Amherst College
Office of Human Resources (OHR)

Supervisory Forum
August 8, 2019
Agenda

11:30 AM   Welcome and Introductions
11:35 AM   PMP Update
11:40 AM   Ombudsperson
11:50 AM   Recognition and Rewards Update
11:55 AM   IT Updates
12:15 PM   BIG Phase I Workday
12:55 PM   Announcements/Reminders
1:00 PM    Adjourn
# PMP Results - 2019

<table>
<thead>
<tr>
<th>Overall Rating</th>
<th># of Employees</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exceptional</td>
<td>137</td>
<td>21%</td>
</tr>
<tr>
<td>Highly Effective</td>
<td>353</td>
<td>53%</td>
</tr>
<tr>
<td>Effective</td>
<td>168</td>
<td>25%</td>
</tr>
<tr>
<td>Achieves Most</td>
<td>4</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Does Not Meet</td>
<td>0</td>
<td>&lt;1%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>662</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>
# PMP Results – 2019 vs. 2018

<table>
<thead>
<tr>
<th>Overall Rating</th>
<th>2019</th>
<th>%</th>
<th>2018</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td># of Evaluations</td>
<td>%</td>
<td># of Evaluations</td>
<td>%</td>
</tr>
<tr>
<td>Exceptional</td>
<td>137</td>
<td>21%</td>
<td>123</td>
<td>19%</td>
</tr>
<tr>
<td>Highly Effective</td>
<td>353</td>
<td>53%</td>
<td>328</td>
<td>53%</td>
</tr>
<tr>
<td>Effective</td>
<td>168</td>
<td>25%</td>
<td>160</td>
<td>26%</td>
</tr>
<tr>
<td>Achieves Most</td>
<td>4</td>
<td>&lt;1%</td>
<td>3</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Does Not Meet</td>
<td>0</td>
<td>&lt;1%</td>
<td>2</td>
<td>&lt;1%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>662</td>
<td>100.00%</td>
<td>616</td>
<td>100.00%</td>
</tr>
</tbody>
</table>
## Merit Distribution 2019

<table>
<thead>
<tr>
<th>Overall % Increase</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 2.5%</td>
<td>137</td>
</tr>
<tr>
<td>2.51-2.75%</td>
<td>62</td>
</tr>
<tr>
<td>2.76-2.97%</td>
<td>160</td>
</tr>
<tr>
<td>3.00%</td>
<td>157</td>
</tr>
<tr>
<td>3.01-3.25%</td>
<td>66</td>
</tr>
<tr>
<td>3.26-3.5%</td>
<td>39</td>
</tr>
<tr>
<td>3.51-4%</td>
<td>24</td>
</tr>
<tr>
<td>Over 4%</td>
<td>17</td>
</tr>
</tbody>
</table>
## Merit Distribution 2019 vs 2018

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</tr>
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<td>157</td>
<td>231</td>
</tr>
<tr>
<td>3.01- 3.25%</td>
<td>66</td>
<td>46</td>
</tr>
<tr>
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</tr>
<tr>
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<td>24</td>
<td>18</td>
</tr>
<tr>
<td>Over 4%</td>
<td>17</td>
<td>28</td>
</tr>
</tbody>
</table>
Ombudsperson
Ombudsperson

• Initial Impressions from the Ombuds Office

• Contact Info for Larry Hunt
  ▪ 413-542-5156
  ▪ lhunt@amherst.edu
  ▪ Office Hours - Tuesday and Wednesday
    10:00 a.m. - 4:00 p.m. – Valentine Hall #117
      ➢ Available to meet elsewhere if preferred

https://www.amherst.edu/offices/ombuds
Recognition and Rewards Update
## Recognition and Rewards: Amherst Appreciations Stats

<table>
<thead>
<tr>
<th>Timeframe</th>
<th>Staff Shout-Outs</th>
<th>Spot Awards</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FY 2018 – 2019</strong>&lt;br&gt;(Starting November 2018)</td>
<td>504</td>
<td>131</td>
</tr>
<tr>
<td><strong>July 2019</strong></td>
<td>36</td>
<td>2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Recognition Award</th>
<th>Nominations</th>
<th>Completed (had two testimonials)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1821</strong></td>
<td>22</td>
<td>14</td>
</tr>
<tr>
<td><strong>Herd of the Year</strong></td>
<td>10</td>
<td>7</td>
</tr>
</tbody>
</table>
New College Directory
Existing directory.amherst.edu

• 15+ years old
• Developed to the conventions of that time
• Time to go
New directory.amherst.edu

