Memorandum

To: All Hiring Managers
From: Karen McDonnell, AVP and Chief Human Resources Officer
Date: September 23, 2019
RE: HR PERFORMANCE PROMISE – August 2019 results

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Attached to this memo are the actual results from August 2019.

As I stated last month, summer is our busy time, and this August was no exception. In the month of August, we initiated over 700 background checks and onboarding over 650 new faculty and staff.

Compensation Metrics

The Compensation metrics all fell under the SLA, although the new or reclass review has increased in processing time over the last few months to just at the SLA. Our new Compensation Director, Chuck Nwagwu, will be reviewing the process for this important function to determine if any changes should be made that may impact processing time. One important note – several of the requests we are receiving in Compensation are submitted without complete information or supporting documents (see yellow highlights). Submitting incomplete packets does add time on to the request, as the SLAs are based on the receipt of a complete packet. Please work with your HR Business Partner to ensure that your submissions are complete.

Talent Acquisition Metrics

While we initiated over 100 new requests during the month of August, we managed to bring our processing time to back under the SLA. This is significant when you add in the factor that the employees that are responsible for this are also responsible for background checks. As a reminder, we initiated over 700 background checks this compared 498 in July and 106 in June. We are looking at potential solutions to better prepare us for next summer.
We continue to see requisitions sit in hiring departments for several days and even weeks. Many departments approve them the same day they are received, but others sit in the department’s queue for weeks at a time, slowing down the approval process overall.

Our background check processing time has improved, but is still over target. Much of this is due to the volume in August, but we will be closely monitoring this to ensure the processing time comes back under the SLAs.

The SLA for hiring proposals to offers also was over the target. I believe this has to do with the negotiation between the recommended salary and the departmental requested salary. We continue to work with departments on appropriate offers and to evaluate ways in which we can move these through more quickly.

As always, we are more than happy to discuss ways we can work with you to improve these numbers. Your feedback is what built this scorecard, so any suggestions you have on how we can improve this process are welcome! If there are other areas that you would like to see us report on, please don’t hesitate to reach out. Thank you for your continued support!