

## Linkages from Outcome to Activities

### Office of Human Resources

The Office of Human Resources will provide "services for success" 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.

Intended Outcomes	Performance Indicators	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed
01 Student Success	01A Well-Oriented Faculty and Staff	Begin multi-department new hire in-service and training session. Involve two or more departments to participate in the new hire in-services and training sessions conducted in fall/spring	Departmental Records	Office of Institutional Research & Effectiveness, Facilities, Admissions, Business Office	Fall	Coordinate with Facilities in providing a walk through of campus locations; Admissions overview of enrollment services; Business Office overview of services/procedures; IE introduction. Printed survey available to evaluate the organization, material, presenters/trainers, training location, and other pertinent information.	Staff from Facilities, Admissions, Business Office, OIRE. Generalized printed survey that can be used for all in-service/training.
					Spring	Review surveys and determine what changes can be made to improve the new hire in-service/training. Involve the same departments as in the fall session.	Staff from Facilities, Admissions, Business Office, OIRE. Generalized printed survey that can be used for all in-service/training.

<b>Intended Outcomes</b>	<b>Performance Indicators</b>	<b>Performance Standard</b>	<b>Data Sources</b>	<b>Supporting Units</b>	<b>Term</b>	<b>Activities</b>	<b>Resources Needed</b>
01 Student Success	01A Well-Oriented Faculty and Staff	Begin multi-department new hire in-service and training session. Involve two or more departments to participate in the new hire in-services and training sessions conducted in fall/spring	Departmental Records	Office of Institutional Research & Effectiveness, Facilities, Admissions, Business Office	Summer	Review surveys and determine what changes can be made to improve the new hire in-service/training. Involve the same departments as in the fall session.	Staff from Facilities, Admissions, Business Office, OIRE. Generalized printed survey that can be used for all in-service/training.
	01B Faculty/Staff Retention	Benchmark and improve STCC employee retention rate (over 2000-2001.)	Texas Department of Insurance, OIRE, Texas Community Colleges	OIRE; Purchasing; VP of Finance/Adm. Services; Dr. Reed; Board of Trustees	Fall	Review current benefits and identify possible improvements that would require little or no additional cost to implement. Possibilities may include new dental, vision, and cancer plans; redefining personal leave and immediate family members. Produce cost analysis report for introducing new benefit's).	Additional work study help to print information packets, gather data, and cost analysis reports.
					Fall	Develop employee incentive/reward program. Use task forces to facilitate creating employee incentives/rewards. Have task force committee members from each classification create ideas for employee incentives/rewards. Regular scheduled task force committee member meetings to discuss new ideas for employee incentive/rewards and the resources required for implementation.	Bank account for monetary funds raised by task force committees or donations given by community. Facility for annual school function for presenting employee recognition.

<b>Intended Outcomes</b>	<b>Performance Indicators</b>	<b>Performance Standard</b>	<b>Data Sources</b>	<b>Supporting Units</b>	<b>Term</b>	<b>Activities</b>	<b>Resources Needed</b>
01 Student Success	01B Faculty/Staff Retention	Benchmark and improve STCC employee retention rate (over 2000-2001.)	Texas Department of Insurance, OIRE, Texas Community Colleges	OIRE; Purchasing; VP of Finance/Adm. Services; Dr. Reed; Board of Trustees	Spring	If estimated cost analysis approved, issue bids for additional benefits such as dental, vision and cancer insurance. Publicize any policy/procedure revisions to employees.	Work study help to assist daily activities and prepare benefit enhancement or introduction information.
					Spring	Regular meeting with taskforce committee members to discuss new ideas, identify required resources and criteria for employee incentive/rewards/recognition.	Bank account for funds raised by taskforce committee members and donations by community. Facility for annual school function for employee recognition.
					Summer	Enhance existing benefits or introduce new benefit by summer 2002. Provide new benefit information to all eligible employees. Schedule new benefit enrollment (if applicable) for 9/1 effective date.	Work study help for distributing information, enrollment and implementation of new benefit or revised benefit process.
					Summer	Continued meetings with taskforce committee members. Present ideas, required resources, criteria for employee incentive/rewards/recognition to President for review.	Funds and facility for school function to honor employees.
	01C Highly Qualified Personnel in Instructional and Student Support Services	Increase average size of initial, qualified applicant pool by 20%.	Departmental Records, Hiring Committee Records	Departmental Records, Hiring Committee Records	Fall	Review and require SACS standards for new faculty.	SACS Criteria
					Fall	Review and require professional standards where applicable.	Professional Standard Documentation, NASPA, ACPA

