HCM COMMUNITY MEETINGS

March 31-April 7, 2016

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EMPLOYEE SERVICES

AGENDA

- Introduction
- HCM Program Update
- HCM System Updates
- CU Careers Updates
- HCM Community Website Updates
- HCM Training
- Open Enrollment

HCM PROGRAM UPDATES

Metrics, ticket tracking, dashboards and more

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HCM PROGRAM: KEY MESSAGE

RED

Key Message: Overall HCM Program Status

R ↑ **Metrics** – High number of open issues in key areas. Week over week results indicated downward turn in the Payroll Production, Payroll and Training categories due to Task Force ticket efforts. Overall tickets closes were down by 57 vs previous week.

R → **Training** – Lack of training for ES staff; campuses reporting incomplete, outdated and inaccurate training materials and one of the top items identified in HCM meetings.

R → **Systems** – Issues with transaction pages, my leave, contract pay, and user experience across key categories and employee lifecycle.

R → **Adoption** – User frustration with HCM, ES support, and a disconnect between system behavior and user expectations.

Y → **Call Volumes/Quality** – 6 weeks of consistent high performance from call center. Team is operating under normal business hours, has high answer rates, and 100% call back stats on voicemails left for ES. Quality of answers to fix errors / problems of campuses was called out as a concern from HCM meeting and reason for YELLOW status. New survey technology is being implemented but not currently in place.

Y → **Stabilization Efforts** – Delivery of responses to primary issue drivers. Team made progress in data cleansing and identifying Cherwell and Phire issues/tickets.

↑ Better
→ Neutral
↓ Worse

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HCM PROGRAM: STATUS DETAILS AND TREND

Status Details and Trend: Number of Tickets by Category *

* Since January 1, 2016

Category		Open H	Open M	Open L	Open No Priority	Total Open	Total Closed	Open Net Change
Access / Security	R	10	9	1	37	57	362	2
Finance / HRGL	R	11	101	1	103	216	301	11
HCM Benefits	G	0	5	0	3	8	29	2
Hiring / Job Changes	R	90	94	1	68	253	1516	32
Payroll Production	R	15	125	11	33	184	1496	-97
Recruiting	G	0	0	0	0	0	15	0
Reports and Queries	R	4	15	1	11	31	189	4
Training	Y	1	4	8	0	13	60	-4
Payroll	R	100	157	137	0	394	4813	-7
TOTALS		231	510	160	255	1156	8781	-57
Net Change		-1	-76	-59	46	-57	953	50

