Streamlining the Process
Employee Portal Navigation
# Table of Contents

- Background Information .......................................................... Page 2
- Employee Portal Navigation Team .............................................. Page 3
- Project Statement ........................................................................ Page 4
- Operational Definitions ............................................................. Page 5
- Project Timeline Gantt Chart ....................................................... Page 6
- First Draft of Facility Services Employee Web Page Implementation Template .................. Page 7
- First Brainstorming Idea for the Employee Portal Landing Page .................................. Page 8
- Sample of Compiled Frequently Asked Questions ................................ Page 9
- Most Frequently Searched Work Procedures ................................ Page 10
- Survey Result Graphs ................................................................. Page 11
- Cause and Effect Fishbone Diagram ........................................... Page 16
- HFC Employee Portal Taxonomy .................................................. Page 17
- Prior Faculty and Staff Landing page .......................................... Page 18
- Current Faculty and Staff Landing Page ...................................... Page 19
- Prior Facilities Landing page ..................................................... Page 20
- Current Facilities Landing Page ................................................ Page 21
- Completed Implementations ....................................................... Page 22
- Improvement Theory and Implementation Plan ................................ Page 23
- Implementation Timeline .......................................................... Page 24
- Employee Portal Template ....................................................... Page 25
- Proposed Employee Portal Landing Page .................................... Page 26
- Employee Portal Implementation Team ...................................... Page 27
- Acknowledgements ..................................................................... Page 28
- Appendix A & B ......................................................................... Page 29
BACKGROUND INFORMATION

In support of continuous improvement, HFC continually examines its processes to discover and eliminate barriers. The examination begins with a process in need of improvement and an assignment of teams. Each team will have members that are selected from various departments at different levels. This selection process allows for all employees to have a fair share of solving or simplifying an issue. The preliminary direction of our team was to create work procedures for employees.

While conducting research, we discovered that all procedures the team analyzed already existed but were not easily accessible on the College portal. This led the team to design a survey that inquired on the ease of finding procedures. Our findings revealed that employees were having difficulty locating the procedures on the website.

The analysis also exposed that many of the existing links or procedures were unusable or outdated. The research resulted in reorganizing the Employee Portal (formerly the Faculty and Staff portal). This improvement and reorganization of content will increase efficiency by providing a predictable and consistent ease of access of information for employees and allow for timely updates.
EMPELOYEE PORTAL NAVIGATION TEAM

Sponsor:
Dr. Cynthia Eschenburg, Vice President of Administrative Services

Team Leader:
Terri Hagen, Special Assistant to V. P. Becky Chadwick, Information, Marketing and Effectiveness

Team Scribe:
Lea Sayles, Assistant to Dr. Paul Fisher, Business and Computer Technology Division

Team Members:
Todd Browning, Full time CISCO Faculty, Business and Computer Technology Division

Ken Donovan, Graphics Associate

Marie Wojewuczki, Assistant to Jennifer Ernst, Communications Division

Christie Simonson-Bloomfield, Adjunct Faculty, Communications Division

Rebecca Hillary, Lab Associate II, Communications Division

Ali Awadi, Campus Safety Specialist / Adjunct Faculty
Project Statement

To improve college wide communication of processes by standardizing and simplifying the HFC faculty and staff portal, in order to easily navigate and access internal procedures, as measured by user satisfaction.
Operational Definitions

Terms

**Academic** – All things related to teaching and learning under the Vice President of Academic Affairs

**Employee** – Any person, faculty or staff, employed by Henry Ford College

**Employee Portal** – The internal online resource used by those who work for Henry Ford College. This was previously known as the Faculty and Staff section of the HFC website.

**Facilities Management Request** – Also known as SchoolDude is a place to report any issues that can be handled by Facilities services, i.e. cleaning, heating and electrical and general maintenance.

