

Staff Information Session

February 14, 2024



Marymichele Delaney

Chief Human Resources Officer



Greetings and Introduction

- HR Newsletter updated and readership

Recruiting & Retention Initiatives

- [You Make a Difference](#) and Guusto, Recognition Program data
- Onboarding Partner Program data – [be a volunteer](#)
- Bonus Referral Program – data and timing – [referral form](#)
- Reduced time to hire

Tackle meeting fatigue to: [Be Productive, Be Creative & Be Well](#)

Notaries in HR

Location of SIS powerpoint: <https://www.holycross.edu/human-resources/employee-resources/compliance-training>

Agenda

- **Kristan Coffey, Director of HR & Operational Effectiveness**
Manager self-service new tile in Peoplesoft
- **Kim McCullen, Workforce Development Specialist**
Update on partnerships in our community
- **Sarah Staley, Director of Workforce Development & Talent**
Website resources for managers, performance management timeline & inclusive hiring guide
- **Donna-Rae Kenneally, Director of Benefits**
PillarRX, behavioral health resources & HPHC app for your wellness
- **Sean Scanlon, VP for Institutional Advancement**
Advancement update
- **Nick Smith, Deputy Athletic Director of External Operations**
Faculty/Staff tickets & athletic events
- **Jillian Kelley, Title IX Assistant Director of Prevention & Education**
Prevention education

Kristan Coffey

Director of HR & Operational
Effectiveness

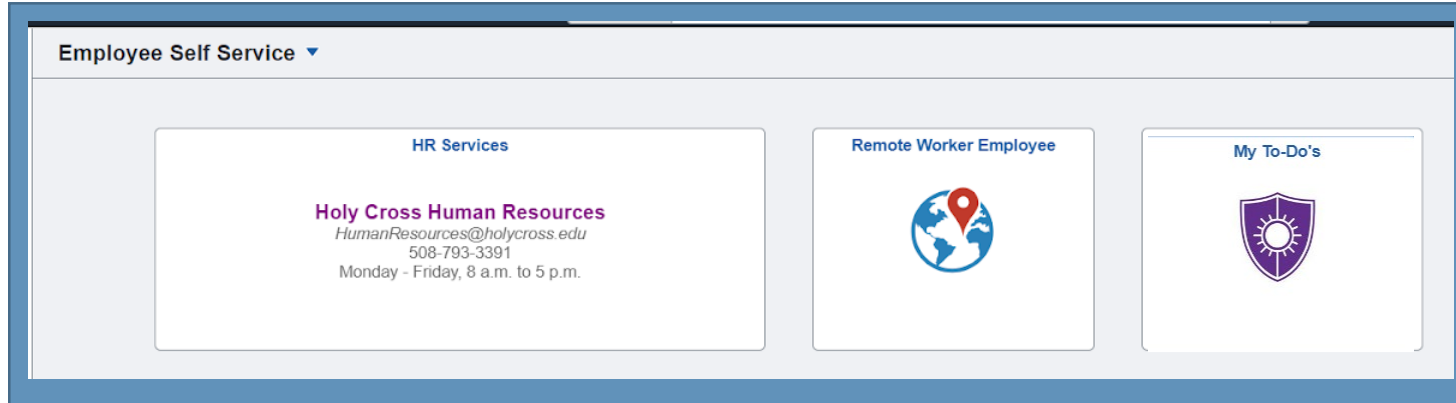


Human Resources Self Service Technology Initiative

- *In support of Aspire World Class Workforce Pillar*
- *Provide Information, Tools & Resources*
- *Processes Optimized*
- *Streamlined, Efficient and Effective*
- *First of Many—With Consistent Addition of Value Add Content*



Peoplesoft HR Employee Self Service Portal



Handbook Review & Acknowledgement

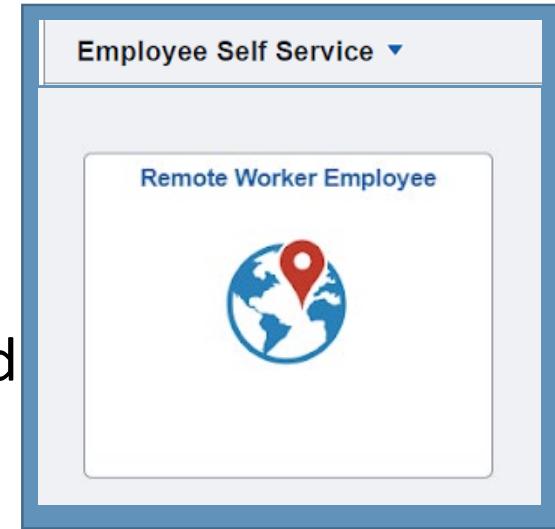
- Revised Employee Handbook
- Review & Acknowledgment
Due by 4/2/2024

