

South Texas Community College
2002 - 2003 Institutional Effectiveness Plan

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
1 Student Success	1A Well-Oriented Faculty and Staff	Begin full day new hire in-service and training session. Orientation will include Pecan Campus tour, escort new hires to obtain I.D. badges and parking permits.	Departmental Records	Office of Institutional Research & Effectiveness	Fall	Develop a survey emailed to new hires to evaluate how the full day orientations helped him or her. Employees can submit their survey online. Review comments for improvement. Report evaluation scores to VP of Finance and Adm. Services.	Online survey. Develop process for emailing new hires the survey. Discuss ITS and OIER involvement in gathering the survey responses. Training in Microsoft Access and Power Point.
					Spring	Continue with new hire survey of information gained or not gained from orientation. If feasible, make necessary improvements from suggested comments.	Training in Microsoft Access and PowerPoint. Assistance from OIER and ITS in gathering and reporting survey results.
					Summer	Continue with new hire survey of information gained or not gained from orientation. If feasible, make necessary improvements from suggested comments.	Training in Microsoft Access and PowerPoint. Assistance from OIER and ITS in gathering and reporting survey results.

Intended Outcomes	Performance Indicators	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed
2 Access & Equity	2A Student access to full-time faculty	The ratio of full-time faculty to students will be 1:40.	Short and long range faculty staffing plan	President, Vice-Presidents, Deans, Directors and Program Chairs	Fall	Obtain complete lists of instructional needs by division and department by November 1st.	\$1 million budgeted for expected new faculty proposed positions.
					Spring	HR Director training for all program chairs and search committee chairs in January to began search for new faculty hire recommendations.	\$1 million budgeted for approximately 30 new faculty positions.
					Spring	HR director monitors completion of new hire faculty recommendations before May 1st.	\$1 million budgeted for approximately 30 new faculty positions. Assistance from Search committee chairs, Program Chairs, Deans and VP of Instruction in following search committee procedures and making recommendations before 5/1.
					Summer	Process employment offers for new appointed faculty.	\$1 million budgeted for approximately 30 new faculty positions.
3 Community Service	3A Improve Client Satisfaction with FAS Services	College staff will be satisfied with services by providing at least an overall rating of 3 good, still needs improvement or higher on FAS services	Campus Climate Survey; New Hire Survey	OIRE	Fall	Review hiring process and ensure the process is followed by all classifications.	Search committee chairs
					Spring	Review campus job descriptions with departments and update as appropriate.	Department Supervisors, Directors, Deans, VP's, President.

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3 Community Service	3A	Improve Client Satisfaction with FAS Services	College staff will be satisfied with services by providing at least an overall rating of 3 good, still needs improvement or higher on FAS services	Campus Climate Survey; New Hire Survey	OIRE	Summer	Training for all supervisors and employees.	Common hour for all employees to receive training.
	3B	Improved relations with faculty and staff	Satisfactory responses from faculty and staff on recognition of their successes	informal feedback	FAS units	Fall	Meet with employee recognition task force to discuss ideas for spring program.	Location for spring program. Funds for awards, invitations, producing programs, scheduling entertainment, refreshments, video taping of event.
						Fall	Apoin coordinator for spring ceremony and obtain volunteers from different task force committees for assisting coordinator.	Location for spring program. Funds for awards, invitations, producing programs, scheduling entertainment, refreshments, video taping of event.
						Spring	Coordinate and inform employees for nomination participation	ITS; all college employees
						Spring	Process employee recognition nominations and order applicable awards.	Funds for purchase of employee recognition awards and service pins.
Summer	Meet with task force and review and revise program and process as necessary for the following year.	No additional resources will be necessary						

Intended Outcomes	Performance Indicators	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed
3 Community Service	3C Improve Professional Development Programs for Faculty and FAS administrators and staff.	Annual training for faculty and staff on HR issues.	HR videos, guest speakers, HR Director training, Employee Relations training	All college employees.	Fall	Provide supervisor training to all first time supervisors.	HR Director; Employee Relations Officer; \$1000 budgeted for purchase of new training videos.
					Spring	Provide supervisor training to all first time supervisors.	HR Director; Employee Relations Officer; \$1000 budgeted for purchase of new training videos.
					Summer	Provide supervisor training to all first time supervisors.	HR Director; Employee Relations Officer; \$1000 budgeted for purchase of new training videos.
	3D Effective Internal Publications	Provide FAS information to internal publications (Staying Connected) to be distributed to all faculty and staff.	Staying Connected monthly publications	Public Relations & Marketing	Fall	Will provide employees with important HR information publicized monthly in Staying Connected newsletter.	No additional resources required.
					Spring	Will provide employees with important HR information publicized monthly in Staying Connected newsletter.	No additional resources required.
					Summer	Will provide employees with important HR information publicized monthly in Staying Connected newsletter.	No additional resources required.
	3E Fringe Benefits Interactive Website	Make improvements to Fringe Benefits Interactive Website by Fall 2003	STCC Website; SET HRS Training	ITS, VP of FAS	Fall	Add all HR benefit forms to HR fringe benefits website. Introduce a "contact us" link for employees to send HR Benefits Specialist/Technician questions and concerns.	No additional resources required.

