

NASPE Communications Awards Nomination

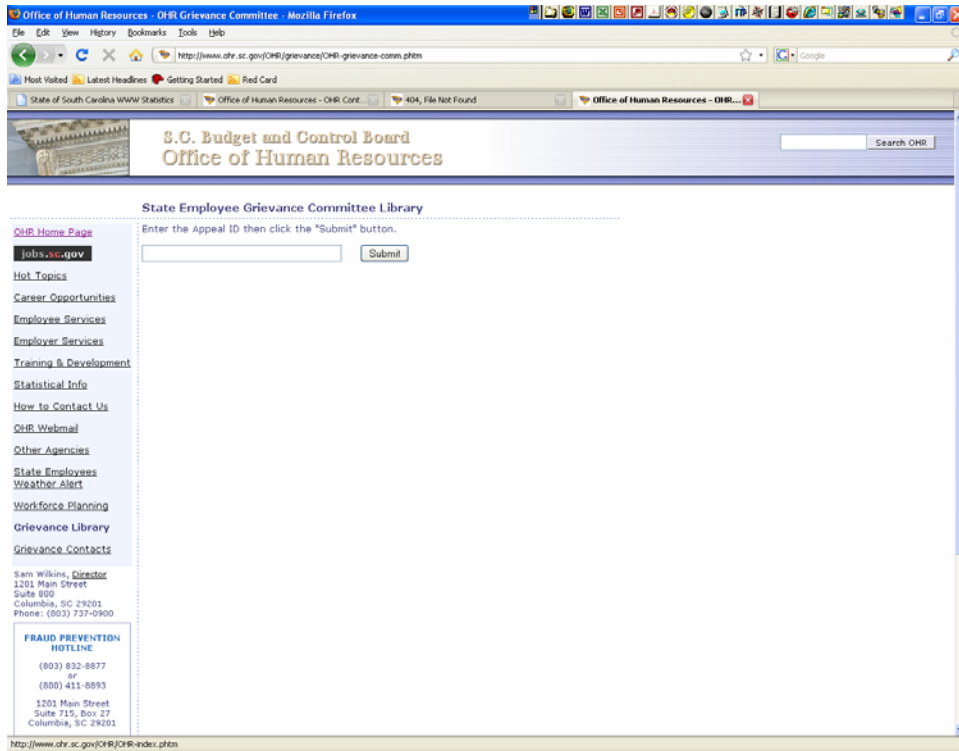
Submission Title: S. C.'s E-Library for Appeals to the State Employee Grievance Committee
Submission Category: Electronic: Web site
State: South Carolina
Contact Person: Sam Wilkins
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1. Please provide a brief description of the submission.
South Carolina's State Budget and Control Board's Office of Human Resources introduced an online library which provides access to appeal files and audio recordings of hearings for members of the State Employee Grievance Committee. The Committee is responsible for hearing the appeals of state employees who have experienced an adverse employment action, such as a termination. The e-library allows each five-member appeal panel and the Committee attorney to securely access, via an unpublished URL and password, the appeal files prior to, during, and after the hearing. The information is secure and accessible only to those members who have been assigned to a specific appeal.
2. How long has the submission been in existence?
The e-library was developed during the spring of 2008. It was added to the web site in June 2008.
3. Why was the submission created?
Previously, appeal files were sent via U.S. mail. Prior to a hearing, each appeal file was copied and sent by mail to the Committee Attorney and each of the five panel members that were assigned to the appeal. Now panel members and the Committee Attorney can immediately access the appeal information from any computer with internet access.
4. How does this submission support the goals and objectives of your agenda/department?
The Office of Human Resources continues to look for ways to use technology to improve processes, reduce cost, and reduce waste. Postage costs to mail the appeal files have been eliminated and Committee members have benefited from being able to access the digital audio recordings of the hearing while drafting final decisions. Paper and copying costs have also been greatly reduced which has made administrative tasks more efficient and expeditious. Recently, the e-library has been expanded to include reference material for all Committee Members and plans are currently in development to add web-based training for new Committee Members and Chairpersons.
5. Have you been able to measure the effectiveness of this submission? If so, how?
Feedback received from members of the State Employee Grievance Committee, as well as the staff of the Office of Human Resources, indicate they have found the e-library easy to use and effective. Cost savings and reduced waste were realized immediately in the elimination of the paper needed to copy appeal files, which can range in size from one hundred to several hundred pages.

