Transitioning to CHRS

CHRS

Common Human Resources System

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Welcome!

We are CMCT, the Change Management and Communications Team for CHRS.

We work closely with your campus CHRS Change Management team, **Nina Garcia, Daniel Martin, and Antoinette Roberts**.

Breauna Lewis, Associate Director of CHRS Change Initiatives

Haley Young, HR Business Process Analyst

Marcia Drake, PCMO Organizational Change Manager

Tammy Hines, Wave 1 & 2 Change Manager - Director, HRIS and CHRS Program Lead

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**How much do you know about CHRS?**

I am:

❑ A fresh face to CHRS
❑ A little familiar
❑ Somewhat in the know
❑ Fluent in CHRS
❑ Capable of teaching a class

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What is CHRS?

The Common Human Resources System (CHRS) is a project to move all campuses in the CSU system to a standard HR platform. The core HR system is based on PeopleSoft 9.2 with modifications to make it work for campuses in the CSU system.

PeopleSoft 9.2 **+** Customizations built for the CSU **=** CHRS
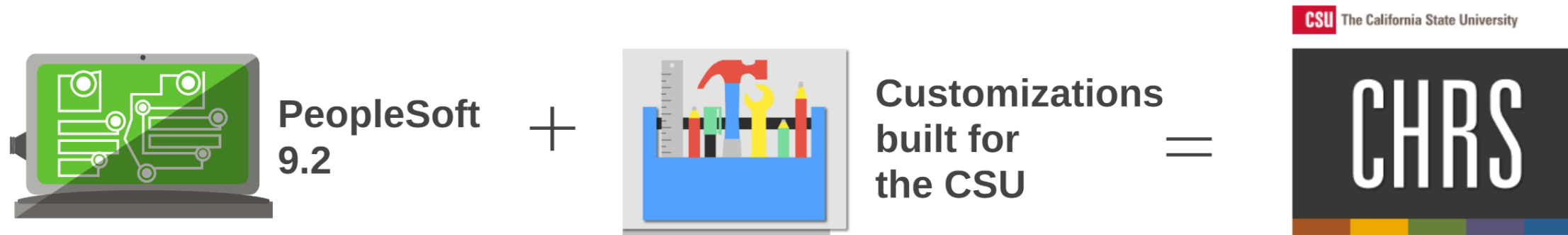
If you do any HR tasks at all – even entering your time off – you will be doing things a different way in CHRS.

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WHY are we implementing CHRS?

CHRS Will:

- Delivers **significant cost and operational efficiencies** from having one central system

- Bring **new functionality** to campuses, especially those with few modifications to current software

- **Streamline** business processes and **standardize** best practices

- Provide **enhanced reporting** with standardized data to assist decision-making

- Provide an **improved user experience** in HR applications, including future mobile access

- Position the CSU to consider cloud-based technologies

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Our goals today are:

To understand the **change process** and the underlying concepts of change management.

To learn some background about the Common Human Resources System **(CHRS)**

To apply change management concepts to help you with **CHRS adoption**

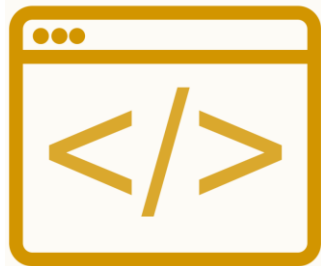Ready to engage with us?

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We will NOT be covering:

Specifics about the new Common Human Resources System (CHRS)

Training to use CHRS

Technical questions about the system

Setting expectations for today

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A few Housekeeping Items

Ask questions throughout the presentation

We want to hear your feedback

Join Zoom Meeting
Meeting ID: 890 7250 1747
Passcode: 914366

TAKE A POLL

Ready to engage with us?

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How will you be impacted by CHRS?

- The system will look and feel different
- CHRS will bring changes in the way you do some facets of your job
- Processes and procedures are changing
- Training materials will be provided by the campus and CO
- Communication will take place throughout the process, so you know what to expect

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General Impacts Overview by Module/Role

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Self Service – All Employees

Personal Data Changes

- Standardized Employee ID numbers will replace CSUF CWID in CHRS only.
- Changes to personal data will be made in CHRS. This includes address, phone number, emergency contacts, and preferred name for display in campus systems except where legal name is required.

