

HR Talent Management System (HR-TMS)

FAQs

November 2016

Questions? Send an email to ERP@bsu.edu

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General

What is “HR-TMS”?

If you have ever been involved in changing a position description, completing an employee requisition/request to fill or any part of the hiring process, you will most likely use the HR Talent Management System – “HR-TMS”!

HR-TMS is an online system hosted by PeopleAdmin Inc. HR-TMS enhances the applicant experience by giving those interested in employment opportunities at Ball State University the ability to apply for positions anytime, anywhere, through an online applicant portal. HR-TMS will also allow hiring managers the ability to create and maintain job descriptions for their areas, create job postings, view a candidate’s applications materials, and hire employees.

Will HR-TMS be used for all employee types?

Yes, HR-TMS will launch in phases. Applicant Tracking as well as Position Management launched for staff positions in September 2015, along with Position Management for professional positions. Professional Applicant Tracking launched in February 2016, and other employee groups (service and faculty) are targeted to launch later in 2016 and early 2017.

How do I access HR-TMS?

The live website address: <https://bsu.peopleadmin.com/hr>. You can log in by clicking on the yellow “Click Here to Log in with your Network ID” link or you can click on the white “SSO Authentication link.” NOTE: You will never log in using the “Username/Password” section.



How are user permissions assigned to individuals in our department/area?

To submit a request for user permissions, please submit a request via ServiceNow in Banner Systems (My BSU). Workfront is found under Applications under Additional Tools.

For instructions on how to submit a request to assign user permissions via ServiceNow, go to: <http://cms.bsu.edu/about/administrativeoffices/humanresources/hr-tms>

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I have been assigned multiple user roles. How do I change my default user role to something other than “Employee”?

To change your default user role, click on the “My Profile” tab at the top of the page, and then click on “Edit”. This will allow you to select your preferred user group on log in, as well as your preferred default module. NOTE: If you edit any other fields you will negatively impact your access to this system. Contact University Human Resource Services with questions about your account settings.

How can I receive training on HR-TMS?

To learn more about future training opportunities, please contact University Human Resource Services at ERP@bsu.edu.

What security measures exist in HR-TMS?

Security and availability are top priorities at PeopleAdmin, our HR-TMS vendor. For example, PeopleAdmin:

- ✓ Leverages a redundant firewall layer to restrict access to only servers and ports needed for Ball State University access.
- ✓ Uses the latest in 128-bit Secure Socket Layer (“SSL”) to encrypt data and create a secure channel for information being transferred over the web between Ball State University and PeopleAdmin servers.
- ✓ Provides three layers of virus protection.
- ✓ Constantly monitors web site and data base activity for any sign of harmful activity.

How do I learn more about workflows in HR-TMS?

You can access Staff and Professional workflows, as well as Professional decision trees at the home page in HR-TMS, located in the right margin under “Additional Links”.

As of September 2016, Professional workflows will be enhanced to allow more efficient movement of items in TMS. For example, if you create a professional position description that you will post, all approvals will be obtained in the position modification workflow. Once the position is approved, HR will initiate the posting for that position. The hiring manager will review and edit the posting, but no other approvals will be required. This will reduce the time to post a position by about 50%.

What is “Onboard”?

You may have seen emails announcing the coming of Onboard, another user-friendly feature of the HR-TMS applicant portal.

- Onboard will allow hiring managers to welcome their new employees by offering them easy access to hiring forms and documents.
- Onboard will get new employees started on the right track through information and checklists, and provide valuable, key resources at the right time to help them quickly assimilate into their new roles and become effective contributors.
- **Onboard will be available on November 1, 2016.**

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Position Management, Postings, and Hiring Proposals

Will current job descriptions be uploaded or will we have to enter our department's job descriptions into TMS?

Current staff and professional position descriptions have been uploaded into HR-TMS. You will use the Position Management module to modify an existing position or create new positions.

How do I update a position?

If you are assigned the appropriate user permission, such as "Hiring Manager", "Chair/Director", or "AVP/Dean", you will have access to all your department's positions at any time. You will choose "Modify Position" and then move it through the workflow where it will be approved and eventually reach HR. If you are making a simple change to a position description, for example, a spelling or grammatical correction or adding a duty, you may immediately move it to HR. TIP: to retain a detailed history of your changes to the position description including date and time stamp, print a copy of the position description request before taking action to move to HR.

How do I make professional employee changes in HR-TMS that used to be submitted via a paper P3 form?

Changes on current professional employees are now submitted via HR-TMS. To do this, begin a modification of a professional position description, then complete the necessary fields in "Request Changes for Current Employee", such as title change, proposed salary, or new supervisor name. Next, send the position modification request through the workflow for approvals. Once it reaches HR, we will make the changes in Banner.

Paper P3 forms will now only be used to report resignations, retirements, leaves or deaths for professional employees, but will still be used to request all changes for current faculty until that group of employees is active on HR-TMS.

Can supervisors see position descriptions from any area at the university?

Users (excluding the Applicant Reviewer user role) will see position information for their department(s)/area(s) only.

Do we still need to fill out an Employee Requisition form or a Request to Fill?

