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CU I&E Submission: ColoradoSPH Human Resources Work Center [1]

Category

Communication
HR Management

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Project Team

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Project Description

The Colorado School of Public Health HR Work Center is an online portal that houses a plethora of helpful information for our employees, all of which are continually updated to ensure easy access to the latest versions of documents, guidelines, and resources. The work center provides immediate guidance and answers to many common processes/transactions/questions while still encouraging feedback and interpersonal connection. The center includes content for specific types of employees – recruitment guidelines and job templates for hiring authorities and search committees; onboarding information for new employees and their supervisors; payroll information for those in finance/admin roles; and performance management support for supervisors and managers. It also contains general information for all types of employees at any stage in their lifecycle - the HR team’s roles and contact information; career opportunities within the school; wellbeing resources; learning and development opportunities; and recognition programs.

Project Efficiency

Since the launch of our work center, our team has noticed a significant reduction in common questions being emailed to the ColoradoSPH HR Team. Since we have less emails to read and respond to, we’re able to make much better use of our time. We have found entire

procedures to be much more efficient, timely, consistent, and successful thanks to our employees having the most up-to-date versions of documents and policies at their fingertips. Instead of having to search several websites and folders for information related to different HR tasks, our employees can now find everything in one accessible space.

Project Inspiration

The inspiration for our project was our employees! After surveying our employees to discover how we could help them feel more supported, connected, educated, and engaged, it became clear that it would be helpful to create a central “hub” that could house a wide variety of resources and information that all types of employees could utilize at any time, for any reason. No matter which stage of the employment lifecycle they are in, we want them to be able to easily access relevant and up-to-date resources that will make their experiences in the school more meaningful, enjoyable, and efficient.

What Makes You Happiest about this Project?

Upon launching our work center, we received immediate positive feedback from our employees, which provides us with a sense of gratitude and appreciation. They’ve gained a sense of autonomy when it comes to working through processes, finding solutions to problems, and obtaining answers to questions. It makes us happy that we were able to listen to our employees and use innovation, along with technology, to provide consistency with communication and streamlined processes. It's satisfying to know that they have access to the most relevant and updated resources whenever they need them. The time-saving component also makes our team happy!

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