A screenshot of the Holy Cross Self Service portal. The header shows 'Employee Self Service' and 'Holy Cross Self Service'. Below the header, there is a section titled 'My Checklists' with a note: 'Please Note: It can take 24-48 hours for completed checklist items to be marked as completed here.' Underneath, there is a section titled 'Open Checklist Items' which contains a table with the following data:

Checklist	Date Assigned	Date Due	Date Started	Date Completed
Handbook Acknowledgement	10/20/2023	10/25/2023		

Request a Remote or Hybrid Work Arrangement

- Replaces Previous Paper & Process
- Available to Positions Eligible for Remote or Hybrid Work
- **All** Existing Arrangements – Must be Submitted
 - ✓ Employees Needs to Submit a Request
 - ✓ **Due by 4/1/2024**
- Workflow:
 - Request Submitted > Manage-Review & Process > HR: Final Processing



Managers

- *Peoplesoft Manager Self Service Portal*

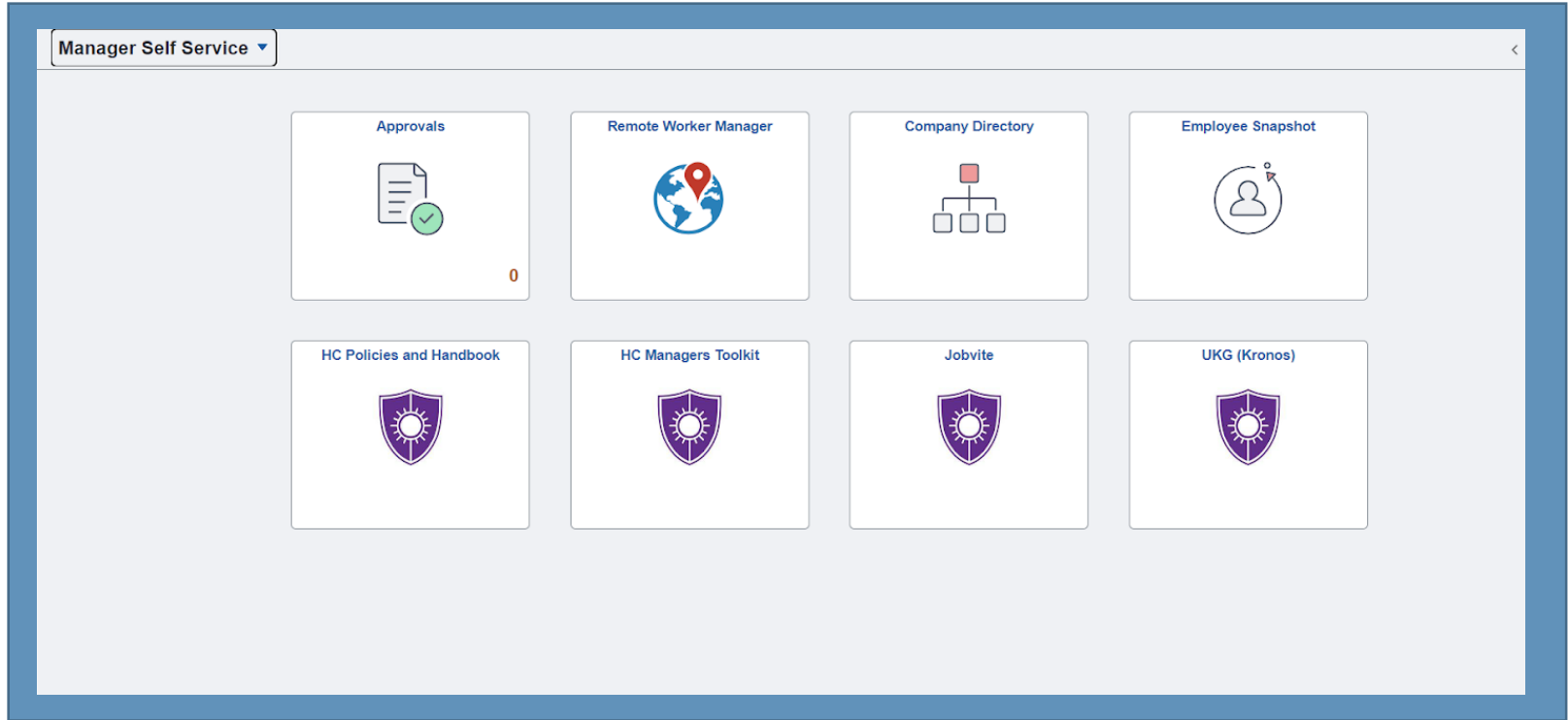
- *Manage Employee Remote/Hybrid Work Requests*
- *Employee Snapshot*
- *Tile Links*
 - ✓ *Kronos/UKG*
 - ✓ *Jobvite*
 - ✓ *Employee Handbook and Policies*
 - ✓ *Manager Toolkit*

