



# November 10, 2022

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HR/PAYROLL FORUM



# Announcements

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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

# NOVEMBER

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
13	14	15	16	17	18	19
			Mid- month posting Close PYAREDS	Time Entry Lock hrly 8pm	Time Entry - close 12 noon	
20	21	22	23	24	25	26
		CNBC\Writs PM	Print Checks DD Deletes 5pm	Thanksgiving Holiday	Thanksgiving Holiday	
27	28	29	30	1	2	3
	ACH File Due 10 a.m.	Open/Close PHAREDS	PAYDAY Year End Posting			

# DECEMBER

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
18	19	20	21	22	23	24
	Time Entry Lock hrly 8pm	Time Entry - close 12 noon		CNBC\Writs PM	Print Checks	Christmas Eve
25	26	27	28	29	30	31
Christmas Day	Christmas Holiday Observed	DD Deletes 5pm				New Years Eve
1	28	29	30	1	2	3
New Years Day	New Years Day Observed					

# 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”



CASH OUT

# 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: [hrrsupportservices@oregonstate.edu](mailto:hrrsupportservices@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](mailto:HRSupportServices@oregonstate.edu).  
For other questions about this option, please contact [Employee.Relations@oregonstate.edu](mailto:Employee.Relations@oregonstate.edu).



# Hiring Q&A

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](mailto:claudia.hamilton@oregonstate.edu) if you have questions!

# Recruitment Team

## Academic/Administrative Unit Assignments

### ACADEMIC UNITS

Recruitment Team	Unit
Beth Bilyeu Rachelle New	Ag Sciences
Mary Joslin	Education Pharmacy PHHS Vet Med Honors College
Melinda Gonzalez	Science
Candice Vasallo	CEOAS
Heather Banks	Engineering Liberal Arts Business Forestry

### ADMINISTRATIVE UNITS

Recruitment Team	Unit
Maile Moore	Student Affairs
Tricia Leman	Athletics DFA UIT
Melinda Gonzalez	Academic Affairs Faculty Affairs Extension URM USSE
Candice Vasallo	Graduate School President Provost Research

# HR Strategic Partners

## Academic/Administrative Unit Assignments

HR Strategic Partner	Unit
Tarron Anderson	<ul style="list-style-type: none"> <li>• Division of Finance &amp; Administration</li> </ul>
Curtis Flynn	<ul style="list-style-type: none"> <li>• College of Agricultural Sciences</li> <li>• College of Forestry</li> <li>• Division of Extension &amp; Engagement</li> </ul>
Jennifer Hill	<ul style="list-style-type: none"> <li>• College of Business</li> <li>• College of Pharmacy</li> <li>• College of Science</li> </ul>
Monica Kulp	<ul style="list-style-type: none"> <li>• College of Engineering</li> </ul>
Michelle Lopez	<ul style="list-style-type: none"> <li>• Ecampus</li> <li>• Library</li> <li>• Office of Research</li> <li>• Office of the President</li> <li>• Provost's Office</li> </ul>

HR Strategic Partner	Unit
Stefanie Maerki	<ul style="list-style-type: none"> <li>• College of Earth, Ocean and Atmospheric Sciences</li> <li>• University Information &amp; Technology</li> </ul>
Kelsey Morris (Associate Director at OSU-Cascades)	<ul style="list-style-type: none"> <li>• OSU-Cascades</li> </ul>
Stacy Nedry-Johnson	<ul style="list-style-type: none"> <li>• College of Education</li> <li>• Graduate School</li> <li>• Honors College</li> <li>• University Housing &amp; Dining (in partnership with Tricia Olson)</li> <li>• University Relations &amp; Marketing</li> </ul>
Kadie Powell	<ul style="list-style-type: none"> <li>• College of Liberal Arts</li> <li>• College of Public Health and Human Sciences</li> <li>• College of Veterinary Medicine</li> </ul>
Tricia Olson	<ul style="list-style-type: none"> <li>• Student Affairs</li> </ul>

# 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](https://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

**servicenow**<sup>®</sup>



# 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

Oregon State University

Search

My Tasks **99** My Requests **BM** Tours

HR Find Answers Browse Services

Hello Brittany,  
Welcome to the new Employee Service Portal. Your home for HR & Payroll!

What can I do here?

Popular topics

- HR
- Retirement
- Compensation
- Benefits
- Tax Information
- HR Systems
- Health and Wellness
- Pay and Time

Recommended for you

- Article: Test Article for HR & Payroll External Knowledge Base
- Request: HR General Inquiry
- Request: DFAIT General Inquiry

My active items

- 9+ Tasks
- 9+ Requests
- Surveys

Quick tasks [View all >](#)

- No due date: HR Task demo for the notifications
- No due date: Complete the in-person I-9 verification and Section 2 of the Form I-9
- No due date: Verify the Form I-9 has been completed

# What are Service Inquires?

The screenshot shows the Oregon State University HR Services Catalog. At the top left is the OSU logo. A search bar is located at the top center. To the right of the search bar are links for 'My Tasks' (with a red badge showing '69'), 'My Requests', and 'Tours'. Below the search bar are navigation options: 'HR', 'Find Answers', and 'Browse Services'. A breadcrumb trail reads 'Home > Human Resources Catalog > All Categories'. On the left side, there is a 'Categories' sidebar with 'Employee Relations' and 'Payroll'. The main content area is titled 'Popular Items' and contains six service inquiry cards, each with a title, a brief description, and a 'View Details' link.

Category	Item Title	Description	Action
Popular Items	HR General Inquiry	Have an HR question and not sure who to ask? Use this form and AskHR.	<a href="#">View Details</a>
	Offboarding Request	Submit a request if/when an employee is leaving their position.	<a href="#">View Details</a>
	Voluntary Retirement Savin...	Ask a question about Voluntary Retirement Savings Programs.	<a href="#">View Details</a>
	DFA IT General Inquiry	Have an HR Systems question or request? Use this form.	<a href="#">View Details</a>
	Protected Leave Inquiry	Ask a question about the options available for Medical Leave, Parental Leave, Military Leave, or Crime Victim protected leave.	<a href="#">View Details</a>
	Retirement Benefits	Ask a question about the Public Employees Retirement System (PERS) Pension Plan, or the Faculty Optional Retirement Plan (ORP).	<a href="#">View Details</a>

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

The screenshot displays the Oregon State University HR Case Management interface. At the top, there is a search bar and navigation links for "My Tasks" (with a notification badge), "My Requests", and "Tours". Below the navigation, there are links for "HR", "Find Answers", and "Browse Services". The main content area shows the case details for "My Request - HRC0001634". The case number is HRC0001634, and the status is "Ready". The case title is "HR General Inquiry opened for Brittany McDonald". The case is opened for Brittany McDonald and the subject person is also Brittany McDonald. The "Activity" tab is selected, showing a list of actions: "Brittany McDonald Testing VA" (5d ago), "Brittany McDonald User Brittany McDonald has initiated a HR General Inquiry request" (3mo ago), and "Brittany McDonald HRC0001634 Created" (3mo ago). There is a "Post" button and a "Type your message here..." input field for adding new activity.

# 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

