

1999-2000 Institutional Effectiveness Plan

Department: Human Resources

Submitted by: Zelda M. Lopez

Unit Mission Statement

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 personnel, for providing safe and adequate facilities necessary to ensure a productive learning and working environment.

List of Clients:

College Employees that include Administrative, Executive, Faculty, Adjunct Faculty, Professional Support, Direct Wage and Workstudy

Students

Surrounding Communities

Instructional Divisions

Administrative Departments

Applicants in search for College opportunities

SACS

Texas Higher Education Coordinating Board

US Department of Education

Internal Revenue Service

Social Security Administration

External Agencies

Intended Outcomes

Department: **Human Resources**

Intended Outcome: 1

The employees will receive information in a timely manner.

Intended Outcome: 2

There will be improved communication with all Divisions, Departments and Employees of the College.

Intended Outcome: 3

The employees will be fully aware of the Safety Awareness Program.

Intended Outcome: 4

The College will recruit qualified faculty and staff.

Intended Outcome: 5

The College will maintain regulatory compliance.

Intended Outcome: 6

The Office of Human Resources will implement recommendations and suggestions from SACS Self-Study.

Intended Outcome: 7

Intended Outcome: 8

Intended Outcome: 9

Intended Outcome: 10

Performance Indicators

Department: **Human Resources**

Outcome: 1 The employees will receive information in a timely manner.

Performance Indicator:	A Automate worksheets processed for payroll of faculty overloads and adjunct pay
Performance Standard	Decrease time needed to process pay by 25 percent
Fall Activity Plan	Trial run of automation process with Developmental Division. Train Admin.Asst. and Secretary on new procedure for submitting payroll documentation. HR will maintain a time log for processing 1R & 1X payrolls.
Spring Activity Plan	Review results of trial run. If HR log shows increase in efficiency and less work for department employees responsible for submitting pay documentation to HR, schedule "how to session" to implement automation process for all divisions. If results are not favorable review process and make revisions before requiring all divisions to comply with new process.
Summer Activity Plan	Continue to monitor HR study of automation process. If automation process was implemented in all divisions, determine if all divisions are complying with new process. If results do not reflect at least 70% in compliance, schedule another training with all divisions.
Data Sources: (Most recent available unless otherwise noted)	HR time log for processing 1R & 1X payrolls
Supporting Units:	Business Office Payroll Staff

Performance Indicator:	B Produce letters to applicants in a more timely manner.
Performance Standard	Letters will be sent to applicants for filled positions within 7 days from the date the applications and hiring committee documents have been returned to HR.
Fall Activity Plan	Request computer work order for establishing network applicant tracking database shared with Admin.Asst. and HR Asst. to eliminate time spent in maintaining two databases with the same information. Begin stamping all hiring committee documents received. Keep track of opened positions, when applications were picked up, returned and positions were filled on HR position status board. Note date the letters were produced and mailed to applicants.
Spring Activity Plan	Self Audit of position status board and determine if letters to applicants have been sent within 7 days of receiving documents from committee. Determine completed percentage from all the fall semester positions through the number of letters sent within the 7 day period.
Summer Activity Plan	Continue to monitor compliance of letters being mailed to applicants within 7 days. Take corrective action if percentage falls below 70 percent.
Data Sources: (Most recent available unless otherwise noted)	HR applicant tracking system.
Supporting Units:	Information Technology.

Performance Indicator:	C Maintain sick leave and vacation leave balances on a weekly basis.
Performance Standard	Sick leave and vacation leave balances for positions other than classified employees will be updated within 7 days of receiving a completed and approved leave form from the employee or department. Classified employees indicate their absences on their timecards which are scanned and updated automatically once a month.

Performance Indicators

Department: **Human Resources**

Outcome: 1 The employees will receive information in a timely manner.

