UCD HR Workshop Feedback captured from Mural Record 27.04.22

1. What Works Well

Category	Commentary	UCD HR Response
Information available:	**Accessibility** ● Useful that info is available to line manager ● Head of School having access to info they need ● Increased availability of InfoHub reports - personal and team ● Info accessible online & useful **Integration** ● Integration of financial parts of Infohub into hiring form n(e.g. research account budget when hiring a postdoc) **Informative** ● Lots of detailed reporting! ● New Org Reporting ● Very informative ● Online material - orientation page ● Organisational chart **Record** ● Record available on view all ESS useful **Search Function** ● to be able to look up cost centres in the staff profile	
User friendly:		

	Usability ● Personal Profile is really useful ● Hourly pay report ● My Details very useful. ● Employee planning ● OHFs are easy to fill in/submit and track ● My development workspace **Visibility** ● That you can see what systems/reports you have access to ● P4G Reporting and the workflow ● Hourly Setup & tracking reporting works well ● Ability to see sick leave days in new report **Flexible** ● That you can do things in your own time **Support Set Up** ● Hourly set up - ● Once setup - it supports the hiring manager role ● Online hiring forms ● New team dashboard - very useful	
Customer Service & Support:	**HR Helpdesk & Supports** ● HR Helpdesk - one stop shop ● HR Helpdesk ● HR Helpdesk- speedy responses ● New HR website ● New page for orientation ● ESS ● It works well until something doesn't work ● Helpfulness ● concept of central access	

**** We thank all participants for all input during the workshop and responses have been captured & reflected to the best of our interpretation. Please contact UCD HR if you wish to pursue further clarification of responses given during the busy session.

2. Opportunities for Improvement

Category	Commentary	UCD HR Response
Systems	<u>Functionality</u> ● Gap between contract signed and start date - updates in ESS would be useful	● *There is a new starter email issued to candidates once they sign their contract which indicates the next steps and to contact their line manager to discuss their first day. Unfortunately new contracts are only processed in the Payroll month and ESS access is tied to the employee's setup on the system.*
	● More updates from Resourcing after the interview stage - more transparency	● *The post-interview process has a number of checks (references, medical, pension etc.) and we will be exploring options as part of Enabler 4 to provide a greater level of visibility to managers on this stage of the process.*
	● Online timesheets, sick leave, other reports - updates are not reflected in real time (used to be automatic?)	● *Reports are now based on nightly data extracts as per recommendation from IT Services. This is to ease pressure on IT systems.*
	● Leavers report - more frequent updates	● *Reports are now based on nightly data extracts as per recommendation from IT Services. This is to ease pressure on IT systems.*
	● Slow being added as a manager on systems	● *The quickest way to set-up a line manager in HR system is to email the request to <u>HRhelpdesk@ucd.ie</u> The SLA is 3 days but is*

		usually completed in 2. In terms of access to InfoHub reports reports for unit/area managers The whole area and all the processes around set-up and access to systems needs to be reviewed at an organisational level. We expect this may be looked at as part of the UCD strategy Enabler 4 project.
	● Ability to see what reports can be combined - maybe some functionality to self-combine, put less pressure on HRIS customised reporting	● *If there are any reports you require on a regular basis that are not already available please let us know (hrhelpdesk@ucd.ie) and we will see if they can be added to InfoHub*
	● Why does it take 3 days for a post to be advertised after HR Recruitment Consultant approves	● *There is a 3 day SLA in place for the advertising process as a number of processing and auditing steps have to occur prior to a role being advertised. In order to advertise a role the planned appointment has to be set up in the system. This includes all of the hierarchical data, cost centre, work groups etc. The post then has to be linked to the competition. All of the competition data is setup in the system (dates, hiring managers, salary etc). The job description and competition profile is then audited to ensure the correct details are in place (EDI, Pension etc). If external advertising is required this also has to be arranged and if Research Funded (advertising costs have to be charged to r-codes).*
	● Org Structure - new hires defaulted to HoS even though OHF is correct	● *The OHF will default to the HOS if the PI/reporting manager is not currently set up as a reporting manager in order to allow the form to proceed. Requests for new PIs/reporting*

