



YEAR IN REVIEW

HUMAN RESOURCE SERVICES



VP & CHRO'S STATEMENT

"The Human Resource Services (HRS) Year in Review is a summary of HRS highlights and data for significant programs and major actions across the Washington State University (WSU) system for 2019. Reporting information includes significant human resource data for WSU Everett, WSU Pullman, WSU Spokane, WSU Tri-Cities, and WSU Vancouver."

THERESA ELLIOT-CHESLEK

WSU Vice President and Chief Human Resource Officer



HRS Staff Members

Human Resource Services Year in Review |2019|

EXECUTIVE SUMMARY

The Human Resource Services (HRS) Year in Review is a summary of HRS highlights and data for significant programs and major actions across the Washington State University (WSU) system for 2019. Reporting information includes significant human resource data for WSU Everett, WSU Pullman, WSU Spokane, WSU Tri-Cities, and WSU Vancouver.

2019 Major Efforts:

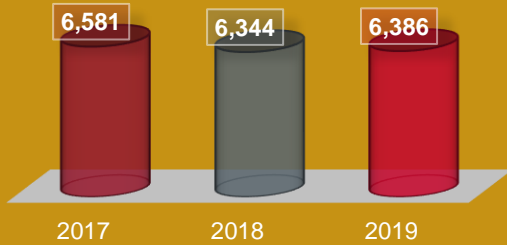
- Successfully renegotiated two Collective Bargaining Agreements (Contracts) for the 2021-2023 biennium and negotiated one Contract for a newly formed bargaining unit for the 19-21 biennium.
- Implemented the Office of Financial Management (OFM) State Human Resources IT Project including participating in rule development, modifying internal procedures and explaining allocation results to areas and employees for 212 positions system-wide.
- Implemented the Department of Labor's new salary threshold to determine eligibility for overtime. Evaluated overtime eligibility of positions, communicated impact to areas/colleges and provided recommendations.
- As part of statewide changes to the Libraries and Archives Paraprofessional (LAPP) class series reviewed, reallocated and coordinated with Libraries regarding impact to 34 occupied LAPP positions.
- Initiated the planning process for enhancing the current Administrative Professional compensation plan to improve transparency and salary placement of positions.
- Collaborated with the Office of the Provost and developed an Equity Guide for Faculty Search Committee Members to assist faculty in conducting fair and equitable recruitments.
- Participated in 15 recruitment events, including 9 career fairs across Washington State, Western Oregon and Idaho.
- Managed a 26% increase in recruitments system-wide.
- Prepared and implemented the following mass salary increases:
 - Faculty/Administrative Professional/Graduate Students:
 - 1% mass salary increase on January 1, 2019.
 - 1.5% mass salary increase on January 1, 2020.
 - Civil Service:
 - 2% mass salary increase for Civil Service on January 1, 2019.
 - 3% mass salary increase for Civil Service on July 1, 2019.
- Prepared and implemented Classified Range Changes
 - Salary range increases for a number of Civil Service classifications addressing increases to the state minimum wage and other wage matters. Changes were made effective July 1, 2019.

BENEFITS SERVICES:

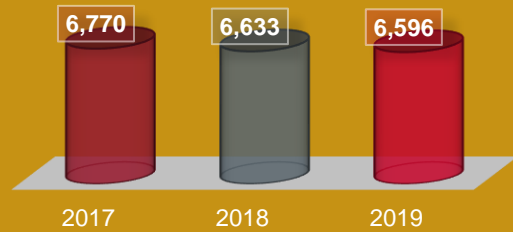
The Benefits Services unit provides oversight over the following processes:

- Benefits Administration
- Retirement
- Compliance
- Wellness

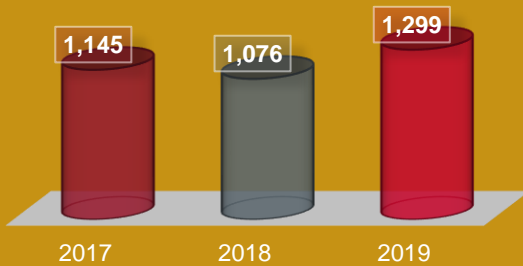
INSURANCE PLAN PARTICIPANTS



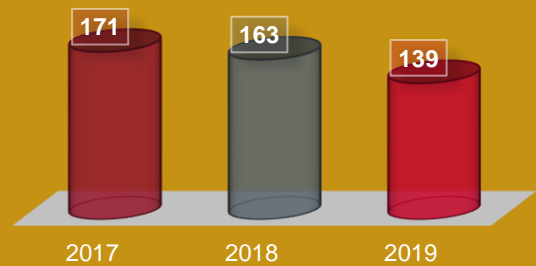
RETIREMENT PLAN PARTICIPANTS



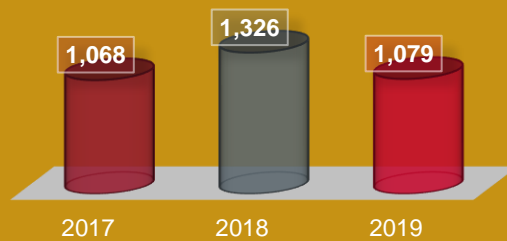
NEW BENEFIT ENROLLEES



RETIREMENTS PROCESSED



EMPLOYEES LOSING BENEFITS - SEPARATIONS



SUMMARY OF 2019 KEY BENEFITS SERVICES DATA:

Benefits Participants		SYSTEM-WIDE
Insurance		6,386
Retirement		6,596
New Benefit Enrollees		SYSTEM-WIDE
Administrative Professional		289
Classified		398
Faculty		304
Transfers from other agencies		28
Hourly		280
Total		1,299
Retirements		SYSTEM-WIDE
Regular Retirements		129
Phased Retirements & Separation Agreements		10
Total		139
Supplementation		SYSTEM-WIDE
Participants		411
Calculations Ran		100
Employees Losing Benefits - Separations		SYSTEM-WIDE
AP/CS/Hourly		715
Faculty		283
Seasonal Hourly		28
Reduction in Force/Layoff		16
Transfers to other agencies		14
Leave without Pay		23
Total		1,079
PEBB and Retirement Reconciliation and Input		SYSTEM-WIDE
DCP and TIAA Reconciliations		24
DCP and TIAA Adjustments		70
Forms submitted for payroll manual processing		3,874
Self-Pay Letters sent to request outstanding premiums		147
Other Benefit Processes		SYSTEM-WIDE
Bright Horizons Cumulative Enrollments		603
Medical Support Notices Processed		9
PEBB Appeals		26
PEBB Recourses		11
Commuter Benefit Enrollments		14
ACA Marketplace Notifications reviewed		30
Employees offered changes in retirement plans		95
Voluntary Retirement Plan Elections/Changes		2057
Retirement Presentations offered		15
Employee, Retiree, and Survivor Deaths processed		39
Wellness Presentations/Attendees		12/185
ACA Marketplace Notifications Reviewed		67

WSU Demographics Based on Retirement Plan Participation | As of Fall 2019 |

6,361 employees are participating in a WSU retirement plan.

This number consists of:

- 2,242 Faculty
- 2,034 Administrative Professional
- 2,085 Civil Service

28.97% of our personnel are 55 or older with the following breakdown:

- 12.43% are between 55-59
- 11.07% are between 60-64
- 5.47% are 65 or older

Faculty Demographics:

- 68.29% are 54 or younger
- 11.82% are between 55-59
- 11.06% are between 60-64
- 8.83% are 65 or older

Administrative Professional Demographics:

- 72.32% are 54 or younger
- 12.83% are between 55-59
- 11.26% are between 60-64
- 3.59% are 65 or older

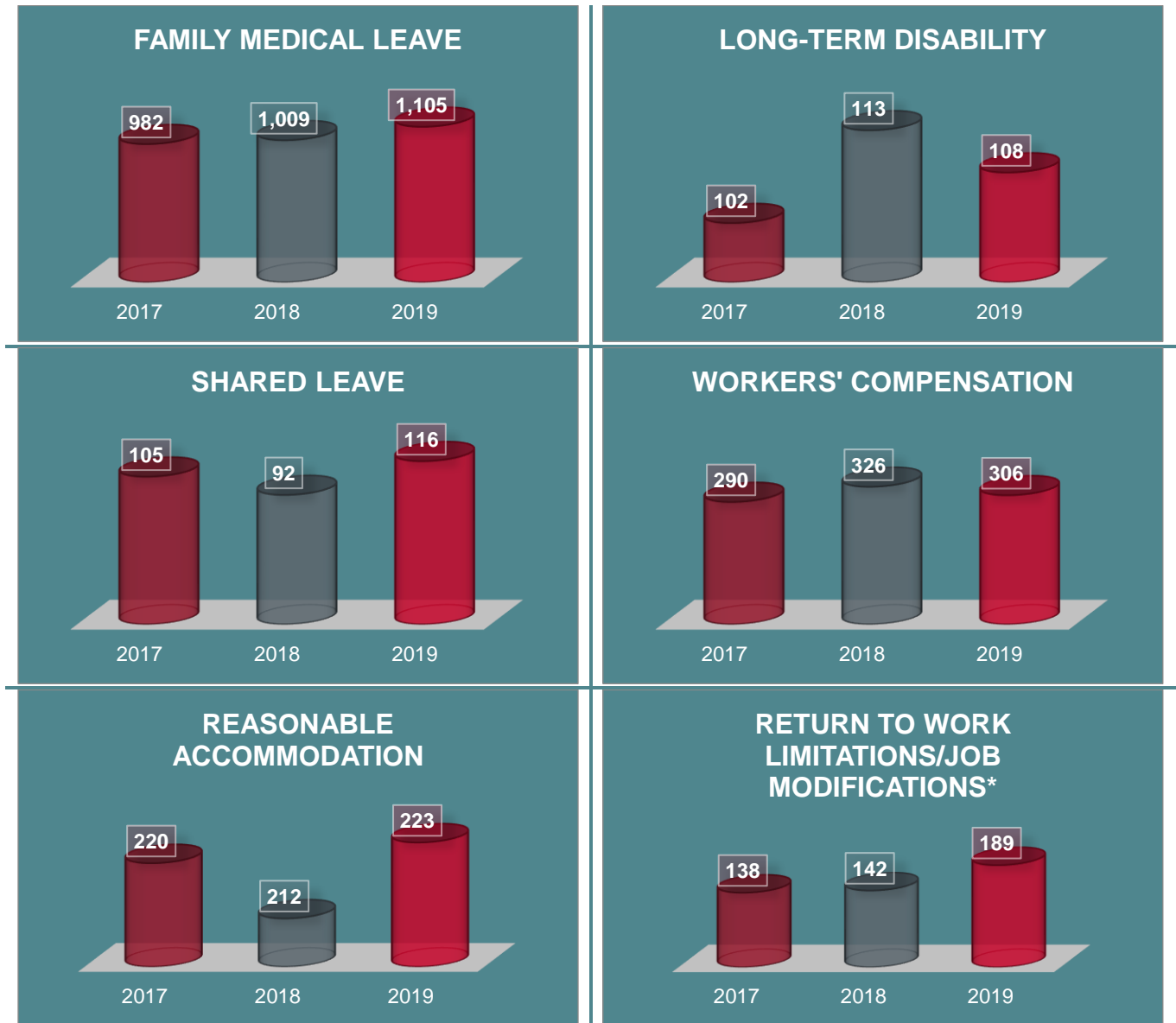
Civil Service Demographics:

- 72.76% are 54 or younger
- 12.66% are between 55-59
- 10.89% are between 60-64
- 3.69% are 65 or older

DISABILITY SERVICES:

The Disability Services unit provides oversight over the following processes:

- Long Term Disability Claims
- Reasonable Accommodation
- Medical Leave Programs
- Workers' Compensation



**Effective 2015, monitoring return to work limitations/job modifications within associated leave cases.*

SUMMARY OF 2019 KEY DISABILITY SERVICES DATA*:

Family Medical Leave	WSU EVERETT	WSU PULLMAN	WSU SPOKANE	WSU TRI-CITIES	WSU VANCOUVER	SYSTEM-WIDE
Open	2	263	27	9	20	321
Closed	3	644	67	36	34	784
Total	5	907	94	45	54	1,105

Reasonable Accommodation	WSU EVERETT	WSU PULLMAN	WSU SPOKANE	WSU TRI-CITIES	WSU VANCOUVER	SYSTEM-WIDE
Open	0	58	5	2	12	77
Closed	0	113	16	8	9	146
Total	0	171	21	10	21	223

*WSU Pullman manages all Disability Services related matters for all of WSU.

Long Term Disability Cases	SYSTEM-WIDE
Open	81
Closed	27
Total	108

Shared Leave	SYSTEM-WIDE
Open	29
Closed	87
Total	116

Workers' Compensation	SYSTEM-WIDE
Open	68
Closed	238
Total	306

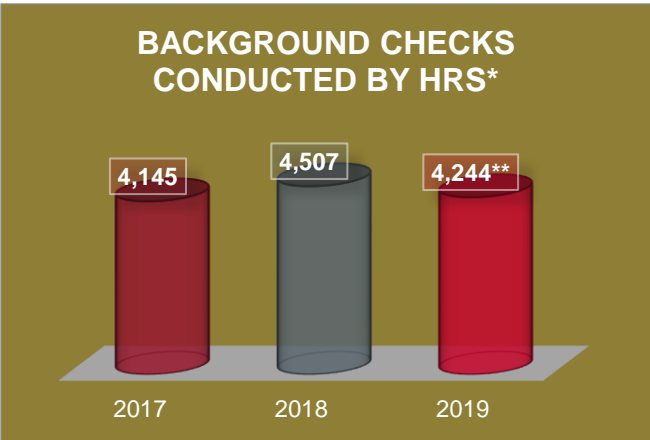
Return to Work Limitations/Job Modifications	SYSTEM-WIDE
Open	27
Closed	162
Total	189

Disability/Family Care/Family Leave	SYSTEM-WIDE
Open	24
Closed	31
Total	55

EMPLOYMENT SERVICES:

The Employment Services unit provides oversight over the following processes:

