks that need more attention.
- Benefit enrollment, products, vendors, etc. is ever changing and HR will monitor benefit programs as required at least every three years.

2019-2020:

2020-2021:

- The ULS system Universities combined as one large group for supplemental benefits and a new broker was obtained by the ULS Board through RFP process. The new broker is Lockton Companies and new supplemental benefits became effective 9-1-2021.
- A new electronic platform, Corestream, was secured.

2021-2022:

- We have fully implemented new benefits through our broker, Lockton Companies, and fully implemented Corestream, the benefits enrollment platform.
- We will continue to work with Lockton Companies each year to ensure that our supplemental benefits are competitive.

2022-2023:

We were told we will be switching from Corestream back to Plan Source in the coming year.

1.1.1 Analysis of Data and Plan for Continuous Improvement

2018-2019:

We are on track for progressing into Self Service Enrollment, but it may be in a different manner than what was originally considered due to support we are receiving from the UL System Board in considering the technological needs and demands of today's Human Resources goals and objectives in providing effective benefits to employees and effective programs for HR offices.

2019-2020:

2020-2021:

- New benefit enrollment took place July 2021 and new benefits are richer in most cases, if not cost saving.
- The new platform, Corestream, is able to connect to Banner and next year, ULS Universities will explore implementing Corestream entries directly into Banner thereby saving much time in data entry in Human Resources, cost savings.

2021-2022:

- The integration from Corestream to Banner has not yet occurred, but we will continue to push forward to have this happen. This would allow streamlining for Human Resources and Payroll, in that, deductions would move from Corestream directly into Banner saving data entry of personnel.

2022-2023:

Returning to Plan Source will require us to reassess the benefits enrollment process and the internal processes that occur between HR and Payroll to enter benefit deductions into Banner.

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

2018-2019:

- The Assistant Director has started work on this project and will have progress made by mid fall 2019.
- He has benchmarked with various universities across the US and some of the state universities to get ideas that are creative and that work in an attempt to draw more students to employment on campus, to engage supervisors in the importance of student employees, to provide more training about expectations of their position, and to make the work experience worthwhile to their future career.
- He has obtained samples of Guides for Success that will be helpful hints for students to follow when hired into employment on campus such as "proper office attire" "proper work etiquette" "reporting to work daily and on time", etc.
- He is working on a standard student worker position description and sample student worker performance and behavioral expectations geared to draw a discussion about importance of work product and behavior standards between the supervisor and the student.

- He has viewed various Student Employee Handbooks to create a working handbook for student employees with rights and responsibilities that are important to student employee success and success for the departments.

2019-2020:

2020-2021:

Issues with COVID and Hurricane damage have delayed any work on this benchmark.

2021-2022:

No progress has been made on this goal and we will move in a different direction.

2022-2023:

The absence of the assistant director delayed this goal, but we will reassess for 2023-2024.

1.1.1 Analysis of Data and Plan for Continuous Improvement

2018-2019:

This benchmark was not completed but progress will start on this benchmark with new tools, guides, etc. on the Portal before the end of the 2019 year. The work required will probably continue into the spring 2020 year as well since, many times, programmers must be used, and their time must be considered as well as our time.

2019-2020:

2020-2021:

Assistant Director will begin work on putting information on the portal for student success.

2021-2022:

Due to extended medical leave of Assistant Director and health issues, this goal has not been accomplished. We will move in a different direction.

2022-2023:

In 2023-2024, we will create a new hire orientation for students and start work on a student employee handbook of some kind. How it will be accessed and when it will be distributed and to whom is yet to be determined.