Fall Activity Plan	Stamp all completed and approved leave forms received in HR. Place them in alpha order group by dates received Monday through Friday. Every Monday the total hours used by an employee reported on a leave form will be posted to their balance. The leave screen 046 will be maintained on a weekly basis rather than once a month. HR Specialist will maintain a leave balance worksheet of all employees who have had hours reduced.
Spring Activity Plan	Conduct self audit of a random sample of leave forms received and compare to the leave balance worksheet to identify when the hours were posted to the employee leave balance. Calculate percentage of the number of times the leave balances were posted within one week of receiving the leave form. Acceptable evaluation rate will be 90 %.
Summer Activity Plan	Continue self audit on a monthly basis to determine if leave balances are updated within one week of receiving leave form.
Data Sources: (Most recent available unless otherwise noted)	HR leave balance worksheet, IA system, Employee leave forms.
Supporting Units:	Information Technology

Performance Indicator: D	Staff development - IA training with new Y2K HR system.
Performance Standard	Receive training once a month (4 hours) with programmers from Information Technology on IA System to be more efficient with HR processes.
Fall Activity Plan	Schedule lab time with programmers 4 hours a month beginning in October. Topic covered and signed attendance roster of trainer and HR staff will be documented.
Spring Activity Plan	Schedule 4 hour lab training on IA system with programmers for Feb. - May.
Summer Activity Plan	Schedule 4 hour lab training on IA system with programmers for Jun - Aug.
Data Sources: (Most recent available unless otherwise noted)	IA System - HRS users
Supporting Units:	Information Technology

Performance Indicators

Department: Human Resources

Outcome: 2 There will be improved communication with all Divisions, Departments and Employees of the College.

Performance Indicator:	A	HR Workshops and Training Seminars
Performance Standard		HR will conduct at least six workshops covering at least six topics,
Fall Activity Plan		"How To" session scheduled in October providing training on hiring procedures, Notices of Employment and Leave Forms. Satellite teleconference scheduled 10/22/99 on "How to manage your personal finances" will be available for all employees. Attendance logs and evaluations for both sessions will be collected.
Spring Activity Plan		Janauary: "How To" session on new procedure for submitting faculty overloads, adjunct pay, and leave forms. Sexual Harrassment presentation, safety lifting and group insurance orientation for new hires. Training session with Division Directors and Program Chairs on hiring procedures and how to hire faculty in multi-divisions. Training with Program Chairs on employment issues. February: Training on HR issues - employing, terminating and exit interviews
Summer Activity Plan		July - August: Summer Enrollment - seminar covering legislative changes and insurance changes that impact the College group insurance plan and provide employees with opportunity to make changes. August: group insurance orientation, safe lifting training.
Data Sources: (Most recent available unless otherwise noted)		ERS, State of Texas, HR training evaluation sheets-comments and suggestions.
Supporting Units:		ERS, State of Texas, Division and Departments.

Performance Indicator:	B	
Performance Standard		
Fall Activity Plan		
Spring Activity Plan		
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicator:	C	
Performance Standard		
Fall Activity Plan		
Spring Activity Plan		
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicator:	D	
Performance Standard		

Performance Indicators

Department: **Human Resources**

There will be improved communication with all Divisions, Departments and Employees of the College.

Outcome: 2

Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicators

Department: **Human Resources**

Outcome: 3 The employees will be fully aware of the Safety Awareness Program.

Performance Indicator: A	Educate employees on safety awareness and how to identify and report unsafe working environments.
Performance Standard	75 % of the College employees will gain knowledge on safety procedures.
Fall Activity Plan	
Spring Activity Plan	Continue with the safety videos on a monthly basis from January - May. Identify employee(s) who have viewed a safety video and how many videos they have viewed to date and identify which department has the most employees participating in safety awareness program.
Summer Activity Plan	Continue with the safety videos on a monthly basis from June -August. In August the Division/department with the most employees participating in the safety awareness program will be announced and awarded their prizes.
Data Sources: (Most recent available unless otherwise noted)	Video Viewing Log found in each LRC, and Safety videos leased by Texas Workforce Commission and Worker's Compensation Carrier or borrowed by McAllen library.
Supporting Units:	Divisions and Departments

Performance Indicator: B	The number of reported incidents and job-related injuries will be reduced.
Performance Standard	Decrease of 25%
Fall Activity Plan	Continue safety training to all new hires in group orientations. HR will implement safety walk through at Pecan Plaza once a month using a check list provided by College Worker's Compensation carrier and Safety Plan and will report findings to the department head and safety chair person.
Spring Activity Plan	Continue with safety walk throughs once a month. Review past findings and verify if corrective action has been taken. Report new findings and unresolved past findings to the department head and safety chair person.
Summer Activity Plan	Continue with safety walk throughs once a month. Review past findings and verify if corrective action has been taken. Report new findings and unresolved past findings to the department head and safety chair person.
Data Sources: (Most recent available unless otherwise noted)	Safety Checklist, OSHA job injury/illness report, EBI - Injury & Lost Time Report. Safety training attendance rosters.
Supporting Units:	Worker's Compensation Carrier.