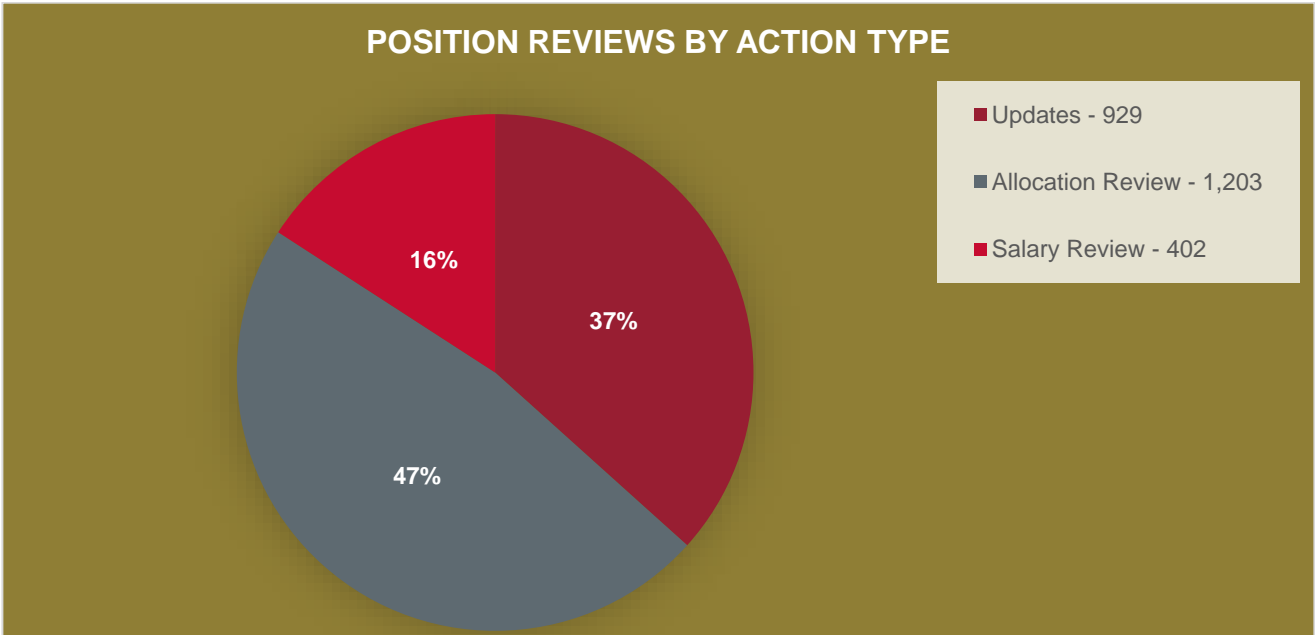
- Classification
- Compensation
- Employee Relations
- Recruitment



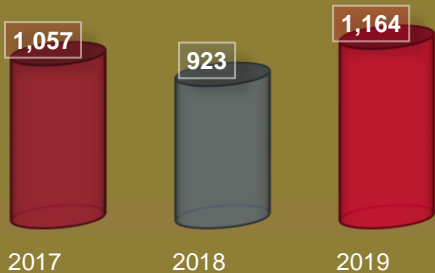
**Data includes Administrative Professional, Classified Staff, Faculty, and Temporary/Hourly positions.*
*** Motor Vehicle Records (MVR's) no longer counted as separate check due to updated processing through HireRight*



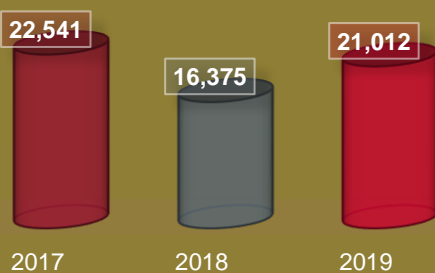
****Data from significant actions/consultations only. Does not include ongoing actions/consultations opened in previous years.*



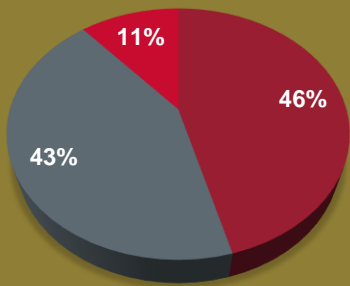
RECRUITMENTS CONDUCTED THROUGH HRS



APPLICATIONS RECEIVED THROUGH HRS

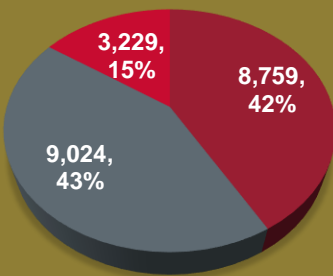


RECRUITMENTS BY EMPLOYEE TYPE*



■ Classified Staff - 533 ■ Admin Professional - 500
■ Faculty - 131

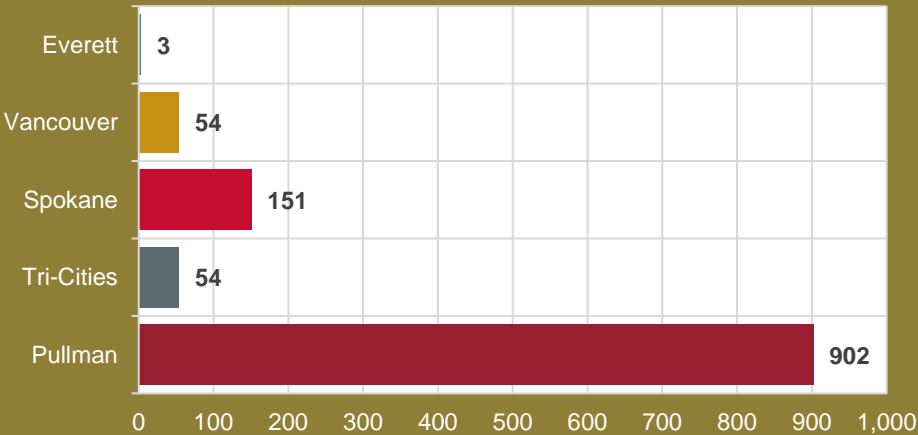
APPLICATIONS RECEIVED BY EMPLOYEE TYPE



■ Admin Professional ■ Classified Staff ■ Faculty

**Increase in overall number of system-wide recruitments is consistent with increase in overall applications*

RECRUITMENTS BY CAMPUS** THROUGH HRS



***Recruitment data is pulled by college/area. WSU Spokane includes the Elson S. Floyd College of Medicine, College of Nursing and College of Pharmacy.*

SUMMARY OF 2019 KEY EMPLOYMENT SERVICES DATA:

Exit Survey	# SENT	# RESPONSES	% RESPONSE
	543	159	29.3%

Background Checks*	WSU PULLMAN	WSU SPOKANE	WSU TRI-CITIES	WSU VANCOUVER	SYSTEM-WIDE
HireRight/WSP	2,689	852**	225	478	4,244***

*Data includes Administrative Professional, Classified Staff, Faculty, and Temporary/Hourly positions.

