

2000-2001 Institutional Effectiveness Plan

Department: Office of Human Resources

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Unit Mission Statement

The Office of Human Resources will provide "services for succes" in innovative ways to ensure a cooperative relationship with all divisions of the College. The Office of Human Resources will be responsible for fiscal responsibility, for acquiring resources in a timely manner, for recruiting qualified personnel, for providing safe and adequate facilities and for all other support services necessary to ensure a productive learning and working environment.

List of Clients:

College employees

Students

Surrounding Communities

Instructional Divisions

Adminstrative Departments

Applicants in search of College Opportunities

Texas Higher Education Coordinating Board

Employees Retirement System of Texas

US Department of Education

Legislative Budget Board

Internal Revenue Service/Social Security Administration

Texas Worker's Compensation Commission/Carrier

Intended Outcomes

Department: Office of Human Resources

Intended Outcome: 1

Timely & Accurate Reporting

Intended Outcome: 2

Improve communication with all divisions, departments and employees of the college

Intended Outcome: 3

Promote safe and healthy working environment

Intended Outcome: 4

Compliance of all HR reporting to outside agencies.

Intended Outcome: 5

Recruit qualified personnel

Performance Indicators

Department: Office of Human Resources

Outcome: 1 Timely & Accurate Reporting

Performance Indicator: A	Letters to applicants will continue to be sent within 7 days from the date the search committee documents are received.
Performance Standard	100% compliance of complete search committee documents ensures prompt responses to applicants
Fall Activity Plan	Review the applications for vacant positions weekly that have not been picked up by search committee chairs and send reminders.
Resources Required to Support Fall Activities	Review applications weekly and send reminders to search committee chairs.
Spring Activity Plan	Monitor and continue process followed in the fall and make necessary revisions.
Resources Required to Support Spring Activities	Review applications weekly and send reminders to search committee chairs.
Summer Activity Plan	Monitor and continue process followed in spring and make necessary revisions.
Resources Required to Support Summer Activities	Review applications weekly and send reminders to search committee chairs.
Data Sources: (Most recent available unless otherwise noted)	HR applicant log sheets for each vacant position.
Supporting Units:	Search Committee Chairs

Performance Indicator: B	Employee leave forms will be required within 3 business days from the date of the employee's absence to provide accurate sick and vacation leave balances.
Performance Standard	90 % compliance of completed employee leave forms submitted within 3 days of the employee's absence.
Fall Activity Plan	Document which departments continue to submit their leave forms late and provide training for the employees and supervisors.
Resources Required to Support Fall Activities	Daily review employee leave forms received and document those received late. Update balances on a daily basis. Classified employees will continue to be updated once a month after their time cards are scanned.
Spring Activity Plan	Conduct mid year audit of leave balances in February. Notify employee if any corrections are made.
Resources Required to Support Spring Activities	Daily review employee leave forms received and document those received late. Update balances on a daily basis. Classified employees will continue to be updated once a month after their time cards are scanned. Review data reports provided by ITS
Summer Activity Plan	End of year audit will be conducted in August. Notify employee if any corrections are made.
Resources Required to Support Summer Activities	Daily review employee leave forms received daily and document those received late. Update balances on a daily basis. Classified employees will continue to be updated once a month after their time cards are scanned. Review data reports provided by ITS
Data Sources: (Most recent available unless otherwise noted)	HR Employee Leave Files, Data reports obtained by ITS
Supporting Units:	ITS