Benefits

- View historic, current and future-dated benefit enrollments
- View your dependents
- Generate the Dependent Re-Verification Affidavit

Temporary Academic Employment (for temporary faculty, teaching associate, graduate assistant, and instructional student assistant appointments)

- Appointment notifications, review and acknowledgement will be performed electronically and stored here. No signature required.
- View list of courses assigned

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Self Service – All Employees

Absence Management
- Absence Management will now be a "request system"
- All employees will enter their own absences, including faculty in academic-year classifications during academic work periods
- Employees can key absences up to 12 months in advance and 12 months prior
- Forecasting will be implemented to support leave planning based on projected balances
- No Leave Taken will be entered on its own page
- Manager approvals must occur by the 3rd calendar day of each month.

Time & Labor
- Enter time worked. Can enter time via mobile device.
- Enter earn and take of Compensatory Time Off (CTO), Additional Day Off (ADO) and Holiday Credit/Holiday Credit CTO

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Workforce Administration

Position Management

- Implementation of standardized position management practices will maintain integrity of position history and improve reporting capability
- Standardized position numbers will replace CSUF position numbers.

Student Processes

- Used to concurrently appoint and reappoint non-represented student employees
  - Newly appointed non-represented student employees will continue to be hired via CHRS Recruiting.
- Paperless – No more confirmation tickets and wet signatures
- Student assistants will be able to start working sooner
- More data will be available to support this work
- MPP approvals for these appointments will be tracked outside the module

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Temporary Academic Employment

- This module manages appointment data and notifications for more employment types
- Mass Processing allows hiring departments and approvers the ability to process multiple appointments on a single page
- Departments receive notification when entering appointment data if an employee might exceed 125% limit in all positions in CHRS, including other campuses using CHRS
- Appointment notifications are automatically generated and sent to appointee's self-service page.
- Departments no longer need to provide individual appointment notifications to faculty or collect signatures

Temporary Academic Employment

- Built-in workflow and approvals will help the flow of data from one unit to another
- Custom reports are available to assist in the management of TAE data
- For faculty additional employment appointments, start and end dates of assignment and average amount of effort will need to be determined before appointment begins. This supports 125% tracking
- Departments will enter additional employment appointment data for PT lecturers
- 4660 will no longer be used for faculty additional employment in summer
- MPP approvals will be entered in the system by employee group
- Paperless – No more payroll reports and wet signatures

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Questions
20 mins.

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Reflection Activity: Rose, Bud, Thorn

Place your Sticky on the whiteboard to indicate:

✓ Something positive about CHRS

✓ Something you are looking forward to with CHRS

✓ Something you are worried or anxious about with CHRS

You will have 10 minutes to post your responses.

Let's Reflect!

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Jamboard

"Our very survival depends on our ability… to adjust to new ideas, to remain vigilant and to face the challenge of change."

Martin Luther King, Jr.

A successful implementation requires both the Technical and People side to be aligned
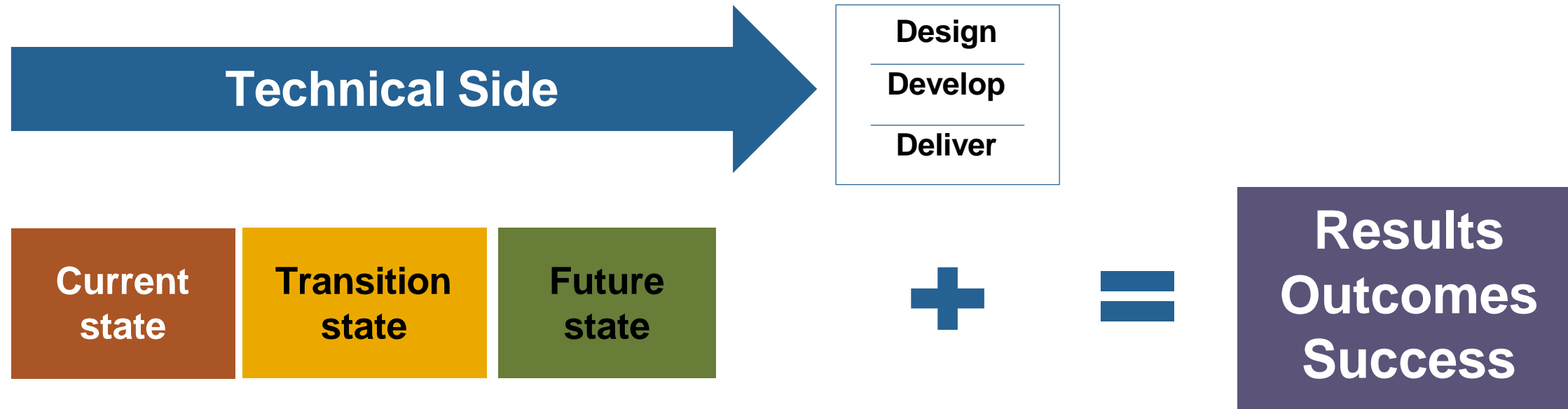
Journey to Adoption