**WSU Spokane assisted in processing BGC's for other campuses.

***MVR's no longer counted as separate check due to updated processing through HireRight

Employee Relations†	WSU EVERETT	WSU PULLMAN	WSU SPOKANE	WSU TRI-CITIES	WSU VANCOUVER	SYSTEM-WIDE
Opened	10	688	69	44	60	871

†Data from significant actions and/or consultations only. Data does not include ongoing actions/ consultations opened in previous years

Position Reviews*	WSU EVERETT	WSU PULLMAN	WSU SPOKANE	WSU TRI-CITIES	WSU VANCOUVER	SYSTEM-WIDE
Allocation Reviews	7	901	191	44	60	1,203
Salary Reviews	4	324	41	15	18	402
Updates	3	746	90	52	38	929
Total Actions	14	1,971	322	111	116	2,534

*Data is pulled by college/area and includes actions approved and cancelled in 2019. WSU Spokane includes the Elson S. Floyd College of Medicine, College of Nursing and College of Pharmacy.

**As part of the implementation of the Washington State IT Project, WSU Pullman completed allocation reviews for approximately 212 positions System-wide.

Recruitments*	WSU EVERETT	WSU PULLMAN	WSU SPOKANE	WSU TRI-CITIES	WSU VANCOUVER	SYSTEM-WIDE
Administrative Professional	1	391	56	30	22	500
Classified	2	417	69	17	28	533
Faculty	0	94	26	7	4	131
Total	3	902	151	54	54	1,164

*Data from recruitments in the online application system which were filled or canceled in 2019. Data is pulled by college/area.

WSU Spokane includes the Elson S. Floyd College of Medicine, College of Nursing and College of Pharmacy.

System-Wide Recruitment Totals*	FILLED	CANCELED	ALL	# APPLICANTS
Admin Professional	411	89	500	8,759
Classified	469	64	533	9,024
Faculty	92	39	131	3,229
Total	972	192	1,164	21,012

*Data from recruitments in the online application system which were filled or canceled in 2019.

Applicant Demographics | System-Wide |

Gender*			Disability Status and Veteran Status*		
JOB CATEGORY	FEMALE	MALE	JOB CATEGORY	DISABILITY	VETERAN
Admin Prof	4,685	3,773	Admin Prof	435	360
Classified	4,914	3,567	Classified	636	323
Faculty	2,468	4,032	Faculty	241	71
Total	12,067	11,372	Total	1,312	754

Race/Ethnicity**						
JOB CATEGORY	AMERICAN INDIAN OR ALASKA NATIVE	ASIAN	BLACK OR AFRICAN AMERICAN	HISPANIC OR LATINO	NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER	WHITE
Admin Prof	233	804	769	791	117	6,003
Classified	271	661	459	897	133	6,565
Faculty	74	2,198	289	454	27	3,428
Total	578	3,663	1,517	2,142	277	15,996

*Applicant may choose to not disclose gender, disability status, veteran status, and/or race/ethnicity.

**Applicant may choose more than one race/ethnicity category. Data from applicants who submitted an application in the online application system in 2019, regardless of recruitment status.

