

MEMORANDUM

DATE: March 24, 2016

TO: Allison Vaillancourt, VP, Human Resources & Institutional Effectiveness
PRis Cantu, Director, Systems Control

FROM: Jeff Ratje, Associate Dean CALS
Ashley Stewart, Program Coordinator, Sr. SNRE

SUBJECT: Updating UAccess Employee New Hire activities

Embedded in all transactions is the cost of administration, and emboldened to “synergize” by *Never Settle*, we individually and collectively have a responsibility to seek ways to minimize this cost, which will lead to greater achievement of the University’s mission.

In that spirit, the following is a recommendation that will improve onboarding employees, reduce administrative workload, and provide greater employee mindfulness of important obligations.

In CALS, new employees are instructed to undertake specific trainings within 30 days of hire, such as the UA anti-harassment training, public service orientation, new employee orientation, and certification to drive vehicles on UA business. Verbiage stating how to complete these trainings is manually added to every offer letter, then business staff must “bird dog” employees until the training modules are completed. Trainings are currently encouraged or required by the UA for all employees. The trainings are offered online, but there is no automated process, mechanism, or standardized effort to ensure or record compliance, creating the threat that these issues will fall through the cracks.

Being responsible for human resource activities at the college and within SNRE, we believe that this information is vital for new employees and their onboarding. Offer letters, despite the effort and careful wording that has gone into them, do a poor job of imparting their University expectations and responsibilities to new hires. Within SNRE, specifically, the HR and business officers spend time with each new hire reviewing how to enter time, view their paycheck, enroll in benefits, follow up on harassment and public service trainings, and complete driving checks and schedule trainings. We spend this time up-front because it saves time later on that can be consumed with processing corrective actions, such as off-cycle checks and disciplinary issues. It also sets the tone with new employees that the UA cares about how they represent our institution to others, both at the UA and in the public. The impact of these efforts extend beyond SNRE and have a system-wide effect on reduced centralized processing costs as well.

Our proposed change is to create the necessary training, tracking, recording modules in UAccess Employee to ensure all employee expectations are met prior to or at the time of hire. Clearly, this will need to be provisioned so that student workers, DCCs, and other affiliates are not subjected to the same requirements as a benefit eligible employee. A significant number of work



hours would be saved if employees were able to complete these trainings upfront, automatically, and in the same system as their other new hire activities. We understand many trainings are available in UAccess Learning, but the Employee hiring portal system is separate. If we do not schedule trainings for our employees in UAccess Learning, they will not be completed.

We have attempted to vet this recommendation carefully prior to sharing with you. In an effort to estimate the potential benefit, we surveyed CALS business officers. Out of 29 respondents, 100% of business staff believe our proposed changes would be beneficial to new hires and 87% believe this to be cost and time effective. Our survey also found that of those who responded they collectively spend approximately 100 hours on average per month managing new hire training and working to achieve compliance. Generalized across the University, this could amount to over 68,000 work hours per year. Clearly this is an unscientific study, but the results do suggest the magnitude of the potential benefit when weighed against the real cost of implementation. These results also cause us to have a broader concern – are other units on campus as diligent when it comes to employee onboarding as CALS? Our experience working in other colleges and units is that CALS is unique in this attentive effort, leaving many employees unaware of their public service and workplace expectations.

Imagine if we could increase awareness of harassment or the responsibilities of a public servant, and then decrease instances of violations at the UA. It would be a powerful way to increase campus mindfulness, public trust and stewardship, and comply with the expectations of our shared strategic goal of synergy.

Thank you for your consideration. We would be happy to discuss it further with you at your request.

CC: Cristina Castro Harrington

