



UNIVERSITY AT ALBANY
State University of New York

Leveraging Technology to Maximize Employee Relations Outcomes

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The Problem

- WE CAN'T FIX WHAT WE DO NOT KNOW ABOUT BUT WE ARE HELD LIABLE FOR WHAT HAPPENS, WHETHER WE KNOW IT OR NOT.
 - And what we don't know about, we have no data on.
 - And what we must manually input, is more time consuming than self-reported cases.
- As the work environment changes as do regulatory and legal considerations in the workplace, it is more important than ever that institutions, particularly public institutions, proactively address workplace concerns, issues and conflicts through appropriate methods and means.
- These methods and means need to take into consideration :
 - That the reporting party can be almost anyone – staff, student or community member;
 - Employee shifts and availability to meet with Employee Relations;
 - Socioeconomic and language barriers to reporting incidents to Employee Relations;
 - The visibility of Employee Relations to the workforce;
 - How close (or far) away an employee is from the element of their reporting structure that deals with Employee Relations;
 - Diversity, Equity and Inclusion – Historical experiences with Employee Relations that may impact how the benefits (or the lack thereof) of reporting issues to Employee Relations will be; and,
 - All of the other issues that come with everyday life from concerns of retaliation to “he said, she said” situations, among other things.



Engaging the Customer Engaged Our Team

- High performance teams engage, collect data and each play a critical role in the process such that all involved have an ownership stake in the outcome, and in doing so, take a greater amount of responsibility on.
- This project required input from students, faculty, staff, managers and the leadership, along with employee relations professionals.
- To cross collaborate and foster a climate in which we were able to address this issue, we brought in a group of students (HRIS MBA team) to work with us on leveraging available technology to achieve our goal – to have as much knowledge of what occurs in the workplace as is possible AND appropriate.
- We met weekly on Fridays to review issues, concerns, data and to pivot accordingly to address the issues.
- Bringing in all perspectives allowed us





Solution Round 1



If this is an urgent issue, please call the hotline number at **SUNY Phone Number: 518-437-4700**
I want to report a concern.

What is your full name?

How may we contact you?

Provide contact information

I would prefer to remain anonymous. (Please provide sufficient information for us to inquire into your concern, including issue details, names of those involved and any witnesses.)

What is your concern? *

Where did this occur? *

When did this occur? *

What is your work location?

Provide the names (first & last) of those involved with the issue.

Provide the names (first & last) of any witnesses or others with knowledge of the issue. *

Provide a description of the issue you are reporting. *

Have you reported this issue previously?

Yes No

If yes, to whom?

Submit



FRACUITY

HOME ALL CASES NEW CASE ▾ ADMINISTRATION ▾ INSIGHTS ▾

MY OPEN CASES

MY OPEN PRIORITY CASES

ALL OPEN CASES

MY QUEUE

Report a Concern (▾

Ticket: T-22-01-001



Form Name : Concern Report

01/04/2022

[View Webform](#)

Ticket: T-21-12-019



Form Name : Concern Report

12/21/2021

[View Webform](#)

The form creates a ticket queue of issues reported within our case management system that can be reviewed, turned into a formal case matter, tracked and responded to quickly.

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Solution Round 1 Continued

- We added it to our email signatures.
- We sent out an email blast to all faculty and staff.
- **No one used it. Hmmm, that didn't work. What now?**
 - Back to the drawing board.
- Two months later, in conjunction with institutional research, after encouraging high level users to go to the webform, we hit the streets with a survey to raise awareness and get feedback.
- The goal of the survey was to arm us with data to reach our end users effectively.





Survey Says

- The availability and usefulness of the webform was not well communicated to our most frequent users of employee relations and we did not reach new populations.
- Employees do know what constitutes a policy violation that should be reported but felt that: (1) they needed to have a one-on-one call about a sensitive issue; didn't know the webform was available; or, were concerned that they would not receive a timely response if they used the webform versus emailing (49.43%), calling (36.78%), zooming or showing up in person. Or, worst case, they didn't contact us at all.
- User frequency for employee relations, according to those surveyed, is approx. 1 to 2 times per year.
- 95% of supervisors surveyed had never used the form even though 45% were familiar with it and knew how to use as well as access it.



Applying What We Learned

Access and education should be ubiquitous on this topic.

Training High Frequency Users.

Explaining the Value Add.

Weblinks.
QR Codes.
Email Blasts.
Email Signatures.
Required Reports.

Being candid with callers about why using the form is helpful.

Lead from the front and the top.

Adapt to customer needs, step by step.

User adoption doesn't happen overnight.

Low risk, high reward endeavor.



Questions? Comments?

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