- *Holycross.edu & Other*

- *Manager Toolkit, Off Boarding*



Peoplesoft Manager Self Service Portal



Note: Request Tiles be Moved from Employee Portal – email kronos@holycross.edu

Employee Snapshot

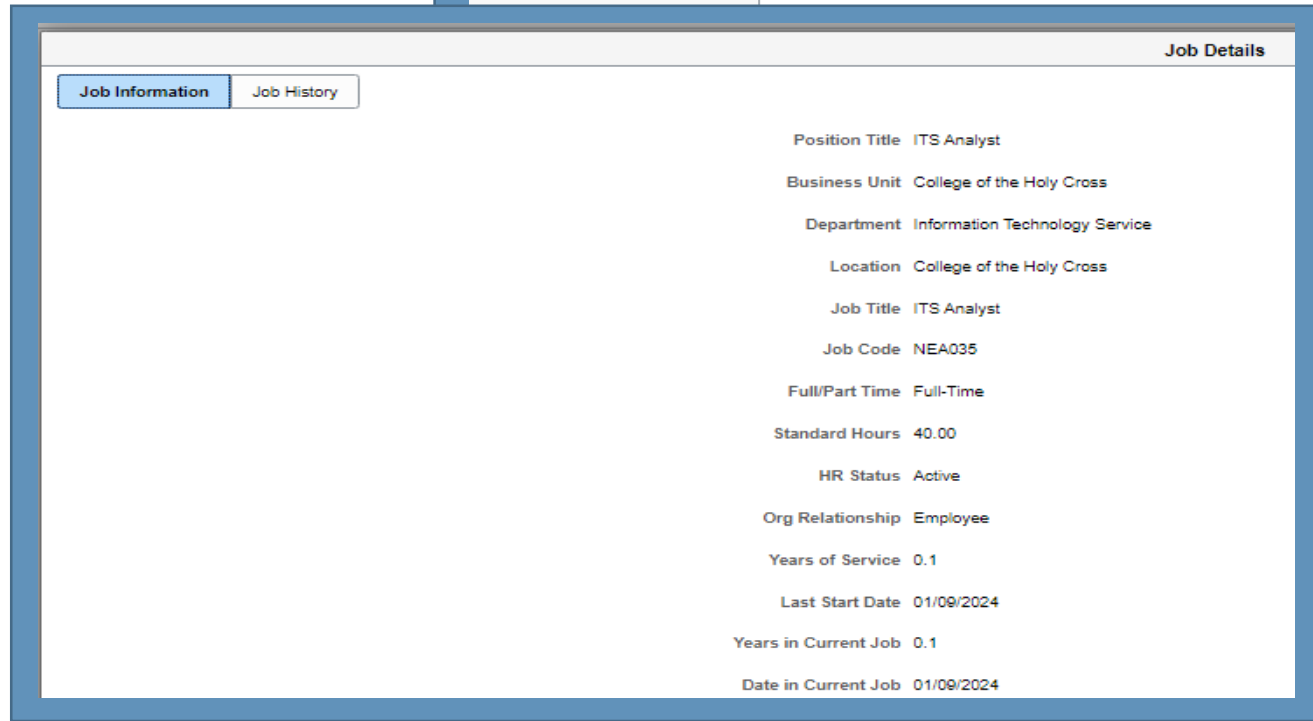
- Snapshot of Employees
- Summary of Employee Information



The dashboard shows a 'Summary' tab selected. It contains two summary cards: 'Job Details' and 'Education'. The 'Job Details' card displays '0.1' for both 'Years of Service' and 'Years in Current Job'. The 'Education' card states 'There are no education items for Employee Doe.'.

Category	Value
Years of Service	0.1
Years in Current Job	0.1

There are no education items for Employee Doe.



