

# Issues by Category

Monday, November 06, 2006  
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Assigned To	Title	Status	Due Date	Priority	Opened By	Opened Date
Laura Odom	Retirement	Resolved		Normal	Mary Beth Rincon	12-Jan-06
<p>Benefits - Retirement benefits when move from C/S to A/P. Better communication of retirement options.</p> <p>Human Resources has been meeting with staff now when they change from c/s to a/p. Additionally, a checklist has been created to ensure benefit changes are discussed thoroughly with staff.</p>						
Laura Odom	Retirement	Resolved		Normal	Mary Beth Rincon	12-Jan-06
<p>More TIAA-CREF and PERF education.</p> <p>Status 9/8/06 Laura Odom and Jerri Taborski charged with planning a Pre Retirement Planning Program to systematically offer every year. Will be offered in Spring 2007.</p>						
Mary Beth Rincon	Benefits Plan	Resolved		Normal	Mary Beth Rincon	12-Jan-06
<p>Detailed copy of HR benefits plan.</p> <p>3/06 - Link added to PUC HR website to link to West Lafayette's employee benefits index.</p> <p>5/11/06 - HR Assessment team recommended that HR send out a distribution e-mail notifying staff the link has been posted on the HR website.</p>						

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**Compensation**

Emp / Class Mgr	Job Classifications	Active		Normal	Mary Beth Rincon	12-Jan-06
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Do a systematic review of all jobs.

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Laura Odom	Position Titles	Active		Normal	Mary Beth Rincon	12-Jan-06
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Clerical - titles - review people - account clerk do different responsibilities.

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Laura Odom	Position Classifications	Active		Normal	Mary Beth Rincon	12-Jan-06
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Service levels = 9 Clerical levels = 5 Why?

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Laura Odom	Compression	Active		Normal	Mary Beth Rincon	12-Jan-06
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Compression - review positions.

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Laura Odom	Job Classifications	Resolved		Normal	Mary Beth Rincon	12-Jan-06
<p>Pay issues - tiered levels within A/P.</p> <p>Added link to Human Resources Compensation web site, which defines the classification of administrative/professional employees.</p>						
Laura Odom	Job Classifications	Resolved		High	Mary Beth Rincon	12-Jan-06
<p>How are classification levels determined? How do I move up to a new level?</p> <p>Added link to Human Resources Compensation web site, which includes classification and compensation policies.</p>						
Mary Beth Rincon	Salaries	Resolved		Normal	Mary Beth Rincon	12-Jan-06
<p>Review market data and compare to PUC salaries</p> <p>3/06 - Market data secured, compared and shared with Senior Leadership Team.</p>						
Mary Beth Rincon	Starting Salary Rates	Active		Normal	Mary Beth Rincon	12-Jan-06
<p>Higher starting rates for experienced clerical/service positions. Review new hire rates v. existing staff -- sometimes little different.</p> <p>9/8/06 Plan created to review current salaries against market data and determine gaps.</p>						

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### Employee Relations

Laura Odom	Medical Leaves	Active		Normal	Laura Odom	12-Jan-06
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Communication process between supervisor and person on medical leaves needs to improve -- knowing what's going on.

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Laura Odom	Performance Evaluations	Active		Normal	Mary Beth Rincon	12-Jan-06
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Performance evaluation system - still struggling, need employee feedback on process throughout system not evaluated same way.

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Laura Odom	Performance Evaluations	Active		Normal	Mary Beth Rincon	12-Jan-06
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If comments from evaluation only go to supervisor then file, no one else knows. Improved system may make supervisor think about writing.

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Laura Odom	Responsiveness	Resolved		Normal	Mary Beth Rincon	12-Jan-06
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Timeliness and responses on employee relations issues.

4/28/06 - ER Contact database created and being utilized to track ER issues and ER contacts as well as timeframes for resolving.

9/8/06 - Two new positions hired. Employment Manager started 8/14/06, Employment Consultant starts 9/18/06. Starting to review situations and create checklists to include supervisors in leave situations.

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Mary Beth Rincon	Terminations	Active		Normal	Mary Beth Rincon	12-Jan-06
Separation process -- checklist for supervisor when resigning, retiring, leave university -- form						

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### Employment

Laura Odom	Employment Process	Resolved		Normal	Mary Beth Rincon	12-Jan-06
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Communication on employment process. How do people get jobs at PUC?

5/11/06 Effective 5/15/06, HR will send a weekly announcement of Position Vacancies.

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Laura Odom	Moving Allowances	Active		Normal	Mary Beth Rincon	12-Jan-06
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Moving allowances - process on how to reimburse - procedure common for new hires / department.