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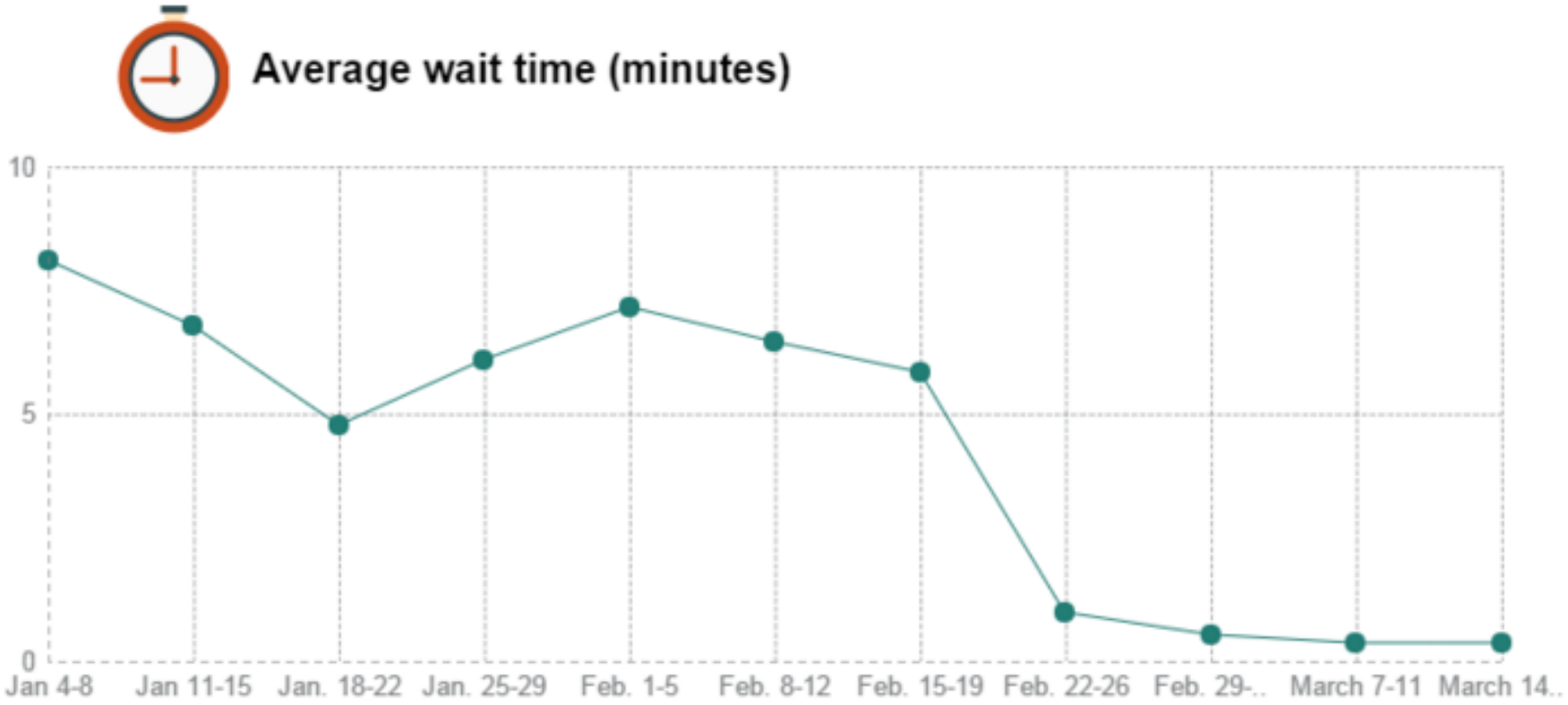
CALL VOLUMES AND WAIT TIMES

Jan. 4-March 18



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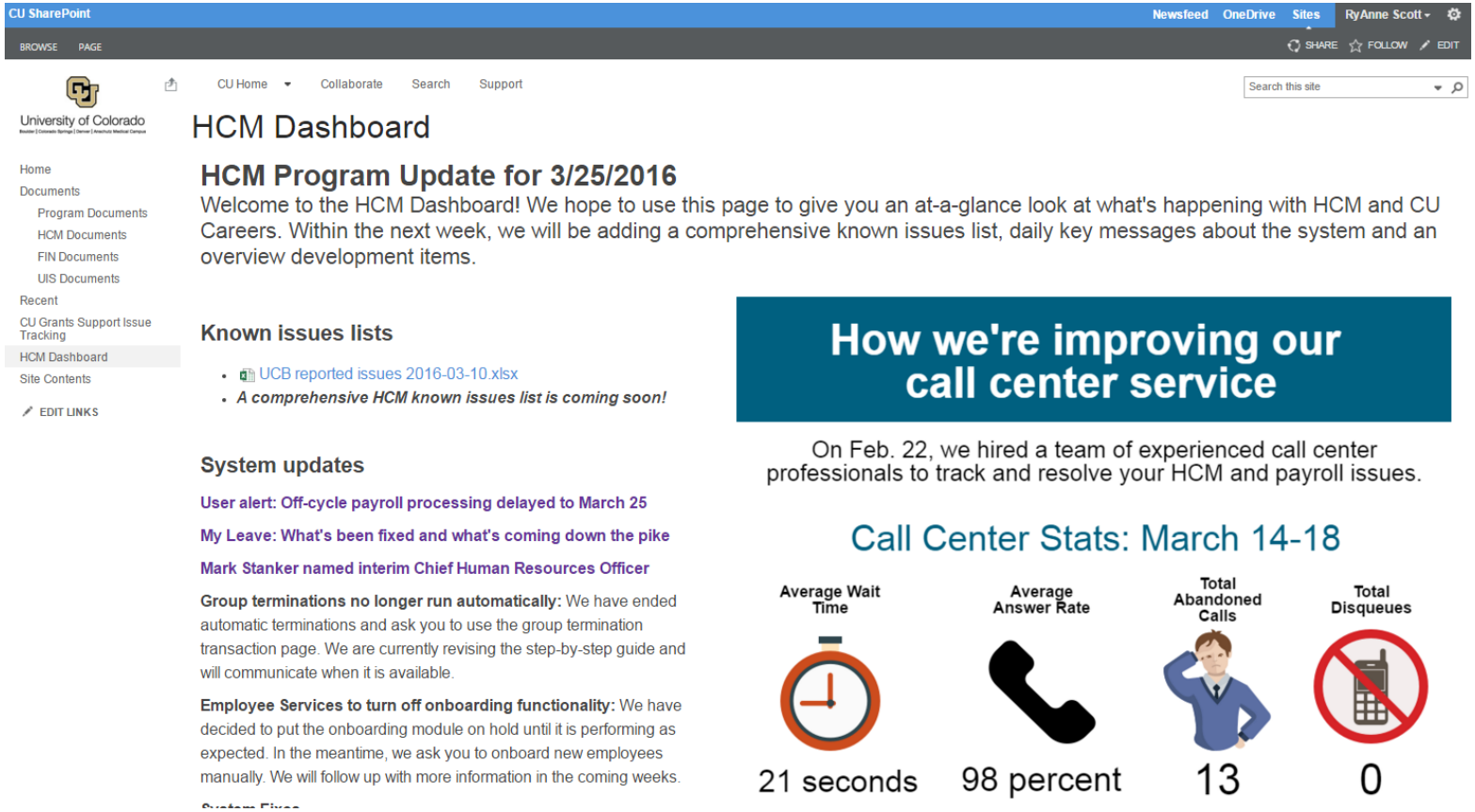
METRICS: HCM DASHBOARD



