

# HR Connections

August 1, 2019

## Welcome / Greetings / Introduction of New HR Team Members

### Discussion Item

- AVC Updates
- HR Newsletter/Annual Report
- Legislative/ARP Updates
- Benefits Updates
- WolfTime Focus Group Update
- Talent Acquisition & Employment Updates
- Background Check Updates
- Employee Relations Updates
- Onboarding Updates

### Presenter

Marie Williams  
Joe Matisse  
Lori Preiss  
Gareth Washington  
Erin Amari  
David Perryman  
Marshall Love  
Dan O'Brien  
Amy Grubbs

# **AVC Updates**

Marie Williams  
Associate Vice Chancellor of  
Human Resources

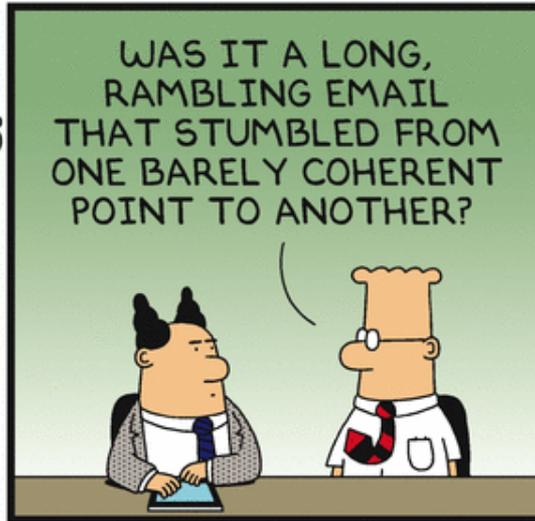
# **University Human Resources Communications & Marketing Team**

Joe Matisse – Katie Miller – Thyrie Bland

# Importance of good communication



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# New HR Campus Wide Newsletter



**NC STATE UNIVERSITY**

## HOWL YOU KNOW

Your monthly newsletter from University Human Resources

**HR Strategic Plan, 2018-2021**

University Human Resources (UHR) is excited about the journey we are embarking on in our pursuit of new HR possibilities at NC State. As the HR division for a pre-eminent public research University with more than 9,000 faculty and staff, we understand the importance of organizational transformation. To ensure alignment with the university's mission, vision, values and strategic goals, HR has developed a strategic plan, providing a road map which will help guide the next stage of our transformation at NC State.

[View the Strategic Plan Website >](#)

**2nd Annual HR Professionals Conference**

The second annual conference was held on February 28, 2019 in Talley Student Union. HR Professionals had an opportunity to network with HR colleagues from all across campus.

[Read More >](#)

- “Howl You Know” to be sent out the third Tuesday of each month, first edition August 20<sup>th</sup>
- Content will include information relevant to all employees; events around campus, benefits and perks available to employees (such as FASAP, WolfPerks, classes, tours, etc.), employee stories, information direct from Marie Williams, and what makes NC State a great place to work
- Onboardings monthly newsletter will merge into Howl You Know
- Will not replace monthly HR Professionals targeted newsletter

# HR Annual Report

- Will illustrate our progress and accomplishments with regards to the HR Strategic Plan
- Currently in the interview and copywriting phase, and gathering supporting data
- Might be reaching out to folks for insights/information/quotes about various initiatives

# Questions?

[hrcommunications@ncsu.edu](mailto:hrcommunications@ncsu.edu)

# **Legislative/ARP Updates**

Lori Preiss

Director, Classification & Compensation

# Benefits Updates

Gareth Washington

Director, Benefits, Employee Wellness and  
Work Life

# Today's presentation will **cover...**

- Clear Pricing Project
- 2021 Retiree Medical Benefits
- Discussion/Questions

# Clear Pricing Project

- Other names you may have heard -
  - HIEA - NC Health Information Exchange Authority
    - HIEA oversees state-operated health information exchange
  - NC HealthConnex – a database which allows doctors/hospitals to access and share health related information about members
  - If you are in the SHP, your claims information will be in HealthConnex, this information is available to the General Assembly
- The State Health Plan is changing how it pays providers for services provided to members