- Designed in consultation with HR, DOF, OSA
- Changes what directory information is available, and to whom
- Will replace the old directory system on August 15th.
# Home page

## Departments

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone Number</th>
<th>Campus Location</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMERGENCY</td>
<td>(413) 542-2111</td>
<td>Service Building</td>
<td></td>
</tr>
<tr>
<td>Amherst College Police</td>
<td>(413) 542-2291</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Controller's Office</td>
<td>(413) 542-2101</td>
<td>College Hall</td>
<td><a href="mailto:studentaccounts@amherst.edu">studentaccounts@amherst.edu</a></td>
</tr>
<tr>
<td>Counseling Center</td>
<td>(413) 542-2354</td>
<td>Scott House</td>
<td><a href="mailto:counsctr@amherst.edu">counsctr@amherst.edu</a></td>
</tr>
<tr>
<td>Dean of the Faculty</td>
<td>(413) 542-2334</td>
<td>103A Converse Hall</td>
<td><a href="mailto:deanfac@amherst.edu">deanfac@amherst.edu</a></td>
</tr>
<tr>
<td>Facilities</td>
<td>(413) 542-2202</td>
<td>Service Building</td>
<td><a href="mailto:servicectr@amherst.edu">servicectr@amherst.edu</a></td>
</tr>
<tr>
<td>Financial Aid</td>
<td>(413) 542-2296</td>
<td>B-5 Converse Hall</td>
<td><a href="mailto:finaid@amherst.edu">finaid@amherst.edu</a></td>
</tr>
<tr>
<td>Health Center</td>
<td>(413) 542-2267</td>
<td>Keefe Health Center</td>
<td><a href="mailto:healthservice@amherst.edu">healthservice@amherst.edu</a></td>
</tr>
<tr>
<td>Human Resources</td>
<td>(413) 542-2286</td>
<td>Suite 200, 728ANTA</td>
<td></td>
</tr>
</tbody>
</table>
Student Information

- Student directory information is no longer available to the outside world
- Less information about students is available to faculty and staff
Staff Information

• Staff will still have control over what information is available about them
• Supervisors should set expectations with their staff
• Some roles require public information be available – new features to support this.
Example: David Hamilton, public view
Consider your privacy

• It will respect existing choices around privacy, with a few exceptions*

• Review your choices in the new directory and consider making less information available.

• As in the past, HR can assist if legal or other concerns require further protection of your directory information
Set Your Preferences, part 1
Set Your Preferences, Part 2

<table>
<thead>
<tr>
<th>Personal Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>FIRST NAME</td>
<td>Robert</td>
</tr>
<tr>
<td>MIDDLE NAME</td>
<td>Michael</td>
</tr>
<tr>
<td>LAST NAME</td>
<td>Ryan</td>
</tr>
<tr>
<td>NICKNAME</td>
<td>Bob</td>
</tr>
<tr>
<td>MOBILE PHONE</td>
<td>413 345 1238</td>
</tr>
<tr>
<td>PERSONAL PHONE</td>
<td>413-549-5016</td>
</tr>
<tr>
<td>PERSONAL EMAIL</td>
<td></td>
</tr>
<tr>
<td>PRONOUN</td>
<td></td>
</tr>
<tr>
<td>PRONUNCIATION</td>
<td></td>
</tr>
<tr>
<td>Credentials</td>
<td></td>
</tr>
<tr>
<td>Home Information</td>
<td></td>
</tr>
<tr>
<td>HOME CITY</td>
<td>Hadley</td>
</tr>
<tr>
<td>HOME STATE</td>
<td>MA</td>
</tr>
<tr>
<td>HOME COUNTRY</td>
<td>None</td>
</tr>
</tbody>
</table>
New stuff

• Pronoun preferences / visible or not. (Set your pronouns in ACDATA)
• Credentials (certifications, degrees, etc.)
• Record your name pronunciation
• Alternate phones and email
Questions?

More info: IT website, AskIT
Two-Factor Authentication (2FA) with Duo Security
Why 2FA?