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TICKET TRACKING CAPABILITY

- Ability to reference your existing tickets
  - Login to the ES Cherwell ticket tracking page and search by ticket number
  - Locate the status and priority

HCM SYSTEM UPDATES

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RECENT FIXES – MY LEAVE

- The speedtype override is now working
- My Leave accrual balances now work, and are pulled from HCM-CU Leave Accrual Summary.
- Department users see only employees in their department when clicking the magnifying glass icon in the "Department Employees" tab.
- Projected accrued amounts, based on future sick and vacation requests, are accurate

RECENT FIXES – MY LEAVE

- UCCS users now see the correct workweek reflected in My Leave.
- Must select Saturday as “week begin” start date on My Leave Preferences

RECENT FIXES – TRANSACTIONS

- In the hire transaction page, you can now search for former and existing employees using the EEID.
- The hire transaction page no longer pulls old job codes.
- The additional job form now works.
- Rehires using term records now pull correct record numbers.
- The contract compensation frequency code now defaults to C in the rehire/contract reappointment transaction page.

RECENT FIXES

POIs

- POIs can be hired as employees without generating an additional employee identification number.
- You can now rehire a POI on a new employee record.

PETs

- A special PET for financial aid corrections has been released for student employment offices.

Department budget tables

- A number of updates have been made to department budget tables (funding distributions) to correct where benefits are pooled.

UPCOMING FIXES

- **Workflow testing by campuses**
- **Ability to enter multiple appointments on the same date**
- **Ability to enter rows dated back to Go Live date 12/5/15 (as long additional rows don't exist)**
- **Action reason for summer research/summer teaching appointments (testing)**

Transaction Page Error Resolutions

- **Target sequence error during pay rate changes**

**If you receive Internal serialization error, clear browser cache and report to HCM Community

CU CAREERS

What's New?

