

**South Texas College
2005-2007 Mid-Biennium Report
Human Resources**

Guiding Principle **1. South Texas College will be a premier learning-centered higher education institution where student and community success are paramount.**

Strategic Outcome *1.1 Build a learning organization by cultivating a culture of evidence that demonstrates mission-focused, data-driven decision making*

Performance Indicator 1.1.7: The human resources staff will make personnel and payroll decisions based on data through the successful implementation of the Human Resources modules in the Banner system.

Action Plan:	HR Staff will train with Banner systems experts to learn new Banner system.	Completed: y	HR completed a successful go-live on Banner and continues training with Banner consultants
Action Plan:	HR Staff will implement processes and procedures of Banner system to ensure capability of system change.	Completed: y	
Action Plan:	HR Director will require two additional staff members and resources to ensure successful conversion to Banner system.	Completed: y	

Strategic Outcome *1.5 Exceed community and SACS expectations of a Level II baccalaureate degree granting institution*

Performance Indicator 1.5.2: Human Resources will ensure quality documentation for faculty credentials.

Action Plan:	Faculty credentials will be reviewed and verified to ensure quality documentation.	Completed: y
Action Plan:	Monitor that required official transcripts are received.	Completed: y
Action Plan:	Ensure faculty roster meets prescribed requirements	Completed: y

Guiding Principle **2. South Texas College will serve as the cornerstone for the economic vitality of South Texas.**

Strategic Outcome *2.1 Develop quality workforce education, innovations, and economic development, designed to exceed local industry standards and expectations.*

Performance Human Resources will work with the Partnership to implement effective written

Indicator 2.1.3: employment qualification standards for trainers.

Action Plan:	Constant review with the Partnership to ensure compliance with implemented standards and procedures.	Completed: y	
Action Plan:	HR will work with Partnership to include Partnership hiring procedures in the hiring manual.	Completed: n	Partnership hiring procedures currently under review

Strategic Outcome

2.2 Actively partner in economic and community development

Performance Indicator 2.2.2: Continue to actively partner with United Way to promote partnership and community development.

Action Plan:	Actively campaign for charitable contributions to promote community development.	Completed: y
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Strategic Outcome

2.3 Demonstrate excellence in fiscal responsibility and accountability to the public and taxpayers

Performance Indicator 2.3.1: Auditing standards will be met by implementing the recommendations of the fraud and detection study.

Action Plan:	Human Resources will be pro-active in meeting auditing standards by implementing the recommendations from the fraud and theft detection study performed by consultant.	Completed: y
Action Plan:	Human Resources take corrective action on the recommendations from the internal auditors in the fraud survey report.	Completed: y
Action Plan:	Human Resources will complete the activities in the Action Plan developed to comply with SAS 99 recommended procedures regarding ethics and anti-fraud processes and controls.	Completed: y
Action Plan:	Ethical standard training will be included in new hire orientation.	Completed: y

Performance Indicator 2.3.2: Strengthen fiscal accountability by ensuring that the scope of services and areas to be audited are identified for the internal auditors and audits are performed on a timely basis with corrective actions implemented by Human Resources.

Action Plan:	Human Resources will comply with all audit requests in a timely manner.	Completed: y
Action Plan:	Audit recommendations will be reviewed and corrective actions necessary will be taken.	Completed: y

Performance Indicator 2.3.3: HR staff will support the enrollment audit by continuing to provide accurate reporting and maintain compliance with State reporting.

Action Plan: HR staff will continue to adhere to careful review of all data entry, data output, and accurate reporting. Completed: y

Action Plan: IPEDS report will be prepared and completed in an accurate and timely manner. Completed: y IPEDS module on Banner will ease collection of data at the time IPEDS is due

Performance Indicator 2.3.5a: Human Resources will be fiscally responsible by securing assets and data with inventory control and password access to data and reports.

Action Plan: HR Staff will secure data with Banner systems' implementation of generated Employee ID's for employee records. Completed: y BANNER IDS are generated on canned Banner reports rather than SSN's

Action Plan: Benefits information will also comply with secured data. Completed: y

Action Plan: New medical ID cards with state-issued employee ID's will be issued to all benefit-eligible employees. Completed: y Covered dependents of benefit-eligible employees were also issued new ID cards

Action Plan: HR staff will continue to utilize the scanning software/system to reduce paper copy, and secure data on database with password protection. Completed: y

Performance Indicator 2.3.5b: Human Resources will be fiscally responsible by implementing a time clock system for non-exempt employees college wide.

Action Plan: HR staff will work with Business Office in implementing a timekeeping system which will ensure accurate reporting of time for non-exempt employees. Completed: y

Performance Indicator 2.3.5c: Human Resources will be accountable for implementing the retention periods and properly destroying records based on the records retention plan with the policy and procedures established by the College.