The 'Job Details' view shows a 'Job Information' tab selected. It displays the following employee information:

Position Title	ITS Analyst
Business Unit	College of the Holy Cross
Department	Information Technology Service
Location	College of the Holy Cross
Job Title	ITS Analyst
Job Code	NEA035
Full/Part Time	Full-Time
Standard Hours	40.00
HR Status	Active
Org Relationship	Employee
Years of Service	0.1
Last Start Date	01/09/2024
Years in Current Job	0.1
Date in Current Job	01/09/2024

Kim McCullen

Workforce Development Specialist



Impactful Partnerships for a World-Class Workforce: Giving Back & Building Talent Pipelines

Vocational High School Internships with
three local schools:

- Worcester Technical High School
- South High Community School
- Blackstone Valley Technical High School

Culinary
HVAC
Electrical
Plumbing
Painting

WORCESTER
PUBLIC SCHOOLS



Impactful Partnerships for a World-Class Workforce: Giving Back & Building Talent Pipelines

7 hires in Trades & Shops this month:

- Excellent experience for Co-Op students in a highly sought after environment
- Benefits Facilities, receiving additional needed support and creating future recruitment pipelines



Partnerships for a World-Class Workforce

Crozier House - Catholic Charities Worcester

- Employment readiness certificate program from Holy Cross
- Resume building, interview best practices, and employment-related skills building
- 22 participants
 - 1 currently interviewing for a hard-to-fill opening here at Holy Cross
- Future plans to replicate with other Worcester organizations



Sarah Staley

*Director of Workforce Development
& Talent*



Learning and Development Update



ASPIRE: Creating a World-Class Workforce

Our goal is to amplify, reinforce, and champion Aspire's strategic pillar to attract, support and retain a best-in-class workforce:

- Strengthen a culture of professionalism and pride, mutual trust and respect, and appreciation and recognition to allow us to flourish individually and collectively.
- Promote employee mentoring, continuous learning, professional development and advancement in the context of the new landscape of how we work and what is needed to thrive.
- Advance innovative practices and creative solutions to steward and sustain human, fiscal and environmental resources.

Management Development Programs

[Management Development Series](#): To enable the development of managers at Holy Cross in our supervisory competencies, Employee Development and Team Management, we are offering a three session management development series.

Goal to Reach 150 Managers of Benefits Eligible Staff by the end of the year

Participants to Date: 100; Current Sign-ups for the rest FY24: 30; Available Seats: 20

“It's obvious you put a ton of thought into the program. Creating something that allows managers of all types -- large teams, small teams, long-time managers, and first-time managers -- to each learn something new is not easy. So, thank you to you and your team for working so hard on this and putting together such a helpful training series.” - Series Participant

Manager's Toolkit: <https://www.holycross.edu/human-resources/managers-toolkit>

Developing You:

Reflecting the College's commitment to your professional growth.

Management Development Series – Wednesday 3/13, 3/20 & 3/27 or Thursdays 4/25, 5/2, and 5/9. [Register via google.](#)

- To enable the development of managers at Holy Cross in our supervisory competencies, Employee Development and Team Management, we are offering a three session management development series. If you are interested in developing your managerial skills and competencies to better equip your employees to achieve goals and grow professionally, we invite you to join us.

Performance Management - March 5th 3 to 4pm or March 12 11 to 12 pm via or March 27, 2-3pm: [Register via google.](#)

- Performance management and the performance evaluation process are critical to promoting an employee's growth and development. At times, honest, direct communication about an employee's performance can be challenging. In this seminar, we'll explore the performance appraisal process in depth, reviewing goal settings, effective feedback, and competency development.

Mentoring Program - April 4, May 16, and June 20, 9 – 10:30 am. [Register via google.](#)

- The Mentorship Program will run from April to June and include three HR-run sessions. Mentors/mentees will also meet on a biweekly basis during this period. The program is designed to connect employees in a mentoring relationship to help each other develop as leaders and managers, discuss career paths at Holy Cross, and develop important skills for career success.

Holy Cross Performance Evaluation Highlights

- Prepare for the performance evaluation process by reviewing
 - The employee's job description
 - The 2024 Performance Evaluation Guide
- There will be two standardized forms across all divisions, which will be available on the HR website
 - Hourly
 - Salaried
- Each employee will be required to complete a self-reflection form
- Managers must submit the employee's self-reflection along with their performance evaluation to Human Resources

Performance Evaluation Timeline

Date	Activity
Late Feb	<ul style="list-style-type: none">• Provide employees with job description• Share relevant documents with employee• Receive employee self-reflection by 3/25/24
Early April	<ul style="list-style-type: none">• Review employee self-reflection• Meet with employee to discuss self-reflection, the new performance review form, initial thoughts on performance/competencies, SMART goals for FY25• Hold formal review meeting for discussion, final comments and signature
By April 26th	<ul style="list-style-type: none">• Submit employee self-review/performance review to HR• Return signed reviews to employees• Update HR on any alterations to job descriptions