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BY THE NUMBERS – UCCS

- Positions posted: 54
- Submissions: 3,003
- Candidates Hired: 62

BY THE NUMBERS – ANSCHUTZ

- Positions posted: 345
- Submissions: 10,797
- Candidates Hired: 169

BY THE NUMBERS – BOULDER

- Positions posted: 79
- Submissions: 4,908
- Candidates Hired: 36

BY THE NUMBERS – CU DENVER

- Positions posted: 79
- Submissions: 4,908
- Candidates Hired: 36

BY THE NUMBERS – CU SYSTEM

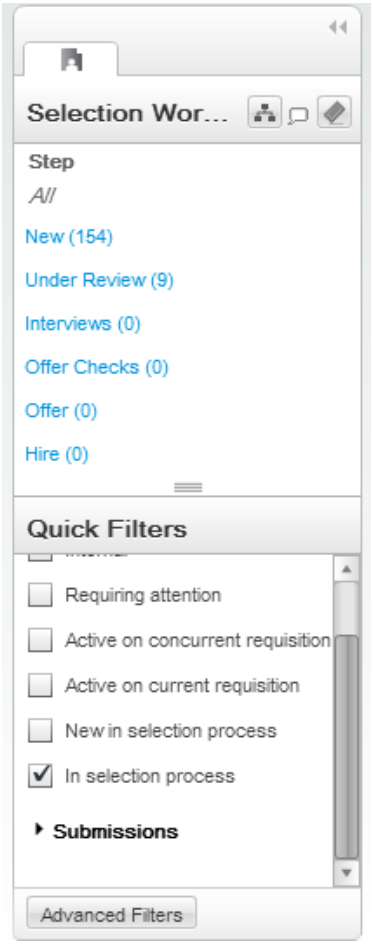
- Positions posted: 15
- Submissions: 935
- Candidates Hired: 21

IMPROVEMENTS/TOOLS

- DOB/SSN
- Spinning wheel
- “Reports To”
- Additional reports
  - Prescreening question
  - Recruiter
  - EEO
- New Hire step/status

REMINDERS

- Correspondence templates
- Request Action
- Hide disqualified candidates
- ACE



TALEO 15A UPGRADE

- Coming in Summer 2016
- Resolutions:
  1. Java.lang error on history tab
  2. Candidate attachment sharing
  3. Disability form browser issue