- Whether the change is welcomed or not…
- Whether it is related to work, home or personal…
- Whether it's large or small…

People generally go through the SAME PROCESS to accept and adapt to a change.

The goal of Change Management is to help them go through this process faster.

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The Change Curve

- Focuses on people's natural reactions to change – they can be mild or intense

- Acknowledges that reactions are not necessarily positive or negative, just part of the process

- People will go through the phases at different speeds

- Stages are not necessarily sequential – you may go back and forth

- Facts about the system's functionality are NOT equal to your perception! Emotions always play a part
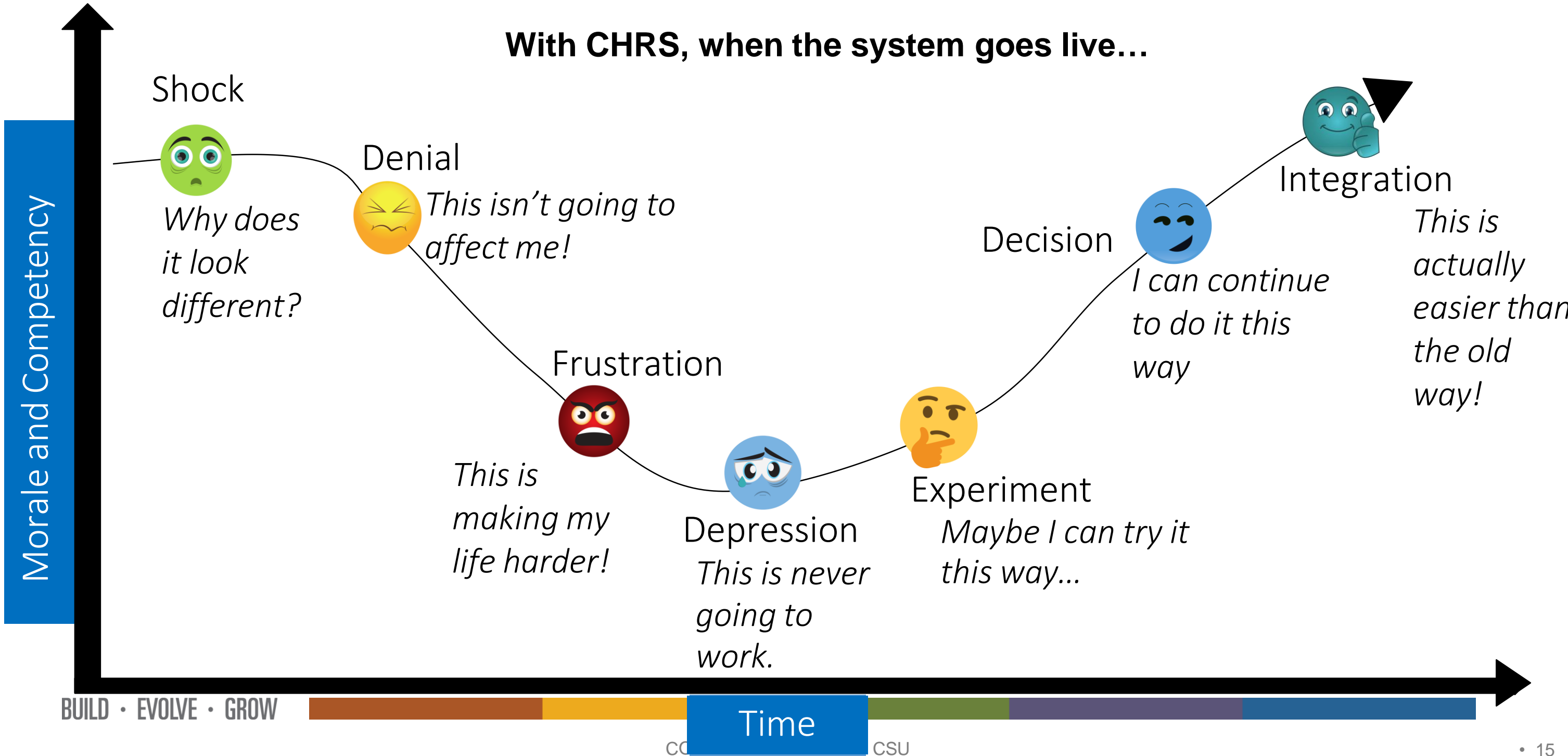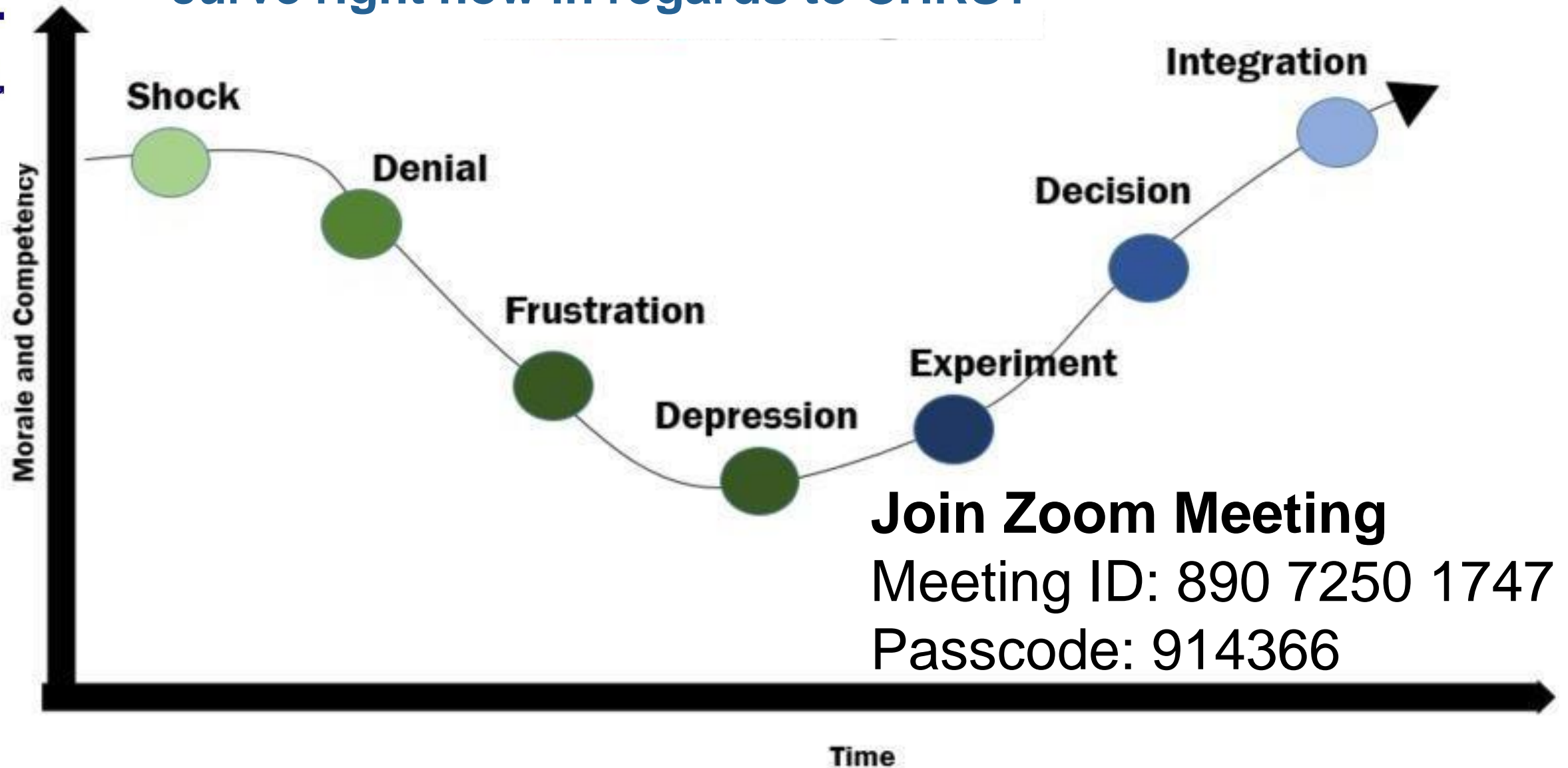
Facts + Emotions = Your Perception

