SHOWCASE OF THE TALENT MANAGEMENT SYSTEM UPDATES

Presented by Becca McCarty and Emily Rogers
Office of Equal Opportunity
January 9, 2018
History of the Talent Management System (TMS) Implementation

• Impetus for change
  ▪ Departments and Deans asking for new system to match national trends, departments with their own applicant tracking systems

• Key stakeholder collaboration
  ▪ Deans and department heads, VP for Information Technology, HR and OEO

• Collaborative feedback
  ▪ Partnered with the College of Veterinary Medicine and Biomedical Sciences and CSU Extension to pilot the system and provide feedback based on use

• Initial test implementation prior to full rollout in 2015
  ▪ Once the TMS went live in 2014, tested for six months and user guides were created
Feedback Received about the TMS and Search Process

• Feedback received from three different sources
  ▪ Campus Climate Survey results – April 2017
  ▪ President’s Commission on Diversity and Inclusion report – May 2017
  ▪ Internal Audit survey request sent by Internal Auditing (division of the Board of Governors) – May 2017

• The major themes of the feedback
  ▪ The Talent Management System is a **complicated** system with a lot of **confusing** steps
  ▪ It is **cumbersome** to use if you are not a frequent user
  ▪ It is difficult and/or **time consuming** to learn the system, especially if you only use it once or twice a year
Changes to the TMS and TMS Resources – Response to Feedback

To address the feedback regarding confusion with using the system, OEO has implemented the following changes to the TMS:

• Reconfigured links on the TMS homepage so that they align with the new OEO website and how to submit a help request link.
Changes to the TMS and TMS Resources – Response to Feedback

• Updated e-mail templates to include the most recent information and directions for users when they receive a TMS e-mail.

Hello {{action__user_selection_field_7}},

The {{action__job_title}} position has been placed in the status of "{{action__workflow_state}}"

If you are planning to conduct a search for this position, you may proceed by creating a posting from this position description. Please forward this email to your initiator to begin the posting process.

If you will request to hire someone through the Alternative Appointment Request (AAR) process, please create an Alternative Appointment Request posting from this position description. For further instructions for creating an AAR posting, please review the training guide at this link: How to Create and Edit an Administrative Professional Alternative Appointment Request (AAR).

If you are unsure if an Alternative Appointment Request (AAR) is needed for this new/modified position, please contact OEO at oeo@colostate.edu or 491-5836.

If you are only updating the position description to fill in missing information, you do not need to initiate a posting request.

For further instructions regarding the Administrative Professional posting process, please review the training guide at this link: How to Create and Edit an Administrative Professional Job Posting.

For further help with creating a Faculty posting, please review the training guide at this link: How to Create or Edit a Faculty Job Posting.

Position #: {{action__position_description-job_detail__external_job_number}}
Job Title: {{action__job_title}}
Department: {{action__organizational_unit}}
Status: {{action__workflow_state}}

Thank you,
Human Resources
Colorado State University
Changes to the TMS and TMS Resources – Response to Feedback

• Updated the reference portal page to remove confusion
Changes to the TMS and TMS Resources – Response to Feedback

• Updated 'posting' workflow state names. They are now consistent and mirror across position types, reducing confusion for users

• Examples:
  - Renamed “Alternative Appointment Request (move to Alternative Appointment Request)” → “EO Coordinator Alternative Appointment Request (move to EO Coordinator Alternative Appointment Request)”.
  - Renamed “Approve (move to Hiring Authority Review and Approval)” → “Standard Search Process (move to Hiring Authority Review and Approval)”.

Helps users determine who the posting is transitioning to and what kind of search they are requesting.
Changes to the TMS and TMS Resources – Response to Feedback

- Updated the College/Division HR user group name to Department HR Liaison, to better align with campus terminology
Changes to the TMS and TMS Resources – Response to Feedback

• Bulk move functionality was fixed to resolve the system issue where users were not able to easily move applicants in bulk.
Changes to the TMS and TMS Resources – Response to Feedback

• Updated the help text language on the applicant portal where applicants attach their resume and cover letter. It is now clearer what is required to attach a document.
Changes to the TMS and TMS Resources – Response to Feedback

• Created training videos for each step in the hiring process for Administrative Professionals and Academic Faculty in the TMS

• These videos can be found on the OEO website
Changes to the TMS and TMS Resources – Response to Feedback

• Updated all of the TMS Training guides.
To help **speed up** the hiring process for Administrative Professional and Academic Faculty hires, OEO has implemented the following changes to the TMS:

- Removed the workflow state approval point 'Applicant Manager posting development' for faculty posting requests
Changes to the TMS and TMS Resources – Response to Feedback

- Updated the essential job duties tab to 'Read Only'
Changes to the TMS and TMS Resources – Response to Feedback

To address the feedback provided by the President’s Commission on Diversity and Inclusion, OEO has implemented the following changes to the TMS:

• Implemented use of Legal and Preferred first name fields. Assists with onboarding and background checks and helps promote CSU’s commitment to diversity and inclusion.
Preferred Name Field
Preferred Name Field
Preferred Name Field

![Screen shot of a hiring proposal editing page showing the preferred name field]
Changes to the TMS and TMS Resources – Response to Feedback

To address the feedback provided by the **President’s Commission on Diversity and Inclusion**, OEO has implemented the following changes to the TMS:

- CSU switched to a new posting/recruitment vendor: DirectEmployers

### Job Syndication Alliances

**DirectEmployers Association Job Syndication Alliances** – Revised August 8, 2017. **Please Note:** DirectEmployers Association, Inc. (hereinafter referred to as DE) can only assure that Member Company job content in our feed is provided correctly to “third party” alliance websites. Any and all alteration performed to said job feed by a “third party” alliance website is outside the scope and ability of control by DE. Consequently, DE shall not be liable for any damages, compensatory or punitive, that are incurred by Member Company due to changes or alterations done to Member Company’s job feed by a “third party” alliance website.

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Changes to the TMS and TMS Resources – Response to Feedback

• OEO now offers the training session “How to Consider Diversity in the Search Process” twice yearly. Next training – February 27, 2018
Future additions to the Talent Management System guides and support

• Will create a new “Tips and Tricks” webpage on the OEO website, which will include guides
  ▪ These tips and tricks will help speed up the process for the TMS user
• Will create an “Infrequent User Checklist” to help support those who do not use the TMS very often
  ▪ Will help remind individuals of the key pieces needed prior to starting a search in the TMS
• Will create an introductory video for new users
  ▪ Will provide definitions and basic knowledge of navigation to the new user
Future additions to the Talent Management System guides and support - Continued

• Will create live in-classroom training sessions
  ▪ There will be three rounds of in-classroom training
    ➢ How to create a posting, move applicants through the TMS, and create a hiring proposal for Administrative Professional searches
      • Projected date – Spring 2018 (March or April)
    ➢ How to create a general Open Pool posting, a secondary Open Pool posting, move applicants through the TMS, and create hiring proposals for non-tenure track Academic Faculty hires
      • Projected date – late Spring 2018 (May or June)
    ➢ How to create a posting, move applicants through the TMS, and create a hiring proposal for tenure-track Academic Faculty searches
      • Projected date – late Summer 2018 (August)

• Will review the Open Pool hiring process with a focus on streamlining it – late Spring 2018
Thank you for attending!

Office of Equal Opportunity
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