

STARS System and Business Process Update

Subject: Update on STARS: New Strategic Talent-management And Recruitment System
Date: March 22, 2007



As most of you are aware, on February 26, 2007, we launched STARS as our new recruitment system. Since the launch, we have learned a good deal about how well our new job recruitment system and hiring process functions. We have received valuable user feedback and wanted to share some of what we have learned since implementation.

From the period February 26, through March 19, 2007:

- The new job search page has received approximately 79,500 hits from interested job applicants.
- The system also recorded about 82,000 inquiries into the details of job descriptions from interested job applicants.
- About 2,000 potential job candidates have submitted 6,000 applications for positions through STARS.
- Over 1,000 job descriptions for various Yale positions have been emailed to "friends" or potential candidates.

We have responded to the user feedback and help desk queries in the following areas

Browser configurations: some staff members have reported various technical difficulties in using STARS. The most frequent reports centered on those users who had various computer program add-ons or used a different browser other than Internet Explorer. Please consult the following web pages, which provide information regarding supported platforms and browsing recommendations:

- <http://www.yale.edu/hronline/stars/application/Hmgrstips.html> for managers
- <http://www.yale.edu/hronline/stars/application/recommend.html> for applicants

For further assistance, you may contact the ITS Help Desk staff, who have been trained to provide support to Yale users of STARS.

Planning and collaboration between HR and hiring managers: to get recruitment efforts off to the best start possible and avoid unnecessary cancellation of job requisitions, it is important that hiring managers contact their HR Generalist, who will facilitate further collaboration with Staffing or Compensation as required. The HR Generalist will also assist in developing accurate job descriptions, titles and grades, and in forming the requisition approval team. Please consult the STARS support page for hiring managers <http://www.yale.edu/hronline/stars/managers/> for further details on the supporting HR business process and additional resources.

Additional training for hiring managers: based upon the feedback of the STARS pilot group, additional training will be conducted for hiring managers on both the STARS system and its supporting HR business processes. Please visit <http://www.yale.edu/hronline/stars/training/> for updated information regarding training sessions and self-directed web-based tutorials.

Finally, I wish to thank all of you who have been directly or indirectly involved in the launch of STARS, and to encourage all staff to participate and provide feedback on our continuing progress to improve Yale's recruitment and hiring process.