

Notes from the Senior Advisory Group Meeting on February 15th, 2008

Meeting Start Time: 11:00 AM, Regents Conference Room

Members who were in attendance:

Bernice Joseph
Kristi Sherman
Joe Trubacz
Julie Larweth (Proxy for Steve Smith)
Julie Benson (Proxy for Buck Sharpton)
Juella Sparks
Roger Smith
Poloma Harbor
Hild Peters (Proxy for Joan Braddock)

Others present:

Beth Behner
John Duhamel
Ro Bailey
Carla Browning
Jim Johnsen
Vickie Gilligan (Guest Speaker)
Linda Armstrong (Guest Speaker)
Kelly Collins (Student from BA 467)
Sarah Woods (Student from BA 467)

Members who were unable to attend:

Julie Baecker
Kathleen Schedler
Tim Barnett
Susan Herman

Expectations of Program's Progress:

The Group discussed program progress and expectations on if we were falling behind in the program. The general consensus believed that the program was falling behind expectations and taking longer than was hoped. John gave a lengthy presentation on the tasks and achievements that have been accomplished by the program. In addition, John explained what resources are available to cause change in the program and how these resources were extremely limited due to the current work load of HR. A better understanding of the obstacles might bring the expectations of the program closer to the current progress of the program. For this reason, the accomplishments of the program have been posted on the HR Redesign Web Site.

Student Recruitment Process Redesign

John gave a recap of the student recruitment redesign effort. A new and improved student recruitment process was redesigned by participants from UAF and SW as recommended by the previous Senior Advisory Group meeting. John presented a "Swim Lane Diagram" of the new process and explained how this process was different from our current process. The next step would be the implementation of this new process.

Student Recruitment Redesigned Process Implementation:

Vickie Gilligan gave a presentation on the status of the implementation of the new Redesigned Student Recruitment Process. In her presentation, Vickie explained that for the new process to be implemented, changes had to occur in UAKJobs. These changes would require some re-writing of the software and had to fit in with the other changes being implemented with Phase II of UAKJobs. Phase II is scheduled for testing in spring/summer of 2008. Vickie also explained to the Senior Advisory Group the many other automation changes that are currently “in-work” and that the Redesign of the Student Recruitment Process was only one of many projects in the queue.

Merging of UAF and SW payroll/personnel

John explained that the first step in the centralization of transactional activities took place with the merging of UAF and SW payroll/personnel. These two functions were unofficially combined as a test of the organizational concept. The combined Payroll/Personnel office is now located in the Admin Services Building on College Rd. The initiation reaction to this change has been good and from a customers perspective it was somewhat transparent.

PPA Training Initiative

Linda Armstrong explained a new initiative to improve PPA knowledge of payroll/personnel issues. One-on-one meetings have been arranged for all PPA and a new training program is being developed with the assistance of a PPA volunteer group. This initiative has been presented to the PPAs during a User’s Group meeting and was well received.

MacTaggart Report

Jim Johnsen gave a brief summary of the affects of the MacTaggart Report on the Redesign program. Jim explained that the recommendations in the report were under review and recommendations would be made and presented to President Hamilton. We expect President Hamilton to provide us with direction in areas where the current program direction and the report recommendations conflict.

Survey Monkey

John explained that the Redesign Program sent out a customer survey to get an early impression of the local customer satisfaction with HR. Initial surveys did suggest some room for improvement with customer service. John explained that an analysis of this data would be presented in the next Senior Advisory Group meeting.

Next Meeting

Results of the Customer Survey
Results of the Training Process Design

Meeting Adjourned: 1 PM.