		managers to be set up should be requested from the HR Helpdesk.
	● Cost Code	● *We require more Information on this point of feedback to respond. Please contact the HR Helpdesk for assistance.*
	● Not always intuitive - need to know where something is to find it	● *There is a search function in InfoHub to assist with finding content. Arising from this feedback we plan to create a directory of all reports available and make it available on our website.*
Data and Reporting	<u>Integration</u> ● Notify on access changes eg sick leave access	● *We require more Information on this point of feedback to respond. Please contact the HR Helpdesk for assistance.*
	● Notifications on Dashboards on Infohub HR as well	● *We require more Information on this point of feedback to respond. Please contact the HR Helpdesk for assistance.*
	● New requirement for External examiners to be paid through payroll, additional reporting would be useful	● *We do not have specific reports available for External Examiners only, but Schools/Units can track hourly paid hires and payments through suite of reports available Human Resources > Hourly Paid.*
	● Joint guidebook from finance & HR on paying once off lecture fees etc. All Adhoc items	● *There are different requirements and criteria checks for making these payments so we review these on a case by case basis.*
	● Additional integration of financial information (e.g., staff plan numbers) into hiring form	● *There is a field for a staff plan number on the OHF. Closer integration of the Finance and HR systems is an objective of the Enabler 4 project.*

	● Who to contact when you want access to different systems - one place to look e.g. RFO - Who does what kind of funding (all integrated) & e.g. Parking - you contact different people for different types e.g. estates or infohub **Customise** ● Ticket tracking - where has my query gone?! ● List of pay rates, exam claim rates. ● Joint guidebook from finance & HR on paying once off lecture fees etc. All Adhoc items **Filtering** ● Flagging of 'New' applications to separate out from others viewed. ● Access to historical OHFs and search according to appointee name ● Not always intuitive - need to know where something is to find it	● *The whole area and all the processes around set-up and access to systems needs to be reviewed at an organisational level. We expect this may be looked at as part of the UCD strategy Enabler 4 project.* ● *My HR Support Tickets report in InfoHub displays open tickets & SLA deadline date along with details of all closed tickets sent to hrhelpdesk@ucd.ie* ● *List of pay rates are available on the HR and Registry websites https://www.ucd.ie/hr/pay/; https://www.ucd.ie/registry/staff/registryservices/assessment/#d.en.523712* ● *(Repeated) There are different requirements and criteria checks for making these payments so we review these on a case by case basis.* ● *Under the "application details" you can see the date the applicant applied under the documents loaded section.* ● *You can search by incumbent in the "Search by Hiring Form" tab. Appointee names can be found by drilling down by form type.* ● *(Repeated) There is a search function in InfoHub to assist with finding content. Arising from this feedback we plan to create a directory of all*

		reports available and make it available on our website.
	Further Reporting ● Option to extend emails while waiting on extension ● It would be useful to have a report of all staff in a school and their line managers - I am currently compiling this manually ● New requirement for External examiners to be paid through payroll, additional reporting would be useful ● List of pay rates, exam claim rates. ● OHF - no oversight after status with HR Review - should be all the way to person being appointed. ● Specific report on who new hires are & include line managers (for School Induction Athena SWAN requirement)	● *End date notices cannot be extended as they are a legal requirement. Employees must receive notice if an extension is not processed in time.* ● *This report is available under the Staff Management Reports. At the final drill level there is a data extract with this detail.* ● *(Repeated) We do not have specific reports available for External Examiners only, but Schools/Units can track hourly paid hires and payments through suite of reports available Human Resources > Hourly Paid* ● *(Repeated) List of pay rates are available on the HR and Registry websites* *https://www.ucd.ie/hr/pay/;* *https://www.ucd.ie/registry/staff/registryservices/assessment/#d.en.523712* ● *As noted above, The post-interview process has a number of checks (references, medical, pension etc.) and we will be exploring options as part of Enabler 4 to provide a greater level of visibility to managers on this stage of the process.* ● *We will work with EAG and develop a new report to capture all new starts/hires.*

Access	**Hourly Paid Staff** ● Hourly pay setup to include hiring manager as contact	● *The hiring manager can be selected as School/Unit Contact, Approver 1 or 2, or Authoriser in the online set up process. To add an individual as one of the above, the "Online Timesheets Approver Administrator Authorisation Form" should be completed and returned to hrhelpdesk@ucd.ie*
	● Approval admin for hourly pay	● *There are reports available in Infohub which will help with the administration of the hourly paid area for your School/Unit.*
	Oversight ● Access to historical OHFs and search according to appointee name	● *(Repeated) You can search by incumbent in the "Search by Hiring Form" tab. Appointee names can be found by drilling down by form type.*
	● Easily see who has access to what and can change access as School Manager	● *There is a "Systems Access for My School/Unit" report available in InfoHub which shows who has access to what. School Managers and Senior School Admins have access to view this.*
	● OHF - no oversight after status with HR Review - should be all the way to person being appointed.	● *(Repeated) As noted above, The post-interview process has a number of checks (references, medical, pension etc.) and we will be exploring options as part of Enabler 4 to provide a greater level of visibility to managers on this stage of the process.*
	● In practice - School Managers need access to the same info as Head of School	● *(Repeated) The whole area and all the processes around set-up and access to systems needs to be reviewed at an organisational level. We*

