

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.

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.

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.

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.

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.

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.

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.

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.

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

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.

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.

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.

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.

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.

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.

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.

2018-2019:

No, 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.

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.

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.

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.

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.

1.1.1 Analysis of Data and Plan for Continuous Improvement

2017-2018:

New goal, will assess next year.

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.

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.

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.

1.1.1 Analysis of Data and Plan for Continuous Improvement

2017-2018:

New goal, will assess next year.

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.