



Office of Human Resources and Student Employment

#9 Plan cycle - 9
Plan cycle 2023/2024
7/1/23 - 6/30/24

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.

The Office of Institutional Research and Effectiveness is working with the Office of Human Resources and Student Employment to revamp objectives and assessments.

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

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 first 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.

2023-2024:

- VL forms were moved to Dynamic Forms and went live for Summer 2024 payroll, and a draft of the Fee Exemption/Tuition Waiver form was created in Dynamic Forms.

- Additional HR forms were identified to move to Dynamic Forms in academic year 2024-2025.

1.1.1 Analysis of Data and Plan for Continuous Improvement

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.

2023-2024:

We did not meet the goal of getting the Graduate Assistants added to Dynamic Forms, but we did simplify and update the hiring plans for all student workers, including GAs. The teaching GA forms will be a priority next year.

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

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.

2023-2024:

HR is continuing to use EPAFs, but we have not moved to departments doing this. We are looking into changing plans and using Dynamic Forms for personnel action changes for easier control of the workflow from the departments and approvals to HR, but leaving the EPAF entry in the HR office for now.

2.1.1 Analysis of Data and Plan for Continuous Improvement

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 is 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.

2023-2024:

- Amended the new hire workflow for the training programs and new hire orientation portions
- Amended some workflow processes for new hires

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

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.

2023-2024:

- SSN project is on hold. We utilize their SSN to verify the forms are in the correct Banner ID's electronic personnel file in BDM, so we need to re-evaluate this goal.
- We began work on a retention schedule for electronic storage of documents in BDM.

3.1.1 Analysis of Data and Plan for Continuous Improvement

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.

2023-2024:

- We created some new document types and refined our internal operational processes to make sure documents are stored under the proper document types.
- We are developing the retention schedule for personnel files.

4 Assessment and Benchmark

Benchmark: Implement NEOGOV electronic hiring system.

4.1 Data

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.

2023-2024:

- We added additional items to the checklists for new hires and started refining the checklists.
- We successfully launched the Dynamic Forms for VL hiring process and have started work on other forms.

4.1.1 Analysis of Data and Plan for Continuous Improvement

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.

2023-2024:

We are still using NEOGOV for applicant tracking and onboarding, but we are developing Dynamic Forms for the letters of intent, etc. hiring documents due to the President and board approvals required.

5 Assessment and Benchmark

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

5.1 Data

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.

2023-2024:

- We changed five forms in Onboard and updated three checklists.
- We have not moved forward with the portal pages.

5.1.1 Analysis of Data and Plan for Continuous Improvement

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.

2023-2024:

- We added ID document submission for E-Verify.
- We started work on refining the checklists to consolidate most of the forms into easier categories.
- We plan on attaching the checklists to specific position numbers so they will not need to be manually attached by the HR Generalist.

Performance Objective 2 To provide excellent employee benefits services.

1 Assessment and Benchmark

Benchmark: Implement online benefits enrollment.

1.1 Data

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.

2023-2024:

- We fully implemented PlanSource and have biweekly meetings with PlanSource staff to make sure our demographic files are transmitted without error.
- We updated new hire materials and the process for new hire enrollment.
- We plan to host a benefits fair in Fall 2025.

1.1.1 Analysis of Data and Plan for Continuous Improvement

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.

2023-2024:

- We have been successful in our PlanSource implementation. We receive report from Plansource about changes and the Benefits Coordinator manually enters these changes.
- We created a check and balance system to verify the deductions are correct before they are reviewed a third time by payroll.

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

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.

2023-2024:

The new HR Generalist who took over student employment responsibilities worked with partner agencies in the community to ensure we are meeting the required goals for federal aid for students by having enough students working at the offsite non-profit partners (Literary Council, SWLA Center for Health Services, etc.).

1.1.1 Analysis of Data and Plan for Continuous Improvement

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.

2023-2024:

- We began work on the student employee handbook, but not the orientation.

- We did create a process for student training and drastically increased participation and completion.