Performance Indicators

Department: Office of Human Resources

Outcome: 1 Timely & Accurate Reporting

Performance Indicator: C	Time Accountability Report will be distributed to all supervisors after each monthly payroll to account for each employee's right to receive compensation for working. The report is due to HR by 2:00 on the third calendar day.
Performance Standard	100% compliance of returned time accountability reports issued to all supervisors after each monthly payroll.
Fall Activity Plan	Monitor the process to identify any reporting and submittal problems. If no changes are needed continue to check off returned reports on the master list and contact supervisors who have not submitted their reports to hand deliver their time accountability report immediately. Conduct a second training for supervisors who repeatedly submit tardy or incomplete reports.
Resources Required to Support Fall Activities	Review master list of the time accountability reports issued and dates returned at the end of each month.
Spring Activity Plan	Monitor the process to identify any reporting and submittal problems. If no changes are needed continue to check off returned reports on the master list and contact supervisors who have not submitted their reports to hand deliver their time accountability report immediately. Conduct a second training for supervisors who repeatedly submit tardy or incomplete reports.
Resources Required to Support Spring Activities	Review master list of the time accountability reports issued and dates returned at the end of each month.
Summer Activity Plan	Monitor the process to identify any reporting and submittal problems. If no changes are needed continue to check off returned reports on the master list and contact supervisors who have not submitted their reports to hand deliver their time accountability report immediately. Conduct a second training for supervisors who repeatedly submit tardy or incomplete reports.
Resources Required to Support Summer Activities	Review master list of the time accountability reports issued and dates returned at the end of each month.
Data Sources: (Most recent available unless otherwise noted)	HR IA system
Supporting Units:	ITS, Supervisors, Coordinators, Directors

Performance Indicator: D	
Performance Standard	
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicators

Department: Office of Human Resources

Outcome: 2 Improve communication with all divisions, departments and employees of the college

Performance Indicator:	A	HR professional development
Performance Standard		All HR staff will obtain training in his or her area of specialty per year either individually or as a group.
Fall Activity Plan		Plan group professional development day for cross training to provide better service to college employees.
Resources Required to Support Fall Activities		Closed to the public for 8 hours. Phones and walk-in's greeted by work-study personnel.
Spring Activity Plan		Plan for joint training for HR and Business staff by an outside trainer in advanced use of current software.
Resources Required to Support Spring Activities		Closed to the public for 8 hours. Phones and walk-in's greeted by work-study personnel. Split funding of trainer fees.
Summer Activity Plan		Monitor and continue process followed in spring and make necessary revisions.
Resources Required to Support Summer Activities		1 1/2 days for obtaining training and materials needed for summer enrollment.
Data Sources: (Most recent available unless otherwise noted)		ERS, Outside Vendor for Software Training
Supporting Units:		Business Office

Performance Indicator:	B	Conduct at least 6 workshops per year to college employees on various topics.
Performance Standard		At least two training or workshop will be conducted per semester on any topic suitable to the needs of the college's employees or required for compliance with any laws.
Fall Activity Plan		Workshop for Sick Leave Pool, sexual harassment, Employee relations, HR procedures
Resources Required to Support Fall Activities		Four hours per semester for each session or training to be conducted by HR personnel.
Spring Activity Plan		Workshop for sexual harassment, employee relations, HR procedures, Sick Leave Pool.
Resources Required to Support Spring Activities		Four hours per semester for each session or training to be conducted by HR personnel.
Summer Activity Plan		Conduct benefit question/answer session, summer enrollment and new hire orientation
Resources Required to Support Summer Activities		Facility for large groups (auditorium) with assistance from media services.
Data Sources: (Most recent available unless otherwise noted)		HR Policies & Procedures, Employees Retirement System of Texas, Texas Employment Laws
Supporting Units:		Media Services/ITS

Performance Indicator:	C	
Performance Standard		
Fall Activity Plan		
Resources Required to Support Fall Activities		
Spring Activity Plan		
Resources Required to Support Spring Activities		

Performance Indicators

Department: **Office of Human Resources**

Outcome: 2 Improve communication with all divisions, departments and employees of the college

Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator: D	
Performance Standard	
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicators

Department: **Office of Human Resources**

Outcome: 3 Promote safe and healthy working environment

Performance Indicator:	A	Provide at least 4 safety and wellness training seminars which are beneficial to employees performing various types of jobs within the college.
Performance Standard		One safety training or wellness session offered every quarter that address basic safety and health maintenance information.
Fall Activity Plan		Plan Wellness fair in October. Plan safety training on Prevention of slips and falls in early November.
Resources Required to Support Fall Activities		1 week preparation for Wellness Fair and large facility to accommodate large groups. 1 1/2 hours for viewing video and discussion of safety concerns
Spring Activity Plan		Plan health screening drive in February. Plan safety training on emergency procedures do's and don'ts and on office safety.
Resources Required to Support Spring Activities		1 day for health screening drive and large facility to accommodate large groups. 1 1/2 hours for viewing video and discussion of safety concerns.
Summer Activity Plan		2 safety training sessions on weather protection and personal protective equipment.
Resources Required to Support Summer Activities		1 1/2 hours for viewing video and discussion of safety concerns for each session.
Data Sources: (Most recent available unless otherwise noted)		Tx. Worker's Compensation Carrier, Tx Worker's Compensation Commission, Valley Learning Resource Centers.
Supporting Units:		Media Services, NAH, Public Libraries, State Agencies

Performance Indicator:	B	Decrease in the number of work-related injuries and illness for fiscal year.
Performance Standard		Decrease of 25% from previous year reported injuries and accidents.
Fall Activity Plan		Monitor the number of reported injuries. Investigate all injuries to confirm it was work-related. Goal is no more than 1 incident per month from Sept - Dec.
Resources Required to Support Fall Activities		4 hours each semester to review W/C files and conduct investigations.
Spring Activity Plan		Monitor the number of reported injuries. Investigate all injuries to confirm it was work-related. Goal is no more than 1 incident per month from Jan - May.
Resources Required to Support Spring Activities		4 hours each semester to review W/C files and conduct investigations.
Summer Activity Plan		Promote zero-accident attitudes. Implement a contest during the summer with prize given to the department with zero accidents or injuries.
Resources Required to Support Summer Activities		Donations and support from local merchants.
Data Sources: (Most recent available unless otherwise noted)		Review of W/C injuries or accidents filed during 9/1/00 through 8/31/00
Supporting Units:		W/C carrier; departments; divisions

Performance Indicator:	C	Implement Sick Leave Pool benefit to employees.
Performance Standard		Introduce Sick Leave Pool participation guidelines and procedures to every qualified full time employee. Obtain written confirmation of participation and declination.
Fall Activity Plan		Provide Sick Leave Pool enrollment opportunity to eligible full time employees through the month of October. Update leave balances for members donating hours.

Performance Indicators

Department: Office of Human Resources

Outcome: 3 Promote safe and healthy working environment

Resources Required to Support Fall Activities	New database and filing system for tracking participation and declinations, donations, applications for benefits and awards of sick leave hours. Additional staff member to assist with program implementation.
Spring Activity Plan	Provide Sick Leave Pool enrollment opportunity for eligibile full time employees through the month of May. Update leave balances for members donating hours.
Resources Required to Support Spring Activities	Update same Sick Leave Pool database with new participants information and continue tracking hours donated and declinations, applications for benefits and awards of sick leave hours. Additional staff member to assist with program implementation.
Summer Activity Plan	Conduct audit of balances of members.
Resources Required to Support Summer Activities	3 days for review of Sick Leave Pool files.
Data Sources: (Most recent available unless otherwise noted)	HR Sick Leave Pool database and participant files.
Supporting Units:	none

Performance Indicator:	D
Performance Standard	
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicators

Department: Office of Human Resources

Outcome: 4 Compliance of all HR reporting to outside agencies.