<b>Intended Outcomes</b>	<b>Performance Indicators</b>	<b>Performance Standard</b>	<b>Data Sources</b>	<b>Supporting Units</b>	<b>Term</b>	<b>Activities</b>	<b>Resources Needed</b>
01 Student Success	01C Highly Qualified Personnel in Instructional and Student Support Services	Increase average size of initial, qualified applicant pool by 20%.	Departmental Records, Hiring Committee Records	OIRE; Purchasing; VP of Finance/Adm. Services; Dr. Reed; Board of Trustees	Fall	Prepare appropriate initial salary and benefit package.	Professional Standard Documentation, NASPA, ACPA
					Fall	Decrease the length of time from advertisement to hire.	Professional Standard Documentation, NASPA, ACPA
02 Access & Equity	02A Access to HR Services	All sites will have access to HR services including job fairs, in-service, and benefit enrollment with at least two HR events will be offered at each site.	Outside agencies; HRS-IA system	Division Directors, multi-campus location coordinators; Media Services	Fall	Offer a job fair, in-service and training at multi-campus locations. Offer sick leave pool enrollment in Weslaco, Rio Grande, Weslaco, CAAT, Pecan, and Dr. Casso NAHC.	HR Clerk and Benefits Assistant needed to help with the functions of providing adequate benefit training and enrollment, and job fair assistance. Funding for travel reimbursement of gas/mileage.
					Spring	Offer a job fair, in-service and training in McAllen, Weslaco, and Rio Grande. Offer sick leave pool enrollment at all sites. New hire orientation at CAAT.	Funding for travel reimbursement of gas/mileage
					Summer	Offer one benefit enrollment meeting at all sites in July/02.	Funding for travel reimbursement of gas/mileage.

<b>Intended Outcomes</b>	<b>Performance Indicators</b>	<b>Performance Standard</b>	<b>Data Sources</b>	<b>Supporting Units</b>	<b>Term</b>	<b>Activities</b>	<b>Resources Needed</b>
02 Access & Equity	02B Equal Access to Quality Service	All employees will have equal access to quality HR service.	HR Web page, HR scheduled training; College newsletter	Technology Services, Media Services	Fall	Provide flexible hours to accommodate all work units. Provide extended hours for processing HR paperwork and obtaining authorization to work for STCC new hires. Continue to work every Wednesday evening until 7:00 p.m. Schedule trainings in advance at different locations/times to be accessible to more employees.	Rescheduling work shifts if additional monies not available for overtime payment
					Spring	Provide extended hours for processing HR paperwork and obtaining authorization to work for STCC new hires. Continue to work every Wednesday evening until 7:00 p.m. Schedule trainings in advance at different locations/times to be accessible to more employees.	Rescheduling of work shift if additional funding is not available for overtime.
					Summer	Continue to work each Wednesday evening until 7:00 p.m. and assisting employees and public.	Reschedule work hours for staff member working Wednesday evening so that hours for the week remain at 40.
	02C Access to Benefit Data	Create HR interactive website accessible by employees.	HR Benefit Web Page;ERS Web Page; Carrier links	Technology Services, CIS department	Fall	Create new HR Benefit Web Page with links to other websites for benefit information. Post benefit handbook with latest policy/procedure/explanation of employee benefits. Create online reporting for worker's compensation injuries, web page survey and suggestions for improvement.	Training and assistance in developing web page. CIS and ITS assistance in accessing information submitted online. HR user id for receiving/sending information.