**Hank** – HFC’s internal name for the Ellucian/Colleague system

**Internal Procedures** – Any procedures that are created and used by and for HFC employees

**Internal Process** – Any process that is created by HFC and used by and for HFC employees

**Operations** – All things related to the operational side of the college under the Vice Presidents of Administrative Services, Financial Services, Legal Services, Development and Student Affairs

**School Dude** – Also known as a Facilities Management Request -this is an online resource to report any issues that can be handled by Facilities services, i.e. cleaning, heating, electrical and general maintenance.

**Work Procedures** – Any set of rules or instructions an employee needs to follow in order to accomplish his or her task.

Acronyms

**AA** – Academic Affairs

**CS** – Campus Safety

**FAC** – Facilities

**FAQ** – Frequently Asked Questions

**HFC** – Henry Ford College

**HR** – Human Resources

**IME** – Information Marketing and Effectiveness

**IT** – Information Technology

**TLSS** – Teaching and Learning Support Services

**WFD** – Workforce Development
## Project Timeline Gantt Chart

### EMPLOYEE PORTAL NAVIGATION PROJECT TIMELINE

<table>
<thead>
<tr>
<th>Step Description</th>
<th>September 2014</th>
<th>October 2014</th>
<th>November 2014</th>
<th>December 2014</th>
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</thead>
<tbody>
<tr>
<td>Project Statement</td>
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<tr>
<td>Brainstorm measuring plan</td>
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<td>Implement survey</td>
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<td>Evaluate results</td>
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<td>Create template based on results</td>
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<td>Review with IT</td>
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<td>Create website taxonomy</td>
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<tr>
<td>Make revisions</td>
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<tr>
<td>Make recommendations for internal/employee website changes</td>
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<tr>
<td>Create Mock-up</td>
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<tr>
<td>Piece together book</td>
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<tr>
<td>Implement Facilities and Communications</td>
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<tr>
<td>Work on Presentation</td>
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<tr>
<td>Presentation</td>
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</tbody>
</table>
First Draft of Facility Services Employee Webpage Implementation Template

Cynthia Berrien, Administrative Assistant 313)845-6320
Tom Leighton, Lead Engineer 313-845-9665
Reuben Brukley, Facilities Manager 317-6573
Sam Greco, Health and Safety Engineer 313-845-9604
Dave Murphy, Engineer, East Campus

FAQs

How do I get a classroom unlocked?
Facilities associates do not unlock classrooms; please contact Campus Safety at 845-9630

Why can't I log in to the Reservation Management system?
Reservation management permissions are given to Administrative Assistants, Associate Deans and Directors. If you need a room reserved, you must contact someone in your area to complete the reservation request and see directions. (Embedded link)

What do I do if I have a facilities issue after hours?
If it is not an emergency, this can be entered via Maintenance Requests (School Dude) or by calling Cynthia Berrien at 845-6320, in the event of an emergency or urgent facilities need after 4:30 pm, please contact Campus Safety dispatch at 845-9630.

How do I create a Maintenance request/schooldude and what is the password?
A pdf of the instruction manual will be added, as well as an embedded link including the password.

At the top of this page there will be a paragraph about Facilities. This paragraph will answer the questions of “who we are” and “what we do”.
### CPI TEAM: Work Procedures Fall 2014

**HFC Internal Web Resource**

- Elect one person to be your webpage editor
- Update online template
- Add more content as you go
- Sub category pages

**One Page for your Division, Department, Area**
- One initial list of links – one per area/dept/division
- Contact Information – including names, titles, responsibilities, hours and telephone/email
- Relevant internal forms that need to be accessible to employees relating to position or student success
- Adding content as we go along

**Template will be standardized with fillable places – additional graphic/photographic content will be added as an approval with IT implementation**

**Initial pages might be rudimentary in nature, making them more esthetically pleasing as we go**

**Sub-areas can be included as separate/additional pages (e.g. HR – New Hires, Discounts for employees?**

**Implementation Team to watchdog pages overall during initial creation**

**Mandatory requirements for updating and being responsible for content and accurate, appropriate content with clear deadlines and consequences**

**Accurate Up-To-Date Information**
Sample of Compiled Frequently Asked Questions (FAQs – Operations)

**Human Resources**
1. Where can I find my payroll information?
2. What are the College’s paid holidays?

**Campus Safety**
1. What is the 24 hour contact number for security?
2. What if I lose my keys?

**IT and Phone Services**
1. Who should I contact when my computer stops working?
2. How do I get my office telephone fixed?

