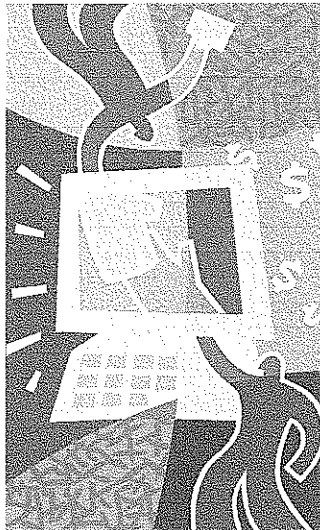


Hiring Process Mgt. Team
Final Report
Spring 2007

Issues regarding
People Admin System



Hiring Process Team members

Champion

Sarah Metzger, Executive Assistant, President's Office

Team Leader

Sharon Libby, Assistant Chair, Department of Teacher Education

Scribe

Jennifer Northrup, Employment Specialist, HR

Team Member

Lori Owens, Associate Professor, Developmental Education

Team Member

Donald Rahman, Foreman, Maintenance

Team Member

Glenn Rettig, Associate Dean, Findlay Campus/Chair, School of Technology

Ad Hoc Team Member

Cynthia Eschenburg, Associate Vice President, Human Resources

Department responsible for on-going improvements:

Human Resources

People Designated responsible for monitoring on-going improvements:

Jennifer Northrup and Cynthia Eschenburg

FINAL REPORT HIRING PROCESS

Project Statement: To improve the automated hiring process as measured by the length of time to fill open positions and by users' satisfaction.

After the analysis of data resulting from past practice, the team identified as success indicators for the Hiring Process project work:

1. A decrease in the average number of days to fill a position and
2. An increase in the satisfaction with the automated system "People Admin".

To achieve these results, the team identified training and streamlining the automated process as the best avenues to achieving success in altering the negative perceptions of the hiring process and to improve the time to successfully fill an open position at Owens Community College.

OUTCOMES:

- The team recommended, and Human Resources designated, a People Admin expert
 - Jennifer Northrup was designated as the People Admin technical process expert.
 - The new administrative assistant in the HR department is responsible for helping applicants with the details of application.
- The team recommended, and HR purchased, the People Admin training module.
- The team adapted the People Admin training manual to reflect Owens Community College specific processes.
- HR simplified the automated process by:
 - Making job numbers available to hiring authorities
 - Bypassing the need to enter limiting questions from the application process (to be reinstated later as hiring authorities gain confidence with the system).
- HR made all applications available for the hiring committee.
- HR has begun instituting new training opportunities for all People Admin users:
 - Two groups Team A and Team B were trained (or retrained)
 - New training currently under development in order to institute the use of questions as an application limiting tool
 - Training will be ongoing

See revised Gant chart attached for time line

EVALUATION:

Human Resources instituted the process of using ZOOMERANG Surveys three weeks after the new People Admin training to determine the satisfaction of trainees with 1) the training process and 2) satisfaction with People Admin on-line hiring system.

SATISFACTION WITH TRAINING PROCESS*

% RESPONSE	TRAINING PROCESS
64%	Reported training manual very effective
67%	Reported interest in more in-depth training

SATISFACTION WITH PEOPLE ADMIN AFTER TRAINING*

% RESPONSE	SATISFACTION
29%	Reported satisfaction with People Admin before training
74%	Reported increased satisfaction with People Admin AFTER training

* The complete survey results are available through HR: contact Jennifer Northrup

ELAPSED TIME TO SUCCESSFUL FILL OPEN POSITIONS

Time studies indicate*:

Date of Data	Average to fill	Longest reported	Shortest reported
Fall 2006	73 days	167 days	17 days
Spring 2007	35 days (majority of positions reported filled between 45 – 65 days)	110 days	6 days

* The People Admin detailed report is available through HR: contact Jennifer Northrup.

IMPROVEMENT IN COOPERATION

While we cannot provide specific quantitative data concerning “cooperation improvement”, the team wished to point out to the steering committee the following:

- Cynthia Eschenburg joined the Hiring Process Management Team immediately after assuming position of Associate Vice President of HR and has attended meetings on a regular basis.
- The HR department provided the financing necessary to purchase the People Admin training module.
- The HR department agreed to appoint Jennifer Northrup as the People Admin technical resource person.
- The HR department has included “working with applicants” in the new Administrative Assistant’s job.
- The HR department created new training sessions and provided the trainer for the sessions.

- The HR department is creating ongoing training session to improve general understanding and in-depth user skills for People Admin.

RECOMMENDATIONS FOR CONTINUED IMPROVEMENT

1. All newly hired "Hiring Authorities" should be required to complete the basic People Admin training before the end of the individual's first full semester on the job. (Need to keep in mind the hiring deadline for adjunct faculty)
2. HR should provide on-going annual advanced People Admin training.
3. HR should provide advanced notice to ALL hiring authorities of any updates or changes in the People Admin system and provide an instruction sheet to be added to the People Admin manual.
4. Advanced notice to ALL hiring authorities on any training occurring for People Admin (This allows Hiring Authorities the opportunity for Renewal Training and for advanced training).

