November 10, 2022

HR/PAYROLL FORUM
Announcements

We are recording this meeting.

Forum Registration: We have a new way to register for the forum! You can find the schedule with registration links, dates and topics through August of 2023 on the website here: https://hr.oregonstate.edu/hr-and-payroll-operations-forum. This is also where we place recordings and documents from past forums.

Forum Format: We are now in regular zoom instead of zoom webinar so that we can see each other and eventually make this more conversational.

Today we will be using the chat and the option of raising your hand for questions. We will pause after each topic for questions.
Agenda

- End of the year Payroll reminders
- Vacation cash out reminders
- Recruitment Team Introductions and Updates
- HRSP Summary and Introductions
- Onboarding updates
- ESM – HR Service Delivery (HRSD) Roll out
### Payroll Year End Reminders

#### Nov. & Dec. short, tight, payroll cycles
- Time closes at noon 2nd day

#### Overpayment ramifications at year end

#### Out of state employees - new tax forms

#### Out of state Minimum Wage rates

#### Update CM addresses for W-2's & SSN's

#### New Oregon Paid Family and Medical Leave
- Status update
Vacation Cash Out Reminders for Classified Employees

SEIU Collective Bargaining Agreement

Article 43, Vacation Leave, Section 17

- Classified employees may elect to cash-out up to 40-hours of accrued vacation leave
- Notification to be sent to classified employees in November each year
- Complete the required DocuSign Power form – “Request for Cash Out of Vacation Leave”
Eligibility Criteria

- The appropriate form must be submitted in December each year
- The employee must have a minimum of 80-hours of accrued vacation leave remaining after cash-out
- The Cash-Out will be paid in the January Paycheck
Process Steps and Deadlines

**STEPS:**

A DocuSign form for the Vacation Cash-Out request must be submitted in the month of December 2022. *(preferred method)*

A completed .pdf copy of the Vacation Cash-Out request must be submitted in the month of December 2022 to the HR Service Center via email: hrsupportservices@oregonstate.edu.

**CRITICAL DEADLINE:**

The completed form must be received in HR no later than **December 31, 2022**, in order to receive the cash-out.

For questions related to the process, please contact HRSupportServices@oregonstate.edu. For other questions about this option, please contact Employee.Relations@oregonstate.edu.
These sessions are designed for supervisors and department HR liaisons. Feel free to drop in and ask your questions about the hiring process. We will have a panel of experts from different HR Teams that work directly with hiring to assist with your questions.

November 16, 2022 – 11 am to 12 noon
Registration Link

December 7, 2022 – 1 pm to 2 pm
Registration Link

January 9, 2023 – 11 am to 12 noon
Registration Link
Recruitment Team Introductions & Updates

We are excited to announce some changes within the Recruitment Team!

Effective November 1st, Claudia Hamilton transitioned to a new position within the team as a Talent Acquisition Coordinator.

As part of the new Talent Acquisition role, Claudia will:
- Assist hiring units in attracting top talent to OSU in partnership with the HR Strategic Partners
- Utilize new sourcing tools to engage diverse talent
- Strategize on diversity outreach efforts with hiring units
- Participate in community events and outreach to market OSU as the Employer of Choice
- Collaborate to re-brand our job postings into a more effective marketing tool

Feel free to reach out to Claudia at claudia.hamilton@oregonstate.edu if you have questions!
# Recruitment Team

## Academic/Administrative Unit Assignments

<table>
<thead>
<tr>
<th>ACADEMIC UNITS</th>
<th>ADMINISTRATIVE UNITS</th>
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<tbody>
<tr>
<td><strong>Recruitment Team</strong></td>
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<tr>
<td>Beth Bilyeu Rachelle New</td>
<td>Maile Moore</td>
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<td>Mary Joslin</td>
<td>Tricia Leman</td>
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<td>Melinda Gonzalez</td>
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<td>Candice Vasallo</td>
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<td>Heather Banks</td>
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<td>Science</td>
<td>Academic Affairs Faculty Affairs Extension URM USSE</td>
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<td>Engineering Liberal Arts Business Forestry</td>
<td>Graduate School President Provost Research</td>
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## HR Strategic Partners
### Academic/Administrative Unit Assignments

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<tr>
<th>HR Strategic Partner</th>
<th>Unit</th>
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<tbody>
<tr>
<td>Tarron Anderson</td>
<td>• Division of Finance &amp; Administration</td>
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<tr>
<td>Curtis Flynn</td>
<td>• College of Agricultural Sciences</td>
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<td></td>
<td>• College of Forestry</td>
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<td></td>
<td>• Division of Extension &amp; Engagement</td>
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<td>Jennifer Hill</td>
<td>• College of Business</td>
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<td>• College of Pharmacy</td>
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<td>• College of Science</td>
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<tr>
<td>Monica Kulp</td>
<td>• College of Engineering</td>
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<td>Michelle Lopez</td>
<td>• Ecampus</td>
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<td>• Library</td>
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<td>• Office of Research</td>
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<td>• Office of the President</td>
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<td>• Provost’s Office</td>
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<tr>
<td>Stefanie Maerki</td>
<td>• College of Earth, Ocean and Atmospheric Sciences</td>
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<td>• University Information &amp; Technology</td>
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<tr>
<td>Kelsey Morris</td>
<td>• OSU-Cascades</td>
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<tr>
<td>(Associate Director at OSU-Cascades)</td>
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<tr>
<td>Stacy Nedry-Johnson</td>
<td>• College of Education</td>
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<td>• Graduate School</td>
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<td>• Honors College</td>
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<td>• University Housing &amp; Dining (in partnership with Tricia Olson)</td>
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<td>• University Relations &amp; Marketing</td>
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<td>Kadie Powell</td>
<td>• College of Liberal Arts</td>
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<td>• College of Public Health and Human Sciences</td>
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<td>• College of Veterinary Medicine</td>
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<td>Tricia Olson</td>
<td>• Student Affairs</td>
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Some Key HRSP Activities
(and examples)

