By the Numbers …

University Use of Talent Acquisition Management (TAM)

Since TAM was launched, we have been making incremental changes to improve the user experience for applicants and the University community. In May 2013, CUNY implemented changes that provide Search Committees with on-line access to applicants' information, the ability to schedule interviews, and complete candidate evaluations through the system. In addition, screening questions were created for Higher Education Officer series titles in a pilot program to streamline the applicant review process.

OHRM wanted to see how the University is utilizing TAM functionality, so we crunched some numbers about key usage. We expect this data will be useful for benchmarking over time, so we will be able to measure the increasing usage of TAM University-wide and at the individual Colleges and Central Office.

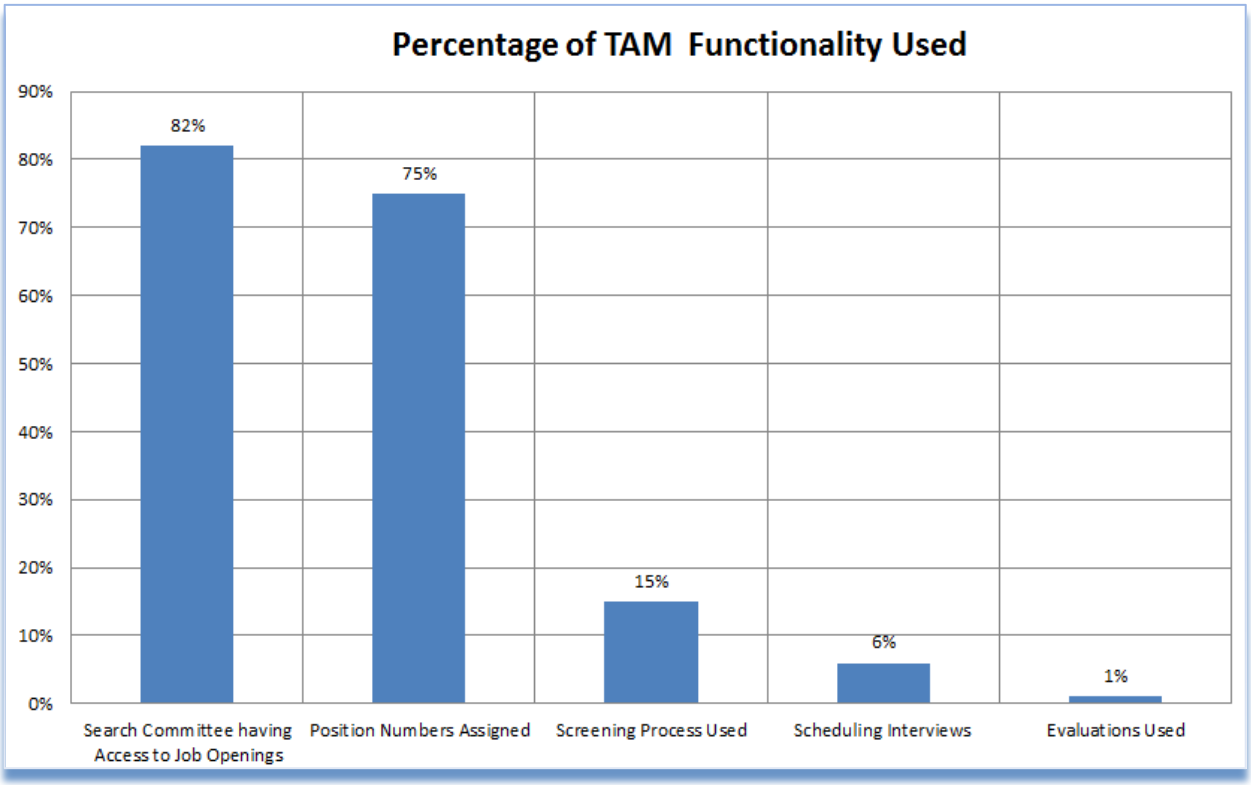
Summary of University Usage

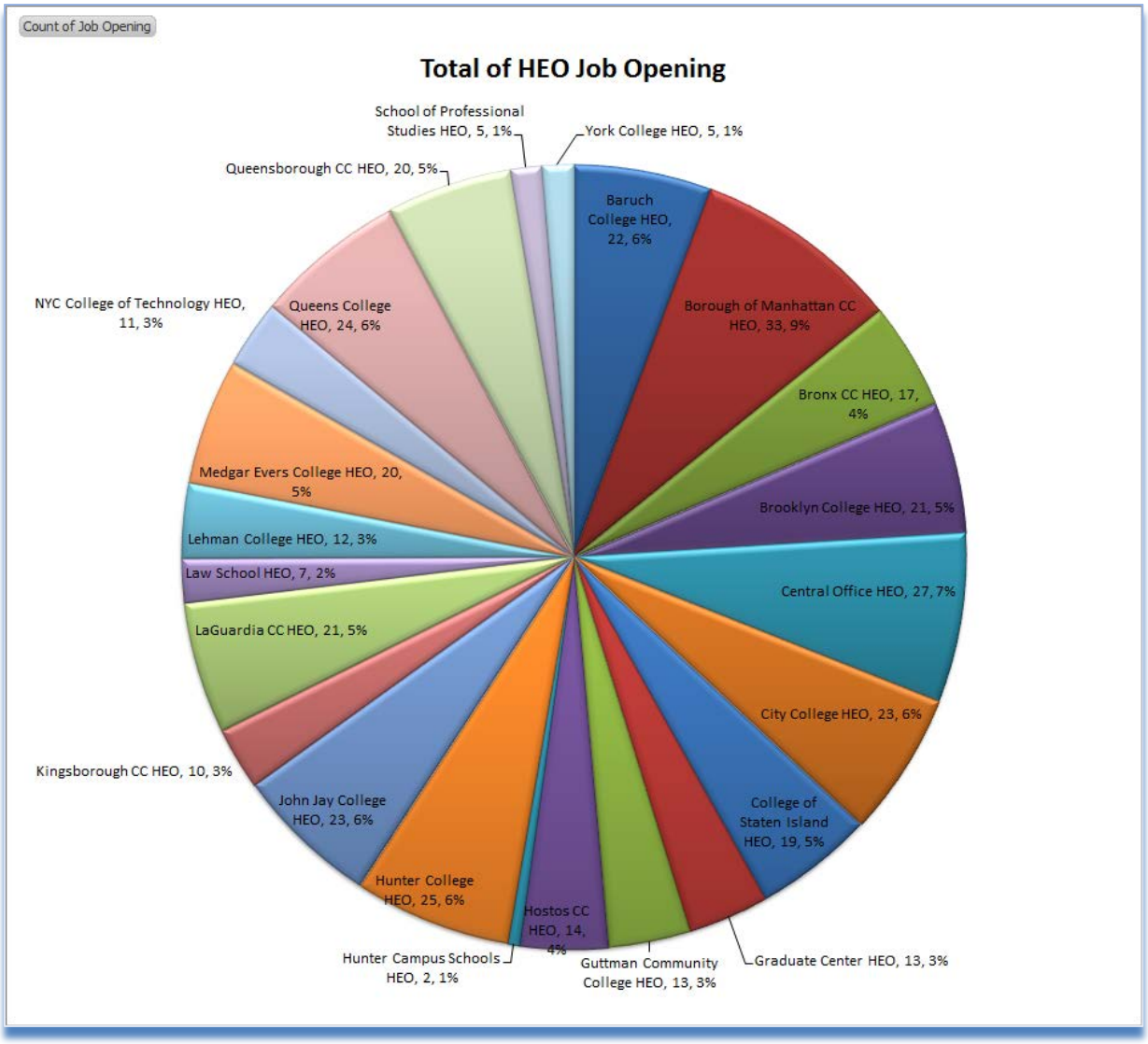
From late May through the end of November 2013, the Colleges and the Central Office posted approximately 1,000 job openings. Seventy-five percent of those openings had position numbers assigned. Posting the positions through TAM lets the Budget Office see the job openings and plan for funding the positions. Using TAM provides the colleges with an easy transition of new hire data into W*orkforce Administration*. In addition, Search Committee members had access to 82% of job openings so that they could review applicant information through TAM.

The Colleges and the Central Office are also making improvements in onboarding new hires through TAM with the *Job Offe*r and *Prepare-for-Hire* processes. Since May, the number of applicants processed through *Manage Hire* increased by 43%.

Over the same time period, there were 387 job openings in the HEO series for which recruiters could apply screening, if required, and Search Committee chairs or interested parties could schedule interviews and complete evaluations for the applicants.

