

Actual Outcomes & Implications

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 Outcome:

01 Student Success

Performance Indicator:

01A Well-Oriented Faculty and Staff

Performance Standard:

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

Actual Outcome:

Full-day orientations conducted on the employee's first day of hire (excludes Faculty) covering College history, divisions, benefits, safety, policies and procedures. Employee's are toured through Pecan Campus grounds, escorted to obtain picture identification badges and parking permits. New hires report to their department supervisor the next day. New faculty orientation scheduled separately during inservice days for returning and new faculty.

Implication for Next Year:

Continue with full-day orientations and separate orientations for faculty covering the same topics.

Performance Indicator:

01B Faculty/Staff Retention

Performance Standard:

Benchmark and improve STCC employee retention rate (over 2000-2001.)

Actual Outcome:

Turnover rate based on the number of employees who have separated from the College within the last 5 years was approximately 10 % and is comparable to other Community College turnover rates. Therefore retention rate is approximately 90%.

Implication for Next Year:

Eliminated from IE Plan as a performance standard.

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Performance Indicator:

01C Highly Qualified Personnel in Instructional and Student Support Services

Performance Standard:

Increase average size of initial, qualified applicant pool by 20%.

Actual Outcome:

Advertising sources expanded to include participation in state job fairs, improved advertisements that announce a description of the job, salary, and benefits have given way to larger flow of qualified applicants. HR Web enhancements for employment opportunities productful.

Implication for Next Year:

Continue with same activities as last year. Expand HR webpage for employment, benefits and other areas.

Intended Outcome:

02 Access & Equity

Performance Indicator:

02A Access to HR Services

Performance Standard:

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.

Actual Outcome:

Job fairs, inservice and trainings were offered at all multicampus locations. Benefit training for open enrollment and how to prevent computer related injuries offered in July/02.

Implication for Next Year:

Continue scheduling job fairs, inservice and trainings at all multicampus location. Schedule annual training next July.

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Performance Indicator:

02B Equal Access to Quality Service

Performance Standard:

All employees will have equal access to quality HR service.

Actual Outcome:

HR remains open every Wednesday until 7:00 p.m. to accommodate employees and applicants with extended business hours for submitting applications, HR new hire documents and obtaining authorizations to work. HR also scheduled extended hours on the weekend and during the week prior to beginning the fall/spring semesters.

Implication for Next Year:

Continue scheduling extended business hours every Wednesday and prior to beginning the fall and spring semesters.

Performance Indicator:

02C Access to Benefit Data

Performance Standard:

Create HR interactive website accessible by employees.

Actual Outcome:

HR Benefit Web Page updated with links to other websites for benefit information (linked to State of Texas -Employees Retirement System and carrier websites). Benefit Handbook placed on web containing every benefit board approved policy. Q & A list updated on the Web. Online reporting for on-the-job injuries was not developed. Web page survey eliminated from IE Plan.

Implication for Next Year:

Create a "Contact Us" link on HR Benefit Web for submitting questions about employee benefits or suggestions. Include benefit forms required for making benefit changes or information updates. Request programs for use of HR-employee on-line modules to view and update certain personal information. Issue employee PINs (personal identification numbers).

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Performance Indicator:

02D Access to HRS Data

Performance Standard:

100% completion of HRS screen data fields will be populated by August 2002 and will be accessible by authorized staff.

Actual Outcome:

75% completion of populated HRS screen data fields performed by August 2002. The other 25% are areas that are not applicable to our HR operations or is an empty module without the program to operate.

Implication for Next Year:

Focus on certain HR modules that require customized programming for implementation during FY 03 such as Web for Employee Info; Integration between SIS & HRS for reviewing faculty credentials, faculty loads course releases; automated calculation of 2080.

Performance Indicator:

02E Access to HR Information

Performance Standard:

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.

Actual Outcome:

Important HR information has been included in Staying Connected, emailed, and mailed to employees. Training was scheduled in May and July for program chairs, search committee members, employee benefits and injury prevention.

Implication for Next Year:

Continue relaying important information through use of College newsletter "Staying Connected", email and web. Continue offering training through the year.

Intended Outcome:

03 Compliance

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Performance Indicator:**03A Timely Reporting****Performance Standard:**

All requests for information by outside agencies or organizations will be processed by the due date. No exceptions.

Actual Outcome:

All information and or reports requested have been completed by their expected due dates.

Implication for Next Year:

Performance Indicator:**03B Accurate Reporting****Performance Standard:**

All requests for information by outside agencies or organizations will be accurate. No exceptions.

Actual Outcome:

All information requested has been submitted and accepted. No errors identified.

Implication for Next Year:

Continue providing the most accurate data and information.

Performance Indicator:**03C Laws and Regulations****Performance Standard:**

100% compliance with Federal, State, and Local Laws and Regulations

Actual Outcome:

Annual training regarding INS, Employment, FMLA, Worker's Compensations; DOL; IRS permit compliance with Federal, State and Local Agency laws and regulations.

Implication for Next Year:

Continue participation in seminars/trainings regarding Federal, State and Local agencies and remain in compliance of laws and regulations.

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Performance Indicator:

03D STCC Policy & Procedures

Performance Standard:

100% compliance with STCC Policy & Procedures

Actual Outcome:

Strive to comply with STCC policies and procedures.

Implication for Next Year:

Revise employee tuition and fee waiver and reimbursement application, guidelines and procedures. Will continue to strive to comply with STCC policy and procedures .

Performance Indicator:

03E Regional and Programmatic Accreditors

Performance Standard:

100% compliance with all Regional and Programmatic Accreditors

Actual Outcome:

100% compliance with all Regional and Programmatic Accreditors.

Implication for Next Year:

Continue 100% compliance with all Regional and Programmatic Accreditors.
