

The University of Michigan Employ System for job bidding

Updated response as of January 19, 2007

As we entered the new year, we also passed the 6-month mark since implementation of the University's automated job posting and employment system, which is most visible to the public at our job posting website (<www.UMjobs.org>). I want to share an update on our progress toward meeting our goals as well as enhancements being planned.

CURRENT PROGRESS

Our key goals for the project included:

- * elimination of paper from the application and hiring process;
- * building the size and quality of our applicant pool;
- * reducing time to fill open positions; and
- * improving the applicant experience.

Within six months of implementing the system, almost 53,000 people registered their applications online - more than four times the volume of applications received in a typical six-month period. In the same period of time, we hired, transferred or promoted more than 2,400 people University-wide. For the first time in our history, all of those hires and job changes were handled electronically. The new process eliminated a six-page paper application form and the job bid form. The eight forms typically completed during new employee orientation have been reduced to two. Consequently, the data entry associated with these forms has also been eliminated.

It is too soon to make meaningful judgments about changes to the quality of our overall applicant pool, but the 400 percent increase in our application volume is encouraging, especially for positions where labor shortages affect the supply of applicants. Likewise, we do not yet know the long-term impact on the University's overall average time to fill open positions, but electronic job bids and resumes are now available to hiring managers online almost instantly after an applicant submits his or her bid, and that has reduced the average time for delivery of resumes to hiring units by at least five business days.

Recognizing the importance of the system both internally and to external job seekers, the project team has been seeking, listening to and compiling feedback from a variety of constituents and user groups since implementation, including suggestions from many of you. Some of the changes implemented in 2006 as a result of your feedback include:

- * vast technical improvements in system response time;
- * enhanced and regularly updated website FAQs and user instructions; and
- * the addition of optional educational background checks.

FUTURE PLANS

While we have made significant strides toward our goals, we recognize the need for enhancements to increase overall satisfaction with the system. Therefore, we are planning several future changes to continuously improve the system over the long term. Three categories of change are now planned.

1. Resume Display

We have heard a strong manager preference for improving the way candidate resumes display when the applicant creates a resume online using the resume wizard. Therefore, the software vendor will make system changes this spring so that hiring managers will see resumes that retain more of the original formatting.

2. External Applicant Experience

Next, we have developed a priority modifications list based on community feedback. These changes include increasing both the display space on the screen and the size of text as well as improved organization of the search and resume management options. We will also delete features like country and state searches and add hiring department's name to the search results for external applicants. These programming changes will be implemented by the summer of 2007.

3. System Hosting

Finally, the software application will be moved from the external vendor's server to the University in August 2007 where it will be hosted and maintained by Michigan Administrative Information Services (MAIS). HRAA and MAIS are also assessing the timeframe for an upgrade to the next version of the software, which includes changes to the screen layouts and allows users to conduct more intuitive searches all from a single web page.

CONSULTING IN YOUR UNIT

All of these actions are in support of the continued growth of eBusiness at Michigan. These efforts are improving our overall agility and efficiency as a large employer. If HR can help your management team acclimate more easily to the new system, please contact us. Expert users of the system and members of the project team are available to come to your unit to consult with individuals or management groups so that questions are answered and we take advantage of the system's features and capabilities. The units that have used the consulting service and have designed their business processes to more fully utilize the technology report greater satisfaction with the system.

Please contact the HR representative or consultant assigned to your unit if you have interest in scheduling a consultation. If you have general feedback, questions or suggestions, I invite you to share them with the project planning team at <<mailto:employ@umich.edu>>.