**Facilities**
1. Does custodian staff clean offices daily?
2. What is the number I call to refill restroom supplies?
3. How do I schedule a room or event?

**Finance**
1. When do I get paid?
2. Is there an approved mileage form?

**For Managers & Supervisors**
1. What is the procedure for HFC purchasing?
2. How do I access & utilize Ellucian Colleague (HANK)?
Most Frequently Searched Work Procedures

Human Resources
- Reporting dates after a holiday for faculty and staff
- Holiday calendar per school year
- How to update your address and phone number
- Links to each union contract
- Pdf of contacts college wide listed by department; updating contacts by department possibly with a paper copy and or a link to view the updated version
- Benefits with a link to each union listing what benefits are offered
- Union Leadership contacts to file grievances

Payroll
- Tax Forms and direct deposit form
- Pay dates: all unions, exempt and non-classified
- Travel and conference procedures

Campus Safety
- Quick reference guide for all drill and emergency procedures
- 24 hr contact number
- Emergency line (313-845-9630)
- Procedure to unlock a room
- Campus safety alerts (Regroup)
- Loss of college assigned keys and turning in assigned keys.
- Lost and found
- Safe walk
- Disruptive issues (BIT)
- Filing an incident report

IT Support
- Computer and phone issues
- How to link your email to your smart phone
- Web advisor issues
- Log in issues
- Utilize Ellucian

Facilities
- Cleaning of office suites daily
- Maintenance request (school dude)
- Refill of supplies
- Current construction projects
Welcome Center

- Never attended and purge dates
- Grade due dates
- Hours open

Department Administrator

- Purchasing procedures
- Requisition manual
- Check request procedure

Graphics

- Location of Copy machines
- How to obtain a copy machine disc to log in to the machine
- How to obtain business cards
- What is the max load of copies that can be printed before needing to go to the graphics center
1. Please rate how easily accessible the following documents are to find within Human Resources, on the HFC portal website. This would include the holiday calendar per school year, union contract, benefits offered for each union and contacts for the Human Resources department.

2. Please rate how easily accessible the following documents are to find within Payroll, on the HFC portal website. This would include tax forms, direct deposit form, pay dates per union, and travel & conference forms, etc.
3. Please rate how easily accessible the following documents are to find within Campus Safety on the HFC portal website. This would include 24hr contact number, information on lost & found, how to report disruptive behavioral issue, request a safewalk, and have a classroom locked/unlocked.

4. Please rate how easily accessible the following documents are to find within IT Support on the HFC portal website. This would include how to put in a ticket for computer and phone issues, how to sync your email to your smartphone, and who to contact with any issues in WebAdvisor or Ellucian.
5. Please rate how easily accessible the following documents are to find when making requests within Facilities and Grounds on HFC portal website. This would include the cleaning of an office, maintenance request for clean-up or hazardous spill, refill of supplies, and how to reserve a room for an event.

6. Please rate how easily accessible the following documents and or procedures are to find within the Graphics center on the HFC portal website. This would include how to obtain a copy machine disc that is used to login a copy machine, how to obtain business cards, locations of all copiers, and the maximum amount of copies that can be made before requiring to go to the Graphics center.
7. Please rate how easily it is to obtain college wide contacts within all departments; this would include contact information for the correct person and their correct department.

![Bar chart showing percentages for Extremely Easy, Very Easy, Moderately Easy, and Too many steps or unable to find.