IT’s Secret Mission: Put You Through Hell!
But Seriously

• Phishers divert Harvard University employee direct deposits

• Our Russian friends phish John Podesta’s personal Gmail account

• Hundreds of Amherst accounts successfully phished every year
  • Most just used to send spam
  • We have experienced spear phishing attacks

By preventing bad actors from logging into protected sites using stolen credentials, 2FA protects the data behind those logins.
Who Must Enroll

All Amherst College Employees, including EDM

- Faculty by September 24 (after add/drop)
- Staff by August 29

All current students by September 24

Various others designated by IT or College departments

Five Colleges Inc. will participate. We are working out details about how to enroll people who don’t have Amherst ID cards.
What is Protected

2FA is active on all Amherst College web services that use the purple login screen.
And What Isn’t

- Computer logins
- ACDATA
- Colleague/Business Objects
- All other services that don’t use the purple login screen

Workday will work “out of the box” with 2FA
How it Works

After fulfilling the first factor (your username and password), you get the second factor screen. You must fulfill a second factor to login.
And on your Phone..
Issues and Accommodations

Students and employees who do not have access to a phone.

Disability prevents successful use of Duo.

Phone left behind; need to log into Gmail

Foreign travel / leaves / study abroad

Supply security keys and hardware tokens

Put user into permanent bypass mode

Pre-sent passcodes; contact the Help Desk for bypass code

Duo doesn’t require cell service to use Push; other accommodations
Help with Enrollment

Self-enrollment and documentation: www.amherst.edu/go/duo

Drop by the Help Desk

Open enrollment sessions announced each week in the Daily Mammoth

Department enrollment sessions/special circumstances: contact Bob Ryan x2642
Other IT Stuff
Other IT Stuff

Voicemail Integration with Gmail

The New Network
BIG Phase I Workday
HCM/FM/Payroll Project
Agenda:

- Business Improvement Group (BIG) Recap
- Guiding Principles for Decision Making
- Project Governance Model
- Alchemy Deployment Methodology & Preliminary Timeline – Phase I
- Questions / Comments?
Business Improvement Group (BIG) Recap:

**BIG Objectives:**
- *Simplify our complex procedures*
- *Upgrade our outdated systems*
- *Increase job satisfaction*
- *Make interacting with the College easier for everyone: students, parents, alumni, faculty, staff*
Guiding Principles For Decision-Making

- **Adopt the leading practices** and processes of the cloud-based system(s) that we select
- **Make exceptions rarely**, and only if they help achieve a strategic advantage
- **Simplify** wherever possible
- Design business processes with the **user experience** in mind
- **Make thoughtful, deliberate, and timely decisions**
- **Ensure users have access to meaningful data**
- **Embrace change in a BIG way**
Alchemy Deployment Methodology Overview – Phase I

Plan
- Project Startup
- Initiate Project Planning
- Foundation Tenant Creation
- **Customer Training**
- Foundation Tenant Build

Aug – Nov 2019

Configure & Prototype
- Foundation Tenant Review
- Architect Workshops
- **Test Preparation (For Configuration & Prototype)**
- Finalize Project Planning Documents
- Configuration Tenant Build

Dec 19 – Mar 2020

Test
- Iterative Build Process
- **Customer Confirmation Sessions**
- Configuration Unit Test
- Reports Build & Unit Test
- Integrations Build & Unit Test
- Data Conversion
- **End User Training Plan**
- Test Preparation
- End to End Tenant Build

March – May 2020

Deploy
- End-to-End Testing
- **User Acceptance Testing (UAT)**
- **Financials GL Testing**
- **Payroll Parallel Testing**
- Cutover Plan
- **End User Training Material**

- End User Training
- Pre-Production Tenant Build
- Production Tenant Build
- Go-Live
- Post Production Data Conversion
- Production Support

June - July 2020

Change Management

July – Aug 2019

DELIVERY ASSURANCE

PROJECT MANAGEMENT & ADMINISTRATION

OPERATIONAL READINESS
Questions / Comments?
Announcements/Reminders
Upcoming OHR Training Sessions

• Workplace Wellness / Sit Spot – August 15
• Procurement Processes Training – August 20
• Difficult Conversations – September 24
• Leadership Conversations for Supervisors – Monthly
  – What topics or questions would you want to discuss with your colleagues at future Leadership Conversations?

Please contact Stephen Butler at x2521 or sdbutler@Amherst.edu to schedule any of these trainings for your team or department.
Recent and Upcoming OD Sessions

- **Communications** – Exploring Creativity
- **Custodial Department** – Supervisory and Leadership Skills
- **Residential Life** – Managing Change and Transitions
- **Shared Services** – Team Development Retreat

Please contact Stephen Butler at x2521 or sdbutler@Amherst.edu to schedule any of these trainings for your team or department.
Save the Date!

Amherst & You – A Welcome Event for New Employees

Wednesday, August 14

Next Supervisory Forum

December 5, 2019
Future Meetings

Let us know what you want to know!
Questions?
Thank you for your participation!