

**Pitt Worx  
Champion  
Meeting  
Jan 8, 2019**

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# Session Topics

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- Education Update
  - New QRG's
  - Trainee Feedback
  - 2019 Schedule
  - Delivery formats
- Post-production Update
  - State of Support
  - Commonly Asked Questions
  - SkillSurvey presentation
- Champion Program Update
  - 2019 program update
  - Open Forum for Question and Feedback

# Talent Center Education Update

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- New QRG's available on "[Get Started with Talent Center](#)" page
- Communicate ideas through "[Submit an Inquiry](#)"
- Training Participant Survey
  - 93% rated instructors above average or excellent
  - 97% rated material manageable or easy
  - Top suggestions:
    1. Training and/or guides for "approver" function
    2. Session too long
    3. More details on complex scenarios

# Talent Center Education Update

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- New Training Delivery Formats
  - Virtual Sessions
    - Presenter-led
    - Limited or no interaction with presenter
    - Submit questions via “chat” for response after the session
    - 1 to 2 hours
    - Topic-specific
  - Onsite, Instructor-led, hands-on
    - Instructor-led
    - Hands-on exercises
    - More complex scenarios
    - 3 to 4 hours
    - Function-specific
    - Bellefield and Thaw

# Talent Center Education Update

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- New Training Delivery Formats (Continued)
  - Virtual Lunch and Learn
    - Presenter-led
    - Special topics
    - Limited or no interaction with presenter
    - 50-minute
    - Recorded
  - On-demand, hands-on
    - Hands-on exercises
    - 3 to 4 hour with stop/start capability
    - Function-specific
    - Through Learning Management System
    - Starting in February

# Talent Center Support Update

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- Contact the HR Customer Service team with all Talent Center usage issues:
  - ❑ Email: [HRCustomerSupport@pitt.edu](mailto:HRCustomerSupport@pitt.edu)
  - ❑ Call: 412-624-7000, option 3
  - ❑ [Submit an inquiry online](#)
- ❑ Will be launching the “Feedback Portal” in April 2019

# Talent Center Support Update

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- Commonly asked support questions since go-live:
  1. SkillSurvey Service
  2. Access to candidate attachments converted from PittSource
  3. Adding supplemental questions to a Job Requisition
  4. External candidate Job Search at [join.pitt.edu](http://join.pitt.edu)
  5. Account Number input during Student Recruitment
  6. Talent Center integration with EBS for new Account Numbers
  7. Talent Center Reporting and Analytics
  8. PittSource vs Talent Center

*\* All topics will be added as FAQ and/or QRG*

# Champion Program Update

# Pitt Worx™



Talent Center



Payroll



Core HR



Benefits



Time & Labor

Transitioning from “Talent Center Only” focus to broader Pit Worx deployment



# Q&A and Open Forum

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