- Extremely Easy: 10.3%
- Very Easy: 10.3%
- Moderately Easy: 17.2%
- Too many steps or unable to find: 62.2%]
Cause and Effect (Fishbone) Diagram

- Accessing Information
  - Unorganized
  - Too Many Steps to Retrieve Information
  - Not Categorized
  - User Friendly Database
  - Procedures Are Easily Accessible

- Terminology
  - Multiple Names for One Resource
  - School Dude Ticket
  - Facilities Maintenance Request
  - Updated Internal Contacts
  - FAQ’s for Each Department

- People
  - Lack of Knowledge
  - Lack of Communication
  - Confusion
  - Internal Process
  - Resources

Inefficient process for Obtaining Pertinent Information.
Proposed HFC Employee Portal Taxonomy

ACADEMIC

- AA office
- DIVISIONS
- TLSS
- WFD
- COMMITTEES/COUNCILS
  - RAC, CASL, GE, College Council, Senate, AALC, EAALC, etc....

Operations

- ADMINISTRATIVE SERVICES
  - Payroll, purchasing, acct payable, receivable, food
- FINANCIAL
- STUDENT AFFAIRS
  - Welcome Center
- IT
- FAC
- HR
- CS

- COLLEGE INFORMATION/ PRESIDENT/ DEVELOPMENT
  - Governance, CPI, State of the College

Create a Template where every page will begin with employees, positions with pictures; have an FAQ section and resources unique to that employee group. Common links for all pages will include Payroll, HR, Calendars, Contracts, Campus Safety, facilities benefits, internal jobs postings, Web Advisor.

Reorganize to match template, add people, positions, pictures

Add contacts, positions, pictures, building maps, building hours, academic calendar, and employee calendar

List of officers, pics, events, building map, build hours, academic calendar – Incident report information
Facilities Services

Welcome to Facilities Services, a branch of HFC’s Administrative Services. We are responsible for the cleaning and maintenance of campus facilities, grounds, and mechanical systems. Our employee group is comprised of facility engineers, custodians, and building operators. We operate and maintain the nearly 1 million square feet of property that encompasses our college on a year-round, 7-day a week operation. Current Facilities Services for Issued relating to heating and cooling of buildings, landscaping, cleaning services, furniture move-in, and special events setup.

Contact List:

Sandro Silvestri
Assistant Director, Information Technology Services and Facilities
313.845.9626

Cynthia Berrien
Administrative Assistant
313.845.9620

Reuben Binkley
Business Manager
313.845.9617

Sam Grasso
Health and Safety Engineer
313.845.9620

Leif Gunderson
Nighttime Engineer
313.845.9620

Peter Kopecky
Weekend Engineer
313.845.9617

Tom Leighton
Lead Engineer
313.845.9645

Dave Murphy
Engineer, East Campus
313.845.9645

James Piggot
Engineer, Welcome Center
313.845.9645

FAQs

How do I get a classroom or your division office space cleaned?
Facilities associates are available to clean spaces during normal business hours. Call Campus Safety at 313.845.9620.

Why can’t I log in to the Room Reservation Management system?
Reservation management permissions are given to Administrators, Associate Deans and Directors. If you need access, please contact someone at your site to complete the reservation request.

If you are someone that has access and need directions on how to enter a room reservation or how to view a room reservation, you may contact the event planner. For more information, see an overview on the event scheduling process.

What do I do if I have a facility issue?
If it is an emergency, call Campus Safety at 313.845.9620. If it is not an emergency, call 313.845.9645.

How do I request Maintenance or request (School/Oude) and what is the password?
If you have a maintenance request, please contact the department or send an email to the Facilities Manager.

Why do I need a signature on event photography, signage, marketing guidelines, or approval?
Contact Marketing and Communications at 313.845.9645.

