



Clackamas Community College

A Cloud-Based Hub to Support the Entire Employee Lifecycle

OVERVIEW

Clackamas Community College is located in Oregon City, Oregon. It has roughly 1,000 employees on campus at any given time, with slightly higher numbers during its fall term when more faculty members and student employees are working.

Prior to using NEOED, Clackamas Community College relied heavily on paper processes to manage their HR needs because their software lacked the functionality and centralization they needed to automate even the simplest routines.

CHANGING WITH THE TIMES

From evaluating applicants to scheduling interviews, Clackamas Community College's HR department was hamstrung by manual, disparate recruiting processes that were clunky and time-consuming. Despite having implemented PeopleAdmin, the school found themselves running the majority of their staff and faculty recruitment processes manually. "There was no workflow or automation in the old system," said Vicki Hedges, HR Director of Clackamas Community College. ►

With the addition of NEOED's applicant tracking solution, Insight, they gained a centralized system that enabled them to significantly improve the efficiency and effectiveness of their recruiting efforts. The user-friendly interface now enables them to accept applications online, quickly identify candidates that meet minimum qualifications, set up search committee reviews, and send automated emails that let candidates self-schedule interviews. "Before this, we were calling people and playing phone tag to schedule interviews. It was a huge hassle," said Hedges. "Many of the features that NEOED provides have helped us take the candidate experience to the next level, while saving our team's time."

The college chose NEOED because of its capabilities specifically related to the HR processes in higher education. In particular, they wanted the ability to manage different employee types with varying requirements. Besides full-time administrative staff, they needed to accommodate federal work study student employees and part-time faculty positions, which NEOED offered. "We set up unique templates for the different hiring processes based on the position type, which has been super helpful," said Hedges. "It's allowed us to customize the process so it does not have to follow the same steps we use for our full-time hires."

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They've also found NEOED's tools for diversity, equity and inclusion (DEI) particularly valuable at a time when there is a renewed interest in achieving DEI goals. "HR can easily monitor search committee review activity with NEOED, whereas before managers could manipulate scores so that certain people came out on top," said Hedges. "The way we've set up the scoring system inside NEOED ensures consistency and promotes objectivity, while ensuring that we're following best practices in hiring."

NEW HIRES HIT THE GROUND RUNNING

The college uses NEOED's Onboard product to handle new employee onboarding. "Once someone is hired, they are seamlessly sent from Insight to Onboard automatically, which gets new hires acclimated quicker," according to Aldene Okihara, HR Partner at Clackamas.

"Before Onboard, people had to come into the office and fill out a paper I-9 with their ID, and we wouldn't be able to even set an employee up in the system until we had that information. Now, we can do it all online, which has been critical for reducing the time it takes to onboard someone," added Hedges.

HR has also benefitted from the ability to create new hire task lists with due dates, which helps employees and HR keep track of everything that needs to be completed. "All new hires are required to take certain courses when they join to maintain compliance, and we're able to automatically assign and track their status using Onboard. It has helped us reduce our actual paperwork," continued Hedges.

EVALUATIONS ENSURE REGULAR FEEDBACK

Leveraging NEOED's performance management solution, Perform, has made it possible for HR to successfully support employees after they've been onboarded and are well into the employee journey.

"Prior to using Perform, we were using spreadsheets to keep track of when evaluations were due, and which ones were outstanding. Now, we have it all in one online system so we can electronically send out evaluations, track them, and make sure they've been received – it's a thousand percent improved," said Hedges.

The college has continued to optimize its performance review process using Perform's 360 degree feedback capability. "We built out a competency model with the ability for administrators or management groups to ►

select evaluation raters. We can even have people outside of the organization submit ratings. It's been fabulous!" said Hedges.

They are particularly enjoying Perform's journal entry feature for adding notes about employees throughout the year, so they can refer to past employee achievements and areas for improvement come evaluation time. "I love the journal entry feature for employee check-ins and we're starting to see managers using it more," explained Hedges.

SKILLS DEVELOPMENT ACROSS THE WORKFORCE

The college recently completed implementation of Learn, NEOED's learning management solution, which enables them to assign upskilling and training courses that can be completed on or off campus and tracked for completion.

The comprehensive reporting inside Learn has also helped them comply with the requirements needed to receive funding. "Learn is probably the product that I'm most excited about at the moment because when we have staff trainings, we can now submit reporting to the state that counts toward our state's reimbursable FTE for student funding," said Hedges. "So Learn is really paying for itself."

Hedges continued, "Learn has allowed us to streamline training and development courses so they're readily available for our entire college community whenever they need them. The ease of use and centralized training resources we now offer has inspired everyone, especially the people who are responsible for our trainings."

ENABLING A SUCCESSFUL HYBRID WORKFORCE

With roughly 90% of staff having worked remotely due to the pandemic, and at least some of those employees remaining remote, NEOED's easily accessible, cloud-based products have made things more efficient for the college regardless of where employees are based.

In what seemed like breakneck speed, NEOED took Clackamas Community College from being beholden to inefficient paper and manual processes to a new modern intuitive platform that has improved the employee experience, from applicant all the way through to performance reviews. "NEOED took a heavy load off of our HR department," concluded Hedges.

As the college continues to grow into maximizing the broad range of capabilities NEOED has to offer, they anticipate that the entire Clackamas campus community will keep reaping the benefits. ■

Before NEOED, we were using spreadsheets and manual processes to handle most of our HR processes. Now, we have everything in one system. It's made us a far more effective HR department.

VICKI HEDGES, HR Director
Clackamas Community College