## Clear Pricing Project (con't)

- Changes are to reduce health care cost and increase transparency in cost of medical services
- Medical providers/hospitals had until July 1, 2019 to sign the contract and join the new NC SHP Network
- New Network will be visible at Open Enrollment and effective January 1, 2020
- If your doctors/hospitals do not join the new Network, services will be considered out-of-network. Out-of-network providers will cost the members more
- We expect to hear more about the network in October during Annual Enrollment

## Retiree Medical

- Beginning January 2021, newly hired employees will not qualify for state health plan at retirement
- Additionally, former employees who withdrew their contributions will not be eligible for medical coverage at retirement if re-hired on or after 1/1/2021

**QUESTIONS????**

# WolfTime Focus Group Update

Todd Driver

Director of HRIM

Erin Amari

WolfTime Program Manager

# Talent Acquisition Updates



HR Connections | August 1, 2019

David Perryman – Director, Talent Acquisition  
and Employment

# Updates

1. International Employment Update
2. Talent Acquisition Team Updates
3. The Competitive Advantage of Speeding Up Recruitment
4. New Applicant Feature on the Horizon: Job Alerts



# IE Update: It's August!

The beginning of the semester is an important time for I-9 compliance!

- **I-9 users: please review Guardian dashboards every day** to stay on top of I-9 completion
- Help and guidance is always available by "the Maria's" at [i9questions@ncsu.edu](mailto:i9questions@ncsu.edu).
- **COMING SOON:** More customized training for the coming year, including trainings held in the departments and colleges.



**Not an** Actual picture of faculty and students returning to NC State

# New Role: The Talent Acquisition Specialist

Daily applicant support and operational/technical support to the Talent Acquisition team and our campus community.

- **Liaison to our applicant community:** Monitoring and responding promptly and professionally to incoming phone and email communication from applicants
- **Posting preparation, management, and triage:** Reviewing job postings in preparation to post to the jobs website and external sites; and closing job postings as requested by our campus community
- **PeopleAdmin System and user access management:** Managing user access and approving new users in our applicant tracking and position management system.
- **Operational reporting:** Producing and analyzing operational reports (primarily in Excel) to guide daily activities of Talent Acquisition team and recruiting efforts
- **Teamwork:** Actively participating and contributing positively to our collaborative, team-based goals and projects

**Anticipate new person starting August 19, 2019**

# We're streamlining communication channels

In addition to our individual emails, the Talent Acquisition team monitors and utilizes two general email addresses:

- [employment@ncsu.edu](mailto:employment@ncsu.edu)
  - For use “internally” and communicating with campus partners (close postings, adding users), general approvals/confirmations (posting and hiring proposal)
- [workatncstate@ncsu.edu](mailto:workatncstate@ncsu.edu)
  - For use “externally” and communicating with our applicant community (questions about postings, etc.)

## Advantages to using these over personal email:

- Faster responses: it's monitored throughout the day (all team members have access)
- Easier to remember (vs. having to remember all of our emails)
- Better ability for TA to backup for each other (esp. if someone is out unexpectedly)
- Better records retention as we can find previous approvals even if staff changes

However, it does not replace working 1-on-1 with a Talent Acquisition Consultant for guidance, support, or collaboration.



## **Accelerating the Recruitment Timeline**

# What is the average time to fill at NC State (SHRA) for 2019 so far?

1. 43 days
2. 82 days
3. 129 days
- 4.



# Why is slow hiring a problem?

- Longer time with a vacancy on the team (more work for others)
- Candidates lose interest / forget they even applied
- Candidates get frustrated and withdraw
- Offers get declined due to competing offers
- Candidate materials become outdated

Bottom line, in a slow hiring process, you don't just lose candidates... **you lose your BEST candidates!**

How long *should* it take?



