HUMAN RESOURCES – HIRING PROCESS IMPROVEMENT TEAM

Team

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Purpose: In order to 'elevate HR' in terms of services, delivery and perceptions, identify and develop process improvement plans to address and resolve hiring process barriers/issues. Hiring for values is a primary component of the charge, and tools/resources will be developed and shared as we begin the TTUHSC values journey.

SHORT TERM/IMMEDIATE ACTIONS:

The Hiring Process Improvement team is addressing the following issues immediately:

    a.   BrassRing/Kenexa service enhancements and adjustments:

        1.   Streamline/personalize letters to new hires;

        2.   Adjust candidate disposition letters to eliminate copies to hiring managers; and

        3.   Leverage system options for candidate/applicant alerts when new applications are received.

    b.   Develop and share a hiring manager FAQ, updated periodically, to assist with general questions, dispel myths and share tips to ensure efficiency and effectiveness in the hiring process.

LONG/LONGER TERM ACTIONS: (identified to date)

Hiring process issues, items and processes requiring more in-depth review and collaboration with other internal and external constituents prior to resolution include:

    a.   Streamline the hiring process for hard-to-fill positions (including faculty, nursing, etc.);

    b.   Address ease of access/use of the jobs.ttuhsc.edu website;

    c.   Continue to explore the most efficient and effective use of BrassRing/Kenexa;

    d.   Discuss and examine negative impacts of the candidate's perception of the lack of understanding of job titles and functions;

    e.   Ensure human resources public information remains accessible on the new TTUHSC website;

    f.   Expand and enhance BrassRing/Kenexa hiring manager trainer options, providing frequent opportunities for refresher courses with accompanying FAQ resources;

    g.   Update training resources and offer regular faculty recruitment / EEO certification training sessions based on OP 60.09; and

    h.   Collaborate with Information Technology for an efficient method of assigning eRaider names and granting new team member access to Webraider.