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Laura Odom	Employment Forms	Resolved		Normal	Mary Beth Rincon	12-Jan-06
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Highly satisfied with employment/hire forms.

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Laura Odom	Contracts	Resolved		Normal	Mary Beth Rincon	12-Jan-06
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Contracts with WL - where are they? What happens? Employment contract misleading.

4/06 - With the implementation of SAP, administrative & professional staff contracts will be eliminated.

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Laura Odom	Time to Fill	Active		Normal	Mary Beth Rincon	12-Jan-06
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Position posting - takes a long time to make offer (clerical) may lose candidate during lengthy wait time.

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Mary Beth Rincon	Electronic payroll changes, contraccts and signatures	Active		High	Tom Ryan	12-Jan-06
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Create electronic payroll changes. Create electronic contracts. Create electronic signatures.

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**Operational**

Mary Beth Rincon	Grad Aids and Temps	Resolved		Normal	Mary Beth Rincon	12-Jan-06
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New semester - hire g/a and temps, how can we verify who/ grads & limited term & temps to get ID/ parking permit

9/9/06 - HR, CTIS and University Police created a guideline for limited term lecturers and grad aides to receive PUID's. Streamlined process by having departmental secretaries make the request directly to WL via fax and gave access to University Police so they are able to look PUID numbers in system. Ne to check with departmental secretaries to see what worked/what didn't work with the process.

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Mary Beth Rincon	Policies & Procedures	Active		Normal	Mary Beth Rincon	12-Jan-06
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Process - faculty member/student who do they go to? Is it in faculty handbook?

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Mary Beth Rincon	Policies & Procedures & Forms	Active		Normal	Mary Beth Rincon	12-Jan-06
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Use intranet to put policies and procedures and forms on; links to commonly asked questions.

2/9/06 currently working on this for AS forms.

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Mary Beth Rincon	Signature Flow	Active		High	Mary Beth Rincon	12-Jan-06
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Update signature flow chart.

3/29/06 - document shared with Ryan, Baer and Rincon. Working on update.

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Mary Beth Rincon	Salary Increases	Resolved		Normal	Mary Beth Rincon	12-Jan-06
	Communicate University Salary Increase Policy for 05-06.					
	3/17/06 KJ communicated at D, D & DH meeting.					

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### Other Depts

Mary Beth Rincon	Computer Access	Active		Normal	Mary Beth Rincon	12-Jan-06
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Computer access -- identify who takes care of what -- identify who does what to avoid delays. Include all systems.

4/06 - MBR to meet with Doug Sharp to clarify.

9/9/06-Reviewing revised Form 51 which assigns new employee user id's and passwords to PUC's network and email.

9/26/06-Form 51 revised to enable user id's and passwords to be assigned more efficiently. Will contact CTIS to determine who communicates.

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Shelly Robinson	Work Study	Active		Normal	Mary Beth Rincon	12-Jan-06
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Work-study - process for notification for reappointment - additional funding - processing issues - awarding extra money - unable to plan and fix in system.

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Tania Sanders	Faculty Orientation	Active		Normal	Mary Beth Rincon	12-Jan-06
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Orientation - August F/AP, what are they going to find out when they come in Spring, what's done for them, develop checklist.

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**Payroll**

Tom Ryan	Payroll Deadlines	Active		High	Tom Ryan	12-Jan-06
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Match WL - spring - not back on campus

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Tom Ryan	OnePurdue Direct Deposit	Active		Normal	Tom Ryan	12-Jan-06
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Direct deposit doesn't make it on time -- will check go to home address?

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Tom Ryan	Direct Deposit	Active		Normal	Tom Ryan	12-Jan-06
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Direct deposit form should be submitted with plenty of time. 1st check still doesn't go in. Takes time away from job to confirm the delivery. Communicate about what really happens.

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Tom Ryan	Summer Payroll	Active		Normal	Tom Ryan	12-Jan-06
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Make cleaner and more efficient. Too much paperwork. Explain summer payroll to people.

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Assigned To	Title	Status	Due Date	Priority	Opened By	Opened Date
Tom Ryan	Overload Process	Active		Normal	Tom Ryan	12-Jan-06
How do we know if working in other departments? Central process. Contact person.						
Tom Ryan	Overloads Payments	Active		Normal	Tom Ryan	12-Jan-06
Improve overload payment process, currently cumbersome. Amount is consistent across all units. Students & overloads.						
Tom Ryan	Reappointments	Active		High	Tom Ryan	12-Jan-06
Reappointments						
Tom Ryan	I-9s	Active		Normal	Tom Ryan	12-Jan-06
Length of time / verify reappointments / break-in service						

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Tom Ryan	Time Cards	Active		Normal	Tom Ryan	12-Jan-06
Eliminate carbon copy forms related to time cards.						
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Tom Ryan	Tax Withholdings	Active		Normal	Tom Ryan	12-Jan-06
Offer workshops for tax withholding - \$ back at end of year.						
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Tom Ryan	Object Codes	Active		Normal	Tom Ryan	12-Jan-06
Use of object codes for payroll search feature to find object under.						
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### Staff Training

Colleen Robison	Subject Matter Experts	Active		Normal	Mary Beth Rincon	12-Jan-06
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Develop resource list of people to put on web identifying their expertise. (i.e. who is resident invoice voucher expert, travel expert, etc.)