Grievance Library

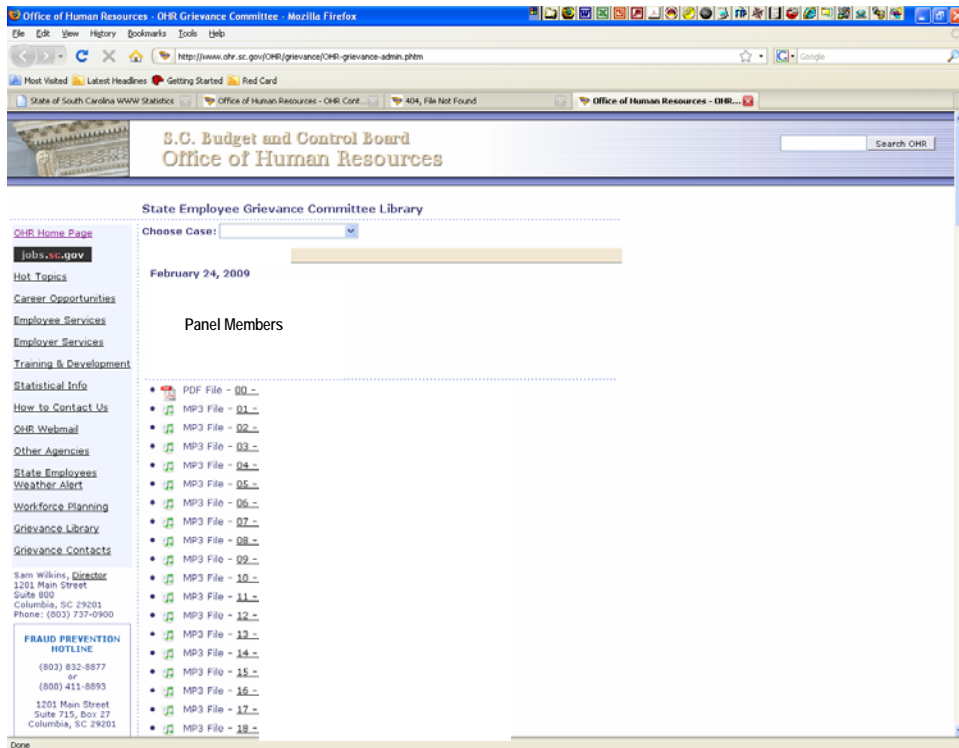
<http://www.ohr.sc.gov/OHR/grievance/OHR-grievance-comm.phtm>

LOGIN PAGE



The screenshot shows a Mozilla Firefox browser window displaying the login page for the State Employee Grievance Committee Library. The browser's address bar shows the URL <http://www.ohr.sc.gov/OHR/grievance/OHR-grievance-comm.phtm>. The page header features the logo of the S.C. Budget and Control Board Office of Human Resources and a search bar. The main content area is titled "State Employee Grievance Committee Library" and contains a form with a text input field for "Enter the Appeal ID then click the 'Submit' button." and a "Submit" button. A left sidebar contains a navigation menu with links such as "OHR Home Page", "Jobs", "Hot Topics", "Career Opportunities", "Employee Services", "Employer Services", "Training & Development", "Statistical Info", "How to Contact Us", "OHR Webmail", "Other Agencies", "State Employees", "Weather Alert", "Workforce Planning", "Grievance Library", and "Grievance Contacts". At the bottom of the sidebar, contact information for Sam Wilkins, Director, and the Fraud Prevention Hotline is provided.

CASE PAGE



The screenshot shows the case page for a grievance. The browser's address bar shows the URL <http://www.ohr.sc.gov/OHR/grievance/OHR-grievance-admin.phtm>. The page header is identical to the login page. The main content area is titled "State Employee Grievance Committee Library" and features a "Choose Case:" dropdown menu. Below the dropdown, the date "February 24, 2009" is displayed. The section is titled "Panel Members" and contains a list of 18 files, each with a document icon and a filename: "PDF File - 00 -", "MP3 File - 01 -", "MP3 File - 02 -", "MP3 File - 03 -", "MP3 File - 04 -", "MP3 File - 05 -", "MP3 File - 06 -", "MP3 File - 07 -", "MP3 File - 08 -", "MP3 File - 09 -", "MP3 File - 10 -", "MP3 File - 11 -", "MP3 File - 12 -", "MP3 File - 13 -", "MP3 File - 14 -", "MP3 File - 15 -", "MP3 File - 16 -", and "MP3 File - 17 -". The sidebar navigation menu and contact information are also visible.