<b>Intended Outcomes</b>	<b>Performance Indicators</b>	<b>Performance Standard</b>	<b>Data Sources</b>	<b>Supporting Units</b>	<b>Term</b>	<b>Activities</b>	<b>Resources Needed</b>
02 Access & Equity	02C Access to Benefit Data	Create HR interactive website accessible by employees.	HR Benefit Web Page;ERS Web Page; Carrier links	Technology Services, CIS department	Spring	Notify employees of HR Benefit Web Page and measure effectiveness through survey. Review survey results and suggestions for improvements and make necessary revisions.	Training and assistance from ITS and CIS department in enhancing the benefit web page and making suggested improvements (if applicable).
					Summer	Continue to monitor web page surveys and suggestions for improvement. Update web page information as needed.	None
	02D Access to HRS Data	100% completion of HRS screen data fields will be populated by August 2002 and will be accessible by authorized staff.	HR-IA system; Focus Programs	HR Programmer, Information Technology, SET representative.	Fall	Designate HR screens and field ownership for data entry to each HR staff member. Provide training for HR staff on what function the screens have within the IA system.	HR Programmer highly specialized exclusively with HR data tables, files and menus to provide training and guide HR Staff with full use of IA system and HR data.
					Spring	Continue with specialized training for HR staff and concentrate on creating specialized focus programs for HR	Closed session HR Professional Development Day for specialized training.
Summer	No activity planned for summer due to high volume of work in other areas (summer school pay; job fairs, adjunct in-services, new hire processing for fall, summer enrollment training and benefit fair)	None					

<b>Intended Outcomes</b>	<b>Performance Indicators</b>	<b>Performance Standard</b>	<b>Data Sources</b>	<b>Supporting Units</b>	<b>Term</b>	<b>Activities</b>	<b>Resources Needed</b>
02 Access & Equity	02E Access to HR Information	Good employee relations will be supported by the communication of important information to all employees. HR will submit at least one article each month in college newsletter.	Health Tips Subscription Newsletter, RGV Safety Council Meetings, various HR publication subscriptions	Public Information, STCC's current workmen's compensation carrier	Fall	Submit at least one article per month to the college newsletter. Schedule one training session and one benefit session (overview of one fringe benefit per month)	HR safety/health subscriptions.
					Spring	Submit at least one article per month to the college newsletter. Schedule one training session and one benefit session (overview of one fringe benefit per month)	HR safety/health subscriptions
					Summer	Submit at least one article per month to the college newsletter.	None
03 Compliance	03A Timely Reporting	All requests for information by outside agencies or organizations will be processed by the due date. No exceptions.	HRS-IA system; HR applicant database; New hire background release forms; State of Texas; TRS; ORP; ERS.	Information Technology; Admissions/Records; Business Office;	Fall	EEO reporting, IPEDS; Higher Education Coordinating Board benefits survey; CBM reporting; Legislative Budget Board Survey; Medicare/Social Security Adm report; Monthly new hire reporting; TRS retired member employment; Annual employee background release inquiry; Worker's Compensation Audit report.	Accurate data; Focus Programs
					Spring	EEO reporting, IPEDS; Higher Education Coordinating Board benefits survey; CBM reporting; Legislative Budget Board Survey; Medicare/Social Security Adm report; Monthly new hire reporting; TRS retired member employment; Annual employee background release inquiry; Worker's Compensation Audit report.	Accurate data; Focus programs
					Summer	Monthly new hire report, CBM and TRS reporting.	Accurate data; Focus programs

<b>Intended Outcomes</b>	<b>Performance Indicators</b>	<b>Performance Standard</b>	<b>Data Sources</b>	<b>Supporting Units</b>	<b>Term</b>	<b>Activities</b>	<b>Resources Needed</b>
03 Compliance	03B Accurate Reporting	All requests for information by outside agencies or organizations will be accurate. No exceptions.	HRS-IA system; HR applicant database; New hire background release forms; State of Texas; TRS; ORP; ERS.	Information Technology; Admissions/Records; Business Office;	Summer	Monitor reports for accuracy. Track data for use in improvement strategies.	Accurate data; Focus programs
	03C Laws and Regulations	100% compliance with Federal, State, and Local Laws and Regulations			Summer	Review laws and regulations with staff. Monitor for compliance.	Legal and regulatory documents, staff meeting attendance
	03D STCC Policy & Procedures	100% compliance with STCC Policy & Procedures			Summer	Review STCC Policy and Procedures with staff. Monitor for compliance.	Accurate data; Focus programs
	03E Regional and Programmatic Accreditors	100% compliance with all Regional and Programmatic Accreditors			Summer	Review regional and programmatic accreditation requirements that apply to HR with staff. Monitor for compliance.	Accurate data; Focus programs