Rethinking MSU HR

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MSU HR Improvements

• **Objective:** Improve delivery and responsiveness to the MSU community.

• **Approach:**
  • Eliminate unnecessary paperwork and actions.
  • Improve and integrate systems.
  • Decrease bottle necks and hand offs within required processes.

• **Initial Focus:**
  • Faculty and academic staff waivers.
  • Hiring process improvements.
  • Regulatory Compliance.
Improvement Projects

We have already:

- **Implemented Additional/Special Pay Form Phase 1**
  A project to automate certain wage types that are currently done using paper forms, including Faculty Overload and Cell Phone Allowances.

- **Removed SSNs from Servers**
  1. An on-going operation that has removed 258,639,612 SSN’s from servers.
  2. A project to remove SSN for no pay employees.
Process & System Improvements

We have already:

- **Created and Deployed BI Employee Feedback Group Reports**
  Developed the Employee Service Record and Retirement Trend Analysis reports. Both reports allow units to analyze employee service records and retirement trends for the university/MAUs/departments.

- **Replaced Billing and Accounts Receivable System**
  Replaces fragile in-house built benefits accounts receivable system with Finance System.

- **Automated Components of the Auto-offer Benefits Process**
  Saves time and effort by staff to find the individuals who are newly benefit-eligible and run them through the auto offer process.
## FY 2018 Statistics and Results

<table>
<thead>
<tr>
<th>Project or Process Improvement</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resolved 250 fraudulent unemployment compensation claims</td>
<td>Saved $1,547,543</td>
</tr>
<tr>
<td>Continued enhancing MSU HR website</td>
<td>Increased traffic to site by 6.15% over FY2017</td>
</tr>
<tr>
<td>Implemented New Faculty and Academic Staff Posting Process</td>
<td>FAS posting process insures increased diversity and quality of an applicant pool</td>
</tr>
</tbody>
</table>

**FY 2018 Statistics and Results**
## FY 2018 Statistics and Results Continued...

<table>
<thead>
<tr>
<th>Project or Process Improvement</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Created Rapid Response Team</td>
<td>Single point of inquiry for FOIA and other employee file requests</td>
</tr>
<tr>
<td>Created Performance Excellence Dashboard</td>
<td>Launched access to Performance Excellence self-service tracking reports for MAU leaders</td>
</tr>
<tr>
<td>Enhanced Records Management unit within MSU HR</td>
<td>Improved personnel records administration</td>
</tr>
</tbody>
</table>
## FY 2018 Solutions Center Statistics and Results

<table>
<thead>
<tr>
<th>Process Improvement</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decreased the average delay time before a call is answered</td>
<td>FY2018 – 24 seconds</td>
</tr>
<tr>
<td></td>
<td>FY2017 – 28 seconds</td>
</tr>
<tr>
<td>Decreased call abandonment rate</td>
<td>FY2018 – 5.95%</td>
</tr>
<tr>
<td></td>
<td>FY2017 – 6.65%</td>
</tr>
<tr>
<td>Decreased time to verify employment and wages</td>
<td>FY2018 – Avg time 10 minutes</td>
</tr>
<tr>
<td></td>
<td>FY2017 – Avg time two weeks</td>
</tr>
<tr>
<td>I-9 Compliance – Section 2 completion</td>
<td>Jan-Dec 2018 – 92.17%</td>
</tr>
<tr>
<td></td>
<td>Jan-Dec 2017 - 93.94%</td>
</tr>
</tbody>
</table>
Looking Ahead...
PageUp Key Performance Indicators (KPI)

PageUp Applicant Tracking System has provided MSU HR with improved data availability.

Initial KPIs identified to track:
• Time-to-Fill
• Time-to-Hire
• Hiring Component Elapsed Time Variance
Time-To-Fill

Average Time-to-Fill - Faculty

- 5-YEAR AVERAGE UNDER OLD SYSTEM: 155
- PAGEUP SYSTEM AVERAGE OF DATA JAN 18 - SEPT 18: 63

Average Time-to-Fill - Support Staff

- 5-YEAR AVERAGE UNDER OLD SYSTEM: 66
- PAGEUP SYSTEM AVERAGE OF DATA JAN 18 - SEPT 18: 42
Time-to-Hire - FAS

Time to Hire Faculty and Academic Staff

<table>
<thead>
<tr>
<th># of Days</th>
<th>JAN 18-MAR 18</th>
<th>APR 18-JUN 18</th>
<th>JUL 18-SEP 18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time to Hire - End Point = Offer Acceptance Date</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>86.0</td>
<td>85.8</td>
<td>72.9</td>
<td></td>
</tr>
<tr>
<td>Time to Hire - End Point = Effective Date of Hire</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>166.2</td>
<td>165.3</td>
<td>111.0</td>
<td></td>
</tr>
</tbody>
</table>
Time-to-Hire - Support Staff

<table>
<thead>
<tr>
<th></th>
<th>JAN 18-MAR 18</th>
<th>APR 18-JUN 18</th>
<th>JUL 18-SEP 18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time to Hire - End Point = Offer Acceptance Date</td>
<td>63.3</td>
<td>63.8</td>
<td>63.9</td>
</tr>
<tr>
<td>Time to Hire - End Point = Effective Date of Hire</td>
<td>39.6</td>
<td>40.1</td>
<td>44.3</td>
</tr>
</tbody>
</table>

# of Days
Hiring Component Elapsed Time Variance – Support Staff

Hiring Component Elapsed Time Variance Support Staff

- From App Received to Hire Recommendation
- to Offer Accepted
- to Effective Date of Hire

<table>
<thead>
<tr>
<th>Period</th>
<th>Days</th>
<th>From App Received</th>
<th>to Offer Accepted</th>
<th>to Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY19 - Q1</td>
<td>39.5</td>
<td>4.8</td>
<td>19.6</td>
<td></td>
</tr>
<tr>
<td>FY18 - Q4</td>
<td>35.0</td>
<td>5.1</td>
<td>23.7</td>
<td></td>
</tr>
<tr>
<td>FY18 - Q3</td>
<td>34.5</td>
<td>5.1</td>
<td>23.7</td>
<td></td>
</tr>
</tbody>
</table>
Hiring Component Elapsed Time Variance - FAS

- FY19 - Q1:
  - 23.8 days from Interview List Sent OIII to OIII Approval
  - 35.0 days to OIII Approval
  - 11.4 days to Hire Recommendation
  - 38.1 days to Offer Accepted
  - 0 days to Effective Date of Hire

- FY18 - Q4:
  - 31.1 days from Interview List Sent OIII to OIII Approval
  - 38.2 days to OIII Approval
  - 13.0 days to Hire Recommendation
  - 79.5 days to Offer Accepted
  - 13.1 days to Effective Date of Hire

- FY18 - Q3:
  - 31.3 days from Interview List Sent OIII to OIII Approval
  - 38.0 days to OIII Approval
  - 13.1 days to Hire Recommendation
  - 80.2 days to Offer Accepted
  - 11.4 days to Effective Date of Hire
FY 2018 and Beyond

• Implement Student Health Insurance
• Implement East Lansing City Income Tax
• Implement Personnel File Policy
• Implement Teladoc Telemedicine
• Implement Temp/On-Call Job Posting Process
• Continue partnership with MSU Business School’s Masters in Business Analytics Pilot
MSU Ideas

How can MSU Human Resources improve service delivery and contribute to student success?

www.ideas.msu.edu
Thank You