HUMAN RESOURCE SERVICES

2022

YEAR IN REVIEW

Human Resource Services Year in Review |2022|

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 2022. Reporting information includes important human resource data for the WSU system between 1/1/2022-12/31/2022.

2022 Major Efforts:

COVID-19 Employee Related Processes

- Review of religious exemption forms and follow-up with employees, as needed, for additional information.
- Coordinated accommodation process for religious exemptions with employee and department
- Managed processes due to end-of-mandate by the State in the fall of 2022.
- 166 Religious Exemption requests reviewed
- Ongoing updates to HRS website information including FAQs regarding leave and work options available to employee as well as hiring through COVID-19.
- Management and Conclusion of Vaccine Mandate.

Administrative Professional Compensation Plan

- Implemented the AP Compensation Structure in May 2022, reducing compensation inequities, and bringing standardization to how positions are reviewed, graded, and compensated across the University System. This enhanced structure has eliminated the need to generate individualized salary data for every Administrative Professional position under review.

Labor Relations

- Successfully negotiated two wage reopener Collective Bargaining Agreements (Contracts) for the 2022-2023 fiscal year and supplemental budget.
- Implemented training, policies and procedures review and negotiations for one newly represented bargaining unit on Tri-Cities campus.

Mass Salary Increases

- Civil Service Staff Salary Increase – July 1, 2022.
- Faculty, Administrative Professional, and Graduate Assistants – September 1, 2022.

2022 Major Efforts Continued:

Percipio –Online Learning Management Platform

- Implementation of new learning platform Percipio for all employees.
- Implementation new system-wide mandatory compliance offerings.

Sexual Misconduct Statements

- Completed 2946 sexual misconduct verification application reviews which required submitting 4180 requests to 1017 higher education institutions.

Temporary Non-Permanent Implementation

- Implementation of new Temporary/Non-Permanent Employment Rules.

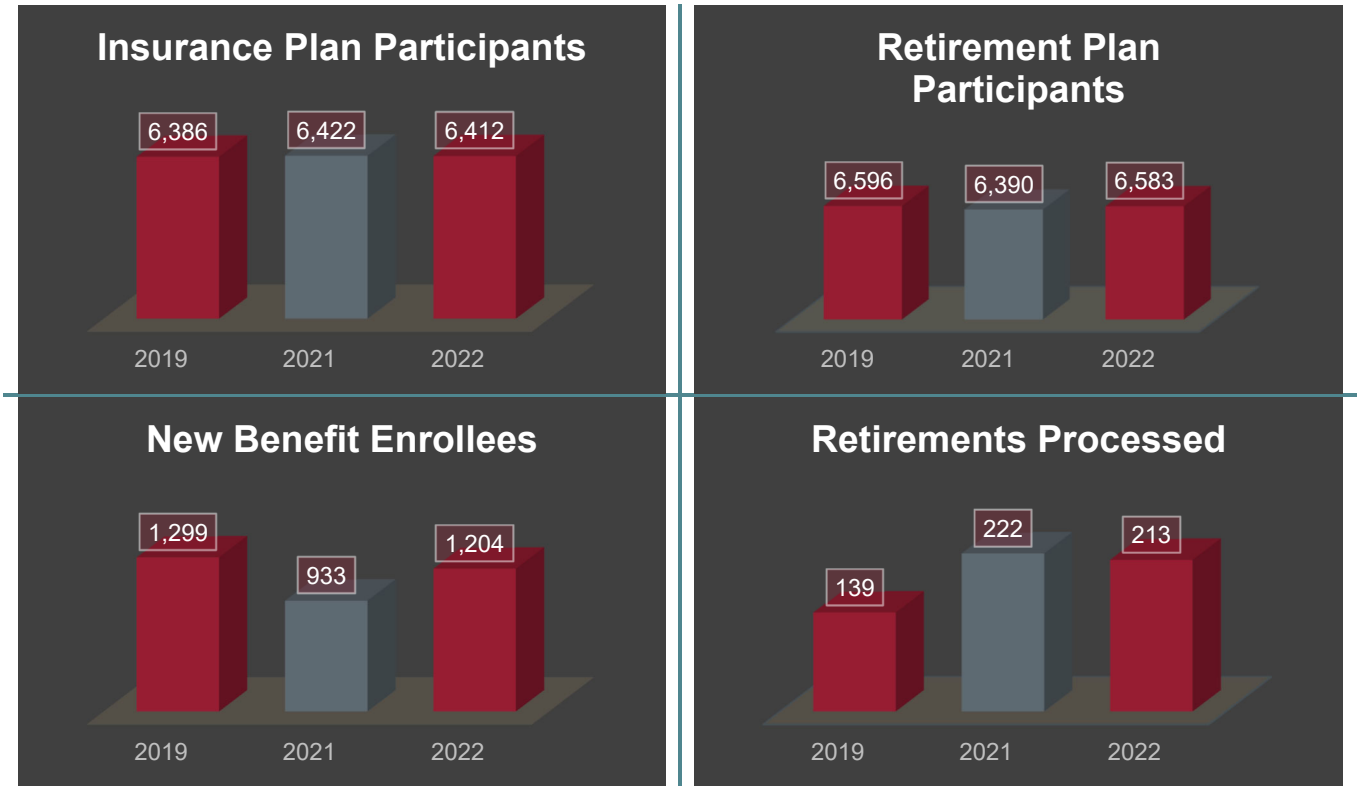
BENEFITS SERVICES:

