

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:

1 Student Success

Performance Indicator:

1A Well-Oriented Faculty and Staff

Performance Standard:

Take orientation information to another level online using pre-recorded presentations on several topics. This would allow employees to review information presented whenever they had a question that is accessible from any computer with internet service.

Was Standard Met? Yes

Actual Outcome:

Insurance information is available on state's insurance website administered by ERS. Links to site are sent to each new hire upon completion of their 90-day waiting period.

Improvements:

Plan to develop PowerPoint presentation of new hire orientation to be available on HR website for all new hires for review and accessibility.

Intended Outcome:

2 Access & Equity

Performance Indicator:

2A Student access to full-time faculty

Performance Standard:

Continue to monitor faculty student ratio. Make and document appropriate changes if budget does not permit a ratio of 1:40

Was Standard Met? Yes

Actual Outcome:

Standard was exceeded as actual ratio for Fall 2004 was 1:26.

Improvements:

Continue to monitor ratio to keep standard.

Intended Outcome:

3 Community Service

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Performance Indicator:

3A Improve Client Satisfaction with FAS Services

Performance Standard:

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

Was Standard Met? Yes

Actual Outcome:

Survey information available at OIRE.

Improvements:

Improve customer service to retain highest level of professionalism.

Performance Indicator:

3B Improved relations with faculty and staff

Performance Standard:

Satisfactory responses from faculty and staff on recognition of their successes

Was Standard Met? Yes

Actual Outcome:

Implementation of Employee Recognition Ceremony has been successful.

HR Benefits personnel send out congratulatory emails to personnel who have experienced a position change.

Improvements:

Include a welcome message to all new hires via Faculty/Staff news (email) or by internal newsletter.

Include congratulatory message to employees experiencing a family status change (birth of new child).

Performance Indicator:

3C Improve Professional Development Programs for Faculty and FAS administrators and staff.

Performance Standard:

Annual training for faculty and staff on HR issues.

Was Standard Met? Yes

Actual Outcome:

Annual safety trainings, new benefit training, and ethics trainings have been implemented.

Improvements:

Create PowerPoint presentations to be available on HR website.

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Performance Indicator:

3D Effective Internal Publications

Performance Standard:

Provide FAS information to internal publications (Staying Connected) to be distributed to all faculty and staff.

Was Standard Met? Yes

Actual Outcome:

FAS information has been distributed via faculty/staff news.

Improvements:

Create Payroll/Benefit section on every Newsletter to include employee reminders and benefit tid-bits of information.

Performance Indicator:

3E Fringe Benefits Interactive Website

Performance Standard:

Make improvements to Fringe Benefits Interactive Website by Fall 2004

Was Standard Met? Yes

Actual Outcome:

With new database system being implemented, future plans are to implement Employee Self Service - where benefit information, leave information, and payroll information will be accessible to individual employees.

Improvements:

Employee self-service will be implemented.

Benefits website will be improved to include Frequently Asked Questions and accessibility to all Benefit forms. Develop online reporting for work-related injuries to ensure proper reporting timelines are met.

Performance Indicator:

3F Clarification of Fringe Benefits for all employees.

Performance Standard:

Distribute fringe benefit handbooks to all employees through publication of printed form and updated HR benefits website.

Was Standard Met? Yes

Actual Outcome:

Benefit handbooks are revised every fiscal year. Printed versions are distributed to all new hires. Electronic version is available to all employees on HR Benefits website.

Improvements:

On HR website, create a general benefit email link for submitting questions or suggestions.

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Performance Indicator:

3G Revised Faculty Salary Plan

Performance Standard:

Continue monitoring salary plans to identify position of STC compensation as compared to the national level and propose changes if necessary

Was Standard Met? Yes

Actual Outcome:

Faculty salary committee meets to review national averages.

Improvements:

Annual salary increases have been granted.

Intended Outcome:

4 Fiscal Responsibility

Performance Indicator:

4A Compensation plan for Faculty and Staff

Performance Standard:

Compensation packages for faculty and staff will be within state and selected institutional averages.

Was Standard Met? No

Actual Outcome:

Faculty salaries are under a multi-year plan to move to state medians.

Improvements:

Faculty Pay Plan Advisory Committee has been organized to prioritize improvement in faculty salaries.

Intended Outcome:

5 Compliance

Performance Indicator:

5A Review of Board adopted policies regarding faculty employment

Performance Standard:

Board adopted polices regarding faculty employment will be revised and necessary and recommended for Board approval.

Was Standard Met? Yes

Actual Outcome:

Faculty handbook has been revised as of 2005-2006. Hiring manual has been reviewed and updated.

Improvements:

Review board policies periodically.

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Performance Indicator:

5B Letters of Intent and Letters of Appointment for Faculty and Staff

Performance Standard:

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.

Was Standard Met? Yes

Actual Outcome:

This performance standard has become Board Policy and is now a requirement met.

Improvements:

All Board Policies will be followed.