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Kübler-Ross Change Curve Model

Adjusting to CHRS Change Process
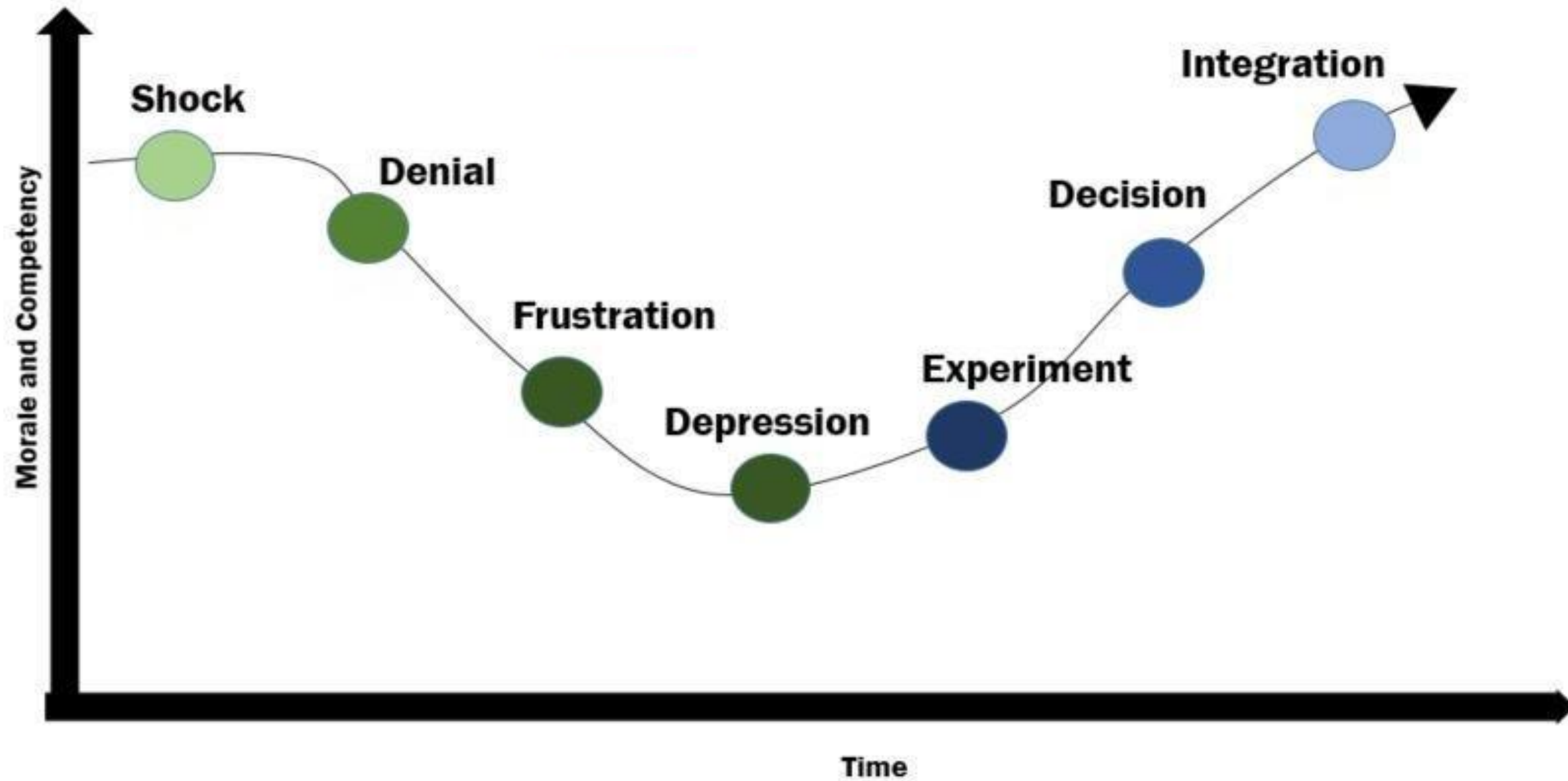
With CHRS, when the system goes live…

Where do YOU feel you are at on this change curve right now in regards to CHRS?