No more paper! You will instead do this online via TMS, and it will obtain approvals as it moves through the workflow. Continue to use the Employee Requisition for Service and the Request to Fill for Faculty vacancies until those employee groups are rolled out in TMS. Please contact HR at ERPHR@bsu.edu regarding filling temporary staff vacancies ("TB" e-class).

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I need to set up a search committee in TMS comprised of current employees. How do I do that?

In the posting there is a section to build a search committee consisting of current employees. To add a search committee member who is a current employee, you may search for that person in the "Search" section. Do not complete the section labeled, "New Search Committee Member" for a current employee, or you will create a duplicate user account for that employee. If this occurs, contact HR for assistance. You may submit a request in Workfront to grant an employee the Search Committee user permission for that particular posting.

How do I know which person in HR to choose when forwarding my position or posting request?

Please choose the appropriate name from the drop-down box that appears when you select an action from the "Take Action" orange button. Names are listed in alpha order by first name. Please contact HR at 5-1834 if you need assistance on which name to select.

I need to be a proxy for my supervisor in order to move a position description, posting or hiring proposal through the workflow. How do I do that?

HR-TMS, unlike EPAFs, does not contain functionality for proxies. Instead, you would be assigned the user permission role for that person who would normally take action on an item and move it through the workflow in HR-TMS. Please submit a request through ServiceNow. Instructions on using Workfront to request user permissions are available at: <http://cms.bsu.edu/about/administrativeoffices/humanresources/hr-tms> and on the Home page in TMS under "Useful Links", "HR TMS Guides".

Is HR reviewing applications?

At this time HR is reviewing applications for staff positions before they are released to departments, but as our hiring processes continue to become consistent across all employee types this practice may be modified in the future. Currently after reviewing staff applications to determine applicants who meet the minimum qualifications for the position, the HR Rep moves those applicants into the appropriate categories (for example, "Under Review by Department" or "HR Determined Does Not Meet Min Quals"). For professional position applicants, HR reviews only those applicants who have been moved into "Request for Interview" status by the department to ensure those applicants meet the minimum qualifications for the position.

Do we still need to complete the New Person Identity Form?

No. HR will provide that outreach to the selected candidate on your behalf.

Will the fact that the system uses the Hiring Proposal to create the EPAF for the new hire eliminate the need for the approval process?

No, just like an EPAF, hiring proposals for professional employees will still need to go through the approval process before the EPAF is generated overnight. Effective September 19, 2016, hiring proposals will not be forwarded to the Budget Office, the Associate Vice President of Human Resources, or the Vice President of Business Affairs unless the offer amount is over

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budget. This will further reduce the time between the offer and the contract letter being issued to the new employee.

How does HR-TMS affect staff performance evaluation and staff position audits?

We won't be using the Performance Management module at this time, but staff positions will be updated and staff position audits will be conducted via TMS.

Can more than one person participate in reviewing applicants for a search?

Yes, some departments may have more than one person with a user status of applicant reviewer. Also, TMS has a search committee option which allows other users to be selected as members of the search committee or the chair of that committee. In some areas the applicant reviewer and hiring manager may be the same user.

Describe the types of supplemental questions?

Supplemental questions help to assess whether or not an applicant meets the minimum qualifications of a position. Answers can be in the form of a text box (free form), drop down, or Yes/No. Examples include "Do you have a Bachelor's degree?" and "How many years of customer service experience do you have?" A list of standard supplemental questions is available and you can add others when you create a posting. Please contact your HR Representative if you need assistance with this feature.

Will HR-TMS collect affirmative action data?

Affirmative action data will be collected at each stage of the process as the applicants are moved through the workflow. Applicants are also asked to complete a voluntary demographic profile as part of the applicant process. Candidates moved to "Recommend for Hire" status will be given a New Person Identity Form that also collects this data.

Applicants

Where can applicants find staff job postings for Ball State?

The applicant portal for all positions can be accessed via <https://bsu.peopleadmin.com/>

Do applicants have to enter their Social Security numbers?

Applicants are not asked to provide their Social Security numbers.

We prescreen potential applicants at conferences and they give us their resumes.

How can we get them into the system?

Please refer them to the applicant portal (<https://bsu.peopleadmin.com>). They will need to create accounts on the applicant portal and apply for the positions in which they are interested.

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If an applicant wants to pause while completing an application and come back later is that possible?

Yes, applicants can save and return to an application but it still must be submitted before the closing deadline.

After the first application, do applicants have to apply again for future positions?

Yes, but it will be easier since they have already created a profile in which much of that information will populate into each future application, and they have previously uploaded their documents. Applicants can add or delete documents as well.

How will applicants be notified?

Applicants will receive a confirmation email after they have applied for a position and another email when that position is filled.

Can an applicant reapply to the same job once he/she withdraws from it?

Yes, as long as the position is open.

What if an applicant wants to add a document to his/her application at a later date?

Once an application is successfully submitted in HR-TMS, it cannot be modified. The application can be withdrawn by the applicant.

Does TMS have a reporting feature?

Yes. For example, as a hiring manager you will be able to create and view/print a report of an applicant list, applicants in process, and a departmental EEO report.

Questions?

Ask us about TMS!

Send an email to ERP@bsu.edu