Effective Fall 2010 the student hiring process will be automated and greatly improved. Students will only be required to present the federally mandated I-9 hiring document and associated documents. In most circumstances this is a one-time requirement and students applying for rehire will not have to repeat this process. Students will have instant (online) feedback regarding any missing documents or requirements so that they may address them immediately. The Chancellor will require all jobs to be posted so that student applicants will have an equal and fair chance to apply for open positions. When a student applicant is selected for employment, the hiring authority can "instantly" hire him or her. The hiring authority will receive instant feedback that the student is hired and can begin work immediately.

This new method will:
1. Ensure all students are aware that they may be eligible for a lab aid or federal work study positions.
2. Greatly reduce the effort for students to complete the hiring eligibility process.
3. Ensure ALL interested students are aware of all positions that are available.
4. Almost eliminate any administrative burden hiring authorities now have to hire student(s).
5. Instill verifiable accountability into the system on both the applicant and hiring sides.

Minutes of Automated Student Hiring Task Force: 10/5/10

In Attendance: Don Lind (Payroll, by phone); Mark Kenny (Payroll); Frank Morales, John Wills and Joe Jah (IT); Indana Quadra, Greg Johnson (Career Center); Nadine Rosenthal (LAC); Chris Brodie (SHC); Caroline Priestley (Inst. for Int. Studies) Jeffrey Fang (Student Trustee)

Task Force discussed
- The fall semester hiring is going smoothly with only a small number of glitches. We are very happy with results to date.
- The Student website works well. Glitches have been sent to IT, who has fixed them on a continual basis, glitches such as ones particular to international students, ones having to do with the TB screening process, and ones related to the banking procedure. Others were added to our to-do list for this year.
- The Employer website works well. IT has fixed a couple glitches. We need to work on an enforcement method for employers to post and delete jobs, and we need to work on the job site generally. This website still needs a bit of work, such as deleting the extra proxies.
- The Job Posting website needs work. Some jobs are closed even though they appear open, and not all jobs are listed. We added this task to our to-do list for this year.
- The “About city College” menu includes a link to Jobs at CCSF; the site footer, also includes the same link. They appear in all CCSF web pages. The Communications Committee is in the process of renaming the link to SHEP site, to be more intuitive to students, etc.
- Positive feedback from students includes:
  - "It's Great!"
  - "Speeds up the process."
"Having someone at Ocean is great."

“Hiring process is immediate and time sheet is there the next day - used to be a 20 page package that had to be completed by the student who would have to run back and forth to many departments and finally forwarded to student employment that cleared it for manual entry within two weeks before the time sheet would appear.”

“The hiring process is positive compared to last year!”

“It used to take two weeks from hiring for me to appear on the payroll list. Now it happens in a day.”

Suggestions from students include:

- “Provide customer service.”
- “Send email to student and employer when student's eligibility changes to in eligible.”
- “Set up a better link on homepage for easier access SHEP - integrate into appropriate tabs on homepage.”
- “Make better signage and an "A" shaped sign stand on the sidewalk needed.”
- “Evaluate best times and dates for the person who hires to be on campus.”

Measurable Outcomes: Student Hiring Eligibility Process (SHEP)

**Jobs Created**

- Fall 09: 1367 total jobs created; New Hires: 334; Rehires: 1033
- Spring 10: 1303 total jobs created; New hires: 269; Rehires: 1034
- Fall 10 to 10/5/10: 1108 total jobs created; New hires: 381; Rehires 727

**Jobs Posted Online**

- Fall 10 as of 10/5/10: 567 Jobs posted online; 170 are open; 397 are closed

**Job Statistics (Fall 2010 as of 10/5/10: details from payroll records)**

- Number of students who went through the SHEP process (hired or not): 2602
- Number of students hired: 1,072 (997 active as of today)
- Number of FWS students hired: 392
- Number of International students hired: 106
- Number of jobs postings: 589
- Number of jobs postings from where the students where hired: 402

**Progress in Stages**

The conceptual stage is complete. Payroll Services solicited input from a wide range for campus constituency groups including, Instructional Deans, Student Service Deans, Department Chair Council, Planning and Budget Committee, College Council and the Associated Students. We kept these groups engaged and solicited constant feedback as we developed the automated student hiring system. While at times we needed to reconcile divergent goals, overall there was a consensus to update, modernize and greatly simplify a cumbersome unmanageable system that has not been overhauled for years.

The development stage is complete. Payroll Services engaged IT and functional resources to develop a system that satisfied the conceptual goals within the functional limits that Banner presents. We were able to develop the student employment system with the "one data base" concept.
The implementation stage is in process. Progress Fall 10 to 10/5/10: The SHEP website at [http://www.ccsf.edu/NEW/en/about-city-college/jobs-at-ccsf/shep.html](http://www.ccsf.edu/NEW/en/about-city-college/jobs-at-ccsf/shep.html) is working well. Students are finding the website and employers are using it to hire student workers. The website includes video instructions for students.

- Student rehires can check their eligibility status on-line, and in the majority of circumstances, be eligible for immediate employment.
- Per the Chancellor's request, student employment positions are to be posted so that all students interested in applying for a position have knowledge of positions available. Most employers have posted their student jobs on [www.ccsf.edu/jobs](http://www.ccsf.edu/jobs). Not all employers are posting and closing them.
- Per the Chancellor's request, student applicants may be hired after completing and passing the first part of the two part TB test. The student will have thirty days from hire to complete and pass the second part.

The evaluation stage has begun. Payroll is receiving feedback from many areas within the college and is fixing many problems as they arise, while other problems are on the list for the 10/11 academic year.

**Problems solved Fall 10 to 10/13/10**

- International student issues
- TB accounting issues
- Banking issues
- Job terminations

**Problems yet to solve F10-S11**

- Job posting accountability: Need to coordinate and/or link job posting with employer job creation so that advertised jobs are automatically posted and deleted as employers hire. This is the major initiative for 10-11. Enforcement is a major issue. Job posting is now an open process and it needs to be a closed process. The Career Center and IT will work on this issue with the goal of either linking the current job posting site to the employer hiring site, or creating a new site. The goal is to have the new process completed for Fall 11.

- Hiring process for students with TB tests older than 60 days: Need to address issue of student who completed their TB tests, but were never hired. They need to retake their TB tests in most instances. Directions need to be updated.

- Notifying students when their eligibility lapses. Need to set up an email system to notify students when they have fewer than 6 units since they will be deleted automatically.

- Proxies on the employer website: Need to delete job postings for extra proxies that appear on employer websites.

- Advertising jobs for students. Need to further advertise ways for students to find jobs.

- Signage for Student Hiring Office. Need better signage for the office so students can find it easier. Perhaps add a tab on the CCSF website.