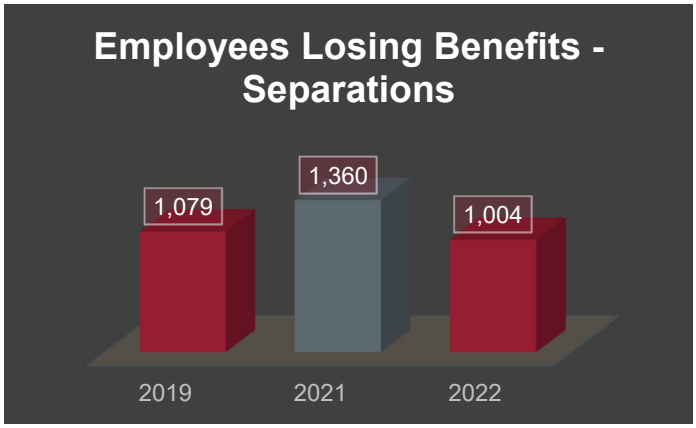
The Benefits Services unit provides oversight over the following processes:

- Benefits Administration
- Retirement
- Compliance
- Wellness

2022 Efforts

- Provided 4 webinars and additional communications and announcements regarding the Public Student Loan Forgiveness and Limited Waiver
- Presented Financial Wellness Presentations: Budgeting and Financial Goals (2 presentations) and Voluntary Retirement Plans – understanding the limits allowed (2 presentations)
- Coordinated and hosted PEBB Retiree Open Enrollment Presentation, since HCA did not provide one this year
- Developed and Presented 10 Wellness Presentations:
  - EAP Services overview (3)
  - Wellness resources (1)
  - Suicide prevention resources (1)
  - Dealing with Eco Anxiety (1)
  - Burnout (3)
  - Empathy (1)
- Reviewed and Provided Information on how the Non-Permanent hourly worker change impacted benefits and retirement




Employees Losing Benefits - Separations
1,079
1,360
1,004
2019
2021
2022

SUMMARY OF 2022 KEY BENEFITS SERVICES DATA:

Benefits Participants	SYSTEM-WIDE
Insurance	6,412
Retirement	6583

New Benefit Enrollees	SYSTEM-WIDE
Administrative Professional	422
Classified	426
Faculty	216
Transfers from other agencies	27
Hourly	113
Total	**1204**

Retirements	SYSTEM-WIDE
Regular Retirements	206
Phased Retirements & Separation Agreements	7
Total	**213**

Supplementation	SYSTEM-WIDE
Participants	476
Calculations Ran	60

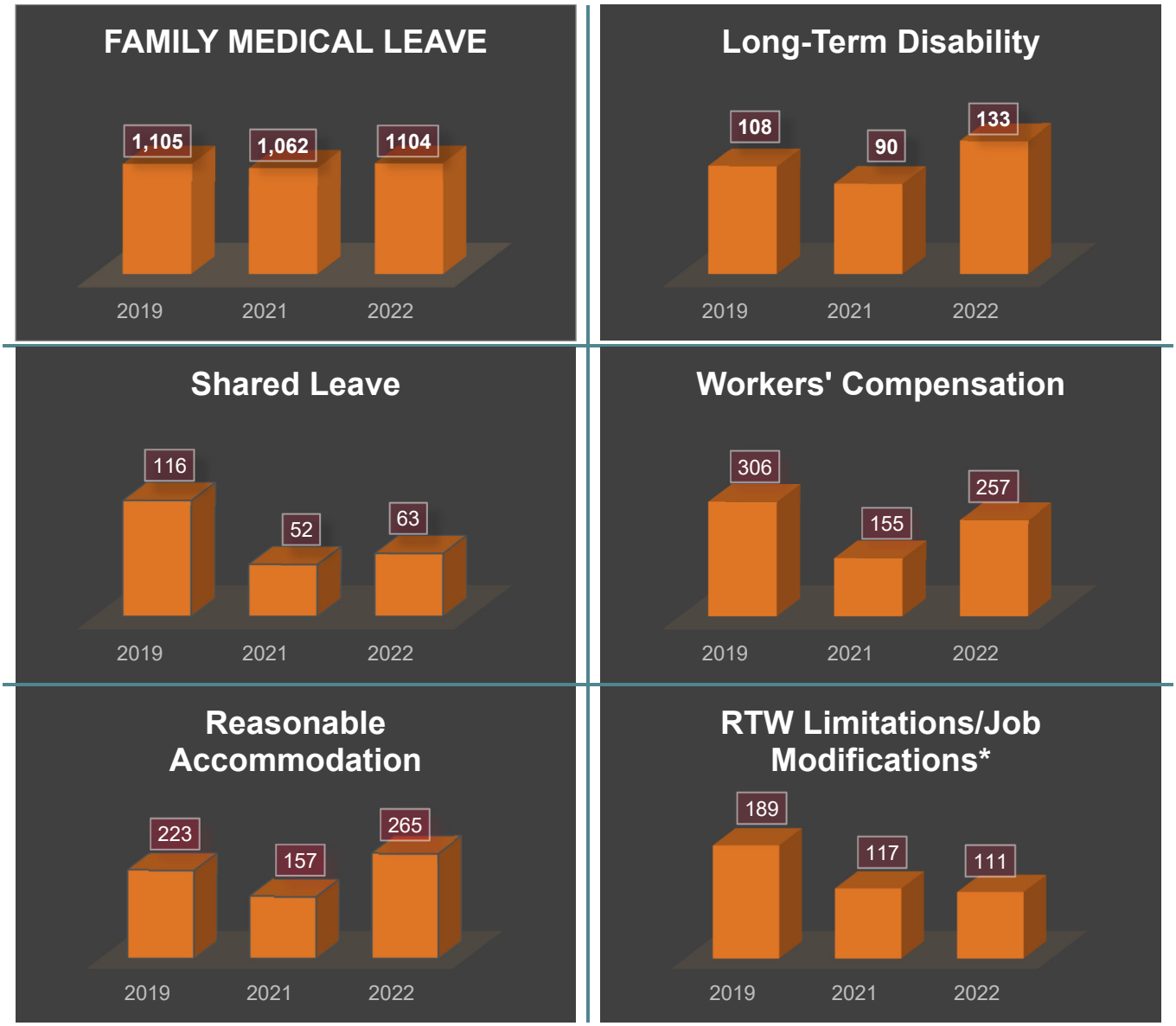
Employees Losing Benefits - Separations	SYSTEM-WIDE
AP/CS/Hourly	654
Faculty	278
Seasonal Hourly	17
Reduction in Force/Layoff	11
Transfers to other agencies	20
Leave without Pay	24
Total	**1004**