5/8/06 -- Resource list of critical processes and "go to" people will developed as part of revision to new employee orientation process.

5/11/06 - HR Assessment team recommended Anne Severa's "contact list" as a good template. Members of the assessment team agreed to draft "contact lists" for their departments as a starting point.

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Colleen Robison	Banner Training	Active		Normal	Mary Beth Rincon	12-Jan-06
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Can HR oversee and be contacted for training - ongoing support for staff.

5/11/06 -- Colleen to identify most critical Banner training issues for new hires and incorporate Banner training into New Hire process.

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Colleen Robison	Training Follow-Up Sessions	Active		Normal	Mary Beth Rincon	12-Jan-06
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Follow-up sessions, online system, chunk training information, documentation to go back to.

9/8/06 - Working on updating HR Training & Development website. Would like to house materials from recent training offerings on website for easy access and place to secure documentations that .

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Assigned To	Title	Status	Due Date	Priority	Opened By	Opened Date
Colleen Robison	Documentation Training	Active		Normal	Mary Beth Rincon	12-Jan-06
<p>Training on documentation of procedures - standardized template</p> <p>5/1/06 - Discussing with APSAC monthly brown bag lunch and learn meetings. Would like to incorporate topics that don't fit into phase 1 of supervisor training or new employee orientation into monthly brown bag sessions as method for addressing needs in interim.</p> <p>5/11/06 - HR Assessment team cautioned the use of lunchtime sessions for professional development for clerical staff. Recommendation was to offer at other times of the day for this audience.</p> <p>5/12/06 - Met with APSAC re: brown bag lunch sessions. They agree it is a start to offering professional development opportunities for all staff. I am working with APSAC to schedule and locate speakers.</p>						
Colleen Robison	Supervisor Training	Active		High	Mary Beth Rincon	12-Jan-06
<p>How to be effective supervisor - do not currently provide training.</p> <p>2/9/06 shared with team this is a SLT priority project.</p> <p>5/1/06 - developed project charter; met with SLT, key leaders to conduct focus groups re: supervisor competencies.</p> <p>5/1/06 - researching WL leading edge program, Baldrige award winning companies, AQIP schools, leadership best practices, etc.</p> <p>5/7/06 - meeting with groups of supervisors to solicit input re: their perspectives on core supervisor competencies.</p> <p>5/10/06 - met with Deans.</p> <p>5/11/06 - met with APSAC.</p> <p>5/12/06 - met with Chancellor.</p> <p>9/9/06 - met with pilot group and conducted an Orientation to the program</p>						
Colleen Robison	Campus Depts	Active		Normal	Mary Beth Rincon	12-Jan-06
<p>Training - brief description how departments on campus interact</p> <p>5/11/06 - CMR shared with Assessment team concept used with ESC cross training several years ago to document a department's core products and service and learn more about how departments interact with other departments on campus. CMR to bring this sample to next Assessment team meeting.</p>						

Assigned To	Title	Status	Due Date	Priority	Opened By	Opened Date
Colleen Robison	Orientation Programs	Active		High	Mary Beth Rincon	12-Jan-06
<p>Highly satisfied with buddy program - incorporate more of buddy program into admin ambassador program.</p> <p>5/1/06 - Established as high priority project by SLT. Developing draft project charter.            5/7/06 - Scheduled meetings with Buddy Trainers, AP Ambassadors and New Hires within last two years to solicit input on revisions to orientation process.            5/12/06 - Met with Academic Affairs Clerical staff.            5/12/06 - Met with Chancellor.</p>						

Colleen Robison	Communications	Active		Normal	Mary Beth Rincon	12-Jan-06
<p>Chain of Command communications (discuss more with Anne Severa.)</p>						

Colleen Robison	Process / Procedure Documentation	Active		Normal	Mary Beth Rincon	12-Jan-06
<p>Dept provide simple basic steps on critical processes, electronic versions. Identify critical processes and then document for new hires, etc.</p> <p>5/10/06 - Critical process will be identified and documented as part of new hire orientation process.</p>						