Recruitment - Top 5 Application Sources | System-Wide |

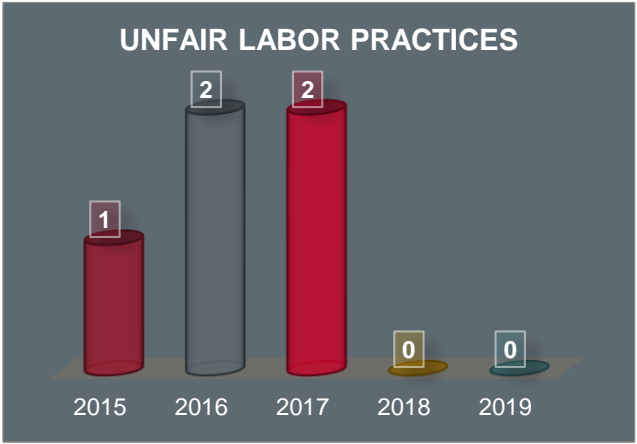
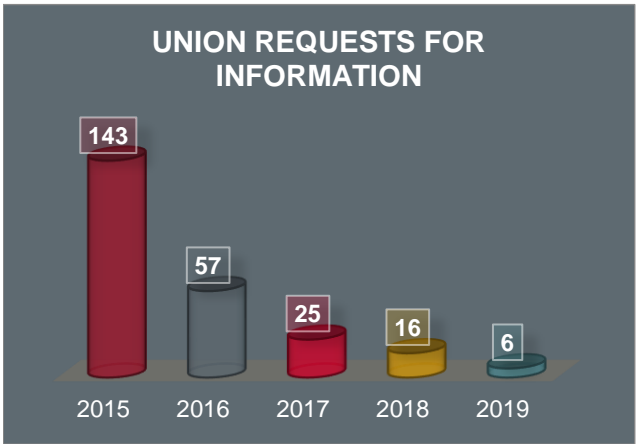
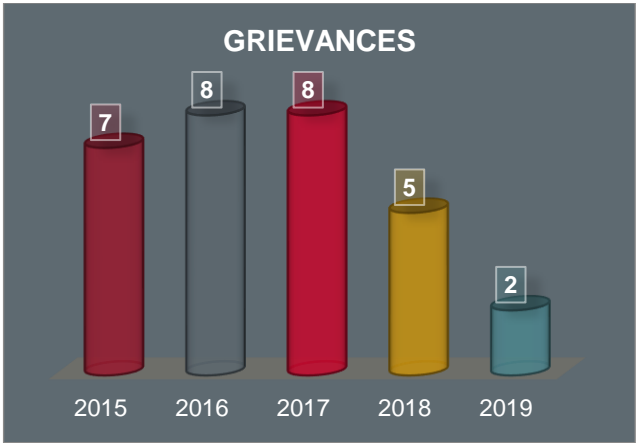
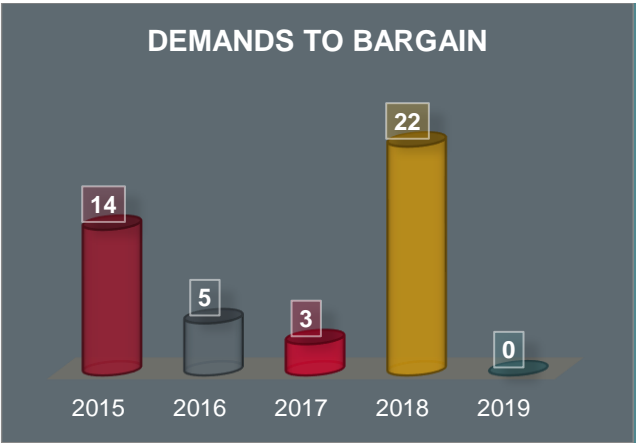
Ranked Responses | How Did You Hear About This Employment Opportunity?

- 1) WSU Website
- 2) Indeed.com
- 3) Other
- 4) Higher Ed Jobs
- 5) Personal Contact/Referral

LABOR RELATIONS:

The Labor Relations unit provides oversight over the following processes:

- Compliance
- Negotiations
- Contract Administration
- Union/Management Relations

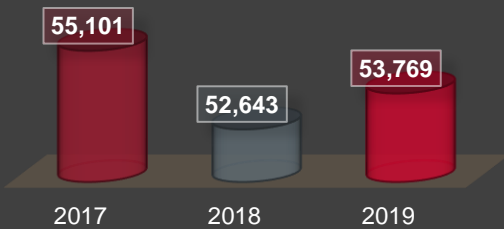


RECORDS PROCESSING & ADMINISTRATION:

The Records Processing and Administration unit provides oversight over the following processes:

- Employee Recognition
- Information Technology (Internal)
- Position Control
- Records and Compliance

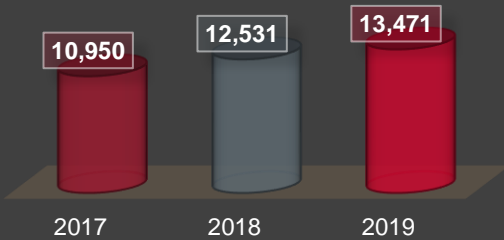
APPOINTMENT TRANSACTIONS PROCESSED



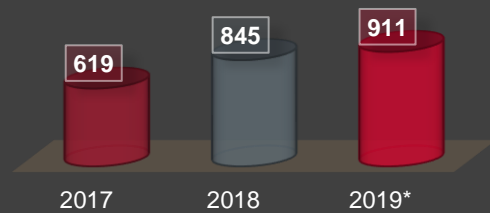
EMPLOYMENT ELIGIBILITY FORM I-9S



POSITION CONTROL DOCUMENTS PROCESSED



EMPLOYEE LENGTH OF SERVICE & RECOGNITION AWARDS



**Includes 2019 Crimson Spirit Award winners*

SUMMARY OF 2019 KEY RECORDS PROCESSING & ADMINISTRATION DATA:

Initial Hires	SYSTEM-WIDE
Total	1,332

Separations*	SYSTEM-WIDE
Total	1,412

**These numbers do not reflect retirement*

Processing	SYSTEM-WIDE
PERMS/HEPPS transactions	24,316
TEMPS appointments	29,453
Employment Eligibility Form I-9 created/updated	6,076
Paid Sick Leave reinstatement	231
Leave Audits	747
Employment Verifications	3,257
Step M increases	45
Position Control transactions	13,471
Unemployment claims	420

Record Holds and Requests*	LITIGATION HOLDS	PUBLIC RECORDS REQUESTS
Total	17	65

**These numbers do not reflect labor relations requests for information*

Employee Recognition

HRS hosts two annual Employee Recognition events each year, the Employee Recognition Reception which celebrates and recognizes all employees who reach a length of service milestone and the Quarter Century Club Celebration which recognizes employees reaching 25 years of service. Both events are live streamed from Pullman to allow employees to view the events from any location. HRS coordinates concurrent celebrations at WSU Everett, WSU Spokane, WSU Tri-Cities, and WSU Vancouver to provide employees the opportunity to join the celebrations at the location of their choice.