		expect this may be looked at as part of the UCD strategy Enabler 4 project.
	Set Up ● Getting setup on reports	● *(Repeated) The whole area and all the processes around set-up and access to systems needs to be reviewed at an organisational level. We expect this may be looked at as part of the UCD strategy Enabler 4 project.*
	● Significant issue trying to get access for Deputy HoS while HoS on leave, got a HR ticket but not resolved and needed to contact HoS while on leave	● *The role of a "Deputy" isn't a formal access based role across multiple systems in UCD. This results in added complexity when proxy or override access is requested in these scenarios. As part of the Enabler 4 project access for the "Deputy" role will be explored.*
	● Org Structure - new hires defaulted to HoS even though OHF is correct	● *(Repeated) The OHF will default to the HOS if the PI/reporting manager is not currently set up as a reporting manager in order to allow the form to proceed. Requests for new PIs/reporting managers to be set up should be requested from the HR Helpdesk.*
	Emergency Info Access ● Emergency access to next of kin information for staff	● *Requests will need to be reviewed in more detail and consider any GDPR implications. Should the data be in a stand alone report or added to an existing report.*
	HelpDesk ● HR Helpdesk response speed	● *The HR Helpdesk endeavours to respond to all queries in line with published SLA. There are situations where queries have to be redirected out of Unishare to specialist areas within HR for resolution or to areas outside of HR e.g. Payroll,*

		IT Services etc. Response times may then vary depending on the nature and complexity of the query.
Training	● Core training following setup ● I don't know what I don't have access to that might be useful	● *Training can be requested from hrhelpdesk@ucd.ie* ● *Arising from this feedback we plan to create a directory of all reports available and make it available on our website.*

**** We thank all participants for all input during the workshop and responses have been captured & reflected to the best of our interpretation. Please contact UCD HR if you wish to pursue further clarification of responses given during the busy session

3. Priorities for Improvement

Category	Commentary	UCD HR Response
Number One Priority (Cited by every group however differs by individuals roles/tasks in this instance)	<u>Access</u> ● What might I have access to? I don't know what I don't have access to that might be useful. When new to a role, then 6 months in, then again… ● In practice - School Managers need access to the same info as Head of School ● Gap between contract signed and start date - updates in ESS would be useful	● *(Repeated) Arising from this feedback we plan to create a directory of all reports available and make it available on our website.* ● *(Repeated) The whole area and all the processes around set-up and access to systems needs to be reviewed at an organisational level. We expect this may be looked at as part of the UCD strategy Enabler 4 project.* ● *Unfortunately as noted above, contracts are only set up in the Payroll month they are due to commence which drives ESS access.*

	● Clarity around access/who has role based automatic access **Contracts** ● Issuing of Retrospective demonstrator contracts esp. for international people **Staff Payments** ● It would be hugely helpful if hourly paid employees could be linked to the various projects (research codes) that they are working on, rather than having to be set up separately every time ● Greater range of hourly paid rates - at the moment too reliant on 'ad hoc' rates which takes up too much admin time manually inputting timesheets	● *There is a "Systems Access for My School/Unit" report available in InfoHub which shows who has access to what. School Managers and Senior School Admins have access to view this. Also, arising from this feedback we plan to create a directory of all reports available and make it available on our website.* ● *International employees must provide relevant documentation before set up can be done & contract issued. Whilst we appreciate there can be a delay in gathering all the necessary documentation, contracts can only be issued from the date that work actually commenced once all employment checks have been done. The Employment Misc Provisions Act 2018 requires that the T/D receives their contract within 5 days of commencement of employment.* ● *The CoreHR system only allows for an employee to be linked to one cost centre on their primary record & we do require notification of any changes to this or where work is being done across other areas.* ● *This is an issue which is raised quite regularly and has been captured in many papers which have been brought to UMT on the hourly cohort. No decisions have been made to make any changes to-date.*