Other Benefit Processes	SYSTEM-WIDE
Medical Support Notices Processed	13
PEBB Appeals	30
PEBB Recourses	4
Employees offered changes in retirement plans	158
New Employee Benefit/Retirement Presentations offered	40
Employee, Retiree, and Survivor Deaths processed	63
Wellness Presentations/Attendees	10/261
ACA Marketplace Notifications Reviewed	45

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 2022 KEY DISABILITY SERVICES DATA*:

Family Medical Leave	WSU EVERETT	WSU PULLMAN	WSU SPOKANE	WSU TRI-CITIES	WSU VANCOUVER	SYSTEM-WIDE
Open	3	161	15	4	9	189
Closed	11	724	93	45	53	915
Total	**14**	**885**	**108**	**49**	**62**	**1,104**

Reasonable Accommodation	WSU EVERETT	WSU PULLMAN	WSU SPOKANE	WSU TRI-CITIES	WSU VANCOUVER	SYSTEM-WIDE
Open	3	70	6	1	6	86
Closed	1	134	21	6	17	179
Sub Total	4	204	27	7	23	265
HRE/HELSA	1	54	9	11	15	90
Vaccination Exemptions	1	82	3	5	5	96
Total	**6**	**340**	**39**	**23**	**43**	**451**

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

Long Term Disability Cases	SYSTEM-WIDE
Open	116
Closed	17
Total	**133**

Shared Leave	SYSTEM-WIDE
Open	15
Closed	48
Total	**63**

Workers' Compensation	SYSTEM-WIDE
Open	106
Closed	151
Total	**257**

Return to Work Limitations/Job Modifications	SYSTEM-WIDE
Open	17
Closed	94
Total	**111**

Paid Family Medical Leave (System-wide)	SYSTEM-WIDE
Open	128
Closed	264
Total	**392**

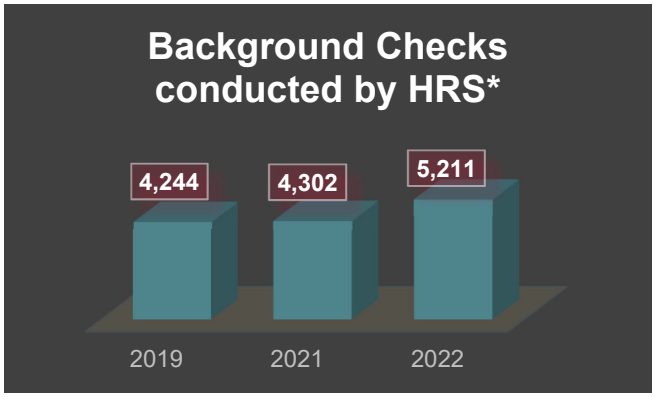
EMPLOYMENT SERVICES:

The Employment Services unit provides oversight over the following processes:

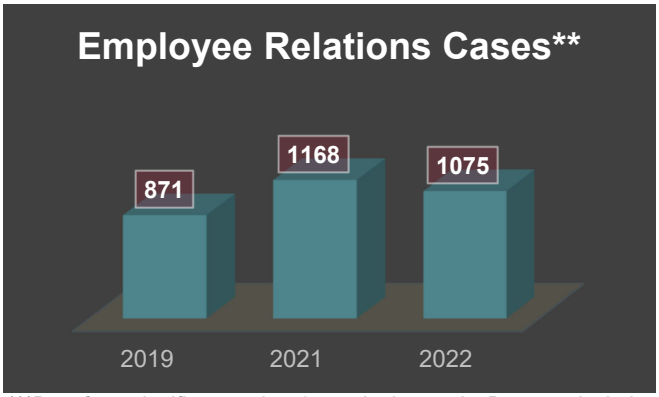
- Classification
- Employee Relations
- Compensation
- Recruitment

2022 Efforts

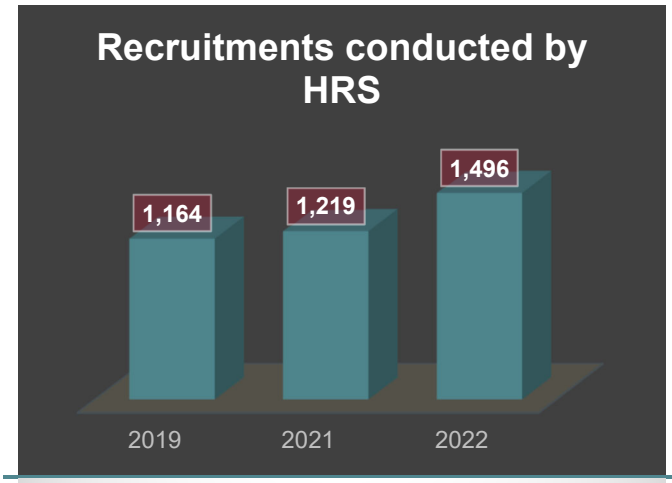
- Finalized Title IX hearing process for CS and AP employees and participated in the first WSU Title IX hearing.
- Managed and revised the process for sexual misconduct verification to meet requirements under RCW 28B.112.080.
- Reviewed 780 affected positions for compliance with the latest change to the State of Washington salary test related to overtime eligibility. Advised areas on best practices.
- Managed the data process to implement a major increase in the number of employees affected by the overtime eligibility threshold improvement.
- Fully staffed the team with three HR Consultant Assistants in January 2022 and immediately began transitioning primary responsibility for compensation related actions from individual HR Consultants to the Team. This process was completed by May 2022.
- Developed and implemented changes to the Equal Pay Act, which requires salary ranges to be posted on all WSU job postings.
- Participated in 10 Career Fair/events across Washington, Oregon and Idaho.
- Developed and implemented recruitment incentives, including a hiring incentive for new employees to WSU and an employee referral incentive for current WSU employees who refer a new candidate to WSU.
- Partnered with Facilities Services & Dining Services to plan and implement two stand-alone job fairs, including onsite interviewing, for hard to fill staff positions.

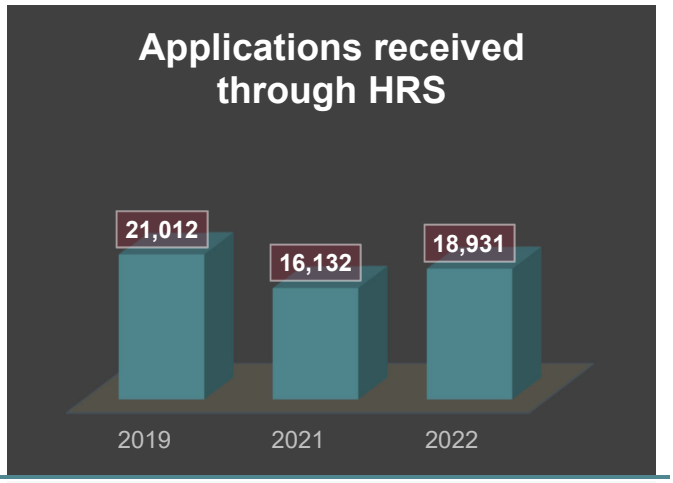


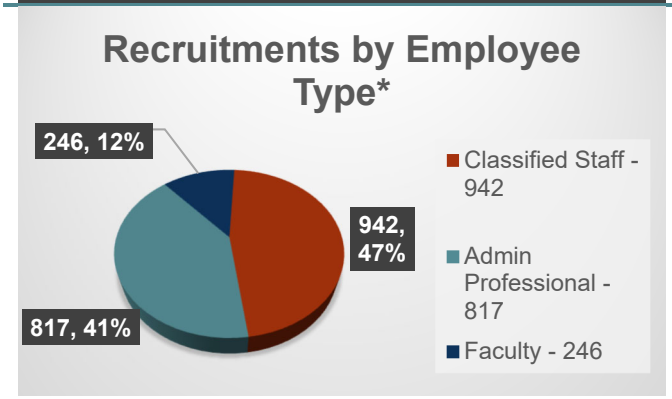
**Data includes Administrative Professional, Classified Staff, Faculty, and Temporary/Hourly positions*
*** increase based on reinstatement of camp offerings based on pandemic environment*