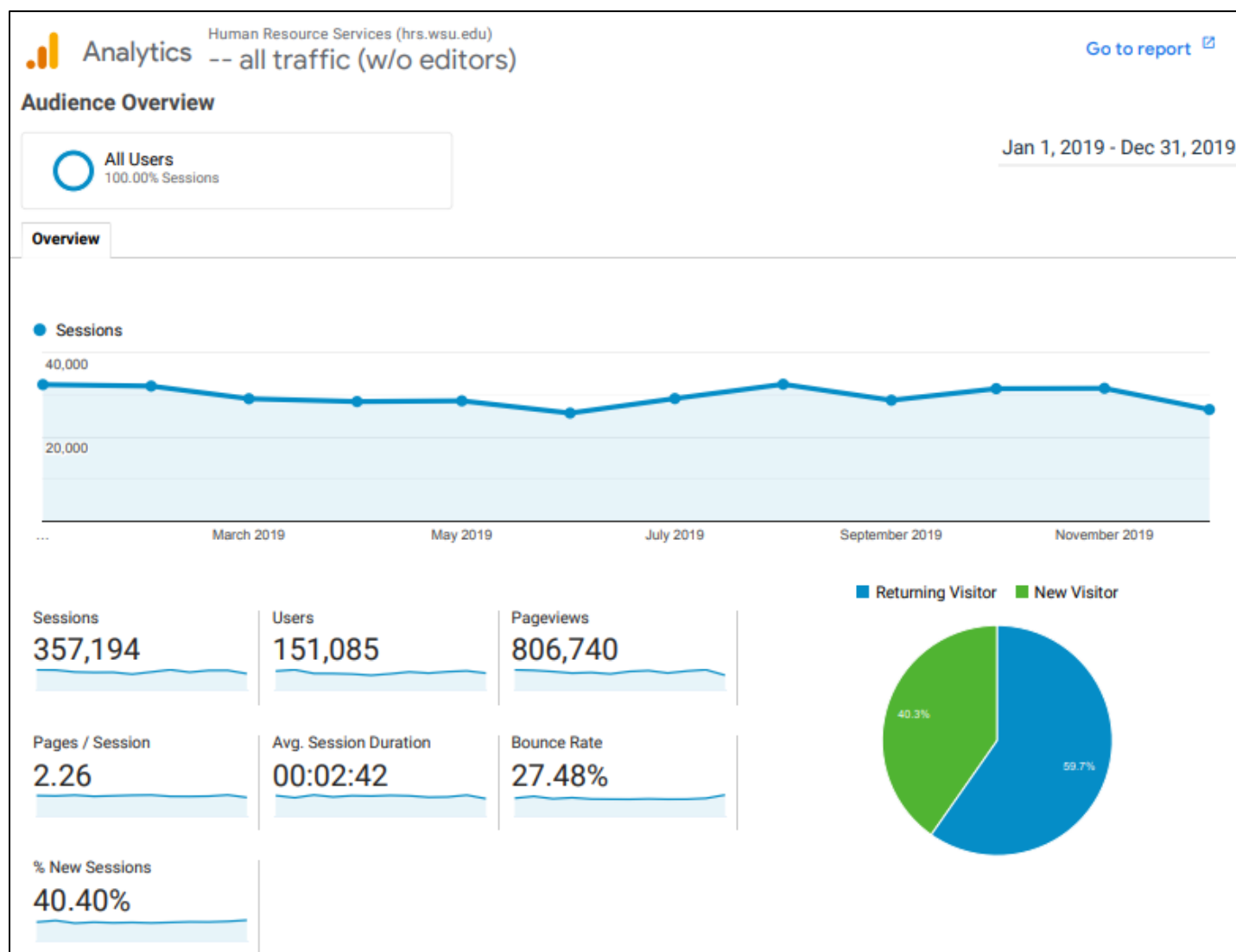
Length of Service Awards - 901 employees received an award and certificate of recognition for their length of service to WSU in 2019.

Quarter Century Club - 66 employees were recognized at the 86th Annual Quarter Century Club Celebration for reaching the milestone of 25 years of service during 2019.

Crimson Spirit Award - 10 employees were recognized by their peers for exemplary service and outstanding contributions to the University community in 2019.

Website Traffic - January 1, 2019 through December 31, 2019

All website traffic on hrs.wsu.edu excluding website editors:



Session: period time a user is actively engaged with your website, app, etc. All usage data (Screen Views, Events, Ecommerce, etc.) is associated with a session.

Users: who have initiated at least one session during the date range.

Pageview: total number of pages viewed. Repeated views of a single page are counted.

Average Session Duration: Average length of a session.

Bounce Rate: The percentage of single-page sessions in which there was no interaction with the page.

