

MacTRAC-ker



Office of Administrative Strategy
Wentworth House 118

MacTRAC Issues Response Document Released

The MacTRAC development and support team have heard a number of issues arising from work with MacTRAC and these we have attempted to organize and address in a special “Issues Response Document” which is available for review from your Director of Administration.

We can also report that we have heard positive experiences, some of which were described with language such as: “soooo fun!”, “boogie”, “love it”, “super quick and easy”.

Implementing change takes time and practice and mistakes and missteps are part of the learning process. Often a new system has software problems or the new process may not account for special circumstances that are encountered. All of which, we appreciate, can be frustrating.

As well, we recognize that there have been more process changes required than originally anticipated.

For example, candidate requirements have had to be addressed especially and the interaction between the faculty member / researcher / hiring supervisor and the hiring manager has also had to change more than initially envisioned.

Further, we are aware that there have been impacts to jobs and roles, to information flow, organization and process flow and timing.

The Office of Administrative Strategy is available to assist any department or work group to address any issues arising from the implementation of MacTRAC.

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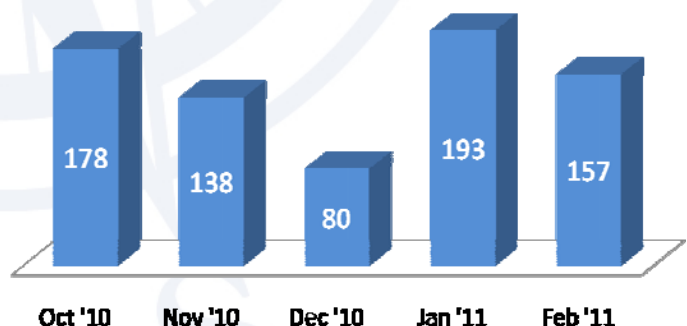
Activity Since “Go-Live”

Since Fall 2009, when MacTRAC was implemented, 1,997 requisitions have been created.

Furthermore, since Temporary / Casual hires went “live” on October 4, 2010, up to March 3, 2011, a total of 874 Temporary / Casual hires have been processed. See month-to-month activity below.

The departments with the most Temporary / Casual hires over this period included Athletics and Recreation, DeGroote School of Business, Medicine, Housing & Conference Services, School of Nursing and Education Services (FHS).

Temporary / Casual Hires by Month



Best Practice Notes

Retro-Hires. As you know it is best practice, if admittedly difficult, to hire the candidate before employing them. Otherwise, the result is termed a “retro-hire”, where hire dates are later than start dates. In our case, since the October go-live date, approximately 70% of all hires were retroactive. This percentage is degrading, however, and in February, 85% of hires were retroactive! A retro-hire occurs on average 30 days following the employee’s start date. In comparison, “proactive” hires are completed on average 20 days prior to the employee’s start date.

Acting on Behalf of. It is also best practice, although perhaps not possible in all circumstances, to have candidates accept offers of employment themselves directly through the system. Since “go-live” approximately 46% of the temp/casual offers were in fact accepted directly by the candidates themselves – and the hiring manager was not required to act “on their behalf”.

Creating MacTRAC Accounts. Hiring managers create accounts for candidates when they enter a jobseeker’s email that is not associated with any existing accounts and then, on the following screen, input first and last names and referral source. Experience tells us that creating an account in this manner may often lead to confusion over correct logins and passwords once the candidates themselves initially try to access their account. Thus, unless it is absolutely necessary to create the candidate account, it is best practice to have the candidates create their own accounts before initiating the offer management process. FYI: In February, 64% of candidate profiles were created by hiring managers.



Calling All MacTRAC Champions & SuperUsers!

Are you comfortable working with MacTRAC? Have you employed different functionalities in the system, such as multiple hires? Do you access and use the summary screens to manage your MacTRAC hires and approvals? For example, do you use the Manage Requisitions screen, My Pending Approvals screen when approving requisitions, or the My Offers screen? If you do, we would like to hear from you!

