2022 UC ANR Customer Service Survey

Human Resources				
PRIMARY OPPORTUNITIES			**ACTIONS TAKEN/IN PROCESS**	**OUTCOME/ HIGHLIGHTS**
Prior Year	Current Year (2021)	PO Identified		
NA	SHR 2.93/ AHR 3.26 (PO)	Clear Procedures	**REGULAR ANNOUNCEMENTS -** Determine best mechanism to reach appropriate parties (ANR Update, Leadership CT, etc.) provide regular updates, monthly on updates, changes, trainings, etc. **COMMUNICATION TEMPLATES -** Update Zendesk macros **INTERNAL TRAINING -** Ensure HR employees are trained in new policies, timelines, and cust. service expectations. All HR staff to take Cust. Service training. Ensure HR team is following the same processes and procedures. **FAQ's -** Create Cheatsheets for clients **NEEDS -** HR staffing, Zendesk seats, priority list of templates & cheatsheets	- Clear and concise process requirements, easily available to find. Processes should include cross functional (multi-unit) impacts and steps. - Updated and more frequent communication will reduce confusion and encourage a shared understanding of expectations. Activity ongoing. Client cheatsheets to be tied to the timing of Workflow/WFA.
NA	SHR 2.75 (PO)	Responds to Requests within an Acceptable Timeframe	**WORKFLOW -** Updating timeline expectations and process steps, including workflow. Working with HR/BOC/SWPR units on WFA to streamline approval workflow for customer requests. **WFA -** Build online forms and approval processes to support client needs. Align Workflow updates with WFA. **TICKETING -** Update ticketing system (Zendesk), include regular status checks on tickets. **COORDINATION -** Collaborate with various units to develop overarching workflow plans and provide appropriate links to other units websites for major processes between HR, RPM, BOC, SWPR, IT **NEEDS -** ID Highest need workflow, Hiring HR support staff to help with workflow, LucidChart agreement update	Updated workflow/WFA/Ticketing processes will improve understanding of processes and timelines as well as create an improved response time. Ex. Data Changes form placed online, supervisors, HR/Business Officer and HR can now see form status in real time. Current workflow and forms under development: Position Management/Leave Management/Contracting Out/Flexible Work Agreements
ADDITIONAL OPPORTUNITIES IDENTIFIED (e.g. verbatim/themed comments, secondary opportunities)			**ACTIONS TAKEN/IN PROCESS**	**OUTCOME/ HIGHLIGHTS**
Effectively uses Websites, Online Documentation - SHR 2.87/AHR 3.40 (SO)			**Website Content Evaluation -** Review from client perspective, what information needs updating? Include point of contact information and links between units. **Workflow/WFA/Ticketing/FAQ's -** Update website with critical information on workflow and forms. **Coordination -** Collaborate with various units to develop an overarching plan and provide appropriate links to other units websites for major processes between HR/BOC/RPM/SWPR, IT	- HR is evaluating the website, updating links and is hiring a limited term employee to assist in updates. Goals include coordinating with clients, identifying major processes and needs. - Improved websites mean quicker access to information and forms for clients. Timing TBD
Training for Clientele - SHR 2.69/ AHR 3.22 (SO)			**Needs -** prioritized list of trainings and coordinate best means to outreach (zoom, in-person, etc.) **Events -** Monthly training, discussions with CDEC, REC Directors, SWP Directors,	Increased client training will provide better shared understanding of expectations and needs. Ongoing, started April 22
Approval Time - SHR 2.43/ AHR 3.23 (SO)			**RECRUITING SUPPORT -** Updating opportunities for advertising, **Other -** covered under: Responds to Requests within an Acceptable Timeframe & Clear Procedures **Needs -** Workflow/WFA/Ticketing updates, staffing model finalized/hires complete	HR is hiring and working to onboard and train new staff to support client needs. Recruiting support approved, to be announced by July 2022 (done)