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Adopting CHRS

CHRS

Common Human Resources System

Using Change Management Methodology to Move Through CHRS Adoption

The Five Building Blocks for Successful Change

A Awareness

D Desire

K Knowledge

A Ability

R Reinforcement®

Change Begins with Understanding

Awareness

"I know what the CHRS acronym stands for"

"I know what CHRS is and why it is necessary for our campus to implement it"

"I understand that when we go live with CHRS, aspects of how I do my work may change"

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If you scored a 3 or below, your Barrier Point is: Awareness

How to get past the Awareness Barrier Point to adoption?

- Learn more about CHRS and why it is needed. Use the CHRS website, presentations, newsletters, etc. and the CHRS Project Team as resources to gain a better understanding of why the new system is so necessary.

- Discuss with your supervisor to learn why CHRS implementation is necessary

- Listen to CSU Executive Sponsors and Campus Sponsors – all support CHRS and can explain how important it is

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If you scored a 3 or below, your Barrier Point is: Desire

How to get past the Desire/Acceptance Barrier Point to adoption?

- Understand why CHRS is a crucial project to the CSU
- Focus on the long-term efficiencies it will bring to your campus
- Remind yourself that we are positioning the entire CSU system for the future
- Align with your leaders and their support for CHRS

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Change Requires Knowing How

Knowledge

"I have received the training I need to do my job"

"I know how to refer to CHRS training resources"

"I understand how the system works"

If you scored a 3 or below, your Barrier Point is: Knowledge

How to get past the Knowledge Barrier Point to adoption?

- Take advantage of all the training materials in the CHRS Library
- Attend campus-based training sessions and ask questions
- Take time to practice using CHRS during each pass/round of testing
- Confer with your colleagues and share knowledge

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Change Requires Having the Ability to Make the Change

Ability

"I feel comfortable with the software"	"I know that reviewing training materials and collaborating with colleagues will improve my understanding and facility with CHRS"	"My manager understands and supports my work in CHRS"

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If you scored a 3 or below, your Barrier Point is: Ability

How to get past the Ability Barrier Point to adoption?

- The system will become easier with more familiarity – give it time and practice
- Share information with your colleagues
- Let your supervisor know if something is preventing your ability to use the system
- Your managers will be taking a course similar to this to "Help Employees Adjust to CHRS"

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Change Must Be Reinforced to Be Sustained

Reinforcement®

"I am ready to commit to CHRS and ensure its success after we go live"

"I will follow new CHRS business processes consistently and correctly"

"I know the importance of embracing the new system and following new procedures"

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If you scored a 3 or below, your Barrier Point is: Reinforcement

How to get past the Reinforcement Barrier Point to adoption?

- Focus on the future of CHRS instead of looking back at the past – embrace your role as an early adopter
- Think of ways to help bring your teammates along
- Change is a constant

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To create an **ADKAR® profile bar graph**, mark your score for each element and shade the area below the mark to create each "bar."

