

2022 UC ANR Customer Service Survey

Human Resources				
PRIMARY OPPORTUNITIES			ACTIONS TAKEN/IN PROCESS	OUTCOME/ HIGHLIGHTS
Prior Year	Current Year (2021)	PO Identified		
NA	SHR 2.93/ AHR 3.26 (PO)	Clear Procedures	<p>REGULAR ANNOUNCEMENTS - Provide regular updates, announcements and trainings using the most appropriate tools, including the ServiceNow, ANRUpdate, Collaborative Tools and in-person/zoom meetings.</p> <p>COMMUNICATION TEMPLATES - Implemented new ticketing system ServiceNow and developing updated standard communications.</p> <p>INTERNAL TRAINING - Ensure HR employees are trained in new policies, timelines, and cust. service expectations. Cust. Service training. Ensure HR team is following the same processes and procedures.</p> <p>FAQ's - Create Cheatsheets for clients</p> <p>NEEDS - HR staffing, Zendesk seats, priority list of templates & cheatsheets</p>	<p>- Clear and concise process requirements, easily available to find. Processes should include cross functional (multi-unit) impacts and steps.</p> <p>- Updated and more frequent communication will reduce confusion and encourage a shared understanding of expectations.</p> <p>- HR developing regular reports in coordination with Strat Comm and AVP's.</p> <p>- HR staff have taken cust. svc. training.</p> <p>- Updated HR Partner assignements.</p> <p>- Updated L&D Onboarding webpage.</p> <p>- Created new onboarding resources.</p> <p>- Updated offboarding checklist for employees and supervisors.</p> <p>- Updated standard communications in ServiceNow.</p> <p>- Updated leadership contact list and incorporated programmatic and administrative units.</p> <p>- Improved Green Card Sponsorship Guidelines to support recruitment and retention efforts.</p> <p>- Launched centralized Service Award Recognition Program.</p> <p>- Updated Language Access website, process and procedures. Established agreements with new vendors to enhance interpretation and translation services.</p> <p>- Created an L&D "Calendar of Events".</p> <p>- Updated SHR Waiver of Recruitment Form to include additional types of recruitment and reason for waiving an open recruitment.</p> <p>- Updated New Hire Checklist page for staff recruitments.</p> <p>- L&D updated mentorship program to include academics</p>

NA	SHR 2.75 (PO)	Responds to Requests within an Acceptable Timeframe	<p>WORKFLOW - Updating timeline expectations and process steps, including workflow. Working with HR/BOC/SWPR units on WFA to streamline approval workflow for customer requests.</p> <p>WFA - Build online forms and approval processes to support client needs. Align Workflow updates with WFA.</p> <p>TICKETING - Update ticketing system (Zendesk), include regular status checks on tickets.</p> <p>COORDINATION - Collaborate with various units to develop overarching workflow plans and provide appropriate links to other units websites for major processes between HR, RPM, BOC, SWPR, IT</p> <p>NEEDS - ID Highest need workflow, Hiring HR support staff to help with workflow, LucidChart agreement update</p>	<p>Updated workflow/WFA/Ticketing processes will improve understanding of processes and timelines as well as create an improved response time. Ex. Data Changes form placed online, supervisors, HR/Business Officer and HR can now see form status in real time.</p> <ul style="list-style-type: none"> - Transitioned to new ticketing system (ServiceNow) and streamlined triaging HR requests - Incorporated use of WFA for form automation (DCF, flex work agreement) - Streamlining the SHR hiring process reducing time to complete by Jan 2024 - HR team participated in Lean Six Sigma Yellow Belt Training - Updated academic advancement timeline from Feb 1 to Dec 1 to allow for timely review - Leveraged WFA for Project Board updates in collaboration with IT/PPE - Integrated Direct Entry functionality in UCPath to shorten processing times for new hires
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ADDITIONAL OPPORTUNITIES IDENTIFIED (e.g. verbatim/themed comments, secondary opportunities)	ACTIONS TAKEN/IN PROCESS	OUTCOME/ HIGHLIGHTS
Effectively uses Websites, Online Documentation - SHR 2.87/AHR 3.40 (SO)	<p>Website Content Evaluation - Review from client perspective, what information needs updating? Include point of contact information and links between units.</p> <p>Workflow/WFA/Ticketing/FAQ's - Update website with critical information on workflow and forms.</p> <p>Coordination - Collaborate with various units to develop an overarching plan and provide appropriate links to other units websites for major processes between HR/BOC/RPM/SWPR,</p>	<ul style="list-style-type: none"> - HR is evaluating the website, updating links and is hiring a limited term employee to assist in updates. Goals include coordinating with clients, identifying major processes and needs. - Improved websites mean quicker access to information and forms for clients. - Website currently being reviewed and updated for urgent changes. Next step will be to coordinate with clients on larger scale website needs. - HR continues to make regular updates to the website and is transitioning all content into a singular URL as part of IWP project to increase cohesion and searchability of content. - HR regularly cleans up dead links and removes outdated information

<p>Training for Clientele - SHR 2.69/ AHR 3.22 (SO)</p>	<p>Needs - prioritized list of trainings and coordinate best means to outreach (zoom, in-person, etc.)</p> <p>Events - Monthly training, discussions with CDEC, REC Directors, SWP Directors,</p>	<p>Increased client training will provide better shared understanding of expectations and needs. Ongoing, started April 22</p> <ul style="list-style-type: none"> - Presented to County Directors and VP Council on various topics including Onboarding, Staff Hiring, Visa/Green Card Sponsorships, AI, Stipends, Staff Compensation, Language Access, Equity Adjustments - Increased accessibility of online materials - Provided in-person and zoom training opportunities for Staff and Academic Assembly in Equity Process - Provided outreach and educational materials for Contracting Out for Services - Presented at ANR Statewide Conference on Onboarding and Principles of Community - Presentation to Office Managers on CWRs scheduled for Dec 2024. - Launched ANR's Principles of Community training in LMS - Added SHR knowledge articles in ServiceNow - Launched monthly employee welcomes to help orient new employees - Affirmative Action provides annual parity analysis for statewide programs (4-H, CalFresh, EFNEP, and Master Gardeners)
<p>Approval Time - SHR 2.43/ AHR 3.23 (SO)</p>	<p>RECRUITING SUPPORT - Updating opportunities for advertising</p> <p>Other - covered under: Responds to Requests within an Acceptable Timeframe & Clear Procedures</p> <p>Needs - Workflow/WFA/Ticketing updates, staffing model finalized/hires complete</p>	<p>HR is hiring and working to onboard and train new staff to support client needs.</p> <ul style="list-style-type: none"> - New staff have been onboarded and response times have significantly improved. - Increased advertising efforts and assessing impacts on applicant pools - Reduced response time for approvals by reviewing the Staff Hiring Process and removing redundancies. In progress, complete by Jan 2025. - Increased HR staffing and restructured unit for additional support; reassigned SHR workload by location to provide clear point of contacts for clients - Coordinated with Payroll on regular audits of UCPath transactions for increased transparency and accuracy