Application for 2016 University of California Larry L. Sautter Award

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Project Team Leaders

UC Davis
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- Binnie Singh, Assistant Vice Provost, Project Co-Chair
- Mary Hayakawa, Exec. Dir. Real Estate Services, Project Co-Chair

Project Team

UC Davis
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- Brent Seifert
- Edward Callahan

Institute for Population Health Improvement
- Kathleen Maccoll

"UC Davis Front Door is the most honest tool I’ve seen that recognizes the unique and complimentary reality of our two campuses within One UC Davis. Well Done.”

-Scott Yates, Communications Project Manager
Human Resources, UC Davis

https://frontdoor.ucdavis.edu/
Project Background

In August 2013, Provost Hexter appointed a Work Group that included representatives from both the UC Davis campus and the UC Davis Health System campus in Sacramento to develop a comprehensive program to assist candidates and new hires during their recruitment, relocation, and orientation to either UC Davis campus. The workgroup surveyed and interviewed stakeholders to help inform the scope of a comprehensive program. The suggestions that emerged from the surveys and focus groups were a centralized “one stop shop” website that would provide information and resources for new hires including:

- Benefits
- Child Care
- Housing Information
- Human Resources
- Campus Information
- Policies
- Local Community Information
- Academic Affairs
- Mortgage Origination Program
- Relocation Services

After completing its fact-finding, the Work Group recommended a central website with information about relocating to UC Davis and links to other pertinent information. This website became known as UC Davis Front Door.

Project Description

The UC Davis Front Door website is a comprehensive tool for any prospective or new UC Davis employee. It combines vital information for new employees and recruits from across many different UC Davis websites and incorporates it all into one site. The following types of information can be found on Front Door:

*Community Information:* Specific information on communities and cities located within a 50 mile radius of either of the UC Davis Campuses that help an employee gather data about relocation options. Each city has links for school districts, average home pricing, climate, event calendars, etc. Each city's page also has a table detailing how many current UC Davis and UCDHS employees actually live in that city. Finally, each city's page details distance to both UC Davis Campuses.

*UC Davis Campus and UC Davis Health System Campus Information:* These two pages include easy to find links for all the pertinent information a new employee will need about the campuses. This includes Employment Resources such as human resources, academic affairs, benefits, where to get an employee ID card, and disability management services. Campus Resources include staff assembly, restaurants on campus, transportation and parking and more. A user will also find learning and development resources, employee discounts, the campus map and a virtual tour on the campus pages.

*New Employee Welcome:* One of the original outcomes of the focus groups was a request for an in person welcome event to acculturate new employees to UC Davis. This quarterly event incorporates engaging speakers sharing their UC Davis stories, networking, and a campus tour. Employees can sign up for the event by using the Front Door website. (https://frontdoor.ucdavis.edu/new-employee-welcome-new-davis-campus-employees).

*Housing Resources:* This page includes information about UC Davis Real Estate Services, rental and faculty/staff housing resources, relocation resources, home finder search and info about the Mortgage Origination Program. Coming soon to this page will be a list of UC Davis vetted real estate agents and information about the employee buyer/seller rebate program.
Collaboration

The Front Door project has been a cross campus initiative; bringing together members of both the UC Davis Health System Campus and the UC Davis Campus to work collaboratively to bring the project to life.

The Front Door workgroup represented members of Academic Affairs, Human Resources, and Real Estate Services who brainstormed, conducted the surveys and laid the framework for functionality of the website.

Information and Educational Technology acted as the web developer and worked with representatives from Real Estate Services to complete the layout and look and feel of the website. They also designed the Front Door logo.
Innovation

Front Door is the most comprehensive website of its kind in the UC System. It creates a “one stop shop” user experience for prospective employees; allowing a recruiter to disseminate one link to all the information an employee would need to live near and work at UC Davis. Front Door takes information spread across many UC Davis websites and puts it all in one location. This is especially important for UC Davis because all employees hired for either the UC Davis Campus or the UC Davis Health System Campus use many of the same resources.

Also unique to the UC System is the Community Information page on the site. It allows potential employees to gather information and compare cities in proximity to the two UC Davis Campuses. Additionally, each city’s page includes a table showing how many current UC Davis and UCDHS employees actually live in that city; helping an employee/potential employee make decisions about where they might like to live or visit.

Rather than using the Cascade content management system, Front Door was developed using Drupal: a more modern web content management platform. It was one of the first websites at UC Davis built by Information and Educational Technology using the new platform and allows for more efficient content management with better flexibility and security.

The design, functionality and layout of the site could be easily implemented at other campuses in the UC system.

“Community” Page Example

West Sacramento

West Sacramento is located in Yolo County just across the bridge from Downtown Sacramento and minutes from Davis. It is contiguous with Sacramento, but is separated by the Sacramento River which is also the County line. West Sacramento was named by the United States Conference of Mayors as the Most Livable City in America in 2014 in the category of cities with fewer than 100,000 residents. West Sacramento is home to the River Cats and Raley Field.

Helpful Links for West Sacramento

- City of West Sacramento Homepage
- School District
- Average Home Prices
- Census Data
- Climate
- Where to Stay
- Where to Eat
- Things to Do
- Event Calendar
- Parks and Recreation
- Library

Total UC Davis Employees Living in West Sacramento

<table>
<thead>
<tr>
<th>UC Davis and UCDHS Employee Breakdown</th>
<th>Number of Employees Who Live in West Sac</th>
</tr>
</thead>
<tbody>
<tr>
<td>UC Davis Campus</td>
<td>293</td>
</tr>
<tr>
<td>UCDHS Campus</td>
<td>282</td>
</tr>
</tbody>
</table>

Note:

*Based off payroll information from April 2015. Only full time employee information included.

Other Cities in Yolo County

- Davis
- West Sacramento
- Winters
- Woodland
Impact

The services offered to candidates through the Front Door website have become ever more important as UC Davis competes with peer institutions to attract and retain the most talented faculty/academics and staff to UC Davis. Front Door has created a streamlined process for obtaining information allowing a friendly and welcoming user experience.

The site has been implemented Campus wide and is linked to from the Main UC Davis webpage, UC Davis Human Resources and UC Davis Academic Affairs pages.

The website was rolled out in June of 2015 and has been a large success, garnering over 15,000 hits on the home page in its first year. The website has had visitors from world including Canada, China and Russia.

Outcomes

- UC Davis now has a one stop shop website in Front Door that answers all types of questions that prospective and newly hired employees may have about UC Davis and the surrounding area.
- Human Resources and Academic Affairs now directs all recruits and appointees to the Front Door website for more information about UC Davis. Human Resources has added the Front Door website link to all new employee paperwork packets.
- Academic Affairs shares information on the Front Door website at all new Faculty Workshops and the mandatory New Chairs 2 Day Workshop offered at the start of each new academic year.
- The UC Davis Health System directs all new employees to the Front Door website.
- All employees use the Front Door website to sign up to attend the newly implemented New Employee Welcome event.
- The website is currently getting on average 40 hits per day.