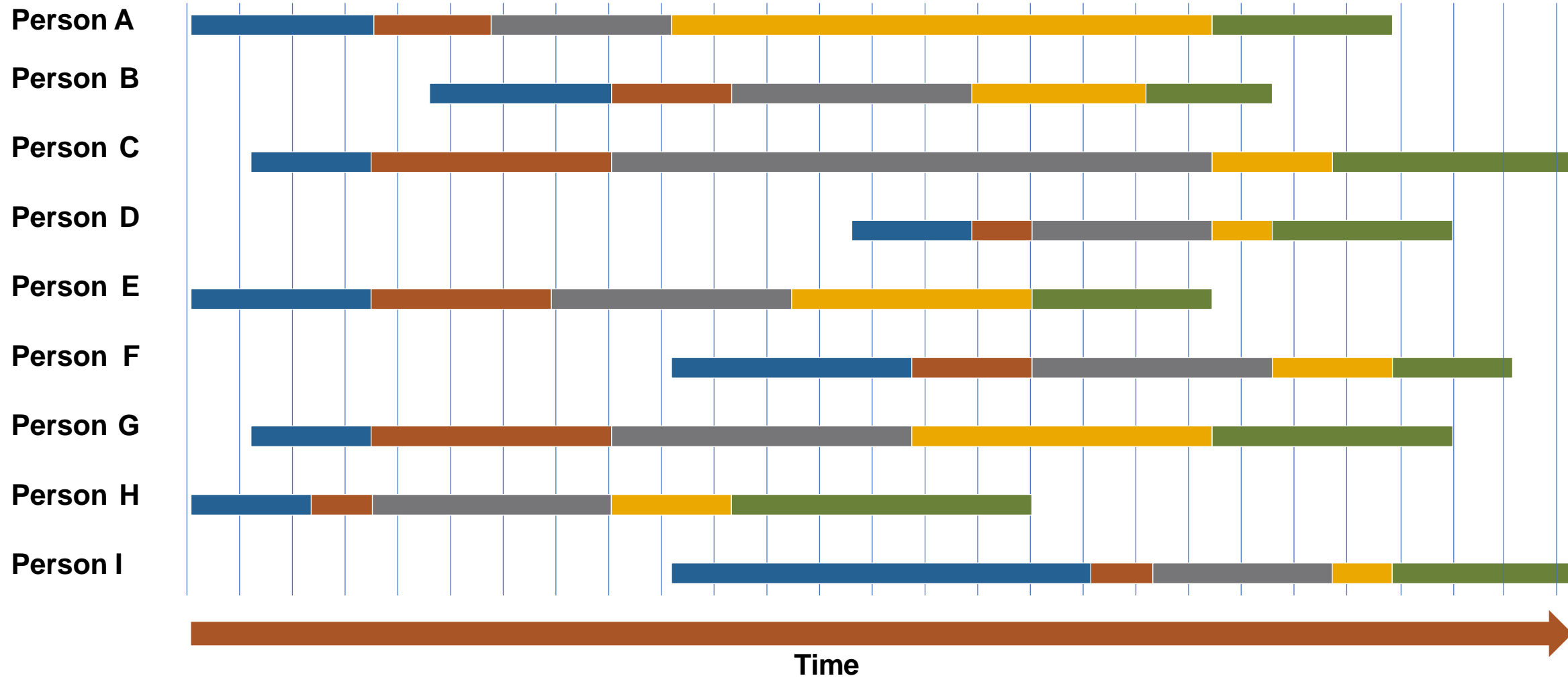The example on the right is of a profile with:

A=4, **D=5**, **K=2**, **A=1**, **R=4**.

