
Action Project

Institution: Moraine Park Technical College
Submitted: 2004-09-01 **Contact:** Nadine Allen
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Timeline:

Planned project kickoff date: --

Target completion date: --

Actual completion date: --

A. Give this Action Project a short title in 10 words or fewer:

Human Resource Management System (HRMS) web-based applications.

B. Describe this Action Project's goal in 100 words or fewer:

Develop HRMS web-based applications from software that has already been purchased. Provide self-service capabilities to staff for the retrieval and entry of HR/Payroll/Benefit information. Provide potential cost savings and efficiencies in record keeping, benefits administration, employee mailings.

C. Identify the single AQIP Category which the Action Project will most affect or impact:

Primary Category: Valuing People

D. Describe briefly your institution's reasons for taking on this Action Project now -- why the project and its goals are high among your current priorities:

This Project is one of the top priority Focus Strategies that resulted from the College's Strategic Planning Process. This project will use new technology capabilities to provide more effective, efficient customer service to our employees.

E. List the organizational areas - -institutional departments, programs, divisions, or units -- most affected by or involved in this Action Project:

* All College employees * HR department * Payroll * Institutional Advancement/Research

F. Name and describe briefly the key organizational process(es) that you expect this Action Project to change or improve:

Human Resources and payroll processes related to computerized employee data such as name, marital status, address, phone number, beneficiary enrollments, payroll, and tax information.

G. Explain the rationale for the length of time planned for this Action Project (from kickoff to target completion):

* This will be an annual performance objective for the project leader. * The project status will be reviewed by the HR staff at monthly departmental meetings. * The IT Standing Committee monitors IT projects such as this. * IT project reports/updates are given at Operations Committee meetings. * Potential savings on insurance premiums, mailing costs. * Project updates are provided to staff via Park Place (college intranet site) * Focus strategies are distributed to the District Board and all staff.

H. Describe how you plan to monitor how successfully your efforts on this Action Project are progressing:

* Monitor the number of employees using new employee data entry process. * Track accuracy and efficiency of new benefit enrollment process. * Monitor number of manual data entries by Human Resource and Payroll

personnel. * Survey of staff with regards to ease and availability of system and need for additional information to be included for continuous improvement.

I. Describe the overall "outcome" measures or indicators that will tell you whether this Action Project has been a success or failure in achieving its goals:

* Level of usage of web-based applications by employees. * Number of employee records updated with accuracy and the minimum of time, effort, expense or waste. * Number of contacts and paperwork submitted to HR and Payroll for routine information updates. * Compare outputs for previous vs. new processes.

J. Other information (e.g., publicity, sponsor or champion, etc.):

2004-05 Quantitative and Qualitative Performance Targets: * Survey of staff as to availability of services and buy-in for staff use (Institutional Advancement/Research) * Document baseline data for current process for employee record maintenance. * Network ID Management/Student Provisioning Project Team to complete automated process for setup and security of user account information * Setup and installation of HRMS self-service applications * Develop a notification process for changes * Test the functionality by a select group of staff * Test the security of system by a select group of staff
2005-06 Quantitative and Qualitative Performance Targets: * Implement Project (utilization of delivered HRMS web-based software module) * Conduct staff training * Survey staff with regards to ease and availability of system (Institutional Advancement/Research)
2006-07 Quantitative and Qualitative Performance Targets: * Survey staff with regards to ease and availability of system (Institutional Advancement/Research) * Provide summative project report

K. Project Leader and contact person:

Contact Name: Janice A Collins, Outcome Assessment/NCA Associate
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Annual Update: 2006-08-24

A. Describe the past year's accomplishments and the current status of this Action Project.

Human Resource Self-Service (HRSS) web-based application for full-time faculty, management and support professionals went live on January 23, 2006 for 407 staff. The 2005-06 implementation accomplishments included: • Finalized the program modifications/installation. • Finalized the security setup. • Tested the system. • Launched a three-week, multi-faceted campaign to promote HRSS. • Held six voluntary training sessions with 71% of staff attending. • Designed, purchased and handed out to staff new mouse pads with detailed instructions for accessing the new web-based system from work or at home. • During the first week (January 23, 2006) 25% of the regular staff were utilizing the system, and 16.5% of staff voluntarily signed up for an electronic copy only of their payroll advice. • April, 2006 – A transition was made to electronic pay statements. All regular staff and well as some of our temporary staff (totaling 503) are now viewing their payroll, personal and benefit information online. • Projected first year savings to not printing pay advices: \$3,000 • Projected first year time and dollars saved by HR staff due to employees entering their own name, address, phone, e-mail, W-4 tax deduction information, marital status, direct deposit, and emergency contact data: \$2,000

Review (10-05-06):

This is a very valuable project which demonstrates its cost efficiency. It fits very well with AQIP Category 3 (Valuing People). Because this project involves both human resource management as well as modern technology, it is also consistent with AQIP Category 6 (Supporting Institutional Operation). Its measurement is clear. There were six voluntary training sessions with 71% of staff attending. While 25% of the regular staff were using the system during the first week, one minor comment or suggestion is: "How many employees or

what % of total employees have signed up for this system since it was started?"

B. Describe how the institution involved people in work on this Action Project.

In the Fall of 2006, approximately fifteen staff participated in testing the Human Resource Self-Service (HRSS) for staff. The use of testers was significant in the process to uncover programming problems on an individual level. The Information Technology, Marketing, Organizational Development and Human Resources, Benefits and Payroll staff worked together to uncover hidden gaps and to ensure the system's stability and security.

Review (10-05-06):

On the positive side, this project involved many employees. More specifically, approximately fifteen staff members participated in this testing of HRSS. This testing process helped the institution to identify certain hidden or unpredicted problems, which is a very good step. It might be better to state more information about those participants or testers (e.g., gender, faculty or staff, or average age etc).

C. Describe your planned next steps for this Action Project.

Final (third year) project plans include: • Surveying of staff to gain insight on ease of use and future enhancements desired. • Moving the project forward to include all part-time temporary staff (approximately 260 additional staff). • Additional enhancements to the system as available

Review (10-05-06):

It is a nice plan to do a survey of staff so as to gain insight on ease of use and future enhancements desired. It is unclear to others or reviewers what kinds of survey will be administered.

D. Describe any "effective practice(s)" that resulted from your work on this Action Project.

• Moraine Park Technical College's month-long campaign was imperative to getting staff buy-in for the system. Promoting the system's features, including information that was not available to staff before, ease of use and accessibility made it appealing to staff. • Offering several voluntary training sessions was an important component. • Providing new mouse pads to staff was a plus, as the instructions were always at their side. • We were proactive in our communication with the Help Desk staff and provided them with answers to anticipated questions; however, help desk calls during the first six weeks of implementation were under five.

Review (10-05-06):

It is good to see that there will be more training sessions for those new or part-time employees. As your project goes on, it may be a suitable practice.

E. What challenges, if any, are you still facing in regards to this Action Project?

Remaining issues are few, but include: • Previous pay advices show only "real-time" longevity and union hours. There is still a need to retain previous information. This is a programming/file storage retention issue we are addressing through another module installation. • Finalization of a web page to walk the customer through a life event (changes in marital status, birth and adoptions, etc) change. The new web page is projected 90% complete at this time.

Review (10-05-06):

It is clear that you understand challenges and difficulties related to this project. One common question is: "Do you have a separate system to back up if your current system totally fails?"

F. If you would like to discuss the possibility of AQIP providing you help to stimulate progress on this action project, explain your need(s) here and tell us who to contact and when?

n/a

Review (10-05-06):

N/A