Performance Indicator:	A	Complete all requests for HR data information by the expected date or due date for IPEDS, IRS/SSA, TX Workforce Commission, Legislative Budget Board, Higher Education Coordinating Board and Worker's Compensation Ins. Fund and all other agencies.
Performance Standard		100% compliance of reporting obligations to outside agencies.
Fall Activity Plan		Prepare IPEDS, IRS/SSA report by 11/30. Continue responses to TWC within 10 days of receipt of notice.
Resources Required to Support Fall Activities		Data reports from ITS. Approximately 3 days to complete.
Spring Activity Plan		Prepare data for worker's compensation premium analysis report based on cytd earnings of all employees covered by w/c.
Resources Required to Support Spring Activities		3 days to prepare and review data provided by ITS.
Summer Activity Plan		Prepare LBB and HECB reports and complete by 7/13.
Resources Required to Support Summer Activities		Data reports from ITS and approximately 3 days to complete.
Data Sources: (Most recent available unless otherwise noted)		HRS, ITS
Supporting Units:		ITS, IRE

Performance Indicator:	B	Continue with SACS accreditation procedures for evaluation credentials of all faculty.
Performance Standard		100 % of faculty members will be evaluated as mandated by SACS and cleared for teaching in their discipline.
Fall Activity Plan		Audit new faculty official transcripts for cofirmation they are qualified to teach in their discipline.
Resources Required to Support Fall Activities		Review of new faculty credentials by Transcript Evaluator.
Spring Activity Plan		Audit new faculty official transcripts for cofirmation they are qualified to teach in their discipline.
Resources Required to Support Spring Activities		Review new faculty credentials by Transcript Evaluator.
Summer Activity Plan		Audit new faculty official transcripts for cofirmation they are qualified to teach in their discipline.
Resources Required to Support Summer Activities		2 weeks to review new faculty credentials
Data Sources: (Most recent available unless otherwise noted)		HR Personnel Files
Supporting Units:		

Performance Indicator:	C	
Performance Standard		
Fall Activity Plan		

Performance Indicators

Department: Office of Human Resources

Outcome: 4 Compliance of all HR reporting to outside agencies.

Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator: D	
Performance Standard	
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicators

Department: Office of Human Resources

Outcome: 5

Performance Indicator:	A	Expand recruitment throughout Texas at educator functions and conferences
Performance Standard		Participate in at least one educator function or conference per year.
Fall Activity Plan		Attend a function late in November to recruit for spring vacant positions.
Resources Required to Support Fall Activities		1 day of travel and preparation.
Spring Activity Plan		No activity or function needed until early summer for fall vacant positions.
Resources Required to Support Spring Activities		None
Summer Activity Plan		Attend a teacher conference to recruit qualified applicants for fall vacant positions.
Resources Required to Support Summer Activities		1 day travel and preparation.
Data Sources: (Most recent available unless otherwise noted)		Web; Newsletter:Paid advertising
Supporting Units:		Texas Colleges and Educational Professional Agencies

Performance Indicator:	B	Offer job fairs throughout the multi campus locations.
Performance Standard		Conduct at least 3 job fairs per year.
Fall Activity Plan		Job Fair in November for Spring.
Resources Required to Support Fall Activities		Paid Advertising; facility to accommodate large group; at least 10 tables and 100 chairs; HR staff for extended hours; refreshments.
Spring Activity Plan		Job fair in April for Summer
Resources Required to Support Spring Activities		Paid advertising; facility to accommodate large group; at least 10 tables and 100 chairs; HR staff for extended hours; refreshments.
Summer Activity Plan		Job for in July for September
Resources Required to Support Summer Activities		Paid advertising; facility to accommodate large group; at least 10 tables and 100 chairs; HR staff for extended hours; refreshments.
Data Sources: (Most recent available unless otherwise noted)		Web; Newsletter:Paid advertising
Supporting Units:		Division Directors;Program Chairs: Community

Performance Indicator:	C	
Performance Standard		
Fall Activity Plan		
Resources Required to Support Fall Activities		
Spring Activity Plan		
Resources Required to Support Spring Activities		
Summer Activity Plan		
Resources Required to Support Summer Activities		

Performance Indicators

Department: Office of Human Resources

Outcome: 5

Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator: D	
Performance Standard	
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	