● Short term contracts -1yr SEA levels could be advertised internally first not filled then external is time consuming	● *There is an "Advertising Exception Process" in place and advertising options should be discussed with your local Resourcing Consultant.*
Supporting Materials ● Directory of HR reports and who has access	● *(Repeated) Arising from this feedback we plan to create a directory of all reports available and make it available on our website.*
● It would be useful to have a report of all staff in a school and their line managers - I am currently compiling this manually	● *(Repeated) This report is available under the Staff Management Reports*
● Joint guidebook from finance & HR on paying once off lecture fees etc. All Adhoc items	● *There are different requirements and criteria checks for making these payments so we review these on a case by case basis.*
● Video material on how to get setup or make requests for access available in reporting suites. Sessions such as this for hiring managers	● *(Repeated) The whole area and all the processes around set-up and access to systems needs to be reviewed at an organisational level. We expect this may be looked at as part of the UCD strategy Enabler 4 project.*
Progress Updates ● Online hiring forms but time consuming 'in progress' limbo- more transparent where it's at?	● *(Repeated. Response to both points) The post-interview process has a number of checks (references, medical, pension etc.) and we will be exploring options as part of Enabler 4 to provide a greater level of visibility to managers on this stage of the process.*
● More updates from Resourcing after the interview stage - more transparency	

Priorities that were cited twice or more	**Centralised Contacts** ● Who to contact when you want access to different systems - one place to look	● *(Repeated) The whole area and all the processes around set-up and access to systems needs to be reviewed at an organisational level. We expect this may be looked at as part of the UCD strategy Enabler 4 project.*
	Timing ● Processing time for Tutor Contract Setups as the timeline can be quite long in recent times	● *The start of the academic year is our busiest time of year and we endeavour to process all new hourly paid employees as quickly as possible*
	● Hourly pay setups	● *Deadlines for receipt of online set up forms are published on the website and once a set up form has been received by this date, it will be processed in time for the ESS deadline that month*
	● Slow being added as a manager on systems	● *(Repeated) The quickest way to set-up a line manager in the HR system is to email the request to HRhelpdesk@ucd.ie The SLA is 3 days but is usually completed in 2. In terms of access to InfoHub reports for unit/area managers The whole area and all the processes around set-up and access to systems needs to be reviewed at an organisational level. We expect this may be looked at as part of the UCD strategy Enabler 4 project.*
	● HR Helpdesk response speed	● *(Repeated) The HR Helpdesk endeavour to respond to all queries in line with published SLA. There are situations where queries have*

		to be redirected out of Unishare to specialist areas within HR for resolution or to areas outside of HR e.g. Payroll, IT Services etc. Response times may then vary depending on the nature and complexity of the query.
	Additional Reporting ● New requirement for External examiners to be paid through payroll, additional reporting would be useful	● *(Repeated) We do not have specific reports available for External Examiners only, but Schools/Units can track hourly paid hires and payments through suite of reports available Human Resources > Hourly Paid*
	Training ● Core training following setup	● *Training can be requested from hrhelpdesk@ucd.ie*
	● Don't know what reports are available to me?	● *(Repeated) There is a search function in InfoHub to assist with finding content. Arising from this feedback we plan to create a directory of all reports available and make it available on our website.*
	Notifications ● Notify on access changes eg sick leave access	● *(Repeated) We need more Information on this point of feedback to respond. Please contact the HR Helpdesk for assistance.*
	● Notifications on Dashboards on Infohub HR as well	● *We need more Information on this point of feedback to respond. Please contact the HR Helpdesk for assistance.*
	Updates for Staff ● Online timesheets, sick leave, other reports - updates are not reflected in real time (used to be automatic?)	● *(Repeated) Reports are now based on nightly data extracts as per recommendation from IT*

