

Administrative Process Improvement Recommendations and Outcomes Employee Separation Clearance

The Separation Clearance team met to review the current two-step process to streamline and implement an electronic process. Policy UM1382 Employee Separation was reviewed and recommendations made to reflect process changes. Using the redesigned PDF form developed in 2013, but not implemented, created a web base online form with routing queues, automated notifications are sent to departments, the employee and identified LDAP groups and a database for storing historical records. Improvements include elimination of paper, time savings, process status queues and easier for the departmental users. Process will include all categories of employees except GAs and Part-time faculty. Process will also include process for Employee Relations to process Involuntary Terminations with a separate workflow.

Process enhancements:

- Include employee types for Staff, Faculty, Temporary, and Student Workers. Excluded is GAs and Part-time faculty.
- Involuntary terminations will be processed by Employee Relations department using online process.
- LDAP groups are used for notifications, removing individual email addresses.
- Login authentication to ensure employees only access the forms.
- Created database for data record storage.
- Employee information is populated from Banner.
- Summary page with status queues allows departmental staff to easily identify status of form.
- Added manager and employee 'checklist' in email notifications, to ensure information is provided in a timely manner.
- Developed Administrator tool for HR Records, Student Employment and Employee Relations departments.
- Historical record look-up option.
- Created new LDAP group for Student Employment office for notifications.
- Employee notifications will inform the employee of the status of their separation/clearance process with option to login and print the completed form.

Automated Notifications Flow:

- Faculty/Staff Form submission:
 - Originator
 - Employee
 - Manager
 - Benefits
 - HR Records Management
 - Banner Security Officers
 - Employee Termination group (various staff across campus)
- Student Employee Form submission:
 - Originator
 - Manager
 - Student
 - Student Employment Office
 - Banner Security Officers
 - Employee Termination group

Policy Review:

- UM1832 – Employee Separation/Clearance
 - Remove referral to 'Immediate Notification Form'.
 - Update URL to new form.
 - Remove reference to GAs completing a Separation Clearance form.
 - Change verbiage process changes for 'Involuntary' terminations.

Future Recommendations:

Added Functionality:

- Status HR Records Management has 'acknowledged' form, request to add option 'Save' form with updates before it is 'Processed'. Issue could be updating the form and need to save and return later to complete.
- Edit function to allow HR Records to make changes after form has been processed/completed.
- Separation reason is Transferring to TN State Ins.' the Annual Leave option defaults 'Transfer Annual Leave', the only option.
- In HR Records section, validate 'Stop Date' cannot be before 'Last day work'
- Add to HR Records summary page all forms that are pending action.

Return for correction:

- Determine if there a need for managers to decline the request.

Archive Process for Record Retention:

- Determine how long records needs to remain active in the database and moved to archive file.

Email trigger:

- Five days after form submitted email notifications will be sent to originators and to those having pending action items.

Document Image System (Matrix):

- Investigate possibility to automatically load records to Matrix.