Upcoming Relevant Training

- **Giving & Receiving Feedback:** Providing effective and timely feedback is critical to supporting the success of your team and building trusting relationships. While it is not uncommon for some people to have stress or anxiety surrounding feedback, this training will demonstrate. April 4, 2:00pm - 3:00pm
- **Inclusive Hiring Training:** Workplace diversity and inclusion is a key priority for Holy Cross. Hiring managers need to be able to locate, hire, and onboard diverse candidates in order to succeed. This course is a guide to promote diversity and inclusion throughout all the stages of the hiring process, from sourcing to interviewing to selection. This workshop will focus on reducing bias in the recruitment process, creating diverse search committees, and adopting best practices when it comes to candidate screening, interviews, and evaluations. March 21, 12 - 1pm or April 9 2 – 3pm via zoom.
- **Innovation Series:**
 - **Project Management Essentials** February 28 10 to noon
 - **Process Improvement in Action** February 29 9:30 to 11am
 - **SCRUM in Action** April 3 10:30 to noon
 - **Design Thinking in Action** May 7th 1:30 to 3pm

Benefits Update

Donna-Rae Kenneally, Director of Benefits



Wellness Awards

2023 Wellness Awards

- **100 Healthiest Workplaces in America** (according to Healthiest Employers)
- **2023 WorkWell Massachusetts Award Winner** (from the Worksite Wellness Council of Massachusetts)



PillarRx – Prescription Copay Assistance Program, Effective 1/1/2024*

- PillarRx’s IPC Copay Assistance Program for Specialty Drugs leverages available manufacturer assistance programs to lower both the member and medical plan’s costs.
 - Members typically pay \$0-\$25 per Rx once enrolled (less than current copays)
 - Pillar is estimated to save \$147,000 in 2024
- Plan members who are prescribed a drug that falls under this program will be outreached to by Pillar. Pillar will assist the member with actively enrolling in the manufacturer program
- As of today, all eligible members are enrolled and member feedback has been positive

Members Eligible	Members Contacted	Members Enrolled
25	25	25

**Prior to 1/1/2024, Holy Cross had OptumRx’s variable copay program in place (which produced \$36,000 in savings in 2022)*

HPHC Behavioral Health: Self-Service Tools & Specialty Care

Personalized and effective care, with a focus on **improving access to care and overall health outcomes.**

Virtual Therapy Services

Available seven days a week to support your mental health and well-being, including licensed coaching, talk therapy, medication management and more:

- ✓ **AbleTo**
- ✓ **Doctor On Demand**
- ✓ **Valera Health**

Specialty Care Providers

Quick and easy access to care for autism spectrum disorder for children, and outpatient psychiatry and therapy for adults, children and adolescents:

- ✓ **Cortica**
- ✓ **Transformations Care Network**

Substance Use Treatment

A range of treatment options, with support from our internal care management team after inpatient treatment:

- ✓ **Multiple network providers, including Spectrum Health**
- ✓ **Addiction Recovery Care Management Team**

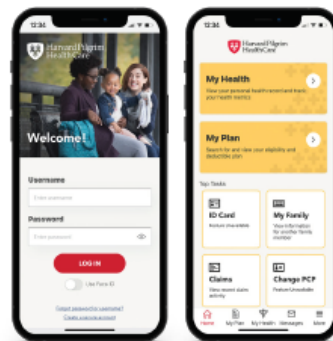


Member Secure Account and Mobile App

Quickly access your benefits

Log in at harvardpilgrim.org/login or activate your secure online account at harvardpilgrim.org/create or via the Harvard Pilgrim mobile app¹, to quickly and securely access your health plan benefits information.

- › Understand your coverage
- › Check your claims, referrals, and authorizations
- › View plan limits, including your out-of-pocket costs
- › Find a doctor or a hospital
- › Select or change your Primary Care Provider (PCP)
- › Estimate your costs²
- › Access health and wellness resources
- › View your ID card and add it to your Apple Wallet or Google Pay



Employee Assistance Program (EAP)



Remember the College provides this benefit at no cost to all employees and household members

Services

- Behavioral and Mental Health Consulting
- Financial Consultation
- Parenting Resources
- Work-Life Balance Research/Referrals
- Eldercare Resources
- Legal Assistance
- Nutrition Consultation
- Manager Consultations
- Career Assessment
- Crisis Response

Need to Know

- **KGA services are confidential! KGA does not share with the College who has called or what they called about.**
- KGA counselors are licensed, skilled professionals.
- KGA is an active participant in the Worksite Wellness programming.

How do you
Contact the EAP?