		Services. This is to ease pressure on IT systems.
	● more updates like today from HR (can be an email update as well)	● *Noted and we will take on this feedback*
Other Priorities mentioned	**Access** ● Emergency access to next of kin information for staff	● *(Repeated) Requests will need to be reviewed in more detail and consider any GDPR implications. Should the data be in a stand alone report or added to an existing report.*
	● Access to new Org Chart for viewing, by all not just line managers	● *The Org chart is available for all employee to view in ESS see the below site for info: https://www.ucd.ie/hr/a-z/organisationalstructurerecording/*
	● Non Core roles- not listed on HR systems including P4G. Defaults to Core contract only	● *P4G doesn't not apply to all employees.*
	● Access to historical OHFs and search according to appointee name	● *(Repeated) You can search by incumbent in the "Search by Hiring Form" tab. Appointee names can be found by drilling down by form type.*
	Navigation ● More intuitive layout - Not always intuitive - need to know where something is to find it.	● *(Repeated) There is a search function in InfoHub to assist with finding content. Arising from this feedback we plan to create a directory of all reports available and make it available on our website.*
	Duplication ● sick leave: have to email certs to helpdesk even though uploaded to HR Core.	● *We are required to retain medical certs on individual records & therefore these should continue to be sent to the Helpdesk for*

	Efficiencies ● Ability to see what reports can be combined - maybe some functionality to self-combine, put less pressure on HRIS customised reporting **Updates** ● Leavers report - more frequent updates	*uploading to personnel files, that Schools/Units won't have access to.* ● *If there are any reports you require on a regular basis that are not already available please let us know (hrhelpdesk@ucd.ie) and we will see if they can be added to InfoHu* ● *(Repeated) Reports are now based on nightly data extracts as per recommendation from IT Services. This is to ease pressure on IT systems.*

Feedback Survey Findings – 19 Responses Received

Question Number	Commentary
Q6. What were your key takeaways from the UCD HR workshop?	● *Very informative and useful* ● *Central point of HR relevant information is very helpful - when it works* ● *HR is open to suggestions and other staff have problems with the same issues.* ● *My frustrations are the same as many others, but I'm more aware that HR are trying to improve things and are willing to listen to feedback and work on improvements* ● *That there are good reporting options available on the webpage* ● *introduction to where HR info. is in infohub* ● *Options available to me that I was not aware of on InfoHub and My Profile* ● *Available reporting that I wasn't aware of* ● *I could only attend for the first half hour presentation section due to a clash with another meeting. The info. in the slides was very useful.* ● *Lots of reports that I was not aware of so that's useful* ● *I hadn't realised that my previous HR Help Desk tickets were available to me* ● *Update on Reports Available for line Managers and an awareness of the volume of services provided.* ● *View of useful new reports*

Q7. Any other feedback on the UCD HR reporting?	*Is it possible to get an answer to the submitted questions?* *While I find Mural very useful for certain brainstorming activities, I would say it works less well for info sessions such as these. I would have preferred an opportunity to send in comments on what works well & what does not in advance to allow colleagues from HR to respond and tailor their Q&A session. With Mural and breakout groups, time was running away.. Too little information on issues that have been raised on other occasions in the past such as frustration over hourly time sheets. ticket system or timely system access for staff. Representation from EAG could have been helpful.* *Lot of good reports, just hard to know what you should have access to (have already included in feedback). Welcome the session and the consultation* *It would be great if HR consulted more widely with schools and units needing to use reports when designing or reviewing them - this way we could develop reports which are more useful and user friendly to those using them. Better communication around these would also help. I'd be happy to be involved in more workshops or anything i can do to help with the design of reports etc.* *the training was very welcome. I would like additional training. It felt like a roadshow, or an update. It felt very brief. Reflecting on it, I couldn't describe having been trained but rather introduced to the systems. previous experience with the systems and portals was assumed and the training brief hadn't mentioned that. the feedback from the break out room/ subgroups was interesting particularly about hourly paid employees and their ability to access the system was interesting.* *The areas were covered in a quick and efficient way which kept it interesting for me . Thank you again.* *These sessions are very helpful. It would be useful for HR to run some masterclasses on available reporting during the year, similar to some of the other units.* *The info. in the slides was very useful, as I'm not always sure what reports are available to my role as College Office Director.* *I wasn't able to attend as had another meeting at that time. I would love to see the recording. Thank you.* *New changes and reports are very helpful.* *Overall very well presented and organised. Given that we rarely get communications from HR on how their procedures operate, I would have like a little longer for the actual presentations on this occasion. There were aspects of each segment that could have benefited from a more lengthy Q&A session* *Had a look at the new reports in Info hub and find it useful that Line Managers can see sick leave summary on Staff profile* *Would love more workshops with focus on the specific areas discussed.* *Good session*

Group1 Question 1 Priorities for Improvement

Q1 Group1

GROUP TASKS
Discuss - What Works Well - Brainstorm Improvements - Prioritise Improvements

1. What Works?

- Useful that info is available to line manager
- Personal Profile is really useful
- That you can see what systems/reports you have access to
- P4G Reporting and the workflow → That you can do things in your own time
- Head of School having access to info they need

2. Opportunities for Improvement?

- In practice - School Managers need access to the same info as Head of School
- Not always intuitive - need to know where something is to find it
- Who to contact when you want access to different systems - one place to look
- e.g. Parking - you contact different people for different types e.g. estates or infohub
- Emergency access to next of kin information for staff
- I don't know what I don't have access to that might be useful
- e.g. RFO - Who does what kind of funding (all integrated)

3. Prioritise Improvements

This would change my life ....