HCM COMMUNITY WEBSITE

Recent changes and additions

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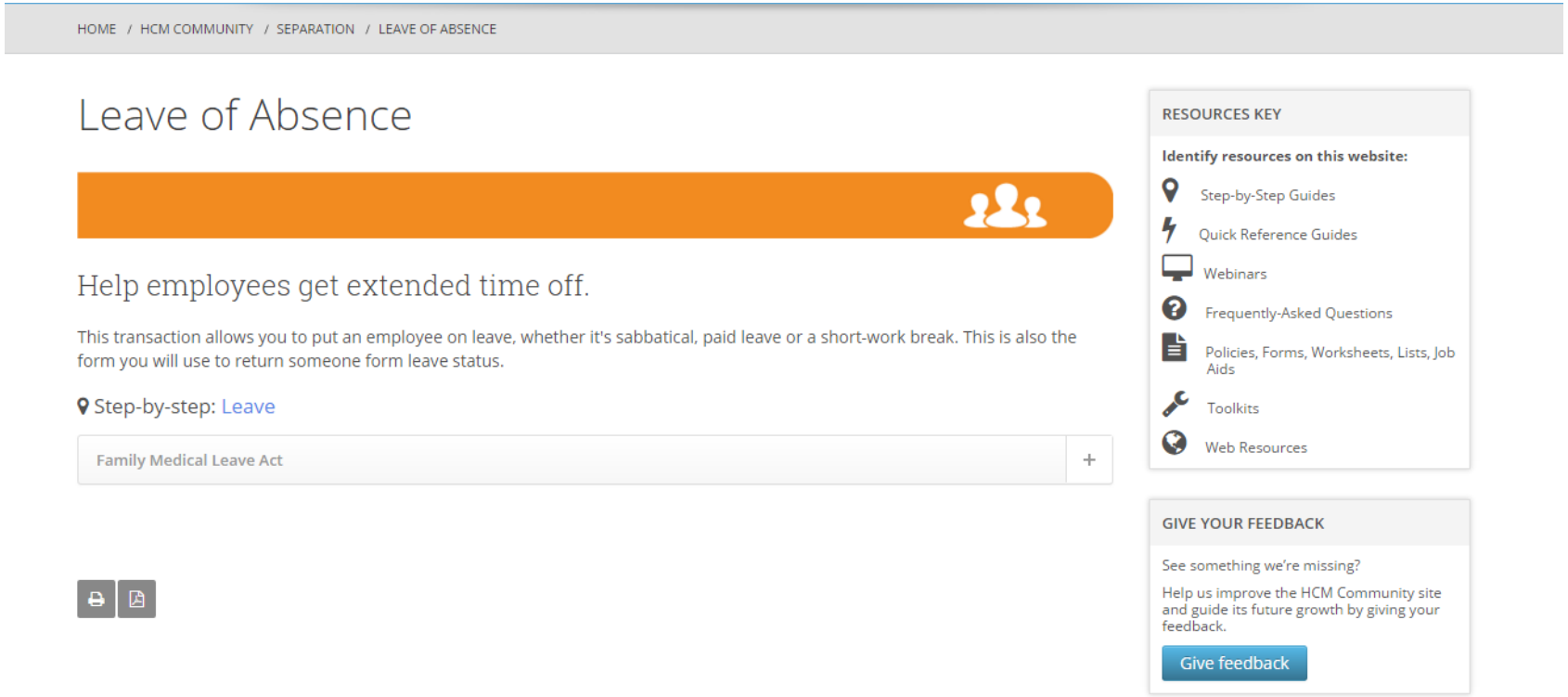
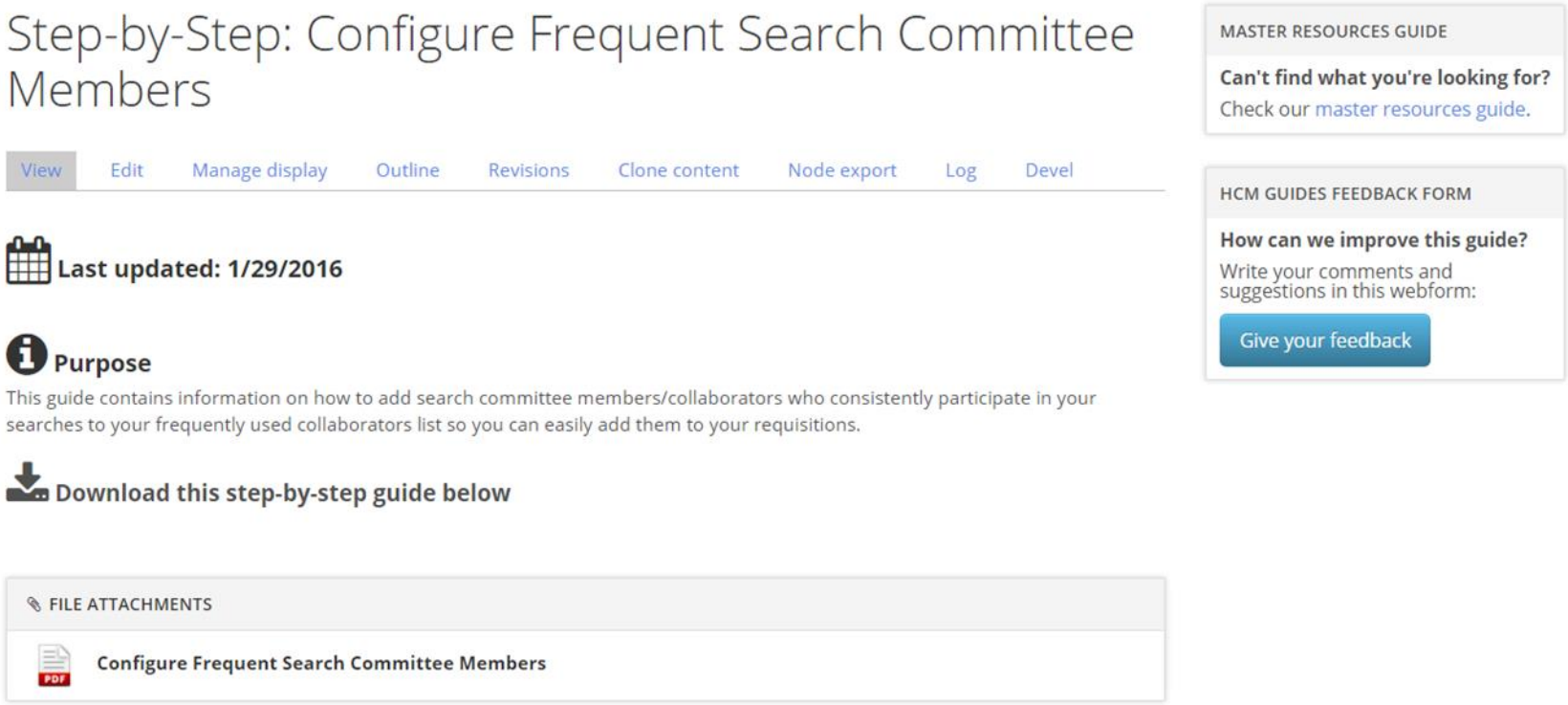
NEW PAGE FORMAT