Performance Indicator: C	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator: D	
---------------------------------	--

Performance Indicators

Department: **Human Resources**

Outcome: **3** The employees will be fully aware of the Safety Awareness Program.

Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicators

Department: Human Resources

Outcome: 4 The College will recruit qualified faculty and staff.

Performance Indicator: A	HR will modify the applicant tracking system to include types of advertising sources applicants used for learning of available College positions and identify sources producing qualified applicant pool.
Performance Standard	Increase the numbr of qualified applicants presented to hiring committees.
Fall Activity Plan	Determine the number of qualified applicants and the sources used to learn about available positions. This will determine a basis for evaluating future improvement. Any larger number will be considered an increase of qualified applicants
Spring Activity Plan	Determine the number of qualified applicants and the sources used to learn about available positions. Determine if the number of qualified applicants exceeded last semester.
Summer Activity Plan	Determine the number of qualified applicants and the sources used to learn about available positions. Determine if the number of qualified applicants exceeded last semester.
Data Sources: (Most recent available unless otherwise noted)	Survey to Division Directors addressing whether they are able to employ from a qualified pool of applicants. HR applicant tracking system used for determining the number of qualified applicants hired and the advertised source used. Review surveys and make necessary changes in advertising sources to reach more qualified applicants.
Supporting Units:	Division Directors

Performance Indicator: B	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator: C	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator: D	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	

Performance Indicators

Department: **Human Resources**

Outcome: 4 The College will recruit qualified faculty and staff.

Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicators

Department: Human Resources

Outcome: 5 The College will maintain regulatory compliance.

Performance Indicator: A	Compliance of all HR reporting to college and outside agencies with accurate information provided by expected date of completion.
Performance Standard	100% accuracy of all information requested from HR and processed by the expected date of completion.
Fall Activity Plan	Keep up to date with regulatory changes and inform employees of new implementation procedures if necessary. Maintain a log of all reports and information requested, the date requested and completed.
Spring Activity Plan	Keep up to date with regulatory changes and inform employees of new implementation procedures if necessary. Maintain a log of all reports and information requested, the date requested and completed. Review log to verify that reports are being furnished complete by the due dates.
Summer Activity Plan	Keep up to date with regulatory changes and inform employees of new implementation procedures if necessary. Maintain a log of all reports and information requested, the date requested and completed. Review log to verify that reports are being furnished complete by the due dates.
Data Sources: (Most recent available unless otherwise noted)	HR requested information log.
Supporting Units:	None

Performance Indicator: B	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator: C	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator: D	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	

Performance Indicators

Department: **Human Resources**

Outcome: 5 The College will maintain regulatory compliance.

Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicators

Department: Human Resources

The Office of Human Resources will implement recommendations and suggestions from

Outcome: 6 SACS Self-Study.

Performance Indicator: A	HR will make the necessary revisions to existing procedures or create new procedures in compliance with SACS recommendations and suggestions as prescribed in self-study report.
Performance Standard	SACS Self-Study recommendations and suggestions will be completed February 15, 2000.
Fall Activity Plan	Complete the recommendations and suggestions regarding the hiring procedures and transcript procedures included in the hiring manual.
Spring Activity Plan	Complete all recommendations and suggestions from the SACS Self-Study for the employee handbook by February 15, 2000.
Summer Activity Plan	Continue reviewing the effectiveness of current hiring procedures for continued improvement.
Data Sources: (Most recent available unless otherwise noted)	SACS, Information gathered from other Community Colleges.
Supporting Units:	None

Performance Indicator: B	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator: C	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator: D	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	

Performance Indicators

Department: **Human Resources**

The Office of Human Resources will implement recommendations and suggestions from
Outcome: 6 SACS Self-Study.

Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	