Toll Free: 800-648-9557
Website: www.kgreer.com

Access: 24 hours a day/seven days a week

HPHC Wellness Programs and Services

Living Well Online Portal

- Holistic well-being program
- Variety of wellbeing activities & monthly challenges
- Syncs to wearable devices
- Mobile & app accessible
- Opportunity to earn rewards

Living Well at Home

- Free, virtual fitness and wellness classes, including Zumba, yoga, barre
- Wellness webinars

Discounts & Savings

- Exclusive savings on a wide range of programs, products and services to support your health and well-being

Family Wellness

- **Ovia Health:** Family and women's health resources
- **Wellthy:** Support for caregivers
- **Included Health:** Support for LGBTQ+ members

oviahealth™



Included
HEALTH

Reimbursement Programs

- Wellness: Reimbursements for qualified fitness activities, along with mindfulness and nutrition programs
- Weight Management

Mindfulness

- Guided mindfulness sessions led by our team of expert instructors

Health Coaching

- For members age 18+, one-on-one support for issues like managing weight, smoking cessation, reducing stress and increasing physical activity

Utilization of Support Services

2023 Support Tool Utilization

- **Harvard Square Financial Planning**
 - 91 total engagements in 2023
 - 50% Faculty
 - 50% Admin/Hourly

To make an appointment with Harvard Square Financial Planning, contact Mary Koenig, CFP, at 781.652.8862 or mary@harvardsquarefinancial.com. Mary also visits campus to meet with employees and families in HR.

- **Employee Assistance Utilization Data**
 - 113 new utilization cases in 2023
 - 300 individuals accessed and engaged with the EAP online platform
 - 307 participated in EAP Events
 - Total % of employees engaging with EAP 60% (avg. between 10.9% & 59%)
- **Decision Doc (HYKE)**
 - 122 total engagements in 2023
 - 87 unique users

Updates from Holy Cross Advancement

Sean Scanlon

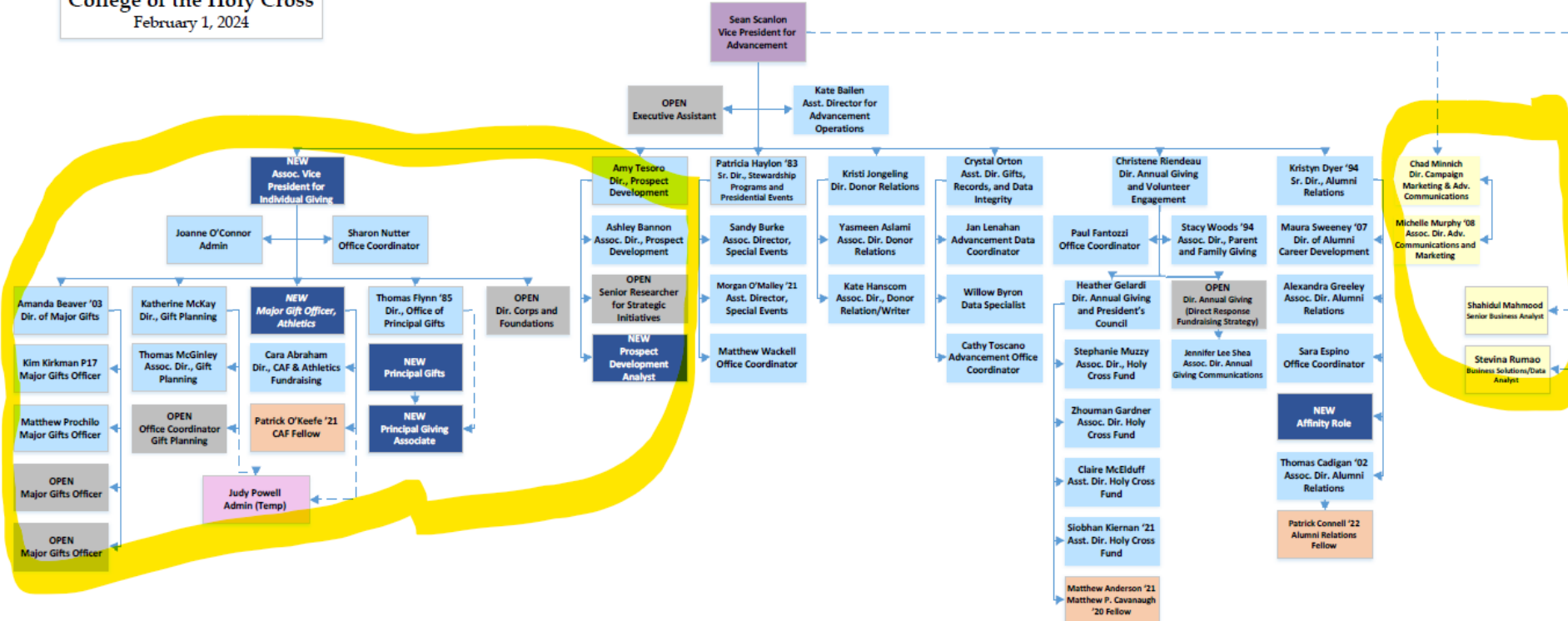
Vice President



Agenda

- Introduction
- Recent Changes in Advancement – where we are heading
 - Org changes
 - CRM
- Aspire Strategic Plan: Pillar 6 - The Culture of Philanthropy
- Future Fundraising Campaign
- Power of Purple Giving Day – Thank you

Office of Advancement
 College of the Holy Cross
 February 1, 2024



on
Technology Services
▼
Services
Design and Digital Media
Security

Constituent Management System (CRM)

What is CRM?