- What might I have access to? I don't know what I don't have access to that might be useful
- When new to a role, then 6 months in, then again...
- In practice - School Managers need access to the same info as Head of School
- Emergency access to next of kin information for staff
- More intuitive layout - Not always intuitive - need to know where something is to find it
- Who to contact when you want access to different systems - one place to look

This would make things a bit better..........

Group 2 Question 1 Priorities for Improvement

Q1 Group2

GROUP TASKS
Discuss - What Works Well - Brainstorm Improvements - Prioritise Improvements

1. What Works?

Hourly Setup & tracking reporting works well

HR Helpdesk - one stop shop

Increased availability of InfoHub reports - personal and team

Ability to see sick leave days in new report

2. Opportunities for Improvement?

3. Prioritise Improvements

It would be hugely helpful if hourly paid employees could be linked to the various projects (research codes) that they are working on, rather than having to be set up separately every time

This would change my life ....

Greater range of hourly paid rates - at the moment too reliant on 'ad hoc' rates which takes up too much admin time manually inputting timesheets

Processing time for Tutor Contract Setups as the timeline can be quite long in recent times

Access to new Org Chart for viewing, by all not just line managers

This would make things a bit better.........

Group 3 Question 1 Priorities for Improvement

Q1 Group3

GROUP TASKS
Discuss - What Works Well - Brainstorm Improvements - Prioritise Improvements

1. What Works?	2. Opportunities for Improvement?	3. Prioritise Improvements

1. What Works?

HR Helpdesk

Integration of financial parts of Infohub into hiring form n(e.g. research account budget when hiring a postdoc)

It works well until something doesn't work

2. Opportunities for Improvement?

Cost Code

Access

Additional integration of financial information (e.g., staff plan numbers) into hiring form

3. Prioritise Improvements

This would change my life ....

Directory of HR reports and who has access

Issuing of Retrospective demonstrator contracts esp. for international people

sick leave: have to email certs to helpdesk even though uploaded to HR Core.

...d make things a bit better.........

76%

Group 4 Question 1 Priorities for Improvement

Q1 Group4

GROUP TASKS
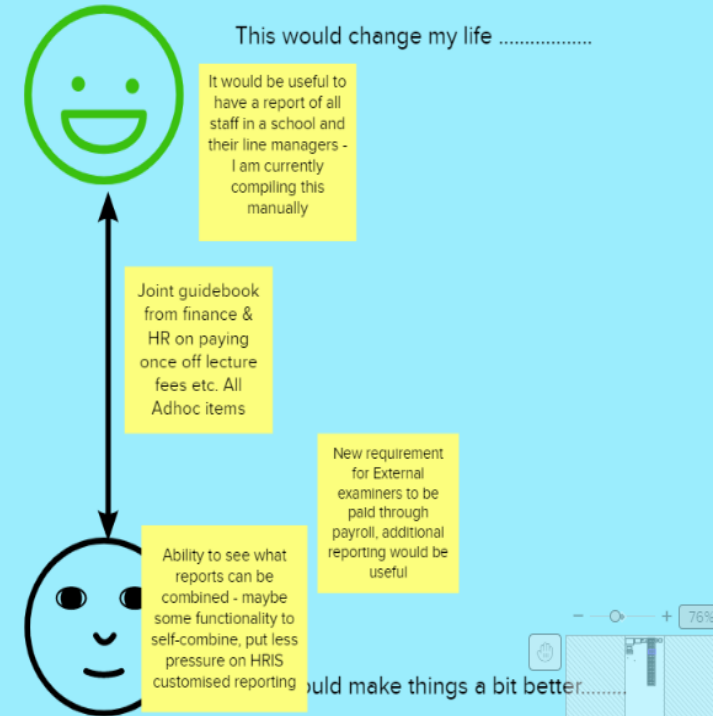### Discuss - What Works Well - Brainstorm Improvements - Prioritise Improvements