AN UPDATE ON GUIDES



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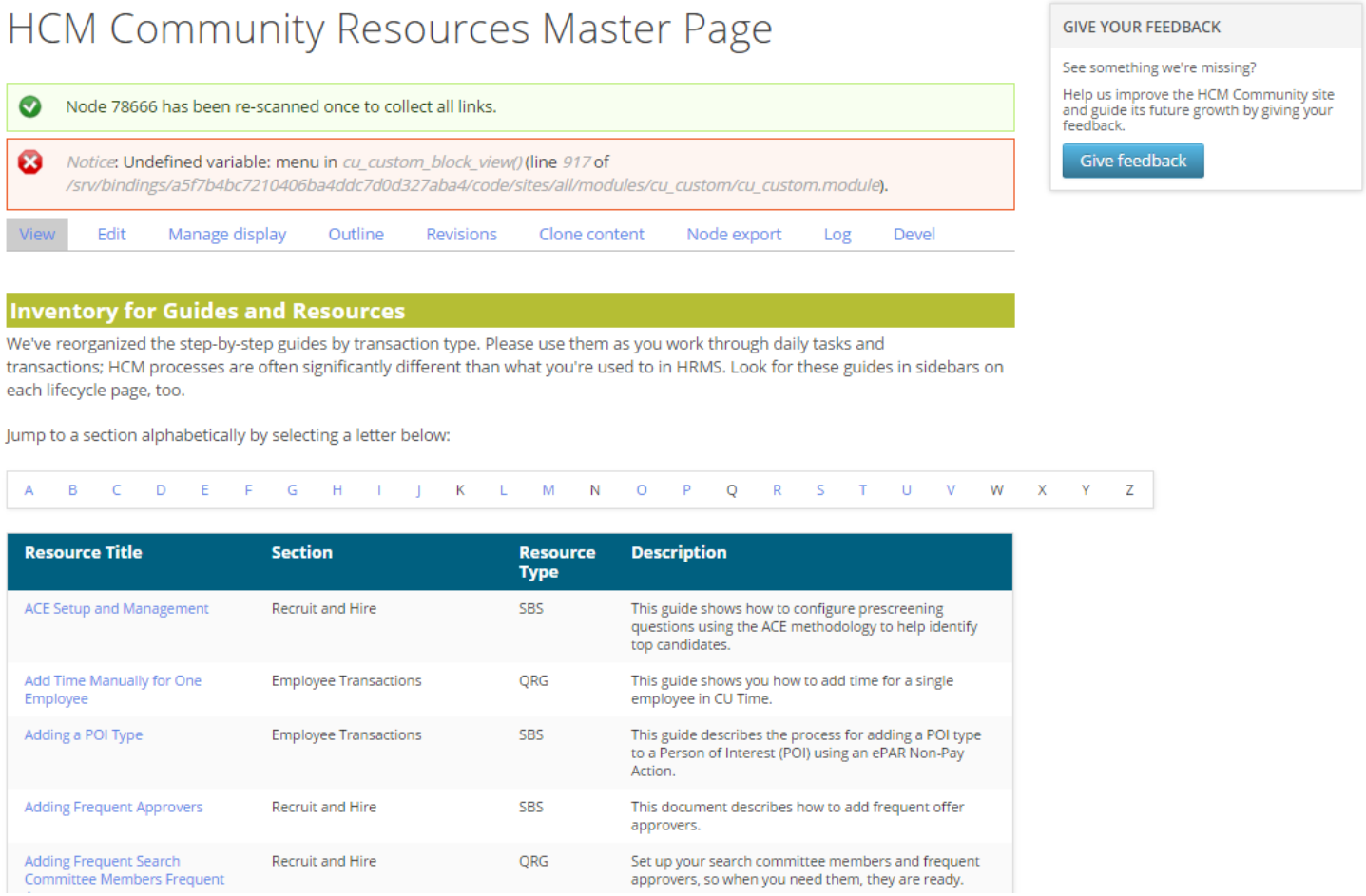
INVENTORY OF GUIDES



HCM Community Resources Master Page

Node 78666 has been re-scanned once to collect all links.