Action Plan: HR staff will continue to adhere to the records retention plan. Completed: y

Guiding Principle **3. South Texas College will foster an environment for the students and community to achieve a better quality of life.**

Strategic

3.3 Strengthen the personalized, student-centered environment

Outcome

Performance Indicator 3.3.3:	The quality and accessibility of student information throughout the College will be improved by developing and implementing a mandatory cross-training module for staff at all levels within the HR department.		
Action Plan:	HR staff will set up cross-training sessions to improve quality and accessibility of information.	Completed: y	BANNER training has been two-fold in allowing staff to learn other HR areas - cross training continues
Action Plan:	An operating manual will be developed by each staff member.	Completed: y	
Action Plan:	A cross-training session schedule will be developed and followed.	Completed: n	Schedule still in process
Action Plan:	Congratulatory email is sent to personnel who have experienced a position change.	Completed: y	

Guiding Principle

4. South Texas College will nurture a culture where collaboration is valued and achievement is recognized.

Strategic Outcome

4.2 Value one another

Performance Indicator 4.2.1:	Human Resource director will demonstrate appreciation and promote staff morale by recognizing contributions, performance and service of the employees.		
Action Plan:	Employee appreciation activities and special celebrations within the HR department will continue.	Completed: y	
Performance Indicator 4.2.2:	An increasing percentage of faculty and staff will attend the Employee Recognition Ceremonies and will report greater levels of satisfaction with the College due to receiving a recognition award celebrating their accomplishments.		
Action Plan:	Each department's staff will attend Employee Recognition Ceremonies and report greater satisfaction as a result of including more recognition awards to celebrate accomplishments.	Completed: y	
Action Plan:	The Human Resources department will plan and conduct the Employee Recognition Ceremony to recognize and celebrate faculty and staff accomplishments.	Completed: y	2006 ERC scheduled for Nov'06
Performance Indicator 4.2.3:	HR Staff staff will foster a harmonious work environment and organizational culture by demonstrating and encouraging mutual appreciative respect, collaboration and collegiality.		

Action Plan:	HR team meetings have been implemented to discuss Banner.	Completed:	y
Action Plan:	Banner Team leaders will continue to keep staff informed.	Completed:	y
Action Plan:	Each staff member will refer to Banner Manuals available from Team Leader or on Banner Bookshelf.	Completed:	y
Action Plan:	Team meetings will be scheduled on a monthly basis to review peer tasks and collaborate HR information.	Completed:	y
Performance Indicator 4.2.4:	Human Resources will work with the taskforce to develop recommendations for the faculty salary plan and identify resources necessary.		
Action Plan:	HR will work with the taskforce to develop recommendations for the faculty salary plan.	Completed:	y
Performance Indicator 4.2.5:	Human Resources will initiate a feasibility study to incorporate incentives in salary plans for staff completing higher degrees, licenses, and certifications to be implemented by FY 06-07.		
Action Plan:	Survey other community colleges to review their processes.	Completed:	n Initial surveys in process; considering consultants for review of salary plans
Action Plan:	Analyze process for possible implementation.	Completed:	n Contingent on consultant availability/review
Action Plan:	Form a committee and develop recommendations.	Completed:	n Unable to form committee until consultant reviews plans
<i>Strategic Outcome</i>	<i>4.3 Encourage and provide up-to-date professional development and skill enablement for faculty and staff</i>		
Performance Indicator 4.3.1:	Faculty and staff priorities and needs for professional development will be met by providing college wide training to each employee group.		
Action Plan:	Human Resources will participate in professional development by obtaining speakers/trainers for all employee groups.	Completed:	y
Action Plan:	Performance Evaluation training will be developed with specific Supervisor training on staff evaluations.	Completed:	y
Performance Indicator 4.3.2:	The amount of time for faculty and staff to be made aware of changes in procedures will be reduced by providing awareness sessions or alert notices from Human Resources.		
	Faculty and staff will be made aware of changes in procedures by planning and		

Action Plan:	conducting awareness and collaboration sessions and sending alert notices, email distributions, and mail outs as necessary.	Completed: y	
Action Plan:	Employee Handbooks and Benefits Handbook will be revised as necessary and distributed to all employees.	Completed: y	
Action Plan:	Banner training will be provided for all HR users.	Completed: y	
Performance Indicator 4.3.3:	Human Resources will conduct training sessions for supervisors on personnel issues, code of ethics, fraud awareness and procedures for reporting fraud.		
Action Plan:	Ethics training and fraud awareness will be implemented in the new-hire orientation.	Completed: y	
Action Plan:	Ethics training will be implemented annually.	Completed: y	
Action Plan:	IE training will be implemented in New Hire orientations.	Completed: y	
Performance Indicator 4.3.4:	Human Resources will conduct orientation sessions for new faculty and staff on College procedures, benefits, fraud awareness, ethics, safety, and other topics.		
Action Plan:	Continue and improve on new hire orientation with purchase of new training videos and materials.	Completed: y	
Action Plan:	Continue to provide training annually for all benefit-eligible employees during open enrollment for benefits.	Completed: y	2006-2007 open enrollment benefit presentations as well as TexaSaver 457 presentations conducted July'06
Performance Indicator 4.3.5:	Human Resources will encourage professional development by processing requests for tuition reimbursements as per guidelines and policy.		
Action Plan:	Continue careful review and processing of tuition reimbursements in a timely and accurate manner.	Completed: y	
Action Plan:	Track reimbursement maximums by keeping a separate database of reimbursements processed.	Completed: y	

Strategic Outcome

4.4 Continuously improve faculty and staff satisfaction with the work environment

Performance Indicator 4.4.2:	HR Director will continue constructive feedback to employees to improve the quality of work in the form of oral and written communications or formal recognitions.		
	HR Director will provide written		

Action Plan:	communication directly to HR employees, via email, of constructive feedback and recognition.	Completed: y
Performance Indicator 4.4.3:	HR Director will continue to provide a quality work environment through team work and through recommendations developed in collaboration with each work unit.	
Action Plan:	HR Staff is encouraged to provide suggestions for improvement for review by the HR Director.	Completed: y
Performance Indicator 4.4.4:	Results from the faculty/staff surveys will indicate improved satisfaction with Human Resources and/or indicate areas that need improvement and will be included in the planning for the next biennium.	
Action Plan:	Human Resources will continue improvement of customer service. Staff will attend appropriate trainings.	Completed: y