1. Coach leaders and supervisors on performance matters
   ◦ Focus on supervisor and employee development

2. Coach leaders and hiring managers on key hiring and retention matters
   ◦ Stay interviews

3. Understand unit/college’s goals and priorities and recommend HR strategies that move groups toward those priorities

4. Bring new or changing HR programs to unit/college leadership team and work with leaders to implement those programs consistent with the unit’s culture and style
   ◦ Managerial Competency Framework
   ◦ Exit survey

5. Act as a sounding board, planning partner and implementation partner on organizational development

6. Lead trainings
   ◦ Crucial Conversations
   ◦ CORE for Managers and Supervisors

7. Recommend new practices, policies and procedures
   ◦ Flexible work improvements
   ◦ Performance Management Pilot

New!
More information about our role:
https://hr.oregonstate.edu/about-us/contact-information-hr-teams/role-osu-hr-strategic-partner
Onboarding Updates

• All New Employees must complete their I-9 within three days of their start date
  • All employees that will be working on site or a hybrid schedule are required to come into the office to complete this step
  • Employees who are fully remote will be sent the Remote Agent I-9 for completion

• We are currently working on a Welcome Meeting that will include information on how to fill out their timesheet, when is payday, how to access My.Oregonstate.edu, benefits, I-9 completion, etc.
  • This will be tentatively rolled out in December, more information to follow
Enterprise Service Management

PHASE 1: HUMAN RESOURCE SERVICE DELIVERY (HRSD)
Why ServiceNow?

OSU IT’s Strategic Roadmap
Increase efficiency and effectiveness
Reduces manual work
Standardizes HR practices
Improves the customer experience
Fully secure
Who is Impacted?

Current and incoming new OSU employees
HR Liaisons/Dept Contacts
Hiring Managers
HR and Payroll teams

Pre-Onboarding has been reduced from 37 manual steps to 27
Onboarding has been reduced from 30 manual steps to 15.

Offboarding requests reduces multiple email communications to collect and process all necessary information
What is changing?

Requests can be entered straight into the Employee Service Portal.
- Are tracked under My Requests
- Any actionable items are found under My Tasks

The emails sent to the shared inboxes HR & Payroll currently use will be automatically routed to ServiceNow and assigned to the appropriate HR/Payroll team
- Will replace current ticketing system, Teamwork

Employees can view knowledge articles on various HR and Payroll topics
What are Service Inquires?

A Service Inquiry is an HR or Payroll request that is submitted by an OSU employee

- Requests can be submitted on behalf of another employee

They can be found by either using the Global Search bar or under Browse Services

- Includes required and optional fields, ability to add attachments
- Contains built-in logic
- HR and Payroll teams can transfer the inquiry to another HR/Payroll team without losing data or history

Number of inquiries will continue to grow

- HR General, Guest User, DFA IT General, HR Compliance, Academic Faculty Programs, Collective Bargaining, General Employee & Relations, Flexible Work Agreement, Payroll/Tax, Duplicate Tax Forms, Payroll Discrepancy, Protected Leave, Holiday’s and Special Days, Wellness & Work-Life, Retirement, Voluntary Retirement, PEBB Dental, PEBB Medical, PEBB Optional, PEBB Vision, Onboarding, and Offboarding.
How will requests look?

Who can see the HR Case
- Opened By
- Subject Person
- Collaborators
- Watchlist
- Assignment Group
- Assigned to

Ability to enter comments directly into case, no longer need to use Outlook

Status
- Draft
- Ready
- Work in Progress
- Closed Complete
- Suspended
- Cancelled

Activity shows the history of how, when, and by whom the case has moved and who has interacted with the case

Can add and/or view any attachments

Additional HR Case Details
When is this Happening?

Employees will begin interacting with ServiceNow in January

- HR and Payroll will be taking a soft launch approach mid-December

HR Liaison and Dept Contact training will include 3 opportunities to attend a zoom session

University-wide training for all employees training include 2 opportunities to attend a zoom session

All trainings will be held mid-December through January

- Will be recorded if unable to attend
Where can I learn more?

Welcome to ServiceNow

ESM Website
◦ Will include recorded trainings
◦ Quick Reference Guides

User Acceptance Training

Future email communications

Brittany McDonald and Bonny Ray
◦ HR Training Leads
  ◦ Angela Williamson
  ◦ Robbin Sim
  ◦ Mary Thompson
  ◦ Jennifer Short
  ◦ Jessica Dalziel
  ◦ Katy Ahlvin
  ◦ Carolyn Warfield
  ◦ Samantha Martin- HR Admin