Notice: Undefined variable: menu in *cu_custom_block_view()* (line *917* of */srv/bindings/a5f7b4bc7210406ba4ddc7d0d327aba4/code/sites/all/modules/cu_custom/cu_custom.module*).

View | Edit | Manage display | Outline | Revisions | Clone content | Node export | Log | Devel

GIVE YOUR FEEDBACK

See something we're missing?

Help us improve the HCM Community site and guide its future growth by giving your feedback.

Give feedback

Inventory for Guides and Resources

We've reorganized the step-by-step guides by transaction type. Please use them as you work through daily tasks and transactions; HCM processes are often significantly different than what you're used to in HRMS. Look for these guides in sidebars on each lifecycle page, too.

Jump to a section alphabetically by selecting a letter below:

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Resource Title	Section	Resource Type	Description
ACE Setup and Management	Recruit and Hire	SBS	This guide shows how to configure prescreening questions using the ACE methodology to help identify top candidates.
Add Time Manually for One Employee	Employee Transactions	QRG	This guide shows you how to add time for a single employee in CU Time.
Adding a POI Type	Employee Transactions	SBS	This guide describes the process for adding a POI type to a Person of Interest (POI) using an ePAR Non-Pay Action.
Adding Frequent Approvers	Recruit and Hire	SBS	This document describes how to add frequent offer approvers.
Adding Frequent Search Committee Members Frequent	Recruit and Hire	QRG	Set up your search committee members and frequent approvers, so when you need them, they are ready.

CAREER ADVANCEMENT & LEARNING

HCM courses available in SkillSoft

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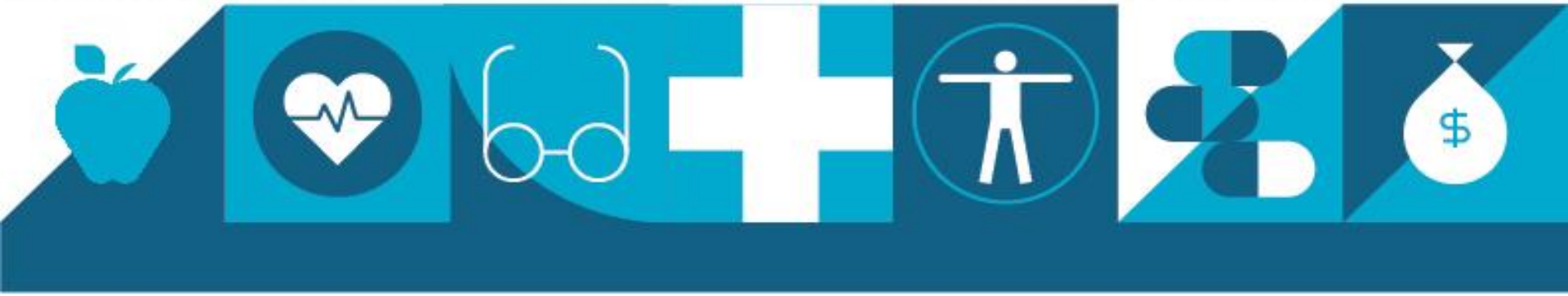
TRAINING

Course Title	Key Topics and Skills
CU: HCM Fundamentals	High-level overview
CU: HCM Managing People and Jobs	Personnel transactions
CU: HCM Paying People	Payroll cycles, calendars, MyLeave and CU Time
CU: HCM Position Data and Non-Person Profiles	Positions and relationships to CU Careers, job descriptions
CU: Recruiting with CU Careers	Posting jobs and data-sharing between HCM and CU Careers

BENEFITS & PAYROLL

Updates Open Enrollment and campus sessions.



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OPEN ENROLLMENT

Dates: April 25-May 13, 2016

Website: www.cu.edu/OE

Enrollment: If you like the plans you have, you may not have to take any action during Open Enrollment.

OPEN ENROLLMENT

Major plan changes

- Vision: No more two-year commitment
- Kaiser: Now available in Northern Colorado
- Rate increases expected to be low.

CAMPUS OE SESSIONS

- CU Denver: Tuesday, April 26
- CU System: Monday, May 2
- UCCS: Tuesday, May 3
- CU Anschutz: Wednesday, May 4
- CU-Boulder: Thursday, May 5

SEE YOU NEXT TIME!

The next HCM Community meetings will be held in July.

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