

**South Texas College
Human Resources
2005-2007 IE Plan**

Unit Mission: 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.

GP	SO	Unit Performance Indicator	Action Plan	Data Sources	Supporting Units	Resources Needed
1 Be a premier learning-centered higher education institution where student and community success are paramount.						
1.1 Build a learning organization by cultivating a culture of evidence that demonstrates mission-focused, data-driven decision making.						
	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.	1. HR Staff will train with Banner systems experts to learn new Banner system. 2. HR Staff will implement processes and procedures of Banner system to ensure capability of system change. 3. HR Director will require two additional staff members and resources to ensure successful conversion to Banner system.	Departmental Records	IT, SCT Banner Consultant	Additional Staff, ERP Pool
1.2 Promote college-readiness for all students.						
1.3 Promote shared responsibility among faculty, staff, and students to set and achieve high expectations.						
1.4 Develop quality programs designed to meet regional workforce and economic development priorities.						
1.5 Exceed community and SACS expectations of a Level II baccalaureate degree granting institution.						
	1.5.2	Human Resources will ensure quality documentation for faculty credentials.	1. Faculty credentials will be reviewed and verified to ensure quality documentation. 2. Monitor that required official transcripts are received. 3. Ensure faculty roster meets prescribed requirements	Departmental Evaluation Report, Transcripts, Dept Records	VP of Instruction, Division Deans, Program Chairs, Transcript Evaluator	Existing resources utilized
2 South Texas College will serve as the cornerstone for the economic vitality of South Texas.						
2.1 Develop quality workforce education, innovations, and economic development, designed to exceed local industry standards and expectations.						
	2.1.3	Human Resources will work with the Partnership to implement effective written employment qualification standards for trainers.	1. Constant review with the Partnership to ensure compliance with implemented standards and procedures. 2. HR will work with Partnership to include Partnership hiring procedures in the hiring manual.	New Hire paperwork, Credential documents	Partnership	Existing resources utilized

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	2.2	Actively partner in economic and community development.				
	2.2.2	Continue to actively partner with United Way to promote partnership and community development.	1. Actively campaign for charitable contributions to promote community development.	SECC form, Employee Roster, List of Charities	SECC	No additional resources
	2.3	Demonstrate excellence in fiscal responsibility and accountability to the public and taxpayers.				
	2.3.1	Auditing standards will be met by implementing the recommendations of the fraud and detection study.	1. Human Resources will be pro-active in meeting auditing standards by implementing the recommendations from the fraud and theft detection study performed by consultant. 2. Human Resources take corrective action on the recommendations from the internal auditors in the fraud survey report. 3. 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. 4. Ethical standard training will be included in new hire orientation.	Training Videos, Professional Consultants / Trainers	None	No additional resources
	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.	1. Human Resources will comply with all audit requests in a timely manner. 2. Audit recommendations will be reviewed and corrective actions necessary will be taken.	Reports, Personnel Records	IT, Business Office	Existing resources utilized
	2.3.3	HR staff will support the enrollment audit by continuing to provide accurate reporting and maintain compliance with State reporting.	1. HR staff will continue to adhere to careful review of all data entry, data output, and accurate reporting. 2. IPEDS report will be prepared and completed in an accurate and timely manner.	IPEDS, Department Records	Student Services, IT	Existing resources utilized
	2.3.5	Human Resources will be fiscally responsible by securing assets and data with inventory control and password access to data and reports.	1. HR Staff will secure data with Banner systems' implementation of generated Employee ID's for employee records. 2. Benefits information will also comply with secured data. 3. New medical ID cards with state-issued employee ID's will be issued to all benefit-eligible employees. 4. HR staff will continue to utilize the scanning software/system to reduce paper copy, and secure data on database with password protection.	Banner, ERS, Scanning Software & System	IT, ERS	No additional resources
X	2.3.6	Human Resources will be fiscally responsible by implementing a time clock system for non-exempt employees college wide.	1. HR staff will work with Business Office in implementing a timekeeping system which will ensure accurate reporting of time for non-exempt employees.	Timekeeping Vendor, Department Records	IT, Business Office	Utilize funds allocated in Business Office budget