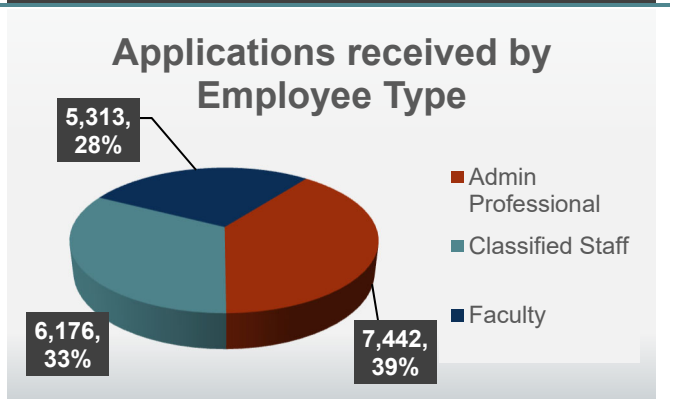


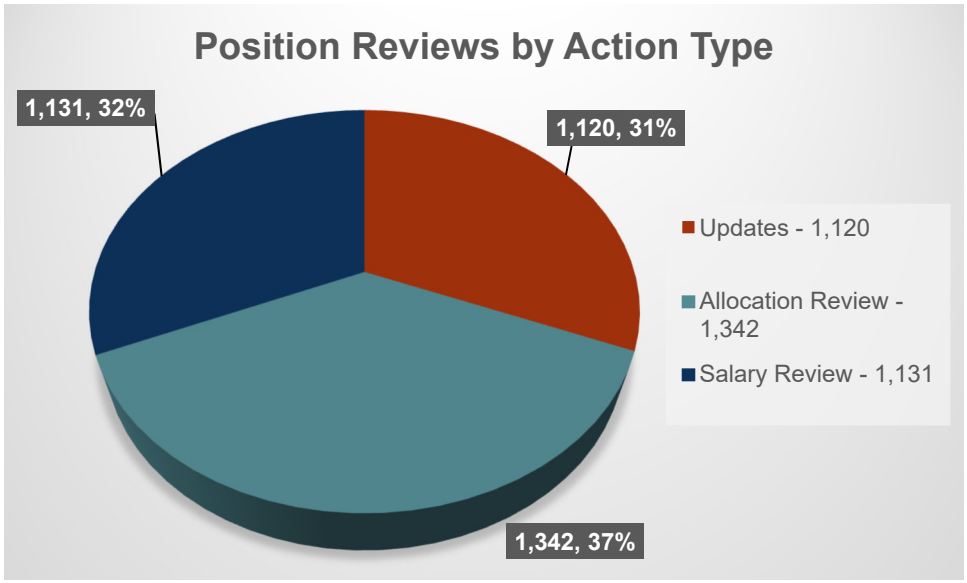
****Data from significant actions/consultations only. Does not include ongoing actions/consultations opened in previous years.*


Recruitments conducted by HRS
1,164
1,219
1,496
2019
2021
2022


Applications received through HRS
21,012
16,132
18,931
2019
2021
2022


Recruitments by Employee Type*
246, 12%
942, 47%
817, 41%
Classified Staff - 942
Admin Professional - 817
Faculty - 246


Applications received by Employee Type
5,313, 28%
6,176, 33%
7,442, 39%
Admin Professional
Classified Staff
Faculty


Position Reviews by Action Type
1,131, 32%
1,120, 31%
1,342, 37%
Updates - 1,120
Allocation Review - 1,342
Salary Review - 1,131

SUMMARY OF 2022 KEY EMPLOYMENT SERVICES DATA:

The Exit Survey was reestablished in Workday on July 1, 2022 and reporting on this metric will resume on the 2023 report.

Background Checks*	WSU PULLMAN	WSU SPOKANE	WSU TRI-CITIES	WSU VANCOUVER	SYSTEM-WIDE
HireRight/WSP	3192	1164	507	343	5206**

**Data includes Administrative Professional, Classified Staff, Faculty, and Temporary/Hourly positions*
*** Increase based on reinstatement of camp offerings based on pandemic environment*

Employee Relations†	WSU EVERETT	WSU PULLMAN	WSU SPOKANE	WSU TRI-CITIES	WSU VANCOUVER	SYSTEM-WIDE
Opened (2022)	7	842*	73	24	87	1075

†Data from significant actions and/or consultations only. Data does not include ongoing actions/ consultations opened in previous years
**Data include 463 Religious Exemption Reviews conducted by the ES team during 2022.*

Position Reviews*	WSU EVERETT	WSU PULLMAN	WSU SPOKANE	WSU TRI-CITIES	WSU VANCOUVER	WORKDAY**	SYSTEM-WIDE
Allocation Reviews	10	1016	232	52	32		1342
Salary Reviews		128	10	6	3	984	1131
Updates	7	879	125	91	18		1120
Total Actions	**17**	**2023**	**367**	**149**	**53**	**984**	**3593**

**Data is pulled through OPDRS by college/area and includes actions approved and cancelled in 2022.*
***Additional actions submitted through WORKDAY and not captured in OPDRS*
WSU Spokane includes the Elson S. Floyd College of Medicine, College of Nursing and College of Pharmacy.

