



**Campus Asked, WyoCloud Answered:**  
HCM Request Gathering Follow-up  
*Session #1*

May 30, 2018

## Agenda

- **Recruiting & On-boarding** - Mark Bercheni & Deb Marutzky
- **Core HR** - Mark Bercheni
- **Compensation** - Jeremy Kuhn
- **Employee LearnCenter** - Kaylen Harrison-Hopkins
- **Performance Management** - Jesse Begin
- **Communication, Training, and Other** - Laura Shevling



# Recruiting and On-boarding

Campus Requests and Feedback	Solution
How will non-UW employees outside be able to access WyoCloud HCM for recruiting to apply for a job?	WyoCloud Recruiting provides both an internal and external career website. Non-UW employees will apply through the external career website and do not need to have a UW ID. Current UW employees will apply using an internal career website. The websites look identical.
Is it possible to use WyoCloud HCM for scheduling phone interviews with room availability to allow people to sign up based on their schedules?	The WyoCloud team reviewed this request and does not believe WyoCloud HCM would allow a complex integration with Outlook for scheduling.
For faculty searches, we need to be able to upload confidential letters of references.	The WyoCloud Team is still researching the letter confidentiality.
Currently, applicants are only able to upload one document. They need the ability to upload more than one document.	Applicants will be able to upload multiple documents with WyoCloud HCM.
I have 200 graduate students and have had issues with getting them hired in the workflow. I am concerned that this area is not being addressed.	The WyoCloud team is working closely with Academic Affairs to develop specific processes for Graduate Assistants in HCM. They are also in the process of testing and finalizing the hiring workflow to be communicated with campus soon.



# Recruiting and On-boarding

Campus Requests and Feedback	Solution
<p>We would like to complete drug screenings, reference checks, and background checks in the system. We would also like to generate lists of random drug screenings using the system.</p>	<p>Reference checks will be integrated into WyoCloud HCM through Skill Survey. Background checks will be integrated through Sterling Talen Solutions. Drug screenings are done in a third party system that does not integrate with WyoCloud.</p>
<p>The current I-9 process in HRMS is a nightmare. We use e-verify right now and to complete the first part of the I-9 they must bring original documents so the paperwork must be complete well in advance. Is the I-9 process streamlined in HCM? Is it simplified for non-benefited people? Can we email their personal email with these directions? Can they get access to UW email early?</p>	<p>With WyoCloud HCM, the I-9 process will be automated through Sterling. The new employee will be sent an email with a link to Sterling to complete section 1 of the I-9 online. E-verify will also be completed through Sterling</p>
<p>We do many faculty searches in the fall. How will we transition recruitment as WyoCloud HCM goes live?</p>	<p>The WyoCloud Team partnered with Academic Affairs to develop a recruitment cutover timeline with faculty searches in mind. The timeline, communication plan, and key dates were shared at the WyoCloud HCM Deep Dive on 5/24. The presentation and WyoCast are available on the WyoCloud website's Communications page.</p>
<p>When is the timing of the Taleo Recruiting and Onboarding release?</p>	<p>The timeline, communication plan, and key dates were shared at the WyoCloud HCM Deep Dive on 5/24. The presentation and WyoCast are available on the WyoCloud website's Communications page.</p>