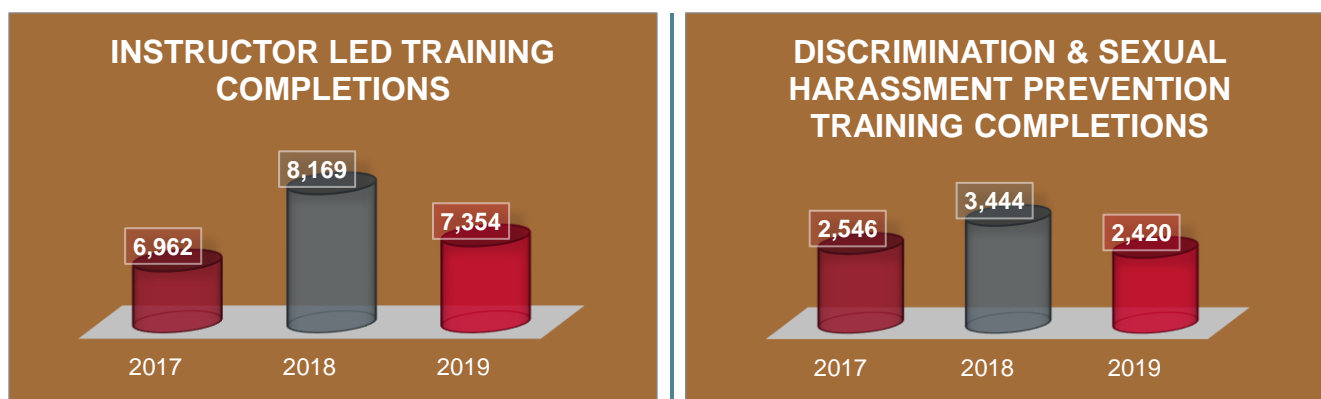
Top Pageviews

All website traffic on hrs.wsu.edu excluding website editors:

Page	Pageviews	% Pageviews
1. /	105,610	13.09%
2. /jobs/	102,640	12.72%
3. /resources/access-to-hr-systems/	29,926	3.71%
4. /employees/benefits/benefit-details/	24,272	3.01%
5. /managers/classification-compensation/	23,499	2.91%
6. /training/	22,593	2.80%
7. /hrs-contacts/	21,756	2.70%
8. /employees/benefits/	21,115	2.62%
9. /ap-classification-compensation/	16,835	2.09%
10. /medical-insurance/	11,642	1.44%

“/” refers to hrs.wsu.edu homepage

LEARNING AND ORGANIZATIONAL DEVELOPMENT:



SUMMARY OF 2019 KEY LEARNING AND ORGANIZATIONAL DEVELOPMENT DATA:

Orientation Attendees	NEW EMPLOYEE GENERAL/BENEFITS	NEW EMPLOYEE RETIREMENT
Administrative Professional	221	212
Classified	260	251
Faculty	152	141
Others	47	22
Total	680	626

ILT - Course Completions	SYSTEM-WIDE
Supervisory Training Series	561
Other Instructor-Led Training	6,793
Total	7,354

Customer Service Initiative	SYSTEM-WIDE
ILT and Online Course Completions	191

Discrimination/Sexual Harassment Prevention	SYSTEM-WIDE
ILT and Online Course Completions	2,420

Skillsoft - Online System	SYSTEM-WIDE
Course Completions	1,052
Contact Hours - Total Users	1,484
Books - Total Users	524

WSU - Online Course Completions	SYSTEM-WIDE
Cash Handling	92
Clery Act Training	166
Customer Service - Online	123
Discrimination, Sexual Harassment & Misconduct Prevention	2,396
Fair Labor Standards Act	42
I-9 Services	80
Labor Relations - Online	31
Roles and Responsibilities of the Supervisor	50
Recruitment Basics - Faculty	50
Recruitment Basics - Staff	211
TEMPS	55
Undocumented Student Training	33
WA State Mandated Procurement Training	23
WSU Dining: Staff Training	16
Total	3,368

MODERNIZATION INITIATIVE:

Major Projects and Milestone Highlights

- Official project kick-off January 2019
- Established Advisory Workgroups for each function which provides continuous communication, feedback on Workday functionality and business processes and university reporting needs. Advisory Workgroups consist of Area Finance Officers (or designee), central office staff and modernization team members.
- Conducted a number of activities with Advisory Workgroups
 - Discovery Workshops- February and March 2019
 - Design Workshops- April-May 2019
 - Prototype one review period- July- August 2019
 - Prototype two review period- October 2019
- Held two campus-wide review sessions at the end of each Prototype to review functionality and project decisions:
 - Prototype 1 all campus event- July 24, 2019
 - Prototype 2 all campus event- October 29, 2019
- Change Network Kickoff- September 2019
 - Established regular monthly meetings with members of the Change Network as well as Super Users
- Visited each major campus on a quarterly basis and each major research center at least once during 2019.
- Project team members attended extensive functional and technical Workday training sessions
- Conducted regular Steering Committee meetings.
- Provided project updates through established meetings with President's Cabinet, Deans, Faculty Senate Leadership, and Area Finance Officers.
- Provided regular updates to the Board of Regents, executives, stakeholder groups, and the University at large on the Modernization Initiative.