MID-OHIO Educational Service Center

CONFIDENTLY LEADING THROUGH
COLLABORATION, CUSTOMIZATION AND CREATIVITY

Board Report
October 2025
Achievement & Leadership

We have begun the process of reviewing our current practices and procedures to find efficiencies with our operations. The first department meeting was held with Jenny Reed and Human Resources. We began with a thorough review of our current hiring and onboarding processes. As we continue to grow and serve an increasing number of districts and employees, it has become clear that several areas within our HR workflows need improvement to ensure efficiency, compliance, and consistent experience for all staff.

Hiring Process and Position Creation

Currently, the process of creating a new position begins with the director completing a paper form housed in Mrs. Reed's office. One significant concern is that each new position must have a corresponding job description. However, access to current job descriptions is inconsistent across departments. When a description is unavailable, directors are expected to locate a similar one and edit accordingly, which introduces variability and potential compliance issues.

Recommendation: We propose the development of a centralized, digital position creation form and a shared job description repository to ensure consistency and accessibility across departments.

Job Postings

Internal postings are functioning well and continue to be a strong communication tool within our organization. However, external postings require additional clarification and structure. Currently, only client, partner, and member schools may post with MOESC at no cost. Schools that purchase MOESC services are charged a minimal fee, while schools not affiliated with MOESC should not be permitted to post positions.

Recommendation: Clear guidelines should be created and communicated to staff to ensure adherence to posting policies, and access to external postings should be monitored to prevent misuse.

Employment Authorization (EA)

The EA process is initiated through a paper form, again housed in Mrs. Reed's office. The director is responsible for informing appropriate leadership, verifying certifications/licensures, and confirming wages and benefits. Mrs. Reed then organizes the required documentation for submission to the Board agenda.

A recurring issue has been the burden placed on Mrs. Reed to collect all necessary materials independently.

Recommendation: Directors must take a more active role in gathering and submitting documentation. Additionally, transitioning this process to a digital format would improve efficiency and accountability.

Onboarding Process

The onboarding experience currently includes HR orientation slides and a technology setup form that directors complete during the EA submission phase. However, collecting signed acceptable use forms

remains inefficient, and there is a need for streamlined access for third-party and college student workers.

Recommendation: Explore the possibility of issuing a generic temporary login to allow new hires to access required documents immediately. Furthermore, we must clarify which PSW training applies to non-traditional staff such as student workers and contractors, and ensure their access to necessary systems.

New Hire Paperwork and Training Plans

Mrs. Reed maintains a master checklist of onboarding paperwork, but directors need to provide additional information to all new hires. This information should include department non-negotiables, prioritized information, and common understandings of difficult topics.

Recommendation: Each department must create a list of onboarding materials, share it with HR, and ensure alignment with other departments. The use of a standardized training plan template (e.g., MOESC Training Plan and Assessment Template 2025) is strongly encouraged.

Other Key Items

- PSW Accountability: A clear system for tracking and enforcing the completion of mandatory training is needed.
- ESS Account Setup: There is confusion regarding who enters new employees into ESS and who sends the welcome email. Additionally, it is unclear if confirmation is sent to acknowledge account setup.