# Introducing....The 30-day SHRA challenge!

1. Posted on NC State Jobs site: 5 business days
  2. Applicant Review: 2 business days  
*(but can overlap active posting as well!)*
  3. Interviews: 5-10 business days (phone and onsite)
  4. References: 2 business days
  5. Final Review/Selection: 1 business day
  6. Hiring Proposal Review/Approval: 2 business days
  7. Offer: 1 business day
  8. Offer Acceptance: 2 business days
- TOTAL: 18-25 business days**

# What TA is doing to accelerate the timeline:

- Focus on our speed to post and endorse HPs
- Marketing our jobs broadly and at job fairs to attract strong, diverse pools and pipelines of candidates
- Actively monitoring our active postings
  - How long have they been posted?
  - How many applicants have we attracted?
  - Then, following up with HR partners and Hiring Managers
- Identifying and finalizing Postings and Hiring Proposals in PeopleAdmin that should be Filled, but are still clocking time (data integrity).

# What you can do?

- **Make hiring a priority**
  - When possible, put aside major projects until hiring is complete.
  - Post only when you can dedicate time to the recruitment.
- **Plan ahead for the steps in the process.**
  - When a position is posted, anticipate when you will be interviewing (phone, onsite, etc.) and block time on necessary calendars
  - Prepare your interview questions as early as possible
  - Block time for reference calls.
  - Identify a sufficient pool to interview (avoid restarting the interview phase with new pools of candidates).
  - Close postings when you're ready to begin interviewing (avoid having new candidates apply later in the process and having to re-start interview phase).
- **Monitor the pool each day. Many postings attract more than 50 applications in 5 business days.**
- **Close out Postings and Hiring Proposals to “stop the clock” (data integrity)**

New Applicant Feature Coming Soon:

# Job Alerts



# The Problem:

- NC State posts 2000+ jobs every year.
- We feed to external boards such as Monster, InsideHigherEd, HigherEdJobs, HERC, LocalJobNetwork, and DiverseJobs (coming soon!)
- but we currently rely on “post and pray” and “right time, right place” for people searching for jobs.

*QUESTION: How do we connect to people who are interested in working at NC State, but don't search our website daily?*

# The Idea: Job Alerts on the [jobs.ncsu.edu](http://jobs.ncsu.edu) site

As part of our series of projects focused on the “applicant experience”, we’re introducing Job Alerts.



*Candidates can sign up to be notified via email when certain types of positions are posted (ex. HR, Faculty, Finance)*

# Job Alerts

How it works:

- When creating a posting, Initiators will select a category (or categories) that the job fits into...

## Example Categories:

- Academic Administration (Deans, Department Heads)
- Coaching/Training (Athletics)
- Faculty (Tenured/Tenure Track)
- Faculty (Non-Tenure Track)
- Extension & Outreach
- Library/Librarian
- Research Scientists / Research Professionals
- Faculty / Academic Affairs Programs
- Marketing, Communications, and Media & Creative
- Research Compliance (Contracts and Grants)
- Accounting, Finance, and Budget
- Purchasing and Procurement
- Real Estate
- Human Resources
- Information Technology (IT)
- Administrative Support & Office Management
- Admissions & Student Records
- Health, Medical, & Veterinary Services
- Social Work/Counseling
- Food Services & Hospitality
- Retail Operations
- Transportation/Logistics
- Skilled Trades
- Facilities Management
- Engineering & Architectural
- Police/Fire/Public Safety/Security
- Environmental Safety

\* Required Information

Working Title \*

Surgery Veterinary Technician

### Organizational Unit

College/Division \*

19 - College of Veterinary Medicine (CVM)

Department \*

192001 - CVM Teaching Hospital

### Job Alerts

Job Alerts Categories

- Accounting
- Finance
- Human Resources
- Information Technology
- Hospitality
- Retail Operations
- Skilled Trades
- Administrative Support
- Student Services
- Public Safety
- Medical and Health Services
- Veterinary
- Faculty

WORK IN PROGRESS  
– NOT FINAL

### Applicant Workflow

Workflow State

Referred to Hiring Department

When an application is submitted for this job, it should move to which state in the Candidate Process workflow?

Job Alerts

Job Alerts Categories

- Accounting
- Finance
- Human Resources
- Information Technology
- Hospitality
- Retail Operations
- Skilled Trades
- Administrative Support
- Student Services
- Public Safety
- Medical and Health Services
- Veterinary
- Faculty

WORK IN PROGRESS  
– NOT FINAL

# Job Alerts will improve our outreach

- How it works:
  - Then, when it is posted, an email will be sent to individuals who signed up for alerts

We anticipate that this will help engagement with passive candidates as well as those who are passionate about working at NC State but the right job is not available yet.

