Office of Human Resources & Staff Development for

City Colleges of Chicago

Presentation to the Board of Trustees
September 2015
What We Do

Value-added Services and Programs:

- Recruitment
- Compensation
- Labor Relations
- Talent Acquisition
- Benefits
- Employee Relations
- Performance Management
- HR Information Systems (HRIS)

Operational & Financial Compliance:

- Policy Administration
- Collective Bargaining Administration
- Benefit Administration & Compliance
- Employment Legislation Compliance
Who We Support

<table>
<thead>
<tr>
<th>5,200 active Full-Time and Part-Time employees:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2,300 FT</strong></td>
</tr>
<tr>
<td>▪ 600 FT Faculty</td>
</tr>
<tr>
<td>▪ 1,700 FT Staff</td>
</tr>
<tr>
<td><strong>2,900 PT</strong></td>
</tr>
<tr>
<td>▪ 1,500 PT Faculty</td>
</tr>
<tr>
<td>▪ 950 Credit</td>
</tr>
<tr>
<td>▪ 550 Other</td>
</tr>
<tr>
<td>▪ 1,400 PT Staff</td>
</tr>
</tbody>
</table>
HR Reinvention Journey

FY2013
- Automated Recruitment
- Automated Time & Attendance
- Automated Benefits Open Enrollment
- Attendance Policy Adherence

FY2014
- 1600 employees in CCCWorks
- Faculty Contract Assignment Review
- Collective Bargaining Agreement Adherence
- Payroll in Arrears
- Off-cycle Check Reduction
- Overtime Guidelines & Measurement
- Supervisor Essentials Training

FY2015
- Automated Special Assignments
- Summer Internship Program
- 1400 add’lemployees in CCCWorks
- Market Pay Study
- Title IX Office

CITY COLLEGES of CHICAGO
Education that Works
**HR Measures for Success (KPIs)**

<table>
<thead>
<tr>
<th>FT Employee Metrics</th>
<th>FY13 Actual</th>
<th>FY14 Actual</th>
<th>FY 15 Target</th>
<th>FY15 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turnover</td>
<td>13.28%</td>
<td>12.85%</td>
<td>12%</td>
<td>11.60%</td>
</tr>
<tr>
<td>Retention</td>
<td>19.43%</td>
<td>14.77%</td>
<td>14%</td>
<td>18.42%</td>
</tr>
<tr>
<td>Time to Hire: Offer acceptance</td>
<td>140</td>
<td>72</td>
<td>120</td>
<td>89 days</td>
</tr>
<tr>
<td>Time to Hire: Start date</td>
<td>180</td>
<td>140</td>
<td>160</td>
<td>140 days</td>
</tr>
<tr>
<td>Cost of Benefits per Employee</td>
<td>$5,814</td>
<td>$5,611</td>
<td>$5,700</td>
<td>$5,605</td>
</tr>
<tr>
<td>Time to Close Grievances</td>
<td>60</td>
<td>38</td>
<td>45</td>
<td>39 days</td>
</tr>
<tr>
<td>Workforce Compliance (PT)</td>
<td>10.00%</td>
<td>7.13%</td>
<td>&lt; 5%</td>
<td>3.88%</td>
</tr>
<tr>
<td>Overtime Compensation</td>
<td>$1.55M</td>
<td>$1.19M</td>
<td>$1M</td>
<td>$0.85M</td>
</tr>
<tr>
<td>Absenteeism</td>
<td>1.63%</td>
<td>2.47%</td>
<td>5%</td>
<td>2.50%</td>
</tr>
<tr>
<td>FT Staff Promotions</td>
<td>N/A</td>
<td>41.32%</td>
<td>40%</td>
<td>44.71%</td>
</tr>
<tr>
<td>FT Faculty from Adjunct</td>
<td>N/A</td>
<td>75.00%</td>
<td>60%</td>
<td>71.67%</td>
</tr>
</tbody>
</table>
FY15 – Additional data

Recruiting & Hiring
- Gearing Up

Gearing Up

Talent Management

Labor & Employee Relations

Compensation & Benefits

HR Administration

- 8,400 Personnel actions processed
- 270 Promotions
- 3,200 employees in CCCWorks
- 1407 Drug Screenings
- 1454 Background Checks

- 150 discrimination & harassment complaints
- 56 Step II & Step III union grievances
- 44 requests for ADA accommodations

- Taleo – Current stats
  - 16,000 candidates
  - 270 open positions
- 260 FT jobs filled - FY15
- 770 PT jobs filled - FY15

- 300 Leaves processed in Benefits Service Center
- Health & Welfare Plans -
  - 2,500 Employees
  - 1,600 Retirees
  - 6,000 Participants total
- 100 Retirees removed after eligibility audit

- 8,400 Personnel actions processed
- 270 Promotions
- 3,200 employees in CCCWorks
- 1407 Drug Screenings
- 1454 Background Checks

- Taleo – Current stats
  - 16,000 candidates
  - 270 open positions
- 260 FT jobs filled - FY15
- 770 PT jobs filled - FY15

- 150 discrimination & harassment complaints
- 56 Step II & Step III union grievances
- 44 requests for ADA accommodations

- 300 Leaves processed in Benefits Service Center
- Health & Welfare Plans -
  - 2,500 Employees
  - 1,600 Retirees
  - 6,000 Participants total
- 100 Retirees removed after eligibility audit
Recruiting #1 - The Taleo Journey

**System**
- Automate eRecruitment
- Automate Posting & Approvals
- Increase Reporting Capability
- Build Talent Pool

**Structure**
- Build HR Generalist Recruiting Capability
- Streamline Recruiting Process
- Improve Candidate Experience

**Process**
- Strategic Staffing Approach
- Intake & Interview Protocol
- Background & Drug Screen
- Enhanced Onboarding
- Reference Checking

CITY COLLEGES of CHICAGO
Education that Works
Performance Management & Training

HR Talent Management – FY16 and beyond

- Strategic integrated process of recruiting, assessment, evaluation and development
- Drive performance through clear accountability and CCC goal alignment
- Knowledge transfer regarding CCC policies & procedures and industry best practices
- Leverage technology for consistent and regular assessment of performance to develop managers and create a sustainable leadership pipeline
FY16 Priorities & Initiatives

Looking Towards More Innovation

- Performance Management
  - RFP and System Implementation
  - Performance Standards
- Taleo Enhancements
  - Onboarding (Transitions)
  - Reporting & Analytics
  - Integrate Background Check
- Measure Candidate Experience
- CCCWorks – Finalize Implementation
- Reinvent New Employee Orientation
Thank you