**Date:** Jan 28, 2016 **Name of Administrative or Educational Support Unit: Human Resources**

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**Mission:**

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| The mission of the Human Resources (HR) departments is to provide quality benefits and services and to attract, develop, motivate and retain a diverse workforce of excellent employees in support of the mission and core values of Collin College.  Our subunits are 1) Employment and Benefits; 2) Professional Development and Employee Relations; and 3) Compensation and Records/IS. |

**PART I: Might not change from year to year. If this is an academic or workforce program, you must have 3-4 long-term student learning outcomes. You may also add short-term administrative, technological, assessment, resource or professional development goals, as needed.**

| A. Outcomes(s)  Results expected in this department/program | B. Measure(s)  The instrument or process used to measure results | C. Target(s) The level of success expected |
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| 1. Increase overall satisfaction results for the Employment category in the spring 2016 survey | Service Unit Satisfaction Survey | 85% overall satisfaction for all HR subunits  (Overall satisfaction in 2014 survey ranged from 71 - 82 %.) |
| 1. Decrease the number of days to get all new hires registered for compliance training, using Banner data for DOH and vendor reports for completed training | Number of days from hiring notification to registration for all new hires identified in the three HR sub-units | Average less than 15 days |
| 1. Reduce the number of employees who complete the compliance training in a number of minutes unacceptable for learning;  * Reduce the amount of HR staff time working with these employees to complete the training in a timeframe amenable to learning [Professional Development sub-unit] | * Number of employees who complete the compliance training in less than 15 minutes * Reduced HR staff time working with employees to complete the training in a timeframe greater than 15 minutes * Vendor reports | 95% of trainees will complete in more than 15 minutes as an indicator that sufficient time and attention has been given to the content for learning to occur  Staff time required to monitor trainee time to completion will be negligible. |
| 1. Increase the number of new hires who have an Outlook email available on the first day of employment, using [Employment and IS/Records HR sub-units] | Several possible measures:   * date new hire paperwork received in HR * date email sent to HelpDesk with request * # & % of employees with Outlook email available on first day of work identified | 100%of new hires to have email access on their first day of work |
| 1. Enhanced new hire benefits orientation, transferring some information from ELT orientation, resulting in enhanced and more robust information about college for new hires | Staff post-orientation survey sent to full-time new hires within three days following orientation | Benchmark to be set |

**PART II: For academic year 2016-2017 (enter year i.e. 2011-12)**

**From Part I**

| A. Outcomes(s)  Results expected in this department/program | D. Action Plan Years 5 & 2  Based on analysis of previous assessment, create an action plan and include it here in the row of the outcomes(s) it addresses. | E. Implement Action Plan  Years 1 & 3  Implement the action plan and collect data | F. Data Results Summary  Years 2 & 4  Summarize the data collected | G. Findings  Years 2 & 4  What does data say about outcome? |
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| 1. Increase overall satisfaction results for the Employment category in the spring 2016 survey |  |  | 2014: Percent satisfied:   * Benefits: 76.5% * Compensation: 70.9% * Prof Dev: 82.1% | Overall HR satisfaction: some room for improvement by improving processes |
| 1. Decrease the number of days to get all new hires registered for compliance training, using Banner data for DOH and vendor reports for completed training | 2014: Workflow map of 5 primary hiring processes involved; increased ARGOS reports to bimonthly.  2016:   * Automate Banner vendor notification of employees who completed training > 2 years or not at all * We will collect data regarding time to register new hires for compliance training, particularly with the implementation of automated registration beginning in January 2016.   + We will focus as a team to identify and communicate means to appropriate supervisors and employees about the need to have all new hire paperwork to HR on time and accurately completed.   + We will seek a means of getting associate faculty data into Banner sooner than current processes allow. |  | 2013-14: 51 days average to register (Well past 30 days to have employees trained)  2014-15: 29 days average to register new hires for training | This is a significant risk management issue, as the 30-day limit for new hires to complete compliance training is a requirement by the Texas State Labor Code. |
| 1. Reduce the number of employees who complete the compliance training in a number of minutes unacceptable for learning; | 2014: Reduce the amount of HR staff time working with these employees to complete the training in a timeframe amenable to learning [Professional Development sub-unit] |  | 2014-15: Process improvement completed: embedded devices insure that employees step through training material at appropriate minimal learning pace of at least 15 minutes or more. | Continue to track to ensure no new issues arise |
| 1. Increase the number of new hires who have an Outlook email available on the first day of employment, using [Employment and IS/Records HR sub-units] | 2014: Investigate and remove barriers to first day access to Outlook & appropriate Collin systems.  2016: We will investigate more thoroughly the exact reasons for delays and work collaboratively with the other departments and within the HR department to reach the target of 100 % of new hires having access to systems they need. |  | 2014-15: Some new employees still do not have systems access on their start date, primarily part-time employees. | There are multiple reasons; some on employee side; others on college side. Intra unit collaboration required. |
| 1. Increase the information provided to new hires in orientation on the first day of employment, resulting in higher level of satisfaction and comfort as new employee. | 2016: We are enhancing the first day orientation to include information about the college and campuses, the ELT, mission and core values, a high level review of major Board policies, and completing required EEO training. |  | 2014-15: Feedback from benefits orientation and ELT orientation indicate a need to have more information about Collin College sooner and in more detail than only benefits; new hires also prefer face-to-face information rather than on-line information. | The new hire orientation has focused solely on benefits options, and the ELT orientation occurs no more than quarterly, leaving an information gap for new hires. Other information offered online prior to start date is usually missed. |