# Recruiting and On-boarding

Campus Requests and Feedback	Solution
<p>For faculty searches, I would like to have the search committee involved before the position is approved so they can participate in developing the job description. Alternatively, if the qualifications can be changed after the position is approved then the search committee could also have input. We just need a way to consult with the search committee in advance of posting the job so they can contribute which is not possible with the current process with HRMS.</p>	<p>Positions are created before the hiring requisition is created in the Recruiting module. With WyoCloud HCM, Search Committees can be included as collaborators prior to the hiring requisition being approved and posted. However, Search Committees are often added as the requisition is being created.</p>
<p>We would like to be able to send rejected letter with HCM. We would also like the ability to track letters that will be going out for rejection.</p>	<p>Automated rejection letters will be sent through WyoCloud Recruiting with the ability to review the rejection letter prior to sending. Rejection letters are triggered by updating candidate's status to some version of rejected.</p>
<p>Is it possible to provide professional development or special training for search committee chairs and members who are faculty?</p>	<p>What kind of training would you like?</p>
<p>I am now out of the communication loop with my search committee so I don't see when my chair approves things when I am supervising him.</p>	<p>As the Hiring manager, you would maintain access throughout the hiring process. There are several roles including the hiring manager, hiring manager assistant, interview team, recruiter, etc. who will also have access to the latest candidate information.</p>



# Recruiting and On-boarding

Campus Requests and Feedback	Solution
<p>For student workers that leave their position for a period of time and then come back, I do not want to have to post a position when I know we will hire the same student when they return. Can I just rehire the student when they return?</p>	<p>Direct hires will be available for students to allow for easy rehiring.</p>
<p>Will the recruiting module in WyoCloud HCM be used for faculty and staff? Is the hiring process different?</p>	<p>Recruiting in HCM will be used for both faculty and staff hires. The hiring process is the same for creating requisitions, managing candidates, creating offer letters, and onboarding. The only difference is a slight variation of approval chains.</p>
<p>Currently, when we get the position authorization, the Provost approved a certain salary base for faculty. The search process to fill the position begins and an offer is made. However, sometimes the offer has a different salary than what was approved. We would like to see the full history of information for the position so we do not have to keep a shadow system showing what dollar amount is approved to compare to the salary in the offer.</p>	<p>You will be able to see the requisition information all the way through the hiring process.</p>



# Recruiting and On-boarding

Campus Requests and Feedback	Solution
Can we assign different people to be the lead hiring manager for different searches?	Yes. There are multiple owners of a requisition. Requisition owners will differ depending on who will manage the requisition and candidate status throughout the search process. Hiring Manager security access will be given to the majority of UW employees to allow for different people to lead different searches as needed. Outside search committee members can also be added.
Currently, if a new employee is not on the main campus, their I-9 needs to be notarized. It would be helpful for people to be able to fill it out online.	HR will be working with Sterling Talent Solutions to manage our I-9 process entirely electronically. There will be no paper process or notary process. HR will work with those being hired not on campus to complete their I-9 electronically through Sterling.
Applicants submit materials at different times and it is hard to find and track them all. We would like all applicant material in one place.	<p>All applicants have a master candidate profile and individual job submissions. They are all linked so it is easy to find both active and inactive previous job submissions as a Recruiter. If you are a Hiring Manager, you can review previous submissions if you owned the previous hiring requisition. Both Hiring Managers and Recruiters can see the master candidate profile.</p> <p>Candidates maintain their candidate profile in the Recruiting module career section which automatically updates for any new job submissions. Changing their candidate profile also updates the Hiring Managers' and Recruiters' view. However, a single job submission to a job posting stays static after candidate submission.</p>



# Core HR

<b>Campus Requests and Feedback</b>	<b>Solution</b>
How will termination forms be handled? Will individual do their own termination form?	Termination forms will no longer be used. The termination will be initiated by the employee's supervisor or department in WyoCloud HCM. Employees will also be able to submit resignations through HCM.
When WyoCloud HCM is released to campus, will employee information be based on their current role? If I have both exempt and non-exempt employees, will they just move over as they are?	WyoCloud HCM will not change employee classification.





# Compensation

<b>Campus Requests and Feedback</b>	<b>Solution</b>
We would like to be able to request an audit of a position in WyoCloud HCM.	Requesting an audit will be an out of system process, but the approval and notification of the position audit to the employee, manager, and all approvals will be completed within the system. This is a change from current state where the approval process is done on paper.