We’d like to organize a group of **MacTRAC Champions and SuperUsers** – hopefully with representatives from each department and faculty. As members of this group you will receive training in advanced MacTRAC functionality and continuous process improvement, you will be invited to assist with user acceptance testing (UAT) and, on occasion and when your time permits, assist new users in your area. To become involved and contribute to the MacTRAC superuser group, please email Barry Bender at: barry.bender@mcmaster.ca.



"All is connected ... no one thing can change by itself."

Paul Hawken

Hiring Manager's MacTRAC "Tip"

Some hiring managers have developed simple communication tools to be used by their faculty / researchers / hiring supervisors when requesting hires. These are forms, paper or electronic, that when completed provide all of the information the hiring manager requires to create the hire requisition. As well – and here's the "tip" – hiring managers have included on this form the following instructions (or similar wording) for the hirer to convey to their candidates:

Instructions to Convey to Candidates:

- a) Instruct your candidate to create an account on MacTRAC as soon as possible if they have not already done so.
- b) Forward or have your candidate forward to the hiring administrator the email address used to create the candidate's MacTRAC account.

Looking Back to Where We Began

HRIS Steering Committee Guiding Principles

In July 2009 when we began to examine the issues and possible solutions to the HRIS Steering Committee's objectives, these were the guiding principles:

- Efficient and effective processes based on best practice.
- User-focused, intuitive processes to streamline the approval process and eliminate the use of paper transactions wherever possible.
- Standardized/Automated processes, recognizing that internal department processes may need to be different based on business need.
- An appropriate balance between ease of use and necessary financial controls.
- Deploy new technology without customizations unless a business case is prepared outlining the value of the investment.

As well, the following objectives were identified:

- Harmonize the various hiring processes to the greatest degree possible.
- Create one point of entry for all information required to hire.
- Ensure all required information (position, compensation, finance, etc.) is current, correct and readily available.
- Create a simplified and consistent recruitment and hiring procedure.

Obviously we are more successful in some areas than other. What do you think? Please email barry.bender@mcmaster.ca with your comments.

"Change is inevitable – except from a vending machine."

Robert C. Gallagher



What's on the Horizon for MacTRAC?

Undergraduate Teaching Assistants Hire Tool. We are already into training our first set of users of the hire tool for Undergraduate Teaching Assistants and we anticipated a roll-out date in mid March. Watch for at least one significant innovation in this tool which will also impact the temporary / casual hire tool: both the provincial and federal tax forms will be fillable online. Thus, there will be no need for candidates to print and hiring managers to handle the two tax forms. They will be available electronically for the HR Advisor from the New Hire Report.

Change Requests. Also just around the corner is another HR-pointing tool for administrators; this one is for requesting changes to employee records. Change requests such as Terminations, Releases, Changing GL codes, Special Premium Payment and Modify Assignment (inc. Revise / Add Duties, Change Rate / Salary, Change Employee Schedule) will be facilitated electronically by this tool. Hoping to begin our user acceptance testing in March, we look forward to your participation.

New Password Reset Process. Over the next few weeks, a new password reset process will be in place on MacTRAC. Instead of receiving a "reset" password in plain text when clicking the Forgot your Password? link, the user will receive a time sensitive "token" in an email which will then have to be entered at a website indicated (and linked to) in the email. This approach will result in a higher degree of security for resetting passwords.

MacTRAC Tips for Candidates

- A candidate's instructions document and other support information are available at: <http://www.workingatmcmaster.ca/process-reengineering/>.
- When accessing your account on MacTRAC use your entire email address (e.g. macid@mcmaster.ca).
- You only require one account on MacTRAC - avoid creating duplicate accounts with different email addresses. Remember that MacTRAC differentiates between macid@mcmaster.ca and macid@univ.cis.mcmaster.ca. Using both will result in accidentally creating two separate accounts.
- Additional tips for candidates are available through the Ask McMaster functionality on the [Working@McMaster](#) web page.

"The only way to make sense out of change is to plunge into it, move with it, and join the dance."

Alan Watts