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3 Community Service	3E Fringe Benefits Interactive Website	Make improvements to Fringe Benefits Interactive Website by Fall 2003	STCC Website; SET HRS Training	ITS, VP of FAS	Fall	Introduce a "contact us" link for employees to send HR Benefits Specialist/Technician questions and concerns.	No additional resources required.
					Fall	Include a search link to assist employees in finding information on our website quickly.	No additional resources required.
					Spring	Work on developing WEB for Employee Information using HRS system. Gather information from other colleges.	No additional resources required at this stage.
					Spring	SET training for learning about WEB for Employee and system enhancements.	\$2500 registration fees for participation in spring SET training to learn more about WEB for Employee system enhancements.
					Summer	Review information gathered from other colleges processed on WEB for Employee Info and training gained from SET spring training for possible implementation during summer.	Funding for possible SET HRS program enhancements.
	3F Clarification of Fringe Benefits for all employees.	Distribute fringe benefit handbooks to all employees through publication of printed form and updated HR benefits website.	Fringe Benefit Handbook; Website	ITS; VP of FAS	Fall	Revise Fringe Benefit Handbook and publish separately for staff and another for faculty.	Funds for producing benefit handbook for approximately 800 benefit eligible employees.
					Spring	Review new fringe benefit handbooks and obtain final approval from HR Director and VP of FAS for publication.	Funds for producing benefit handbook for approximately 800 benefit eligible employees.

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3	Community Service	3F	Clarification of Fringe Benefits for all employees.	Distribute fringe benefit handbooks to all employees through publication of printed form and updated HR benefits website.	Fringe Benefit Handbook; Website	ITS; VP of FAS	Summer	Publish and distribute new benefit handbooks to all benefit eligible employees. Update procedures manual if applicable.	Funds for producing benefit handbook for approximately 800 benefit eligible employees.
							3G	Revised Faculty Salary Plan	Revised Faculty Salary Plan will be completed and ready for Fall 2003 implementation
		Spring	HR Director will participate in committees and collect base data for comparison.	No additional resources required.					
		Spring	Formulate recommendations to VP and President.	Resources will have to be allocated.					
		Summer	Assist VP with coordination of data for submittal to Board for approval.	Resources will have to be allocated.					
Summer	Implement Board Approved Faculty Salary Plan for Fall 2003.	Resources will have to be allocated.							
4	Fiscal Responsibility	4A	Compensation plan for Faculty and Staff	Compensation packages for faculty and staff will be within state and selected institutional averages.	State Salary Survey	VP's, President	Fall	Consult with VP of FAS and determine goals for task force; create task force.	Will require additional resources based on amount of adjustment required.
							Fall	Collect data for comparison with similar institution and locale.	Will require additional resources based on amount of adjustment required.
							Spring	Prepare proposed plans and review with VP of FAS. Make required revisions and prepare updated reports as needed.	Will require additional resources based on amount of adjustment required.

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4 Fiscal Responsibility	4A Compensation plan for Faculty and Staff	Compensation packages for faculty and staff will be within state and selected institutional averages.	State Salary Survey	VP's, President	Summer	Final proposal to President and upon approval present to Board.	Will require additional resources based on amount of adjustment required.
					Summer	Ensure minimum pay reaches 850 minimum entry level guideline. Implement board approved salary plans for Fall 2003.	Will require additional resources based on amount of adjustment required.
5 Compliance	5A Review of Board adopted policies regarding faculty employment	Board adopted policies regarding faculty employment will be revised and necessary and recommended for Board approval.	Board Policies; Board Minutes	Divisions Deans; Faculty; VP for Instructional Services; Board of Trustees; Employee Relations Officer	Fall	Review all HR related board policies and consult with VP of FAS and President in regards to potential changes and updates.	No additional resources required.
					Spring	Prepare suggested revisions for HR board related policies.	No additional resources required.
					Summer	Implement revised policies and procedures.	No additional resources required.
	5B Letters of Intent and Letters of Appointment for Faculty and Staff	Letters of Intent Issue to Faculty for next academic year will be sent by February 15 for returning faculty and April 15 for new faculty and by August for other staff.	Deans; VP's; Directors, President	Deans, VP's Directors; President	Fall	Distribute forms to supervisors to review and recommend faculty renewed contracts.	No additional resources required.
					Spring	Prepare letters for President approval and distribution to faculty based on results of renewed contract recommendation forms.	No additional resources required.
					Spring	Review and complete process and meet with deadlines suggested in performance standard.	No additional resources required.
Summer	Review and complete process and meet with deadlines suggested in performance standard.	No additional resources required.					