# Employee LearnCenter

Campus Requests and Feedback	Solution
Can I scan and upload external trainings (like conference credits) into Learn?	The WyoCloud team is still finalizing the processes for employees to record training not completed through UW. This will be included in a future release.
UW mandates that all websites be accessible. Will the Employee LearnCenter meet all accessibility standards?	Steps have been taken to make sure the Employee LearnCenter is accessible.
Although county staff are not UW employees, they would like to have access to professional training in Taleo Learn.	Our primary audience for the initial roll out of the Employee LearnCenter (Taleo Learn) is current UW employees, using UW single sign on. Access for specific groups of non employees is on the roadmap for a future release.
Will WyoCourses and WyoLearn be retired? Will we have to rebuild courses in Taleo Learn?	WyoLearn currently houses training with both employee and non-employee audience. The goal is to move all employee focused training into the Employee LearnCenter. We've begun the planning process to move a number of different types of employee training into the LearnCenter. Training offered by Human Resources and WyoCloud will be included in the initial go-live phase.
We'd like to be able to add other trainings to Taleo Learn.	The Employee LearnCenter will allow us to bring a variety of trainings currently in a variety of sources into one place, including IT training, OFCCP training, environmental health and safety, and others. If you have training you'd like to incorporate, please contact us at <a href="mailto:wyocloud@uwyo.edu">wyocloud@uwyo.edu</a>



# Performance Management

Campus Requests and Feedback	Solution
It seems like performance evaluations in WyoCloud HCM are moving away from face-to-face discussions and moving towards online interactions.	With WyoCloud HCM, the performance evaluation process still includes an in-person review meeting. The updated process simply includes more documented interaction in the system between the employee and supervisor. Additionally, the Performance Management module includes functionality to record feedback at anytime to promote ongoing communication about an employee’s performance.
We would like staff to have the ability to complete a self-evaluation before their supervisor submits their evaluation.	The new enhanced annual performance evaluation process begins with an employee self-evaluation. After the employee completes their self-evaluation, the system will route the performance document to the employee’s supervisor to review and conduct the supervisor evaluation.
Will performance improvement plans be embedded into WyoCloud HCM?	The WyoCloud Team is still determining if Performance Improvement Plans will be tracked in WyoCloud HCM.
How were competencies determined?	Competencies were determined by the classification/compensation team in HR. Each position’s proposed competencies were review twice, and sometimes three times. If you have concerns about the competencies assigned, please contact HR.
Will performance evaluations be based on the calendar year or the fiscal year?	Performance is evaluated by calendar year based on budgets and raises if applicable.

Campus Requests and Feedback	Solution
How do performance evaluations work within the system?	The performance evaluation process will be similar to the current process with additional functionality to encourage employee self-evaluation and promote ongoing communication between employee and supervisor outside of the annual process.
How will Tenure & Promotion (TP) documents interface and work with performance management documents in WyoCloud HCM?	TP will be a standalone process using Faculty 180/ Interfolio. We cannot evaluate performance in the same way for faculty and staff.
We have a tool for Academic Professionals performance management. Can we still use this tool?	TBD
Will the performance management module in WyoCloud HCM be used for all UW employees?	Classified Staff, At Will employees, temporary lecturers, coaches and contract athletics employees will use WyoCloud HCM for performance. Faculty will use Faculty 180/ Interfolio for performance evaluations. Academic Affairs is also looking at performance evaluation processes for Graduate Assistants.

Campus Requests and Feedback	Solution
<p>For state-funded Graduate Assistants, we would want to see their teaching evaluations as part of their performance evaluations. Can we include teaching evaluations in the HCM Performance Management module?</p>	<p>A PDF of the teaching evaluation can be attached to the performance evaluation in WyoCloud HCM. In the Grad Assistant HCM performance document, there will be "Teaching" listed as a competency where you can rate below, meeting, or exceeding expectations.</p>
<p>Where will Administrator performance evaluations be completed?</p>	<p>Administrator performance evaluations will be in WyoCloud HCM.</p>
<p>I would like there to be more transparency with the approval chain for staff performance evaluations.</p>	<p>An enhancement request has been submitted to Oracle for approval chain history to be shown in the notification but it currently does not show. Unfortunately, Performance Management is the only module where this is the case.</p>
<p>Can ad hoc reviewers be added to performance evaluations?</p>	<p>Performance evaluations in WyoCloud HCM provide the option for managers to add additional participants to review employees. Both the manager and employee will have the ability to see the evaluation provided by the additional participant. Additional participants can provide ratings and comments, but they will not factor into the employee's official final rating. The supervisors ratings is ultimately the only one that counts.</p>