Recruitments*	ADMINISTRATIVE PROFESSIONAL	CLASSIFIED	FACULTY	TOTAL
**Evergreens	700	698	98	1496
Job Requisitions	817	942	246	2005

**Data from recruitments in the online application system which were filled or canceled in 2022. Data is pulled by college/area.*
WSU Spokane includes the Elson S. Floyd College of Medicine, College of Nursing and College of Pharmacy.

*** In Workday - The Evergreen is what is used to create a pool of applicants for a recruitment. It is what candidates apply to. Once a department is ready to move forward with hiring, they move candidates from the Evergreen to the Job Requisition to complete the hire process.*

- *The department creates the Job requisition in workday and submits to HRS*
- *HRS approves the Job Requisition and creates an Evergreen*
- *The Evergreen is what is "posted" and it is tied back to 1 or more Job requisitions to allow us to hire more than one candidate.*

System-Wide Job Requisitions Totals*	Filled	Closed	Active	All	# Applicants
Admin Professional	501	122	194	817	7442
Classified	627	104	211	942	6176
Faculty	58	35	153	246	5313
Total	**1186**	**261**	**558**	**2005**	**18931**

**Data from recruitments in the online application system which were filled or canceled in 2022.*

Applicant Demographics | System-Wide |

Gender*			Disability Status and Veteran Status*		
Job Category	Female	Male	Job Category	Disability	Veteran
Admin Prof	3722	2546	Admin Prof	625	214
Classified	2869	2496	Classified	620	223
Faculty	1534	3273	Faculty	262	42
Total	**8125**	**8315**	**Total**	**1582**	**479**

Data from recruitments in the online application system which were filled in 2022
Applicants may choose to not disclose gender, disability status, and veteran status. The number represent only those who disclosed their demographics

Race/Ethnicity**	AP	Classified	Faculty	Total
American Indian or Alaska Native	107	88	35	230
Asian	519	401	2130	3050
Black or African American	341	193	231	765
Hispanic or Latino†	256	229	97	582†
Native Hawaiian or Other Pacific Islander	25	34	2	61
White	4362	3794	1841	9997
Two or More Races	253	238	86	577
TOTAL				**14680**

**Data from recruitments in the online application system which were filled in 2022*
***Applicants may choose to not disclose race/ethnicity. The number represent only those who disclosed their demographics*
† Not included in TOTAL as this data is requested separate from Race/Ethnicity

SUMMARY OF 2022 HRS SOCIAL MEDIA:

Followers

Social Account	2021	2022	Percent change
LinkedIn	3,324	4,377	+31.7%
Facebook	626	N/A*	N/A
Twitter	1,414	1,456	+2.9%

**Facebook account for HRS was disabled in December 2022, so numbers are unknown*

Total Posts

Social Account	2021	2022	Percent change
Twitter (@CareersWSU)	948	1,435	+51.4%

Total Impressions

Social Account	2021	2022	Percent change
LinkedIn (impressions)	56,307	93,715	66.4%
Twitter	386,300	285400	-26.1%

HRS 2022 Social Media Web Referrals

Visits to hrs.wsu.edu in 2022:

- Sessions: 40,318
- Sessions via social referral: 2,477

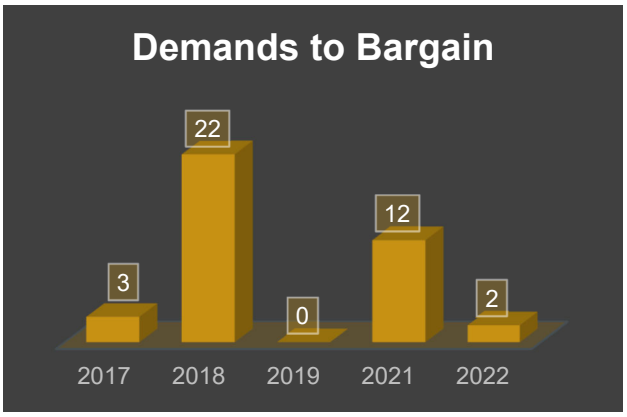
Top social media referrers:

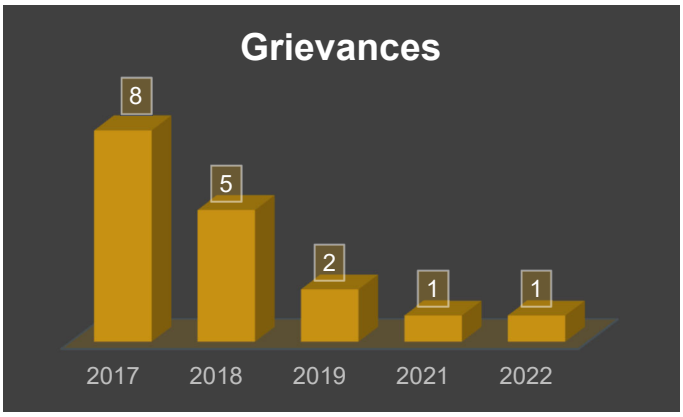
Channel	Percent of referral traffic
Facebook	60.27%
Twitter	29.40%
LinkedIn	8.84%
YouTube	.73%
Other	.76%