**Coming August/September 2019!**

## Wrap Up

1. International Employment Update
2. Talent Acquisition Team Updates
3. The SHRA 30 Day Challenge!
4. New Applicant Feature on the Horizon: Job Alerts



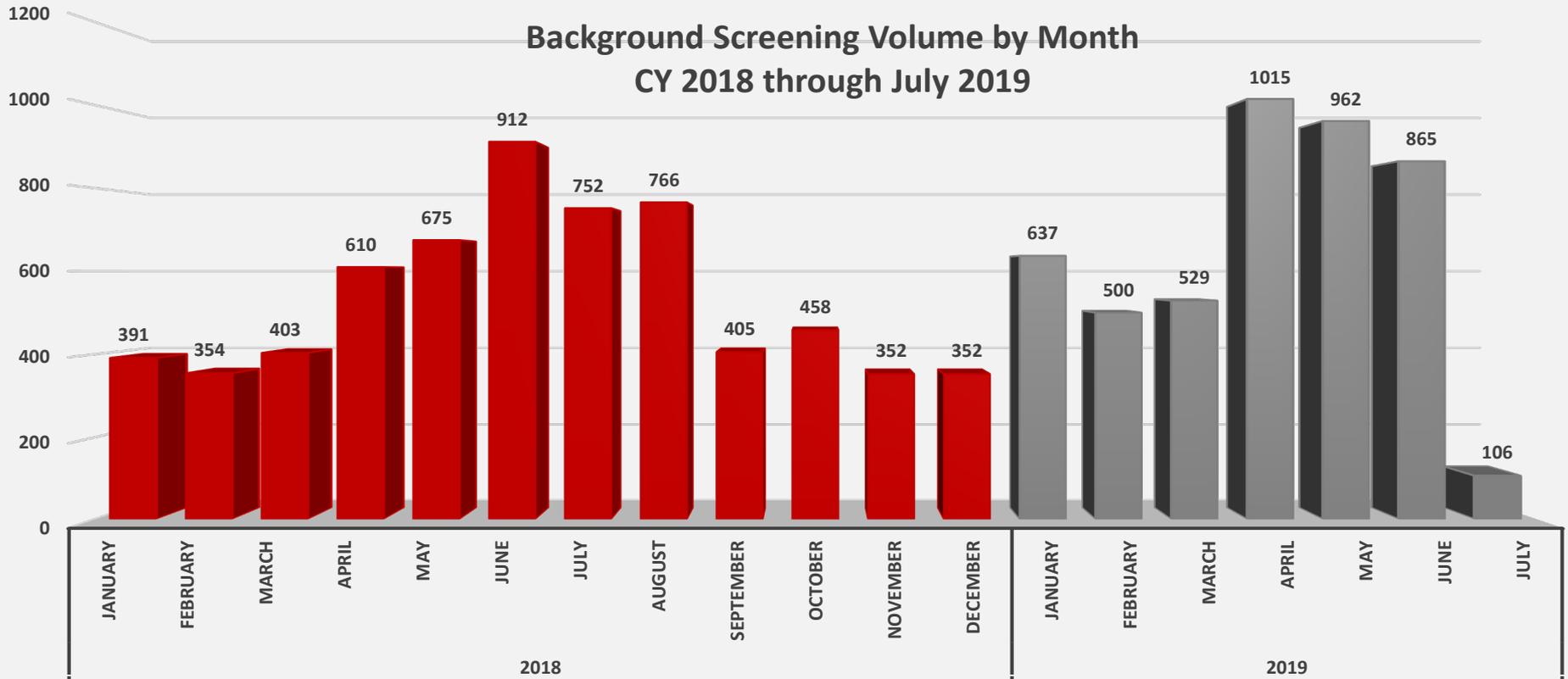
Questions?