1. What Works?

- Hourly set up -
- Lots of detailed reporting!
- New Org Reporting

2. Opportunities for Improvement?

- It would be useful to have a report of all staff in a school and their line managers - I am currently compiling this manually
- New requirement for External examiners to be paid through payroll, additional reporting would be useful
- OHF - no oversight after status with HR Review - should be all the way to person being appointed.
- Why does it take 3 days for a post to be advertised after HR Recruitment Consultant approves
- Specific report on who new hires are & include line managers (for School Induction Athena SWAN requirement)
- Easily see who has access to what and can change access as School Manager
- Ability to see what reports can be combined - maybe some functionality to self-combine, put less pressure on HRIS customised reporting
- Joint guidebook from finance & HR on paying once off lecture fees etc. All Adhoc items
- List of pay rates, exam claim rates.
- Significant issue trying to get access for Deputy HoS while HoS on leave, got a HR ticket but not resolved and needed to contact HoS while on leave
- Org Structure - new hires defaulted to HoS eventhough OHF is correct

3. Prioritise Improvements

This would change my life ....

- It would be useful to have a report of all staff in a school and their line managers - I am currently compiling this manually
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- New requirement for External examiners to be paid through payroll, additional reporting would be useful
- Ability to see what reports can be combined - maybe some functionality to self-combine, put less pressure on HRIS customised reporting

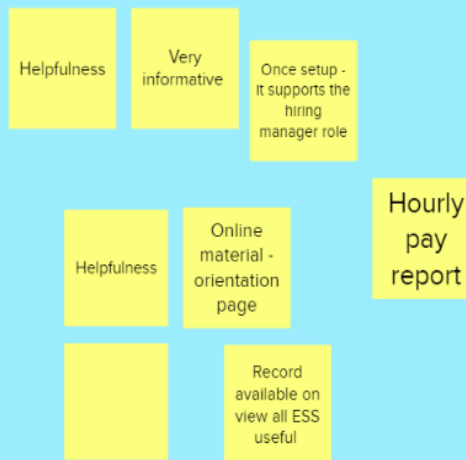...ould make things a bit better..........

Group 5 Question 1 Priorities for Improvement

Q1 Group5

GROUP TASKS
Discuss - What Works Well - Brainstorm Improvements - Prioritise Improvements
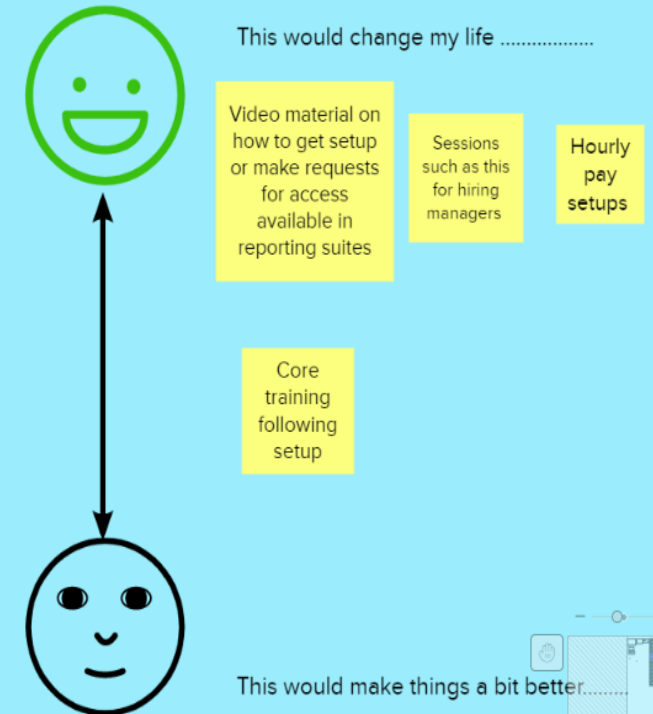
1. What Works?