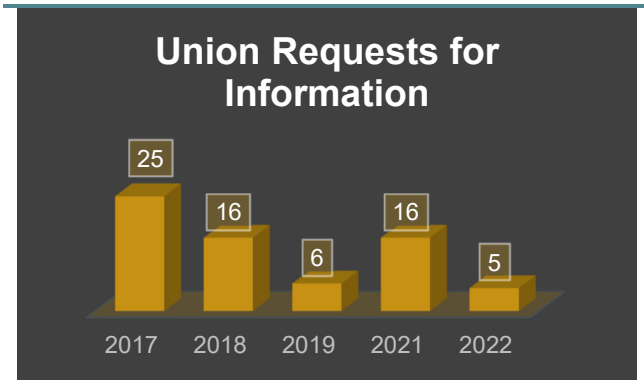
LABOR RELATIONS:

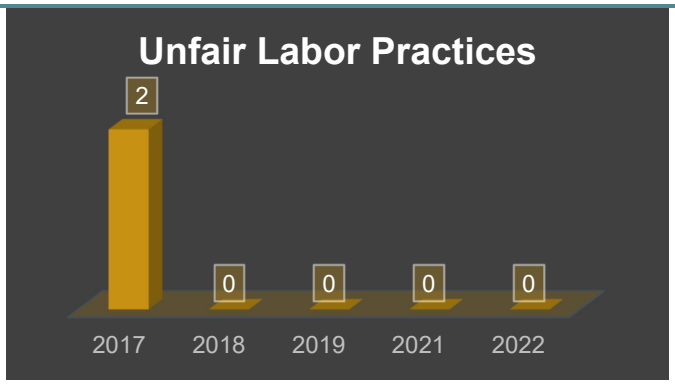
The Labor Relations unit provides oversight over the following processes:

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





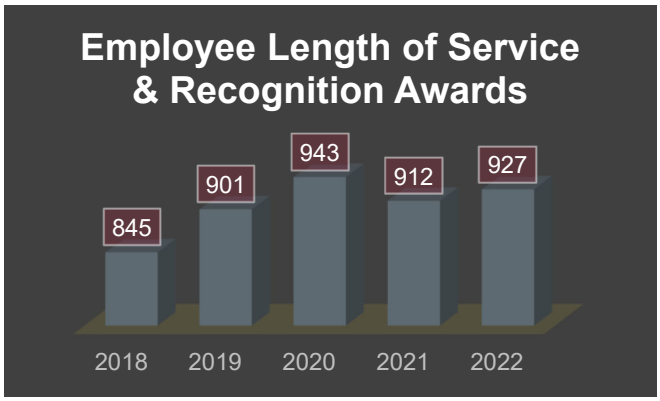


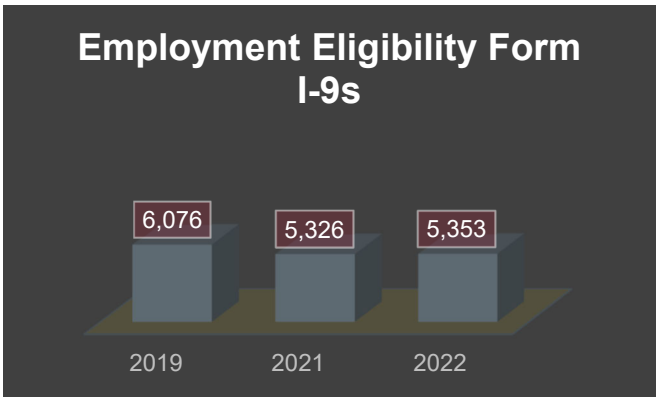


RECORDS PROCESSING & ADMINISTRATION:

The Records Processing and Administration units provide oversight over the following processes:

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





SUMMARY OF 2022 KEY RECORDS PROCESSING & ADMINISTRATION DATA:

Initial Hires	SYSTEM-WIDE
Total	1,249

Separations*	SYSTEM-WIDE
Total	1,160

**These numbers do not reflect retirement*

Processing	SYSTEM-WIDE
Employment Eligibility Form I-9 created/updated	5,353
Leave Audits	804
Employment Verifications	3,433
SMS Verifications (July 1- Dec 31, 2022)	1,394
Unemployment claims	420

Record Holds and Requests*	LITIGATION HOLDS /PUBLIC RECORDS REQUESTS
Total	148

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

Employee Recognition

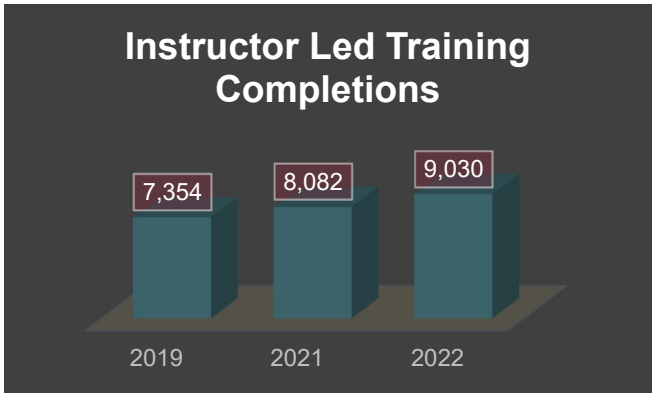
Length of Service Awards – 927 employees received an award and certificate of recognition for their length of service to WSU in 2022.