CRM, or Constituent Relationship Management (more often called “customer relationship management” in other industries), is a technology for managing an institution's relationships and interactions with current and potential constituents. Holy Cross engages a wide range of stakeholders like alumni and donors, but also including current students, faculty, staff, and other community members, such as athletics attendees, and enthusiasts of our performing arts events. The College has selected a leading CRM solution tailored for advancement teams in higher education.

Overview of Affinaquest RM

The new CRM, Affinaquest RM, Powered by Salesforce, is built on a robust cloud platform and offers a comprehensive suite of tools designed to enhance fundraising efforts through streamlined constituent management. Key features include:

Reimagine our approach to philanthropy and engagement to support Holy Cross' sustained vibrancy and strength today and tomorrow

FOREVER FORWARD




Thank you
for everyone
who
participated
in “The
Power of
Purple”
Giving Day
Feb 9-10!

give.holycross.edu/power-of-purple-2024

COLLEGE OF THE
Holy Cross

SIGN UP LOGIN

Power of Purple 2024



**EVERY GIFT
MAKES A
DIFFERENCE**

8,100
Donors 162% of 5,000 Donor goal

\$3,552,239
Donated

This campaign ended on February 10, 2024, but you can still make a gift to College of the Holy Cross by clicking [here!](#)

00:33

Records set
on almost
every level

Affiliation			Quick Search
Show 10 entries			
Affiliation	Donors	Raised (\$)	
Alumni	5467	\$1,915,032	
Parents	1859	\$1,100,218	
Students	351	\$34,679	
Faculty/Staff	310	\$60,978	
Friends	286	\$42,711	
Grandparents	103	\$43,047	



Thank you!

Questions?

Athletic Events: Faculty/Staff

*Nick Smith – Deputy Director of
Athletics/External Operations*

*Jason Sabatino – Director of Ticket
Operations*



Athletic Events

- NCAA Division I Athletics
 - 27 Intercollegiate Programs
 - League Affiliations – Patriot League, Hockey East (WIH), Atlantic Hockey (MIH), & ECAC (MROW)
 - 150 Home Events annually
 - Two Types of Athletic Events:
 - Ticketed
 - Non-Ticketed



Athletic Events - Ticketed

- Four Ticketed Sports:
 - Football
 - Men's Basketball
 - Women's Basketball
 - Men's Ice Hockey



Athletic Events - Ticketed

- Ticket Website: goholycross.com/tickets

All Faculty/Staff receive 1 FREE Ticket to all home ticketed events.

- [Faculty/Staff Information](#)
 - Important Notes:
 - Single Sign-in using Google account
 - 20% off all additional tickets purchased
 - [Step by step Instructions](#)



Athletic Events - Ticketed

- Additional Information/Opportunities
- Schedule Pages:
 - [Men's Basketball](#)
 - [Women's Basketball](#)
 - [Men's Ice Hockey](#)
- [Promotions](#)
- [Group Experiences](#)
- [Crusader Kid's Club](#)



Athletic Events – Non-Ticketed

- All Non-Ticketed Events are FREE to the public
- [All Sports Calendar](#)
- Faculty/Staff Appreciation Day(s)
 - Invited by student-athletes



Athletic Events

OUR STUDENT-ATHLETES NEED YOU.. YOUR PRESENCE FUELS US TO SUCCESS!!!

- Ticket questions: Jason Sabatino, Director of Ticket Operations, jsabatino@holycross.edu
- Sales/Group experiences: Justin Pierce, Director of Ticket Sales, jpierce@holycross.edu
- Marketing Ideas/Suggestions: Chris Herrion, Director of Athletics Marketing, cherrion@holycross.edu





Prevention Education Spotlight with The Office of Title IX & Equal Opportunity

Jillian Kelley, Asst Director of Prevention & Education, (she/hers)
jkelley@holycross.edu

The Office of Title IX and Equal Opportunity Team



**Associate
Director of
Investigations
/ Deputy Title
IX**



**Derek DeBobes
Director of Title IX &
Equal Opportunity/
Title IX Coordinator**



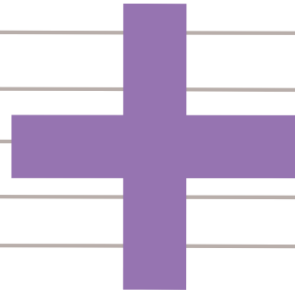
**Jill Kelley
Assistant
Director of
Prevention &
Education**