The Colleges and the Central Office used the screening process for 15% of the available job openings, 6% of scheduled interviews, and less than 1% of evaluations for the applicants.





Conclusions

As is true with any new system, TAM experienced some glitches as it was rolled out. However, now TAM is functioning well and offers many advantages to the campuses. Notably:

- Candidates have expressed satisfaction with using TAM and applying online.
- TAM simplifies the search process by reducing paperwork and manual sorting, and has the capacity to streamline the screening process.
- TAM expedites the translation of the successful candidate's personal data into HCM; and
- TAM enables CUNY to respond quickly to demands for data on search processes, such as a federal audit

The CUNY HR community clearly understands the linkages between TAM and *Position Management*, plus the movement of applicants' personal data from TAM to *Workforce Administration* for streamlined hiring. Expanding the University's strategic HR agenda includes more robust system enhancements and use of TAM's self-service features by the colleges. This should enable the flawless execution of core HR services by campus-based HR departments to support their college's vital staffing needs more efficiently.

In addition, using TAM advances the University's efforts to be more data-driven with systematically compiled information and reports. We can track searches and analyze applicant pool demographics more accurately. We can measure how our recruitment efforts achieve campus-specific diversity plans, and proactively make changes to ensure alignment with the University's mission, college business objectives, and compliance with state and federal regulations. We can perform more strategic workforce planning, analytics and forecasting to inform our recommendations and strategies for faculty and staff recruitment, development and retention. Overall, TAM should help CUNY HR priorities and functions continually adapt to internal and external workforce and higher education policy changes.