Crimson Spirit Award – 12 employees were recognized by their peers for exemplary service and outstanding contributions to the University community in 2022.

LEARNING AND ORGANIZATIONAL DEVELOPMENT:

2022 Efforts

- Conducted 2022 Leading in Cougar Country for system-wide leaders; 159 attendees
- Contract change for Skillsoft to acquire Leadership Development Program and Compliance Platform
- Cyber security
- State Ethics/Ethics in public service
- Anti-Hazing training for Employees
- Facilitated Special Course Offerings through EAP; including 4 course offerings; on-campus visit; and WSU Senior Leadership session.
- Updated to LOD social media plan with Phased approach marketing for ongoing promotions of courses and content
- Updated LOD website with move to PERCIPIO; user interactive content
- Mentoring and Executive Coaching programs moved to LOD
- Re-designed WSU Supervisory Training Journey and content – Increased course offering and created 3 tracks.



**Increase in 2021 based on yearly mandate implemented in March 2021*

SUMMARY OF 2022 KEY LEARNING AND ORGANIZATIONAL DEVELOPMENT DATA:

New Employee Orientation Attendees	SYSTEM-WIDE
New Employee Orientation - General Session	910
New Employee Retirement - AP/Faculty	459
New Employee Retirement - CS	359

ILT - Course Completions	SYSTEM-WIDE
Supervisory Training Series	1222
Diversity and Equity Series	1345
Leading in Cougar Country	159
HRS Special Events	1776
Get to Know Percipio	458
Navigating Essential Functions for Percipio & Compliance	29
Other Instructor-Led Training	2639
Total	**7955**

Discrimination/Sexual Harassment Prevention	SYSTEM-WIDE
ILT and Online Course Completions	No Data

Workday	SYSTEM-WIDE
ILT and Online Course Completions	986

Skillsoft - Online System	SYSTEM-WIDE
Course Completions	No Data
Books	163 GTE 50%
Audio Books	19 GTE 50%

WSU - Online Course Completions	SYSTEM-WIDE
Cash Handling	87
Clery Act Training	132
COVID-19 Related Courses	8
Customer Service - Online	No Data
Energy and Comfort Training at WSU	4
Ethics in Public Service	2073
2022 Online Benefits Orientation	18
Fair Labor Standards Act	42
Roles and Responsibilities of the Supervisor	No Data
Hazing Prevention Training	1949
Recruitment Basics - Faculty	17
Recruitment Basics - Staff	100
WA State Mandated Procurement Training	659
WA State Contract Management Training	292
WSU Cyber Security Awareness-Core	3011
WSU Cyber Security Course Completions	1127
WSU Dining: Staff Training	88
Other WSU Online Course Completions	13710
Total	**21122**

MODERNIZATION/HUMAN CAPITAL MANAGEMENT (HCM)

The Workday Human Capital Management (HCM) team continues to optimize the HR functions of our Workday modules. During 2022, the decision was made to extend the stabilization and optimization period. During this time, the HCM team implemented changes and suggestions from the university community but was largely focused on the needs of state mandated initiatives. The following is a list of high level achievements (not exhaustive).

Going forward, the HCM team will no longer report on routine annual events such as open enrollment or mass salary increases unless significant changes are noted as these items are covered in other functional areas of this report.

- Temporary Non-Permanent rule changes were the primary focus this year. Implementing a new employee type and the accompanying rules was a long-term project. This project was taken through the process of design, configure, test, and iterate over the past 18 months, impacting all areas of HCM and our partners in Payroll.
    - Created new employee type
    - Created new and altered job profiles
    - Created new and altered compensation plans
    - Implemented new time off plans
    - Created new reports for benefits tracking
    - Enhanced reporting for WSU and state agencies
    - Modified integrations to include new employee type data
    - Partnered on new and altered payroll groups
    - Executed communication plan
    - Developed and altered training materials
- AP Compensation Plan is fully integrated
- WSU Exit Survey was moved from Qualtrics to Workday
- Recruitment Incentive program and payout
- Workday Today- a complete change to the Workday user interface
- Faculty Equity adjustments
- Sexual Misconduct Statements as part of recruitment
- Equal Pay Act salary posting changes
- Fair Chance Act as part of recruitment
- Removed all Covid-19 configuration
- Significant enhancements to Reference Guides and Knowledge Base articles for ease of use
- Formed group to focus on Workday training material
- Created and enhanced nearly 30 reports
- Implemented two major Workday updates in March and September