

**2013/2014 Assessment Report**  
**Division of Finance and Administration**  
**Department of Human Resources**

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**Desired Outcome**—In alignment with the University's Strategic Plan, achieve high levels of efficiency and effectiveness in performing key Human Resource functions.

**Assessment Item #1**

1. **Target activity:** Full compliance with applicable milestones of the Affordable Care Act (ACA) and implementation of a healthy campus culture; advise executive management concerning proposed institutional strategies.

2. **Describe criteria for success and methodology of assessment:**

**Criteria:** full compliance with applicable provisions of ACA; adoption of Health Plan provisions that meet financial performance expectations while avoiding the Cadillac Tax in the future; adoption of tenants required for attaining a healthy campus culture.

**Methodology:** Collect required Health Plan information from Anthem, plan documents, prescription benefit provider and other applicable sources and provide to consulting partner—Sibson Consulting—for use with proprietary analytical tools to develop financial models and plan design alternatives. Evaluate the paring of HRAs, HSAs and FSAs with Health Plan options. Utilize the Employee Benefits Advisory Committee to vet and make specific recommendations to executive leadership pertaining to plan year 2015.

3. **Provide a summary of data collected:** During the period January 1 – June 30, 2014, Sibson Consulting provided to WKU a number of alternative Health Plan design models along with financial forecasts. Sibson also analyzed the Anthem pharmacy benefit program compared with the KY Rx Coalition (partnered with Express Scripts) concluding that there was significant savings potential (estimated at \$400,000 - \$600,000) through participation in the KY Rx Coalition.
4. **Describe how assessment results were used to improve administrative operations (closing the loop):** Specific recommendations pertaining to the 2015 benefit program were formulated by Human Resources in partnership with the Employee Benefits Advisory Committee and presented to executive leadership. The recommendations were supported as preliminary actions subject to final revision, including feedback from the campus community. Final recommendations were approved in the September 2014.

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**Assessment Item #2**

1. **Target activity:** Implement a new employment/applicant tracking system (Interview Exchange) that enhances the University's ability to 1) recruit and evaluate talent, 2) to utilize electronic work flow to support approval decisions, and 3) to enrich the applicant/employee experience through the job application and on-boarding process.

2. **Describe criteria for success and methodology of assessment:**

**Criteria:** Successful introduction of the Interview Exchange system to campus users; prepare appropriate training program to enhance acceptance and minimize any disruption associated with system changes.

**Methodology:** Implementation methodology is to be a "soft rollout" with customized, individual user training as search processes are initiated.

3. **Provide a summary of data collected:** System rollout and training of users occurred as planned without any major deviations. The first search process occurred in February. Through June 30, a total of 76 searches occurred using the Interview Exchange solution. (Note: faculty positions are not yet included in Interview Exchange; there has been a delay from original plans.)
4. **Describe how assessment results were used to improve administrative operations (closing the loop):** While the system has only been utilized for approximately five months, qualitative feedback has been extremely positive with criticism almost non-existent. Search Committees have praised the ease and efficiency of the applicant review process. The system only requires applicants to enter their application one time, even if applying for multiple vacancies on differing dates. This enhances the applicant experience greatly compared with the old system and process.

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**Assessment Item #3**

1. **Target activity:** In cooperation with other KY public institutions, rebid vendor services for criminal background checks and an electronic Form I-9 solution; select vendor with an established effective date.

2. **Describe criteria for success and methodology of assessment:**

**Criteria:** Secure qualified vendors who are cost competitive and credible providers of the noted essential services.

**Methodology:** With collaboration from participant institutions, Eastern Kentucky University (EKU) is to issue the RFP and coordinate the vendor review process. Participating institutions are to be involved in vendor review and selection. ECU is to coordinate a finalized contractual relationship with the selected vendor. Participating institutions may elect to use the new vendor (or remain with an existing vendor, based on contract provisions) and establish an appropriate implementation date consistent with needs.

3. **Provide a summary of data collected:** Three (3) viable vendors were identified from RFP responses—HireRight, GIS and TrueScreen. Web-based demonstrations were provided to the group by each proposed vendor. Best price offers were solicited. A preliminary decision was made to select GIS as the desired vendor. A finalized contract is to be negotiated and reviewed by purchasing officials and legal. As of June 30, 2014, a finalized contract has not been established.
4. **Describe how assessment results were used to improve administrative operations (closing the loop):** Based on fees and pricing through the selected vendor (GIS), institutions would benefit financially in that costs are estimated at one-half of those of the existing vendor (HireRight). This is especially good news in the current strained financial environment of most institutions.

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**Assessment Item #4**

1. **Target activity:** Develop and implement an HR Liaison program intended to enhance key HR processes and communication at the departmental level across campus. We expect to identify approximately 15 - 20 individuals to serve in this role.

2. **Describe criteria for success and methodology of assessment:**

**Criteria:** Determine the scope of the HR Liaison program and its intended outcomes. Implement program in time to assist with 2015 Open Enrollment activities.

**Methodology:** Individuals were identified as "potential liaisons" within academic colleges and major divisions of the institution. A working lunch was held to describe the liaison program and to gauge participant interest. Human Resources evaluated feedback and confirmed liaison appointments.

3. **Provide a summary of data collected:** General feedback from colleges and divisions pertaining to the liaison idea has been positive and supportive. While no data has been collected as of this date, early indications are that this program will be particularly helpful in communicating HR-related policies, programs and benefits to faculty and staff at the local unit level.
4. **Describe how assessment results were used to improve administrative operations (closing the loop):** While yet to be validated, the liaison program is expected to complement HR's reach across the campus improving key business processes and communication.

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Prepared: October 30, 2014