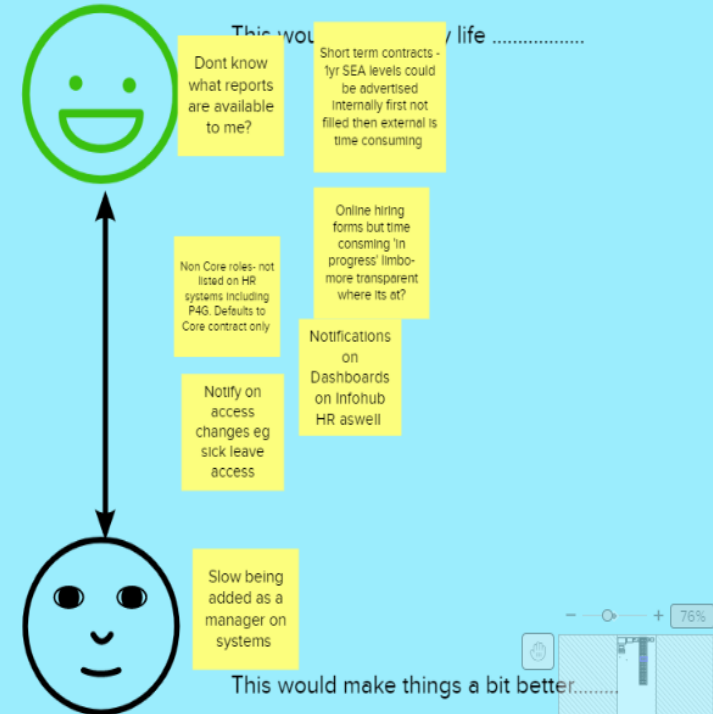| 2. Opportunities for Improvement? | 3. Prioritise Improvements |

1. What Works?

- Helpfulness
- Very informative
- Once setup - It supports the hiring manager role
- Helpfulness
- Online material - orientation page
- Hourly pay report
- Record available on view all ESS useful

2. Opportunities for Improvement?

- Getting setup on reports
- Option to extend emails while waiting on extension
- Hourly pay setup to include hiring manager as contact
- Core training following setup
- Approval admin for hourly pay

3. Prioritise Improvements

This would change my life ....

- Video material on how to get setup or make requests for access available in reporting suites
- Sessions such as this for hiring managers
- Hourly pay setups
- Core training following setup

This would make things a bit better.........

76%

Group 6 Question 1 Priorities for Improvement

Q1 Group6

GROUP TASKS
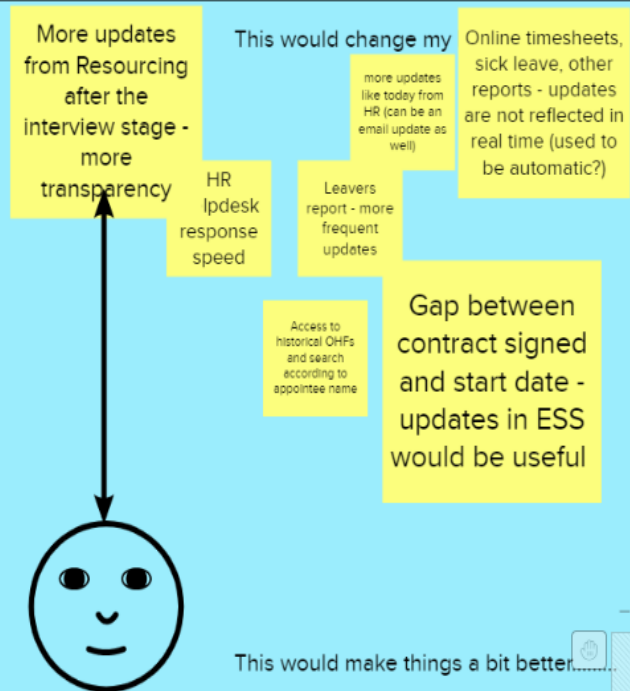## Discuss - What Works Well - Brainstorm Improvements - Prioritise Improvements

1. What Works?

| 2. Opportunities for Improvement? |

3. Prioritise Improvements

My Details very useful.

Info accessible online & useful

Employee planning

Online hiring forms but time consming 'in progress' limbo- more transparent where its at?

HR Helpdesk- speedy responses

This wou... ...y life ....

Dont know what reports are available to me?

Short term contracts - 1yr SEA levels could be advertised internally first not filled then external is time consuming

Online hiring forms but time consming 'in progress' limbo- more transparent where its at?

Non Core roles- not listed on HR systems including P4G. Defaults to Core contract only

Notifications on Dashboards on Infohub HR aswell

Notify on access changes eg sick leave access

Slow being added as a manager on systems

This would make things a bit better.........

Group 7 Question 1 Priorities for Improvement

Group 8 Question 1 Priorities for Improvement