What are the AV hours for support services for an event?
Normal business hours are Mon-Fri 8:00am-5:00pm. During out-of-normal business hours, support services will be limited to your Division, excluding normal business hours.
Completed Implementations

1. Updating “Faculty and Staff” links to buttons, decreasing the list and making them easier to find.

2. Added “Offices and Services” button on the home landing page that directs you to all phone numbers, emails and fax numbers for all offices on campus.

3. Added the final exam schedule page under the section of Academic Resources.

4. Added links to the organizational charts and holiday schedule to the Human Resources landing page.

5. Added Latest News, Enrollment Dates and Upcoming Events to the sidebar of the Faculty and Staff landing page.

6. Addition of Login prompt in Emergency Operations Plan on Campus Safety page

7. Added the common name for maintenance requests (School Dude) as well as directions added to the Room Scheduler link.

8. The Facilities Services and Communications Division pages have been added as live models using our template.
Improvement Theory and Implementation Plan

The Team identified accessibility and uniformity as two broad areas in need of improvement, both relating to the Fall 2013 team on Policies and Procedures and the discontinued Employee Portal Project.

Our plan is as follows:

- Create a uniform template to be completed by every department and/or division of the college.
- Distribute the template with a strict deadline.
- Return template to Information Technology where they will follow the guidelines created by this team using the Facilities Services webpage as their example on the Operations side of the college and the Communications webpage example on the Academic side.
- Review of page by implementation team.
- Assign responsibility to one “webmaster” in the division or department using the template as a strict guide and only updating/adding content after the initial creation, keeping the original structure in place.
- Ensure that all information put into the webpages meet the Acceptable Use Policy as outlined through our Information Technology Department.

Our goal is to organize and provide a predictable, uniform internal website for employees to navigate with ease, using the implementation chart provided at no cost to Henry Ford College.
### EMPLOYEE PORTAL NAVIGATION IMPLEMENTATION TIMELINE

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<td>Employee Photos for Each Department</td>
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<tr>
<td>Creation of Initial Landing Page</td>
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HFC Employee Portal Template

Please complete the template below as they relate to your area. These will be added to your webpage and must be completed and returned to __________ by __________. Please use the Facilities Services page as your guide as you answer these questions.  https://my.hfcc.edu/faculty-and-staff/facilities

1. Please provide a one paragraph description of your area. This must be only on paragraph in length and should tell the employees on campus, “Who we are and what we do.”

2. Please list all employees in your area who provide support to other employees. Please include title and phone number for each.

3. Please add five frequently asked questions about your area. Consider the questions that you are most often asked on a daily or weekly basis by HFC employees. These questions should help eliminate or cut down on phone and email inquiries.

4. Please list events or items unique to your department/division (ie staff meetings, deadlines, etc.)

5. Please provide one main contact phone number, hours of operation and building/room numbers.

6. Please list resources relevant to your area (i.e. links, forms, etc.)
Employee Portal Implementation Team

We recommend that the following people assist the Portal team during implementation:

Micah Webner, Information Technology
Tori Hart, Information Technology
Jacob Krogol, Information Technology
Amy Ducher, Academic Affairs
All Assistants to the Associate Deans, Academic Affairs
Gary Erwin, Marketing and Communications Director
Assigned web editors for every department/division
Acknowledgements

The Employee Portal Implementation Team would like to extend our sincere gratitude and appreciation to the following individuals for sharing their knowledge and time to our project:

Dr. Stan Jensen, President
Becky Chadwick, Vice President of Information, Marketing & Effectiveness
Dr. Cynthia Eschenburg, Vice President of Administrative Services
Cynthia Berrien, Department Secretary
Maria Buffa, Web Content Associate, IME
Amy Ducher, Project Manager, Academic Affairs
Gary Erwin, Director of Marketing and Communications and Graphics Center Staff
Tori Hart, Information Technology
Jacob Krogol, Information Technology
Dreama Pinkowski, Information, Marketing and Effectiveness
Micah Webner, Information Technology