# **Background Check Program - SOP Updates**

Marshall Love

# Rapid Growth

Background Screening Volume by Month  
CY 2018 through July 2019



# Background Check Completion Timeframe



Current Procedure	SOP Update
<p>Temporary employees must have a check completed no more than 90 prior to start - background check results are valid for 6 months</p>	<p>New employee background checks must be completed no more than 6 months prior to the start date, all employee background checks are valid for 12 months</p>
<p>Permanent employees must have a check completed no more than 90 days prior to start - background check results are valid for 12 months</p>	

# Background Check Completion Timeframe (cont.)

- Decrease background check cycle time (applicant submittal to endorsement)
- Meet university needs to hire critical and high volume contingent workers in a competitive market
- Improve faculty recruitment process
- *Solution:* Strategically process recurring and/or high volume unit hires (i.e. student workers, dining, CVM post docs, new faculty, volunteers for programs with minors) within the 6 month span so that we have enough resources to maintain an ideal cycle time during summer.

# Formal Exception Process



Poor candidate hiring experience in exceptional circumstances outside of the candidate's or university's control

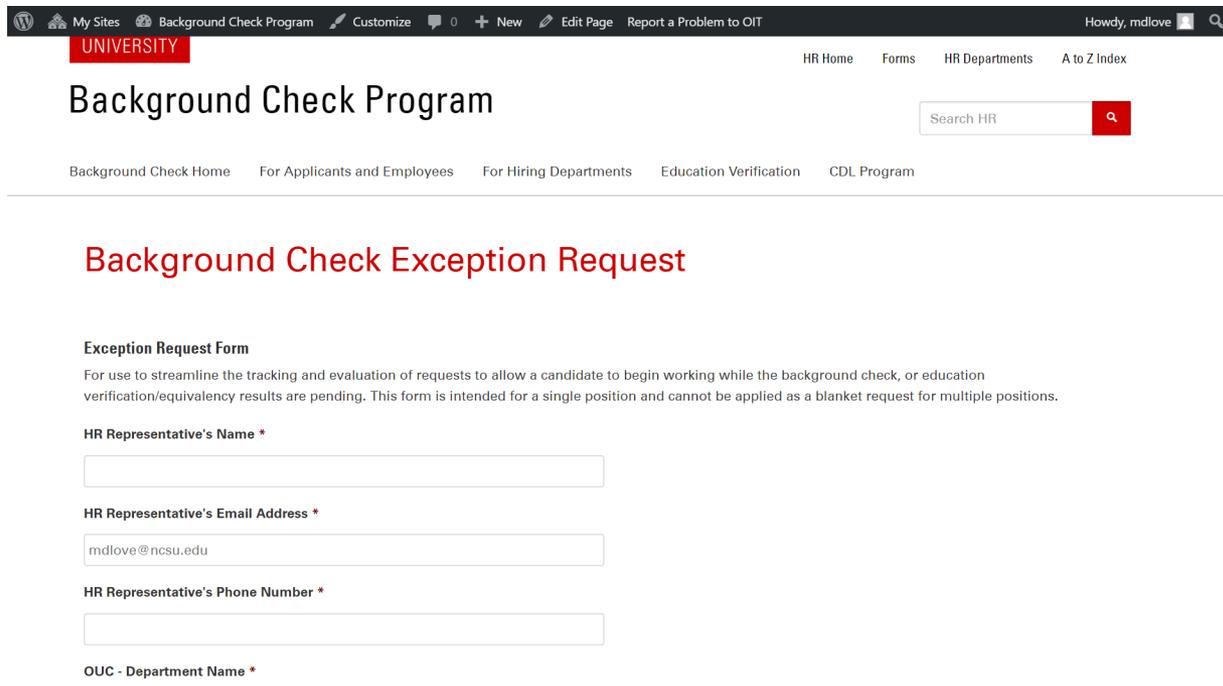


Current exception process does not include domestic education which must be verified prior to start



Data on the circumstances for an exception request are not formally tracked or stored for reporting

# Formal Exception Process (cont.)



The screenshot shows a web browser window displaying the NC State University Background Check Program website. The browser's address bar shows the URL "My Sites Background Check Program". The website header includes the NC State University logo and navigation links for "HR Home", "Forms", "HR Departments", and "A to Z Index". A search bar labeled "Search HR" is visible. Below the header, the main content area features a sub-header "Background Check Program" and a secondary navigation menu with links for "Background Check Home", "For Applicants and Employees", "For Hiring Departments", "Education Verification", and "CDL Program". The main heading for the form is "Background Check Exception Request".