Campus Requests and Feedback	Solution
Meetings are full of jargon.	The WyoCloud Team has heard this feedback in the past and is trying to provide more concrete information about HCM at campus events. We ask that you always ask questions at meetings if you don't understand a term we are using
Put more details in the Change Agent Network meeting invitations	The WyoCloud team now sends out a reminder prior to the Change Agent Network meeting including the agenda and WyoCast link. We can also include this information in the meeting invitation.
We need to better prepare faculty, especially those gone over the summer	The WyoCloud Team is working closely with Academic Affairs to determine the essential information for faculty about WyoCloud HCM. We will likely do faculty "quick start" guides as we did for the finance implementation.
Seems to be a break down between Academic Affairs and HR.	The WyoCloud Team has partnered with Academic Affairs to build WyoCloud HCM. Academic Affairs attends the weekly WyoCloud project management meeting and has academic department representation creating new business processes and testing the new system with faculty and students in mind. We also have key business managers from academic departments involved in testing and part of the extended Core HR Team.
Have these meetings once a semester after go live.	The WyoCloud Team will continue to invite campus to attend listening sessions and informational meetings after WyoCloud HCM is released.



# Other Requests and Feedback

Campus Requests and Feedback	System Solution
Can we have lab time before it goes live to see what it looks like?	The WyoCloud Training team has heard this feedback and is working with the project team to review when campus could practice in the system before it is released.
What will be different about the roll out of this WyoCloud system?	The WyoCloud Team has heard lots of feedback and recommendations from campus based on their past experience learning new WyoCloud systems. We are actively taking action based on this feedback to improve employee’s experience.
Lots of notifications come with the system but I don’t want to log into the system all day. I want notifications about my employee entering a new goal, time & labor, and reminders.	We've gathered feedback on both sides of this issue—while some users don't appreciate the notifications the majority of feedback for notifications has been positive.
Can we attach documents to what we submit in WyoCloud HCM?	Yes. WyoCloud HCM provides you the ability to attach documents in the system.
We would like there to be a place in system for letters to be issued, such as placing someone on administrative leave.	Most of the WyoCloud HCM modules allow for letters to be attached as referenced, but it does not always allow these letters to be auto-generated, as these are often very personal in nature. The system also provides functionality for comments on each of the approvals process.
When a position is being approved, we like that we can see the notification and approve/reject from the email.	The ability to approve/reject an action through an email notification is available in WyoCloud HCM.



# Other Requests and Feedback

<b>Campus Requests and Feedback</b>	<b>System Solution</b>
Is there a mobile app for HCM?	You can access WyoCloud HCM off campus from your mobile device or tablet through a smart phone with internet access. There is an HCM application, and UW is currently researching the application to see if it would be useful to campus.
Ability to see where submitted transactions are in the workflow	The functionality to view a transaction's status in the approval workflow is available in WyoCloud HCM.



## HCM Request Gathering Follow-up Session #2: June 13, 2018

### Agenda

- **Benefits** – Eric Goldenstein, Kira Poulson, and Michelle Holmes
- **Time & Labor** – Sheralyn Farnham and Jen Chavez
- **Absence Management** – Eric Goldenstein and Kira Poulson
- **Payroll** - Sheralyn Farnham
- **Security** – Jeanne Durr and Jen Chavez
- **Reporting** – Carrie Gose