

1999-2000 Institutional Effectiveness Report

Department: Human Resources

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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
Actual Outcome	The performance indicator A was not implemented this year. It involves initial input from the departments for generating an NOE for adjunct employees.
Implications for Next Year's Plan	Not considered for next year's plan.

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.
Actual Outcome	Letters to applicants were mailed within 7 days notifying that the position had been filled. New hire packets were created and distributed to all hiring committee chairs to ensure complete documentation needed to fill a position.
Implications for Next Year's Plan	Modify performance indicator to address other problems associated with the new hire packet and hiring procedures.

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.
Actual Outcome	Balances were updated on a weekly basis.
Implications for Next Year's Plan	New procedure involving a three day turn around for receiving leave forms for professional, administrative and faculty position will be updated on a daily basis effective 09/00

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.
Actual Outcome	Received one training. Conflicts in schedules within HR and ITS.
Implications for Next Year's Plan	Will determine tentative schedule for at least three trainings throughout 00/01

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,
Actual Outcome	HR conducted 11 trainings covering topics sexual harassment, safety, insurance enrollment, new hire orientation, adjunct orientation, TRS procedure for contributions, monthly attendance record.
Implications for Next Year's Plan	Continue to provide training. Will consider having 13 training sessions in 00/01

Performance Indicator: B	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicator: C	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicator: D	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

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.
Actual Outcome	Conducted four training sessions for job specific areas that included maintenance, custodian, cafeteria and computer technicians.
Implications for Next Year's Plan	Will continue to provide safety training sessions to more employees covering their needs of safety.

Performance Indicator: B	The number of reported incidents and job-related injuries will be reduced.
Performance Standard	Decrease of 25%
Actual Outcome	Work related injuries decreased by 25% from the reported 14 cases last year to 11 this year.
Implications for Next Year's Plan	Continue to decrease work related injuries by 25%.

Performance Indicator: C	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicator: D	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

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.
Actual Outcome	Process helped to provide hiring committees with qualified applicants. The number of applications rejected for not meeting minimum qualifications decreased from last year.
Impicatons for Next Year's Plan	Continue to monitor to possibly increase the number of qualified applicants.

Performance Indicator: B	
Performance Standard	
Actual Outcome	
Impicatons for Next Year's Plan	

Performance Indicator: C	
Performance Standard	
Actual Outcome	
Impicatons for Next Year's Plan	

Performance Indicator: D	
Performance Standard	
Actual Outcome	
Impicatons for Next Year's Plan	

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.
Actual Outcome	Mandated reporting was provided to outside agencies by the due dates with accurate data. College reporting to Dr. Reed, Business Office and Division Directors was timely as well.
Implications for Next Year's Plan	Continue to provide requested information in a timely manner with accurate data.

Performance Indicator: B	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicator: C	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicator: D	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicators

Department: Human Resources

Outcome: 6 The Office of Human Resources will implement recommendations and suggestions from 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.
Actual Outcome	SACS recommendations involving Primary Spoken Language Form have been addressed. New form created and HR's function with the implementation of the form complete. Instructional area follows with the confirmation that the instructor is fluent in the english language. Procedures regarding faculty contract non-renewals and terminations have been revised.
Impliations for Next year's Plan	Not considered. Daily HR activities implemented to ensure SACS requirements will continue.

Performance Indicator: B	
Performance Standard	
Actual Outcome	
Impliations for Next year's Plan	

Performance Indicator: C	
Performance Standard	
Actual Outcome	
Impliations for Next year's Plan	

Performance Indicator: D	
Performance Standard	
Actual Outcome	
Impliations for Next year's Plan	