**Exception Request Form**

For use to streamline the tracking and evaluation of requests to allow a candidate to begin working while the background check, or education verification/equivalency results are pending. This form is intended for a single position and cannot be applied as a blanket request for multiple positions.

**HR Representative's Name \***

**HR Representative's Email Address \***

**HR Representative's Phone Number \***

**OUC - Department Name \***

# Question and Answer

# Employee Relations Updates

Dan O'Brien

Sr. Employee Relations Strategic Partner

# 2019 - 2020 EHRA Non-Faculty Performance Evaluation Cycle

<b>Performance Evaluation Activity</b>	<b>Timeline / Due Date</b>
<b>2018-2019 EHRA Performance Cycle End</b>	June 30, 2019
<b>2019-2020 EHRA Performance Evaluation Cycle Begins</b>	July 1, 2019
<b>Supervisors complete '18-19 Performance Evaluations</b>	July/August 2019 Ratings due Aug 30
<b>Supervisors Meet with Employees To Establish written Goals, Objectives and Professional Development Activities</b>	June – August 2019
<b>(Optional) Interim/Mid-Year Evaluations Due</b>	January 31, 2020
<b>Performance Evaluation Cycle Ends</b>	June 30, 2020
<b>Annual Evaluations Due For 9-month Faculty Supervisors (unless completed during standard evaluation period)</b>	May 16, 2020
<b>Annual Evaluations Due / Overall Ratings Due To University HR</b>	August 30, 2020

# Coverage & Exemptions

## ➤ Coverage

- All EHRA non-faculty employees
  - As defined by Sections 300.1.1 and 300.2.1 of the UNC Policy Manual, unless otherwise exempted

## ➤ Exemptions, provided there is an alternative evaluation

- SAAO Tier I
  - Chancellor, Provost, Vice Chancellors, Deans
- EHRA employees with concurrent tenured faculty appointments
  - Vice Provosts, Associate Deans
- Athletic Director and Athletic Coaches
- Post-Doctoral Scholars

# Annual EHRA Performance Evaluations

- Communications sent through following channels:
  - All EHRA employees
  - Supervisors of EHRA employees
  - HRAC/HR Connections/Staff Senate/Provost Memo
- Performance Evaluation Form:
  - University standard instrument
  - College/Division endorsed instrument
- Evaluation Eligibility:
  - Active as of June 30 & in an eligible position for past 6 months
  - Exempt positions
- Rating Scale
  - Exceeding/Meeting/Not Meeting/Exempt/Unavailable/Insufficient Time
- Submittal & Recording Ratings:
  - Similar to last year and SHRA, information has been distributed

# Overall Performance Rating

- **Supervisors are required to provide employees with an annual overall performance rating**
- **The annual overall performance rating represents the supervisor's assessment of the employee's total performance during the entire evaluation cycle**
- **Employees must be assigned an annual overall performance rating based on a defined three-point rating scale**
  - NC State must submit rating to UNC System Office every year in August

# Faculty and Staff Assistance Program (FASAP)

Integrated FASAP allows ComPsych to be your single source for:

- › Confidential consultation on personal issues
- › Legal information and resources
- › Financial information, resources and tools
- › Information, referrals and resources for work-life needs
- › Online information, resources and tools



# NC State Program Model

- **Clinical Support**
  - 3-session face-to-face EAP
- **Legal Connect**
  - Unlimited access to licensed ComPsych Attorney Access
  - Local Referrals
  - 25% discounts off customary rate
- **Financial Connect**
  - Access to financial support
- **Family Source**
  - Child & Elder care
  - Education/relocation/personal convenience
- **Guidance Resources**
  - 24x7 online support & resources
- **CISM/Training/Health Fair**

## Available 24 Hours a Day

- Call us anytime for solutions!  
**866-467-0467**
- Or Online:  
**[www.GuidanceResources.com](http://www.GuidanceResources.com)**  
Company Web ID: **FASAP**
- **Desktop, tablet & mobile platforms**



# **Onboarding Center Updates**

Amy Grubbs  
Onboarding Center Manager