Barrier Point: first element scoring a 3 or below
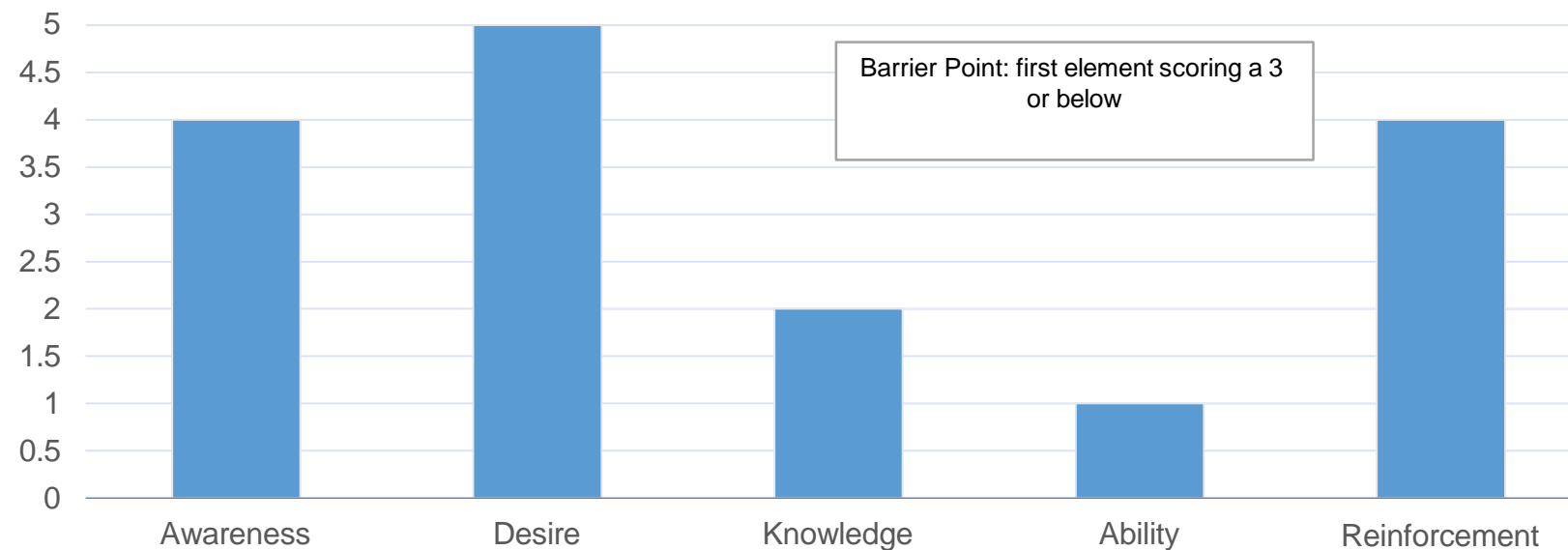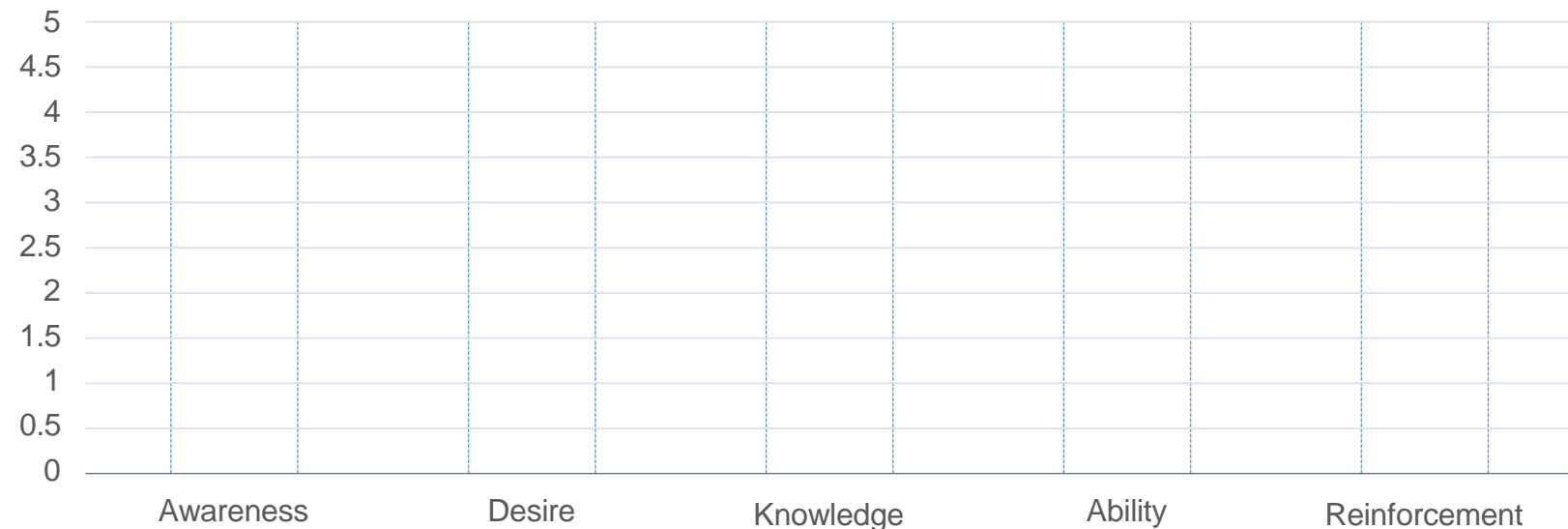
People move through ADKAR at different paces

Your Change Manager is here to help with:

Identifying those who are impacted	**Letting campus know about major changes CHRS will bring**	**Communicating to various groups around campus**
Assisting the project sponsor in promoting CHRS	**Measuring the success of adoption**	**Sustaining the change through coaching and resistance management**

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Wrap Up

How will you work on your barrier points? What is your action plan?

1. Learn about CHRS: Become familiar with the CHRS project by visiting the campus CHRS website and/or the Chancellor's Office website.

2. Stay Informed: **Actively seek information related to CHRS by visiting HRDI's campus website**

3. Communicate: If you have suggestions or concerns, be sure to communicate them to the CHRS team via email at chrs@fullerton.edu

4. Invest time in your training: **Plan to invest time to review CHRS training materials and attend CHRS training sessions.**

5. Remember to be Titan Strong: **Give yourself grace in adjusting to this change and remember your department/college colleagues and the CHRS team are here to help you!**

What Next?

More Information Coming Soon

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Your Feedback

Help us improve. Take the feedback Poll.

#CHRSIsHappening