



2019-2020 Annual Assessment Report

Goal: Assess progress on key functions, tactics and operations of designated area/division/department focused on in 2019-2020 using clear data, analysis, interpretation and reporting of findings, and plans for next steps – continual improvement.

Outcomes: After completing an assessment report, areas of operation will:*

1. **Discuss 3-6 Tactics or Operations, total, from the 2019-20 year in an outcome-oriented format, supported by data, and actions steps for the next year.**
2. Assess each Tactic/Operation with available evidence and discuss progress, achievements, and success made based on available evidence and date.
 - a. **Progress and Success** column should highlight significant progress made – discuss in outcome-related terms (What changed? How do you know?)
 - b. **Analysis and Interpretation** should refer to the indicators of success chosen in your fall assessment plans. Discuss your progress in relation to those indicators, whether the indicator itself was a good representation of success and what it might change to if not, and note any internal or external trends that may have also affected progress on this indicator.
3. Highlight any budget-related needs that have hindered or could further this progress and achievements and sustain success.
4. Describe a basic action plan for continuous improvement related to your assessment work from #1.
5. Describe effects of the department or division budget on future tactics/operations planning.
6. **Completed survey and note what assessment resources and training are most needed for next year. (p8)**

**Everyone will do 1 and 6. If other assessment documents are used for 2-5 (the “Progress Made” and “Action Planned” columns) please note where the information is and include with this document.*

Profile Information			
Division	Office of Human Resources	Assessment of Tactical or Operational Plan? (circle)	
Department		Division or Department Dean, Leader, Director, etc.	Director of HR, Kelley Plueard
Contributors to this report	Kelley Plueard, Sue Cooper, Yvonne Hernandez, Lisa Cram		
Mission statement and goals	<p>Mission statement: The Office of Human Resources provides quality services that foster a positive campus environment and attract, support, retain, and develop the diverse talent needed to achieve and sustain the college’s mission.</p> <p>Division/Department goals: <i>Improve efficiencies of HR/Payroll processes</i></p>		



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SP Goal 1: Improve institutional climate, culture and efficiency			
Tactic or Operation <i>Outcome-focused format</i>	Progress and success made <i>Based on data and evidence</i>	Analysis and Interpretation <i>Based on documentation from progress and success – refer to your chosen indicators of success</i>	Action plan for 2020-2021 <i>Include major actions, indicators and related timelines based on this year's progress</i>
Strategic Priority 2). <i>Enhance quality, efficiency, and effectiveness of all campus operations and services.</i>		UCC Institutional Indicator 12 Campus /Community Engagement: Community, students, and staff satisfaction ratings for any area of operation that received less than 70% “satisfied” responses demonstrates an increase in the next survey (done every 3 years).	
<ul style="list-style-type: none"> Tactic Create: Online Orientation 	Evidence – email communication Establishing baseline Employee Survey, 2020 With the collaboration of HR/UCC Online and Adhoc committee members, great forward progress has been made on the Online Orientation.	On track – August 1, 2020 launch Employee survey demonstrates a need for improvement. Staff satisfaction below 70%	On track – August 1, 2020 launch Online Orientation has been created including several videos. Recording of a “one voice” overall presentation is being initiated. The orientation will be launched on time and tested by a focus group. Online Orientation will then move into a lifelong maintenance and improvement stage.
<ul style="list-style-type: none"> Tactical Create: Canvas Selection Committee Training 	Establishing baseline data Employee Survey, 2020	Off track- Goal date 09/01/ 09/01/2020 Employee survey demonstrates a need for improvement. Staff satisfaction below 70%	Off track- Goal date 09/01/ 09/01/2020 Create focus group to assist in creation of the Selection Committee Training/Build training/select Test Group.



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<ul style="list-style-type: none"> • <u>Tactical</u> Establish: Banner Entry/Tracking of Evaluations 	<p>Establishing baseline data Employee Survey, 2020</p> <p>Email evidence</p>	<p>Off Track - Goal date 07/01/2020 – For efficacies, the employee evaluation tracking needs to be established in Banner.</p>	<p>Off Track - Goal date 07/01/2020 – Impacted by change in staffing and COVID-19. This project has been re-launched and a new target date of 09/10/2020 has been identified.</p>
<ul style="list-style-type: none"> • <u>Tactical</u> Enable: Electronic Payroll Authorization Forms in Banner (EPAFS) 	<p>No progress made</p> <p>Establishing baseline data need for improvement: Employee Survey, 2020</p>	<p>Goal date: 07/01/2021</p> <p>This project has stalled due to COVID-19.</p> <p>Employee survey repeated comments indicate a need to improve PAF processes.</p>	<p>Goal date: 07/01/2021</p> <p>As of 07/01/2020 – establish timeline to achieve goal by 07/01/2021 – Goal still achievable. Work with IT to collaborate next steps.</p>