



CENTRAL WASHINGTON UNIVERSITY

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**Human Resources Department
Monthly Activity Report
August 2009**

I. The following recaps the various HR areas projects and accomplishments. Specific performance indicators that are identified and tracked separately are located at the separate links found on this web page.

A. Benefits

In addition to benefits administration, including eligibility, enrollment, claims issues, disabilities and retirements:

- Completed:
 - Finalized processes with the Payroll Office and timekeepers on Positive Time Reporting
- Continued work on:
 - Maintenance of summer benefits pool
- All service level standards met

B. System Support

For the HR modules, in addition to providing functional system support, reporting and integration with internal and external systems:

- Completed:
 - Process for loading online training records into the Training and Development database
- Continued work on:
 - Design of budget module
 - Transfer of pre-1999 electronic HR/Payroll data from legacy system
 - Building quarterly reports for Training and Development
- All service level standards met

C. Labor and Employment Relations

In addition to providing consultation and advice to manager, supervisors and employees regarding leave, performance, discipline, labor contracts, and federal and state rules and regulations, and assisting appointing authorities and search committees in filling vacancies, the following occurred:

1. Employment Relations

- Civil Service Classification/Compensation Review
 - ITS 2
 - Program Support classification
 - Veterans Affairs Coordinator
 - Program Support Supervisor 1
 - Custom Publishing Assistant
 - Administrative Assistant and Officer Manager classifications
 - Construction Project Coordinator 2
 - Interim CSS Manager
 - ITS 4

- Exempt Positions Review Meeting:
 - Assistant Director – DEC
 - Assistant Director – Housing
 - Student Funds Financial Manager

2. Recruitment

- Advertisement
 - Daily Record
 - 8/22 – 3 (positions)
 - Yakima Herald
 - 8/23 – 2 (positions)
- Committee Search Meetings (2):
 - Assistant Director – Diversity Education Center
 - Assistant Director – University Housing
- Civil Service (6):
 - Program Coordinator - Washington Sensory Disabilities Services
 - Secretary Senior - Family & Consumer Sciences
 - Service Supervisor - Dining Services
 - Veteran Services & Outreach Manager - Registrar Services (internal applicants only)
- Exempt (2):
 - Assistant Director – Diversity Education Center
 - Assistant Director – University Housing
- Faculty Tenure Track (0):
 - None
- Lecture Pool Postings(0):
 - None
- Job Fairs (0):
- Background Checks (35):
 - HireRight (33)
 - WATCH (2)

3. Compensation

- None

4. Policies

- None

5. Labor Relations

- None

All service level standards met.

D. Professional Development

In addition to the monthly New Employee Orientation (attendees), development of the monthly HR Quick Tips Newsletter, on-going training and development projects, and regularly scheduled meetings, the following programs occurred during August 2009:

- Training Delivery
 - New Employee Orientation
 - Preventing Sexual Harassment
 - Compensation Policy and Classification Process
 - Just Cause: Providing Corrective Feedback
 - Labor Relations Practices and Processes
 - Performance Management: PDP
 - Recruitment and Selection Process
 - Developing an Effective Position Description

E. Support / Help Desk

In addition to the daily help desk functions and meeting the customer service standards, the following projects were completed:

- See monthly statistical report
- All service level standards were met

II. Quarterly Performance Indicator (February, May, August, November monthly reports)

Number of Classes and Participants

The number of classes offered is up significantly compared to 2008 due to Human Resources establishing a structured process of scheduling at least one offering of each class per quarter. There is less variance quarter-to-quarter which allows customers to participate during the time of year which best meets the need of their position.

The number of participants is up significantly compared to 2008. Contributing factors include: increased customer confidence, reduction in room scheduling changes/errors, improved constancy in registration process, and improved process for recording participation.

Preferred Candidate Accepted Offer

The percentage of preferred candidates accepting the offer of employment is down significantly compared to 2008 across all employee groups. The decrease is more significant with Exempt and Faculty positions. These results are skewed by the lower number of hiring's overall so do not represent a concerning trend.

Entrance Survey

The entrance survey identified an increase in employees who indicated that the New Employee Orientation was helpful to them. The NEO facilitator modifies certain delivered information dependent on the needs of each group of new employees. A suggestion was made to include an online status indicator of the hiring process so prospective employees can follow their status.

All respondents identified satisfaction with the on-line application process. A significant number did not discuss their position description or the performance development process with their supervisor. HR Representatives will address this issue through their quarterly meetings with division VPs & councils.

Number of Classified Employees Passing Probationary Period

The percentage of classified employees passing their probationary period is up slightly compared to 2008. This does not represent a statistically significant change.

How Candidates are Informed of Job Potential

The methods through which candidates are informed of job potential are following similar percentages as in 2008.

Average Time to Fill Vacancies

The average time to fill vacancies is up significantly over 2008. This impact is a result of faculty hiring almost exclusively. Contributing factors include: the lower number of hiring's overall and the economy impacting the number of experienced academics willing to make an employment change.

Turnover

Turnover rates are significantly down over all hiring lines.

Exit Survey

The performance indicators have been reviewed for data collected in the 3rd quarter. Of employees exiting the university, 50% left due to their position ending or being eliminated, 30% were returning to school or leaving the area, and only 20% left for other career opportunities.

It is significant to note that the two most referenced reasons for leaving in 2008 was "salary/wage" and "other". In 2009, "salary/wage" is not referenced and the references for "other" are greatly reduced. This is an anticipated result of a weak economy.

Performance and Development Plan

The combined performance rating for completed performance development plans is down significantly over 2008. HR Representatives will continue to address this issue through their quarterly meetings with division VPs & councils.

The directive released from the President at the end of August will not significantly impact 3rd quarter results. A second communication issued upon review of the 3rd quarter would assist in creating a potential gain in 4th quarter.