Prevention Education Overview

- Holy Cross Responsible Employee & CSA Training Course
- Onboarding for new employees
- Supplemental programming and training
- Scaffolded first year student curriculum
- Annual signature program events for entire campus

Consent



Capable to freely give

Reversible

Ongoing

Specific

Shared enthusiastically

For more information:

Follow @hcrpe

Visit the Office of Title IX &
Equal Opportunity website:





- To recognize and condemn sexual violence in all forms
- To engage as an active bystander and intervene in situations that contribute to rape culture
- To continue to educate myself on ways to disrupt rape culture
- To support survivors of sexual violence

10 signs of a
**HEALTHY
RELATIONSHIP**

comfortable pace
trust
honesty
independence
respect
equality
kindness
fun
healthy conflict
taking responsibility

#ThatsLove

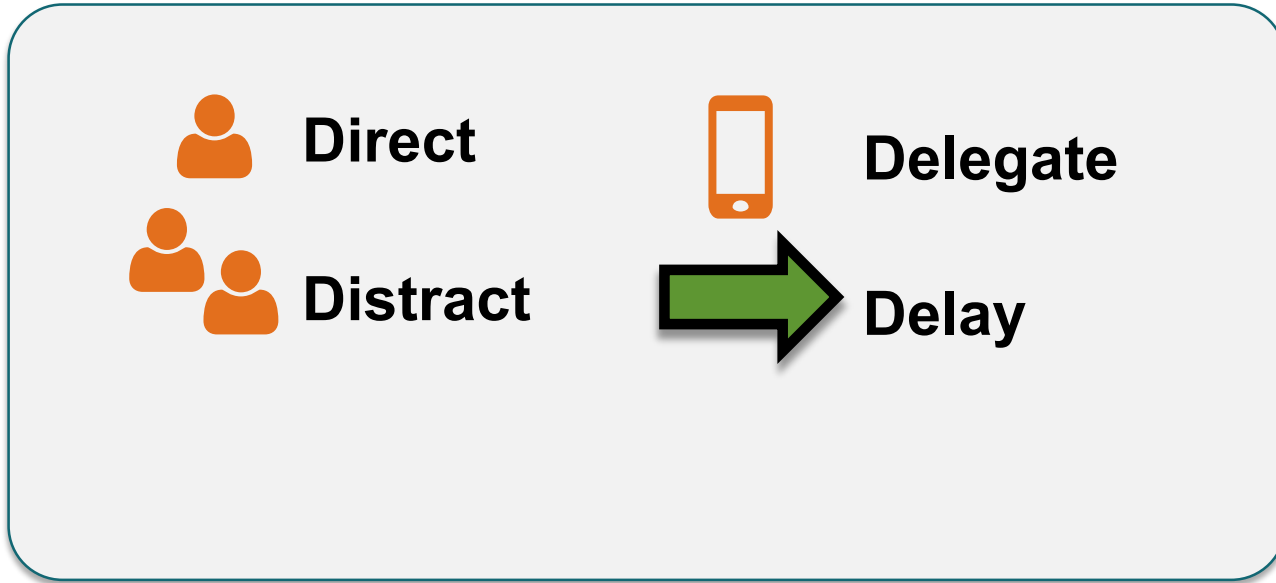
10 signs of an
**UNHEALTHY
RELATIONSHIP**

intensity
possessiveness
betrayal
isolation
manipulation
sabotage
guilting
volatility
belittling
deflecting responsibility

#ThatsNotLove



The 4 D's of Bystander Intervention



Request a training or workshop!

Title IX & Equal Opportunity Training/Workshop Request Form

This form will allow you to submit a training request to The Office of Title IX & Equal Opportunity to assist your audience in learning more about topics related to the Title IX and Equal Opportunity policies, Sexual Misconduct, and Sexual Violence Prevention. The complete list of options is available in the drop down menus.

To request a workshop, please complete the Workshop Request Form at least two weeks (10 business days) prior to the day of the desired workshop date.

Your email will be recorded when you submit this form

jckelley@holycross.edu [Switch account](#)



* Indicates required question

Save the Dates

- **The Clothesline Project**
 - April 5th- April 12th
 - Hogan Campus Center Floor 1
 - Resource tables from 11:00am-1:00pm Mon-Fri
- **Take Back the Night**
 - Wednesday April 17th 7:00-9:00pm
 - Hogan Oval
- **Denim Day (Holy Cross)**
 - Tuesday April 23rd
 - Table 10:00am-2:00pm