Thank you to all employees that took the time to participate in our survey.
Appendix A Work Document and Procedure Location Questionnaire

1. Please rate how easily accessible the following documents are to find within Human Resources, on the HFC portal website. This would include the holiday calendar per school year, union contract, benefits offered for each union and contacts for the Human Resources department.
   - Extremely easy
   - Very Easy
   - Moderately easy
   - Too many steps to take to find the information
   - Unaware of how to find this information

2. Please rate how easily accessible the following documents and or procedures are to find within Payroll, on the HFC portal website. This would include tax forms, direct deposit form, pay dates per union and the travel and conference forms and procedure to follow when traveling.
   - Extremely easy
   - Very Easy
   - Moderately easy
   - Too many steps to take to find the information
   - Unaware these documents / procedures exist

3. Please rate how easily accessible the following documents and or procedures are to find within Campus Safety, on the HFC portal website. This would include the 24 hour safety contact, how to contact the lost and found, how to report a Disruptive Issue (BIT) report, request a safe walk and following the procedure to have a classroom unlocked.
   - Extremely easy
   - Very Easy
   - Moderately easy
   - Too many steps to take to find the information
   - Unaware these documents / procedures exist

4. Please rate how easily accessible the following documents and or procedures are to find within IT Support, on the HFC portal website. This would include how to put in a ticket for computer and phone issues, how to sync your email to your smart phone, who to contact with any issues with WebAdvisor, who to contact for log in issues and how to utilize Ellucian.
   - Extremely easy
   - Very Easy
   - Moderately easy
   - Too many steps to take to find the information
   - Unaware these documents / procedures exist

5. Please rate how easily accessible the following documents and or procedures are to find when making requests within Facilities and Grounds, on the HFC portal website. This would include the cleaning of an office, making a maintenance request for clean up or hazardous issues and refill of supplies, how to reserve a classroom or conference room for an event.
   - Extremely easy
   - Very Easy
   - Moderately easy
   - Too many steps to take to find the information
   - Unaware these documents / procedures exist
Appendix A continued

6. Please rate how easily accessible the following documents and or procedures are to find within Graphics, on the HFC portal website. This would include how to obtain a copy machine disc to log into a machine, how to obtain business cards, locations of all copier machines, and what is the max load of copies that can be made before needing to go to the graphics center.
   - Extremely easy
   - Very Easy
   - Moderately easy
   - Too many steps to take to find the information
   - Unaware these documents / procedures exist

7. Please rate how easily accessible it is to obtain college wide contacts within all departments; this would include contacting the correct person with the correct department.
   - Extremely easy
   - Very Easy
   - Moderately easy
   - Too many steps to take to find the information
   - Unaware on how to find college wide contacts

To continue the improvement of the navigation within our HFC portal website, please share any suggestions you feel would be helpful.

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________
# Steering Committee Feedback

CPI Team Name: Employee Portal Navigation

**Date:** 12/12/2014  
**Sponsor:** Cynthia Eschenburg

<table>
<thead>
<tr>
<th>Idea for Improvement</th>
<th>Support</th>
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<tbody>
<tr>
<td>Implement a system, internally, to organize in a central location college-wide faculty and staff work procedures.</td>
<td></td>
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<tr>
<td>Develop an on-line employee portal with frequently accessed information- including employee contacts, resources, Payroll, HR, Calendars, Contracts, Campus Safety, facilities benefits, internal job postings, WebAdvisor, etc.</td>
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<tr>
<td>Adopt a uniform template for all departments’ available work procedures to promote consistency, easy accessibility, and efficiency.</td>
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<tr>
<td>Designate individual(s) to update and maintain internal department pages with accurate and up to date work procedure information.</td>
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**Team Feedback Meeting Date:** ______________

**Sponsor:** Cynthia Eschenburg  
**Leader:** Terrilyn Hagen