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X	2.3.7	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.	1. HR staff will continue to adhere to the records retention plan.	Records Retention Plan	Vendor	VP FAS Budget
3 South Texas College will foster an environment for the students and community to achieve a better quality of life.						
	3.1	<i>Develop and promote seamless systems and processes from prospective student through successful exit to motivate and assist in timely graduation, transfer or employment.</i>				
	3.2	<i>Develop and implement quality services in prompt response to student and community needs.</i>				
	3.3	<i>Strengthen the personalized, student-centered environment.</i>				
	3.4	<i>Continuously improve student satisfaction with all aspects of the College.</i>				
4 South Texas College will nurture a culture where collaboration is valued and achievement is recognized.						
	4.1	<i>Pursue improved learning and performance through teamwork and collaboration.</i>				
	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.	1. HR staff will set up cross-training sessions to improve quality and accessibility of information. 2. An operating manual will be developed by each staff member. 3. A cross-training session schedule will be developed and followed. 4. Congratulatory email is sent to personnel who have experienced a position change.	Operating manual, Task listing, Notice of Employment	None	No additional resources
	4.2	<i>Value one another.</i>				
	4.2.1	Human Resource director will demonstrate appreciation and promote staff morale by recognizing contributions, performance and service of the employees.	1. Employee appreciation activities and special celebrations within the HR department will continue.	Departmental Records	None	No additional resources
	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.	1. Each department's staff will attend Employee Recognition Ceremonies and report greater satisfaction as a result of including more recognition awards to celebrate accomplishments. 2. The Human Resources department will plan and conduct the Employee Recognition Ceremony to recognize and celebrate faculty and staff accomplishments.	Departmental Records; Faculty/Staff Satisfaction Surveys	ERC Taskforce, VP Instruction	No additional resources
	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.	1. HR team meetings have been implemented to discuss Banner. 2. Banner Team leaders will continue to keep staff informed. 3. Each staff member will refer to Banner Manuals available from Team Leader or on Banner Bookshelf. 4. Team meetings will be scheduled on a monthly basis to review peer tasks and collaborate HR information.	Departmental Records	IT	Existing resources utilized

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	4.2.4	Human Resources will work with the taskforce to develop recommendations for the faculty salary plan and identify resources necessary.	1. HR will work with the taskforce to develop recommendations for the faculty salary plan.	Departmental Records	Taskforce	Existing resources utilized
	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.	1. Survey other community colleges to review their processes. 2. Analyze process for possible implementation. 3. Form a committee and develop recommendations.	Salary plans, Survey results	Peer Colleges	Existing resources utilized
	4.3	Encourage and provide up-to-date professional development and skill enablement for faculty and staff.				
	4.3.1	Faculty and staff priorities and needs for professional development will be met by providing college wide training to each employee group.	1. Human Resources will participate in professional development by obtaining speakers/trainers for all employee groups. 2. Performance Evaluation training will be developed with specific Supervisor training on staff evaluations.	Speakers	Professional Development, Taskforce	Professional Development Budget
	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.	1. Faculty and staff will be made aware of changes in procedures by planning and conducting awareness and collaboration sessions and sending alert notices, email distributions, and mail outs as necessary. 2. Employee Handbooks and Benefits Handbook will be revised as necessary and distributed to all employees. 3. Banner training will be provided for all HR users.	Demographic data, email address	Public Relations	No additional resources
	4.3.3	Human Resources will conduct training sessions for supervisors on personnel issues, code of ethics, fraud awareness and procedures for reporting fraud.	1. Ethics training and fraud awareness will be implemented in the new-hire orientation. 2. Ethics training will be implemented annually. 3. IE training will be implemented in New Hire orientations.	OIRE	Speakers, Training	Videos
	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.	1. Continue and improve on new hire orientation with purchase of new training videos and materials. 2. Continue to provide training annually for all benefit-eligible employees during open enrollment for benefits.	Departmental Records	None	No additional resources
	4.3.5	Human Resources will encourage professional development by processing requests for tuition reimbursements as per guidelines and policy.	1. Continue careful review and processing of tuition reimbursements in a timely and accurate manner. 2. Track reimbursement maximums by keeping a separate database of reimbursements processed.	Professional Development Program guidelines	Business Office	No additional resources

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	4.4	<i>Continuously improve faculty and staff satisfaction with the work environment.</i>				
	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 communication directly to HR employees, via email, of constructive feedback and recognition.	Monthly reports, Team meetings	None	No additional resources
	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.	HR Staff is encouraged to provide suggestions for improvement for review by the HR Director.	Team Meetings	None	No additional resources
	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.	Human Resources will continue improvement of customer service. Staff will attend appropriate trainings.	Departmental Records	None	Existing resources utilized

GP = Guiding Principle
SO = Strategic Outcome